

## Direct Service Provider Scan

### Goals:

The purpose of the Direct Service Provider (DSP) Scan was to gain an understanding of the services and processes of agencies and programs that serve children, youth, and their families and provide insight into the service landscape in Illinois and subsequently inform the Illinois HEALS initiative.

### Methodology:

*Recruitment:* Illinois HEALS team invited agencies and programs to complete the survey via email communication. Recipients were asked to forward the communication to their networks and/or post on public listservs to reach a wider array of service providers. The survey was meant to reach every organization in Illinois providing services ranging from advocacy and material assistance to treatment (e.g., physical, psychological, substance use) as well as case management and other supports.

*Eligibility:* To be eligible to participate in the DSP Scan, the following criteria must be met:

- The agency or program represented provides services to children, youth, or adults in Illinois.
- The individual completing the survey must serve as the agency or program director, coordinator, supervisor, manager, or a role comparable to these.

*Procedure:* Eligible participants completed a 10-15 minute online survey. Participants from organizations that house multiple programs were asked to complete one survey for each program that provides services to children, youth, or adults. The survey focused on several key areas related to the agency or program's processes in identification of victimization, their referral and collaboration systems, and the range of available services.

- Identification
  - Whether the agency or program routinely asks about clients' victimization experiences and the victimization experiences of immediate and extended family members.
  - Utilization of screening and/or assessment tools
- Referral and collaboration systems
  - Agency or program's referral networks with other system domains (i.e., child welfare, civil or family court, education, healthcare, juvenile justice, victim services, and social services).
  - Frequency of multidisciplinary team or collaboration network meetings
- Service availability
  - Types of services provided
  - Types of services tailored to clients who experienced victimization
  - Types of services tailored to clients' families who experienced victimization

The survey also asked participants to provide general program information such as client population, service areas (i.e., Illinois counties or Chicago community areas), funding source(s), and staff composition. At the end of the survey, participants were presented with the option to provide their contact information and the option to opt-in to Illinois HEALS project updates.