



## Census 311 FAQ

### What is the 2020 Census?

The Census is a constitutionally mandated population count of ALL residents living in the United States.

It only happens every 10 years and the data helps the federal government:

- Determine the number of Congressional seats each state has,
- Redraw Congressional districts,
- Determine the level of federal funding for community services like healthcare, public education, and road construction.

### When is the 2020 census?

Starting March 12<sup>th</sup> households will receive a letter from the U.S. Census Bureau asking them to self-respond and participate in the 2020 census.

The official census Day is April 1<sup>st</sup>, 2020

- Residents will be encouraged to self-respond by mail, online, or via phone. – whichever mode is preferred by residents
- The last day to respond is July 31<sup>st</sup>, 2020

### What questions will be asked on the census?

The Census is safe and fast

- The census questionnaire will only ask basic information on people living in the household, such as number of residents, gender, age, race and ethnicity.
- The 2020 Census questionnaire will not ask personal questions such as banking or social security information, or for a monetary donation.
- The Bureau will not call or email residents to collect the data.
- The paper questionnaire form will only be in blue (English) and green (Spanish).

### Who can I contact if I suspect someone is fraudulently posing as a Census Bureau employee?

- Call the U.S. Census Bureau at 800-923-8282 or visit [ask.census.gov](https://ask.census.gov) if you suspect a scam or fraud.

Visit the Census Bureau website for more information about how to identify a scam or fraud:

<https://2020census.gov/en/avoiding-fraud.html>

### Will a citizenship question be on the census?

There will be NO citizenship question on the 2020 Census questionnaire.

- The census is a count of every person living in the U.S., regardless of citizenship status
- Everyone's participation is important, and will impact our community for the next decade.

### Will my Census responses be confidential / secure?

- By law the Bureau cannot share individual's identifying information and is mandated to keep your information secure.

### Can my Census responses be used against me (e.g. for law enforcement purposes)?

- Title 13 of the U.S. Code prohibits The Census Bureau from sharing information that could identify an individual with any other government agencies (like DHS, FBI, ICE or the police) or with the public.

### How do I respond to the Census? (Formats)

- There are 3 easy ways to respond to the 2020 Census starting on March 12<sup>th</sup>.
- **Online:** The majority of residents will receive a letter asking them to respond online; a 12-digit code will be included in the letter to use when responding.
  - Do not worry if you lose, or do not have your code when you get ready to fill out the questionnaire online - your household address can also be used to respond.
- **Mail:** Some households will receive a paper form questionnaire in the mail to fill out and mail back in a prepaid postage envelop.
- **Phone:** individuals will be able to call in their information and have the ability to speak to someone in multiple languages (see list below).
- **Eventually all households who do not self-respond online or by phone will receive a paper questionnaire in the mail.**
- Starting the second week of May the Census Bureau will be sending out enumerators door-to-door to collect responses from community members who have not self-responded

### What languages will the 2020 Census be available in?

The **online census form** will be available in 13 languages: English, Spanish, Chinese, Vietnamese, Korean, Russian, Arabic, Tagalog, Polish, French, Haitian Creole, Portuguese, and Japanese. You may also call in your census response in any of these languages.

The phone numbers for language support are:

LANGUAGE LINE	TOLL-FREE NUMBER
English	844-330-2020
Spanish	844-468-2020
Chinese (Mandarin)	844-391-2020
Chinese (Cantonese)	844-398-2020
Vietnamese	844-461-2020
Korean	844-392-2020
Russian	844-417-2020
Arabic	844-416-2020
Tagalog	844-478-2020
Polish	844-479-2020
French	844-494-2020
Haitian Creole	844-477-2020
Portuguese	844-474-2020
Japanese	844-460-2020
English (Puerto Rico residents)	844-418-2020
Spanish (Puerto Rico residents)	844-426-2020
Telephone Display Device (TDD)	844-467-2020

- The **paper census questionnaire** will only be available in English and Spanish.
- Additional materials like language glossaries, video languages guides and language identification cards in 59 non-English languages. These language resources can be found on the Census Bureau’s page titled “Language Resources”: <https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources.html>

**Will the 2020 Census be accessible for individuals with disabilities?**

Yes, the 2020 Census will be ADA compliant.

- The 2020 Census will be available in American Sign Language, braille, and large print to accommodate those with hearing and visual impairments.
- The online Census tool will also be compatible with screen readers.

**Who can I contact if I suspect someone is fraudulently posing as a Census Bureau employee?**

Census workers will not ask any personal information from you, such as Social Security Number, credit card or banking information, or request donations.

- Call the U.S. Census Bureau at 800-923-8282 or visit [ask.census.gov](https://ask.census.gov) if you suspect a scam or fraud.

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