



Census Kiosk Volunteer Training Toolkit

For the first time, residents will have the option of completing the 2020 Census online or over the phone. This means that any location with internet access or phone service can be a site to complete the Census questionnaire. These sites will be critical for people without a regular and reliable connection to the internet.

To ensure all New Jersey residents have access to the Census, the 2020 Census NJ nonprofit coalition and the New Jersey Department of State – Complete Count Commission are calling on local communities to step up to host Census kiosks through September 30th.

What volunteers/staff need to know

Basic brief training is all that is needed to operate a Census kiosk. Volunteers/staff should know how to:

- Direct people to the Census questionnaire at [2020CENSUS.GOV](https://2020census.gov)
- Answer basic Census [Frequently Asked Questions](#) including common household living situations
- Assist with technology skills such as using the website, typing, etc. If the site is inactive for 15 minutes or more, it will reset and go back to the main questionnaire page.
- Provide access to Census language guides as needed:
<https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/language-resources/language-guides.html>
- Explain why filling out the Census is important for community programs
- Address confidentiality/security concerns: <https://2020census.gov/en/data-protection.html>
- **Have access to all Census phone numbers for all 14 languages:** [Census.NJ.Gov](https://census.nj.gov)
 - English, Spanish, simplified Chinese, Vietnamese, Korean, Russian, Arabic, Tagalog, Polish, French, Haitian Creole, Portuguese, Japanese & TDD for the hearing impaired.
- **Videos on how to fill out the Census:**
 - English: <https://tinyurl.com/y4xv2hga>
 - Spanish: <https://tinyurl.com/y5fc2tzv>
 - Videos in additional languages at [Census.NJ.Gov](https://census.nj.gov)
- **Learn About the Census - Annotated Census Ambassador Presentation Slides:**
<https://nj.gov/state/assets/pdf/census/2020-census-ambassador-presentation.pdf>



Ideally, staff or volunteers will have received training on additional information about the Census. You can find out about additional training opportunities by signing up for Census updates at <https://www.nj.gov/state/census-sign-up.shtml>

Staff may assist individuals in completing the census, however, they should make it clear that they do not represent the Census Bureau. For more information on staffing guidelines, please read [the Census Bureau guidelines for partners here](#).