



LOS ANGELES LGBT CENTER

Intake Exercise: Asking About Sexual Orientation, Gender Identity, Pronouns and Names

The following inclusive practices should be utilized either when doing an in person or phone intake with potential clients.

Reminders:

- ✓ Don't make assumptions or judgements based on binary gender roles.
- ✓ Always use gender neutral language (they, their, them) until or unless the potential client provides other pronouns.
- ✓ Always use the language that the potential client uses when referring to themselves and their relationships.
- ✓ Keep the focus on care vs. curiosity.

LGBTQ inclusive intake exercise for two participants:

First review the following helpful potential responses to client questions and/or responses:

Client asks, "Why are you asking me that question?"

Response, "We work with individuals from many diverse backgrounds, therefore we collect a wide array of information and data on everyone."

Client asks, "How does that question apply to me requesting services?" or "Why does that question matter?"

Response, "All of the information that you provide to us is helpful in determining what kinds of support and resources that we can provide to you."

Note: If you are not sure about a word or response that an individual provides, you may say, "Can you please clarify what that means *to you?*"

Determine who will be the *Intake Person* and who will be the *Potential Client*. After completing the exercise once. Switch roles and repeat the exercise again.

Intake Person conducts the following interview with the *Potential Client*. It is optional to read through all potential answer options but recommended that you practice conducting the interview both ways to determine which is more comfortable. Additionally, it is recommended that you introduce yourself, including your pronouns, to the potential client.

1. “If you do not wish to answer certain questions, you may decline to answer. However, the more information that you provide, the better we can determine how best to support you.”
2. “Also, please allow me read all options before answering.”
 1. What name do you go by? _____
 2. What is your legal name if different? _____
 3. What are your pronouns? _____
 4. How do you identify your sexual orientation? (optional to read the list)
 - Gay –
 - Lesbian –
 - Bisexual –
 - Queer–
 - Questioning –
 - Self-ID –
 - Decline to answer –
5. How do you identify your gender identity? (Read the list)
 - Woman –
 - Man –
 - Non-binary -
 - Self-ID -
 - Decline to answer –
6. Do you identify as trans, gender-queer, and/or gender non-conforming?
 - Yes -
 - No -
 - Decline to state –
7. How do you identify relationship status? (Read the list)
 - Single –
 - Dating -
 - Partnered –
 - Domestic Partnership -
 - Legally Married –
 - Polyamorous –
 - Self-ID -