



## Dear California Complete Count Contracted Partner,

Providing Questionnaire Assistance Centers and Questionnaire Assistance Kiosks (QAC/QAKs) during the 2020 Census Self-Response and Nonresponse Followup periods will be a vital component to achieving a complete count of all Californians.

The California Complete Count Office plans to make available an online “QAC-QAK Finder” as a resource to community members and partners, and your input is needed to ensure an accurate listing of QAC/QAK locations.

### What is the QAC-QAK Finder?

The QAC-QAK Finder will be a public-facing interactive map of QAC and QAK locations which can be searched by address and other characteristics such as organization name and languages supported. This tool will identify locations available for community members to visit to get more information and respond to the 2020 Census.

### What is needed from my organization?

Attached to this email is a worksheet listing all QAC and QAK locations that were listed on your organization's implementation plan. **Do not make any structural or formatting changes to this worksheet.**

The following steps are needed to publish the locations of the QAC and QAK efforts being conducted by your organization and subcontractors. Please refer to the sample entries on the following pages to guide you in completing this request.

1. Review the attached list of locations, confirming accuracy and revise as needed.
2. Complete the remaining information for each location, including languages supported, and days and hours of operations.
3. Add any locations that are not included in this initial list and delete any rows of locations that no longer apply.
4. Indicate public vs. private locations (see details in section below).
5. Upload your spreadsheet at <http://caqacs.azurewebsites.net/> **by Friday, February 14, 2020**. The website will automatically validate your spreadsheet data for conformity with the template; any errors must be corrected before the data can be loaded into the QAC-QAK Finder. You will receive confirmation through website once your worksheet has been imported successfully.
6. You can confirm the listings for your organization by searching the QAC-QAK Finder for all listings affiliated with your organization's name.

### What if some of my QAC/QAK locations are not available for the public?

If your organization is coordinating QAC/QAK services at private locations to serve a specific population (for example, at a school that would only be available to students and their families, but not open to the general public), please include that location on your worksheet, but indicate that it is private by selecting “No” in the public column of the worksheet. These locations will be excluded from the QAC-QAK Finder.



## What if my organization is planning to conduct a mobile QAC?

If you know the locations where your mobile QAC will be, please include these on the worksheet, or on subsequent updates as needed. Generally, the nature of mobile QAC locations is to provide rapid response to areas of low response rates during the Self-Responses Period, or to reach very rural locations. Therefore, to allow your organization to be as flexible as possible, these locations are not required to be listed, but the outcomes should be reported through SwORD to document the efforts of your organization.

## What if the availability of our QAC/QAK locations will vary?

For locations that do not have consistent days of operation, hours, or language support, there are options in the worksheet to indicate that the community member should call ahead of time to confirm availability before visiting (note that a phone number should be provided in these instances). See instructions on the following pages.

## How do I make future updates to this list?

After this initial round you may update this worksheet as needed to capture any changes and upload any time to <http://caqacs.azurewebsites.net/>. Please note that contracted partners are expected to keep this list up to date throughout the Census response periods. Any subsequent uploads will overwrite all locations for your organization, so please ensure your worksheet is always comprehensive of all locations.

## Who is available to help?

Please reach out to your RPM for clarification or further assistance with any instructions in this letter, or if your organization needs support with completing this worksheet.

Please refer to the following pages which detail each section of the worksheet.

## QAC Template Instructions

### Location Information:

This section details general information about each QAC/QAK Location.

1. Location Name: the name of the QAC Location.
2. Public: Please select Yes to confirm this location may be published online. If this location is private and not accessible to the general public, please select No.
3. Type: Please indicate if this location will be a QAC (staffed) or QAK (not staffed) or a combination of both, depending on day/hours (see notes field in days/hours section to indicate when staff may be available).
4. Region: Please list the census region of this location.
5. Street Address/City/Zip: this must be completed correctly and it must be **physical address only** – please do not include other site information such as City Hall, Local Park, etc.
6. Location Description: This is a space to provide additional directions or information about the location, see examples below.
7. Date First Open This is the expected date that the location will first begin operations.
8. Date Will Close: This is the expected date that the location will close.
9. Phone Number: This is the number that should be listed that users of the directory can call to confirm open hours and staff/language availability.

| 1                            | 2      | 3    | 4      | 5                     |         |       | 6                                      | 7               | 8               | 9            |
|------------------------------|--------|------|--------|-----------------------|---------|-------|--|-----------------|-----------------|--------------|
| Location Name                | Public | Type | Region | Street address        | City    | ZIP   | Location Description                   | Date first open | Date will close | Phone number |
| Main Street Library          | YES    | QAC  | 1      | 123 Main St           | Anytown | 93000 | In computer lab of Main Street Library | 2020-04-01      | 2020-06-30      | 555-555-5555 |
| South River Community Center | YES    | QAC  | 1      | 3000 South Ave        | Anytown | 92000 | On second floor; Suite 102             | 2020-04-01      | 2020-06-30      | 555-444-4444 |
| North River Church           | YES    | QAK  | 1      | 376 South Main Street | Anytown | 91000 | In community gathering room            | 2020-04-01      | 2020-06-30      | 555-333-3333 |

**Languages Supported:**

This section will list any LACAP languages spoken by staff at each location and capture any other additional languages that may be supported. The directory will note that anyone needing support in these other languages should call to confirm availability.

- 10. Select “**Yes**” for each language that is **regularly supported** at this location, regardless of day or time.
- 11. Select “**Call**” for languages that are available by appointment
- 12. List any other languages that may be supported
- 13. Other notes as needed to clarify information (these notes will be published online)

| Languages |        |          |          |           |          |         |       |       |       |         |          |       |        |          |                 |            |         |         |         |                    |        |      |           |            |              |                      |  |
|-----------|--------|----------|----------|-----------|----------|---------|-------|-------|-------|---------|----------|-------|--------|----------|-----------------|------------|---------|---------|---------|--------------------|--------|------|-----------|------------|--------------|----------------------|--|
| Spanish   | Arabic | Armenian | Assyrian | Cantonese | Chaldean | Chinese | Farsi | Hindi | Hmong | Iu Mien | Japanese | Khmer | Korean | Mandarin | Min Nan Chinese | Portuguese | Punjabi | Russian | Spanish | Tagalog / Filipino | Telugu | Thai | Ukrainian | Vietnamese | 12<br>Others | 13<br>Language notes |  |
| YES       | 10     |          |          | CALL      |          | CALL    | 11    |       |       |         |          |       |        | CALL     |                 |            |         |         |         |                    |        |      |           |            |              |                      | Other languages may be available on request, please call |
| YES       |        |          |          |           |          |         |       |       | CALL  |         |          |       |        |          |                 |            |         |         |         |                    |        |      |           |            |              | Urdu                 |  |
| CALL      |        |          |          |           |          |         | YES   |       |       |         |          |       |        |          |                 |            |         |         |         |                    |        |      |           |            |              | Mixteco              |  |

**Tools and Disability Services:**

**Tools:** This section describes the tools available to community members to respond to the census Questionnaire

- 14. **Phones:** Select “**Yes**” if phone(s) are available for community members to respond via phone; Select “**No**” if phone(s) are not available at this location.
- 15. **Computer/Tablets/Other Devices:** Select “**Yes**” if devices are available for community members to respond online. Select “**No**” if online response is not available at this location.
- 16. Notes field provided to clarify any information (these notes will be published online).

**NOTE:** QAC/QAK locations should offer at least one method of responding (either via phone(s) or online); having both options available is recommended, but at least one is required.

- 17. **Disability Services:** Select “**Yes**” for any services/accommodations provided at each location, and any notes as needed.

| Tools        |   |                   | Disability Services      |                                 |               |                   |  |                    |
|--------------|---|-------------------|--------------------------|---------------------------------|---------------|-------------------|--|--------------------|
| 14<br>Phones | 15<br>Computers/Tablets/<br>Other Devices | 16<br>Tools notes | Wheelchair<br>Accessible | Large Font Printed<br>Materials | Sign Language | Braille Materials | Audio Guides &<br>Screen Readers on<br>Devices | 17<br>Notes/Others |
| YES          | YES                                       |                   | YES                      |                                 | YES           |                   |  |                    |
| YES          | NO  |                   | YES                      |                                 |               | YES               |  |                    |
| NO           | YES                                       |                   | YES                      |                                 |               |                   |  |                    |

**Days and Hours Availability:**

This section is used to provide hours of operation **for each day of the week.**

**18. In the “Open” column for each day, select:**

- **Yes** if this location is regularly open on this day of the week
- **No** if this location is regularly closed on this day of the week
- **Call** if the hours or closures vary at this location for this day of the week, users will be instructed to call to confirm availability.

**19. Provide hours open:**

- If you selected “Yes” in the step above, complete the hours open and closed for each day that location is open
- If you selected “No” or “Call” -- hours do not need to be provided for this day/location.

**20. Notes field:**

- Provide additional notes to clarify any hours/dates of availability, and any closures for lunchtime, etc.
- If this location is a combo QAC/QAK location, you may include details in this section about when staff are available to provide assistance.

| Regular opening hours |       |     |       |        |     |       |   | Regular opening hours |       |     |       |        |     |       |   |
|-----------------------|-------|-----|-------|--------|-----|-------|---|-----------------------|-------|-----|-------|--------|-----|-------|---|
| Monday                |       |     |       |        |     |       |   | Tuesday               |       |     |       |        |     |       |   |
| Open                  | Opens |     |       | Closes |     |       | Notes (e.g. closed for lunch, other closures) | Open                  | Opens |     |       | Closes |     |       | Notes (e.g. closed for lunch, other closures) |
|                       | hour  | min | AM/PM | hour   | min | AM/PM |   |                       | hour  | min | AM/PM | hour   | min | AM/PM |   |
| 18                    |       |     |       | 19     |     |       | 20  |                       |       |     |       |        |     |       |   |
| NO                    |       |     |       |        |     |       |   | YES                   | 8     | 30  | AM    | 7      | 15  | PM    | Does not close for lunch.                     |
| YES                   | 8     | 0   | AM    | 5      | 30  | PM    | Closed between 12 - 2pm                       | NO                    |       |     |       |        |     |       |   |
| CALL                  |       |     |       |        |     |       | Hours vary, please call.                      | CALL                  |       |     |       |        |     |       | Only open every other Tuesday.                |