



State of California – Government Operations Agency
 California Complete Count-Census 2020
 400 R Street, Suite 359
 Sacramento, CA 95811
 www.census.ca.gov
 (916) 852-2020

GAVIN NEWSOM, Governor
DITAS KATAGUE, Director

FINAL REPORT TEMPLATE

General Information

Date of report	November 9, 2020
Organization / Entity	Homebase
Responsible Person / Title	Jessie Hewins, Managing Attorney
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Narrative Report

- 1) List your goal(s) and objectives as it appears in your strategic and implementation plan. What and how did you revise the objectives due to COVID-19 and the US Census Bureau's operational adjustments?
 - a. **Goal:** Ensure that people experiencing homelessness are more accurately counted in the 2020 Census.
 - b. **Objectives**
 - i. Coordinate dissemination of key operation dates, guidance, and policies to Continuums of Care;
 - ii. Identify and respond to barriers to counting people who are experiencing homelessness in shelters, living outdoors, and at service locations; and
 - iii. Distribute grants to non-profit organizations for incentives to encourage people experiencing homelessness to participate in the census.

Homebase's goal and objectives remained consistent throughout the Census process, however we adjusted methodologies as needed in response to COVID-19 and the US Census Bureau's operational adjustments. In particular,

- Extended operations to continue providing assistance through the U.S. Census Bureau timeline adjustments;
- Shifted communication to focus on disseminating Census information via email, phone, video conference, webinar, website (www.homebaseccc.org/census2020), and social media;
- Identified and responded to additional barriers to counting people who are experiencing homelessness as a result of COVID-19 and California wildfires; and

Due Date: November 16, 2020

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- Directed grants to organizations who could adjust operations as needed in response to COVID-19 and U.S. Census Bureau timeline adjustments, and safely and effectively connect people experiencing homelessness with the Census.
- 2) Reflecting on your own operations and outreach strategies throughout the campaign, please provide a response with specific examples for the following questions. Please also indicate which timeframe you are referring to in your response (i.e., education, NRFU period).

Contracted partner's operations

What worked well operationally?

Shifting communication to virtual settings worked well, and Homebase continued to provide guidance regarding counting people experiencing homelessness on local, regional, and statewide calls through the spring, summer, and fall. Homebase provided regular email updates to Continuums of Care statewide with updated guidance regarding dates, deadlines, and operational adjustments due to COVID-19 through the spring, summer, and fall. Additionally, Homebase provided technical assistance regarding SBE and TNSOL planning and operations to 5Cities Homeless Coalition, Advancement Project California, Asian Americans Advancing Justice – Asian Law Caucus, California Association of Food Banks, California Calls, and Catholic Charities.

What hindered the operations?

Lack of clarity or consistency from the U.S. Census Bureau regarding Census timelines and operations hindered Homebase's ability to provide clear, comprehensive guidance to partners.

Contracted partner's outreach

What outreach tactics worked well?

Continuing to connect with local, regional, and statewide partners virtually worked well. Homebase appreciates time provided on multiple statewide partner calls and several regional partner calls to provide updated guidance in the weeks leading up to Service-Based Enumeration (SBE) and Temporary Non-Sheltered Outdoor Location (TNSOL) enumeration. Additionally, providing SBE and TNSOL updates to Continuums of Care leads over email worked well to quickly disseminate key information statewide.

Additionally, all of Homebase's sub-contracted partners pivoted Census outreach plans as needed in response to COVID-19 and California wildfires. Examples include:

- A Community of Friends: Through the spring and summer, ACOF successfully adjusted outreach plans in response to COVID-19 and distributed Census information to 1,716 recently housed clients across 43 locations in Orange and Los Angeles counties.
- Gardner Family Health Network: Through August and September, GFHN successfully distributed 1,000 incentives to people experiencing homelessness

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- who participated in the Census at mobile health clinics and temporary shelters in Santa Clara County.
- ShePower Leadership Academy: In late September and early October, ShePower successfully connected with 940 people experiencing homelessness in Kern County to encourage Census participation at outdoor gatherings and parks.
 - The Vietnamese American Community of the East Bay: In July, August, and September, VACCEB safely engaged in outreach to distribute multilingual Census information to at risk and homeless individuals in San Francisco and Alameda counties. VACCEB directly assisted 734 individuals to complete the Census.

What hindered the outreach?

- A key obstacle to outreach was lack of staff capacity to dedicate to the Census. Homeless service providers were overwhelmed by responding to multiple emergencies (COVID-19, wildfires) and therefore could no longer commit to having as active a role in promoting Census engagement.
 - As noted above, all of Homebase's sub-contracted partners had to pivot Census outreach plans as needed in response to COVID-19 and, as applicable, California wildfires. For some, that resulted in not distributing as many incentives as they had originally planned.
 - In late August, the U.S. Census Bureau change in timeline (to Sept. 30) came at a time when Homebase and our contracted partners still did not have full information on how SBE and TNSOL counts would be conducted. Homebase increased communication to partners statewide with as much information we had regarding SBE and TNSOL operations, including the timeline, and encouraged partners to submit updated Group Quarters Location Add Templates as soon as possible to ensure their service-based and outdoor locations would be included in the U.S. Census Bureau workload.
- 3) Describe challenges and changes occurring outside or within your organization / agency that had an impact on the outreach work. Describe how you responded to these changes to work toward achieving a complete count.

Homebase remained flexible in order to respond to challenges and changes to Census operations throughout the spring, summer, and fall.

- The main challenges were the COVID-19 pandemic and California wildfires. Homeless service providers did not have capacity to make the Census a priority, many service locations changed hours or capacity levels from information originally-submitted to the U.S. Census Bureau in late 2019/early 2020 and many people experiencing homelessness were displaced. On April 6, prior to the U.S. Census Bureau announcing operational updates in response to COVID-19, Homebase provided feedback to the U.S. Census Bureau urging that SBE/TNSOL be delayed.
- Another big challenge was a lack of written guidance from the U.S. Census Bureau and an unwillingness to communicate directly, and with sufficient lead time to allow for adequate planning, with homeless service providers regarding what to expect with SBE and TNSOL. Homebase and our partners often received

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conflicting information, or information at the eleventh hour. On August 14, Homebase submitted SBE/TNSOL questions to the U.S. Census Bureau in anticipation of a potential regional briefing – those questions were instead addressed in a smaller group call and Homebase then distributed relevant information to partners statewide.

- A challenge in the spring and summer was awaiting updated guidance regarding dates and enumeration methods for SBE and TNSOL counts. Meanwhile, Homebase continued to participate in local and statewide calls to provide guidance regarding barriers to counting people experiencing homelessness, created a Census webpage (www.homebaseccc.org/census2020), and shifted communications to digital.
- A challenge in the late summer and fall to assisting communities with updating their lists of shelters, service locations, and outdoor locations was the U.S. Census Bureau's unwillingness to communicate with local providers regarding what information, if any, the Bureau already had about their community. Due to staff turnover, many communities were scrambling to update documents they did not have access to, without knowing where the gaps were. This was due to Census privacy protections, however, it resulted in frustration for many local partners who were trying to cooperate with local Census office staff.

- 4) For county and ACBO partners, what was the county (or region's) 2010 response rate and what was the 2020 response rate? If the response rate met and exceeded the 2010 response rate, what contributed to that? If it did not meet the 2010 response rate, what were some of the challenges for that? For other partners, please note what data you used and how you used data for your strategies.

Census data specifically related to people experiencing homelessness was not available, so Homebase's ability to use data to inform our work was limited. Based on data available through HUD's Point-in-Time count, Homebase targeted our technical assistance and incentive grant funding to communities with high homeless populations.

- 5) Please describe the process and results of your partnership coordination and how it educated and motivated the hard-to-count populations to complete the Census questionnaire.

Homebase utilized a multi-faceted process, responsive to various partners' needs. See "Technical Assistance" attachment for a summary of technical assistance provided to counties statewide.

- For communities who required additional support in the weeks leading up to SBE, Homebase provided one-on-one guidance to Continuum of Care and County Census leads. This resulted in more communities providing updated lists of shelter, service site, and outdoor locations and knowing who to contact at their local Area Census Office to prepare for SBE and TNSOL.
- For communities having trouble connecting with Area Census Offices or who had negative experiences with Census enumerators, Homebase assisted in finding the correct contact person and elevating concerns to the California Census office and U.S. Census Bureau.

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- To efficiently disseminate information statewide, Homebase provided email updates and presented SBE and TNSOL guidance at local, regional, and statewide calls. This provided a low-barrier way for overburdened communities to get the information they needed to prepare for a successful enumeration.
- 6) Please provide a list of key partners and describe their contributions of how they made a difference in your outreach efforts.
- Continuum of Care and County Leads: Local leaders were very helpful in disseminating information Homebase sent to their communities. Additionally, local leaders were invaluable in providing feedback on how SBE and TNSOL preparations and operations were going, so that Homebase could identify patterns and work with local, regional, statewide, and national partners to address them.
 - Homebase's Subcontractors (see attached for list): Homebase's 12 subcontractors distributed more than 6,000 incentives to increase Census participation among people experiencing homelessness in eight counties statewide.
 - Statewide Partners: Statewide partners such as California Calls and the California Primary Care Association were very helpful in identifying opportunities for intersectional outreach and information-sharing.
 - California Census Office: The statewide office was incredibly helpful for sharing information. The office created space for Homebase to present at multiple statewide partner calls regarding SBE and TNSOL operations and distributed information Homebase drafted regarding SBE and TNSOL operations, SBE/TNSOL communication for county offices. The office was also receptive to a proposals Homebase drafted for a process and timeline to create a centralized list of temporary COVID-19 shelter locations, and to recommend the U.S. Census Bureau use Point-in-Time Count data in lieu of SBE, in Spring 2020.
 - Regional Partners: Regional partners such as United Way Bay Area were very helpful in providing region-wide feedback and creating space for Homebase to present SBE and TNSOL information to a regional audience.
 - Regional Program Managers: RPMs were very helpful in connecting with Census leaders in their jurisdictions, highlighting messaging Homebase sent out, and creating space for Homebase to present SBE and TNSOL information on regional calls for regions 1, 2, 5, and 10.
 - National Partners: Partners working on SBE and TNSOL nationally provided invaluable updates and big-picture perspective to better inform our efforts.
- 7) Please describe how you provided accessible and in-language outreach activities, including how you ensured equal and meaningful access to limited English proficient individuals and people with disabilities?

Homebase worked with a translation service recommended by the California Census office and partnered with community reviewers to provide Census outreach materials in English, Spanish, Chinese, Vietnamese, and Tagalog, available on our website: www.homebaseccc.org/census2020.

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- 8) Please share a story(s) of how your work has made a difference to Census 2020 and the impact on the community. Please include images and quotes, so we are able to understand the narrative behind the numbers.

Homebase has graciously received appreciation from homeless service providers throughout the state for serving as a consistently responsive, clear source of information regarding SBE and TNSOL operations for the 2020 Census. In particular, organizations to whom we provided grants to provide incentives to increase Census participation among people experiencing homelessness shared stories of success and photos ("Community Impact" attachment):

- "The incentive program coupled with our own efforts in reaching hard-to-count communities enabled us to reach 9,056 individuals with Census materials, fliers, and related information...Despite the many challenges associated with the Census count (from dealing with a pandemic and uncertainty surrounding census deadline), we were able to ensure that our hard-to-reach communities, whether un-housed or not, were accurately counted in the 2020 Census." – Myan Duong, Program Manager, Vietnamese American Community Center of the East Bay
- "On behalf of everyone at [LA Family Housing], thank you to Homebase for improving our capacity to conduct Census outreach for people experiencing homelessness, ensuring that this hard-to-count population is represented in the 2020 Census and in the years to come." – Stephanie Klasky-Gamer, President & CEO, LA Family Housing

- 9) Please add any suggestions for the 2030 Census efforts, including timelines.

- Consider the U.S. Department of Housing and Urban Development (HUD) Point-in-Time (PIT) counts as a source of information for 2030 SBE and TNSOL efforts; including administrative data-sharing opportunities and a model of a volunteer-led operation and incorporation of people with lived experience of homelessness as ambassadors or guides.
- Encourage U.S. Census Bureau to reach out to HUD far in advance of the count to facilitate data sharing opportunities that would cut down on staff time and burden on local service providers.
- Develop contingency plans for emergencies (i.e., wildfires, pandemics), including how to count new locations where people will be displaced.
- Offer more streamlined options for service-based locations to provide responsive data i.e., e-transfer option.
- Streamline the Group Quarters and Transitory Locations Add Template to make it more user-friendly and allow communities to access the information they have previously submitted.
- Increase communication and training among Area Census Offices to avoid confusion (i.e., multiple ACO contacts reaching out to the same organization to ask the same question).
- Share ACO information (jurisdiction covered, contact information) with communities earlier in the process.

Attachments

10) Please confirm that you have submitted the following which will help us better understand the full breadth of the Census work and achievements.

- a) SwORD uploads of completed activities
- b) Updated list of subcontractors
- c) Evaluations or analytical reports, if any
- d) Sample products*

* communication collaterals, including those in additional languages; toolkits; newsletters; phone or radio scripts; guidelines; communication analytics; articles; trainings; and other graphics (a digital copy is sufficient, the original copy is not required)

Submission

Please submit your final report and attachments no later than November 16, 2020 to: outreach@census.ca.gov with a copy to the RPM/contract manager. Please include your organization name in the subject line.

2020 Census: Community Impact

All photos and materials are shared with permission.

A. Carol's Kitchen



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Carol's Kitchen receives assistance through Community Foundation, assists Census

Riverside County Nonprofit Assistance Fund at Inland Empire Community Foundation has provided Carol's Kitchen funds to optimize an administrative position in anticipation of expanding services within the community. The financial support was allocated through the county via CARES Act funding. The nonprofit soup kitchen serves roughly 800 lunches and bags of groceries per week, and plans to increase servings to nearly 1,000 or more, now that it has additional funding.

Another nonprofit is also benefiting from the assistance fund: Healing Waters will continue to provide portable showers and attendant services which they provide to the homeless.

Funding from the foundation will assist in its efforts to conduct maintenance work on the mobile shower unit, acquire a new generator, purchase additional cleaning supplies and a storage unit for the Ramsey Homeless Village, and upgrading its laundry facility that is used by the homeless.

Carol's Kitchen recently partnered with San Francisco-based nonprofit Homebase, a resource organization that specializes in homelessness solutions, to provide census assistance at Carol's Kitchen locations in Banning, Beaumont and Cabazon, and for the residents at Banning's Ramsey Street Village. Homebase set up tables at each Carol's Kitchen site and invited guests to participate. Between Homebase, Healing Waters and the nonprofit Faith In Action, more than 25 additional people registered with the census.

B. The Vietnamese American Community of the East Bay (VACCEB)



2020 Census: Presentations

Included in Homebase's technical assistance to California Census partners and homeless service providers, Homebase prepared the attached slides and presented on "Census 2020: Ensuring People Experiencing Homelessness are Counted" at the following events:

- March 26, 2020: California Primary Care Association Partner Call
- August 19, 2020: Statewide California Census Partner Call
- August 27, 2020: United Way Bay Area: "Bay Area Counts 2020 - Counting People Experiencing Homelessness" Meeting
- August 27, 2020: Region 2 Partner Call
- September 10, 2020: Region 10 Partner Call
- September 14, 2020: Region 5 Partner Call
- September 14, 2020: Region 1 Partner Call
- September 18, 2020: California Primary Care Association Partner Call

Homebase also distributed a recording of this presentation to Continuum of Care, County Census partners, and additional Census partners statewide via email. This recording is available online at <https://www.homebaseccc.org/census2020>.

Additionally, Homebase presented on "Census 2020 Reminders" at the California Weekly Partner Call on September 16, 2020, the week before Service-Based Enumeration.

2020 Census: Subcontractors

1. Homebase List of Subcontractors

1. A Community of Friends (Los Angeles and Orange counties): \$4,925.00
2. Bakersfield Homeless Center (Kern County): \$650.00
3. Carol's Kitchen (Riverside County): \$500.00
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11. Turning Point Foundation (Ventura County): \$3,520.00
12. Vietnamese American Community Center of the East Bay (Alameda County): \$5,000.00

2020 Census: Technical Assistance Timeline

Homebase’s goal in partnering with California Complete Count was to ensure that people experiencing homelessness were more accurately counted in the 2020 Census. To achieve that goal, Homebase’s strategy included the following:

February – March 2020	<ul style="list-style-type: none">• Provide technical assistance to homeless service providers to submit Group Quarters/Transitory Locations Add Templates with information on all emergency shelters, service locations such as soup kitchens, and outdoor locations where people experiencing homelessness reside such as encampments, to ensure those locations were identified and counted by U.S. Census Bureau staff as part of Service-Based Enumeration (SBE) and Temporary Non-Sheltered Outdoor Location (TNSOL) enumeration (e.g., follow up via email and phone to determine contact for completing form; provide technical assistance on completing the form, and connecting with appropriate community partners to ensure all locations were identified).
March – June 2020	<ul style="list-style-type: none">• Participate in weekly Q&A calls with U.S. Census Bureau LA Regional Office as well as regular regional and statewide calls to prepare for SBE and TNSOL and provide guidance regarding barriers to counting people experiencing homelessness.• Outreach to Continuums of Care, county Census staff, and homeless service providers regarding delays to SBE/TNSOL due to COVID-19; gather information regarding barriers to conducting SBE/TNSOL, changes to operations at shelters and service locations, and updates on new COVID-19 hotel shelters.• Provide feedback to U.S. Census Bureau about upcoming SBE and TNSOL, including a report to U.S. Census Bureau regarding COVID-19’s impact on homeless service providers and recommending on April 6, 2020 that SBE/TNSOL be delayed further.

	<ul style="list-style-type: none"> • Contract with homeless service providers to provide incentives to increase Census participation among people experiencing homelessness.
<p>July – September 2020</p>	<ul style="list-style-type: none"> • Provide technical assistance to homeless service providers to submit updated Group Quarters/Transitory Locations Add Templates with updated information regarding changes to locations for shelters and service sites, any new COVID-19 related shelters, and any changes to operations/hours or capacity due to COVID-19 that may impact how or when locations are counted during SBE/TNSOL (e.g., distributed instructions, followed up via email and phone to address questions, and provide guidance on completing the form). • Provide outreach and technical assistance to homeless service providers to prepare for SBE/TNSOL, including: <ul style="list-style-type: none"> ○ Present webinars at regional, statewide partner calls; ○ Distribute SBE/TNSOL guidance statewide, including options for how each type of service-based location may be counted, and encouraging service providers to opt for non-in person counting options where possible; ○ Weekly or bi-weekly outreach emails with updates, information, and outreach materials regarding SBE/TNSOL to counties, Continuums of Care, and homeless service providers; and ○ Follow up via email and phone to provide individualized assistance, including addressing operations questions and connecting partners with local Area Census Offices. • Submit written questions to U.S. Census Bureau to receive clarification on SBE and TNSOL operations and distribute relevant responsive information to partners statewide. • Contract with additional homeless service providers to provide incentives to increase Census participation among people experiencing homelessness. • Troubleshoot issues related to SBE/TNSOL raised by homeless service providers, county, and Continuum of Care staff as they arise, connect partners with Area Census Office staff, and elevate issues to LA Regional Office when needed.

<p>September – October 2020</p>	<ul style="list-style-type: none">• Follow up after SBE/TNSOL (e.g., provide technical assistance in response to questions and concerns arising during or after SBE/TNSOL, reach out to communities to solicit feedback re: SBE/TNSOL operations).
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Homebase Technical Assistance

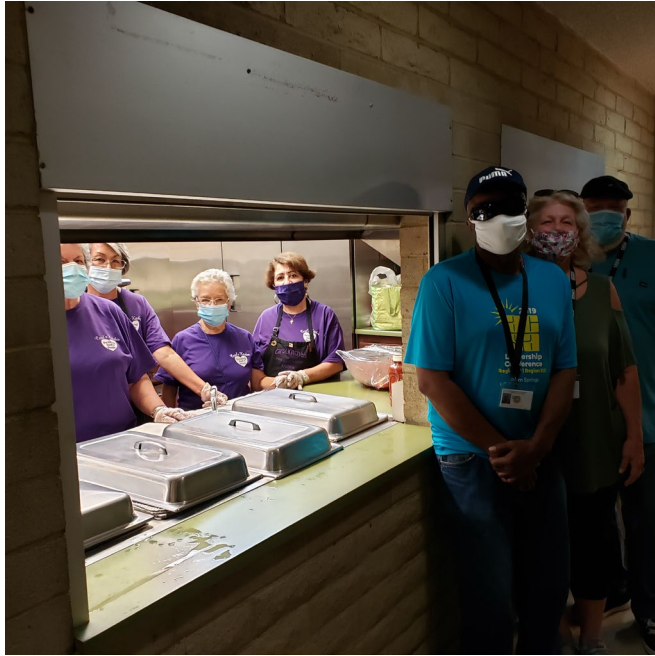
County	Technical Assistance Provided			
	Submission of Group Quarters/Transitory Locations Add Template (e.g., followed up via email and phone to determine contact for completing form; provided technical assistance on completing the form and connecting with appropriate community partners)	Submission of Updated Group Quarters/Transitory Locations Add Template with changes to locations/ capacity/operations due to COVID-19 (e.g., distributed instructions, followed up via email and phone to address questions and provide guidance on completing the form)	Preparation for SBE/TNSOL (e.g., distributed guidance statewide, followed up via email and phone to address operations questions, connect partners with local Area Census Offices)	Follow up after SBE/TNSOL (e.g., provided technical assistance in response to questions and concerns arising during or after SBE/TNSOL, reached out to communities to solicit feedback re: SBE/TNSOL operations)
Alameda		✓	✓	✓
Alpine		✓		
Amador	✓			
Butte	✓	✓		
Calaveras	✓			
Colusa		✓		
Contra Costa		✓	✓	✓
Del Norte		✓		
El Dorado		✓		
Fresno		✓		
Glenn		✓		
Humboldt		✓	✓	✓
Imperial		✓		
Inyo		✓		
Kern			✓	
Kings		✓		✓
Lake				✓
Lassen		✓	✓	
Los Angeles		✓	✓	✓
Madera	✓			
Marin		✓	✓	✓
Mariposa				
Mendocino				
Merced	✓			
Modoc		✓		
Mono		✓		
Monterey		✓		
Napa		✓	✓	✓

County	Technical Assistance Provided			
	Submission of Group Quarters/Transitory Locations Add Template (e.g., followed up via email and phone to determine contact for completing form; provided technical assistance on completing the form and connecting with appropriate community partners)	Submission of Updated Group Quarters/Transitory Locations Add Template with changes to locations/ capacity/operations due to COVID-19 (e.g., distributed instructions, followed up via email and phone to address questions and provide guidance on completing the form)	Preparation for SBE/TNSOL (e.g., distributed guidance statewide, followed up via email and phone to address operations questions, connect partners with local Area Census Offices)	Follow up after SBE/TNSOL (e.g., provided technical assistance in response to questions and concerns arising during or after SBE/TNSOL, reached out to communities to solicit feedback re: SBE/TNSOL operations)
Nevada	✓	✓		
Orange		✓		
Placer				
Plumas				
Riverside		✓	✓	✓
Sacramento	✓	✓	✓	✓
San Benito		✓		✓
San Bernardino		✓		✓
San Diego	✓	✓		✓
San Francisco		✓	✓	✓
San Joaquin				
San Luis Obispo		✓	✓	
San Mateo		✓	✓	
Santa Barbara		✓		✓
Santa Clara		✓	✓	
Santa Cruz		✓	✓	
Shasta		✓		✓
Sierra				
Siskiyou				
Solano	✓	✓	✓	✓
Sonoma	✓	✓		✓
Stanislaus	✓	✓		
Stockton (City)		✓		
Sutter	✓	✓	✓	
Tehama	✓	✓		
Trinity		✓		✓
Tulare		✓		✓
Tuolumne	✓			
Ventura		✓	✓	
Yolo		✓	✓	✓
Yuba	✓	✓	✓	

2020 Census: Community Impact

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Carol's Kitchen



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Carol's Kitchen receives assistance through Community Foundation, assists Census

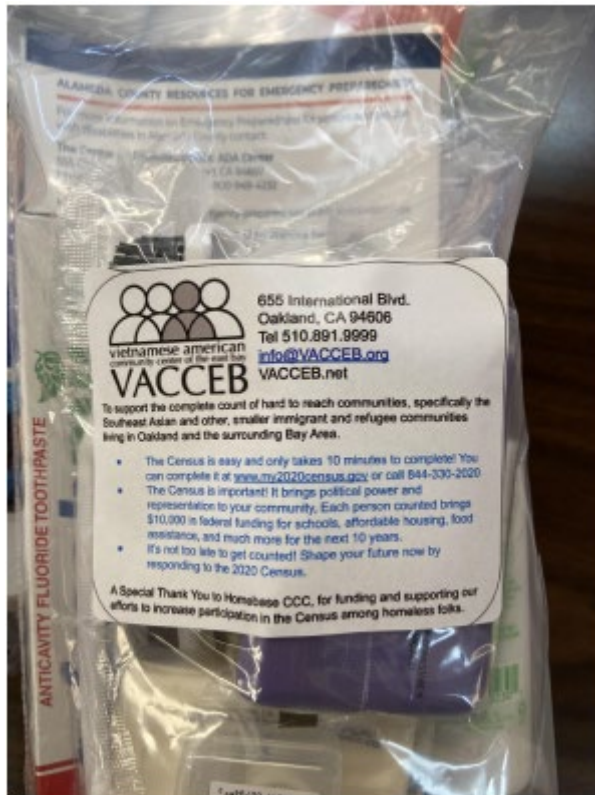
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<p>March – June 2020</p>	<ul style="list-style-type: none"> • Participate in weekly Q&A calls with U.S. Census Bureau LA Regional Office as well as regular regional and statewide calls to prepare for SBE and TNSOL and provide guidance regarding barriers to counting people experiencing homelessness. • Outreach to Continuums of Care, county Census staff, and homeless service providers regarding delays to SBE/TNSOL due to COVID-19; gather information regarding barriers to conducting SBE/TNSOL, changes to operations at shelters and service locations, and updates on new COVID-19 hotel shelters. • Provide feedback to U.S. Census Bureau about upcoming SBE and TNSOL, including a report to U.S. Census Bureau regarding COVID-19’s impact on homeless service providers and recommending on April 6, 2020 that SBE/TNSOL be delayed further. • Contract with homeless service providers to provide incentives to increase Census participation among people experiencing homelessness.

2020 Census: Technical Assistance Timeline

<p>July – September 2020</p>	<ul style="list-style-type: none">• Provide technical assistance to homeless service providers to submit updated Group Quarters/Transitory Locations Add Templates with updated information regarding changes to locations for shelters and service sites, any new COVID-19 related shelters, and any changes to operations/hours or capacity due to COVID-19 that may impact how or when locations are counted during SBE/TNSOL (e.g., distributed instructions, followed up via email and phone to address questions, and provide guidance on completing the form).• Provide outreach and technical assistance to homeless service providers to prepare for SBE/TNSOL, including:<ul style="list-style-type: none">○ Present webinars at regional, statewide partner calls;○ Distribute SBE/TNSOL guidance statewide, including options for how each type of service-based location may be counted, and encouraging service providers to opt for non-in person counting options where possible;○ Weekly or bi-weekly outreach emails with updates, information, and outreach materials regarding SBE/TNSOL to counties, Continuums of Care, and homeless service providers; and○ Follow up via email and phone to provide individualized assistance, including addressing operations questions and connecting partners with local Area Census Offices.• Submit written questions to U.S. Census Bureau to receive clarification on SBE and TNSOL operations and distribute relevant responsive information to partners statewide.• Contract with additional homeless service providers to provide incentives to increase Census participation among people experiencing homelessness.• Troubleshoot issues related to SBE/TNSOL raised by homeless service providers, county, and Continuum of Care staff as they arise, connect partners with Area Census Office staff, and elevate issues to LA Regional Office when needed.
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2020 Census: Technical Assistance Timeline

September – October 2020	<ul style="list-style-type: none">• Follow up after SBE/TNSOL (e.g., provide technical assistance in response to questions and concerns arising during or after SBE/TNSOL, reach out to communities to solicit feedback re: SBE/TNSOL operations).
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Homebase Technical Assistance

County	Technical Assistance Provided			
	Submission of Group Quarters/Transitory Locations Add Template (e.g., followed up via email and phone to determine contact for completing form; provided technical assistance on completing the form and connecting with appropriate community partners)	Submission of Updated Group Quarters/Transitory Locations Add Template with changes to locations/ capacity/operations due to COVID-19 (e.g., distributed instructions, followed up via email and phone to address questions and provide guidance on completing the form)	Preparation for SBE/TNSOL (e.g., distributed guidance statewide, followed up via email and phone to address operations questions, connect partners with local Area Census Offices)	Follow up after SBE/TNSOL (e.g., provided technical assistance in response to questions and concerns arising during or after SBE/TNSOL, reached out to communities to solicit feedback re: SBE/TNSOL operations)
Alameda		✓	✓	✓
Alpine		✓		
Amador	✓			
Butte	✓	✓		
Calaveras	✓			
Colusa		✓		
Contra Costa		✓	✓	✓
Del Norte		✓		
El Dorado		✓		
Fresno		✓		
Glenn		✓		
Humboldt		✓	✓	✓
Imperial		✓		
Inyo		✓		
Kern			✓	
Kings		✓		✓
Lake				✓
Lassen		✓	✓	
Los Angeles		✓	✓	✓
Madera	✓			
Marin		✓	✓	✓
Mariposa				
Mendocino				
Merced	✓			
Modoc		✓		
Mono		✓		
Monterey		✓		
Napa		✓	✓	✓
Nevada	✓	✓		
Orange		✓		
Placer				

Homebase Technical Assistance

County	Technical Assistance Provided			
	Submission of Group Quarters/Transitory Locations Add Template (e.g., followed up via email and phone to determine contact for completing form; provided technical assistance on completing the form and connecting with appropriate community partners)	Submission of Updated Group Quarters/Transitory Locations Add Template with changes to locations/ capacity/operations due to COVID-19 (e.g., distributed instructions, followed up via email and phone to address questions and provide guidance on completing the form)	Preparation for SBE/TNSOL (e.g., distributed guidance statewide, followed up via email and phone to address operations questions, connect partners with local Area Census Offices)	Follow up after SBE/TNSOL (e.g., provided technical assistance in response to questions and concerns arising during or after SBE/TNSOL, reached out to communities to solicit feedback re: SBE/TNSOL operations)
Plumas				
Riverside		✓	✓	✓
Sacramento	✓	✓	✓	✓
San Benito		✓		✓
San Bernardino		✓		✓
San Diego	✓	✓		✓
San Francisco		✓	✓	✓
San Joaquin				
San Luis Obispo		✓	✓	
San Mateo		✓	✓	
Santa Barbara		✓		✓
Santa Clara		✓	✓	
Santa Cruz		✓	✓	
Shasta		✓		✓
Sierra				
Siskiyou				
Solano	✓	✓	✓	✓
Sonoma	✓	✓		✓
Stanislaus	✓	✓		
Stockton (City)		✓		
Sutter	✓	✓	✓	
Tehama	✓	✓		
Trinity		✓		✓
Tulare		✓		✓
Tuolumne	✓			
Ventura		✓	✓	
Yolo		✓	✓	✓
Yuba	✓	✓	✓	

2020 Census: Sample Products

Webinar

Census 2020: Ensuring People Experiencing Homelessness are Counted (Sept. 9, 2020), available at https://www.youtube.com/watch?v=v1H8N9ItVjU&feature=emb_logo.

Social Media Graphics

The collage consists of four separate graphics, each with a dark header and a light background with a faint map of the United States. Each graphic includes the Homebase logo and a small numbered icon in the bottom right corner.

- Graphic 1: How do I take the Census if I don't have an address?**
 - Icons: A person with a speech bubble, a document, and a person with a speech bubble.
 - Text: "How do I take the Census if I don't have an address?"
 - Options:
 - Complete the Census online at: My2020Census.gov
 - Complete the Census over the phone at: 844-330-2020
 - Homebase logo and icon 1.
- Graphic 2: Why is the Census Important?**
 - Text: "The Census helps determine funding for things like affordable housing, food assistance programs, shelters, and other homeless services. **People without housing or an address are at risk of not being counted in the 2020 Census.**"
 - Section: "and remember..."
 - Points:
 - The Census is only 9 simple questions! There are **NO** questions relating to citizenship or immigration status.
 - Your answers are confidential by law and **CANNOT** be shared with law enforcement, immigration, or used to determine government benefits.
 - Homebase logo and icon 2.
- Graphic 3: Get Counted Online**
 - Icon: Computer monitor and mouse.
 - Text: "You can respond to the 2020 Census online by visiting: My2020Census.gov"
 - Form: A simplified version of the online response form with a "Sign In" button.
 - Text: "If you don't have a Census ID, select the link that says, 'If you do not have a Census ID, click here.'" and "If you don't have an address, you can use an intersection or describe the location where you are staying, including the city and state." with a red arrow pointing to the "If you do not have a Census ID, click here" link.
 - Homebase logo and icon 3.
 - Source: <https://2020census.gov/en/ways-to-respond/responding-online.html>
- Graphic 4: Get Counted by Phone**
 - Icon: Smartphone.
 - Text: "The Census phone lines are available in several languages including Telephone Display Device (TDD)."
 - Language list:
 - English - 844-330-2020
 - Spanish - 844-468-2020
 - TDD - 844-467-2020
 - Chinese (Mandarin) - 844-391-2020
 - Chinese (Cantonese) - 844-398-2020
 - Vietnamese - 844-461-2020
 - Korean - 844-392-2020
 - Russian - 844-417-2020
 - Arabic - 844-416-2020
 - Tagalog - 844-478-2020
 - Polish - 844-479-2020
 - French - 844-494-2020
 - Haitian Creole - 844-477-2020
 - Portuguese - 844-474-2020
 - Japanese - 844-460-2020
 - Homebase logo and icon 4.
 - Source: <https://2020census.gov/en/ways-to-respond/responding-by-phone.html>



為什麼人口普查很重要？

人口普查每 10 年就會對身在美國的每個人進行一次統計，但沒有常住地址而和別人一起生活或住在車裡的人可能未被統計在內。這一點非常重要，因為人口普查是用來確定每年數十億美元如何支出，包括用於 *可負擔住房、食品援助計畫、收容所和其他服務*。

人口普查詢問哪些問題？

人口普查僅提出 9 個簡單問題，包括您的姓名、出生日期和年齡、住址、性別和種族。**不會**問及關於公民身份或移民身份的問題。

我的資訊是否會被共享？

不會！您的個人資訊按法律規定保密。您的資訊**不會**與當地機構共享，**也不會**提供給 ICE 等聯邦執法機構。

我可以通過其他哪些方式加入統計？



在線

您可以在線填寫人口普查表 my2020census.gov。在線填寫調查時，您必須提供人口普查 ID 號碼。如果您沒有人口普查 ID，只需選擇登錄按鈕下方的鏈接：「如果您沒有人口普查 ID，請點擊此處」。



電話

你也可以通過電話完成人口普查。以下電話號碼可用：

英語	844-330-2020	西班牙語	844-468-2020	阿拉伯語	844-416-2020
漢語（普通話）	844-391-2020	漢語（粵語）	844-398-2020	法語	844-494-2020
塔加路族語	844-478-2020	韓語	844-392-2020	越南語	844-461-2020
葡萄牙語	844-474-2020	波蘭語	844-479-2020	俄語	844-417-2020
英語（波多黎各）	844-418-2020	海地克里奧爾語	844-477-2020	日語	844-460-2020
西班牙語（波多黎各）	844-426-2020	TDD	844-467-2020		

我是否需要地址才能參加人口普查？

不是！如果您沒有常住地址，您可以使用過夜地點的地址。如果您沒有地址，您可以說明自己在哪裡居留，並在地址部分填入您所在的城市和州。

如果我和朋友或家人住在一起怎麼辦？

如果您在那裡常住，但沒有其他的常用家庭住址，您可以加入您長期居留家庭的統計。請確保他們將您算在他們的人口普查回復裡！

如果我在露營地、房車公園或酒店生活怎麼辦？

按建議配備了個人防護裝備 (PPE) 的人口普查工作人員計畫在 2020 年 9 月下旬按時間表訪問各個此類地點，利用紙質調查表與生活在這些地方的人們進行面談。當您接受面談時，您將在您目前居留的地方被納入統計。



CENSUS 2020: GET COUNTED

Why is the Census Important?

Every 10 years, the Census counts every single person in the United States, but, people without a usual address who are staying with someone or living in a vehicle are at risk of not being counted. This is important because the Census is used to determine how billions of dollars is spent each year, including for *affordable housing, food assistance programs, shelters, and other services.*

What Questions Does the Census Ask?

The Census only asks 9 simple questions including your name, birthdate and age, residence, sex, and race. There are **NO** questions about citizenship or immigration status.

Will My Information be Shared?

No! Your personal information is kept confidential by law. It will NOT be shared with local governments and will NOT be provided to federal law enforcement agencies such as ICE.

How Else Can I Get Counted?



Online

You can complete the Census form online at my2020census.gov. When completing the survey online, a Census ID number will be requested. If you do not have a Census ID, simply select the link under the login button that says, "If you do not have a Census ID, click here."



By Phone

You can also complete the Census by phone. The following phone numbers are available:

English	844-330-2020	Spanish	844-468-2020	Arabic	844-416-2020
Chinese (Mandarin)	844-391-2020	Chinese (Cantonese)	844-398-2020	French	844-494-2020
Tagalog	844-478-2020	Korean	844-392-2020	Vietnamese	844-461-2020
Portuguese	844-474-2020	Polish	844-479-2020	Russian	844-417-2020
English (Puerto Rico)	844-418-2020	Haitian Creole	844-477-2020	Japanese	844-460-2020
Spanish (Puerto Rico)	844-426-2020	TDD	844-467-2020		

Do I Need an Address to Participate in the Census?

No! If you do not have an address where you live and sleep most of the time, you can use the address of where you are sleeping that night. If you do not have an address, you can describe where you are staying and include the city and state in the address section.

What if I am Staying with Friends or Family?

If you are living and sleeping there most of the time and do not have a usual home somewhere else, you can be counted with the household you are staying with. Be sure they include you in their Census response!

What if I live in a Campground, RV Park, or Hotel?

Census staff, equipped with the recommended personal protective equipment (PPE), plan to visit each of these locations at a scheduled time in late September 2020, to interview people living there using a paper survey. You will be counted where you are currently staying when interviewed.



¿Por qué es importante el Censo?

Cada 10 años, el Censo cuenta a cada persona en los Estados Unidos, pero, las personas sin una dirección habitual que se alojan con alguien o viven en un vehículo están en riesgo de no ser contadas. Esto es importante porque el Censo se utiliza para determinar cómo se gastan miles de millones de dólares cada año, incluyendo para *vivienda de interés social, programas de asistencia alimentaria, refugios y otros servicios.*

¿Qué preguntas hace el Censo?

El Censo solo hace 9 preguntas simples, incluyendo su nombre, fecha de nacimiento y edad, residencia, sexo y raza. **NO** hay preguntas sobre ciudadanía o estatus migratorio.

¿Se compartirá mi información?

¡No! Su información personal se mantiene confidencial por ley. **NO** se compartirá con los gobiernos locales y **NO** se proporcionará a las agencias federales de aplicación de la ley como ICE.

¿De qué otra manera puedo contarme?



En línea

Puede completar el formulario del Censo en línea en my2020census.gov. Al completar la encuesta en línea, se solicitará un número de identificación del Censo. Si no tiene un ID del Censo, simplemente seleccione el enlace debajo del botón de inicio de sesión que dice: "Si no tiene un ID del Censo, haga clic aquí."



Por teléfono

También puede completar el Censo por teléfono. Están disponibles los siguientes números de teléfono:

Inglés	844-330-2020	Español	844-468-2020	Árabe	844-416-2020
Chino (Mandarin)	844-391-2020	Chino (Cantonés)	844-398-2020	Francés	844-494-2020
Tagalog	844-478-2020	Coreano	844-392-2020	Vietnamita	844-461-2020
Portugués	844-474-2020	Polaco	844-479-2020	Ruso	844-417-2020
Inglés (Puerto Rico)	844-418-2020	Criollo Haitiano	844-477-2020	Japonés	844-460-2020
Español (Puerto Rico)	844-426-2020	TDD	844-467-2020		

¿Necesito una dirección para participar en el Censo?

¡No! Si no tiene una dirección donde vive y duerme la mayor parte del tiempo, puede utilizar la dirección de donde está durmiendo esa noche. Si no tiene una dirección, puede describir dónde se hospeda e incluir la ciudad y el estado en la sección de direcciones.

¿Qué pasa si me quedo con amigos o familiares?

Si vive y duerme allí la mayor parte del tiempo y no tiene un hogar habitual en otro lugar, se le puede contar con el hogar con el que se queda. ¡Asegúrese de que le incluyan en su respuesta al Censo!

¿Qué pasa si vivo en un camping, RV Park u hotel?

El personal del Censo, equipado con el equipo de protección personal recomendado (PPE), planea visitar cada uno de estos lugares a una hora programada a finales de septiembre de 2020, para entrevistar a las personas que viven allí utilizando una encuesta en papel. Se le contará donde se encuentra actualmente cuando se le entreviste.



SENSO 2020: MABILANG

Bakit Mahalaga ang Senso?

Kada 10 taon, binibilang ng Senso ang bawat isang tao sa Estados Unidos, ngunit may panganib na hindi mabilang ang mga taong walang karaniwang address na nakatira kasama ng iba o nakatira sa sasakyan. Mahalaga ito dahil ginagamit ang Senso para matukoy kung paano ginagastos ang bilyon-bilyong dolyar kada taon, kabilang ang para sa *abot-kayang pabahay, mga programa para sa tulong sa pagkain, shelter (pansamantalang pabahay), at iba pang mga serbisyo.*

Ano ang Mga Itinatanong ng Senso?

Nagtatanong lamang ng 9 na simpleng tanong ang Senso, kabilang ang iyong pangalan, petsa ng kapanganakan at edad, lugar ng tirahan, kasarian, at lahi. **WALANG** tanong tungkol sa citizenship (pagkamamamayan) o katayuan sa imigrasyon.

Ibabahagi ba ang Aking Impormasyon?

Hindi! Ayon sa batas, papanatiliing kumpidensyal ang iyong personal na impormasyon. HINDI ito ibabahagi sa mga lokal na pamahalaan at HINDI ito ibibigay sa mga pederal na ahensiya na tagapagpatupad ng batas tulad ng ICE.

Ano ang Ibang Paraan para Mabilang Ako?



Online

Maaari mong kumpletuhin ang form ng Senso online sa my2020census.gov. Kapag kinumpleto ang survey online, hihilingin ang isang numero ng ID ng Senso. Kung wala kang ID ng Senso, piliin lamang ang link sa ilalim ng login button na nagsasabing "If you do not have a Census ID, click here." (Kung wala kang ID ng Senso, mag-click dito.)



Sa pamamagitan ng Telepono

Maaari mo ring kumpletuhin ang Senso sa pamamagitan ng telepono. Available ang mga sumusunod na numero ng telepono:

Ingles	844-330-2020	Espanyol	844-468-2020	Arabe	844-416-2020
Chinese (Mandarin)	844-391-2020	Chinese (Cantonese)	844-398-2020	Pranses	844-494-2020
Tagalog	844-478-2020	Koreano	844-392-2020	Vietnamese	844-461-2020
Portuguese	844-474-2020	Polish	844-479-2020	Russian	844-417-2020
Ingles (Puerto Rico)	844-418-2020	Haitian Creole	844-477-2020	Japanese	844-460-2020
Espanyol (Puerto Rico)	844-426-2020	TDD	844-467-2020		

Kailangan Ko ba ng Address para Makilahok sa Senso?

Hindi! Kung wala kang address kung saan ka kadalasang naninirahan at natutulog, magagamit mo ang address kung saan ka matutulog sa gabing iyon. Kung wala kang address, maaari mong ilarawan kung saan ka nananatili at isama ang lungsod at estado sa bahagi para sa address.

Paano kung Nananatili Ako Kasama ng Kaibigan o Kapamilya?

Kung kadalasan kang nakatira at natutulog doon at wala kang ibang karaniwang tahanan sa ibang lugar, maaari kang bilangin kasama ng sambahayan kung saan ka nananatili. Tiyaking isasama ka nila sa kanilang tugon sa Senso!

Paano kung nakatira ako sa isang Campground, RV Park, o Hotel?

Pinaplano ng mga tauhan ng Senso, habang suot ang mga inirerekomandang personal na pamprotektang kagamitan (personal protective equipment, PPE), na bisitahin ang bawat isa sa mga lokasyong ito sa isang nakaiskedyul na oras sa huling bahagi ng Setyembre 2020, para mainterbyu ang mga taong nakatira doon gamit ang papel na palatanungan. Mabibilang ka sa kung nasaan ka kasalukuyang nananatili kapag ininterbyu ka.



KIỂM KÊ DÂN SỐ 2020: ĐỂ ĐƯỢC TÍNH

Tại sao Kiểm kê dân số là quan trọng?

Cứ 10 năm một lần, cuộc Kiểm kê dân số sẽ đếm từng người ở Hoa Kỳ, nhưng những người không có địa chỉ thông thường mà đang ở với người khác hoặc sống trên xe có thể không được tính. Điều này rất quan trọng vì cuộc Kiểm kê dân số được sử dụng để xác định việc chi tiêu hàng tỷ đô la mỗi năm, kể cả *cho nhà ở giá cả phải chăng, các chương trình hỗ trợ thực phẩm, nơi tạm trú và các dịch vụ khác.*

Cuộc Kiểm kê dân số hỏi những gì?

Cuộc Kiểm kê dân số chỉ hỏi 9 câu hỏi đơn giản bao gồm tên, ngày sinh và tuổi, nơi cư trú, giới tính và chủng tộc của quý vị. Cuộc Kiểm kê dân số **KHÔNG** hỏi gì về quốc tịch hoặc tình trạng di trú.

Thông tin của tôi có bị chia sẻ không?

Không! Thông tin cá nhân của quý vị được bảo mật bởi pháp luật. Nó sẽ **KHÔNG** thể được chia sẻ với chính phủ địa phương và sẽ **KHÔNG** thể được cung cấp cho cơ quan thực thi pháp luật liên bang như cơ quan ICE.

Tôi có cần một địa chỉ để được tham gia cuộc Kiểm kê dân số không?

Không! Nếu quý vị không có địa chỉ nơi quý vị thường xuyên sống và ngủ, quý vị có thể sử dụng địa chỉ nơi quý vị ngủ đêm đó. Nếu quý vị không có địa chỉ, quý vị có thể mô tả nơi quý vị đang ở và ghi thành phố và tiểu bang trong phần địa chỉ.

Điều gì sẽ xảy ra nếu tôi ở với bạn bè hoặc gia đình?

Nếu quý vị thường xuyên sống và ngủ ở đó và quý vị không có một căn nhà thông thường ở một nơi khác, quý vị có thể được tính vào hộ gia đình quý vị đang ở. Hãy biết chắc họ bao gồm quý vị trong bản Kiểm kê dân số của họ!

Điều gì sẽ xảy ra nếu tôi sống trong Khu cắm trại, Công viên RV hoặc Khách sạn?

Nhân viên Kiểm kê dân số, mặc thiết bị bảo vệ cá nhân (PPE) được đề nghị, sẽ đến từng địa điểm trên vào thời gian dự định cuối tháng 9 năm 2020, để phỏng vấn những người sống ở đó bằng cách sử dụng một bản khảo sát. Quý vị sẽ được tính ở nơi quý vị ở khi được phỏng vấn.

Có cách nào khác để tôi được tính?



Trực tuyến

Quý vị có thể hoàn tất mẫu Kiểm kê dân số trực tuyến tại my2020census.gov. Khi hoàn tất khảo sát trực tuyến, một số ID Kiểm kê dân số sẽ được yêu cầu. Nếu quý vị không có ID Kiểm kê dân số, quý vị chỉ cần chọn liên kết bên dưới nút đăng nhập có nội dung: "Nếu quý vị không có ID Kiểm kê dân số, xin nhấp vào đây."



Bằng điện thoại

Quý vị cũng có thể hoàn tất cuộc Kiểm kê dân số qua điện thoại. Có sẵn các số điện thoại sau:

Tiếng Anh	844-330-2020	Tiếng Tây Ban Nha	844-468-2020	Tiếng Ả Rập	844-416-2020
Tiếng Trung (Quan thoại)	844-391-2020	Tiếng Trung (Quảng Đông)	844-398-2020	Tiếng Pháp	844-494-2020
Tiếng Tagalog	844-478-2020	Tiếng Hàn Quốc	844-392-2020	Tiếng Việt	844-461-2020
Tiếng Bồ Đào Nha	844-474-2020	Tiếng Ba lan	844-479-2020	Tiếng Nga	844-417-2020
Tiếng Anh (Puerto Rico)	844-418-2020	Tiếng Haiti Creole	844-477-2020	Tiếng Nhật	844-460-2020
Tiếng Tây Ban Nha (Puerto Rico)	844-426-2020	TDD	844-467-2020		



Để có thêm thông tin, truy cập: 2020CENSUS.GOV.

Nếu có thắc mắc, xin liên lạc census2020@homebaseccc.org.



Monica Porter <monica@homebaseccc.org>

Census 2020: Service Based Enumeration is This Week!

Monica Porter <monica@homebaseccc.org>

Tue, Sep 22, 2020 at 9:29 AM

To: Census2020 <census2020@homebaseccc.org>

Bcc: acheshire@sjgov.org, adrienne.pon@sfgov.org, agomez@maderacap.org, "Simmonds, Alessia, Alameda County Census Outreach" <Alessia.Simmonds@acgov.org>, alexander.helm@ocgov.com, amber.phillips@countyofmerced.com, "McIntyre, Ashley Hart" <amcintyre@marincounty.org>, Avianna Uribe <auribe@ceo.lacounty.gov>, bailDa@stancounty.com, Barbara Riveira <Barbara.Riveira@cao.cccounty.us>, beardslcyj@mendocinocounty.org, betty.aguirre@dbh.sbcounty.gov, bhbutterfield@buttecounty.net, BPilegard@tularecog.org, "Freitas, Brandee" <brandee.freitas@countyofnapa.org>, brendan.phillips@co.nevada.ca.us, Thomas Brown <brownt@kerncounty.com>, bstranix@ysedc.org, "Farmer, Casey" <casey.farmer@acgov.org>, cbecerra@sjgov.org, census2020@sacregcf.org, Connie Stewart <ces54@humboldt.edu>, chris.russell@ventura.org, Christina Rivera <Christina.rivera@sonoma-county.org>, chspmontry@aol.com, "Powers, Christine" <CPowers@glendaleca.gov>, crichards@inyocounty.us, "Sager, Carrie" <csager@marincounty.org>, dalonso@cosb.us, danette.tealer@cao.sbcounty.gov, darlannie.mulmat@sandag.org, Denise Cloward <dcloward@atcaa.org>, DejeKy@stancounty.com, Doreen Eley <deley@fresnohousing.org>, DHuguenard@countyofglenn.net, dkohlman@co.tehama.ca.us, donna.dennis@countyofcolusa.com, DTaylor@buttecounty.net, Emma Gonzalez <ELGonzalez@smcgov.org>, elsa.ramos@longbeach.gov, "Hening, Andrew" <eoc_ahening@marincounty.org>, erica.mcwhorter@cchealth.org, esperanzacolio@co.imperial.ca.us, Elizabeth Wisener <ewisener@maderacap.org>, Grace Poor <GPoor@co.lassen.ca.us>, highsierragrants@yahoo.com, Ian.Evans@yolocounty.org, Kelly Shaban <kelly@homebaseccc.org>, Kyle Wehner <kyle@homebaseccc.org>, "Samvelyan, Ivet" <isamvelyan@glendaleca.gov>, Jaime Jenett <jaime.jenett@cchealth.org>, jamie.bax@maderacounty.com, jblack@co.santa-barbara.ca.us, jchi@ochca.com, Jennifer.Harkey@ventura.org, "Palmer, Jennifer" <jennifer.palmer@countyofnapa.org>, jenny.tan@yolocounty.org, jfarin@rivco.org, jlorance@co.slo.ca.us, Jmaiden@co.santa-barbara.ca.us, "Ceccoli, John" <John.Ceccoli@countyofmerced.com>, "O'Reilly-Jones, Jennifer" <joreillyjones@cityofpasadena.net>, josephw@cabinc.org, jshimmin@everyonehome.org, Jason Tajima <jtajima@ceo.lacounty.gov>, kalbers@co.santa-barbara.ca.us, "Kaminski, Kathryn" <kathryn.kaminski@hhs.sccgov.org>, katie@thurmondconsultingllc.com, kgallino@co.calaveras.ca.us, klawton@suisun.com, Karen Mansfield <kmansfield@imaca.net>, keriksson@co.slo.ca.us, Kristine.Solseng@dcd.cccounty.us, Kyria.Martinez@co.kings.ca.us, LAgonzal@rivco.org, lavonna.martin@cchealth.org, lboss@co.santa-barbara.ca.us, Larry Emerson <lemerson@imaca.net>, leticiah@kthomelessalliance.org, Lee Kimball <LKimball@co.calaveras.ca.us>, lmarsh@sierracounty.ca.gov, lweir@co.slo.ca.us, mari.p@uwkern.org, marissa@tahoehomeless.org, martik@fresnocountyca.gov, martinezda@stancounty.com, "Booher, Mary" <mary.booher@countyofnapa.org>, Matt.Carroll@ventura.org, Megan Gosch <mgosch@smcgov.org>, Medea Henderson <mhenderson@co.shasta.ca.us>, Michael Gause <michael.gause@sonoma-county.org>, Michelle <michelle.covert@hhs.sccgov.org>, mickeycastro@co.imperial.ca.us, mike.pettit@ventura.org, Morgan Hunter <morgan.hunter@lakecountyca.gov>, "Sargin, Molly" <msargin@marincounty.org>, msmith@kthomelessalliance.org, mwatts@sacstepsforward.org, nicholas.kuwada@ceo.sccgov.org, organizer@kimlaborcouncil.com, Pablo Rodriguez <pablo@cncedfund.org>, milonummi@co.calaveras.ca.us, Patrick.Crosby@acgov.org, patty.moley@edcgov.us, Paul Duncan <Paul.Duncan@longbeach.gov>, Paul.Stamper@ventura.org, paulallanas@co.imperial.ca.us, peter.detelefs@santacruzcounty.us, president@hrcscoc.org, lbrewer@pirs.org, Rachael.Dillman@lakecountyca.gov, rayne.perez@santacruzcounty.us, riley.wilkerson@acgov.org, rmaietto@mariposahsc.org, rmounce@mercedcaa.org, "Clinton, Robert (ADM)" <robert.clinton@sfgov.org>, Robert Burris <robert@solanoedc.org>, "Robinson, Judy" <robinsonju@saccounty.net>, rocio.palafox@ocgov.com, rward@co.humboldt.ca.us, rwilson@chspmontereycounty.org, saul.viramontes@ocgov.com, Sharon Boggans <sboggans@co.shasta.ca.us>, scompton@placer.ca.gov, scott@thurmondconsultingllc.com, shewitt@co.humboldt.ca.us, SMC_Census <SMC_Census@smcgov.org>, SotoRY1@co.monterey.ca.us, SShanahan@co.tuolumne.ca.us, Stephanie McNally <stephaniem@canalalliance.org>, tadam@missionmerced.org, tamera.kohler@rtfhsd.org, tara.carruth@ventura.org, Tatiana.Brennan@santacruzcounty.us, taylor.wolfe@co.nevada.ca.us, tbarbieri@co.siskiyou.ca.us, Teresa Chandler <teresa.chandler@longbeach.gov>, terry@yscunitedway.org, tiffanymartinez@co.modoc.ca.us, Traci Kawaguchi <tkawaguchi@lahsa.org>, tleopold@placer.ca.gov, Tara Loucks-Shepherd <tloucks@tcdss.org>, tracey.dickinson@yolocounty.org, TTorno@rivco.org, "Caplan, Valerie (HOM)" <valerie.caplan@sfgov.org>, wilsonv@mendocinocounty.org, Wendy Taylor <wtaylor@co.shasta.ca.us>, James Woodson <jwoodson@calicalls.org>, Kevin Cosney <kcosney@calicalls.org>, Kristin Nimmers <knimmers@calicalls.org>, Osei Agyeman <oagyeman@calicalls.org>, ama@goodinfluence.work, Alejandra Ramirez-Zarate <AZarate@advanceproj.org>, Susana Sngiem <susana.sngiem@ucclb.org>, Andrew Cheyne <andrew@cafoodbanks.org>, Shanti Prasad <Shanti@cafoodbanks.org>, Becky Gershon <becky@cafoodbanks.org>, "Erlandson, Mary A." <maerlandson@ccharities.org>, Alannah J Smith <Alannah.Smith@humboldt.edu>, Christopher Coker <Christopher.Coker@humboldt.edu>, Rosalind Gold <RGold@naleo.org>, Jackie Coto <jcoto@naleo.org>, Julia Marks <juliam@advancingjustice-alc.org>, An Le <anl@advancingjustice-alc.org>, Madeline Anderson <manderson@cpca.org>, Rebecca Pleitez <rpleitez@cpca.org>, Devon Mcquade <devon.mcquade@5chc.org>, "Lucas, Imani@Census" <imani.lucas@census.ca.gov>, "Sera, Yumi@Census" <Yumi.Sera@census.ca.gov>, "Maxwell, Nour@Census"

<Nour.maxwell@census.ca.gov>, "Tucker, David@Census" <David.Tucker@census.ca.gov>, "Vaca, Emilio@Census" <Emilio.Vaca@census.ca.gov>, "Thao,Mai@Census" <Mai.Thao@census.ca.gov>, "Vazquez-Topete, Patricia@Census" <Patricia.Vazquez-Topete@census.ca.gov>, "Avila,Quintilia@Census" <Quintilia.Avila@census.ca.gov>, "Flournoy, Cecil@Census" <Cecil.Flournoy@census.ca.gov>, "Pol-Lim, Sara@Census" <Sara.Pol-Lim@census.ca.gov>, "Hernandez, Connie@Census" <Connie.Hernandez@census.ca.gov>, "Kaplan, Marcy@Census" <Marcy.Kaplan@census.ca.gov>, Marilyn King <mking@acof.org>, Grace McIntosh <gmcintosh@capslo.org>, Chelsea Mottern <cmottern@lafh.org>, Shirley Gee <sgee@vacceb.org>, Maribel Montanez <MMontanez@gfhn.org>, Zachary Warma <zacharyw@downtownwomenscenter.org>, Carol Allbaugh <callbaugh5@gmail.com>, Suzanne Robertson <vrobertson@aafvsa.org>, Becky Avila <beckya@safeplaceforyouth.org>, Suki Sir <ssir@turningpointfoundation.org>, Kimberly McKinney <kmckinney@cvm.org>, Matt Letellier <matt@familyassist.org>, Ricardo Forbes <rforbes@lsssc.org>, JRShe Power <jrshepower@gmail.com>, Jayme Stuart <jastuart@kern.org>, Michelle August Rose <DiscoveryResearch@msn.com>, Kenneth Hicks <armsofnefertari@gmail.com>, ungent notice <cindytlc@aol.com>, Joy Mcmanus <joywmcmanus@gmail.com>, Elder Denise Cullum <elderdenise@stwconline.org>, max <maxrome@cox.net>, daniel@danjorrecover.org, michelle perkins <turningpoint123@att.net>, maria@streetsteam.org, rgonzalez@alcottcenter.org, projecteducate@yahoo.com, Bryan Williams <Bryan@streetsteam.org>, D'Andre Lampkin <dlampkin@lampkinfoundation.org>, oxnardalanoclub620@gmail.com, rcastellanos@avph.org, pastor mace <pastormace@live.com>, kwilliams@usvetsinc.org, Chandra Alexandre <calexandre@camarin.org>, Kab Okoh <kabhouses@ymail.com>, "Threatt, Brenda" <bthreatt@elcamino.edu>, Lakita Long <lakita@inspiringyoucc.org>

Dear Community Partners,

We hope you all are doing well. **Service-Based Enumeration is this week!** Thank you for all of your work to ensure people experiencing homelessness are completely counted in the 2020 Census, especially during such a challenging year. We are sharing some updates on the process below. For any last minute outreach, please visit our website for materials in English, Spanish, Chinese, Vietnamese, and Tagalog at www.homebaseccc.org/census2020.

Service-Based Enumeration: Starts today! Sept. 22 - 24

Census staff will be visiting service locations such as shelters, soup kitchens, and mobile food van stops at pre-established appointment times September 22, 23, and 24. For locations communities have pre-identified that do not yet have an enumeration appointment, the Census will make a final attempt to connect in person this week. Please see attached for more on What to Expect at Service-Based Locations.

Temporary Non-Sheltered Outdoor Location (TNSOL) Enumeration: Starts tomorrow! Sept. 23 - 24

Census staff will be visiting encampments and other pre-identified outdoor locations where people experiencing homelessness live starting the night of September 23 and throughout the day on September 24. Please see attached for more on What to Expect at Outdoor Locations.

If you experience any issues with Service-Based Enumeration or TNSOL Enumeration, please reach out to your local Area Census Office Manager. If you have trouble connecting with them, please email Homebase at census2020@homebaseccc.org and we will elevate your concern.

- Please see [here](#) for a contact list with Area Census Office Manager names and phone numbers.
- Please see [here](#) for an updated map to find the Area Census Office that serves your community.

Self-Response: Still Available Now through September 30

As a reminder, Self-Response online or by phone is still an option for everyone, including people experiencing homelessness! You do not need an address to complete the Census and the website and phone lines are available in 15 languages. Please see attached for more on How to Get Counted.

Thank you for your incredible work to ensure people experiencing homelessness are completely counted in the 2020 Census. Please let us know how it goes this week! As always, feel free to reach out if you have any questions.

Sincerely,
Monica

 **Homebase** | **Monica Porter** | **Staff Attorney**

Pronouns: she/her/hers

p: 415-788-7961 ext. 328 **w:** www.homebaseccc.org

a: 870 Market Street, Suite 1228, San Francisco, CA 94102

Advancing Solutions to Homelessness

Legal and Technical Assistance | Policy | Advocacy | Planning

[Homebase COVID-19 Key Resource Guide - Click Here](#)

----- Forwarded message -----

From: **Monica Porter** <monica@homebaseccc.org>

Date: Fri, Sep 18, 2020 at 3:37 PM

Subject: Census 2020: Service Based Enumeration Updates and Resources

To: Census2020 <census2020@homebaseccc.org>

Dear Community Partners,

We are reaching out to provide additional information and reminders regarding 2020 Census operations for Service Based Enumeration and Temporary Non-Sheltered Outdoor Location enumeration, scheduled for next week.

Temporary Non-Sheltered Outdoor Location (TNSOL) Enumeration (Sept. 23 – 24)

- We have learned additional details from Census staff today about how outreach workers and homeless service providers may assist Census field staff at outdoor locations. **Please encourage your outreach teams to check in if they see Census staff in the field!**
- Service providers may:
 - Check in with Census staff in the field to ask how things are going and how they can provide support;
 - Provide assistance with locating and connecting with residents at encampments;
 - Be sworn in in the field to provide language assistance with individual Census interviews.

Service-Based Enumeration (Sept. 22 – 24)

- **If service providers in your community have not yet heard from Area Census Office staff to schedule an enumeration appointment, please reach out to your local Area Census Office as soon as possible.**
 - Please see [here](#) for a map of Area Census Office locations to find the office nearest you
 - Please see [here](#) for Area Census Office contact information
- Service providers are encouraged to provide the Census with as much resident response data as possible, but complete responses for each individual are not required.

Translated Outreach Materials are Now Available

Please visit our [website](#) for informational materials, covering the following topics. Materials are currently available in English, Spanish, Chinese, and Vietnamese and will soon be available in Tagalog.

- What to Expect at Service-Based Locations
- What to Expect at Outdoor Locations
- Get Counted: How people experiencing homelessness can self-respond to the 2020 Census online and by phone

We hope that you all are staying safe and healthy during this challenging time. For further details and updates, please refer to our [website](#). If you have questions, please feel free to reach out at Census2020@homebaseccc.org.

Sincerely,
Monica

 **Homebase** | **Monica Porter** | **Staff Attorney**

Pronouns: she/her/hers

p: 415-788-7961 ext. 328 **w:** www.homebaseccc.org

a: 870 Market Street, Suite 1228, San Francisco, CA 94102

Advancing Solutions to Homelessness

Legal and Technical Assistance | Policy | Advocacy | Planning

[Homebase COVID-19 Key Resource Guide - Click Here](#)

3 attachments

 **What to Expect at Service-Based Locations.pdf**
182K

 **What to Expect at Outdoor Locations.pdf**
176K

 **How to Get Counted.pdf**

11/9/2020

Homebase Mail - Census 2020: Service Based Enumeration is This Week!

141K

2020 Census: Sample Products

Webinar

Census 2020: Ensuring People Experiencing Homelessness are Counted (Sept. 9, 2020), available at https://www.youtube.com/watch?v=v1H8N9ItVjU&feature=emb_logo.

Social Media Graphics

How do I take the Census if I don't have an address?

Complete the Census online at: My2020Census.gov

Complete the Census over the phone at: 844-330-2020

Homebase 1

Why is the Census Important?

The Census helps determine funding for things like affordable housing, food assistance programs, shelters, and other homeless services. **People without housing or an address are at risk of not being counted in the 2020 Census.**

and remember...

The Census is only 9 simple questions! There are **NO** questions relating to citizenship or immigration status.

Your answers are confidential by law and **CANNOT** be shared with law enforcement, immigration, or used to determine government benefits.

Homebase 2

Get Counted Online

You can respond to the 2020 Census online by visiting: My2020Census.gov

If you don't have a Census ID, select the link that says, "If you do not have a Census ID, click here."

If you don't have an address, you can use an intersection or describe the location where you are staying, including the city and state.

Homebase 3

Get Counted by Phone

The Census phone lines are available in several languages including Telephone Display Device (TDD).

English - 844-330-2020	Arabic - 844-416-2020
Spanish - 844-468-2020	Tagalog - 844-478-2020
TDD - 844-467-2020	Polish - 844-479-2020
Chinese (Mandarin) - 844-391-2020	French - 844-494-2020
Chinese (Cantonese) - 844-398-2020	Haitian Creole - 844-477-2020
Vietnamese - 844-461-2020	Portuguese - 844-474-2020
Korean - 844-392-2020	Japanese - 844-460-2020
Russian - 844-417-2020	

Homebase 4

Source: <https://2020census.gov/en/ways-to-respond/responding-online.html>




Source: <https://2020census.gov/en/ways-to-respond/responding-by-phone.html>



Census 2020

Ensuring People Experiencing
Homelessness are Counted

Service-Based Enumeration (SBE)

	Service Location Type	Date(s)	Enumeration Methods
	Emergency and Transitional Shelters (with sleeping facilities)	Sept. 22 – 24	<ul style="list-style-type: none">• Paper response data collection• Drop off/Pick up• In-person interview
	Soup kitchens, food banks, and mobile food vans	Sept. 22 – 24	<ul style="list-style-type: none">• In-person interview
	Targeted Non-Sheltered Outdoor Locations (TNSOL)	Starting the night of Sept. 23 and through Sept. 24	<ul style="list-style-type: none">• In-person interview

Visit <https://2020census.gov/en/conducting-the-count/gq/sbe.html> for more information

Emergency Shelters



- **Where:** Emergency and Transitional Shelters with sleeping facilities
 - Includes COVID-19 temporary hotels and motels sheltering people experiencing homelessness (e.g. Project Roomkey sites)
- **When:** September 22 – 24
- **How: Shelters have 3 options to choose from:**
 - **In-Person Interviews:** Census staff will interview each person at that location on Census Day.
 - **Paper Listing:** Shelter staff provide Census staff with a paper listing of Census response data for persons staying at the facility on or around Census Day.
 - **Drop off / Pick up:** Census staff drop off Census surveys for clients to complete and then pick them up at a designated date/time.



Service-Based Enumeration Posters

Informational posters for the Service-Based Enumeration operation.

DOWNLOAD PDF

- English [3.8 MB]
- Spanish/Español [3.9 MB]
- Spanish/Español [4 MB] (Puerto Rico)



Paper Response Data Collection Template

Sample template for the Paper Response Data Collection enumeration method.

DOWNLOAD PDF

- English [< 1 MB]
- Spanish/Español [< 1 MB] (Puerto Rico)



Informational Copy of the Individual Census Questionnaire

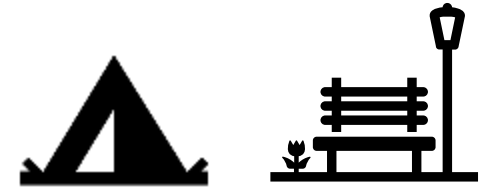
Informational copies of the 2020 Group Quarters Individual Census Questionnaires used for enumeration.

DOWNLOAD PDF

- English [< 1 MB]
- Spanish/Español [< 1 MB]
- English [< 1 MB] (Remote Alaska)
- English [< 1 MB] (Puerto Rico)
- Spanish/Español [< 1 MB] (Puerto Rico)

TNSOL

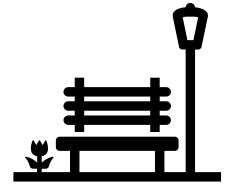
Targeted Non-Sheltered Outdoor Locations



- **Where:** Pre-identified outdoor locations where people experiencing homelessness live, e.g., encampments, parks, bus stops, under bridges
- **When:** Starting the night of Sept. 23 and throughout the day of Sept. 24
- **How**
 - **In-person Interviews:** Census staff will conduct in person interviews when possible
 - **Observation Count:** Census staff will not wake or disturb individuals and will ask others nearby for information or count by observation if needed

For more on “What to Expect at Outdoor Locations,” visit <https://www.homebaseccc.org/census2020>

How Service Providers Can Prepare



- ✓ **Advanced Contact:** Make sure your agency has connected with Area Census Office staff as soon as possible
- ✓ **Increase clients' awareness** of the Census and your Count Day
- ✓ **Prepare your team** (staff, volunteers): Make sure your team knows logistics in advance of your Count Day, including the date and time Census staff are expected to arrive
- ✓ If your service site will host in-person interviews, **designate space** where people can answer Census questions in a confidential, socially-distant setting
- ✓ Consider providing **incentives** for clients to participate in the Census, such as gift cards

For more on “What to Expect at SBE Locations,” visit <https://www.homebaseccc.org/census2020>

Talking Points

- ✓ There are many ways to participate in the Census even if you do not have a usual address.
 - You can be counted at a location where you receive services (e.g., a shelter, meal distribution site) in late September
 - You can respond online or over the phone
- ✓ There are NO questions about citizenship or immigration status.
 - Your personal information is confidential.
 - The Census cannot share your information with any government agency, including law enforcement and ICE.



Key Messages



- You can determine the next 10 years in just a few minutes—prioritize your future and fill out the simple, secure Census. Everyone counts, so don't let anyone erase you and protect funding for your community.
- 9 simple questions = the next 10 years. Prioritize our future and complete the Census. Just a few minutes will make a huge difference for people experiencing homelessness.
- Time is running out to make an impact on the funding for the next 10 years for your community! Take a few minutes to complete the Census – it's safe, secure and drives critical dollars into health care and homeless service programs/

Social Media Graphics

Available online at <https://www.homebaseccc.org/census2020>

How do I take the Census if I don't have an address?

- Complete the Census online at: My2020Census.gov
- Complete the Census over the phone at: 844-330-2020

Homebase 1

Why is the Census Important?

The Census helps determine funding for things like affordable housing, food assistance programs, shelters, and other homeless services. **People without housing or an address are at risk of not being counted in the 2020 Census.**

and remember...

- The Census is only 9 simple questions! There are **NO** questions relating to citizenship or immigration status.
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Homebase 2

Get Counted Online

You can respond to the 2020 Census online by visiting: My2020Census.gov

If you don't have a Census ID, select the link that says, "If you do not have a Census ID, click here."

If you don't have an address, you can use an intersection or describe the location where you are staying, including the city and state.

Homebase 3

Source: <https://2020census.gov/en/ways-to-respond/responding-online.html>

Get Counted by Phone

The Census phone lines are available in several languages including Telephone Display Device (TDD).

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Chinese (Mandarin) - 844-391-2020	French - 844-494-2020
Chinese (Cantonese) - 844-398-2020	Haitian Creole - 844-477-2020
Vietnamese - 844-461-2020	Portuguese - 844-474-2020
Korean - 844-392-2020	Japanese - 844-460-2020
Russian - 844-417-2020	

Homebase 4

Source: <https://2020census.gov/en/ways-to-respond/responding-by-phone.html>

Contacts



- Area Census Office Contact List:
<https://homebase.box.com/s/r04kqrexctc7zubvpwln1nsomjyni67p>

- Area Census Office Locations:
<https://2020census.gov/en/jobs/pay-and-locations/california-map.html>

Thank you!

census2020@homebaseccc.org

[https://www.homebaseccc.org/
census2020](https://www.homebaseccc.org/census2020)





California Complete Count – Census 2020 Communication Updates

Martha Dominguez
External Affairs and Media Relations

Agenda

- Focus Group Key Takeaways
- Updating Collateral
- QAC/ QAK in a box
- Digital Trucks

Phase 3 Methodology

Audience #	Vulnerable Audience (Primary 100% of participants)	Methodology	Region(s)
1	Farmworker*	Phone Interviews	4 & 6
2	Homeless*	Phone Interviews	8
3	Low Broadband	Phone Interviews	2 & 6
4	MENA*	Virtual Focus Group	7 & 8
5	Native American*	Virtual Focus Group	1 & 2
6	Parents (Child 0-5)	Virtual Focus Group	3
7	People w/ Disabilities	Virtual Focus Group	5 & 6
8	Pacific Islander	Virtual Survey	9 & 10
9	Latino	Virtual Focus Group	1, 4, 6
10	Black	Virtual Focus Group	Statewide

Overall Barriers and Messaging

Barriers	Message we can improve/ Updating Messaging:
Not knowing what the Census is and the benefits	The Census is 9 easy questions that determine California's funding for important community services that help support our families and communities
Mistrust in government	Everyone counts in the Census, regardless of immigration status
Confusion regarding : <ul style="list-style-type: none">• Undocumented status (White House Memo)	There is no citizenship question
<ul style="list-style-type: none">• Timelines	Time is running out, fill out the Census now!

What we heard in focus groups

Farmworkers/Low Broadband (Spanish)

- **Fear is present** and correlated to the latest news related to President memorandum causing confusion
- **There's hesitation on whether to participate or not**

Latino (English):

- **Lack of knowledge about the Census and funding benefits** continues to be the biggest obstacle for not participating
- Those who were aware recall it being to allocate funding and saw information **through word of mouth or TV**
- **Lack or no sense of urgency or importance** due to it not being regular (every 10 years)

African American:

- Most just **haven't made it a priority** to fill out census.
- Biggest obstacles for not participating was **not seeing the importance of urgency:**
 - "haven't made it a priority, "not on my radar". It's important
 - but not pressing, "I just kept putting it off and then just never did it".
- **Participants don't see the value of participating due to lack of "receipts":**
 - Haven't seen the difference of 10 years ago so it wouldn't make a difference now.
 - "should I do it or should I not, I really don't see a change". "It feels like a scam, like nothing that's not going to make a heavy change".

Updating Collateral with October Deadline

For printed **flyers** and **postcards**, English and Spanish label templates accompanying this notice can be applied over the previous deadline date. The template is designed to be printed on standard 1" x 2⁵/₈" address label, such as Avery 5160 Labels.

If you ordered **doorhangers**, please be aware those materials are being shipped end of this week with the no date, and no corrections are needed.

Please submit label request by Wednesday 8/19/2020.

The sticker templates and updated digital versions of all collateral materials and are now available on the [Partner Portal](#)

CENSO CALIFORNIA ALL 2020
Participa en el Censo
Puedes mejorar tu comunidad! Esta encuesta de nueve preguntas ayuda a determinar los fondos que reciben los programas importantes para los siguientes 10 años.
844-468-2020 My2020census.gov Devolver por correo
CONSTRUIR MEJORES CARRETERAS Y ESCUELAS
FINANCIAR PROGRAMAS COMUNITARIOS PARA PERSONAS MAYORES, NIÑOS Y FAMILIAS
CREAR TRABAJOS
MEJORAR VIVIENDAS
La pregunta de la ciudadanía no está en el Censo.
Completa el Censo antes del 31 de Octubre de 2020
IMPROVE HOUSING
There is no citizenship question on the 2020 Census form.
Complete the Census before October 31, 2020

CENSUS CALIFORNIA ALL 2020
Participate in the Census
You can make a difference for your community!
This simple, nine question survey helps determine dollars that fund important programs for the next 10 years.
844-330-2020 My2020census.gov Return by mail
BUILD BETTER ROADS AND SCHOOLS
FUND COMMUNITY PROGRAMS FOR SENIORS, CHILDREN AND FAMILIES
CREATE JOBS
IMPROVE HOUSING
There is no citizenship question on the 2020 Census form.
Complete the Census before October 31, 2020
Your 2020 Census data is safe, protected and confidential.
CaliforniaCensus.org @CACensus

30 de septiembre 2020	30 de septiembre 2020	30 de septiembre 2020
30 de sep	September 30, 2020	September 30, 2020
30 de sep	September 30, 2020	September 30, 2020
30 de sep	September 30, 2020	September 30, 2020
September 30, 2020	September 30, 2020	September 30, 2020

QAC/QAK in a Box Materials Order Now!

Still Available!

- QAC In a Box materials are still available on a first-come, first-served basis.
- These materials are free to contracted partners.
- Shipments are sent out every week, orders submitted by noon on Friday can expect delivery by the following Monday/Tuesday.

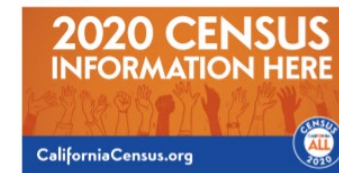
[Click here to order online!](#)

QAC in a Box Contents

- 1 Banner: 4' x 2'
- 2 Lawn Signs: 24" x 18"
- 2 Posters: 11" x 17"
- 10 Tabletop Displays: 4" x 17"
- 1 set of Language Guides (in a binder with all 59 guides)

IMAGES OF ITEMS

Banner:



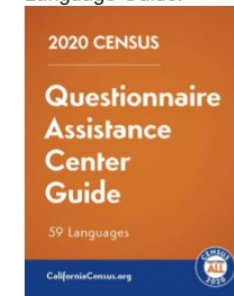
Poster:



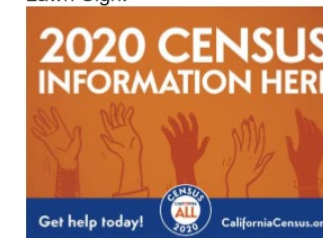
Tabletop Display:



Language Guide:



Lawn Sign:



Last Call- Digital Trucks!

Digital Trucks available to join your events. Digital trucks can stay in location or drive routes requested (or join your caravan)!

Note: Trucks are subject to availability and are available at a first-come, first served basis. **Cannot confirm truck until all details are shared.**

For request please send email (communications@census.ca.gov)

with the following information:

- Point of contact
- Date
- Location





Collateral Materials

TAKE
THE 2020
CENSUS

#ICount

Thank You!

Communications@Census.ca.gov





Census 2020

Ensuring People Experiencing
Homelessness are Counted

How Can People Experiencing Homelessness Get Counted?



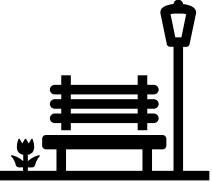
- ✓ Online
- ✓ By Phone
- ✓ Group Quarters
- ✓ Transitory Locations
- ✓ Service-Based Enumeration

For outreach materials with details on how to Get Counted, please visit:

<https://www.homebaseccc.org/census2020>



Service-Based Enumeration (SBE)

	Service Location Type	Date(s)	Enumeration Methods
	Emergency and Transitional Shelters (with sleeping facilities)	Sept. 22 – 24	<ul style="list-style-type: none">• Paper response data collection• In-person interview
	Soup kitchens, food banks, and mobile food vans	Sept. 22 – 24	<ul style="list-style-type: none">• In-person interview
	Targeted Non-Sheltered Outdoor Locations (TNSOL)	Starting the night of Sept. 23 and throughout the day Sept. 24	<ul style="list-style-type: none">• In-person interview

Visit <https://2020census.gov/en/conducting-the-count/gq/sbe.html> for more information

SBE

Service-Based Enumeration



- **Where**

- **Emergency and Transitional Shelters with sleeping facilities**, such as shelters for children, churches, and COVID-19 temporary hotels and motels sheltering people experiencing homelessness
- **Soup Kitchens, Food Banks, and Mobile Food Vans** that provide meals and services primarily to people experiencing homelessness

- **When:** September 22 – 24

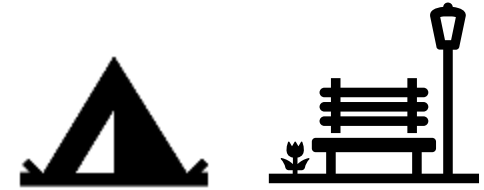
- **How**

- **In-Person Interviews:** Census staff will interview each person at that location on Census Day. Each interview takes about 10 minutes.
- **[Shelters only] Paper Listing:** Shelters have the option to provide Census staff with a paper listing of Census response data for each person staying at the facility on or about the date of enumeration.
 - USCB encourages shelters to choose paper listing, if possible

For more on “What to Expect at SBE Locations,” visit <https://www.homebaseccc.org/census2020>

TNSOL

Targeted Non-Sheltered Outdoor Locations



- **Where**

- Pre-identified outdoor locations where people experiencing homelessness live, e.g., encampments, parks, bus stops, under bridges

- **When**

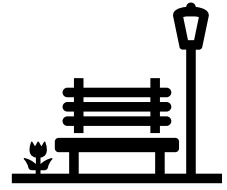
- Starting the night of Sept. 23 and throughout the day of Sept. 24

- **How**

- **In-person Interviews:** Census staff will interview each person at that location on Census Day. Each interview takes about 10 minutes.
- **Observation Count:** Census staff will not wake or disturb individuals.
 - If someone is asleep, Census staff will ask those nearby for information
 - If needed, Census staff will count people by observation
 - Assumptions on demographics based on appearances will not be made

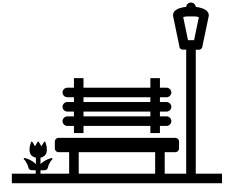
For more on “What to Expect at Outdoor Locations,” visit <https://www.homebaseccc.org/census2020>

Advanced Contact



- Starting mid-August
- Goal: Determine scope of SBE, TNSOL operations
 - Name, Location, and Contact info of each site
 - Date/time of enumeration visit
 - Preferred enumeration method (for shelters)
 - Reminder: All others: In-person interviews
 - Estimated population count (if available), to ensure enough enumerators
 - Address any special concerns about confidentiality, privacy, security

How Service Providers Can Prepare



- ✓ **Advanced Contact:** Make sure your agency has been in contact with Census staff to reschedule your Count Day and inform them of any changes to your operation due to COVID-19
- ✓ **Increase clients' awareness** of the Census and your Count Day
- ✓ **Prepare your team** (staff, volunteers): Make sure your team knows logistics in advance of your Count Day, including the date and time Census staff are expected to arrive
- ✓ If your service site will host in-person interviews, **designate space** where people can answer Census questions in a confidential, socially-distant setting
- ✓ Consider providing **incentives** for clients to participate in the Census, such as gift cards

For more on “What to Expect at SBE Locations,” visit <https://www.homebaseccc.org/census2020>

How Can People Experiencing Homelessness Get Counted?

- ✓ Online
- ✓ By Phone
- ✓ Group Quarters
- ✓ Transitory Locations
- ✓ Service-Based Enumeration

For outreach materials with details on how to Get Counted, please visit:

<https://www.homebaseccc.org/census2020>



Talking Points

- ✓ There are many ways to participate in the Census even if you do not have a usual address.
 - You can be counted at a location where you receive services (e.g., a shelter, meal distribution site) in late September
 - You can respond online or over the phone
- ✓ There are NO questions about citizenship or immigration status.
 - Your personal information is confidential.
 - The Census cannot share your information with any government agency, including law enforcement and ICE.



Social Media Graphics

Available online at <https://www.homebaseccc.org/census2020>

How do I take the Census if I don't have an address?

- Complete the Census online at: My2020Census.gov
- Complete the Census over the phone at: 844-330-2020

Homebase 1

Why is the Census Important?

The Census helps determine funding for things like affordable housing, food assistance programs, shelters, and other homeless services. **People without housing or an address are at risk of not being counted in the 2020 Census.**

and remember...

- The Census is only 9 simple questions! There are **NO** questions relating to citizenship or immigration status.
- Your answers are confidential by law and **CANNOT** be shared with law enforcement, immigration, or used to determine government benefits.

Homebase 2

Get Counted Online

You can respond to the 2020 Census online by visiting: My2020Census.gov

login

If you do not have a Census ID, click here.

If you don't have a Census ID, select the link that says, "If you do not have a Census ID, click here."

If you don't have an address, you can use an intersection or describe the location where you are staying, including the city and state.

Homebase 3

Source: <https://2020census.gov/en/ways-to-respond/responding-online.html>

Get Counted by Phone

The Census phone lines are available in several languages including Telephone Display Device (TDD).

English - 844-330-2020	Arabic - 844-416-2020
Spanish - 844-468-2020	Tagalog - 844-478-2020
TDD - 844-467-2020	Polish - 844-479-2020
Chinese (Mandarin) - 844-391-2020	French - 844-494-2020
Chinese (Cantonese) - 844-398-2020	Haitian Creole - 844-477-2020
Vietnamese - 844-461-2020	Portuguese - 844-474-2020
Korean - 844-392-2020	Japanese - 844-460-2020
Russian - 844-417-2020	

Homebase 4

Source: <https://2020census.gov/en/ways-to-respond/responding-by-phone.html>

Thank you!

census2020@homebaseccc.org

[https://www.homebaseccc.org/
census2020](https://www.homebaseccc.org/census2020)





CENSUS 2020: GET COUNTED

Why is the Census Important?

Every 10 years, the Census counts every single person in the United States, but, people without a usual address who are staying with someone or living in a vehicle are at risk of not being counted. This is important because the Census is used to determine how billions of dollars is spent each year, including for *affordable housing, food assistance programs, shelters, and other services.*

What Questions Does the Census Ask?

The Census only asks 9 simple questions including your name, birthdate and age, residence, sex, and race. There are **NO** questions about citizenship or immigration status.

Will My Information be Shared?

No! Your personal information is kept confidential by law. It will NOT be shared with local governments and will NOT be provided to federal law enforcement agencies such as ICE.

How Else Can I Get Counted?



Online

You can complete the Census form online at my2020census.gov. When completing the survey online, a Census ID number will be requested. If you do not have a Census ID, simply select the link under the login button that says, "If you do not have a Census ID, click here."



By Phone

You can also complete the Census by phone. The following phone numbers are available:

English	844-330-2020	Spanish	844-468-2020	Arabic	844-416-2020
Chinese (Mandarin)	844-391-2020	Chinese (Cantonese)	844-398-2020	French	844-494-2020
Tagalog	844-478-2020	Korean	844-392-2020	Vietnamese	844-461-2020
Portuguese	844-474-2020	Polish	844-479-2020	Russian	844-417-2020
English (Puerto Rico)	844-418-2020	Haitian Creole	844-477-2020	Japanese	844-460-2020
Spanish (Puerto Rico)	844-426-2020	TDD	844-467-2020		

Do I Need an Address to Participate in the Census?

No! If you do not have an address where you live and sleep most of the time, you can use the address of where you are sleeping that night. If you do not have an address, you can describe where you are staying and include the city and state in the address section.

What if I am Staying with Friends or Family?

If you are living and sleeping there most of the time and do not have a usual home somewhere else, you can be counted with the household you are staying with. Be sure they include you in their Census response!

What if I live in a Campground, RV Park, or Hotel?

Census staff, equipped with the recommended personal protective equipment (PPE), plan to visit each of these locations at a scheduled time in late September 2020, to interview people living there using a paper survey. You will be counted where you are currently staying when interviewed.



For more information, visit: 2020CENSUS.GOV.
For questions, please contact census2020@homebaseccc.org.



Why is the Census Important?

It's important that everyone gets counted in the Census because the Census is used to determine funding for things like affordable housing, food assistance programs, shelters, and other homeless services.

What Questions Does the Census Ask?

The Census only asks 9 simple questions including your name, birthdate and age, residence, sex, and race. There are **NO** questions about citizenship or immigration status.

Will My Information be Shared?

No! Your personal information is kept confidential by law. Your responses cannot be shared with law enforcement, immigration, or to determine eligibility for government benefits.

How Do I Get Counted?

If you have access to a computer or phone, please follow the directions below to ensure you are counted. If you do not have access to a computer or phone, Census staff can collect your information where you are staying or receiving services.

Complete the survey online: Go to [My2020Census.gov](https://my2020census.gov)

- If you do not have a Census ID, select the link under the login button that says, "If you do not have a Census ID, click here."
- If you do not have a street address, you can use an intersection or describe the location where you are staying and include the city and state in the address section.

Complete the survey over the phone: For English, call 1-844-330-2020 or 12 other language lines are available at <https://2020census.gov/en/contact-us.html>

Complete the survey at a location where you stay or receive services. Census staff are planning to collect Census surveys at the following locations on September 22 -24:



Emergency shelters



Mobile food vans and soup kitchens



Encampments and other outdoor locations

Census staff will follow the latest local public health guidance regarding the use of personal protective equipment and social distancing.



For more information, visit: [2020CENSUS.GOV](https://2020census.gov)

For questions, please contact census2020@homebaseccc.org



Monica Porter <monica@homebaseccc.org>

Census 2020: Update Locations for Service-Based Enumeration in Los Angeles County

Monica Porter <monica@homebaseccc.org>

Fri, Jul 17, 2020 at 3:18 PM

To: auribe@ceo.lacounty.gov, Traci Kawaguchi <tkawaguchi@lahsa.org>

Cc: "Flournoy, Cecil@Census" <Cecil.Flournoy@census.ca.gov>, Census2020 <census2020@homebaseccc.org>

Hello Los Angeles County Partners,

As California Complete Count's statewide partner focused on people experiencing homelessness, we are reaching out with some updates on Service-Based Enumeration for the 2020 Census. Due to COVID-19, the U.S. Census Bureau pushed back the dates for [Service-Based Enumeration](#), which will now take place **September 22, 23, and 24**. During this time, Census staff will be visiting shelters, soup kitchens, regularly scheduled mobile food vans, and other outdoor locations to count people experiencing homelessness.

In late 2019 and early 2020, counties were asked to complete the attached **Group Quarters (GQ) & Transitory Location (TL) Add Template** to identify all service-based and outdoor locations where people experiencing homelessness can be counted. Since these Add Templates were submitted, we know many service providers have altered their operations and communities have added additional shelter locations due to COVID-19, so we are reaching out to share how your community can provide this updated information to the Census Bureau in order to ensure these new locations are included in the count.

If your community has any new locations or updates to service hours or operations for locations that had previously been submitted, please add them to the attached Add Template and submit the template to the Regional Census Office Group Quarters Team at larccgqetlops@uscensus.onmicrosoft.com. Please identify any changes to operating dates/hours in the "Notes" column.

Please include all of the following:

- Project Roomkey non-congregate/hotel shelters for people experiencing homelessness (note: the Census Bureau has indicated that these locations should be counted as part of Service-Based Enumeration and not the Transitory Locations enumeration at hotels/motels that is currently in progress)
- Any new congregate shelter sites
- Any previously-submitted shelter locations with changes to shelter capacity or operations due to social distancing measures (e.g., extended operating dates/hours for winter shelters)
- Any previously-submitted service locations with changes to operations due to social distancing measures (e.g. meal sites now serving grab and go meals)
- Any new outdoor locations; including new encampments, safe sleeping sites, or safe parking sites
- Any new service sites; including mobile showers/hygiene stations, mobile meal sites, or medical clinics

Please note, the Census Bureau has also begun enumeration at [Transitory Locations](#) -- including campgrounds, RV parks, marinas, and hotels and motels not currently sheltering people experiencing homelessness -- on July 13, 2020 and will end on Friday, August 7th. Area Census Offices are contacting these locations to schedule enumeration appointments. These sites should reach out to their local Area Census Office if they haven't been contacted by Friday, July 31st.

We hope that you all are staying safe and healthy during this challenging time - thank you for all that you do. If you have questions, please feel free to reach out at Census2020@homebaseccc.org.

Sincerely,
Monica

Homebase | Monica Porter | Staff Attorney

Pronouns: she/her/hers

p: 415-788-7961 ext. 328 **w:** www.homebaseccc.org

11/19/2020

Homebase Mail - Census 2020: Update Locations for Service-Based Enumeration in Los Angeles County

a: 870 Market Street, Suite 1228, San Francisco, CA 94102

Advancing Solutions to Homelessness

Legal and Technical Assistance | Policy | Advocacy | Planning

[Homebase COVID-19 Key Resource Guide - Click Here](#)



Group-Quarters-GQ-Transitory-Location-TL-Add-Address-Template.xls

53K



Monica Porter <monica@homebaseccc.org>

Ensuring Service Based Locations in your county are counted in the 2020 Census

Monica Porter <monica@homebaseccc.org>

Tue, Mar 10, 2020 at 9:08 AM

Cc: Census2020 <census2020@homebaseccc.org>

Bcc: wilsonv@mendocinocounty.org, SMC_Census@smcgov.org, bhbutterfield@buttecounty.net, DTaylor@buttecounty.net, Denise Cloward <dcloward@atcaa.org>, amtucker@co.shasta.ca.us, terry@yscunitedway.org, tammy.arias@countyofmerced.com, tamera.kohler@rtfhsd.org, andrea@empowertehama.org, mari.p@uwkern.org, Traci Kawaguchi <tkawaguchi@lahsa.org>

Hello,

Homebase is partnering with California Complete Count to ensure that people experiencing homelessness are counted in the upcoming 2020 Census. We are reaching out because by now, Service-Based Locations that serve people experiencing homelessness in CoCs and Counties across the state should have been contacted by federal Census staff to schedule a date and time to count people at their locations during [Service-Based Enumeration](#). This includes providers who operate emergency and transitional shelters, soup kitchens or mobile food vans, hygiene facilities, drop-in centers, or other service-based locations for people experiencing homelessness.

If service providers in your community have not yet been contacted to set up an enumeration appointment, Census staff do not plan to go there to count the people they serve. We want to help ensure that all people experiencing homelessness across the state are counted but we need your help!

We are requesting that you send the below template email and attached flyer to your homeless service providers who operate emergency and transitional shelters, soup kitchens or mobile food vans, mobile hygiene facilities, drop-in centers, or other service-based locations for people experiencing homelessness and CC census2020@homebaseccc.org, so that we can help connect anyone who has not been contacted yet to federal Census staff. Please feel free to edit this template as you see fit.

We are happy to assist your community with any issues or questions about the upcoming Service Based Enumeration process. For more information about where, when, and how people will be counted at these locations, please see the attached flyer. If you have additional questions, please feel free to reach out to our team at census2020@homebaseccc.org.

Thank you!

Hello,

Final preparations for the 2020 Census are coming to a close and we want to make sure that people experiencing homelessness in our community are counted. Have any Census staff reached out to you to set up a date and time for clients at your location to be counted? If not, please let Homebase know!

Homebase, a non-profit that supports communities in their efforts to end homelessness, is partnering with California Complete Count to reach out to communities across the state to ensure people experiencing homelessness are counted in the upcoming Census. The Census helps determine the distribution of billions of dollars in federal funding, so it's very important that we get everyone counted.

As part of the process to prepare for the Census, our county provided Census staff a list of shelters, meal sites, encampments, drop-in centers, and other places people experiencing homelessness access services. Starting in early February and ending March 6th, Census staff should have reached out to schedule a date and time on Monday March 30 or Tuesday March 31 to come to your facility or location. If you have not yet received a call, it is important to let us know so that we can connect you with federal census staff to set up an enumeration time.

If you have not had a call with Census staff to set up a date and time for your location to be counted, please contact census2020@homebaseccc.org.

Also, grant funding is available for non-profit organizations to purchase incentives to encourage people experiencing homelessness to participate in Service-Based Enumeration. Please contact census2020@homebaseccc.org to apply.

11/19/2020

Homebase Mail - Ensuring Service Based Locations in your county are counted in the 2020 Census

For information about where, when, and how people will be counted at Service-Based Locations, please see the attached flyer. If you have additional questions about the Census process, please feel free to reach out to census2020@homebaseccc.org.

--

 **Homebase | Monica Porter | Staff Attorney**

Pronouns: she/her/hers

p: 415-788-7961 ext. 328 **w:** www.homebaseccc.org

a: 870 Market Street, Suite 1228, San Francisco, CA 94102

Advancing Solutions to Homelessness

Legal and Technical Assistance | Policy | Advocacy | Planning

 **SBE_ What to Expect on Census Day.pdf**
132K



CENSUS 2020: WHAT TO EXPECT AT ENCAMPMENTS

Why is the Census important?

It's important that everyone gets counted in the Census because the Census is used to determine funding for things like affordable housing, food assistance programs, shelters, and other homeless services.

What Questions are Asked on the Census?

The Census only asks 9 simple questions including your name, birthdate, residence, sex, and race. The Census Bureau is bound by federal law to protect your information, and your data is used **only** for statistical purposes.

There are **NO** questions about citizenship or immigration status. Your personal information is kept confidential so **no governmental agency can access your information** – including law enforcement and ICE.

When will you be Counted?

Census staff will be visiting encampments and other outdoor locations September 23 – September 24.

Who will Count you on Census Day?

Census staff will be wearing Census ID badges and orange vests so that they may be easily identified. Census staff will follow the latest local public health guidance regarding the use of personal protective equipment and social distancing.

How will you be Counted?

Census staff, equipped with the recommended personal protective equipment, will interview you using a paper questionnaire that takes about 10 minutes to complete. Questionnaires will be available in English and Spanish. For any additional languages, Census staff will have language cards to identify other language needs and will look for translators nearby to provide additional translation assistance.

Census staff will not wake or disturb you. If you are asleep, Census staff will ask those nearby for information and note that an additional person helped provide this information.

What if I am Not Counted?

You can complete the survey online at [My2020Census.gov](https://my2020census.gov)

- Select the link under the login button that says, "If you do not have a Census ID, click here."
- You can use the intersection of where you are sleeping that night or describe where you are staying and include the city and state in the address section.

Or you can complete the survey over the phone: For English, call 1-844-330-2020 or 12 other language lines are available at <https://2020census.gov/en/contact-us.html>



CENSUS 2020: WHAT TO EXPECT AT OUTDOOR LOCATIONS

What is Service Based Enumeration?


Service Based Enumeration provides an opportunity for people without conventional housing or people experiencing homelessness to be included in the Census by counting them at places where they receive services or at outdoor locations such as encampments.

What has Changed Due to COVID-19?

In light of the on-going efforts to address COVID-19, the U.S. Census Bureau has announced updated procedures and a new timeline to count people experiencing homelessness. Census staff will be now be collecting in-person responses from people experiencing homelessness between September 22 – 24. Census staff will follow the latest local public health guidance regarding the use of personal protective equipment and social distancing

Where, When, and How will People be Counted at Outdoor Locations?

Each county identified outdoor locations where people experiencing homelessness live, such as encampments and parks, to have Census staff come out to count as part of the three-day Service Based Enumeration process. Due to COVID-19, Service Based Enumeration will now take place on September 22 – 24. Census staff will come to count people at outdoor locations on September 24.

Where	When	How
 <p>Pre-Identified Outdoor Locations <i>where people experiencing homelessness live.</i></p> <p><i>Examples: encampments, parks, bus stops, under highways</i></p>	<p>Starting the night of September 23 and throughout the day of September 24</p>	<p>In-Person Interview: Using a paper questionnaire, Census staff will interview each person at that location on Census Day. Each interview takes about 10 minutes.</p> <p>Observation Count: Census staff will not wake or disturb individuals. If someone is asleep, Census staff will ask those nearby for information and note that an additional party helped provide this information.</p> <p>If information cannot be gathered, that person will still be counted on an individual census questionnaire and it will be noted that this person was counted through observation. Assumptions on demographics based on appearances will not be made.</p>

ENCAMPMENT & OUTDOOR LOCATIONS FAQs FOR SERVICE PROVIDERS



How will Census Staff be Identified for the Outdoor Count?

Census staff will be wearing Census ID badges and orange vests so that they may be easily identified. Census staff will also follow the latest local public health guidance regarding the use of personal protective equipment and social distancing.

How Will Other Languages be Accommodated?

Census staff will have questionnaires in English and Spanish. For any additional languages, if Census staff do not have sufficient language capacity, they will have language cards to identify language needs and will look for translators in the field to provide additional translation support.

What Questions are Asked on the Census?

The Census only asks 9 simple questions including your name, birthdate and age, residence, sex, and race. There are **NO** questions about citizenship or immigration status. Each interview only takes about 10 minutes.

How are People Experiencing Homelessness Counted?

People experiencing homelessness can be counted through Service Based Enumeration at service sites on September 22 – 24, and at pre-identified outdoor locations on September 23 – 24. Census staff will be reaching out to these locations ahead of time, beginning mid-August.

People experiencing homelessness can also respond to the Census online at my2020Census.gov or through the phone. Individuals can use the address of where they are sleeping the day they are counted or can describe where they are staying (i.e., under highway, at a park) and include the city and state in the address section.

How Safe and Confidential are Census Answers?

Personal information is kept confidential, and **no governmental agency can access responses** – not law enforcement, ICE, or other service providers, cities and counties. The Census Bureau is bound by federal law to protect personal information, and data is used only for statistical purposes.

How Can Outreach Staff and Other Service Providers Help?

You are trusted messengers who can help increase awareness of the Census among clients. Let them know that Census staff will be coming to outdoor locations on September 23 – 24, and that it's quick, simple, and confidential. Please also ensure people are aware that Census staff will follow the latest local public health guidance regarding the use of personal protective equipment and social distancing. Your word informing people that it's safe to respond to the Census is very helpful to validate Census staff operations in the field.

CENSUS 2020: WHAT TO EXPECT AT SERVICE-BASED LOCATIONS



What is Service Based Enumeration?

Service Based Enumeration provides an opportunity for people without conventional housing or people experiencing homelessness to be included in the Census by counting them at places where they receive services or at outdoor locations such as encampments.

What has Changed Due to COVID-19?

In light of the on-going efforts to address COVID-19, the U.S. Census Bureau has announced updated procedures and a new timeline to count people experiencing homelessness. Census staff will now be collecting in-person responses from people experiencing homelessness between September 22-24. Shelters have the option of submitting a paper roster in lieu of an in-person visit. Census staff will follow local public health guidance regarding the use of personal protective equipment and social distancing.

Where, When, and How will People be Counted?

Area Census Office staff will contact service-based locations beginning mid-August to determine an enumeration method and schedule appointments between September 22-24.

Service Location Type	Date	Count Methods
Emergency and Transitional Shelters <i>with sleeping facilities.</i> <i>Examples: cold weather shelters, shelters for children, churches, missions, COVID-19 temporary hotel and motel shelters</i>	September 22-24	Paper Listing: Shelters have the option of providing Census staff with a paper listing of Census response data for each person staying at the facility. In-Person Interview: Using a paper questionnaire, Census staff will interview each person staying at the facility on Census Day. Each interview takes about 10 minutes.
Soup Kitchens, Food Banks, and Mobile Food Vans/Service Sites <i>that provide meals and services primarily to people who may be experiencing homelessness</i>	September 22-24	In-Person Interview: Using a paper questionnaire, Census staff will interview each person served a meal on Census Day. Each interview takes about 10 minutes.
Targeted Non-Sheltered Outdoor Locations <i>where people experiencing homelessness live.</i> <i>Examples: encampments, parks, and under highways.</i>	Starting the night of September 23 and throughout the day of September 24	In-Person Interview: Using a paper questionnaire, Census staff will interview each person at that location on Census Day. Each interview takes about 10 minutes.



SERVICE-BASED LOCATIONS FAQS FOR SERVICE PROVIDERS

Why is the Census Important?

Every 10 years, the Census is required to count every single person in the United States, but people without conventional housing and people experiencing homelessness are at risk of not being counted. This is important because data gathered from the Census is used to determine the distribution of billions of dollars in funding each year, including *affordable housing, food assistance programs, shelters, and other homeless services.*

How can Service-Based Locations Prepare?

- ✓ Make sure that your agency has been in contact with Census staff to reschedule enumeration and let them know about any changes to your operation due to COVID-19.
- ✓ Increase awareness of the Census among clients and let them know that Census staff will follow the latest local public health guidance regarding the use of personal protective equipment and social distancing.
- ✓ Make sure your team knows logistics in advance of the day of your appointment, including the date and time Census staff are expected to arrive.
- ✓ If your site will host in-person interviews, designate space where people at your site can answer Census questions in a confidential setting that allows for social distancing.
- ✓ Consider providing incentives for clients to participate in the Census, such as giftcards.
- ✓ Post a notice reminding clients, staff, volunteers, and community members of when the Census is coming. Sample posters in English and Spanish are available online at <https://2020census.gov/en/conducting-the-count/gq/sbe.html>.

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How are People Experiencing Homelessness Counted?

People counted at service-based locations should report the residence where they live and sleep most of the time. If they do not have a usual home elsewhere, they are counted at the service-based location where they are located when Census staff come to enumerate on September 22-24. People residing in outdoor locations such as encampments may be counted at the outdoor location where they are located on September 23-24.

In addition to service-based and outdoor locations, people experiencing homelessness can respond to the Census online at My2020Census.gov or by phone at 1-844-330-2020.

How Safe and Confidential are Census Answers?

All personal information is kept confidential, and **no governmental agency can access responses** – not law enforcement, ICE, or local government offices. The Census Bureau is bound by federal law to protect this information, and the data is used only for statistical purposes.