



Providing education,
tools and resources
to improve the
quality of life of LGBT
people as they age

LGBT SENSITIVE INTAKE

You have one opportunity to make a first impression. In providing services, that often means your intake and assessment process.

Top 5 things to think about when conducting an intake...

1. BODY LANGUAGE

Help the client feel at ease – be conscious of your body language and signals you're giving. Don't express surprise when -sexual orientation or gender identity are part of the discussion.

2. INTERVIEWING

Avoid using pre-determined questions to "assess" a person's situation. Instead, invite a conversation with openended questions allowing the sharing of a person's story, such as:

- Tell me about the people who are important to you. Where do you get your support?
- Tell me about your living situation. Who shares the household with you?

3. PRONOUN AND LANGUAGE

Mirror the words used by the person you are interviewing.

- Address someone that identified as transgender by preferred name and pronoun, regardless of their biology or legal ID.
- Do not assume that a client's significant other is the opposite sex or gender.

4. VALIDATION

Regardless of your beliefs, acknowledge a person's emotions. Validate emotions being experienced without judging.

5. SEX AND AGING

Don't be afraid to talk about intimacy, relationships and sex if these topics are relevant to the services you provide.

2365 N. McKnight Rd, Ste 3
St. Paul, MN 55109

www.trainingtoserve.org
info@trainingtoserve.org

LGBT SENSITIVE FORMS

Sexual orientation, gender identify and sexuality are important parts of all of our lives. While it may be difficult to change forms that are required by funders or government agencies, you may be able to change the way you ask questions to hold a conversation. Some of the questions may include:

Sexual Orientation

Which of the following do you identify as?

Heterosexual/Straight Lesbian Gay Man Bisexual Other

Gender Identity

OPTION 1: ONE QUESTION APPROACH

1. Which of the following do you identify as? Female Male Other

OPTION 2: TWO QUESTION APPROACH

1. What sex were you assigned at birth? Female Male Other

2. What gender do you identify as? Female Male Other

If the answers to 1 and 2 are different, it is likely that the individual is transgender.

Other Questions

1. How do you feel about your sexual orientation/gender identity?
2. How long have you known this about yourself? (When did you come out to yourself?)
3. Who have you told and what kind of responses have you received?
4. Is there anything about your sexual orientation/gender identity you would like to discuss?
5. Are you sexually active?
6. Have your sexual partners in the past been men, women, both, or some other gender?
7. What does "safe sex" mean for you?
8. Are there any questions or concerns about sexual activities you would like to discuss?
9. Are you involved in a significant relationship currently, or have you been in the past?
10. Are your relationships satisfying? Are there any concerns that you would like to discuss?