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2010 CENSUS TQA FREQUENTLY ASKED QUESTIONS

<i>TOPIC 1: General</i>		
Q.1 -1	Keywords: Other censuses; Other surveys; 10; ten; census	Activity between 10 year censuses What does the U.S. Census Bureau do between the censuses every 10 years?
A. 1-1		<p>The Census Bureau conducts a variety of censuses and surveys annually, not just the once-a-decade census. The surveys we conduct provide information about social and economic conditions in the country, including employment, housing, manufacturing, trade and many other topics.</p> <p>Other demographic and economic surveys or censuses include:</p> <ul style="list-style-type: none"> • American Community Survey • Economic Census • Survey of Income & Program Participation • Current Population Survey <p>Data from some of these major surveys can be accessed via http://affir1.dads.census.gov/home/saff/main.html?_lang=en</p> <p>Throughout the decade, the Census Bureau also conducts several test censuses and a dress rehearsal to ensure an accurate decennial census population count.</p>
Q. 1-2	Keywords: Other government; other agencies; government	Contacting other government agencies I have a question about another government agency or department. Can you help me?
A. 1-2		Yes, please visit http://www.usa.gov/ , or call toll-free 1-800-FED-INFO (1-800-333-4636).
Q 1-3	Keywords: Private, records, government + public	Easier way to get information – public records Isn't there an easier way that would take less time and money, such as use of public records or private companies, to compile the population figures?

<i>TOPIC 1: General</i>			
	records, easier way		
A 1-3			The U.S. Constitution mandates that an actual count of the population be taken once every ten years. The Census Bureau is the only government agency that counts the entire population and collects information from every household in the United States. Some people think that the United States Postal Service ought to do the census. While they are not authorized to conduct the census, one of their key roles is to assist the Census Bureau staff in developing the address list and to locate mailboxes. They also deliver all of the questionnaires to individual addresses and pick up and return the completed questionnaires to us. But, we still need to hire the hundreds of thousands of temporary workers to visit those households that do not mail back a questionnaire. Right now, the best way for American taxpayers to save money on the census is to fill out and mail back their census questionnaires.
Q 1-4	Keywords: Hard, difficult, easier, form improvements	Improvements for completing form	What have you done to make it easier to fill out the form?
A 1-4			The 2010 Census will have one of the shortest census questionnaires in the history of the United States, dating back to the nation's first census in 1790. It asks only a few simple questions about each of the persons living in your household including name, age/date of birth, relationship, sex, race, Hispanic origin and whether you sometimes live or stay somewhere else; and just four questions about the household in general. The census form will take only about 10 minutes to complete.
Q 1-5	Keywords: Internet, web	Internet site	I'm having trouble connecting to your internet site. What should I do?
A 1-5			Please check to ensure that you have entered the URL correctly, < http://www.census.gov/2010census >, or try the site again later.

TOPIC 2: The 2010 Census			
Q. 2-1	Keywords: Census, 2010 Census, Why conduct the census	What is the Census	What is the 2010 Census?
A. 2-1			The census is an official count of the population of the United States. The U.S. Constitution (Article 1, Section 2) requires that a census be done every 10 years to apportion the seats in the U. S. House of Representatives among the states. The Census Bureau is legally required to provide redistricting data to public officials in a non-partisan manner no later than one year from Census Day. (For example, 2010 Census redistricting data are due by April 1, 2011.) It is crucial that the 2010 Census count people once, only once, and in the right place. The 2010 Census helps ensure that your community receives its fair share of political representation and government funding.
Q. 2-2	Keywords: census day April 1, reference date, deadline	Census Day	What is Census Day?
A. 2-2			This is the day that the Census Bureau sets as a reference date for collecting your information. Census Day for the 2010 Census is April 1, 2010. You do not have to wait until April 1, to complete and return your form. It is not a deadline for sending back your form. Please fill out and mail back your census questionnaire as soon as possible. We have not received and processed your completed form by April 9, you may be visited by a census worker to obtain your responses.

TOPIC 3: Census Operations			
Q. 3-1	Keywords: Census, operations	Census operations	What operations will take place during the 2010 Census?
A. 3-1			<p>Address Canvassing – A field operation where census workers systematically canvass all census blocks looking for living quarters and updating the address and map information on a hand held computer.</p> <p>Be Counted Program – A program designed for persons who believe they were not counted in the 2010 Census. The Census Bureau will place unaddressed census questionnaires at selected public sites so that individuals that did not receive one in the mail can complete.</p> <p>Census Coverage Measurement Independent Listing Operation – A coverage measurement field operation to construct a list of all housing units, independent of the census, contained within a select CCM block clusters.</p> <p>Census Coverage Measurement Final Housing Unit Follow up – A coverage measurement field operation designed to gather additional information to determine reasons for differences between the Independent Listing Operation and the census records.</p> <p>Census Coverage Measurement Initial Housing Unit Follow up – A coverage measurement field operation designed to gather information to determine reasons for differences between the Independent Listing Operation results and the preliminary census address file.</p> <p>Census Coverage Measurement Person Follow up – A coverage measurement field operation designed to collect additional information about persons or households to determine reasons for differences between the CCM Person Interview and the census enumeration.</p> <p>Census Coverage Measurement Person Interview – A coverage measurement field operation designed to collect information about the current resident(s) of each sample-housing unit and certain persons who had moved out of the sample address between Census Day and the time of the CCM Person Interview.</p>

TOPIC 3: Census Operations

Enumeration at Transitory Locations – A census operation where census workers conduct a personal interview with individuals who do not have a usual home elsewhere.

Field Verification – A census operation where census workers verify the existence of units that had been geocoded to a census block, but did not match an address in the Master Address File.

Group Quarters Advance Visit – A census operation designed to inform the group quarters contact person of the upcoming enumeration.

Group Quarters Enumeration – A census operation designed to count people living or staying in places such as college residence halls, skilled nursing facilities, group homes, military barracks, and correctional facilities.

Group Quarters Validation – A census operation designed to determine the correct classification of addresses identified as “other living quarters” during the address canvassing operation.

Mailout/Mailback– A census operation where most households in the United States will be mailed a census questionnaire by the US Postal Service. Household respondents will be asked to fill out the questionnaires and mail them back to data capture centers.

Military Group Quarters Enumeration – A part of the Group Quarters Enumeration operation conducted on military bases and carried out in coordination with the military base point of contact to count military personnel.

Nonresponse Follow up – A census operation where census workers visit housing units that did not return a completed questionnaire by mail to conduct a personal interview to obtain the required information.

Nonresponse Follow up Reinterview – A quality check operation designed to ensure that the production enumerator followed field procedures, and to identify enumerators who intentionally or unintentionally produced data errors so that work can be redone.

Remote Alaska – A method of data collection used to enumerate the most sparsely settled, isolated parts of Alaska—areas accessible only by small plane, boat, snowmobile, 4-wheel-drive vehicle, dog sled, or

<i>TOPIC 3: Census Operations</i>			
		<p>a combination of these.</p> <p>Remote Update Enumerate – A method of data collection conducted with a ‘team enumeration’ method in sparsely inhabited areas of Maine and Alaska, where all enumeration is completed in just one visit.</p> <p>Service Based Enumeration – A group quarter operation designed to enumerate persons receiving services at shelters, soup kitchens, regularly scheduled mobile food vans, and those staying at pre-identified non-sheltered outdoor locations.</p> <p>Telephone Questionnaire Assistance – A customer service operation assisting respondents who call in to inquire about census activities going on in their neighborhood, or who want to obtain clarification to questions on the census questionnaire, or who request to fill the form through an interview over the phone.</p> <p>Update/Enumerate – A method of data collection conducted in communities with special enumeration needs and where mailing addresses of many housing units do not contain house –numbers – and/or – street –names.</p> <p>Update/Leave – A census operation where census workers update paper versions of Census address lists and maps and leave questionnaires at housing units in mainly rural areas without street names and/or house numbers. Household respondents are expected to fill out the questionnaires and mail them to data capture centers.</p> <p>Vacant Delete Check – A census operation where census workers visit addresses that workers recorded in Nonresponse Followup as either vacant or not a housing unit on Census Day, April 1.</p>	
Q. 3-2	Keywords: operations, schedule, timeline	Operations Schedule	When do these operations take place?
A. 3-2			<u>Timeline of the 2010 Census Operations</u>

TOPIC 3: Census Operations

Operation	Conducted
Address Canvassing	April 6, 2009–July 19, 2009
CCM Independent Listing Operation	August 28, 2009–December 5, 2009
Group Quarters Validation	September 28, 2009–October 23, 2009
Remote Alaska	January 22, 2010–May 5, 2010
Group Quarters Advance Visit	February 1, 2010–March 19, 2010
Telephone Questionnaire Assistance	February 25, 2010–July 30, 2010
Update/Leave	March 1, 2010–March 31, 2010
CCM Initial Housing Unit Follow up	March 4, 2010–April 23, 2010
Mailout/Mailback	March 14, 2010–September 3, 2010
Update/ Enumerate	March 22, 2010– May 29, 2010
Enumeration at Transitory Locations	March 22, 2010–April 16, 2010
Be Counted Program	March 19, 2010–April 19, 2010
Remote Update Enumerate	March 22, 2010–May 29, 2010
Service Based Enumeration	March 29, 2010–March 31, 2010
Group Quarters Enumeration	March 30, 2010–May 14, 2010
Military Group Quarters Enumeration	March 30, 2010–May 14, 2010
Nonresponse Follow up	May 1, 2010–July 10, 2010
Coverage Follow up	April 26, 2010–August 13, 2010
Nonresponse Follow up Reinterview	May 7, 2010–July 17, 2010
Vacant Delete Check	July 24, 2010–Aug 25, 2010
Field Verification	August 6, 2010–September 3, 2010
CCM Person Interview	August 14, 2010–October 2, 2010
CCM Person Follow up	January 28, 2011–March 19, 2011

<i>TOPIC 3: Census Operations</i>					
			<table border="1"><tr><td>CCM Final Housing Unit Follow up</td><td>May 05, 2011–June 15, 2011</td></tr></table>	CCM Final Housing Unit Follow up	May 05, 2011–June 15, 2011
CCM Final Housing Unit Follow up	May 05, 2011–June 15, 2011				

Q. 3-3	Keywords: Address, addresses	Checking addresses	Why are you checking addresses here?
A. 3-3			Census workers are verifying and updating the Census Bureau's address list to ensure we have a complete list for the census. Workers will identify housing units and identify other living quarters so the Census Bureau can use the updated address list to mail or deliver questionnaires to households.
Q. 3-4	Keywords: Address Change, address update,	Address list updates	What is the procedure for updating your address list?
A. 3-4			The U. S. Postal Service, along with state, tribal, and local governments, provide address updates to the Census Bureau. During Address Canvassing, census workers will travel all known streets and roads to identify every living quarter where people live or could potentially live. Each structure also will receive Global Positioning System (GPS) coordinates to make sure it is recorded in the right location. The census workers will confirm, add and delete addresses using a GPS-equipped hand held computer. Census workers also will update maps by adding new roads. This work is done to ensure our address list is complete so that we can count every one in the census.
Q. 3-5	Keywords: Address Change, address update,	Updating addresses while collecting my census data	Why don't you collect the information on the housing unit when you update the address list?
A. 3-5			The household information reported must pertain to Census Day, which is April 1, 2010. The address updating operation takes place April through July 2009 in order to leave time for processing, updating our address list, and mailing the questionnaires.
Q. 3-6	Keywords: homelessness; homeless, shelter, shelters, outdoors	Counting people with no fixed address	Will the Census Bureau collect information on people experiencing homelessness?
A. 3-6			Yes, we will conduct an enumeration of people experiencing homelessness in an operation called Service-Based Enumeration (SBE). The SBE was designed to provide an opportunity for people experiencing homelessness to be included in the census, by counting them at service- based locations who might not be included through

			<p>other enumeration methods. Service-based locations include: emergency and transitional shelters for people experiencing homelessness, soup kitchens, regularly scheduled mobile food vans, and pre-identified non-sheltered outdoor locations.</p> <p>Be Counted forms will also be available at various locations throughout the community for people who believe they have not been counted.</p>
Q. 3-7	Keywords: group living quarters; nursing home; assisted living; dorms, dormitory; jail; college, military; prison, group home	Counting people in group facilities	Are people living in group quarters included in the census?
A. 3-7			Yes, we will count people living in group quarters such as college residence halls, group homes, and skilled nursing facilities. During April and May of 2010, census staff will visit group quarters to count the population who were at the facility on April 1, 2010.
Q. 3-8	Keywords: Again, twice, visit, multiple visits	Visited Multiple Times	Why was I visited multiple times?
A. 3-8			Quality checks are used to assure our procedures are working and that staff are doing the job as assigned. These checks require that some households be visited several times.
Q. 3-9	Keywords: Form, be counted	Be Counted Forms	What are Be Counted forms?
A. 3-9			<p>Be Counted forms are census questionnaires that are available at various community locations for use by people who either did not receive a census questionnaire in the mail or who believe they were not otherwise included on any other census questionnaire.</p> <p>Be counted forms will be available in English, Spanish, Chinese, Korean, Vietnamese, and Russian. The form should be picked up and mailed back in the attached postage-paid envelope.</p>

TOPIC 4: Community and Respondent Benefits			
Q 4-1	Keywords: Benefit, personal benefit	Why fill form	Why should I fill out the form?
A 4-1			The 2010 Census helps ensure that your community receives its fair share of political representation and government funding. Census data directly affect how more than \$300 billion per year in federal and state funding is allocated to local, state and tribal governments – that's \$3 trillion over a 10-year period. Data about how our communities are changing are crucial to many planning decisions – such as neighborhood improvements, emergency preparedness and disaster recovery, public health, education, transportation, senior services and much more.
Q 4-2	Keywords: Benefit, Community benefits	Community benefits	How will our community benefit from the 2010 Census?
A 4-2			The 2010 Census helps ensure that your community receives its fair share of political representation and government funding. Census data directly affect how more than \$300 billion per year in federal and state funding is allocated to local, state and tribal governments – that's \$3 trillion over a 10-year period. Data about how our communities are changing are crucial to many planning decisions – such as neighborhood improvements, emergency preparedness and disaster recovery, public health, education, transportation, senior services and much more.
Q 4-3	Keywords: Release, data, data products, census counts	Releasing data products/count s	Will any data products or census counts be available from the 2010 Census?
A 4-3			Population counts for the United States, and each state will be available by December 31, 2010, as required by law for apportionment purposes. The 2010 Census data are the official census counts that will be used for other official purposes such as grant applications and redistricting.

TOPIC 4: Community and Respondent Benefits

			The Census Bureau will provide products for use in legislative redistricting (both demographic data and geographic products) to state officials by March 31, 2011, as required by law. We will release demographic profiles, summary files of aggregated data, and data reports on a flow basis between April 2011 and September 2013. All 2010 Census data products will be available on the Internet on the Census Bureau Website at < www.census.gov >.
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TOPIC 5: Jobs			
Q. 5-1	Keywords: Job, jobs	Applying for jobs for 2010 Census	How can I apply for a job for the 2010 Census?
A. 5-1			You should call our toll-free Jobs line at (1-866-861-2010), or TDD users should call the Federal relay service at 1-800-877-8339. The Census Bureau hires locally for 2010 Census temporary jobs that offer flexible hours and competitive pay.
Q. 5-2	Keywords: Computer, computers, skills	Job skills	Is basic computer knowledge necessary for temporary census jobs?
A. 5-2			If you are hired to work in an operation that uses a hand held computer or a laptop you will be trained, but previous computer experience is not required. If you are applying for an office position, computer skills would be helpful but are not a requirement for the job.

TOPIC 6: 2010 Census Communications Program

Q. 6-1	Keywords: Communications, Communication program, communication contract	2010 Census Communicati ons Program	Information on the 2010 Census Communications Program
A. 6-1			You can look for information on our website at: < http://www.census.gov/2010census >,

TOPIC 7: Connections with the American Community Survey and Other Census Bureau Surveys

Q. 7-1	Keywords: American Community Survey, ACS	ACS and the 2010Census	I've heard talk about the American Community Survey. What is it and why are you conducting it?
A. 7-1			<p>The American Community Survey is part of the Decennial Census Program. While the ten-year census shows the <i>number</i> of people who live in the U.S., the American Community Survey shows <i>how</i> people live – our education, housing, jobs and more. The American Community Survey asks essentially the same questions that used to be on the long form of the ten-year census, only now it's conducted throughout the year and throughout the decade. It allows the Census Bureau to produce new data every year, instead of only once every ten years. So, if the old "long form" was like a once-a-decade snapshot of an area — one that grew increasingly faded with age — the American Community Survey is like a moving picture — one that allows a year-by-year look at how the area is changing.</p> <p>In Puerto Rico, it is called The Puerto Rico Community Survey or PRCS.</p> <p>For additional information about the American Community Survey, please visit <http://www.census.gov/acs/www/> or call our Customer Services Center toll-free at 1-800-923-8282.</p>
Q. 7-2	Keywords: American Community Survey, ACS	Will the ACS be ongoing with the 2010 Census	Will the American Community Survey be conducted during the 2010 Census?
A. 7-2			<p>Yes. The American Community Survey is an ongoing survey that collects detailed population and housing information from a sample of U. S. households and group quarter's facilities each month <http://www.census.gov/acs/www/>. Households that receive both the American Community Survey and the 2010 Census <http://www.census.gov/2010census> need to respond to both.</p>
Q. 7-3	Keywords: American Community Survey, ACS	Why did I receive the ACS survey	Why did I receive a questionnaire for the Census and a questionnaire for the American Community Survey?
A			Every household in the country will receive a 2010 Census

TOPIC 7: Connections with the American Community Survey and Other Census Bureau Surveys

7-3			<p>questionnaire so that we can provide an official count of the entire U.S. population to Congress. Your address happens to also be a part of the sample of addresses the American Community Survey is surveying. The American Community Survey, which replaced the decennial census long form, provides communities with detailed population and housing characteristics every year instead of once every 10 years like the decennial census.</p> <p>Please fill out and mail back your 2010 Census questionnaire and your American Community Survey form. The 2010 Census and the American Community Survey are each vitally important to ensure that your community receives its fair share of government funding for education, transportation, neighborhood improvements and much more. Your participation in each is also required by law. For more information about your participation in the 2010 Census and the American Community Survey, please call 1-800-923-8282.</p>
Q. 7-4	<p>Keywords: American Community Survey, ACS</p>	<p>American Community Survey information</p>	<p>How can I learn more about the American Community Survey program?</p>
A. 7-4			<p>For additional information about the American Community Survey, please visit the American Community Survey Website at http://www.census.gov/acs/www/ or call our Customer Services Center toll-free at 1-800-923-8282.</p>
Q. 7-5	<p>Keywords: Other census, other survey</p>	<p>Other on-going censuses and surveys</p>	<p>Are there other censuses or surveys being conducted by the Census Bureau?</p>

TOPIC 7: Connections with the American Community Survey and Other Census Bureau Surveys

A.
7-5

The Census Bureau conducts a variety of censuses and surveys that provide information about social and economic conditions in the country, including employment, housing, manufacturing, trade and many other topics.

Other demographic and economic surveys or censuses include:

- American Community Survey
- Economic Census
- Survey of Income & Program Participation
- Current Population Survey

Data from some of these major surveys can be accessed via <http://factfinder.census.gov/home/saff/main.html?_lang=en>.

The Census Bureau has a trained workforce of federal employees who conduct a variety of household surveys by telephone and personal interviews. We also deliver and receive some survey questionnaires by mail. If someone from the Census Bureau has contacted you at home and you have questions or concerns, please go to the Census Bureau website at <<http://www.census.gov/>> and click on the "Are You in a Survey?" label on the left side of the screen.

Or,

Please feel free to call the Census Bureau Regional Office in your area.

What state are you in please (give number to RO for that state)?

Regional Office	States	RO Phone
ATLANTA	Alabama, Florida, Georgia	1-800-424-6974 1-404-730-3964 TDD
BOSTON	Connecticut, Massachusetts, New Hampshire, Rhode Island, Maine, Puerto Rico, Vermont, New York (all counties except those covered by the NY Regional Office listed in the state of NY below)	1-800-562-5721 1-617-424-0565 TDD
CHARLOTTE	Kentucky, North Carolina, South Carolina, Tennessee, Virginia	1-800-331-7360 1-704-344-6114 TDD
CHICAGO	Illinois, Indiana, Wisconsin	1-800-865-6384 NO TDD
DALLAS	Louisiana, Mississippi, Texas	1-800-835-9752 1-214-655-5363 TDD
DENVER	Arizona, Colorado, Montana, Nebraska, Nevada, New Mexico, North Dakota, South Dakota, Utah, Wyoming	1-800-852-6159 1-303-969-6767 TDD

TOPIC 7: Connections with the American Community Survey and Other Census Bureau Surveys

			DETROIT	Michigan, Ohio, West Virginia	1-800-492-1495 1-313-259-5169 TDD
			KANSAS CITY	Arkansas, Iowa, Kansas, Minnesota, Missouri, Oklahoma	1-800-728-4748 1-913-551-5839 TDD
			LOS ANGELES	Hawaii, Southern California (Fresno, Imperial, Inyo, Kern, Kings, LA, Madera, Mariposa, Merced, Monterey, Orange, Riverside, San Bernardino, San Diego, San Benito, San Luis Obispo, Santa Barbara, Tulare, and Ventura Counties)	1-800-992-3530 1-818-904-6429 TDD
			NEW YORK	New York (New York, Bronx, Queens, Richmond, Nassau, Kings, Westchester, Rockland and Suffolk Counties), New Jersey (Bergen, Essex, Hudson, Morris, Middlesex, Passaic, Somerset, Sussex, Union, and Warren Counties)	1-800-991-2520 1-212-478-4793 TDD
			PHILADELPHIA	Delaware, D. C., Maryland, Pennsylvania, New Jersey (all counties except those covered by the NY Regional Office listed in the state of NJ above)	1-800-262-4236 1-215-717-0894 TDD
			SEATTLE	Alaska, Idaho, Oregon, Washington, Northern California (all counties except those covered by the LA Regional Office listed in southern California above)	1-800-233-3308 1-206-381-6318 TDD

TOPIC 8: Mail Strategy			
Q. 8-1	Keywords: letter, early, advance,	Advance letter	When will the advance letter be delivered?
A. 8-1			<p>The advance letter will be delivered during:</p> <p>The United States Postal Service will deliver Advance Letter Packages (M/O & Bilingual March 8 – March 10, 2010, and February 17 to February 19, 2010 for areas where census workers deliver the census questionnaires).</p> <p>The advance letter alerts the respondents to look for their questionnaire and explains why it is important for them to participate. The letter will explain that their response is mandatory and that their answers will be kept confidential.</p>
Q. 8-2	Keyword: questionnaire; deliver; form, when	Census questionnaire	When will the questionnaires be delivered?
A. 8-2			The Initial Questionnaire Package, which will consist of the Initial Questionnaire, a Cover Letter, and a Return Envelope, will be delivered between March 15 and March 17, 2010 in areas where the United States Postal Service delivers the census questionnaires for the Census Bureau. Census workers will deliver questionnaires March 1 – April 31, 2010 in all other areas.
Q. 8-3	Keyword: postcard; deliver;	Reminder postcard	When will the reminder postcards be delivered?
A. 8-3			The Reminder Postcards will be delivered between March 22 and March 24, 2010 in all areas where the U.S. Postal Service delivered the questionnaires.
Q. 8-4	Keywords: Replacement, lost, damaged	Replacement questionnaire deliveries	When will the replacement questionnaires be delivered to residents who have not returned the first questionnaire?
A. 8-4			Replacement questionnaires will be delivered to certain households by the U.S. Postal Service between April 1 and April 3, which is some 10 days after the reminder postcards are mailed.
Q. 8-5	Keywords: Replacement,	Replacement	What determines whether I will or will not receive a replacement

TOPIC 8: Mail Strategy			
	lost, damaged, translation, bilingual, bilingual questionnaire	Questionnaire	questionnaire?
A. 8-5			<p>Based on past censuses and more current data collected in the American Community Survey the Census Bureau has identified 3 mailing conditions which determine whether you will or will not receive a replacement questionnaire:</p> <ul style="list-style-type: none"> • Blanket replacement questionnaire mailing – In low response mailout/mailback census areas of the country, a replacement questionnaire will be sent to all housing units. • Targeted replacement questionnaire mailing – In targeted mailout/mailback census areas, a replacement questionnaire will only be sent to the non-responding housing units in those census tracts likely to have a middle-range of mail response rates. • No replacement questionnaire – In census areas with expected high mail response rates, no replacement questionnaires will be sent. <p>Regardless if a replacement questionnaire was or was not mailed, a census worker will visit all households who have not responded to the census during NRFU.</p>
Q. 8-6	Keywords: Replacement, lost, damaged, translation, bilingual, bilingual questionnaire	Non-English replacement questionnaire	Will the replacement questionnaires be mailed in any languages other than English?
A. 8-6			No. Replacement questionnaires will only be mailed in the English language. However, residents may call the telephone questionnaire assistance number on the back of their English form to request a questionnaire in Spanish, Chinese (Simplified), Vietnamese, Korean and Russian.
Q. 8-7	Keywords: Replacement, lost, damaged, other language	What other languages will there be	Will there be questionnaires in other languages?

TOPIC 8: Mail Strategy			
A. 8-7			Yes, there are questionnaires in Spanish, Chinese (Simplified), Vietnamese, Korean, or Russian.
Q. 8-8	Keywords: Multiple mailings; postcard, letter, forms, questionnaires	Too many mailings	Why does the Census Bureau send out so many mailings?
A. 8-8			<p>We find that it is cost effective overall. Getting households to return their questionnaire on time is the key factor for conducting a successful census. When people don't return their questionnaires by mail, we must send a census worker to their household to obtain their answers. Many times, that requires multiple visits, which can be very expensive.</p> <p>The Census Bureau estimates for each percentage point of the population that does not return a questionnaire during the 2010 Census, it cost approximately \$80-90 million dollars to have census workers make these personal visits to get their information. If the mail return rate increases, then the nonresponse followup workload will decrease reducing the cost of the census some \$80-90 million dollars for each percentage point of reduction. But on the other hand, if the mail return rate decreases, then the nonresponse followup workload will increase costing an additional \$80-90 million dollars for each percentage point of increase.</p> <p>Our "multiple contact" mailing strategy was developed to get the highest mail return rate possible. Our studies have shown that mailing a letter telling you that a questionnaire is on the way and a postcard reminding you to send it in, increases the mail return rate. We have found that the second mailing, or replacement mailing, increases the rate of mail return by some 7-10% and eliminates the need to send census workers to many homes, thereby saving millions of taxpayer dollars.</p>

TOPIC 9: Respondent Participation			
Q. 9-1	Keywords: respond; answer; mandatory; penalty; law, require, required	Must I answer the census	Do I have to respond to the 2010 Census?
A. 9-1			Yes, your participation in the 2010 Census is vital and required by law-- Title 13 of the United States Code, requires your response. Title 13 also requires that the Census Bureau keep respondents' answers confidential and uses them only for tabulations that do not reveal any personal data about individuals or households. By being counted, you help ensure that your community receives its fair share of political representation and government funding. The census form will only take about 10 minutes to complete.
Q. 9-2	Keywords: respond; answer; mandatory; penalty; law, require, required, ACS, American Community Survey	Must I answer the census and ACS	Do I have to respond to the 2010 Census <i>and</i> the American Community Survey?
A. 9-2			Yes. Your participation in both is vital and required by law. Data about how our communities are changing are crucial to many planning decisions that affect you – such as neighborhood improvements, emergency preparedness, transportation, senior services and much more.
Q. 9-3	Keywords: census workers, identify; census, legitimate	Identifying census workers	Will census workers come to my door? How will I know them?
A. 9-3			Census workers may need to visit your household to update the Census Bureau's address list, deliver a questionnaire or ask you to complete the questionnaire face-to-face. All census workers carry official government badges marked with just their name. You also may ask them for a picture ID from another source to confirm their identity. In addition, some census workers might carry a 'U. S. Census Workers' bag. If you still are not certain about their identity, please call the Regional Census Center toll-free number to confirm they are employed by the Census Bureau. What state are you in? (Give number for that RCC.)

TOPIC 9: Respondent Participation

Regional Census Center	States	RCC Telephone Number
ATLANTA	Alabama, Florida, Georgia	TEL: 9-1-404-730-3832 TDD: 9-1-404-730-3963
BOSTON	Connecticut, Massachusetts, New Hampshire, Rhode Island, Maine, Puerto Rico, Vermont, New York (all counties except those covered by the NY Regional Office listed in the state of NY below)	TEL: 9-1-617-424-4500 TDD: 9-1-617-424-0565
CHARLOTTE	Kentucky, North Carolina, South Carolina, Tennessee, Virginia	TEL: 9-1-704-424-6400 TDD: 9-1-704-424-6963
CHICAGO	Illinois, Indiana, Wisconsin	TEL: 9-1-630-288-9200 TDD: 9-1-630-288-9320
DALLAS	Louisiana, Mississippi, Texas	TEL: 9-1-214-253-4400 TDD: 9-1-214-655-5363
Regional Census Center	States	RCC Telephone Number
DENVER	Arizona, Colorado, Montana, Nebraska, Nevada, New Mexico, North Dakota, South Dakota, Utah, Wyoming	TEL: 9-1-303-264-0202 TDD: 9-1-303-969-6767
DETROIT	Michigan, Ohio, West Virginia	TEL: 9-1-313-259-1158 TDD: 9-1-313-259-5169
KANSAS CITY	Arkansas, Iowa, Kansas, Minnesota, Missouri, Oklahoma	TEL: 9-1-913-551-6728 TDD: 9-1-913-551-5839
LOS ANGELES	Hawaii, Southern California (Fresno, Imperial, Inyo, Kern, Kings, LA, Madera, Mariposa, Merced, Monterey, Orange, Riverside, San Bernardino, San Diego, San Benito, San Luis Obispo, Santa Barbara, Tulare, and Ventura Counties)	TEL: 9-1-818-267-1700 TDD: 9-1-818-904-6249
NEW YORK	New York (New York, Bronx, Queens, Richmond, Nassau, Kings, Westchester, Rockland and Suffolk Counties), New Jersey (Bergen, Essex, Hudson, Morris, Middlesex, Passaic, Somerset, Sussex, Union, and Warren Counties)	TEL: 9-1-212-584-3400 TDD: 9-1-212-478-4793
PHILADELPHIA	Delaware, D. C., Maryland, Pennsylvania, New Jersey (all counties except those covered by the NY Regional Office listed in the state of NJ above)	TEL: 9-1-215-717-1800 TDD: 9-1-215-717-0894
SEATTLE	Alaska, Idaho, Oregon, Washington, Northern California (all counties except those covered by the LA Regional Office listed in southern California above)	TEL: 9-1-206-381-6200 TDD: 9-1-206-381-6318

<p>Q. 9-4</p>	<p>Keywords: authority, permission; law, legal</p>	<p>Information collection authorization</p>	<p>What authority does the Census Bureau have to collect my information?</p>
<p>A. 9-4</p>			<p>The 2010 Census is authorized by law (Title 13 of the U.S. Code). Title 13 not only requires you to answer Census Bureau surveys and censuses, it also requires the Census Bureau to protect your information. Every Census Bureau employee has taken an oath to protect your information and is subject to a jail term, a fine – or both – if he or she discloses ANY information that could identify you or your</p>

TOPIC 9: Respondent Participation			
			<p>household. Keeping answers safe and confidential is our highest priority.</p> <p>The Census Bureau has been approved by the Office of Management and Budget and given approval number 0607-0919-C. This approval number enables us to collect the information.)</p>
Q. 9-5	Keywords: how long; how much time; time	How long will this take	How long will it take to complete the questionnaire?
A. 9-5			The census form takes only about 10 minutes to complete for the average household.
Q. 9-6	Keywords: questionnaire, who completes; who	Who should respond	Who should fill out the questionnaire?
A. 9-6			<p>The person who owns or rents the living quarters should complete the questionnaire. However, another household member who is at least 15 years of age can fill it out.</p> <p>Your participation is vital to ensure a complete and accurate count for your community in 2010.</p>
Q. 9-7	Keywords: no one living here April 1; vacant; moving;	Respondent is moving	Do I fill out the form if I'm moving out before April 1 or if the unit will be vacant on April 1, 2010?
A. 9-7			No, please do not complete the questionnaire. The census counts people where they live on April 1; look for a questionnaire to be delivered at your new address.
Q. 9-8	Keywords: census questions, questions, content	Why ask these questions	How are census questions determined?
A. 9-8			Census questions are determined in response to the data needs of federal, state, local, and tribal governments. We ask questions that will help us obtain some basic information necessary for apportionment (determining how many Congress persons each state

TOPIC 9: Respondent Participation			
			gets) and redistricting (determining the boundaries for Congressional districts within a state). Additionally, census information is used in federal, state, and local programs to allocate billions of dollars every year in funding.
Q. 9-9	Keywords: census questions, content, questions	Kinds of questions on the 2010 Census form	What questions are asked on the 2010 Census form?
A. 9-9			<p>We ask four general questions about the household:</p> <ol style="list-style-type: none"> 1) If the housing unit is owned or rented, 2) Telephone number, 3) How many people live in the residence, and 4) If any additional people who lived at the residence on April 1, 2010, were not included. <p>And for each household member, we ask:</p> <ul style="list-style-type: none"> • Name, • Sex, • Age/date of birth, • Relationship to the person who owns or rents this residence, • Hispanic origin, • Race, and <p>Does this person sometimes live or stay somewhere else</p>
Q. 9-10	Keywords: payment, paid,	Payment to answer the census-	Can I get paid to complete this form?
A. 9-10			No, your participation is required by law. Your participation in the 2010 Census will help ensure that your community receives its fair share of political representation and government funding. In addition, temporary jobs will be provided in your community.
Q. 9-11	Keywords: use 2000 answers	Use my Census 2000 answers	Why can't you take my answers from the Census 2000 questionnaire?
A. 9-11			In order to provide accurate and current data, we need the most up-to-date information available.

TOPIC 9: Respondent Participation			
Q. 9- 12	Keywords: other survey, use data, another survey, ACS, American Community Survey	Use my information from another survey	Why can't you take my answers from the American Community Survey for the 2010 Census or vice versa?
A. 9- 12			The American Community Survey, which replaced the decennial census long form, has different questions and purposes than the 2010 Census population headcount. Your participation in each is vital and is required by law.
Q. 9- 13	Keywords: tribal community, respond, tribe, benefit	Importance of Tribal response to the census	Why is it important for tribal community members to respond to the 2010 Census?
A. 9- 13			<p>The information collected by the census is an important tool for federal and tribal government decision-making. The Constitution of the United States mandates a census every 10 years to determine how many seats each state will have in the U.S. House of Representatives. Census data directly affect how more than \$300 billion per year in federal and state funding is allocated to local, state and tribal governments – that's \$3 trillion over a 10-year period. Accurate census data ensures there is a fair allocation of the funds vital to tribal programs to help meet the many needs of your community members.</p> <p>Census data help tribal elders and leaders understand what their communities need and make informed planning decisions. Many tribal communities use census information to attract new businesses and plan for growth. In fact, many tribes and tribal organizations use the census numbers to plan new facilities and programs for the communities they serve. It is important to be counted so that your tribe can receive its fair share of political representation and government funding.</p>

TOPIC 10: Privacy, Confidentiality, and Security			
Q. 10-1	Keywords: confidential; private;	Keeping my answers confidential	How is the information kept safe?
A. 10-1			Answering the Census is important, easy, and safe. Keeping your answers safe and confidential is our highest priority. By law (Title 13, U.S. Code), the Census Bureau cannot share the answers that respondents provide with anyone, including the Internal Revenue Service, the Federal Bureau of Investigation, the Bureau of Indian Affairs, tribal officials, tribal police, tribal courts, welfare, immigration, or any other government agency. Additionally every Census Bureau employee has taken an oath to protect your information and is subject to a jail term, a fine – or both – if he or she discloses ANY information that could identify you or your household.
Q. 10-2	Keywords: privacy; private; confidential	Protect my privacy	How is the privacy of respondents protected?
A. 10-2			The Census Bureau only collects those data that are necessary to meet Federal agency needs required by Federal legislation, administrative regulation, or court decision. We also ensure that we tell you why we're collecting the information, and we are committed to treating you with respect during the information collection process. In addition, the Census Bureau has strict confidentiality provisions in place to ensure that the data respondents entrust to us are protected. No one, except those persons who are sworn for life to protect your confidentiality and only those who have a <u>need</u> to see the data can see your answers. Compliant with Title 13, United States Code, there are severe penalties for any sworn individual who makes your answers known. Further, the Census Bureau has established a Chief Privacy Officer responsible for seeing that the privacy principles are followed.
Q. 10-3	Keywords: share, share information, police, immigration, citizen, taxes, IRS, INS	Share information with (INS), (IRS), others	Do you share information with the Immigration and Naturalization Service, the Internal Revenue Service, courts or the police?

<i>TOPIC 10: Privacy, Confidentiality, and Security</i>			
A1 0-3			No, individual census records are not shared with anyone , including government agencies or private organizations. It is unlawful for the Census Bureau to give personally identifiable information about an individual to any other individual or agency until 72 years after it is collected for the decennial census. After 72 years, the individual census records are sent to the National Archives where they are made public primarily for genealogical research.
Q1 0-4	Keywords: Privacy Act	Privacy Act	What is the Privacy Act?
A1 0-4			<p>The Privacy Act of 1974 requires that Federal agencies collecting information about individuals advise those individuals of:</p> <ul style="list-style-type: none"> • laws under which the information is being collected, • how the information is used, and • whether or not a response is required <p>Respondents will receive an Information Sheet with their questionnaire, which includes information about privacy.</p>

TOPIC 11: Race and Hispanic Origin Questions			
Q. 11-1	Keywords: race, reason for asking; reason, why	Why ask my race	Why does the Census Bureau need to know my race?
A. 11-1			Information on race is required for many Federal programs and is critical in making policy decisions, particularly for civil rights. States use these data to meet legislative redistricting principles. Race data also are used to promote equal employment opportunities and to assess racial disparities in health and environmental risks.
Q. 11-2	Keywords: hispanic origin, reason for asking; reason, why, Hispanic, Latino, Spanish	Use of Hispanic origin data	Why does the Census Bureau collect information on Hispanic origin?
A. 11-2			Hispanic origin data are used to carry out many Federal programs. These cover enforcement of bilingual election rules under the Voting Rights Act and monitoring and enforcing equal employment opportunities under the Civil Rights Act. In addition, local governments use information about people of Hispanic origin to run programs and meet legislative requirements at the community level. For example, these data are used to help identify people who may not be receiving medical services under the Public Health Act, or to evaluate if financial institutions are meeting the credit needs of minority populations under the Community Reinvestment Act.
Q. 11-3	Keywords: race and hispanic origin; why two questions; race; hispanic origin; reason, why, Hispanic, Latino, Spanish	Race and Hispanic Origin	Why do you have one question on race and another on Hispanic origin?
A. 11-3			In October 1997, the Office of Management and Budget issued <i>Standards for Maintaining, Collecting, and Presenting Federal Data on Race and Ethnicity</i> . These federal guidelines mandate that race and Hispanic origin or ethnicity are separate and distinct concepts and should be collected in different questions. All Federal agencies that collect and report data on race and ethnicity, including the

TOPIC 11: Race and Hispanic Origin Questions			
			Census Bureau, must follow these standards. The standards are available at: < http:// www.whitehouse.gov/omb/fedreg/1997standards.html >.
Q. 11-4	Keywords: race categories; race; list	Race categories	Why doesn't the race question include more categories?
A. 11-4			The race categories are those that are approved for data collection purposes by the Office of Management and Budget (OMB). For more information, visit the OMB website at < http:// www.whitehouse.gov/omb/fedreg/1997standards.html >. For persons who are unable to report in any of the specified race categories shown on the form, the census includes a 'Some other race' category.
Q. 11-5	Keywords: Negro	About the term 'Negro' race	Why is the term "Negro" used in the race question?
A. 11-5			We recognize that racial and ethnic identification is a social process that is changing, as is evident from different terminology used by racial and ethnic groups. Based on the Census 2000 results, there were one-half million write-ins of "Negro," even though a response category was provided that contained the term ("Black, African Am., or Negro"). The Census Bureau works to find terminology that will ensure that all persons recognize terms and categories with which they identify. Research indicates that many African American respondents continue to identify with the term "Negro." The terms in the "Black, African Am., or Negro" response category adhere to the 1997 Office of Management and Budget's revised guidelines for race and ethnic reporting which stated that additional terms like "Negro" or "Haitian" can be used, in addition to "Black" or "African American."
Q. 11-6	Keywords: race, Central and South American Indians, Indian	Central and S. American Indians race	How should people who are Central and South American Indians answer the race question?

TOPIC 11: Race and Hispanic Origin Questions			
	Central America, South America		
A. 11- 6			The 1997 Office of Management and Budget's revised guidelines for race and ethnicity definition of the "American Indian or Alaska Native" category includes peoples from Central and South America. Therefore, people who identify themselves as Central and South American Indians in the race question are included in the census count of American Indians and Alaska Natives.
Q. 11- 7	Keywords: race, Afro- Caribbean; Haitian	Afro-Caribbean race	How should people who are Afro-Caribbean answer the race question?
A. 11- 7			The 1997 Office of Management and Budget's revised guidelines for race and ethnicity definition of the "Black or African American" category includes persons having origins in any of the black racial groups of Africa, and terms such as "Haitian" or "Negro" can be used in addition to "Black or African American."
Q 11- 8	Keywords: Race, definition	Meaning of race	What does the Census Bureau mean by race?
A 11- 8			The concept of race as used by the Census Bureau reflects self-identification; it does not indicate any clear-cut scientific definition that is biological or genetic in reference. The data for race represents self-reporting by people according to the race or races with which they most closely identify. In addition, it is recognized that the categories of the race item include both racial and national origin or socio-cultural groups. You may choose more than one race category.
Q 11- 9	Keywords: Race, races, biracial,	Mixed racial or ethnic heritage	Will people of mixed racial heritage be able to identify themselves on the form?
A 11- 9			Each respondent may select one or more racial categories. The Office of Management and Budget, which has jurisdiction over this matter, made this decision after reviewing the results of the census tests and hearing recommendations from an Interagency

TOPIC 11: Race and Hispanic Origin Questions			
			Committee.
Q1 1- 10	Keywords: Race, races, biracial, American Indian, Alaska Native, data, collected	American Indians or Alaska Natives	How will data on American Indians or Alaska Natives be collected?
A 11- 10			Responses to the census question on race are based on self-identification. Respondents may choose to select the checkbox category "American Indian or Alaska Native". This checkbox also has an instruction to "Print name of enrolled or principal tribe" along with a write-in response area for respondents to indicate their tribe or tribes (see the 2010 Census question on race below). These responses will be used to collect data on both the American Indian and Alaska Native populations.
Q. 11- 11	Keywords: Data, published, hispanic	Hispanic origin	Do American Indians and Alaska Natives need to answer the question on Hispanic origin?
A 11- 11			Yes, the Hispanic origin question must be answered by everyone. Respondents who are not of Hispanic origin are asked to mark the box "NO, not of Hispanic, Latino, or Spanish origin" response category. People who are of Hispanic origin are asked to indicate the specific group to which they belong, such as, Cuban, Mexican, Puerto Rican, Argentinean, Colombian, or Dominican.
Q. 11- 12		Number of tribes one can report	May American Indians and Alaska Natives report more than one tribe?
A 11- 12			Yes, in addition to reporting one or more races, American Indians and Alaska Natives may report one or more tribes. For example, people who report American Indian and Alaska Native and write-in their tribes as Jicarilla Apache and Navajo would be included in both the Apache and Navajo tribal groupings.
Q. 11- 13		Race write-in areas	Why do the race question write-in areas (denoted under 'American Indian and Alaska Native;' 'Other Asian/Other Pacific

TOPIC 11: Race and Hispanic Origin Questions			
			Islander;' and 'Some other race' write-in areas) not include more spaces?
A 11- 13			The Census Bureau is working to accommodate the data needs of many diverse stakeholders, and will capture up to 30 characters inside and around each race question write-in area.
Q. 11- 14		Defining American Indian or Alaska Natives	Does the Census Bureau define American Indians or Alaska Natives?
A 11- 14			No, the Office of Management and Budget (OMB) defines American Indian or Alaska Native as a person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment. This definition was developed in cooperation with federal agencies and community leaders to provide consistent and comparable data on the American Indian and Alaska Native and Native population throughout the Federal government for an array of statistical and administrative programs. The Census Bureau adheres to the OMB guidance.
Q. 11- 15		Hispanic origin and Race	How do Hispanics answer the race question?
A 11- 15			People of Hispanic origin may be of any race. Hispanics may choose one or more race categories, including American Indian or Alaska Native, White, Black or African American, Asian, and Native Hawaiian or Other Pacific Islander. If some people do not identify with any of the specified race groups, they may mark the "Some other race" category and write in their race or races.
Q. 11- 16		AIANs Reporting more than one Race	May American Indians and Alaska Natives report more than one race?
A 11- 16			Yes, people answering the race question are able to select more than one racial category to indicate their mixed racial heritage. Respondents who answer the question on race by checking the American Indian or Alaska Native" response box, and/or write-in one

<p><i>TOPIC 11: Race and Hispanic Origin Questions</i></p>			
			<p>or more tribes are referred to as the American Indian and Alaska Native alone population. People who answer the race question by checking the "American Indian or Alaska Native" response box, and report one or more other races, for example American Indian and Alaska Native <i>and</i> White, or American Indian and Alaska Native <i>and</i> White <i>and</i> Black, are included in the American Indian and Alaska Native and Native in combination" population. Based on responses to the race question as well as the OMB standard, the American Indian and Alaska Native and Native population could be classified into two broad minimum and maximum categories: American Indian and Alaska Native alone, or in combination.</p>

TOPIC 12: Responding to the Census Questionnaire

Q. 12-1	Keywords: questionnaire, who to include, include, count; live; sleep; stay; staying; child, children, joint custody,	Who is included	Who should be included on the questionnaire that is mailed to the residence?
A. 12-1			The person filling out the questionnaire should include information about all household members (including him/herself) who live and sleep at the address most of the time. The person should also include people who are staying there on April 1, 2010, who have no permanent place to stay. The Census Bureau is mandated by the Constitution to count everyone who lives in this country, regardless of immigration or citizenship status.
Q. 12-2	Keywords: Help, when	What do I do with the form	What should I do after I get the questionnaire?
A. 12-2			Fill out the questionnaire in blue or black ink and mail it back in the enclosed, postage-paid envelope as soon as possible.
Q. 12-3	Keywords: Due date; wait; return; send,	Questionnaire due date	What is the due date for returning the questionnaire?
A. 12-3			<p>IF ASKED BEFORE April 1, 2010 (Phase 1 only): The Census Bureau does not establish a due date for returning the questionnaire, but we ask that you mail back the questionnaire as soon as possible. Even though the census counts people as of April 1, if you plan on living at the address on the questionnaire on April 1, you can complete the questionnaire now and mail it back in the postage-paid envelope.</p> <p>IF ASKED ON OR AFTER April 1, 2010 (Phase 1,2,3 with check for Phase 1): The Census Bureau does not establish a due date for returning the questionnaire, but we ask that you mail back the questionnaire as soon as possible. Please complete your questionnaire now and return it to us. If we do not receive your questionnaire soon, a census worker may visit your house and complete one with you.</p>
Q. 12-4	Keywords: Two, questionnaires, forms, second	Received a second questionnaire	Why did I receive a second questionnaire?

TOPIC 12: Responding to the Census Questionnaire			
A. 12-4			<p>Second mailings are automatically scheduled for delivery if we do not receive your first questionnaire by April 9. We've found that we can save millions of dollars in taxpayer money during the 2010 Census if we mail a second form when we haven't received the first questionnaire rather than send a census worker to your house. So please fill out the second questionnaire and return it in the envelope we provided.</p> <p>Q. But won't I get counted twice that way?</p> <p>A. No, the Census Bureau has procedures to eliminate duplicate questionnaires. There is an ID associated with each household's questionnaire. This prevents us from counting you more than once.</p>
Q. 12-5	Keywords: questionnaire lost; questionnaire damaged; questionnaire not mailed to census, lost, damaged, refuse,	Respondents questionnaire was not received	What will happen if the Census Bureau does not receive my completed questionnaire?
A. 12-5			If we do not receive the completed questionnaire by mail, a census worker will come to your home to obtain the information.
Q. 12-6	Keywords: census workers; visiting home, Enumerator, visit, interviewer, home	Returned the questionnaire but why the visit	I returned my completed questionnaire but a census worker still visited my home. Why?
A. 12-6			<p>We may not have received your questionnaire in time to update the census worker's assignment, or your questionnaire may have been delayed or lost in the mail. When this happens, we instruct the census worker to collect your information anyway to remove the risk that we do not receive your information.</p> <p>Q. But won't I get counted twice that way?</p>

TOPIC 12: Responding to the Census Questionnaire			
			A. No, the Census Bureau has procedures to eliminate duplicate questionnaires. There is an ID associated with each household's questionnaire. This prevents us from counting you more than once.
Q. 12-7	Keywords: postcard received; second questionnaire received, postcard,	Received another form or reminder card	Why did I receive a postcard/reminder card or replacement questionnaire when I've already mailed my form back?
A. 12-7			Every household is mailed a reminder postcard encouraging households that have not responded to mail back their questionnaires, and thanking respondents who have already replied. Replacement questionnaires are delivered to certain households by the U.S. Postal Service between April 1 and April 3, which is some 10 days after the reminder postcards are mailed. We have found that the second questionnaire mailing increases the rate of response by some 7-10% and eliminates the need to send a census worker to the home of those who respond to the second questionnaire, thereby saving taxpayer dollars. Each one percentage point increase in the national mailback response rate represents a cost savings of about \$75 million.
Q. 12-8	Keywords: include, count; live; sleep; stay; staying; child, children, joint custody, April 1	Not living or staying at residence most of the time	Should I count people who don't live or stay here most of the time?
A. 12-8			No. Include only those people who live or stay there most of the time, unless the person has no other permanent place to stay, in which case, you should count the person. If no one lives there most of the time, then enter a zero in question 1 for the number of people. Do not mark any other items. Then, please mail back the questionnaire in the enclosed prepaid envelope.
Q. 12-9	Keywords: internet	Internet	Can I respond on the Internet?

TOPIC 12: Responding to the Census Questionnaire			
	responding on, web		
A. 12-9			No, this option is not available. Please fill out and mail back your form so that we can get a complete and accurate count for your community in the 2010 Census. Census data directly affect how more than \$300 billion per year in federal and state funding is allocated to local, state and tribal governments – that's \$3 trillion over a 10-year period.
Q. 12-10	Keywords: handheld computers	Hand held computers	Why do census workers have computers?
A. 12-10			Some Census workers have laptops to aid them in the interview process, and handheld computers that provide them access to maps of the area they're working in. The handheld computer uses a global positioning system (GPS) technology to help locate addresses. This GPS technology allows us to reduce the amount of time spent by census workers in locating addresses while increasing productivity. Most importantly, by adding a GPS coordinate to each housing unit, the Census Bureau is able to ensure that residents are counted in the right location. This is important as the data are used to apportion congressional representation and used to draw redistricting lines.
Q 12-11	Keywords: Six, seven, more, people,	Where to put information for more than six people	Where do I put the information if I have more than six people in my household?
A 12-11			There is space for you to record the names, sex, age/date of birth, and relationship for additional people on the last page of your form. The Census Bureau checks this page for names and will call the household later and ask for more information about those people to ensure your questionnaire is accurate and complete.
Q 12-12	Keywords: Six, seven, more, people,	Six or more people on the form	Why does the census form have room for only six people?
A 12-12			The Census Bureau decided to use a six-person questionnaire for the 2010 Census based on extensive research that indicated that most households contain six or fewer people. Given the small number of households with seven or more people, it is less expensive for the

*TOPIC 12: Responding to the Census
Questionnaire*

			Census Bureau to follow up with those households than it is to produce a print and mail questionnaire with space for seven or more people.
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TOPIC 13: 2010 Census Questionnaire Assistance			
Q. 13-1	Keywords: Phone, telephone, number,	My telephone number	Why do you need my telephone number?
A. 13-1			We may need to clarify your questionnaire responses. If we have a phone number, we may be able to do this without having to send a census worker to your home. Your telephone number is kept confidential, as are all your responses.
Q. 13-2	Keywords: Questionnaire, filling out; pen; pencil; ink, write, writing	Pen or pencil	What do I use to fill out the form – pen or pencil?
A. 13-2			Please fill out the questionnaire with a black or blue ink pen. Please do not use a pencil.
Q. 13-3	Keywords: Hearing impaired; TDD, deaf, hearing, hear	Hearing impaired assistance	I was trying to reach the hearing impaired number. Can you help me?
A. 13-3			The telephone number for the hearing impaired is 1-866-783-2010. The lines will be open from 8a.m. to 9 p.m. (your local time) 7 days a week. February 25, 2010 through July 30, 2010.
Q. 13-4	Keywords: corrections, making, mistake, mistakes, correct, change, changes	Making corrections	How do I make corrections on the form?
A. 13-4			If the error is in a write-in box, carefully draw a line through the incorrect entry and write the correct information as close as possible to the entry you lined through. This way, the person who reviews your form will know what you intended. If you checked the wrong box, just draw a line through it and mark the correct box for the question.
Q. 13-5	Keywords: Multiple questionnaires received	Received more than one	What do I do if I received more than one 2010 Census questionnaire?

TOPIC 13: 2010 Census Questionnaire Assistance			
		questionnaire	
A. 13-5			<p>If you received two or more questionnaires with the same address including any unit or apartment numbers, please complete one of them and mail it back in the postage-paid envelope we provided.</p> <p>But if the questionnaires you received had different addresses, then please complete the one that represents your actual address and mail that back to us.</p>
Q. 13-6	Keywords: Address incorrect, address, wrong,	Wrong address on my questionnaire	What should I do if my questionnaire has the wrong address?
A. 13-6			If you have NOT FILLED IN the questionnaire, please write "wrong address" on the front of the envelope, leave the questions blank, and drop it in the mail for return to the Census Bureau. But if you have filled in the questionnaire, throw it away. Discard the questionnaire in a way that is comfortable to you so that your personal information is not made known to the public. A census worker will visit your household and complete a questionnaire with you.
Q. 13-7	Keywords: Address incomplete, apartment, unit, basement, incomplete, address	More than one housing unit at same address	What if there is more than one housing unit at the same address but the apartment number is not shown on the form?
A. 13-7			If the apartment number is not on the form, please complete and send in the form for one of the housing units. I can send you a form for the other unit. (Instruct agent to request a form).
Q. 13-8	Keywords: Address nonresidential, commercial, business,	Address is not a residence	What if this address is not a residence or home?
A			If there is an apartment, mobile home, room or group of rooms where

TOPIC 13: 2010 Census Questionnaire Assistance			
13-8			<p>people live or stay at this address, then a household member who is at least 15 years of age can fill out and return the questionnaire by mail in the postage-paid envelope provided.</p> <p>If the address is nonresidential, that is, if people do not live or stay at that address, then do not complete the questionnaire. A census worker will visit to verify that the address is nonresidential and remove the address from the census. If you receive additional letters or forms in the mail, simply ignore them.</p>
Q. 13-9	Keywords: envelope lost, return, lost, envelope, mail, mailing	Lost my return envelope	What if I lost my return envelope?
A. 13-9			<p>If your postage-paid envelope is lost or missing from your package, then mail your completed questionnaire to:</p> <p>U.S. Census Bureau National Processing Center 1201 East 10th Street Jeffersonville, IN 47132</p>
Q 13-10	Keywords: Name, names, first, last,	Names	Why do you want our names?
A 13-10			<p>We request names for the following reasons:</p> <ul style="list-style-type: none"> • To help ensure that people are not counted twice in the census, • To help eliminate simple errors like counting "Mary Jones" as a male, and • To allow you, and only you, to obtain a record from the Census Bureau at a later time if necessary for proving age, citizenship, or family relationship. Some people need this information to qualify for Social Security benefits, to obtain passports, and to have official proof for other purposes. <p>Although names are requested, we treat names the same as other census information in that all the information you provide to us is protected by law and strictly confidential. Information collected is used for statistical purposes only: the Census Bureau cannot publish or release information that would identify you or your household.</p>

<i>TOPIC 13: 2010 Census Questionnaire Assistance</i>			
Q 13- 11	Keywords: Own, owned, rent, rented, mortgage, loan, loans	Housing information	Why do you ask for housing information?
A 13- 11			<p>This census is designed to collect information about both population and housing.</p> <p>Housing information is used to:</p> <ul style="list-style-type: none"> • Identify areas of inadequate housing • Help plan for new housing • Help plan sewer, water, and transportation facilities <p>Identify trends in home ownership and rental housing</p>
Q 13- 12	Keywords: Vacation, summer, April 1, usual, address	More than 1 residence	Vacation home or Usual Home Elsewhere (UHE)
A 13- 12			<p>NOTE: This FAQ will need special handling within the application. We will need to discuss how to address this during detail design.</p> <p>First Agent needs to ask: We want to make sure your household was counted in the census. Did you, or anyone in your household, complete a census questionnaire for your household's usual address?</p> <p>YES: Please disregard the census form you received that does not have the address where you usually stay.</p> <p>NO: The best way to make sure you are included in the census where you usually stay is to take your information now.</p> <p>Please disregard the census form you received that does not have the address where you usually stay. Agent should go to short form interview.</p>
Q 13- 13	Keywords:	Correct/add information after mailing form	Can I correct information on the census form I already returned?
Q 13- 13			We're sorry; there is no way that we can correct the information you provided for your household.

TOPIC 13: 2010 Census Questionnaire Assistance			
Q 13- 14	Keywords: Visitor, visitors, visiting, usual	Visitors	We are all visitors at this address. Should we fill out the questionnaire?
A 13- 14			No. Include only those people who live or stay there most of the time. But if you have no other permanent place to stay you should fill out the questionnaire. If no one lives there most of the time, then enter a zero in question 1 for the number of people. Do not mark any other items. Please return the questionnaire in the enclosed prepaid envelope.
Q 13- 15	Keywords: vacant	Vacant on Census day	What if the housing unit at the address is vacant on Census day?
A 13- 15			If the housing unit is vacant on Census day, then do not complete the questionnaire. A census worker will visit the address and collect information from a knowledgeable respondent on the status of the unit. If you receive additional letters or forms in the mail, simply ignore them.

TOPIC 14: Non-English Language Assistance and Questionnaires

Q. 14-1	Keywords: Bilingual, Spanish	Bilingual questionnaire	Will there be a bilingual questionnaire?
A. 14-1			Yes. The initial questionnaire that is mailed to some households in designated areas will be bilingual in English and Spanish.
Q. 14-2	Keywords: questionnaire, bilingual, received, English, Spanish	Why did I get a bilingual form	Why did I receive a bilingual questionnaire?
A. 14-2			We are providing this questionnaire in areas where census data suggested there are a large number of Spanish speakers who could benefit from receiving a questionnaire in Spanish as well as English. We believe this will help respondents complete the form with limited assistance from the Census Bureau.
Q. 14-3	Keywords: Language, translation,	Description of language guide	What is a language guide?
A. 14-3			A language guide is a translated copy of the English version of the census questionnaire. Language guides are available in more than 50 languages. It is used to help you complete the English form. It should not be completed and returned. If you use one, please be sure to fill out the original English questionnaire you received and mail it to the Census Bureau in the postage-paid envelope provided.
Q. 14-4	Keywords: Spanish, help	Spanish speaker	I need help with my form, but Spanish is my primary language. Can you help me?
A. 14-4			To reach a Spanish-speaking person, hang up and call back on 1-866-872-6868. You can call between 8 a.m. and 9 p.m. seven days a week.

TOPIC 15: Respondent Complaints and Concerns			
Q. 15- 1	Keywords: complaints; concerns, complain, complaint, concern,	Complaint/ comment address	Where can I write to complain, or if I have a concern?
A. 15- 1			<p>For complaints/concerns about the Coverage Followup operation, write or e-mail to:</p> <p>Associate Director for Administration Paperwork Project #OMB-0607-0946-CFU U. S. Census Bureau Washington, DC 20233-7100 <http://www.Paperwork@census.gov> Type "Paperwork 0607-0946-CFU" in the subject line</p> <p>For complaints/concerns about the Census Coverage Measurement operation, write or e-mail to:</p> <p>Associate Director for Administration Paperwork Project #OMB-0607-0920-CCM U. S. Census Bureau Washington, DC 20233-7100 <http://www.Paperwork@census.gov> (Type "Paperwork 0607-0920-CCM" in the subject line)</p> <p>For complaints/concerns about the 2010 Census and other, operations write or e-mail to:</p> <p>Associate Director for Administration Paperwork Project #OMB-0607-0919-C U. S. Census Bureau Washington, DC 20233-7100 <http://www.Paperwork@census.gov> Type "Paperwork 0607- 0919-C" in the subject line</p>

TOPIC 17: The Coverage Followup (CFU) Operation

Q. 17-1	Keywords: telephone call received, call, phone, telephone	Purpose	I filled out my Census form. Why are you calling for the Coverage Follow up operation?
A. 17-1			The Census Bureau is conducting a coverage check to ensure that no person is left out of the Census, or counted in more than one place. The Coverage Follow up Operation clarifies responses that were collected previously in order to ensure that we have a complete and accurate 2010 Census.
Q. 17-2	Keywords: Internet, web	Response methods	Can I respond to the Coverage Follow up Operation by the Internet?
A. 17-2			No. This option is not available.
Q. 17-3	Keywords: Time, length,	Timing of a CFU interview	How long will the Coverage Follow up interview take?
A. 17-3			The telephone Coverage Follow up interview should take approximately 6 to 7 minutes.
Q. 17-4	Keywords: telephone call, mandatory, require, required, law, respond; answer;	Participation	Do I have to respond to the Coverage Follow up?
A. 17-4			Yes. Your participation is mandatory by law (Title 13 of the U.S. Code). Title 13 also requires that the Census Bureau keep respondents' answers confidential. Every Census Bureau employee has taken an oath to protect your information and is subject to a jail term, a fine – or both – if he or she discloses ANY information that could identify you or your household.
Q. 17-	Keywords: telephone call,	Answering the	Who can respond to the Coverage Follow up?

<i>TOPIC 17: The Coverage Followup (CFU) Operation</i>			
5	who can respond, telephone, call, who, answer	interview	
A. 17-5			The household member who filled out the census questionnaire or a member of the household who is at least 15 years of age can complete the interview.
Q. 17-6	Keywords: telephone call, complaints; telephone call, concerns, complain, complaint	Complaints and comments	Where can I write to express comments or complaints about the Coverage Follow up operation?
A. 17-6			Please write or e-mail to: Associate Director for Administration Paperwork Project #OMB-0607- 0946-CFU U. S. Census Bureau Washington, DC 20233-7100 < http://www.Paperwork@census.gov > Type "Paperwork 0607-0946-CFU" in he subject line

TOPIC 19: Census data – availability and use

Q. 19-1	Keywords: Census data, data, data use, data availability	Census data availability and use	Information on 2010 Census data availability and use
A. 19-1			You can look for information on our website at: < http://www.census.gov/2010census >,

<i>TOPIC 20 : Conducting the Census</i>			
Q. 20-1	Keywords: Conducting, the Census	Conducting the Census	Information on Conducting the 2010 Census
A. 20-1			You can look for information on our website at: < http://www.census.gov/2010census >,

TOPIC 21: American Indian and Alaska Native General Information

Q. 21-1	Keywords: American Indian, Alaska Native	American Indian and Alaska Native	General Information on American Indian and Alaska Native
A. 21-1			You can look for information on our website at: < http://www.census.gov/2010census >,