

## I TURNED IN MY FORM – WHY IS THE CENSUS BUREAU CONTACTING ME?

Through mid-August, the Census Bureau will call or visit some households who have already mailed back their census forms to ensure that they counted people only once and in the right place - their April 1, 2010 usual residence. Not every household will receive a call.

### **Why is a Census Taker visiting me if I already mailed back my form?**

1. The Census Bureau received your mailed-in form too late to scratch your residence off the list of addresses to visit.
2. There was missing or conflicting information on the form.
3. The Census Bureau can't match the address you provided on a "Be Counted" form or over the phone to its master address list.

### **Why is the Census Bureau calling me if I already mailed back my form?**

1. If the number given for how many people were living at the address on April 1 does not match the number of people for whom information was provided.
2. If the form indicates that additional people were staying at the address on April 1 but were not included in the household's count.
3. If the Census Bureau thinks it received duplicate information about a housing unit or individual, someone will follow-up to make sure people are not counted twice.

### *If you get a call:*

- The caller will identify themselves as working for the U.S. Census Bureau.
- Caller ID will likely show "U.S. Census Bureau." If text is not supported (such as on a cell phone), then the inbound toll-free number should show up. The exact number depends on the language skill for which the call is made. Toll-free numbers include:
  - English: 866-851-2010
  - Spanish: 866-859-2010
  - Russian: 866-848-2010
  - Korean: 866-874-2010
  - Vietnamese: 866-863-2010
  - Chinese: 866-881-2010
- If the interviewer calls and nobody answers the phone, the caller will leave a message and provide an **eight-digit case identification number** so you can call back and complete the interview.
- To confirm that you have been contacted by the Census Bureau, call one of the toll-free numbers and use the eight-digit case identification number provided to complete the interview. The interview will take approximately 10 minutes.