



UNITED STATES DEPARTMENT OF COMMERCE  
Economics and Statistics Administration  
U.S. Census Bureau  
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**2020 CENSUS PROGRAM MEMORANDUM SERIES: 2018.05**

**Date:** February 7, 2018

**MEMORANDUM FOR:** The Record

**From:** Albert E. Fontenot, Jr. (**signed February 7, 2018**)  
Associate Director for Decennial Census Programs

**Subject:** Census Questionnaire Assistance Detailed Operational Plan

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This memorandum documents the release of version 2.0 of the 2020 Census Detailed Operational Plan for the Census Questionnaire Assistance operation. This document baselines the overall plan for the Census Questionnaire Assistance operation in support of the 2020 Census.

The purpose of the Census Questionnaire Assistance Operation is to provide questionnaire assistance for respondents by answering questions about specific items on the census forms or other frequently asked questions about the 2020 Census and provide an option for callers to complete a census interview over the telephone. It also provides outbound calling in support of Nonresponse Followup Reinterview and Coverage Improvement operations.

**The 2020 Census Memorandum Series**

The 2020 Census Memorandum Series documents significant decisions, actions, and accomplishments of the 2020 Census Program for the purpose of informing stakeholders, coordinating interdivisional efforts, and documenting important historical changes.

A memorandum generally will be added to this series for any decision or documentation that meets the following criteria:

1. A major program-level decision that will affect the overall design or have significant effect on 2020 Census operations or systems.
2. A major policy decision or change that will affect the overall design or significantly impact 2020 Census operations or systems.
3. A report that documents the research and testing for 2020 Census operations or systems.

Visit 2020 Census on [Census.gov](https://www.census.gov) to access the Memorandum Series, the 2020 Census Operational Plan, and other information about preparations for the 2020 Census.