

Census in the Field: Frequently Asked Questions (FAQs)

1. *Will the Census Bureau allow multiple census responses to be submitted from one IP address?*
 - a. **Response:** Submitting multiple responses from one IP address is fine because the Bureau anticipates that this will happen. That's why the Bureau can rely so heavily on libraries and other organizations to help Get Out the Count. There currently is not a limit for the number of responses per device or per IP address.
2. *Can community organizations establish stationary questionnaire assistance centers (e.g., provide tablets/laptops for people to fill out the census form)? What guidelines and support will the Bureau provide for those organizations?*
 - a. **Response:** Organizations are allowed to create stationary questionnaire assistance centers; however, organizations **should not collect** census data. There will be more guidance coming from the Census Bureau later this Fall.
<https://2020census.gov/en/partners/outreach-materials.html>¹
3. *Will the Census Bureau be providing official branding guidance and materials for CBOs and CCCs that create local questionnaire assistance centers (QACs)?*
 - a. **Response:** Guidance is available on how to co-brand with the Census Bureau on outreach materials. If a CBO is creating a location for self-response without official assistance or representation from the Census Bureau, then that CBO is not permitted to use official Census Bureau branding. Please note that QAC sites with no official Census Bureau partnership will not be permitted to use Bureau-branded materials and do not receive Title 13 protections.
<https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/promo-print-materials.html>²
4. *What will the questionnaire assistance support look like for college campuses?*
 - a. On-campus students will be counted via the group quarters operation.
 - b. Off-campus students
 - i. Content on digital channels to target college students
 1. https://2020census.gov/content/dam/2020census/materials/partners/2019-07/Half_Page_Handout_for_College_Students_Option1.pdf³
 2. https://2020census.gov/content/dam/2020census/materials/partners/2019-07/Half_Page_Handout_for_College_Students_Option2.pdf⁴
5. *How can organizations best include census education in their voter registration and GOTV work in 2019? What are the limitations for integrating the census into existing door-to-door programming?*
 - a. **Response:** C3 non-partisan civic engagement and voter registration is permissible. That said, when doing this type of outreach, make sure that individuals engaging in c3 non-partisan engagement understand who is eligible to vote and who is not and are clear on messaging distinctly between the two (i.e.: Message different asks between register to vote AND participate on the census vs. another way to stay civically engaged is participating in the census).
 - b. **Response:** The Census Bureau is developing Dos and Don'ts for groups planning census outreach, but they will not create specific toolkits or guidelines on interactions like voter registration or civic participation.

6. *Will community partners be able to preview the online form in order to be familiar with it before it launches for self-response?*
 - a. **Response:** The Census Bureau will not make the online form or the website available until March 13, 2020.
7. *Is the Census Bureau developing guidelines for what partners can and cannot say? Script or messaging guidance? Where can partners go if they have questions or direct folks during educational events?*
 - a. **Response:** Message guidance on how the census is Safe, Easy and Important will be available for people and organizations to use and adapt.
8. *When will the TTY/TDD hotline go live?*
 - a. **Response:** The TDD hotline will be available starting March 1st and live support March 9th. [More information from the Census Bureau is here.](#)⁵
9. *Are members of the community or local organizations able to translate the form for a household if that household is non-English speaking? (Especially if the primary language of the household is not one of the 59 languages covered by the census glossary.)*
 - a. **Response:** If a person gives a disclaimer ("Your answers are not confidential" / "I am not an employee of the Census Bureau") they can collect information. Bureau guidance will be to try to connect people with the Bureau first, so they will not be issuing guidance on what this disclaimer should look like. The Bureau will not endorse these activities and federal law on data collection and confidentiality (Title 13, U.S. Code) should be referenced when creating guidance.
10. *What Census Bureau education will be available for people who are blind or visually impaired before self-response?*
 - a. **Response:** The Bureau is working on a factsheet on the census form's accessibility. If a person is blind or visually impaired, they can call the Census Bureau phone line instead of using the online option. Low-literacy households can either call or wait for a paper form. A canvasser can also assist with response as long as a disclaimer is given ("Your answers are not confidential"/ I am not an employee of the Census Bureau).
11. *Will the Census Bureau provide guidance on how organizations can help low-literacy households fill out the form?*
 - a. **Response:** The Bureau's guidance can be found [here](#).⁶ The Bureau's braille guides will also address low-literacy households by focusing on how to help people who are not able to read, regardless of the reason.
12. *Can households or advocates request an enumerator to come to a household?*
 - a. **Response:** No. Someone cannot request that the Bureau go to someone else's home.
13. *Will the Census Bureau issue guidance on whether community partners or businesses can provide incentives to households who still need to fill out their census form? (e.g., giving away raffle tickets after they fill out the census, giving away swag/promo materials at events, etc.)?*
 - a. **Response:** The government cannot prohibit outside groups from providing incentives. It's up to the local organizations to figure out what works best for them. As an FYI, the business partnership program through the Bureau will not roll out an incentive program for participating in the census.
14. *Can you have two Internet tabs open (response and language guide) at the same time when filling out form online?*
 - a. **Response:** Yes. Please note that the form will time out after 15 minutes to protect responses.
15. *How can we help people fill out the census if they won't open the door?*
 - a. **Our recommendations:** The Census Counts coalition will recommend that the Census Bureau trains enumerators to ask census questions through the door and perhaps hold up the language guide to the peephole. We also recommend that organizations help folks call the Census Bureau phone line to fill it out.

References

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1. "Outreach Materials." United States Census 2020. Retrieved 23 January 2020. Available at <https://2020census.gov/en/partners/outreach-materials.html>.
2. "Promotional Materials and Guidelines." United States Census 2020. Retrieved 23 January 2020. Available at <https://2020census.gov/en/partners/outreach-materials.html>.
3. "Everyone off campus should get in the census." United States Census 2020. Retrieved 23 January 2020. Available at https://2020census.gov/content/dam/2020census/materials/partners/2019-07/Half_Page_Handout_for_College_Students_Option1.pdf.
4. "On campus. Off campus. Everyone counts." United States Census 2020. Retrieved 23 January 2020. Available at https://2020census.gov/content/dam/2020census/materials/partners/2019-07/Half_Page_Handout_for_College_Students_Option2.pdf.

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5. "Webinar: Best Practices and Staying Legal: Census Phone and Texting Outreach." Census Counts 2020. Retrieved 23 January 2020. Available at <https://censuscounts.org/census-operations/phone-texting-outreach/>.
6. "Fact Sheet" Questions and Answers for Stakeholders Supporting the 2020 Census." United States Census Bureau. Retrieved 23 January 2020. Available at <https://www.census.gov/library/fact-sheets/2019/dec/guidelines-for-partners.html>.



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