

Script for Collecting REALD Data over the Phone

This script is for use with individuals who can answer the questions for themselves or their children/dependents during a phone call. To ensure language access, be sure to engage interpretation services if needed, the way you would when providing in-person services.

- Many people who are deaf/hard of hearing use Video Relay Service or CapTel.
- If using a relay service, allow time for the service to connect with you and the patient.
- If the patient can't hear you, ask if you can use another number that works better for them.

Introduction:

I'll be asking about your/NAME's race, ethnicity, abilities, preferred language and interpreter needs. We ask everyone the same questions. This is to make sure everyone receives the highest quality of care.

You can answer these questions any way you want. You can always choose to not answer a question. Your answers are confidential. They will not negatively impact your/NAME's services or ability to receive benefits in any way.

Q1: How do you/they identify your/their race, ethnicity, tribal affiliation, country of origin, or ancestry?

This is an open-ended question. Continue to Q2 for all responses.

Q2: Here are some more specific questions. Which of these describe your/NAME's racial or ethnic identity? You can choose more than one answer. (READ RESPONSES 41-49):

- 47 Hispanic or Latinx
- 50 Middle Eastern or North African
- 46 Black or African American
- 45 Asian
- 48 Native Hawaiian or Pacific Islander
- 44 American Indian or Alaska Native
- 49 White, or
- 41 Something else?
- 98 Don't know
- 99 Don't want to answer (refused)

If person answers...

47 Hispanic or Latinx

Then ask...

More specifically, do you/they identify as...
 (READ RESPONSES 23-26)

23 Mexican

24 Central American

25 South American, or

26 Something else? (Other Hispanic/Latinx)

98 Don't know

99 Refused

If person answers...	Then ask...
50 Middle Eastern or North African	More specifically, do you/they identify as... (READ RESPONSES 35-36) 35 North African, or 36 Middle Eastern? 98 Don't know 99 Refused
46 Black or African American	More specifically, do you/they identify as... (READ RESPONSES 17-22) 17 African American 18 Afro-Caribbean 19 Ethiopian 20 Somali 21 Other African, or 22 Other Black? 98 Don't know 99 Refused
45 Asian	More specifically, do you/they identify as... (READ RESPONSES 5-16) 5 Asian Indian 6 Cambodian 7 Chinese 8 Communities of Myanmar 9 Filipino 10 Hmong 11 Japanese 12 Korean 13 Laotian 14 South Asian 15 Vietnamese, or 16 Something else? (Other Asian) 98 Don't know 99 Refused
48 Native Hawaiian or Pacific Islander	More specifically, do you/they identify as... (READ RESPONSES 27-34) 27 Chamorro (Chamoru) 29 Marshallese 30 Communities of the Micronesian Region 31 Native Hawaiian 32 Samoan, or 34 Something else? (Other Pacific Islander) 98 Don't know 99 Refused
44 American Indian or Alaska Native	More specifically, do you/they identify as... (READ RESPONSES 1-4) 1 American Indian 2 Alaska Native 3 Indigenous Mexican, Central American, South American, or 4 Canadian Inuit, Metis, First Nation? 98 Don't know

If person answers...	Then ask...
	99 Refused
49 White, or	More specifically, do you/they identify as... (READ RESPONSES 37-40)
	37 Slavic
	38 Eastern European
	39 Western European, or
	40 Something else? (Other White)
	98 Don't know
	99 Refused
41 Something else?	
98 Don't know	
99 Don't want to answer (refused)	Q3
With more than one race selected	
With only one race selected	Q4

Q3: Is there one race/ethnicity you/they think of as your/their primary racial or ethnic identity?

If person answers...	Then ask...
Yes	Is that... (READ RESPONSES TO Q2)
43 Biracial/ Multiracial/ I don't have just one primary identity	
98 Don't know	Q4a for ages 5+
99 Don't want to answer (refused)	Q7 for ages under 5
100 Did not Answer	

Q4a: What language or languages do you/they use at home?

If person answers...	Then ask...
English	Continue to Q7
Other language	Q4b: In what language do you/they want us to communicate in person, on the phone, or virtually with you/them? Q4c: In what language do you/they want us to write to you/them? Continue to 5a

Q5a: Do you/they need an interpreter for us to communicate with you/them?

If person answers...	Then ask...
1 Yes	Q5b
0 No	
98 Don't know	Q6
99 Don't want to answer (Refused)	

Q5b: What type of interpreter do you prefer?

If person answers...	Then ask...
1 Spoken language interpreter	Q6 if language spoken at home is not sign language
2 American Sign Language	
3 Deaf Interpreter for Deaf Blind and Deaf with additional barriers	
4 Contact sign language or PSE interpreter	
5 Other (SPECIFY)	
98 Don't know	Q7 if language spoken at home is sign language
99 Don't want to answer (Refused)	

Q6: How well do you/they speak English? (READ RESPONSES 1-4)

If person answers...	Then ask...
1 Not at all	Q5a
2 Not Well	
3 Well	Q7
4 Very Well	
98 Don't know	
99 Don't want to answer (Refused)	

Q7: Are you/they deaf or do you/they have serious difficulty hearing?

If person answers...	Then ask...
1 Yes	Q7a. At what age did this condition begin? Age (whole numbers only) 000 At birth 999 Don't know 777 Don't want to answer (Refused)
0 No	Continue to Q8
98 Don't know	
99 Don't want to answer (Refused)	

Q8: Are you/they blind or do you/they have serious difficulty seeing, even when wearing glasses?

If person answers...	Then ask...
1 Yes	Q8a. At what age did this condition begin? Age (whole numbers only) 000 At birth 999 Don't know 777 Don't want to answer (Refused)
0 No	Q9 for ages 5+
98 Don't know	End phone call for ages under 5
99 Refused	

Q9: Do you/they have serious difficulty walking or climbing stairs?

If person answers...	Then ask...
1 Yes	Q9a. At what age did this condition begin? Age (whole numbers only) 000 At birth 999 Don't know 777 Don't want to answer (Refused)
0 No	Q10
98 Don't know	
99 Refused	

Q10: Because of a physical, mental or emotional condition, do you/they have serious difficulty concentrating, remembering or making decisions?

If person answers...	Then ask...
1 Yes	Q10a. At what age did this condition begin? Age (whole numbers only) 000 At birth 999 Don't know 777 Don't want to answer (Refused)
0 No	Continue to Q11
98 Don't know	
99 Refused	

Q11: Do you/they have difficulty dressing or bathing?

If person answers...	Then ask...
1 Yes	Q11a. At what age did this condition begin? Age (whole numbers only) 000 At birth 999 Don't know 777 Don't want to answer (Refused)
0 No	Q12
98 Don't know	
99 Refused	

Q12: Do you/they have serious difficulty learning how to do things most people your/their age can learn?

If person answers...	Then ask...
1 Yes	Q12a. At what age did this condition begin? Age (whole numbers only) 000 At birth 999 Don't know 777 Don't want to answer (Refused)
0 No	Q13
98 Don't know	
99 Refused	

Q13: Using your/their usual or customary language, do you/they have serious difficulty communicating, for example difficulty understanding or being understood by others?

If person answers...	Then ask...
1 Yes	Q13a. At what age did this condition begin? Age (whole numbers only) 000 At birth 999 Don't know 777 Don't want to answer (Refused)
0 No	Q14 for ages 15+
94 Don't know what this question is asking	
98 Don't know	
99 Refused	End phone call for ages under 15

Q14: Because of a physical, mental or emotional condition, do you/they have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

If person answers...	Then ask...
1 Yes	Q14a. At what age did this condition begin? Age (whole numbers only) 000 At birth 999 Don't know 777 Don't want to answer (Refused)
0 No	Q15
98 Don't know	
99 Refused	

Q15: Do you/they have serious difficulty with the following: mood, intense feelings, controlling your/their behavior, or experiencing delusions or hallucinations?

If person answers...	Then ask...
1 Yes	Q15a. At what age did this condition begin? Age (whole numbers only) 000 At birth 999 Don't know 777 Don't want to answer (Refused)
0 No	End phone call
94 Don't know what this question is asking	
98 Don't know	
99 Refused	