



## BSP Monitoring and Feedback Form

<b>Consumer Name:</b>		<b>Date of competency check:</b>	
<b>Home/program:</b>		<b>Interviewer:</b>	
<b>In-person or virtual observation:</b>		<b>Interviewee:</b>	
<i>Scoring guide: (0=incorrect, 1= referred to BSP, 2= accurate from memory)</i>			

Knowledge-based competency check	
Skill/procedure	Score
Defines target behaviors for reduction	
Consumer preferences (individual lists various preferred items/activities, attention types, and edibles)	
Setting events/antecedent that may evoke problem behavior (N/A if none indicated in BSP)	
List and describe precursor behaviors (N/A if none indicated)	
Has data card and can identify all target problem behaviors and appropriate replacement behaviors for which data are collected (i.e., can describe each behavior on the data card)	

Observation-based competency check		
Skill/procedure	Observed or interviewed?	Score
<i>If there is not an opportunity to observe a behavior (e.g., problem behavior does not occur, there are no opportunities to prompt/reinforce a replacement behavior), have the staff instead describe the procedures and indicate "I" for interviewed as opposed to "O" for observed</i>		
Implements procedures to prevent problem behavior and decrease aversiveness of setting events/antecedents noted in BSP		
Responds appropriately to precursor behaviors (N/A if no precursors indicated)		
Implements procedures for responding to problem behavior (score based on responding to <i>all</i> target behaviors [e.g., if individual refers to BSP for responding to one behavior, score is 1])		
Reinforces occurrences of appropriate replacement behaviors		
Implements procedures for increasing appropriate replacement behaviors		
Implements any additional procedures in place for consumer (N/A if none)		

**Notes:** \_\_\_\_\_

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### On the Job Feedback Protocol

Step	Implementation Guidelines
Before conducting observation, greet staff and tell them the purpose of the observation.	e.g., "Hi _____. My name is _____ and I am _____ targeted case manager. How is it going today? I am going to do a brief observation of his/her team's implementation of his/her behavior support plan. During the observation I may ask you some questions, answer the best you can! And remember you can always reference the BSP document if you forget something. I will also be watching for a few steps. After I am finished with my observation, I will pull you aside to share my notes and share and feedback! Please let me know if you have any questions throughout."
Meet with staff person immediately after the observation (or as soon as you can).	Find a private or quiet location (consumers may need to be within eyesight, which is okay).
Review each checklist item with staff person.	Show the completed checklist to the staff.
Provide praise for staff's checklist behaviors that occurred ALWAYS.	Use behavior-specific praise. Provide examples of particularly excellent implementation of the checklist item. Be authentic and sincere.  <i>"You did an amazing job in providing positive interactions to all of the consumers at least once every 5 min. I particularly</i>



	<i>liked when you provided Johnny with a high-five....he really seemed to like that interaction."</i>
Provide praise for instances in which staff's checklist behaviors occurred SOMETIMES and provide corrective feedback on situations in which they could improve.	<ol style="list-style-type: none"> <li>1. Use behaviors-specific praise for correct instances of checklist items. Provide examples of particularly excellent examples of when they implemented the checklist item. Be authentic and sincere.</li> <li>2. Corrective feedback can be respectfully delivered. Use a supportive tone.</li> </ol> <p>"I noticed that you sometimes delivered instructions using DO requests--I particularly liked it when you asked Johnny to "please pick up his plate and bring it to the kitchen. There were a few times when you told Johnny not to do something rather than telling him what it is that you want him to do."</p>
Provide corrective feedback on checklist behaviors that occurred NEVER and describe how staff can improve on this item in the future.	<p>Corrective feedback can be respectfully delivered. Use a supportive tone of voice.</p> <p><i>"I noticed you commented on Steve's disruptive behavior by pointing out why his reaction was annoying. Next time avoid these types of comments. It is okay to redirect to another activity, but don't comment on the disruptive behavior."</i></p>
Model correct implementation.	<p>Modeling may occur with consumers or in a separate location.</p> <p><i>"Let me show you how to do this."</i></p>
Rehearse correct implementation.	Ask staff to rehearse the steps you modeled; provide corrective and positive feedback.
Solicit questions and clarify any ambiguities.	Consider providing staff with your contact info if they have questions later and let them know they can always have their managers contact you for questions
Conclude with a brief social nicety	E.g., say goodbye to the consumers and staff working on the floor and wish them a nice day

