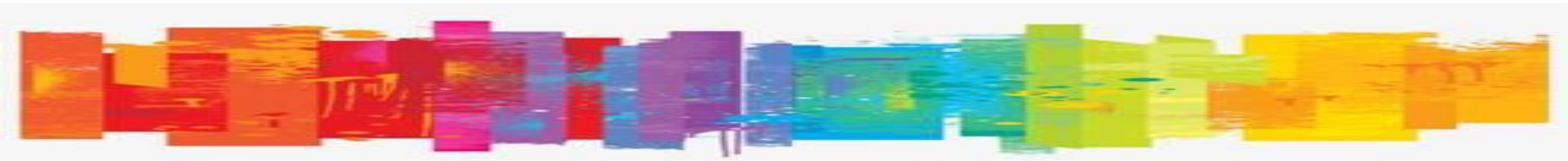


# Interviewing Older Adults and Adults with Disabilities

## Rapport Building

Candace Heisler, JD



# APSIL

This webinar is sponsored by the Adult Protective Services Program at the Illinois Department on Aging under a grant awarded by the Administration on Community Living.

Trained case workers at local provider agencies conduct investigations and provide support in resolving reports of abuse, neglect, financial exploitation, or self-neglect involving adults with disabilities (age 18 – 59) and other older adults (age 60+) living in community-based (non-institutional settings).



# Disclaimer

- This presentation is provided for general information purposes only and does not constitute legal or professional advice.
- The views expressed in this presentation are those of the speaker and may not necessarily represent the policy interpretations and procedures issued by the Adult Protective Services Program at the Department on Aging.

# Session Objectives

- Describe the purpose of rapport building
- Understand rapport building as a process





# Rapport Building

- Your investment in the case and the interview is important.
- Your opportunity to:
  - Assess the education, social skills, communication style and language of person you are interviewing
  - Build trust so the person will be willing to tell you often private information about uncomfortable experiences
  - Encourage the person you are interviewing to give more complete information

# Person Being Interviewed

## Remember:

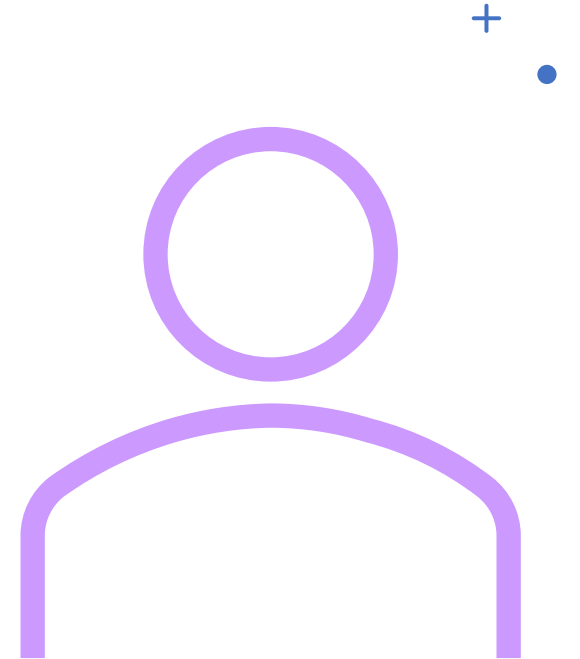
- Slower processing speed
  - Ask one question at a time and give person time to respond.
  - Be comfortable with silence.
- May be confused, frightened, lonely, or traumatized
  - Slow down and be patient.
  - Gently redirect if the person wants to talk at length or repeatedly goes beyond the scope of the question being asked.
- Focus on the actions of the perpetrator
  - The victim may love or want to protect their perpetrator so avoid sharing personal judgmental opinions.

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# Tips for Rapport Building (1)

- Rapport building lets you learn about the crime victim as a real person.
- Encourages the person to talk about themselves and their lives.
- Builds trust with the person being interviewed

Look for cues at location to stimulate conversation — employment, family photos, interests, military service, etc.



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# Tips for Rapport Building (2)

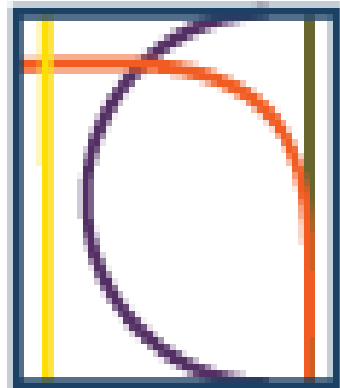
- Watch the victims for emotional cues.
  - Rapport building is an ongoing process you may need to return to at different points in the interview.
  - Cycle back to rapport building if person you are interviewing becomes anxious, distracted, or hostile.
- Promptly follow through if you promise to do something after the interview.





# “My Daughter” Video

- Interview by a law enforcement investigator
- Created for National Clearinghouse on Abuse in Later Life (NCALL) and used with permission.

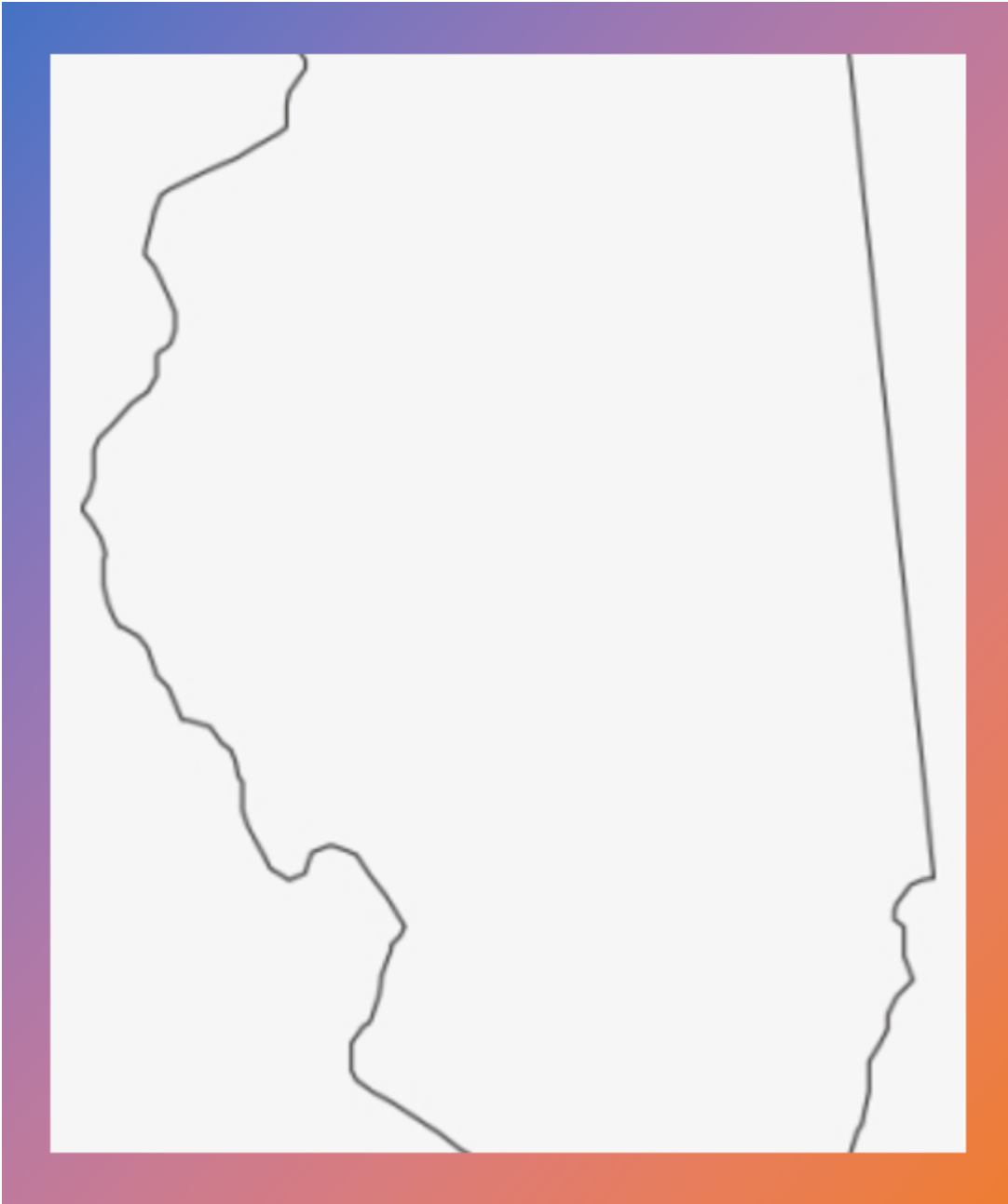


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“My Daughter”

# Summary Points

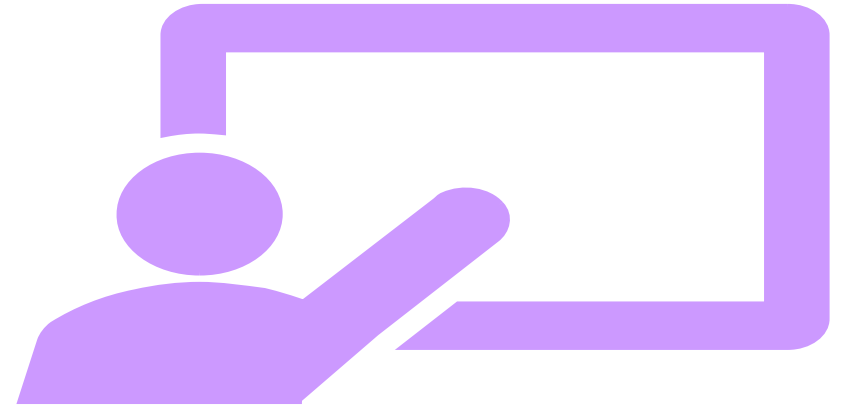
- Take time to build rapport.
- Use this opportunity to assess the communication abilities and social skills of the person you are interviewing.
- Build trust so person is more willing to share information.
- Return to rapport building if a victim becomes anxious, hostile, or stressed.



# Other Presentations

Segments on:

- Abuse, Neglect, and Exploitation of Older Adults and Adults with Disabilities
- Tips for Interviewing Older Adults and Adults with Disabilities: Overview
- Medical issues
- Capacity and consent
- Powers of attorney
- Abuse Investigation Case Study



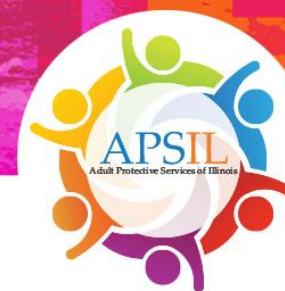
# For More Information

To report abuse, call:

**1-866-800-1409**, Adult Protective Services Hotline (24-Hour)

Additional Resources:

- <https://www2.illinois.gov/aging/ProtectionAdvocacy/Pages/abuse.aspx>
- <https://www2.illinois.gov/aging/Engage/Pages/default.aspx>



**Thank you for the work you do  
to investigate allegations of  
abuse to protect older adults  
and adults with disabilities!**