

Community Check Phone Call Script

Tips:

- This script is meant to be used as a guide; we highly encourage you to **customize it** for your specific state needs!
- You should never represent yourself as a U.S. Census Bureau employee or enumerator.
 - Identify yourself as a volunteer and community member encouraging census participation.
- Be sure to have the ChatBox (red question mark – bottom left corner of webpage) on censuscounts.org to get answers to any questions you don't know in real time.
 - You can also **text 442020** to ask census questions
- Refer to: [Census Counts Field Factsheet](#)

INITIAL CONTACT CALL SCRIPT:

Hi there! May I speak with **[INSERT NAME]**?

[YES] (*proceed to INTRO*)

[INTRO] Great! My name is **(VOLUNTEER NAME)** and I'm a volunteer with **(INSERT ORG NAME)**

I am **NOT** from the Census Bureau **BUT** our organization has been working hard these past months to ensure our communities are participating in the 2020 Census

We are a community-based organization making calls to community members amid the COVID-19 pandemic. We want to make sure you and your household get counted in the 2020 Census, because emergencies like this are exactly why the government needs accurate census data.

Do you mind if I ask you a few quick questions?

[YES] (*proceed to QUESTION 1*)

[NO] Thank you for your time. Please stay safe. **[END CALL]**

[QUESTION 1] Do you know about the 2020 Census?

[YES] It's so great to hear you're familiar with the census! (*proceed to QUESTION 2*)

[NO]

Let me tell you a bit about the census!

- Every 10 years, the U.S. government counts *every* person living in the U.S. through the census.
- The census is a short, usually 10-minute questionnaire that asks basic information about your household. These counts are used to determine the resources that go to our community from funding for school, to healthcare, to the amount of political representation. (*proceed to QUESTION 2*)

[QUESTION 2] Have you taken the census?

[YES] That's great! Were you able to take it online, over the phone or through the mail?
(proceed to QUESTION 3)

[NO] I understand that things have been hectic with the COVID-19 pandemic. Census participation ensures our community receives necessary funding to support the healthcare that we need right now, education and community assistance programs. You can take the census online, by phone, or by mail. **How are you planning to fill out the Census?**

- **[Online]** You can go to **my2020census.gov** and use the code that you received from the Census Bureau in the mail. If you don't have your unique code, you can still go to my2020census.gov and click "I don't have a code."
- **[By Phone]** Call toll-free **844-330-2020** to take the census by phone. You can easily participate in 13 languages including English!
- **[By Mail]** You should have received a paper form in the mail by now! You can fill it out and return it for free by mail. But we encourage you to take the census online or by phone if you can because it's really easy!

[QUESTION 3] Before I go, do you have any questions about the census and how it impacts our community?

[YES] Okay, let's see how I can help you. If I don't have the answer, you can call 844-330-2020 and speak with someone directly from the Census Bureau who would be happy to help. *(Refer to FAQs)*

[NO] *(proceed to CLOSING)*

[Closing] Thank you for speaking with me today and helping make sure that our communities are counted! Please stay safe.

[END CALL]