

## Checklist: Intake Skills

	Yes	No	N/A
1. Used supportive, non-threatening tone of voice.	___	___	___
2. Treated the caller with respect.	___	___	___
3. Spoke in a calm and reassuring manner.	___	___	___
4. Asked clear, concise, precise, and explicit questions of caller.	___	___	___
5. Asked questions that elicited a thorough and accurate description of the harmful incident.	___	___	___
6. Elicited enough information to identify and locate parties involved.	___	___	___
7. Repeated back to reporter key information to ascertain accuracy of recording (e.g. names, addresses.)	___	___	___
8. Responded honestly to questions that were posed by the reporter.	___	___	___
9. Encouraged but did not insist that anonymous reporter disclose his/her identity.	___	___	___
10. Ascertained the personal or professional relationship between the reporter and the family being reported.	___	___	___
11. Discussed confidentiality of information (i.e. whether reporter's identity will remain confidential or when it might be revealed.)	___	___	___
12. Explained to caller that CPS will look into the situation.	___	___	___
13. If referral was inappropriate for CPS, identified the resources to which the caller could turn.	___	___	___
14. Let the caller know that is was right to make the report and that the effort is appreciated.	___	___	___

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CORE 101

**Handout 43, Page 1 of 1**