

2020 Census Mobile Questionnaire Assistance Overview

WHAT IS THE MOBILE QUESTIONNAIRE ASSISTANCE PROGRAM?

During the 2020 Census, more than 4,000 U.S. Census Bureau staff, called Census Response Representatives, will be in communities around the country that have low response rates to help people respond to the census. (These staff are separate from the census takers who will visit households that do not respond.)

Census Response Representatives will visit events and key locations such as grocery stores and markets, houses of worship, community festivals, public transit hubs, libraries, community centers, and other locations where people naturally gather. There, the representatives will help people submit their census response either on a Census Bureau tablet or on the person's own device.



WHAT LANGUAGE ASSISTANCE IS AVAILABLE?

- People can respond online in English or in 12 select languages.
- The representatives can also provide the direct phone lines for English and the 12 other languages.
- The representatives will have instructions available in 59 non-English languages on how to complete the English questionnaire.

HOW IS THE CENSUS BUREAU IDENTIFYING LOW RESPONSE AREAS FOR MOBILE QUESTIONNAIRE ASSISTANCE?

- We will select initial locations based on 2020 projected response rates.
- After the 2020 Census begins, we will use actual response rates to identify ongoing locations on a weekly basis.

HOW CAN PEOPLE IDENTIFY OFFICIAL CENSUS RESPONSE REPRESENTATIVES?

- All 2020 Census staff will have an ID badge that includes: their name, their photograph, a U.S. Department of Commerce watermark, and an expiration date.
- Census Response Representatives will also wear teal shirts and have an official bag and a Census Bureau-issued tablet—all bearing the Census Bureau logo.
- Locations will be identified with banners bearing the 2020 Census logo.

WHEN WILL MOBILE QUESTIONNAIRE ASSISTANCE BE AVAILABLE?

Census Response Representatives will visit locations from March 30 through the end of census response operations in July 2020.

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