



## Guidance on Non-Response Follow-Up (NRFU)



### What is Non-Response Follow-Up (NRFU)?

- Starting August 11, census takers nationwide began visiting households that have not yet responded to the 2020 Census questionnaire. In some cases, the Non-Response Follow-Up (NRFU) began as early as mid-July.
- Census takers will be visiting non-responding households from August 11 - September 30, 2020. During this time **households can continue to self-respond online, by phone, or by mail**. Certain communities with low response rates may be receiving one additional mailer reminder with a paper questionnaire in late August or early September.

### Census Takers will:

- Only visit households between the hours of 9:00 a.m. - 9:00 p.m. (local time)
- Wear personal protective equipment (PPE), face masks and/or face shields, practice hand hygiene and follow local public health guidelines. Census takers have received training on social distancing protocols and will maintain at least six feet of physical distance.
- Use an iPhone to access questionnaire and collect information.
- Leave a "Notice of Visit" at households that do not open the door which will inform the household of the visit, include an invitation to complete the questionnaire online or by phone, and remind the household of the confidentiality provisions of their responses.
- Never ask to enter the home and instead conduct interviews outside as much as possible or practical.
- Identify themselves, carry a bag with the 2020 Census logo, and wear a U.S. Census Bureau badge – which includes their name, photograph, a Department of Commerce watermark, and an expiration date.



- Have Language Identification Cards – which show a short message in 59 non-English languages so that when residents identify the language they speak, the census taker can take this back to the office to find an interpreter to return and complete the interview.

*If you want to verify the identity of a Census taker, you can call 1-800-923-8282 to speak with a local Census Bureau representative.*

**HOW TO IDENTIFY A CENSUS TAKER**

**TIME OF DAY**  
Census takers will visit between 9AM - 9PM LOCAL TIME

**ID BADGE**  
Ask for official Census Bureau identification

**VEHICLE IDENTIFICATION**  
An "Official Business" notice will be placed on the vehicle

**SMART DEVICE**  
Census takers will carry an iPhone to record information

**WEAR A MASK**  
Census takers are required to wear a mask and maintain 6ft social distancing

Fill out your form online or by phone!  
[www.my2020census.gov](http://www.my2020census.gov) | 844-330-2020

**CÓMO IDENTIFICAR A UN ENCUESTADOR DEL CENSO**

**HORA DEL DÍA**  
Los encuestadores visitarán entre las 9 a.m. y las 9 p.m., hora local

**CARNET DE IDENTIFICACIÓN**  
Solicite la identificación oficial de la Oficina del Censo

**IDENTIFICACIÓN DEL VEHÍCULO**  
Se colocará un aviso de "Official Business" en el vehículo

**DISPOSITIVO INTELIGENTE**  
Los encuestados llevarán un iPhone para registrar información

**UTILICE UNA MÁSCARA**  
Los censistas deben usar una máscara y mantener un distanciamiento social de 6 pies

¡Complete su formulario en línea o por teléfono!  
[www.my2020census.gov](http://www.my2020census.gov) | 844-468-2020

### What will Census Takers ask?

- Only ask questions that are on the questionnaire, including:
  - Telephone number for official Census Bureau business
  - Name, age, date of birth, Hispanic origin, race, and sex
  - Number of people living or staying in the house, apartment, or mobile home on April 1, 2020
  - Relationships of persons in the household, including opposite and same-sex spouses and unmarried partners
- They will not ask about citizenship, immigration status, social security number, or financial information, bank account or payment information
- They will not ask for or request additional documentation

### How does Non-Response Follow-Up (NRFU) work?

- After one unsuccessful attempt, the Census Bureau will use administrative records and third-party data to identify vacant and non-housing units and to enumerate a non-response household if "quality data" are available.
- Administrative records include information from: Postal Service, Social Security, Medicaid and Medicare, Internal Revenue Service, and third-party data from commercial companies. If "quality data" are not available, census takers will make up to six attempts.



- After a fourth unsuccessful attempt, the Census Bureau will “reassign” the household to the best census takers during the second phase of Non-Response Follow-Up (NRFU).
- You may receive a call, e-mail, or text from the Census Bureau reminding you to complete your questionnaire as one of six attempts.
- Census takers will also make up to 12 attempts to reach a “proxy respondent” if they cannot reach a household, such as a neighbor, landlord, real estate agent, or other knowledgeable person who can provide information about the housing unit and the people who live there.

### **What happens to Self-Response during Non-Response Follow-Up (NRFU)?**

- Households that self-respond after the start of the Non-Response Follow-Up (NRFU) period, will be removed in “real-time” from the census taker caseload.
- **Households can continue to self-respond through September 30** online at [www.2020census.gov](http://www.2020census.gov) or by calling (844) 330-2020 for English or (844) 468-2020 if they prefer to complete their questionnaire in Spanish. Phone lines are open every day from 7:00 a.m. to 2:00 a.m. ET.
- Some households also received a paper questionnaire and can complete their questionnaire and send it by mail. Respondents can learn how to fill out their form by downloading our form guidelines in [English](#) and [Spanish](#).
- Some households may also be visited by a census taker, even if they have already responded to the 2020 Census. Please make sure to cooperate with the census taker and let them know you have already completed your questionnaire. In some cases, the census taker may be conducting a “quality check” or following up.

*Individuals with questions about the census can call NALEO Educational Fund’s toll free bilingual hotline at 877-EL-CENSO (877-352-3676) – Monday-Friday from 8:00 a.m. – 8:00 p.m. ET to get additional information. To stay up to date on all things related to our Census efforts, partners can also subscribe to our text updates by texting CENSUS to 97779.*

### **Additional Resources**

- [Counting Everyone in the United States: 2020 Census Goes Door to Door](#)
- [YouTube Video: Census Takers Wearing PPE and Practicing Social Distancing](#)
- [YouTube Video: El Censo Cuenta a Todos](#)