

**GROUP QUARTERS ADVANCE CONTACT  
FOR SOUP KITCHENS  
CALLING SCRIPT**

**2018 CENSUS TEST**

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CALLING SCRIPT**

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<b>GQ Type Codes and Descriptions</b>	
<b>Code</b>	<b>Description</b>
<b>Correctional Facilities for Adults</b>	
101	Federal Detention Centers
102	Federal Prisons
103	State Prisons
104	Local Jails and Other Municipal Confinement Facilities
105	Correctional Residential Facilities
106	Military Disciplinary Barracks and Jails**
<b>Juvenile Facilities</b>	
201	Group Homes for Juveniles (non-correctional)
202	Residential Treatment Centers for Juveniles (non-correctional)
203	Correctional Facilities Intended for Juveniles
<b>Nursing Facilities/Skilled-Nursing Facilities</b>	
301	Nursing Facilities/Skilled-Nursing Facilities
<b>Other Institutional Group Quarters</b>	
401	Mental (Psychiatric) Hospitals and Psychiatric Units in Other Hospitals
402	Hospitals with Patients Who Have No Usual Home Elsewhere
403	In-Patient Hospice Facilities
404	Military Treatment Facilities with Assigned Patients**
405	Residential Schools for People with Disabilities
<b>College/University Student Housing</b>	
501	College/University Student Housing (College/University owned/leased/managed)
502*	College/University Student Housing (Privately owned/leased/managed)
<b>Military Quarters</b>	
601	Military Quarters**
602	Military Ships**
<b>Service-Based Enumeration (SBE)</b>	
701	Emergency and Transitional Shelters (with Sleeping Facilities) for People Experiencing Homelessness
702	Soup Kitchens
704	Regularly Scheduled Mobile Food Vans
706	Targeted Non-Sheltered Outdoor Locations
<b>Other Non-Institutional Group Quarters</b>	
703	Domestic Violence Shelters**
801	Group Homes Intended for Adults (non-correctional)
802	Residential Treatment Centers for Adults (non-correctional)
900	Maritime/Merchant Vessels**
901	Workers' Group Living Quarters and Job Corps Centers
902	Religious Group Quarters
903	Living Quarters for Victims of Natural Disaster**

\* Note: 502 is a newly proposed and not yet approved GQ Type. The final decision is expected August 2017.

\*\*Note: Out of scope for the 2018 Census Test.

## INTRODUCTION

#	Question	Remark
1	<p>Hello. My name is <i>(Your name)</i>.</p> <p>I am calling from the U.S. Census Bureau. We are currently conducting the 2018 Census Test in your community. I have some questions to ask you about &lt;GQ NAME&gt; at &lt;PARTIAL ADDRESS&gt;. May I speak to &lt;PRIMARY CONT&gt;?</p> <p><i>If &lt;PRIMARY CONT&gt; reached, go to interview question 2a.</i></p> <p><i>If No, ask for the right person, and go to interview question 1.</i></p> <p><i>If wrong number and second number is available, recycle for another call attempt with second number.</i></p> <p><i>If wrong number and there is no second phone number, go to <b>Not Complete</b> select the appropriate response and end the interview by saying: "Thank you for your time."</i></p>	

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<b>INTERVIEW</b>		
<b>#</b>	<b>Question</b>	<b>Remark</b>
1	May I have your name, title, and business email address?  <i>Enter into the <b>Secondary Contact Title, Secondary Contact Name, and Secondary Contact Business Email</b> fields.</i>  <i>Go to Question 2b.</i>	

<b>INTERVIEW</b>		
<b>#</b>	<b>Question</b>	<b>Remark</b>
2a	<p><i>If an Outbound or Inbound call to a Census Address:</i></p> <p>To prepare for this test, I need to collect some information about this facility. I have just a few questions to ask you. We estimate this interview will take approximately ten minutes.</p> <p>The U.S. Census Bureau is required by law to protect your information. The Census Bureau is not permitted to publicly release your responses in a way that could identify you. We are conducting this survey under the authority of Title 13, U.S. Code, Sections 141, 193, 221, and 223. Federal law protects your privacy and keeps your answers confidential (Title 13, U.S. Code, Section 9). Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. You are required by law to respond to the census. This collection of information has been approved by the Office of Management and Budget (OMB). The eight-digit OMB approval number xxxx-xxxx confirms this approval.</p> <p>I am going to read you a summary of the group quarters information that I have. Please let me know if anything is incorrect, or if any information is missing.</p> <p><i>Read all text fields below to contact person. If any information is incorrect or missing, make changes in the <b>GQ Update</b> section to update or add the information:</i></p> <p><b>GQ Name:</b>  <b>Street Number:</b>  <b>Street Name:</b>  <b>Apt/Unit:</b>  <b>State:</b>  <b>County:</b>  <b>Zip Code:</b>  <b>Rural Route Addr:</b>  <b>Location Descr:</b></p> <p><b>Contact Title:</b>  <b>Contact Name:</b>  <b>Contact Phone #:</b>  <b>Business Email:</b></p> <p><i>(If applicable)</i>  <b>Secondary Contact Title:</b>  <b>Secondary Contact Name:</b>  <b>Contact Phone #:</b>  <b>Business Email:</b>  <a href="#">Go to Question 3.</a></p>	

INTERVIEW		
#	Question	Remark
2b	<p>Hello, my name is <i>&lt;state your name&gt;</i>. I'm with the U.S. Census Bureau. We are currently conducting the 2018 Census Test in your community. I have some questions to ask you about <i>&lt;GQNAME&gt;</i> at <i>&lt;PARTIAL ADDRESS&gt;</i>.</p> <p>To prepare for this test, I need to collect some information about this facility. I have just a few questions to ask you. We estimate this interview will take approximately ten minutes.</p> <p>The U.S. Census Bureau is required by law to protect your information. The Census Bureau is not permitted to publicly release your responses in a way that could identify you. We are conducting this survey under the authority of Title 13, U.S. Code, Sections 141, 193, 221, and 223. Federal law protects your privacy and keeps your answers confidential (Title 13, U.S. Code, Section 9). Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. You are required by law to respond to the census. This collection of information has been approved by the Office of Management and Budget (OMB). The eight-digit OMB approval number xxxx-xxxx confirms this approval.</p> <p>I am going to read you a summary of the group quarter information that I have. Please let me know if anything is incorrect, or if any information is missing.</p> <p><i>Read all text fields below to contact person. If any information is incorrect or missing, make changes in the <b>GQ Update</b> section to update or add the information:</i></p> <p><b>GQ Name:</b>  <b>Street Number:</b>  <b>Street Name:</b>  <b>Apt/Unit:</b>  <b>State:</b>  <b>County:</b>  <b>Zip Code:</b>  <b>Rural Route Addr:</b>  <b>Location Descr:</b></p> <p><b>Contact Title:</b>  <b>Contact Name:</b>  <b>Contact Phone #:</b>  <b>Business Email:</b></p> <p><i>(If applicable)</i>  <b>Secondary Contact Title:</b>  <b>Secondary Contact Name:</b>  <b>Contact Phone #:</b></p>	

<b>INTERVIEW</b>		
<b>#</b>	<b>Question</b>	<b>Remark</b>
3	<p>Will this facility be operating on Thursday, March 29<sup>th</sup>?</p> <p><i>If yes, go to question 6.</i></p> <p><i>If no, question 4</i></p>	
4	<p>Will this facility be open or operating on Friday, March 30<sup>th</sup>?</p> <p><i>If yes, go to question 7.</i></p> <p><i>If no, question 5</i></p>	
5	<p>Will this facility be open or operating on Wednesday, March 28<sup>th</sup>?</p> <p><i>If yes, go to question 8.</i></p> <p><i>If no, end interview using this statement:</i> “Thank you very much for your time and participation. This is the all the information I need. This facility will not be counted during the 2018 Census Test. Someone from the Census Bureau may contact you by telephone to verify that we spoke with you about counting the people (residing in/served at) this facility.”</p> <p><i>Go to <b>Contact Outcome</b> and choose: <b>Contact reached, but GQ out-of-scope. Enter 0 into Expected Pop field.</b></i></p>	
6	<p>The Census Bureau will come to this facility on Thursday, March 29<sup>th</sup> to count the people who are serviced on that date. Is this acceptable?</p> <p><i>Enter March 29<sup>th</sup> in the <b>Scheduled Visit</b> section.</i></p> <p><i>If yes, or respondent doesn't know or refuses, go to question 9.</i></p>	
7	<p>The Census Bureau will come on Friday, March 30<sup>th</sup> to count the people who are serviced on that date. Is this acceptable?</p> <p><i>Enter March 30<sup>th</sup> in the <b>Scheduled Visit</b> section.</i></p> <p><i>If yes, or respondent doesn't know or refuses, go to question 9.</i></p>	
8	<p>The Census Bureau will come to this facility on Wednesday, March 28<sup>th</sup> to count the people who are serviced on that date. Is this acceptable?</p> <p><i>Enter March 28<sup>th</sup> in the <b>Scheduled Visit</b> section.</i></p> <p><i>If yes, or respondent doesn't know or refuses, go to question 9.</i></p>	

<b>INTERVIEW</b>		
<b>#</b>	<b>Question</b>	<b>Remark</b>
9	<p>Which meal serves the largest number of clients?</p> <p><i>Enter either Breakfast, Lunch, or Dinner into the <b>Largest Meal Served</b> field.</i></p> <p><i>If respondent doesn't know or refuses, go to question 13.</i></p> <p><i>All other responses, go to question 10.</i></p>	
10	<p>How many clients do you expect to serve at this soup kitchen during this meal?</p> <p><i>Enter this information into the <b>Expected Pop</b> field.</i></p> <p><i>Go to question 11.</i></p>	
11	<p>What time is this meal served?</p> <p><i>Enter time into the <b>Arrival Time/Ending Time</b> field.</i></p> <p><i>Go to question 12.</i></p>	
12	<p>What time do you stop serving this meal?</p> <p><i>Enter into the <b>Arrival Time/ Ending Time</b> field.</i></p> <p><i>Go to question 13.</i></p>	
13	<p>What time do clients start to assemble for this meal?</p> <p><i>Enter time into the <b>Scheduled Visit</b> section.</i></p> <p><i>Go to question 14.</i></p>	
14	<p>Do clients line up, congregate, or use another method of grouping while waiting to enter the soup kitchen?</p> <p><i>Enter this information into the <b>Specific Instructions</b> field.</i></p> <p><i>Go to question 15.</i></p>	

<b>INTERVIEW</b>		
<b>#</b>	<b>Question</b>	<b>Remark</b>
15	<p>Are there any people at this location that do not speak or understand English?</p> <p><i>If yes ask, What language (s) do they speak? (For example Spanish, Chinese, Vietnamese, Korean)</i></p> <p><i>Enter the language(s) spoken into the <b>GQ Languages</b> field.</i></p> <p><i>Go to question 16.</i></p>	
16	<p>Are there any specific instructions that census staff need to know in order to count the people at this location?</p> <p><i>Specific instructions should be entered into the <b>Specific Instructions</b> field.</i></p> <p><i>Go to question 17.</i></p>	
17	<p><i>Go to the <b>Search and Case Assignment Screen</b> to determine if other cases are also assigned to this contact person.</i></p> <p><i>If there are no other cases assigned to this contact person, go to question 18.</i></p> <p>According to our Census records, we have you responsible for (GQ NAME) (GQ TYPE CODE DESCRIPTION) at this (PARTIAL ADDRESS).</p> <p><i>Confirm if the contact person is responsible. If they are not responsible for any other GQs listed, it must go to management attention.</i></p> <p>Is this correct?</p> <p><i>If no or if you have already asked the GQ contact person this question, go to question 18.</i></p> <p><i>If yes, go to question 18.</i></p>	

<b>INTERVIEW</b>		
<b>#</b>	<b>Question</b>	<b>Remark</b>
18	<p>Are you responsible for any additional facilities, either at this address or elsewhere? <i>Some examples are a soup kitchen, regularly scheduled mobile food van, or emergency and transitional shelter.</i></p> <p><i>If yes, enter facility information on ADD screen.</i></p> <p><i>Access the OCS Browse Living Quarters and confirm if it is a new address record. While searching, close out case and send to management attention. Let the contact person know that they may receive another telephone call.</i></p> <p><i>If this address exists in the OCS Browse Living Quarters, update GQ contact information and conduct the interview if it is a GQ.</i></p> <p><i>If it is not in OCS Browse Living Quarters, elevate case to Census Field Manager (CFM).</i></p> <p><i>If no, go to question 19.</i></p>	
19	<p>Now on the day of enumeration, census workers will arrive at the soup kitchen prior to the time clients are allowed to enter the building.</p> <p>We ask that you let the clients know that the Census Bureau will be conducting a test at that time and all data we collect are protected by law and kept confidential. Someone from the Census Bureau will contact you prior to your appointment to discuss details about counting your clients.</p> <p>To learn more about our privacy policy and data protection, please visit our website at census.gov and click on “Data Protection and Privacy Policy” at the bottom of the home page.</p> <p>That is all the information I need. Thank you very much for your time and participation. If you have any additional questions, please call the area census office at [xxx-xxx-xxxx] (<i>Please provide the ACO telephone number</i>) or visit our website at census.gov [link to GQ response site]. In our website, you will find informational materials about the 2018 Census Test in your community.</p> <p><i>If Outbound or Inbound call to a Census Address: If contact person does not have internet access, request their mailing address to forward documents.</i></p>	