

HIV/STD PREVENTION AND CARE

PART III

*HIV Counseling,  
Testing, and  
Referral*

**HIV COUNSELING, TESTING, AND REFERRAL: COUNSELOR EVALUATION**

This tool is designed to assist supervisors in evaluating skills recommended for client-centered counseling of individuals with HIV/STD risk issues. It is supportive of the HIV Prevention Counseling, Testing, and Referral curriculum, and should be used to coach staff to meet standards for effective counseling of clients.

1 = Little knowledge, poor attitude, lacks skill	<u>Knowledge</u> – Has basic information on HIV/STD transmission and testing  <u>Attitude</u> – Is nonjudgmental during the encounter; is comfortable in discussing sexual issues  <u>Skill</u> – Exhibits the behavioral elements of the given skill in the encounter with the client
2 = Appropriate knowledge and attitude, lacks skill	
3 = Appropriate knowledge, attitude, and skill	
4 = Consistently uses skill	

COUNSELING SKILLS	1	2	3	4	COMMENTS
<b>1. Develops rapport</b> <i>Establishes good eye contact, positive body language, good verbal engagement, listens</i>					
<b>2. Uses open-ended questioning to facilitate dialogue with client</b> <i>Uses what, who, how, when, polite imperatives, positive why, Nth degree</i>					
<b>3. Assesses client knowledge of HIV and STDs</b> <i>Utilizes open-ended questioning which allows client to share knowledge of HIV and STDs</i>					
<b>4. Provides information simply</b> <i>Tailors information to client need and level of understanding, clarifies misinformation, misperceptions, lack of knowledge voiced by client; avoids jargon and technical language</i>					
<b>5. Offers options, not directives</b> <i>Facilitates exploratory dialogue with client to identify realistic goals; avoids advice giving and telling client what to do</i>					
<b>6. Summarizes and closes</b> <i>Clarifies with client what information he/she is taking from the session and client's plan for reducing risk</i>					
<b>7. Paraphrases</b> <i>Reflects content of client statements to clarify meaning</i>					
<b>8. Reflects feelings</b> <i>States perceived feelings being exhibited by client</i>					
<b>9. Facilitates client identification of specific risk behaviors.</b> <i>Utilizes open-ended questions to engage client in a dialogue regarding what activities are putting him/her at risk</i>					
<b>10. Facilitates client decision regarding getting tested for HIV.</b> <i>Explores with client the advantages and disadvantages of knowing HIV status</i>					
<b>11. Facilitates development of risk reduction plan.</b> <i>Helps client develop realistic plan to reduce risk</i>					

**COUNSELOR EVALUATION      COUNSELOR EVALUATION      COUNSELOR EVALUATION**

<b>TESTING AND REFERRAL SKILLS</b> (may not be necessary in every session)	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>n/a</b>	<b>COMMENTS</b>
<b>12. Assures appropriate testing procedures.</b> <i>Clarifies logistics including consent form, test results and follow-up process</i>						
<b>13. Interprets test results appropriately.</b> <i>Clarifies meaning in context of client risk history, retest based on specific risk history</i>						
<b>14. Makes appropriate referrals.</b> <i>Identifies with client other resources to address needs, actively facilitates linkage (referral form, appointment, telephone call, etc.) to agencies</i>						

<b>OTHER SKILLS</b> (may not be necessary in every session)	<b>Skill used appropriately?</b>			<b>COMMENTS</b>
	<b>Y</b>	<b>N</b>	<b>n/a</b>	
<b>15. Reframing</b> <i>Puts a positive on perceived negative scenarios or behaviors</i>				
<b>16. Third-personing</b> <i>Acknowledges and normalizes clients feelings and experiences</i>				
<b>17. Confrontation</b> <i>Focuses client on contradictions between behaviors and messages regarding risk issues – nonjudgmental approach</i>				

**Comments:**

**Recommendation/Plan:**

**EVALUATOR:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**SCORING**

- ❖ For encounters when the client chooses not to be tested:  
Total the points for “counseling skills”. Allow 1 point for each “yes” in the “other skills” category. A score of 33 points or better is indicative of desirable counseling skills. A score of less than 33 points indicates a need for retraining and performance coaching.
  
- ❖ For encounters when the client chooses to be tested (thereby requiring testing and referral skills):  
Total the points for “counseling skills” and “testing and referral skills”. Allow 1 point for each “yes” in the “other skills” category.  
A score of 42 points or better is indicative of desirable counseling skills. A score of less than 42 points indicates a need for retraining and performance coaching.