**Municipality – 2020 Census knowledge base article**

**A. Keywords: Data / Information/Confidentially/ Survey/ Census 2020/ Information requested / report fraud**

**1. Question: How will the Census data be used? / Will the data be used against me?**

**Summary:** This article contains information about the data usage by the U.S. Census Bureau.

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or ask.census.gov

**Answer:** All census data is protected by federal law and is **used for statistical purposes only**. It cannot be used against any person by any government agency or court. This means that **no law enforcement agency (not the DHS, ICE, FBI, CIA, state or local agency) can access or use your personal information at any time**.

The data collected is used:

a) To determine the distribution of congressional seats to states.

b) To make planning decisions about community services.

c) To distribute more than $675 billion in federal funds to local, state and tribal governments each year.

You can learn more about the upcoming census by visiting [Municipality information webpage] and/or [www.2020census.gov](http://www.2020census.gov) .

**2. Question: What information will be requested on the survey?**

**Summary:** This article contains information about the information that will be requested on the 2020 Census survey.

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or ask.census.gov

**Answer:** The census will collect information about the people living in your household, such as: how many people are living in your house on April 1, 2020; whether your home is owned or rented, gender, age, race, Hispanic ethnicity, and relationship.

**For additional information please visit:** <https://2020census.gov/en/about-questions.html>

**3. Question: What information will not be requested on the survey?**

**Summary:** This article contains information about the information that **will not be** requested on a census survey.

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or ask.census.gov

**Answer:** The U.S. Census Bureau **will never ask** you for SSN (social security number), money, donations, bank or credit card numbers, anything on behalf or related to a political party.

**Agent info:** If a customer calls informing that someone is requesting personal/sensitive information on behalf of the U.S. Census Bureau, the customer may be the victim of a scam. To report a scam, call [Census regional office phone number] or [Census regional office field representative verification phone number] or send an email to: [Census regional office email address]

**4. Question: Is my information safe and secure? / Will the data collected be kept confidential?** **/ Can I trust the U.S. Census Bureau with my information?**

**Summary:** Information regarding data confidentiality.

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or ask.census.gov

**Answer:** Your answers to the 2020 Census are secure, and protected by federal law, which means **your answers are confidential.** The law is clear; no personal information can be shared. Under Title 13 of the U.S. Code, the Census Bureau cannot release any identifiable information about households, individuals, businesses to any law enforcement agency or court. **The data collected by the Census remains anonymous and is used for statistical purposes only.**

**More on Title 13**

The Census Bureau is bound by Title 13 of the United States Code. Title 13 provides the following protections to individuals and businesses:

* Private information is never published. It is against the law to disclose or publish any private information that identifies an individual or business such, including names, addresses (including GPS coordinates), Social Security Numbers, and telephone numbers.
* DEEPER DIVE: The data is kept confidential and inaccessible to anyone but the respondent for 72 years. After 72 years, it is part of the public record.
* The Census Bureau collects information to produce statistics. Personal information cannot be used against respondents by any government agency or court.
* Census Bureau employees are sworn to protect confidentiality. People sworn to uphold Title 13 are legally required to maintain the confidentiality of your data. Every person with access to your data is sworn for life to protect your information and understands that the penalties for violating this law are applicable for a lifetime.
* Violating the law is a serious federal crime. Anyone who violates this law will face severe penalties, including a federal prison sentence of up to 5 years, a fine of up to $250,000, or both.

In addition to these legal guidelines, the U.S. Census Bureau has many security measures in place to guarantee that the information collected stays safe.

For additional info please visit: <https://www.census.gov/library/fact-sheets/2019/dec/2020-confidentiality.html>

**5. Question: How can I report fraud? / SCAM awareness**

**Summary:** Tips and information on how to report fraud/scam and how to protect yourself.

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or ask.census.gov

**Answer:** It’s important to keep in mind that the U.S. Census Bureau will never ask for your SSN, credit card or bank account numbers, money and/or donations.

If you suspect “phishing” or other scams, contact the [Census regional office] or the Census Bureau’s National Processing Center immediately for verification.

To report a scam, call [Census regional office phone number] or [Census regional office field representative verification phone number] or send an email to: [Census regional office email address]

To learn more about how to avoid frauds and scams online, please visit: <https://2020census.gov/en/avoiding-fraud.html>

**B. Keywords: Census process / what to expect / who to fill the survey / languages / online survey / response by mail / response by phone**

**1. Question: What is the census? / Why people are counted every 10 years?**

**Summary:** General information about the census

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or ask.census.gov

**Answer:** The Constitution mandates that all people be counted every ten years in a national census. The United States Census Bureau oversees the Census; its mission is to serve as the nation’s leading provider of quality data about its people and economy. While the Census Bureau conducts this effort, it requires support from local government, businesses, and nonprofit leaders.

At a glance, the decennial census provides data to distribute more than $675 billion in federal funds. In the same vein, the information is used to determine the number of congressional seats that each state has in the U.S. House of Representatives.

For additional information please visit: [Municipality census website]

**2. Question: How does the census work? / What to expect**

**Summary:** General information. Brief description of the census process.

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or ask.census.gov

**Answer:** In March 2020, you will receive a census postcard in the mail. On this postcard will be a code that will lead you to the online census survey. The survey should take about 30 minutes to complete.

If you do not respond to the postcard, additional steps will be taken to ensure you are counted. These steps include mailing a paper form and a Census Bureau employee knocking on your door to offer in-person assistance.

You can learn more about the upcoming census by visiting [Municipality census information webpage] and/or [www.2020census.gov](http://www.2020census.gov) .

**3. Question: How can I respond? / Will everyone have to complete the census online? / What about people with no access to internet?**

**Summary**: Ways to complete the Census survey.

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or ask.census.gov

**Answer:** In 2020, for the first time, the U.S. Census Bureau will accept responses online, but there are other ways to complete it. You can respond, if you prefer, by phone or mail.

For more information please visit: <https://2020census.gov/en/ways-to-respond.html>

**4. Question:** Why does the 2020 census matter?

**Summary:** Reasons why people must answer the survey, why it is essential to answer entirely and on time all the questions.

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or ask.census.gov

**Answer:** The census collects information on the entire country’s population. This information is used to: determine representation in Congress, distribute more than $675 billion in federal funding to states and communities and allocate resources for job creation, housing, infrastructure, and more.

A complete and accurate count will ensure that we get our fair share of funds for things like the Medical Assistance Program and Medicare Part B, Supplemental Nutrition Assistance Program (SNAP), school lunch programs, special education grants, funding for improvements to roads, highways and bridges, Section 8 housing, federal Pell grants, and more.

The data from the Census is also used for research and to analyze and predict trends, which influence where businesses decide to open, that in turn impacts the local economy and job creation.

**Even a 1% drop in the count from the last Census, in 2010, could result in the loss of [thousands/millions] of dollars to our city annually, mostly affecting essential public services. These federal dollars are essential, so we can continue to support the basic needs and human rights of everyone in [Municipality]. If the Census count is inaccurate, the most vulnerable populations of our City will face the greatest hardships as a result.**

**5. Question:** I don’t speak English. Can I answer the questionnaire in my language?

**Summary:** This article contains information about the languages available to respond to the census.

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or ask.census.gov

**Answer:** It is totally possible. If you do not speak English, you can respond to the Census online or by phone in **12 different languages: Spanish, Chinese, Vietnamese, Korean, Russian, Arabic, Tagalog, Polish, French, Haitian Creole, Portuguese, and Japanese.**

**C. Keywords: Census Jobs / Volunteer / Support / Community Outreach /**

**1. Question: How do I apply for jobs with the census?**

**Summary:** Information regarding how to work with the Census, temporary employment and wages.

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282 or <https://www.2020census.gov/en/jobs>

**Answer:** It is easy to apply for jobs with the Census! The [Municipality] is preparing for the 2020 Census. The U.S. Census Bureau will be hiring more than 3,000 temporary workers to support Census efforts.

Clerical, administrative, technical, and field positions are available with flexible hours, including nights and weekends. ALL entry-level positions are open for applications at [**www.2020census.gov/jobs**](http://www.2020census.gov/jobs). **To be eligible to work with the 2020 Census, you must be at least 18 years old, have a valid Social Security number, and be a U.S. citizen.**

**You could make $21 an hour as an Enumerator, talking to people in your neighborhood about the census and helping them complete their form.**

Applications are easy and take less than 30 minutes! Apply online here:

<https://recruitment.2020census.gov/ats/careersite/census.aspx?site=1&c=census>

**2. Question: How can I help in my community?**

**Summary:** Ways to support the City’s community outreach efforts

**Department:** U.S. Census Bureau / [Municipality]

**Special info: 311** or U.S. Census Bureau Call Center: 301-763-INFO (4636) or 800-923-8282

**Answer:** You can support the City’s community outreach efforts by spreading the word among friends and family. You can sign up to volunteer. We need volunteers to help us talk to friends and neighbors about the census and why everyone should participate. Sign up at [Municipality census volunteer webpage]

You can learn more about the upcoming census by visiting [Municipality census information webpage] and/or [www.2020census.gov](http://www.2020census.gov) .