

## Fall 2023 Census Survey IVR Flow

<MainMessage> Thank you for calling the 2023 Census Survey Information Line.

For general information about the 2023 Census Survey, including how the Census Bureau protects your responses, press 1.

For questions about mail, including when you'll receive a paper questionnaire, press 2.

For help finding your Census ID to respond online, press 3.

For information to help you respond to the survey, press 4.

<Panel XC and XD only> If you received a text message from the Census Bureau, press 5.

To repeat this menu, press 8.

<1 General> The goal of the 2023 Census Survey is to help design the next census. We use census surveys to research more effective methods for counting the population. By completing this survey, you are helping to improve the 2030 Census. To find out if you are required to respond, press 1. For information about how the Census Bureau keeps responses confidential, press 2. To repeat this menu, press 8. To go back to the previous menu, press 9.

<1-1 Required> You are required by law to respond to this survey. We are conducting this survey under the authority of Title 13, U.S. Code, Sections 141 and 193. To go back to the previous menu, press 9.

<1-2 Confidential> Your answers are confidential. The Census Bureau is required by law to protect your information. Title 13, U.S. Code, Section 9 is the law that protects your confidentiality. The Census Bureau is not permitted to publicly release your responses in a way that could identify you or your household. By law, the Census Bureau can only use your responses to produce statistics. To go back to the previous menu, press 9.

<2 Mail/PaperQ> The Census Bureau is minimizing the use of paper questionnaires. If you do not want to respond to the survey online, a paper questionnaire will be mailed to you in early November. If you already responded to the survey, but continue to receive mailings from the Census Bureau, press 1. To repeat this menu, press 8. To go back to the previous menu, press 9.

<2-1 Mailings> If you have already responded to the survey, the reminder mailing may have been sent before we received your response. Thank you for your response. You do not need to do anything else. The Census Bureau may still contact you about other surveys. To go back to the previous menu, press 9.

<3 CensusID> Your Census ID is a series of 12 digits found on the front of the letter. If you received a postcard or questionnaire, the 12-digit Census ID is located below the barcode and separated by dashes. For additional guidance on finding your Census ID, go to the 2023 Census Survey website at [www.census.gov/2023survey](http://www.census.gov/2023survey) and scroll down to frequently asked questions. To go back to the previous menu, press 9.

<4 HelpRespond> For help providing your address, press 1. If you live or stay at more than one address, press 2. If the address is vacant, press 3. If you have a question about providing information about other homes, apartments, or mobile homes, press 4. To repeat this menu, press 8. To go back to the previous menu, press 9.

<4-1 Address> A complete address will help us accurately count you in the right place. Provide the address you would use to have a package delivered directly to your residence, not a P.O. Box address. To go back to the previous menu, press 9.

Attachment 26: Recorded FAQ phone script for English

**<4-2 MultAddresses> You can respond for each of your addresses, using the same Census ID for each response. Please count each person only once, at their usual residence. That is, where they live and sleep most of the time. If a person spends equal time at both places, count them at the address of the place where they were staying on November 1, 2023. If no one lives or stays at an address, you will be asked a few questions about whether the home is vacant. To go back to the previous menu, press 9.**

**<4-3 Vacant> Please respond even if no one will be living at the address where the invitation was received. You will be asked a few questions about the home at the address. To go back to the previous menu, press 9.**

**<4-4 OtherVacant> In addition to collecting basic demographic information about the people living in your household, the survey also has a question about vacant homes. The information you provide could help save taxpayer money by identifying vacant addresses that the Census Bureau may not need to visit in the future. To go back to the previous menu, press 9.**

**<5 TextMessage - Panel XC and XD only> If you received a text message about the 2023 Census Survey, it is from a toll-free phone number with an 833 area code which includes a link to complete the survey. The link to the survey will include "census.gov" in the URL. You may receive up to 2 text messages. Standard message and data rates may apply. Respondents may reply "Stop" to opt out of receiving text messages. To go back to the previous menu, press 9.**

*The following closeout message will replace the IVR flow on all phone lines after the end of operations:*

**<CloseoutMessage > Thank you for calling the 2023 Census Survey Information Line. The 2023 Census Survey has been completed. Thank you for your participation. Goodbye.**