This tool can be used to assess how well an organization is implementing person-centered practices and positive behavior support in two different ways: 1) observe staff and/or people being supported in a setting, and 2) as a self-assessment process. Observations may be conducted within a county, public health, or mental health organization to observe changes in staff or within provider organizations to observe changes in behaviors of both staff and people receiving support.

**Instructions for Observations:** Record your observations of staff and/or people living/working in a setting during a 20-minute period of time. Complete the attached worksheet before starting an observation and review the definitions for each item below before you begin the observation.

**Date and Time of Observation**:

**Setting Observed:**

**Number of People Present During Observation Session:**

* **Number of Staff Members: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* **Number of People Observed During Session: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please gain consent from anyone observed. Please use the following script for people receiving services:** *We want to do a better job supporting you. We made a list of the things we are learning to do so that we don’t forget to use them. Can we spend time with you today to see if the list we made is helpful for you?*

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| **Part 1**  *Observe staff using the list below.*  **Person-Centered Behaviors**   * Person-First Language * Nonjudgmental Descriptive Language * Working in Alliance with the Person * Reflective Listening Skills * Person-Centered Thinking * Demonstrates Empathic Behavior   **Subtotal: \_\_\_\_\_/6 \_\_\_\_\_\_%**  **Promoting Social Engagement & Interactions**   * Encouraging Others to Engage in Social Interaction * Supporting Choices * Reinforcing Others   **Subtotal: \_\_\_\_\_\_\_/3 \_\_\_\_\_\_\_%**  **Total for Part 1: \_\_\_\_\_\_\_/11 \_\_\_\_\_\_\_\_%** | **Part 2**  *Observe up to two staff members while they are working, or observe people who are receiving services using the list below.*  **Opportunities to Participate in Positive Social Interactions**   * Active Involvement in Conversations/Meetings/Activities * Engaging in Identified Social Behaviors   **Total for Part 2: \_\_\_\_\_\_\_/2 \_\_\_\_\_\_\_\_%** |