

# Responding to Client Concerns

*Plain-language scripts for common questions about demographic data*

## THEY ASK

*“Why do you need to ask me this?”*

## YOU CAN SAY

We ask these questions to make sure our services are accessible and inclusive for everyone we serve. Your responses help us understand the community, advocate for funding, and make sure no one is left out.

## THEY ASK

*“Who will see my information?”*

## YOU CAN SAY

Your responses are confidential. Demographic data is only used in aggregate reporting — we share patterns and trends, never personal details — and no identifying information leaves our organization.

## THEY ASK

*“Do I have to answer?”*

## YOU CAN SAY

No — participation is completely voluntary. You can skip any question you’re not comfortable with, and you can always come back to it later. Your choice won’t affect the services you receive.

## THEY ASK

*“I don’t identify with any of these categories.”*

## YOU CAN SAY

That’s okay — identities are diverse, and the list won’t fit everyone. You’re welcome to select “An identity not listed above” or let me know what feels right, and I’ll record it exactly as you share it.

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**REMEMBER** Participation is always voluntary. Record responses exactly as the client provides them. When in doubt, use “Not Reported.”