



Language Accessibility for 2020 Census

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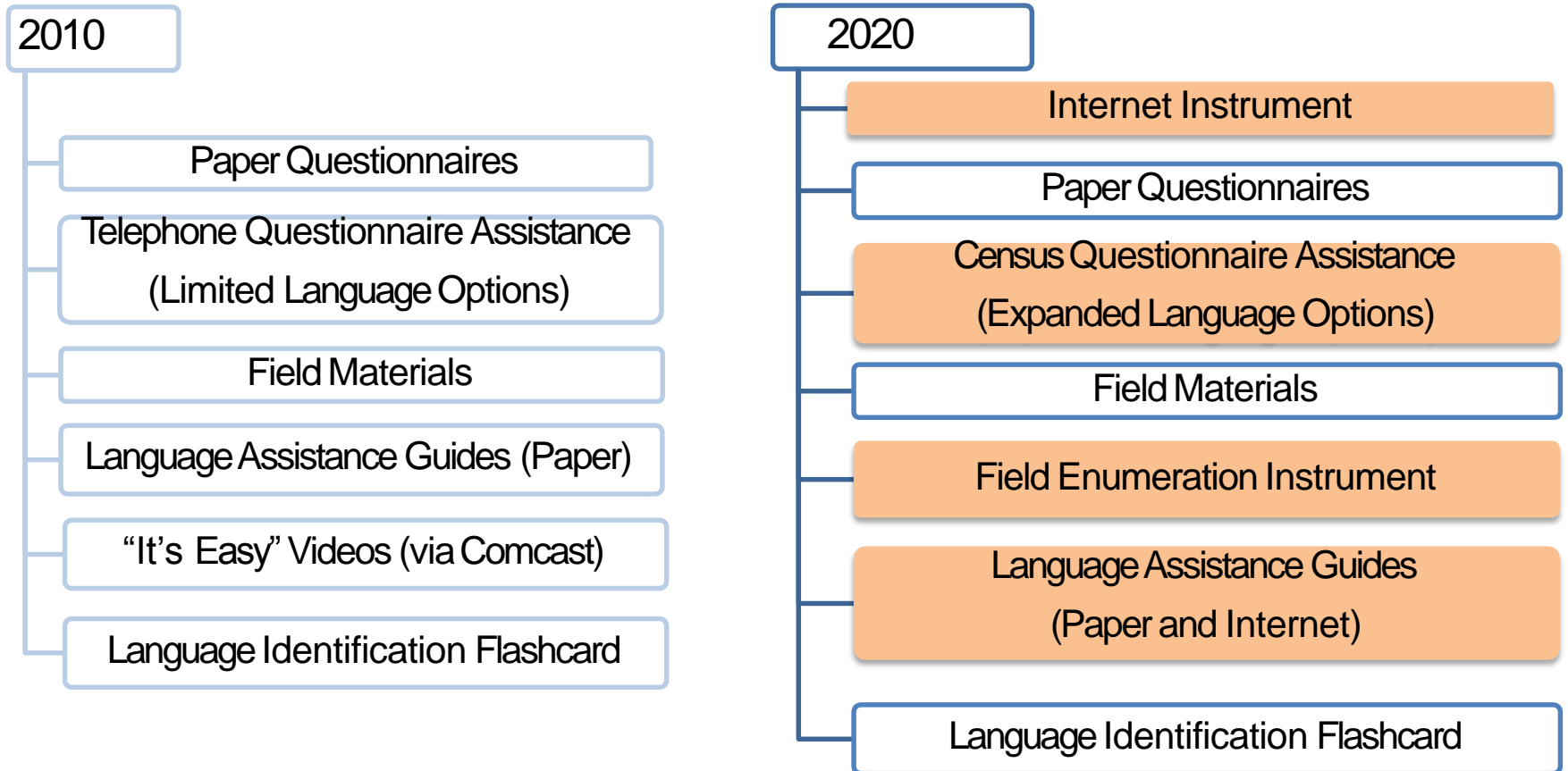
2020 Census Language Program

Overview

- Identify ways to reduce language barriers for respondents of Limited English Proficiency (LEP)
- Determine the optimal level of support in non-English languages for LEP households completing the 2020 Census
- Optimize the non-English content of questionnaires and associated non-questionnaire materials across data collection modes and operations
- Ensure cultural relevancy and meaningful translation of 2020 Census questionnaires and associated non-questionnaire materials

2020 Census Language Program

Then and Now: Planned Changes for 2020



Language Accessibility

Summary: 2020 Census Non-English Support

Internet Self-Response Census Questionnaire Assistance (CQA)	<ul style="list-style-type: none">• 12 Non-English Languages
Language Guides (Video and Print) Language Glossaries Language Identification Card	<ul style="list-style-type: none">• 59 Non-English Languages• Language Guides include American Sign Language, braille, large print
Paper Questionnaire & Mailing Materials Field Enumeration Instrument & Materials	<ul style="list-style-type: none">• Spanish

Language Accessibility

Language List: All Non-English Languages (in order—top to bottom, left to right)

Spanish	Italian	Khmer	Tamil	Croatian
Chinese	Farsi	Nepali	Navajo	Bulgarian
Vietnamese	German	Urdu	Hungarian	Twi
Korean	Armenian	Romanian	Hebrew	Lithuanian
Russian	Hindi	Telugu	Malayalam	Yoruba
Arabic	Ukrainian	Burmese	Swahili	Czech
Tagalog	Bengali	Punjabi	Yiddish	Igbo
Polish	Greek	Lao	Indonesian	Marathi
French	Amharic	Hmong	Serbian	Sinhala
Haitian Creole	Somali	Albanian	Tigrinya	Slovak
Portuguese	Thai	Turkish	Ilocano	American Sign Language
Japanese	Gujarati	Bosnian	Dutch	

Language Accessibility

2020 Census Language List: Internet Self-Response, Census Questionnaire Assistance

	Language	Limited English Speaking Households (MOE)	Cumulative Percent of Total Limited- English-Speaking Households
1	Spanish	3,186,101 (12,273)	60.3
2	Chinese	447,785 (3,571)	68.8
3	Vietnamese	174,439 (2,844)	72.1
4	Korean	166,917 (2,619)	75.2
5	Russian	145,174 (2,497)	78.0
6	Arabic	89,739 (2,255)	79.7
7	Tagalog	69,772 (1,664)	81.0
8	Polish	65,603 (1,665)	82.3
9	French	64,108 (1,620)	83.5
10	Haitian Creole	63,220 (1,918)	84.7
11	Portuguese	62,881 (2,063)	85.9
12	Japanese	59,586 (1,682)	87.0

Language Accessibility

Bilingual mailing is determined at the census tract level


An entire census tract is selected for English/Spanish bilingual mailing, if at least 20% of the occupied housing units might require Spanish assistance. These are households in which at least one adult (age 15 or older) speaks Spanish and does not speak English "very well."

All mailings will include the language assistance sheet, that informs households that they can complete their questionnaire via internet or phone in 12 non-English languages.

Examples of Instruments/Materials Planned for 2020

Census Questionnaire Assistance (CQA)

- Conduct telephone interviews in non-English languages
- Provide general information and answers to questions about the 2020 Census and instructions on completing the the questionnaires
- Available in the same number of languages as the Internet instrument



UNITED STATES DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. Census Bureau
Washington, DC 20233-0001
OFFICE OF THE DIRECTOR

For help completing your 2017 Census Test questionnaire, call toll-free 1-844-330-2020.

Para recibir ayuda para completar su cuestionario de la Prueba del Censo del 2017, llame sin costo al número 1-844-468-2020.


如果您需要协助填写2017年人口普查测试问卷，请拨打免费电话 1-844-391-2020 (普通话)，1-844-398-2020 (粤语)。

2017년 인구 센서스 시범 조사에 도움이 필요하시면, 무료 번호 1-844-392-2020으로 전화해 주십시오.

Để được trợ giúp hoàn thành phiếu câu hỏi Điều tra Dân số Thử nghiệm năm 2017 của quý vị, hãy gọi đến đường dây miễn phí theo số 1-844-461-2020.

За помощь в заполнении вашей анкеты тестирования переписи 2017 года, позвоните бесплатно на 1-844-417-2020.

للحصول على مساعدة في إكمال استقصاء الإحصاء التجريبي لعام 2017، اتصل برقم الهاتف المجاني 1-844-416-2020.

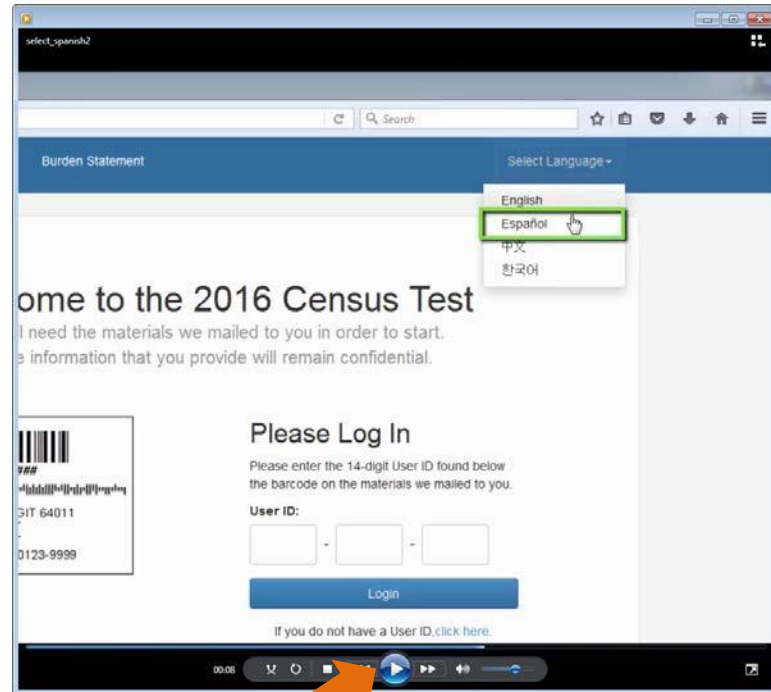


Example: 2017 Census Test Census Questionnaire Assistance Insert

Examples of Instruments/Materials Planned for 2020

Video Language Assistance Guides

- Assist non-English speaking respondents on filling out the Internet questionnaire
- Examples of video content:
 - What are the questions and why
 - Why participation is important
 - How to select the language
 - How to log in
 - How to navigate
 - How to submit
- Available via the internet
- Also used during partnership and communications events



Conceptual Example of Video Language Assistance Guide