

**GROUP QUARTERS ADVANCE CONTACT
FOR REGULARLY SCHEDULED MOBILE
FOOD VANS
CALLING SCRIPT**

2018 CENSUS TEST

**GQ ADVANCE CONTACT FOR REGULARLY SCHEDULED MOBILE FOOD VANS
CALLING SCRIPT**

GQ Type Codes and Descriptions	
Code	Description
Correctional Facilities for Adults	
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**
Juvenile Facilities	
201	Group Homes for Juveniles (non-correctional)
202	Residential Treatment Centers for Juveniles (non-correctional)
203	Correctional Facilities Intended for Juveniles
Nursing Facilities/Skilled-Nursing Facilities	
301	Nursing Facilities/Skilled-Nursing Facilities
Other Institutional Group Quarters	
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
College/University Student Housing	
501	College/University Student Housing (College/University owned/leased/managed)
502*	College/University Student Housing (Privately owned/leased/managed)
Military Quarters	
601	Military Quarters**
602	Military Ships**
Service-Based Enumeration (SBE)	
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
Other Non-Institutional Group Quarters	
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 <i><GQ NAME></i> at <i><PARTIAL ADDRESS></i>. May I speak to <i><PRIMARY CONT></i>?</p> <p><i>If <PRIMARY CONT> 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 Not Complete select the appropriate response and end the interview by saying: "Thank you for your time."</i></p>	

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

INTERVIEW		
#	Question	Remark
2a	<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 10 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 GQ Update section to update or add the information:</i></p> <p>GQ Name: Street Number: Street Name: Apt/Unit: State: County: Zip Code: Rural Route Addr: Location Descr:</p> <p>Contact Title: Contact Name: Contact Phone #: Business Email:</p> <p><i>(If applicable)</i> Secondary Contact Title: Secondary Contact Name: Contact Phone #: Business Email: Go to Question 3.</p>	

INTERVIEW		
#	Question	Remark
2b	<p>Hello, my name is <i><state your name></i>. I am 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><GQNAME></i> at <i><PARTIAL 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 10 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 GQ Update section to update or add the information:</i></p> <p>GQ Name: Street Number: Street Name: Apt/Unit: State: County: Zip Code: Rural Route Addr: Location Descr:</p> <p>Contact Title: Contact Name: Contact Phone #: Business Email:</p> <p><i>(If applicable)</i> Secondary Contact Title: Secondary Contact Name:</p>	

INTERVIEW		
#	Question	Remark
3	<p>Will this mobile food van operate on Thursday, March 29th?</p> <p><i>If yes, go to question 4.</i></p> <p><i>If no, question 5.</i></p>	
4	<p>The Census Bureau will conduct enumeration on Thursday, March 29th. Is this acceptable?</p> <p><i>If yes, enter March 29th into the Scheduled Visit section and then go to question 9.</i></p> <p><i>If no or respondent doesn't know or refuses, go to question 5.</i></p>	
5	<p>Will this mobile food van operate on Friday, March 30th?</p> <p><i>If yes, go to question 6.</i></p> <p><i>If no, question 7</i></p>	
6	<p>The Census Bureau will conduct enumeration on Friday, March 30th. Is this acceptable?</p> <p><i>If yes, enter March 30th into the Scheduled Visit section and then go to question 9.</i></p> <p><i>If no or respondent doesn't know or refuses, go to question 7.</i></p>	
7	<p>Will this mobile food van operate on Wednesday, March 28th?</p> <p><i>If yes, go to question 8.</i></p> <p><i>If no, end interview using this statement: "Thank you very much for your time and participation. This is the all the information I need. Your mobile food van stops will not be enumerated 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 served at) by your mobile food vans. "</i></p> <p><i>Go to Contact Outcome and choose: Contact reached, but GQ out-of-scope. Enter 0 into Expected Pop field.</i></p>	

INTERVIEW		
#	Question	Remark
8	<p>The Census Bureau will conduct enumeration on Wednesday, March 28th Is this acceptable?</p> <p><i>If yes, enter March 28th into the Scheduled Visit section, and then go to question 9.</i></p> <p><i>If no or respondent doesn't know or refuses, end interview using this statement: "Thank you very much for your time and participation. This is the all the information I need. Your mobile food van stops will not be counted in the 2018 Census Test. Someone from the Census Bureau may contact you by telephone to verify this"</i></p> <p><i>Go to Contact Outcome and choose: Contact reached, but GQ out-of-scope.</i></p>	
9	<p>How many stops does this mobile food van make?</p> <p><i>Enter number into _____ field.</i></p> <p>One _____ More than one _____</p> <p><i>Go to question 10.</i></p>	
10	<p>What is the major intersection of the first stop?</p> <p><i>Verify if this is the confirmed address. If not, update Location Descr.</i></p> <p><i>Go to question 11.</i></p>	
11	<p>What is the arrival and departure time of this stop?</p> <p>Arrival _____ Departure _____</p> <p><i>Enter this information into the Arrival Time/Ending Time field.</i></p> <p><i>Go to question 12.</i></p>	
12	<p>How many clients are expected at this stop?</p> <p><i>Enter this information into the Expected POP field.</i></p> <p><i>Go to question 13.</i></p>	

INTERVIEW		
#	Question	Remark
13	<p>Do clients line up, congregate, or use another method of grouping to receive their food?</p> <p><i>Enter the information into Specific Instructions section.</i></p> <p><i>Go to question 14.</i></p>	
14	<p>Are there any clients who 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 GQ Languages field.</i></p> <p><i>Go to question 15.</i></p>	
15	<p>Are there any specific instructions that Census staff need to know in order to count the clients that use these services?</p> <p><i>If yes, enter specific instructions into the Specific Instructions field.</i></p> <p><i>If respondent indicated more than one mobile food van stop, go to question 16.</i></p> <p><i>If there are no more mobile food van stops, go to question 16.</i></p>	

INTERVIEW		
#	Question	Remark
16	<p><i>Go to the Search and Case Assignment Screen to determine if there are any other RSMFV stops assigned to this contact person.</i></p> <p><i>If there are no other cases assigned to this contact person, go to question 17.</i></p> <p>According to our Census records, we have you responsible for (GQ NAME) at this (PARTIAL ADDRESS or LOCATION DESCRIPTION).</p> <p>Is this correct?</p> <p><i>If yes:</i> Now I am going to ask you for the intersections of each stop, and the arrival, departure time of each stop, and expected population.</p> <p><i>Enter the intersections into the Location Desc. Enter the arrival and departure time into the Arrival Time/Ending Time for each stop. And the expected population into the Expected Pop field.</i></p> <p><i>Go to question 17.</i></p>	
17	<p>Earlier you indicated that this mobile food van makes several stops. Have I mentioned all the stops?</p> <p><i>If not, ask for the intersections of the other stops, the arrival, departure time of each stop and expected population.</i></p> <p><i>Go to the Add screen and Enter the intersections into the Location Desc. Enter the arrival and departure time into the Arrival Time/Ending Time for each stop. And the expected population into the Expected Pop field.</i></p> <p><i>If yes, go to question 18.</i></p>	

INTERVIEW		
#	Question	Remark
18	<p>Are you responsible for any additional facilities, either at this address or elsewhere? <i>Some examples are an emergency or transitional shelter, soup kitchen, or another regularly scheduled mobile food van.</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 regularly scheduled mobile food van stops at least 30 minutes before the van gets there to interview people as they are waiting and before they get their food.</p> <p>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. 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]. On 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>	