

2020 CENSUS "BE COUNTED" SITES GUIDE & RESOURCES



Overview and Purpose of the Be Counted Guide & Resources

If you're reading this, it's because you are a "Be Counted" site partner who understands the importance of making sure Montana is counted accurately in the 2020 Census. THANK YOU! Your assistance is essential in making a complete count of EVERY Montanan a reality.

This guide is to help "Be Counted" site partners establish a site, navigate questionnaire assistance, and know what resources and support is available from the U.S. Census Bureau and their staff working in Montana and the State of Montana Complete Count Committee.

In Montana the Census count will occur from mid-March to July. We are asking our "Be Counted" site partners to provide a way for Montana residents to self-respond during the timeframe from when the Census count begins in Montana in mid-March through the first week of May. The dates and hours you provide access can be decided by each "Be Counted" site, but it's the hope that these sites will be as accessible as possible for the public to respond.

We have also included in this guide information about where to direct questions or concerns you might get from respondents at your site. This will help you guide people to the appropriate sources of information.

We appreciate everything you are and will be doing to motivate your community to respond to the 2020 Census.

What is a “Be Counted” site?

“Be Counted” sites provide readily accessible locations for the public to respond to the 2020 Census. The purpose of setting up “Be Counted” sites is to give those without access to Internet or phone an opportunity to self-respond to the 2020 Census. As a “Be Counted” site, you are providing a way for the public to answer the 2020 Census utilizing available computers or tablets with Internet, making wi-fi available for a personal device, or making phones available for call-in response.



Guidelines for “Be Counted” Sites

- Have a building that the public and people with disabilities can access such as a business, organization headquarters, community center, or public event.
- Provide access to the 2020 Census so respondents can self-respond in at least one of the following ways:
 - A computer or tablet from where respondents can log on to the Census site and self-respond.
 - An internet connection where respondents can access wi-fi to respond to the Census using their own device (phone, tablet, etc.).
 - A phone that respondents can use to call in their responses to a 2020 Census call center.
- If using your own devices, please ensure all software is current and Internet browsers are up to date.
- Provide access to your facility during the self-response phase of the Census count from mid-March through the first week of May 2020.
- Have staff or volunteers available to assist with logging onto the devices and getting to the Census website or phone number.

***Please remember to be clear that you are NOT working for the U.S. Census Bureau, since only Census Bureau employees take an oath and are sworn for life under the law to keep an individual's responses confidential. "Be Counted" sites should not enter a person's responses for them or watch them enter their responses.**

Suggested Resources to Have at “Be Counted” Sites

For individual response using a personal device and the “Be Counted” site’s Internet connection

- Privacy so others do not see respondents’ answers.
- Directions to respondents on how to access the Internet. If using a wireless connection, please make sure it requires a password to access it.
- Directions and information on accessing my2020census.gov.
- Assistance on how to access the questionnaire, if needed.



For individual response with a “Be Counted” site’s computer, laptop or tablet

- Privacy so others do not see respondents’ answers.
- Software updates installed on devices.
- Access to the Internet. If using a wireless connection, please make sure it requires a password to access it.
- An installed Internet browser – best are Chrome, Firefox, Safari, Internet Explorer, Edge, and Samsung Native.
- Set computer home screen to my2020census.gov for easy access.
- Make it clear that your devices are not secured by the Census Bureau.

For individual response using a “Be Counted” site’s phone

- Private area for respondents to answer questions via phone.
- Post the telephone questionnaire assistance phone number which is **1-844-330-2020** in the area where people will be calling from. Live agents will be available 7 a.m. to 2 a.m. eastern time to provide assistance in 13 languages. Support for additional languages is available by calling the U.S. Census **1-800-923-8282** or by visiting the Census Language Support Page <https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources.html>

Paper Questionnaire

- If someone chooses to respond by paper, they must use the official form they received at their residence since it is coded for that household. Additional paper questionnaires cannot be sent to “Be Counted” sites.

Suggested information for the public at “Be Counted” sites

- Visibly post a sample copy of the questionnaire.
- Written instructions on how to gain access to online questionnaire.
- Information on how to respond without a Census ID number which can be found here: https://2020census.gov/content/dam/2020census/materials/partners/2020-01/Responding_Without_Census_ID_FAQ.pdf
- Language support as appropriate.

Assisting Respondents

- Do not “staff” devices, individuals should enter their own information.
- Do not collect response information from outside the Census Bureau’s online form.
- Make it clear that you are not a Census employee.
- Advise respondents to complete the 2020 Census even if they think others with their household have already responded. The Census Bureau has processes in place to resolve duplicates.
- Refer respondents that want assistance to a Census Bureau staffed phone number for help.
- If a respondent insists that you help them, please inform them that you are not a Census Bureau employee and therefore their answers are not protected by law if they tell you. If they still want your assistance after being informed of the risks, then it is ok to help them.

Things to Keep in Mind

- Respondents can only answer the form on behalf of the household where they reside.
- Placing calls (robocalls or person-to-person) to individual households is prohibited by law.
- The Census Bureau will handle any incomplete or inaccurate responses, you are doing your part by providing the access.
- You can report misinformation or disinformation by sending an email to the U.S. Census Bureau at rumors@census.gov.
- Follow best practices for securing devices and networks. The following link provides steps you can follow to secure devices <https://www.us-cert.gov/ncas/tips>.

Full Questions and Answers for partners supporting the 2020 Census can be found: <https://2020census.gov/content/dam/2020census/materials/partners/2019-10/partners-self-response.pdf>



U.S. Census Bureau: for questions about the 2020 Census and to verify Census activities call: **1-800-923-8282**

U.S. Census Bureau Operations in Montana: for questions or concerns call the Partnership Coordinator at: **1-303-489-6293** or to be routed to a local Census Bureau office call: **1-855-562-2020** select option 3 and enter your zip code.



What the State of Montana Complete Count Committee Can Provide

- Informational handouts on how the Census affects Montana, confidentiality, sample Census forms, or any material on CENSUS.MT.GOV under the "Resources" section.
- A "Be Counted" site yard sign that can be placed in the window or in front of a location to let the public know that your site is a Be Counted Location.
- Promotional items such as rack cards, stickers or window clings.



What the Census Bureau Can Provide

- Some available staff if requested ahead of time (Partnership Specialists - PSs and Census Response Representatives - CRRs) can:
 - Assist with partner events
 - CRR's will each have one iPad that respondents can use (note, Partnership Specialists do not have equipment that can be used by respondents)
 - Since they are under the oath of confidentiality, U.S. Census employees can assist respondents in self-responding
- Provide select language support
- Activate and staff sites in areas where self-response is under performing at the expected level
- Videos to help educate residents on Internet Self Response are available. Go to: <https://www.census.gov/programs-surveys/decennial-census/2020-census/library/videos.html>

Who to Include on the Form?

The U.S. Constitution, Article I, Section 2, mandates that all individuals residing in the U.S. and its territories shall be counted every 10 years.

Who are the Individuals to Be Counted?

EVERYONE in the United States on April 1, 2020 should BE COUNTED.

This includes:

- Children, from newborns to eighteen years old.
- Students, including students from out of state and abroad studying in Montana.
- Non-citizen residents living in the U.S. and non-citizen long-term visitors.
- Individual's experiencing homelessness.
- Everyone under your roof, including family, friends, and roommates who are temporarily staying with you on April 1, 2020 and have no other usual place to live.

There are populations in unique living situations such as military personnel, college students, and the homeless that are counted by the U.S. Census Bureau in special ways, but if someone comes to a “Be Counted” site then encourage them to fill out their form. If there are duplicates, the U.S. Census Bureau has processes in place to ensure they are only counted once. For additional information on how these special populations are counted refer to pages 8-10 of this guide.

Where are individuals to be counted?

Individuals should fill out the 2020 Census form listing their usual address which is the place they live and sleep most of the time. People who do not have a regular address should be counted where they are on Census Day April 1, 2020.

- People who live in more than one place should be counted should be counted where they live and sleep more than anywhere else.
- If a person lives at two or more residences, for example snowbirds, they should be counted at the place they live and sleep most of the time. If the time between residences is equally divided, they should be counted where they are staying on Census Day April 1, 2020.



Timeline of the 2020 Census

March – May 2020:	Call to Action – Respond to the Census
Mid-March 2020:	Self-Response Begins (Internet, Phone, Paper)
April 1, 2020:	National Census Day
May 13, 2020:	Enumerators start going door-to-door to visit households that did not self-respond
June & July 2020:	Self-Response and Door-to-Door Enumeration Continue
July 2020:	Still have time to self-respond – make sure you are counted
July 31, 2020:	All data collection ends (self-response & door-to-door)

Road to the 2020 Census

2020 Census Operational Timeline



United States
Census
Bureau

U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
[census.gov](https://www.census.gov)

Individuals in Group Quarters

Group Quarters Enumeration is the U.S. Census Bureau's special processes for counting people who live or stay in group quarters during the 2020 Census. Because group quarters are owned or managed by a third party, the Census Bureau assists group quarters administrators in responding to the census on behalf of residents to ensure a complete and accurate census count. This includes nursing homes, hospitals, treatment centers, military quarters (see below) college dorms, adults / juveniles in correctional facilities, boarding schools, Job Corps and other worker's group living facilities, and religious-related residential housing.

Note: College students should be counted at their on-campus or off-campus college residence since this is where they are living on Census Day April 1, 2020.

Need more info on the count of those in Group Quarters? Go to:

<https://2020census.gov/en/conducting-the-count/gq/gqe.html>

U.S. Military Members / Active Duty U.S. Military Personnel

Most military households are responsible for responding to the 2020 Census on their own if they are stationed or living in the United States. You will be counted in a military barracks or on a military vessel with a homeport in the United States if that's where you're staying on April 1, 2020. A military point of contact, sworn to protect your privacy, will distribute individual questionnaires, collect them when complete and return them to the Census Bureau.

Special Considerations for **Active Duty** veterans and military personnel:

- Deployed outside the United States while stationed in the United States - the Census Bureau will use administrative data from DOD to count you at your usual residence in the United States. Note: Any family members living in the United States need to respond for themselves to a census questionnaire.
- Stationed outside the United States - the Census Bureau will use administrative data from DOD to count you and any dependents living with you overseas at your home state of record in the United States.
- Staying in barracks or other on-base group quarters in the United States - the Census Bureau will work with your base to ensure you are counted.
- Living in a household in the United States, you need to respond to a household census questionnaire and count everyone living there.

Need more info on the count of those in Group Quarters? Go to:

<https://www.census.gov/library/stories/2020/02/counting-all-military-service-members-and-their-families-in-2020.html>

Individuals experiencing homelessness

In 2020, the Census Bureau will devote **three days to counting** people who are experiencing homelessness across the country, with checks in place to ensure that people aren't counted more than once. These days follow months of outreach and coordination with local census offices, partners, shelter directors, service providers, and others:

Schedule for Counting the Homeless in Montana

- March 30, 2020: Counting people who are in shelters.
- March 31, 2020: Counting people at soup kitchens and mobile food vans.
- April 1, 2020: Counting people in non-sheltered, outdoor locations, such as tent encampments and on the streets.

Need more info on the count of those experience homelessness? Go to:

<https://2020census.gov/en/what-is-2020-census/focus/people-experiencing-homelessness.html>

Individuals in Transitional Housing

This includes those not living in traditional housing units (marinas, group homes, RV parks, cars, hotels/motels, outdoor locations, etc. Counting residents at Transitory Locations consists of two phases: Transitory Location Advance Contact and Enumeration at Transitory Locations.

- During the Transitory Location Advance Contact phase, Census Bureau workers prepare for enumeration. Between February 24 and March 21, 2020, area census office staff members will call an administrator at each transitory location to indicate that census takers will visit, explain the enumeration process, and collect information about the location.
- Enumeration at Transitory Locations will occur from April 9 to May 4, 2020. Census takers will visit each transitory location at the scheduled time to interview people in the occupied units.

Need more info on the count of those in Transitional Residency? Go to:

<https://2020census.gov/en/conducting-the-count/tl/etl.html>

Young Children (who either live in or temporarily residing in your household)

If you have children in your home, make sure they are counted.

- Make sure to count 0-5 years olds (newborns prior to and up to Census Day April 1, 2020); foster children; nieces/nephews; grandchildren; and/or great-grandchildren in the household
- For children who split their time between your household and another household—count them in the household if they live with you more than 50% of their time. If their time is equally divided, count them where they are on Census Day April 1, 2020.

Need more info on the Census Count of Children? Go to: <https://2020census.gov/en/who-to-count/young-children.html>

