

**Illinois Criminal Justice Information Authority**  
**Clinical Supervisor/Stakeholder 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 [interviewee].

**BACKGROUND INFORMATION**

1. Can you tell me a little bit about yourself?

Follow up:

- What is your professional background?
- What county(ies) do you live/work in?

2. Can you describe the agency or organization you work for or represent?

Follow up:

- What services does your agency or organization offer?
- What communities does your agency or organization provide services to?
- What clients does your agency or organization serve? What brings clients in for services?
- What types of programs, agencies, or organizations does your program, agency, or organization typically work with?

3. Can you tell me about the work you do?

Follow up:

- Can you describe your job responsibilities and tasks?
- Can you describe your experience working with or on behalf of children, youth, and families impacted by violence?
- Do you supervise other staff who provide services to children, youth, and families impacted by violence?

**ILLINOIS HEALS ENGAGEMENT**

4. Are you familiar with the Illinois Helping Everyone Access Linked Systems program, also referred to as Illinois HEALS?

Follow up:

- How did you learn about Illinois HEALS?
  - Can you describe the program?
  - Can you describe your involvement in this program?
  - How were you first connected with Illinois HEALS program?
5. We understand that your agency or organization is implementing an enhanced reimbursement rate program for clinicians in the region who are providing evidence-based treatments to children, youth, and families impacted by harm or victimization. Examples of these treatments include Trauma Focused Cognitive Behavioral Therapy, Managing and Adapting Practices, Eye Movement Desensitization and Reprocessing, and Parent-Child Interaction Therapy. Can you tell me about your agency or organization's involvement in the enhanced reimbursement rate program?

Follow up:

- What is the purpose of or need for this program?
  - Who is involved in implementing the enhanced reimbursement rate program?
  - What types of tasks or activities are needed to implement this program?
  - Can you describe your role in implementing the program?
  - What types of evidence-based treatments are provided to clients through this program?
6. How has the enhanced reimbursement rate program impacted your work or the work that your agency or organization does?

Follow up:

- How have your job tasks and responsibilities changed since implementation of the enhanced reimbursement rate program?
  - How has this program impacted the way your agency or organization provides services to children, youth, and families impacted by harm or victimization?
  - How has this program impacted how clinicians or others providing evidence-based treatments do their work?
7. Can you describe challenges you or your agency or organization have experienced in implementing the enhanced reimbursement rate program?

Follow up:

- Can you describe staff experiences with burnout, compassion fatigue, or vicarious trauma?
- Can you describe how the pandemic has affected your agency or organization's capacity to provide EBPs to clients/victims?
- Do you have any recommendation on how others might be able to navigate similar challenges?

8. What recommendations do you have for other communities or organizations who are interested in implementing a similar enhanced reimbursement rate program?

## **CLOSING**

9. Is there anything else about your experience with the enhanced reimbursement rate program that you would like to share?
10. Do you have any questions that you would like to ask me?

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