

Interviewing Clients

Wisconsin State Public Defender's
Working as a Team to Investigate Cases: An
Institute for Attorneys and Investigators
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What we're going to talk about today

- Essential things to do and say when you meet with a new client
- How to investigate a real -life case!
- Challenges we face when interviewing clients

“Public Pretender” Syndrome



Client Interview



Client Interview



Client Interview



What to do each time you meet a new client

- Introduce self and the defense team
- Explain your role and the role of the defense team
- Explain confidentiality
- Explain that you'll take notes (to help you remember things)
- Advise against talking to anyone about case

What to do each time you meet a new client

- Be prepared but also be flexible
- Build trust, confidence and rapport
- Show compassion

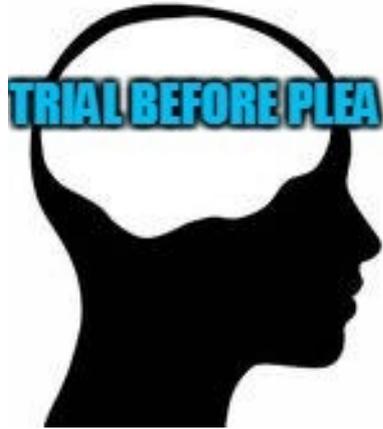
What to get from every client (at some point)

- Client's contact info
 - Family members, friends, "baby mama"
- Social media info
 - Usernames, passwords, nicknames and permission to use them
- Medical and other releases
- Mental health/AODA background
- Education background/school information
- Family background

What to get from every client (at some point)

- Employment background
- Criminal record/probation
- Other states lived in
- Where were you born
- Timeline
- Cell phone information
 - Phone #, provider, subscriber

A word about our thinking...



Discover Story

THE ELEPHANT'S CHILD



*I keep six honest serving men
(They taught me all I knew)
Their names are WHAT and WHY and
WHEN
And HOW and WHERE and WHO*

...

Rudyard Kipling



WHO?



Where?

WHEN?

The image features the word "WHEN?" rendered in a bold, three-dimensional font. Each letter is white with a thick, glossy red border. The letters are arranged in a slightly staggered, perspective view, giving them a sense of depth. They are set against a plain white background and cast a soft, light gray shadow on the surface below them. The question mark is also rendered in the same 3D style, with a red outline and a white interior.

why?
why?
why?
why?
why?

An orange speech bubble with a white question mark inside. The bubble has a tail pointing downwards and to the left. The text 'HOW?' is written in a bold, dark grey font.

HOW?

Challenge Client

- Slang
- Quiet client
- Client without focus
- Transgender client
- Mental health issues
- Cognitive disabilities
- Language barriers and impairments

Challenges Attorney or Investigator

- Personal issues
- Fatigue/burnout
- Lack of time
- Limited resources
- Personality clashes



YOU GOT THIS