



### **Why do I need to participate in the U.S. Census?**

Do you know that every single person in the United States has a say in how the country is run?

It is not only about voting during election time.

More importantly, it is about being counted in the U.S. Census.

Every ten years, the U.S. Census Bureau takes a count of every person living in this country, and the five U.S. territories of Puerto Rico, American Samoa, the Commonwealth of the Northern Mariana Islands, Guam, the U.S. Virgin Islands.

In politics, the results of the census help decide the number of seats each state will have in the U.S. House of Representatives. The results also help draw congressional and state legislative districts.

On a day-to-day basis, the results of the census help states and cities decide how to distribute resources to communities. Lawmakers, businesses, social service organizations also use the results of the census to help decide how to provide supports to communities, and how to fund hospitals, fire departments, roads and other important aspects of our everyday life. With data collected through the census, hundreds of billions of dollars in federal funding are distributed to programs such as Medicaid, Head Start, block grants for community mental health services, and the Supplemental Nutrition Assistance Program (SNAP).

### **Who can participate in the Census?**

Participating in the Census is required by law. EVERYONE is required to respond. More importantly, the Census Bureau is required to protect your answers. They are not allowed to disclose any personal information to anyone or any agency. The information the Census Bureau collects from you is only to produce data. There is no citizenship question on the U.S. Census. [Watch this video](#) to find out how safe your personal information is.

Note though, that if you receive a threat of being sent to jail or are asked to pay a fine, it is a scam. The Census Bureau does not impose penalties.

## **How do I participate?**

There are three ways you can answer the questionnaire: by mail, by phone or online.

**By mail:** You may have recently received an invitation in the mail to respond to the 2020 Census. [This](#) is what the invitation should look like. You can answer the questionnaire, and send it back in the mail in the envelop provided.

**By phone:** You can complete the census by phone in several languages.

English and Spanish Language Hours of Operation: Customer Service Representatives are available every day from 7am to 2am Eastern Time on the following phone lines:

- English (for 50 states and Washington, D.C.): [844-330-2020](tel:844-330-2020)
- Spanish (for 50 states and Washington, D.C.): [844-468-2020](tel:844-468-2020)
- English (for Puerto Rico residents): [844-418-2020](tel:844-418-2020)
- Spanish (for Puerto Rico residents): [844-426-2020](tel:844-426-2020)
- TDD (Telephone Display Device): [844-467-2020](tel:844-467-2020)

Non-English and Non-Spanish Language Hours of Operation: Customer Service Representatives are available Monday through Friday from 8am to 10 pm Eastern Time on the following phone lines:

- Chinese (Mandarin): [844-391-2020](tel:844-391-2020)
- Chinese (Cantonese): [844-398-2020](tel:844-398-2020)
- Vietnamese: [844-461-2020](tel:844-461-2020)
- Korean: [844-392-2020](tel:844-392-2020)
- Russian: [844-417-2020](tel:844-417-2020)
- Arabic: [844-416-2020](tel:844-416-2020)
- Tagalog: [844-478-2020](tel:844-478-2020)
- Polish: [844-479-2020](tel:844-479-2020)
- French: [844-494-2020](tel:844-494-2020)
- Haitian Creole: [844-477-2020](tel:844-477-2020)
- Portuguese: [844-474-2020](tel:844-474-2020)
- Japanese: [844-460-2020](tel:844-460-2020)

**Online:** You can submit your answers to the Census questions [online](#). The questionnaire will take about 10 minutes to complete and you have to complete the questionnaire once you begin. You will not be able to save your answers and return later to complete it.

The U.S. Census 2020 website provides translated web pages and guides in [59 languages](#), including American Sign Language, braille, and in large print.

You may get a visit or receive a call from a census taker, who will help you answer the census questions. Be careful whom you speak with as there will be scammers trying to get your

personal information for fraudulent purposes. Census officials will not reach out to you by email.

Census takers will never ask you for sensitive information like your social security number, any passwords, bank or credit card numbers or ask you for money. Anyone who does is an identity thief or scammer.

### **What questions are asked on the Census?**

Here are the 12 questions you will be asked on the Census:

1. How many people were living or staying in this house, apartment, or mobile home on April 1, 2020?
2. Were there any additional people staying here on April 1, 2020, that you did not include in Question 1?
3. Is this house, apartment or mobile home owned by you or someone in this household with a mortgage or loan (including home equity loans)? Is it owned by you or someone in this household free and clear (without a mortgage or loan)? Rented? Occupied without payment of rent?
4. What is your telephone number?
5. What is Person 1's name?
6. What is Person 1's sex?
7. What is Person 1's age and what is Person 1's date of birth?
8. Is Person 1 of Hispanic, Latino or Spanish origin?
9. What is Person 1's race?
10. Print name of Person 2.
11. Does this person usually live or stay somewhere else?
12. How is this person related to Person 1?

To find out how to answer the above questions, [click here](#).

### **Warning about Fraud and Scams**

Be careful of identity thieves and scammers, who see the current 2020 Census as an opportunity for fraud.

If you receive a letter in the mail about the 2020 Census, here are a few ways to confirm that what you are receiving is real.

- The return address should say "U.S. Census Bureau" or "U.S. Department of Commerce."
- The return address should be to Jeffersonville, Indiana, where the mail processing center is:

**National Processing Center**

**100 Logistics Avenue  
Jeffersonville, IN 47144**

- The address on the envelop provided to you to send in your answers should be to Jeffersonville, IN or Phoenix, AZ.
- If the letter you receive doesn't look like [this](#), it is probably fake. Don't respond.

The U.S. Census Bureau will also be reaching out to you in person. These census takers should produce proper identification that includes their name, photograph, a U.S. Department of Commerce seal, and an expiration date. They should also have an official bag and bureau issued electronic device with the Commerce Department logo.

Census takers are supposed to only knock on your door from 9 a.m. to 9 p.m. If it is outside of these hours, be suspicious.

If you are unsure whether the person at the door is with the Census Bureau, call 844-330-2020 to speak with a census representative. If you believe they are not legitimate, you should call 9-1-1.

You should also never be receiving an unsolicited email from the Census Bureau. They are supposed to only contact you by mail, phone or on your doorstep.

Anything by email is not legitimate. Do not open any emails that say they are from the Census Bureau, or click on any links or attachments. Instead, you should go to the [Census Bureau website](#).

Remember, the Census Bureau will never ask for your Social Security number, bank or credit information, passwords, citizenship status, political party affiliation or money.