

INITIAL INVITATION

[INITIAL INVITATION MAILED TO SAMPLED HOUSEHOLDS]

CURRENT RESIDENT

[ADDRESS1]

[ADDRESS2]

[CITY], [STATE] [ZIP]

A Message from the Office of the Director, U.S. Census Bureau:

Dear Resident of [STATE],

You are invited to complete the Household Trends and Outlook Pulse Survey (HTOPS), a national survey that collects timely information on topics such as food and nutrition, transportation, employment, and education. Your household was randomly selected to take part and represent thousands of other households like yours.

Your responses will help provide accurate, up-to-date information that guides real-world decisions and improves understanding of the challenges and needs of household across the United States.

To complete the HTOPS, please visit the following link and enter your User ID or scan the QR code.

LINK: [SURVEY LINK]

QR CODE

User ID: [AUTHCODE]

If you prefer, you may complete the survey by phone by calling 1-888-595-1334.

If you have questions, you may contact the HTOPS team at addp.htops@census.gov.

Thank you for helping ensure accurate, reliable information for the nation.

Si usted prefiere la versión en español, vea al dorso de la carta

FREQUENTLY ASKED QUESTIONS INSERT

[INCLUDED WITH INITIAL INVITATION MAILED TO SAMPLED HOUSEHOLDS]

- **What is the Household Trends and Outlook Pulse Survey?**

The Household Trends and Outlook Pulse Survey is a nationally representative survey led by the U.S. Census Bureau. The purpose of the survey is to collect information on topics such as food and nutrition, transportation, employment, and education. The survey is made up of people and households living across the United States.

- **How was I selected for the Household Trends and Outlook Pulse Survey?**

Your address was randomly selected to participate. In order for the Household Trends and Outlook Pulse Survey to be successful, it is important that participants represent the nation as a whole. Your household was contacted to see if someone who lives there may be eligible to participate.

- **Why should my household participate?**

Your participation is important because it will ensure our survey results reflect an accurate picture of households across the entire country on topics like employment and education. Your answers not only represent your household, but also thousands of other similar households. You may choose not to participate in the Household Trends and Outlook Pulse Survey, but because our sample is randomly selected, no other household or person can take your place.

- **What does participation involve?**

The online, self-paced survey is estimated to take about 20 minutes or less to complete.

- **Who is sponsoring the Household Trends and Outlook Pulse Survey?**

The Census Bureau is the primary sponsor of the survey. The Census Bureau is conducting this study under the authority of Title 13 U.S. Code Sections 141, 182, and 193. Other federal agencies may contribute funding and sponsor survey topics for the Household Trends and Outlook Pulse Survey.

- **How can I get additional information or ask questions?**

For additional information, contact the Household Trends and Outlook Pulse Survey team at <addp.htops@census.gov> or call 1-888-595-1334, Monday through Friday from 9am–5pm. You may also find more information regarding the Household Trends and Outlook Pulse Survey at <<https://www.census.gov/programs-surveys/htops.html>>.

- **How do I know if the Household Trends and Outlook Pulse Survey is legitimate?**

You may contact the Census Bureau at <adrm.pra@census.gov> to confirm the legitimacy of the Household Trends and Outlook Pulse Survey. You may also find out more information regarding Census Bureau survey programs at <<https://www.census.gov/programs-surveys/surveyhelp/faqs.html>>.

- **How will you protect my privacy?**

Your privacy is protected by the Privacy Act of 1974 (5 U.S.C. Section 552a). The Privacy Act limits the uses of your data. Your name and any other identifying information will never be associated with the answers you provide to the panel surveys. The responses you give to survey questions will be combined with the responses given by other people participating in the Household Trends and Outlook Pulse Survey so the Census Bureau can produce statistics. These statistics will never include any information that could identify you.

By law, the Census Bureau is required to keep your answers confidential. All information to be collected is protected under the confidentiality provisions of Title 13 U.S. Code. You can find more information about how your privacy is protected at <https://www.census.gov/about/policies/privacy.html>.

PRESSURE SEALED POSTCARD REMINDER

[REMINDER MAILED TO ALL SAMPLED HOUSEHOLDS]

CURRENT RESIDENT

[ADDRESS1]

[ADDRESS2]

[CITY], [STATE] [ZIP]

Recently, your household received a letter from the U.S. Census Bureau inviting you to complete the Household Trends and Outlook Pulse Survey (HTOPS). If you have already responded, thank you. If not, we encourage you to complete the survey.

It is very important that an adult in your household complete the survey. Because our households are randomly selected, no other household can take your place. Your responses help provide accurate, up-to-date information that supports programs and services that affect communities across the United States.

To complete the HTOPS, please visit the following link and enter your User ID.

LINK: [SURVEY LINK]

USER ID: [AUTHCODE]

You may also scan the QR code using your phone's camera to access your survey.

[QR CODE]

If you prefer, you may complete the survey over the by phone by calling 1-888-595-1334.

If you have questions, you may contact the HTOPS at addp.htops@census.gov.

REMINDER PHONE CALL SCRIPT

INTRO. Hello, this is <NAME> from the U.S. Census Bureau. You should have recently received an invitation to respond to a survey. Am I speaking with a member of the household that is 18 years of age or older?

If NO- Is there someone 18 or older I can speak with?

If no adult is available: Thank you for your help. I must speak to someone over 18 to continue. Goodbye. [End Call]

ADDVER. Before we continue, I need to confirm your address. Is your address -

[ADDRESS1]

[ADDRESS2]

[CITY], [STATE]

If Address is not confirmed: Thank you for your time. Goodbye. [End Call]

INTRO2. Our records indicate that you or someone in your household may be eligible to participate in the Household Trends and Outlook Pulse Survey. These questions will take approximately 20 minutes to complete.

Did you receive the letter in the mail with the URL and User PIN to complete the survey online?

- o Yes: Do you have any questions regarding the survey?
 - o Yes: [Answer questions using the FAQs]
 - o No: Great, we hope we can count on your participation in this survey! [End call]
- o No: Would you like to complete the survey now?
 - o Yes: [OPEN CENTURION AND TAKE SURVEY ANSWERS OVER THE PHONE]
 - o No, Set Appointment: [MAKE CALL BACK APPOINTMENT]
 - o No, Refused to Participate: [Go to REFUSE]
 - o No, Other: [End Call]

REFUSE. It is important that someone from your household responds. Your privacy is protected by law, and you may respond online.

- o Yes [OPEN CENTURION AND TAKE SURVEY ANSWERS OVER THE PHONE]
- o No, refuses to participate [END CALL - enter refusal reason]

REMINDER VOICEMAIL SCRIPT

Hello, this is <NAME> I'm calling on behalf of the US Census Bureau.

We recently mailed you a letter regarding a Census survey. If you have any questions or concerns about the study or have not received this correspondence, please call us at **1-888-595-1334**.

AUTOMATED ROBOCALL SCRIPT

Hello, I'm calling on behalf of the U.S. Census Bureau regarding a survey we recently contacted you about by mail. Your response is important. If you have any questions, concerns, or did not receive our letter, please call us at 1-888-595-1334. We look forward to your participation.

FINAL REMINDER LETTER

[MAILED TO SAMPLED HOUSEHOLDS THAT HAVE NOT RESPONDED]

CURRENT RESIDENT
[ADDRESS1]
[ADDRESS2]
[CITY], [STATE] [ZIP]

A Message from the Office of the Director, U.S. Census Bureau:

Dear Resident of [STATE],

Recently, your household received a letter from the U.S. Census Bureau inviting you to complete the Household Trends and Outlook Pulse Survey (HTOPS). If you have already responded, thank you. If you have not yet responded, please take about 20 minutes to respond to the survey. Your privacy is protected by law and the Census Bureau is required to keep your information confidential.

To complete the HTOPS, please visit the following link and enter your User ID or scan the QR code.

LINK: [SURVEY LINK]

QR CODE

USER ID: [AUTHCODE]

If you prefer, you may complete the survey by phone by calling 1-888-595-1334.

Your participation is important because it helps ensure the survey results provide an accurate picture of households across the United States. The information you provide helps improve understanding of topics such as food and nutrition, transportation, employment, and education, and supports better data collection in the future.

If you have any questions about the survey, you may contact the HTOPS team at addp.htops@census.gov.

Thank you for your participation.

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