2020 Census

Questionnaire Assistance Center (QAC)
Questionnaire Action Kiosk (QAK)
Subcommittee Meeting and Webinar

February 27, 2020
Kenneth Hahn Hall of Administration
Los Angeles, CA
Welcome and Introductions

- Avianna Uribe, Chief Executive Office
  Los Angeles County

- Maria De La Luz Garcia, Mayor’s Office
  City of Los Angeles
## Status of QAC/QAK Registration/Survey

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Departments</td>
<td>203</td>
</tr>
<tr>
<td>City of Los Angeles</td>
<td>188</td>
</tr>
<tr>
<td>Community-Based Organizations</td>
<td>130</td>
</tr>
<tr>
<td>Higher Education</td>
<td>21</td>
</tr>
<tr>
<td>Municipalities</td>
<td>110</td>
</tr>
<tr>
<td>Other School Sites</td>
<td>6</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>658</strong></td>
</tr>
</tbody>
</table>
Status Of QAC/QAK Registration/Survey

Los Angeles County Office of Education (LACOE)

Esmeralda Xochitl Flores
LACOE: QACs and QAKs – Who’s In?

LAUSD

• 455 QAKS throughout the District (Parent Centers)
• 34 QACS (District Offices, Adult Schools, etc.)

Other Districts: (40-55 QACS / QAKS)

• Including: Azusa, Compton, Downey, Duarte, El Monte City, El Monte Union High, El Rancho, Garvey, Hawthorne, Long Beach, Lancaster, Lynwood, Montebello, Mountain View, Norwalk-La Mirada, Palmdale, Pasadena, Pomona, and Whittier City.
LACOE’s Recent Actions and Expectations

QAC / QAK Training (train the trainer): Provided on 2/20; 30 attendees in person, 15 online, 18 districts represented. Recording of training and handouts from the State are being sent to all attendees and participating districts.

QAC / QAK sites are expected to be open by March 16th through April 30th (closed spring break) – majority of sites will be open for parents / students and their families.

Extended QAC/QAK operational dates/ time beyond April 30th will be determined by census count numbers and capacity of schools.
LACOE’s Next Steps

Post-training: Finalize QAC/QAK count with each district.

Follow-up with LAUSD on final training support for QAC sites.

State will provide QAC in-a-Box directly to the LAUSD sites, and to LACOE headquarters. LACOE will distribute QAC boxes to other districts.

LACOE staff will review and visit QAC sites in the first few weeks of implementation and continue to provide assistance to districts as they begin their process.

Monitor reporting to Statewide Outreach and Rapid Deployment (SwORD) of QAC/QAK status.
Questions / Concerns / Say Hello

Esmeralda Xochitl Flores
(562) 922-8845
Flores_esmeralda@lacoe.edu
QAC/QAK
California Complete Count Requirements and Training Overview

Marcha Stevenson
QAC/QAK Requirements Review

- State Guidelines Highlights and Review
- QAC/QAK Set Up
- Operations Timeframe
- Point of Contact/Monitoring and Reporting
STATE REFERENCE MATERIALS
QAC and QAK Definitions

QACs and QAKs are physical locations where the public can get information about the 2020 Census questionnaire. These locations provide online and/or phone access (both are recommended) to complete the questionnaire.

- **QACs** – Have onsite staff available to answer questions related to completing the Census questionnaire. **QAC locations are required to review the State’s QAC 101 Staff & Volunteer Training.**

- **QAKs** – Provide access to a device (computer, tablet, etc.). **QAK locations are NOT required to complete the State’s QAC 101 training.**
State Guidelines Highlights/Overview

• **Accommodations for People with Disabilities:** All QAC/QAK locations must be ADA accessible and comply with all local, state, and federal laws related to access for the disabled.

• **Language Access:** QACs must assist those with specific language needs with in-person language support or connect them with online or telephone resources. *(QACs only)*
  Resource: LACAP https://census.ca.gov/2019/05/17/lacap/

• **Training:** Training must include all required modules provide by the California Census Office. *(QACs only)*
  Resource: State Training Materials https://census.lacounty.gov/committees/#cak
State Guidelines Highlights/Overview

Equipment and Set-up Requirements:

- **Device:** Ensure computer or device terminal is operational and refreshed to the proper U.S. Census Bureau web page: [https://my2020census.gov/](https://my2020census.gov/)

- **Technology Requirements:** Review and ensure compliance with the Security Guide Matrix on page 11 of the QAC/QAK Guide.
State Guidelines Highlights/Overview

Set-up Requirement: Ensuring community members are provided privacy. (QAC/QAK guide page 18)

Tip: Create an environment where individuals can respond without interference. Ensure that someone’s responses cannot be seen by anyone unless they are a sworn USCB employee.
State Guidelines Highlights/Overview – QAC and QAK Signage

**Important**: Use the provided QAC/QAK signage to identify your site as a CA authorized 2020 Census QAC/QAK location.

Provided QAC/QAK Signage:
- Accommodations Notice
- Privacy
- Tip sheet for community members
- Hours of Operation for QAC/QAK
- Directional arrows
- California Census Bill of Rights

QAC/QAK Signage: [https://census.lacounty.gov/committees/#cak](https://census.lacounty.gov/committees/#cak)
State Guidelines Highlights/Overview – Additional QAC and QAK Signage ("QAC/QAK in a Box")

Every QAC/QAK location will receive a QAC/QAK in a Box from the State delivered to their location with the following materials:

1) Banner
2) Poster
3) Lawn Sign
4) Table Top Display
5) USCB Language Guides
## Operations Timeframe
### 2020 Census – Key Dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 12 to March 20, 2020</td>
<td><strong>Invitations Mailed</strong>: Households will begin receiving official Census Bureau mail with detailed information on how to respond to the 2020 Census. The Census survey online response tool will go live on the Census Bureau’s website <a href="http://my2020census.gov">my2020census.gov</a> and the telephone self-response period begins.</td>
</tr>
<tr>
<td>March 12, 2020 through April 30, 2020</td>
<td><strong>Questionnaire Assistance Centers (QACs)/Questionnaire Action Kiosks (QAKs) Open</strong>: QACs/QAKs will be open to the public as an option to fill out the Census survey online or by phone, as available.</td>
</tr>
<tr>
<td>April 1, 2020</td>
<td><strong>National Census Day</strong>: Census Day takes place nationwide.</td>
</tr>
<tr>
<td>April 8 to 16, 2020</td>
<td><strong>4th Census Bureau Mailing</strong>: A reminder letter and the paper census survey will be sent to non-respondents.</td>
</tr>
<tr>
<td>May 13 to July 2020</td>
<td><strong>Non-Response Follow Up (NRFU)</strong>: Census Bureau enumerators will begin visiting those households who did not yet complete the 2020 Census survey. <strong>Note: Some QAC/QAKs will remain open during the NRFU period.</strong></td>
</tr>
<tr>
<td>July 31, 2020</td>
<td><strong>Response Period Ends</strong>: Last day to respond to the 2020 Census.</td>
</tr>
</tbody>
</table>
Operations Timeframe
QACs and QAKs

Dates and Hours:
• QACs and QAKs are required to be open during the Self-Response period from March 12, 2020 through April 30, 2020.

IMPORTANT EXCEPTION:
County of L.A. and City of L.A. Departments are required to be open through July 31, 2020.
State Guidelines Highlights and Review

Monitoring and Reporting Requirements

• Visitor Interaction Form (QAC only)

• **Hours of Operation:** Report all changes in QAC/QAK operational hours to census@ceo.lacounty.gov

• **State Site Visits:** QACs and QAKs are subject to State inspection. (QAC/QAK Guide, p.6)

• **Incident Reporting/Media Inquiries:** After following your organization’s emergency procedures, immediately report any critical incidents or media inquiries to Vanessa Gonzalez at vgonzalez@ceo.lacounty.gov
QAC Visitor Interaction Form

- Collect daily interactions on the QAC Visitor Interaction Form (QAC/QAK Guide, p.36)

- Submit Visitor Interaction Forms each Friday, beginning March 20, 2020 at censusreports@ceo.lacounty.gov.
State Guidelines Highlights and Review

QAC/QAK Waiver

• Please complete **one** Waiver per organization listing all your QAC/QAK locations by March 6, 2020.

• QAC/QAK Waiver: https://lacounty.seamlessdocs.com/f/qacqak
# QAC 101 Training Overview

<table>
<thead>
<tr>
<th>Section Title</th>
<th>Subject Matter</th>
</tr>
</thead>
<tbody>
<tr>
<td>QAC Fundamentals</td>
<td>Walkthrough the roles of the U.S. Census Bureau (USCB) and the California Complete Count Office, the function of a Questionnaire Assistance Center (QAC), and the role of QAC staff and volunteers and their responsibilities at a QAC.</td>
</tr>
<tr>
<td>Engagement Fundamentals</td>
<td>Watch and discuss an overview video of the 2020 Census questionnaire to help staff and volunteers understand how to complete the 2020 Census questionnaire and subsequently assist community members who request help with completing the 2020 Census questionnaire.</td>
</tr>
<tr>
<td>QAC Visitor Reporting</td>
<td>Walkthrough the Visitor Interaction Form with staff and volunteers to demonstrate how to complete the form to report interactions with community members.</td>
</tr>
</tbody>
</table>
Volunteer/Staff Training Video

DECEMBER 18, 2019

Welcome to the 2020 Census

- It's quick and easy. The 2020 Census questionnaire will take about 15 minutes to complete.
- It’s safe, secure, and confidential. Your information and privacy are protected.
- Your response helps to direct billions of dollars in federal funds to local communities for schools, roads, and other public services.
- Results from the 2020 Census will be used to determine the number of seats each state has in Congress and your political representation at all levels of government.

Getting started:

- You must complete your questionnaire once you begin. If you leave the questionnaire and return later, you will have to start over.
- Do not use the web browser buttons (back, forward, or close browser). Use the buttons within the questionnaire to navigate.
- Use the latest version of Chrome, Firefox, Internet Explorer, or Safari.

Start Questionnaire

MORE VIDEOS

00:02 / 8:24

YouTube
What to Do: Say Who You Are

- Be clear you are **not** an employee of the U.S. Census Bureau.

- Identify yourself as a staff or volunteer of the Partner organization hosting the QAC/QAK.
QAC Volunteers/Staff

- **Do not** guide responses for the 2020 Census questionnaire.
- **Do not** collect or retain response information outside of the USCB’s online form.
- **Do not** collect information from people that you intend to later enter into the USCB’s 2020 Census response website.
- **Do Not** use the USCB logo on devices in the QAC/QAK.

Note: Partners are free to brand devices with logos for the Partner or the California Census Office.
QAC Staff and Volunteers are required to wear their badges at all times when onsite at a QAC.

Note: QAC volunteers and staff can always refer to the back of their badge for a summary of the Do’s and Don’ts.
2020 Census Online Form Review

To complete the questionnaire online, what can people type in to begin/pull up their unique household?

Answer: Enter your Census ID (received via mail) OR their home address
Will someone be able to start the questionnaire online, stop and then return at a later time to complete the questionnaire?

Answer: No
Can someone use the back and forward button when completing the online form?

Answer: No
Who should be counted in the household?

Answer: Everyone who will be living or staying with you on April 1\textsuperscript{st}.

Include babies and children (all ages), close or extended family members, people who are not related to you and people staying with you without a permanent place to live.
Who is Counted on the 2020 Census Survey

- Households must count everyone who is living there as of April 1, 2020.
  - All family members, roommates, other families, friends, or anybody else who live and sleep there most of the time. Include anyone staying in the household on April 1st with no home elsewhere.
  - Remember to count any children who are living there including foster children, grandchildren, nieces/nephews, children of friends (even if they are living there temporarily), and newborn babies (even those who are born on April 1, 2020, or who are still in the hospital on this date.).

**Note:** The Census Bureau conducts Group Quarters operations to count people not living at permanent residences including populations in Student Dorms, Healthcare/Treatment Centers, Nursing Facilities, Correctional Facilities, Religious Residential Facilities, Worker Residential Facilities, Military Barracks, Senior Facilities, and Homeless Shelters. Do not count anyone living in one of these facilities on April 1, 2020.
Providing Language Access (Responding Online)

The 2020 Census questionnaire can be completed online in the following non-English languages:

- Spanish
- **Chinese** (Cantonese and Mandarin)
- Vietnamese
- Korean
- Russian
- Arabic
- Tagalog
- Polish
- French
- Haitian Creole
- Portuguese
- Japanese
There are separate USCB toll-free numbers for the 13 non-English languages available via the USCB Call Center.

Note: The USCB Call Center’s Text Telephone (TT) or TeleType (TTY) phone number provides accommodations for people who are deaf, hard of hearing, or have speech difficulties.
Providing Language Access (Other Resources)

The U.S. Census Bureau provides translated web pages, paper guides, and video guides in the following 59 non-English languages at https://2020census.gov/languages:

<table>
<thead>
<tr>
<th>Language</th>
<th>Language</th>
<th>Language</th>
<th>Language</th>
<th>Language</th>
<th>Language</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>Haitian Creole</td>
<td>Bengali</td>
<td>Romanian</td>
<td>Tamil</td>
<td>Tigrinya</td>
<td>Igbo</td>
</tr>
<tr>
<td>Chinese</td>
<td>Portuguese</td>
<td>Greek</td>
<td>Telugu</td>
<td>Navajo</td>
<td>Ilocano</td>
<td>Marathi</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Japanese</td>
<td>Amharic</td>
<td>Burmese</td>
<td>Hungarian</td>
<td>Dutch</td>
<td>Sinhala</td>
</tr>
<tr>
<td>Korean</td>
<td>Italian</td>
<td>Somali</td>
<td>Punjabi</td>
<td>Hebrew</td>
<td>Croatian</td>
<td>Slovak</td>
</tr>
<tr>
<td>Russian</td>
<td>Farsi</td>
<td>Thai</td>
<td>Lao</td>
<td>Malayalam</td>
<td>Bulgarian</td>
<td>American Sign Language</td>
</tr>
<tr>
<td>Arabic</td>
<td>German</td>
<td>Gjurati</td>
<td>Hmong</td>
<td>Swahili</td>
<td>Twi</td>
<td></td>
</tr>
<tr>
<td>Tagalog</td>
<td>Armenian</td>
<td>Khmer</td>
<td>Albanian</td>
<td>Yiddish</td>
<td>Lithuanian</td>
<td></td>
</tr>
<tr>
<td>Polish</td>
<td>Hindi</td>
<td>Nepali</td>
<td>Turkish</td>
<td>Indonesia</td>
<td>Yoruba</td>
<td></td>
</tr>
<tr>
<td>French</td>
<td>Ukrainian</td>
<td>Urdu</td>
<td>Bosnian</td>
<td>Serbian</td>
<td>Czech</td>
<td></td>
</tr>
</tbody>
</table>

Note: The video USCB Language Guide in American Sign Language (ASL) provides accommodations for people who are deaf, hard of hearing, or have speech difficulties.
Census Confirmation Code

The Confirmation Code Template can be found in the QAC Staff and Volunteers Participant Handout on p. 17
### Engagement Fundamentals

**Frequently Asked Questions (FAQs):** It is important to review the FAQs included with your Participant Handout booklet. These FAQs are a valuable resource for you to reference when engaging with community members at a Questionnaire Assistance Center (QAC) so you may effectively respond to many of their questions regarding the 2020 Census.

A copy of the Participant Handout can be accessed here:

[https://census.lacounty.gov/committees/#cak](https://census.lacounty.gov/committees/#cak)
Questions?
Draft QAC/QAK Locator Tool
Norman Wong, Internal Services Department, County of Los Angeles

The Locator Tool will be available at
https://locator.lacounty.gov/census
Contact Information

To confirm or withdraw your QAC/QAK location:

Vanessa Gonzalez
County of Los Angeles
Chief Executive Office
vgonzalez@ceo.lacounty.gov

Questions about CA State QAC/QAK Guidance:
Cecil Flournoy
California Complete Count Office
Cecil.Flournoy@census.ca.gov
Thank you

Next QAC/QAK Meeting:
April 15, 2020
Hosted by: The City of Los Angeles

Next Countywide Outreach CCC Meeting
March 26, 2020
Hosted by: The County of Los Angeles