

## **Update- 2010 Census- April 14, 2010**

### **Follow-up calls to verify census form information**

**From now till mid -August, the Census Bureau will call households who have responded to the 2010 Census if we (the Census Bureau) need to clarify any answers about the number of people living at the address.**

- Basically, if any of the answers the household provided on the form they returned indicates some uncertainty about who should have been included as a household member, we will call to get a better understanding of the situation, and then use our census residence rules to resolve the uncertainties.
- These calls are simply to clarify answers that have been given and to make sure we count everyone once, only once and in the right place.
- Not every household will receive a call. The Census Bureau estimates that we may need to call about 8 million households over the four-month period.
- A few scenarios might warrant a call:
  - If the number given in response to Question 1 on the household's census form (about how many people were living at the address) does not match the number of people for whom information was provided, we will follow-up to make sure we have an accurate count and that we have information for each person living at the address.
  - If "yes" was checked for the question asking if the person sometimes lives or stays elsewhere for any person for whom information was provided, we will follow-up to clarify whether they should be counted at this address and to ensure they won't be double-counted elsewhere.
  - If the response to Question 2 indicates that additional people were staying at the address on April 1 but were not included in the household's count, we will follow-up to clarify whether those persons should have been included at this address and, if so, to collect the census data for them.
  - If the household has more than six people, we may follow-up to collect the information not asked of these additional residents, as we indicated on the form. (Space limitations on the questionnaire allowed only enough room for a few of the census questions to be asked for Persons 7 through 12.)
  - If we suspect we have received duplicate information about a housing unit or individual, we will follow-up to make sure people are not counted twice in the census. In some instances, such as a suspected duplicate within the same census block, we will have a census worker follow-up in person to resolve the apparent duplication.

- The interviewers will ask about information that came from a form a household mailed back to us (either one they received at their housing unit or a Be Counted form), or from an in-person interview with a census worker.
- The interviewers will call phone numbers that were provided by the respondent on their census questionnaire or that come from the use of a commercial phone number look-up service.
- These calls will not include any follow-up with households who returned an incomplete form, such as only providing the number of residents. Incomplete forms will require the Census Bureau to send a census worker to follow-up in person.
- After we clarify the information, we will update the household's final census response data with the collected information.

**Providing information to the Census Bureau is safe.**

- The information collected over the phone, as well as provided on the census form or to a census worker in-person, is kept confidential.
- By law, the Census Bureau cannot share respondents' individually identifiable answers with anyone, including tribal housing authorities, other federal agencies or law enforcement entities. All Census Bureau employees take the oath of nondisclosure and are sworn for life to protect the confidentiality of the data. The penalty for unlawful disclosure is a fine of up to \$250,000 or imprisonment of up to five years, or both.

**You can identify that the interviewer is from the Census Bureau.**

- The caller will identify themselves as working for the U.S. Census Bureau and that the purpose of their call is to help the Census Bureau take the most accurate census and to ensure we have counted everyone at the right address.
- After confirming they have reached the correct household, the caller will provide the household an approval number from the Office of Management and Budget (0607-0946) and its expiration date (12/31/2010). This number allows us to conduct this survey and requires the household's participation. The interview will take approximately 10 minutes and may be monitored and recorded to evaluate the interviewer's performance.
- If the interviewer calls and nobody answers the phone, he or she will leave a message requesting the household to return the call. In addition, a specific case identification number will be provided so the household can call back and complete the interview.

- The caller ID will likely show “U.S. Census Bureau.” If this text is not supported (such as on a cell phone), then the inbound toll-free number should show up. The exact number depends on the language skill for which the call is made. The possible numbers are:
  - English: 866-851-2010
  - Spanish: 866-859-2010
  - Russian: 866-848-2010
  - Korean: 866-874-2010
  - Vietnamese: 866-863-2010
  - Chinese: 866-881-2010
  - TDD: 866-784-2010
- If a household would like to confirm they have been contacted by the Census Bureau, they could call one of the numbers above and use the eight-digit case identification number they were provided to complete the interview.
- The calls will originate from one of eleven call centers, which are located across the United States. Call centers will be located in:
  - Lawrence, KS
  - Phoenix, AZ
  - Sandy, UT (2 call centers)
  - Monticello, KY
  - Kennesaw, GA
  - Stockton, CA
  - London, KY,
  - Denver, CO
  - Taylorsville/Murray, UT
  - Ogden, UT

#### **What the 2010 Census DOES NOT Ask**

- 2010 Census takers will not ask you for your social security number, bank account number or credit card number.
- 2010 Census takers never solicit for donations and will never contact you by e-mail.
- 2010 Census takers will not ask about your citizenship status.