

# HAVE QUESTIONS? WE'VE GOT ANSWERS

Answers to frequently asked questions about the 2020 Census.

## The Basics

**Who gets counted?** Everyone! Mandated by the U.S. Constitution, the Census counts all people who reside in the United States, regardless of citizenship or immigration status.

**What is the Census?** The United States Census is a national population count that occurs every ten years.

**Where can I be counted?** Online, by telephone, or via mail! This is the first Census to go digital, so you can fill out your household survey on your home computer or at any of the internet enabled Census Action Kiosks, which will be available at convenient locations across L.A. County.

**When is the Census?** Starting in March 2020, the U.S. Census Bureau will mail letters to every household in the United States inviting all to respond to the Census survey. Every household should receive a letter requesting that they complete a census survey online, by mail, or phone by Census Day on April 1, 2020.

**Why do we have a Census?** The data collected from the Census is used to make sure everyone is equally represented in our political system and that government resources are allocated fairly. The Census data determines how many congressional seats a state receives; how much federal funding will be allocated to local communities for public services and infrastructure needs; and provides a picture of the changing demographics of the country.

## About the Survey

**What questions does the Census survey ask?** The Census survey will ask your name, sex, age, date of birth, race/ethnicity, as well as those details for everyone in your household.

**Who counts as a “household”?** A household consists of all the people who occupy a housing unit, both related family members and all the unrelated people, if any, such as lodgers, foster children, wards, or employees who share the housing.

## Getting Counted

**How do I complete the Census?** There are three ways you can fill out the Census survey: online, by telephone, or via mail. Households can answer the questions on the internet or by phone in English and 12 Non-English languages.

**When should I look for my Census invitation in the mail?** Starting in March 2020, the U.S. Census Bureau will mail letters to every household in the United States inviting them to respond to the Census survey. Every household should receive a letter requesting that they complete a census form online, by mail, or phone by Census Day on April 1, 2020.

**Is this the first time the Census will be available online?** Yes! The 2020 Census will be the first Census to be almost entirely digital! While a paper form will still be available, for the first time the Internet will be the primary response option.

**When can I go online and fill out the Census survey?** Beginning in mid-March 2020, households will receive an invitation in the mail to participate in the census by visiting the U.S. Census Bureau’s 2020 Census website to fill out the online survey.

**What if I don’t have internet access at home?** Households that do not have internet access are encouraged to visit a Census Action Kiosk to get counted in the 2020 Census. These dedicated computer stations will be housed across LA County at parks, libraries, City/County buildings,

community-based organizations, schools, and at select community events in the Spring of 2020.

**What is a Census Action Kiosk?** A Census Action Kiosk is a dedicated computer station for completing the 2020 Census. These kiosks will be housed across LA County at parks, libraries, City/County buildings, community-based organizations, schools, and will even be going mobile at select community events in the Spring of 2020. Check back to locate the Census Action Kiosk nearest to you in January 2020.

**Where can I find a Census Action Kiosk?** A full list of Census Action Kiosks and locator will be available on this website in January 2020.

**Where can I get in-person help filling out my Census survey from home?** In partnership with local cities, community-based organizations, and City/County departments, volunteers mobilized through the Census Goodwill Ambassador Program can assist you by answering questions and helping you navigate the online Census survey. These volunteers will be available at most Census Action Kiosks across the County.

**What happens if I don't respond to the Census on time?** You may dial the U.S. Census Bureau Call Center: (301) 763-INFO (4636) or (800) 923-8282. TDD: TTY users can dial (800) 877-8339 to use the Federal Relay Service.

**What if my household fails to respond online or by telephone?** If your household fails to respond online or by telephone, the U.S. Census Bureau will mail several reminders to your household and will ultimately mail you a printed questionnaire—in English and Spanish—for you to return by mail.

**Will a Census worker come to my residence?** If your household does NOT submit a completed census survey by late April 2020, you can expect a follow up visit to your residence from a Census worker, known as an enumerator, to help you complete the survey.

**What happens if I don't respond to the Census at all?** If your household does not respond to the Census online, by phone, or via mail, the

U.S. Census Bureau will send a Census worker, known as an enumerator, to your address to collect the information in person.

## Language Access

**I don't speak English. Will the Census be available in other languages?** Yes, the online survey will be offered in thirteen different languages, including English. You may also answer the questions by phone in English and 12 Non-English languages. Paper Census surveys will only be available in English and Spanish. Print and video language guides will be available in 59 Non-English languages, including American Sign Language, Braille, and large print.

**How many languages will the Census be available in online?** The online survey will be offered in thirteen languages, including English, and will allow you to answer at your convenience from your home computer, or at any of the Countywide locations equipped with a dedicated computer station called a Census Action Kiosk.

## Limited Household Visits

**Will a Census worker visit my residence?** For the 2020 Census, the U.S. Census Bureau will only visit homes that DO NOT respond to the Census.

**When will these limited household visits take place?** Census workers, also known as enumerators, will ONLY visit households that did not respond to the Census survey starting in August through September 30, 2020.

**What will a Census enumerator ask me?** The enumerator will ask you all the same survey questions that will appear in the online version of the Census.

## Safety and Privacy

**Is the Census safe?** Under federal census law, your responses are kept confidential and can only be used by the U.S. Census Bureau to produce statistics.

**Can another government agency access my Census information?** No. Title 13 of the U.S. Code requires your information to be kept confidential and prevents your responses from being used against you by any government agency- including law enforcement, the Department of Homeland Security, or US Immigration and Customs Enforcement.

**Can my Census answers affect my eligibility for government benefits?** No, your answers cannot be used to determine your eligibility for government benefits.

**How long does my information stay private?** Personal census information cannot be disclosed for 72 years, including names, addresses, and telephone numbers.

**Can U.S. Census Bureau workers share my information?** No, that's illegal. U.S. Census Bureau workers who have access to your personal information are sworn for life to protect confidentiality and are subject to a \$250,000 fine and/or up to five years in federal prison for the wrongful disclosure of information.

**Do I need a Social Security number to complete the Census?** No. It's important to remember that the U.S. Census Bureau will never ask for a social security number, money or donations, political party affiliation, bank or credit card information, or your mother's maiden name.

**Is it safe to submit my personal information to the U.S. Census Bureau online?** Yes! It is safe to submit your Census survey responses online. All data submitted online is encrypted to protect your personal privacy. To learn more about the Census Bureau's data protection and privacy program, please click the button below.

## Other

**What's different about the Census this time around?** Be prepared for these key changes to the 2020 Census: online response and limited home visits.

**Why is Los Angeles County the Hardest-to-Count region in the country?** As the nation's most populous county and one of the largest spanning over 4,084 square miles, L.A. County is considered the "Hardest-To-Count County" in the country. Studies have indicated that our county is "hard-to-count" because of the diversity of languages spoken, the large number of children and youth populations who have not been traditionally counted, our diverse immigrant populations, and the large volume of non-traditional housing in the county, such as multi-unit rentals on one property, mobile homes, guesthouses, and accessory dwelling units.

**What is L.A. County doing to make sure everyone counts?** L.A. County's goal for the 2020 Census is to count all residents, currently estimated at 10.1 million people. To ensure a complete and accurate count, the County will engage in public education and outreach, bringing the Census to the places and spaces where our "hard-to-count" communities live, learn, work, play, and access services.

**Who is L.A. County partnering with for the 2020 Census?** L.A. County is collaborating with our 88 cities, regional philanthropic partners, and a host of community-based organizations. Together with our partners, the County is leading a campaign to educate, motivate, and activate all County residents to be counted in the 2020 Census.

## Census Jobs

**How do I get a job with the U.S. Census Bureau?** There are temporary part-time and full-time job opportunities with the US Census Bureau to support the 2020 Census.

**How long does it take to apply for a job with the U.S. Census Bureau?** The online job application should take about 30 minutes and will include some assessment questions about your education, work, and other experience. Here's what you'll need to get started:

- Social Security number
- Home address (physical location and mailing address)
- Email address and phone number
- Date and place of birth

## **What are some tips for completing a 2020 Census job application**

Click here for tips:

<https://www2.census.gov/about/regions/employment-forms/2020-application-tips.pdf>

## **Where can I apply for a 2020 Census job?** Click here to [APPLY NOW](#)

Veterans Preference: If you are a veteran and would like to claim veterans' preference, you will need supporting documentation and can apply for Veterans' Preference by clicking here:

[https://www.opm.gov/forms/pdf\\_fill/SF15.pdf](https://www.opm.gov/forms/pdf_fill/SF15.pdf)