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# SLC COUNTS

 Census 2020

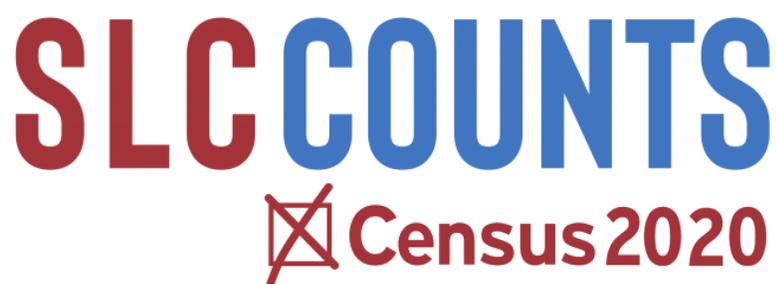
## PARTNERS PACKET

A GUIDE TO ASSISTING THE PUBLIC  
**WITH THE 2020 CENSUS**

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# Table of Contents

■	What Partners Can & Can't Do .....	3
■	Staff Assistance Guide .....	5
■	Accessing the Online Census and Language Guides .....	7
■	ID & Non-ID Responses .....	8



NOTE: SLC Counts does not represent the U.S. Census Bureau, nor is it in charge of conducting the 2020 Census.

- Provide access to computers and tablets for on-the-spot access to the 2020 census website.
- Link directly to [my2020census.gov](https://my2020census.gov) on your website.
- Emphasize that the 2020 Census is safe and secure.
- Explain that everyone living in a household, regardless of age or relation to participant, should be counted on the household's 2020 Census form.
- If someone is unsure about whether they have been counted, advise them to complete the 2020 Census on their own and include everyone living in their household.
  - The Census Bureau has processes in place to resolve duplicate submissions.
- Remind people to cooperate with census takers if they visit their home and/or answer the phone for follow ups.

## Remember!

- Be clear about the fact that you are not an employee or representative of the Census Bureau. If they need to consult an expert, share with them the questionnaire assistance number.
- Any WiFi connection used must require a password to access it.
- Please report any misinformation and disinformation to [rumors@census.gov](mailto:rumors@census.gov)
- Spread awareness about the census on social media, in your newsletters, and on your website.

# What Partners CAN'T do

- Do not lead respondents to believe you are covered by Title 13 U.S. Code. Census Bureau employees take a lifetime oath to protect respondent's information.
- Do not encourage anyone to respond to the census on behalf of a household they do not live in.
- Do not visit homes to collect data! Limit door to door activity to handing out flyers and/or talking about the importance of the 2020 Census. STOP visiting homes by mid-May.
- Do not create an interface for responding to the census on your website. It makes the census seem less legitimate!

## Remember!

- Do not use the Census Bureau's logo or other branding in any way when making your devices available for response. You may use your logo.
- Do not place calls (through robo-calls or person-to-person calls) to individual households regarding the census. It is prohibited by federal law, and it imposes substantial liability for violations.
- Do not assume that the Census Bureau will provide devices, systems or network support.



# 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](https://slc.gov/census)
- **En Español**
  - [slc.gov/censo](https://slc.gov/censo)

# Accessing the Online Census

1. The online 2020 Census can be accessed at [my2020census.gov](https://my2020census.gov)
2. Along the top and bottom of the screen you can select a language
3. Use your Unique ID Number (which the Census Bureau will mail you) or a Non-ID Response (which is based on your address)
4. Person I will then answers 9 questions
  - Should take less than 10 minutes!
5. Repeat step three for every person in the household

## Note:

- The entire survey must be completed in one session. You can't start it, save your work, and come back later.

# Accessing Language Guides

If a respondent needs a language that isn't available on the online census, there are video and printed guides offered in 59 other languages. To access those:

1. Go to [census.gov](https://census.gov)
2. Hover over the "Survey/Programs" tab and click "2020 Census Operational Information"
3. Scroll down until you see a link called "Language Resources"
  - There you will find both video and print guides for 59 languages.

## With ID Response Number for the Online Census

- The Census Bureau will be mailing some households a unique census ID number made up of letters and numbers to complete the census online.
  - This code is for one use only.
  - The census must be done in one sitting. You cannot save your answers and come back to it later, and you will be timed out of the survey after 15 minutes of inactivity.
    - If you're logged out, you will be able to re-login using the same ID number. Once the survey is submitted that ID is no longer usable.
  - If you need to re-do your census, you will have to use a non-ID path.

## Using a non-ID Response for the Online Census

- If you do not have an ID response number you will still be able to complete the census! In order to do this, you will need to select "Non-ID Response," and enter in your address.
  - If you do not have a city style address or live in a nontraditional location, you will be asked location and description questions.