

**Attachment H: Interviewer Letters and Materials**

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## Frequently Asked Questions

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

If a Census Bureau employee visits you, he or she will present a photo ID that includes their name, a Department of Commerce watermark, and an expiration date. He or she will have a laptop and will contact you between 9 a.m. and 9 p.m.

You can also look up their name in our staff database at [census.gov/staffsearch](https://census.gov/staffsearch). It is easiest to search using just 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](https://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 federal program need and if the information is not available anywhere else. The questions asked on the survey have been reviewed by more than thirty federal agencies.

To learn why we ask each question visit: [census.gov/acswwhyweask](https://census.gov/acswwhyweask)

### **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 represents thousands of other households like yours.

Attachment H: Thank You

## **Thank you for your response.**

We hope that your experience has been both positive and informative.

The U.S. Census Bureau may contact you to learn about your experience.

Your input helps us improve the survey and staff training.

*Thank you!*



# **The American Community Survey**

*Helping Communities Make Informed Decisions*

**Learn more at: [census.gov/acs](https://census.gov/acs)**

## Did you know?

Your local government can use ACS data to determine funding for:

- Financial assistance with utilities, health care, and other needs.
- Educational programs for children with special needs.



Nonprofit organizations and businesses in your community can use ACS data to:

- Obtain grants for community development programs.
- Develop job training programs for the local workforce.



To learn more about how people use ACS data to help communities, visit: [census.gov/acs-data-stories](https://census.gov/acs-data-stories).

## Attachment H: HU Informational Brochure



### Can I complete the survey online?

**Yes.** Start with three easy steps:

1. Go to [respond.census.gov/acs](https://respond.census.gov/acs)
2. Enter the user ID exactly as it appears on your survey materials.

User ID  -

3. Click the  button.

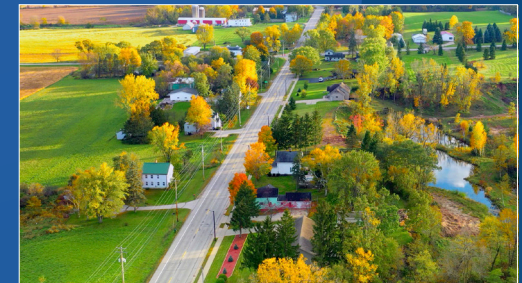
You will be given a PIN. Please keep the PIN until you complete the survey. Need help logging in? Call 1-800-354-7271.

### Can I complete the survey by phone?

**Yes.** You can call your Census Bureau representative to complete the survey.

# American Community Survey

*Helping communities make informed decisions*



United States<sup>®</sup>  
**Census**  
Bureau

Issued October 2022  
ACS-50(HU)

## What is the American Community Survey?

The American Community Survey (ACS) is a nationwide survey conducted by the U.S. Census Bureau.

The ACS is the premier source of current data about our people, housing, and economy.



## Is the American Community Survey the same as the decennial census?

**No.** The Census Bureau manages both, but they are different. The decennial census is conducted every 10 years. The ACS is conducted every year.

ACS data help determine the distribution of more than \$675 billion in federal funds to communities nationwide every year.

**Please respond now.  
Your community is counting on you!**

## Do I have to answer the survey?

**Yes.** Your response to this survey is required by law (Title 13, U.S. Code, Sections 141, 193, and 221).

The survey data help local officials, community leaders, and businesses respond to changes taking place in their communities.

To have accurate information about your community, it is critical that you respond.

## Is the information I provide confidential?

**Yes.** We are required by law to protect any personal information we collect and keep it strictly confidential.

Every Census Bureau employee takes an oath to protect your personal information for life.

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



## How can I learn more about the American Community Survey?

Visit our website at [census.gov/acs](https://www.census.gov/acs), or call the regional office nearest you.

### Census Bureau Regional Offices

#### Atlanta

1-800-424-6974  
AL, FL, GA, LA, MS, NC, SC

#### Chicago

1-800-865-6384 (Option 1)  
AR, IA, IL, IN, MI, MN, MO, WI

#### Denver

1-888-209-7659  
AZ, CO, KS, MT, ND,  
NE, NM, OK, SD, TX, UT, WY

#### Los Angeles

1-800-992-3530 (Option 1)  
AK, CA, HI, ID, NV, OR, WA

#### New York

1-800-991-2520 (Option 1)  
CT, MA, ME, NH, NJ, NY, PR, RI, VT

#### Philadelphia

1-866-238-1374  
DC, DE, KY, MD, OH, PA, TN, VA, WV

# American Community Survey

## Frequently Asked Questions





## What is the American Community Survey?

The American Community Survey (ACS) collects demographic, social, economic, and housing data every year.

The ACS is conducted in all U.S. states, American Indian and Alaska Native areas, and Hawaiian home lands.

The survey data help local officials, community leaders, and businesses respond to changes taking place in their communities.



## Do I have to answer the survey?

**Yes.** Your response to this survey is required by law (Title 13, U.S. Code, Sections 141, 193, and 221).

To have accurate information about your community, it is critical that you respond.

Not many people are given an opportunity to be the voice of their community. Your response matters!

## Is this a legitimate survey?

**Yes.** The Census Bureau conducts the ACS under the authority of Title 13, U.S. Code, Sections 141 and 193.

The U.S. Office of Management and Budget (OMB) approved this survey. The OMB approval number is 0607-0810. We cannot conduct the survey without providing the OMB approval number.

You can go online at [census.gov/acs](https://census.gov/acs) or call 1-800-354-7271 to verify that the ACS is a legitimate government survey.

## How can I respond to the American Community Survey?

If a Census Bureau interviewer is at your door, you can complete the survey now. Otherwise, you can call the interviewer using the information on the contact card.

If you want to complete the survey on your own, you can respond online. Your Census Bureau interviewer can provide you with your User ID so you can log in on a smartphone, computer, or tablet to complete the survey.

## What do I do if I am unable to complete the survey on my own?

You may designate another person to help you.

If needed, a Census Bureau interviewer may call or come to your house to help you complete the survey.

Your response is important because it represents households like yours.



## Will the Census Bureau protect my privacy?

**Yes.** The Census Bureau is required by law to protect your privacy and keep your survey answers confidential (Title 13, U.S. Code, Section 9.)

The Census Bureau is not permitted to publicly release responses in a way that could identify you. By law, the Census Bureau can only use responses to produce statistics.

Every Census Bureau employee takes an oath to protect your personal information for life.

## How can I learn more about the American Community Survey?

Visit [census.gov/acs](http://census.gov/acs) or call the U.S. Census Bureau regional office nearest you.

**Atlanta:** 1-800-424-6974  
AL, FL, GA, LA, MS, NC, SC

**Chicago:** 1-800-865-6384 (Option 1)  
AR, IA, IL, IN, MI, MN, MO, WI

**Denver:** 1-888-209-7659  
AZ, CO, KS, MT, ND, NE,  
NM, OK, SD, TX, UT, WY

**Los Angeles:** 1-800-992-3530 (Option 1)  
AK, CA, HI, ID, NV, OR, WA

**New York:** 1-800-991-2520 (Option 1)  
CT, MA, ME, NH, NJ, NY, PR, RI, VT

**Philadelphia:** 1-866-238-1374  
DC, DE, KY, MD, OH, PA, TN, VA, WV



Send comments about any aspect of this collection of information to:

Paperwork Reduction Project  
U.S. Census Bureau  
4600 Silver Hill Road  
ADDC-4H277  
Washington, DC 20233.

You may e-mail comments to [aco.pra@census.gov](mailto:aco.pra@census.gov); use "Paperwork Project" in the subject line.

# How does the American Community Survey work for your community?

It starts when you complete the survey for your household.



CENSUS BUREAU



Then, we combine survey responses from across the country and remove personally identifiable information to create statistics.

Governments, businesses, and organizations use the statistics to make informed decisions about programs, products, and services needed in communities across the country.



Your community may need new or improved:

- Roads and bridges.
- Internet access.
- Health clinics.
- Businesses.
- Job training programs.
- Low income housing.
- Parks and recreation areas.



To learn how people use the survey data to help communities, visit [census.gov/acs-data-stories](https://www.census.gov/acs-data-stories).

## Attachment H: Better Understanding Letter

<<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.

<p><b>ONLINE</b></p> <p>Go to: <a href="https://respond.census.gov/acs">respond.census.gov/acs</a></p> <p>Log in with your user ID:</p> <p><b>&lt;&lt;INETUSERID&gt;&gt;</b></p>	<p><b>OR</b></p>	<p><b>BY PHONE</b></p> <p>Call &lt;&lt;FRPHONE&gt;&gt;</p> <p>to schedule an interview with</p> <p><b>&lt;&lt;FRNAME&gt;&gt;</b></p>
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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>>

## 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](https://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](https://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](https://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 H: No One Home Letter

<<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.

**ONLINE**  
Go to: [respond.census.gov/acs](https://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 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>>

## 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](https://census.gov/staffsearch)

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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](https://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](https://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 H: Refusal Letter

<<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](https://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>>



## 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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To learn how real people use the data to make informed decisions visit:  
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### **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 H: Confidentiality Letter

<<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><b>ONLINE</b></p> <p>Go to: <a href="https://respond.census.gov/acs">respond.census.gov/acs</a></p> <p>Log in with your user ID:</p> <p>&lt;&lt;INETUSERID&gt;&gt;</p>	<p><b>OR</b></p>	<p><b>BY PHONE</b></p> <p>Call &lt;&lt;FRPHONE&gt;&gt;</p> <p>to schedule an interview with</p> <p>&lt;&lt;FRNAME&gt;&gt;</p>
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If you have additional questions, please call <<OFFICEPHONE>>. Thank you for participating in the American Community Survey.

Sincerely,

Program Supervisor

<<CONTROLNUMBER>>

## 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>>.

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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](https://census.gov/acs-data-stories)

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

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### **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 H: Final Attempt Letter

<<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:**

<p style="text-align: center;"><b>ONLINE</b></p> <p style="text-align: center;">Go to: <a href="https://respond.census.gov/acs">respond.census.gov/acs</a> Log in with your user ID: <b>&lt;&lt;INETUSERID&gt;&gt;</b></p>
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**OR**

<p style="text-align: center;"><b>BY PHONE</b></p> <p style="text-align: center;">Call &lt;&lt;FRPHONE&gt;&gt; to schedule an interview with <b>&lt;&lt;FRNAME&gt;&gt;</b></p>
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**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](https://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.

## 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>>.

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To learn how real people use the data to make informed decisions visit:  
[census.gov/acs-data-stories](https://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](https://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 H ACS Internet Letter for Regional Offices (Given to respondent)**

<<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><b>ONLINE</b></p> <p>Go to: <a href="https://respond.census.gov/acs">respond.census.gov/acs</a></p> <p>Log in with your user ID:</p> <p>&lt;&lt;INETUSERID&gt;&gt;</p>	<p><b>OR</b></p>	<p><b>BY PHONE</b></p> <p>Call &lt;&lt;FRPHONE&gt;&gt;</p> <p>to schedule an interview with</p> <p>&lt;&lt;FRNAME&gt;&gt;</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>>

## Frequently Asked Questions

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

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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 H: Management Building Access Letter

<<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://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 H: Management Gated Community

<<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](https://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 H: Please Call Me Letter

<<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](https://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](https://census.gov/acs).

Thank you for your participation.

Sincerely,

Regional Director

<<CONTROLNUMBER>>

## Attachment H: Seasonal Home Letter

<<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>>