



Tuning in to Reporters of Child Abuse/Neglect

- What is the caller feeling (ambivalence, fear, hesitation, anger, no identifiable emotion)?
- Does the caller seem to know what information the screener will need?
- Does the caller seem to have a pre-fixed idea about what should happen in this case?
- Does the caller have an opinion about child and youth services, about the family, about the child (or youth)?
- What assumptions or hypotheses are you forming about this caller?
- Are any of these issues posing a barrier to the screener getting the needed information in the most time effective way? If so, what are they? What could the screener do to circumvent this barrier?
- What interviewing skills did the caseworker use?
- How did the caller respond to the caseworkers' response?
- What other skill could the caseworker use?