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California Complete Count-Census 2020 400 R Street, Suite 359 Sacramento, CA 95811 www.census.ca.gov (916) 852-2020

FINAL REPORT TEMPLATE (Explanation)

General Information

Date of report	11/16/2020
Organization / Entity	San Diego Veterans Coalition (SDVC)
Responsible Person / Title	Ron Stark, President
Contact Person / Title	Ron Stark, President
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Email / Phone	Ron.stark@sdvetscoalition.org / (619) 339-6092

Narrative Report

List your goal(s) and objectives as it appears in your strategic and implementation plans. What and how did you revise the objectives due to COVID-19 and the US Census Bureau's operational adjustments?

Goals: SDVC Goals remained the same during the COVID-19 response.

- 1. Improve the likelihood that Veterans in San Diego County will complete the 2020 Census through online and in-person outreach.
- 2. Facilitate video and/or phone tele-meetings to support the efforts of other CA counties and Statewide organizations to increase the number of veterans who complete the 2020 Census.
- 3. Support CalVet and CA CVSO's Statewide 2020 Census outreach efforts.

Objectives: SDVC Objective required some adjustment during the COVID-19 response as indicated.

- 1. Conduct Census outreach activities through social media and other online platforms such as web-based teleconferences, conference calls, websites, etc., and in-person venues as situations permit. Online and by-phone outreach and promotion were conducted at these types of venues, except that time and distancing constraints did not permit face-face interactions during these in-person activities, so only printed information material was disseminated in these environments.
- 2. Promote Census and provide Census information material in conjunction with other outreach material, both online and in person, at employment fairs, health fairs, resources fairs, etc. No in-person activities of this nature were conducted

during the CA Complete Count outreach and promotion period, but outreach and promotion was conducted during online tele-video events.

- Include Census Fact Sheets and other information in distributed materials at food and other supplies distribution centers and activities frequented by veterans and their spouses. Time and distancing constraints did not permit face-face interactions at these in-person venues. So only printed information material was disseminated along with other food and essential items at drive-through distributions.
- 4. Inform veterans and spouses about the benefits of completing the Census at employment, educational, social, clinical, faith centers, self-help groups, and other services sites. Printed information material was disseminated, but most information was provided in these arenas online by email, phone, social media, and tele-brief.
- Provide information and education to increase awareness about the benefits of completing the Census at a variety veteran and/or spouse convenings. All convenings were online. Information material was disseminated online by email, phone, social media, and tele-brief.

Reflecting on your own operations and outreach strategies throughout the campaign, please provide a response with specific examples for the following questions. Please also indicate which timeframe you are referring to in your response (i.e., education, NRFU period).

Contracted partner's operations

What worked well operationally?

It seemed that smaller online convenings were the best platform to convey the importance of the Census and have the greatest impact beyond the audience. These provided for more direct interaction, Q&A, and clarification, and it better prepare them to carry the message to the greater community.

Direct phone calls to key community members help convey the importance of and a sense of urgency for veteran households completing the census.

What hindered the operations?

Due to an inability to have face-to-face activities and conversations and convening, some of the messaging got lost in the process.

Contracted partner's outreach

What outreach tactics worked well?

Audience participation in smaller online setting worked the best, and it provided a more immediate feedback.

One-one conversations with key members in a particular organization help to influence those organization to devote time and energy to the Census outreach efforts.

What hindered the outreach?

Movement and interaction COVID-19 restrictions, and it impacted the ability to use volunteers.

Participating organizations imposed stricter restrictions for their staff to actively participate in activities.

Looking back, we would have probably had an even greater outreach if there had been time spent on Census value training, and reporting requirements. This effort had significant initial learning curve that we had to overcome.

Describe challenges and changes occurring outside or within your organization / agency that had an impact on the outreach work. Describe how you responded to these changes to work toward achieving a complete count.

Our entire SDVC operation is achieved through the goodwill collective efforts of our member and participating organizations. With the COVID-19 impacts, many of those organizations had to pull back their level of effort for a variety of reasons including employee safety and working remotely. Because we were quick to ramp up SDVC online and virtual engagement, we were able to help them shift their own online and virtual expertise. This then helped us grow and maximize the level of effort they were able to contribute to the CA Census outreach and helped them gear up their own online operations at the same time.

We had expected that libraries were going to be a primary location to refer people to for more information and to complete the census. With them not being available, we could only refer people to the website. As part of our learning curve, rather than refer to the CA Complete Count website, we found that it was better to provide the link to the Census completion site.

For county and ACBO partners, what was the county (or region's) 2010 response rate and what was the 2020 response rate? If the response rate met and exceeded the 2010 response rate, what contributed to that? If it did not meet the 2010 response rate, what were some of the challenges for that? For other partners, please note what data you used and how you used data for your strategies.

As an outreach effort, we could primarily monitor our level of effort in terms of how many were present in a particular event. We did not have the ability to readily convey to our organizations the number of Census form completions that occurred as a result of their own particular level of effort.

Please describe the process and results of your partnership coordination and how it educated and motivated the hard-to-count populations to complete the Census questionnaire.

The veteran and family serving organizations have a good reputation and they are trusted messengers. When they encourage veterans and their families to complete the survey, they take actions based on the reputable voice.

Please provide a list of key partners and describe their contributions of how they made a difference in your outreach efforts.

All key partners are included on our attached activities spreadsheet and their efforts provided a collective outreach force multiplier that could not have been achieved from a single organization. Our member and participating organizations have a strong sense of community and devotion to the veterans and families they serve.

Please describe how you provided accessible and in-language outreach activities, including how you ensured equal and meaningful access to limited English proficient individuals and people with disabilities?

The veterans are English speakers, but their spouses and family, or those living in their household may not speak English. When the veteran household completes the Census, there may have been a secondary influence on other non-English speaking households hearing the importance for completing the Census. Though we do not have direct information that this happened, we would explore this if given the opportunity in the future to participate in an outreach effort of this scope.

Please share a story(s) of how your work has made a difference to Census 2020 and the impact on the community. Please include images and quotes, so we are able to understand the narrative behind the numbers.

One of the biggest take-aways for the SDVC is that our organizations have a truer understanding of how the Census data benefits our area through resources distribution. They have a keener understanding of how they can influence census completion to drive resources to our region.

In a message back to us from one of our members organizations was that a veteran told us that he would have completely ignored the Census if they had not mentioned in their workshop how important the Census was. (Paraphrased)

Please add any suggestions for the 2030 Census efforts, including timelines.

For economy of scale, it seems it would be better to have a well-trained organization to do all the SwORD uploading, and the outreach partners could then focus more time on outreach.

The SDVC could have provided greater outreach promotion value and impact if we had been part of the earlier training and process.

Add questions specific to veteran households. Example: General Question - Has someone living in your household served in the U.S. Military? And then for each individual household member, ask – Has this person served in the U.S. Military?

Attachments

Please confirm that you have submitted the following which will help us better understand the full breadth of the Census work and achievements.

- a) SwORD uploads of completed activities. Not uploaded at the time of this report.
- b) Updated list of subcontractors None.
- c) Evaluations or analytical reports, if any None, except for the activities spreadsheet that demonstrates the volume of outreach and promotion.
- d) Sample products* See SDVC Facebook Key Metrics Spreadsheet and SDVC Sample Facebook Posts: @SDVeteransCoalition (Attached).

* communication collaterals, including those in additional languages; toolkits; newsletters; phone or radio scripts; guidelines; communication analytics; articles; trainings; and other graphics (a digital copy is sufficient, the original copy is not required)

Submission

Please submit your final report and attachments no later than November 16, 2020 to: <u>outreach@census.ca.gov</u> with a copy to the RPM/contract manager. Please include your organization name in the subject line.

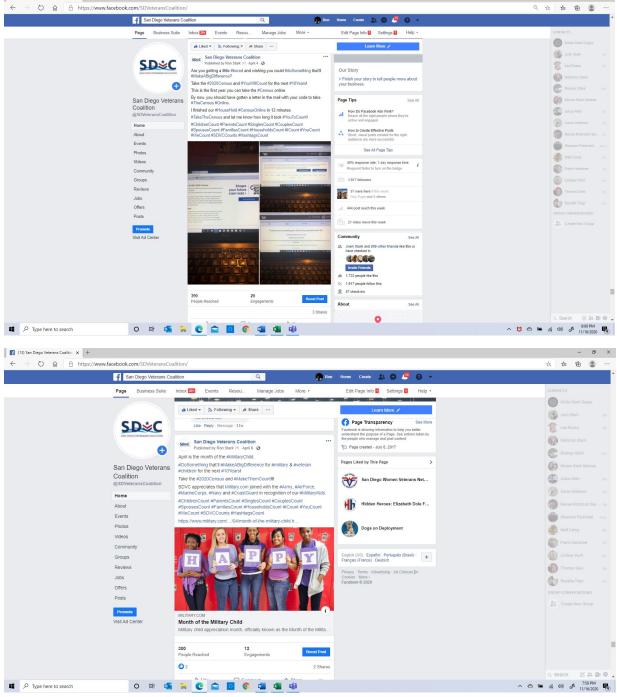
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4/25/20	1631	8		778	149	2371
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5/11/20	1634	6		262	225	955
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5/15/20	1635		97	283	160	1021
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5/18/20	1635			273	150	970
5/19/20	1635			260	155	964
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6/9/20	1642			214	84	555
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6/12/20	1641			194	79	4/2 465
6/13/20	1640			192	83	469
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6/22/20	1642 1643			169 169	58 75	384 403
6/23/20 6/24/20		2		169	75	403 366
6/25/20	1643	3	19	99	78	288
6/26/20	1642			92	71	283
6/27/20 6/28/20	1642 1642			91 82	68 71	279 271
6/29/20				77	74	269
6/30/20	1641	3		78	55	271
7/1/20 7/2/20		5		81 89	88 109	303 338
7/2/20	1645	59		143	109	389
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7/8/20	1645	3	122	172	238	445
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7/10/20 7/11/20				401 445	627 606	937 998
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7/13/20	1647	100	878	953	1398	1804
7/14/20	1648 1648	40 34		990 1011	1469	1870 1923
7/15/20 7/16/20	1648	34 14		1011 1021	1524 1570	1923
7/17/20	1648	6	717	1024	1090	1967
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Date

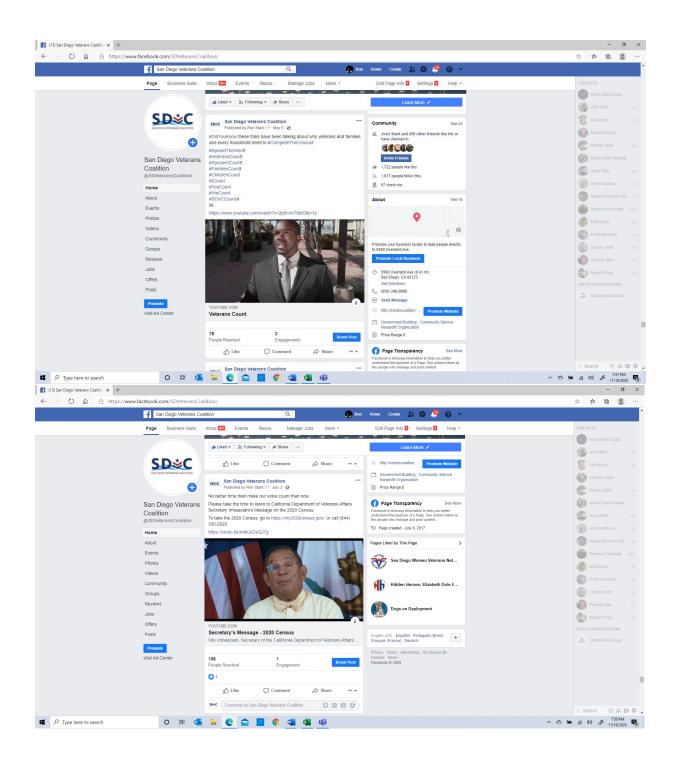
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10/5/20	1705	37	1049	1314	2382	4178
10/6/20	1707	57	1003	1282	2215	3999
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10/13/20	1707	43	157	1280	405	4129
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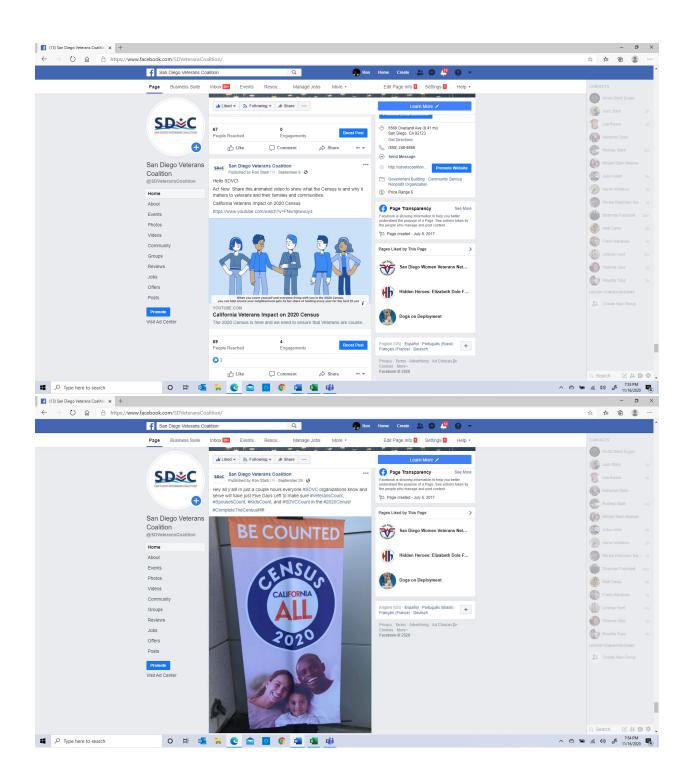
SDVC Sample Facebook Posts: @SDVeteransCoalition

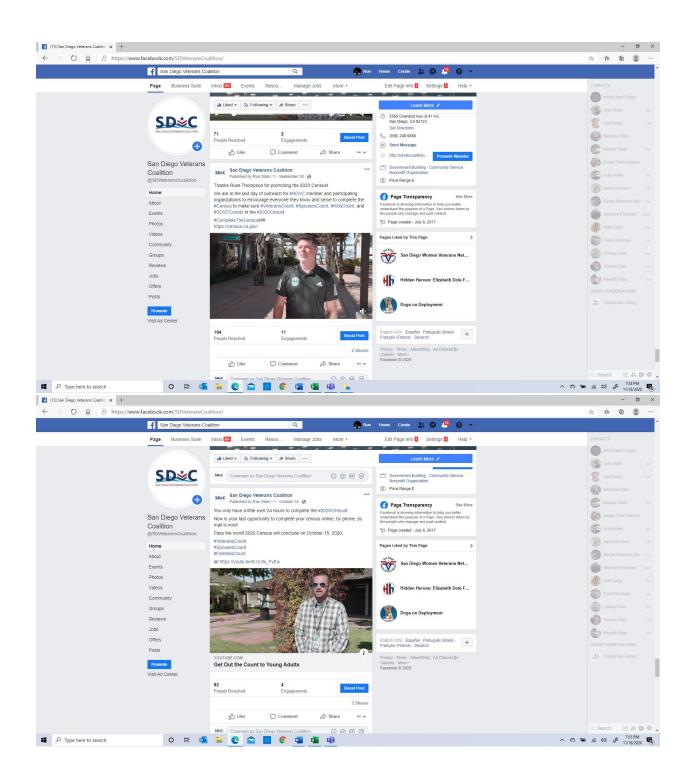
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OUR SERVICE. OUR VOICES. OUR CENSUS.

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#TAKETHECENSUS #EVERYONECOUNTS

DID YOU KNOWP

The 2020 Census data will inform the health and wellness of veteran families and neighborhoods. By filling out the form, your data informs where new hospitals are built and the improvements to veteran health programs.



