



SLC COUNTS

Census 2020

2020 CENSUS ASSISTANCE GUIDE

GETTING STARTED

- Make it clear you're **not an employee or representative of the Census Bureau**, therefore respondents answers are not protected by law.
- **Encourage** individuals to respond on their own and don't watch them enter their responses.
- Provide examples of how you would answer a question instead of asking for personal details.
- **Never assume**, don't tell people how to self-identify.
- If people are unsure if others in their home completed the 2020 Census and included them, **advise them to complete the census on their own and include everyone living in their household.**

ASSISTANCE CONTACT INFO



- **Census Bureau:**
 - English: 844-330-2020
 - Spanish: 844-468-2020
 - TDD: 844-467-2020
 - TTY: For info on services for people who are **deaf** or **hard of hearing**: Call 800-877-8339 to reach the Federal Relay Service.
- **NALEO Bilingual Census Hotline:**
 - Monday - Friday: 8:30am - 8:30pm ET
 - 877-EL-CENSO (877-352-3676)
 - Text "Census" to 97779

TIME



- The entire survey must be **completed in one session.**
- You **cannot save and come back** later.
- There is a **15 minute timeout** for security purposes.
 - Users are **warned at 13 minutes that they will be logged out if no activity is taken.**

UNIQUE ID NUMBER & NON-ID RESPONSE

- **ID Response:** The Census Bureau will mail postcards that contain a unique ID number made up of letters and numbers that are linked to a specific address.
 - When respondents pull up the form online they will be prompted to input their ID code.
 - **The code is for one use only.**
- **Non-ID Response:** If the respondent does not have an ID number, they're **still able to respond.**
 - Select the option for "Non-ID Response." They will be asked for their address instead.

ONLINE LANGUAGES

- The online questionnaire is available in:
 - English
 - Spanish
 - Chinese
 - Vietnamese
 - Korean
 - Japanese
 - Russian
 - Arabic
 - Tagalog
 - Polish
 - French
 - Haitian Creole
 - Portugese

COMMON QUESTIONS ?

- **How are you related to Person 1?**
 - Any adult living in the household can be Person 1, it's up to the household to figure that out.
- **Is a person of Hispanic, Latin, or Spanish origin?**
 - People who identify as Hispanic, Latino, or Spanish in origin may be any race.
 - Hispanic origin can be viewed as heritage, nationality, lineage, or country of birth for the person, parents, or ancestors before arriving in the United States.
- **Required to answer all the questions?**
 - If a respondent doesn't answer all the questions, their form can still be submitted.
 - Enumerators may come to a household to collect missing information.
- **Is the information safe?**
 - When responses are submitted, they are protected and confidential.
 - It can never be shared with law enforcement agencies, ICE or a landlord.

FOR MORE INFO VISIT:

- **English**
 - slc.gov/census
- **En Español**
 - slc.gov/censo