

## In-Office Advance Contact Calling Scripts (3) for the 2016 SBE Test

We will be using the following three calling scripts as part of the In-Office Advance Contact to reach out to the Point of Contacts (POCs) for: (1) soup kitchens, (2) shelters, and (3) regularly scheduled mobile food vans

### In-Office Advance Contact for Soup Kitchens

**Hello. My name is** (state your name). **I'm calling from the U.S. Census Bureau.**

**I would like to confirm that I have reached** (Name of GQ)

**May I please speak to** (Name of Contact Person)?

If the contact person is not available, ask if there is someone else in charge that you can speak with to obtain information about this soup kitchen.

**As part of the 2016 Service-Based Enumeration Census Test, the Census Bureau needs to count the people who are served at this soup kitchen.**

**But first, I need to collect some information to prepare for the count. I have just a few questions to ask you. We estimate this interview will take approximately five minutes.**

**Your response to these questions is confidential and protected from disclosure under U.S. Code Title 13.** (If respondents have questions about this statement read the following, **"People sworn to uphold Title 13 are legally required to maintain the confidentiality of the information you provide. Every person with access to the information you provide is sworn for life to protect your information and understands that the penalties for violating this law are applicable for a lifetime".**)

**We will conduct the 2016 Service-Based Enumeration Census Test on May 25 and 26, 2016.**

**1. Will this soup kitchen be open on either of these days? (If No...End the interview using this statement.... "This ends our interview. This soup kitchen will not be enumerated during the 2016 Service-Based Enumeration Census Test. Someone from the Census Bureau will contact you by telephone to verify that we spoke with you about counting the people served at this soup kitchen") Go to #11**

If Yes, go to Q2

**2. Which date would you prefer for us to count the people that are served at this soup kitchen: May 25 or 26? (Mark the appropriate box)**

- May 25
- May 26

**3. What is the maximum number of people that can eat at this soup kitchen? \_\_\_\_\_**

**4. Which meal serves the largest number of people? (Read the options below and mark the appropriate box)**

- Breakfast
- Lunch
- Dinner

**5. What time is this meal served? \_\_\_\_:\_\_\_\_ a.m. \_\_\_\_:\_\_\_\_ p.m.**

**6. How many people do you expect to serve at this meal? \_\_\_\_\_**

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7. What time do people assemble for this meal? \_\_\_\_:\_\_\_\_ a.m. \_\_\_\_:\_\_\_\_ p.m.
8. Do people line up, congregate, or use another method of grouping while waiting to enter the soup kitchen? (Mark the appropriate box.)
  - Line Up    • Congregate    • Other Method (Explain in the “NOTES SECTION”)
9. Could you have a roster available for our use on the day we count the people who are served at this soup kitchen? (Mark the appropriate box)
  - Yes        • No

\*\*\*\*\*NOTES SECTION\*\*\*\*\*

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10. Now on May (date selected in #2), Census workers will arrive at this soup kitchen 30 minutes prior to the time the meal is served and interview the people you will be serving before they enter the facility. We ask that you let the people know that the Census Bureau will be conducting a test at that time and all data we collect is protected by law and kept confidential. This test will have little to no impact to the soup kitchen operation.

Please visit the Census Bureau’s Web site at [http://www.census.gov/about/policies/privacy/data\\_protection.html](http://www.census.gov/about/policies/privacy/data_protection.html) to learn more about our privacy policy and data protection protocols.

11. That is all the information I need. Thank you very much for your time and participation.

**End of script for Soup Kitchen**

## In-Office Advance Contact Calling Scripts (3) for the 2016 SBE Test

### In-Office Advance Contact for Shelters

**Hello. My name is** (state your name). **I'm calling from the U.S. Census Bureau.**

**I would like to confirm that I have reached** (Name of GQ)

**May I please speak to** (Name of Contact Person)?

If the contact person is not available, ask if there is someone else in charge that you can speak with to obtain information about this shelter.

**As part of the 2016 Service-Based Enumeration Census Test, the Census Bureau needs to count the people who are served at this shelter.**

**But first, I need to collect some information to prepare for the count. I have just a few questions to ask you. We estimate this interview will take approximately ten minutes.**

**Your response to these questions is confidential and protected from disclosure under U.S. Code Title 13.** (If respondents have questions about this statement read the following, **"People sworn to uphold Title 13 are legally required to maintain the confidentiality of the information you provide. Every person with access to the information you provide is sworn for life to protect your information and understands that the penalties for violating this law are applicable for a lifetime".**)

**We will conduct the 2016 Service-Based Enumeration Census Test on May 25 and 26, 2016.**

**1. Will this shelter be open on either of these days?** (If No...End the interview using this statement... **"This ends our interview. This shelter will not be enumerated during the 2016 Service-Based Enumeration Census Test. Someone from the Census Bureau will contact you by telephone to verify that we spoke with you about counting the people that can stay at this shelter".** ) Go to #10

If Yes, go to Q2

**2. Which date would you prefer for us to take a count of the people that can stay at this shelter May 25 or 26?** (Mark the appropriate box)

- May 25                      • May 26

**3. What is the maximum number of people that can stay at this shelter?** \_\_\_\_\_

**4. How early do people arrive?** \_\_\_:\_\_\_ a.m.    \_\_\_:\_\_\_ p.m.

**5. How many people do you expect at this shelter daily?** \_\_\_\_\_

**6. Does this shelter serve males only, females only, or both?** (Mark the appropriate box)

- Males    • Females    • Both

**7. What are the general procedures people follow when they enter the shelter** (Describe the general procedures in the 'NOTES SECTION')

**8. Could you have a roster with client information on the day we take the count that we can use to assist with counting and completing census data for the people who may stay at your shelter?**

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- Yes      • No

**9. Client roster information includes the following** (Mark all that apply)

**10. Do you have clients' Names?**

<b>First Names</b> • Yes      • No	<b>Last Names</b> • Yes      • No
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**11. Do you have clients' Sex**

<b>Male</b> • Yes      • No	<b>Female</b> • Yes      • No
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**12. Do you have clients' Ages on April 1, 2016** • Yes      • No

**13. Do you have clients' Month, Day, and Year of Birth?**

<b>Month</b> • Yes      • No	<b>Day</b> • Yes      • No	<b>Year</b> • Yes      • No
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**14. Do you have clients' demographic information?** (Mark all that apply)

<b>White</b> (for example, German, Irish, English, Italian, Polish, French, etc.)  • Yes      • No	<b>Hispanic, Latino, or Spanish</b> (for example Mexican or Mexican American, Puerto Rican, Cuban, Salvadoran, Dominican, Columbian, etc.)  • Yes      • No
<b>Black or African American</b> (for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.)  • Yes      • No	<b>Asian</b> (for example, Chinese, Filipino, Asian Indian, Vietnamese, Korean, Japanese, etc.)  • Yes      • No
<b>American Indian or Alaska Native</b> (for example, Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc)  • Yes      • No	<b>Middle Eastern or North African</b> (for example, Lebanese, Iranian, Egyptian, Syrian, Moroccan, Algerian, etc.)  • Yes      • No
<b>Native Hawaiian or other Pacific Islander</b> (for example, Native Hawaiian, Samoan, Chamorro, Tongan, Fijian, Marshallese, etc.)  • Yes      • No	<b>Some other race, ethnicity or origin</b>  • Yes      • No

\*\*\*\*\*NOTES SECTION\*\*\*\*\*

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**15. Now on May** (date selected in #2 ), **Census workers will arrive to interview the people that will stay at the shelter approximately 30 minutes before they are allowed to enter the building. We ask that you let the people know that the Census Bureau will be**

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**conducting a test at that time and all data we collect is protected by law and kept confidential. This test will have little to no impact to shelter operation.**

Please visit the Census Bureau's Web site at [http://www.census.gov/about/policies/privacy/data\\_protection.html](http://www.census.gov/about/policies/privacy/data_protection.html) to learn more about our privacy policy and data protection protocols.

**16. That is all the information I need. Thank you very much for your time and participation.**

**End of script for Shelters**





**In-Office Advance Contact  
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**In-Office Advance Contact for Regularly Scheduled Mobile Food Vans**

13. That is all the information I need. Thank you very much for your time and participation.

**End of script for Mobile Food Vans**



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