



UNITED STATES DEPARTMENT OF COMMERCE
U.S. Census Bureau
Washington, DC 20233-0001

2020 CENSUS PROGRAM MEMORANDUM SERIES: 2020.09

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MEMORANDUM FOR: The Record

From: Albert E. Fontenot, Jr. **(Signed June 1, 2020)**
Associate Director for Decennial Census Programs

Subject: Census Questionnaire Assistance Outbound Calling for Coverage Improvement

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This memorandum documents high-level information about the Census Questionnaire Assistance (CQA) outbound calling in support of the Coverage Improvement operation.

The Census Bureau began making outbound calls to respondent-provided phone numbers on April 22, 2020, and will continue through October 31, 2020. Call center agents review responses with households that have completed the 2020 Census in order to ensure we have a complete and accurate count. The goal is to ensure no one was missed or counted in more than one place.

All responses are kept confidential. The call center agent will not ask about financial information or Social Security Numbers. The call center agent will only review the responses that were previously provided.

The Census Bureau will call using dedicated English and Spanish toll-free numbers:

- [844-809-7717](tel:844-809-7717) (English)
- [844-809-7718](tel:844-809-7718) (Spanish)

For additional information, visit <https://2020census.gov/en/ways-to-respond/responding-by-phone.html>.

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