

Frequently Asked Questions (FAQs)

Tip: Print out this FAQ section along with the toll-free numbers for USCB to support responding to consumer questions.

QUESTION FROM THE PUBLIC	ANSWERS
What is the Census?	<p>Every 10 years, people across the country and in California fill out the Census in order to have an accurate count of all the people in the United States.</p> <p>The Census determines California's federal funding for important community services that help support our families and fair share of representation in California and Washington DC.</p> <p>The next Census is in Spring 2020. Let's ensure all Californians are counted so we can put those resources to good use here at home!</p>
What are the important dates for the Census?	<p>Starting mid-March 2020, each household will receive a postcard in the mail informing them of the options for filling out the Census questionnaire. That includes online, by phone, or with a paper form.</p> <p>Households that do not fill out the questionnaire during the self-response period (March through April 2020) will be contacted by the U.S. Census Bureau during Non-Response Follow-Up (May to July 2020):</p> <ul style="list-style-type: none"> • March 12-20: Households will receive an invitation via postcard to respond online to the 2020 Census. Some households will receive paper questionnaires directly. • March 16-24: A reminder letter will be sent. • If you still have not responded: <ul style="list-style-type: none"> ○ March 26-April 3: A reminder postcard will be sent to households that have not responded. ○ April 8-16: A reminder letter and paper questionnaire will be sent. ○ April 20-27: A final reminder postcard before the U.S. Census Bureau follows up in person with designated Enumerators knocking on doors. • U.S. Census Bureau enumerators may also contact households that submit partially filled-out questionnaires in an effort to obtain complete answers.

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<p>Why should I complete the Census?</p>	<p>The 2020 Census will help decide how billions of dollars will reach our families. Your answers will help determine funding for dozens of programs that provide essential resources to Californians. Census data determines funding allocations for schools, child care programs, road maintenance projects and social assistance programs.</p> <p>The 2020 Census will ensure the health and wellness of our families and neighborhoods. By filling out the form, your data informs where new hospitals are built, improve our health programs, and increase jobs and business opportunities.</p> <p>The 2020 Census will determine the number of representatives California has in the U.S. House of Representatives and the number of votes we have in the Electoral College. Your information will also be used to redraw State Assembly and Senate boundaries. Participating in the 2020 Census ensures that you and your communities have fair representation.</p>
<p>How do I complete the Census?</p>	<p>Every person in the country is required to fill out the 2020 Census form. We encourage you to complete your questionnaire today via phone or online. You have four ways to respond:</p> <ol style="list-style-type: none"> 1. By Phone: The Census can be completed by phone in 13 languages including Telecommunications Device for the Deaf. 2. Online: For the first time, the Census form will be available to complete online in 13 languages. 3. Paper Questionnaire: March 12-20: Some households will receive paper questionnaires directly. April 8-16: If you still have not responded: A reminder letter and paper questionnaire will be sent. 4. In-Person: A designated Enumerator visit your home to collect your responses to the 2020 Census directly. <p>Whichever you choose, just make sure you fill out the form!</p>

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Are there other in-language resources available?	<p>Video and printed guides are also available in 59 non-English languages, and a video in American Sign Language, plus a printed guide in braille. Whichever you choose, just make sure you fill out the form!</p> <p>Link to printed guides: https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html</p> <p>Video guides are forthcoming (ETA per USCB is February 2020).</p>
Who should be counted?	<p>If you are filling out the census for your home, you should count everyone who is living there as of April 1, 2020. This includes anyone who is living and sleeping there most of the time. If someone is staying in your home on April 1, and has no usual home elsewhere, you should count them in your response to the 2020 Census.</p> <p>Everyone living in each household, including newborns, older individuals, and people who are not family members, should be counted on the household's 2020 Census form.</p>
I am unsure if someone else has counted our household. Should I still complete it?	<p>Yes, it is ok to complete the form even if you think someone else in your household has already completed it. Please complete the 2020 Census and include everyone living in their household (children, non-relatives, and other families), even if they think others may have already responded. The USCB has processes in place to resolve duplicate submissions.</p> <p>You should include everyone in your household (babies, children, including foster children, non-relatives, and other family members). For a complete list of who should be counted, visit https://2020census.gov/en/who-to-count.html</p>

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Can you help me fill out the Census form/questionnaire?	<p>Are you unable to complete the questionnaire on your own? <i>If they answer yes, direct them to the response option (online, phone, mail/paper, census taker 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.</i></p> <p><i>If they still request your assistance with online response, respond:</i></p> <p>I am not a US Census Bureau employee and therefore the answers you provide me are not protected by law. Your response is only protected by the Census Bureau once your response is received. However, I am able to assist you with entering your responses. Let's get started.</p> <p><i>Provide assistance as needed based on community member circumstance. You should not collect or retain response information outside of the questionnaire and should not guide responses for the questionnaire.</i></p>
Do I have to complete the online form?	No, you may choose which method you would like to complete and are most comfortable with. You can either complete the 2020 Census form online, complete it via phone, by mail or choose to have a census enumerator visit your home to collect your responses for the form.
The USCB website is down. How do I complete by form?	We recommend you complete your questionnaire today, via phone. All you have to do is provide your address instead of the code that was mailed to you.
Will the USCB visit my home?	It's possible, but don't be afraid or alarmed. It's a normal process. Census enumerators will be canvassing local neighborhoods from April through the end of July to follow up with households who have not responded or have an incomplete response. They will have badges and identification to prove that they work for the USCB.
Do you work for the USCB?	No, I do not. I am a team member of this QAC/QAK helping to provide access to the device and help answer any general information about the Census.

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<p>What is the difference between a USCB Partnership Specialist and an Enumerator?</p>	<p>Both work for the USCB. An enumerator's job is to conduct research and count the population by canvassing neighborhoods and visiting homes and businesses. A Partner Specialist does not count the population, they connect community partners to tools and resources offered by USCB and conduct outreach and education about the Census.</p> <p style="text-align: center;">U.S. Census Bureau In-Language Phone Assistance</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tbody> <tr> <td style="text-align: center;">English 844-330-2020</td> <td style="text-align: center;">Spanish 844-468-2020</td> </tr> <tr> <td style="text-align: center;">Chinese (Mandarin) 844-391-2020</td> <td style="text-align: center;">Chinese (Cantonese) 844-398-2020</td> </tr> <tr> <td style="text-align: center;">Vietnamese 844-461-2020</td> <td style="text-align: center;">Korean 844-392-2020</td> </tr> <tr> <td style="text-align: center;">Russian 844-417-2020</td> <td style="text-align: center;">Arabic 844-416-2020</td> </tr> <tr> <td style="text-align: center;">Tagalog 844-478-2020</td> <td style="text-align: center;">Polish 844-479-2020</td> </tr> <tr> <td style="text-align: center;">French 844-494-2020</td> <td style="text-align: center;">Haitian Creole 844-477-2020</td> </tr> <tr> <td style="text-align: center;">Portuguese 844-474-2020</td> <td style="text-align: center;">Japanese 844-460-2020</td> </tr> <tr> <td colspan="2" style="text-align: center;">Telephone Display Device (TDD) 844-467-2020</td> </tr> </tbody> </table>	English 844-330-2020	Spanish 844-468-2020	Chinese (Mandarin) 844-391-2020	Chinese (Cantonese) 844-398-2020	Vietnamese 844-461-2020	Korean 844-392-2020	Russian 844-417-2020	Arabic 844-416-2020	Tagalog 844-478-2020	Polish 844-479-2020	French 844-494-2020	Haitian Creole 844-477-2020	Portuguese 844-474-2020	Japanese 844-460-2020	Telephone Display Device (TDD) 844-467-2020	
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<p>What resources are available to help me answer the Questionnaire?</p>	<p>The USCB website includes a glossary where you can search a term and receive a definition, e.g. definition of 'race'. To learn more, visit the USCB glossary at https://www.census.gov/glossary/</p>																

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<p>I lost my paper questionnaire, or I never received one in the mail. How do I get a replacement?</p>	<p>You can still complete the questionnaire online at https://www.2020census.gov/ or by phone, all you have to do is provide your address instead of the code that was mailed to you.</p> <p style="text-align: center;">U.S. Census Bureau In-Language Phone Assistance</p> <table border="1" style="margin: auto; border-collapse: collapse; text-align: center;"> <tr> <td style="padding: 5px;">English 844-330-2020</td> <td style="padding: 5px;">Spanish 844-468-2020</td> </tr> <tr> <td style="padding: 5px;">Chinese (Mandarin) 844-391-2020</td> <td style="padding: 5px;">Chinese (Cantonese) 844-398-2020</td> </tr> <tr> <td style="padding: 5px;">Vietnamese 844-461-2020</td> <td style="padding: 5px;">Korean 844-392-2020</td> </tr> <tr> <td style="padding: 5px;">Russian 844-417-2020</td> <td style="padding: 5px;">Arabic 844-416-2020</td> </tr> <tr> <td style="padding: 5px;">Tagalog 844-478-2020</td> <td style="padding: 5px;">Polish 844-479-2020</td> </tr> <tr> <td style="padding: 5px;">French 844-494-2020</td> <td style="padding: 5px;">Haitian Creole 844-477-2020</td> </tr> <tr> <td style="padding: 5px;">Portuguese 844-474-2020</td> <td style="padding: 5px;">Japanese 844-460-2020</td> </tr> <tr> <td colspan="2" style="padding: 5px;">Telephone Display Device (TDD) 844-467-2020</td> </tr> </table>	English 844-330-2020	Spanish 844-468-2020	Chinese (Mandarin) 844-391-2020	Chinese (Cantonese) 844-398-2020	Vietnamese 844-461-2020	Korean 844-392-2020	Russian 844-417-2020	Arabic 844-416-2020	Tagalog 844-478-2020	Polish 844-479-2020	French 844-494-2020	Haitian Creole 844-477-2020	Portuguese 844-474-2020	Japanese 844-460-2020	Telephone Display Device (TDD) 844-467-2020			
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<p>My neighbor received their Census letter invitation, but I didn't, what should I do?</p>	<p>It's ok. The USCB is staggering the mailer so not everyone will be receiving their letter at the same time. Here's what the USCB says about what and when you will receive your letter. Source: https://www.census.gov/library/fact-sheets/2019/dec/2020-invites-everyone.html</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #0056b3; color: white;"> <th colspan="2">WHAT WE WILL SEND IN THE MAIL</th> </tr> <tr style="background-color: #0056b3; color: white;"> <th style="width: 20%;">On or between</th> <th>You'll receive:</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d9e1f2;">March 12-20</td> <td style="background-color: #d9e1f2;">An invitation to respond online to the 2020 Census. (Some households will also receive paper questionnaires.)</td> </tr> <tr> <td style="background-color: #d9e1f2;">March 16-24</td> <td style="background-color: #d9e1f2;">A reminder letter.</td> </tr> <tr> <td colspan="2" style="background-color: #d9e1f2;">If you haven't responded yet:</td> </tr> <tr> <td style="background-color: #d9e1f2;">March 26-April 3</td> <td style="background-color: #d9e1f2;">A reminder postcard.</td> </tr> <tr> <td style="background-color: #d9e1f2;">April 8-16</td> <td style="background-color: #d9e1f2;">A reminder letter and paper questionnaire.</td> </tr> <tr> <td style="background-color: #d9e1f2;">April 20-27</td> <td style="background-color: #d9e1f2;">A final reminder postcard before we follow up in person.</td> </tr> </tbody> </table> </td> <td style="padding: 5px;"> <p>We understand you might miss our initial letter in the mail.</p> <ul style="list-style-type: none"> ▪ Every household that hasn't already responded will receive reminders and will eventually receive a paper questionnaire. ▪ It doesn't matter which initial invitation you get or how you get it—we will follow up in person with all households that don't respond. </td> </tr> </table>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #0056b3; color: white;"> <th colspan="2">WHAT WE WILL SEND IN THE MAIL</th> </tr> <tr style="background-color: #0056b3; color: white;"> <th style="width: 20%;">On or between</th> <th>You'll receive:</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d9e1f2;">March 12-20</td> <td style="background-color: #d9e1f2;">An invitation to respond online to the 2020 Census. (Some households will also receive paper questionnaires.)</td> </tr> <tr> <td style="background-color: #d9e1f2;">March 16-24</td> <td style="background-color: #d9e1f2;">A reminder letter.</td> </tr> <tr> <td colspan="2" style="background-color: #d9e1f2;">If you haven't responded yet:</td> </tr> <tr> <td style="background-color: #d9e1f2;">March 26-April 3</td> <td style="background-color: #d9e1f2;">A reminder postcard.</td> </tr> <tr> <td style="background-color: #d9e1f2;">April 8-16</td> <td style="background-color: #d9e1f2;">A reminder letter and paper questionnaire.</td> </tr> <tr> <td style="background-color: #d9e1f2;">April 20-27</td> <td style="background-color: #d9e1f2;">A final reminder postcard before we follow up in person.</td> </tr> </tbody> </table>	WHAT WE WILL SEND IN THE MAIL		On or between	You'll receive:	March 12-20	An invitation to respond online to the 2020 Census. (Some households will also receive paper questionnaires.)	March 16-24	A reminder letter.	If you haven't responded yet:		March 26-April 3	A reminder postcard.	April 8-16	A reminder letter and paper questionnaire.	April 20-27	A final reminder postcard before we follow up in person.	<p>We understand you might miss our initial letter in the mail.</p> <ul style="list-style-type: none"> ▪ Every household that hasn't already responded will receive reminders and will eventually receive a paper questionnaire. ▪ It doesn't matter which initial invitation you get or how you get it—we will follow up in person with all households that don't respond.
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<p>I do not understand some of the terms used in the questionnaire, where can I get help to understand these terms?</p>	<p>You can call the 844 number for support or visit the USCB glossary at https://www.census.gov/glossary/ and use the search box to type in the term you need help to understand.</p> <p style="text-align: center;">U.S. Census Bureau In-Language Phone Assistance</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tbody> <tr> <td style="text-align: center;">English 844-330-2020</td> <td style="text-align: center;">Spanish 844-468-2020</td> </tr> <tr> <td style="text-align: center;">Chinese (Mandarin) 844-391-2020</td> <td style="text-align: center;">Chinese (Cantonese) 844-398-2020</td> </tr> <tr> <td style="text-align: center;">Vietnamese 844-461-2020</td> <td style="text-align: center;">Korean 844-392-2020</td> </tr> <tr> <td style="text-align: center;">Russian 844-417-2020</td> <td style="text-align: center;">Arabic 844-416-2020</td> </tr> <tr> <td style="text-align: center;">Tagalog 844-478-2020</td> <td style="text-align: center;">Polish 844-479-2020</td> </tr> <tr> <td style="text-align: center;">French 844-494-2020</td> <td style="text-align: center;">Haitian Creole 844-477-2020</td> </tr> <tr> <td style="text-align: center;">Portuguese 844-474-2020</td> <td style="text-align: center;">Japanese 844-460-2020</td> </tr> <tr> <td colspan="2" style="text-align: center;">Telephone Display Device (TDD) 844-467-2020</td> </tr> </tbody> </table>	English 844-330-2020	Spanish 844-468-2020	Chinese (Mandarin) 844-391-2020	Chinese (Cantonese) 844-398-2020	Vietnamese 844-461-2020	Korean 844-392-2020	Russian 844-417-2020	Arabic 844-416-2020	Tagalog 844-478-2020	Polish 844-479-2020	French 844-494-2020	Haitian Creole 844-477-2020	Portuguese 844-474-2020	Japanese 844-460-2020	Telephone Display Device (TDD) 844-467-2020	
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<p>I am hearing rumors about the Census 2020; how can I know what is true or false?</p>	<p>You can visit the USCB's official rumors web page at https://2020census.gov/en/news-events/rumors.html to learn the facts about Census 2020.</p> <p>You can also report false information to rumors@census.gov.</p>																
<p>Is my information safe and confidential?</p>	<p>Information collected during the 2020 Census can't be shared or used against you in any way. Your information is only used to generate statistics, it can't be shared with immigration or law enforcement agencies, and it can't be used to determine your eligibility for government benefits. Your privacy and security are taken extremely seriously.</p>																

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<p>Is my information protected?</p> <p>I am concerned about the government having my information, what should I do?</p>	<ul style="list-style-type: none"> • The U.S. Census Bureau (USCB) is required by law to protect any personal information it collects and keep it confidential. • The U.S. Census Bureau is bound by Title 13 of the United States Code. These laws not only provide the Bureau with authority for its work, but also stipulate strong protections for the information the Census collects from individuals and businesses. • U.S. Census Bureau employees are sworn to protect confidentiality. Every person with access to data is sworn for life to protect personal information and understands that the penalties for violating this law are applicable for a lifetime. • Violating confidentiality or sharing the information other than for statistical purposes is a serious federal crime. Anyone who violates this law will face severe penalties, including a federal prison sentence of up to five years, a fine of up to \$250,000, or both.
<p>How is the information collected used by the Census?</p>	<ul style="list-style-type: none"> • The U.S. Census Bureau uses responses to produce statistics. • Private information may not be published when it is collected. After 72 years, it may be published for historical purposes by the National Archives. It is against the law to disclose or publish any private information that identifies an individual or business, such as names, addresses (including GPS coordinates), Social Security numbers, and telephone numbers. • Answers cannot be used for law enforcement purposes or to determine personal eligibility for government benefits. • Personal information cannot be used against respondents for the purposes of immigration enforcement.
<p>Does the 2020 Census include a question about citizenship?</p>	<p>The 2020 Census questionnaire will NOT include a question about an individual's citizenship status. Everyone, regardless of their immigration status, has certain basic rights.</p> <p>For those who have concerns about opening your doors, there are other ways you can participate. You can participate from the comfort of your home online and over the phone, or at a community run assistance center.</p> <p>Please complete your Census questionnaire. An incomplete questionnaire may increase your chances of nonresponse follow-up by the U.S. Census Bureau. Households will receive an invitation to respond online to the 2020 Census beginning March 12, 2020. Your participation is vital, and your information is protected.</p>

QUESTION FROM THE PUBLIC	ANSWERS
<p>What should Californians be aware of when filling out the Census?</p>	<ul style="list-style-type: none"> • It is critical to be cautious of any requests that seem suspicious. • The U.S. Census Bureau will <u>never</u> ask for the following: <ul style="list-style-type: none"> ○ Payment to fill out the questionnaire ○ Social Security number ○ Financial information • U.S. Census Bureau field staff will always show a valid Census Bureau ID. You can confirm that they are a U.S. Census Bureau employee by entering their name into the Census Bureau Staff Search or by contacting the California Regional Office. • It is a federal crime to impersonate a federal official, and anyone who violates this law is subject to imprisonment.
<p>How can I record my confirmation number?</p>	<p>Individuals with a smart phone may take a photo of their confirmation number or may write down their confirmation number before they leave the QAC/QAK.</p>