**Sample**

**Script for Collecting Race/Ethnicity Data from Callers**

Here is some language that you might include in your Parent Center’s intake process, in order to collect the Race and Ethnicity Data from callers. Please feel free to customize this script for use based on your data systems and intake/interview processes.

***Now I would like you to tell me your race and ethnic background. We use this information to review the treatment families receive and make sure everyone gets the highest quality of service.***

***First, do you consider yourself Hispanic/Latino?***

* Yes
* No
* Declined

***Which category best describes your race?***

* American Indian/Native American/Alaska Native
* Asian-
* Black/African American
* Native Hawaiian/Other Pacific Islander
* White
* Some Other Race
* Declined (This is a flag indicating that the individual did not want to answer this question—do not ask again during the same or subsequent calls.)

**If the caller asks why we are asking the question:**

*Many studies from around the country have shown that a family's race and ethnicity can influence the treatment they receive. We want to make sure this doesn't happen here, so we use this information to check and make sure that everyone gets the best service possible. If we find a problem, we fix it.*

**If there is a possibility of the caller being an English as a Second Language caller, ask:**

*What language do you feel most comfortable speaking?*