

**Illinois Criminal Justice Information Authority**  
**Caregiver Interview Protocol**

[Turn on recording device if agreed to audio and/or video recording].

**Interviewer:**

This is [name of interviewer] and today's date is [date]. This is an interview with [interviewee's name].

**BACKGROUND INFORMATION**

1. Before we talk about your child(ren)'s experiences with receiving services, would you mind telling me a little bit about yourself?

Follow up:

- What county do you live in? What city do you live in?
- How long have you lived there?
- How do you spend most of your time? This may be at work, school, or home.
- How many children do you have?
- Who do you live with?
- Is there anything else you would like me to know?

Now I'd like to learn more about your child(ren) currently under 18 years old.

2. Can you describe or tell me about them?

Follow up:

- How old is your child?
- The school they go to and any other schools they've gone to before?
- [If children do NOT live with parent or caregiver being interviewed]
  - Where they live, including the city or town? How would you describe the area they live in: mostly urban, suburban, or rural?
  - Who they live with (e.g., parents/caregivers, children, siblings, other family members, peers)?
- Parents, other caregivers, or siblings they do not live with?
- Is there anything else I should know about your child(ren)?

**CONNECT**

3. You completed an online form where you expressed interest in participating in this interview. On that form you noted your child(ren) had received services from these agencies: [AGENCY NAME(S)]. Can you tell me a little bit about your child(ren)'s experiences receiving services or help from [AGENCY NAME(S)]?

Follow up:

- Can you describe the help or services your child(ren) needed?
- What was the most important or urgent need your child(ren) had?
- Can you describe the services or help your child(ren) received?
- Can you tell me about the services or help the agency provides?
- Can you tell me who provides these services?
- What was the most important or urgent need your child(ren) had?
- Was the [Agency or Provider] understanding of what your child(ren) had experienced?
- Did you feel like [Agency or Provider] understood your child(ren)'s past experiences?
- Can you tell me about how long it took for your child(ren) to begin receiving help after contacting [Agency or Provider]?
- Can you tell me about any problems your child(ren) may have had in getting services or help from [Agency or Provider]?

[If they received services from multiple agencies/providers, repeat follow up questions.]

4. Can you tell me about how you or your child(ren) first heard about [AGENCY NAME]?

Follow up:

- Did you or your child(ren) see an ad or flyer? Where at?
- Did someone, such as a friend or coworker, tell you or your child(ren) about the agency?
- Were your child(ren) receiving services or help from staff at another agency, such as a counselor or case manager, and they recommended the agency to you or your child(ren)? Or did someone else they interact with, such as a teacher, pastor, police officer, or school nurse, recommend the agency or service to you or your child(ren)?
- Why do you think they recommended this agency or service to your child(ren)?
- How did they describe the agency or service to you or your child(ren)?

[If they received services from multiple agencies/providers, repeat follow up questions.]

## **RECOGNIZE**

5. When your child(ren) received services, did the [Agency or Provider] ask about your child(ren)'s experiences with harm?

Follow up:

- How did they ask about your child(ren)'s experiences with harm?
- Did you or your child(ren) fill out any paper or online forms that asked you questions about your child(ren)'s experiences with harm?
- Did they ask you or your child(ren) verbally?
- Did you or your child(ren) tell them about your child(ren)'s experience?
- Did you know if they learned about your child(ren)'s experiences from someone else, like a provider at a different agency?

## **ENGAGE**

6. Sometimes agencies provide specific treatments to help people heal from experiencing harm. Usually people who receive this type of help meet with a provider on a regular basis for several weeks, months, or even longer. Some treatments have specific names like Eye Movement Desensitization and Reprocessing or EMDR, Managing and Adapting Practices, Parent Child Interaction Therapy, and Trauma-Focused Cognitive Behavioral Therapy or TF-CBT. Has your child(ren) received this type of help or treatment? Can you describe your child(ren)'s experiences receiving this type of help or treatment?

[If they worked with a resource coordinator, ask question 8. If not, skip to question 9.]

7. Can you describe you or your child(ren)'s experiences working with a resource coordinator?

Follow up:

- Can you tell me how they helped you or your child(ren)?
- Can you tell me about any agencies or services they recommended to you or your child(ren) for help?
- Can you tell me about any services or help you or your child(ren) received from those agencies?
- How did you or your child(ren) get in touch with the agencies they recommended?
- How did you or your child(ren) talk with the resource coordinator? Was it by phone, in-person, email, or through social media?
- How often did you or your child(ren) talk or meet with them?

8. You mentioned earlier that you or your child received services or help from [Agency or Provider]. Can you describe how this experience was helpful OR unhelpful?

Follow up:

- What were your child(ren)'s needs when you child(ren) got connected to this provider?
- Can you tell me what you or your child(ren) found helpful? What about unhelpful?
- Was there anything you or your child(ren) would have liked them to do?
- How did your child(ren) get connected to this specific provider?
- On average, how long did it take your child(ren) to get to the [Agency or Provider]? How far did your child(ren) have to travel?

[If they received services from multiple agencies/providers, repeat follow up questions.]

9. You mentioned earlier that your child(ren) received services or help from [Agency or Provider]. Can you tell me how these services or the help your child(ren) received could be improved?

Follow up:

- Was there anything you would have preferred them to do?
- What do you think could be improved to better help children and youth who have experienced harm?

[If they received services from multiple agencies/providers, repeat follow up questions.]

## **FIDELITY**

Next, we'd like to ask a few questions to better understand if the services or help you received were culturally humble and specific. When someone is culturally humble it means they are aware of their own beliefs, biases, values, and cultural identities and want to learn about other's beliefs, values, and cultural identities as well. When services or help is culturally humble it means that the provider tries to learn about any racial, ethnic, religious, gender, or income differences of the people they help and work to make sure the help they provide is respectful of those differences. [Check for understanding.]

10. Can you please describe any racial, ethnic, religious, gender, or income differences you felt were important for [Agency or Provider] to know about your child(ren)?

Follow up:

- How did the provider learn about those differences?
- How well do you think the provider understood those differences?

- Do you feel it is important to have provider share a similar identity to your child(ren)? Such as wanting to work with a provider who is the same sex or gender as your child(ren), or someone who shares your child(ren)'s racial or ethnic background.
- Can you describe how they showed respect or did not show respect for those differences?
- Did the [Agency or Provider] make any changes to how they helped your child(ren) because of those differences?

[If they received services from multiple agencies/providers, repeat follow up questions.]

## **CLOSING**

11. Is there anything additional you would like to share about your or your child(ren)'s experience?

12. Is there anything you would like to ask me?

[Turn off recording device, if used and provide interviewee with resource list].