



2020 Census: Soft Launch of Census Taker Visits

What Your Community Needs to Know

To ensure everyone is counted, census takers visit households that haven't responded yet to the 2020 Census to collect their responses in person. These visits will begin July 16 in communities covered by six area census offices—one in each census region. The U.S. Census Bureau soft launches large-scale operations like this to ensure all systems and procedures are ready to launch nationwide.

Locations

The following area census offices will begin sending census takers to visit households:

- Beckley, West Virginia
- Boise, Idaho
- Gardiner, Maine
- Kansas City, Missouri
- New Orleans, Louisiana
- Oklahoma County, Oklahoma

Additional areas will soft launch later in July, and the operation will begin everywhere on August 11. All follow-up efforts will conclude no later than October 31.

The initial areas offer a variety of situations to help roll out Census Bureau systems. The Census Bureau also thoroughly reviewed each area's operating status and the Census Bureau's ability to safely begin operations, including the procurement of personal protective equipment.

Health and Safety

Census takers will follow public health guidelines when they visit.

Census takers are trained to:

- Wear a mask.
- Conduct the interview outside a home in an open, well-ventilated space, when possible.

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- Allow 6 feet of space between them and the person they are interviewing.
- Not allow anyone else to handle Census Bureau equipment.
- Follow healthy hygiene habits for frequent hand-washing, avoiding contact with high-touch surfaces, avoiding touching their face, etc.

If a household does not want to conduct the interview in person, they can provide the census taker with their phone number to complete it over the phone.

Confidentiality

By law:

- Interviews are confidential.
- Answers cannot be shared with immigration or law enforcement agencies.
- Census takers must keep answers confidential for life. They face stiff fines and jail time if they break that law.

Identifying a Census Taker

Households can identify the census takers by their:

- ID badge with their photograph, a U.S. Department of Commerce watermark, and an expiration date.
- Census Bureau-issued phone.

Many census takers will also carry a bag with the Census Bureau logo.

What to Expect During the Interview

The interview is quick and easy. The census taker will ask the household the 2020 Census questions and enter the answers in their secure Census Bureau phone. You can expect:

- A few questions like name, age, race, and sex.
- No questions regarding Social Security numbers, bank information, or citizenship status.

- Availability of a census taker who speaks your language. Households can request a return visit if needed.
- A visit between 9 a.m. and 9 p.m. local time, including on weekends when people are likely to be home. If no one is home when the census taker visits, the census taker will leave a notice of the visit with information about how to respond online or by phone. If necessary, a census taker will return several times to ensure the household is accurately included in the census.

Responding Is Important

Census takers are from your community. They know that a complete and accurate count will benefit your area. By answering a few questions, you'll help shape the future of your community for the next 10 years.

The 2020 Census results determine how many seats your state gets in Congress and how public funds are spent on schools, roads, fire and emergency services, hospitals, and more in your community.

Now Is the Time to Respond

Please encourage your community to respond now instead of waiting for a census taker to visit and to talk with the census taker if they do receive a visit.

Even after census takers begin visiting your area, households can still respond online at 2020census.gov, by phone at 844-330-2020, or by mail until October 31.

Households can respond online or by phone in one of 13 languages and find assistance in many more at <http://2020census.gov/languages>.

Note: Some households that have already responded may still get a call or visit from a census taker conducting quality checks.