



Engagement and Interviewing

California Common Core

December 31, 2018

Overview of the Day

- Welcome and Introductions
- Review of the Agenda
- Learning Objectives

Group Agreements



4

Phases of the Interview

- Preparation
- Rapport Building
- Information Gathering and Dispensing
- Closure

How Assessment Systems fit into what we do:

- Every conversation is an intervention
- Every interview is an assessment
- Every conversation with children is about assessing for safety

Preparation

- Purpose of the interview – initial vs ongoing
- Joint response with law enforcement, warrants
- Logistics – where they interview will take place, when it will be conducted, how long the interview will likely last, whether other agencies will need to be notified
- Cultural considerations
- Understanding a child's developmental age, trauma and language capabilities
- What SDM Assessment should I consult to prepare for the interview?

Rapport Building

- Defining ground rules or agreements
- If you don't know the answer, it's okay to say "I don't know"
- Limits on confidentiality
- Strength based, solution focused questions
- Managing Anger
- Explain purpose of the interview and assessment (including SDM Assessments and associated decisions)

Information Gathering and Sharing

- "What is working well, what are your worries, what needs to happen?"
- Asking questions that focus on what specifically happened
- Clarifying information on a disclosure
- Getting a family history
- A walk through of the home
- Use the framework and definitions of appropriate SDM Assessment tools to focus your interview on the most relevant information needed to make a decision

Closure

- What are the next steps?
- “Do you have any concerns or feedback about what we talked about?”
- Demonstrate appreciation for their participation in the process
- Summarize what happened
- “What will happen if the safety plan is not followed?”
- Share the next steps in the assessment and decision making process

Phase I: Preparation

Adult verses Child Interviews

- What are some of the differences

Price/Smith Family

Phase 2: Rapport Building

- Appreciative Inquiry
- Three Questions
- Solution Focused Questions

Activity

- Interview with Randy Price
- <https://www.youtube.com/watch?v=YReXhE3DPSc>
- Practice Solution Focused Questions

SDM Definition of IPV

Domestic violence perpetrators, in the context of the child welfare system, are parents and/or caregivers who engage in a pattern of coercive control against one or more intimate partners. This pattern of behavior may continue after the end of a relationship or when the partners no longer live together. The alleged perpetrator's actions often directly involve, target, and impact any children in the family.

Influences on Interviewing

- Biases
 - What feelings may have emerged?
 - What might have lead to these feelings? (Personal experience, training, previous professional experience, media, etc?)
 - How might they impact our working with a family?
 - What can we do about feelings and biases?

Phase 3: Information Gathering and Sharing

- From general information to specific
- Question Style and Content
- Use the SDM definitions to help guide the questions you ask during an interview
- What is 'hot', 'warm' or 'cool' information

Defusing Conflict

- Phases of Crisis
 - Anxiety
 - Defensiveness
 - Acting Out
 - Tension Reduction
- We will be focusing on the first two phases of crisis for the next activity

Activity

- Interview with Marti Price
- <https://www.youtube.com/watch?v=rZpE6RU-M6gs>
- Practice Defusing Conflict

Influences on Interviewing

- Bias
 - What feelings may have emerged?
 - What might have lead to these feelings? (Personal experience, training, previous professional experience, media, etc?)
 - How might they impact our working with a family?
 - What can we do about feelings and biases?

Phase 4: Closure of the Interview

Re-Engagement Activity

- Interview with Crystal Smith
- <https://www.youtube.com/watch?v=PyhPfUIBurQ>
- Practice Re-Engagement

Influences on Interviewing

- Bias
 - What feelings may have emerged?
 - What might have lead to these feelings? (Personal experience, training, previous professional experience, media, etc?)
 - How might they impact our working with a family?
 - What can we do about feelings and biases?

Transfer and End of Day

- APP on Basic Interviewing Skills
- Field Activities
- Thank you!
