

Illinois Criminal Justice Information Authority
Survivor 18-25 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].

BACKGROUND INFORMATION

1. First, can you tell me a little bit about yourself?

Follow up:

- What county do you live in? What city or town 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.
- Do you have any children? What are their ages?
- Who do you live with?
- Is there anything else you would like me to know?

CONNECT

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

Follow up:

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

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

3. Can you tell me about how you first heard about [AGENCY NAME]?

Follow up:

- Did you see an ad or flyer? Where at?
- Did someone, such as a friend or coworker, tell you about the agency?
- Were you receiving services or help from staff at another agency, such as a counselor or case manager, and they recommended the agency to you?
- Why do you think they recommended this agency or service to you?
- How did they describe the agency or service to you?

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

RECOGNIZE

4. When you received services, did the [Agency or Provider] ask about your experiences with harm?

Follow up:

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

ENGAGE

5. 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. Have you received this type of help or treatment? Can you describe your experiences receiving this type of help or treatment?

[If they worked with a resource coordinator, ask question 7. If not, skip to question 8.]

6. Can you describe your experiences working with a resource coordinator?

Follow up:

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

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

Follow up:

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

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

8. You mentioned earlier that you received services or help from [Agency or Provider]. Can you tell me how these services or the help you 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.]

9. Can you please describe any racial, ethnic, religious, gender, or income differences you felt were important for [Provider] to know about you?

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 you? Such as wanting to work with a provider who is the same sex or gender as you, or someone who shares your racial or ethnic background.
- Can you describe how they showed respect or did not show respect for those differences?
- Did the provider make any changes to how they helped you because of those differences?

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

CLOSING

10. Is there anything additional you would like to share about your experience?

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

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