OVERVIEW

The Lawyers’ Committee for Civil Rights Under Law (“Lawyers’ Committee”), in partnership with the Arab American Institute, Asian Americans Advancing Justice | AAJC, and NALEO Educational Fund, have launched 2020 Census hotlines for the communities they serve. The suite of hotlines will operate in over ten languages and serves as a crucial resource for individuals who have questions or concerns regarding the upcoming 2020 Census. These civil rights organizations will be coordinating to provide information about the Census, answer questions, and when needed, follow up on challenges to participating in the count. Each organization also possesses extensive experience operating hotlines for the communities they serve and will be able to provide assistance nationwide. The hotlines will answer calls in English, Spanish, Arabic, and eight Asian languages.

POINT OF CONTACT

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Or just call/email the hotline!
888-COUNT20 (888-268-6820)  888COUNT20@lawyerscommittee.org
# Frequently Asked Questions

## What are the hotline numbers?

<table>
<thead>
<tr>
<th>Hotline</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lawyers’ Committee</td>
<td><strong>888-COUNT20</strong> (888-268-6820) English</td>
</tr>
<tr>
<td></td>
<td><strong>877-ELCENSO</strong> (877-352-3676) English / Español</td>
</tr>
<tr>
<td>Asian Americans Advancing Justice</td>
<td><strong>844-2020-API</strong> (844-202-0274) English / Asian languages (Mandarin, Cantonese, Korean, Vietnamese, Tagalog, Urdu, Hindi, Bengali/Bangla)</td>
</tr>
<tr>
<td>Arab American Institute</td>
<td><strong>833-3DDOUNI</strong> (833-333-6864) English / Arabic</td>
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## When can people call the hotline?

All hotlines are currently taking calls and will operate through the non response follow up period. If an operator is not available to take the call, you can leave a voicemail message and someone will return your call by the next business day or within 24 hours.

- **Lawyers’ Committee:** (888)-COUNT20 or (888)-268-6820
  - **English**
  - Live from 9am-5pm EST
  - Beginning March 2\(^{nd}\), 9am-9pm EST
  - All other times, voicemail messages will be responded to the following business day.

- **Arab American Institute:** (833) 333-6864; (833)-3DDOUNI ("Count me" in Arabic)
  - **English, Arabic**
  - Live from 9am -5pm EST
  - Beginning March 1\(^{st}\), 9am-9pm EST
  - All other times, voicemail messages will be responded to within 24 hours

- **Asian Americans Advancing Justice | AAJC:** (844) 2020-API or (844) 202-0274
  - **English, Mandarin (普通話), Cantonese (廣東話), Korean (한국어), Vietnamese (tiếng Việt), Tagalog, Urdu (اردو), Hindi (हिंदी), and Bengali/Bangla (বাংলা)**
  - Beginning in March, live from 8:30am – 8:30pm EST
  - All other times, voicemail messages will be returned in 24-48 hours

- **NALEO Educational Fund:** (877)-EL-CENSO or (877)-352-3676
  - **English/Spanish**
  - Live from 8:30am – 8:30pm EST
  - All other times, voicemail messages will be responded to the following business day.
How can my organization use the hotlines?

If you have questions related to the census or need resources to share information about the hotlines, please call us! If you need to fact check a question about the Census, please call us! If you plan to host a Census meeting or event and your members may be fearful about an ICE raid, please email 888count20@lawyerscommittee.org and let us know the date/time/location of the event and we will see if we can provide pro bono attorneys at your event.

How can individuals use the hotlines?

Individuals can ask any question related to the census such as when the census starts/ends; if everyone has to fill out a questionnaire; how info is kept confidential; or how to fill out the form for different living situations – shared custody, multiple family members, child in college, family member. Individuals can also call in to report problems in being counted - Census online form not loading, receiving fake Census information, finding out what credentials a Census worker should have.

Can I report disinformation/ICE raids/other instances of fraud to the hotlines?

Yes and please do! We will collect this information and determine what sort of legal or communications response is needed.

What kinds of questions will the hotlines answer?

You can ask any question that you have about the 2020 Census. The questions can be about filling out the form, confidentiality, suspected fraud or anything else that you are wondering about with regard to the Census.

Will the types of calls received by the hotlines be shared?

Don’t worry, we won’t use anybody’s name. Identifying information will be kept confidential. We plan to track trends and patterns of issues and will share those with our Census partners, as needed.
Messaging & Graphics

Do you have any language I can share with our members via email?

The Lawyers’ Committee for Civil Rights Under Law, in partnership with the Arab American Institute, Asian Americans Advancing Justice | AAJC, and NALEO Educational Fund, have launched hotlines in over ten languages to serve as a crucial resource for individuals who have questions or concerns regarding the upcoming 2020 Census. If you have any questions about the Census or have problems getting counted, please call us! You can also email 888COUNT20@lawyerscommittee.org.

English: 888-COUNT20 or 888-268-6820

Arabic/English: 833-3DDOUNI or 833-333-6864

Mandarin/Cantonese/Korean/Vietnamese/Tagalog/Urdu/Hindi/Bengali/Bangla/English 844-2020-API or 844-202-0274

Spanish/English: 877-EL-CENSO or 877-352-3676

Do you have any flyers or graphics I can share with our community?

Yes! Click on the links below to download and use! Examples of flyers/postcards are below. Some are formatted

Logos

Flyers

Graphics

Images

I'm doing a presentation in my community. Do you have a powerpoint slide with the hotline numbers?

Yes! Please click on the link below.

Powerpoint slide
Can I add my logo to co-brand a hotline flyer?
Yes! Email 888count20@lawyerscommittee.org with your request and we can work with you to create the design.

Can you send me some of your postcards, stickers, or buttons?
Sure! Call or email us at 888-COUNT20 or 888count20@lawyerscommittee.org with how many you might need and an address and we can send you some.

Do you have any sample social media messages?

1. Why is it important to be counted for the #2020Census? Call the Census hotline at 888-COUNT20.
2. An inaccurate count in the #2020Census can affect how crucial resources and political power are distributed across the country. Learn what’s at stake by calling the 2020 Census Hotline: 888-COUNT20.
3. The U.S. Census happens every 10 years. Learn why the 2020 census matters for the future of our country. #2020Census
4. Have questions about the upcoming 2020 Census? Speak with our experts on our Census Hotline about why #EveryPersonCounts.
5. An accurate census is a cornerstone for an effective government and a healthy democracy. Call 888-Count20 to learn about the importance of the #2020Census.
6. Did you know the #2020Census will allow households to respond online? Learn the latest census news and tips at 888-Count20
7. From local, state, to federal, the #2020Census will affect how districts are drawn and services are provided to all Americans. Call 888-Count20 to learn why the census matters.
8. The census helps our government decide how to allocate critical funding for social service, health and education programs. Make sure you get counted. #EveryPersonCounts
9. The #2020Census is here. Call the census hotline to find out everything you need to know about the count: 888-COUNT20.
10. The #2020Census is more than just a head count. It will shape the future of our country’s political power and funding for our communities. #GetCounted
11. The census only happens once every ten years. Make your voice heard and #GetCounted
14. When we all #GetCounted, we help ensure a better future for our communities. Learn more about the importance of an accurate #2020Census count here: www.LawyersCommittee.org/Census2020

15. Communities of color are historically the most undercounted in the census, negatively impacting quality of life for thousands of people. Let’s make sure everyone gets counted in the #2020Census

16. Participating in the #2020Census is a vital part of making our voices heard. Learn why it matters here and #GetCounted: www.LawyersCommittee.org/Census2020

**Hashtags**

#2020Census
#CountMeIn
#EveryPersonCounts

Tags: @LawyersComm @NALEO @AAAJ_AAJC @AAIUSA

**Website:** www.LawyersCommittee.org/Census2020
Questions about the census? Problems filling out the form? CALL OUR HOTLINES!

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English

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English / Español

844-2020-API (844-202-0274)
English / Asian languages (Mandarin, Cantonese, Korean, Vietnamese, Tagalog, Urdu, Hindi, Bengali/Bangla)

833-3DDOUNI (833-333-6864)
English / Arabic
CENSUS 2020

1. When does the census start and end?
2. Do I have to fill out the census form? Does everyone in my house fill out a form?
3. Will my answers be kept confidential?
4. Why are we being asked to respond online?
5. What happens if I am temporarily living with a relative?
6. What happens if I don’t fill out the form?
7. Do I have to list my children, and what about children in college?
8. Will I be asked to provide my social security number?
9. Will I be asked about my citizenship status?
10. Will the questionnaire be available in other languages?

For answers to these and other questions — EMAIL OR CALL THE HOTLINE!

888-COUNT20@LAWYERSCOMMITTEE.ORG
888-COUNT20 / 888-268-6820

Why You Need to be Counted

The U.S. Constitution requires an actual count of all persons in the United States based on where they live or sleep most of the time. This count is conducted by the U.S. Census Bureau every 10 years.

THE CENSUS COUNT HELPS DETERMINE:
• The allocation of nearly $800 billion annually for federal programs and services
• Transportation improvements, and a host of other needed services in our communities;
• The number of representatives for each state in the U.S. House of Representatives (reapportionment)
• The Census also affects how districts are drawn (redistricting)

An inaccurate count will result in flawed data used to draw election districts for your federal & state elected officials (and county commissions, city councils, and school boards) and could mean fewer resources for your community.
Questions about the Census? Problems?

Call 888-COUNT20

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Asian Languages: 844-2020API
Arabic: 833-3DDOUNI
www.lawyerscommittee.org/census2020

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