California Complete Count

QAC/QAK Guide for Contracted Outreach Partners 2.0

January 17, 2020

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Resource Description and Link	
RPM Contact Information	Directory of Regional Program Managers (RPM) with phone numbers and emails. https://census.ca.gov/wp-content/uploads/sites/4/2019/07/CA-Census-Outreach-Team.pdf
2020 Census Disability Community Toolkit	Toolkit for partners to accommodate people with disabilities and provide ADA access. https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit
LACAP	Language Access and Communication Plan. https://census.ca.gov/2019/05/17/lacap/
California Census Style Guide	Guidelines on how to integrate official Census logos and the color scheme into online and print publications. (Available with a partner account login at https://portal.californiacensus.org/)
Census Bill of Rights and Responsibilities	Created as a result of Assembly Bill 1563 (Santiago) to outline rights for the members of the community during the census time. https://californiacensus.org/census-bill-of-rights-and-responsibilities/
Language Guides	59 in-language guides provided by the U.S. Census Bureau to help respondents complete the 2020 Census Questionnaire. (These guides will be provided in the QAC-in-a-Box for contracted partners) https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html
Q & A for Stakeholders Supporting the 2020 Census	Provides responses to stakeholder questions. https://www.census.gov/content/dam/Census/library/factsheets/2019/dec/partners-self-response.pdf
Consulate Directory	Online directory of consulates located in California: **Countries A-L:** https://advocacy.calchamber.com/international/resources/foreign-consuls-a-l/ **Countries M-Z:** https://advocacy.calchamber.com/international/resources/foreign-consuls-m-w/
Equipment Purchase Guidance	To respond to questions from partners regarding how state funds may be utilized for equipment purchases. **See Appendix A** – Page 41
Volunteer Plan Guidance	Guidelines for volunteers working at a QAC/QAK. **See Appendix B** – Page 43
Quick Reference Tool	Summary of both required and recommended guidance for Partners. **See Appendix C** – Page 47

Version History:

Version	Description	Release Date
1.0	Initial guide distributed and presented to contracted partners on 12/9/19.	**12/9/19**
2.0	Revised guide informed by partner feedback and questions reviewed during Q&A Webinar on 12/19/19. Summary of changes as follows: • Added message from Director • Clarified how partners may request sharing the Guide. • Added content to address who Guide Requirements apply to. • Clarified online and/or phone access is required (not both). • Added partners must train on required elements provided in training but may also add content as applicable. • Reframed language around providing assistance. • Added ISO support reference. • Added a recommended step "Install keyboards for all languages for which internet self-response is available." • Clarified 1 printed language guide per location will be provided in the QAC/QAK in a box. • Clarified Partners to determine who will have access to SwORD. • Clarified partners may use existing furniture and equipment. • Reframed when partner should reach out to RPM or update SwORD related to equipment outages. • Clarified Partners must provide privacy to community members, however they may determine best approach. Floorplan and Privacy controls provide examples. • Added partners should limit badge template access. • Clarified coordination with Communications Department for press/media is optional, but not required. • Removed Crisis Communications (additional training will be provided by California Census Office at a later date). • Moved Signs and Badge templates to a secondary document. • Added a sign to address public providing each other with privacy. • Edited all signs to allow for partner or local campaign logo. • Added: Tips for Providing Accommodations and How to Assist People with Disabilities. • Added Paper Questionnaire to options for response. • Added what to do when USCB site is down to FAQs. • Added how to record confirmation number. • Clarified purpose of Operations Checklist. • Clarified purpose of the Daily Interaction Form. • Clarified purpose of the Partner Compliance Monitoring Checklist and removed references related to assistance. • Added Quick Reference Tool to summarize all required and recommended items.	**1/17/20**

Message from the Director

California is home to almost 40 million people. They are not just people; they are our neighbors, first-responders, teachers and caretakers, farmworkers and baristas, every person who has enriched the California experience. We each play an important role in creating the kind of California we dream of, the California that believes in building a table large enough to include everyone. In 2020, we have a tremendous opportunity to do just that— **boldly lead the way**-- to count everyone in the 2020 Census California for All campaign.

California receives hundreds of billions in federal funding to support programs. An accurate count in the census ensures we receive our fair share of federal funding that support vital resources for our families and communities – that affect schools, medical services, nutrition education, housing grants, foster care, highway maintenance, school funding, and much more. It is central to who we are as Californians that we count communities who have historically been marginalized and undercounted in past decennial census efforts. It is to those Californians, our hardest to count communities, that we focus the 'California for All' campaign efforts on. We recognize how important it will be to reach and encourage the count of every Californian, regardless of their socio-economic background, race, religion, gender or immigration status.

Best practices for outreach to hardest to count communities must involve trusted messengers from within those communities. Trusted messengers who work tirelessly to uplift and meet the needs of their communities and create safe spaces for them to get counted. **You are our trusted messengers and we recognize that your QAC/QAK is a safe space that will serve your community.**

We are happy to support you as you build these safe spaces for those who may not understand what a census is, those with low or no broadband access, those with limited English proficiency and many more who will come to your doors. We know that if you build it, they will come. We developed the **QAC/QAK Guidelines** to assist you in this process. Content of the guidelines include how to address system security and risk mitigation, community member engagement and required or recommended activities to help guide the assistance process. Our hope is that Californians can visit any QAC/QAK from Eureka to Chula Vista and expect the same welcoming service from all our partners. We trust that you will do your due diligence to follow the spirit of the QAC/QAK Guidelines to reach the hardest to count Californians.

Your partnership is critical to the Census campaign and without you, none of this will be possible. Thank you for your valued support!

Ditas Katague
Director, California Complete Count – Census 2020 Office

Introduction

This document provides guidance to assist contracted partners with the development and administration of a successful Questionnaire Assistance Center (QAC) and Questionnaire Action Kiosk (QAK). Please note this guide may be updated based on future guidance from the United States Census Bureau (USCB).

Purpose of the QAC/QAK Guide

California Complete Count Office ("California Census Office)– Census 2020 contracted partners planning to use QACs/QAKs must read this guide and follow noted requirements to establish a QAC/QAK that provides access for members of the community to complete the 2020 Census questionnaire in a safe, accessible, and secure environment. Compliance checks will ensure Partners are meeting all required guidance and provide feedback to Partners as needed to meet requirements. This guide is intended for partner staff and volunteer use only. California Census Office is willing to share this guide outside of the contracted partner network on a case-by-case basis. Please contact your Regional Program Manager and provide the organization name and contact information, and the California Census Office will share the guide as appropriate.

What is a QAC and QAK?

QACs and QAKs are physical locations where the public can get information about the Census in their native language. These locations also provide online and/or phone access (both are recommended) to complete the questionnaire. QACs rely on staff or volunteers to answer questions related to completing the Census questionnaire.

QAC/QAKs must be open during the self-response period from mid-March to the end of April 2020. Contracted Partners are encouraged to assess response rate data and maintain QACs/QAKs in low response areas during the non-response follow-up (NRFU) from May to July 2020.

Important!

QAC/QAK locations with the California Census for ALL signage/logos/branding must meet all requirements outlined in this guidance. It is expected Partners communicate the QAC/QAK Guide requirements to their subcontractors or community partners who will be using the California Complete Count signage/logos/branding and establish the expectation that they adhere to all stated requirements. The requirements were developed to ensure Partner devices, property and community member personal information is protected.

QACs and QAKs are designed to:

- Provide additional support to target geographic and demographic communities at risk of being undercounted.
- Answer questions about completing the Census questionnaire.
- Assist those with specific language access needs with in-person language support or connect them with online or telephone resources.
- QAC/QAK locations provide online and/or phone access (both are recommended) to complete the questionnaire. Dedicated computers/devices or phone stations are not required.
    - Computers/devices will provide online access to those who do not have broadband access (or it is limited).
    - Phone access will support those who prefer to complete the questionnaire over the phone, rather than online or to those who have limited access to a landline or with limited cell phone minutes.
- Provide reasonable accommodations to people with disabilities.

QAC/QAK Design Specifications

The most suitable location for a QAC may be different than a QAK. QACs require a physical location with staff or volunteers that have been trained to answer FAQs about how to complete the Census questionnaire in person, online, or over the phone.

Partners will use a "train-the-trainer" model and designate a master trainer (or several) to attend a QAC/QAK training webinar. The master trainer, in turn will train all partner QAC staff and volunteers. Partners may add additional content to the training as applicable.

QAKs do not require onsite staff to assist with answering questions regarding the 2020 Census questionnaire, but rather to provide access to a device (computer, tablet and/or phone) for a community member to use to complete the Census questionnaire. Should onsite staff be available, they may answer general questions, but this is not a requirement. Partners may opt to provide abbreviated training to QAK staff.

Tablets, computers, laptops, or other technology devices should be connected to a secure Wi-Fi. Contracted partners must ensure confidentiality of information and privacy for members of the public using QAC/QAK locations.

Important!

To protect respondents' confidentiality, staff and volunteers should encourage community members to respond independently via the phone, online or paper questionnaire option that best suits their needs.

If a member of the public requests assistance in completing their form, please direct them to the response option (online, phone, mail/paper, census taker visit to the home) that best suits their needs. For example, if an individual is responding online and needs language assistance, please encourage them to respond through the phone response option, instead of the online response option.

If they still request your assistance with online response, you can provide this assistance but please inform them that you are not a Census Bureau employee and therefore their answers are not protected by law with you. Their response is only protected by the Census Bureau once their response is received.

If they still want this assistance following that explanation, you should not collect or retain response information outside of the questionnaire and should not guide responses for the questionnaire, (community members must make their own decision about their response).

What Resources are Available to Establish a QAC/QAK?

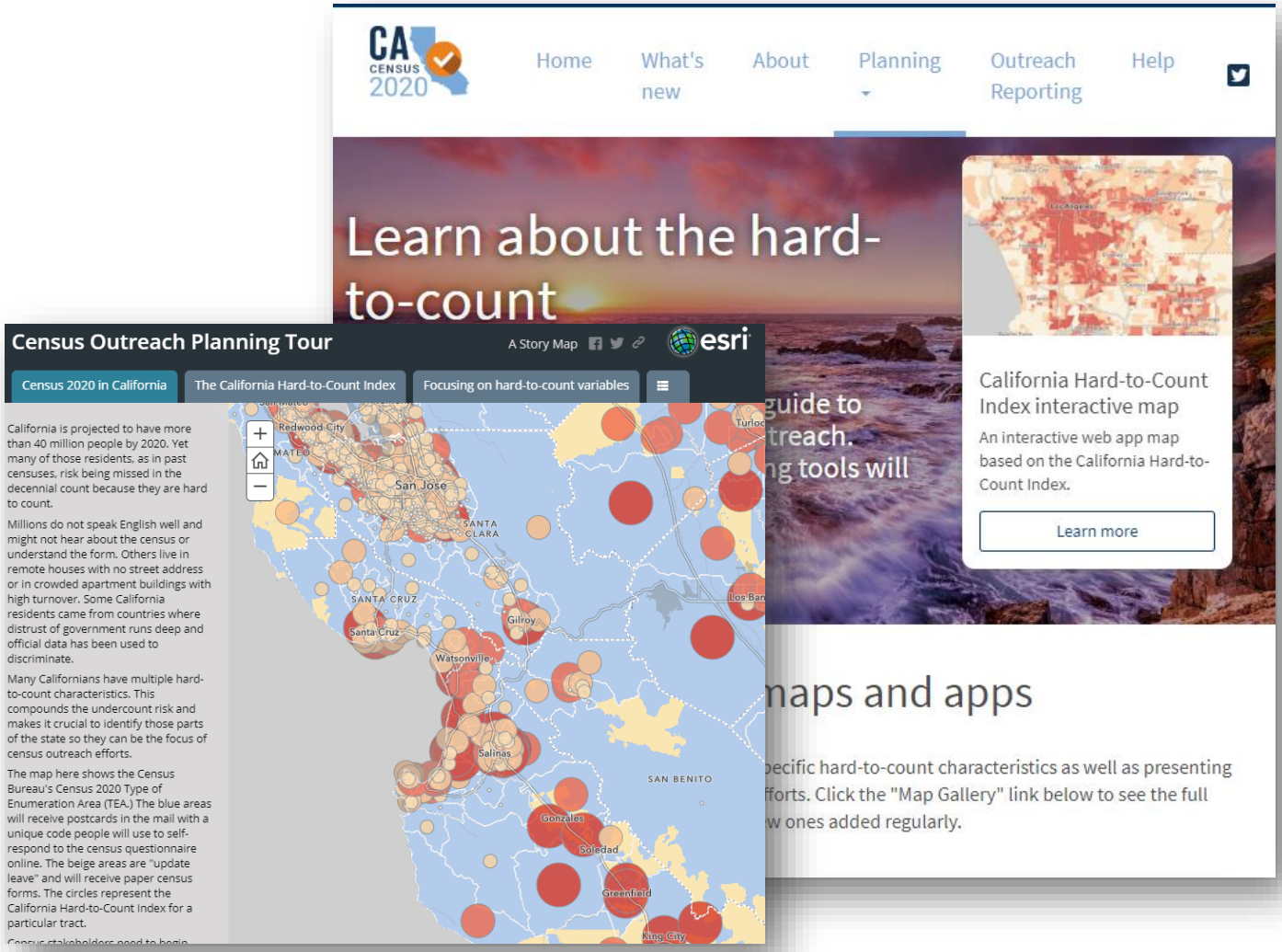
Resources Provided by the California Census Office	Resources Provided by the Contracted Partner
1. Funding to Administrative Community Based Organization (ACBO), county offices, sector/statewide partners and county offices of education 2. QAC/QAK in a box (details are forthcoming): • Printed signage/Poster (in addition to the templates included in this Guide) • A set of printed U.S. Census Bureau (USCB) Language guides (one set per site) and a link to videos. 3. QAC/QAK Guide link 4. Regional Program Manager or Sector Manager Support **[Resource: RPM Contact Information** https://census.ca.gov/wp-content/uploads/sites/4/2019/07/CA-Census-Outreach-Team.pdf**]** 5. SwORD online collaboration tool (see box below for more information)	1. Venue/Location of QAC/QAK 2. Equipment: desktop computers, laptops, tablets, phones, etc. 3. Furniture: tables, chairs, etc. 4. Staffing (staff/volunteers) 5. Local marketing/promotions 6. Coordinator/Primary Contact to liaise with California Census Office 7. Access to secure Wi-Fi 8. Supplemental funding from third parties (if applicable)

TIP: Request SwORD Access!
(No action needed if you already have a SwORD account)

If you will be doing any Outreach Planning or Activity Reporting, you will need to request a SwORD account. Having a SwORD account will also provide access to the SwORD Portal pages where we have training videos, recordings of Monthly Community call sessions and helpful FAQs. Go to the following link to request a new SwORD account: https://cacensus.supportsystem.com/index.php.

The SwORD team will review your application and, if successful, will aim to create your account within 48 hours. You will receive an onboarding packet that explains how to access and use the platform.

It is up to each Partner to determine who will have a SwORD account, including their subcontractors and staff. The Partner will then designate who is providing updates on activities tied to each SwORD account.



Phase 1: Planning

Recommended Timeframe: November - December 2019

Congratulations! QAC/QAK locations can yield great results when planned effectively. The specifications below are for reference as your organization plans QAC/QAK locations. Please carefully review each of these items to ensure you meet all QAC/QAKs requirements.

Location	
Contracted partners must coordinate with the Local Complete Count Committees, counties, and ACBO/CBO to identify and secure QAC/QAK locations in their region to achieve the number of QACs/QAKs outlined in their implementation plan.	**Required**
QAC/QAK locations should prioritize areas that maximize public access and use. • **Tip:** Ensure that the location is easily accessible via public transportation.	**Required**
Consider ADA accessibility when determining a location. **[Resource: 2020 Census Disability Community Toolkit https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit]**	**Required**
Recommended locations: libraries, senior centers, community centers, local schools and Women Infant and Children (WIC) centers.	**Recommended**

Accommodations for People with Disabilities	
Facilities must be ADA accessible and comply with all local, state, and federal laws regarding accommodating people with disabilities. Valuable insight for planning purposes is available in the 2020 Census Disability Community toolkit. **[Resource: 2020 Census Disability Community Toolkit https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit]**	**Required**
Research resources to access sign language interpreters and/or assistive listening devices for in-person assistance. **[Resource: 2020 Census Disability Community Toolkit https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit]** For the Questionnaire in alternative formats visit: https://www.census.gov/	**Recommended**

Dates and Hours	
QACs must be open during the self-response period from March 12th to the end of April 2020. • **Tip:** Contracted Partners are encouraged to assess response rate data and maintain QACs/QAKs in low response areas during the non-response follow-up (NRFU) from May to July 2020.	**Required**
Hours of operation to accommodate the community to include evenings and weekends.	**Recommended**

Monitoring/Audits	
Report the QAC/QAK in the CA Census Office's Statewide Outreach and Rapid Deployment (SwORD) platform. SwORD reporting allows real time measurement of outreach efforts and promotion of QACs/QAKs as a resource (additional reporting information forthcoming).	**Required**
Integrate the Visitor Interaction Form to report interactions, counts, languages served and HTC populations (required for QAC locations only).	**Required**
Be prepared to accommodate a potential compliance site visit from a Regional Program Manager or Census designee.	**Required**
Be prepared to make compliance modifications to the QAC/QAK suggested or required by the California Census Office.	**Required**

Language and Communication Access	
The QACs must provide language and communication access as stipulated in the Language Access and Communication Plan. **[Resource: LACAP https://census.ca.gov/2019/05/17/lacap/]**	**Required**
Identify and recruit staff/volunteers who speak languages consistent with local population, and sign language to accommodate people with disabilities. **[Resources: LACAP https://census.ca.gov/2019/05/17/lacap/ and the USCB language guides https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html]**	**Recommended**
Install keyboards for all languages for which internet self-response is available.	**Recommended**

Staffing/Volunteer Coordination	
Recruit or identify existing staff/volunteers to work at the QAC.	**Required**
Align staff to the language needs of the community expected to use the QAC to ensure staffing meets the needs of the community.	**Required**
Ensure ADA accommodations are available for staff/volunteers who need assistance.	**Required**
Organize and schedule training(s) for QAC staff. Refer to Training section for details.	**Required**
Ensure volunteers meet Census volunteer guidance as referenced in the contract/agreement. **[Appendix B: CA Census Volunteer Guidance]**	**Required**
Ensure QAC staff are trained and have Census tools/guides to help answer questions from the public.	**Required**
Should onsite QAK staff be available, they may answer general questions (and understand the guidelines), but this is not a requirement.	**Recommended**

Training (required for QACs only, optional for QAKs)	
Plan training based on materials provided, (training materials forthcoming).	**Required**
Identify training dates, times and locations, and send invitations and reminders to staff/volunteers.	**Required**
Record the initial training or plan a follow-up training(s) for those who missed and for new staff/volunteers.	**Required**
Training must include all required modules (provided by California Census Office). For example, how to direct members of the community to the Census questionnaire and USCB resources, answer basic questions, provide language assistance (or access to language assistance), and provide digital-literacy assistance.	**Required**
Coordinate with the ACBO or local county Complete Count Committee office for training opportunities/dates in the region that staff/volunteers may attend.	**Recommended**

Procurement| Collateral |Resources	
Plan the procurement of all necessary equipment, furniture and supplies. Determine which items such as computers, phones, desks, tables, chairs and supplies, require a purchase order, rental/lease agreement, or Memorandum of Understanding (with another partner or organization). If existing equipment and furniture meet operational needs, no action is necessary.	**Required**
If you do not have one, register for a California Census Partner Portal account at **https://portal.californiacensus.org/login/**	**Required**
Order, print or receive Census Collateral from the California Census Partner Portal at **https://portal.californiacensus.org/login/** (Additional information regarding collateral provided by California Census office is forthcoming.)	**Required**
Ensure your QAC/QAK has appropriate materials, including QAC/QAK in a box contents (additional information will be provided at a later date).	**Required**
Print out the **Census Bill of Rights and Responsibilities** and post in a highly visible location within the QAC/QAK. A final version, including various translations, will be available after February.	**Required**
Have available a directory of phone numbers for consulate offices and immigrant advocacy organizations in the area to provide impacted members of the public with contact information for advocacy support/guidance. **[Resource: Consulate Directory Countries A-L: https://advocacy.calchamber.com/international/resources/foreign-consuls-a-l/ Countries M-Z: https://advocacy.calchamber.com/international/resources/foreign-consuls-m-w/]**	**Recommended**

Marketing and Promotion	
Follow California Census Style Guide on how to integrate official California Complete Count logos and color schemes into online and print publications. **[Resource: California Census Style Guide https://portal.californiacensus.org/]**	**Required**
Plan a Grand Opening event. Grand Opening events can be coordinated across multiple QAC/QAK locations.	**Recommended**

Marketing and Promotion	
Make a guestlist of who to invite to the QAC/QAK Grand Opening. Plan to invite community leaders, city and government officials, local media, churches and other places of worship nearby, local community organizations and the constituency/people to whom your organization is connected.	**Recommended**
Share good news about the QAC/QAK. Send notices/email blasts to guestlist, local networks and especially to other grassroots organizations. Plan to develop and include a notice or flyer with QAC/QAK details.	**Recommended**
Promote the QAC/QAK. Consider placing a notice in the local newspaper or on social media and include hours of operation and available language assistance. Announce QAC/QAK availability at conferences or collaborative/ networking meetings.	**Recommended**
Attend the local Complete Count Committee (CCC) meeting or other local CCC platform and share information about QAC/QAK availability.	**Recommended**

Equipment and Furniture	
Ensure equipment purchase planning complies with the California Census Office's equipment purchase policy. **[Appendix A: Equipment Purchase Guidance]**	**Required**

If using a computer lab or public space with multiple devices (e.g., desktop, laptop or tablet), designate at least one device for completing the Census questionnaire.
• **Tips:**
  ○ Devices do not need to be dedicated solely for the use of completing the 2020 Census Questionnaire, but staff/volunteers should ensure it is readily available.
  ○ Consider leasing or purchasing gently used equipment. Your Information Technology (IT) team should check for viruses and debug all gently used equipment before using in the QAC/QAK location.
	Required

Equipment should be free from defects or damage that may deter a person from completing their Census questionnaire online.	**Required**
Identify what furniture is included in the location selected. Plan for enough tables and chairs.	**Required**

Equipment and Furniture	
Coordinate with Partner's Information Technology (IT) department for recommendations on suggested equipment.	**Recommended**

Technology Security	
The Census Office requires applying the highest level of security as is feasible to set up and manage QACs/QAKs, including a secure network connection. This may involve a detailed assessment of potential risks and associated mitigations.	**Required**
Review the California Census Office's Security Guidance Matrix (in section to follow) with your Information Technology team.	**Required**
Review the USCB Questions and Answers for Stakeholders Supporting the 2020 Census, "How do you make a device available to the public for response?" section on page 2 **[Resource: Questions and Answers for Stakeholders Supporting the 2020 Census https://www.census.gov/content/dam/Census/library/factsheets/2019/dec/partners-self-response.pdf]**	**Required**

California Census Office understands Partners will leverage current public spaces (non-profits, faith-based gathering, etc.) and secure Wi-Fi access for QAC and QAKs. Other QAC or QAK locations will be more formal spaces (government department field offices, public libraries, etc.) with more options for data security.

Remember:
All staff and volunteers engaging with members of the community must clearly communicate they are not employees or representatives of the USCB.

The table below provides California Census Partners with QAC/QAK data security and risk mitigation guidance for both public users and Partners.

Notes:

- All required mitigation listed below is mandatory. As feasible, partners should incorporate all recommended mitigation items, specifically in instances where the device is solely used/dedicated for Census Questionnaire response.
- It is understood QAKs may not have dedicated employees/volunteers, and those individuals will only provide minimal support (for example, providing directions, access to devices, etc.).

The USCB also refers partners to utilize best practices for cybersecurity outlined on the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency's website, available at: **www.us-cert.gov/ncas/tips**. Partners may contact their RPM should they need additional support/guidance from the California Census Office Information Security Officer.

Public Risk Mitigation: Users

Employee/Volunteer Presence (very minimal for QAKs)	**Required**
Clearly communicate to the public that outreach workers are not employees or representatives of the USCB	**Required**
Provide an area/space that ensures someone's responses cannot be seen by anyone except a sworn USCB employee. Exception: When staff/volunteers provide assistance to a community member who has requested help with their questionnaire response entry and is unable to respond independently. (See pages 3 and 20 for assistance protocol.)	**Required**
Provide oversight at QAK locations to monitor privacy of user	**Recommended**
Install privacy screens for monitors	**Recommended**

Public Risk Mitigation: Wireless Access Points

Devices can only access Wi-Fi networks that are password-enabled. (Example: WPA2/PSK with strong password). Open/public Wi-Fi is prohibited.	**Required**
Enable firewall (ensure firewall is not disabled or editable). Systems configured with firewalls meet the requirement.	**Required**
Turn off remote administration	**Required**
Install VPN	**Recommended**
Configure wireless access to restrict to authorized MAC addresses	**Recommended**

Public Risk Mitigation: Devices

Physically secure devices	**Required**
Employee/volunteer presence (QAC)	**Required**
Turn on screen lock with password (QAK may post directions on how to login)	**Required**
Post QAC/QAK Tips sign to include "misuse not allowed" and "report suspicious activity" messages (see signage templates)	**Required**
Disable administrator functions	**Required**
Install virus protection/malware	**Required**
Notify Regional Program Manager (RPM) if there is a major outage impacting the availability of multiple QAC/QAK sites for more than one day.	**Required**
Use the latest software versions/updates for the device and the latest versions of all internet browsers	**Required**
Enable automatic software updates to device	**Required**
Monitor and fix/replace equipment to ensure at least one device is operational at each location. Should the only device at a QAC/QAK no longer be operational or if there are device/staffing shortages, please update SwORD to reflect current operational hours/dates.	**Required**
Turn off Bluetooth	**Required**

Public Risk Mitigation: Devices	
Configure device timeout	**Recommended**
Provide oversight at QAK locations to monitor security of equipment	**Recommended**
Disable Ports **(required if device is dedicated to QAC/QAK function)**	**Recommended**
Lock function to Census.gov and Californiacensus.org sites only **(required if device is dedicated to QAC/QAK function)**	**Recommended**

Public Risk Mitigation: Internet to Census.gov	
Signage to include tips on how to validate website (https and lock icon) – see signage templates later in this document.	**Required**
Shortcut on desktop to https://www.2020census.gov/	**Required**

The table below outlines specific risks to the partner, rather than to the public.

Partner Risk Mitigation: Devices	
Physically secure devices	**Required**
Employee/volunteer presence	**Required**
Update QAC/QAK availability in SwORD major equipment outages impacting more than one day. Update listing in SwORD once availability is restored.	**Required**
Install virus protection/malware	**Required**
Use current, supported hardware/current browser	**Required**
Enable automatic software updates to device	**Required**
Monitor and fix/replace equipment to ensure at least one device is operational at each location. Update SwORD, if it is not feasible to fix/replace impacted equipment and the location is no longer operational.	**Required**
Security personnel presence	**Recommended**

Phase 2: Set Up

Recommended Timeframe: January 2020

Congratulations! You have completed your planning efforts for identified QAC/QAK locations. The considerations below are for reference as you begin to set up the facility and equipment, allocate resources, coordinate staff/volunteer scheduling and prepare to open your organization's QAC/QAK locations.

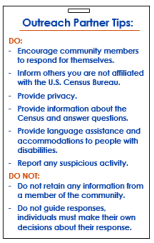
Resources contained in this section:
- QAC/QAK Floorplan and Privacy Controls

Facility	
Assess QAC/QAK location for any potential safety hazards and available emergency exits.	**Required**

To create trust, privacy and confidence, QAC/QAKs must provide privacy to community members.
 	
Recommendations for privacy controls for community members using the 2020 Census questionnaire stations/kiosks are outlined in this document. **[Resource: QAC/QAK Floorplan and Privacy Controls]**
• **Tips:**
  ○ Refer to the Staff/Volunteer FAQs in Phase 3 for additional guidance on privacy controls.
  ○ If feasible, establish a dedicated waiting area which will help maintain privacy for those using devices at the QAC/QAK location.
	Required

Set up QAC/QAK location to ensure it is ADA accessible and complies with all local, state, and federal laws regarding accommodating people with disabilities. **[Resource: 2020 Census Disability Community Toolkit https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit]** • **Tip:** Check to ensure that ADA access areas outside and inside are clear from obstructions.	**Required**
Ensure reception/check-in area is aware of the QAC/QAK in order to assist the public with Census 2020 resource information.	**Recommended**

Identification and Signage

Add staff and volunteer names and print identification badges for QAC staff/ volunteers. Badges must always be worn by staff/volunteers to create trust within the community and prevent fraudulent activities.  **Note:** - Badges may be inserted into a Partner provided lanyard. - For security, limit access to badge template within your organization.	**Required**
Post multi-lingual QAC/QAK signage with operational hours and update as needed. The California Census Office will provide translated signage in 13 languages and partners must translate LACAP required languages not provided by the California Census Office.	**Required**
Post signs notifying people with disabilities to request accommodations if needed.	**Required**
Post QAC/QAK signage for easy identification from outside the building or public roads.	**Required**
Finalize permits necessary to legally post signage for QAC/QAK location.	**Required**

Equipment and Furniture

Set up telephone lines and/or secured Internet network for public use (each location must have at least phone or internet access; however, both are encouraged).	**Required**
Set up computers, tablets, laptops, or other electronic devices with Internet access, where applicable.	**Required**
Set up a direct link to the **https://2020census.gov** website landing page on devices at QAC/QAK locations. • **Tip:** Direct link to **https://2020census.gov** helps the public understand that the 2020 Census website is legitimate.	**Required**
Ensure confidentiality protection and privacy requirements are in place for all 2020 Census questionnaire devices and stations.	**Required**
Set up display area for Census informational pamphlets, brochures, etc.	**Recommended**

Equipment and Furniture

Set up one table/desk and at least two chairs per 2020 Census questionnaire station.	**Recommended**

Marketing and Promotion

Review internal plans for promotional efforts to facilitate public awareness of the upcoming opening of QAC/QAK locations (if applicable).	**Required**

Be prepared to respond to press inquiries.
• **Tips:**
  ○ You may coordinate press inquiry responses with the California Census Office's communications team by contacting communications@census.ca.gov.
  ○ If support is needed, refer press to https://census.ca.gov/media/
	Required

Outfit computer stations with CA Census Office materials and signage (signage templates provided).	**Required**
Execute internal planning logistics for the Grand Opening.	**Recommended**
Post public calendar for QACs on partner network websites.	**Recommended**

Monitoring/Audits

Ensure staff/volunteers know how to use the Visitor Interaction Form to report interactions, number of visitors, daily languages served, and daily HTC populations served. **[Resource: Visitor Interaction Form]**	**Required**
Ensure staff/volunteers know the importance of and how to accommodate a potential compliance visit from a Regional Program Manager or Census designee.	**Required**
Ensure there is a process in place for staff/volunteers to report required or suggested compliance modifications received from the California Census office.	**Required**

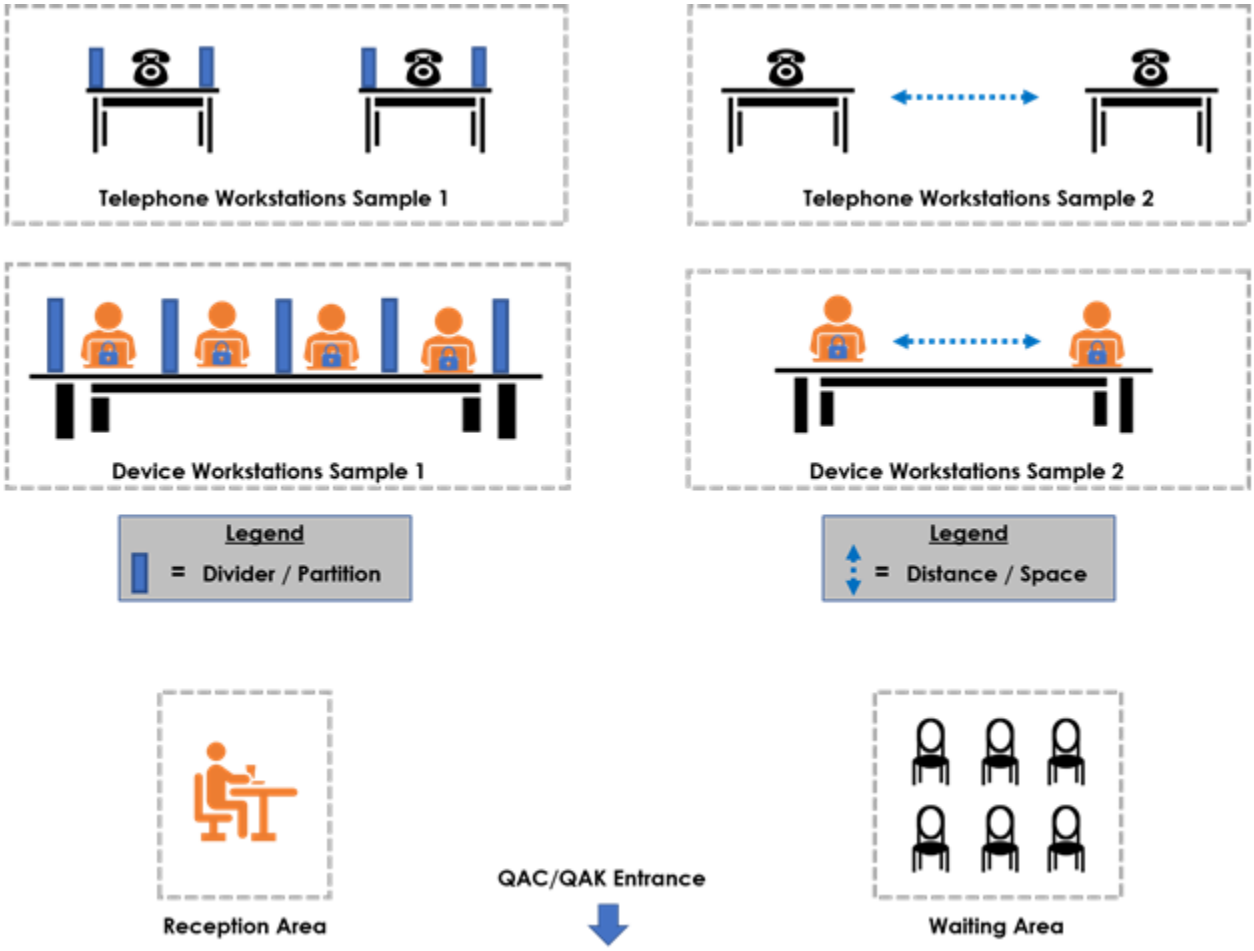
Accommodations for People with Disabilities	
Post signs to let community members know how to ask for accommodations (included in signage templates).	**Required**
Ensure that print and digital announcements or marketing about the QAC/QAK indicates the types of accommodations available at each location.	**Recommended**
Ensure availability of sign language interpreters, assistive listening devices, and large print and Braille collateral (as needed) to accommodate people with disabilities.	**Recommended**
Use local resources for people with disabilities to support QAC/QAK interactions. • **Tip:** Valuable insight for set up logistics can be found in the 2020 Census Disability Community Toolkit. **[Resource 2020 Census Disability Community Toolkit https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit]**	**Recommended**

Staffing/Volunteer Coordination	
Complete hiring or placement cycle for staff/volunteers.	**Required**
Ensure all staff/volunteers collectively fulfill the California Census Office language and communications access requirements for the location. • **Tip:** Not all required languages need to be served at each location, however Partner must ensure staff/volunteers can direct members of the community to in-language assistance either via phone assistance or language guides.	**Required**
Coordinate staff/volunteer availability to fill hours of operation and cover the languages needs. • **Tip:** Maximum staffing should be scheduled for periods of highest expected use.	**Required**
Ensure adequate staffing of reception desk/area at QAC locations, if applicable.	**Recommended**

Privacy Controls Guidance: Ensuring community members are provided privacy is required. The method Partners use to create the privacy is flexible and the information below provides some options for consideration. To aid the privacy of community members using the QAC/QAK, the California Census Office recommends that QAC/QAKs use a partition or spacing system between workstations to maintain privacy as individuals complete the 2020 Census questionnaire. The floorplan image below provides examples to guide your QAC/QAK planning and set up logistics, however it is understood that each site/space is unique and set up will be dependent on space available.
Note: Space and distance is not represented to scale on the floorplan.

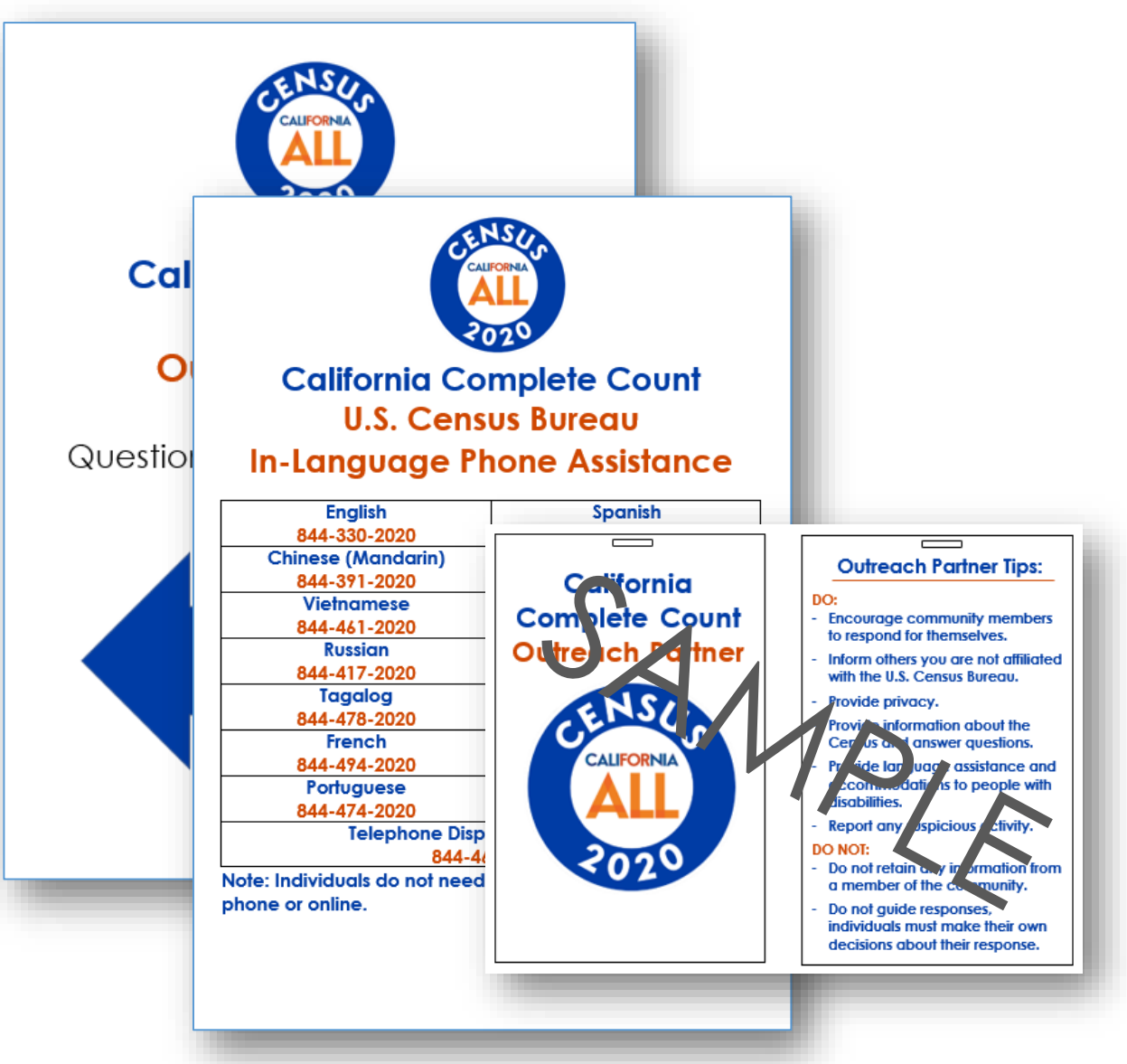
Privacy Tips:

- Set up a waiting area away from QAC/QAK workstations and ensure community members who are waiting do not interfere or disturb individuals completing the 2020 Census questionnaire.
- Use your location's interior space and distancing to create privacy for community members using workstations at the QAC/QAK location.
- Only staff/volunteers who are providing assistance with questionnaire response entry (at the request of the community member) may view the responses on device screen to maintain privacy. (See pages 3 and 20 for assistance protocol.)
- Staff/volunteers to use a lowered voice tone when engaging with community members completing a 2020 Census questionnaire (especially when answering sensitive questions) and step away from the workstation after providing an answer to maintain privacy.



Sign templates are provided in a supplemental appendix and may be customized by Partners (with Partner or local logo) and printed by Partners to ensure community members visiting QAC/QAK locations receive information regarding location, hours, assistance available, and QAC/QAK guidelines tips.

The signs will be provided in California's top 12 non-English languages at a later date. Partners may translate in additional languages to meet the language and/or accommodations (e.g., braille and large print) needs for community members using your QAC/QAK location.



Phase 3: Training

Recommended Timeframe: February 2020

Congratulations! Your QAC/QAK locations are set up. The considerations below are for reference as you train the staff/volunteers selected to assist members of the community at QAC locations. Partners may use a 'train-the-trainer' model, where each Partner designates a master trainer (or several) to attend a QAC/QAK training webinar. The designated master trainer in turn will train all Partner staff and volunteers.

Resources contained in this section:
- Staff/Volunteer FAQs

Staffing/Volunteer Coordination

What to Do	
Stakeholders should create an environment where individuals can respond without interference. This environment should ensure that someone's responses cannot be seen by anyone unless they are a sworn USCB employee. USCB employees are sworn for life under the law to keep an individual's responses confidential. To protect respondents' confidentiality, staff and volunteers should encourage community members to respond independently via the phone, online or paper questionnaire option that best suits their needs. If a member of the public requests assistance in completing their form, please direct them to the response option (online, phone, mail/paper, census taker visit to the home) that best suits their needs. For example, if an individual is responding online and needs language assistance, please encourage them to respond through the phone response option, instead of the online response option. If they still request your assistance with online response, you can provide this assistance but please inform them that you are not a Census Bureau employee and therefore their answers are not protected by law with you. Their response is only protected by the Census Bureau once their response is received. If they still want this assistance following that explanation, you should not collect or retain response information outside of the questionnaire and should not guide responses for the questionnaire, (community members must make their own decision about their response).	**Required**

Staffing/Volunteer Coordination

What to Do	
Be clear you are **not** an employee of the USCB but an employee/volunteer of the Partner organization hosting the QAC/QAK.	**Required**
Answer questions about who is considered a household member to be counted. **[Resource: Staff/Volunteer FAQ]**	**Required**
Provide language assistance or access to language assistance. Ensure Language Guides (59 in-language guides provided by the U.S. Census Bureau are available to help respondents complete the 2020 Census Questionnaire. https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html	**Required**
Understand the difference between a USCB Partner Specialist and a USCB Enumerator, and their roles. **[Resource: Staff/Volunteer FAQ]**	**Required**
Direct community members to the Census questionnaire and USCB resource.	**Required**
Offer accommodations to people with disabilities (e.g. space access and appropriate supporting ADA devices). [Resources**: Tips for Providing Accommodations and How to Assist People with Disabilities** and **2020 Census Disability Community Toolkit** https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit**]**	**Required**
What Not to Do	
Do not collect or retain response information outside of the USCB's online form. Do not collect information from people that you intend to later enter into the USCB's 2020 Census response Web site. For example, do not gather information on paper and later enter it in the USCB's online response website yourself.	**Required**
Do not guide responses for the 2020 Census questionnaire. Do answer questions about the census questionnaire and provide clarifications. However, community members must make their own decisions about their response.	**Required**
Do not use the USCB logo on devices in the QAC/QAK. Partners are free to brand devices with Partner or the California Census Office's logos.	**Required**
Staffing/Volunteer Subject Matter Categories	
Daily Visitor Interaction Form Completion **[Resource: Visitor Interaction Form]**	**Required**
Staff/Volunteer Frequently Asked Questions (FAQs)	**Required**

Think Access

According to the United States Centers for Disease Control and Prevention, there are approximately 61 million people with disabilities in the United States. This includes people with physical disabilities (walking, dexterity and mobility related) and sensory disabilities (people who are blind, deaf or have processing disorders). Disabled people make up about 26 percent of the U.S. population – over one in four people. **This means that if you're not making your QAC/QAK accessible to disabled people, California is not getting a complete count.**

Access is a Civil Right in the United States

This tip sheet is provided as a public service to help you understand the basics and to ensure that everyone feels welcome at your Questionnaire Assistance Center or Kiosk.

Where to Begin: Access works best when you prepare in advance and when there is accountability.

- Designate a person on your team who will be responsible for ensuring equal access.
- Budget to provide equal access to census takers with disabilities.

Consider: Think about how a person with a disability will navigate your space and use the devices provided to take the Census.

- What barriers would a wheelchair-user encounter when visiting your location?
- Would a blind person be able to move around, or enter your location without assistance?
- How would you or your colleagues communicate with a Deaf person who stopped by?
- How would someone on your team explain the Census to a person with an intellectual or learning disability?

In order to provide a seamless and inclusive experience for every person who may come to your site to take the Census you need to have answers and solutions to these questions before they arrive.

Venue Entrance and Location Access

- Is your location near an accessible public transportation stop? If not, where is the nearest accessible transportation stop, and how can people get to you from there?
- Is there an entrance that does not require using stairs?
- Is the main entrance to your space wheelchair accessible? **NOTE**: Wheelchair accessible means the entrance to the building is completely flat and well-marked.

- If the main entrance isn't wheelchair accessible, you need to determine if there is a second entrance, elevator, or ramp that is, and if it has signage that makes it easy to find.
- Are the doors easily opened by someone who uses a wheelchair, or who has limited mobility, or does someone in your office need to provide assistance? Decide who that person, or better yet, persons should be.

Internal Access

- Is your location easy to navigate for manual, power chair and/scooter users, including seniors who use canes or have mobility disabilities? Would blind visitors be able to enter your Census space unattended, or without additional assistance?
- Is the area clear of furniture or other items that would prevent ease of movement within the space by a blind person or wheelchair user?
- Is there an accessible route that is at least 36" wide?
- Is there clear, easy-to-read, high-contrast signage with Braille identifying your census-taking location?
- What accommodations are available for someone who is Deaf or has difficulty hearing?

Equipment Access

Physical Access: Make sure that the computers or tablets you provide are physically accessible to wheelchair users. You will need to provide a table or desk with clearance for a wheelchair.

Digital Access: People who are blind don't read text on a screen; they use text-to-audio software to hear the information displayed the screen. Newer computers and tablets come with screen-reader software installed (Voiceover on Macs, Narrator on PCs). Macs and PCs also have other accessibility features (large font, keyboard navigation). Become familiar with those features.

iPads are pre-loaded with a variety of useful accessibility features that help disabled users have a seamless experience including a screen reader, support for playback of closed-captioned content, and other innovative universal access features including:

VoiceOver: A gesture-based screen reader for blind users. Instead of memorizing keyboard commands or pressing tiny arrow keys, users simply touch the screen to hear a description of the item under their fingers, then double-tap, drag, or flick to control iPad. VoiceOver speaks 21 languages and works with all of the applications built into iPad.

Contrast: If a person taking the census requires a high contrast screen, the iPad allows users to change the display to white on black. Users can access the White on Black feature in any application, as well as on the Home, Unlock, and Spotlight screens, and with Zoom and VoiceOver.

Zoom: This feature lets users magnify the entire screen of any application up to five times the regular size. Users can move left, right, up, and down to view any portion of the screen close up.

Visit disabilitycounts2020.org to learn more about providing equal access for people with all types of disabilities!

Provided by: Disability Rights Education & Defense Fund and California Foundation for Independent Living Centers

Frequently Asked Questions (FAQs)

Tip: Print out this FAQ section along with the toll-free numbers for USCB to support responding to consumer questions.

QUESTION FROM THE PUBLIC	ANSWERS
What is the Census?	Every 10 years, people across the country and in California fill out the Census in order to have an accurate count of all the people in the United States. The Census determines California's federal funding for important community services that help support our families and fair share of representation in California and Washington DC. The next Census is in Spring 2020. Let's ensure all Californians are counted so we can put those resources to good use here at home!

What are the important dates for the Census?	Starting mid-March 2020, each household will receive a postcard in the mail informing them of the options for filling out the Census questionnaire. That includes online, by phone, or with a paper form.
	
	Households that do not fill out the questionnaire during the self-response period (March through April 2020) will be contacted by the U.S. Census Bureau during Non-Response Follow-Up (May to July 2020):
	
	• March 12-20: Households will receive an invitation via postcard to respond online to the 2020 Census. Some households will receive paper questionnaires directly.
	• March 16-24: A reminder letter will be sent.
	• If you still have not responded:
	  ○ March 26-April 3: A reminder postcard will be sent to households that have not responded.
	  ○ April 8-16: A reminder letter and paper questionnaire will be sent.
	  ○ April 20-27: A final reminder postcard before the U.S. Census Bureau follows up in person with designated Enumerators knocking on doors.
	• U.S. Census Bureau enumerators may also contact households that submit partially filled-out questionnaires in an effort to obtain complete answers.

QUESTION FROM THE PUBLIC	ANSWERS
Why should I complete the Census?	The 2020 Census will help decide how billions of dollars will reach our families. Your answers will help determine funding for dozens of programs that provide essential resources to Californians. Census data determines funding allocations for schools, child care programs, road maintenance projects and social assistance programs. The 2020 Census will ensure the health and wellness of our families and neighborhoods. By filling out the form, your data informs where new hospitals are built, improve our health programs, and increase jobs and business opportunities. The 2020 Census will determine the number of representatives California has in the U.S. House of Representatives and the number of votes we have in the Electoral College. Your information will also be used to redraw State Assembly and Senate boundaries. Participating in the 2020 Census ensures that you and your communities have fair representation.
How do I complete the Census?	Every person in the country is required to fill out the 2020 Census form. We encourage you to complete your questionnaire today via phone or online. You have four ways to respond: 1. **By Phone**: The Census can be completed by phone in 13 languages including Telecommunications Device for the Deaf. 2. **Online**: For the first time, the Census form will be available to complete online in 13 languages. 3. **Paper Questionnaire:** March 12-20: Some households will receive paper questionnaires directly. April 8-16: If you still have not responded: A reminder letter and paper questionnaire will be sent. 4. **In-Person:** A designated Enumerator visit your home to collect your responses to the 2020 Census directly. Whichever you choose, just make sure you fill out the form!

QUESTION FROM THE PUBLIC	ANSWERS
Are there other in-language resources available?	Video and printed guides are also available in 59 non-English languages, and a video in American Sign Language, plus a printed guide in braille. Whichever you choose, just make sure you fill out the form! Link to printed guides: **https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html** Video guides are forthcoming (ETA per USCB is February 2020).
Who should be counted?	If you are filling out the census for your home, you should count everyone who is living there as of April 1, 2020. This includes anyone who is living and sleeping there most of the time. If someone is staying in your home on April 1, and has no usual home elsewhere, you should count them in your response to the 2020 Census. Everyone living in each household, including newborns, older individuals, and people who are not family members, should be counted on the household's 2020 Census form.
I am unsure if someone else has counted our household. Should I still complete it?	Yes, it is ok to complete the form even if you think someone else in your household has already completed it. Please complete the 2020 Census and include everyone living in their household (children, non-relatives, and other families), even if they think others may have already responded. The USCB has processes in place to resolve duplicate submissions. You should include everyone in your household (babies, children, including foster children, non-relatives, and other family members). For a complete list of who should be counted, visit **https://2020census.gov/en/who-to-count.html**

QUESTION FROM THE PUBLIC	ANSWERS
Can you help me fill out the Census form/questionnaire?	Are you unable to complete the questionnaire on your own? *If they answer yes, direct them to the response option (online, phone, mail/paper, census taker visit to the home) that best suits their needs. For example, if an individual is responding online and needs language assistance, please encourage them to respond through the phone response option, instead of the online response option.* *If they still request your assistance with online response, respond*: I am not a US Census Bureau employee and therefore the answers you provide me are not protected by law. Your response is only protected by the Census Bureau once your response is received. However, I am able to assist you with entering your responses. Let's get started. *Provide assistance as needed based on community member circumstance. You should not collect or retain response information outside of the questionnaire and should not guide responses for the questionnaire.*
Do I have to complete the online form?	No, you may choose which method you would like to complete and are most comfortable with. You can either complete the 2020 Census form online, complete it via phone, by mail or choose to have a census enumerator visit your home to collect your responses for the form.
The USCB website is down. How do I complete by form?	We recommend you complete your questionnaire today, via phone. All you have to do is provide your address instead of the code that was mailed to you.
Will the USCB visit my home?	It's possible, but don't be afraid or alarmed. It's a normal process. Census enumerators will be canvassing local neighborhoods from April through the end of July to follow up with households who have not responded or have an incomplete response. They will have badges and identification to prove that they work for the USCB.
Do you work for the USCB?	No, I do not. I am a team member of this QAC/QAK helping to provide access to the device and help answer any general information about the Census.

<table>
<tr><th>QUESTION FROM THE PUBLIC</th><th>ANSWERS</th></tr>
<tr><td>What is the difference between a USCB Partnership Specialist and an Enumerator?</td><td>Both work for the USCB. An enumerator's job is to conduct research and count the population by canvassing neighborhoods and visiting homes and businesses. A Partner Specialist does not count the population, they connect community partners to tools and resources offered by USCB and conduct outreach and education about the Census.

U.S. Census Bureau

In-Language Phone Assistance
<table>
<tr><td>English
844-330-2020</td><td>Spanish
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<tr><td>Chinese (Mandarin)
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<tr><td>Portuguese
844-474-2020</td><td>Japanese
844-460-2020</td></tr>
<tr><td colspan="2">Telephone Display Device (TDD)
844-467-2020</td></tr>
</table></td></tr>
<tr><td>What resources are available to help me answer the Questionnaire?</td><td>The USCB website includes a glossary where you can search a term and receive a definition, e.g. definition of 'race'. To learn more, visit the USCB glossary at https://www.census.gov/glossary/</td></tr>
</table>

<table>
<tr><th>QUESTION FROM THE PUBLIC</th><th>ANSWERS</th></tr>
<tr><td>I lost my paper questionnaire, or I never received one in the mail. How do I get a replacement?</td><td>You can still complete the questionnaire online at https://www.2020census.gov/ or by phone, all you have to do is provide your address instead of the code that was mailed to you.

U.S. Census Bureau
In-Language Phone Assistance

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</table>
</td></tr>
<tr><td>My neighbor received their Census letter invitation, but I didn't, what should I do?</td><td>It's ok. The USCB is staggering the mailer so not everyone will be receiving their letter at the same time. Here's what the USCB says about what and when you will receive your letter. Source: https://www.census.gov/library/fact-sheets/2019/dec/2020-invites-everyone.html

<table>
<tr><th colspan="2">WHAT WE WILL SEND IN THE MAIL</th></tr>
<tr><th>On or between</th><th>You'll receive:</th></tr>
<tr><td>March 12–20</td><td>An invitation to respond online to the 2020 Census. (Some households will also receive paper questionnaires.)</td></tr>
<tr><td>March 16–24</td><td>A reminder letter.</td></tr>
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<tr><td>April 20–27</td><td>A final reminder postcard before we follow up in person.</td></tr>
</table>

We understand you might miss our initial letter in the mail.

- Every household that hasn't already responded will receive reminders and will eventually receive a paper questionnaire.
- It doesn't matter which initial invitation you get or how you get it—we will follow up in person with all households that don't respond.
</td></tr>
</table>

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<tr><td>I do not understand some of the terms used in the questionnaire, where can I get help to understand these terms?</td><td>You can call the 844 number for support or visit the USCB glossary at https://www.census.gov/glossary/ and use the search box to type in the term you need help to understand.

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</table></td></tr>
<tr><td>I am hearing rumors about the Census 2020; how can I know what is true or false?</td><td>You can visit the USCB's official rumors web page at https://2020census.gov/en/news-events/rumors.html to learn the facts about Census 2020.

You can also report false information to rumors@census.gov.</td></tr>
<tr><td>Is my information safe and confidential?</td><td>Information collected during the 2020 Census can't be shared or used against you in any way. Your information is only used to generate statistics, it can't be shared with immigration or law enforcement agencies, and it can't be used to determine your eligibility for government benefits. Your privacy and security are taken extremely seriously.</td></tr>
</table>

QUESTION FROM THE PUBLIC	ANSWERS
Is my information protected? I am concerned about the government having my information, what should I do?	• The U.S. Census Bureau (USCB) is required by law to protect any personal information it collects and keep it confidential. • The U.S. Census Bureau is bound by Title 13 of the United States Code. These laws not only provide the Bureau with authority for its work, but also stipulate strong protections for the information the Census collects from individuals and businesses. • U.S. Census Bureau employees are sworn to protect confidentiality. Every person with access to data is sworn for life to protect personal information and understands that the penalties for violating this law are applicable for a lifetime. • Violating confidentiality or sharing the information other than for statistical purposes is a serious federal crime. Anyone who violates this law will face severe penalties, including a federal prison sentence of up to five years, a fine of up to $250,000, or both.
How is the information collected used by the Census?	• The U.S. Census Bureau uses responses to produce statistics. • Private information may not be published when it is collected. After 72 years, it may be published for historical purposes by the National Archives. It is against the law to disclose or publish any private information that identifies an individual or business, such as names, addresses (including GPS coordinates), Social Security numbers, and telephone numbers. • Answers cannot be used for law enforcement purposes or to determine personal eligibility for government benefits. • Personal information cannot be used against respondents for the purposes of immigration enforcement.
Does the 2020 Census include a question about citizenship?	The 2020 Census questionnaire will NOT include a question about an individual's citizenship status. Everyone, regardless of their immigration status, has certain basic rights. For those who have concerns about opening your doors, there are other ways you can participate. You can participate from the comfort of your home online and over the phone, or at a community run assistance center. Please complete your Census questionnaire. An incomplete questionnaire may increase your chances of nonresponse follow-up by the U.S. Census Bureau. Households will receive an invitation to respond online to the 2020 Census beginning March 12, 2020. Your participation is vital, and your information is protected.

QUESTION FROM THE PUBLIC	ANSWERS

What should Californians be aware of when filling out the Census?	• It is critical to be cautious of any requests that seem suspicious.
	• The U.S. Census Bureau will never ask for the following:
	  o Payment to fill out the questionnaire
	  o Social Security number
	  o Financial information
	• U.S. Census Bureau field staff will always show a valid Census Bureau ID. You can confirm that they are a U.S. Census Bureau employee by entering their name into the Census Bureau Staff Search or by contacting the California Regional Office.
	• It is a federal crime to impersonate a federal official, and anyone who violates this law is subject to imprisonment.

How can I record my confirmation number?	Individuals with a smart phone may take a photo of their confirmation number or may write down their confirmation number before they leave the QAC/QAK.

Phase 4: Engagement (Ongoing)

Recommended Timeframe: March-April 2020*

***Note: QAC/QAKs must be open during the self-response period from mid-March to the end of April 2020.** **Recommendation:** Contracted Partners are encouraged to assess response rate data and maintain QACs/QAKs in low response areas during the non-response follow-up (NRFU) from May to July 2020.

Resources contained in this section:

- Steps overview
- QAC/QAK Operations Checklist
- Daily Visitor Interaction Form

Congratulations! You have completed the logistics to set up your organization's QAC/QAK locations. Now it is time to provide valuable Census 2020 resources and assistance to the hardest-to-count (HTC) communities near QAC/QAK locations.

The following three pages provides tools to support engagement with community members at QAC locations:

1. An overview of steps staff/volunteers may be used to engage members of the community visiting the QAC. Please refer to the FAQs in the previous section for additional resources to support efforts in assisting members of the community.
2. A QAC/QAK Operations checklist which may be used to ensure each QAC/QAK location is "operationally ready". The checklist is a tool and is not intended to outline all requirements. This is for partner internal use only and does not need to be submitted to the California Census Office.
3. The Daily Visitor Interaction Form to track community member engagement provided at each QAC location (it is understood QAKs may not be staffed).
   - The Visitor Interaction Form is designed to collect data for all community member interactions at a QAC. We recommend that all staff/volunteers are asked to collect interaction data in "real time". For example, after they complete their interaction with the community member, they will record the language and outcome. Each staff/volunteer may be provided their own form for the day or Partners may opt to use a centralized form for each location where all staff/volunteers record their data.
   - It is understood that many QAKs will not have staff/volunteers to collect the data and therefore the Visitor Interaction form is not required for QAKs.
   - Partners may use an alternative mechanism to collect the same data as the Visitor Interaction form, with the understanding the data collected will need to be reported to SwORD.

   Note: Additional information is forthcoming regarding the frequency and format of reporting data in SwORD (limited staff have access to SwORD).

Steps to use when engaging members of the community:
Step 1: Greet members of the community as they arrive and introduce yourself.
Step 2: If a staff member/volunteer is not immediately available, encourage the community member to wait and direct them to waiting area.
Step 3: Once a staff member/volunteer is available, greet the community member, introduce themselves, and ask how they can provide support for Census 2020. - Ensure community member is offered in-language assistance as applicable (through staff, volunteers, or language guides). - Ensure people with disabilities are offered accommodations as needed.
Step 4: Offer printed materials for community member to use as a tool as they respond individually and independently to the 2020 Census questionnaire (when community member is able to self-respond).
Step 5: Provide responses to all questions and validate with the community member that their questions or concerns have been fully addressed.
Step 6: If the community member has not completed their 2020 Census questionnaire, ask if they would like to complete it on site. - **If no,** provide responses to any other questions related to Census 2020 and let the community member know that the QAC is an available resource should they need support in the future. - **If yes,** offer available options and ask for their preference for completing the questionnaire.
Step 7: Provide the community member with the right equipment (e.g., computer/phone). Ensure the USCB phone number is provided or the link to USCB is clicked.
Step 8: Provide privacy while the community member completes the 2020 Census questionnaire. Inform them that staff/volunteers are available if they have questions while completing the form.
Step 9: Should an individual <u>request</u> assistance, staff and volunteers may enter or help to enter an individual's response if needed. (See protocol on page 20).
Step 10: Once a community member has completed their 2020 Census questionnaire, encourage them to share the importance of the 2020 Census with friends, neighbors, family and coworkers, and refer anyone needing supporting to a QAC.
Step 11: Thank the community member for their time.
Step 12: Complete Visitor Interaction Form and enter QAC results into SwORD (additional information forthcoming).

CONTRACTED PARTNER QAC/QAK OPERATIONS CHECKLIST

Operations Checklist	Ready for Use	Not Applicable	Comments
Staffing/Volunteers (QAKs: will be minimal to provide directions or access to devices)	☐	☐	
Device: Desktop(s)	☐	☐	
Device: Laptop/Tablet(s)	☐	☐	
Device: Phone(s)	☐	☐	
Table(s)	☐	☐	
Chair(s)	☐	☐	
Supplies are available (pens with blue/black ink, scratch paper)	☐	☐	
Good lighting	☐	☐	
Census signage and posters are clearly visible to the public	☐	☐	
Census Collateral is displayed for the public	☐	☐	
Language Guides are available	☐	☐	
Privacy (space) to complete Questionnaire	☐	☐	
Restrooms are open and clean	☐	☐	
Disability access is clear	☐	☐	
Facility "Open" Sign is visible at the main entrance	☐	☐	
Internal technical support is available for troubleshooting devices	☐	☐	
QAC/QAK is clean and ready	☐	☐	

Partner to complete Interaction Form daily or weekly depending on visitor traffic. Please keep these forms on file to provide the California Census 2020 office with visitor data in final report or as requested.

Partner Organization/Agency	<Organization/Agency Full Name>
QAC Location	<Name of Site/Building> <Street Number and Street Name> or ☐ Mobile or "roving" QAK <City, State, Zip Code>
Partner Staff/Volunteer Name	<First Name, Last Name>
Form Date or Date Range	<Month/Day/Year>

Use the table below to track the types of interactions, such as: answered questions, distributed Census 2020 outreach collateral, and/or provided device/telephone workstations for use by community members visiting the QAC. Tip: Use the back of this form to record tally marks or create an Excel worksheet to numerically track counts for each type of visitor interaction listed below.

Total Number of Visitors:	
Visitor Interaction Types	**Qty**
Provided printed information and/or responded to questions but did not complete Census Questionnaire.	
Visitor completed Census Questionnaire via tablet or desktop at QAC.	
Visitor completed Census Questionnaire via phone at QAC.	
Visitor contacted USCB via phone at QAC and requested an in-person enumerator.	

Use the table below to track the types of in-language support provided or Census 2020 outreach and education collateral distributed to community members visiting the QAC. Tip: Use the back of this form to record tally marks or create an Excel worksheet to numerically track counts for each language listed below. Add any additional languages served.

Languages Reached	Qty	Language Reached	Qty	Language Reached	Qty	Language Reached	Qty
Assyrian Neo-Aramaic		Hindi		Punjabi			
Arabic		Hmong		Russian			
Armenian		Iu Mien		Spanish			
Cantonese		Japanese		Tagalog			
Chinese		Khmer		Telugu			
Chaldean Neo-Aramaic		Korean		Thai			
English		Mandarin		Ukrainian			
Farsi		Min Nan Chinese		Vietnamese			
Filipino		Portuguese					

Note: Use blank row entries in "Language Reached" table above to manually fill in other languages available at QAC/QAK.

Use the table below to record QAC strategies or support processes that: 1) helped to engage community members, 2) need enhancement to better reach targeted hardest-to-count community members, and 3) provide general observations regarding the QAC's location, support services, and effectiveness in serving community members. Tip: Use the back of this form or create an Excel worksheet to record bullet points for each assessment category listed below.

What Went Well?	
What Could be Improved?	
Staff/Volunteer Notes:	

The following table provides an outline of marketing and promotion activities to ensure the public is aware of each QAC/QAK location and the availability for support.

Marketing and Promotions	
Verify QAC/QAK location information in SwORD. Ensure all SwORD data is aligned and accurately completed.	**Required**
Coordinate press inquiries with the California Census Office's communications team by contacting communications@census.ca.gov. If support is needed, refer press to https://census.ca.gov/media/	**Recommended**
Host Grand Opening Event.	**Recommended**
Maintain Census 2020 collateral inventory at the site.	**Recommended**
Manage promotional efforts for QAC/QAK locations to increase public awareness.	**Recommended**
Facilitate QAC/QAK visits by elected officials and the press (as needed).	**Recommended**
Coordinate with local Complete Count Committee and/or the California Census Office to identify any public misinformation concerns that may impact QAC/QAK locations.	**Recommended**
Share with partner network public announcements and media press releases for QAC/QAK locations.	**Recommended**

Phase 5: Monitoring

Recommended Timeframe: March-April 2020*

***Note: QAC/QAKs must be open during the self-response period from mid-March to the end of April 2020.** **Recommendation:** Contracted Partners are encouraged to assess response rate data and maintain QACs/QAKs in low response areas during the non-response follow-up (NRFU) from May to July 2020.

Resources contained in this section:

- QAC Partner Compliance Monitoring Checklist

Congratulations! Your organization's QAC/QAK locations are in full operation and providing valuable Census 2020 resources to the hardest-to-count (HTC) communities in the area. Now, let's look at what is needed to maintain successful and safe operation of the QAC/QAK locations.

The following QAC Partner Compliance Monitoring Checklist may be used by the partner to review QAC operations and ensure all requirements are being met for the duration the QAC is operational. This is an optional item and these forms do not need to be submitted/reported to the California Census Office.

<u>For Partner Internal Use:</u> Please use this form to document and track compliance monitoring efforts for organization's Questionnaire Assistance Center (QAC) or Questionnaire Assistance Kiosk (QAK) locations.

General Information	
Partner Name	<Full Organization/Agency Name>
QAC/QAK Location	<Name of Site/Building> <Street Number and Street Name> <City, State, Zip Code>
Partner Staff/Volunteer Name	<First Name, Last Name>
Monitoring Date & Time	<Month/Day/Year> | <00:00> <AM/PM>

Compliance Category: Technology Security for Publicly Available Devices	
Branding | Location	**Software | Hardware | Internet Browser | Network | Website**
☐ No USCB logo used to brand devices. ☐ Devices are either located at public event or in a public location. ☐ Location is accessible by public transportation.	☐ Devices have anti-virus/spyware software installed. ☐ Devices are in good working condition. ☐ Browser used are compatible for USCB Online Form (Firefox, Chrome, Edge, Internet Explorer, Safari, and Samsung Native). ☐ Devices have updated versions of compatible browser(s). ☐ Landing page contains a direct link to 2020census.gov website. ☐ Auto cache/history delete set-up on device(s). ☐ Devices are hard wired to a secure Internet network or connected to Wi-Fi access that is password protected.

Compliance Category: Privacy Enhancements | Public Interactions	
Privacy Enhancement(s)	**Public Interactions**
☐ Divider system used to create privacy between device stations or use of interior spacing to create privacy for public visitors.	☐ Interference-Free environment for public visitors to complete USCB Online Form. ☐ Public visitors referred to best source for help based on assistance need (online, phone, USCB enumerator home visit). ☐ LACAP guidelines met for QAC/QAK location. ☐ No information is being collected by staff/volunteers outside of the USCB Online Form.

Compliance Category: USCB Compliance
☐ Staff/volunteers clearly state they are not USCB Employees when greeting public visitors. ☐ No USCB Logo is being used for staff/volunteer identification cards. ☐ When public visitors request help to complete USCB online form, staff/volunteers are advising public visitors they are not USCB Employees and therefore visitors' answers on USCB Online Form are not protected by law. ☐ When staff/volunteers assist individuals, they do not collect or retain response information outside of the questionnaire and do not guide responses (community members must make their own decision about their response).

Compliance Category: ADA Compliance
☐ Facility is ADA accessible and there are no obstructions in any ADA access areas. ☐ Accommodation offerings consider people with disabilities such as blind or low vision, deaf-mute or hard of hearing, or cognitive and intellectual. ☐ Staff/volunteers are offering accommodations to people with disabilities. ☐ Signs to inform people with disabilities how to ask for accommodations are clearly posted.

Phase 6: Ramp Down

Recommended Timeframe: April 2020*

***Note: QAC/QAKs must be open during the self-response period from mid-March to the end of April 2020. Recommendation:** Contracted Partners are encouraged to assess response rate data and maintain QACs/QAKs in low response areas during the non-response follow-up (NRFU) from May to July 2020.

Congratulations! You successfully hosted Partner QAC/QAK locations. Now that the self-response and no response follow-up period for Census 2020 is over, it is time to ramp down and close out these valuable on-the-ground outreach resources.

Reporting	

Final reporting (requirements to be determined).
• **Tips:**
  ○ Host debriefing sessions with staff/volunteers to gather insights for operational improvements for Census 2030.
  ○ Review log of best practices, surfaced questions and ideas for improvement to determine what key takeaways to include in the final report to the California Census Office.
	Required

Marketing and Promotions	
Facilitate public awareness of the closing of QAC/QAK locations.	**Recommended**

Equipment and Furniture	
Return all leased/purchased QAC/QAK equipment or furniture (refer to contract for requirements). **[Appendix A: Equipment Purchase Guidance]**	**Required**
Dispose of, or recycle where possible, QAC/QAK-in-a-box materials (refer to guidelines from the California Census Office communications team).	**Required**

Staffing/Volunteer Coordination	
Communicate responsibilities and final schedules related to closing QAC/QAK locations.	**Recommended**

November 25, 2019

To respond to questions from partners regarding how state funds may be utilized for equipment purchases, below is high level guidance provided by the Census Office.

This guidance is based on State purchasing laws, rules and regulations.

Authority to Purchase:

Major Equipment*: Prior written authorization from the State will be required before the Contractor will be reimbursed. Requests should be made in writing to the assigned Regional Program Manager for your contract.

Items not qualifying as Major Equipment: Contractor is not required to obtain prior authorization to purchase or seek reimbursement.

For all equipment purchases, the contractor should attempt to obtain three quotes. The Census Office reserves the right to either deny claims for reimbursement or to request repayment for any Contractor purchase.

Maximum Equipment Budget: Equipment purchases shall not exceed 10 percent of the Contract budget without prior written authorization.

Invoicing and Reporting: The contractor must submit a copy of the receipt and documentation of the serial number and model number with the invoice for items in order to be reimbursed for purchases of **Major Equipment** and **Theft-Sensitive Equipment Costing Less than $5,000****.

Ownership and Inventory: All equipment purchased/reimbursed with agreement funds or furnished by the Census Office will be considered state equipment. **Major Equipment** and **Theft-Sensitive Equipment Costing Less than $5,000** must be inventoried and tagged. Tags will be provided by the Census Office.

Use of Equipment: Equipment purchased/reimbursed with agreement funds or furnished by the Census Office will only be used to perform the contracted scope of work.

Protection of Equipment: The Contractor will maintain and administer a sound business program for ensuring the proper use, maintenance, repair, protection, insurance and preservation of all state equipment and/or property.

Disposition: Within 60 calendar days before the end of the contract, the Contractor shall provide a final inventory report of both **Major Equipment** and **Theft-Sensitive Equipment Costing Less than $5,000**. The Contractor is expected to return all inventoried equipment. The Census Office will issue disposition instructions upon receipt of the final report.

Definitions:
***Major Equipment**: A tangible/intangible item that has a normal life expectancy of one year or more and a unit price of **$5,000 or more**.
****Theft-Sensitive Equipment Costing Less than $5,000**: Any equipment susceptible to theft, such as QAC/QAK computers, laptops, tablets, monitors, mobile phones and related equipment.

California Complete Count - Census 2020 Equipment Receipt Form for Contracted Partners

Contractor:	
Receiver:	_____ _____ _____
Date received:	
Type of equipment:	☐ Major Equipment (> $5K) ☐ Minor Equipment (<$5K)
Item received:	
Model number:	
Serial number:	
Total cost:	
Person responsible for equipment:	_____ _____ _____
Assigned Regional Program Manager:	

STATE OF CALIFORNIA Gavin Newsom, Governor

CALIFORNIA COMPLETE COUNT
400 "R" Street, Suite 350
Sacramento, CA 95811
(916) 852-2020

Ditas Katague
Director

Dear Contractor:

As you are completing your Strategic Plans, I wanted to provide additional information to you regarding your Volunteer Plans should you choose to use volunteers.

The use of volunteers in your census outreach efforts is optional. If you opt not to use volunteers, your plan can be simply a letter stating that your organization will not be using volunteers. Should your organization choose to use volunteers in your census outreach activities, your organization must adhere to standards and guidelines set forth below.

VALUE OF VOLUNTEERS

Volunteers bring needed cost efficiencies, energy, enthusiasm, and willingness to help further the CCC's mission. By engaging volunteers, the California Complete Count Census 2020 effort can develop a strong group of supporters who are passionate about their State and the importance of achieving a complete count in the 2020 Census. Trained volunteers can bring community connections and personal networks to educate, motivate and activate Californians to participate in the 2020 Census. A diverse group of volunteers provides opportunities to involve representatives of HTC populations and communities. In addition, volunteers can contribute tangible economic value, not in the form of financial donations, but in time and service.

STANDARDS AND GUIDELINES

A. Should your organization choose to utilize volunteers for census outreach efforts, your Volunteer Plan must include the following:

1. **Use of Volunteers.** Your Volunteer Plan must describe how your organization plans to use volunteers to perform census outreach activities, including the services they will be performing and how they will be trained and supervised. Volunteers should be representative of California's diverse population.

2. **Insurance.** Prior to the utilization of volunteers to perform outreach services under an approved Volunteer Plan, the Contractor must take reasonable steps necessary to extend insurance coverage for volunteers who are performing 2020 census outreach services. Coverage limits must be per

1

LETTER TO CONTRACTOR RE: VOLUNTEER PLANS

occurrence as set in the Special Terms and Conditions applicable to the contract between the CCC Office and Contractor for commercial general liability, auto, and worker's compensation (see California Labor Code section 3363.6).

a. **Release and Waiver of Liability** – In the event that the Contractor's insurance plan does not extend Workers' Compensation Insurance and Automobile Liability Insurance Coverage to volunteers, the Contractor shall require all volunteers to complete a Release and Waiver of Liability (see attachment A).

3. **Background checks**. As stated in your contract with our office, Contractors must have non-discriminatory history background check policies and procedures in place, and adhere to them for hiring and retention of community outreach. Background investigations promote public safety and may minimize liability exposure.

It is Contractor's responsibility to determine the appropriate level of background check, including criminal and health, if any, for each type of volunteer. In some instances it may be determined that the appropriate level is "none." Consultation with local legal counsel may assist in making its decision. It is also prudent to verify professional licenses or certificates, when these documents are pertinent to the duties of the volunteer.

We are not being prescriptive as to your approach to background checks. However, if you decide to perform a background investigation, some considerations may include the:

- scope of volunteer service duties required
- interaction of the outreach volunteer with the community, especially with respect to children and the elderly
- who will pay for this service
- who will update records
- discovery of potential findings and what criteria to use to make decision

For volunteers who will have regular or direct contact with minors (i.e., going door-to-door, volunteering alongside minors, attending outreach events where minors are present), Contractors must verify if applicants have been included in any state or federal sexual offender registry. Contractors may access records from the Megan's Law website (http://www.meganslaw.ca.gov/) to conduct a California state sexual offender registry check. For a national sexual offender registry search, Contractors may access the U.S. Department of Justice's website

LETTER TO CONTRACTOR RE: VOLUNTEER PLANS

(www.nsopr.gov) and/or the Federal Bureau of Investigation's website (www.fbi.gov/scams-safety/registry).

4. **Contractor's Volunteers.** Contractor shall make clear in writing to its volunteers that they are performing volunteer services on behalf of Contractor's organization and not the State of California or the CCC Office.

5. **Confidentiality of Personnel Information.**

   a. **Confidentiality of Volunteer Information.** Please be aware that any personal information relating to volunteers collected by the Contractor's volunteer manager is subject to the confidentiality protections afforded by the Information Practices Act of 1977 (IPA).

   b. **Confidentiality of Information Gained by Volunteers.** Contractor shall ensure that the contractual confidentiality provisions applying to Contractor and its affiliates are applied to Contractor's volunteers. Contractor's volunteers shall not use or disclose any personal information belonging to any individual gained by virtue of doing census-related outreach work.

Sincerely,

Ditas Katague
Director

Page 3 of 3

ATTACHMENT A -- RELEASE AND WAIVER OF LIABILITY

In consideration of participating in any volunteer work or activity of _____ (hereinafter Contractor Organization), together with its directors, officers, successors, agents and assigns, the State of California and/or the California Complete Count – Census 2020 Office, its officers, employees, or agents (collectively referred to as "the State of California"), including any volunteer work, travel, or other activities (the "Activities") run, sponsored and/or held by Contractor Organization or the State of California:

I, _____ hereby freely, voluntarily and without duress execute this Release and Waiver of Liability. I understand that the Activities may include, among other things, attending rallies or events, going door-to-door educating people in Hard-to-Count communities regarding the importance of the 2020 Census, driving and/or transporting supplies to and from various locations as necessary by personal automotive vehicle.

RELEASE AND WAIVER. I do hereby release and forever discharge, hold harmless and agree to indemnify Contractor Organization and the State of California from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from my Activities with Contractor Organization and/or the State of California. I understand that this Release discharges Contractor Organization and the State of California from any liability or claim I may have against Contractor Organization or the State of California with respect to any bodily injury, personal injury, illness, mental duress, death or property
damage that may result from my Activities with Contractor Organization and/or the State of California, whether caused by the negligence of Contractor Organization and/or the State of California, or as a result of my participation in the Activities. I will indemnify, defend, save and hold Contractor Organization and the State of California harmless from any loss, liability, damage or cost which may be incurred as the result of such claim. I understand that Contractor Organization and the State of California do not assume any responsibility for or obligation to
provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

KNOWING AND VOLUNTARY EXECUTION: I acknowledge that I have carefully read and fully understand the contents and legal ramifications of the Release. I understand this is a legally binding and enforceable contract and sign it of my own free will. I agree that if any portion of this Release is found to be void or unenforceable, the remaining portions shall remain in full force and effect.

_____ _____
Signature Date

Full Name (Print) _____

Address _____

Phone Number _____

E-mail _____

Emergency Contact _____ Phone Number _____

QAC/QAK Quick Reference Tool

The QAC/QAK Quick Reference tool is a summary of required and recommended tasks. The "applies to" column indicates if the task applies to QAC, QAK or both QAC/QAK.

LOCATION / SITE	
Applies to:	**Required Tasks**
☐ Both	Contracted partners must coordinate with the Local Complete Count Committees, counties, and ACBO/CBO to identify and secure QAC/QAK locations in their region to achieve the number of QACs/QAKs outlined in their implementation plan.
☐ Both	QAC/QAK locations should prioritize areas that maximize public access and use. **Tip:** Ensure that the location is easily accessible via public transportation.
☐ Both	Consider ADA accessibility when determining a location. **[Resource: 2020 Census Disability Community Toolkit https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit]**
☐ Both	Set up QAC/QAK location to ensure it is ADA accessible and complies with all local, state, and federal laws regarding accommodating people with disabilities. **[Resource: 2020 Census Disability Community Toolkit https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit]** **Tip:** Check to ensure that ADA access areas outside and inside are clear from obstructions.
☐ Both	QACs must be open during the self-response period from March 12th to the end of April 2020. **Tip:** Contracted Partners are encouraged to assess response rate data and maintain QACs/QAKs in low response areas during the non-response follow-up (NRFU) from May to July 2020.
☐ Both	Report the QAC/QAK in the CA Census Office's Statewide Outreach and Rapid Deployment (SwORD) platform. SwORD reporting allows real time measurement of outreach efforts and promotion of QACs/QAKs as a resource (additional reporting information forthcoming).
☐ Both	Integrate the Visitor Interaction Form to report interactions, counts, languages served and HTC populations (required for QAC locations only).
☐ Both	Be prepared to accommodate a potential compliance site visit from a Regional Program Manager or Census designee.
☐ Both	Be prepared to make compliance modifications to the QAC/QAK suggested or required by the California Census office.
☐ Both	Plan the procurement of all necessary equipment, furniture and supplies. Determine which items such as computers, phones, desks, tables, chairs and supplies, require a purchase order, rental/lease agreement, or Memorandum of Understanding (with another partner or organization If existing equipment and furniture meet operational needs, no action necessary.
☐ Both	If you do not have one, register for a California Census Partner Portal account at https://portal.californiacensus.org/login/
☐ Both	Order, print or receive Census Collateral from the California Census Partner Portal at https://portal.californiacensus.org/login/ (Additional information regarding collateral provided by California Census office is forthcoming.)
☐ Both	Register for the CA Census Partner Portal. Order or print Census Collateral from the California Census Partner Portal at https://portal.californiacensus.org/login/ (Additional information regarding collateral provided by California Census office is forthcoming.)
☐ Both	Print Language Guides (59 in-language guides provided by the U.S. Census Bureau to help respondents complete the 2020 Census Questionnaire). https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html
☐ Both	Ensure your QAC/QAK has appropriate materials, including QAC/QAK in a box contents (additional information will be provided at a later date).
☐ Both	Follow California Census Style Guide on how to integrate official California Complete Count logos and color schemes into online and print publications. **[Resource: California Census Style Guide https://portal.californiacensus.org/]**
☐ Both	Print out the Census Bill of Rights and Responsibilities and post in a highly visible location within the QAC/QAK. A final version, including various translations, will be available after February.
☐ Both	Ensure equipment purchase planning complies with the California Census Office's equipment purchase policy. **[Appendix A: Equipment Purchase Guidance]**

LOCATION / SITE	
Applies to:	**Required Tasks**
☐ Both	If using a computer lab or public space with multiple devices (e.g., desktop, laptop or tablet), designate at least one device for completing the Census questionnaire. **Tips:** • Devices do not need to be dedicated solely for the use of completing the 2020 Census Questionnaire, but staff/volunteers should ensure it is readily available. • Consider leasing or purchasing gently used equipment. Your Information Technology (IT) team should check for viruses and debug all gently used equipment before using in the QAC/QAK location.
☐ Both	Equipment should be free from defects or damage that may deter a person from completing their Census questionnaire online
☐ Both	Identify what furniture is included in the location selected. Plan for enough tables and chairs.
☐ Both	To create trust, privacy and confidence, QAC/QAKs must provide privacy to community members. Recommendations for privacy controls for community members using the 2020 Census questionnaire stations/kiosks are outlined in the document. **[Resource: QAC/QAK Floorplan and Privacy Controls]** **Tips:** • Refer to the Staff/Volunteer FAQs in Phase 3 for additional guidance on privacy controls. • If feasible, establish a dedicated waiting area which will help maintain privacy for those using devices at the QAC/QAK location.
☐ Both	Post multi-lingual QAC/QAK signage with operational hours and update as needed. California Census Office will provide translated signage in California's top 12 languages and partners must translate LACAP required languages not provided by California Census Office.
☐ Both	Post signs notifying people with disabilities to request accommodations if needed.
☐ Both	Post signs to let community members know how to ask for accommodations (included in signage templates).
☐ Both	QAC/QAK signage should be posted for easy identification from outside the building or public roads.
☐ Both	Finalize permits necessary to legally post signage for QAC/QAK location.
☐ Both	Set up telephone lines and/or secured Internet network for public use (each location must have at least phone or internet access; however, both are encouraged).
☐ Both	Set up computers, tablets, laptops, or other electronic devices with Internet access, where applicable
☐ Both	Set up a direct link to the **https://2020census.gov** website landing page on devices at QAC/QAK locations. **Tip:** Direct link to **https://2020census.gov** helps the public understand that the 2020 Census website is legitimate.
☐ Both	Ensure confidentiality protection and privacy requirements are in place for all 2020 Census questionnaire devices and stations.
☐ Both	Verify QAC/QAK location information in SwORD. Ensure all SwORD data is aligned and accurately completed.
☐ Both	Review internal plans for promotional efforts to facilitate public awareness of the upcoming opening of QAC/QAK locations (if applicable).
☐ Both	Outfit computer stations with CA Census Office materials and signage (signage templates provided).
☐ Both	Final reporting (requirements to be determined). **Tips:** Host debriefing sessions with staff/volunteers to gather insights for operational improvements for Census 2030. Review log of best practices, surfaced questions and ideas for improvement to determine what key takeaways to include in the final report to the California Census Office.
☐ Both	Return all leased/purchased QAC/QAK equipment or furniture (refer to contract for requirements). **[Appendix A: Equipment Purchase Guidance]**
☐ Both	Dispose of, or recycle where possible, QAC/QAK-in-a-box materials (refer to guidelines from the California Census Office communications team).
☐ QAC	Integrate the Visitor Interaction Form to report interactions, counts, languages served and HTC populations (required for QAC locations only).
☐ QAC	The QAC Partner Compliance Monitoring Checklist should be used by the partner to review QAC operations and ensure all requirements are being met for the duration the QAC is operational. These forms do not need to be submitted/reported to the California Census Office.
☐ QAC	The QACs must provide language and communication access as stipulated in the Language Access and Communication Plan. **[Resource: LACAP https://census.ca.gov/2019/05/17/lacap/]**
☐ QAC	Assess QAC/QAK location for any potential safety hazards and available emergency exits.

LOCATION / SITE	
Applies to:	**Required Tasks**
☐ QAC	Be prepared to respond to press inquiries. **Tips:** • You may coordinate press inquiry responses with the California Census Office's communications team by contacting **communications@census.ca.gov**. • If support is needed, refer press to **https://census.ca.gov/media/**
☐ QAC	Plan training based on materials provided, (training materials forthcoming).

LOCATION / SITE	
Applies to:	**Recommended Tasks**
☐ Both	Recommended locations: libraries, senior centers, community centers, local schools and Women Infant and Children (WIC) centers.
☐ Both	Hours of operation to accommodate the community to include evenings and weekends.
☐ Both	Plan a Grand Opening event. Grand Opening events can be coordinated across multiple QAC/QAK locations.
☐ Both	Host Grand Opening Event.
☐ Both	Coordinate press inquiries with the California Census Office's communications team by contacting **communications@census.ca.gov**. If support is needed, refer press to **https://census.ca.gov/media/**
☐ Both	Maintain Census 2020 collateral inventory at the site.
☐ Both	Make a guestlist of who to invite to the QAC/QAK Grand Opening. Plan to invite community leaders, city and government officials, local media, churches and other places of worship nearby, local community organizations and the constituency/people to whom your organization is connected.
☐ Both	Share good news about the QAC/QAK. Send notices/email blasts to guestlist, local networks and especially to other grassroots organizations. Plan to develop and include a notice or flyer with QAC/QAK details.
☐ Both	Promote the QAC/QAK. Consider placing a notice in the local newspaper or on social media and include hours of operation and available language assistance. Announce QAC/QAK availability at conferences or collaborative/ networking meetings.
☐ Both	Attend the local Complete Count Committee (CCC) meeting or other local CCC platform and share information about QAC/QAK availability.
☐ Both	Coordinate with Partner's Information Technology (IT) department for recommendations on suggested equipment.
☐ Both	Ensure reception/check-in area is aware of the QAC/QAK in order to assist the public with Census 2020 resource information.
☐ Both	Ensure that print and digital announcements or marketing about the QAC/QAK indicates the types of accommodations available at each location.
☐ Both	Use local resources for people with disabilities to support QAC/QAK interactions. **Tip:** Valuable insight for set up logistics can be found in the 2020 Census Disability Community Toolkit. **[Resource 2020 Census Disability Community Toolkit https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit]**
☐ Both	Manage promotional efforts for QAC/QAK locations to increase public awareness.
☐ Both	Facilitate public awareness of the closing of QAC/QAK locations.
☐ Both	Facilitate QAC/QAK visits by elected officials and the press (as needed).
☐ Both	Coordinate with local Complete Count Committee and/or the California Census Office to identify any public misinformation concerns that may impact QAC/QAK locations.
☐ Both	Share with partner network public announcements and media press releases for QAC/QAK locations.
☐ Both	Install keyboards for all languages for which internet self-response is available.
☐ QAC	Research resources to access sign language interpreters and/or assistive listening devices for in-person assistance. **[Resource: 2020 Census Disability Community Toolkit https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit]**
☐ QAC	For the Questionnaire in alternative formats visit: **https://www.census.gov/**

LOCATION / SITE	
Applies to:	**Recommended Tasks**
☐ QAC	Identify and recruit staff/volunteers who speak languages consistent with local population, and sign language to accommodate people with disabilities. [Refer to the California Census Office LACAP and the USCB language guides.]
☐ QAC	Identify training dates, times and locations, and send invitations and reminders to staff/volunteers.
☐ QAC	Have available a directory of phone numbers for Consulate offices and immigrant advocacy organizations in the area to provide impacted members of the public with contact information for advocacy support/guidance. **[Resource: Consulate Directory Countries A-L: https://advocacy.calchamber.com/international/resources/foreign-consuls-a-l/ Countries M-Z: https://advocacy.calchamber.com/international/resources/foreign-consuls-m-w/]**
☐ QAC	Set up display area for Census informational pamphlets, brochures, etc.
☐ QAC	Set up one table/desk and at least two chairs per 2020 Census questionnaire station.
☐ QAC	Execute internal planning logistics for the Grand Opening.
☐ QAC	Post public calendar for QACs on partner network websites.
☐ QAC	Ensure availability of sign language interpreters, assistive listening devices, and large print and Braille collateral (as needed) to accommodate people with disabilities.

STAFF / VOLUNTEER PREPARATIONS	
Applies to:	**Required Tasks**
☐ QAC	Recruit or identify existing staff/volunteers to work at the QAC.
☐ QAC	Align staff to the language needs of the community expected to use the QAC to ensure staffing meets the needs of the community.
☐ QAC	Ensure ADA accommodations are available for staff/volunteers who need assistance.
☐ QAC	Organize and schedule training(s) for QAC staff. Refer to Training section for details.
☐ QAC	Ensure volunteers meet Census volunteer guidance as referenced in the contract/agreement. **[Appendix B: CA Census Volunteer Guidance]**
☐ QAC	Ensure QAC staff are trained and have Census tools/guides to help answer questions from the public.
☐ QAC	Record the initial training or plan a follow-up training(s) for those who missed and for new staff/volunteers.
☐ QAC	Training must include all required modules (provided by California Census Office). For example, how to direct members of the community to the Census questionnaire and USCB resources, answer basic questions, provide language assistance (or access to language assistance), and provide digital-literacy assistance.
☐ QAC	Add staff and volunteer names and print identification badges for QAC staff/volunteers. Badges must always be worn by staff/volunteers to create trust within the community and prevent fraudulent activities. **Note:** - Badges may be inserted into a Partner provided lanyard. - For security, limit access to badge template within your organization.
☐ QAC	Ensure staff/volunteers know how to use the Visitor Interaction Form to report interactions, number of visitors, daily languages served, and daily HTC populations served. **[Resource: Visitor Interaction Form]**
☐ QAC	Ensure staff/volunteers know the importance of and how to accommodate a potential compliance visit from a Regional Program Manager or Census designee.
☐ QAC	Ensure there is a process in place for staff/volunteers to report required or suggested compliance modifications received from the California Census office.
☐ QAC	Complete hiring or placement cycle for staff/volunteers.
☐ QAC	Ensure all staff/volunteers collectively fulfill the California Census Office language and communications access requirements for the location. • **Tip:** Not all required languages need to be served at each location, however Partner must ensure staff/volunteers can direct members of the community to in-language assistance either via phone assistance or language guides.
☐ QAC	Coordinate staff/volunteer availability to fill hours of operation and cover languages needs. **Tip:** Maximum staffing should be scheduled for periods of highest expected use.

STAFF / VOLUNTEER PREPARATIONS	
Applies to:	**Required Tasks**
TRAINING WHAT TO DO:	
☐ Both	Be clear you are **not** an employee of the USCB but an employee/volunteer of the Partner organization hosting the QAC/QAK.
☐ QAC	Stakeholders should create an environment where individuals can respond without interference. This environment should ensure that someone's responses cannot be seen by anyone unless they are a sworn USCB employee. USCB employees are sworn for life under the law to keep an individual's responses confidential. To protect respondents' confidentiality, staff and volunteers should encourage community members to respond independently via the phone, online or paper questionnaire option that best suits their needs. If a member of the public requests assistance in completing their form, please direct them to the response option (online, phone, mail/paper, census taker visit to the home) that best suits their needs. For example, if an individual is responding online and needs language assistance, please encourage them to respond through the phone response option, instead of the online response option. If they still request your assistance with online response, you can provide this assistance but please inform them that you are not a Census Bureau employee and therefore their answers are not protected by law with you. Their response is only protected by the Census Bureau once their response is received. If they still want this assistance following that explanation, you should not collect or retain response information outside of the questionnaire and should not guide responses for the questionnaire, (community members must make their own decision about their response).
☐ QAC	Answer questions about who is considered a household member to be counted. **[Resource: Staff/Volunteer FAQ]**
☐ QAC	Provide language assistance or access to language assistance. Ensure Language Guides (59 in-language guides provided by the U.S. Census Bureau are available to help respondents complete the 2020 Census Questionnaire. **https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html**
☐ QAC	Understand the difference between a USCB Partner Specialist and a USCB Enumerator, and their roles. **[Resource: Staff/Volunteer FAQ]**
☐ QAC	Direct community members to the Census questionnaire and USCB resource.
☐ QAC	Offer accommodations to people with disabilities (e.g. space access and appropriate supporting ADA devices). [Resource: Tips for Providing Accommodations and How to Assist People with Disabilities] **[Resource: 2020 Census Disability Community Toolkit https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit]**
TRAINING WHAT NOT TO DO:	
☐ QAC	Do not collect or retain response information outside of the USCB's online form. Do not collect information from people that you intend to later enter into the USCB's 2020 Census response Web site. For example, do not gather information on paper and later enter it in the USCB's online response website yourself.
☐ QAC	Do not guide responses for the 2020 Census questionnaire. Do answer questions about the census questionnaire and provide clarifications. However, community members must make their own decisions about their response.
☐ QAC	Do not use the USCB logo on devices in the QAC/QAK. Partners are free to brand devices with Partner or the California Census Office's logos.
☐ QAC	Do not collect or retain response information outside of the USCB's online form. Do not collect information from people that you intend to later enter into the USCB's 2020 Census response Web site. For example, do not gather information on paper and later enter it in the USCB's online response website yourself.
SUBJECT MATTER CATEGORIES	
☐ Both	Communicate responsibilities and final schedules related to closing QAC/QAK locations.
☐ QAC	Daily Visitor Interaction Form Completion **[Resource: Visitor Interaction Form]**
☐ QAC	Staff/Volunteer Frequently Asked Questions (FAQs)
Applies to:	**Recommended Tasks**
☐ QAC	Coordinate with the ACBO or local county Complete Count Committee office for training opportunities/dates in the region that staff/volunteers may attend.

STAFF / VOLUNTEER PREPARATIONS	
Applies to:	**Required Tasks**
☐ QAC	Ensure adequate staffing of reception desk/area at QAC locations, if applicable.
☐ QAK	Should onsite QAK staff be available, they may answer general questions (and understand the guidelines), but this is not a requirement.

SECURITY / RISK MITIGATION	
Applies to:	**Required Tasks**
☐ Both	The Census Office requires applying the highest level of security as is feasible to set up and manage QACs/QAKs, including a secure network connection. This may involve a detailed assessment of potential risks and associated mitigations.
☐ Both	Review the California Census Office Security Guidance Matrix (in section to follow) with your Information Technology team.
☐ Both	Review the USCB Questions and Answers for Stakeholders Supporting the 2020 Census, "How do you make a device available to the public for response?" section on page 2 [Resource: Questions and Answers for Stakeholders Supporting the 2020 Census]
Public Risk Mitigation: Users	
☐ QAC	Employee/Volunteer Presence (very minimal for QAKs)
☐ QAC	Clearly communicate to the public that outreach workers are not employees or representatives of the USCB
☐ QAC	Provide an area/space that ensures someone's responses cannot be seen by anyone except a sworn USCB employee. Exception: When staff/volunteers provide assistance to a community member who has requested help with their questionnaire response entry and is unable to respond independently.
Public Risk Mitigation: Wireless Access Points	
☐ Both	Devices can only access Wi-Fi networks that are password-enabled. (Example: WPA2/PSK with strong password). Open/public Wi-Fi is prohibited.
☐ Both	Enable firewall (ensure firewall is not disabled or editable). Systems configured with firewalls meet the requirement.
☐ Both	Turn off remote administration
Public Risk Mitigation: Devices	
☐ Both	Physically secure devices
☐ Both	Turn on screen lock with password (QAK may post directions on how to login)
☐ Both	Post QAC/QAK Tips sign to include "misuse not allowed" and "report suspicious activity" messages (see signage templates)
☐ Both	Disable administrator functions
☐ Both	Install virus protection/malware
☐ Both	Notify Regional Program Manager (RPM) if there is a major outage impacting the availability of multiple QAC/QAK sites for more than one day.
☐ Both	Use the latest software versions/updates for the device and the latest versions of all internet browsers*
☐ Both	Enable automatic software updates to device
☐ Both	Monitor and fix/replace equipment to ensure at least one device is operational at each location. Should the only device at a QAC/QAK no longer be operational or if there are device/staffing shortages, please update SwORD to reflect current operational hours/dates.
☐ Both	Turn off Bluetooth
☐ QAC	Employee/volunteer presence
Public Risk Mitigation: Internet to Census.gov	
☐ Both	Signage to include tips on how to validate website (https and lock icon) – see signage templates later in this document.
☐ Both	Shortcut on desktop to **https://www.2020census.gov/**
Partner Risk Mitigation: Devices	
☐ Both	Physically secure devices

SECURITY / RISK MITIGATION	
Applies to:	**Required Tasks**
☐ Both	Update QAC/QAK availability in SwORD major equipment outages impacting more than one day. Update listing in SwORD once availability is restored.
☐ Both	Install virus protection/malware
☐ Both	Use current, supported hardware/current browser
☐ Both	Enable automatic software updates to device
☐ Both	Monitor and fix/replace equipment to ensure at least one device is operational at each location. Update SwORD, if it is not feasible to fix/replace impacted equipment and the location is no longer operational.
☐ QAC	Employee/volunteer presence (QAC)
Applies to:	**Recommended Tasks**
Public Risk Mitigation: Users	
☐ Both	Install privacy screens for monitors
☐ QAK	Provide oversight at QAK locations to monitor security of equipment.
Public Risk Mitigation: Wireless Access Points	
☐ Both	Install VPN
☐ Both	Configure wireless access to restrict to authorized MAC addresses
Public Risk Mitigation: Devices	
☐ Both	Configure device timeout
☐ Both	Disable Ports **(required if device is dedicated to QAC/QAK function)**
☐ Both	Lock function to Census.gov and Californiacensus.org sites only **(required if device is dedicated to QAC/QAK function)**
☐ QAK	Provide oversight at QAK locations to monitor security of equipment
Partner Risk Mitigation: Devices	
☐ Both	Security personnel presence