

**Illinois Criminal Justice Information Authority
Resource Coordinator Focus Group 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 a focus group interview with the Illinois HEALS resource coordinators.

BACKGROUND INFORMATION

First, I would like to learn about what a resource coordinator is.

1. Can you describe or tell me about:
 - Your roles and responsibilities as a resource coordinator?
 - Your primary duties or activities?
2. You mentioned [summary list of duties or activities]. Is this consistent with everybody? Are there other types of activities that you find yourselves involved in for this program that are different from others?
3. Can you describe your reporting and supervision structure?

Follow up questions:

- Who do you usually report to?
- What are your interactions like with your supervisor? How often?
- What is the process of supervision?

4. Can you describe or tell me about your work environment?

Follow up questions:

- Where are you located?
- Do you work together in the same place?
- What are your travel and commuting needs?
- Are you able to work from home or remotely when needed?
- What are some of the limitations to your physical work environment?
- What are some of the things about your physical work environment that work for you?
- Who do you usually interact with throughout your workday?
- What opportunities do you have to network with others?

KNOWLEDGE OF ILLINOIS HEALS

Next, I would like to learn more about what it was like for you when you first started working as a resource coordinator for the Illinois HEALS program.

5. Thinking back to that time, can you describe or tell me about:
 - How long have you been working as a resource coordinator?
 - How you learned about Illinois HEALS?
 - Who provided you with information (e.g., reading materials)?
 - What was helpful to know?
 - What was this transition like for you?
 - Anything you wish you know more about or have more information on?
6. Thinking about more recently, can you describe or tell me about:
 - How you receive updated information about the Illinois HEALS project?
 - Your engagement with program or activity planning.
 - Your involvement in decision-making.

IMPLEMENTATION OF PROGRAM COMPONENTS

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

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

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.
- Approach you use 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. 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.

9. Thinking about some of the people, places, or systems that you interact with for this program, when do you usually interact 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 support you need to better equip you when interacting with providers from different systems?

10. Can you describe what your interactions are like with non-provider clients or individuals such as victims and their families or other community members?

Follow up questions:

- How do you get connected to non-provider clients or individuals?
- How often do you interact with non-provider clients or individuals?
- What types of supports or resources are they usually seeking?
- What types of supports or resources do you usually provide or assist them with?
- Would you like more or fewer interactions with non-provider clients or individuals?
- What types of support or training do you need to equip you better when interacting with non-provider clients or individuals?

11. Can you describe or tell me about how you center people impacted by violence and victimization and their families in your work?

Follow up questions:

- How do you determine who qualifies for the Illinois HEALS services?
- How do you usually get connected to these individuals?
- What types of policies or practices are in place to help support you in identifying individuals who have been impacted by violence and victimization?
- Can you describe or tell me about your interactions with individuals who may not meet the criteria for Illinois HEALS services?

12. I'm curious about other ideas you may have about the implementation of Illinois HEALS. From your perspective, what types of activities could help you better accomplish your goals for this program?

IMPACT OF COVID

13. 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?

CLOSING

14. Is there anything additional you would like to share about your experiences?
15. Do you have questions that you would like to ask each other, or to ask me?

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