

**For Provisional Licensees Working in a District Attorney's Office:
PLP Documents for Discussions with Complainants**

The PLP rules allow Provisional Licensees working in a District Attorney's office to use discussions with complainants in the place of client interviews or counseling sessions. Complainants differ in significant ways from clients, so we have created a distinctive reflection template (for the Provisional Licensee) and rubric (for the Supervising Attorney) for these discussions. This document includes that template and rubric for your use.

Discussions with complainants vary greatly, from short check-ins to witness preparation. For your portfolio submissions, try to select discussions that will allow you to demonstrate a range of your skills at interacting with complainants. The criteria on the rubric suggest the type of skills that the Board would like you to demonstrate—although you need not cover all of those skills in the discussions you submit.

Note in particular that the first four criteria on the rubric are likely to apply only to initial discussions with complainants, although they may also arise in later discussions. You do not have to include an initial discussion in your portfolio; these criteria appear on the rubric for the supervising attorney to use only if they apply.

The final page of this document shows the rubric that an examiner will use to assess your complainant interactions. The rubric is identical to the one used for client encounters; it has been modified only to refer to complainants rather than clients.

**Provisional Licensee's Reflection on
Discussion with Complainant**

Licensee's Identifying Number: _____

Client Encounter Number: _____

1. What were your goals for this discussion?

2. To what extent did you achieve those goals?

3. Which aspects of the discussion went well?

4. Which aspects of the discussion were most challenging? Why?

Continued on Reverse

5. What have you learned from those challenges that you can apply to future discussions with complainants? Be as specific as possible about concrete steps you will take.

6. How did you prepare for this discussion?

7. Will you prepare differently for future discussions? If so, how?

Supervising Attorney Rubric for Discussion with Complainant

Competency	Needs Improvement	Satisfactory	Proficient	NA
Professionalism (Only for First Meeting)	Does not disclose status as provisional licensee	Discloses status but does not invite questions	Discloses status and invites questions/ concerns	
	Does not discuss confidentiality or lack of privilege	Mentions lack of privilege, but does not explore	Fully explains confidentiality and lack of privilege	
	Does not mention Oregon victims' rights	Mentions victims' rights, but only briefly	Fully explains victims' rights and invites questions	
	Provides no contact information	Provides information, but does not invite contact	Provides information and invites contact	
Complainant Interaction and Communication	Uses highly structured questions rather than allowing complainant to tell story	Allows complainant to tell story but sometimes interrupts when unnecessary	Lets complainant tell full story with only essential interruptions	
	Frequently uses jargon without explanation	Sometimes uses jargon but clarifies in response to complainant questions	Uses jargon only when essential and explains without prompting	
	Does not refer to or ask about complainant's goals and interests	Asks about or refers to complainant's goals and interests, but does not follow up	Fully explores complainant's goals and interests	
	Does not invite any questions from complainant	Sometime invites questions from complainant	Repeatedly invites questions from complainant	
	Does not respond to most of complainant's questions	Responds to some, but not all, of complainant's questions	Responds to all of complainant's questions	
Knowledge of Legal Processes	Does not describe next steps or describes them inaccurately	Mentions next steps, but does not fully explain them	Fully and accurately describes next steps	
Knowledge and Issue Identification	Misses major legal issues raised by the discussion	Identifies most, but not all, legal issues raised by the discussion	Identifies all legal issues raised by the discussion	
	States several points of law incorrectly	States one point of law incorrectly	States all points of law correctly	
Research of Facts	Asks few questions to elicit facts	Asks some questions to elicit key facts, but omits some areas of inquiry	Asks questions to elicit key facts related to legal issues	

Continued on Reverse

Comments:

Licensee's Identifying Number: _____

Date: _____

Examiner Rubric for Discussion with Complainant

Based on your review of the Supervising Attorney’s rubric and the Provisional Licensee’s reflection, would you allow the Provisional Licensee to conduct an unsupervised discussion with a complainant?

Yes _____ No _____

Checking “yes” means that this exercise is “qualified.” Checking “no” means that it is “not qualified.”

If you checked “no,” how does the Provisional Licensee need to improve to achieve a “qualified” rating?

Other comments:

Licensee’s Identifying Number: _____

Date: _____