

**Request for Nonsubstantive Change to the
2022 American Community Survey
Revisions to Computer Assisted Personal Interviewing Respondent Materials
OMB Control No. 0607-0810
U.S. Department of Commerce
U.S. Census Bureau**

Purpose

The American Community Survey (ACS) is requesting to revise Computer Assisted Personal Interviewing (CAPI) respondent materials starting in March 2022. The ACS plans to implement the change to more clearly communicate and address respondent concerns, with the goal of gaining interview cooperation.

Background:

The ACS employs a 3-month data collection process for each monthly sample. First through self-response and later through in-person and telephone interviews. During the first two months of data collection, the Census Bureau sends up to five mailings to all mailable, sampled addresses to solicit a response via the internet or paper questionnaire. After the self-response period, responding addresses are removed and the unmailable and undeliverable addresses (from the initial sample) are added to create the universe of addresses eligible for the CAPI nonresponse followup operation. Of this universe, a subsample is chosen to be included in the CAPI operation, which starts at the beginning of the month following the fifth mailing. A pressure seal reminder letter is sent to all mailable addresses sampled for CAPI at the start of the interviewing month. This letter lets respondents know that a Census Bureau field representative (FR) may call or visit them to complete the interview and encourages them to complete the survey online, if possible. Census Bureau field representatives (FRs) first attempt to interview those selected for CAPI by phone. If the FR is unable to complete a phone interview, they visit the address to conduct an in-person interview.

Among the tools FRs use to gain cooperation from respondents are a variety of letters and brochures. These materials are used to address respondent concerns and provide information about the ACS:

- Attachment A - No One Home Letter (ACS-613N(L)), Stateside English
- Attachment B - No One Home Letter (ACS-613N(L)), Puerto Rico English
- Attachment C - Better Understanding Letter (ACS-613B(L)), Stateside English
- Attachment D - Better Understanding Letter (ACS-613B(L)), Puerto Rico English
- Attachment E - Internet Letter (ACS-INET), Stateside English
- Attachment F - Confidentiality Letter (ACS-CON), Stateside English
- Attachment G - Final Attempt Letter (ACS-FA), Stateside English
- Attachment H - Final Attempt Letter (ACS-FA), Stateside English July 2022 Version
- Attachment I - Refusal Letter (ACS-613R(L)), Stateside English

- Attachment J - Refusal Letter (ACS-613R(L)), Puerto Rico English
- Attachment K - Management Letter Building (ACS-MU-1(L)), Stateside English
- Attachment L - Management Letter Gated Community (ACS-MU-2(L)), Stateside English
- Attachment M - Seasonal Unit Letter (ACS-SEA), Stateside English
- Attachment N - Please Call Me Letter (ACS-PCM), Stateside English
- Attachment O - Please Call Me Letter (ACS-PCM), Puerto Rico English

These materials are used, as needed, based on the FR's interactions with the respondent; an individual respondent does not receive all the materials.

The Better Understanding, No One Home, and Refusal letters are currently available in English, Spanish, Chinese, Korean, Russian, and Vietnamese. The Please Call Me Letter is also available in Spanish.

Request:

In 2019, the Census Bureau began a project to revise the CAPI respondent materials. An initial assessment of the current materials indicated that they were written, on average, at the 12th grade level.¹ According to the National Center for Education Statistics, about 34 percent of American adults read at less than an 8th grade level and about 14 percent read at the first-to-third grade level.² The current letters are text dense, do not focus the reader on the main message of the letter, and hide the Internet User ID and respondent actions. The Census Bureau applied plain language principles to the materials to improve the readability of the materials and make them easier to understand for more respondents. The resulting materials were written, on average, at the 9th grade level.

The materials were also revised to incorporate lessons learned from a separate research project about messaging and communication, called the Strategic Framework Messaging Project.³ The messages in the revised letters were designed to address the specific concern or situation that the FR encountered. FAQs were included on the back of the letter to address general questions about the survey without highlighting them in the letter itself or distracting the respondent from the main message of the letter. The goal of these changes was to reduce the burden of reading the letters while boosting CAPI response rates.

This nonsubstantive change request includes the English versions of the revised letters. The revised translated materials in Spanish, Chinese, Korean, Russian, and Vietnamese will be

¹ Reading levels were calculated using the Flesch-Kincaid Grade Level score.

² See National Center for Education Statistics (2014). *Literacy, Numeracy, and Problem Solving in Technology-Rich Environments Among U.S. Adults: Results from the Program for the International Assessment of Adult Competencies 2012: First Look*. Washington DC: Institute of Education Science, National Center for Education Statistics, U.S. Department of Education. Retrieved on December 16, 2021 from <https://nces.ed.gov/pubs2014/2014008.pdf>

³ See Oliver, Heimel, and Schreiner (2017). Strategic Framework for Messaging in the ACS Mail Materials. Retrieved on December 16, 2021 from https://www.census.gov/library/working-papers/2017/acs/2017_Oliver_01.html

included in a subsequent nonsubstantive change request and/or will be included in the upcoming information collection request.

The Census Bureau also conducted refresher training with the FRs to explain the intent of each letter and what situations the letters were designed to address, as follows:

Letters	Purpose
No One Home Letter	Sent to an address when the FR is unable to make contact with anyone at the sample address but thinks someone lives there. It emphasizes the confidentiality of the survey data and the benefits of the survey to motivate response. The respondent is told to call the FR or go online to respond.
Better Understanding Letter	Used when a respondent requests more information about the ACS but hasn't refused. The letter emphasizes the confidentiality of the survey data and the benefits of the survey to motivate response. The respondent is told to call the FR or go online to respond.
Internet Letter	This letter is nearly identical to the letter sent at the beginning of the CAPI month. It is intended primarily to be used for non-mailable addresses.
Confidentiality Letter	Used when a respondent indicates they have specific concerns about their response being kept confidential or their data being secure.
Final Attempt Letter	Used at the end of data collection. The letter is short; it expresses the uniqueness of being selected for the survey, the legal requirement for participation, and the different ways to respond.
Refusal Letter	Used when a respondent explicitly refuses to participate in the survey. The letter is short and to the point regarding confidentiality and the legal requirements to participate. It provides response options and emphasizes that the respondent will be contacted again soon to complete the interview.
Management Letter for Multi-Unit Buildings	This letter is used to help FRs gain access to multi-unit buildings when they can't directly access the sampled address
Management Letter for Gated Communities	This letter is used to help FRs gain access to addresses located in a gated community.

Seasonal Unit Letter	Used when the FR suspects that the sampled address is only used seasonally and cannot make contact with anyone at the sample address. FRs may send this letter to someone who may be able to verify that the unit is seasonal.
Please Call Me Letter	This letter is used to help FRs who can only reach respondents by phone.

Use of Incentives: None.

Burden: There is no change in response burden to the public associated with this change. Materials are given to respondent on an as needed basis.

Attachments:

- An Excel file (“ACS_NSC_CAPI_English Letters Jan 2022 Materials Attachment”) that shows old and new materials, and a summary of changes.
- Copies of all the letters in Stateside English and Puerto Rico English.

Contact Information:

Please contact Dameka Reese for further information about this change:

Dameka Reese
 American Community Survey Office
 U.S. Census Bureau
 Washington, D.C. 20233
 Dameka.M.Reese@censu.gov
 301-763-3804

Attachment A – No One Home Letter (ACS-613N(L)), Stateside English
Front

<<DATE>>

<<F_RESPNAME>>
<<ADDRESS>>

Dear <<F_RESPNAME>>:

Your household has been selected to participate in the American Community Survey. A U.S. Census Bureau representative, <<FRNAME>>, recently attempted to interview you for the survey. We are writing to ask for your participation.

WHAT IS THE AMERICAN COMMUNITY SURVEY?

This is a nationwide survey conducted by the Census Bureau. The survey asks questions about a variety of topics such as education, employment, and more.

HOW DOES MY RESPONSE HELP?

Governments, businesses, and communities use the survey information to plan for projects like new schools and health clinics as well as services for the elderly and veterans.

ARE MY ANSWERS CONFIDENTIAL?

The Census Bureau is required to protect your information. We do not publish individual responses to the survey. We can only use survey answers to create statistics.

YOUR RESPONSE MATTERS! Please complete the survey online or call for an interview.

<p>ONLINE</p> <p>Go to: respond.census.gov/acs</p> <p>Log in with your user ID:</p> <p><<INETUSERID>></p>

OR

<p>BY PHONE</p> <p>Call <<FRPHONE>></p> <p>to schedule an interview with</p> <p><<FRNAME>></p>

We will contact you in a few days if we don't hear from you or receive your survey response. If you have any other questions, call us at <<OFFICEPHONE>>. Thank you for your participation.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

Attachment A – No One Home Letter (ACS-613N(L)), Stateside English

Back

Frequently Asked Questions

How can I tell if the person who contacts me really works for the U.S. Census Bureau?

There are two ways to verify that a representative works for us.

BY PHONE: Call our regional office at <<OFFICEPHONE>>.

ONLINE: Search our staff database at census.gov/staffsearch

It is easiest to search using only the last name.

What is the American Community Survey?

The American Community Survey is an ongoing survey that provides vital information on a yearly basis. When governments, businesses, and community leaders need to make important decisions that affect our lives, they often turn to the American Community Survey for help.

To learn how real people use the data to make informed decisions visit:

census.gov/acs-data-stories

Why does the American Community Survey ask these questions?

The American Community Survey only asks questions when there is a government need and if the information is not available anywhere else.

To learn why we ask each question visit: census.gov/acswhyweask

Why was I selected to participate in the survey?

The Census Bureau randomly selects about 3.5 million addresses throughout the country each year to respond to this survey. Your address was selected through scientific sampling and represents thousands of other households like yours.

Am I required to fill out the survey?

Yes. We are conducting this survey under the authority of Title 13, U.S. Code, Sections 141, 193, and 221. Your response to this survey is required by law. To create an accurate picture of your community, it is critical that you respond.

Will my response be confidential?

Yes. The Census Bureau is required by law to protect this information. We are not permitted to publicly release your responses in a way that could identify you. Federal law protects your privacy and keeps your answers confidential (Title 13, U.S. Code, Section 9).

Attachment B – No One Home Letter (ACS-613N(L)), Puerto Rico English

Front

<<DATE>>

<<F_RESPNAME>>

<<ADDRESS>>

Dear <<F_RESPNAME>>:

Your household has been selected to participate in the Puerto Rico Community Survey. A U.S. Census Bureau representative, <<FRNAME>>, recently attempted to interview you for the survey. We are writing to ask for your participation.

WHAT IS THE PUERTO RICO COMMUNITY SURVEY?

This survey is conducted by the Census Bureau. The survey asks questions about a variety of topics such as education, employment, and more.

HOW DOES MY RESPONSE HELP?

Governments, businesses, and communities use the survey information to plan for projects like new schools and health clinics and services for the elderly, veterans, and victims of natural disasters.

ARE MY ANSWERS CONFIDENTIAL?

The Census Bureau is required to protect your information. We do not publish individual responses to the survey. We can only use survey answers to create statistics.

YOUR RESPONSE MATTERS!

Please call <<FRPHONE>> to schedule an interview with <<FRNAME>>.

We will contact you in a few days if we don't hear from you. If you have any questions, please call us at <<OFFICEPHONE>>.

Thank you for responding to the Puerto Rico Community Survey.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

**Attachment C – Better Understanding Letter (ACS-613B(L)), Stateside English
Front**

<<DATE>>

<<F_RESPNAME>>
<<ADDRESS>>

Dear <<F_RESPNAME>>:

A U.S. Census Bureau representative, <<FRNAME>>, recently attempted to interview you for the American Community Survey. I am writing to tell you more about the importance of this survey and how your response can make a difference.

The American Community Survey is conducted by the Census Bureau. Your community can use statistics created from this survey to determine where to build new schools, health clinics, or businesses.

We are serious about protecting your privacy. We can only use survey answers to create statistics. By law, we keep your answers confidential and secure. <<FRNAME>> is a Census Bureau employee sworn to protect your information and keep it confidential.

Your response matters! Please complete the survey online or call for an interview.

ONLINE
Go to: respond.census.gov/acs
Log in with your user ID:
<<INETUSERID>>

OR

BY PHONE
Call <<FRPHONE>>
to schedule an interview with
<<FRNAME>>

We will contact you in a few days if we do not hear from you or receive your response. If you have additional questions, please call <<OFFICEPHONE>>. Thank you for participating in the American Community Survey.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

Attachment C – Better Understanding Letter (ACS-613B(L)), Stateside English Back

Frequently Asked Questions

How can I tell if the person who contacts me really works for the U.S. Census Bureau?
There are two ways to verify that a representative works for us.

BY PHONE: Call our regional office at <<OFFICEPHONE>>.

ONLINE: Search our staff database at census.gov/staffsearch
It is easiest to search using only the last name.

What is the American Community Survey?

The American Community Survey is an ongoing survey that provides vital information on a yearly basis. When governments, businesses, and community leaders need to make important decisions that affect our lives, they often turn to the American Community Survey for help.

To learn how real people use the data to make informed decisions visit:
census.gov/acs-data-stories

Why does the American Community Survey ask these questions?

The American Community Survey only asks questions when there is a government need and if the information is not available anywhere else.

To learn why we ask each question visit: census.gov/acswhyweask

Why was I selected to participate in the survey?

The Census Bureau randomly selects about 3.5 million addresses throughout the country each year to respond to this survey. Your address was selected through scientific sampling and represents thousands of other households like yours.

Am I required to fill out the survey?

Yes. We are conducting this survey under the authority of Title 13, U.S. Code, Sections 141, 193, and 221. Your response to this survey is required by law. To create an accurate picture of your community, it is critical that you respond.

Will my response be confidential?

Yes. The Census Bureau is required by law to protect this information. We are not permitted to publicly release your responses in a way that could identify you. Federal law protects your privacy and keeps your answers confidential (Title 13, U.S. Code, Section 9).

**Attachment D – Better Understanding Letter (ACS-613B(L)), Puerto Rico English
Front**

<<DATE>>

<<F_RESPNAME>>

<<ADDRESS>>

Dear <<F_RESPNAME>>:

A U.S. Census Bureau representative, <<FRNAME>>, recently attempted to interview you for the Puerto Rico Community Survey. I am writing to tell you more about the importance of this survey and how your response can make a difference.

The Puerto Rico Community Survey is conducted by the Census Bureau. Your community can use statistics created from this survey to determine where to build new schools, health clinics, or businesses.

We are serious about protecting your privacy. We can only use survey answers to create statistics. By law, we keep your answers confidential and secure. <<FRNAME>> is a Census Bureau employee and is sworn to protect your information and keep it confidential.

Your response matters.

Please call <<FRPHONE>> to schedule an interview with <<FRNAME>>.

We will contact you in a few days if we do not hear from you. If you have additional questions, please call <<OFFICEPHONE>>. Thank you for your participation.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

Attachment E – Internet Letter (ACS-INET), Stateside English

Front

<<DATE>>

<<F_RESPNAME>>

<<ADDRESS>>

Dear <<F_RESPNAME>>:

Your household has been selected to participate in the American Community Survey. The information from this survey helps identify needs such as affordable housing, job training, and emergency planning. Your response can make a difference in your community.

Please choose how you will complete the survey:

<p>ONLINE</p> <p>Go to: respond.census.gov/acs</p> <p>Log in with your user ID:</p> <p><<INETUSERID>></p>	<p>OR</p>	<p>BY PHONE</p> <p>Call <<FRPHONE>></p> <p>to schedule an interview with</p> <p><<FRNAME>></p>
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We will contact you soon by phone or in-person if we do not receive your response. During an in-person visit the Census Bureau representative will present a photo ID that displays his or her name, a Department of Commerce watermark, and an expiration date.

You are required by law to respond to the American Community Survey. This survey is necessary because it provides detailed information that communities like yours use to determine where to locate critical services such as schools, clinics, and businesses.

If you have any questions, please call <<OFFICEPHONE>>. We are happy to help you. Thank you for helping your community prepare for a better future.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

Attachment E – Internet Letter (ACS-INET), Stateside English

Back

Frequently Asked Questions

How can I tell if the person who contacts me really works for the U.S. Census Bureau?
There are two ways to verify that a representative works for us.

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What is the American Community Survey?

The American Community Survey is an ongoing survey that provides vital information on a yearly basis. When governments, businesses, and community leaders need to make important decisions that affect our lives, they often turn to the American Community Survey for help.

To learn how real people use the data to make informed decisions visit:
census.gov/acs-data-stories

Why does the American Community Survey ask these questions?

The American Community Survey only asks questions when there is a government need and if the information is not available anywhere else.

To learn why we ask each question visit: census.gov/acswhyweask

Why was I selected to participate in the survey?

The Census Bureau randomly selects about 3.5 million addresses throughout the country each year to respond to this survey. Your address was selected through scientific sampling and represents thousands of other households like yours.

Am I required to fill out the survey?

Yes. We are conducting this survey under the authority of Title 13, U.S. Code, Sections 141, 193, and 221. Your response to this survey is required by law. To create an accurate picture of your community, it is critical that you respond.

Will my response be confidential?

Yes. The Census Bureau is required by law to protect this information. We are not permitted to publicly release your responses in a way that could identify you. Federal law protects your privacy and keeps your answers confidential (Title 13, U.S. Code, Section 9).

Attachment F – Confidentiality Letter (ACS-CON), Stateside English

Front

<<DATE>>

<<F_RESPNAME>>

<<ADDRESS>>

Dear <<F_RESPNAME>>:

A U.S. Census Bureau representative recently attempted to interview you for the American Community Survey. I am writing to assure you of our commitment to keep all survey information confidential and secure.

We will protect your privacy. We can only use survey answers to create statistics. We are not permitted to publicly release your responses in a way that could identify you.

Your answers are protected by law (Title 13, U.S. Code, Section 9). Any employee who violates this law can be punished by imprisonment, a fine of up to \$250,000, or both.

Your data are protected from cybersecurity risks. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data.

Your response matters. Please complete the survey online or call for an interview.

<p>ONLINE</p> <p>Go to: respond.census.gov/acs</p> <p>Log in with your user ID: <<INETUSERID>></p>
--

OR

<p>BY PHONE</p> <p>Call <<FRPHONE>> to schedule an interview with <<FRNAME>></p>

If you have additional questions, please call <<OFFICEPHONE>>. Thank you for participating in the American Community Survey.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

Attachment F – Confidentiality Letter (ACS-CON), Stateside English

Back

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There are two ways to verify that a representative works for us.

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Am I required to fill out the survey?

Yes. We are conducting this survey under the authority of Title 13, U.S. Code, Sections 141, 193, and 221. Your response to this survey is required by law. To create an accurate picture of your community, it is critical that you respond.

Will my response be confidential?

Yes. The Census Bureau is required by law to protect this information. We are not permitted to publicly release your responses in a way that could identify you. Federal law protects your privacy and keeps your answers confidential (Title 13, U.S. Code, Section 9).

Attachment G – Final Attempt Letter (ACS-FA), Stateside English

*This updated version of the letter will be in production until the June 2022 interview month. It will then switch, from July onward, to a version with updated Spanish to reflect forthcoming changes to the ACS Landing Page for consistency. *

Front

<<DATE>>

<<F_RESPNAME>>

<<ADDRESS>>

Dear <<F_RESPNAME>>:

We are in the final days of collecting data for the American Community Survey. Your response will help provide accurate information for your community and our nation.

We ask less than one percent of all U.S. households to complete this survey each month. People from across the country respond. We need your response too. Please respond now.

Choose ONE way to complete the survey:

ONLINE
Go to: respond.census.gov/acs
Log in with your user ID:
<<INETUSERID>>

OR

BY PHONE
Call <<FRPHONE>>
to schedule an interview with
<<FRNAME>>

Your response is so important that it is required by law (Title 13, U.S. Code, Sections 141, 193, and 221).

Thank you for responding to the American Community Survey. We value your time and appreciate your participation.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

Para completar la Encuesta sobre la Comunidad Estadunidense en español:

Por internet — Vaya a respond.census.gov/acs. Haga clic en "Para completar en español, oprima aquí."

Por teléfono — Llame al 1-877-833-5625 para hablar en español con un empleado de la Oficina del Censo.

Attachment G – Final Attempt Letter (ACS-FA), Stateside English

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Frequently Asked Questions

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There are two ways to verify that a representative works for us.

BY PHONE: Call our regional office at <<OFFICEPHONE>>.

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What is the American Community Survey?

The American Community Survey is an ongoing survey that provides vital information on a yearly basis. When governments, businesses, and community leaders need to make important decisions that affect our lives, they often turn to the American Community Survey for help.

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Attachment H – Final Attempt Letter (ACS-FA), Stateside English July 2022 Version

*This updated version of the letter will be in production beginning with the July 2022 interview month. It has updated Spanish to reflect forthcoming changes to the ACS Landing Page for consistency. *

Front

<<DATE>>

<<F_RESPNAME>>
<<ADDRESS>>

Dear <<F_RESPNAME>>:

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We ask less than one percent of all U.S. households to complete this survey each month. People from across the country respond. We need your response too. Please respond now.

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OR

BY PHONE
Call <<FRPHONE>>
to schedule an interview with
<<FRNAME>>

Your response is so important that it is required by law (Title 13, U.S. Code, Sections 141, 193, and 221).

Thank you for responding to the American Community Survey. We value your time and appreciate your participation.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

Para completar la Encuesta sobre la Comunidad Estadunidense en español:

Por internet — Vaya a respond.census.gov/acs. Haga clic en "Responder en español."

Por teléfono — Llame al 1-877-833-5625 para hablar en español con un empleado de la Oficina del Censo.

Attachment H – Final Attempt Letter (ACS-FA), Stateside English July 2022 Version Back

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Attachment I – Refusal Letter (ACS-613R(L)), Stateside English

Front

<<DATE>>

<<F_RESPNAME>>

<<ADDRESS>>

Dear <<F_RESPNAME>>:

I understand you have concerns about completing the American Community Survey. I hope this letter addresses your concerns.

Your answers are confidential. The U.S. Census Bureau is required by law to protect your information. In fact, any employee who violates this law can be punished by imprisonment, a fine of up to \$250,000, or both.

Your response is so important that it is required by law (Title 13, U.S. Code, Sections 141, 193, and 221). Communities across the country depend on facts and figures created from this survey to determine where to build new schools, health clinics, or businesses.

Your response matters! Please respond today.

ONLINE

Go to: respond.census.gov/acs

Log in with your user ID:

<<INETUSERID>>

OR

BY PHONE

Call <<FRPHONE>>

to schedule an interview with

<<FRNAME>>

We will contact you in a few days if we do not receive your response.

If you have questions or concerns, please call <<OFFICEPHONE>>. We are happy to help you. Thank you for your participation.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

Attachment I – Refusal Letter (ACS-613R(L)), Stateside English

Back

Frequently Asked Questions

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The Census Bureau randomly selects about 3.5 million addresses throughout the country each year to respond to this survey. Your address was selected through scientific sampling and represents thousands of other households like yours.

Am I required to fill out the survey?

Yes. We are conducting this survey under the authority of Title 13, U.S. Code, Sections 141, 193, and 221. Your response to this survey is required by law. To create an accurate picture of your community, it is critical that you respond.

Will my response be confidential?

Yes. The Census Bureau is required by law to protect this information. We are not permitted to publicly release your responses in a way that could identify you. Federal law protects your privacy and keeps your answers confidential (Title 13, U.S. Code, Section 9).

Attachment J – Refusal Letter (ACS-613R(L)), Puerto Rico English

Front

<<DATE>>

<<F_RESPNAME>>

<<ADDRESS>>

Dear <<F_RESPNAME>>:

I understand you have concerns about completing the Puerto Rico Community Survey. I hope this letter addresses your concerns.

Your answers are confidential. The U.S. Census Bureau is required by law to protect your information. In fact, any employee who violates this law can be punished by imprisonment, a fine of up to \$250,000, or both.

Your response is so important that it is required by law (Title 13, U.S. Code, Sections 141, 193, and 221). The survey data can help communities create education and job training programs or develop plans to prepare for earthquakes and hurricanes.

Your response matters! Please respond today.

Please call <<FRPHONE>> to schedule an interview with <<FRNAME>>.

We will contact you in a few days if we do not receive your response.

If you have other questions or concerns, please call me at <<OFFICEPHONE>>. I am happy to help you. Thank you for your participation.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

**Attachment K – Management Letter Building (ACS-MU-1(L)), Stateside English
Front**

<<DATE>>

<<BMC_MANAGER>>

<<BMC_COMPLEX_NAME>>

<<BMC_ADDRESS>>

Dear <<BMC_MANAGER>>:

A U.S. Census Bureau employee recently attempted to interview a resident(s) of your building for one of our surveys, but they were not allowed access. The Census Bureau conducts this mandatory survey by law (Title 13, U.S. Code). Please allow our Field Representative to enter your building at <<BMC_BUILDING_ADDRESS>>.

Please know that every Census Bureau employee takes an oath to protect the information they collect. Any employee who violates this law can be punished by imprisonment, a fine of up to \$250,000, or both. All survey information remains completely private and confidential.

How can you tell if an interviewer is a legitimate Census Bureau employee?

- **IN PERSON:** The interviewer will present a photo ID that displays his or her name, a Department of Commerce watermark, and an expiration date.
- **ONLINE:** Search <<FRNAME>> in our staff database at [census.gov/staffsearch](https://www.census.gov/staffsearch). It is easiest to search using only the last name.
- **BY PHONE:** Call our regional office at <<OFFICEPHONE>>.

Our staff will return soon to conduct interviews. Because our surveys are ongoing, staff may also need to return in the future to conduct interviews with different residents.

If you have any questions, please call <<OFFICEPHONE>>. We are happy to help.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

**Attachment L – Management Letter Gated Community (ACS-MU-2(L)), Stateside English
Front**

<<DATE>>

<<BMC_MANAGER>>
<<BMC_COMPLEX_NAME>>
<<BMC_ADDRESS>>

Dear <<BMC_MANAGER>>:

A U.S. Census Bureau employee recently attempted to interview a resident(s) of your gated community for one of our surveys, but they were not allowed access. The Census Bureau conducts this mandatory survey by law (Title 13, U.S. Code). Please allow our Field Representative to enter <<BMC_COMPLEX_NAME>>.

Please know that every Census Bureau employee takes an oath to protect the information they collect. Any employee who violates this law can be punished by imprisonment, a fine of up to \$250,000, or both. All survey information remains completely private and confidential.

How can you tell if an interviewer is a legitimate Census Bureau employee?

- **IN PERSON:** The interviewer will present a photo ID that displays his or her name, a Department of Commerce watermark, and an expiration date.
- **ONLINE:** Search <<FRNAME>> in our staff database at census.gov/staffsearch. It is easiest to search using only the last name.
- **BY PHONE:** Call our regional office at <<OFFICEPHONE>>.

Our staff will return soon to conduct interviews. Because our surveys are ongoing, staff may also need to return in the future to conduct interviews with different residents.

If you have any questions, please call <<OFFICEPHONE>>. We are happy to help.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

Attachment M – Seasonal Unit Letter (ACS-SEA), Stateside English
Front

<<DATE>>

Name of Person
<<ADDRESS>>

Dear Sir or Madam:

The U.S. Census Bureau is conducting a survey authorized by Title 13, U.S. Code (Sections 141, 193, and 221). <<ADDRESS_S>> has been randomly selected to participate in the survey.

Unfortunately, we have not been able to contact anyone living at this address. We think this property may be occupied only occasionally or only during some seasons.

Do you know if this residence is vacant or if someone lives there? Please call <<FRNAME>> at <<FRPHONE>> to let us know the status of this residence.

You can verify that <<FRNAME>> is a Census Bureau employee at [census.gov/staffsearch](https://www.census.gov/staffsearch). It is easiest to search using only the last name. In person, all employees are required to show a photo ID that displays his or her name, a Department of Commerce watermark, and an expiration date.

If you have any questions or concerns call us at <<OFFICEPHONE>>. We greatly appreciate your cooperation.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

Attachment N – Please Call Me Letter (ACS-PCM), Stateside English
Front

<<DATE>>

<<F_RESPNAME>>

<<ADDRESS>>

Dear <<F_RESPNAME>>:

Your household has been selected by the U.S. Census Bureau to participate in the American Community Survey.

The survey helps your local government, businesses, and nonprofit organizations meet the needs of your community. Your response matters!

Please respond online or by phone today.

ONLINE

Go to: respond.census.gov/acs

Log in with your user ID:

<<INETUSERID>>

OR

BY PHONE

Call <<FRPHONE>>

to schedule an interview with

<<FRNAME>>

If you have any questions, please call <<OFFICEPHONE>>. You can also learn more about the survey at census.gov/acs.

Thank you for your participation.

Sincerely,

Regional Director

<<CONTROLNUMBER>>

Attachment O – Please Call Me Letter (ACS-PCM), Puerto Rico English
Front

<<DATE>>

<<F_RESPNAME>>

<<ADDRESS>>

Dear <<F_RESPNAME>>:

Your household has been selected by the U.S. Census Bureau to participate in the Puerto Rico Community Survey.

The survey helps your local government, businesses, and nonprofit organizations meet the needs of your community like assistance for the elderly, veterans, and victims of hurricanes or earthquakes.

Your response matters!

Please call <<FRPHONE>> to schedule an interview with <<FRNAME>>.

If you have any questions, please call <<OFFICEPHONE>>. You can also learn more about the survey at census.gov/prcs.

Thank you for your participation.

Sincerely,

[Name]
Regional Director

<<CONTROLNUMBER>>