

REALD FREQUENTLY ASKED QUESTIONS

[Community Services and Supports Unit \(CSSU\)](#)

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Q. Where can we find the link to the intersectionality video from the REALD trainings?

A. Here is the link to the video on intersectionality that was presented in the training. <https://www.youtube.com/watch?v=O1isIM0ytKE>

Q. If REALD questions have already been answered recently, is it required to ask at each contact?

A. REALD questions need to be asked every 12 months, or if the consumers information has changed. Whichever is more frequent.

Q. Is there an option to write in someone's preference if it is not listed as part of the REALD options?

A. Yes, there is the option to write in race/ethnicity responses in an open text box in GetCare (where you can write in any responses that the individual provides).

Q. Could marking multiple boxes mess up the data if an individual is confused?

A. The goal should always be to obtain the most accurate demographic data. If an individual seems confused after you have stated the question, you can always provide clarification and assistance as needed. Inviting multiple race/ethnicity responses is more accurate and does a better job of respecting people's intersectional identities. Although this data is more complex, data analysts have the capability to sort multiple racial and ethnic data responses.

Q. If someone indicates their race is “Caucasian” or “Other White,” is there a narrative field for them to expand their answer?

A: When a consumer identifies with an option not available, or does not have an expanded option, the intake specialist can provide the options for the consumer to choose from or write in how the consumer chooses to be identified in “Other Categories.” The intake specialist can also clarify after asking a question if the consumer seems confused or asks for clarification.

Q. Is some of the information likely to change from year to year?

A: Participant information may change based on a number of differing factors such as confusion in answering questions, updated participant knowledge, change in functional ability, etc., which is why it is a requirement to ask REALD questions at least annually.

Q. How were these categories chosen? Why are some race/nationalities represented and others not? (Example: Black or African American is expanded to offer Somalian or Ethiopian, but not Kenyan)

A. The REALD standards were developed on a national level. Through that process, many different data sources, references, and input were reviewed. Other factors in choosing sub-categories included frequency of individuals identifying themselves in these categories, and local community and state input. These are the finalized categories that were offered. If an individual does not identify with the offered categories, they have the option to write in how they identify in the “Other Categories” text box. The purpose of this data is to identify gaps in service, and if a consumer does not see a category represented that they identify with, that is information we want to know to better serve our consumers.

Q. What is the purpose of asking age of onset for the functional ability?

A. People who have lived most their life with a functional challenge (e.g. walking, speaking, seeing) have a very different experience than those who recently

experienced a functional difficulty. Not only do these experiences change the services needed for individuals, but there are also important intersections with race and ethnic identities that can reveal inequalities.

Q. On average, how long does it take to go through all the REALD questions?

A. Some questions about race and ethnicity should already be asked at intake. Asking the additional REALD questions starting on March 1, 2022 may add a few extra minutes. REALD is required to be collected once every 12 months, so you may not need to ask the questions at every contact.

Q. If we inform the caller that they can “opt out” of any questions and they specifically and repeatedly say, "I want to opt out of **all** of these questions," can we honor their request and move forward?

A. This data collection is optional and not required for an individual to receive services. As the individual collecting this data, you can make this judgement based on the situation and your comfort level. We have learned if an interviewer provides an “opt out” option at the *beginning* of the conversation, many consumers will choose to “opt out” and not answer these questions, which is a missed opportunity to capture this important demographic data and increase service equity for all Oregonians. It is *recommended* that you ask all questions, but if an individual is not willing to participate in answering the questions, they are not required to. Best practice is to ask the questions and move on to the next question if the caller is not willing to provide this information.

Q. How would you enter the race and ethnicity of someone who doesn't accept the name of their ancestral home given by this form. (i.e. Myanmar/Burma)?

A. All demographic questions are self-reported. The consumer can choose from the options available, choose multiple options, choose to not answer the question, or choose to write in (or ask you to record) how they identify. All of these options are allowed and acceptable.

Q. Many of the REALD categories in GetCare staging do not match what is in the ONE system. Is the plan to align both these systems?

A. GetCare and ONE will be receiving updates to align with REALD standards.

Q. How will we know when the questions need to be re-asked in our systems? Is there a prompt to inform you when the questions need to be asked?

A. There is not a prompt or alert option in GetCare. The best way to know when to ask the questions is to review the notes section to see when we last had contact with the consumer. You won't be able to tell when specific fields have been edited. In the ONE system, updates are being made to allow for a pop up to appear when REALD data is more than 12 months old. The ONE system does not currently have an estimated timeline for when this update will occur, but please be aware an update will be made in the future to address this. Best practice is to keep records up to date, and you can always ask if it is ok to go over the questions again if you are not sure when they were previously asked.

Q. For those programs that require risk scores based on ADL/IADL (Activities of Daily Living/Instrumental Activities of Daily Living) how will those be affected by this change if we are no longer capturing independence, assistance needed, dependent?

A. These functional ability questions will replace the current disability identifier in GetCare on the consumer demographics, but they will not change any of the other areas that discuss ADLs/IADLs. If an intake specialist is using the [NAPIS \(National Aging Program Information System\) form](#), ADL/IADL sections will remain the same. The [NAPIS form](#) has been updated to ask REALD questions after ADL/IADL info and is separated out by headers for clarity.

Q. Are we allowed to change the wording of a question to help with clarity for someone who doesn't understand the question? How do we ensure that interpreters are using the exact right phrasing?

A. We cannot change the wording of the questions - otherwise we could be unintentionally changing the meaning of the question. Certified interpreters interpret exactly what they hear, so this should not be an issue in most cases.

Q. What are the recommendations for when the person we're talking to may not be able to follow a conversation due to various mental health/cognitive concerns? (i.e. consumers with dementia)

A. In cases where a consumer has challenges responding to questions, close family or caregivers are allowed to help the individual respond or provide answers on their behalf. Under no circumstances should staff presume to respond to questions on an individual's behalf.

Q. What reading level are these questions based on? There is concern that some individuals won't understand what is being asked.

A. REALD questions are taken from the American Community Survey so that we can reliably compare the responses of our consumers to the population of Oregonians in our state, counties, and service areas. The Flesch-Kincaid Grade Level for most of the functional difficulty questions is around 7th grade. The longer questions and those with more complex words are more difficult and include multiple terms to increase comprehension.

Q. If a caller requests written resources in a different language, how should the agency handle those requests?

A. REALD interview templates have been [translated into 21 languages](#) and can be viewed on the Oregon Department of Human Services Form Server. Additional written resources which are not REALD specific would follow your agency protocol for providing translated resources to consumers.

Q. What if demographic information is disclosed during intake, but not when REALD questions are officially asked? Or if they specifically declined during the questions? Is it allowed to enter demographic data without participant consent?

A. REALD demographic data needs to be collected as part of the REALD interview process so that respondents are given the full range of response options and with their own voice/perspective. Staff cannot enter data without participant consent and cannot draw from other information disclosed during intake unless it is part of the REALD interview process. Under no circumstances should the staff presume to respond to questions on an individual's behalf.

Q. Is there are clear separation of what is and is not required such as eligibility questions vs. REALD data collection?

A. All REALD demographic questions are optional and not required for services. A header above the REALD question categories states these questions are optional. All eligibility questions are required to determine eligibility for programs and services.

Q. What services/programs require this data?

A. REALD questions are asked of all our consumers and are designed to help us identify and address avoidable differences in social services and health. REALD responses have no impact on service eligibility. If a consumer prefers to not answer any of the REALD questions, this has no bearing on their eligibility for any services.

Q. Do we ask REALD questions when the consumer is not present or when someone is attempting to receive services for another individual?

A. Whenever possible, REALD questions should be asked directly of the person answering the questions for themselves. Staff are encouraged to respond to

translation and interpretation requests through the typical program systems. In cases where a consumer has challenges responding to questions, close family or caregivers are allowed to help the individual respond or provide answers on their behalf. Some of the questions will help inform the call, but others about personal identity don't make sense to ask anyone but the person themselves. Ask about language and, depending on the resources they are looking for, it might make sense to ask some functional ability questions. Race/ethnicity and gender identity should never be answered by anyone else.

Q. Can REALD questions be completed at various times? For example, the caller doesn't feel comfortable answering the questions the first time they call but may feel comfortable answering the REALD questions 6 months after.

A. Whenever possible, the full set of REALD questions should be asked of individuals in one session. If the person is unwilling or unable to answer all of the questions at a given time, staff should fill out as much as the individual was able to share. If REALD questions are asked at a later time, the responses may be updated. Under no circumstances should the staff presume to respond to questions on an individual's behalf.

Q. How can we be sensitive to privacy concerns in very small, tight-knit communities where everyone seems to know each other?

A. The REALD data is an expanded version of demographic data that is already being collected. It is the responsibility of the agency collecting this data to ensure all privacy policies and laws are adhered to. If it's possible that an individual in a small community could be identified because of their unique identity, that data cannot be released. Collected demographic data should always remain confidential.

Q. Asking more personal questions seems to be more difficult and could result in some pushback or negative reaction from the consumer. When some of these issues arise, how will asking more intrusive questions encourage communities to seek services?

A. It is understood this new requirement may pose some challenges. Informing the consumer about why we are collecting this data and how we use it to better serve our communities may be helpful. Additionally, the way you ask the questions can directly affect the way a consumer responds. Try to put any fear or hesitation you feel aside, and ask the questions in a friendly and professional manner. The Community Services and Supports Unit (CSSU) team is also here to provide support through this change. Please share what is working and any challenges you are experiencing in the field so we are better informed and can provide you with the tools and resources you need to be successful.

Q. Why is the Filipino/a listed under Asian and not Pacific Islander?

A. Filipino is listed under Asian because it is traditionally geographically associated more with South Asia than the Pacific Islands. Although historically there have been greater social and familial connections with South Asia, there is a rich debate around this association. As with many geographic and social experiences, the relationships are fluid. This is the convention today, but it may change in the future.

Q. Will there be Russian data collection forms handy for staff?

A. The MSC 0074 and the NAPIS form will be available on the Department of Human Services FORM Server. The MSC 0074 will be available in 21 languages and the NAPIS form will be available in 9 languages found in the links below.

NAPIS Registration Form:

- [اللغة العربية / Arabic](#)
- [繁體中文 / Chinese \(Traditional\)](#)
- [한국어 / Korean](#)
- [Română / Romanian](#)
- [Русский / Russian](#)
- [Español / Spanish](#)
- [Tiếng Việt / Vietnamese](#)
- [English](#)

Q. We were wondering if we could receive more support for those that serve rural and smaller communities?

A. Experience has shown responses to demographic questions can vary as much in rural communities as it does in metro areas. The CSSU team is happy to support you with this new requirement in any ways we can. We understand there will be some hiccups with this new change and but your understanding of the REALD questions and how we'll use this data to better serve communities will be very helpful. Please reach out to your AAA and/or AAA CSSU liaison with any questions or concerns.

Sexual Orientation and Gender Identity (SOGI)

Q. When are the "SOGI" questions going to begin being asked? There will be more training needed on that for sure.

A. The Oregon legislature mandated that SOGI questions be added to the REALD questions during the Spring 2021 session. A Rulemaking process to refine these questions is expected to take place in summer 2022. Once the SOGI questions are finalized, we will add them to the REALD questions and likely begin asking them in early 2023. At that point, we will review our training plans to develop a SOGI component. While the SOGI questions are not required to be asked at this time, it is recommended that this data be collected to better understand our consumers needs, and for agencies and staff to get comfortable asking these questions as we know they will be required in the future.

The Community Services and Supports Unit (CSSU) is here to assist you. Please let us know how we can better support your efforts in this important and meaningful work. Thank you.