Los Angeles County Census
Goodwill Ambassador (CGA)
Training Manual

Los Angeles County Census 2020 Committee

This training manual is made possible by the County of Los Angeles, who is co-leading the countywide effort to inform, educate, and engage all County residents about the upcoming 2020 Census.
Purpose of the County Goodwill Ambassador Training Manual

This document is designed to provide guidance for assisting County CGAs with the development and administration of a successful Questionnaire Assistance Center (QAC)/Questionnaire Action Kiosk (QAK). Please note, this guide may be updated/supplemented based on future guidance from the United States Census Bureau (USCB).

County CGAs who will be staffing QACs/QAKs must read this guide and follow the noted requirements to establish and administer a QAC/QAK that provides access for the public to complete the 2020 Census questionnaire in a safe, accessible, and secure environment. County CGAs will be responsible for at least communicating/talking with the site lead/coordinator for their department, as well as checking daily for any issues at their QAC/QAK and following up with the appropriate party for any issues that may arise.

Visit our Website: [http://census.lacounty.gov/](http://census.lacounty.gov/)
What LA County is doing to Support Census 2020

As part of the overall strategies to successfully carry out Census 2020 activities and ensure that there is an accurate count in the region, the County of Los Angeles is setting out to identify and train County employees who will serve as Census Goodwill Ambassadors (CGAs) and have direct contact with hard to count (HTC) populations. The County of Los Angeles has teamed up with the City of Los Angeles in these Census 2020 efforts and this training manual serves as part of the “CGA Toolkit” for County partners and stakeholders to train CGAs within their respective organizations.

County CGAs are responsible for: (1) staffing Census Action Kiosks (CAKs) and Questionnaire Assistance Centers (QACs); (2) promoting census participation; and (3) outreaching as Census Champions, in support of the County’s Census 2020 goals.

The County is taking a partnership approach to achieving Census 2020 goals and this training manual serves to clarify the details of the roles and responsibilities that CGAs have signed commitments for carrying out. As part of this partnership, further updates to these roles and responsibilities for County CGAs will become available through the County’s Census 2020 website (census.lacounty.gov), in conjunction with this training manual, videos, and other digital toolkit materials.

These updates will take into consideration input received from trainees through feedback loops (including in-person, survey, and online feedback), to better understand the additional support needed for CGAs to be more effective in their roles and responsibilities. This will help with keeping track of relevant data and information that needs to be reported back to the State of California regarding Census 2020 efforts, as part of the State’s efforts to maximize revenue and representation for years to come.

Every County employee can play a key role in being a Census Champion in these efforts and this training manual is here to provide County CGAs, and those they work with, the tools needed for making sure that Census 2020 is a successful one for both the County and the State, as well as all of those they serve.
Dear County Census Goodwill Ambassador:

Greetings! On behalf of the Countywide Outreach Complete Count Committee, we would like to thank you for your commitment to serve as a Census Goodwill Ambassador (CGA) for the County of Los Angeles. The Census is a vital part of our democracy in the United States of America. Required by the U.S. Constitution, the Census seeks to count every person living in the country: once, only once, and in the right place. It determines how nearly $800 billion dollars annually in federal funds are distributed to state, local, and tribal governments and assures equitable political representation at all levels of the government. And because the Census is conducted only once each decade, its impacts are long lasting.

Your commitment to this program will help ensure that local governments like the County of Los Angeles receive their fair share of federal funding for critical social safety net programs in health, education, housing, and transportation. All of these programs benefit our communities and will promote a stronger, more vibrant County.

We are committed to providing the training and resources you need to become an effective County CGA. This training manual is designed to help you carry out your duties and responsibilities and as such, it is equipped with ideas, checklists, sample talking points and much more, so that you can provide others with the information and tools they need to participate in the 2020 Census.

The time that you commit as a CGA will help ensure that we achieve a full, fair and accurate count in the County of Los Angeles. Once again, thank you for your dedication and contribution to the Census 2020 Countywide outreach and education effort.

Sincerely,

Avianna Uribe, Manager
Census Unit
Chief Executive Office, Strategic Integration Branch
County of Los Angeles
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Email: auribe@ceo.lacounty.gov
Website: http://census.lacounty.gov/

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SECTION 1
CENSUS 2020

Visit our Website: http://census.lacounty.gov/
WHY THE CENSUS MATTERS

- An accurate and complete 2020 Census count is vital to Los Angeles County. Census data is used to determine funding for programs and projects ranging from early childhood education to senior nutrition.

- One of the most powerful things you can do for your community is to participate in the Census. Your participation helps ensure your community receives the funding it deserves for important services and programs. Census data is used to determine how more than $675 billion in federal government resources will be distributed each year for the next decade to states and localities.

- Census data is used to determine where schools, roads, hospitals, child care centers, senior centers and other services should be built. Key federal programs rely on census data to allocate funding and resources for programs like Medicaid, Supplemental Nutrition Assistance Program (SNAP), Medicare Part B, highway planning and construction, Section 8 housing, Title I school grants, Special Education Grants (IDEA), State Children’s Health Insurance Program (CHIP), and Head Start.

- If people are not counted, L.A. County could risk cuts to building projects and local programs our community relies on: new hospitals, updating roads and bridges, school lunches, health clinics, immunizations for children, early childhood education, and senior nutrition programs.

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CHALLENGES FACING LOS ANGELES COUNTY

**Challenge 1:** Los Angeles County's size and diverse characteristics of our Hard-to-Count (HTC) population poses major obstacles for soliciting their participation.

**Challenge 2:** Los Angeles County has a large undocumented population, which will likely be difficult to count and even more so given the controversy created by discussion about the potential question on citizenship.

**Challenge 3:** Los Angeles County has a wide range of housing issues and living arrangements including multiple families in a household, mixed citizenship status families, non-standard housing units, and individuals experiencing homelessness or dealing with housing insecurity.

**Challenge 4:** With the Census moving to a primarily online format, Los Angeles County faces formidable barriers given the vast digital divide and lack of broadband internet impacting HTC populations.

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### KEY DATES FOR CENSUS 2020

<table>
<thead>
<tr>
<th>Month/Period</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2020</td>
<td><strong>Awareness Campaign:</strong> Launch of the LA County Regional Census 2020 public awareness and marketing campaign.</td>
</tr>
<tr>
<td>February 2020</td>
<td><strong>County CGAs Trained:</strong> Training sessions for County CGAs to be held during this period.</td>
</tr>
<tr>
<td>March 12-20, 2020</td>
<td><strong>Invitations Mailed:</strong> The Census Bureau begins to mail invitations to fill out the Census Survey to households across the nation.</td>
</tr>
<tr>
<td>March 16-20</td>
<td><strong>Reminder Letters Mailed</strong></td>
</tr>
<tr>
<td>March 23, 2020</td>
<td><strong>National Census Week:</strong> National Census Week begins this week.</td>
</tr>
<tr>
<td>March 26-April 3</td>
<td><strong>Reminder Postcards Mailed</strong></td>
</tr>
<tr>
<td>Mid-March 2020</td>
<td><strong>Questionnaire Assistance Centers (QACs) Open:</strong> QACs will be open to the public as an option to fill out the Census survey.</td>
</tr>
<tr>
<td>March 30 to April 1, 2020</td>
<td><strong>Service Based Enumeration and Enumeration of Transitory Population:</strong> Enumeration of Transitory Population and Population Experiencing Homelessness; to take place during this period of time.</td>
</tr>
<tr>
<td>April 1, 2020</td>
<td><strong>CENSUS DAY!</strong> Census Day takes place on this day, nationwide.</td>
</tr>
<tr>
<td>May to July 2020</td>
<td><strong>Household Visits:</strong> Non-Response Follow-Up (NRFU) and Household Visits to those who did not yet complete the 2020 Census survey.</td>
</tr>
<tr>
<td>July 31, 2020</td>
<td><strong>Response Period Ends:</strong> End of the 2020 Census response period.</td>
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</tbody>
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SECTION 2
QUESTIONNAIRE ASSISTANCE CENTERS (QAC)
Questionnaire Assistance Centers (QACs)

What is a QAC and QAK?

QACs and QAKs are physical locations where the public can get information about the Census in their native language. Members of the public can comfortably and securely access information, fill out the 2020 Census, and receive assistance. These physical locations will be spread across the County, with regular hours of operation. These locations will also provide online and phone access to complete the questionnaire. The QACs will be staffed by County CGAs, such as yourselves, who will answer questions related to completing the Census questionnaire.

QACs/QAKs must be open during the self-response period (from mid-March through the end of April 2020).

QACs and QAKs are designed to:

- Provide additional support to target geographic and demographic communities at risk of being undercounted in 2020.
- Answer general questions about completing the Census questionnaire.
- Assist those with specific language access needs with in-person language support or connect them with online or telephone resources.
- Provide online access to those who do not have access or have limited broadband access.
- Provide access to phone support for those who prefer to complete the questionnaire over the phone, rather than online or to those who have limited access to a landline or have limited cell phone minutes.
- Provide reasonable accommodations to people with disabilities.

A QAC can be a desktop computer, laptop, tablet, or other device used to complete the 2020 Census and may or may not be humanly staffed. Any County or City department, local or State government, school, community organization, faith-based organization, or business can host a QAC, but for the purposes of County CGAs, County sites/facilities will be used.

QAKs on the other hand do not require onsite staff to assist with answering questions regarding the 2020 Census questionnaire, but rather will provide access to a device (computer, laptop, tablet, and/or phone) for the public to use to complete the Census questionnaire. Should on-site staff be available, they may answer general questions, but this staffing is not a requirement for QAKs.

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WHAT TO EXPECT AT YOUR ASSIGNED QAC SITE

- At least one (1) computer(s) with internet access available to the public; QAC Webpage on the screen.
- Computer stations outfitted with Census 2020 marketing/branding material.
- Standard hours of operation maintained at your assigned CAC site.
- Availability of QAC site during the self-response period from March 12, 2020 to the end of April 2020. (may be open until July 2020)
- ADA Accessibility at the QAC site.

QAC/QAK Design Specifications

The most suitable location for a QAC may be different than a QAK. QACs require a physical location with County CGAs that have been trained to answer general questions about how to complete the Census questionnaire in person, online, or over the phone.

Tablets, computers, laptops, or other technology devices should be connected to a secure Wi-Fi connection. This is to ensure confidentiality of information and privacy for members of the public using QAC/QAK locations.

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QAC DAILY SET UP

Upon arrival to the QAC Site...

- All QAC sites are ADA accessible.
- CGAs should ensure that the set-up is checked daily.
- Confirm the computer/kiosk are working properly and have WiFi connection. If technical support is needed, please call your departmental IT designated staff.
- Ensure that the URL to complete the Census questionnaire online is on the computer. The URL is: https://my2020census.gov/
- Ensure furniture is in good working condition.
- Ensure plenty of Confirmation Codes Receipts are available for customers (see Required Forms)

PLEASE SEE DIAGRAM BELOW FOR IDEAL QAC SET UP.
The Role of the CGA at the QAC Site

When you arrive responsibilities:

- ALWAYS wear your provided Census badge (see Required Forms).
- Check for CAK set up and that the computer/kiosk is working properly and WiFi connection (for technical support, please contact your departmental IT staff...)
- Log into Census website, www.2020census.gov/
- Complete daily operations checklist (see Required Forms)
- Ensure Census Bill of Rights, language assistance and all other related Census identification signage is posted
- Ensure that information pamphlets, brochures, handouts, and language guides are available (if more are needed....)

Assisting members of the public:

- Be courteous.
- Follow the language access and “assisting those with disabilities” processes provided in the manual and training.
- Provide oversight at QAC location to monitor privacy of user and ensure responses can NOT be seen by anyone except respondent.
  In the event of an emergency, please follow your departmental protocol and notify the CEO Census Centralized Support team:
  CensusGoodwillAmbassadorCentral@ceo.lacounty.gov

End of the day responsibilities:

- Recycle any Census materials that have been used or left behind by a customer.
- Turn off QAC computer.
- Ensure chairs and desk are put back in place.
- Turn off lights.
- Complete Visitor Interaction Form (See Required Forms) and submit weekly to WeeklyCensusSiteReports@ceo.lacounty.gov

PLEASE NOTE: Your QAC site can be visited to ensure compliance with United States Census Bureau regulations. Please ensure that ALL rules, protocols and processes are followed.

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SECTION 3
COUNTY GOODWILL AMBASSADORS (CGA)s RESPONSIBILITIES

⚠️ Remember: ⚠️

All County CGAs and County Staff engaging with members of the community must *clearly communicate* they are **NOT** employees or representatives of the USCB.
As a CGA, you will Directly Facilitate the Census Process at QAC locations

You are INVALUABLE to this process
CGAs are IMPORTANT!

- Excellent Customer Service Support
- Addressing questions from the public
- Provide language assistance or access to language assistance
- Troubleshoot and Resolve Issues
- Direct members of the public to the online Census questionnaire and resources.

Counting everyone everywhere!

**HOORAY for the County Goodwill Ambassador!!**
COUNTY CGA RESPONSIBILITIES

Your service as a Census Goodwill Ambassador (CGA) is an important step to help the County ensure that we achieve a full and accurate count for the County of Los Angeles.

By participating as a CGA, you acknowledge that this is a non-paid (other than your regular salary) position, and agree to conduct yourself and all related activities on behalf of the County of Los Angeles with the utmost level of professionalism and within the guidelines stated below. You also agree to provide accurate information, as trained during CGA MANDATORY orientation/training, and understand that if information is requested to which you have not been provided an answer, you will direct people to an appropriate follow up contact.

The United States Census Bureau released a YouTube Video “Guide to Completing the 2020 Census Online which begins with a brief Census 101. To access this video, please ensure you have access to YouTube.

The video has essentially three parts: Part I: purpose, scope, impact, ways to respond; Part 2 provides an overview of the Questionnaire (how to log in and types of questions being asked); and Part 3 will direct you to the website (2020census.gov) to open the survey, and will provide some resources available (languages, website/survey logistics) and then step by step instructions for each survey question until the last page (confirmation page with address and the date the survey was completed.

The video is available here: https://www.census.gov/library/video/2020/english-video-guide-complete-2020-census-online.html

Code of Conduct
CGAs are expected to conduct themselves in a professional and respectful manner at all times regardless of the opinion, ethnicity, race, religion, religious belief or non-belief, color, creed, national origin, ancestry, sex, sexual orientation, gender, gender expression, age, disability, marital status, income, homeowner status, renter status, or political affiliation of those with whom you interact with. Bullying, harassing, violent/threatening, discriminatory behaviors, or threats thereof, are in no way condoned by the County of Los Angeles and may result in removal from volunteer service and possibly, discipline.

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CGAs should not use language that is threatening, obscene, or slanderous, including profanities, insults or other disparaging remarks or gestures directed toward any individual, business, or institution during their volunteer service.

**Safety**
During the course of their service, CGAs should promote a welcoming and respectful environment and are to end any meetings or gathering should they become disorderly or potentially unsafe. CGAs are in no way expected to endanger their own safety and should always use their own best judgement to determine their comfort level of safety. Please follow your departmental protocol in the event of an emergency.

**Confidentiality**
At no time are CGAs permitted to ask people about their citizenship, immigration status or social security number. CGAs further agree to keep any and all information collected from individuals and/or households strictly confidential, and to submit such data directly and in a timely manner to the County of Los Angeles (or whomever you are working with directly), without duplicating, keeping, or sharing any of that information with any other outside entity, group, or organization.

Title 13 of the U.S. Code provides strong confidentiality protections and safeguards against disclosure and misuse of census data.

- Census data can only be used for statistical purposes.
- Personal census data and identifiable information cannot be released to any agency, even law enforcement agencies.
- All Census employees take a lifetime oath to protect respondent information. Penalties for wrongful disclosure include up to 5 years in prison and/or a fine of $250,000.
- To support historical research, Title 44 of the U.S. Code allows the National Archives and Records Administration to release census records only after 72 years.

**Training and Materials**
County CGAs understand that the County of Los Angeles will provide a 1 ½ hour **MANDATORY** training on the roles and responsibilities of County CGAs and will provide materials that are to be used for educational and outreach purposes. The use of these materials is strictly limited to official uses and may not be used for personal use.

Visit our Website: [http://census.lacounty.gov/](http://census.lacounty.gov/)
Release of Liability
As County CGA, you agree to indemnify, defend, protect, and hold the County of Los Angeles and its officers, employees, and agents, harmless from and against any and all liability, loss, expense (including, without limitation, reasonable attorneys’ fees), or claims for injury or damages arising out of the performance of your duties as a County CGA at any location (including but not limited to, government sites, business establishments, public spaces, or private residences).

Photo Consent
As part of your County CGA activities, your photo and/or video may be taken by County staff to promote the 2020 Census and the County CGA Program on County promotional materials, including printed collaterals, websites, and social media platforms. Thus, as part of the agreement to serve as a County CGA, you give your permission to the County of Los Angeles to use your photo and/or video for such use(s), and you release all claims arising out of the use of your photo and/or video. However, you should also understand that the County is under no obligation to use your photo and/or video.

What is not allowed when assisting the public:

- Do NOT complete the questionnaire for others.*
- Do NOT collect or retain response information outside of the questionnaire.
- Do NOT guide responses for the questionnaire.

*If a member of the public requests assistance in completing their form, please direct them to the response option (online, phone, mail/paper, census enumerator 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, you can provide this assistance, but please inform them that you are NOT a Census Bureau employee and therefore their answers are NOT protected by law with you. Their response is only protected by the Census Bureau once their response is received.

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SECTION 4
LANGUAGE ACCESS
LANGUAGE ACCESS

The State of California has placed a heavy emphasis on ensuring that language and communication access is linguistically and culturally appropriate and provides equal and meaningful access for California’s limited-English speaking populations.

The online Census survey will be offered in thirteen (13) different languages, including English. Respondents may also answer the questions by phone in English and 12 Non-English languages (namely, Arabic, Chinese, French, Haitian Creole, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese).

Paper Census surveys will only be available in English and Spanish. Print and video language guides will be available in 59 Non-English languages, including American Sign Language (ASL), Braille, and large print.

- Prior to March 1, 2020, the CQA toll-free numbers are not available for public use. Attempts to call CQA prior to March 1, 2020 are not recommended, as they will interfere with testing efforts.
- Beginning March 1, 2020, the English and Spanish language lines will be available to provide general information about the 2020 Census, including answers to frequently asked questions (FAQs), via an automated Interactive Voice Response (IVR) system. Callers to these lines will also be advised to call back starting March 9, 2020 to speak with a live customer service representative (CSR). Callers to all other language lines will hear the message to call back starting March 9, 2020, to speak with a live CSR.
- Beginning March 9, 2020, all lines will begin live CSR support providing information about the 2020 Census and assistance with the questionnaire.
  - Callers to the English and Spanish language lines will be routed through the IVR system prior to being transferred to a CSR.
  - Callers to all other language lines will be greeted in that language by a CSR.

The CQA IVR and live CSR support on all language lines will end on July 21, 2020.

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REFERRING IMMIGRATION-RELATED QUESTIONS TO THE COUNTY OF LOS ANGELES OFFICE OF IMMIGRANT AFFAIRS (OIA):

More than one of every three residents in the County of Los Angeles (County) are immigrants born in a different country. About half of all County immigrants are naturalized citizens, one quarter have immigration legal status, and one quarter are undocumented. But all immigrants share one thing: It is vital that they all be counted in the 2020 Census.

Immigrants and their families are essential to the County’s economic, social, and cultural wellbeing because, among other contributions, they:

▪ Contribute thirty-six percent of the County’s $653 billion GDP;
▪ Account for more than forty percent of the employed workforce;
▪ Make up more than half of small business owners; and
▪ Are parents to nearly 60 percent of all County-born children.

If the County itself is going to continue thriving and growing, so must its immigrants and their families. Getting counted in the 2020 Census is crucial to realize this goal.

However, many immigrants and their families are afraid to be counted in the 2020 Census due to concerns that doing so will negatively impact their immigration status, which is not true. In 2017, the County of Los Angeles Board of Supervisors established the Office of Immigrant Affairs (OIA) in the Department of Consumer and Business Affairs to protect the rights and wellbeing of all immigrants and their families who have made the County their home. Making sure that all immigrants and their families are counted in the 2020 Census is a County and OIA top priority.

If you receive inquiries from people concerned that getting counted will affect their immigration status, please:

❑ Assure them that getting counted does not affect a person’s immigration status.
❑ REFER THEM TO OIA for assistance with their concerns, including:
  ▪ Counseling and Information to reassure them that getting counted does not affect their immigration status.
  ▪ Immigration Legal Assistance: Connecting them to free or low-cost legal aid agencies for consultations about their immigration status and Census-related concerns.
  ▪ Consumer Fraud Protection Census-related and other scams.
  ▪ Wraparound Services available for them and their families, such as health care, social services minimum wage disputes, and landlord/tenant dispute.

ANY QUESTIONS RELATED TO IMMIGRATION, SHOULD BE FORWARDED TO THE LA COUNTY OFFICE OF IMMIGRANT AFFAIRS (800) 593-8222

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# U.S. Census Bureau
## In-Language Phone Assistance

<table>
<thead>
<tr>
<th>Language</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>844-330-2020</td>
</tr>
<tr>
<td>Chinese (Mandarin)</td>
<td>844-391-2020</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>844-461-2020</td>
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<td>Russian</td>
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<td>Tagalog</td>
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<td>French</td>
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<td>Portuguese</td>
<td>844-474-2020</td>
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<tr>
<td>Spanish</td>
<td>844-468-2022</td>
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<td>Chinese (Cantonese)</td>
<td>844-398-2020</td>
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<td>Korean</td>
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<tr>
<td>Japanese</td>
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</tr>
<tr>
<td>Telephone Display Device (TDD)</td>
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</tr>
</tbody>
</table>
SECTION 5

ASSISTING INDIVIDUALS WITH DISABILITIES
County CGAs will perform their duties, including interacting with the public, at County-owned sites and facilities. All sites and facilities will be compliant with the Americans with Disabilities Act (ADA).

As a County CGA, please be mindful of how you interact with members of the public, including those who have a disability or other specific need(s).

**Dos & Don’ts**

Following are some suggested guidelines (in bold text, followed by additional explanation) for interacting with members of the public who have a disability or other specific need(s):

- **Avoid being patronizing.** Show the member of the public the same courtesy and respect that you would expect to receive from others.

- **Be considerate and patient.** Try to anticipate what the needs of each member of the public might be, offering assistance if needed. Be patient if he or she needs more time to communicate or accomplish a task.

- **Communication with members of the public.** Some members of the public with specific needs may have an assistant or companion with them. Look at and speak directly with him or her, rather than with the assistant.

- **Post signs (whenever possible).** This will assist members of the public with specific needs to be able to find the most accessible way to get to the room (or area) where the Census can be completed.
Working with members of the public who are blind or visually impaired:

If a member of the public requests assistance in completing their form, please direct them to the response option (online, phone, mail/paper) that best suits their needs.

Please note: If someone still requests your assistance with their questionnaire, you can provide general assistance, but you must inform them that you are NOT a Census Bureau employee and therefore their answers are not protected by law with you. Their response is only protected by the Census Bureau once their response is received.

For visitors who are either blind or visually-impaired, it is recommended that they utilize the telephone enumeration method. However, if they prefer responding by a different method (online, mail/paper), there are resources available for them as well.

1. Telephone Enumeration
   - Available Resources to Offer
     - Accessible Telephone
     - Census Questionnaire Assistance Phone Numbers

2. Paper Questionnaire (Please note: If they prefer to respond by mail but did not receive a questionnaire in their first mailing from the U.S. Census Bureau, they can wait for the fourth mailing from the U.S. Census Bureau, in late-April 2020, which will include a questionnaire for anyone who has not responded by April 1, 2020.)
   - Available Resources to Offer
     - Accessible Telephone
     - Census Questionnaire Assistance Phone Numbers
     - Additional Resources
       - Braille Print Guides (link not yet provided by Census Bureau)
       - Large Print Guides (link not yet provided by Census Bureau)
       - Accessibility Fact Sheets from the US Census Bureau
       - Magnifying Device, if available

Questionnaire in alternative formats, please visit website: [https://www.census.gov/](https://www.census.gov/)
Helpful tips for assisting individuals who visually impaired:

- **Identify yourself as a County CGA.** Do this as soon as you come in contact with the member of the public. Offer your arm, rather than taking the arm of the member of the public when assisting them. Help the member of the public to avoid obstacles in their path of travel by being specific when given verbal directions.
- **If the member of the public has a service animal, walk on the opposite side of the member of the public, away from the service animal.** Do not pet or interact with the service animal without the owner’s permission.
- **Describe what you are doing, as you do it.** If walking away from a person who is blind or visually impaired, let him or her know.

Working with members of the public with speech/hearing impairments:

- Follow the visitor’s cues to determine whether speaking, gestures, American Sign Language (ASL), or writing is the most effective method of communication.
- It is recommended that visitors with a hearing or speech impairment utilize the online response method. However, if they prefer responding by a different method (phone, mail/paper), there are resources available for them as well.

Helpful tips for assisting individuals with hearing disabilities:

- Allow a member of the public who cannot speak to be able to write his or her name and address or provide identification. A CGA should read the name and address out loud.
- Follow the cues of each member of the public. This will help to determine whether speaking, gestures, or writing is the most effective method of communication.
- If speaking, speak calmly, slowly, and directly to each member of the public. Do not shout. Your facial expressions, gestures, and body movements help in understanding. Face the member of the public at all times when you are interacting with them.
- Rephrase, rather than repeat, sentences that the member of the public does not understand.

Working with members of the public with limited mobility:

- Do not push or touch the wheelchair of a member of the public without his or her consent. People using adaptive equipment often consider the equipment as part of their personal space.
- Ask before helping. Grabbing the elbow of a member of the public may throw the person off balance. A person with mobility impairments might lean on a door while opening it. Quickly opening the door may cause the person to fall.
- Secure mats, rugs, and cords to the floor or move them out of the way. This will help to prevent tripping.
- Keep floors dry. This will help to prevent slip and falls.
- Keep ramps and wheelchair accessible doors unlocked and free of clutter. This will help to improve mobility access.
SECTION 6
REQUIRED FORMS
<table>
<thead>
<tr>
<th>Operations Checklist</th>
<th>Ready</th>
<th>Needs Attention</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffing/Volunteers (QAKs: will be minimal to provide directions or access to devices)</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Device: Desktop(s)</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Device: Laptop/Tablet(s)</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Device: Phone(s)</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Table(s)</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Chair(s)</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Supplies are available (pens with blue/black ink, scratch paper)</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Good lighting</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Census signage and posters are clearly visible to the public</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Census Collateral is displayed for the public</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Sample Questionnaire is available</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Privacy (space) to complete Questionnaire</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Restrooms are open and clean</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Disability access is clear from obstruction (inside and outside).</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Facility “Open” Sign is visible at the main entrance</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Internal technical support is available for troubleshooting devices</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>QAC/QAK is clean, ready and free of safety hazards.</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Emergency Exits are identified</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>

Visit our Website: [http://census.lacounty.gov/](http://census.lacounty.gov/)
Visitor Interaction Form

Partner to complete Interaction Form daily or weekly depending on visitor traffic. Please keep these forms on file to provide the California Census 2020 office with visitor data in final report as requested.

<table>
<thead>
<tr>
<th>Partner Organization/Agency</th>
<th>&lt;Organization/Agency Full Name&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>QAC Location</td>
<td>&lt;Name of Site/Building&gt;</td>
</tr>
<tr>
<td></td>
<td>&lt;Street Number and Street Name&gt;</td>
</tr>
<tr>
<td></td>
<td>or Mobile or “roving” QAC</td>
</tr>
<tr>
<td></td>
<td>&lt;City, State, Zip Code&gt;</td>
</tr>
<tr>
<td>Partner Staff/Volunteer Name</td>
<td>&lt;First Name, Last Name&gt;</td>
</tr>
<tr>
<td>Form Date or Date Range</td>
<td>&lt;Month/Day/Year&gt;</td>
</tr>
</tbody>
</table>

Use the table below to track the types of interactions, such as: answered questions, distributed Census 2020 outreach collateral, and/or provided device/telephone workstations for use by community members visiting the QAC. Tip: Use the back of this form to record tally marks or create an Excel worksheet to numerically track counts for each type of visitor interaction listed below.

<table>
<thead>
<tr>
<th>Total Number of Visitors</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor Interaction Types</td>
<td>Qty</td>
</tr>
<tr>
<td>Provided printed information and/or responded to questions but did not complete Census Questionnaire.</td>
<td></td>
</tr>
<tr>
<td>Visitor completed Census Questionnaire via tablet or desktop at QAC.</td>
<td></td>
</tr>
<tr>
<td>Visitor completed Census Questionnaire via phone at QAC.</td>
<td></td>
</tr>
<tr>
<td>Visitor contacted USC8 via phone at QAC and requested an in-person enumerator.</td>
<td></td>
</tr>
</tbody>
</table>

Use the table below to track the types of in-language support provided or Census 2020 outreach and education collateral distributed to community members visiting the QAC. Tip: Use the back of this form to record tally marks or create an Excel worksheet to numerically track counts for each language listed below. Add any additional languages served.

<table>
<thead>
<tr>
<th>Languages Reached</th>
<th>Qty</th>
<th>Language Reached</th>
<th>Qty</th>
<th>Language Reached</th>
<th>Qty</th>
<th>Language Reached</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assyrian Neo-Aramaic</td>
<td></td>
<td>Hindi</td>
<td></td>
<td>Punjabi</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arabic</td>
<td></td>
<td>Hmong</td>
<td></td>
<td>Russian</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Armenian</td>
<td></td>
<td>Iu Mien</td>
<td></td>
<td>Spanish</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cantonese</td>
<td></td>
<td>Japanese</td>
<td></td>
<td>Tagalog</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chinese</td>
<td></td>
<td>Khmer</td>
<td></td>
<td>Telugu</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chaldean Neo-Aramaic</td>
<td></td>
<td>Korean</td>
<td></td>
<td>Thai</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>English</td>
<td></td>
<td>Mandarin</td>
<td></td>
<td>Ukrainian</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Farsi</td>
<td></td>
<td>Min Nan Chinese</td>
<td></td>
<td>Vietnamese</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Filipino</td>
<td></td>
<td>Portuguese</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Use blank row entries in “Language Reached” table above to manually fill in other languages available at QAC/QAC.

Use the table below to record QAC strategies or support processes that: 1) helped to engage community members, 2) need enhancement to better reach targeted hardest-to-count community members, and 3) provide general observations regarding the QAC’s location, support services, and effectiveness in serving community members. Tip: Use the back of this form or create an Excel worksheet to record bullet points for each assessment category listed below.

| What Went Well? | | |
| What Could be Improved? | | |
| Staff/Volunteer Notes: | | |

Please email the above form to: WeeklyCensusSiteReports@ceo.lacounty.gov
# Confirmation Code Form

I completed the 2020 Census Questionnaire for my household on date:

________________

My confirmation code is:

________________

---

I completed the 2020 Census Questionnaire for my household on date:

________________

My confirmation code is:

________________

---

I completed the 2020 Census Questionnaire for my household on date:

________________

My confirmation code is:

________________

---

I completed the 2020 Census Questionnaire for my household on date:

________________

My confirmation code is:

________________
SECTION 7
SIGNAGE
CENSUS BILL OF RIGHTS

YOU HAVE THE FOLLOWING RIGHTS:

1. To be counted in the 2020 Census.
   - Every person living in California on April 1, 2020, regardless of citizenship status, must be counted in the census.

2. To participate in the federal decennial census free of threat or intimidation.

3. To confidentiality and privacy.
   - Under federal law (Title 13), the U.S. Census Bureau is NOT allowed to share your individual census responses with the public or with other government agencies, such as immigration and law enforcement.

4. To respond to the census either online, by telephone, or by paper.

5. To request language assistance.
   - The printed census form will be available in only English and Spanish.
   - The online questionnaire and telephone assistance are available in the following languages: Spanish, Chinese, Vietnamese, Korean, Russian, Arabic, Tagalog, Polish, French, Haitian Creole, Portuguese and Japanese.
   - The U.S. Census Bureau’s Language Assistance Guides will be available in 59 non-English languages, including American Sign Language.

6. To verify the identity of a census employee.
   - If a U.S. Census Bureau employee comes to your door or contacts you, you can ask to see identification or for their name to confirm they work for the Bureau. You have a right to refuse to provide any personal information to someone who comes to your door without federal identification that proves they are a U.S. Census Bureau employee.

SPECIAL NOTICE:

Under California law, a person who does either of the following is guilty of a misdemeanor, punishable by imprisonment in a county jail not exceeding one year, or by a fine not exceeding one thousand dollars ($1,000), or by both a fine and imprisonment:

- Falsely represents that they are a census taker with the intent to interfere with the operation of the census or with the intent to obtain information or consent to an otherwise unlawful search or seizure.
- Falsely assumes some or all of the activities of a census taker with the intent to interfere with the operation of the census or with the intent to obtain information or consent to an otherwise unlawful search or seizure.

Visit our Website: [http://census.lacounty.gov/](http://census.lacounty.gov/)
California Complete Count Outreach Partner

Questionnaire Assistance Center

Visit our Website: http://census.lacounty.gov/
California Complete Count

If you need accommodations or in-language support, please see a member of our team for assistance.

If site is not staffed, please call the
U.S. Census Bureau at:
844-330-2020
California Complete Count

Questionnaire Assistance Center/Kiosk Tips:

- This device is provided to respond to the 2020 Census
- Ensure your online responses are entered at [https://2020census.gov/](https://2020census.gov/).
- Misuse of devices is not allowed.
- Report suspicious activity to QAC/QAK host or team member.
- Staff & volunteers are not employees or representatives of the U.S. Census Bureau.
- The U.S. Census Bureau protects your information by law once your response is submitted.
- We encourage you to complete your questionnaire. Should you require assistance, please ask staff and volunteers for assistance as needed.
- Call the U.S. Census Bureau if you need additional assistance at: **844-330-2020**
- **Close the browser once your response is complete.**

![Tip: Look for “https” in the beginning of the website address and the image of a padlock to indicate this is a secure website.](lock_icon.png)
California Complete Count
U.S. Census Bureau
In-Language Phone Assistance

<table>
<thead>
<tr>
<th>Language</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>844-330-2020</td>
</tr>
<tr>
<td>Spanish</td>
<td>844-468-2020</td>
</tr>
<tr>
<td>Chinese (Mandarin)</td>
<td>844-391-2020</td>
</tr>
<tr>
<td>Chinese (Cantonese)</td>
<td>844-398-2020</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>844-461-2020</td>
</tr>
<tr>
<td>Korean</td>
<td>844-392-2020</td>
</tr>
<tr>
<td>Russian</td>
<td>844-417-2020</td>
</tr>
<tr>
<td>Arabic</td>
<td>844-416-2020</td>
</tr>
<tr>
<td>Tagalog</td>
<td>844-478-2020</td>
</tr>
<tr>
<td>Polish</td>
<td>844-479-2020</td>
</tr>
<tr>
<td>French</td>
<td>844-494-2020</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>844-477-2020</td>
</tr>
<tr>
<td>Portuguese</td>
<td>844-474-2020</td>
</tr>
<tr>
<td>Japanese</td>
<td>844-460-2020</td>
</tr>
<tr>
<td>Telephone Display Device (TDD)</td>
<td>844-467-2020</td>
</tr>
</tbody>
</table>

- Note: Individuals do not need a mailer/code to respond via phone or online.

Visit our Website: [http://census.lacounty.gov/](http://census.lacounty.gov/)

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SECTION 8

GLOSSARY & TERMS
GLOSSARY OF TERMS/ACRONYMS

This section defines words and terms that are used in the training manual, and/or any additional materials, appendices, or content designed to assist County CGAs carry out their roles and responsibilities.

American Community Survey (ACS): A monthly sample household survey conducted by the Census Bureau to obtain information similar to the long-form Census questionnaire.

Census Action Kiosk (CAK): Physical locations with regular office hours open to the public where members of the public can comfortably and securely access information or fill out the 2020 Census. There should be at least one (1) computer with internet access available for public use that is programmed (or otherwise configured) to engage with the 2020 Census website. A CAK can be a desktop computer, laptop, tablet, or other device used to complete the 2020 Census and may or may not be humanly staffed.

Census Block Group: A statistical subdivision of a census tract, generally defined to contain between 600 and 3,000 people and 240 and 1,200 housing units, and the smallest geographic unit for which the U.S. Census Bureau tabulates sample data. A sub-division of a census tract (or, prior to 2000, a block numbering area), a block group is a cluster of blocks having the same first digit of their four-digit identifying number within a census tract.

Census Tract: A small, relatively permanent statistical subdivision of a county delineated by a local committee of census data users for the purpose of presenting data. Census tracts nest within counties, and their boundaries normally follow visible features, but may follow legal geography boundaries and other non-visible features in some instances, Census tracts ideally contain about 4,000 people and 1,600 housing units.

Countywide Outreach Complete Count Committee (CCC): Lead by the County and City of Los Angeles, the CCC convenes diverse stakeholders and government agencies from various sectors to ensure a full, fair, and accurate count Countywide, and to avoid duplication of outreach efforts and maximize limited resources.

Enumerator (Census Enumerator): Enumerators are Census workers that will visit (in person) only those households that did not respond to the Census survey and will do so starting in late April through early July of 2020. During these household visits, the enumerators will ask all of the same survey questions that will appear in the online version of the 2020 Census.

Hard-to-Count (HTC): Indicates a group is less likely to respond to the Census. Populations that are hard to locate, hard to interview, hard to contact, and hard to persuade. Populations may be considered hard to locate if their housing units are not known by the U.S. Census Bureau and/or if the persons want to remain hidden. Populations may be considered hard to interview if their participation could be hindered by language barriers, low literacy, and/or lack of internet access. Populations may be considered hard to contact if they’re highly mobile, people experiencing homelessness, and/or have physical access barriers such as gated communities. Populations may be considered hard to persuade if they’re suspicious of the government and exhibit low levels of civic engagement.

Visit our Website: http://census.lacounty.gov/
Los Angeles Regional Census Table (LARCT): Plays a key role as a gathering space for community-based organizations and other nonprofits, as part of the groundwork for a collaborative outreach campaign for Census 2020. Through the LARCT, organizations can share knowledge and resources, as well as coordinate outreach efforts with each other and government agencies (including the Census Bureau, County, and the City of Los Angeles) to ensure highest coverage of Hard-to-Cover (HTC) census tracts in the County. This table also serves as the Stakeholder Subcommittee for the 2020 Census Countywide Complete Count Committee.

Low Response Score (LRS): A metric developed by the Census Bureau to classify geographic areas according to their propensity to self-respond in surveys and censuses. The LRS is the predicted mail non-response rate; the score is updated annually and is included in the Planning Database.

Non-Response Follow-Up (NRFU): An operation whose objective is to obtain complete survey information from housing units for which the U.S. Census Bureau did not receive a completed questionnaire by mail. In the American Community Survey (ACS), telephone and personal visit methods are used for non-response follow-up.

Questionnaire Assistance Center (QAC): A center established by a local census office to assist people with completing their Census questionnaires. Originally, these centers were established in community centers, large apartment buildings, and other such locations by volunteers and Census Bureau employees.

Statewide Outreach and Rapid Deployment system (SwORD): An interactive mapping site that will be the backbone of the State's outreach efforts. As a centralized location for data and information, the system will allow the State, other governmental agencies, and key strategic partners to share information and resources, including databases and geographical information on Hard-to-Count (HTC) communities. The system will identify gaps and redundancies to reallocate resources.

Title 13 (U.S. Code): The law under which the U.S. Census Bureau operates and that guarantees the confidentiality of census information and establishes penalties for disclosing this information. It also provides the authorization for conducting the census in Puerto Rico and the Island Areas.
SECTION 9
FREQUENTLY ASKED QUESTIONS

Visit our Website: http://census.lacounty.gov/
HAVE QUESTIONS? WE GOT ANSWERS!!
FREQUENTLY ASKED QUESTIONS (FAQs)

THE BASICS

(1) **Who gets counted?**
Everyone is counted. As mandated by the United States (U.S.) Constitution, the Census counts all people who reside in the United States of America, regardless of citizenship or immigration status.

(2) **What is the Census?**
The United States Census is a national population count that occurs every ten (10) years.

(3) **Where can people be counted?**
People can be counted online, by telephone, or via mail. This is the first Census to go digital, so members of the public can also fill out their household survey on their home computer or at any of the internet-enabled Census Action Kiosks (CAKs), which will be available at convenient locations across Los Angeles County.

(4) **When is the Census?**
Starting in March 2020, the U.S. Census Bureau will mail letters to every household in the United States inviting all to respond to the Census survey. Every household should receive a letter requesting that they complete a census survey online, by mail, or phone by Census Day, on April 1, 2020.

(5) **Why do we have a Census?**
The data collected from the Census is used to make sure everyone is equally represented in our political system and that government resources are allocated fairly.
The Census data determines: (a) how many congressional seats a state receives; (b) how much federal funding will be allocated to local communities for public services and infrastructure needs; and (c) provides a picture of the changing demographics of the country.

ABOUT THE SURVEY

(6) What questions does the Census survey ask?
The Census survey will ask each respondent for their name, sex, age, date of birth, race/ethnicity, as well as those same details for everyone else in their household. For more information on what questions will be asked on the Census, please refer to the following webpage: https://2020census.gov/en/about-questions.html.

(7) Who counts as a “household”?
A household consists of all of the people who occupy a housing unit, both related family members and all of the unrelated people (such as lodgers, foster children, wards, or employees), if any, who share the housing. For more information on who is counted on each Census form, please refer to the following webpage: https://2020census.gov/en/who-to-count.html.

GETTING COUNTED

(8) How do respondents complete the Census?
There are three (3) ways that members of the public can fill out the Census survey: online, by telephone, or via mail. Households can answer the questions on the internet or by phone in English and 12 Non-English languages (namely, Arabic, Chinese, French, Haitian Creole, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese).

(9) When should members of the public look for their Census invitation in the mail?
Starting in March 2020, the U.S. Census Bureau will mail letters to every household in the United States, inviting them to respond to the Census survey. Every household should receive a letter requesting that they complete a Census form online, by mail, or phone by Census Day (on April 1, 2020).

(10) Is this the first time the Census will be available online?
Yes. The 2020 Census will be the first Census to be almost entirely digital. While a paper form will still be available, this will be the first time when using the internet will be the primary response option.

(11) When can members of the public go online and fill out the Census survey?
Beginning in mid-March 2020, households will receive an invitation in the mail to participate in the Census by visiting the U.S. Census Bureau’s 2020 Census website to fill out the online survey.

Visit our Website: http://census.lacounty.gov/
(12) **What if members of the public don't have internet access at home?**
Households that do not have internet access at home are encouraged to visit a Census Action Kiosk (CAK) to get counted in the 2020 Census. These dedicated computer stations will be housed across Los Angeles County at parks, libraries, County/City buildings, community-based organizations (CBOs), schools, and at select community events in the Spring of 2020.

(13) **What is a Census Action Kiosk (CAK)?**
A Census Action Kiosk (CAK) is a dedicated computer station for completing the 2020 Census. These kiosks will be housed across Los Angeles County at parks, libraries, County/City buildings, community-based organizations (CBOs), schools, and will even be going mobile at select community events in the Spring of 2020. Please refer back to the County’s Census 2020 webpage ([http://census.lacounty.gov/census/](http://census.lacounty.gov/census/)) in January 2020 to locate the nearest CAK.

(14) **Where can members of the public find a Census Action Kiosk (CAK)?**
A full list of Census Action Kiosks (CAKs) and locator tool will be available online in January 2020 (at that time, please refer back to the following webpage: [http://census.lacounty.gov/census/](http://census.lacounty.gov/census/)).

(15) **Where can members of the public get in-person help filling out their Census survey?**
In partnership with local cities, community-based organizations (CBOs), and County/City departments, volunteers mobilized through the Census Goodwill Ambassador (CGA) Program can assist members of the public by answering questions and helping them navigate the online Census survey. These volunteers (including County CGAs) will be available at most Census Action Kiosks (CAKs) across the County.

(16) **Is there a phone number that members of the public can call for more information or for help filling out their Census survey from home?**
Members of the public may dial the U.S. Census Bureau Call Center: (301) 763-INFO (4636) or (800) 923-8282. TDD: TTY users can dial (800) 877-8339 to use the Federal Relay Service.

(17) **What happens if members of the public do not respond to the Census on time?**
Households who have not responded to the Census online or by phone by late April 2020 will be mailed a printed questionnaire (in English and Spanish), to be returned by mail.

(18) **What if a household fails to respond online or by telephone?**
If a household fails to respond online or by telephone, the U.S. Census Bureau will mail several reminders to the household and will ultimately mail the household a printed questionnaire (in English and Spanish) for the household to return by mail.
(19) **Will a Census worker come to the residence of any members of the public?**
If your household does NOT submit a completed census survey by late April 2020, you can expect a follow up visit to your residence from a Census worker, known as an enumerator, to help you complete the survey.

(20) **What happens if members of the public don’t respond to the Census at all?**
If your household does not respond to the Census online, by phone, or via mail, the U.S. Census Bureau will send a Census worker, known as an enumerator, to your address to collect the information in person.

**LANGUAGE ACCESS**

(21) **There is a member of the public that does not speak English. Will the Census be available in other languages?**
Yes, the online survey will be offered in thirteen (13) different languages, including English (namely, Arabic, Chinese, English, French, Haitian Creole, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese). You may also answer the questions by phone in English and the aforementioned 12 Non-English languages. However, paper Census surveys will only be available in English and Spanish. Print and video language guides will be available in 59 Non-English languages, including American Sign Language (ASL), Braille, and large print.

(22) **How many languages will the Census be available in online?**
The online survey will be offered in thirteen (13) languages, including English (namely, Arabic, Chinese, English, French, Haitian Creole, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese), and will allow you to answer at your convenience from your home computer, or at any of the Countywide locations equipped with a dedicated computer station called a Census Action Kiosk (CAK).

**LIMITED HOUSEHOLD VISITS**

(23) **Will a Census worker visit the residence of any member of the public?**
For the 2020 Census, the U.S. Census Bureau will only visit homes that DO NOT respond to the Census.

(24) **When will the limited household visits take place?**
Census workers, also known as enumerators, will ONLY visit households that did not respond to the Census survey starting in late April through early July of 2020.

Visit our Website: [http://census.lacounty.gov/](http://census.lacounty.gov/)
(25) **What will a Census enumerator ask members of public (during a limited household visit)?**
The enumerator will ask you all the same survey questions that will appear in the online version of the Census.

---

**SAFETY AND PRIVACY**

(26) **Is the Census safe?**
Under federal census law, your responses are kept confidential and can only be used by the U.S. Census Bureau to produce statistics.

(27) **Can another government agency access my Census information?**
No. Title 13 of the U.S. Code requires your information to be kept confidential and prevents your responses from being used against you by any government agency - including law enforcement, the Department of Homeland Security, or US Immigration and Customs Enforcement.

(28) **Can my Census answers affect my eligibility for government benefits?**
No, your answers cannot be used to determine your eligibility for government benefits.

(29) **How long does my information stay private?**
Personal census information cannot be disclosed for 72 years, including names, addresses, and telephone numbers.

(30) **Can U.S. Census Bureau workers share my information?**
No, that’s illegal. U.S. Census Bureau workers who have access to your personal information are sworn for life to protect confidentiality and are subject to a $250,000 fine and/or up to five years in federal prison for the wrongful disclosure of information.

(31) **Do I need a Social Security number to complete the Census?**
No. It’s important to remember that the U.S. Census Bureau will never ask for a social security number, money or donations, political party affiliation, bank or credit card information, or your mother’s maiden name.

(32) **Is it safe to submit my personal information to the U.S. Census Bureau online?**
Yes! It is safe to submit your Census survey responses online. All data submitted online is encrypted to protect your personal privacy. To learn more about the Census Bureau’s data protection and privacy program, please refer to the following webpage: [https://www.census.gov/privacy/](https://www.census.gov/privacy/).
(33) **What’s different about the Census this time around?**
Be prepared for these key changes to the 2020 Census: **online response** and **limited home visits**.

(34) **Why is Los Angeles County the Hardest-to-Count region in the country?**
As the nation’s most populous county and one of the largest spanning over 4,084 square miles, L.A. County is considered the “Hardest-To-Count County” in the country. Studies have indicated that our county is “hard-to-count” because of the diversity of languages spoken, the large number of children and youth populations who have not been traditionally counted, our diverse immigrant populations, and the large volume of non-traditional housing in the county, such as multi-unit rentals on one property, mobile homes, guesthouses, and accessory dwelling units.

(35) **What is L.A. County doing to make sure everyone counts?**
L.A. County’s goal for the 2020 Census is to count all residents, currently estimated at 10.1 million people. To ensure a complete and accurate count, the County will engage in public education and outreach, bringing the Census to the places and spaces where our “hard-to-count” communities live, learn, work, play, and access services.

(36) **Who is L.A. County partnering with for the 2020 Census?**
L.A. County is collaborating with our 88 cities, regional philanthropic partners, and a host of community-based organizations. Together with our partners, the County is leading a campaign to educate, motivate, and activate all County residents to be counted in the 2020 Census.

(37) **Veterans Preference**: If you are a veteran and would like to claim veterans’ preference, you will need supporting documentation and can apply for Veterans’ Preference by referring to the following webpage: [https://www.opm.gov/forms/pdf_fill/SF15.pdf](https://www.opm.gov/forms/pdf_fill/SF15.pdf).
SECTION 10
SCENARIO & TROUBLESHOOTING
SCENARIO

Scenario 1: Disability Accommodation Issue

**Situation:**
Member of the public in need of disability accommodation.
- Check to see which kind of accommodations are needed (such as blindness/visually impaired, speech/hearing impairment, limited mobility, etc.).
- Refer to card/sheet with tips/suggestions for how to assist the member of the public.
- Provide accommodations, as appropriate for the situation.
- If questions still exist or accommodations, contact the language support line.

**Sample Scenario:**
Greeting: Hello and good morning/afternoon my name is Lorena and I am a County Goodwill Ambassador (optional, shakes hand). Treat the person as you do everyone else.
Interaction: The CGA notices that the individual will need assistance because they are physically impaired (mobility issue).
Step 1: CGA offers their assistance to push their wheelchair (do not touch wheelchair without consent).
Step 2: Help the member of the public to avoid obstacles in their path of travel to get to the CAK computer.
Step 3: If the member of the public has a service animal, walk on the opposite side of the member of the public, away from the service animal. Do not pet or interact with the service animal without the owner’s permission.
Step 4: Describe what you are doing, as you do it.
Step 5: Sit down with member of the public at a CAK computer and assist member of the public with logging in and begin to answer questions in questionnaire (if applicable).
Troubleshooting

**What To-Do If, #1: Equipment Failure**

-Situation: CAK/QAC equipment (computer, laptop, tablet, or other device) fails and members of the public are not able to complete their Census forms.

-Solution: Contact your departmental IT staff and email the Census Centralized Support Team ([CensusGoodwillAmbassadorCentral@ceo.lacounty.gov](mailto:CensusGoodwillAmbassadorCentral@ceo.lacounty.gov)) to notify them of the issue. Assure the member(s) of the public that the situation is being resolved and ask for their continued patience while the issues with equipment are being resolved. They may also use the QAC Locator to locate another QAC site.

**What To-Do If, #2: Do Not Know Answer to A Question**

-Situation: Member of the public asks you a question and you do not know the answer to their question. (PLEASE DO NOT SAY YOU DO NOT KNOW THE ANSWER OR “I DON’T KNOW”)

-Solution: Provide the member of the public with the contact information they need for their question. For Census-related questions, refer them to the U.S. Census Bureau Call Center information ((301) 763-INFO (4636) or (800) 923-8282; TDD [for TTY users to use the Federal Relay Service]: (800) 877-8339).
SECTION 11

CONTACTS AND RESOURCES

Visit our Website: http://census.lacounty.gov/

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KEY CONTACTS AND RESOURCES

LOS ANGELES COUNTY CENSUS CENTRALIZED SUPPORT TEAM
Marvin Brown, Administrative Services Manager I
Chief Executive Office, Service Integration Branch
Telephone: (213) 893-0506
Email: CensusGoodwillAmbassadorCentral@ceo.lacounty.gov

U.S. CENSUS BUREAU CALL CENTER
Telephone: (301) 763-INFO (4636) or (800) 923-8282
TDD: (800) 877-8339 (for TTY users to use the Federal Relay Service)

STATE OF CALIFORNIA CENSUS WEBSITE
https://californiacensus.org/https://census.ca.gov/

KEY PARTIES
The United States Census Bureau: https://2020census.gov/en
California Community Foundation (CCF): https://www.calfund.org/

RESOURCE/SERVICE LOCATORS
211 LA County: https://www.211la.org/
LA County Service Locator: https://locator.lacounty.gov/

COUNTY SERVICES
Department of Public Social Services (DPSS): http://dpss.lacounty.gov/wps/portal/dpss
Department of Children and Family Services (DCFS): https://dcfs.lacounty.gov/
Department of Child Support Services (CSSD): https://cssd.lacounty.gov/
Department of Workforce Development, Aging, and Community Services (WDACS): https://wdacs.lacounty.gov/
Department of Consumer and Business Affairs (DCBA): https://dcba.lacounty.gov/
Office of Immigrant Affairs (OIA): http://oia.lacounty.gov/

LA County 2020 Census Education and Outreach Strategic Plan

County of Los Angeles
https://census.lacounty.gov/

Visit our Website: http://census.lacounty.gov/
The United States Census Bureau  
https://2020census.gov/en

State of California Census Office  
https://census.ca.gov/  
Resources include:  
- Funding information  
- California Hard-To-Count interactive map  
- California Complete Count Committee information

NALEO Educational Fund  
“NALEO Educational Fund is a preeminent national leader in advocacy to ensure that the Census provides the most accurate portrayal possible of the Latino community and the entire population.” Resources include:  
- Video: “How the U.S. Census works” in English and Spanish  
- Census 101 Handout in English and Spanish  
- State-specific fact sheets

Census Counts  
https://censuscounts.org/  
“Census Counts is a collaborative campaign involving more than 15 national organizations and dozens of community partners in more than 30 states working together to make sure that the 2020 Census is fair and accurate.”

Counting for Dollars 2020: The Role of the Decennial Census in the Geographic Distribution of Federal Funds  
https://gwipp.gwu.edu/counting-dollars-2020-role-decennial-census-geographic-distribution-federal-funds

KEY CBO Partners  
California Community Foundation (CCF): https://www.calfund.org/  

LA County 2020 Census Board Motions: http://census.lacounty.gov/resources/?tabIndex=2  
Census Maps and Profiles: http://census.lacounty.gov/resources/?tabIndex=3

Visit our Website: http://census.lacounty.gov/