



Frequently Asked Questions



2010 Census

1. **What is the Census?**

The census is a count of all people living in the United States, and is required by the constitution to take place every 10 years.

2. **How is the census conducted?**

- The U.S. Census Bureau will mail a 10 question form to every household in America with a prepaid postage envelope. The form should be completed and returned no later than April 1, 2010.
- Households that do not return the census form may get a replacement form, followed by a visit from a census taker after April 1, 2010.

Who gets counted?

1. **I'm not an American Citizen. Do I have to participate in the 2010 Census?**

Every person living in the United States must be counted. This includes people of all ages, races, ethnic groups, citizens and non-citizens. It is your duty to ensure you and your family are counted in the 2010 Census.

2. **How does the Census Bureau count people without a permanent residence?**

Census workers undertake extensive operations to take in-person counts of people living in shelters or households with multiple families, as well as those who have been displaced by natural disasters. Information collected by census workers is safe and cannot be used against you.

Receiving and Returning the Form

1. **When will I receive the form?**

Census forms will be delivered or mailed to households via U.S. mail in March 2010.

2. **What is the due date for returning the form?**

As soon as completed; as least by April 1, 2010.

3. **What will happen if my form is not returned?**

A census worker may visit your house and complete one with you.

4. **What do I do if I don't receive a form?**

If you do not receive a form by April 1, 2010 call the questionnaire assistance center at 1-866-872-6868; for assistance in Spanish call 1-866-928-2010. The lines will be open from 8 a.m. to 9 p.m. (your local time) seven days a week from February 25, 2010 through July 31, 2010. For the hearing-impaired, TDD 1-866-783-2010

5. **What do I do if I receive more than one 2010 Census form?**

- If you receive two or more forms with the same address including unit/apartment numbers, complete one of them.
- If the forms have different addresses, then please complete the one that represents your actual address.

6. Why did I receive a second form?

If your first form is not mailed back, a second mailing is automatically scheduled for delivery. Please, complete and return your form in the prepaid postage envelope. You will not be counted twice, the census bureau has procedures to eliminate duplicate forms.

7. Why did I receive a bilingual form?

This form is being provided in areas where census data suggested there are a large number of Spanish speakers who could benefit from receiving in Spanish as well as English. This will help respondents to complete the form with limited assistance from the bureau.

Completing the 2010 Form

1. Why should I complete the form?

By completing and returning the census form you will ensure an accurate population count that determines your representation in state and federal governments, and the allocation of funding for community needs like schools, hospitals and vital public safety services. It is also required by law.

2. What do I use to fill out the form?

Please fill out the form with a black or blue ink pen. Please do not use pencil.

3. Who should fill out the form? *The person who owns or rents the living quarters should complete the form. However, another household member who is at least 15 years of age can fill it out.*

4. What kind of assistance is available to help people complete the form?

For those who are unable to read or understand the form, language assistance guides will be available at all Questionnaire Assistance Centers in 59 languages. The Assistance Center in the City of Greenacres is located in the Community Center – 501 Swain Boulevard – 561-642-2090.

5. Can I fill the form out online?

No, not this time.

6. Can my information be taken over the phone?

After April 22, 2010, an agent will be able to take your data over the phone. If you would like assistance filling out your form, you may call the Questionnaire Assistance Center at 1-866-872-6868; for assistance in Spanish call 1-866-928-2010. The lines will be open from 8 a.m. to 9 p.m. (your local time) seven days a week from February 25, 2010 through July 31, 2010. For the hearing-impaired, TDD 1-866-783-2010.

7. Who should be included on the form that is mailed to the residence?

- *All household members who live and sleep at that address most of the time.*
- *People who are staying at that residence on April 1, 2010, who have no permanent place to stay.*

8. How do I make corrections on the form?

If the error is in a write-in box, carefully draw a line through the incorrect entry and write the correct information as close as possible to the entry you lined through. If you checked the wrong box, just draw a line through it and mark the correct box question.

9. If I have more than six people in my household, where do I complete the information?

There is a space for you to record the names, sex, age/date of birth, and relationship for additional people on the last page of the form.

10. What if I lose the census form?

Call the Questionnaire Assistance Center at 1-866-872-6868; for assistance in Spanish call 1-866-928-2010. The lines will be open from 8 a.m. to 9 p.m. (your local time) seven days a week from February 25, 2010 through July 31, 2010. For the hearing-impaired, TDD 1-866-783-2010.

Safety and Confidentiality

1. Is it safe to participate in the census?

By law, the Census Bureau cannot share your answers with anyone, including the Internal Revenue Service, Immigration, and Customs Enforcement, Federal Bureau of Investigation, Central Intelligence Agency or any other government agency.

2. Is the information given confidential?

All Census Bureau employees take the oath of nondisclosure and are sworn for life to protect the confidentiality of the data. The penalty for unlawful disclosure is a fine of up to \$250,000 or imprisonment of up to five years, or both.

Census Takers

1. I filled out and returned the form but a census taker visited my home anyway.

Quality checks are used to assure Census Bureau procedures are working and that their staff is doing the job they were assigned to do. These checks require that some households be visited more than once. Additionally, if you returned your form late, your response might not be logged before a census taker is sent out.

2. Why does the census taker visit my home more than once?

Census takers visit local homes up to three times to record resident information for 2010 Census. The census taker leaves a door hanger, featuring a phone number, each time, if the residents they're trying to reach aren't home. Residents can then call the number to schedule the visit. In addition, quality checks to ensure that census procedures are working and census staff is doing their job will require that some households be visited more than once.

Contact numbers for the Census Bureau

These lines will be open from 8 a.m. to 9 p.m. (your local time) seven days a week from February 25, 2010 through July 31, 2010.

*1-866-872-6868 Questionnaire Assistance Center
1-866-928-2010 Questionnaire Assistance Center (Spanish)
1-866-783-2010 for the hearing-impaired*