



INCOMING PHONE CALL TRAINING

DNRCC

MARCH 25, 1020



General Information

- If they do not know the answer to a question, the TQA operators forward calls to our office.
- Rather than transferring the person calling to another line, either put them on hold and find out the answer or take their name and phone number and tell them when you will call them back.
- Try to be the human that can help the caller. He probably has been transferred to many phone numbers before reaching you.
- A second form will be mailed to all residences in the “blanket” areas between April 1-3.
- For “target” areas, a second Questionnaire will be mailed to those from whom a form has not been received by 3/29. Targeted mailings 4/6 – 4/12.
- All second Questionnaires will be sent in English.
- USE THE BE COUNTED SITES AS A LAST RESORT. It saves tax payer dollars to use a form with a bar code on it.
- If the first form has been returned, the second one can be disposed in any way that makes the resident comfortable.
- The post office will not forward Questionnaires.
- If two forms are **exactly** the same, the recipient may dispose of one and send the other.
- If a form is not returned by the third week of April, the residence will fall into NRFU.
- Enumerators will start going to homes on May 1. Enumerators will have badges (not photo) and carry Census briefcases. They use paper forms instead of carrying laptops.
- The administrative hot line is 1-877-233-4677. Phone calls can also be transferred to our office admin line #54100. This is a good way for people to confirm whether or not someone at their door is a Census employee.
- For all surveys that are not the 2010 Decennial, information can be obtained by calling the Tucson office 1-800-642-0469. The Regional office (RO) administers these surveys. Employees carry photo badges and HP laptops.

- The law says that Census employees may cross “No trespassing” signs if necessary to do their job.
- If any Census employee receives a serious threat, he should contact the area manager.
- Article 1 Section 2 of the Constitution authorizes the Census Bureau to conduct the Decennial surveys. “[An] Enumeration shall be made within three Years after the first Meeting of the Congress of the United States, and within every subsequent Term of ten Years, in such Manner as they shall by Law direct.”

- The birth date can be used for the Census’s Age Search service and for future genealogy records.

The Age Search can be used by someone who does not have a birth certificate and needs to prove his age. Genealogy information is released after 72 years. For this 2010 Census, information will be released in 2082. It is also used to prevent counting a person more than once.

- If anyone from media calls, the call should be transferred to our Media department #53626.
- Never promise that a Census employee will not go to a person’s house. Even if a person returns his form, a Census person may go to his house for many different reasons. Among these reasons are to conduct separate Census surveys, NRFU because the form had not been credited or to leave an additional form.
- The penalty for not returning a form can be up to \$5000. The Census will try everything possible to get information without threatening a penalty.
- Mailboxes are USPS domain and therefore a Census employee cannot put the questionnaire in a mailbox.
- A form is federal property and cannot be tampered with by anyone except the recipient and Census employee.
- When 2010 Census questionnaires are initially mailed to households, they are not mailed to PO box mailing addresses. However, when a request is made to a TQA call center to send a replacement questionnaire or a Language Assistance Guide (LAG), the TQA WILL mail the questionnaire or LAG to a PO Box mailing address. TQA operators will begin sending replacement forms to callers with or without an ID on April 12. Prior to April 12, TQA only sends replacement forms to callers who can provide their ID number from their questionnaire.

Specific Questions and Answers

Q: If I receive my mail in a P.O. box or live in a rural area without mail delivery, how can I get a Questionnaire?

A: Your Questionnaire will be delivered directly to your residence.

Q: I received a duplicate form. What should I do with it?

A: If both forms are **exactly** the same, the second one should be destroyed in whatever manner makes you comfortable. If the Questionnaires are different, complete the one that most closely matches your address and fill the other out by indicating that “0” people live at that address.

Q: Why is April 1 the date used on the Questionnaire? Advertisements are telling us to hurry up and mail the form back. It won't even be April 1 when the form is mailed.

A: If you think your situation will change on or before April 1, wait until April 2 to return the form. If you are fairly certain that your situation will not change, it is okay to go ahead and send the form back before April 1. April 1 is the official Census date that has been used for decades.

Q: A Census employee damaged my property. How can I place a claim for reimbursement?

A: Take the caller's name, contact information and situation. Give the message to Mark Matthews at phone number 720-533-4128 or email him the details at Mark.C.Matthews@Census.gov but please do not give out his direct line to the public.

Q: Why do you ask my phone number?

A: We use your phone number if we have questions about any items on your form. It saves time and money if we can call you instead of sending an enumerator.

Q: What happens to my form after it is mailed back?

A: Your form is scanned and then destroyed.

Q: What if I am not sure how to answer question #8 and #9?

A: You should answer these questions with how you identify yourself. If the answer you want is not printed on the form, use the “other” blank to write in your choice.

Q: If folks go to a Be Counted site and they are visited by a Census worker after turning in the Be Counted form, can they say "I've already filled it out and turned it in" and not answer the questions by the census taker at the door?

A: No, for accuracy and integrity purposes the census taker has been instructed to take the information again at the door. This is done to ensure we do not have to spend any additional tax payer's dollars to send out another census taker in the event some part of the information on the original form is missing or confusing.

Q: How come all my neighbors have received their form and I haven't?

Please remember that the 2010 Census mail-out is the largest single delivery ever undertaken by the U.S. Postal Service – over 120 million forms were mailed the week of March 15. It takes time to sort and deliver this amount of mail. Questionnaires are still being mailed out or delivered. Please wait until April 12. If it has not been received by then, call the TQA or visit a BC site. BC sites close on April 19.

Q: "I need you to send me a new form, I threw mine away" AND "I lost my form, what do I do?"

- 1) Wait: If you haven't received a form, wait until April 12 to allow time for it to arrive. Millions of census forms are on their way to households across the country. Also many addresses are receiving a secondary form without any prompting. If you've lost your form, be patient because we may be sending you a second questionnaire, which should be delivered by April 12th.
- 2) Contact Us: If you still have not received your form or a second form by April 12, then you may contact one of our 2010 Census Toll-free help lines. You can have a new form sent to you after April 12th even if you don't have your barcode.
- 3) If a household doesn't mail back the questionnaire by the third week of April 2010, a trained Census Bureau enumerator will visit the household, starting in May 2010. Enumerators will try six times if necessary to reach a knowledgeable household member, visiting housing units multiple days at different hours. When the enumerator makes contact, he or she will collect the census data by interview. If enumerators can't contact a household, they will seek information in any way possible to estimate the number of people in the household.
- 4) If you are not comfortable with these options you can visit a QAC or BC after April 12th and fill out a form at those locations that can be found online at 2010census.gov

Q: The city listed on my form is not the city where I live.

- 1) Some of the addresses on census forms list a city name that is not yours (some even arrive without a city name). Don't worry.
- 2) IF YOU RECEIVED A CENSUS FORM AT YOUR HOME, YOUR RETURN WILL BE COUNTED IN THE JURISDICTION WHERE YOUR HOME IS PHYSICALLY LOCATED.

- 3) The 2010 Census mail-out is the largest single delivery ever undertaken by the U.S. Postal Service – over 120 million forms were mailed in March. To streamline delivery in a mailing this large, addresses in a particular ZIP code sometimes were all labeled using a single city name that is valid for the ZIP code, even though some people in that area usually receive mail addressed to a different city name. The Postal Service does not have a problem with this because for many addresses there are multiple city names that are perfectly acceptable for accurate delivery.
- 4) If you got a form at your address, you're fine. Fill it out, mail it back, just as it is. We will place your return with the right area. If you got the form, we have coded your house to the right geography.

Q: When I received my census form, I noticed that the first few questions asked for the number of people living or staying in my house on April 1, 2010! I received the form in mid-March, so the question was premature. Why didn't the Census Bureau use a date already past instead of asking us to predict the future?

- 1) The vast majority of households are pretty stable in their composition. The people who are in the household on March 15, for example, are the same people who will be there on April 1; no one will move into the home in the two week period. Hence, responding early gives us an accurate picture of the household on April 1.
- 2) The exceptions to the rule are clearly those households experiencing change. If you know you're moving to a new house, don't fill it out before April 1. If you expect new household members by April 1, don't fill it out before April 1. If you expect any other changes in who lives at your home, wait until April 1 to fill it out.
- 3) Thus, the general message to fill it out and mail it back when you receive it.

Q: Why did I get a reminder postcard before April 1?

- 1) The week of March 22, we'll send a little postcard reminding people to fill out the form and mail it back, if they haven't already done so. The postcard does cost money (just like the advance letter) but the little nudge to mail it back, if successful, avoids the \$57 it will cost to travel out to take an interview in person. Much research shows that it more than pays for itself. The advance letter and the postcard are an act of courtesy that also legitimizes the actual census form and thereby leads to higher participation rates. Since the cost of census takers' salaries to follow up with face-to-face visits is so high, the advance letter and post card saves taxpayer money, compared to just sending out the form.

Q: I'm a Snowbird. I live in North Dakota, but I am in AZ until July, how can I be counted in my home state?

- 1) The general rule of thumb for snow birds is to be counted where you spend the majority of the year. If you spend the majority of your year in North Dakota but will not be home to answer your Census form before April 1st you have a few options. If you are going to return back to North Dakota before July 1st, simply just return home and wait to receive a second form or for a Census Taker to personally come to your house to count you. If

you will not be home before July 1st, find a Questionnaire Assistance Center or Be Counted site near your current location and fill it out with the address that you spend the majority of your time at. The sites can be found on the main page of 2010census.gov.

Q: What do I do with the form at my vacation home?

- 1) Just answer the first question ("How many people were living or staying in this house, apartment, or mobile home on April 1, 2010?") with the number "0" and send it back in.

Q. I received a form 2 months ago and filled the very lengthy thing out and now I've received another. Why do I have to fill this one out too?

A. In addition to the once-every-ten-year census, the Census Bureau conducts over 100 different surveys a year. These operations do not stop during the once-every-ten-year census that requires the participation of all people living in the U.S. If you:

- want to verify that the person who called you is a Census Bureau employee,
- want to verify that your address has been selected for a Census survey,
- have a question about a survey form you received, or
- need to return a call about one of our surveys

please contact us at any of these numbers:

- Hagerstown, MD: 1-800-392-6975
- Jeffersonville, IN: 1-800-523-3205
- Tucson, AZ: 1-800-642-0469

Q. Why do you ask any of these race questions on the form? How does it benefit the Census?

The first census in 1790 asked a question on race and every subsequent census has asked a question on race. Race is key to implementing many federal laws and is needed to monitor compliance with the Voting Rights Act and the Civil Rights Act. The Voting Rights Act needs this information to identify minority language groups that require voting materials in their own language. The Civil Rights Act uses this data to assess fairness of employment practices. State governments use the data to determine congressional, state and local voting districts.

Q. Why do you ask about Hispanic origin?

The Census has asked about Hispanic origin since 1970. The data collected in this question are needed by federal agencies to monitor compliance with anti-discrimination provisions, such as under the Voting Rights Act and the Civil Rights Act. State and local

governments may use the data to help plan and administer bilingual programs for people of Hispanic origin.

Q. Why isn't Hispanic or Latino a race?

The race and Hispanic origin questions are mandated by the Office of Management and Budget. The Census Bureau does not have any say in the way these two questions are asked.

Q. Don't you just need to know how many people are in my house?

The U.S. Constitution empowers the Congress to carry out the census in "such manner as they shall by Law direct" (Article I, Section 2).

Questions beyond a simple count are Constitutional

It is constitutional to include questions in the decennial census beyond those concerning a simple count of the number of people. On numerous occasions, the courts have said the Constitution gives Congress the authority to collect statistics in the census. As early as 1870, the Supreme Court characterized as unquestionable the power of Congress to require both an enumeration and the collection of statistics in the census. The Legal Tender Cases, Tex.1870; 12 Wall., U.S., 457, 536, 20 L.Ed. 287. In 1901, a District Court said the Constitution's census clause (Art. 1, Sec. 2, Clause 3) is not limited to a headcount of the population and "does not prohibit the gathering of other statistics, if 'necessary and proper,' for the intelligent exercise of other powers enumerated in the constitution, and in such case there could be no objection to acquiring this information through the same machinery by which the population is enumerated." *United States v. Moriarity*, 106 F. 886, 891 (S.D.N.Y.1901).

RE: Fourth Amendment (illegal search and seizure)

The census does not violate the Fourth Amendment. *Morales v. Daley*, 116 F. Supp. 2d 801, 820 (S.D. Tex. 2000). In concluding that there was no basis for holding Census 2000 unconstitutional, the District Court in *Morales* ruled that the 2000 Census and the 2000 Census questions did not violate the Fourth Amendment or other constitutional provisions as alleged by plaintiffs. (The *Morales* court said responses to census questions are not a violation of a citizen's right to privacy or speech.) "...[I]t is clear that the degree to which these questions intrude upon an individual's privacy is limited, given the methods used to collect the census data and the statutory assurance that the answers and attribution to an individual will remain confidential. The degree to which the information is needed for the promotion of legitimate governmental interests has been found to be significant. A census of the type of Census 2000 has been taken every ten years since the first census in 1790. Such a census has been thought to be necessary

for over two hundred years. There is no basis for holding that it is not necessary in the year 2000."

The U.S. Court of Appeals for the Fifth Circuit affirmed the District Court decision on October 10, 2001, 275 F.3d 45. The U.S. Supreme Court denied petition for writ of *certiorari* on February 19, 2002, 534 U.S. 1135. No published opinions were filed with these rulings.

These decisions are consistent with the Supreme Court's recent description of the census as the "linchpin of the federal statistical system ... collecting data on the characteristics of individuals, households, and housing units throughout the country." *Dept. of Commerce v. U.S. House of Representatives*, 525 U.S. 316, 341 (1999).

From Factcheck.org

The [Constitution](#) (in Article 1, Section 2) does more than merely "allow" the government to count the population every 10 years — it *requires* that an "enumeration" be done "in such manner as they [Congress] shall by law direct." Congress started with [a simple count in 1790](#) — asking only for the numbers of free white males and females, slaves and other persons. But by [1820 it was also asking](#) how many in each household were "engaged in agriculture, commerce, and manufactures." In [1830 it asked how many were deaf, dumb or blind](#). The questions directed by Congress grew increasingly detailed through the remainder of the 19th century, and [in 1902 Congress established the Census Bureau](#) as a permanent agency.

Q. How can you prove to me that the form I send will not be used for anything but statistical information? Am I just supposed to trust you?

The Census Bureau is bound by a strict law and solemn commitment to protect the confidential information we collect. We take extreme measures to protect the identity of individuals and businesses, starting from the point at which the data are collected and continuing decades after the data are published as aggregate statistics. This includes protecting the addresses of residences and businesses we collect and maintain.

By law, the Census Bureau cannot share respondents' individually identifiable answers with anyone, including tribal housing authorities, other federal agencies and law enforcement entities. All Census Bureau employees take the oath of nondisclosure and are sworn for life to protect the confidentiality of the data. The penalty for unlawful disclosure is a fine of up to \$250,000 or imprisonment of up to five years, or both.

Individual census forms are not publicly available for a period of 72 years. The most recent census for which anyone in the public can look at an individual's form is 1930.

These forms are mostly used for genealogical research and are available through the National Archives.

Q. What is the fine for not answering the Census or intentionally providing false information on the questionnaire or to a Census worker?

The law makes it a crime not to answer and authorizes the courts to impose a fine of up to \$5,000 for failure to respond. However, rather than rely on criminal charges, the Census Bureau prefers, and has been very successful in getting participation by instead explaining the importance of the questions we ask and how the information benefits our communities.

Title 13, section 221 of the U.S. Code authorizes the courts to impose a fine of between \$100 and \$500. Title 18, sections 3571 and 3559 raises this fine to between \$1000 and \$5000. This increase in fines is not recent. The increase was a result of the Sentencing Reform Act of 1984 that raised **all civil fines**, including those for not participating in the census.

Q. Why do you need my name?

Listing the name of each person in the household helps the respondent to include all members, particularly in large households where a respondent may forget who was counted and who was not. Also, names are needed if additional information about an individual must be obtained to complete the census form. Federal law protects the confidentiality of personal information, including names.

Q. Why do you need my telephone?

We ask for a phone number in case we need to contact a respondent when a form is returned with incomplete, missing information or conflicts with other forms received.

Q. Why do you need my age AND date of birth?

We have found that asking people both questions increases the number of people who provide answers to that question as well as increasing the accuracy of the data.

Q. How do I make sure that the person at my door who says they work for the Census really works for the Census?

Within the 10-state Denver region, can call the Denver RCC Admin Office directly at 1-877-233-4677.

Follow up with “would you like me to transfer you to them now? Transfer to x. 5-4100.