

OFFICE TELEPHONE INTERVIEW JOB AID

The Special Census Supervisor may assign office clerks to complete Form SC-Q, Special Census Questionnaires over the telephone. Office clerks may complete questionnaires in instances where Field Representatives left Form SC-NV(E/S), Notice of Visit, at a housing unit. Form SC-NV(E/S), Notice of Visit, provides the SCO phone number so the respondent can complete a questionnaire over the telephone. Office clerks may also need to complete Form SC-Q, Special Census Questionnaire during Reinterview, depending on the response to Question 2 on Form, SC-RQ, Special Census Reinterview Questionnaire.

This job aid is designed to help the office clerk complete the interview over the telephone using a script to ask the questions on Form SC-Q, Special Census Questionnaire. This job aid provides instructions to ensure that you ask the questions in a telephone interview appropriately. It also ensures you provide the respondent with information about confidentiality, as required by law.

Be sure to know the Special Census Date before you begin an interview.

You will use a blank unlabeled Form SC-Q, Special Census Questionnaire, to record the answers from the respondent calling the SCO. Use a black ink ballpoint pen and capital letters when completing form SC-Q, Special Census Questionnaire.

Because you are not in the presence of the respondent where you give the respondent a copy of Form SC-CN(E/S), Confidentiality Notice, you must read the information about confidentiality contained in this job aid.

TELEPHONE SCRIPT

Introduction

Hello. I'm (Name) from the US Census Bureau.

After the greeting, provide a brief reason for your call. Ask the caller for their telephone number so you can call them back if the call becomes disconnected.

S1. Hello, I am (*name*) from the U.S. Census Bureau. Is this (*address*)?

If the respondent says no, then end the interview.

Report this situation immediately to your supervisor. The supervisor might need to assign this case to a Field Representative to complete it in the field.

S2. I will complete a Special Census questionnaire for this address. It should take about 10 minutes to complete.

Before I begin, I will read the first part of the Confidentiality Notice that explains your answers are confidential.

I need to let you know your answers are confidential and protected by law. All U.S. Census Bureau employees have taken an oath and are subject to a federal prison sentence, a fine, or both if they disclose ANY information that could identify you or your household. Your answers will only be used for statistical purposes, and no other purpose.

This project is authorized by Title 13, Section 196, of the United States Code. Your local government has requested and paid for this special census because of a specific need for up-to-date population and housing data. Although there are no penalties for failure to answer any question in this voluntary census, your cooperation is extremely important in obtaining needed information to ensure the completeness and accuracy of the results. As I mentioned earlier, it will take about 10 minutes to complete this interview.

Did you or anyone in your household live or stay at (*address*) on (*Special Census Day*)?

Yes – Mark X in this box and continue with question S3 below.

No – Mark X in this box and skip to question S4.

S3. Does someone usually live at this address, or is it a vacation or seasonal home where no one usually lives?

Usually lives here – Mark X in this box and skip to question S5.

Vacation or seasonal home or held for occasional use – Mark X in this box and skip to the Respondent Information section on page 8 of the questionnaire. See page 27 of this job aid.

S4. (Only ask if the response to question S2 (did you or anyone in your household live or stay here on (Special Census Day) was No.)

On (*Special Census Day*) was the housing unit at this address occupied by a different household or vacant?

- Occupied by a different household – Mark X in this box and ask— **Do you have knowledge of the residents at this address on (Special Census Day)?** If the respondent has knowledge of the previous household occupants, use this respondent as your proxy respondent. Continue the interview using the labeled SC-Q, Special Census Questionnaire, for this address for the Special Census Date household. Remind the respondent that the information he or she provides is for the Special Census Day household members.
- Vacant – Mark X in this box and skip to the Respondent Information section on page 8 of the questionnaire.
- Not a housing unit - Mark X in this box and skip to the Respondent Information section on page 8 of the questionnaire.

If the respondent is not knowledgeable about the previous occupants, thank the respondent and end the interview. Report this situation immediately to your supervisor. The supervisor might need to assign this case to a Field Representative to complete it in the field.

S5. Do you or does someone at this address:

- Own it with a mortgage or loan, including home equity loans.
- Own free and clear.
- Rent it.
- Occupy it without having to pay rent.

Mark x the appropriate box and continue with question S6.

S6. We need to count people where they were living and sleeping most of the time on the Special Census Day.

I am going to read a list which contains examples of people who should and should not be counted at this address.

Do NOT include College students who live away from this address most of the year, Armed Forces personnel who live away, people in a nursing home, mental hospital, etc. on the (Special Census Day), people in jail, prison, detention facility, etc. on (Special Census Day).

Do include babies and children living here, including foster children, roommates, boarders, or people staying at this address on (Special Census Day) who have no permanent place to live.

Based on these examples, how many people were living or staying at this address on (Special Census Day)?

Enter the number of people in the space provided and continue with question S7.

S7. Were there any additional people staying at this address on (*Special Census Day*), that you did not include in the count in the previous question? For example:

- **Children, related or unrelated, such as newborn babies, grandchildren, foster children**
- **Relatives, such as adult children, cousins, or in-laws**
- **Nonrelatives, such as roommates or live-in babysitters**
- **People staying there temporarily**
- **No additional people**

Mark X in all boxes that apply. If additional people were identified, then correct the number of people in S7. If additional people were not identified, then mark X in the “No additional people box.” Continue with Question 1 for Person 1.

Person 1 Question 1: Now I am going to ask you questions about each person living at this housing unit. If there is someone living here who pays the rent or owns this housing unit, I would like to start by listing him or her as Person 1. If the owner or the person who pays the rent does not live here, start by listing any adult living here as Person 1. What is Person 1’s name?

Enter the names of the household residents in the spaces provided. Remember to ask for the first name, middle initials, and last name(s) if the respondent does not provide them. Continue with Question 2 for Person 1.

Person 1 Question 2. *If asking the respondent* – Are you male or female?

If asking for the other household occupants – **Is (name) male or female?**

Mark X in the appropriate box (male or female) and continue with Question 3 for Person 1.

Person 1 Question 3. *If asking the respondent person about himself/herself* – What was your age on (*Special Census Day*)? What is your date of birth?

If asking for the other household occupants – **What was (name) age on (*Special Census Date*)? What is (his/her) date of birth?**

Enter the age and date of birth in the spaces provided. Enter ‘0’ in the ‘Age on Special Census Day’ for babies less than 1-year old.

Continue with Question 4 for Person 1.

Person 1 Question 4. I’m now going to read you a list of possible Hispanic, Latino, or Spanish

origins and ask you to tell me if (*you or name*) is—.

- No, Not of Hispanic, Latino, or Spanish origin,
- Yes, Mexican, Mexican American, or Chicano,
- Yes, Puerto Rican,
- Yes, Cuban,
- Yes, Another Hispanic, Latino, or Spanish origin – For example, Salvadoran, Dominican, Colombian, Guatemalan, Spaniard, Ecuadorian, etc.

Mark X the appropriate Hispanic, Latino, or Spanish origin category.

If respondent answers ‘Yes, another Hispanic, Latino, or Spanish origin’ ask – **What is that origin?** Enter the origin in the space provided.

Continue with Question 5 for Person 1.

Person 1 Question 5. I’m going to read a list of races for you to choose from. You can choose one or more races. For this Special Census, Hispanic origin is not a race.

Let me begin – is (*your race or name’s race*)...

- White - for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.
- Black or African American – for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.
- American Indian or Alaska Native – for example, Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc.,
- Chinese,
- Filipino,
- Asian Indian,
- Other Asian - for example, Pakistani, Cambodian, Hmong, etc.
- Vietnamese,
- Korean,
- Japanese,
- Native Hawaiian,
- Samoan,
- Chamorro
- Other Pacific Islander - for example, Tongan, Fijian, Marshallese, etc.
- Some other race

Mark X the appropriate Race category.

If the respondent answers 'White' ask – **What is that group, for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.?** Enter the answer in the space provided.

If the respondent answers 'Black or African American' ask – **What is that group, for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.?** Enter the answer in the space provided.

If the respondent answers 'American Indian or Alaska Native' ask – **What is the name of the enrolled or principal tribe, for example Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc.?** Enter the answer in the space provided.

If the respondent answers 'Other Asian,' ask – **What is that group for example, Pakistani, Cambodian, Hmong, etc.)?** Enter the answer in the appropriate space provided.

If the respondent answers 'Other Pacific Islander' or 'Some other race' ask – **What is that group for example, Tongan, Fijian, Marshallese)?** Enter the answer in the appropriate space provided.

If the respondent answers 'Some other race' ask – **What is that group?** Enter the answer in the appropriate space provided.

If more people were counted in Question S6, continue with Person 2 on the next page. Continue with additional Person pages as appropriate. For Persons 2 through 6, questions 2 and 3 are new questions.

Person 2 Question 1: What is Person 2's name?

Person 2 Question 2: Does (*name*) usually live or stay somewhere else? For example:

- **With a parent or other relative**
- **For college**
- **For a military assignment**
- **For a job or business**
- **In a nursing home**
- **In a jail or prison**
- **At a seasonal or second residence**
- **For another reason**
- **No**

Mark X in the appropriate box for Question 2.

Person 2 Question 3: How is (*name*) related to Person 1?

- **Opposite-sex hand/wife/spouse**

- **Opposite-sex unmarried partner**
- **Same-sex husband/wife/spouse**
- **Same-sex unmarried partner**
- **Biological son or daughter**
- **Adopted son or daughter**
- **Stepson or stepdaughter**
- **Brother or sister**
- **Father or mother**
- **Grandchild**
- **Parent-in-law**
- **Son-in-law or daughter-in-law**
- **Other relative**
- **Roommate or housemate**
- **Foster child**
- **Other nonrelative**

Mark X in the appropriate box for Question 3.

Person 2 Question 4. *If asking the respondent – Are you male or female?*

If asking for the other household occupants – **Is (name) male or female?**

Mark X in the appropriate box (male or female) and continue with Question 5 for Person 2.

Person 2 Question 5. *If asking the respondent person about himself/herself – What was your age on (Special Census Day)? What is your date of birth?*

If asking for the other household occupants – **What was (name) age on (Special Census Date)? What is (his/her) date of birth?**

Enter the age and date of birth in the spaces provided. Enter 0 in the *Age on Special Census Day* for babies less than 1-year old.

Continue with Question 6 for Person 2.

Person 2 Question 6. *I'm now going to read you a list of possible Hispanic, Latino, or Spanish origins and ask you to tell me if (you or name) is—.*

- **No, Not of Hispanic, Latino, or Spanish origin,**
- **Yes, Mexican, Mexican-American, or Chicano,**
- **Yes, Puerto Rican,**
- **Yes, Cuban,**
- **Yes, Another Hispanic, Latino, or Spanish origin – For example, Salvadoran, Dominican, Colombian, Guatemalan, Spaniard,**

Ecuadorian, etc.

Mark X the appropriate Hispanic, Latino, or Spanish origin category.

If respondent answers 'Yes, another Hispanic, Latino, or Spanish origin' ask – **What is that origin?** Enter the origin in the space provided.

Continue with Question 7 for Person 2.

Person 2 Question 7. I'm going to read a list of races for you to choose from. You can choose one or more races. For this Special Census, Hispanic origin is not a race.

Let me begin – is (your race or name's race) ...

- **White - for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.**
- **Black or African American – for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.**
- **American Indian or Alaska Native – for example, Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc.,**
- **Chinese,**
- **Filipino,**
- **Asian Indian,**
- **Other Asian - for example, Pakistani, Cambodian, Hmong, Vietnamese, etc.**
- **Korean,**
- **Japanese,**
- **Native Hawaiian,**
- **Samoan,**
- **Chamorro**
- **Other Pacific Islander - for example, Tongan, Fijian, Marshallese, etc.**
- **Some other race**

Mark X the appropriate Race category.

If the respondent answers 'White' ask – **What is that group, for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.?** Enter the answer in the space provided.

If the respondent answers 'Black or African American' ask – **What is that group, for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.?** Enter the answer in the space provided.

If the respondent answers 'American Indian or Alaska Native' ask – **What is the name of the enrolled or principal tribe, for example Navajo**

Nation, Blackfoot Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc.? Enter the answer in the space provided.

If the respondent answers 'Other Asian,' ask – **What is that group for example, Pakistani, Cambodian, Hmong, etc.)?** Enter the answer in the appropriate space provided.

If the respondent answers 'Other Pacific Islander' or 'Some other race' ask – **What is that group for example, Tongan, Fijian, Marshallese)?** Enter the answer in the appropriate space provided.

If the respondent answers 'Some other race' ask – **What is that group?** Enter the answer in the appropriate space provided.

If there are additional persons living in the housing unit on (Special Census Day), then continue the interview for Persons 3 through 6 using Form, SC-Q, Special Census Questionnaire.

If there are more than 6 persons living in the housing unit on (Special Census Day), then continue the interview using Form SC-CQ, Special Census Questionnaire.

Otherwise, continue with the Respondent Information Section on the back page of the SC-Q, Special Census Questionnaire.

R1. Enter the name of the person you are talking to in the space provided or ask **And you said your name was (fill name)?** to verify the respondent's name, if necessary.

Continue with R2.

R2. Enter the respondent's contact information (telephone number and address) in the space provided, or ask **In case we need to contact you, what is your telephone number?**

Continue with R3.

R3. Complete R3 based on the person you used to complete the interview.

Continue with R4.

R4. **Are there any other living quarters either occupied or vacant at this address?**

Yes - then Mark X in this box and ask—**What is the address of this additional living quarters?** and **Do you have the telephone number for that address?** If the respondent provides an address for the additional unit and/or the telephone number for the address, write it down on a notepad.

Then do the following:

Inform the Special Census Supervisor that the respondent provided an additional address for a housing unit. The Special Census Supervisor will check whether this additional housing unit is listed on Form SC-920, Address List Page or on Form SC-921, Add Page and determine if a Field Representative needs to visit the address in person.

No – Mark X in this box if the respondent responded “No” to question R.

If the housing unit **was vacant**, continue with item B in the Interview Summary section. Otherwise, thank the respondent and end the interview by saying, **That’s all I need. Thank you for doing your interview over the telephone.**

Interview Summary

Complete Item B only for **VACANT** units.

Item B. If the unit was vacant ask: Which category best describes this vacant unit as of (Special Census Date)?

- **For rent,**
- **Rented, not occupied,**
- **For sale only,**
- **Sold, not occupied,**
- **For seasonal, recreational, or occasional use,**
- **For migrant workers, or**
- **Other vacant.**

Mark X in the appropriate box, then say, **That’s all I need. Thank you for doing your interview over the telephone.** End the interview and complete Items A, C, D, E, and F in the Interview Summary section. Also complete the Record of Contact and Certification sections.

Complete Items A (Unit Status), C (Number of People), D (Language code), if other than English, and Item F.

Complete the Certification section of the SC-Q, Special Census Questionnaire, by signing your name in the *Field Representative’s Signature* box, entering your Employee ID, entering the month, day, and year, and entering the FSA number for the assignment in the provided boxes.

Place the completed questionnaire in the appropriate bin box for check in.

This completes filling Form SC-Q Special Census Questionnaire.