

Attachment B. Video Scripts

Video Script 1. Messages to Reduce Language Barrier

Scene summary:

A Census interviewer visits a non-English speaking household. The interviewer does not speak the respondent’s language and uses the Language ID Flashcard. The interviewer speaks in English in this dialogue.

- INTERVIEWER = IWR
- RESPONDENT = R

Non-verbal behaviors

Characters	Appearance	Props	Non-verbal behavior
Census IWR	<ul style="list-style-type: none"> • Wear “business casual” attire (avoid clothing that’s too casual such as shorts, jeans, t-shirts, flip flops, etc. or too formal such as black suit and tie.) • Maintain a neat physical appearance (don’t wear excessive jewelry, outrageous haircut, makeup, or facial hair; tie hair if it’s very long for tidiness) • Wear comfortable shoes • Prominently display Census ID 	<ul style="list-style-type: none"> • Census logo bag • Printed materials (Show Card, Language ID flashcard, multilingual brochure) • Do not rummage inside the bag (may appear threatening). • Census ID badge • Pen • <i>Handheld device</i> 	<ul style="list-style-type: none"> • Be friendly, but not overly dramatic with facial expression, gesture, or eye contact) <p><i>[if interviewer is familiar with the specific cultural norms]</i></p> <ul style="list-style-type: none"> • <i>Be respectful, such as bowing (if culturally appropriate)</i> • <i>Be sensitive to cultural norms of the community, such as: accepting invitation to enter R’s house after establishing rapport; taking off shoes when entering a house; accepting offer for a drink, etc.</i>
Respondent	<ul style="list-style-type: none"> • No restrictions other than wearing comfortable homewear. 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None

Verbal behaviors

- Appear fluent in the introduction. Amateur actor playing the interviewer should have the introduction memorized.

If interviewer speaks the target language:

- Use culturally appropriate politeness terms, such as “usted” in Spanish, “Вы” in Russian, 您 in Chinese.
- Use titles and address terms, such as “teacher” in Korean.
- Monitor linguistic cues to signal shared common ground (e.g., switching to the dialect that R uses), if culturally appropriate

BACKGROUND: IN FRONT OF THE CLOSED DOORSTEP OF A HOUSE.

CENSUS IWR

[Walks to the doorstep. IWR has a Census bag on the right shoulder and is holding printed materials and a mobile device, and has Census ID hanging around the neck. Knocks on the door and waits. If the property has a screen door, does not prop it open.]

RESPONDENT

[Opens the door and looks at the IWR suspiciously through the half open door]

CENSUS IWR

Hello/good morning/good afternoon/good evening.

<Optional> Sorry to bother you.

My name is XXX and I work for the U.S. Census Bureau.

Here is my ID.

[Shows Census ID for 5 seconds by holding the ID at shoulder level so that R can see it. Then makes sure the ID is visible to the respondent during the rest of the interactions.]

The Census Bureau is conducting a nationwide Census right now and I am here to complete a Census questionnaire for [ADDRESS].

May I please ask, do you live here at [ADDRESS]?

RESPONDENT

[Does not speak. Uses non-verbal behavior to show “not interested, please go away”. For example, in some cultures people would wave their hand vigorously.]

CENSUS IWR

Do you speak English?

RESPONDENT

No.

CENSUS IWR

That's ok. Let me show you something.

[Locates the Language ID Flashcard from the printed materials on hand.]

Please look at this card.

[Points to IWR's eyes first and points to the card.]

and point to me your language.

RESPONDENT

[Gets out of house and stand in front of the closed door]

CENSUS IWR

[Hands the Language ID Flashcard to R and stands right next to R. Both IWR and R faces the camera.]

[R slowly scans the right column of the first page from top to bottom with index finger or hand]

Let's take a look at this together. What is your language?

IF LANGUAGE IS NOT ON THE PAGE, REPEAT THE FOLLOWING SCENES:

RESPONDENT

[Looks at what IWR and shakes head left and right] No.

CENSUS IWR

[Turns to the next page while the card is still in R's hand.]

Okay. Let's look at the next page.

RESPONDENT

[Culturally appropriate non-verbal behavior to indicate affirmation, such as

nodding] [Points to the language]

Yes.

[Says in the target language the name of the language as shown on the card]

[NAME OF LANGUAGE IN THE TARGET LANGUAGE]

CENSUS IWR

Thank you!

[Points to the language on the card, which is shown in both English and Target Language]

[LANGUAGE] is your language, right?

RESPONDENT

[Culturally appropriate non-verbal behavior to indicate positivity, such as smiling]

Yes!

CENSUS IWR

Okay. Thank you again. Look at this please.

[Points to the box next to the language and the lines that say "Hello, I'm from the U.S. Census Bureau. Is someone here now who speaks English and can help us?"]

Is someone here now who speak English and can help us?

RESPONDENT

[Shakes head left and right]

No.

CENSUS IWR

Okay. Please look at this.

[Points to the next line: "Please give me your phone number..."]

RESPONDENT

[Hesitates for 2 seconds. Looks at the IWR and her ID, appearing undecided.]

CENSUS IWR

[Culturally appropriate non-verbal behavior to indicate assurance, such as smiling, nodding affirmatively, etc.]

<Optional> Please.

RESPONDENT

Okay.

CENSUS IWR

[IWR launches Language Phone instrument and holds the device to the respondent to type in the phone number

RESPONDENT

[R types in his number]

CENSUS IWR

Thank you. Another Census interviewer who speaks <TARGET LANGUAGE> will contact you. Thank you again!

[Waves good-bye]

Good Bye!

Video Script 2. Messages to Inform and Persuade Unacquainted/Insulated/Headnodder Households

Scene summary:

A [target language] speaking Census interviewer visits a [target language speaking] household. The [target language] speaker is unaware of the Census.

- INTERVIEWER = IWR
- RESPONDENT = R

Non-verbal behaviors

Characters	Appearance	Props	Non-verbal behavior
Census IWR	<ul style="list-style-type: none"> • Wear “business casual” attire (avoid clothing that’s too casual such as shorts, jeans, t-shirts, flip flops, etc. or too formal such as black suit and tie.) • Maintain a neat physical appearance (don’t wear excessive jewelry, outrageous haircut, makeup, or facial hair; tie hair if it’s very long for tidiness) • Wear comfortable shoes • Prominently display Census ID 	<ul style="list-style-type: none"> • Census logo bag • Printed materials (Show Card, Language ID flashcard, multilingual brochure) • Do not rummage inside the bag (may appear threatening). • Census ID badge • Pen • <i>Handheld device</i> 	<ul style="list-style-type: none"> • Be friendly, but not overly dramatic with facial expression, gesture, or eye contact) <p>[if interviewer is familiar with the culture]</p> <ul style="list-style-type: none"> • Be sensitive to cultural norms of the community, such as: accepting invitation to enter R’s house after establishing rapport; taking off shoes when entering a house; accepting offer for a drink, etc. • Be respectful, such as bowing (if culturally appropriate)
Respondent	<ul style="list-style-type: none"> • No restrictions other than wearing comfortable homewear. 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None

Verbal behaviors

- Appear fluent in the introduction. Amateur actor playing the interviewer should have the introduction memorized.
- Use culturally appropriate politeness terms, such as “usted” in Spanish, “Вы” in Russian, 您 in Chinese.
- Use titles and address terms, such as “teacher” in Korean.

- Monitor linguistic cues to signal shared common ground (e.g., switching to the dialect that R uses), if culturally appropriate.

BACKGROUND: IN FRONT OF THE CLOSED DOORSTEP OF A HOUSE.

TARGET LANGUAGE SPEAKING IWR

[Walks to the doorstep. IWR has a Census bag on the right shoulder and is holding printed materials and a mobile device, and has Census ID hanging around the neck. Knocks on the door and waits. If the property has a screen door, does not prop it open.]

RESPONDENT

[Opens the door]

Yes?

TARGET LANGUAGE SPEAKING IWR

Hello/good morning/good afternoon/good evening.

<Optional> Sorry to bother you.

My name is XXX and I work for the U.S. Census Bureau.

Here is my ID.

[Shows Census ID for 5 seconds by holding the ID at shoulder level so that R can see it. Then makes sure the ID is visible to the respondent during the rest of the interactions.]

The Census Bureau is conducting a nationwide Census right now and I am here to complete a Census questionnaire for [ADDRESS].

May I please ask, do you live here at [ADDRESS]?

RESPONDENT

What is this about?

TARGET LANGUAGE SPEAKING IWR

[In a reassuring tone]

Every ten years the United States government conducts a Census, which is a questionnaire to count **everyone**

who is living in the United States. The Census is very important. The results from the Census will be used to help each community to get its fair share of federal funding for many programs and public services.

RESPONDENT

Why do they count people? I don't understand why it is that important.

TARGET LANGUAGE SPEAKING IWR

It is important because the U.S. government uses the information to make plans and policy decisions about the programs and services for each community. So it is very important to have an accurate count of people in the Census. For example, federal funding can help improve services to the elderly if the Census counts shows there are many elderly in this area. Federal funding can also help build or improve community centers, schools, hospitals, roads, and services for children and the elderly.

[Speaks confidently]

So it is very important that everyone participates in the census! Your participation will help yourself, your neighbors, and the [Specific Ethnicity] community!

[Hands the CB multilingual brochure to R and points to the target language text]

This brochure gives you more detailed information about participating in the Census.

RESPONDENT

[Gets the Census Bureau multilingual brochure from IWR and starts reading it for 10 seconds flipping back and forth]

Okay. So, what do I need to do?

TARGET LANGUAGE SPEAKING IWR

I will ask you questions from the Census questionnaire, and please give me the answers to those questions.

May I please ask, do you live here at [ADDRESS]?

RESPONDENT

Yes. But I don't speak English very well and I am not sure I can complete the questionnaire well.

TARGET LANGUAGE SPEAKING IWR

The Census questionnaire is in [target language] and I will help you. The Census questions are easy and there are 10 questions. We just need to know how many people live in the household and some basic information about them, such as their sex, age, etc.

RESPONDENT

That is still our private information!

TARGET LANGUAGE SPEAKING IWR

All the data are grouped together, and presented in statistical format so others cannot tell what you said. This means that the answers that you provide will be kept confidential and your personal information will not be disclosed.

RESPONDENT

Can you talk to my neighbors instead? I think they would be willing to answer your questions.

TARGET LANGUAGE SPEAKING IWR

Everyone, including you and me, are **required by law** to participate in the Census. Your neighbors will have to answer about their household, too. And the law also protects your privacy and keeps your answers confidential. Here is more information about this. [Hand R the OMB information Show Card¹].

¹ Due to the highly technical nature of the above statement, we suggest putting it in a Show Card (as it was done in 2010 NRFU interviews). It will reduce interviewer burden and respondent burden. The interviewer can explain it in non-technical terms while handing it to the householder. The proposed Show Card says: The Census Bureau is required by U.S. law to keep your answers confidential. This means that the Census Bureau will never release your

RESPONDENT

[Glances at the card but does not read carefully]

Wow, okay, I guess I have to do this. But how long does it take? I am not sure I have the time today.

TARGET LANGUAGE SPEAKING IWR

I understand you are busy. I can come back later when it is more convenient for you. I won't take up a lot of your time though. The Census questionnaire takes approximately 10 minutes to complete.

RESPONDENT

Alright. Let's get started then.

<Optional Scene below>

Let's go inside so it's more comfortable. [Open the door wide and make an appropriate gesture (i.e., wave hands) to let the interviewer get in] Come on in please.

TARGET LANGUAGE SPEAKING IWR

Thank you.

[Steps into the house. If culturally appropriate, takes off shoes]

RESPONDENT

[Offers food]

Here, have some.

responses in any way that could identify you. All U.S. Census Bureau employees have taken an oath of confidentiality and are subject to a jail term, a fine, or both, if they disclose ANY information that could identify you or your household. Your answers will be used only for statistical purposes. You are required by law to provide the information requested. These federal laws are found in the United States Code, Title 13 (Sections 9, 141, 193, 214, and 221). Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. Thank you for your cooperation. The Census Bureau appreciates your help. Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget (OMB). The approval number for the 2017 Census Test is OMB No. xxx-xxxx; and this approval expires xx/xx/xxxx. Send any comments concerning this collection to Paperwork Reduction Project xxx-xxxx, U.S. Census Bureau, DCMD-2H174, 4600 Silver Hill Road, Washington, DC 20233. Or email your comments to <2020.census.paperwork@census.gov> and use "Paperwork Reduction Project xxx-xxxx" as the subject.

TARGET LANGUAGE SPEAKING IWR

[Accepts food]

Thank you.

Video Script 3. Messages to Overcome Fear/Mistrust of Government

Scene summary:

The conversation takes place in [target language]. A [target language] speaking Census interviewer visits a [target language speaking] household. Because this is a government questionnaire, the [target language] speaker shows two concerns:

1. afraid of dealing with the government (fear of penalties). The respondent would rather remain “anonymous” and not bring attention to him/her because the household may include undocumented people, have too many people living in the same household, or is “isolated”.
2. does not trust what the government says (feels that government is not really trying to help, does not truly honor privacy and confidentiality).

- INTERVIEWER = IWR
- RESPONDENT = R

Non-verbal behaviors

Characters	Appearance	Props	Non-verbal behavior
Census IWR	<ul style="list-style-type: none"> • Wear “business casual” attire (avoid clothing that’s too casual such as shorts, jeans, t-shirts, flip flops, etc. or too formal such as black suit and tie.) • Maintain a neat physical appearance (don’t wear excessive jewelry, outrageous haircut, makeup, or facial hair; tie hair if it’s very long for tidiness) • Wear comfortable shoes • Prominently display Census ID 	<ul style="list-style-type: none"> • Census logo bag • Printed materials (Show Card, Language ID flashcard, multilingual brochure) • Do not rummage inside the bag (may appear threatening). • Census ID badge • Pen • <i>Handheld device</i> 	<ul style="list-style-type: none"> • Be friendly, but not overly dramatic with facial expression, gesture, or eye contact) <p>[if interviewer feels comfortable]</p> <ul style="list-style-type: none"> • Be sensitive to cultural norms of the community, such as: accepting invitation to enter R’s house after establishing rapport; taking off shoes when entering a house; accepting offer for a drink, etc. • Be respectful, such as bowing (if culturally appropriate)
Respondent	<ul style="list-style-type: none"> • No restrictions other than wearing comfortable homewear. 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None

Verbal behaviors

- Appear fluent in the introduction. Amateur actor playing the interviewer should have the introduction memorized.
- Use culturally appropriate politeness terms, such as “usted” in Spanish, “Вы” in Russian, 您 in Chinese.
- Use titles and address terms, such as “teacher” in Korean.
- Monitor linguistic cues to signal shared common ground (e.g., switching to the dialect that R uses), if culturally appropriate.

BACKGROUND: IN FRONT OF THE CLOSED DOORSTEP OF A HOUSE.

TARGET LANGUAGE SPEAKING IWR

[Walks to the doorstep. IWR has a Census bag on the right shoulder and is holding printed materials and a mobile device, and has Census ID hanging around the neck. Knocks on the door and waits. If the property has a screen door, does not prop it open.]

RESPONDENT

[Opens the door and looks at the IWR suspiciously through the half open door]

TARGET LANGUAGE SPEAKING IWR

Hello/good morning/good afternoon/good evening.

<Optional> Sorry to bother you.

My name is XXX, and I work for the U.S. Census Bureau.

Here is my ID.

[Shows Census ID for 5 seconds by holding the ID at shoulder level so that R can see it. Then makes sure the ID is visible to the respondent during the rest of the interactions.]

RESPONDENT

The respondent looks afraid when they see the badge, opens his/her eyes more, pulls his/her forehead up, and steps slightly back from the door.]

TARGET LANGUAGE SPEAKING IWR

The Census Bureau is conducting a nationwide Census right now and I am here to complete the questionnaire for [ADDRESS].

RESPONDENT

[Appears surprised and uncomfortable]

Why does the Census Bureau need to talk to me?

TARGET LANGUAGE SPEAKING IWR

I did not come to this address because of you personally ma'am/sir. Every ten years the United States government conducts a Census, which is a questionnaire to count **everyone** who is living in the United States. It is very important.

RESPONDENT

[At this point the respondent looks concerned, closes his/her eyes a little and tilts his/her head.]

Oh, counting people...?

[Appears nervous]

We don't have too many people living here. Why do they count people?

TARGET LANGUAGE SPEAKING IWR

This is because the U.S. government uses the information to make plans and policy decisions about the programs and services for each community. So it is very important to have an accurate count of people in the Census.

RESPONDENT

[At this point distrust begins to kick in. The respondent demonstrates a more assertive attitude.]

Government? I don't want the government to know my personal information.

TARGET LANGUAGE SPEAKING IWR

[Assuring]

The Census questions are very simple. We just need to know how many people live in the household and some basic information about them, such as their sex, age,

etc. We don't need to know about anyone's immigration status or social security numbers. All the data are grouped together, and presented in statistical format. This means that the answers that you provide will be kept confidential and your personal information will not be disclosed.

RESPONDENT

That's what you say but then things happen, right? I don't want to take any risks.

TARGET LANGUAGE SPEAKING IWR

Let me assure you that the U.S. Census Bureau honors privacy and protects confidentiality.

All the Census Bureau employees have taken an oath to keep your questionnaire answers confidential. If I disclose any private information, I will go to jail or pay a fine, or both!

RESPONDENT

I don't think the government really cares about [Specific Ethnicity] people. I've lived in this neighborhood for many years, and nothing changed: classrooms are overcrowded, and traffic is not good.

TARGET LANGUAGE SPEAKING IWR

That is exactly why everyone needs to be counted, so the government can distribute funds to areas in most need. Participating in the Census helps you and the [Specific Ethnicity] community! If [Specific Ethnicity] don't participate in the Census, the government will not have the information needed to allocate funds for programs and services that you and other [Specific Ethnicity] people may need. For example, federal funding can help build or improve community centers, schools, hospitals, roads, and services for children and the elderly.

Everyone, including you and me, are **required by law** to

participate in the Census. Here is more information about this. [Hand R the U.S.C. & OMB information Show Card²].

RESPONDENT

[Has a concerned look]

Hm...what, it is required by law?

TARGET LANGUAGE SPEAKING IWR

[Assuring] Yes, it is. The law also protects your privacy and keeps your answers confidential. The Census questionnaire is easy, important, and safe. There are 10 questions and take approximately 10 minutes to complete.

RESPONDENT

[Pauses and hesitates for a few seconds]

Well, there are many [Specific Ethnicity] here so maybe we should do it.

TARGET LANGUAGE SPEAKING IWR

Good, thank you. May I please ask, do you live here at

² Due to the highly technical nature of the above statement, we suggest putting it in a Show Card (as it was done in 2010 NRFU interviews). It will reduce interviewer burden and respondent burden. The interviewer can explain it in non-technical terms while handing it to the householder. The proposed Show Card says: The Census Bureau is required by U.S. law to keep your answers confidential. This means that the Census Bureau will never release your responses in any way that could identify you. All U.S. Census Bureau employees have taken an oath of confidentiality and are subject to a jail term, a fine, or both, if they disclose ANY information that could identify you or your household. Your answers will be used only for statistical purposes. You are required by law to provide the information requested. These federal laws are found in the United States Code, Title 13 (Sections 9, 141, 193, 214, and 221). Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. Thank you for your cooperation. The Census Bureau appreciates your help. Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget (OMB). The approval number for the 2017 Census Test is OMB No. xxx-xxxx; and this approval expires xx/xx/xxxx. Send any comments concerning this collection to Paperwork Reduction Project xxx-xxxx, U.S. Census Bureau, DCMD-2H174, 4600 Silver Hill Road, Washington, DC 20233. Or email your comments to <2020.census.paperwork@census.gov> and use "Paperwork Reduction Project xxx-xxxx" as the subject.

[ADDRESS]?

Video Script 4. Messages to Overcome Low Engagement

Scene summary:

A [target language] speaking Census interviewer visits a [target language speaking] household. The [target language] speaker is not interested in participating in the Census because (s)he is not engaged. The conversation takes place in [target language].

- INTERVIEWER = IWR
- RESPONDENT = R

Non-verbal behaviors

Characters	Appearance	Props	Non-verbal behavior
Census IWR	<ul style="list-style-type: none">• Wear “business casual” attire (avoid clothing that’s too casual such as shorts, jeans, t-shirts, flip flops, etc. or too formal such as black suit and tie.)• Maintain a neat physical appearance (don’t wear excessive jewelry, outrageous haircut, makeup, or facial hair; tie hair if it’s very long for tidiness)• Wear comfortable shoes• Prominently display Census ID	<ul style="list-style-type: none">• Census logo bag• Printed materials (Show Card, Language ID flashcard, multilingual brochure)• Do not rummage inside the bag (may appear threatening).• Census ID badge• Pen• <i>Handheld device</i>	<ul style="list-style-type: none">• Be friendly, but not overly dramatic with facial expression, gesture, or eye contact) <p>[if interviewer feels comfortable]</p> <ul style="list-style-type: none">• Be sensitive to cultural norms of the community, such as: accepting invitation to enter R’s house after establishing rapport; taking off shoes when entering a house; accepting offer for a drink, etc.• Be respectful, such as bowing (if culturally appropriate)
Respondent	<ul style="list-style-type: none">• No restrictions other than wearing comfortable homewear.	<ul style="list-style-type: none">• None	<ul style="list-style-type: none">• None

Verbal behaviors

- Appear fluent in the introduction. Amateur actor playing the interviewer should have the introduction memorized.
- Use culturally appropriate politeness terms, such as “usted” in Spanish, “Вы” in Russian, 您 in Chinese.
- Use titles and address terms, such as “teacher” in Korean.

- Monitor linguistic cues to signal shared common ground (e.g., switching to the dialect that R uses), if culturally appropriate.

BACKGROUND: IN FRONT OF THE CLOSED DOORSTEP OF A HOUSE.

TARGET LANGUAGE SPEAKING IWR

[Walks to the doorstep. IWR has a Census bag on the right shoulder and is holding printed materials and a mobile device, and has Census ID hanging around the neck. Knocks on the door and waits. If the property has a screen door, does not prop it open.]

[No response from the household after 10 seconds, then IWR knocks on the door again]

Hello/good morning/good afternoon/good evening, is there anybody home?

RESPONDENT

[Behind the door]

Who is there?

TARGET LANGUAGE SPEAKING IWR

[In a clear voice]

I'm from the US Census Bureau.
<Optional> My name is XXX.

RESPONDENT

[Opens the door]

Yes?

TARGET LANGUAGE SPEAKING IWR

Hello/good morning/good afternoon/good evening.

<Optional> Sorry to bother you.

My name is XXX and I work for the U.S. Census Bureau.
Here is my ID.

[Shows Census ID for 5 seconds by holding the ID at shoulder level so that R can see it. Then makes sure the ID is visible to the respondent during the rest of the interactions.]

The Census Bureau is conducting a nationwide Census right now and I am here to complete a Census questionnaire for [ADDRESS]. Every ten years the United States government conducts a Census, which is a questionnaire to count **everyone** who is living in the United States.

May I please ask, do you live here at [ADDRESS]?

RESPONDENT

Yes, I live here. But I don't have time for any questionnaire. I just got home from work.

TARGET LANGUAGE SPEAKING IWR

The Census questionnaire takes only approximately 10 minutes and the questions are easy. Your participation is very important because the results from the Census will be used to help the [Specific Ethnicity] community to get its fair share of federal funding for many programs and services.

RESPONDENT

Well, it may be good for the [Specific Ethnicity] community, but it does not sound like I would benefit much out of this. I don't see why I need to complete the questionnaire.

TARGET LANGUAGE SPEAKING IWR

The government needs data from the Census to plan and provide services and benefits that you and your neighbors may need. For example, federal funding can help build or improve community centers, schools, hospitals, roads, and services for children and the elderly.

[Speaks confidently]

So it is very important that everyone participates in the census! Your participation will help yourself, your neighbors, and the [Specific Ethnicity] community!

[Hands the CB multilingual brochure to R and points to the target language text]

This brochure gives you more detailed information about participating in the Census.

RESPONDENT

[Gets the Census Bureau multilingual brochure from IWR and starts reading it for 10 seconds flipping back and forth]

But I am not a U.S. citizen, so I don't think I should do it.

TARGET LANGUAGE SPEAKING IWR

[States it clearly and slowly while making eye contact with R]

The Census needs to count all persons who live in the United States, regardless of their citizenship or their immigration status. Even though you are not a U.S. citizen, because you live in the United States, you are required by the U.S. law to participate in it. And the law also protects your privacy and keeps your answers confidential. Here is more information about this. [Hand R the OMB information Show Card³].

RESPONDENT

[Glances at the card]

³ Due to the highly technical nature of the above statement, we suggest putting it in a Show Card (as it was done in 2010 NRFU interviews). It will reduce interviewer burden and respondent burden. The interviewer can explain it in non-technical terms while handing it to the householder. The proposed Show Card says: The Census Bureau is required by U.S. law to keep your answers confidential. This means that the Census Bureau will never release your responses in any way that could identify you. All U.S. Census Bureau employees have taken an oath of confidentiality and are subject to a jail term, a fine, or both, if they disclose ANY information that could identify you or your household. Your answers will be used only for statistical purposes. You are required by law to provide the information requested. These federal laws are found in the United States Code, Title 13 (Sections 9, 141, 193, 214, and 221). Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. Thank you for your cooperation. The Census Bureau appreciates your help. Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget (OMB). The approval number for the 2017 Census Test is OMB No. xxxx-xxxx; and this approval expires xx/xx/xxxx. Send any comments concerning this collection to Paperwork Reduction Project xxxx-xxxx, U.S. Census Bureau, DCMD-2H174, 4600 Silver Hill Road, Washington, DC 20233. Or email your comments to <2020.census.paperwork@census.gov> and use "Paperwork Reduction Project xxxx-xxxx" as the subject.

I didn't realize the Census is required by law...

[Seems to become engaged but provides another soft refusal]

But I have more important things to do; I don't have time for this!

TARGET LANGUAGE SPEAKING IWR

I understand you are busy. I won't take up a lot of your time. I don't have to go inside your house, we can complete the questionnaire right here. There are 10 questions and take only approximately 10 minutes to complete. Your participation will help me do my job, could you please help me?

RESPONDENT

[Frowns to show slight grudgingness, but willing]

Alright.