



Providing Questionnaire Assistance During Shelter-In-Place

Many organizations have had to adjust their plans to provide in-person Census questionnaire assistance because of shelter-in-place orders. Below are tips and guidelines for providing assistance to hard-to-count community members when in-person contact is prohibited.

Assistance for People with Limited-English Proficiency (LEP)	
If someone speaks or reads one of the covered languages (English, Spanish, Chinese, Vietnamese, Korean, Russian, Arabic, Tagalog, Polish, French, Haitian Creole, Portuguese, Japanese):	Direct them to my2020census.gov or the appropriate phone line.
If someone reads in a language for which there is a Language Access Guide (LAG) (written + video are both available):	Send them the guide--depending on tech capabilities you might try to: <ul style="list-style-type: none">- text or email a link to the LAG- text or email screen shots of the LAG- print and send a copy of the LAG by US Mail
If someone needs additional assistance (for example, if they have limited literacy or limited tech capabilities):	<p>You may join them in a three-way call with the Census Bureau as a translator.</p> <p>Explain to the caller: "Once the Bureau receives your response it is confidential. I do not work for the Bureau, so the same confidentiality rules do not apply to me. However, I take your privacy seriously and promise to keep your information confidential too."</p> <p>You must provide verbatim translation on the call.</p>

Assistance for People without Access to Technology	
If someone does not have access to a computer or smartphone:	Direct them to the appropriate census response line.

If someone does not feel comfortable responding by phone:	Advise them to wait to receive a paper form in the mail.
If someone asks you to complete the census for them:	<p>You may not collect someone's census information by phone to enter it into the online portal for them.</p> <p>Only Census Bureau employees are authorized to collect census responses. If third-parties are collecting census responses, confidentiality could be compromised and there will be increased opportunities for fraudulent activity (by wrong-doers trying to get personal information and by people trying to undermine the accuracy of the count).</p>

As more community-based organizations are using phone outreach and offering questionnaire assistance by phone, there are greater opportunities for fraud and scams. Please remember to uplift anti-fraud and anti-scam messaging:

- Reaffirm that the Census Bureau will not ask for social security numbers, financial information, drivers' license numbers, or other forms of identification.
- Urge community members to contact trusted community organizations if they need assistance.
- Uplift the my2020census.gov website, the Census Bureau official response lines, and the in-language census hotline provided by civil rights organizations.



844-2020-API (844-202-0274)

English, Mandarin (普通话 / 普通话), Cantonese (廣東話/广东话), Korean (한국어), Vietnamese (tiếng Việt), Tagalog, Urdu (اردو), Hindi (हिंदी), and Bengali/Bangla (বাংলা)



833-3DDOUNI (833-333-6864)

English / Arabic



**888-COUNT20
(888-268-6820)**

English



877-ELCENSO (877-352-3676)

English / Español

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