

# California Complete Count – Census 2020

## Training 101

for staff and volunteers at:

Public Counters

Questionnaire Action Kiosks

Questionnaire Assistance  
Centers



BE COUNTED, CALIFORNIA!



# Overview

Section Title	Subject Matter
<b>Census Fundamentals and the partnering sites</b>	Walkthrough the roles of those working at County public service front counters, Questionnaire Action Kiosks (QAK), Questionnaire Assistance Centers (QAC), U.S. Census Bureau (USCB). Describe the function of a QAK/QAC, and the role of staff and volunteers and their responsibilities at their site.
<b>Tools and Best Practices in Helping Census Visitors</b>	Learn tools, tips, and FAQs that will assist community members who request help with completing the 2020 Census questionnaire.
<b>Data Collection: QAC Visitor Reporting</b>	Learn how to complete the Visitor Interaction Form which will gather data for each census interaction with a community member.

# Who are You?

**1) Do you work for the U.S. Census Bureau (USCB)?**

**Answer: No**

**2) Are you an Enumerator?**

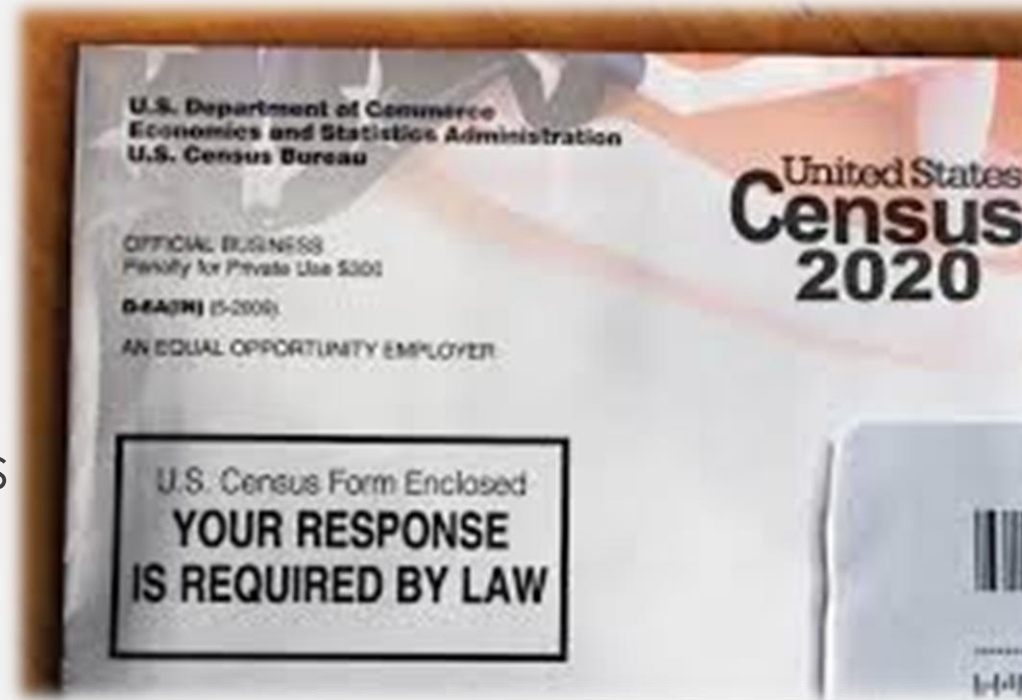
**Answer: No**

# Learning Objectives

- ❑ Recognize the function and roles of Ventura County Front Counter staff, Questionnaire Assistance Center (QAC) and Questionnaire Action Kiosk (QAK).
- ❑ Describe how to complete the questionnaire, the the support tools and best practices in helping a visitor/community member at a location
- ❑ State the steps of data collection for the QACs

# What is the Census?

- It is a survey that gets a head count of every person who lives in the USA--all residents, not just citizens
- It is done every 10 years
- It is mandated by our Constitution
- It looks at the population as a whole and population density- noting shifts
- It is required by law to complete it

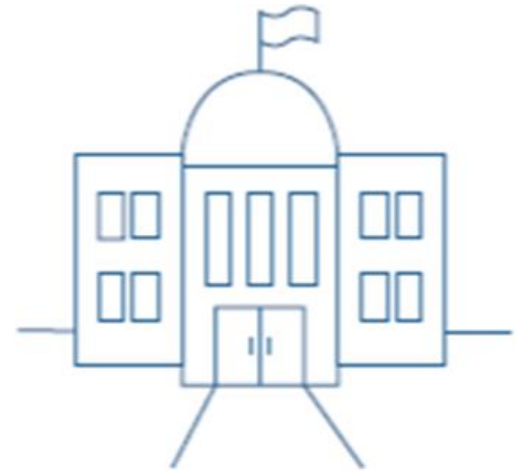


# Why the Census Matters?



**Businesses** use Census Bureau data to decide where to build factories, offices and stores, and these create jobs.

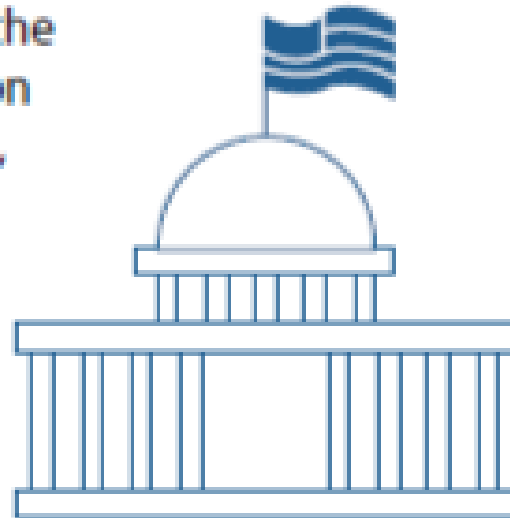
**Local government officials** use the census to ensure public safety and plan new schools and hospitals.



# Why the Census Matters?

It's about fair representation.

Every 10 years, the results of the census are used to reapportion the House of Representatives, determining how many seats each state gets.



# Why the Census Matters?

It means  
\$675 billion.

Census data determine how more than \$675 billion are spent, supporting your state, county and community's vital programs.

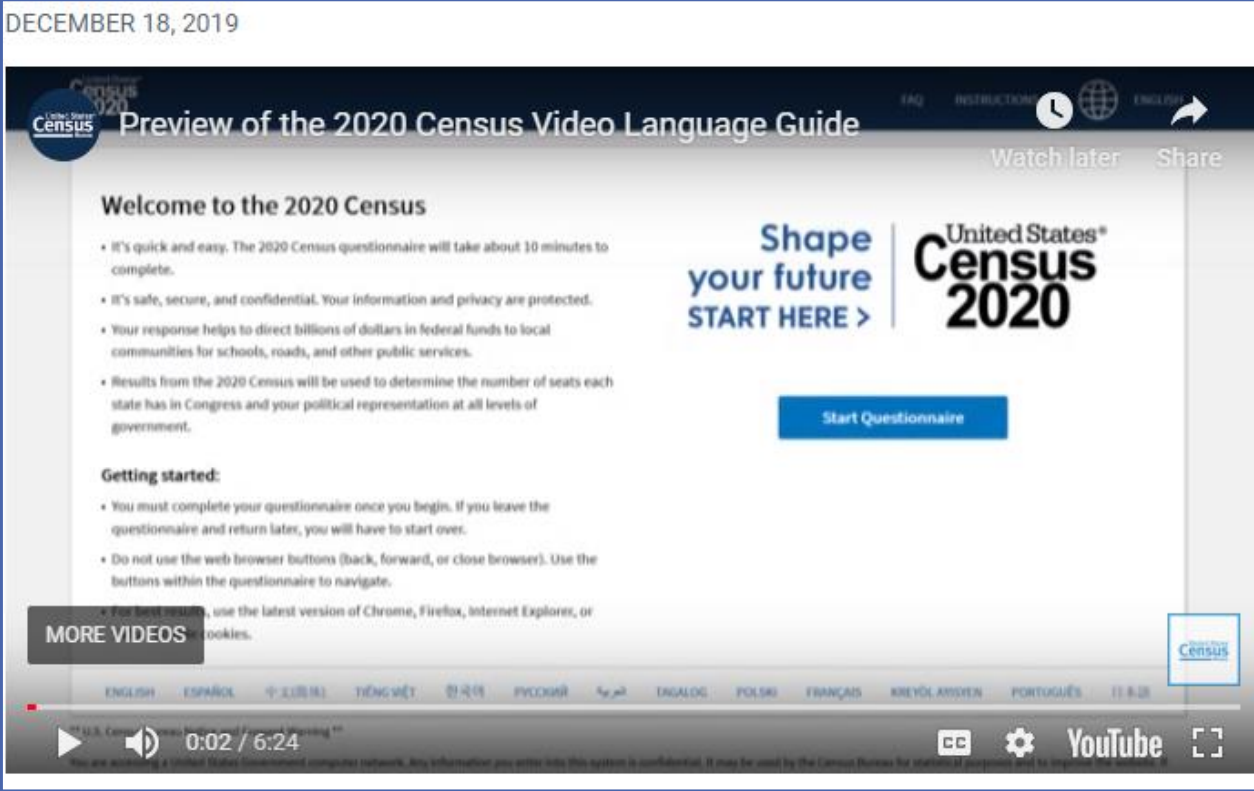


Ventura County estimate is gets \$1.7  
Billion/year!



# USCB-what the census asks:

DECEMBER 18, 2019



Preview of the 2020 Census Video Language Guide

Watch later Share

## Welcome to the 2020 Census

- It's quick and easy. The 2020 Census questionnaire will take about 10 minutes to complete.
- It's safe, secure, and confidential. Your information and privacy are protected.
- Your response helps to direct billions of dollars in federal funds to local communities for schools, roads, and other public services.
- Results from the 2020 Census will be used to determine the number of seats each state has in Congress and your political representation at all levels of government.

**Getting started:**

- You must complete your questionnaire once you begin. If you leave the questionnaire and return later, you will have to start over.
- Do not use the web browser buttons (back, forward, or close browser). Use the buttons within the questionnaire to navigate.

For best results, use the latest version of Chrome, Firefox, Internet Explorer, or MORE VIDEOS

Start Questionnaire

United States<sup>®</sup>  
**Census  
2020**

English Español 中文(简体) Tiếng Việt 한국어 PyCkyap العربية Tagalog Polski Français Kreyòl Ayisyen Português 中文(繁體)

0:02 / 6:24

YouTube

<https://www.census.gov/library/video/2019/preview-2020-census-video-language-guide.html>

# What is the Timeline?

Timeframe	You'll receive:
March 12 – 20	An invitation to respond online to the 2020 Census
March 16 – 24	A reminder letter
If you haven't responded yet:	
March 26 – April 3	A reminder postcard
April 8 – 16	A reminder letter and paper questionnaire
April 20 – 27	A final reminder postcard before in-person follow-up

# Who's Involved?

- **Which Organizations?**

County of Ventura, local Partner Organizations, Federal and State Census Organizations

- **What are their roles?**

Staff at County of Ventura, Partnering Organization, Census Organizations Roles

# Local Community Partners Role

Support the Census 2020 outreach efforts for the California Census Office to reach the hardest-to-count (HTC) populations at the community level throughout the State.

## **What are examples of Hard to Count populations?**

Hard to locate, contact, interview, or persuade

# Role of County of Ventura Front Counter Staff

- A number of County Agency's with public service counters will have general census information displayed at the counter (PWA, TTC, Clerk Recorder, Assessor, RMA, etc.)
- Staff can assist visitors with basic questions
- Staff can direct visitors with questions to a nearby Questionnaire Action Kiosk site or Assistance Center
- No need to proactively market the census to visitors

# Role of Questionnaire Action Kiosks

- A Questionnaire Action Kiosk (QAK) is a space with an electronic device and internet access where the public can fill out the 2020 Census online
- QAKs will be at libraries, select health/urgent care sites, HSA sites, select Boys and Girls clubs, some schools
- The QAK computers can connect to the Census internet site

# Role of Staff at Questionnaire Action Kiosks

- Clearly inform census visitors that you are a staff member of your organization (ex: library), not the Census Board
- Provide privacy for filing out the census questionnaire (computers will have a privacy screen)
- Provide information about the census/FAQs
- Provide information on language assistance
- Provide accommodations for those that need assistance

# Questionnaire Assistance Center (QAC) Role

- QACs are physical locations where community members can safely and conveniently get information about the 2020 Census in their native language.
- They can complete the Census on a device/phone, as well as interact with community-based organizations who are trusted messengers.

Locations: HSA sites, select medical clinics, Area Agency on Aging, Nyeland Promise, and other sites

**Note: QACs will be open from mid-March to April 30 (or later).**



# QAC Staff/Volunteers: What They Do

As a QAC staff or volunteer, you play a pivotal role. You **Assist** and **Motivate** community members to **Participate** in the 2020 Census and help the California Complete Count Office's efforts to **AMPLify** its outreach messaging to Hardest-to-Count (HTC) populations statewide.



# United States Census Bureau Role

The U.S. Census Bureau (USCB) is the designated federal authority charged with conducting the Census and other surveys of the American population.



# USCB – What They Do

Ensure that everyone is counted once, only once, and in the right place in the U.S.



# USCB – How They Count

**Enumerators:** USCB temporary employees who canvass (door-to-door) and count everyone living in the U.S.

## Group Quarters Enumeration:

- ❑ **Establishments Housing Multiple Individuals:** Colleges and universities, long term care facilities, and hospitals.
- ❑ **Transitory Locations:** Recreational vehicle parks, marinas, and hotels and motels.
- ❑ **Service-Based Locations:** Shelters, soup kitchens, and mobile food vans.

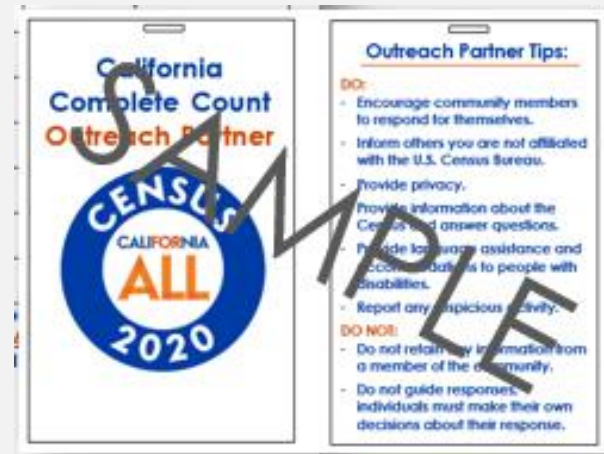
# California Census Office: What They Do

Oversee and support grassroots and culturally-congruent efforts with community-based partners to reach the hardest-to-count (HTC) populations in California that may be undercounted during the 2020 Census and ensure a California for All!

# Local Partners

## What to Do: Badges

**QAC Staff and Volunteers all must wear their badges when onsite at a QAC.**



# What to Do: Say Who You Are

- ❑ Be clear you are **not** an employee of the U.S. Census Bureau.
- ❑ Identify yourself as a staff or volunteer of the Partner organization hosting the QAC/QAK.

# Key Takeaways

## Census Team Players and Roles



**U.S. Census Bureau (USCB):** Conduct the Census and make sure everyone is counted once, only once, and in the right place in the U.S.



**California Complete Count Office:** Support and coordinate grassroots Census 2020 outreach efforts with community partners to engage and motivate hardest-to-count (HTC) populations to ensure a complete count of all Californians.



**Front Counter Staff:** have nearby information  
**QAK Staff:** assist with Census completion at the Kiosks  
**QAC Staff/Volunteers:** Engage visitors by providing in-person and in-language **assistance** and **motivation** to encourage **participation** in the 2020 Census.



# Part 2: Staff/Volunteers Working at the QAK/QACs

- **FAQs**
- **Best Practices In What to do:**  
Your Responsibilities
- **Supportive Language Resources**
- **Data Collection Tool:**  
Visitor Interaction Form



# Frequently Asked Questions

# FAQs: Questions Discussed

- ☐ Can you help me fill out the Census questionnaire?
- ☐ Do I have to complete the online form?
- ☐ Do you work for the USCB?
- ☐ What resources are available to help me answer the Census questionnaire? Are there other in-language resources available?
- ☐ Who should be counted?

# More FAQs You Should Know

## What are the important dates for the Census?

1. 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.
2. 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).
3. U.S. Census Bureau enumerators may also contact households that submit partially filled-out questionnaires in an effort to obtain complete answers.

# More FAQs You Should Know

## **What is the difference between a USCB Partnership Specialist and an Enumerator?**

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.

## **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.

# More FAQs You Should Know

## **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>

# More FAQs You Should Know

## **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.

## **What resources are available to help me answer the Questionnaire?**

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/>

# More FAQs You Should Know

**I lost my paper questionnaire, or I never received one in the mail. How do I get a replacement?**

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.

**I do not understand some of the terms used in the questionnaire, where can I get help to understand these terms?**

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.



# More FAQs You Should Know

## My neighbor received their Census letter invitation, but I didn't, what should I do?

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>]

WHAT WE WILL SEND IN THE MAIL	
On or between	You'll receive:
March 12-20	An invitation to respond online to the 2020 Census. (Some households will also receive paper questionnaires.)
March 16-24	A reminder letter.
	<b>If you haven't responded yet:</b>
March 26-April 3	A reminder postcard.
April 8-16	A reminder letter and paper questionnaire.
April 20-27	A final reminder postcard before we follow up in person.

### 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.

# More FAQs You Should Know

## **Is my information safe and confidential?**

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.

## **I am hearing rumors about the Census 2020; how can I know what is true or false?**

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](mailto:rumors@census.gov).

# More FAQs You Should Know

## **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.

# More FAQs You Should Know

## 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.

# More FAQs You Should Know

## 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.

# More FAQs You Should Know

## 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:
  - Payment to fill out the questionnaire
  - Social Security number
  - 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.

# Key Takeaways

## Engagement Fundamentals



**Frequently Asked Questions (FAQs):** It is important to review the FAQs included with your Participant Handout booklet. These FAQs are a valuable resource for you to reference when engaging with community members at a Questionnaire Assistance Center (QAC) so you may effectively respond to many of their questions regarding the 2020 Census.



# TOOLS AND BEST PRACTICES FOR STAFF



# Learning Objectives

- ❑ Name the 3 types, languages, and resources for census questionnaire completion
- ❑ Understand how to assist someone in completing the 2020 Census questionnaire

# 2020 Census Online Form Review

**To complete the questionnaire online, what can people type in to begin/pull up their unique household?**

**Answer: Census ID (received via mail) OR their home address**

# 2020 Census Online Form Review

**Will someone be able to start the questionnaire online, stop and then return at a later time to complete the questionnaire?**

**Answer: No**

# 2020 Census Online Form Review

**Can someone use the back and forward button when completing the online form?**

**Answer: No**

# 2020 Census Online Form Review

**Who should be counted in the household?**

**Answer: Everyone who will be living or staying with you on April 1<sup>st</sup>.**

**Include babies and children (all ages), close or extended family members, people who are not related to you and people staying with you without a permanent place to live.**

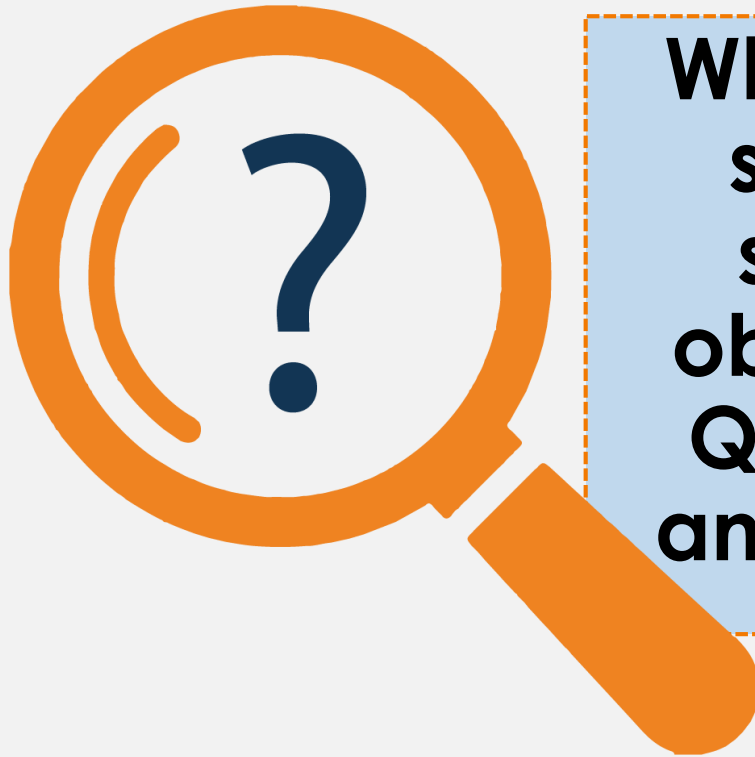
# 2020 Census Online Form Review

**Who should not be counted in the household?**

**Answer: Anyone who lives away from the address most of the year.**

**Do not include college students, armed forces personnel, people in a nursing home, mental institution, jail, prison or people visiting who usually live and sleep somewhere else.**

# What to Do: Observe



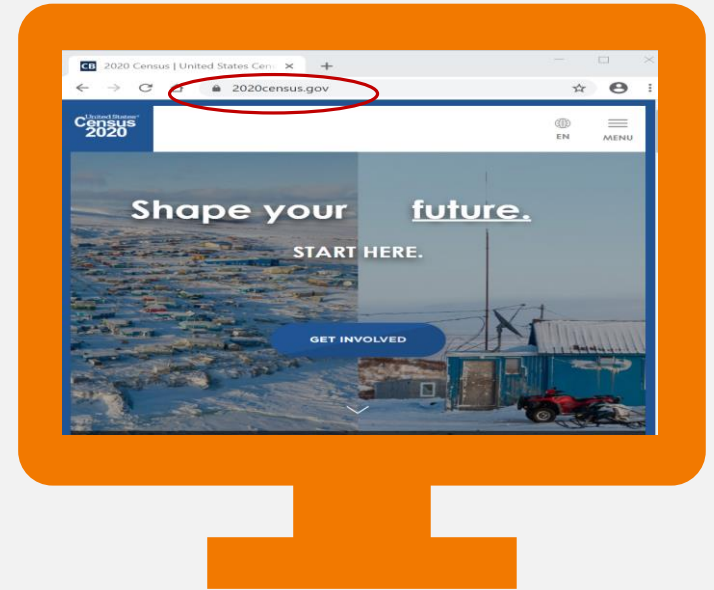
**When onsite at a QAC, staff and volunteers should periodically observe activity at the QAK/QAC and report any suspicious activity.**

## **A few examples of suspicious activities are:**

- ☐ Individuals loitering near community members completing a questionnaire
- ☐ Individuals taking pictures of community members at the QAC
- ☐ Individuals being disruptive to community members at the QAC
- ☐ Individuals tampering with QAC's devices

# What to Do: Workstations

- ✓ Check that a screen lock with password is on devices at QAC workstations.
- ✓ Validate that the desktop shortcut URL is <https://www.2020census.gov/> for all devices at QAC workstations. [Look for “https” and lock icon in the URL address.] **Tip:** Perform periodic checks throughout your shift to help protect confidentiality for community members using QAC device workstations.
- ✓ Check that QAC device workstations are labeled with materials and signage from the California Census Office.



Staff/volunteers who are responsible for setting up QAC workstations should refer to the Set Up phase in the QAC/QAK Guide for Outreach Partners.



# What to Do: Privacy

**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.**

## **Tips to Maintain Privacy:**

- ❖ 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.
- ❖ Staff/volunteers should 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.

# What to Do: Assistance

- ✓ Provide online access to those who do not have access or have limited broadband access.
- ✓ Answer questions about who is considered a household member to be counted.

# What to Do: Assistance

- ✓ Do answer questions about the 2020 Census questionnaire and provide clarifications as needed to community members.

**Note: Community members must make their own decisions about their responses on the 2020 Census questionnaire.**

# What Not to Do

- ☐ Do not guide responses for the 2020 Census questionnaire.
- ☐ Do not collect or retain response information outside of the USCB's online form.

# What Not to Do

- ❑ Do not collect information from people that you intend to later enter into the USCB's 2020 Census response website.

For example, do not gather information on paper and later enter it by yourself onto the USCB's online form.

# What Not to Do

- ❑ Do not use the USCB logo on devices in the QAC/QAK.

**Note:** Partners are free to brand devices with logos for the Partner or the California Census Office.

# Do's & Don'ts Quick Access Tip

As a reminder, you can always refer to the back of your badge for a high-level summary of the Do's and Don'ts.



# What to Do: Assistance



## 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 to Do: Assistance

Assist those with specific language access needs with in-person language support or connect them with online or telephone resources.

**Note:** 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>]

# USCB Language Guide Options

The USCB Language Guides (both print and video format) are overviews of the 2020 Census questionnaire written in the 59 non-English languages determined by 5-year estimates from the 2016 American Community Survey (ACS) that identified language groups with a high number of limited-English speaking households.

Spanish	Haitian Creole	Bengali	Romanian	Tamil	Tigrinya	Igbo
Chinese	Portuguese	Greek	Telugu	Navajo	Ilocano	Marathi
Vietnamese	Japanese	Amharic	Burmese	Hungarian	Dutch	Sinhala
Korean	Italian	Somali	Punjabi	Hebrew	Croatian	Slovak
Russian	Farsi	Thai	Lao	Malayalam	Bulgarian	American Sign Language
Arabic	German	Gjurati	Hmong	Swahili	Twi	
Tagalog	Armenian	Khmer	Albanian	Yiddish	Lithuanian	
Polish	Hindi	Nepali	Turkish	Indonesia	Yoruba	
French	Ukrainian	Urdu	Bosnian	Serbian	Czech	

**Note:** The video USCB Language Guide in American Sign Language (ASL) provides accommodations for people who are deaf, hard of hearing, or have speech difficulties.

Printed Guides URL: [<https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html>]. Video Guides URL: [<https://www.census.gov/library/video/2019/preview-2020-census-video-language-guide.html>].

# USCB Language Guide Options

- ❑ There is large print version of the USCB Language Guide in English.

[\[https://www2.census.gov/programs-surveys/decennial/2020/resources/language-materials/guides/Large-Print-Guide.pdf?#\]](https://www2.census.gov/programs-surveys/decennial/2020/resources/language-materials/guides/Large-Print-Guide.pdf?#).

- ❑ There is a printed USCB Language Guide available in Braille.

[Call 800-923-8282 to request a Braille guide from a USCB customer service representative.]

**Note: These USCB Language Guides provide accommodations for people with low vision or people who are blind.**

# What to Do: Assistance with Call Center Options

Provide access to phone support for those who prefer to complete the questionnaire over the phone rather than online or to those who have limited access to a landline or have limited cell phone minutes.

## U.S. Census Bureau In-Language Phone Assistance

English 844-330-2020	Spanish 844-468-2020
Chinese (Mandarin) 844-391-2020	Chinese (Cantonese) 844-398-2020
Vietnamese 844-461-2020	Korean 844-392-2020
Russian 844-417-2020	Arabic 844-416-2020
Tagalog 844-478-2020	Polish 844-479-2020
French 844-494-2020	Haitian Creole 844-477-2020
Portuguese 844-474-2020	Japanese 844-460-2020
Telephone Display Device (TDD) 844-467-2020	

Note: The USCB Call Center's Text Telephone (TT) or TeleTYpe (TTY) phone number provides accommodations for people who are deaf, hard of hearing, or have speech difficulties.

# USCB Online Options

The 2020 Census questionnaire can be completed online in the following non-English languages:

- ☐ Spanish
- ☐ Chinese (Cantonese and Mandarin)
- ☐ Vietnamese
- ☐ Korean
- ☐ Russian
- ☐ Arabic
- ☐ Tagalog
- ☐ Polish
- ☐ French
- ☐ Haitian Creole
- ☐ Portuguese
- ☐ Japanese

# What to Do: Assistance

Provide reasonable accommodations to people with disabilities and older adults.

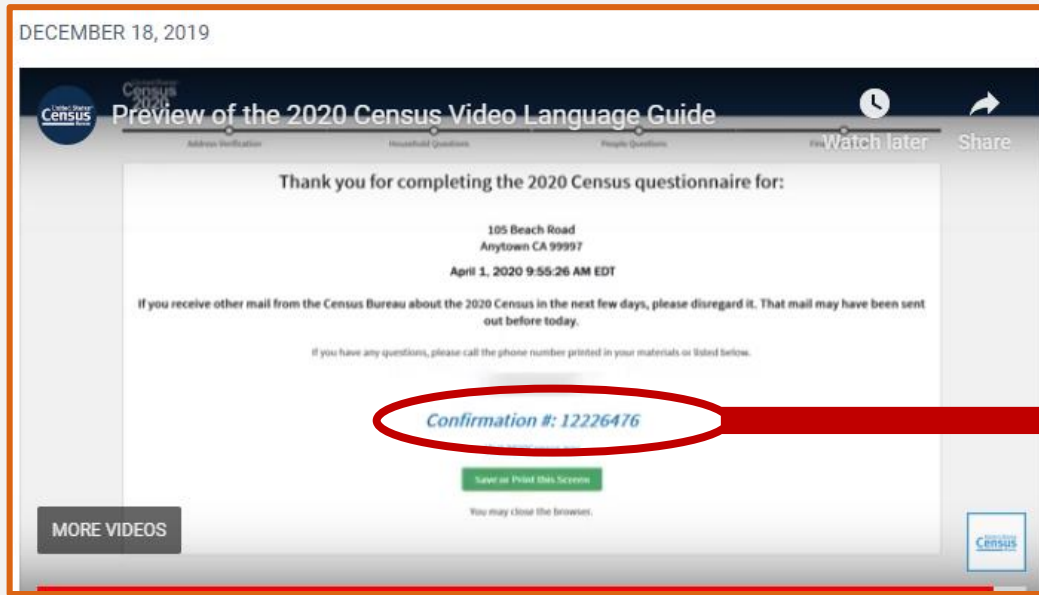
**Resources:** Tips for Providing Accommodations and How to Assist People with Disabilities and 2020 Census Disability Community Toolkit

<https://www.disabilityrightscalifornia.org/post/2020-census-disability-community-toolkit>

# Language Summary: Review/Quiz

- 1) How many non-English languages are available for call center support?**
- 2) How many USCB languages are supported with Language Guides?**
- 3) Can you name 4 of the non-English languages available for the online questionnaire?**
- 4) Can you name 4 more of the non-English languages available for the online questionnaire without repeating the answers already given?**
- 5) What USCB options are available to accommodate people with disabilities?**

# Census Confirmation Code



Screenshot of the U.S. Census Bureau 2020  
Census online Confirmation Code

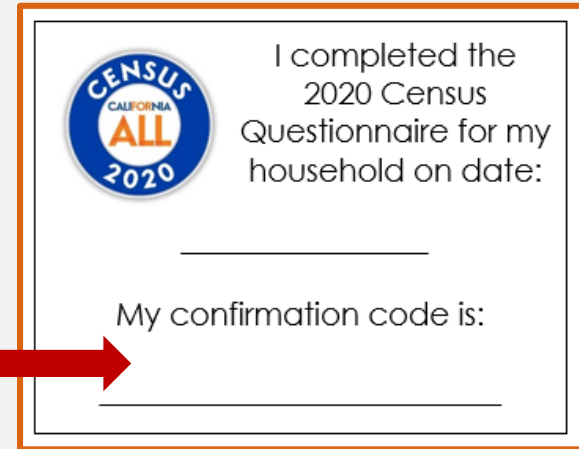


Image of the  
Confirmation Code  
template

**Note:** The Confirmation Code is unique to each community member who completes an online 2020 Census questionnaire.



# Key Takeaways

## Tools and Best Practices



**2020 Census Questionnaire:** The Census is available in online, over the phone, and paper format.



**Available USCB Online and Call Center Languages:** The questionnaire will be available to community members in 13 non-English languages via online and call center support.



**Available USCB Language Guides:** There will be language guides in 59 non-English languages, in which community members will receive information via video and/or print guides on filling out their questionnaire.

# Key Takeaways

## Tools and Best Practices



### **Available USCB Resources for People with**

**Disabilities:** There are a few U.S. Census Bureau (USCB) options to accommodate people with disabilities: a TT/TTY phone number to complete over the phone, online languages guides in ASL and large print, and a printed language guide in Braille.



**Census Confirmation Code Template:** An option for community members to record and store the confirmation code for their submitted online 2020 Census questionnaire without printing or taking a photo via their mobile phones.



# QAC Visitor Reporting

# Learning Objective

Describe the steps for reporting visitor interactions that occur at a Questionnaire Assistance Center.

# Why Report QAC Visitors?

## Helps to:

- ☐ Track the number and types of visitor interactions that you may experience while working/volunteering at a QAC.
- ☐ Aid rapid deployment efforts to ensure that Census 2020 outreach is meeting the needs of the hardest-to-count communities being served by the QAC.

# Visitor Interaction Form

**Section 1:** 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.

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

# Visitor Interaction Form

**Section 2:** 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.

<b>Total Number of Visitors:</b>	
<b>Visitor Interaction Types</b>	<b>Qty</b>
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.	

# Visitor Interaction Form

**Section 3:** 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.



# Visitor Interaction Form

**Section 4:** 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:	

# Fillable Form:

- Found at <https://hr.ventura.org/training-development>

Activity/visitor reporting is a State requirements for all QACs

- The Ventura County Complete Count Committee has developed a form for simplifying this reporting
- Activity reports should be submitted weekly on Monday for the previous week.
- Please submit all reports to [Paul.Stamper@Ventura.org](mailto:Paul.Stamper@Ventura.org)

**Partner QAC Visitor Interaction Form**  
Complete Form Weekly and send to [Paul.Stamper@ventura.org](mailto:Paul.Stamper@ventura.org)

Agency Name \_\_\_\_\_  
Reporting Contact Name \_\_\_\_\_  
QAC Location \_\_\_\_\_  
Building Name \_\_\_\_\_  
Street Number & Name \_\_\_\_\_  
City \_\_\_\_\_  
Reporting Week \_\_\_\_\_

**Total Number of Visitors** \_\_\_\_\_

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. ☐

Total Visitors ☐

**Languages Reached (write in quantity)**

Assyrian Neo-Aramaic	Korean
Arabic	Mandarin
Armenian	Min Nan Chinese
Cantonese	Mixteco
Chinese	Portuguese
Chaldean Neo-Aramaic	Punjabi
English	Russian
Farsi	Spanish
Filipino	Tagalog
Hindi	Telugu
Hmong	Thai
Lu Mien	Ukrainian
Japanese	Vietnamese
Khmer	Other: _____

What went well? \_\_\_\_\_

What could be improved? \_\_\_\_\_

Notes: \_\_\_\_\_

# Key Takeaway

## Visitor Reporting



Use the Visitor Interaction Form to track, describe, and report QAC visitor interactions.



# Participant Handout Overview

# Training Participant Handout



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## California Complete Count

Training Participant Handout –  
Questionnaire Assistance Center Staff  
and Volunteers

VERSION 1.29.20

**In addition to the QAC training presentation deck, staff and volunteers may want to reference the key materials in their handout booklet as they engage with members of the community at a QAC site.**

# Electronic QAK/QAC Materials

Take the web location handout in the back  
and please go to:

<https://hr.ventura.org/training-development>



# Questions & Answers



# Thank You!