

**Request for Nonsubstantive 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 287,000 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 assigns them to the CAPI (nonresponse follow-up) data collection mode. Unmailable household addresses are sampled and included in the CAPI data collection mode.

**Background**

The current ACS information collection was approved on June 7, 2019 for three years with an expiration date of June 30, 2022. The mailout contact strategy sends up to 5 mailings to eligible households. Due to the emergent health situation caused by the COVID-19 pandemic operations at the Census Bureau's National Processing Center were minimized or closed, and no mailings were delivered from mid-March through June 2020. The ACS printing, assembly, and mailout operations have been negatively impacted by this reduction in operations and significant shortages of available staff. Therefore, it has been—and may continue to be—necessary to change our ACS contact strategy rapidly to lessen the impact on the survey operations and to utilize the limited NPC staff available.

Starting on June 30, 2020, the ACS mailing contact strategy changed from five mail contacts to two per household. Due to inventory shortages, ACS will need to alternate between two types of initial packages to send to a sampled unit. Depending on the panel, each eligible household will receive either the initial mailing package used in the current mailout strategy or an initial mailing pressure-sealed letter (Attachment A) inviting them to respond online. If the household fails to respond in a timely manner, it may receive a paper questionnaire. For each panel, households will be randomly sampled to receive the paper questionnaire, with households in areas historically more likely to respond by paper sampled at a higher rate. Therefore, approximately 150,000 nonresponding households will receive a questionnaire package; and about 70,000 of the remaining nonresponding households will receive a pressure-sealed letter reminder to complete their survey online (Attachment B).

Upon the return to normal staffing levels, ACS will reinstate the mailing strategy used prior to the COVID-19 pandemic. Any changes to the mailing strategy after returning to standard resource levels will be done through a measured and intentional approach based on experimentation and proven success.

There are no substantive changes to the program resulting from these modifications.

**Attachments:**

**A- Initial Mailing Letter**

**B- Follow Up Letter**



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**U.S. Census Bureau**  
Washington, DC 20233-0001  
Office of the Director

A message from the Director of the U.S. Census Bureau:

Your address has been randomly selected by the U.S. Census Bureau to participate in the **American Community Survey**. The Census Bureau conducts this survey each year to provide a picture of how we live — including our housing, education, and jobs.

The American Community Survey is **not** the 2020 Census. This survey asks questions about topics not on the 2020 Census. Communities across the country rely on information from this survey to plan for important services like health care, emergency services, and internet access.

Respond now at <https://respond.census.gov/acs>  
Log in with this user ID:

**Your response to the American Community Survey is required by law.**

Because your household has been asked to participate on behalf of your community, it is vital that you complete this survey to help meet critical needs in your area.

Your quick response prevents you from receiving additional mailings, conserves natural resources, and saves taxpayers' money. If you need help completing the survey or have questions, please call our toll-free number (1-800-354-7271).

Thank you in advance for your prompt response.

Sincerely,

Steven D. Dillingham

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 and 193. Title 13, Section 221, as changed by Title 18, imposes a penalty for not responding. 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 system that transmit your data. By law, the Census Bureau can only use your response to produce statistics. Your information will be used in combination with information from other households to produce data for your community. Similar data will be produced for communities across Puerto Rico and the United States. We may combine your answers with information that you gave to other agencies to enhance the statistical use of these data. This information will be given the same protections as your survey information. Based on the information that you provide, you may be asked to participate in other Census Bureau surveys that are voluntary.



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Permit No. G-58

THE AMERICAN COMMUNITY SURVEY

**YOUR RESPONSE IS  
REQUIRED BY LAW**



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Washington, DC 20233  
Office of the Director

A message from the Director of the U.S. Census Bureau:

The U.S. Census Bureau recently sent you a request to complete the **American Community Survey**. If you have not already responded to this important survey, please do so now.



Respond now at <https://respond.census.gov/acs>

Log in with this user ID:

We are unable to send out a paper questionnaire at this time. We apologize for the inconvenience.

**Your response to this survey is required by law.**

Your response is important to your community. Local communities depend on information from this survey to decide where schools, highways, hospitals, and other important services are needed.

If you do not respond promptly, a Census Bureau interviewer may contact you to complete the survey.

**The Census Bureau is required by law to keep your information confidential.**

The Census Bureau is not permitted to publicly release your responses in a way that could identify you or your household.

If you would like to complete the survey by phone or need assistance, please call our toll-free number (1-800-354-7271).

Thank you for your participation.

Sincerely,

Steven D. Dillingham



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Mensaje del Director de la Oficina del Censo de los Estados Unidos:

La Oficina del Censo de los EE. UU. recientemente le envió un pedido para que complete **la Encuesta sobre la Comunidad Estadounidense**. Si todavía no ha respondido a esta importante encuesta, tenga la bondad de hacerlo ahora.



Responda ahora en

**<https://respond.census.gov/acs/login?lang=es>**

Inicie sesión con esta identificación de usuario:

No podemos enviarle un cuestionario impreso en este momento. Le pedimos disculpas por la molestia.

**Su respuesta a esta encuesta es requerida por ley.**

Su respuesta es importante para su comunidad. Las comunidades locales dependen de esta información para decidir dónde se necesitan escuelas, carreteras, hospitales y otros importantes servicios.

Si usted no responde rápido, es posible que un entrevistador de la Oficina del Censo se comunique con usted para completar la encuesta.

**La Oficina del Censo de los EE. UU. está obligada por ley a mantener confidencial su información.**

A la Oficina del Censo no se le permite divulgar sus respuestas de manera que usted o su hogar pudieran ser identificados.

Si desea completar la encuesta por teléfono o necesita ayuda, llame a nuestro número gratis (1-800-354-7271).

Gracias por su participación.

Atentamente,

Steven D. Dillingham



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LA ENCUESTA SOBRE LA COMUNIDAD  
ESTADOUNIDENSE

**SU RESPUESTA ES  
REQUERIDA POR LEY**