

**Wisconsin Department of Health and Family Services
Bureau of Quality Assurance**

CASE STUDY INSTRUCTIONS

A key part of Investigative Skills Training is the practical application of investigative techniques through participation in various activities. One of these activities is the Case Study, which every person will work on throughout the three day course.

Day One

Participants will be broken into groups. These groups will remain consistent throughout the 3 days. Each group will receive a case study and an Investigative Planning Form. Using the preliminary information from the case study, your group will complete the Investigative Planning Form.

As a group, you will determine what you need to know;

- What you will need to look at,
- Who you will want to interview,
- What observations you will need to make,
- What resources you will need to consult.

After completing the form, each group will report their plan to the rest of the class.

Day Two

On day two, you will receive additional information regarding your case study. Using this information, along with the information from the Investigative Planning Form you completed on day one, you will decide as a group the two primary persons you wish to interview. The group will identify questions to ask of each of the persons chosen to be interviewed.

Next, each group will determine two people who will be conducting the interviews. Arrangements have been made for persons from the case studies to be available for the interviews. Each interviewer will be allowed 10 minutes per interview. After the interview has been conducted, time will be allowed for a group critique.

As interviews are being conducted, each person from the group, other than the interviewer, needs to take thorough notes on the interviews pertaining to their case study. These notes will be used on day 3 for the Report Writing activity.

Day Three

From the interview notes taken on day 2, each person will write an Investigative Report using a form provided. Copies of group member's interview notes can be made available

to other members for report writing purposes. Volunteers will be asked to share their report and have it critiqued by the class.

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Formats of reports may vary, but all reports will be critiqued on:

- Details
- Sequence
- Clarity
- Relevancy
- Accuracy
- Objectivity
- Use of quotes
- Closure