# Supporting the 2010 Census:

Toolkit for Reaching the Asian Community







Issued September 2009 Form D-3293

# Contents

Welcome From the U.S. Census Bureau Director
A Partner Quick-Start Guide5
Delivering Messages That Matter7
Getting Started: The Path to a Successful Partnership
Announcing Your Partnership13
Building Your Action Plan14
Begin Communicating About the 2010 Census21
Regional Census Center Contact Information

Did you know that, according to data collected through Census 2000, the Asian population grew faster than the total U.S. population between 1990 and 2000?

- The 1990 Census counted 6.9 million Asians in the United States. This population increased by 3.3 million, or 48 percent, between 1990 and 2000.
- In comparison, the total U.S. population grew by 13 percent, from 248.7 million in 1990 to 281.4 million in 2000.

(Source: Census 2000 Brief on the Asian Population: http://www.census.gov prod/2002pubs/c2kbr01-16.pdf)

As a 2010 Census partner, you can help ensure that changes in the Asian community throughout the past decade are accurately recorded in 2010, and that your community is eligible for the funding it needs for a brighter future.



Dear 2010 Census Partner,

When Census 2000 was conducted, the Asian population was one of the country's fastest growing. The 2010 Census is quickly approaching, and we are working hard to ensure the U.S. Census Bureau can obtain an accurate record of the population changes in the Asian community, as well as the entire nation, during the past 10 years.

As you know, the Asian community is the most diverse of all multicultural populations in the United States, and encompasses many unique languages, dialects, religions and perspectives on the government. Historically, the Asian community has been a "hard-to-count" population, particularly due to language isolation. We know the Asian population is very different today than it was in 2000, in terms of ethnicity, religion, language and generations. This evolution, coupled with continuing high levels of immigration and mobility, means this audience is challenging to communicate with through any one particular medium. That's why partners like you are so important.

Census data directly affect how more than \$400 billion per year in federal funding is distributed to state, local and tribal governments. As a result, the 2010 Census will:

- ▲ Help leaders identify where to build new roads, schools, hospitals and more.
- Indicate where funding is needed to enhance important community initiatives and programs that are important to the Asian population – including education and English-language programs.
- Help local emergency services responders react more efficiently in times of need, thanks to better maps and information.

It's critical every person is counted in 2010 to ensure your community is eligible for the funding it needs for a brighter future.

As a trusted voice in your community, you are in a unique position to reinforce several key messages to the Asian population. We need your help to share important facts about the 2010 Census, like how participation is easy, important and safe – and that information collected is confidential, and that complete participation will help improve the well-being of our communities.

This toolkit includes a variety of outreach tools and suggested activities that can help you raise awareness of the 2010 Census among the different and unique subgroups in this population. The toolkit also contains a variety of resources and ideas to help you announce your support of the 2010 Census and customize communication efforts to share this valuable information with your community.

Your efforts as a partner, in tandem with other 2010 Census public awareness initiatives like paid advertising, public relations and online/interactive elements, will help ensure everyone is counted in 2010.

Sincerely,

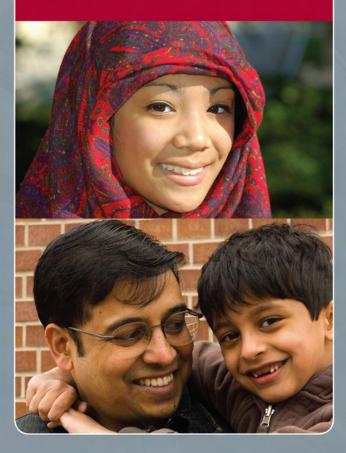
Colout M. Cross

Dr. Robert M. Groves Director, U.S. Census Bureau

# USCENSUSBUREAU

www.census.gov





You signed on to be a Census Bureau partner. You are commited to driving participation in the 2010 Census, so your community can be accurately represented and eligible for funding needed for a brighter future. Now you want to know, what's next? What should you do as a partner?

# It's simple. Here - at a glance - are the four main steps you should take.

#### Announce your partnership

Tell employees, colleagues and the community that you support the 2010 Census. Send letters and e-mails, post information in newsletters and on your Web site, or issue an official proclamation. These public acknowledgements lend credibility to the message of the importance of the 2010 Census. It's a quick and easy way to kickstart your partnership and bring attention to this important census event. (See page 13.)



#### Build your action plan

Create an action plan that defines specifically how your organization will support the census. In 2009, focus on raising awareness in your community about the census and its benefits. Activities in 2010 should focus on motivating people to participate in the census. This toolkit includes planning resources and activity suggestions specific to your audience. (See page 14.)



#### Begin communicating about the 2010 Census

Start spreading the word, using your action plan and the many resources provided in this guide, such as fact sheets, customizable templates and posters. Include specific messages that will resonate most with your audience. (See page 21.)



#### Sustain the momentum

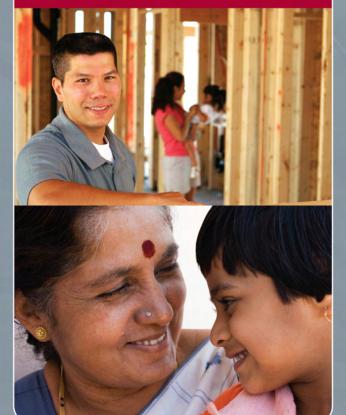
A steady drumbeat of communications and events through Census Day will be critical both to educating your audience about the census and to motivating them to take part. Stagger timing of communications and events throughout 2009 and 2010 to keep the census top of mind in your community.

Your efforts will be supplemented by other public awareness initiatives, including paid advertising, public relations and online/interactive tools and resources. Together, these efforts will surround your community with messages about the 2010 Census.

ASIAN COMMUNITY

U.S. Department of Commerce Economics and Statistics Administration U.S. CENSUS BUREAU

Delivering Messages That Matter





"Ensuring an accurate 2010 Census count will take everyone, especially trusted community leaders, local government officials, neighbors, family members and friends to help spread the word."

- Asian American Justice Center

Thank you for making the commitment to partner with the Census Bureau on this monumental initiative – the 2010 Census.

You are a trusted member of the Asian community in the United States, and when you speak, members of your community listen. We need your help to communicate the importance of the census to the diverse and growing U.S. Asian population. You can help convey how the census directly impacts the lives of every member of your community.

As you begin your partnership efforts to support the 2010 Census, it's important to understand how the census impacts the Asian community, as a whole, and individuals within the community, as well as which messages are particularly relevant to this population.

# How Do Census Data Benefit the Asian Community?

Census data are used in many ways that can improve life for members of the Asian community and their families:

Planning for hospitals, nursing homes, clinics and the locations of other health services	Delivering goods and services to local markets
Attracting new businesses to state and local areas	Designing facilities for people with disabilities, children or the elderly
Forecasting future transportation needs	Distributing medical research
Drawing federal, state and local legislative districts	Reapportioning seats in the House of Representatives
Creating maps to speed emergency services to households in need of assistance	Drawing school district boundaries
Directing funds for services for people in poverty	Directing services to children and adults with limited English language proficiency
Forecasting future housing needs for all segments of the population	Estimating the number of people displaced by natural disasters

In addition, census data related to race and ethnicity are used to:

- Guide all levels of government on the implementation and evaluation of programs or enforcement of laws – such as the Equal Employment Opportunity Act, the Civil Rights Act and the Fair Housing Act.
- ▲ Find areas where groups may need special services, and plan and implement education, housing, health and other programs that reflect diversity in their community.
- ▲ Identify areas where Asians might need services of particular importance to certain racial or ethnic groups, such as screening for hypertension or diabetes.

With your help, we can ensure the Asian community is educated about the importance of census data and is accurately represented in the 2010 Census.

# What Messages Matter Most to the Asian Audience?

As you conduct partner outreach and activities, it will be especially important for you to address these messages in your communications to members of the Asian community.



"The Hmong community is a new and emerging community. It's important for us to be counted so we have accurate records of our growth and representation in this country... Partnerships add strength to community development. In the work that we do, we can't do it alone. Being able to have someone else help do the heavy lifting is always more beneficial than doing it alone."

- Hmong National Development

# No. 1: It's easy.

It will be important to the Asian audience to provide details around the process of the 2010 Census, including when it is scheduled to occur, the amount of time it takes to complete the form and what happens if a household does not complete the form.

Census forms will be delivered or mailed to households in March 2010. Census Day is April 1, 2010. Responses to the census form should include everyone living at that address.

One of the shortest census forms in history, the 2010 Census form asks 10 questions and takes about 10 minutes to complete.

Responding immediately to the 2010 Census form is the most efficient way to complete the census. Census workers will visit households that do not return the forms to take a count in person.

# No. 2: It's important.

Every year, the federal government distributes more than \$400 billion to state, local and tribal governments based on census data.

Research shows the Asian population is motivated by knowing that completing their census forms can improve the quality of life in their communities.

Every person and every census form matters. Census data help guide local planning decisions, including where to provide additional social services, establish child-care and senior centers, build new roads, hospitals and schools, or where to locate job training centers. That means census data can impact the quality of life for members of the Asian community and their families by impacting healthcare, education and community-based and social service programs. Census data also affect our voice in Congress by determining how many seats each state will have in the U.S. House of Representatives.

# No. 3: It's safe.

Undocumented immigrants, legal permanent residents and others in the Asian population may be reluctant to voluntarily provide personal information to the government in an age of identity theft and other immigration issues. They may fear their census responses will be used against them in a detrimental manner. It is important to convey that an individual's personal information is protected.

By law, the Census Bureau cannot share respondents' answers with anyone, including other federal agencies and law enforcement entities. All Census Bureau employees take an oath of nondisclosure and are sworn for life to protect the confidentiality of the data. The penalty for unlawful disclosure is a fine of up to \$250,000 or imprisonment of up to five years, or both.

Did you know the American FactFinder feature developed by the Census Bureau can help provide specific information about how the Asian community is changing? It is a critical element in the Census Bureau's reengineered 2010 Census plan.

#### Find it at: factfinder.census.gov



# No. 4: You don't need to speak English to participate in the 2010 Census.

Remind members of your community that participation is required by law (a motivating message to the audience), and that the ability to speak English is not a requirement.

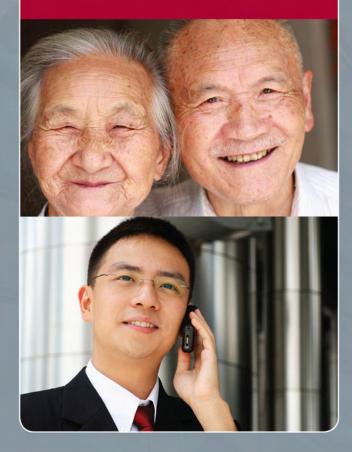


Language isolation or lack of English fluency was a barrier to a complete count of the Asian population in previous census efforts. In 2010, Questionnaire Assistance Centers (QAC) will assist those unable to read or understand the form. A Teletext Device for the Deaf (TDD) program will help the hearing impaired. In addition, Language Assistance Guides (LAG) will be available at all QAC locations in at least 59 languages, including Benagli, Chinese (Traditional and Simplified), Hindi, Hmong, Japanese, Khmer, Korean, Laotian, Tagalog, Thai, Urdu and Vietnamese.

In 2010, the census form will be available in Chinese (Simplified), Korean, and Vietnamese, upon request.

Information about the in-language 2010 Census form or LAGs can be found at http://2010.census. gov/partners/materials/inlanguage.php. Contact your Regional Census Center at http://www.2010. census.gov/partners/pdf/censusRegionMap.pdf to locate the nearest QAC.

Getting Started: The Path to a Successful Partnership



Participation in the census provides a vehicle for Asians to be engaged socially, politically and economically. This toolkit offers your organization resources and tips to help you publicly announce your partnership and begin to spread the word about the 2010 Census to the Asian community. (You can access an in-language version of this toolkit on the "Partner With Us" Web site at 2010census.gov/partners.)

# **Announcing Your Partnership**

#### I've signed on as a census partner. What should I do first?

Begin by publicly announcing your support of the 2010 Census to key internal and external audiences. Spread the word to your members and constituents. Draw from the valuable tools listed below to make your work as easy and effective as possible:



#### Partnership announcement letter -

Announce your partnership with the Census Bureau to internal stakeholders or members by sending this information on your letterhead or as an e-mail. The letter is available as a separate electronic file in this toolkit.

#### Newsletter, e-mail blast and Web site copy -

Use the sample copy provided, specific to the Asian community, to announce your partnership with the Census Bureau in internal and external communications, such as newsletters, e-mail blasts and internal and external Web sites. It is suggested copy only and can be customized to include your messages and to address employees, members or those with whom you work.

Partner proclamation – Proclaim your role as a Census Bureau partner with a customizable form. Use the proclamation in ceremonies, events and other official announcements. The proclamation is available as a separate electronic file in this toolkit.

# **Building Your Action Plan**

# My organization publicly proclaimed support of the 2010 Census. Now what?

After announcing your partnership with the Census Bureau to key audiences, it's time to start building outreach and communications plans to carry your efforts through Census Day – April 1, 2010.

Create an action plan that outlines how your organization will raise general awareness about the census and its importance to the Asian community. As you develop your plan, ask yourself:

- How can you engage others particularly those not born in the United States – to participate in the 2010 Census?
- What community events can you leverage to promote participation in the 2010 Census?
- What kinds of information can you share to help overcome these barriers?
- ▲ Is there a local Complete Count Committee you can join or support?

- How can you help others in your community complete and return their census forms?
- How can you communicate the benefits of participating in the census, including the difference it will make in your community, for the Asian population as a whole, and across the nation?
- ▲ What are the largest barriers in your community to getting Asians to complete and return the 2010 Census forms?



Throughout 2009, your focus should be on raising awareness and educating your community about the 2010 Census and its benefits. Beginning in January 2010, you should plan communications and events that gradually lead up to a crescendo of census messages in March 2010, to align with the distribution of the 2010 Census forms, and April 1, 2010 – Census Day.

ASIAN COMMUNITY

U.S. Department of Commerce Economics and Statistics Administration U.S. CENSUS BUREAU Use the following toolkit resources to get a sense of key operational and campaign milestone timing around which to build events and activities:

2010 Census operational milestone timeline -Hang this at-a-glance timeline on your wall to see key dates for the 2010 Census, including timing for 2010 Census form distribution, Census Day and others. Alongside these key census milestones, see what supporting events and activities are being conducted through the 2010 Census integrated communications campaign. An electronic version of this piece is available as a separate electronic file in this toolkit. To obtain a printed version, contact your regional partnership specialist. Contact information is at the end of this toolkit or can be found at http://www.2010.census.gov/partners/ pdf/censusRegionMap.pdf.

18-month calendar for 2010 Census partners -

Hang this printable calendar – spanning July 2009 through December 2010 – in your office as an attractive reminder of important census dates, as well as suggestions for what you, as a partner, can do to support the census. Incorporate suggestions from the calendar into your organization's 2010 Census outreach plan. An electronic version of this piece is available as a separate electronic file in this toolkit. To obtain a printed version, contact your regional partnership specialist. Contact information is at the end of this toolkit or can be found at http://www.2010.census.gov/partners/ pdf/censusRegionMap.pdf.





# What kinds of activities can my organization do to support the census?

Be strategic about your planned activities and target them as closely as possible to the needs and interests of your community. For example, education is highly valued by Asian Americans, so consider activities that will reach Asian students and their families. In addition, many members of the Asian population are very connected through technology, so reach them through the Internet and cell phones. For other members of the Asian audience that may not have access to online communications or who may be isolated linguistically, hold census-related events in well-known or trusted community locations.

Here are several suggestions to communicate about the census and the benefits of census data to the Asian community:

Engage the youth – For many Asian families, children may be the only English speakers and may serve as translators for their parents. Consider activities that will deliver important information about the census to our nation's youth, so they can carry these messages home to their families:

- Support the Census in Schools program - It's About Us: In the Asian culture, academic achievement is considered one of the greatest honors that can be granted to one's family. After-school in-language programs are very common among Chinese, Vietnamese and Filipino communities.
  - Join forces with a local school district, community-based academic group, college or specialty school and share information about the safety, confidentiality and community impact of the 2010 Census.

"The Federation sponsored a citywide K-12 student poster contest in public schools to encourage students' artistic expression of the importance of the census to the community. The activity helped generate more attention for Census 2000, especially among school personnel and parents."

- Asian American Federation

It's about us

- Work with local administrators and principals to arrange for community leaders to give presentations on the importance and safety of the census to help drive participation.
- Talk to local educators about participation in the Census in Schools program. More information is available at www.census.gov/schools, or in the Census in Schools fact sheet included in this toolkit.
- Consider participating in nationwide Asian-American, student-led events. The East Coast Asian-American Student Union (ECAASU) and the National Asian-American Student Conference (NAASCON) are two key student organizations with programs throughout the year and are effective ways to reach Asian students enrolled in American colleges and universities.

#### Use technology to deliver the message.

▲ Get connected, online. According to the Asian American Market Report 2009, 82 percent of the overall Asian community has access to the Internet, making online communications a good means of reaching this audience. Post dropin information from this toolkit, such as the newsletter, Web site or other copy available as separate electronic files, to your Web site and stress the importance of participating in the 2010 Census. Emphasize the impact census data have on community programs and facilities that matter to members of the Asian community, including social services, childcare and senior centers, hospitals, schools and more. Include a timeline of key census dates and a link to 2010census.gov. Search and link to 2010census.gov for interesting facts and information about your area and use this information to generate interest.

"The Federation will continue to use all forms of media, including ethnic-based media and emerging media, such as blogs, Twitter, and Facebook, to communicate regarding the 2010 Census. We view the traditional ethnic media and community tabling at events as the most important means of reaching hard-to-count populations. The new media will provide a means to galvanize grassroots volunteers and our network of community organizations to assist our outreach efforts. These people will help us identify groups or neighborhoods that might be missed and enable us to direct street enumeration to those areas."

- Asian American Federation

- ▲ **Tap into text messaging.** Texting via cell phones is a main form of communication today, particularly for younger audiences. Start a text messaging campaign to announce your partnership and reinforce key messages about the 2010 Census that are particularly relevant to the Asian audience. Research shows the Asian population is motivated to complete and return their census forms when presented with messages about the census' impact on their community, the ease of completing the form, and the confidentiality of their responses. Keep text messages short and easy to understand, such as:
  - 2010 Census. Everyone counts people of all races and ethnic groups, both citizens and noncitizens. [Send in September 2009-January 2010]
  - Watch for your 2010 Census form. It's easy, important and safe. [Send in February/March 2010]
  - Be Counted in 2010. Census Day is April 1, 2010. [Send late March-April 1, 2010]
  - April 1 is Census Day. 10 minutes for 10 questions. Have you completed your census form?
- Reach out through blogs and social media. By some accounts, there has been a more than 300 percent growth in Asian American media outlets since 1990, including more Asian blogs and new media vehicles. Posting on message boards and blogs are excellent ways to start a discussion about how your community can benefit from participating in the census. You should also consider Twitter, Facebook, YouTube and other popular social media sites.

#### Collaborate with faith-based organizations.

History shows that numerous churches and faith-based organizations helped immigrants from China, Japan, Philippines and Korea adjust to life in the United States. Since many members of the Asian community feel strongly about their faith, consider partnering with appropriate faith-based groups to reinforce the importance of participating in the 2010 Census. Use your community's temples, mosques, churches or other houses of worship to promote the census. The Faith-Based Toolkit, located on the "Partner With Us" section of 2010census.gov, provides ideas for announcements, bulletins and newsletters, as well as ideas on how to gain support from key religious leaders.

"Radio outreach was the most successful tactic we used in 2000. We had regularly scheduled radio appearances on Hmong stations across the country. We used this time to discuss the census and the importance of being counted. We provided examples of how the census is tied to funding and how it measures population growth. We encouraged our local partners to partner with the census as well and serve as enumerators and interpreters."

- Hmong National Development



#### ASIAN COMMUNITY

U.S. Department of Commerce Economics and Statistics Administration U.S. CENSUS BUREAU



Bring the Asian community together with an event. Asian ethnic groups often view cultural events as a source of solidarity on which to build relationships and share their common ethnicity. Host events dedicated to sharing information about the 2010 Census, or provide space for/include information about the census at existing events. Consider holding "2010 Census" activation drives at identified Asian plazas (i.e., Chinatown, Koreatown, etc.). Recruit local leaders to discuss the benefits of the 2010 Census and distribute census materials. Religious and/or community centers are excellent locations for events. Use the provided customizable census poster, newsletter and brochure templates in this toolkit to promote the events and encourage attendance.

"We will continue to use the radio for outreach in 2010. We will also employ better use of our Web site and other internet-based sites. This will expand our reach to the younger population who may know about the census and have the skills and language acquisition to participate but may not be motivated to do so."

- Hmong National Development

"As partners, we were able to compliment the Bureau's outreach efforts and coordinate efforts to provide language assistance during the enumeration process."

- Asian American Federation

Donate space and time. Research indicates Asian Americans believe that lack of in-language forms and English-language fluency were among the barriers to participation in their communities. Transform your organization's space into a Be Counted site or Questionnaire Assistance Center and offer assistance completing forms. This service is especially valuable to those within the Asian community who do not speak English. Contact the Partnership and Data Services Program staff at your Regional Census Center to learn more. Contact information can be found at: 2010census.gov/partners.

**Engage ethnic media.** Many members of the Asian community rely on ethnic newspapers and radio stations for information and news. When talking with key reporters for radio and newspapers that reach your community, remember to mention your partnership and leadership role with the 2010 Census to help share these important messages.

- **Radio:** Request ethnic radio stations run Public Service Announcements (PSAs) about the census. Sample PSAs for radio and television are included in this toolkit.
- Print media: Sample stories for ethnic newspapers also are available in this toolkit. As appropriate, translate and customize these sample community newspaper stories about the 2010 Census.

# Sign up for speaking engagements at Asian community events or conferences.

Use the key messages and information provided in this toolkit to discuss the 2010 Census at community presentations, events, and meetings. Encourage community leaders – at all experience levels and ages – to share this information to increase participation.

#### Explain the 2010 Census residence rules.

Most people should be counted where they live and sleep most of the time. In the Asian culture, the welfare and integrity of the family are of great importance, and interdependency is cherished and stems from the strong sense of obligation to the family. For this reason, it is common to see extended and/or multiple families living in one household.

- Educate the Asian community about how to count family members on the form, particularly in homes with multiple families living in one household.
- ▲ **Raise awareness** of the 2010 Census residence rule regarding how to count college students. In Census 2000, there was some indication of an overcount of Asian college students in the United States, who were counted both on their campus residences and their parents' residences. Help ensure college students and their families know where they should be counted in 2010. See the brochure on How People Are Counted in this toolkit for more information. This brochure describes the process by which the Census Bureau counts everyone in the United States. Available as a separate electronic file in this toolkit.



"We mobilized young members of our community to create and give presentations at various workshops and conferences nationwide to promote awareness and participation. Young people are able to inspire both young and old and have proven to be very effective. We fundraised and solicited donations to purchase airfare to fly all over the country to target the Taiwanese American communities."

> - Taiwanese American Citizens League

# **Begin Communicating About the 2010 Census**

Once your plan is in place, tap these turnkey tools and resources created by the Census Bureau to help you easily begin to raise awareness and deliver important census-related information to your key audiences:

2010 Census fact sheets - This toolkit includes three fact sheets you can distribute to members of the Asian community to raise awareness. The first offers general information about the 2010 Census and can help reinforce to the Asian audience how the census works, why it is conducted, and the fact that it is confidential. The second fact sheet provides information about the Census in Schools program, which aims to reach individuals in the United States through in-school activities. Share this fact sheet with students and educators. The third fact sheet outlines the benefits of partnering with the Census Bureau to support the 2010 Census and can be shared with your organization's leadership, your colleagues or other organizations you work with.

#### Customizable brochure template -

This template allows you to drop customized content relevant to your community into a pre-designed layout that aligns with the 2010 Census look-and-feel. Content might cover how a complete and accurate count could impact your organization and community, the confidentiality of census responses, and instructions for completing the form. Sample brochure copy that offers background on the census is included as a separate electronic file in this toolkit.

2010 Census poster/flier template – Use this pre-designed template to create a poster or flier promoting the census to the Asian community or to highlight your organization's censusrelated events and activities. This is available as a separate electronic file in this toolkit.



#### ASIAN COMMUNITY

U.S. Department of Commerce Economics and Statistics Administration U.S. CENSUS BUREAU



**Confidentiality poster** – This poster assures members of the Asian community their census form responses are safe, secure and private. Choose from a variety of Asian-language posters, such as Vietnamese (featured at left), Korean, Chinese, and many more. Display this poster in offices, employee work rooms, lobbies or other high-traffic areas. Contact your regional partnership specialist to obtain a print version measuring 16" x 20" or download and print the version available as a separate electronic file in this toolkit.

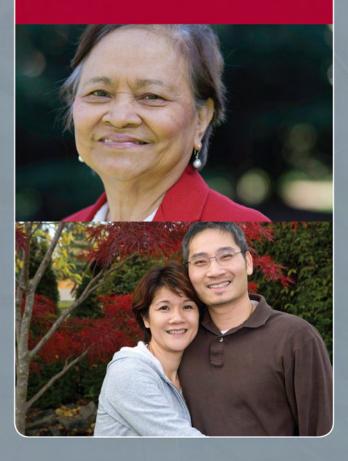
Awareness poster – This poster is the first in a unique series designed to build awareness of and encourage participation in the 2010 Census. Choose from a variety of Asian-language posters, including Chinese (featured at left), Korean, Vietnamese, and many more. Contact your partnership specialist to obtain a printed version measuring 16" X 20" or download and print the version available as a separate electronic file in this toolkit.

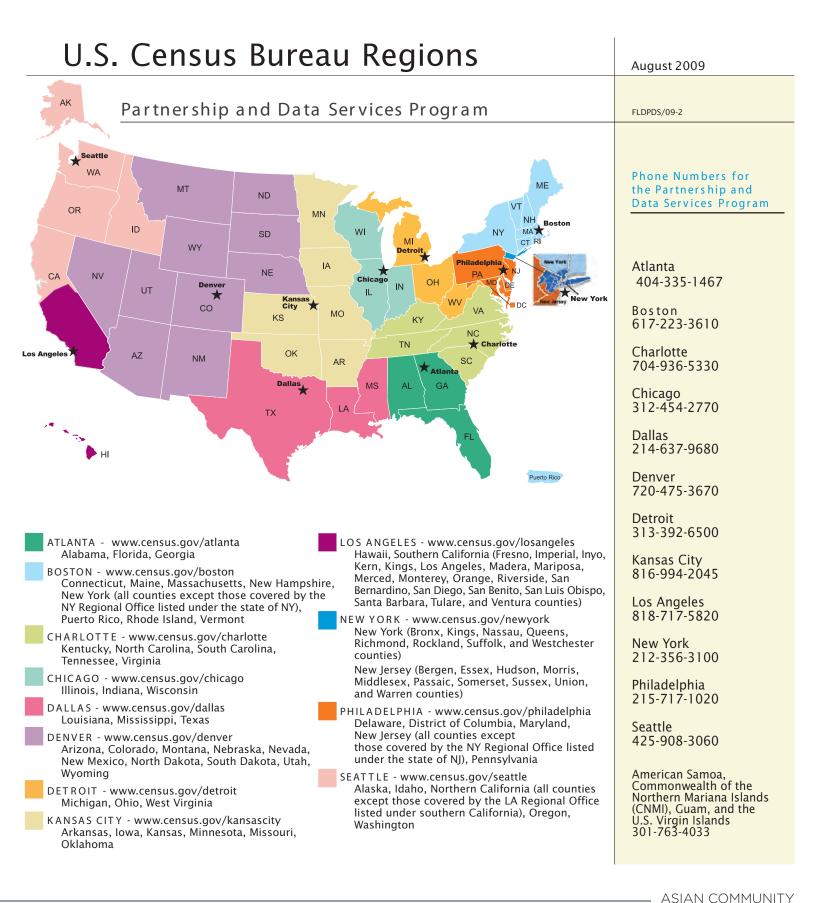
Action poster – This poster is the second in a unique series designed to build awareness of and encourage participation in the 2010 Census. Choose from a variety of Asian-language posters, including Korean (featured at left), Vietnamese, Chinese, and many more. Display the poster in your office, lobby or other high-traffic area to inspire the Asian community to "take action" and participate in the 2010 Census. Contact your partnership specialist to obtain a printed version measuring 16" X 20" or download and print the version available as a separate electronic file in this toolkit.

As a supporter of the 2010 Census, you can help make a difference for the Asian community by raising awareness of the census and encouraging participation. Use this toolkit as a springboard to your partnership efforts, and continue to identify and implement new and interesting ways to deliver important census messages to your audience.

# MAKE A DIFFERENCE IN YOUR COMMUNITY. PARTICIPATE IN THE 2010 CENSUS.

Regional Census Center Contact Information





### ASIAN COMMONNT