

Instructions for Scoring PCS Observation Review Tool

[Observation Review Tool – Participant Centered Counseling Skills \(PCCS\)](#)

1. Use one column for each certifier observation.
2. Assign a score from zero to three for each skill based on your observation.
 - 0- Inadequate: Not demonstrated
 - 1- Minimal: Basic skill is observed
 - 2- Effective: Strong skill is exhibited
 - 3- Ideal: Optimal skill is displayed
3. After the appointment, add up the scores and divide by the number of skills evaluated to get the average score for each observation. An average score of at least 1 is considered acceptable.
4. If scoring an agency as a whole for a review, at least 80% of certifiers should have at least a score of 1.