

2020 CENSUS: SUPPLEMENTAL FAQ

Who should be counted?

If you are filling out the census for your home, you should count everyone who is living there as of April 1, 2020. This includes anyone who is living and sleeping there most of the time. If someone is staying in your home on April 1, and has no usual home elsewhere, you should count them in your response to the 2020 Census.

Everyone living in each household, including newborns, older individuals, and people who are not family members, should be counted on the household's 2020 Census form.

Can you help me fill out the Census form/questionnaire?

Are you unable to complete the questionnaire on your own? *If yes, direct them to the response option (online, phone, mail/paper, census taker visit to the home) that best suits their needs. For example, if an individual is responding online and needs language assistance, please encourage them to respond through the phone response option, instead of the online response option.*

If they still request your assistance with online response, respond:

I am not a U.S. Census Bureau employee and therefore the answers you provide me are not protected by law. Your response is only protected by the Census Bureau once your response is received. However, I am able to assist you with entering your responses. Let's get started.

Provide assistance as needed based on community member circumstance. You should not collect or retain response information outside of the questionnaire and should not guide responses for the questionnaire.

Do I have to complete the online form?

No, you may choose which method you would like to complete and are most comfortable with. You can either complete the 2020 Census form online, complete it via phone, by mail or choose to have a census enumerator visit your home to collect your responses for the form.

The U.S. Census Bureau (USCB) website is down. How do I complete by form?

We recommend you complete your questionnaire today, via phone. All you have to do is provide your address instead of the code that was mailed to you.

Will the USCB visit my home?

It's possible, but don't be afraid or alarmed. It's a normal process. Census enumerators will be canvassing local neighborhoods from April through the end of July to follow up with households who have not responded or have an incomplete response. They will have badges and identification to prove that they work for the USCB.



I lost my paper questionnaire, or I never received one in the mail. How do I get a replacement?

You can still complete the questionnaire online at <https://www.2020census.gov/> or by phone, all you have to do is provide your address instead of the code that was mailed to you.

My neighbor received their Census letter invitation, but I didn't, what should I do?

It's ok. The USCB is staggering the mailer so not everyone will be receiving their letter at the same time. Here's what the USCB says about what and when you will receive your letter. Source: <https://www.census.gov/library/fact-sheets/2019/dec/2020-invites-everyone.html>

I do not understand some of the terms used in the questionnaire, where can I get help to understand these terms?

You can call the 844 number for support or visit the USCB glossary at <https://www.census.gov/glossary/> and use the search box to type in the term you need help to understand. Or go to your local QAC to receive assistance from trainer staff and volunteers.

I am hearing rumors about the Census 2020; how can I know what is true or false?

You can visit the USCB's official rumors web page at <https://2020census.gov/en/news-events/rumors.html> to learn the facts about Census 2020.

You can also report false information to rumors@census.gov.

How is the information collected used by the Census?

- The U.S. Census Bureau uses responses to produce statistics.
- Private information may not be published when it is collected. After 72 years, it may be published for historical purposes by the National Archives. It is against the law to disclose or publish any private information that identifies an individual or business, such as names, addresses (including GPS coordinates), Social Security numbers, and telephone numbers.
- Answers cannot be used for law enforcement purposes or to determine personal eligibility for government benefits.
- Personal information cannot be used against respondents for the purposes of immigration enforcement.

Does the 2020 Census include a question about citizenship?

The 2020 Census questionnaire will NOT include a question about an individual's citizenship status. Everyone, regardless of their immigration status, has certain basic rights.

For those who have concerns about opening your doors, there are other ways you can participate. You can participate from the comfort of your home online and over the phone, or at a community run assistance center.

Please complete your Census questionnaire. An incomplete questionnaire may increase your chances of nonresponse follow-up by the U.S. Census Bureau. Households will receive an invitation to respond online to the 2020 Census beginning March 12, 2020. Your participation is vital, and your information is protected.

