



Ready to set up a Questionnaire Assistance Center or Kiosk (QAC/QAK)? Read below!

-  It is vital that everyone in Orange County is counted on the 2020 Census. By setting up an assistance center or kiosk, your organization can help Orange County residents complete the Census.
-  QACs or QAKs should be set up in a highly trafficked, convenient, safe, and local place. Trained staff or posted materials in multiple languages can help the public understand the impact that participation in the Census can have on their daily lives, alleviate fears, and answer questions individuals may have regarding the completion of their Census questionnaire.
-  Email 2020Census@charitableventuresoc.org to sign up as an official QAC/QAK and you will be eligible for training, resources, and materials to support your community outreach efforts. When you email us, please be sure to send your location name and address. The information will be displayed at www.occensus.org and will help identify any gaps.

REQUIREMENTS FOR HOSTING A QUESTIONNAIRE ASSISTANCE CENTER (QAC)

1. Hosted at an ADA accessible, public location.
2. Locations must have posted operating hours – these can include evenings and weekends to reflect the needs of local residents.
3. QACs must be staffed. Staff must be trained in accordance with US Census Bureau guidelines and must be able to answer any questions including where to access the questionnaire, what the information is used for, confidentiality, and other resource based questions that may arise.
4. Ideally, bi-lingual staff are available to assist those with specific language access needs and will provide computer literacy as needed. Locations should post languages spoken.
5. QACs must provide at least one computer station, iPad, tablet or mobile device dedicated to completing the Census form between March 12, 2020 and July 15, 2020. Devices must have reliable high-speed internet access and updated security software.
6. QAC agreements should be in place with Charitable Ventures no later than January 15, 2020 to ensure that an accurate assessment of location needs can be conducted prior to the start of the Census. The process and procedures for setting up these agreements is pending.

REQUIREMENTS FOR SETTING UP A QUESTIONNAIRE ASSISTANCE KIOSK (QAK)

1. A physical location available to the public for people to use to complete their Census form.
2. QAKs do not need to be staffed but posted instructions are highly recommended and will be provided.
3. Must have at least one device dedicated to Census use between March 12, 2020 and July 15, 2020 and must have reliable high-speed internet access and updated security software.