

**Request for Non-Substantive Change to the 2020 American Community Survey (ACS)**  
**OMB Control No. 0607-0810**  
**U.S. Department of Commerce**  
**U.S. Census Bureau**

**Purpose:**

The American Community Survey (ACS) mails survey materials to about 286,000 HU addresses each month. The mailing operations are conducted through the U.S. Postal Service and use first-class postage rates for all pieces. For addresses that were mailed survey materials but did not respond by mail, internet, or by calling the telephone questionnaire assistance line, the Census Bureau selects a subsample of all households and assign them to the CAPI (nonresponse follow-up) data collection mode. Unmailable household addresses are sampled and included in the CAPI data collection mode.

In 2017, the HU sample yielded approximately 135,000 self-response interviews. The HU CAPI follow-up yielded an estimated response rate of approximately 87 percent in 2017. The 2017 final weighted response rate for ACS was 94 percent.

**Background**

On June 7, 2019, the Office of Management and Budget (OMB) approved the American Community Survey (0607-0810) information collection. The current collection will expire on June 30, 2022. This non-substantive change request is to update the 2020 American Community Survey (ACS) and Puerto Rico Community Survey (PRCS), Thank You Letter, ACS-26(L).

The Census Bureau received feedback from ACS Field Staff that many respondents are not aware that they may be contacted as part of our Reinterview (RI) operation, which is carried out to evaluate the quality of the interviewer's work.

The Computer Assisted Personal Interviewing (CAPI) instrument includes a statement informing respondents they may be contacted by RI. The statement reads as follows: "In order to evaluate the quality of my work, my supervisor may contact you to verify that I am doing my job correctly." However, respondents may not recall hearing the statement or they end the call before an interviewer can relay the statement.

To improve awareness among the CAPI respondents, the Census Bureau requests to include a sentence in the Thank You Letter (ACS-26(01-01-2020)) to inform respondents that RI may contact them. This may improve RI response rates. The new sentence reads as follows: "You may be contacted by Census Bureau staff to evaluate the quality of work done by the interviewer who spoke with you."

In addition, the following sentence was moved to the first paragraph and revised:

2018 letter: "The success of the survey depends upon cooperation from you and other households selected for the survey."

2020 letter: "The success of the survey depends on cooperation from you and other households selected to participate."

**Burden**

There is no change to burden.

The following materials are attached:

- Thank you Letter ACS-26(01-01-2020)
- Thank you Letter ACS-26(01-01-2020)(SP)
- Thank you Letter ACS-26(01-01-2020)(PR)



**U.S. Census Bureau**

Washington, DC 20233

Office of the Director

A message from the Director, U.S. Census Bureau ...

**Thank you for participating in the American Community Survey!**

You may be contacted by Census Bureau staff to evaluate the quality of work done by the interviewer who spoke with you. The success of the survey depends on cooperation from you and other households selected to participate.

The Census Bureau is required by law to keep your information confidential. We are not permitted to publicly release your responses in a way that could identify this household. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data.

Federal, tribal, state, and local governments will use summarized information from this survey to make decisions and to develop programs that will provide health care, education, and transportation services that affect you and your community. To learn more about the American Community Survey and to review the survey results, visit our website at [census.gov/acs](https://census.gov/acs).

**Your participation is greatly appreciated.**

Sincerely,

A handwritten signature in blue ink that reads "Steven D. Dillingham".

Steven D. Dillingham



**U.S. Census Bureau**

Washington, DC 20233

Office of the Director

Un mensaje del Director de la Oficina del Censo de los Estados Unidos ...

**¡Gracias por participar en la Encuesta sobre la Comunidad Estadounidense!**

Es posible que personal de la Oficina del Censo se ponga en contacto con usted para evaluar la calidad del trabajo realizado por el entrevistador que habló con usted. El éxito de la encuesta depende de la cooperación suya y de otros hogares seleccionados para participar.

La Oficina del Censo está obligada por ley a mantener confidencial su información. No se nos permite divulgar públicamente sus respuestas de manera que este hogar pudiera ser identificado. Conforme a la Ley para el Fortalecimiento de la Seguridad Cibernética Federal del 2015, sus datos están protegidos contra los riesgos de seguridad cibernética mediante los controles aplicados a los sistemas que transmiten sus datos.

El gobierno federal y los gobiernos tribales, estatales y locales usarán información resumida de esta encuesta para tomar decisiones y desarrollar programas que proporcionarán servicios de salud, educación y transporte que le afectan a usted y a su comunidad. Para obtener más información acerca de la Encuesta sobre la Comunidad Estadounidense y para ver los resultados de la encuesta, visite nuestro sitio web en [census.gov/acs](https://census.gov/acs).

**Agradecemos mucho su participación.**

Atentamente,

Steven D. Dillingham



**U.S. Census Bureau**

Washington, DC 20233

Office of the Director

A message from the Director, U.S. Census Bureau ...

**Thank you for participating in the Puerto Rico Community Survey!**

You may be contacted by Census Bureau staff to evaluate the quality of work done by the interviewer who spoke with you. The success of the survey depends on cooperation from you and other households selected to participate.

The Census Bureau is required by law to keep your information confidential. We are not permitted to publicly release your responses in a way that could identify this household. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data.

Puerto Rico and local governments will use summarized information from this survey to make decisions and to develop programs that will provide health care, education, and transportation services that affect you and your community. To learn more about the Puerto Rico Community Survey and to review the survey results, visit our website at [census.gov/acs](https://census.gov/acs).

**Your participation is greatly appreciated.**

Sincerely,

A handwritten signature in blue ink that reads "Steven D. Dillingham".

Steven D. Dillingham



Oficina del<sup>®</sup>  
**Censo**  
Estados Unidos  
Puerto Rico

**U.S. Census Bureau**

Washington, DC 20233

Office of the Director

Un mensaje del Director de la Oficina del Censo de los Estados Unidos ...

**¡Gracias por participar en la Encuesta sobre la Comunidad de Puerto Rico!**

Es posible que personal de la Oficina del Censo se ponga en contacto con usted para evaluar la calidad del trabajo realizado por el entrevistador que habló con usted. El éxito de la encuesta depende de la cooperación suya y de otros hogares seleccionados para participar.

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El gobierno de Puerto Rico y los gobiernos locales usarán información resumida de esta encuesta para tomar decisiones y desarrollar programas que proporcionarán servicios de salud, educación y transporte que le afectan a usted y a su comunidad. Para obtener más información acerca de la Encuesta sobre la Comunidad de Puerto Rico y para ver los resultados de la encuesta, visite nuestro sitio web en [census.gov/acs](https://census.gov/acs).

Agradecemos mucho su participación.

Atentamente,

Steven D. Dillingham