

You Don't Know What You Are Missing: Enhanced Cognitive Interviewing for Adult Protective Services

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Training Foundation

- The best interviewers are those who understand they are communicating all of the time.
- Interviewing is an art, not a science.
- The best interviewers focus on the basics.
- You will make mistakes in every single interview.
- What you do in APS is vital to the lives of the people you serve, the welfare of the communities where they live, and the moral fabric of all of our society.

Enhanced Cognitive Interviewing (ECI)

- ECI improves recollection of victim and eye witness accounts of incidents.
- ECI has been demonstrated to be more supportive and less traumatizing to victims than other interviewing techniques.
- Older adults respond more effectively to ECI interviewing than younger adults.

Resource:

https://researchportal.port.ac.uk/portal/files/3890630/ECI_Handout_1_.doc

Phases of ECI

Phase 1: Greet, Personalize, and Build Rapport

- The interviewer must establish trust as foundation for interview.
- The interviewer communicates messages of equality.
- Each interviewee has a unique set of needs.
- Decreasing anxiety is critical.

Phase 1: Greet, Personalize, and Build Rapport

- Rapport requires empathy.
- Create a safe environment by interviewing person alone.
- Anticipate situations where someone refuses to leave you alone with a witness.
- Anticipate situations where a witness wants someone to be present for interview.

Phase 2: Explain the Aims of the Interview

- Interview factors
- Focused retrieval and concentration
- Report everything
- Transfer of control of the interview

Phase 3: Initiate a Free Report

- Mental reinstatement of context
- Initiate a free report
- Good interviewer behavior

Phase 4: Questioning

- Before asking questions
- Appropriate questioning
- Wording of questions
- Inappropriate questions
- Witness-compatible questioning

Phase 4: Questioning

- Activating the picture
- Probing the picture

Phase 5: Varied and Extensive Retrieval

- Extensive retrieval
- Recall in a variety of temporal orders
- Change perspective technique
- Memory jogs

Phase 6: Important Investigative Questions

- Important investigative questions are often leading and should be saved for the end.
- All interviewees are vulnerable to the influence and suggestion of the interviewer.
- Important investigative questions that are leading should be immediately followed by open ended questions.

Phase 7: Summary

- Summary is a method to check for accuracy of how the interviewer received the information.
- Permission should be given to the interviewee to interrupt the summary to add new information or correct inaccurate information.
- Always end the summary by asking if there is anything that has been missed.

Phase 8: Closure

- Interviewer should end interview in a positive frame.
- Demographic questions get asked during closure stage unless already gathered through rapport building.
- A thank you and way to contact with more information should always be provided.

Phase 9: Evaluation

- Evaluation of information obtained
- Evaluation of interviewer performance

Thank you!

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