

COMPLETE COUNT CLE

Phonebanking Script

"Hello, my name is *[Your Name]* and I am a *[staff member/volunteer]* with *[Nonprofit Name]*. How are you doing today?"

"I'm calling to remind you and your family to complete the 2020 U.S. Census. The results of this year's census will impact the funds, services, and representation our community receives for the next ten years. Have you completed the Census yet?"

[PAUSE]

If yes, to having completed the census: "That's great! Thank you for your commitment to the census, and for your time today." *[hang up]*

If no: "Oh I see, do you have particular concerns about participating? Or are there questions I may be able to help you answer?"

[If they have questions or concerns, listen to them, and try to answer using materials provided, highlighting that they can complete by visiting my2020census.gov or calling (844) 330-2020]

If they don't have time to talk: I understand, is there a better time for us to call back and help answer your questions about the census? *[Take note if there is a preferred time to contact]*

Otherwise, reply: Ok. Thank you for sharing your *[questions/concerns]*, and thank you very much for your time. Have a good *[day/night]*.

If you get a voicemail, leave a message:

"Hello, my name is *[Your Name]* and I am a *[staff member/volunteer]* with *[Nonprofit Name]*. I'm calling to remind you and your family to participate in the 2020 U.S. Census. Your participation is important for making your voice heard and ensuring that our community receives the funds, services, and representation it deserves. If you have any questions or concerns about completing the census, feel free to call us back as *[Phone number]* Thank you."