

## Guided Interview Tool

### Positive Behavior Support Assessment

**Name of individual:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Place of residence:** \_\_\_\_\_

Staff/caregiver interviewed	Relationship to individual

**Purpose:** To gather information from those that know the individual well. The “Guided Interview Tool” is intended for use with staff, caregivers, administrators, family, and friends. Information from those with a positive relationship as well as those with negative impressions and interactions are useful to determine what works and doesn’t work. Information about communication skills will be considered throughout. Document observations and suggestions for what can make things better or worse. Ideas from the interviews, however speculative, are useful and often offer clues to support strategies for the behavior plan.

**Directions:** This series of questions are intended for an interview format. NOT ALL of the questions must be asked. Information concerning the behaviors of concern and developing the person centered portions of the plan is the central focus. The questions address a mixture of potential issues and may not apply for some interviews. The questions appear repetitive at times. The intent of asking a question with only a slight variation from the proceeding question is to gain additional information from a slightly different viewpoint. This is an interview technique that is particularly helpful in retrieving comprehensive rather than just surface information.

Interviews with staff and caregivers may take more than one session. In the early stages of the behavior assessment process, basic and/or general questions may be asked with later follow-up to detail specifics.

Start interviews with the source of the referral. Identify the behavior(s) of concern and who are key caregivers. Interview identified caregivers next. Family, friends, or community members with consistent interaction with the individual are important to interview as well.

Ask questions in a manner that encourages conversation. Questions can be asked in any order. Identify behaviors of concern early in the interviews to focus the interview and behavior assessment. The questions can be modified to fit the situation and/or draw out more information. Some answers provided by the individual may trigger related questions which gains more specific information. Answers are intended to be used for support planning purposes.



## **WHO IS (NAME OF INDIVIDUAL)**

1. What are (name of individual's) strengths?
2. What are (name of individual's) interests?
3. What are (name of individual's) skills and past occupations?
4. What are (name of individual's) talents and abilities?
5. What are (name of individual's) greatest challenges?
6. What, if any, are barriers to quality of life and what improvements might increase quality of life? (Quality of life issues are- community activity, social relationships with family and friends, preferred activities on a daily basis)
7. How should others communicate with (name of individual)?
8. What are (name of individual's) most common frustrations?

## **WHAT ARE THE BEHAVIOR(S) OF CONCERN**

9. What behavior(s) of concern is present?
10. What does each behavior look like?
11. What does a good day look like for (name of individual)?
12. What does a bad day look like for (name of individual)?
13. Where do the behavior(s) of concern most often occur?
14. When do the behavior(s) of concern most often occur?
15. What activities may be taking place when the behavior(s) of concern occur? (i.e., too difficult, new information, chores, hygiene, busy events, holidays)

## **WHAT UNDERLYING ISSUES EXIST**

16. Cognitive issues (i.e. memory issues, problem solving, impulsiveness)
17. Communication abilities (response and ability to communicate)
18. Medical conditions
19. Mental health issues
20. Medication and pertinent side effects
21. Social or relationship abilities (i.e. conflict with others, difficult social interactions, inaccurately perceive others' motives, likes to be alone, does not trust others, is the behavior directed toward the same person or caregiver)
22. Change (i.e, caregiver changes, unexpected changes, transitions from one place to another or one activity to another)
23. Environmental sensitivities (i.e., isolated, crowds, noise, temperature)
24. What historical factors may have an impact on (individual's) current behavior(s) of concern? (history of abuse, past institutional stays, loss of a loved one, frequently moved a number of times in the last 5 years in "care", involuntary loss of a placement and/or received negative care in a former placement, or other significant events for (individual).

