

Residents across the country will start receiving their Census survey in the mail on Thursday, March 12th.

41 days until Census Day!

1. **Census Help Center Training** – **NOW** Please read & complete the “Sign up” if your organization is a Help Center or plans to be a Help Center in New Bedford.

We need your help to ensure that ALL New Bedford residents are seen, heard, and counted in the 2020 Census! As many of you know, the Census Bureau has significantly less resources than they have had in the past. The Census Bureau usually offers Questionnaire Assistance Centers (QACs) where people can come and ask questions and fill out their census. *The Bureau will be doing some kind of support like this for 2020 but it will not be as extensive as in the past.*

Our partners at the Statewide Complete Count Committee and MassCounts are working on providing Questionnaire Assistance Centers (QACs) across the state where people can complete their 2020 Census online and receive assistance from trained staff.

Will you help us support our residents by serving as a Questions Assistance Center (QAC)? Training will be provided to help you prepare for this role. Many of you are already planning to do some type of support like this. We'd love to list you as a QAC so people know how to find you!

- ***Please sign-up at [http://bit.ly/QAC-Census-Sign-Up!](http://bit.ly/QAC-Census-Sign-Up) From Lynn Coish – signing up here will add your organization’s name to a State list of Help Centers or QACs as they refer to them. You will also be listed on our City’s website with an interactive map as mentioned in previous meetings***

Upcoming Train the Trainers Workshop for Help Centers (QACs) - see more info below! *From Lynn Coish - Trainings begin this Friday 2/21 in Boston – I have requested a training in New Bedford and/or a way to attend a training online either as a group or individually. TBA*

- 2/21 (9:30AM - 12:30PM)-->Boston: <http://bit.ly/BostonQAC>
- 2/24 (3:30PM - 6:30PM)-->Somerville area (Somerville, Cambridge, Medford, Waltham): <http://bit.ly/SomervilleareaQAC>
- 2/26 (9:30AM - 12:30PM)-->Franklin County: <http://bit.ly/FranklinCountyQAC>
- 2/26 (3:00PM - 6:00PM) -->Berkshire County: <http://bit.ly/BerkshireQAC>

2. **Census Ambassador Training** – Training for trusted messengers who work directly with the public and would like to speak with confidence and accuracy about the importance and confidentiality of the 2020 Census, encouraging folks to respond. Please share these dates.

Email lynn.coish@newbedford-ma.gov to RSVP

- 2/20 (3:30-5pm) – Main Library, Downtown. 3rd floor meeting room
- 2/22 (1-2:30) – Main Library, Downtown, 3rd floor meeting room

3. **Statistics In Schools Week: Everyone Counts! March 2-6** Goal is to amplify the importance of responding to the 2020 Census through an intensive week of activities

and promotion featuring the SIS program and resources. Our outreach to schools is ongoing for this initiative. [census.gov/schools](https://www.census.gov/schools)

4. **Faith Communities Census Weekend of Action: March 27-29**

- Faith leaders are critical trusted messengers for the 2020 Census. This weekend was chosen as a focal point for faith leaders to share information about the 2020 Census at their place of worship. The [Faith Communities 2020 Census Action Guide](#) is a great resource faith leaders can use to promote the census. It includes examples of how they can encourage their community to respond, a timeline, sample messaging, links to other resources, and more.
- Outreach materials for faith community partners can be found [here](#). (All outreach materials [here](#).)

5. **Funding Opportunities** - Boston Children's Hospital has a funding opportunity to support a complete count of historically "hard to count" groups. **Applications are due 5 pm on February 24**, with more details at <http://bit.ly/BCHCensusFunding>

6. **Attachments**

- Census Bureau handout for **partners who are supporting the self-response period** (see attached)
- The Lawyers for Civil Rights handout on **how people can work for the Census Bureau as Census Takers and keep certain needs-based benefits** (see attached)
- Healthcare Toolkit
- **Census Counts Youtube Tutorial** that provides a high-level explanation of what to expect for the 2020 Census online questionnaire option: [here](#).

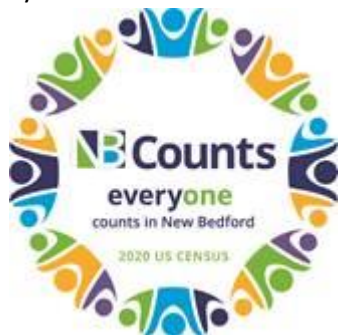
7. **CQA Phone Numbers to Respond to the 2020 Census** Below are the phone numbers that can be shared with the community. *Prior to March 1, 2020, the CQA toll-free numbers are not available for public use.*

- Beginning March 1, 2020, the English and Spanish language lines will be available to provide general information about the 2020 Census, including answers to frequently asked questions (FAQs), via an automated Interactive Voice Response (IVR) system.
 - Callers to these lines will also be advised to call back starting March 9, 2020 to speak with a live customer service representative (CSR). Callers to all other language lines will hear the message to call back starting March 9, 2020, to speak with a live CSR.
- Beginning March 9, 2020, all lines will begin live CSR support providing information about the 2020 Census and assistance with the questionnaire.
 - Callers to the English and Spanish language lines will be routed through the IVR system prior to being transferred to a CSR. Callers to all other language lines will be greeted in that language by a CSR.

LANGUAGE LINE	TOLL-FREE NUMBER
English	844-330-2020
Spanish	844-468-2020
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
English (Puerto Rico residents)	844-418-2020
Spanish (Puerto Rico residents)	844-426-2020
Telephone Display Device (TDD)	844-467-2020

Feel free to contact me with any questions or concerns.

Best,
Lynn



Lynn Coish

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