DCHS Race/Ethnicity Data Collection – Response Matrix

Intro: *I have questions I'd like to ask about your race and ethnic background. This information helps us understand our clients and provide the highest quality of service to everyone. There are no right or wrong answers to these questions.*

Potential Client Reaction	Might Sound Like…	Suggested Provider Response
Mistrust/Uneasiness	What do you do with this info? What are you trying to find out about me? Are you really asking about my citizenship?	This information is only used to help us understand our clients and provide the highest quality of service to everyone **So, looking at these choices**, which would you choose as best describing your race or origin?
Concern for eligibility	How will this affect services I get? Is there something I'm supposed to answer in order to get what I need? Am I required to answer?	Your answers will not affect your eligibility for this or any other program or services. There are no right or wrong answers and you are not required to answer. However, your answers help us understand our clients and provide the highest quality of service to everyone. **So, looking at these choices**, which would you choose as best describing your race or origin?
Uncertainty	Hmmm, I can't choose. What should I put? Can't you just tell by looking at me? My mother was from Japan and my father was from Arkansas. What should I put?	I can't guess, and only you have the right to identify your race or origin **So, looking at these choices**, which would you choose as best describing your race or origin?
Unclear answer	My race is human I'm American (or Dutch, or Iraqi, or any other nationality)	Ok. And **looking at these choices**, which would you choose as best describing your race or origin?

- Consider asking these questions at the end of verbal intake process or at the end of a form filled out by clients
- Try not to give suggestions of how a client could answer; to the extent possible, let the client determine their answer and redirect them to the choices available.