



How to Set Up a Census Support Site

The following are suggested guidelines to practice when setting up a Census Support Site.

1 Make sure you have reliable, secure WiFi



3 Visit *www.census.gov* and pull up the census survey on the screen



2 Obtain a touchscreen computer, laptop, or PC, and set it up in a common area



4 Allow users to complete the census survey online and click *SUBMIT*



BEST PRACTICES

Be sure the census support site device is monitored at all times

Turn the search settings off and follow the suggested configurations to lock down the device so users cannot add new apps or access accounts associated with this device — check with your IT personnel before proceeding

BEST PRACTICE

Ensure users' information has been submitted before they leave — if they are unable to complete the survey online, refer them to the census phone line or mailed version of the survey

At close of business, charge the device overnight in a secure location and set it up again the following business day

Additional Tips

Reach out to hard-to-count residents: Immigrants, people of color, elderly folks, and others can participate if businesses can ask customers to visit the support site to complete the census survey before checking out with a cashier

Keep track: Tell your community's story about how many you have helped complete the census survey

Use a consistent process: Reset the page to *www.census.gov* and allow the next user to proceed

Provide support: Ensure coordinated and trained volunteers are on-hand to help





#ARCounts Tell #20for2020

Census Support Sites Checklist



Where: Think about high-traffic locations, especially for hard-to-count communities



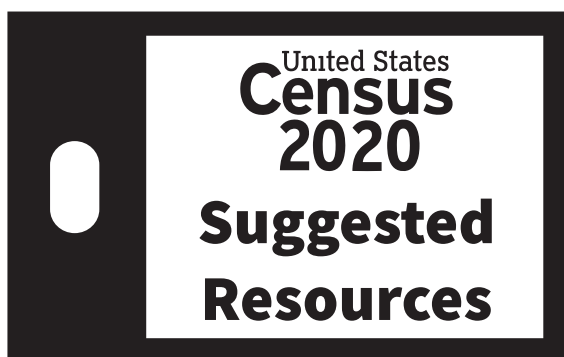
Visibility: Ensure there is clear signage for people to identify the site



How to: Provide instructions for how people can use their own devices



Security: Use password-protected WiFi and designate a computer or phone line



Print materials with common Q&As for how to answer the 10 census questions



List the 10 phone numbers for calling in to complete the census survey



Announce the census support site is coming and advise folks to look for the “identifier” in the mail to bring back or tips on how to answer from home

Once the census website opens (through July 31), encourage folks to fill it out by computer, phone, or mail

Publicize your census support site on social media and with help from local news

TIP: Reach out to the Arkansas State Library to model your site on theirs

IDEAS

You can . . .



Incorporate completing the census survey into an event that draws a lot of people, especially hard-to-count residents



Promote the census on a community calendar



Turn a city vehicle into a travelling census support site

Give out swag and run giveaways to encourage folks to attend

For bigger impact, host events at computer labs or have folks share their phones and other personal devices so others can complete the census survey

For hard-to-count communities, ask:

Are events accessible for folks who speak limited or no English?

Are phones accessible and can they be used at events?

What is the literacy level of the materials shared?

Let's Get Out the Count!