

**Illinois Criminal Justice Information Authority
Illinois HEALS Program Staff Interview Protocol**

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

Interviewer:

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

PARTICIPANT INFORMATION

1. First, I would like to learn a little bit about you. Can you describe or tell me about your background?

Follow up questions:

- What is your education background?
- What is your training or experience in this field?
- Describe your interest in this field.

KNOWLEDGE OF ILLINOIS HEALS

2. Thinking back to when you started as coordinator for Illinois HEALS, can you describe or tell me about:
 - How long have you been working in this position?
 - How you learned about Illinois HEALS?
 - Who provided you with information (e.g., reading materials)?
 - What was helpful for you to know?
 - What was this transition to [position] like for you?
 - Anything you wish you knew more about or had information on?
3. Thinking more about recently, can you describe or tell me about:
 - How you received updated information about the Illinois HEALS project?
 - Your engagement with program or activity planning.
 - Your involvement in decision-making.

BACKGROUND INFORMATION

At the core of Illinois HEALS is this framework of *Recognize*, *Connect*, and *Engage* that speaks to how we can improve systems responses to victimization.

4. From your perspective, can you describe how this program is implementing these components?

Follow up questions:

- What does '*Recognize*' look like for this program? And what types of activities are there that support or facilitate this component?

- Is there anything that you think that could be added to the program that would strengthen or support this component? Or is there anything that you think is missing?
 - What does ‘*Connect*’ look like for this program? And what types of activities are there that support or facilitate this component?
 - Is there anything that you think that could be added to the program that would strengthen or support this component? Or is there anything that you think is missing?
 - What does ‘*Engage*’ look like for this program? And what types of activities are there that support or facilitate this component?
 - Is there anything that you think that could be added to the program that would strengthen or support this component? Or is there anything that you think is missing?
5. Can you describe or tell me about your primary role in the Illinois HEALS program?

Follow up questions:

- What are some of your primary duties or responsibilities?
- What types of activities are you involved in?
- What is your engagement like with other members of this program, such as other staff members and the Advisory Council?

IMPLEMENTATION OF PROGRAM COMPONENTS

Next, I would like to learn about your experiences implementing different components of the Illinois HEALS program.

6. One of the primary duties or responsibilities you described is [a duty or activity]. Can you talk a little more about this?

Follow up questions:

- Process of doing [duty or activity].
- People, places, or systems that you interact with when doing this activity.
- Kinds of challenges you navigate when implementing this component or activity.
- Approaches you used or tried to navigate challenges.
- What has been helpful to you when implementing this component or activity?
- Other types of support you may need to help implement this component or activity.

7. Another one of the primary duties you described earlier was [a duty or activity]. Can you talk a little more about this?

Follow up questions:

- Process of doing this [duty or activity].
- People, places, or systems that you interact with when doing this activity.
- Kinds of challenges you navigate when implementing this component or activity.

- Approaches you used or tried to navigate challenges.
 - What has been helpful to you when implementing this component or activity?
 - Other types of support you may need to help implement this component or activity.
8. Thinking about some of the people, places, or systems that you interact with for this program, when do you usually interact with different providers? Can you describe what those interactions are like?

Follow up questions:

- What people, places, or systems do you most often interact with?
 - What people, places, or systems are you least likely to interact with?
 - Describe why you think this may be the case?
 - What do you think might help increase participation of other systems?
 - Are there people, places, or systems you wish you could interact with more or would participate more?
 - What types of challenges or barriers have you experienced when trying to interact with people/places/systems?
 - What types of support do you need to better equip you when interacting with providers from different systems?
9. Can you describe what your interactions are like with individuals such as victims and their families or other community members?

Follow up questions:

- How often do you interact with these types of individuals?
 - Would you like more or fewer interactions with these types of individuals?
 - What types of challenges have you experienced when interacting with these types of individuals?
 - What types of support do you need to equip you better when interacting with these types of individuals?
10. I'm curious about other ideas you may have about the implementation of Illinois HEALS. From your perspective, what other types of activities could help you better accomplish your goals for this program?
- a. What types of barriers or challenges might you be able to anticipate related to these activities?
 - b. What types of support do you need to implement these activities?

IMPACT OF COVID

11. I would like to talk a little bit about how COVID-19 has impacted your implementation of Illinois HEALS. Thinking about all the different activities that you are all involved in, can you describe how COVID-19 has impacted your engagement with this program?

Follow up questions:

- How did it impact planned activities?
- How do you think this impacted the program overall?
- What types of approaches have you implemented to address changes?
- Looking to the future, what do you think can be done to ensure that you are equipped to handle changing conditions like COVID-19 or something similar?
- From your perspective, how do you think COVID-19 has impacted clients?

12. How do you think COVID-19 has impacted you?

- a. Can you describe how this may have also impacted your ability to implement IL HEALS?
- b. What types of support do you think you need to help you navigate how the pandemic has impacted you?

CLOSING

13. Is there anything additional you would like to share about your experiences?

14. Do you have questions that you would like to ask me?

[Turn off recording device]