

CENSUS 2020:

# VOLUNTEER TRAINING



# Training Topics

1. Why should we complete the Census?
2. Is it safe to participate in the Census?
3. How do you complete the Census?
4. Why is my help needed with the Census?
5. How can I help with the Census?
6. Where can I find additional information?

# 1. Why should we complete the Census?

- ▶ Because everyone counts! Regardless of age or immigration status, we count!
- ▶ Because funding for many things we use every day count on Census numbers. For example, your child's school, the roads we drive on, hospitals, libraries, and the Gilchrist Center!
- ▶ Census data determines communities' representation in Congress
- ▶ Everyone who lives in the United States on April 1 is legally required to complete the Census. If you don't complete it by mid-April, Census Workers will come to your house to obtain your responses. They can return as many as 6 times to help you complete it.

## 2. Is it safe to participate in the Census?

- ▶ The Census Bureau is required by law to keep information confidential.
- ▶ **The Census Bureau will never share a respondent's personal information with other government agencies including immigration enforcement agencies, law enforcement agencies, or allow that information to be used to determine eligibility for government benefits**
- ▶ Results from the census are reported in statistical summary format only.
- ▶ All information entered online is heavily encrypted.
- ▶ Records are confidential for 72 years by law (Title 44, U.S. Code)
- ▶ All Census Bureau employees swear a lifetime oath to protect respondent information.
- ▶ **Penalty for wrongful disclosure is up to 5 years imprisonment and/or a fine of \$250,000**

The Census will never ask you for:

Your Social Security number.

Money or donations.

Anything on behalf of a political party.

Your bank or credit card account numbers.



# Language Assistance

## 1. Online Form & Telephone Questionnaires

- ▶ Will be available in 13 languages

- ▶ English, Arabic, Chinese, French, Haitian Creole, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese

## 2. Paper Form

- ▶ Will be in English and Spanish

## 3. Census Bureau Language Guides

- ▶ Guides on how to complete the Census are available in 59 non-English languages in video and/or print, including American Sign Language, Braille, and large print

# Census Bureau Mailing Timeline

On or Between	You will Receive
March 12 – 20	An invitation to respond online to the 2020 Census. This invitation will include a code unique to your address that will lead you to the online survey.
March 16 - 24	A reminder letter.

► If you haven't responded yet:

On or Between	You will Receive
March 26 – April 3	A reminder postcard
April 8 – 16	A reminder letter and paper questionnaire
April 20 - 27	A final reminder postcard before a Census worker comes to your house to follow up

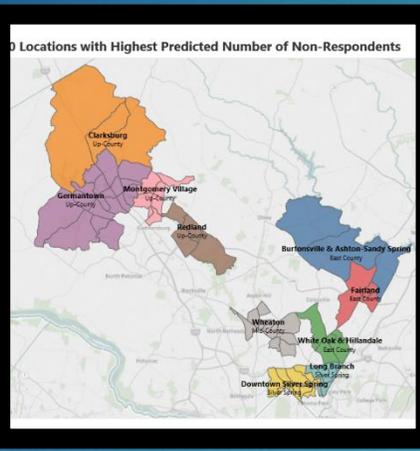
\* Though in-person visits will begin in May, households can still respond online, by phone, or by mail until July 31

# 4. Why is my help needed with the Census?



## New Process

New online response format may lower the response rate for seniors or residents with limited internet access. 3.4% of households in Montgomery County have no form of computer. In addition, 7.1% are without internet.



## Low Response Tracts

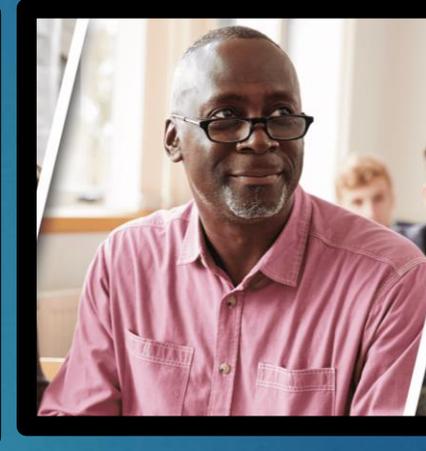
Based on the latest census estimates, approx. 5% of Montgomery County's current population (or 54,637 people) lives in hard-to-count neighborhoods.



## Citizenship Question

There is NO citizenship question on the Census!

However, 33% of the County's residents are foreign born, and misinformation and distrust of government in the immigrant community is at an all time high.



## Vulnerable Populations

An undercount disproportionately impacts low-income African Americans, immigrants, seniors, children under 5.



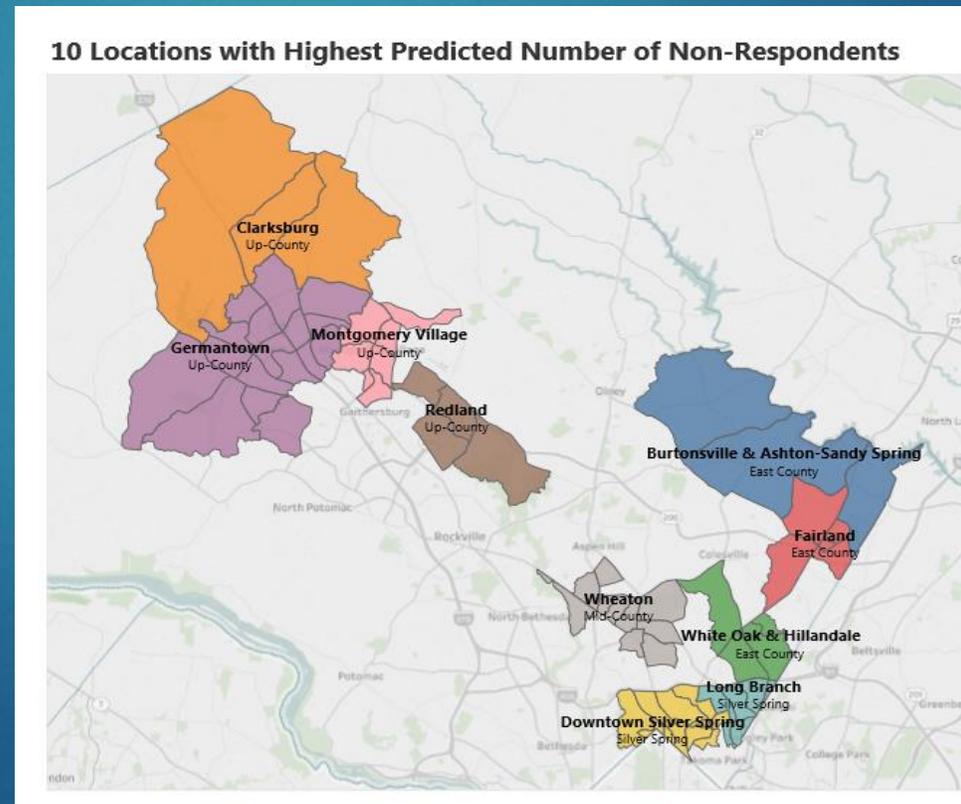
## Online Privacy

Concerns about keeping personal information safe, private and for Census use only.

# 4. Why is my help needed with the Census?

Under counted populations can be those that are hard to persuade because they lack trust in the government and the way their data will be used, or they might have language barriers or low internet access.

- ▶ Young children under the age of five.
- ▶ Highly mobile people.
- ▶ Racial and ethnic minorities.
- ▶ Non-English speakers.
- ▶ Low income people.
- ▶ People experiencing homelessness.
- ▶ Undocumented immigrants.
- ▶ People who distrust the government.
- ▶ LGBTQ persons.
- ▶ People with mental or physical disabilities.
- ▶ Renters
- ▶ People who do not live in traditional housing.



# How would an undercount impact Maryland and Montgomery County?

- ▶ Every Marylander not counted costs the state approximately **\$18,250** over the next 10 years



# 5. How can I help with the Census?

Census Open Labs provide support to those who would like to fill in their Census forms online, but do not have a computer or are not familiar with filling out online forms. Volunteers can:

1. Assist with the technical aspects of filling out forms (eg, how to fill in blanks, use drop-down menus, etc.)
2. Explain what a certain question is asking
  - ▶ You can clarify what type of information the question is seeking, but do NOT tell them what answer to provide
  - ▶ Note: Questions about gender identity and race/ethnicity should be answered by how the participant self-identifies
3. Provide information on additional Census resources, such as Language Guides, Census Questionnaire Phone Lines, etc.

# 5. How can I help with the Census?

## Additional Guidelines:

DO	DON'T
Make yourself available for questions	Fill in answers for people
Give people privacy	Watch people fill in their answers
Look up answers to questions in the provided Resource Binders or ask Gilchrist Center staff	Guess the answer to a question you're not sure of
Explain that you're a volunteer of the Gilchrist Center	Tell participants or lead them to believe that you're a Census Bureau employee
Keep all information you receive confidential	Share any information you receive with others
Provide participants with additional Census resources	Leave them unsure of where to get answers to any unresolved questions

# 6. Where can I find additional information?

## Gilchrist Center's Census Education Toolkit:

(<https://www.montgomerycountymd.gov/gilchrist/>)

- ▶ Should be reviewed before volunteering at Open Labs
- ▶ Enables you to prepare for participants' questions and help them understand the importance of the Census: [Frequently Asked Questions](#), [Talking Points](#)
- ▶ Helps you anticipate the challenges that immigrants may face in answering some of the Census questions. [Census Vocabulary](#), [Case Study](#)
- ▶ Useful links to resources: [Resource List](#).
- ▶ Everyone Counts in Montgomery County flyers in multiple languages are available here (scroll down to Downloadable Census Outreach Toolkits) <https://www.montgomerycountymd.gov/census/>

# 6. Where can I find additional information?

**Gilchrist Center Open Lab sites will have a Resource Binder that includes the following materials (as well as others):**

- ▶ Information on how to access Census Bureau Language Guides
  - ▶ Available in 59 non-English languages; provides assistance on how to fill out English form
  - ▶ <https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html>
- ▶ Census Questionnaire Assistance Phone Numbers:
  - ▶ Toll-free numbers for assistance or to respond to Census by phone
  - ▶ [https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/memo-series/2020-memo-2019\\_18.html](https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/memo-series/2020-memo-2019_18.html)
- ▶ Libraries' Guide to the 2020 Census (American Library Association)
  - ▶ Excellent, comprehensive guide to Census, with FAQs, resources, etc.
  - ▶ [http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/govinfo/Census%20Guide%20Update\\_Jan2020.pdf](http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/govinfo/Census%20Guide%20Update_Jan2020.pdf)

# Gilchrist Center Open Labs

**\*\* Schedules below are dependent on facility openings/closings. Check County website for updated info and follow up with the contacts listed for each respective site with any questions. \*\***

## ▶ **Wheaton Office**

- ▶ March 17 – April 4
  - ▶ Monday – Saturday, 3/16 – 4/4 (call 240-777-4940 for hours and locations)
- ▶ Contact: [anna.denicolo@montgomerycountymd.gov](mailto:anna.denicolo@montgomerycountymd.gov)

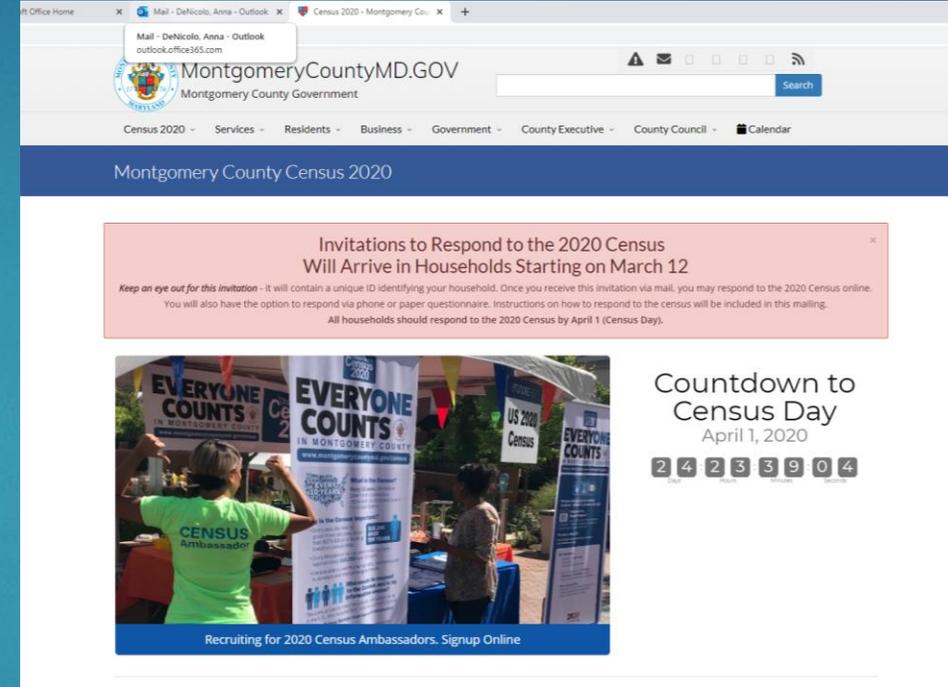
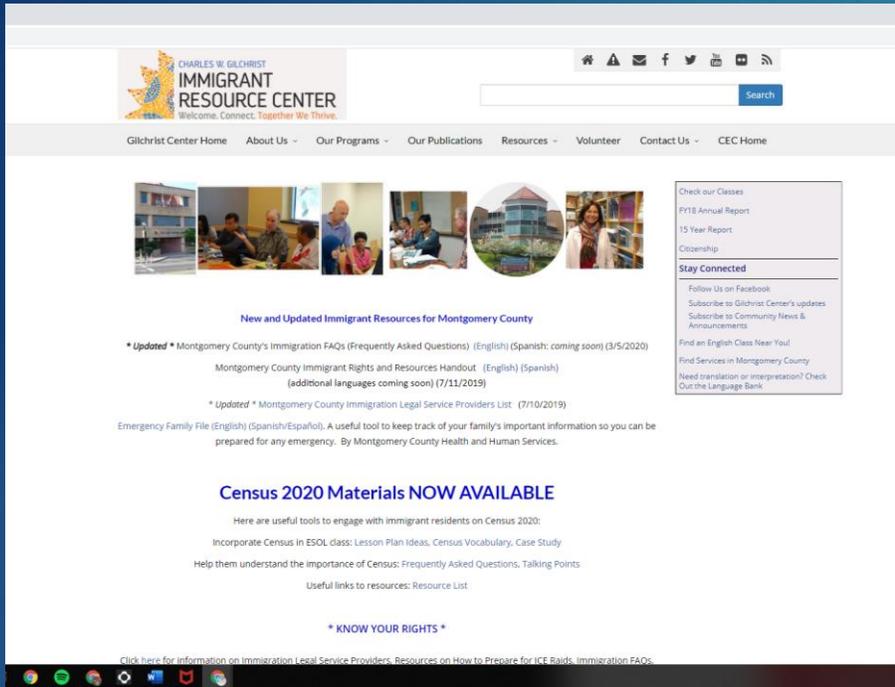
## ▶ **Gaithersburg Library, 1<sup>st</sup> floor (in computer lab)**

- ▶ [March 17 – April 11, during days and times below] -- as of 3/12/2020, MoCo libraries will be closed from 3/16 to 3/26
  - ▶ Tuesdays: 10am – 12pm and 5:30 – 8:30pm
  - ▶ Wednesdays: 11am – 1pm
  - ▶ Saturdays: 10:30am – 2:30pm
- ▶ Contact: [yunie.hong@montgomerycountymd.gov](mailto:yunie.hong@montgomerycountymd.gov)

## ▶ **East County Office**

- ▶ March 10 – April 15, during days and times below
  - ▶ Tuesdays: 5:30 pm – 7:30 pm
  - ▶ Wednesdays: 5:30 pm – 7:30 pm
  - ▶ Saturdays: 10:00 am – 1:00 pm
- ▶ Contact: [Josephine.garnem@montgomerycountymd.gov](mailto:Josephine.garnem@montgomerycountymd.gov)

# Need materials or have questions?



## More information:

Gilchrist Center's Census Education Toolkit: [Anna.denicolo@montgomerycountymd.gov](mailto:Anna.denicolo@montgomerycountymd.gov)  
Montgomery County Census: [2020Census@Montgomerycountymd.gov](mailto:2020Census@Montgomerycountymd.gov)

