

SHINE – STAKEHOLDER INTERVIEWS

QUALITATIVE INTERVIEW DEMOGRAPHICS

Interviewer: _____

Date and Time: _____

PTID : _____

DEMOGRAPHICS – DO NOT TURN ON AUDIO RECORDER

1	What is your age?	(SPECIFY): _____
2	How would you describe your race or ethnicity? (check all that apply)	• Black or African or African American • White • American Indian • Asian • Native Hawaiian or Other Pacific Islander • Another Identity; Please describe: • Prefer not to answer
3	Do you identify as Hispanic, Latino/a, or Latinx?	• Yes • No • Prefer not to answer
4	What is your current gender identity?	• Woman • Man • Two-spirit • Another identity; please describe: • Non-binary • Genderfluid or genderqueer • Questioning or not sure • Prefer not to answer
5	What was the sex on your original birth certificate?	• Female • Male • Another identity; please describe: • Prefer not to answer
6	What is the highest grade or level of school you have completed or the highest degree you have received?	• Did not complete high school. HIGHEST GRADE COMPLETED: _____ • GED or equivalent • Regular high school diploma • Some college credit • Associate's Degree (e.g., AA or AS) • Bachelor's Degree (e.g., BA or BS) • Graduate degree (MSW, MA, MS, JD, MD, DSW, EdD, Ph.D, etc.) • Other (SPECIFY): _____ • Prefer not to answer
7	From these options, how much did you or your household make in the last year?	• Less than \$12,500 • \$12,500 - \$20,000 • \$20,001 - \$30,000 • \$30,001 - \$40,000 • \$40,001 – \$50,000 • \$50,001 - \$100,000 • More than \$100,000 • Unsure/don't know

		• Prefer not to answer
8	Which one of the following statements best describes your work situation currently?	• Unemployed • Full-time • Part-time • Retired • On disability • In school • Another employment status, please describe: _____ • Prefer not to answer
9	[IF EMPLOYED] What do you do for work?	(SPECIFY): _____
10	Where are you living right now? [SELECT ALL THAT APPLY]	• House or apartment I rent • House or apartment I own • Friend or family's place • Recovery or residential treatment center • Transitional housing program • Hotel/motel room rented on a daily, weekly, or monthly basis • Unsheltered, outside • Car, abandoned building, or indoor public space • Shelter • Tent • Other (SPECIFY): _____ • Prefer not to answer
11	Participant address [PROVIDE ALL THAT PARTICIPANT IS WILLING TO SHARE]	Full street address: _____ City name: _____ Zip code: _____ Neighborhood: _____ Other identifiers of address (e.g., transitional housing/shelter name): _____
HEART INTERACTIONS		
D12.	When was the first time you met with HEART?	• Within the last month • Within the last 2-3 months • Within the last 6 months • Within the last year • Between 1-2 years ago • More than 2 years ago • Unsure/don't know
D13.	What are all of the types of interactions you have ever had with HEART? [SELECT ALL THAT APPLY]	• On the street, not during an emergency • During a 911 call, on the phone • In-person emergency response through 911 • Walk-in to the HEART office at City Hall (e.g., for supplies) • Appointment at the HEART office in City Hall • Follow-up conversation with HEART after an emergency • Other [please describe]: _____
D14.	What was the most recent type of interaction that you had with HEART?	• On the street, not during an emergency • During a 911 call, on the phone

	[OR] What was the reason for your encounter with HEART <u>today</u> ?	• In-person emergency response through 911 • Walk-in to City Hall (e.g., for supplies) • Appointment in City Hall • Follow-up conversation with HEART after an emergency • Other [please describe]: _____
D15.	Which HEART units have you ever interacted with? [SELECT ALL THAT APPLY]	• Crisis Call Diversion (CCD) – speaking to a mental health provider on the phone through 911 • Community Response Team (CRT) – a 3-person team in a vehicle with a HEART logo in-person • Co-Response (CoR) – a 2-person team with a police officer and a HEART responder that are in a law enforcement vehicle • Care Navigation (CN) – an appointment or follow-up call with (a) HEART team member(s) to help you meet your needs after an emergency • In-field response – unsure of CRT or CoR • Other [please describe]: _____
D16a.	How many times have you called 911 for HEART?	• Once • 2-5 times • More than 5 times • More than 10 times • Unsure/don't know • None
D16b.	About how many times have you met with HEART in total?	• Once • 2-5 times • More than 5 times • More than 10 times • Unsure/don't know
CRIMINAL LEGAL INVOLVEMENT (SCJE, 2013)		
17	Nowadays, people are often stopped by the police for many different reasons. Since age 18, have you ever been stopped by the police?	• Yes • No • Prefer not to answer
18	Since age 18, have you ever been arrested, booked, or charged for breaking a law?	• Yes • No • Prefer not to answer
19	Since age 18, have you ever been on probation?	• Yes • No • Prefer not to answer
19a.	[IF YES] Are you currently on probation?	• Yes • No • Prefer not to answer
20	Since age 18, have you ever been in jail?	• Yes • No • Prefer not to answer
20a.	[IF YES] Since age 18, how many times have you been in jail?	[ENTER NUMBER]: _____
21	Since age 18, have you ever been in prison?	• Yes • No • Prefer not to answer
21a.	[IF YES] Since age 18, how many times have you been in prison?	[ENTER NUMBER]: _____

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QUALITATIVE INTERVIEW DEMOGRAPHICS

Interviewer: _____

Date and Time: _____

DIRECTIONS

Thank you for agreeing to take part in this research study. My name is _____, I am a researcher in the Duke Department of Population Health Sciences. The goal of this research is to better understand stakeholders' experiences with and thoughts about HEART, the Durham Community Safety Department's Alternative First Responder Intervention. HEART sends out response teams composed of trained mental health professionals and peers to provide an alternative to police-only response for a subset of non-violent 911 calls, such as mental health crises or quality of life concerns.

We want to hear your thoughts about your community, about safety, and your experience with first responders in Durham, including HEART. We want to hear how you think the program is going overall, what's working well, and what could be improved. This interview should take about one hour. We hope that the information learned from this study will benefit communities in Durham. Your participation is voluntary, and you can stop participating at any time. Do you have any questions before we get started?

IN-DEPTH INTERVIEW – START RECORDING

SECTION 1: BACKGROUND, NEIGHBORHOOD + ENVIRONMENT		
<i>SCRIPT: First, we would like to understand a little bit more about you and your neighborhood.</i>		
	QUESTION(S)	PROBES
1.	Can you tell me about the neighborhood or community that you live in?	• Where do you live? • How long have you lived here? • Has your family always lived here, or did you just get here? • What is it like to live in this neighborhood? • What do you like most? Least?
2.	<i>We know that different parts of the city receive different kinds of services.</i> How are city services in your neighborhood different to other neighborhoods in Durham?	For example, • Trash collection • Hospitals • Emergency medical services • Police
3.	How would you define "safety"?	• What does it mean to be safe? • What does "safety" mean to you?
4.	What are some things that you or your neighbors do to feel safe?	• What makes you feel safe? • Who or what are the specific people or organizations that are important for keeping this neighborhood safe? • What actions or activities keep people in this neighborhood safe? • If there is an emergency or someone is going through something, what do people in your neighborhood do if they choose not to call the police?

SECTION 2: PUBLIC SAFETY

SCRIPT: Now that I know a bit about your neighborhood and your experiences with city services, let's talk about public safety and emergency services in your neighborhood.

In this section, we will ask about your interactions with law enforcement, and some questions may be sensitive. Please let me know if you need a break or if you'd like to skip any questions you would not like to answer.

	QUESTION(S)	PROBES
5.	What is the police presence like in your neighborhood? When the police is in your neighborhood, what does that look like? a. What do you think about the police being in your neighborhood?	- About how often do you see police in your neighborhood? - What do people in your neighborhood say about the police?
6.	Do you speak with the police in your neighborhood? a. <i>If yes:</i> Tell me about the last time you interacted with the police. b. <i>If no:</i> Have your neighbors, friends, or family in the neighborhood interacted with the police?	- Tell me about the most recent time that happened. - What was the situation? - What was the outcome? - How did you feel?
7.	Have you ever called 911 before? a. If so, can you tell me about that experience (or the most recent experience)?	- What was the situation? - Who responded? (e.g., police, EMTs, firefighters, HEART) - What happened? - What was the outcome? - What went well? - What could have gone better?
8.	Has someone else ever called 911 for you before? a. If so, can you tell me about that experience (or the most recent experience)?	
9.	Has someone else ever called 911 on you before? a. If so, can you tell me about that experience (or the most recent experience)?	
10.	<i>Sometimes people don't want to call 911 if they need help.</i> Have you ever not called 911 when you needed help? a. If yes, tell me about a time when you chose not to call 911.	- What was the situation? - What were some of the reasons you/they chose to not call 911? - What did you/they do instead of calling 911? - What was the outcome?
11.	Do you know anyone else who has ever avoided calling 911 when they needed it? a. If yes, can you tell me about it?	
12.	What, if anything, would make you feel [more] comfortable calling 911 in a crisis?	
13.	Do you know of any other public safety tools or groups in Durham, NC? a. What is it/what are they? b. How do you think they are going? c. How do you feel about them? d. Are there any public safety innovations or groups that you know or have heard of that you would like to be active in Durham, but are not yet? Why or why not?	E.g., technology, tools, and systems meant to stop crime or violence, like ShotSpotter

SECTION 3.0: HEART PROGRAM

SCRIPT: Next, we would like to discuss your experiences with the HEART program.

Some questions in the next few sections about your interactions with HEART may be sensitive. Please remember that you can at any time choose not to answer/skip a question, take a break, or end the interview.

	QUESTION(S)	PROBES
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14.	How would you describe the HEART program in your own words?	
15.	Before meeting or working with the HEART program, did you know about the HEART crisis response teams? a. How did you hear about HEART? b. What did you hear about it? c. What did you think of HEART when you first knew what it was?	
16.	What do you think about HEART now? a. If your opinion of HEART has changed over time, could you tell me more about what made you change your opinion?	
17.	How do you feel about calling through the 911 phone number to access HEART? a. How would you feel about calling a number different than 911 to get in contact with HEART?	• Do you have any concerns about calling 911 to get in contact with HEART? • Do you have any concerns about calling a different number to contact HEART? • Would you rather call 911 or a different phone number to access HEART?

SECTION 3.1 – WALK-IN/SUPPLY EXPERIENCES [OPTIONAL]

SCRIPT: Earlier, during the demographic section, you answered that you have had interactions with HEART that involved going into the HEART office at City Hall/requesting supplies from HEART. In this next set of questions, I will ask you questions to learn more about that/those experience(s).

	QUESTION(S)	PROBES
18.	Can you walk me through your experience visiting HEART at City Hall? a. What (typically goes/went) well during your visit(s)? b. What about visiting the HEART office do you not like?	• For what reason(s) do you typically visit HEART at City Hall? • What happens when you first arrive to the HEART office at City Hall? • Who do you see / speak to? • What are your interactions like?
19.	Is the HEART team [usually] able to help you when you visit their office? a. What did you need help with? b. If not, what were they unable to help you with?	• Did you request supplies? • Did you receive supplies? • Were there any supplies you requested but didn't receive?
20.	If anything, what would you like to be different about your walk-in visits to the HEART office at City Hall?	• What would make it easier or a better experience? • Different location? • Different processes? • Different rules?

SECTION 3.2 – 911 + FOLLOW-UP EXPERIENCES [OPTIONAL]

*SCRIPT: Earlier, during the demographic section, you answered that you have had interactions with HEART that involved a crisis/emergency and 911 call. In this next set of questions, I will ask you to tell me about your experience. If you've had more than one experience with HEART through a 911 call, please answer based on the **most recent experience** that you've had.*

	QUESTION(S)	PROBES
21.	Can you walk me through <u>the most recent time</u> that the HEART team responded to your 911 call or emergency? - What went well? - What did not go well/did you not like about your experience? - What would you want to have been different about your experience? - Was the HEART team able to help you with your needs? If not, what needs were they not able to help you with?	- Did you/the person who called request a HEART response from the 911 operator? - Did you talk to a HEART clinician over the phone? If yes: - What happened? - How did you feel? - Did HEART respond to your call in-person? If yes: - What happened when HEART showed up? - How did you feel when HEART showed up? - What was the outcome?
22.	Was a police officer present during this interaction that you had with HEART? - What were your interactions like with the officer? - How did you feel when the police officer showed up? - Do you feel that the police officer was necessary for the situation? - Do you feel that the officer's presence changed the outcome?	
23.	After the initial 911 response, did HEART follow-up with you (e.g., did you meet or talk with a Care Navigator)? Can you tell me about <u>your most recent</u> experience? - What went well when you met with HEART? - What did you not like about meeting with HEART? - What would you want to be different about your experience? - Did the HEART follow-up meet your needs? If not, what needs could they not meet? - Did HEART connect you to any resources/services that you needed or asked for? If yes, tell me about that. What was the outcome?	- Where did you meet with HEART? - What did you discuss with HEART? - What happened during your appointment?
24.	If you have previously received traditional emergency services (police, firefighters, or EMS) from a 911 call before, how was HEART's response different from other first responders? - Would you rather get help from traditional first responders or HEART? Why? - Which response team would you prefer for that same situation, if it were to happen in the future?	

SECTION 4: CHANGES TO HEART

SCRIPT: In this last section of questions, I'd like to hear your thoughts about potential upcoming changes to HEART. I'd also like to hear any changes or improvements that you'd like to suggest for the HEART program.

	QUESTION(S)	PROBES
25.	Outside of this interview, how would you like to give feedback to HEART about your experiences with them?	How would you like to tell HEART about your experience?
26.	If you could make any changes you wanted to HEART, what changes would you make? How could HEART serve you or your community better?	- What parts of HEART would you remove or take away? - What parts of HEART would you want to keep or maintain? - What parts of HEART would you want for them to make better?
27.	What kind of people do/would you like to see on a HEART team? What kind of person makes a good HEART responder?	- What skill sets? - Training? - Qualities? - Job titles?
28.	In June 2023, the Durham City Council passed the FY23-24 budget, changing the HEART program hours to 7 days per week, 12 hours per day, citywide. How did you feel about the HEART program growing in this way? If HEART were to grow further, where would you like to see that happen?	Would you support seeing HEART grow more (e.g., 24/7)? Why or why not?

SECTION 5: SCENARIOS

SCRIPT: Now I will describe different situations in which someone might call 911. For each scenario, please let us know which first responders you think would be most helpful to respond: police, HEART, or medics.

	QUESTION(S)	FOLLOW-UPS
29.	Which first responder team do you think would be most helpful to respond to...	- A noise complaint in your apartment or neighborhood? - An overdose? - Someone who appears to be homeless is in your neighborhood? - Two neighbors are having a verbal argument? - You witness a physical conflict? - A neighbor is going through domestic violence? - A sexual assault? - A mental health emergency or situation where the person is not physically violent and does not have a weapon? - A mental health emergency where the person is physically violent or has a weapon?

SECTION 6: WRAP-UP QUESTIONS

<i>SCRIPT: Thank you for your time today. Before wrapping up this interview, do you have any other thoughts about HEART that you'd like to share?</i>
Is there anything that we haven't discussed about DCSD OR HEART that you feel is important for us to know?
Is there anything else you would like to add or recommend?
Do you have any final questions?