

The L.I.S.T.E.N. Method

The L.I.S.T.E.N. Method was created by the Massachusetts Commission for the Protection of Persons with Disabilities (CPPD) to prepare investigators to conduct successful interviews with adults with disabilities.



LEARN about the case and the relevant parties.



Use **INTEGRITY** and adhere to ethical standards.



Prioritize **SAFETY** by taking the necessary steps.



Minimize **TRAUMA** by using a trauma-informed approach.



Employ **EMPATHY** by applying effective interview techniques.



Engage your **NETWORK**.



Learn more by watching CPPD's virtual training series L.I.S.T.E.N. Beyond Words: Effective Strategies for APS Interviewers. Our experts share proven strategies for interviewing individuals living with Intellectual and Developmental Disabilities (I/DD), Autism Spectrum Disorder (ASD), and Alzheimer's Disease and related Dementias (ADRD), as well as individuals who use Augmentative and Alternative Communication (AAC).

Commission for the Protection of Persons with Disabilities

300 Granite Street, Suite 404, Braintree, MA 02184

Website: CPPDMass.gov | **Phone:** (617) 727-6465 | **Email:** CPPD.Learning@mass.gov

24-Hour Abuse Reporting Hotline: 800-426-9009

Deaf or Hard of Hearing callers, please use Video Relay Service (VRS) or MassRelay at 711

This project was supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award under American Rescue Plan for APS under SSA Title XX Section 2042(b) Grant No.: 2101MAAPC6-00 with 100 percent funding by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS or the U.S. Government.





COMMISSION FOR THE PROTECTION OF PERSONS WITH DISABILITIES INTRODUCTION TO ADULT PROTECTIVE SERVICES AND L.I.S.T.E.N. VIDEO SERIES

INTRODUCTION TO ADULT PROTECTIVE SERVICES (APS) IN MASSACHUSETTS

An Introduction to APS in Massachusetts video marks the first in an educational video series that aims to shed light on the prevalence of abuse against individuals with disabilities and older adults while equipping APS and other allied professionals with the knowledge and tools to effectively recognize, report and respond to abuse. Within Massachusetts, the Department of Children and Families (DCF), Department of Public Health (DPH), Commission for the Protection of Persons with Disabilities (CPPD) and Executive Office of Aging and Independence (AGE) collectively provide protective services and address instances of abuse, neglect and exploitation affecting children, adults with disabilities and older adults. This video specifically highlights the roles of CPPD and AGE as well as discusses the Building Partnerships for the Protection of Persons with Disabilities and Older Adults Initiative (BPI).

- **Interviewing Adults with Intellectual and/or Developmental Disabilities (IDD)**
- **Interviewing Adults with Autism Spectrum Disorder (ASD)**
- **Interviewing Adults with Alzheimer's and Related Dementias (ADRD)**
- **Interviewing Adults Who Use Augmentative and Alternative Communication (AAC)**

The videos in this series are built on the principles of the L.I.S.T.E.N. method and detail how to conduct a successful interview with adults with Intellectual and Developmental Disabilities (IDD), adults with Autism Spectrum Disorder (ASD) and adults with Alzheimer's Disease and Related Dementias. Through expert testimonials, survivor feedback and mock interviews that model real cases, each training video informs and educates viewers on the necessity for effective, trauma-informed interviews, and guides viewers through proper interviewing techniques to elicit the most reliable information. The L.I.S.T.E.N. video series also highlights the importance of using a Multidisciplinary Team (MDT) approach when interviewing adults with disabilities and older adults. Most significant, the L.I.S.T.E.N. method includes the premise that each survivor is an individual with their own abilities. As such, investigators need to be flexible to accommodate the individual needs of a survivor.

The video series was developed by the Commission for the Protection of Persons with Disabilities (CPPD), in partnership with Building Partnerships for the Protection of Persons with Disabilities and Older Adults Initiative (BPI), Executive Office of Aging and Independence (AGE), Melwood Global, Modell Consulting Group and Spectrum AVC.

**FOR MORE INFORMATION, OR TO VIEW THE SERIES
VISIT THE RESOURCES PAGE ON CPPDMass.gov:**



Commission for the Protection of Persons with Disabilities

300 Granite Street, Suite 404, Braintree, MA 02184

Website: CPPDMass.gov | Phone: 617-727-6465

24-Hour Abuse Reporting Hotline: 1-800-426-9009

Deaf or Hard of Hearing callers, please use Video Relay Service (VRS) or MassRelay at 711