



DELAWARE HEALTH AND SOCIAL SERVICES

Office of the Secretary

July 28, 2011

John E. Reid & Associates, Inc.
209 W. Jackson Blvd. Suite 400
Chicago, IL 60606

Recently in May 2011, David Buckley, from Reid & Associates presented an excellent 3 day training on “Interviewing and Interrogation” to our Division, Adult Protective Services. Many of our clients have been victims of financial exploitation, abuse and neglect. Unfortunately, many of the alleged perpetrators are family, friends, neighbors and/or strangers. The objective of our social workers to attend the training was to examine the feasibility of applying your methods of interviewing to the current practices within our organization.

After attending the training one of social workers had the opportunity to interview an elderly client’s family member, who was suspected of stealing from the client. The family member denied having any knowledge of or involvement with the stolen items or money. However throughout the entire interview the alleged perpetrator showed many deceit indicators that was taught in your course. Everything from words used, to voice intonations, body language, hand gestures and facial expressions were exhibited.

Although the family member did not immediately confess, he did however stop denying any involvement. The senior social worker then presented an alternative question to the alleged perpetrator by contrasting an undesirable action with a desirable action, followed by a supporting statement. The alleged perpetrator then confessed to the financial exploitation of the client.

This Reid Technique of Interviewing and Interrogation worked perfectly for the social worker. Your training gave my staff the tools and confidence to obtain a positive outcome to the case.

Again, thank you for bringing this valuable training to the State of Delaware.

Sincerely,

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