Objectives

- Describe the 5 stages of the interview process.
- Further develop skills for behaviors that challenge the interview.
- Determine ways to keep the interview on track.
- Recognize techniques to facilitate an interview: exploring, focusing, directing.
- Describe considerations for interviews in special situations.

Module 1: Facilitating the Interview

Stages of the Interview

- Stage 1: Preparation
- Stage 2: Engagement
- Stage 3: Interview
- Stage 4: Closing
- Stage 5: Documentation
Stage One: Preparation

- **Determine**
  - The interview’s purpose
  - What information you need to get

- **Analyze**
  - Available information & get additional information if needed

- **Decide**
  - Who to interview
  - When
  - Where
  - How will you engage & build rapport with the family

- **Plan**
  - When & how you will document

Stage Two: Engagement

- **Two important processes:**
  - Engagement
  - Rapport Building

- **How can your first encounter with a family affect:**
  - Relationships with family members
  - Your ability to complete critical tasks

Stage Three: The Interview

- **The “meat” of the interview process**

- **Investigator’s Focus:**
  - child, family, family members, & maltreatment events

- **Case Managers focus:**
  - assess & intervene to ensure the child’s immediate & on-going safety, permanence, and well-being

- **Addresses the “purpose” of the interview**

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Interviewing for Information Collection
Power Point Slides
Slide 7

**General Order for Conducting Interviews**

- Alleged victim
- Siblings/other children in home
- Adult caregivers not alleged to have maltreated the child
- Person who allegedly maltreated the child
- Other persons who may have first-hand knowledge of the alleged maltreatment

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Slide 8

**Stage Four: Closing the Interview**

- Discuss whether the interview goals were met with the family members.
- Summarize:
  - Were all concerns addressed?
  - What was accomplished?
  - What's left to accomplish?
  - What decisions were made?
  - What decisions are left to be made?

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Slide 9

**Stage Four: Closing the Interview**

- Praise efforts
- Review assigned tasks
- Answer questions
- Set time and date for the next interview
- Initiate short conversation to boost rapport

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Slide 10

Stage Five: Documentation

Decide how to document the interview during the planning stages.

Note-taking is very important to document family demographics & chronological events.

Accuracy is vital.

All interviews with subjects of the investigation must be documented in FISP.

Slide 11

Interview Facilitation Techniques

Exploring

Focusing

Directing

• While using these techniques, be…
  • Genuine
  • Respectful
  • Empathetic

Slide 12

Techniques to Facilitate the Interview Exploring

Explore

Active Listening

Attend to Behaviors

Encourage

Reflect

Allow Silence

Attend to Behaviors

Explore
Slide 13

Techniques to Facilitate the Interview

Focusing

- Reframe
- Clarify
- Question
- Summarize

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Slide 14

Questions to Avoid

- Antagonizing
- “Why”
- Multiple
- Leading/suggestive

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Slide 15

Techniques to Facilitate the Interview

Directing

- Advice
- Support
- Reassurance
- Options
- Suggestions
- Feedback
Module 2: Interviewing Children

Objectives

- Compare & contrast child & adult interviews.
- Explain how to engage & interview the child.
- Identify considerations for child interviews in child sexual abuse cases.
- Describe developmental considerations for child interviews.

Limited Number of Child Interviews

Ch. 914.16, F.S. limits number of child interviews:

- Each judicial circuit chief judge must order reasonable limits on the number of interviews after consulting with:
  - State Attorney
  - Public Defender
  - Chief Law Enforcement Officer
  - Other persons deemed appropriate

- Applies to children under the age of 16 who are victims of:
  - Sexual battery
  - Lewd or lascivious offenses
  - Abuse, aggravated abuse and neglect

Young Children's Thought Processes

Concepts of numbers, time, assumptions, perspective, causality/magical thinking, & misunderstandings develop gradually
**Slide 19**

*Principles of Child Development*

- Construct their own rules for how the world operates
- Children develop in phases
- Individual Development Varies
- Domains develop separately, at different rates; one domain may mature before another

**Slide 20**

*Module 3: Information Collection & Documentation*

- Objectives:
  - Further define and explain the six information domains;
  - Discuss the benefits of the information collection protocol;
  - Evaluate use of essential skills during a worker interview with a parent;
  - Describe supervisory case consultation regarding sufficiency of information collection

**Slide 21**

*Topics*

- Information Collection: Six Domains
- Characteristics and Common Errors Influencing Information Collection and Decision Making
- Family Functioning Assessment Information Standard
- Family Functioning Assessment Documentation
**Slide 22**

KNOW THE FAMILY

- Extent of Maltreatment
- Surrounding Circumstances
- Child Functioning
- Adult Functioning
- General Parenting Practices
- Disciplinary Practices/Behavior Management

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**Slide 23**

Family Functioning Information Standard

“There is hardly anything so necessary as the ability to distinguish between that which is important and that which is not.”

- William Barclay

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**Slide 24**

Information Collection Protocol

Reading
Slide 25

Information Collection as a Competency

- I know what information I must learn about a family. I know what information I must collect on each case I am assigned.
- I understand the purposes or reasons for needing to know this information.
- I demonstrate the ability to gather the information.
- I demonstrate awareness that everything I do to reconcile and validate information influences the overall quality of the information.
- I can discuss and write about the information I collected logically, succinctly, and in a way that justifies my conclusions.

Slide 26

Information Collection and Worker Competency Video Demonstration

Slide 27
Slide 31

Determining The Sufficiency of Family Functioning Assessment: Information Collection
An Exercise

Slide 32

Conclusion of Module 3