

Brief ISO-Client Interaction Rating Form

Behavior Change Index (BCI) – CJ

This instrument is designed to provide feedback on the use of motivational interviewing in brief, Intensive Supervision Officer (ISO) & Client interactions. To use BCI, circle a number on the scale attached to each item to indicate the degree to which the ISO has carried out the described action.

Each number on the scale indicates that the action was carried out:

- 0. Not at all
- 1. Minimally
- 2. To some extent
- 3. A good deal
- 4. A great extent

Behavior change(s) discussed: _____

Item	Score				
1. ISO picks up on issues that are important to the probationer	not at all				a great extent
	0	1	2	3	4
2. ISO encourages probationer to talk about current behavior	not at all				a great extent
	0	1	2	3	4
3. ISO encourages probationer to talk about behavior change	not at all				a great extent
	0	1	2	3	4
4. ISO uses open questions to elicit how probationer thinks and feels	not at all				a great extent
	0	1	2	3	4

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5. ISO uses reflective statements to show that he/she is listening	not at all					a great extent
	0	1	2	3	4	
6. ISO uses summaries to bring together what the probationer has said	not at all					a great extent
	0	1	2	3	4	
7. ISO acknowledges challenges about behavior change that the	not at all					a great extent
	0	1	2	3	4	
8. When ISO provides information, it is sensitive to probationer	not at all					a great extent
	0	1	2	3	4	
9. ISO actively supports probationer choice and personal responsibility	not at all					a great extent
	0	1	2	3	4	
10. ISO and probationer <i>exchange</i> ideas about <i>how</i> the probationer	not at all					a great extent
	0	1	2	3	4	

Total Score: _____

Officer speaks for (approximately):

- More than half of the time
- Half of the time
- Less than half of the time

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Scoring the BCI - The BCI is designed to rate motivational interviewing skill in brief interactions. The BCI is used to score a 5-10 minute portion of an office visit/interview focused on behavior change. Behavior change might include completing one of the conditions of probation, maintaining positive progress, or making other positive changes. The BCI is not designed to rate interactions primarily focused on assessment or information gathering. If the interactions are not focused on behavior change, some of the scoring options may not be appropriate.

Domain 1: Agenda Setting

1. ISO picks up on issues that are important to the probationer.

A high score: ISO personalizes the interaction to the needs of the probationer, including integrating information about what topics are important to the probationer and progress from the probationer's point of view.

A low score: ISO sets the agenda without consulting the probationer. Questions and statements appear standard and not specific to the interview.

Domain 2: Behavior Change

2. ISO encourages probationer to talk about current behavior.

A high score: ISO uses questions and reflections to gather information about current behavior, including what the probationer likes and/or dislikes about current behavior and what the current behavior is like from the probationer's point of view.

A low score: Officer uses questions to document progress, but does not ask for information about what the probationer likes and/or dislikes about current behavior. The probationer's perspective on current behavior is typically ignored.

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3. ISO encourages probationer to talk about behavior change.

A high score: ISO uses questions and statements to help the probationer think about what changes he/she could make and why he/she would like to make them.

A low score: ISO relies on information giving or advice as the main strategy to influence probationer change.

4. ISO uses open questions to elicit how probationer thinks and feels about change.

A high score: ISO uses mostly open-ended questions to draw out information from the probationer about his or her thoughts and feelings about future behavior.

A low score: ISO uses mostly closed questions to gather surface-level information about progress, and does not pay much attention to the probationer's thoughts and feelings about change.

5. ISO uses reflective statements to show that he/she is listening.

A high score: ISO uses statements to paraphrase what the probationer has said. Many more reflections than questions.

A low score: ISO uses mostly questions, with little evidence that he/she understands what is important to the probationer or is interested in the probationer's point of view. Many more questions than reflections.

6. ISO uses summaries to bring together what the probationer has said.

A high score: At key points in the discussion, the ISO summarizes the probationer's point of view to remind the probationer of what he/she has said.

A low score: ISO does not summarize or remind the probationer of what he/she has said.

7. ISO acknowledges challenges about behavior change that the probationer faces.

A high score: ISO uses questions and statements to explore the difficulties that the probationer may have in implementing change. The officer helps the probationer to brainstorm potential solutions, and reminds the probationer about personal strengths.

A low score: ISO does not acknowledge the difficulties that the probationer may encounter in implementing change, and does not remind the probationer of personal strengths. The officer gives advice or suggestions regarding how to handle challenges instead of helping the probationer to identify solutions.

8. When ISO provides information, it is sensitive to probationer concerns and understanding.

A high score: ISO uses questions and statements to try to understand what the probationer knows and wants to know about change, and elicits the probationer's personal reaction to information. When the ISO gives information or advice he/she typically asks for permission before providing advice, gives options, and/or emphasizes personal choice.

A low score: ISO gives information and advice without asking whether the probationer wants this information. The personal relevance of the information is not drawn out of the probationer, but provided by the officer.

Domain 3: The Whole Interview

9. ISO actively supports probationer choice and personal responsibility.

A high score: ISO accepts the probationer's decision even if it does not fit with the courts/officers agenda. The officer is explicit about the sanctions the offender will receive if he/she engages in behavior inconsistent with the court/agent's desires, but does not try to bully the probationer into change.

A low score: ISO does not acknowledge or accept probationer choice.

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10. ISO and probationer exchange ideas about how the probationer could change behavior.

A high score: ISO and probationer work together to come up with ideas about how the probationer will change behavior. The ISO helps the probationer to brainstorm solutions, but most of the solutions appear to come from the probationer.

A low score: ISO does not work with the probationer to come up with solutions, but instead tells the probationer what he/she must do, or offers no help with Planning.

ISO Talk Time

Check the box next to the item that describes how much the ISO talked during the interview. Ideally, the ISO should be speaking less than 50% of the time.

The BECCI-CJ scoring sheet and manual were modified with the permission of the author. For information about the BECCI-CJ version, contact Dr. Scott Walters at scott.walters@utsouthwestern.edu