



2020 Census: Census Takers Visits

What Your Community Needs to Know About Non-Response Follow-Up

To ensure everyone is counted, census takers visit households that haven't responded yet to the 2020 Census to collect their responses in person.

Health and Safety

Census takers will follow public health guidelines when they visit.

Census takers are trained to:

- Wear a mask.
- Conduct the interview outside a home in an open, well-ventilated space, when possible.
- Allow 6 feet of space between them and the person they are interviewing.
- Not allow anyone else to handle Census Bureau equipment.



MY2020CENSUS.GOV

- Follow healthy hygiene habits for frequent hand-washing, avoiding contact with hightouch surfaces, avoiding touching their face, etc.

If a household does not want to conduct the interview in person, they can provide the census taker with their phone number to complete it over the phone.

[CLICK HERE](#) to read Joint Statement from the Census Bureau and CDC on Conducting Non-Response Follow-Up Interviews.

Confidentiality

By law:

- Interviews are confidential.
- Answers cannot be shared with immigration or law enforcement agencies.
- Census takers must keep answers confidential for life. They face stiff fines and jail time if they break that law.

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Identifying a Census Taker

When census takers visit non-responsive households to collect information for the 2020 Census, residents can check to make sure they have a valid ID badge with their photograph, a U.S. Department of Commerce watermark, and an expiration date. Census workers may also carry Census Bureau bags and other equipment with the Census Bureau logo.



A look at some of the items that a census taker may carry with them, including a laptop, laptop bag, confidentiality notices, and an "Official Business" notice for their vehicle.

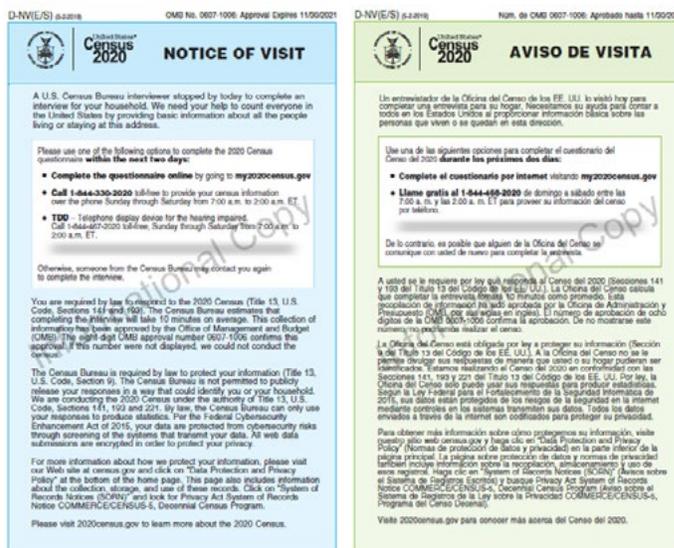
Census takers may also deliver a paper questionnaire by hanging it on the front door in a water-resistant plastic bag.

What to Expect During the Census Taker's Visit

The interview is quick and easy. The census taker will ask the household the 2020 Census questions and enter the answers in their secure Census Bureau phone. You can expect:

- A few questions like name, age, race, and sex.
- No questions regarding Social Security numbers, bank information, or citizenship status.
- A visit between 9 a.m. and 9 p.m. local time, including on weekends when people are likely to be home. If no one is home when the census taker visits, the census taker will leave a notice of the visit with information about how to respond online or by phone. If necessary, a census taker will return several times to ensure the household is accurately included in the census.

- In addition, census workers may try to reach the household by phone to conduct the interview.
- Census takers are hired from local communities. All census takers speak English, and many are bilingual. If a census taker does not speak the householder's language, the household may request a return visit from a census taker who does. Census takers will also have materials on hand to help identify the household's language.
- Census takers will go to great lengths to ensure that no one is missed in the census. After exhausting their efforts to do an in-person interview with a resident of an occupied housing unit, they will seek out proxy sources -- a neighbor, a rental agent, a building manager or some other knowledgeable person familiar about the occupants as they can.



Larger examples are available on Page 4.

Responding Is Important

Census takers are from your community. They know that a complete and accurate count will benefit your area. By answering a few questions, you'll help shape the future of your community for the next 10 years.

The 2020 Census results determine how many seats your state gets in Congress and how public funds are spent on schools, roads, fire and emergency services, hospitals, and more in your community.

Now Is the Time to Respond

Please encourage your community to respond now instead of waiting for a census taker to visit, and to cooperate and talk with the census taker if they do receive a visit.

Even after census takers begin visiting your area, households can still respond online at MY2020CENSUS.GOV, by phone at 844-330-2020, or by mail until September 30.

Households can respond online or by phone in one of 13 languages and find assistance in many more at: <https://2020census.gov/en/languages.html>.

Note: Some households that have already responded may still get a call or visit from a census taker conducting quality checks.

Additional Resources

- **Press Kit:** <https://www.census.gov/newsroom/press-kits/2020/nonresponse-followup.html>
- **Video B-roll:** <https://www.census.gov/newsroom/press-kits/2020/b-roll.html?#>
- **Language Assistance:** <https://2020census.gov/en/news-events/press-releases/languages.html>

Notice of Visit Document Examples

English

D-NV(E/S) (5-2-2019)

OMB No. 0607-1006: Approval Expires 11/30/2021

**NOTICE OF VISIT**

A U.S. Census Bureau interviewer stopped by today to complete an interview for your household. We need your help to count everyone in the United States by providing basic information about all the people living or staying at this address.

Please use one of the following options to complete the 2020 Census questionnaire **within the next two days**:

- **Complete the questionnaire online** by going to my2020census.gov
- **Call 1-844-330-2020** toll-free to provide your census information over the phone Sunday through Saturday from 7:00 a.m. to 2:00 a.m. ET.
- **TDD** – Telephone display device for the hearing impaired. Call 1-844-467-2020 toll-free, Sunday through Saturday from 7:00 a.m. to 2:00 a.m. ET.

Otherwise, someone from the Census Bureau may contact you again to complete the interview.

You are required by law to respond to the 2020 Census (Title 13, U.S. Code, Sections 141 and 193). The Census Bureau estimates that completing the interview will take 10 minutes on average. This collection of information has been approved by the Office of Management and Budget (OMB). The eight-digit OMB approval number 0607-1006 confirms this approval. If this number were not displayed, we could not conduct the census.

The Census Bureau is required by law to protect your information (Title 13, U.S. Code, Section 9). The Census Bureau is not permitted to publicly release your responses in a way that could identify you or your household. We are conducting the 2020 Census under the authority of Title 13, U.S. Code, Sections 141, 193 and 221. By law, the Census Bureau can only use your responses to produce statistics. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. All web data submissions are encrypted in order to protect your privacy.

For more information about how we protect your information, please visit our Web site at census.gov and click on "Data Protection and Privacy Policy" at the bottom of the home page. This page also includes information about the collection, storage, and use of these records. Click on "System of Records Notices (SORN)" and look for Privacy Act System of Records Notice COMMERCE/CENSUS-5, Decennial Census Program.

Please visit 2020census.gov to learn more about the 2020 Census.

Spanish

D-NV(E/S) (5-2-2019)

Núm. de OMB 0607-1006: Aprobado hasta 11/30/2021

**AVISO DE VISITA**

Un entrevistador de la Oficina del Censo de los EE. UU. lo visitó hoy para completar una entrevista para su hogar. Necesitamos su ayuda para contar a todos en los Estados Unidos al proporcionar información básica sobre las personas que viven o se quedan en esta dirección.

Use una de las siguientes opciones para completar el cuestionario del Censo del 2020 **durante los próximos dos días**:

- **Complete el cuestionario por internet** visitando my2020census.gov
- **Llame gratis al 1-844-468-2020** de domingo a sábado entre las 7:00 a. m. y las 2:00 a. m. ET para proveer su información del censo por teléfono.

De lo contrario, es posible que alguien de la Oficina del Censo se comuniqué con usted de nuevo para completar la entrevista.

A usted se le requiere por ley que responda al Censo del 2020 (Secciones 141 y 193 del Título 13 del Código de los EE. UU.). La Oficina del Censo calcula que completar la entrevista tomará 10 minutos como promedio. Esta recopilación de información ha sido aprobada por la Oficina de Administración y Presupuesto (OMB, por sus siglas en inglés). El número de aprobación de ocho dígitos de la OMB 0607-1006 confirma la aprobación. De no mostrarse este número, no podríamos realizar el censo.

La Oficina del Censo está obligada por ley a proteger su información (Sección 9 del Título 13 del Código de los EE. UU.). A la Oficina del Censo no se le permite divulgar sus respuestas de manera que usted o su hogar pudieran ser identificados. Estamos realizando el Censo del 2020 en conformidad con las Secciones 141, 193 y 221 del Título 13 del Código de los EE. UU. Por ley, la Oficina del Censo solo puede usar sus respuestas para producir estadísticas. Según la Ley Federal para el Fortalecimiento de la Seguridad Informática de 2015, sus datos están protegidos de los riesgos de la seguridad en la internet mediante controles en los sistemas transmiten sus datos. Todos los datos enviados a través de la internet son codificados para proteger su privacidad.

Para obtener más información sobre cómo protegemos su información, visite nuestro sitio web census.gov y haga clic en "Data Protection and Privacy Policy" (Normas de protección de datos y privacidad) en la parte inferior de la página principal. La página sobre protección de datos y normas de privacidad también incluye información sobre la recopilación, almacenamiento y uso de esos registros. Haga clic en "System of Records Notices (SORN)" (Avisos sobre el Sistema de Registros Escritos) y busque Privacy Act System of Records Notice COMMERCE/CENSUS-5, Decennial Census Program (Aviso sobre el Sistema de Registros de la Ley sobre la Privacidad COMMERCE/CENSUS-5, Programa del Censo Decenal).

Visite 2020census.gov para conocer más acerca del Censo del 2020.