



What is the Census?

The Census is a survey that counts every person living in the United States, regardless of age or citizenship status. The results from each Census are used to allocate about \$675 billion in federal funding to states and localities and determine the apportionment of seats in Congress.

How does the Census work?

In March 2020, every household will receive a series of mailings from the U.S. Census Bureau with instructions on how to fill out the Census questionnaire. If you don't fill out the questionnaire after four mailings go out, a Census worker will follow up with you in-person to make sure your household is counted.

How can I fill out the Census?

There are **four** ways to fill out the Census: online, by phone, by mail, or in person. 80% of households will be prompted to fill out the Census online. The remaining 20% of households will receive a paper questionnaire due to their location in areas with low Internet connectivity or other characteristics that make it less likely the respondents will complete the Census questionnaire online.

All Census mailers will include directions on how to request a paper questionnaire or who you can call to fill the questionnaire out over the phone. Individuals can call (888) 839-8632 for more information.

What is considered a "household"?

Every household should complete a Census questionnaire and include each person living in that household to ensure their community receives its fair share of resources. The respondent is usually the member of the household who owns or rents the living quarters (the "householder" or Person 1 for purposes of a Census form).

Where should I be counted?

People are counted where they "usually" live on or around April 1, 2020. For example, college students are counted as residents of their college unless they still live in their parents home for most of the year (just returning on breaks doesn't count). Those who are incarcerated are counted at their facilities, people who live in nursing homes are counted there, etc.

How will people experiencing homelessness be counted?

The U.S. Census Bureau counts people experiencing homelessness through a special operation called Group Quarters Enumeration (GQE), which includes shelters, mobile vans and food

kitchens, as well as non-sheltered outdoor locations. Census workers will devote three days to counting people who are experiencing homelessness across the country. The scheduled days are:

- March 30, 2020: Counting people who are in shelters.
- March 31, 2020: Counting people at soup kitchens and mobile food vans.
- April 1, 2020: Counting people in non-sheltered, outdoor locations, such as tent encampments and on the streets.”

How many Census reminder mailers will I receive?

You may receive up to four Census mailers. Every household nationwide will receive the first two reminder mailers, regardless of whether or not they already responded. A third wave of reminder mailers will be sent out to non-responding households. The fourth wave will be mailed to households that have yet to respond along with a paper questionnaire and return instructions.

What happens if I don't respond online, over the phone, or through the mail?

Households that do not respond to the Census by May 9, 2019 should expect a visit from an official Census Worker. This process, known as “Non-Response Follow-Up,” or NRFU, is the most expensive and inaccurate form of data collection.

What could trigger a Non-Response Follow-up (NRFU)?

Not answering the entirety of the Census form can trigger a visit from a Census Worker. Answering later in the process (Mid-Late April) could also result in a Census Worker arriving. It is important to make clear that if you are uncomfortable being visited by a Census Worker, then you should complete the Census as quickly as possible and as completely as possible.

How can I avoid scams?

When responding online, make sure that you're only responding the Federal Census Bureau's website, which will have a “.gov” URL.

It's also important to know what to expect on the questionnaire. For example, the Census will *never* ask you for:

- Money or donations
- Your Social Security number
- Anything on behalf of a political party
- Your bank or credit card account numbers

If someone claiming to be from the Census Bureau contacts you via email, phone, or in person and asks you for one of these things, it's a scam, and you should not cooperate.

How can I identify an official Census Worker?

First, check to make sure that they have a valid ID badge, with their photograph, U.S. Department of Commerce watermark, and an expiration date. If you still have questions about their identity, you can call (800) 923-8282 to speak with a local Census Bureau representative.

Here's a list of tips for identifying official Census Workers:

- Government issued photo ID with DoC watermark which they are required to show
- Census Bureau staff search on Census Bureau website
- Will only work between 9 am and 9 pm
- Will have an official letter on official letterhead from the Census Bureau
- Will carry an official bag or laptop from the Census Bureau with a logo
- Are required to provide their supervisors contact information if asked
- One can contact the regional Census office to confirm identity

How is my personal information protected?

According to the Federal Census Bureau, the Census is used to collect information to produce statistics. Personal information cannot be used against respondents by any government agency or court. Under Title 13 of the U.S. Code, Census Bureau employees are sworn to protect confidentiality and are subject to penalties for violating this law.

What does it mean to be “hard-to-count” (HTC)?

HTC refers to populations or areas in which fewer than 73% of households self-responded to the 2010 Census. These households were still counted by in-person Census Workers, a process known as “non-response follow-up” that is difficult, time-consuming, and costly.

Communities that have historically been the most difficult to count in the Census to-date include households that lack access to the internet, live in multi-family housing, and families with mixed citizenship status, limited English proficiency, and children under five years old.

What languages will the Census be available in?

The paper questionnaire is available only in English and Spanish.

Online, the questionnaire is available in English, Spanish, Simplified Chinese, Vietnamese, Korean, Russian, Arabic, Tagalog, Polish, French, Haitian Creole, Portuguese, and Japanese.

Phone is available in English, Spanish, Mandarin, Cantonese, Vietnamese, Korean, Russian, Arabic, Tagalog, Polish, French, Haitian Creole, Portuguese, and Japanese

Language guides, language glossaries, and a language identification card are available in Spanish, Haitian Creole, Bengali, Romanian, Tamil, Tigrinya, Igbo, Chinese, Portuguese, Greek, Telugu, Navajo, Ilocano, Marathi, Vietnamese, Japanese, Amharic, Burmese, Hungarian, Dutch, Sinhala, Korean, Italian, Somali, Punjabi, Hebrew, Croatian, Slovak, Russian, Farsi, Thai, Lao, Malayalam, Bulgarian, American Sign Language, Arabic, German, Gjurati, Hmong, Swahili, Twi, Tagalog, Armenian, Khmer, Albanian, Yiddish, Lithuanian, Polish, Hindi, Nepali, Turkish, Indonesia, Yoruba, French, Ukrainian, Urdu, Bosnian, Serbian, Czech.

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