

Be Counted, LA County!
Census Day is coming April 1st, 2020.



**PARKING LOT:
 QUESTIONS AND ANSWERS
 FROM COUNTY CGA TRAINING SESSIONS**

Date: February 19, 2020

Question #1:	Can we make the Visitor Interaction Form into a fillable form?
<i>Answer: We will provide an Excel version of the Visitor Interaction Form very shortly. It will be posted on this CGA section of the website.</i>	

Question #2:	Is this a list of Kiosk hours? The handout was for Centers.
<i>Answer: A QAK listing will be issued shortly, with listed days of operation and hours. Also, the hours of operation for the QACs and QAKs will be on the QAC/QAK locator tool when it is released.</i>	

Question #3:	Who should be contacted to make changes to hours of operation?
<i>Answer: The contact person for changes is Vanessa Gonzalez at the following: vgonzalez@ceo.lacounty.gov.</i>	

Question #4:	Does the current QAC list reflect hours staff or the hours of operation?
<i>Answer: The list reflects both: days and hours of operation, and when CGA staff will be available.</i>	

Question #5:	When will the Learning Net Census Champion training begin?
<i>Answer: The countywide Census Champion training targeting all 112,000+ county employees will be available beginning the week of February 24, 2020.</i>	

Question #6:	Need more immigration messaging.
<i>Answer: Posted here soon on the CGA website will be additional information on how to address immigration questions or scenarios. Please return back to this website to obtain this information.</i>	

Question #7:	When is the QAK in-the-box (toolkit) coming? What is included and who will it be sent to?
<i>Answer: The State is handling the distribution and has not provided a date or final list of contents. The box will be sent to the QAC/QAK location with exceptions of County Library, Parks and Recreation, and Health Services, all of have requested a central delivery location for their boxes.</i>	

Question #8:	County Library needs tech specs or requirements for computers to serve as kiosks.
<i>Answer: The technical requirements are in the State issued guidelines and the CGA manual. All are located on this website.</i>	

Question #9:	Do computers have to be strictly for Census 2020 use?
<i>Answer: No. According to State guidelines: "Devices (computers) do not need to be dedicated solely for the purpose of completing the 2020 Census Questionnaire, but staff/volunteers should ensure it is readily available."</i>	

Question #10:	What about telephones?
<i>Answer: Telephones are recommended but not required. You can check with your office regarding the availability of a telephone for Census usage.</i>	

Question #11:	What are the requirements for a kiosk?
<i>Answer: The State's QAC/QAK guidelines document includes a checklist with requirements for QACs and/or QAKs. Your CGA handbook contains all information and are distributed during the training. The materials can also be located on this website.</i>	

Question #12:	Can the CEO Census Team provide a list of all media outlets utilized?
<i>Answer: Pending. Please return to this site for an updated answer.</i>	

Question #13:	What is the protocol for CGAs to dispose of left-behind personal information?
<i>Answer: First and foremost, CGAs should not collecting ANY personal information from Census participants. Any personal materials left behind containing personal information should be securely disposed of immediately.</i>	

Question #14:	Who will be notified if QAC/QAK sites is needed beyond April 2020? Will QACs and QAKs both be required? Can hours change from the original availability?
<i>Answer: At this time, every QAC/QAK site should be considered open through July 2020, unless reported otherwise. Instructions will come from your Departmental Liaison should this change. Any changes in operating days and/or hours should be reported through your Departmental Liaison.to Vanessa Gonzalez at the following: vgonzalez@ceo.lacounty.gov.</i>	

Question #15:	When completing the Census survey, what is considered living at address most of the time?
<i>Answer: The Census Bureau states that people are “Counted at the resident where they live and sleep most of the time. If they cannot determine a place where they live most of the time, they are counted where they are staying on Census Day/April 1st. They do not specify an exact number of months or days.</i>	
<i>The complete U.S. Census Bureau guidelines on resident criteria based on living situation and location: https://www2.census.gov/programs-surveys/decennial/2020/program-managment/memo-series/2020-memo-2018_04-appendix.pdf?#/</i>	

Question #16:	Can you request more than one (1) paper census survey?
<i>Answer: The U.S. Census Bureau will not accept request for paper questionnaires. Limited households will receive a paper questionnaire in March. Other households will be directed to respond to the census survey online or on the telephone. Households that do not respond to the census survey online or on telephone, will receive a reminder notice with a paper questionnaire from the U.S. Census Bureau by mid-April.</i>	

Question #17:	What is the County’s plan to ensure the homeless count for Census 2020? Is three (3) days enough? Can they use the data from the January 2020 count?
<p><i>Answers: The County is working, alongside of LAHSA and the Cities of LA and Long Beach, with the U.S. Census Bureau to achieve the best Service Based Enumeration count possible for our homeless population. People experiencing homelessness will also be encouraged to respond through the online methodology</i></p> <p><i>We have shared our concerns with the U.S. Census Bureau about the three days, and alternate options are currently being worked out, to ensure a complete count.</i></p> <p><i>Data from the January count cannot be used by the U.S. Census Bureau for purposes of the Census’ homeless count.</i></p>	

Question #18:	What can County employees do to promote Census 2020? Personally? Professionally? In the community?
<p><i>Answer: Excellent question! This will be covered in the Census Champion online training for all County employees, including resources. This training starts the week of February 24, 2020.</i></p>	

Question #19:	Can CGAs be volunteers or only County employees? (Some departments have volunteers but not staff.)
<p>Answer: The County’s CGA program is limited to employees only.</p>	

Question #20:	Can CGAs work on their RDO? Earn OT?
<p><i>Answer: These are decisions to be made by each participating Department. Any OT incurred by CGAs will not be reimbursed through State Census funding. We are not requiring CGAs do their work for OT. When staff are not available, the location should be considered a QAK.</i></p>	

Vanessa Gonzalez
Chief Executive Office
County of Los Angeles
(213) 974-1261

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