# THE 2010 CENSUS COMMUNICATION CONTRACT: THE MEDIA PLAN IN HARD TO COUNT AREAS 

HEARING<br>BEFORE THE<br>SUBCOMMITTEE ON INFORMATION POLICY, CENSUS, AND NATIONAL ARCHIVES<br>OF THE<br>COMMIITTEE ON OVERSIGHT AND GOVERNMENT REFORM HOUSE OF REPRESENTATIVES<br>ONE HUNDRED ELEVENTH CONGRESS<br>SECOND SESSION

FEBRUARY 24, 2010

## Serial No. 111-83

Printed for the use of the Committee on Oversight and Government Reform

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# THE 2010 CENSUS COMMUNICATION CONTRACT: THE MEDIA PLAN IN HARD TO COUNT AREAS 

## WEDNESDAY, FEBRUARY 24, 2010

> House of Representatives, Subcommittee on Information Policy, Census, and National Archives,
> Committee on Oversight and Government Reform, Washington, $D C$.

The subcommittee met, pursuant to notice, at 7:12 p.m., in room 2154, Rayburn House Office Building, Hon. Wm. Lacy Clay (chairman of the subcommittee) presiding.

Present: Representatives Clay, Cuellar, and Chaffetz.
Also present: Representatives Waters and Jackson Lee.
Staff present: Darryl Piggee, staff director/counsel; Jean Gosa, clerk; Yvette Cravins, counsel; Frank Davis and Anthony Clark, professional staff members; Charisma Williams, staff assistant; Leneal Scott, IT specialist-full committee; Jim Hayes, minority professional staff member; and Adam Fromm, minority chief clerk and Member liaison.

Mr. Clay. The subcommittee will come to order.
Good evening and welcome to tonight's hearing entitled, "The 2010 Census Communication Contract: The Media Plan in Hard to Count Areas."

Today's hearing, as the title indicates, will examine the 2010 Census Integrated Communications Campaign in hard-to-count areas. The hearing will assess and examine ethnic print and broadcast media's role in preventing an undercount. We will further examine avenues to aid the Census Bureau in its efforts to reach those who are more likely to be undercounted-children, minorities, and renters.

We have with us today a distinguished colleague, Representative Maxine Waters of California who has asked to participate in this hearing. I want to welcome her and express my appreciation for her attendance, and I ask unanimous consent that she be allowed to participate.

Thank you.
Without objection, the chairman and the ranking minority member will have 5 minutes to make opening statements, followed by opening statements not to exceed 3 minutes by any Member who wishes to make one.

Without objection, Members and witnesses may have 5 legislative days in which to submit a written statement or extraneous materials for the record.

The purpose of today's hearing is to examine the Census Communications Campaign in hard-to-count areas. An unprecedented amount of Federal dollars has been expended toward the constitutionally mandate exercise of counting our Nation's population. We have the funding necessary to carry out this endeavor. However, we must assess and ensure the best placement and use of our taxpayer dollars.

Let me state again, these are taxpayer dollars. We cannot forget that. So we must, through our oversight, ensure that the taxpayer receives their money's worth. Advertising dollars must be contributed to specific mediums to best touch our Nation's hardest to count population. I salute Dr. Groves for his efforts and hope this hearing brings forth great ideas and input from all who care so deeply about this issue.

On our first panel we will hear from Dr. Groves and the Census government contractors who will testify about the Census campaign, including the media strategy, development, and placement of advertising dollars.

Our second panel includes leaders of some of the largest civic and professional organizations dedicated to minority participation, education, and equality. These witnesses have been instrumental in spreading the message of Census and will testify regarding their experiences and concerns. This panel is acutely aware of the challenges of enumerating the hard-to-count population.

Our last panel consists of not only media experts in ethnic broadcasting but also those whose endeavors focus on our most hard-tocount population, our Nation's children. These witnesses serve as the active, trusted voices in many of the hard-to-count communities. This panel will offer recommendations they believe will improve the effectiveness of the media campaign going forward.

Census day is a mere 5 weeks away, so let's work together and exchange ideas to ensure an accurate count.

I thank all of the witnesses for appearing and look forward to your testimony.
[The prepared statement of Hon. Wm. Lacy Clay follows:]

# OPENING STATEMENT FOR CHAIRMAN CLAY 

"The 2010 Census Communication
Contract: The Media Plan in Hard to
Count Areas"

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recommendations they believe will improve the effectiveness of the media campaign going forward. Census Day is a mere five weeks away. So let's work together and exchange ideas to ensure an accurate count.

I thank all of the witnesses for appearing today and look forward to their testimonies.

Mr. Clay. I now yield to the distinguished ranking member 5 minutes.

Mr. Chaffetz. Thank you, Mr. Chairman; and I thank you all for being here this late and unpredictable hour. I appreciate your patience and understanding.

Mr. Chairman, I ask unanimous consent to submit the statement of Ranking Member Patrick McHenry, who was detained and who could not be here.

Mr. Clay. Without objection.
Mr. Chaffetz. Thank you.
[The prepared statement of Hon. Patrick T. McHenry follows:]

Statement of Ranking Member Patrick McHenry<br>Subcommittee on Information Policy, Census, and National Archives<br>"The 2010 Census Communications Contract:<br>The Media Plan in Hard to Count Areas"<br>February 24, 2010

Thank you, Chairman Clay, for holding this important hearing.
With 2010 Decennial Census forms set to be mailed to every household in America next month, effective outreach to targeted communities across the United States on the importance of census participation is absolutely vital.

The Census Bureau's Integrated Communications Campaign encompasses interrelated outreach activities meant to increase mail response, enhance cooperation with enumerators, improve overall accuracy, and reduce the undercount of hard-to-reach populations.

In particular, the paid advertising component of this campaign has been devised so as to conduct unprecedented outreach to groups that have been identified as less likely to respond to the 2010 Census. The Census Bureau has purchased ads for television, radio, print, and other media across all markets and all cultural and social strata in an attempt to reach niche groups across the nation and its territories.

Both Chairman Clay and I share the Census Bureau's goal of a successful 2010 decennial count, and ensuring a robust advertising campaign focused on hard-to-count populations is certainly an integral part of that.

But with the largest and most expensive phase of the decennial yet to come, I would be remiss if I did not take the time at today's hearing to address some of the worrisome findings in the Commerce Department Inspector General's most recent quarterly report on the Census Bureau.

As the report shows, the Bureau's $\$ 88$ million dollar overrun during the address canvassing phase of operations was more than just a cost modeling problem. According to the report, the Bureau paid out over three million dollars to temporary employees who never made it past training and another \$2 million dollars-plus to workers who spent less than one day on the job, which highlights an evidently lax system of quality control in the spending of taxpayer dollars.

This may seem like a drop in the bucket for a budget that has already exceeded $\$ 14$ billion dollars, but those drops do add up. Such careless mistakes can not be repeated during the NonResponse Follow-Up phase of the decennial this spring, for which the Census Bureau will hire another 700,000 temporary workers.

I thank Director Groves and all the witnesses for being here today, and I look forward to their testimony.

Mr. Chaffetz. I do want to talk about the details of what is happening and not happening within the advertising. This comes around once every 10 years, and I recognize the short amount of time that we have until the execution, and we need the maximum participation from the American people. We want to encourage everybody to participate in every way, shape, or form and recognize the difficulties in trying to get the hard to reach and hard-to-count populations.

Obviously, on both sides of the aisle, we want to make sure that everyone is counted. It is a very difficult task, to say the least. As the chairman said, we are using taxpayer dollars and so we want to ensure that those are being maximized and we are getting the maximum results.

I, for one, am terribly disappointed in the Census, in their inability and unwillingness to cooperate in giving us details that we have asked for repeatedly. I hold Director Groves personally accountable for his unresponsiveness in a repeated nature. I think it is terribly disrespectful and unacceptable.

When I have asked repeatedly for information, you have repeatedly refused to give it to us. I am a Member of the U.S. Congress. You have a duty and an obligation to perform your duties and provide this Congress and this committee details that we ask for.

Sir, I find your actions reprehensible. I will continue to grill you as long as it takes, and the organization, to provide the information that I think the American people should have; and I hope at some point there is some sort of attitude adjustment in providing the information that I think the American people should have.

I don't think that we can continue on like this. It is a late hour. The Olympics are on, and there is a lot happening. I promise you we will continue to pursue this information well into the future and hope at some point you give us a genuine answer and provide genuine information, as you promised in the last hearing I was in with you, because I think the information and the promises you gave me personally in this committee were not followed up.

That is my personal perspective. You may have a different one. I respect that. But I assure you we will continue at this until we get the information we have asked for.

Further, I believe we need to look at the results of the advertising campaign and the direction that it is going. I hope you understand and respect that we are not here to just pat you on the back, that we are here to ask you difficult questions, and I have some serious questions about what we are doing and not doing in that regard.

Following up long term, I do have questions about the American Community Survey, the questions that are asked, how that is executed, the money that we have spent on it. We won't have time in this hearing, but I would like to followup with the appropriate panel members, Mr. Chairman, as we move forward on that in the future.

I yield back the balance of my time.
Mr. Clay. We will maintain order and decorum in this hearing; and, Mr. Chaffetz, we will maintain a tone here that is civil.

I now recognize the gentlewoman from California, if she has an opening statement.

Ms. Waters. Thank you, very much Mr. Chairman. I am very appreciative for your allowing me to participate in this hearing today.

I know that you have been working very, very hard and you have been keeping many of us informed about what is going on with the Census Bureau and the Census count that is being attempted, but I am increasingly concerned about much of the information that I am getting. Some of it has come from the Black newspapers, Black radio stations, some of the information that has come from minority organizations, period.

It appears that our message of the undercount is not being respected. The fact of the matter is, every 10 years we learn about the undercount, and you would think that the undercount communities would be targeted with the necessary resources to reverse that and to get a better count. But it does not appear to be happening.

I am concerned about the way in which conclusions are reached about how to reach minority populations. There is a lot of speculation about what is and what is not proper and appropriate and effective in reaching minority populations.

I have not heard any information about how these conclusions were reached, whether or not there were the kind of focus groups that represented these populations. I have not seen the research. I have not seen the data that supposedly represents these communities, and the money does not appear to match the need. And so I am here today to learn what is going on. I think we may have some additional work to do.

Thank you very much, Mr. Chairman. I yield back the balance of my time.

Mr. Clay. Thank you so much, Ms. Waters; and perhaps we will get some of the answers to your questions this evening. You raised legitimate concerns, and we certainly want to have yours and Representative Chaffetz's questions answered.

So let's start by introducing the panel.
We will hear first from Dr. Robert Groves. President Obama nominated Dr. Groves as Director of the Census Bureau, and Dr. Groves began his tenure on July 15, 2009. Dr. Groves is well qualified for the position that he holds as Director of the Census Bureau.

Testimony on this panel will also come from DRAFTFCB, Mr. Jeff Tarakajian, and subcontractors GlobalHue and GlobalHueLatino, represented by Robbyn Ennis and Mr. Nelson Garcia.

Jeff Tarakajian is executive vice president of DRAFTFCB, the prime contractor of the 2010 Census Integrated Communications Campaign.

Ms. Robbyn Ennis is the media director at GlobalHue, a Blackowned, full service advertising agency. Ms. Ennis is an experienced advertising professional with 12 -plus years of media planning and buying experience. Ms. Ennis manages overall media planning and buying operations of GlobalHue.

Mr. Nelson Garcia is the senior vice president/media director at GlobalHueLatino. Mr. Garcia is a 30-year advertising industry veteran. Mr. Garcia has held multicultural media management posi-
tions at top mainstream and leading specialty multicultural advertising agencies.

Thank you all for appearing before the subcommittee this evening. It is the policy of the committee to swear in the panel.
[Witnesses sworn.]
Mr. Clay. Let the record reflect that the witnesses have answered in the affirmative.

Each of you will have 5 minutes to make an opening statement. Your complete written testimony will be included in the hearing record. Of course, you know the lighting system in front of you.

Dr. Groves, you may proceed with your opening statement.
STATEMENTS OF ROBERT GROVES, DIRECTOR, U.S. CENSUS BUREAU; JEFF TARAKAJIAN, EXECUTIVE VICE PRESIDENT, DRAFTFCB; ROBBYN ENNIS, SENIOR ASSOCIATE MEDIA DIRECTOR, GLOBALHUE; AND NELSON GARCIA, SR. VICE PRESIDENT/MEDIA DIRECTOR, GLOBALHUELATINO

## STATEMENT OF ROBERT GROVES

Dr. Groves. Chairman Clay, Ranking Member Chaffetz and other members of the subcommittee, I am happy to be here to testify on the 2010 Census Communications Campaign. I personally am confident that the campaign is a sound design, the messaging is clear, and that our contractors, with the guidance of my colleagues at the Census Bureau, are purchasing media that will reach hard-to-count populations and motivate them to respond to the Census.

Consistent with the statistical mission of the Census Bureau, the campaign was designed based on statistical data. Let me tell you a bit about how we did this.

The staff first assembled rates of response to the 2000 census way down at the Census track level and also undercount estimates for key socio-demographic groups. Groups with low participation rates were identified for disproportionate focus.

Then the contractor identified media outlets that reached those different groups, focusing when appropriate on in-language media. It was clear from this that more funds should be spent locally than nationally, and that is true in contrast to the 2000 media buys.

Then the media buys were directed by the nature of the need for a given audience. By that, we mean whether print media were chosen, radio media, TV, or digital media.

The campaign is designed in three phases. There is an awareness phase that is going on right now through mid-March. The second is a motivation phase that runs mid-March through mid April. And the third is a nonresponse followup stage that is designed to ensure or encourage the population to cooperate with Census takers who visit their homes to followup those households who did not send in their Census form.

The mass advertising part of this campaign will target the English-speaking audiences, and additional specific advertising will be geared toward a range of diverse audiences, including hard-tocount populations. The mass campaign is designed to reach the almost 85 percent of the residents who consume paid media and who speak English only. However, it is also going to reach other ethnic
and language audiences, especially the Black audience to the extent that they are consumers of those same media outlets and diverse mass.

Each of the targeted audience plans-Black, Hispanic, Asian, etc.-has been designed to penetrate the individual markets sufficiently to achieve our campaign goals. The research behind the campaign focused on understanding the societal factors that help contribute to low response rates in the 2000 series. Among the key indicators are the rates of public assistance in the area, unemployment rates, homeownership versus renting, and linguistic isolation. This research, along with commercial market research from Arbitron, Neilsen and Simmons gave us the guidance to guide the media buys.

Then our contractors entered into negotiations for the media buys for national and local outlets. They followed industry practices which seek added value from the outlets beyond the price of the placements sought by an advertiser.

An example of this for the 2010 campaign is additional broadcast spots provided for free, celebrity endorsements or mentions of the Census in programming or through public service announcements.

As of late January, the Census team had negotiated almost \$30 million in added value for media outlets. When all is said and done, we expect that to represent about 25 percent when finalized after nonresponse followup.

I have focused on the media plan. However, I think it is important to understand that this is only one component of our outreach and promotion strategy. Advertising can increase awareness, but it takes trusted voices to persuade people to participate in the Census. I am happy to report that we have now over 200,000 partner organizations around the country that have volunteered to help us get the word out to their constituencies, and I know with the help of this committee and other Members of Congress that we will get other voices out saying the same message.

Mr. Chairman, I am aware that some Members of Congress have received letters from local media outlets in their districts questioning the fairness of the amount of money spent. I can honestly say that the program was set up in an objective manner, guided by data on what audiences needed given their historical behavior. Not all media outlets will receive contracts, but I am confident that the messages needed for the different audiences are being delivered.

We acknowledge that no plan is perfect, and we have held back money of the total amount to react to response rates as they emerge in the last weeks of March and the early weeks of April. That held-back money will be targeted through new media purchases to the areas that are returning the questionnaire at lower than expected rates.

Thank you for your time today, Mr. Chairman. I look forward to your questions.
[The prepared statement of Dr. Groves follows:]


# PREPARED STATEMENT OF ROBERT M. GROVES DIRECTOR US CENSUS BUREAU 

# The 2010 Census Communtications Contract: <br> The Media Plan in Hard to Comnt Areas 

# Before the Committee on Oversight and Government Reform Subcommittee on Information Policy, Census, and National Archives U.S. House of Representatives 

24 February 2010

Chairman Clay, Ranking Member McHenry, Members of the Subcommittee, thank you for this opportunity to testify on behalf of the Department of Commerce's Census Bureau. I welcome this opportunity to bring you up to date on the 2010 Census Communications Campaign.

From his first day in office, Secretary of Commerce Gary Locke has made it a prionity for the Census Bureau to carry out a complete and accurate count of the 2010 Census and to ensure that we do so through a robust communications campaign. Since my appointment as Director of the Census Bureau last July, I have carefully reviewed the communications campaign and the media plans with particular attention to their research base to ensure that they will meet our goal of a fair and accurate 2010 Census. I am confident that the campaign is sound, the messaging clear, and that our contractors, with our guidance and oversight, are purchasing media that will reach hard to count populations and motivate them to respond to the 2010 Census questionnaire and cooperate with our enumerators.

Consistent with the statistical mission of the Census Bureau, the campaign was designed based on scientific data.

1. Staff assembled the rates of completing the questionnaire and undercount estimates by key socio-demographic groups. Groups with low participation rates were identified for disproportionate focus.
2. The contractor identified media outlets that reached different groups, focusing when appropriate on in-language media. As compared to the Census 2000 advertising campaign, it was clear that more funds should be spent on local markets than diverse mass outlets.
3. Media buys were directed by the nature of the need for a given audience (some best done in print, others on radio, others on TV, others using digital).

The 2010 Census Integrated Communications Campaign includes paid advertising, the partnership program, public relations, the Census in Schools program, and the 2010 Census Web site. The goal of the campaign is to inform and motivate the public to fill out and mail back the 2010 Census form. The plan draws on the successful partnership and marketing efforts used for Census 2000 and is being layered with extensive new research to give a real-time reflection of the barriers affecting a successful outcome of the 2010 Census.

Key challenges include reaching hard to count populations, inner city communities, young and mobile populations and those less inclined to respond to the census. Our campaign has been designed to reach as many people as possible with an emphasis on targeted populations, and hard-to-count populations will receive a disproportionately greater budget relative to their population size.

The campaign will occur in three phases. The "awareness/education" phase runs January to mid March, 2010. The second, "motivation" phase, runs mid-March to midApril and is designed to motivate the public to fill out and mail back the questionnaire. The third and final "non-response-follow-up" (NRFU) phase runs from late April to June and is meant to encourage the public to cooperate with census workers who may come to their door if they do not send in their census form.

As it unfolds over the next several months, this communications campaign will be the largest in America. Mass advertising will target English speaking audiences and additional, specific advertising will be geared toward the range of diverse audiences, including hard-to-count populations. With additional funding provided in 2009 through the American Recovery and Reinvestment Act (ARRA), the total media buy
budget is now $\$ 140$ million, and we will advertise in 28 languages. We have drawn from our experience, a decade of research, and the requirements in Congressional appropriations to design a campaign that motivates hard to count populations. In contrast with 2000, local spending for multi-cultural audiences will exceed that of the mass audience, and we have significantly increased the allocations for specific populations relative to 2000 in actual dollars and as a percent of the media buy. The media buy will total $\$ 140$ million. $\$ 60.8$ million is allocated for the mass campaign, $\$ 72.2$ million is allocated to target audiences, and $\$ 7.4$ million is being held back to invest in areas experiencing low response rates. (The total budget is appended to this testimony.)

The mass campaign is designed to reach the almost 85 percent of residents who consume paid media and who speak English only. However, it will also reach segments of the other ethnic/language audiences, (especially the Black audience) to the extent they are consumers of media outlets in diverse mass as well as their own audience-specific media. Each of the targeted audience plans, Black, Hispanic, Asian, ctc., has been designed to penetrate the individual market sufficiently to achieve our campaign goals for that audience.

The research driving the media plan is sound. Since 2007 our communications staff has been working closely with our communications contractor, Draft FCB, and their team of 12 subcontractors to test, design, and produce a multi-faceted paid media effort designed to reach everyone in America. This effort began with extensive Census Bureau research focused on understanding the societal factors which help contribute to low response rates. Among the key indicators are: rates of public assistance, unemployment rates, homeownership vs. renting, and linguistic isolation. Altogether we identified 12 variables which help predict low response and mapped these data at the census tract level. These variables were then grouped into audience clusters that cut across population groups. The Census Bureau then tested the value of this audience segmentation and concluded that it was strongly predictive of response likelihood. This research, along with commercial market research data used in the advertising industry including Arbitron, Nielson and Simmons market data, was used to help guide media buys, particularly at the local level.

Members of the contracting team with specific knowledge and experience in the target population groups developed media plans that contain the optimal mix of television, radio, digital, magazines, newspapers, and outdoor or "out-of-home" advertising.

As our contractors entered into negotiations for media buys for national and local outlets, they followed industry practices which seek "added value" from the media
outlets above and beyond the price of the placements sought by an advertiser. Examples of added value for the 2010 Census campaign include additional broadcast spots provided for free; celebrity endorsements or mentions of Census in programming or through public service announcements (PSAs); news or editorial content; or even special 2010 Census programming. A total of 2,500 request for proposals (RFPs) were issued for media buys, with over 61,000 media outlets responding and each outlet engaged was asked to provide some added value. Added value, however, was never a requirement of a final buy.

As of late January, the Census team had negotiated almost $\$ 30$ million in added value from media outlets. This represents a leveraging of the taxpayer spending on media buys of about $22.5 \%$ of the total $\$ 133$ million in buys negotiated or being completed. We expect the final added value may come close to $25 \%$ when finalized after NRFU.

The media plans for the Black, Hispanic and Asian audiences are described in detail below.

## Black Audience Media Plan

The Black Audience Media Plan was developed by a team of advertising experts at Global Hue, a leading, African American-owned firm. The media buy totals approximately $\$ 23$ million and is $35 \%$ above the Census 2000 levels for this audience. The plan targets the African American, African, Caribbean and Haitian audiences and consists of promotional and advertising materials in English and Haitian Creole through the following media vehicles*:

| $\circ$ | TV (National and Local) | $\$ 10.2$ |
| :--- | :--- | :--- |
| $\circ$ | Radio (National and Local) | $\$ 6.7$ |
| $\circ$ | Digital | $\$ 1.6$ |
| $\circ$ | Magazines | $\$ 0.8$ |
| 0 | Newspapers | $\$ 2.5$ |
| $\circ$ | Out-of-Home (outdoor) | $\$ 1.2$ |

* Figures include projected media buys for the "non-response-follow-up" phase

The national advertising buys for the Black audience are expected to reach over 95 percent of this population. Local media buys will provide an additional reach in specific markets. This additional advertising will reach 50 percent of the Black
population in 16 local TV markets, 80 percent in 31 local radio markets, 50 percent in 31 out-of-home markets, and 25 percent in 60 local newspaper markets.

Global Hue was successful in obtaining added value totaling $\$ 6.6$ million. They also secured top-rated radio hosts for the Black audience, key celebrities and magazine editorials.

## Hispanic Audience Media Plan

The Hispanic Audience Media Plan was developed by a team of advertising experts at Global Hue Latino and D'expósito \& Partners, leading agencies in their field of work. The media buy totals $\$ 25.5$ million and is 35 percent above the Census 2000 levels for this audience. The plan targets the diverse Hispanic community across the country and consists of promotional and media materials in Spanish and English across the following media vehicles:

| o TV (national and local) | $\$ 10.1$ |
| :--- | :--- |
| o Radio (national and local) | $\$ 5.1$ |
| O Digital | $\$ 0.8$ |
| - Magazines | $\$ 0.8$ |
| - Newspapers | $\$ 3.9$ |
| - Out-of-home (outdoor) | $\$ 2.2$ |
| - Non-response-follow-up | $\$ 2.6$ |

The national advertising buys for the Hispanic audience are expected to reach over 95 percent of this population. Local media buys will provide an additional reach in specific markets. This additional advertising will reach 66 percent of the Hispanic population in 18 local TV markets, 81 percent in 38 local radio markets, 56 percent in 11 out-of-home markets, and 95 percent in 99 local print markets.

As with the Black audience plan, Global Hue Latino and D'expósito \& Partners were successful in garnering significant added value totaling $\$ 7.5$ million. They, too, secured top-rated radio hosts, commitments from key voices in the Hispanic community, and content coverage in key print media.

## Asian Audience Media Plan

The Asian Audience Media Plan was developed by a team of advertising experts at the IW Group, a leading Asian-owned firm. The media buy totals approximately $\$ 13.5$ million and is 35 percent above the Census 2000 levels for this audience. The plan targets the Asian audience in the following languages: Chinese Mandarin, ChineseCantonese, Vietnamese, Khmer (Cambodian), Korean, Hmong, Hinglish (Asian Indian), Laotian, Tagalog (Filipino), Thai, Japanese, Urdu (Pakistani) and Bengali (Bangladeshi).

The Asian audience is the most diverse and multicultural of populations in the U.S. Almost every audience is composed predominantly of foreign-born immigrants, speaking different languages, practicing diverse religions, have widely different immigration patterns and different issues with respect to the government. $\$ 13.5$ million is allocated across the following media vehicles:

| - TV (National and Local) | $\$ 3.9$ |
| :--- | :--- |
| - Radio (National and Local) | $\$ 1.7$ |
| - Digital | $\$ 1.2$ |
| - Print | $\$ 5.2$ |
| - Out-of-Home (outdoor) | $\$ 1.5$ |

(These Figures include projected media buys for the "non-response-follow-up" phase. For television, ads will only be in Hinglish, Khmer, Chinese-Cantonese, Chinesc-Mandarin, Tagalog, Japanese, Korean and Vietnamese.)

Estimated added value for the Asian audience is $\$ 2$ million.

## American Indian/Alaska Native Audience Media Plan

The American Indian/Alaska Native (AI/AN) Media Plan was developed by the media team at $G \& G$ Advertising. The media buy totals $\$ 3.7$ million. Significant research went into the development of the media plan with input from obtained from internal and external stakeholders. Specifics of the American Indian/Alaska Native audience media plan include:

- Targets the diverse American Indian/Alaska Native populations across the U.S. and Alaska.
- Allocates a $\$ 3.7$ million paid media buy as follows (figures are estimates):

| - TV (local) | $\$ 1.4$ million |
| :--- | :--- |
| - Radio (national and local) | $\$ 510,000$ |
| - Print (newspapers and magazines) | $\$ 1$ million |
| - Out-of-home | $\$ 570,000$ |
| - Digital | $\$ 200,000$ |

- The local advertising buys for the $\mathrm{Al} / \mathrm{AN}$ audience will reach the top markets with these populations. Below is a list of additional, local market coverage:
- 21 local TV markets
o 17 local radio markets, as well as utilizing online radio stations
o 18 out-of-home markets
o 24 local print markets

Audience-specific campaigns also are being implemented for the, the Native Hawaiian/Other Pacific Islander populations, and emerging audiences that include Arabic, Armenian, Iranian, Polish, Russian, and Ukrainian populations and for Puerto Rico. We will also advertise in German, French, Greek, Yiddish, Italian and Portuguese.

These targeted campaigns build on the mass campaign that will saturate media outlets in the months ahead. Taken together, we believe that we have a strategy that will help us meet the unique challenge of reaching everyone, including hard-to-count populations with the message that responding to the census is important, simple, and most of all entirely safe.

## Conclusion

As requested, my testimony has focused on the media plan. However, it is important to understand that this is only one component of our outreach and promotion strategy. Advertising can increase awareness, but it takes trusted voices to persuade people to participate in the Census. Over 200,000 Census partners are helping us get the message out. I know that the Members of this Committee, and the entire Congress, will do the same.

Mr. Chairman, I am aware that some Members of Congress have received letters from local media outlets in their districts, questioning the fairness of the amount of money spent on their outlets. I can honestly say that the program was objective and guided by data on what audiences needed, given their historical behavior on censuses and surveys
throughout the decade. The media purchase process was transparent and the requirements for the media outlets were standardized, regardless of whether it was CBS or a local newspaper. Not all media outlets in the country will receive contracts, but I am confident that the messages needed for different audiences are being delivered in every comer of America in a cost-efficient manner. We are confident that the current combination of partnership activity, Census in the Schools, public relations, the 2010 Census Web site and paid media is a powerful one for achieving widespread participation in the 2010 Census.

Nonetheless, we acknowledge that no plan is perfect, particularly one that must meet the awesome challenge of reaching everyone in America. That is why we are going to be completely transparent in our efforts, posting response rates on our website so that everyone involved in the 2010 Census can track our progress daily throughout the mailout/mailback period. And we are holding $\$ 7.4$ million back so that we can target advertising to areas and populations that are experiencing a particularly low response rate. We will be monitoring data to ensure that these media dollars, as well as targeted partnership activities, are applied as effectively as possible in hard-to-count areas. This is an additional resource at our disposal that we will use to ensure that we are doing everything possible to include everyone in the 2010 Census.

Chairman Clay, Ranking Member McHenry, and Members of the committee, thank you again for your time today and for inviting me to discuss the Census Bureau's communication plan. I look forward to answering any questions you may have.

## COMMUNICATIONS CONTRACT PLANNING BUDGET

 Census 2000 and 2010 Census

Mr. Clay. Thank you, Dr. Groves.
Mr. Tarakajian, you may proceed with your opening statement.

## STATEMENT OF JEFF TARAKAJIAN

Mr. Tarakajian. Mr. Chairman, members of the subcommittee, the entire Team Census 2010 thanks you for the opportunity to be here today and talk to you about the Integrated Communications Campaign. Today's topic, the 2010 Census Communications Contract: The Media Plan in Hard to Count Areas, is our focus for today. Joining me are members of the team who are experts on the planning and execution of the media effort for key multicultural audiences, including hard-to-count areas. Julia Chen from the IW group is here, along with Bob Smith from DRAFTFCB.

As I have stated in previous testimony, the communication strategies and the budget allocation decisions that we have made have consistently placed greater emphasis on reaching and motivating hard-to-count audiences. The budget allocations are disproportionately greater to hard-to-count audiences relative to their population size, and more emphasis is being placed on hard-to-count audiences than in the 2000 census.

By way of example, 53 percent of the dollars will go toward what we call in-culture, in-language advertising, as compared with 46 percent in 2000.

The campaign this time will exist in 11 more languages. That is 28 languages versus 17 in 2000. And with a more diverse population than ever, the campaign has been very careful to ensure that as many linguistically isolated populations as possible are covered with in-language communications.

Each multicultural audience segment that had advertising in 2000 will have a minimum increase of 35 percent in spending in 2010 over the 2000 levels.

Importantly, the campaign reaches out to hard-to-count audiences beyond multicultural populations. For example, there is a sponsorship with NASCAR and advertising in NASCAR programming that reaches the important rural audience, a large portion of which is hard to count.

There will be $\$ 6$ million spent in online advertising which is targeted to single, unattached mobiles, an audience identified by the Census Bureau as hard to count.

The campaign also is more locally driven in 2010 than it was in 2000, with 47 percent of the dollars spent on local media versus 34 percent in 2000.

In addition, the national media buys are seen in all local markets through local broadcast affiliates and national print vehicles that are distributed locally. So that means that every market will receive at least 25,000 television ads and over 6,000 radio ads, and many markets will receive much more as a result of the incremental emphasis placed on hard-to-count audiences locally.

An unprecedented outreach has been completed to make accessible the opportunity for all media properties to participate in the 2010 media buy. Over 2,500 RFPs have been issued that cover 61,000 media outlets. We don't know of a campaign that has made this kind of outreach in the history of our business. Yet we know
that media have complained that they didn't get business, and we regret that this has happened.

Media buys today have now been completed for the awareness and motivation phases of the campaign. Still to be purchased are media for nonresponse followup and, as Dr. Groves said, for the deployment of rapid response reserve funds. So there is at this point some flexibility remaining to address unforeseen events, to fill gaps that stakeholders believe need to be filled, and to make any adjustments based on campaign tracking results.

So far those results, as of the middle of February, show that awareness of Census advertising is already at 72 percent; and that compares very favorably with 27 percent, which was the number before ads began. The number is 77 percent for English-speaking Blacks and 70 percent for English-speaking Hispanics, compared to the overall number of 72 . And intent to participate is also strong at 87 percent overall, 88 percent for Blacks and 85 percent for Hispanics; and this number continues to increase as we look at the numbers going forward.

I would be happy to answer any questions that you have. Thank you.
[The prepared statement of Mr. Tarakajian follows:]

Of
Jeff Tarakajian
DraftFCB

Information Policy, Census, and National Archives Subcommittee
Oversight and Government Reform Committee
Wednesday, February 24, 2010
2154 Raybum HOB
10:00 A.M.
"The 2010 Census Communications Contract:
The Media Plan in Hard To Count Areas"

## Overview of the Integrated Communication Campaign

The 2010 Integrated Communications Campaign (ICC) is a broad-reaching effort that includes a widespread network of Partnerships, Public Relations, Paid Media, Digital Communications, Road Tour Events and Census in Schools.

The goal of the ICC is three fold:

- Increase mail back response
- Improve overall accuracy and reduce the differential undercount among Hard to Count (HTC) audiences
- Improve response cooperation with enumerators

Every activity of the ICC is aligned with one or all of these goals.

More importantly, the ICC exists to help drive efficiency, accuracy and savings. For every one percent increase in mail response driven by the ICC, the Government saves approximately $\$ 80$ million in enumeration costs. It is likely that the ICC and Partnership efforts together will increase response rates by as substantially, resulting in net cost savings for the Government after the costs of these programs are accounted for.

In addition, the Census Bureau has determined that self-administered survey response is more accurate than survey response from enumeration. Therefore the focus of efforts is on driving mail response primarily and secondarily cooperation with enumerators.

## Developing the Integrated Communication Plan

Developing the ICC plan draws upon a vast amount of research including 2000
Census Response Performance, Secondary and Primary research, Advisory panels, Regional Census Director input, Academic Panels and the business and audience expertise of many partner agencies that comprise Team Census.

All of this information was considered in the evaluation and budget allocation of many communication components:

- Partnerships and costs associated with the design and activation of this effort including educational materials and millions of promotional items
- Public Relations and costs associated with Public Relation Support materials, events and information distribution
- Advertising and Paid Media and costs associated with the development of advertising materials in 28 languages and media placement costs across $2,300+$ media outlets
- Census in Schools and costs associated with the design and activation of the program in every school in the U.S.A
- Digital Communications and costs associated with website design, online creative development as well as media placement costs
- Portrait of America Road Tour and costs associated with design
and activation of a 13 vehicle program


## Focusing on HTC Audiences

Communication Strategies and budget allocation decisions placed greater emphasis on reaching and motivating HTC audiences. Budget allocations are disproportionately greater to HTC audiences relative to their population size and more emphasis is being placed on HTC audiences than in 2000 Census.

This strategic approach led to the greatest allocation of 2010 total Census promotional dollars to Partnership efforts to ignite a vast network of influencers, trusted voices and community leaders within HTC neighborhoods.

The second most significant a significant investment is the $\$ 133 \mathrm{M}$ (current budget as of 2.10.10) allocated to Paid Media efforts. While intended to reach everyone living in America, the emphasis has been placed against HTC audiences. Some key highlights of Paid Media spending allocation are:

- More dollars overall and as a percentage of the total are allocated to HTC audiences versus the 2000 Census. Specifically, $54 \%$ of paid media budget is allocated to Ethnic Audiences vs $47 \%$ in 2000.
- Investments among the Black, Hispanic, Asian and Native American audiences are 35\% greater than in 2000 while the Diverse Mass Paid Media effort has been increased by only $5 \%$.


## Developing the Paid Media Plan To Emphasize HTC Audiences

The development of 2010 Census Paid Media plans was steeped in research. More than 20 different sources were incorporated including tract-level demographic, socioeconomic and housing data from Census 2000 and the resulting segmentation of that data, referred to as the Clusters. The HTC Clusters developed from 2000 Census data served as a road map for allocating paid media budgets and evaluating paid media.

Census tracts were grouped into eight clusters with similar characteristics including housing vacancy, home ownership (tenure), housing structure (Multiunit or single unit), marital status, education (percent who have not completed high school), poverty, public assistance, unemployment level, crowded housing units, lack of telephone, linguistic isolation and housing turnover (in-and-out movers). These characteristics were used, as they have been in previous Decennials, to construct a "Hard-to-Count" score for Census tracts. HTC scores have been shown to be highly correlated with mail return rates.

The Paid Media budget allocation model was developed to invest relative to the difficulty of the HTC challenge. Considering each of the four hardest-to-count clusters skews toward ethnic audience segments, $54 \%$ of dollars are directed to ethnic audience plans delivering in-language and in-culture messaging.

To ensure the campaign reaches these ethnic audiences and works to reduce the differential undercount of these HTC groups, the campaign must first address these groups' language needs.

The Paid Media Campaign will appear in 28 languages. Fourteen were added with the incremental funding the campaign received from the American Recovery and Reinvestment Act. The criteria for selecting the languages to be included in the campaign were:

- The size of the population reliant on in-language communications, determined using a "linguistic isolation" measure
- The availability of in-language media vehicles to reach these populations

Because many of these groups include recent immigrants with little or no understanding of the Census, and who may or may not have had censuses in their native countries, it is crucial the campaign speak to them in their own tongue, via their trusted in-language media properties.

The remaining $46 \%$ of Paid Media dollars have been allocated to the Diverse Mass media plan, charged with reaching all US residents who consume English language media. For comparison, in $2000,47 \%$ of dollars were invested in ethnic audience plans versus 53\% of Paid Media dollars allocated to the Diverse Mass campaign.

The Paid Media Plan encompasses all media types and is skewed towards those segments of the population that are considered hard to count. The media habits and interests of these population groups drive when and where media will be purchased. Paid media will be purchased within the following media channels:

- Television
- Radio
- Online (banner ads, social, search)
- Outdoor (Including Transit)
- Print (Magazines and Newspapers)

The Paid Media Campaign will be among the most robust efforts in the marketplace during our marketing window. This is justified for several reasons:

- Unlike virtually all other campaigns that are targeted to specific population or user segments, the Census Campaign must reach everyone
- It is conducted only every ten years. Therefore awareness and familiarity decay between the decennials and must be rekindled every decade.
- It has a short window of performance...its intent is to drive participation not build brands over time like most commercial campaigns.

The campaign will include over 25,000 television spots and 6,000 radio spots in every media market across the country. Census messaging will be seen in programming from American Idol to Zee TV, from BET Honors to March Madness and Sabado Gigante.

The combination of both national media and local media are essential for delivering the goals of the campaign. National media provides consistent coverage across all markets and offers the best pricing efficiency. For example, there is a significant premium to buy local TV in programming that can be purchased nationally. Local media allocations provide emphasis of HTC populations while capitalizing on media that are only available on a local basis. This is especially true of media that is heavily consumed by ethnic audiences.

In the case of the Hispanic audience, it is critical to purchase national media as some markets can only receive the message from a national buy (markets that cannot be purchased at the local level).

Through our evaluations across all audiences, we arrived at a balanced allocation between national and local media to deliver the benefits of national impact with
local contact. The efficiency threshold for purchasing local media is $40 \%-50 \%$ of the population, after which it is more efficient to purchase on a national level.

## Planning and Buying Evaluation Criteria

Multiple quantitative and qualitative factors were used to identify the appropriate environments for the message. Evaluation criteria included:

- Right Target: Media vehicles that effectively reaches the target audience
- Appropriate Content: Media environments that provide appropriate content for the message
- Cost \& Value: High cost efficiencies and out of pocket investments that justify the buy
- Added Value: Strong added value proposals that further maximize the investment
- Small Business and/or Minority Ownership: special considerations (as related to pricing efficiencies) may be given to small and/or minority owned businesses.
- Terms \& Conditions: Agreement on terms and conditions of doing business (i.e. content appropriateness, proof of performance, U.S.
Taxpayer ID, etc).


## Managing the Sub-Contracting Process: Media Planning and Buying

DraftFCB, as the prime contractor for the 2010 Census, has oversight over the sub-contractors that are involved in the campaign. These agencies were selected against the following primary criteria:

1) Proven expertise to reach a particular audience segment
2) Capabilities (past/similar experience) to handle a campaign of this level of complexity
3) Small business status. Of the eight agencies sub-contracted to handle the media planning and buying, four are small businesses (G\&G, Plum, Allied Media Group and d'exposito).

DraftFCB worked with each agency in tandem to develop all aspects of the campaign including strategy, creative ideas, messaging and media channels. In comparison to 2000, the 2010 effort has been highly collaborative. Ideas that arose in work done for one audience have ignited messaging, creative and media ideas employed throughout all audiences.

Specifically on the media planning and buying front, DraftFCB established a process to ensure "one voice" to the Census Bureau and the paid media community. DraftFCB took the lead in establishing several processes that were followed by each agency partner, upon approval by Census Bureau. Examples of these processes include, but are not limited to:

1) Purchasing Procedures: establishing the overall process including buying strategies, Request for Proposal (RFP) for media vendors, potential evaluation criteria of vendors and how buys would be monitored and stewarded.

Prior to issuance to the partner agencies, Census Acquisitions and 2010 Publicity Offices approved this document.
2) Media Vendor Request for Proposals: issued to vendors that were considered to receive a paid media buy. Information included background information on the Census, campaign objectives, target audiences, requirements to do business with Census (U.S. Taxpayer ID,
content appropriateness guidelines), evaluation criteria, what we were asking of them and submission deadlines.

Prior to issuance to the partner agencies and media vendors, Census Acquisitions and the 2010 Publicity Office approved an overall template of this document. Each partner agency was given the option to use the exact document or customize for their audience (i.e. translate to Spanish).
3) Billing Process and Payments: detail of the invoicing process between each media vendor, partner agency, DraftFCB and Census.

Prior to issuance to the partner agencies, Census Acquisitions and 2010 Publicity Offices approved this document.
4) Media Plans and Buys: DraftFCB worked closely with the partner agencies prior to the development of the media plans in prioritizing local markets for additional emphasis, identifying budget gaps that led to incremental funding from ARRA, start dates of advertising and ensuring that the overall strategy met the three key Campaign objectives.

DraftFCB also instituted a weekly media-only status call that included all partner agencies to ensure all were following the same process.

All media plans and buys were submitted to DraftFCB where they were integrated prior to presenting to Census. This allowed for a seamless integration of the presentation and insurance that the overall plans and buys laddered up to the media objectives.

Specific recommendations made by the partner agencies such as the media mix, magazine list, or television station, reflected their expertise in reaching
their respective audiences. DraftFCB relied on this expertise to develop the best plan and buy to deliver against the objectives.

In 2009, additional small and small disadvantaged businesses were selected in competitive process to purchase selected media types by DraftFCB, Global Hue and Global Hue Latino. These include Penn, Good \& Associates, Valpos Media and Voices, Inc.

Penn, Good \& Associates, a small minority-owned firm in Washington, DC, was awarded the contract to purchase and place the $\$ 30 \mathrm{M}$ Diverse Mass national television buy. They were successfully mentored in the buying process and conducted the negotiations and purchase of media, securing rates that were competitive in the marketplace. They will be able to leverage their experience from the 2010 Census to acquire additional business.

DraftFCB closely managed the buying team at Penn, Good \& Associates and was involved in all aspects of the buy including multi-media negotiations and providing authorization to purchase (upon approval from Census Bureau).

## Census Bureau Oversight on Paid Media Campaign

The combined audiences media plans and buys were presented to the Census Bureau in several meetings over the course of 2009. The Census Bureau had several opportunities to review, question, modify and approve/disapprove any aspect of the plan or buy. As specified contractually, DraftFCB and its partner agencies could not move forward without a written acceptance of the media plans and buys from the Census Publicity Office.

Each agency presented its respective audience plans and buys to Census (Publicity Office, Public Information Office, Acquisitions, Operations and Regional Directors) at DraftFCB's offices. The Publicity and Acquisitions Offices were provided with (2) hard copies of the presentations where they
had the opportunity to review and provide feedback beyond the day of the presentations. The standard timeline for review and approvals was two weeks after the presentation date.

DraftFCB received feedback from Census Publicity Office across audience plans or buys. Each partner agency provided that feedback directly to DraftFCB who coordinated providing one response to Census. If that feedback consisted of a change to a plan or buy, the agency responsible would make that change or provide additional rationale. Once the Census Bureau received and was satisfied with the response to their questions or concerns, DraftFCB would receive written approval to move forward with executing the plan or buy.

## Detailed Information for the 2010 Census Media Buys

A number of detailed spreadsheets are provided to enable detailed answers to the questions concerning media spending on a local geographic basis and minority ownership of media properties.

- A detailed excel spreadsheet is provided for activity across all audiences, across all media types, in all states.
- A spreadsheet of currently planned expenditures by media market is also provided. Note that incremental Paid Media Activity will likely occur as the Census Bureau deploys funds from Rapid Response and Management Reserves. These investments will be made based upon tracking data and stakeholder observations indicating that remedial action is needed to facilitate participation.
- A spreadsheet of planned advertising via minority owned media is also provided. Please note that not all media are currently classified as "minority owned" as this was not a requirement in the identification process. We have developed a list based on media outlets that have "self certified" as minority owned. It is likely more media in the Campaign may be minority-owned than indicated.


## Regarding Golden Globes and Event Media

The Campaign launched on Sunday night, January $17^{\text {th }}$ across 15 different TV networks including CBS, MTV and ESPN. The Diverse Mass Campaign will ultimately air over 5,000 TV spots across 32 networks during January through April, 2010. TV currently represents $56 \%$ of this effort that also includes radio, online media, newspaper, magazines and outdoor media.

While Diverse Mass plan is charged with reaching all individuals who consumer English language media (approximately 85\% U.S.), media decisions also skewed toward HTC audiences. This approach has led to TV Programming that includes:

- A multi-million dollar partnership with Turner Broadcasting that includes an association with Tyler Perry's House of Payne (a top rated show among the black audience) and the new George Lopez talk show that has broad appeal to the Hispanic community. Talent from both these programs will promote the 2010 Census and will air creative developed by Global Hue and Global Hue Latino for the Black and Hispanic market but is funded out of the Diverse Mass buy.
- A presence in many diverse programs including American Idol, CSI: Miami, Sportscenter, Heroes, The Biggest Loser and America's Funniest Home Videos.

In addition, creative developed for other audiences such as Black and Hispanic will be rotated within the Diverse Mass media buy (in English). While Diverse Mass creative was tested among Blacks, English-speaking Hispanics and Englishspeaking Asians and found to be effective, the additional rotation of creative specifically developed by in-culture experts will add increased relevance to the messaging.

Almost half ( $44 \%$ ) of the dollars will be allocated to non-television media, including many initiatives to reach all individuals and emphasizing HTC audiences:

- Outdoor advertising inside buses and trains, posters in bus shelters, video messages in grocery store and gas station TVs.
- Sunday magazines, American Profile, USA Weekend and Parade, with an effort this past Sunday which reached over 60 million homes.
- Magazines including Oprah and People that will extend our message with "advertorials" on bi-racial couples/persons.
- NASCAR Sprint Cup Series Sponsorship - co-branded car (with 3 M ) of the \#16 race car driven by Greg Biffle. The car will race in (3) races in the key Motivation timeframe: Atlanta (3/7), Bristol (3/21) and Martinsville (3/28).

The one :30 TV spot on the Golden Globes is part of bigger and broader ranging \$10.1MM package with NBC. Additionally, the show over delivered its projected audience by $10 \%$ vs. 2009 . It is also heavily viewed by two of our more challenging HTC clusters, All Around Average II (a lower income cluster) and Single Unattached Mobiles (a younger skewing cluster).

In terms of other large scale events, our plan will include:

- The Winter Olympics, an incredibly patriotic environment to promote the 2010 Census. We have secured three athletes to do PSAs including Jennifer Rodriguez, Julie Chu and Ben Agosto.
- March Madness will be the largest event during our Motivation period that has tremendous appeal across cultures. We have secured the announcers to promote the 2010 Census during the actual mailing weeks.
- The NAACP Image Awards which may include a 2010 Census mention during the broadcast
- $\quad$ The Super Bowl which is the largest television event reaching almost $40 \%$ of adults in an environment where the ads are as celebrated as the game itself
- BET Honors
- Celebration of Gospel
- Hip Hop Awards
- Rip the Runway
- Soul Train Music Awards
- Stellar Awards

The goal of securing Specials is that they attract larger audiences relative to regularly scheduled programs. In the fragmented TV landscape, it is more challenging to reach a large audience with any one single program

## Additional Media Information for Diverse Mass Plan

The Diverse Mass Audience Paid Media Plan was developed by a team of advertising experts at Draftfcb in New York City. The media buy totals $\$ 60.8$ million and is designed to reach everyone in the U.S who consumes media in English, approximately 84 percent of the population. Significant research went into the development of the plan and input was obtained from internal and external stakeholders.

Allocates a $\$ 60.8$ million media buy as follows (figures below are estimates and in millions):

| $\circ$ | TV (national and local): | $\$ 35.2$ |  |
| :--- | :--- | :--- | :--- |
| $\circ$ | Radio (national and local): $\$ 2.9$ |  |  |
| $\circ$ | Magazines: | $\$ 2.3$ |  |
| 0 | Newspapers: | $\$ 3.2$ |  |
| $\circ$ | Out-of-home: |  | $\$ 5.8$ |
| $\circ$ | Digital: | $\$ 6.0$ |  |
| $\circ$ | Non-response-follow-up: | $\$ 5.4$ |  |

The national advertising buys for the Diverse Mass audience will reach $97 \%$ + of the population, covering every media market. Furthermore local media buys will provide additional frequency of the same message, further bolstering the impact of the national buy. Below is a list of local markets that will receive a local overlay:

| $\circ$ | 25 local TV markets |
| :--- | :--- |
| $\circ$ | 25 local radio markets |
| $\circ$ | 25 out-of-home (outdoor) markets |
| $\circ$ | 47 local print markets |

Additional Information for Reference

- DraftFCB negotiated over $\$ 9$ million in added value from vendors
- DraftFCB issued 124 Request for Proposals (RFP) that represented thousands of outlets as one RFP may encompass more than one outlet
- DraftFCB secured $15+$ high profile talent including Greg Biffle, Danny Pino and James Brown to connect with a diverse mass audience. The goal is twofold:
- Engage viewers with celebrities they consider a "trusted voice" in their community
- Deliver message co-branded with a program as a reinforcement of the commercial. Examples of talent include:
- James Brown will be doing (2) live reads in NFL Today, prior to the Super Bowl
- George Lopez will do (2) custom segments in his talk show, Lopez Tonight
- Talent from CBS programs have recorded 10-second messages that will air on CBS. Examples of talent include Danny Pino (Cold Case), Hamish Linklater (New Adventures of Old Christine), Robert David Hall (CSI)
- Cast members from TBS' House of Payne will record a 30second message customized for the Census to appeal to the Black Audience.
- NBC recorded three Winter Olympic Athletes in PSAs that will air throughout NBC networks including NBC, USA, CNBC. Athletes include Julie Chu, Ben Agosto and Jennifer Rodriguez.
- During the NCAA Men's Basketball games in March, CBS

Sports Broadcasters will do live reads for Census

- MTV Networks is developing a 30-second PSA focused on advocacy for the Census to engage the younger age groups
- Secured Greg Biffle to do a PSA to appeal to the NASCAR audience
- Nickelodeon will develop a PSA featuring beloved character, Dora the Explorer, aimed at ensuring young children are counted in the 2010 Census


## Television

- 5,000+ spots airing in every local market
- Additional 1,600+ spots total airing across 25 HTC local markets


## Radio

- 2,300 spots clearing on 740 stations across the U.S. Totality of schedule will reach every local market.
- Additional 7,540 spots total clearing on 68 radio stations in the 25 local HTC markets


## Print

- Three ads each (9 total) in American Profile, Parade and USA Weekend that will be distributed in 2,520 newspapers.
- A total of 27 ads across eight national magazines such as People, Oprah, Better Homes $\mathcal{E}$ Gardens and Parents that will run in every local market
- A total of 336 ads that will run across 112 local daily and community newspapers in 47 markets


## Outdoor

- Total of 8,000 postings in the motivation phase that will be viewed on a daily basis in 25 HTC local markets.
- Projected total impressions of more than 2 Billion

Note: Specific Information on the Black and Hispanic Audience Plans will be found in testimony from Ms. Robbyn Ennis of GlobalHue and Mr. Nelson Garcia from GlobalHue Latino.

## Asian Audience Media Plan Specifics and Key Activities

The Asian Audience Media Plan was developed by a team of advertising experts at the IW Group, a leading Asian-owned firm. The media buy totals approximately $\$ 13.5$ million and is $35 \%$ above the Census 2000 levels for this audience. Significant research went into the development of the plan and input was obtained from internal and external stakeholders.

Targets the Asian audience in the following languages (and corresponding audiences when noted): Chinese Mandarin, Chinese-Cantonese, Vietnamese, Khmer (Cambodian), Korean, Hmong, Hinglish (Asian Indian), Laotian, Tagalog (Filipino), Thai, Japanese, Urdu (Pakistani) and Bengali (Bangladeshi)

The Asian audience is the most diverse and multicultural of populations in the U.S. Almost every audience is composed predominantly of foreign-born immigrants, speaking different languages, practicing diverse religions, have
widely different immigration patterns and different issues with respect tot the government.

Allocates a $\$ 13.5$ million paid media buy as follows (figures are estimates and in millions):*

TV (National/regional and Local) $\$ 3.9$
Radio (National/regional and Local) $\$ 1.7$
Digital $\$ 1.2$
Print $\$ 5.2$
Out-of-Home (outdoor) $\$ 1.5$
*Figures include projected media buys for the "non-response-follow-up" phase

The extensive, multi-media advertising buys for the Asian audience will reach all of the top markets where these audiences reside. In additional to significant regional and national media coverage, there is incremental local advertising to extend reach. Below is a list indicating coverage for each media type:

- TV: National/regional and between 4 and 9 local markets depending on audience
- Print: National/regional and between 1 and 19 local markets depending on audience
- Radio: National/regional and between 2 and 8 local markets depending on audience
- Out-of-Home: Between 3 and 9 local markets depending on audience

Given the complexity of the audience and an extremely diverse media landscape, effective communications for the 2010 Census has to be an integrated media and outreach plan executed in-culture and in-language for each of the individual audiences.

An integrated multi-platform media strategy is essential because a high percentage of immigrants in the Asian community require a longer period of education to understand the purpose and benefits of participating in the U.S.
Census.

## Additional Information for Reference

- Estimated added value (bonus, mentions, editorial coverage, public service announcement, etc) of the media buy is $\$ 2$ million.
- For the Asian media plan, more than 750 RFPs were issued.
- Television Stats
- 7,200+ spots airing in every local market
- Additional $13,900+$ spots total airing on $100+$
stations/programming across 15 local markets
- Radio Stats
- 19,721 spots total clearing on $80+$ radio stations/programming in 16 local markets
- Print Stats
- A total of 4,217 insertions that will run across 350+ local daily and community newspapers in 35 local markets
- Outdoor Stats
- Total of 2,693 bulletins/posters/transit shelters/lighting panels that will be viewed daily by the Asian audience in 18 local markets


## AI/AN Audience Paid Media Plan Specifics and Key Activities

The American Indian/Alaska Naive Media Plan was developed by the media team at $G \& G$ Advertising. The media buy totals $\$ 3.7$ million. Significant research went into the development of the plan and input was obtained from internal and external citizens and stakeholders.

Targets the American Indian/Alaska Native populations across the U.S. and Alaska.

Allocates a $\$ 3.7$ million paid media buy as follows (figures are estimates and in millions):

| $\circ$ | TV (local) | $\$ 1.4$ |
| :--- | :--- | :--- |
| $\circ$ | Radio (national and local) | $\$ 0.5$ |
| $\circ$ | Print (newspapers and magazines) | $\$ 1.0$ |
| 0 | Out-of-home | $\$ 0.6$ |
| - | Digital | $\$ 0.2$ |

The local advertising buys for the AI/AN audience will reach the top markets with these populations. Below is a list of additional, local market coverage:

- 21 local TV markets- with 4,500 plus spots airing.
- 17 local radio markets, as well as utilizing online radio stations with over 15,000 spots airing.
- 18 out-of-home markets with 284 billboards
- 24 local print markets with over 600 print ads

Approximately 300 RFPs were issued representing various media outlets.
Key significant voices lending their support to the 2010 Census are:

| $\circ$ | Dr. Jim Davis |
| :--- | :--- |
| $\circ$ | Gloria O'Neil |
| $\circ$ | Carmen Taylor |

There will be advertising in nearly 86 audience newspapers and magazines across the country. As an added value, they will offer editorial coverage on the 2010 Census.

## NHPI Audience Paid Media Plan Specifics and Key Activities

The Native Hawaiian/Other Pacific Islander Media Plan was developed by the media team at G\&G Advertising. The media buy totals $\$ 1.1$ million. Significant research went into the development of the Native Hawaiian/Other Pacific Islander plan and input was obtained from internal and external citizens and stakeholders. Specifics of the audience media plan include:

Targets the Native Hawaiian/Pacific Islander populations across the U.S. and Hawaii.

Allocates a $\$ 1.1$ million paid media buy as follows (figures are estimates and in millions):

| $\circ$ | TV (local) | $\$ 0.4$ |
| :--- | :--- | :--- |
| 0 | Radio (national and local) | $\$ 0.2$ |
| - | Print (newspapers and magazines) | $\$ 0.3$ |
| - | Out-of-home | $\$ 0.1$ |
| - | Digital | $\$ 0.1$ |

The local advertising buys for the NHPI audience will reach the top markets with these populations. Below is a list of additional, local market coverage:

- . 4 local TV markets- with over 1,000 spots airing.
- 5 local radio markets, as well as utilizing online radio stations - with over 5,000 spots airing.
- 2 out-of-home markets- 60 plus billboards
- 8 local print markets- 200 plus insertions

Approximately 150 RFPs were issued to various media outlets.

Key significant voices lending their support to the 2010 Census include Stanaton Enumato

There will be advertising in nearly 25 audience newspapers and magazines across the country. As an added value, they will offer editorial coverage on the 2010 Census.

## 2010 U.S. CENSUS

## TOTAL COUNT OF MINORITY-OWNED* VENDORS ONLY



Vendor Name
20 De Mayo
7 Dias
AAT Television
ABCON MEDIA PR, INC.
ABS-CBN international, inc.
Absentee Shawnee News
A-Chau Thol Bao Newspaper
Achei Usa
Ad Mirable
ADELANTE FORWARD(magazine)
Adelante Hispanic Gay Magazine
Africa Channel
Africa Watch
African - American News \& Issues - Texas
African American Observer
African Star
African Sun Times
African Trumpet
African Weekender
Afro American
AIMTV
Ak-Chin O'odham Runner
Akhon Samoy
Al Dia en America
Al Meezan
Al Mizaane
ALFA ROCK / WCAD RADIO
Alianza Metropolitan News
Ame Dori- American Dream Publishing
Amedorinet
America Hoy (Formerly Argentina Hoy)
American Chinese Times
American Legacy
American Urban Radio
Amsterdam News
Angkor Borei News
Anishinaabeg Today
Apsaalooke Nations
Arab Horizon
Arizona Bilingual Magazine
Arizona Informant
Arizona Native Scene

Arriba Art \& Business
Asia Today
Asian American Peoples Journal (AAPJ)
Asian Journal - LA
Asian Pacific News
Asian Real Estate
Asian Weekly
asianjournal.com
Atlanta Daily World
Atlanta Latino
Atlanta Times
ATVUSA
Au-Authm Action News
Audrey Magazine
Austin Chinese News
Auto World Weekly/Auto World Magazine
Avance Hispano
Ayllu Times
Azteca
Azteca News
Backchina.com
Baltimore Times
Bangle Patrika
Basta Pinoy News
Bate Papo Magazine
Bay Mills News
Bay Mommy Magazine
Bay Weekiy News
B-BILLBOARD CORP
Beauty Times
Beirut Times
BILLBOARD MEDIA GROUP
Binh Minh Radio/ KVVN 1430 AM
Black Enterprise
Black Star News
Bloque Latino Americano De Prensa - ElExito
Bohemio News
Bois Forte News
Boston Chinese News
Boston Korea
Bostonkorea.com
Brazil Today
Bridge Magazine
Bridge USA (KALI FM 106.3)
bridgeusa.com
Brite Media Group
Buena Suerte ( 10 zones)
Buenos Dias Nebraska
But Viet
CABLE ACCESS MEDIA
CADENA ESTEREOTEMPO / SBS
Cafe - Latino Lifestyle Magazine
Cal Marketing \& Promotion Group (Outdoor, In Store)
Cali Today
California Examiner - LA
California Journal
California Nevada
California Voice/Sun Reporter
Call and Post (Cincinnati)
Cam- News
Cambio
Cambodian International TV- Khmer Media
Cape Verdean News
Capital Outlook
Caracol TV
Carib Life Central
CARIBBEAN INTL.NEW CO.(EL VOCERO)
Caribbean Life Newspaper
Caribbean Star News Magazine
Caribbean Sun
Caribbean Today
Carolina Peacemaker
Carolina Times
Catholic Times
CCYP.com
Central City Productions
Central Florida's Spotlight
Centro Mi Diario
Char-Koosta News
Charleston Chornicle
Chas I Podil
Chdaily.com (Christianitydaily.com)
Cheyenne Arapaho Bulletin
Chicago China News \& Digest (CCND)
Chicago Chinese News
Chicago Citizen - Southeast
Chicago Defender
Chicago Deportivo
Chicago Radio Korea/ WKTA 1330 AM
Chicago Shimpo
Chickasaw Times
China Journal Chicago
China Press - LA
Chinese American Voice
Chinese Daily News - Pearl Sea Inc
Chinese Info Net / KXYZ 1320 AM
Chinese LA Daily News/ Zong Guo Daily News
Chinese Radio Network WCBSNWGBB
Chinese Seattle News
Chosun Daily - Atlanta
Christian Herald USA
Christian Newsweek
Christianherald Radio / KFOX 1650 AM
Christianherald.com

Christianity Daily<br>City News<br>Club Deportes<br>CNY Latino<br>Colorado Chinese News<br>Colorado Times<br>Colorado Tre Magazine<br>Columbus Times<br>Compton Bulletin<br>Conexion Hispana<br>Contacto Magazine<br>Continental News<br>COOP PRENSA UNIDA DBA PUERTO RICO DAILY SUN<br>Crusader News Group<br>CTI Zhong Tian- Boston<br>Daily Sports Seoul New York<br>Daily Sun New York<br>Dallas Chinese News<br>Dallas Post Tribune<br>Dallas Weekly<br>Dan Quyen Newspaper<br>Darpan<br>DE TODO CAROLINA<br>Defining Trends (formerly Dominican Times News)<br>Denver Weekly News<br>DEP Weekly Magazine<br>Diario de Mexico<br>DIMENSION 103.3<br>Doi Nay Newspaper<br>Doral News (Formerly Ciudad Doral)<br>Dos Mundos<br>DUENO SHOWTIME PR INC<br>Dunya Radio/ WUST 1120 AM<br>Duo Wei Times - PA<br>East Entertainment Magazine - SF<br>East Side Daily News<br>East St. Louis Monitor<br>East Texas Review<br>Eastern Group Publications (11 publications)<br>ebc radio<br>Ebony<br>Ecuavisa<br>EDI - TSTV<br>EDI City Magazine<br>EDI Radio - AM1370<br>El Aguila<br>El Amanecer<br>El Aviso<br>El Barrio News<br>El Bilingue<br>El Canillita<br>El Central

El Clarin
El Clasificado
El Colombiano
El Colusa News
El Comercio
El Conquistador
El Correo de Queens
El Dia
El Diario de El Paso / El Diario de Juarez (Combo)
El Eco De Virginia
El Editor (Lubbock)
El Especial
El Especialito (13 Zones)
EL EXPRESO DE PR
El Extra
El Gigante Hispano
El Gram
El Heraldo Hispano
El Heraldo News
El Hispanic News
El Hispano
El Hispano News
El Hispano Para Todos
EL HORIZONTE
El Imparcial
El Informador
El Informador Del Valle
El Informador Hispano
El Latino
El Latino American
El Latino Semanal
El Lider USA
El Manana
El Mensajero
El Mexicano
El Migrante Ecuatoriano
El Mundo
El Mundo Latino
El Nacional
El Norte de Austin
El Nuevo Coqui
El Nuevo Georgia (Formerly - Georgia Latino News - La Voz del Puebio)
El Observador
El Panamericano
El Paracaidista
EL PERIODICO INC
El Popular - Bakersfield Edition
El Progreso Hispano (newspaper)
El Puente
EL REGIONAL
El Reportero
El Salvador Dia a Dia
El Semanario
El Semanario Accion
El Semanario-The Weekly Issue
El Sol
El Tecolote
El Tiempo
EL TODO
El Venezolano - Orlando
EL VISITANTE INC
El Vocero De Puerto Rico (NY Edition)
El Vocero Hispano
ENCUENTRO CHRISTIAN NET (Encuentrovision)
Enjoy Magazine
Enlace
Enlace Latino
Estadio
Estrella TV
Everybody's
EXPRESION
Extra - Two languages Una Voz
Family Radio / WDCT 1310 AM
FIDELITY RADIO / WFID-FM
Fil-Am Courier
FilAm Star
Filipinas Magazine
Filipino American Bulletin
Filipino American Herald
Filipino American Radio/ KLFE 1590 AM
Filipino Reporter
Filipino Style
Filipino Times
Florida Courier-Central Florida Edition
Florida Sentinel Bulliten
Florida Star News
Florida Sun Magazine
Florida's Caribbean Sun Newspaper
Fort Belknap News
fuijsan.com
Fujisankei Communications Int' (WRNN)
Futbol De Primera
Gente Latina Magazine
Georgia Informer
Gila River News
Global Chinese Times
Globe - COMBO
GLR/Focus 360
Golf Champion Korea
Golf Guide USA
Google Ad Network Korean
Gospel Music Channel
Grand Traverse Band News
Greater Diversity News

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Haiti Liberte
Haiti Progress
Han Mi Cable
Hanin News
Hawail Chinese News
Hawaii Filipino Chronicle
Hawail Herald
Hawaii Hochi
Hawaii Pacific Press
Hays Newsletter
HBCU Connect
Hispania News(newspaper)
Hispanic Business
Hispanic MPM
Hispanic News Service (HNS)
HispanicAd.com
Hispano De Tulsa (newspaper)
Hmong American Broadcasting - KQEQ 1210 AM
Hmong Minnesota Radio
Hmong Times
Hmong Today
Hmong Wisconsin Radio
Hoa Thinh Don Viet Bao
Hol Nguoi Viet Cao Nien
Hola America Newspaper
Hola Amigos
Hola Networks
Hola Noticia (Formerly Hola News)
Home Real Estate
Hon Viet - Direct TV (sister company with Little Saigon Radio)
Horizontes News
Houston Defender
Houston Forward Times
Houston Style
Humdesi Radio
AVC-Seattle
Idaho Unido
Identidad Latina
EM Magazine
IGLESIA CATOLICA ROMANA (Teleoro)
iKahan Media
IMPACT MEDIA CORP
Impacto Latin News
Impre Media
Impulso de Oaxaca
In Language Radio / KVTO 1400 AM
India Bulletin
India Currents
India Journal- SF/LA
India Tribune
India West
Indian Time Newspaper
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Indianapolis Recorder
InfoKorean
Inquirer.net
Inquiring News
Insight News
International Daily News - LA
Iroha (Japanese Community Newspaper)
IS Plus
ITV - KTBU 55.5 (24hrs)
Jackson Advocate
Jackson Free Press
Jacksonville Free Press
Jamaicans.com
Jambalaya News
Japan Up Magazine
Japanese Daily Sun (Nikkan San)-Hawaii
JBC Radio Atlanta / WBBC 1310 AM
Jet
Jhankar 1550am
Jicarilla Chieftain
Joliet Times Weekly
Joyseattle.com
JSTV (Christian Broadcasting Co.)
Ka Leo Hawaii
KAATFM
Kairali Magazine
Kalamalama
KALI FM
Kalihwishaks
Kansas City Call
Kansas City Chinese Journal
Kansas City Hispanic News
Kaput Media Inc (ENDI.COM,PRIMERA HORA.COM)
KAZATV
KBBUFM
KBC TV Ch. }4
KBFB-FM
KBFD TV
KBLX-FM
KBMGFM
KBOCFM
KBS America
KBTT-FM
KBUEFM/KBUA-FM/KEBN-FM
KCIE
KCMTFM
KCNS Ch. }38\mathrm{ (Sino Network TV)
KCVRFM/KCVRAM
KDDKFM
KDKS-FM
KDLDFM/KDLE-FM
KDUTFM
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KDYKAM/KDYMAM
Ke Alaka'l
KEDAAM
KEMS TV
KEVTAM
KEYA
KEYHAM
KGDDAM
KGLAAM
Khao Sod USA Newspaper
Khemara Times
KHIZ - Ch 64/ 64.1
KHJ AM
Kidok News USA
KIGS AM
KILI
KINTFM
KIRV 1510
KIWIFM
KJBZFM
KJLH-FM
KJMNFM
KKDA-FM
KKNSFM
KKPSFM
KKRGFM
Klamath News
KLAXFM
KLBS AM
KLESFM
KLMGFM
KLND
KLNZFM
KLOKFM
KLVLAM
KMIQFM
KMIXFM
KMJQ-FM
KMMGFM
KMNAFM
KMPXTV
KMQAAM/KMENFM
KMXXFM
KNDI Radio - 1270 AM
KNDN-AM
KNORFM
KNRVAM
KNUVAM
KNVOFM
KO-AM TV
Kohniac
KOKA-AM

Korea Cultural Journal
Korea Daily - Atlanta
Korea Herald Business
Korea NewsToday
Korea Times - Atlanta
Korea World - Houston
KoreaAM Journal
Koreadaily.com
Korean American Radio/ KVTO 1400 AM
Korean Broadcasting Network (KBN)
Korean Daily News (Korea Daily Tribune)
Korean Journal
Korean Monitor
Korean New York Daily (The New York llbo)
Korean Newsweek
Korean Sunday News of LA
Korean Today
Koreana News USA
Koreatimes.com
KPSLFM
KQQKFM/KXGLFM
KQRTFM
KRAYFM
KRCATV
KRCXFM
KRNB-FM
KRNVFM
KROI-FM
KRRNFM
KRZYFM/KRZYAM
KRZZFM
KSEHFM
KSESFM
KSOC-FM
KSQQ FM
KSSBFM
KSSEFM/KSSCFM/KSSDFM
KSTL 690 AM
KTCYFM
KTDOTV
KTEK AM1110
KTJMFM/KJOJFM
KTKTAM
KTLMTV
KTN
KTNN-AM
Ktownlove.com
KTSD
KTSEFM
KTSF - Fuji TV \& Japanese Journal
KTTAFM/KBBAFM
KVTO 1400 AM

KVVAFM/KVDAFM
KWIDFM
KWIPAM
KWIZFM
KWKWAM/KWKUAM
KWRK-FM
KXHT-FM
KXOLFM
KXPA AM 1540
KXPKFM
KXSEFM
KXSMFM
Kyocharo Chicago
KYSEFM
KZJLTV
KZMPAM
KZOO Radio - 1210 AM
KZTAFM/KZMLFM
KZTBFM
KZZAFM
L.A. Watts Times

La Campana
La Cascarita
La Comunidad News
La Conexion
LA CORDILLERA
La Estrella de Nicaragua
La Gaceta
La Guia Familiar
La Informacion
La Isla Magazine
LA MEGA ESTACION / SBS
La Nacion Hispana (La Opinion Hispana)
La Noticia
La Oferta Review
La Ola Latino Americana
La Opinion
LA PERLA
La Prensa
La Semana
La Semana Del Sur (newspaper)
La Subasta Dallas (Forced Combo Central Editions)
La Tribuna Hispana USA
La Ultima Hora
La Vision
La Voz
La Voz Hispana
La Voz Latina
La Voz Libre
LAX/WXYX-FM
Lady Central 21 - LA Edition
Lahaina News

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Lang Magazine
LareDos
Latin Opinion
Latino
Latino Broadcasting Radio
Latino Midwest News
Latino News
Latino Perspective
Latino Press
Latino Times
Latino Transit Services
Latino Usa
Latinos Unidos
LATV
Lawndale Group News
Lighthouse Magazine
Little Saigon Radio - Houston/ KYND AM 1520 & KJOJ AM }88
Little Saigon TV Network Inc (UHF44.4)
Los Andes
Los Angeles Sentinel
Los Angeles Wave Pub
Los Tiempos USA
LTMI
Mach Song Monthly
Mach Song Radio Atlanta FMSCA 90.1
MAGIC / WIDI
Manila Mail - NY/NJ
Manila US Times
Mas New Mexico
Mas Que TV
MBC America
Media Korea, Inc. MKTV
MEDIA POWER GROUP (Radio Isla-WSKN)
Meest Ukrainian
MEGATV
Memphis Silver-Star News
Menominee Nation News
Mercado de Dinero
Mercado Latino
Metro Chinese HD Broadcasting (aka: Chung Wah Commercial Broadcasting)
Metro Chinese Weekly
MetropagesJapan.com
Mexicanal
Mi Gente
Mi Raza
Michigan Arab Times
Michigan Chronicle
Michigan Citizen
Michigan Front Page
Midweek Balita
MidWest Viet Bao
Milwaukee Community Journal
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Ming Pao (NY) Free Daily<br>Miniondas / Farandula USA Combo<br>Mirada Magazine<br>MissyUSA.com<br>Mo Magazine<br>Mobile Beacon<br>Mobile Media USA<br>Mohican News<br>Moiokai Dispatch<br>Molokai Advertiser News<br>Momento Brasileiro<br>Momentos 60<br>Montgomery's Westside Weekly<br>MSG RADIO INC- DBA TOCA DE TO<br>Mshale<br>Multicultural Radio KEST AM 1450<br>Multicultural Radio/KSJX AM 1500<br>Multicultural Radio/KXPA AM 1540<br>Mundo Hispano<br>Mundo Latino<br>M-Weekly Magazine - NY<br>NAT TV<br>National Geographic Korean<br>Native American Journal<br>Native Montana<br>Native Sun<br>Native Voice One<br>Navajo Hopi Observer.com<br>Navajo Times<br>Navajo-Hopi Observer<br>Naver.com<br>Networks Asia - KAZN / KAHZ<br>Nevada Examiner<br>New Asian Weekly<br>New Journal \& Guide<br>NEW LIFE BROADCASTING INC ( NUEVA VIDA)<br>New Orleans Data News Weekly<br>New Pittsburgh Courier<br>New York Awam<br>New York Beacon<br>New York Daily Challenge<br>New York Journal<br>New York Radio Korea / WWRU 1660 AM<br>New York Seikatsu Press<br>New/Nueva Opinion<br>News for Chinese<br>News From Indian Country<br>News From Indian Country.com<br>News Gram<br>News Korea Texas<br>Next Weekly<br>Ngay Nay

NGC / KBNC TV
Nguoi Viet
Nguoiviet.com
Nichi Bei Weekly
Nikkei US Edition
North American Post (Hokubei Hochi)
North Lawndale Community News
NOTI UNO
Noticia Hispanoamericana
Noticias Libres
Noticiero Colombiano Hispano
Novedades News
NTB on KXLA
NTD TV-LA
NTN 24
Nuestro Detroit
Nuevas Raices
Nuevo Siglo
Nuevos Ecos
NVR/ AM 1190
NY Al Dia
NY Carib News
NY Thai Newspaper
Ohio Chinese American News/ Ohio Taiwanese American News
Ojibwe News
Oneida Dispatch
Opinion Bilingual Kansas Newspapers
Oportunidades
Orale Que Chisme
Orlando Advocate/Central Florida Courier
Osage Tribal News
Osceola Star
Our Weekly LA
Pacific Times
Paisano News
Pakistan Chronicle
Pakistan Journal
Pakistan Link (PL Publications LLC)
Pakistan News
Pakistan Times
Pakistan Today
Pakistan Voice Weekly
Pakistani Post
Panorama
Para Todos
Payam-E-Ashena
PERIODICO EL NORTE
PERIODICO EL ORIENTAL
PERIODICO OPINION
PERIODICO VISION INC
Pezhvak of Persia
Philadelphia Asian News- Tuan Bao

Philadelphia Observer
Philakorea.com
Philippine Headlines
Philippine Mabuhay News
Philippine News
Philippine Times
Philippines Today-SD
Phoenix TV-LA
Phu Nu Magazine
Pinoy News Magazine
Pittsburgh Patrika
Planet Philippines
Portland Chinese Times
Post News Group COMBO
PostLatino
Pow wows.com
POWER ADS CORP
PR OUTDOOR MEDIA
Precinct Reporter Group
Prensa Hispana
PRIMERA HORA
Providence En Espanol
Que Hong Television (OHTV KAXT 22.2)
Que Huong Radio/ KZSJ AM 1500 \& AM 1120
Que Pasa Latino Communications-Raleigh/Durham (formerly Extended Triangle Area Edition)
Que Pasa Vegas
Radiant News
Radio Bolsa/ KAL 106.3FM
Radio Hankook Seattle/ KSUH 1450 AM
Radio Humsatar
Radio Korea Atlanta / WPBS 1040 AM
Radio Korea LA / KMPC 1540 AM
Radio Manila
Radio One
Radio Pinoy
Radio Saigon Dallas/ KTVX AM 890
Radio San Jose/ KVVN 1430 AM
Radio Seoul Hawaii / KREA 1540 AM
Radio- Sound of hope
Radio TNT
Radiokorea.com
Rafu Shimpo
rafu.com
Rang Dong Magazine
RC-CP/Ludacris
Reach Media Inc.
Red Latina
REGGAETON 94/SBS
Related Media Inc.
Reporte Hispano
Revista De Victoria
Richmond Free Press

Roling Out Philadelphia
Rollo Latino Magazine
RUMBO
Rumores
Russian Bazaar
Saavn.com
Sada-e-Pakistan NY
Saigon News Weekly/ Saigon Houston Directory
Saigon Radio Hai Ngoai - LA FM 106.3
Saigon Times, Inc.
Saigon TV - SF (KTSF 26)
SALSOUL / WPRM-FM RADIO
Sampan
San Antonio Observer
San Diego Chinese Tribune
San Diego Korean Community Magazine
San Diego Radio Korea / KSCF 103.7 FM
San Diego Radio Seoul / Sub Carrier 98.1 FM
San Diego Voice \& Viewpoint
San Diego Yuyu Magazine
San Francisco Bay View
Sandiegoradiokorea.com
Sault Tribe News
Savannah Herald
Savoir-Faire Magazine
SBS International
SBTN - Direct TV
SC Black News
Seattle Chinese Journal
Seattle Chinese Post/ Northwest Asian Weekly
Seattle Chinese Times
Seattle Medium
Secret China
Seereechai Newspaper
Semana
Semanario Argentino (formerly Diario Sur)
Serey Pheap
Serie del Caribe MiamiTV
SET (UHF Ch 57.4)
Shawnee News-Star
Sho-Ban News
Sho-Pai News
SIAM Media Newspaper
Siete Dias
Siglo 21
Siliconeer
Sina.com
Sing Tao Chinese Radio - KSQQ/ KVTO
Sing Tao Daily News - Eastern
Sino TV
SinoVision - Ch. 18, 63, 73
Sisseton Courier

Sister 2 Sister
Smoke Signals
Somos Colombia
Song Moi Magazine
Soplon Deportivo
Source
South Asian in USA network
South Carolina Black News
South Florida Caribbean News
South Florida Times
South Suburban Standard
Southern Chinese Daily News
Southside Voice/Richmond Voice
Soy Source
Spanish Journal
Spilyay Tymoo
Splendid Living Magazine
Sports J
St. Louis Chinese American News
St. Louis Chinese Journal
Su Voz Vineland
Suab Hmong Sheboygan
Suc Song
Super Express
Tahaastu
Tai Seng Broadcasting
Taiwan Daily
TAN TV
Taos News
Team J Station
TeleGuia De Chicago
Teleritmo de Arizona
Tempo News
Tennessee Tribune
Teton Times
Texas Capital News
Thai L.A News
Thai Oversea Newspaper
Thai Town USA Newspaper
Thang Long News
The Atlanta Inquirer
The Atlanta Voice (Atlanta, Stone Mountain)
The Baton Rouge Weekly Press
The Bay State Banner
The Bilingual News
The Bodhipriks News
The Carolinian
The Charlotte Post
The Chiense American Post
The Cincinnati Herald
The Circle
The Columbus Post

The Dallas Examiner
The Daytona Times
The Drum
The Eopoch Times - Dallas
The Filipino Press
The Goi Moi Magazine
The Green Magazine
The Haitian Times
The Hispano
The Hmong Tribune
The Kenya Monitor
The Korean Channel (TKC)
The Little Saigon News Saigon NHO
The Louisiana Weekly
The Metro Courier
The Miami Times
The Minority Communicator (Columbus Only)
The Minority Voice
The Mississippi Link
The Montgomery-Tuskegee Times
The Nashville Pride
The New American Press
The New Orleans Tribune
The Orlando Times
The Pensacola Times
The Philadelphia Tribune
The Real Views
The Reporter Newspaper
The Sacramento Observer
The Savannah Tribune
The Shreveport Sun
The St. Louis American
The St. Louis Argus
The Times Upstate
The Triangle Tribune
Thoi Bao San Jose
Thoi Luan
Thoi Moi - Phu Nu Moi
Thuong Mai Viet Nam/Viet Nam Post
Tidewater Hispanic
Tiempos
Timber Lake Topic
TNT Houston Radio FM SCA
Tokyo TV on KTSF
Transporte Latino
Tre Magazine
Tribal College Journal
Tribal Fusion Ad Network
Tribuna Connecticut
Tribune USA - LA
Trieu Thanh Weekly Magazine Inc.
Tu Decides

Tuan Bao Thoi Bao
Turtle Mt. Times
TV Colombia
TV Fan Magazine
TV Japan
TV Japan TV Guide
TV Korea / Arirang TV
TV Magazine/ Yes Marketing
TVB-SF
TVJapan.net
TVK 24
TVOne
U.S Nippon Communications Network - WNYE CH 25

Ukopia.com
Un Buen Doctor Magazine
Universal Latin News
Upscale
Urban Latino
Urdu Times
US Chinese Channel / KCHN1050 AM
US Front Line News
US Media Consultanting
usfl.com
UTB on KSCl CH 18.2
$\checkmark$ Times Inc.
VABI (Vietnam Hai Ngoai) SCA FM 88.9
Van Hoa Magazine
VAN-TV (Ch 18.7)
VATV on MHz Networks UHF Ch 30.1
VBS - Galaxy 19
Venezuela Al Dia
VHN (Viet Hai Ngoai) - Direct TV
Via Times
Viamedia Washington DC Local Cable
Vida Latina
Vida Newspaper
Vida y Sabor
Vien Dong Daily News
Vien Thao Media - Saigon Radio AM 1500
Vien Thao Media - TV (San Jose)
Viendongdaily.com
Viento del tropico(newspaper)
Viet Bao - Houston
Viet Herald
Viet Nam Daily Newspaper
Viet News Television
Viet Tide
Viet Tribune Media, Inc.
Viet Weekly
Vietbao.com
VietBeauty
Vietnam Moi Weekly

Vietnam Post
Vietnamdaily.com
Vietnews
Vietshowbiz.com
Vision Hispana
ViViD Magazine
vivinavi.com
VNCR/ FM 106.3
VNFM/KSQQ 96.1 FM
VNITV.com (Internet TV)
Vocero Hispano
Voces de la Frontera
Vox Koreana
Voz Latina
WABA
WABT-AM 1420
WACAAM
WAEC-AM 860
WAEL Radio
WAMJ-FM
Washington Hispanic
Washington Informer
WATB-AM 1420
WAVS-AM 1170
WBLS-FM
WBONFM
WCETV.com
WCGOAM
WCHB-FM
WCHUTV
WCMN RADIO (107.3 MI EMISORA)
WCMQFM
WCTNAM
WDJZ
WDMK-FM
Weekend Balita
Weekly Bangalee
Weekly Bangladesh
Weekly Bay Spo
Weekly Bornomala
Weekly Dunya International
Weekly Focus
Weekly Gleaner
Weekly La La La
Weekly NY Japion
Weekly Star
Weekly Thikana
WEMGAM
Wenxuecity.com
WENZ-FM
WERQ-FM
Westside Gazette

WFMV-FM
WFNOAM
WFUN-FM
WFXC-FM
WFXM-FM
WGENTV
WGFS-AM 1430
WGPR-FM
WGSPFM
WHBX-FM
Whispering Wind
WHSR-AM
WHTA-FM
WHTB AM
WHTD-FM
WHXT-FM
WILCAM
Winds of Change
Windy City World
Winnebago Indian News
WJANTV
WJCC-AM
WJDM AM
WKAT-AM
WKDM AM 1380
WKXI-FM
WKYS-FM
WLAAAM
WLCCAM
WLEYFM
WLKQFM/WNSYFM
WLQY-AM 1320
WMBC Ch 63
WMBM-FM
WMGAAM ( WAOSAM/ WXEMAM/ WMGAAM)
WMMJ-FM
WMPR-FM
WNNL-FM
WNOL-CW
WNOWFM
WNSWAM (RPIA Programming)
WNUEFM
WNZK 690 AM
WOKB 1600 AM
WOL-AM
WOLSFM
World Journal - Chicago
Worldjournal.com
WORO FM 92.5
WPAT/Carib World News
WPATFM
WPBR-AM

WPHEAM
WPHI-FM
WPLOAM
WPPZ-FM
WPRS-FM
WPWAAM
WPWCAM
WPWX-FM
WPZS-FM
WQNC-FM
WQOK-FM
WRAZFM
WRBJ-FM
WRHCAM
WRKS-FM
WRMAFM
WRNB-FM
WRXD / RED 96 / SBS
WSBSTV
WSKQFM
WSRB-FM
WSRF-AM 1580
WSUAAM
WTIKAM
WTMP-AM/FM
WURD-AM
WVIP-FM 93.5
WWDM-FM
WWFEAM
WWGBAM
WWIN-FM
WWLD-FM
WWRL-FM 1600
WXDJFM
WXNCAM
WYBE Channel 35
WZAB-AM 880
WZAK-FM
WZDCTV
WZNT RADIO / SBS
WZRC AM 1480
XAVOFM
XEEWFM
XEGHAMIXCAO
XERVTV
XEWTTV
XEWWAM
XGLXFM
XHEMFM
XHFGFM
XHGTSFM
XHH FM

XHIMFM
XHLPSFM
XHNLOFM
XHNOEFM
XHNZFM
XHPXFM
XHRRFMIKESOFM
XHTYFM
Xin Ming Evening News
XLTNFM
XOCLFM
Yahoo.cokr
Yakima Nation Review
Yomi Time Weekly
You Maga - JEN - Japanese Media Co
Youth Crosswalk
YUNQUE 93
*Minority-owned vendors are self reported



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MEDIA BUY SPEND BY LOCAL MARKET




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MEDIA BUY SPEND BY LOCAL. MARKET



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Mr. Clay. Thank you very much, Mr. Tarakajian. Mr. Garcia, you may proceed.

## STATEMENT OF NELSON GARCIA

Mr. Garcia. Thank you, Mr. Chairman and the committee, for inviting me.

As with all of the other ethnic and racial segments, the goal of the Hispanic audience plan was as follows: to improve mail response, to improve overall accuracy, to reduce the differential undercount, and to improve cooperation with enumerators.

To meet all of these goals required more than just hard-working media dollars in relevant environments. It required a fully integrated campaign and a coordination of multiple efforts by partner agencies that included paid media, partnerships, public relations, Census in schools, and earned media outreach.

The goal of paid media is to educate all Hispanic Americans in all 50 States, regardless of their residency status, as to the benefits of civic participation and to drive mass participation through the most relevant and influential forms of communication.

The plan used research from a wide variety of sources. Qualitative and quantitative learning came from focus groups. Demographic, psychographic, and life-style learning taken from two Cen-sus-sponsored research studies. The first was a base segmentation study of the Hispanic population, and the second was a mind-set study of Hispanics as it pertains to their perceptions of the Census.

From the first study, we were able to segment the Hispanic population to eight distinct target clusters. From the second study, we were able to understand media and messaging needs. This research was based and complemented with extensive use of authoritative secondary sources, which ranged from industry studies to the ACS to information from census.gov.

In the discovery process, it was determined that 42.5 percent of the Hispanic community fell into hard-to-count clusters known as Ethnic Enclaves I and II and Economically Disadvantaged II. Another key finding found that 20 percent of the Ethnic Enclave clusters were Hispanic. Therefore, these three clusters' media habits were further examined and led to our recommendation.

So our recommendation was first based on knowing that almost half the marketplace was hard to count and their media habits. We used syndicated research sponsored by the Census Bureau. These findings, plus the Census mail response rate, guided our development of a hybrid plan, one that put a greater emphasis on local media. Sixty percent of paid media investment will be spent on local, radio, newspaper, out of home, and really hyper local media, such as public transit, lunch trucks, retail post bills, wire transfer, check cashier locations, ethnic restaurant menus, and also prepaid calling cards. There is a lot of media which is media used by immigrant communities, Spanish-dominant communities, and recently arrived communities.

To reach the most recently arrived and linguistically isolated, the plan is weighed toward trusted in-language medium. We have 99 newspaper markets. We have 38 radio markets. We have 11 out-of-home markets and 18 local news markets.

A special effort was made to be in media consumed by migrant workers and rural Hispanics. In fact, a special purchase was made with the United Farm Workers Radio Network, one of the group's most influential and trusted news sources. Ninety-seven percent of all DMAs have paid Census Spanish TV advertising and PSAs from trusted personalities, since 80 percent of Univision, Telemundo, TeleFutura, and Tedesteca's programming is common to all markets.

In 18 local markets, an extra layer of support came by way of paid purchases on local news and local programings. These markets were selected based on the fact that they had critical mass, at least 100,000 people; the fact that at least 10 percent of the population was Hispanic; that their hard-to-count scores were above the national average; and that the mail return rate was below the national average.

We looked at an 8-year growth rate above the national average, and we also looked to hyper-growth markets in the Pacific Northwest, the Midwest, and the Southwest; and this resulted in a media plan that was very locally oriented.

It was the most democratic RFP process possible. We sent out RFPs to 1,053 individual media companies, which yielded close to 21,000 points of contact with the individual Hispanic media. We have placed $\$ 25.4$ million in media so far and have yielded $\$ 7.5$ million back in added value return where 30 percent were increased because of the generosity of our partners. And we involved America's top Hispanic talent, everyone from Maria Marin, Piolin, Cristina, Don Francisco, all of the key names, all of the people that matter and influence this community.

Thank you.
[The prepared statement of Mr. Garcia follows:]

## Testimony

Of
Mr. Nelson Garcia
GlobalHue Latino

Information Policy, Census, and National Archives Subcommittee Oversight and Government Reform Committee

Wednesday, February 24, 2010
2154 Rayburn $H O B$
10:00 A.M.
"The 2010 Census Communications Contract:
The Media Plan in Hard To Count Areas"

## Media Buy to the Hispanic Audience

## Overview and Background

As with all other ethnic and racial segments, the goals for the Hispanic Audience Plan were as follows:
a) Increase mail response
b) Improve overall accuracy and reduce the differential undercount
c) Improve cooperation with enumerators

To meet all these goals required more than hard-working media dollars in relevant environments. It required a fully integrated campaign and a coordination of multiple efforts by partner agencies that included Paid Media, Partnerships, Public Relations including Earned Media, and Census in Schools.

The goal of Paid Media is to educate all Hispanic Americans in all 50 States and the District of Columbia (regardless of their residency status) as to the benefits of civic participation and to drive mass participation through the most relevant and influential forms of communication. (Note: a separate Campaign effort exists for Puerto Rico that is not covered here but is included in the overall Paid Media expenditures.)

## Research Based

The plan used research from a wide variety of sources. Qualitative and quantitative learnings came from focus groups. Demographic, psychographic and lifestyle learnings taken from two Census-sponsored research studies: 1) a base segmentation study of the Hispanic population and 2) a study of the mindset of Hispanics as it pertains to civic participation via CBAMS (Census Barriers Attitudes Motivators Study). From the first study, we were able to segment the Hispanic population into eight distinct target clusters. From the second study, we were able to understand media and messaging needs. This research base was complemented with extensive use of authoritative secondary sources, which ranged from media industry usage studies to ACS 2006, as well as a wealth of information garnered from Census.gov.

In this discovery process it was determined that $42.5 \%$ of the Hispanic community fell into the HTC clusters of Ethnic Enclaves I \& II and Economically Disadvantaged II. Another key finding was that $60 \%$ of Ethnic Enclaves were Hispanics. These 3 clusters' media habits were further examined which led to the recommendation of a multiple media mix.

## Design of Plan

These research findings guided the development of a plan that placed a greater emphasis on local media. They will receive $60 \%$ of the paid media investment. While trusted sources within television, radio and newspaper will carry the message, non-traditional, grassroots media that is effective in penetrating HTC communities will also be utilized. Examples include:
a) Messages on road signs, public transit and lunch trucks to incite action
b) Advertising on retail post bills, in-wire transfer, check cashier locations, ethnic restaurant menus to spark conversations within communities
c) Reminder messages via voice prompt on pre-paid calling cards as individuals call abroad

Markets that receive this extra level of funding needed to meet four of the following six criteria:

1. Top Metro with at least 100,000 Hispanic Households
2. Hispanic Household incidence above national average (11.1\%)
3. HTC scores above national average of ( $31.9 \%$ )
4. Mail Return Rate below national average (67.3)
5. 8 year growth rate above national average (146 Index)
6. Hyper-growth Markets $25 \%$ above national average index

As the Hispanic audience is diverse and efforts need to be made to reach the recently arrived and linguistically isolated, the plan is weighed towards trusted local and in-language media (99 newspaper markets, 38 radio markets, 11 outdoor markets, and 18 local television markets).

A special effort was made to include media consumed by migrant workers and rural Hispanics. In fact, a special purchase was made with the United Farmer Worker's Radio network, one of this group's most trusted source of news and information.

The remaining $40 \%$ of the paid advertising budget was used to buy an efficient and broad-reaching national base of media support that will seen throughout all local media markets. The rationale for this decision is:

1. National media is the most cost-efficient use of appropriated taxpayer dollars to encourage mass participation ( $97 \%$ reach via national television)
2. Positioning of Census advertising in prime programming is secured to supplement broadcast partnership programs
3. National media's broad reach allows Census to access HTC

Hispanic communities that otherwise are underserved by in-language media. This is particularly critical to emerging HTC communities in hyper growth geographies of the Pacific Northwest, Midwest and the Southeast.

## Execution of the Buy

The most democratic open call for submissions yielded 1,053 Request for Proposals, representing 21,000 media properties. The resulting media placement of $\$ 25.4$ million dollars yielded $\$ 7.5$ million in added value (a $30 \%$ return on investment) including PSAs from Hispanic-America's trusted-voices (for example, Maria Marin, Piolin, Charytin, Cristina, Don Francisco and additional key news anchors).

In summary, the Hispanic Audience ICC plan was designed based on Censusbacked research and factored in Census 2000 HTC scoring and mail return rates. We took stakeholder recommendations into consideration to further refine our plan. To this, we applied GlobalHue Latino and d'expositio \& partners' extensive Hispanic market resources and knowledge that is contemporary to the media marketplace and demographic realities of today's Hispanic 2010 marketing environment.

## Hispanic Audience Paid Media Plan Specifics and Key Activities

The Hispanic Audience Media Plan was developed by a team of advertising experts at Global Hue Latino and d expósito \& partners, leading agencies in their field of work. The media buy totals $\$ 25.5$ million. Significant research went into the development of the plan and input was obtained from internal and external stakeholders.

Targets the diverse Hispanic community across the country. Consists of promotional and media materials in Spanish and English.

Allocates a $\$ 25.5$ million paid media buy as follows (figures below are estimates and in millions):

| $\circ$ | TV (national and local) | $\$ 10.1$ |
| :--- | :--- | :--- |
| $\circ$ | Radio (national and local) | $\$ 5.1$ |
| $\circ$ | Magazines | $\$ 0.8$ |
| $\circ$ | Newspapers | $\$ 3.9$ |
| $\circ$ | Out-of-home (outdoor) | $\$ 2.2$ |
| $\circ$ | Digital | $\$ 0.8$ |
| $\circ$ | Non-response-follow-up | $\$ 2.6$ |

The national advertising buys (covering every media market in the country) for the Hispanic audience will reach $95 \%$ + of this population. Furthermore, local, incremental media buys will provide additional exposure and impact in specific markets. Below is a list of local markets that will receive a local overlay and the incremental percentage of the Hispanic population covered:

| $\circ$ | 18 local TV markets |
| :--- | :--- |
| 0 | 38 local radio markets |
| 0 | 11 out-of-home markets |
| 0 | 99 local print markets |

## Additional Information for Reference

- Negotiated over $\$ 7.5$ million in added value from vendors
- Issued 1,053 Request for Proposals (RFP) that represented 21,000 outlets as one RFP may encompass more than one outlet
- Secured $140+$ high profile talent to connect with a diverse mass audience.

The goal is twofold:

- Engage viewers with celebrities they consider a "trusted voice" in their community
- Deliver message co-branded with a program as a reinforcement of the commercial
- Examples of talent include:
- UCI Networks is using their top talent to help deliver the Census message through vignettes. Examples of talent include Don Francisco (Sabado Gigante and Don Francisco Presenta), Cristina Saralegui (Cristina), Charytin Goyco (Escandalo TV), Fernando Fiore (Republica Deportiva)
- MTVTres is developing a 30-second PSA focusing on the simplicity of filling out US Census forms. Examples of talent include Eva LongoriaParker (Desperate Housewives), George Lopez (George Lopez Show), Anna
Ortiz (Ugly Betty), Paul Rodriguez (Deported), Mario Lopez (ABDC)
- Telemundo is also utilizing their top talent to help educate and motivate their audience. Examples of talent include Pedro Sevcec (Univision Radio), Maria Celeste Arraras (Al Rojo Vivo)
- Television and Radio PSAs will be developed on a local level using high profile talent to deliver the Census message. Examples of talent include Rafael Pineda, Piolin, Javier Salas, Damaris Diaz, Stephanie Bradford, Gloria Lynette Flores, Nayeli Escamilla, Jorge Ramos, Ulises Rayas, Herman Chavez


## Television Stats

- $8,070+$ spots airing in every local market
- Additional $14,491+$ spots total airing across 18 HTC local markets


## Radio Stats

- 1,199 (represents the combined number of units in 5 networks) spots clearing on 307 (\# of stations that will carry 1 or more of the programs purchased) stations across the U.S. Totality of schedule will reach every local market.
- Additional 76,771 spots total clearing on 222 radio stations in the 38 local HTC markets


## Print Stats

- A total of 77 ads (counting the actual insertions) across 25 national magazines such as dual audience lifestyle magazine People en Español,
women's service magazine Latina, empowerment publication Latino Leaders and Hispanic trucker magazine Transporte Latino
- A total of 3,998 ads that will run across 393 local daily and community newspapers in 99 markets

Outdoor Stats

- Total of 4,585 bulletins/posters that will be viewed daily by the Hispanic audience plan in 11 HTC local markets

Mr. Clay. Thank you, Mr. Garcia.
Ms. Ennis, you are recognized for 5 minutes.

## STATEMENT OF ROBBYN ENNIS

Ms. Ennis. Mr. Chairman, Members of Congress and Team Census 2010, I would like to thank you for the opportunity to talk about the 2010 census Integrated Communications Campaign specifically as it relates to the paid media and the Black audience segment.

The three key objectives for the Integrated Communications Campaign for the Black audience are to increase mail response, improve accuracy and reduce the differential undercount, and, last, improve cooperation with enumerators. All of these goals were targeted to the Black audience segment, which is inclusive of African Americans, Caribbean Americans, Haitian Americans, and Black Africans. In order to assist in meeting these goals, an integrated paid media plan has been developed based on the media habits and behaviors of these particular audiences.

During our media planning process, as well as buying, we utilized proprietary research, third-party research as well as proprietary research, CBAMS and cluster data, to develop media plans. Utilizing Census and industry research, quantitative and qualitative data allowed us to develop the most efficient and effective media mix against the Black audience segment and specifically the hard-to-count audiences within the segment.

Part of unearthing the data included analysis of what clusters and categories the Black audience represented or skewed heaviest. We found that one-third of Black households fell into Economically Disadvantaged I and II, and they comprise nearly half of the households in each of those two clusters, 44 percent and 48 percent respectively.

The third hardest to count cluster was single unmatched mobiles, which were 11 percent of Blacks and 16 percent of Blacks within that particular cluster.

After reviewing the media consumption of these three clusters, special consideration was made to skew strategies and media efforts to those audiences which are typically unlikely to respond. The CBAMS research was utilized to provide additional media strategy enhancement, particularly with our hard-to-count segments.

One of the key takeaways from the research was that, although there was somewhat of an awareness of the Census, the belief that it will make a difference in our own communities is relatively low. In this case, GlobalHue's recommendation across all segments was to skew choices not only toward trusted targeted media but to hone in on trusted voices that the audience is familiar with, believes, and that will create awareness and more willingness to participate.

Some of the talent secured to reach hard-to-count audiences include but are not limited to R\&B artist Monica, national syndicated radio host Steve Harvey, Michael Baisden, gospel artist Yolanda Adams, April Ryan, Marvin Sapp, Ludacris, Ce-Ce Winans, Rico DuPont, Joan Savoury, Dikembe Mutombo, and Terrence and Rocsi of 106 and Park.

Research guided all media choices down to the time tactical level of the specific media outlets that were used. What resulted was a plan that had a greater emphasis on local media. Fifty-five percent of the total allocated budget went to local media.

National media support provides the most efficient way to reach the masses of Black adults. Targeted efforts were also utilized and partners such as BET, TV One, Radio One, and AURN provided significant added value in the form of free PSAs, mentions, use of talent, media integrations, vignettes, and multiple no-charge spots. This coverage has been essential to the overall media plan.

Utilizing local media is a key strategy of the Black audience plan and is equally as important as national media. We utilized the following information to prioritize local markets: population size, historical response data, prevalence of hard-to-count households within the market, availability of media in each market, as well as local media studies and regional director and advisory committee feedback. A matrix was created and markets were prioritized, which resulted in a total of 31 markets where we would focus our local dollars and effort. We have since extended the market list based on the same criteria to support additional markets, now a total of 60 plus, with targeted Black media efforts.

Over 500 RFPs were distributed, representing 22,000 media properties. Two minority subcontractors were secured, Voices, Inc. and NNPA, to negotiate and place the local targeted media buys.

Once RFPs were distributed, proposals were reviewed based on the specific criteria and media selections were made. Some criteria included vehicles effectiveness in reaching the target audience, reach of the media vehicle, content environments that are conducive to the Census message, cost efficiency, minority ownership, and added value programs that would enhance the campaign's message.

Overall, this plan was designed to effectively and efficiently reach the Black audience segment and specifically deliver the hard to count. The messaging will reach 95 percent plus Blacks covering every market in the country.
[The prepared statement of Ms. Ennis follows:]

## Testimony

Of
Robbyn Ennis
GlobalHue

# Information Policy, Census, and National Archives Subcommittee Oversight and Government Reform Committee <br> Wednesday, February 24, 2010 <br> 2154 Rayburn HOB <br> 10:00 A.M. 

## "The 2010 Census Communications Contract:

## The Media Plan in Hard To Count Areas"

## Media Scheduling to the Black Audience

The three key objectives for the Integrated Communications Plan to the Black Audience are to increase mail response, improve accuracy and reduce the differential undercount and lastly, improve cooperation with enumerators. All of these goals must be specifically targeted to the Black audience segment which encompasses African Americans, Caribbean Americans, Haitian Americans and Black Africans (Americans). In order to meet these goals, an integrated paid media plan has been planned and developed based on the media habits and behaviors of the audiences we are responsible for covering.

In order to effectively reach our objectives, communication goals were set at high levels, $95 \%+$ Reach and at least a $20+$ frequency. The only way to achieve these
levels was to develop an effective and efficient media mix. The daily and weekly communication levels must be high enough to "peak".

During the media planning process, we utilized proprietary research (CBAMS/Clusters), as well syndicated $/ 3^{\text {rd }}$ party research to begin to develop plans. Market and Media research utilized included (but not limited to): Simmons, MRI, Geoscape, Scarborough, SRDS Media Solutions, Nielsen Media Research, Arbitron, E-Telmar, IMS and Iconoculture. Utilizing these tools, in conjunction with the CBAMS/Cluster data (quantifiable and qualitative) allowed us to develop the most efficient and effective media mix against the Black audience segment.

Part of unearthing the data included an analysis of what clusters/categories the Black audience represented or skewed heaviest. We found that one-third of Black households fell into Economically Disadvantaged I and II and they comprise nearly half of all the households in each those two clusters ( $44 \%$ and $48 \%$ respectively). The third hardest to count cluster was Single Unattached Mobiles ( $11 \%$ of Blacks, $16 \%$ of Blacks within the cluster). After reviewing the media consumption of the three clusters, special consideration was made to skew strategies and media efforts to those audiences which are typically unlikely to respond. The CBAMS research was utilized to provide additional media strategy enhancement particularly with our hard to count segments. The key takeaway from the research was that although there was somewhat of an awareness of the Census, the belief that it will make a difference in their own communities is relatively low. In this case, our recommendation, which crosses all clusters is to skew choices not only towards trusted targeted media, but to hone in on "trusted voices" that the audience is familiar with and believe, creating awareness and more willingness to participate.

Research guided all media choices, down to the tactical level of the specific media outlets utilized. We looked at several options of media mix and specific media outlets that took into account factors such as cost, CPM, Reach/Circulation, influence, impact, ratings, engagement factor, etc.

Utilizing local media is a key strategy in the Black audience plan. We utilized the following information to prioritize local markets - Population size, historical response data, Prevalence of Hard-to-Count (HTC) households in market, availability of in-market media, Scarborough local media studies, as well as Regional Director and Advisory Committee feedback. A matrix was created based on priorities of the above criteria, gave them a value based on importance of each factor and narrowed the list to the top 31 Black Census 2010 media markets. We have since extended the market list (based on the same criteria) - to support additional markets (a total of 60 ) with targeted communication.

In the case of the Black audience, we focused efforts in targeted Black media (inclusive of Caribbean, Haitian, African, African American), this includes local TV ( 16 media markets), local Radio ( 31 markets), Out of Home (Billboards) (31markets) and newspaper ( 60 markets). Utilizing local radio and its home DJ's is a key strategy to reach our HTC audiences. They are serving as ambassadors to the Census and are providing tremendous added value to the overall buy by voicing PSA's, spreading the word on their programs, promoting Census at events and interviewing key Census representatives and/or partners to disseminate proper Census messaging.

National media support provides the most efficient way to reach the masses of Black Adults. Targeted efforts were utilized and partners such as BET, Radio
One and AURN provided significant added value in the form of free PSA's,
mentions, use of talent, vignettes and multiple no-charge spots. This coverage is essential to the overall media plan.

Once RFPs were distributed, proposals were reviewed based on the specific criteria and media selections were made.

The criteria included a vehicle's effectiveness in reaching the target audience, content environments that were conducive to the Census message, cost efficiency, minority ownership and added value programs that would enhance the campaign message.

Over 500 RFPs were distributed, representing over 22,000 media properties. Two minority sub-contractors were secured, Voices, Inc. and NNPA, to negotiate and place the locally targeted media buys.

In summary, this plan was designed and created based on Census and Industry research, factoring in Census data such as HTC scoring and mail return rates, regional and key stakeholder (REAC) recommendations; that coupled with GlobalHue's extensive knowledge of the Black audience and black media marketplace produced the 2010 Census Black audience media plan.

## Black Audience Paid Media Plan Specifics and Key Activities

The Black Audience Media Plan was developed by a team of advertising experts at Global Hue, a leading, African American-owned firm. The media buy totals approximately $\$ 23$ million. Significant research went into the development of the plan and input was obtained from internal and external stakeholders.

Targets the African American, African, Caribbean and Haitian audiences.
Consists of promotional and media materials in English and Haitian Creole.

Allocates a $\$ 23$ million paid media buy as follows (figures below are estimates and in millions):

| TV (National and Local) | $\$ 10.2$ |
| :--- | :--- |
| Radio (National and Local) | $\$ 6.7$ |
| Digital | $\$ 1.6$ |
| Magazine | $\$ 0.8$ |
| Newspapers | $\$ 2.5$ |
| Out-of-Home (outdoor) | $\$ 1.2$ |

Figures include projected media buys for the "non-response-follow-up" phase.

The national advertising buys (covering every media market in the country) for the Black audience will reach over $95 \%+$ of this population. Furthermore local media buys will provide an additional exposure and impact in specific markets. Below is a list of additional market coverage:

- 16 local TV markets
- 31 local radio markets
- 31 out-of-home markets
- 60 local newspaper markets


## Additional Information for Reference

- Negotiated over $\$ 6.6$ Million in added value from vendors
- Out of the 443 Media Outlets on the Black Audience Media plan, 254 are minority-owned media outlets (equates to $57.3 \%$ minority owned outlets).
- Issued $500+$ Request for Proposals (RFP) that represented thousands of outlets as one RFP may encompass more than one outlet.
- Secured $20+$ high profile talents to connect with the black audience. The goal is twofold:
- Engage viewers with celebrities they consider a "trusted voice" in their community
- Deliver message co-branded with a program as a reinforcement of the commercial
- Examples of talent include:
- Terrance and Rosci, hosts of the \#1 Music Video program on TV, 106 \& Park
- Popular R\&B artist Monica has recorded 3x:30PSAs, one for awareness and one for motivation, and a showmercial to air throughout the life of the campaign.
- Grammy award winning hip-hop artist Ludacris will be filming "webisodes" and visiting homes of the hard to count audience, as well as radio appearances and call in interviews - serving as an ambassador to the Census 2010 in HTC markets such as New Orleans, Washington DC, Houston and Atlanta. Although this is a locally executed promotion - it will air online on Ludacris' website, on Facebook and on MySpace reaching the single unattached mobile (and particularly the Young Black Male).
- Famed and loved comedian Steve Harvey will perform a 5 market road tour and live show featuring Census 2010, interviews, live reads and mentions and on-site participation. Steve has also filmed a :30 PSA to air live on BET throughout the campaign.
- The Gospel community has been represented as well with key PSA's done by popular, well-respected artists in the Gospel community, including, Marvin Sapp, Dottie Peoples and Byron Cage - this PSA aired on one of the highest rated Gospel Award programs - The Stellar Awards
- Ce-Ce Winans and Donald Lawrence have also agreed to do a PSA for the motivation time frame and it will air on Gospel Music Channel.
- Roland Martin will be airing a special :30 minute program on TV One that focuses on the Census 2010 and what it means to the Black community.
- Rico Dupont, Joan Savoury, David Annakie, Don Daly and Marlon Hill are all Caribbean DJ's and well known in the Caribbean community have all agreed to do PSA's at no charge to promote the 2010 Census on their radio programs in markets like Miami and New York.
- Dikembe Mutombo will be a special guest on the Africa Channel's free :30 Minute produced special to inform their viewers about the 2010 Census.
- Television Stats
- 3,900+ spots airing in every local market
- Additional 3,000+ spots total airing across 16 HTC local markets
- Radio Stats
- 1,000 spots clearing on $300+$ stations across the U.S. Totality of schedule will reach every local market.
- Additional 28,000 spots total clearing on 142 radio stations in the 31 local HTC markets this includes Caribbean, Haitian, African American and African Radio stations.
- Print Stats
- A total of 20+ ads across 20 national magazines such as Ebony, Essence, Black Enterprise, Vibe, Upscale and Heart and Soul that will run in every local market
- A total of 936 ads that will run across 156 local Black (includes Caribbean, Haitian, African American and African) community newspapers in 60 markets.
- Outdoor Stats
- Total of $800+$ bulletins/ posters that will be viewed daily by the black audience in 31 HTC local markets

Mr. Clay. Thank you so much for all of your testimony.
We will digress from the normal questioning order, and I will recognize Representative Waters to start us off.

Representative Waters, 5 minutes.
Ms. Waters. Thank you very much.
There are a number of questions that I have, Mr. Chairman, but, first of all, let me ask, in dealing with the Black media, Black newspapers, and the references that you have made to public service announcements and basically free media, has there been some attempt to say to Black newspapers, for example, that we will spend X amount of dollars with you based on how much free space you give us? Has there been a demand to say you've got to run X number of items for us in order for you to get us to pay you for a certain amount of advertising? Did this or did this not happen?

Ms. Ennis, do you want to respond to that?
Ms. Ennis. I can definitely respond to that.
Per the written recommendation of the NNPA-
Mr. Clay. I will have to ask the audience to not interfere with the testimony or the questioning. Please observe the decorum of the committee. If you are a witness, you will have an opportunity to respond. Thank you.

Ms. Ennis. Let me start over.
Per the written recommendation of the NNPA, the papers were asked to volunteer to include or write any positive articles or editorial about the census 2010 as an added value submission. Any papers that did not want to take part in submitting or writing articles or submitting editorials were asked to provide another alternative of added value to our agency.

Because of the importance of the Census to each of our communities, we were told that would potentially be an easy task. We have received other added value requests from the papers that did not agree to that particular term, and we are completely fine with that.

Ms. Waters. Was this asked of White papers? Were White papers asked for this added value as an exchange for getting paid advertisement?

Ms. Ennis. The added value is not asked as an exchange for paid advertising.

Ms. Waters. Was it asked of the White newspapers at all?
Mr. Tarakajian. May I answer that?
Ms. Waters. Sure. She gave us a specific answer to how this came about asking for free media, and I want to know what the connection is to paid media and how was it presented. And it was presented to Black newspapers, wherever the recommendation came from. Was it presented to any other newspapers, White newspapers, or just minority newspapers, Latino, Black, what have you?

Mr. Tarakajian. The request for added value is a very standard way of operating.

Ms. Waters. But I didn't ask about standard. I asked what did you do. I want to know what the Census did, what the Census project did. Of course, it may be a standard way of doing business, but I want to know what did Team Census 2010 do? Did you do this for all newspapers?

Mr. TARAKAJIAN. For the Census contract-

Ms. Waters. Don't nuance it for me. You either did it or you didn't. Did you do it?

Mr. Tarakajian. For the Census contract, we asked for additional added value for all of the media buys that we make. It is not a condition of running media. It is, as I said-

Ms. Waters. Was this done in writing or was this a verbal request?

Mr. Tarakajian. Under oath, I can't tell you 100 percent what was done in writing and what was done verbally.

Ms. Waters. Under oath, you probably can't tell me whether it was done at all.

Mr. TARAKAJIAN. No, I can tell you that the request for added value-

Ms. Waters. Who did the request and how was it done? Ask one of your people with you. Somebody must know.

Mr. Tarakajian. When we do our media buys and specifically as it relates to newspapers, which is your question, we, like Ms. Ennis is talking about, work with a rep firm who would represent a variety of different newspapers. Many of the rep firms will recommend ideas for added value. Again, those are ideas that they put on the table. We seek them. We encourage them. But we do not make the requirement that somebody provide added value to literally qualify for a media buy.

Ms. Waters. OK, we are going to dispense with this because I think you just told me what I wanted to know.

First of all, your reps are the ones who are the ones who are negotiating this added value, and you don't really know what they are saying. You don't have any way of knowing whether or not they are saying this is in exchange for paid media. You would hope that they are not doing that, but you don't know whether or not they are doing it because you are not doing it yourself. Your reps are doing it, correct?

Ms. Ennis. If it is all right if I answer that question, what happens is we work directly with our subcontractors and reps. So we approve all paperwork.

Ms. Waters. This is in writing? You have this request in writing, the added value?

Ms. Ennis. Yes.
Ms. Waters. Mr. Chairman, may I ask that it be submitted to your subcommittee, to you, so we can examine exactly what was placed in writing?

And, Mr. Chairman, will you have them indicate who all this request was made of? Was it made of only minority newspapers, all newspapers, minority radio stations, minority television stations, all radio stations, all television stations, etc? OK?

Mr. Clay. You have heard the request, and I am sure you will submit it to this committee with all due speed.
[The information referred to follows:]

| MAY 142010 | UNITED STATES DEPARTMENT OF COMMERCE |
| :--- | :--- | :--- |

This letter is in response to the letter of April 21, 2010, from the Information Policy, Census, and National Archives Subcommittee requesting the clarification of the U.S. Census Bureau's communications efforts to promote the 2010 Census. In our response of May 9, we failed to submit these responses individually to each Member office as stipulated by the Chairman. Herewith are the responses to your specific questions, as identified by the Subcommittee, along with the original set of attachments some of which are referenced below. It is my hope that these responses further clarify the responses the Census Burcau delivered to the Subcommittee on March 9, 2010, in response to the February 24, 2010, hearing entitled, "The 2010 Census Communications Contract: The Media Plan in Hard to Count Areas."

Since we last supplied the Subcommittee with details on the advertising buys on March 9, much has happened, including the mailing of the forms, the end of the mailback phase, the shift of advertising messages from "Mail It Back" to "Cooperate with the Census Taker" and the start of Non-Response Follow-Up. In our previous report and testimony we told you we had created a media reserve fund of $\$ 7.4$ million for unforeseen contingencies and additional advertising in areas of low response. All of those funds were expended in various efforts to increase cooperation and boost mailback response.

At the end of March, Census Bureau management met and reviewed census tract-level data and ranked local media markets in terms of those showing the lowest rates of participation. We made the judgment that with savings from other census operations that had essentially been concluded, we had additional reserve funds available in the Decennial account which could be used to further increase targeted, national and local media buys to help boost participation. Through a series of decisions we added $\$ 31.4$ million to the media buys in the final two weeks of the mail-back phase and for some additional spending during Non-Response Follow-Up.

The combined actions to expend our $\$ 7.4$ million media reserve and to supplement the media buys with and additional $\$ 31.4$ million we believe helped the country achieve the 72 percent participation rate that matched the performance of the Census 2000. We are particularly pleased that our contractor and our census staff worked collaboratively using real time data - almost at the last minute to still be able to be in market- in an effort to deploy the additional spending in those markets and against those audiences showing evidence of lower participation rates.

I should stress that some of the data contained in this response was previously submitted to the Subcommittee. In other instances, we have updated the data or charts to reflect spending and events that have taken place since March 9 to provide you with the most current information in each instance. Budget documents reflect more recent data, where more detailed accounting reports may be current as of March 31, 2010.

USCENSUSBUREAU

Question: Were majority newspapers required/suggested to provide editorial space prior to receiving ads?

| Answer: | All media vendors, regardless of their size or ownership or form of media, werc asked to submit added value in their proposal submissions. During the media selection process for the ad campaign, a request for proposal ( RFP ) was issued to over 60,000 media vendors. Added value was one of the evaluation criteria in the RFP process in addition to price, effectiveness of vehicle in reaching the target audience and agreement to terms and condition. Requesting added value is considered standard industry practice. Added value consists of, but is not limited to, editorial mentions. Media vendors are asked to include their offer for added value during their price proposal submission. While added value is one factor in the evaluation process, it is by no means ever a mandate in exchange for business. <br> The Census Bureau provided an overview of the process for requesting added value from all of our contractors in Tab 5 of the March 9, 2010, correspondence to the Subcommittee. |
| :---: | :---: |
| Question: | A flow chart of Census 2010 contractors and subcontractors of Draff CB, indicating ownership, holding company, value of contract for each and whether there was an RFP process. |
| Answer: | Please review Attachment 3-a flow chart that provides the requested information. |
|  | The Census Bureau provided information regarding the description of the contracting process, list of subcontractors, the money obligated to date, and a description of their responsibilities' in Tab 2 of the March 9, 2010, correspondence to the Subcommittee. |
| Question: | The specific amount of compensation that DraftFCB, solely, received from the budget. |
| Answer: | To date, $\$ 104.9$ million has been obligated to DraftFCB under the communications contract. Please see the "Subcontracting Summary" tab in Attachment 3. |
|  | The Census Bureau previously provided information and a description of the contracting process, list of subcontractors, the funds obligated to date, and a description of their responsibilities in Tab 2 of the March 9, 2010, correspondence to the Subcommittee. |
| Question: | Compensation that DraftFCB's contractors and/or subcontractors received from the budget. |

Answer: To date, approximately $\$ 196$ million has been obligated to DraftCB's subcontractors. The Census Bureau provided information regarding the description of the contracting process, list of subcontractors, the money obligated to date, and a description of their responsibilities' in Tab 2 of the March 9, 2010, correspondence to the Subcommittee.

| Agency/Partner | Total Obligated |
| :--- | :--- |
| DraffCB Pucrto Rico | $\$ 8.5$ million |
| Allied Media | $\$ 8.2$ million |
| D'Exposito \& Partners | $\$ 26.0$ million |
| G\&G | $\$ 12.1$ million |
| GlobalHue | $\$ 33$ million |
| GlobalHue Latino | $\$ 13.7$ million |
| Initiative | $\$ 818$ thousand |
| IW Group | $\$ 33.9$ million |
| Jack Morton | $\$ 27.3$ million |
| Marcom Group | $\$ 2.0$ million |
| Pengood \& Associates | $\$ 31.7$ million |
| Plum Agency | $\$ 6.7$ million |
| Scholastic | $\$ 5.8$ million |
| Weber Shandwick | $\$ 16.2$ million |
| Zona Design | $\$ 188$ thousand |

Question: Value and nature of the contracts received individually by Weber Shandwick, Jack Morton, and IW Group.

Answer: DraftFCB brought on board a number of subcontractors to implement various components of the integrated communications campaign. The following information pertains to three specific subcontractors to DraftFCB:

- Weber Shandwick was hired to conduct public relations and earned media activities. To date, $\$ 16.2$ million has been obligated to Weber Shandwick to conduct this work.
- Jack Morton was hired to produce the road tour and special events. To date, $\$ 27.3$ million has been obligated to Jack Morton to conduct this work.
- The IW Group conducts all advertising and public relations activities for the Asian audience. To date, $\$ 33.9$ million has been obligated to the IW Group to conduct their work.

The Census Bureau provided information, a description of the contracting process, list of subcontractors, the money obligated to date, and a description of their responsibilities' in Tab 2 of the March 9, 2010, correspondence to the Subcommittee.

Question: Criteria and analysis utilized to select newspapers and magazines in hard to count communities.

Answer: The media vendor selection process for the 2010 Census advertising was thorough and transparent. For the campaign, standardized media evaluation criteria were used to select the more than 4,000 media vendors supporting the advertising campaign. The criteria were used to select all media across the Nation, including TV, radio, newspapers, magazines and outdoor and digital advertising in hard-tocount areas. Listed below are the criteria used for media selection:

- Ability of the media property to reach Census target audiences
- Effectiveness in delivering key scheduling objectives such as delivering either national coverage or reaching Hard to Count geographic areas
- Pricing efficiencies relative to other media properties
- Pricing discounts relative to the media vendors general rate card
- Pricing flexibility (by time or ethnic group)
- Appropriate editorial environment that meets 2010 Census guidelines
- Ability to provide meaningful added value including bonus media, PSA's, promotional items, content integration and/or even participation
- Recommendations from Census Regional Directors and Census Advisory committees supporting the media properties relevance
- Small business qualifications
- Strong consideration for companies with cross cultural capabilities
- Employs good business practices and is respectful of diversity in the workplace
- Proven financial stability; media vendor must be in business for $1+$ years
- U.S. origin of business
- Delivery guarantees and/or ability to provide make-goods in flight

In addition, during the RFP process, all media vendors were required to agree to mandatory, and standardized, requirements in order to be considered for a media buy. The proposals were analyzed and evaluated based on how the media outlets responded to the requirements:

1) Ability to deliver strong programs within campaign timelines AND during key dates
2) Effectiveness in reaching the "hard to count" audience
3) Pricing - both efficiency and out of pocket costs will be weighted heavily
4) Strength of added-value
5) Timeliness \& quality of RFP submission

Please see Attachments 4 a and 4 b for examples of RFPs.
In the March 9, 2010, correspondence to the Subcommittee, the Census Bureau provided an overview of the process for requesting added value from all of our contractors in Tab 5.

I hope that the above responses fully addressed your inquiries. Should you have additional questions, please do not hesitate to call Ms. Angela M. Manso in the Congressional Affairs Office at 301-763-6100.

Sincerely,


Robert M. Groves
Director
cc: The Honorable William Lacy Clay, Chairman The Honorable Patrick McHenry, Ranking Member

Ms. Waters. Thank you very much, Mr. Chairman. I yield back the balance of my time.

Mr. Clay. I yield to Mr. Chaffetz.
Mr. Chaffetz. Thank you all for your testimony. I do have a series of questions.

Let me understand the macro number, the overall advertising budget is-what is the number for the advertising budget?

Mr. Tarakajian. For paid media, $\$ 130$ million.
Mr. Chaffetz. Diving into the specifics of how that is divvied up, my understanding, based on something that I pulled off the Web site, is that TV is roughly 52 percent of that budget. I'm looking at this document that I have pulled off here, draft, and it has these little pie charts, understanding of the types of media that was run.

Mr. Tarakajian. Right.
Mr. Chaffetz. As a general number-I'm not going to hold you to the exact percentage-but roughly half is television?

Mr. Tarakajian. That's correct.
Mr. Chaffetz. Are you happy with what has happened on television? I mean, most of the articles that I saw pans what happened on the Super Bowl ad. Are you happy with that and the Olympic buy? My understanding is that for the Super Bowl, you spent \$2.5 million buying that ad time, and Olympics is $\$ 5.1$ million. Does that sound accurate in terms of the dollars spent?

Mr. TARAKAJIAN. The Super Bowl number of $\$ 2.5$ million is accurate. I don't have the Olympics number in front of me, but that sounds about accurate.

Mr. Chaffetz. Are you happy with the ad?
Mr. Tarakajian. We are happy with the fact that we projected an audience that would come out of the Super Bowl ad, the Super Bowl advertising participation.

As I think you are aware, this was the most watched Super Bowl ever. Those estimates were exceeded. We have now awareness of the advertising that is, as I said in my testimony earlier, that is extremely high for where we are at this stage of the campaign. It is not just awareness, but the favorability, the willingness to participate and intent to participate is also very high.

So we put the two things together, and our view is that awareness and a favorable attitude toward the Census and high intent to participate means that we are setting ourselves up to achieve a strong motivation period.

Mr. Chaffetz. Who owns DRAFTFCB?
Mr. Tarakajian. The interpublic group of companies.
Mr. Chaffetz. How do you do the actual media buying? Who is doing the media buying and what percentage are they taking off to actually execute the media buy?

Mr. Tarakajian. The specific media buy that you are talking about, which is for the diverse mass audience, was done by a company called Pengood, who is a subcontractor that we brought on board who is a small, disadvantaged business that did the buying on our behalf.

Mr. Chaffetz. What percentage did they take of the media buy? You make a million dollar media buy. What percentage do they take?

Mr. Tarakajian. In this contract, there is no pass through on media. So there is no percentage.

Mr. Chaffetz. You just paid a flat fee?
Mr. Tarakajian. There is a labor fee connected with all of the labor buys, but there is not a percentage on the media buy.

Mr. Chaffetz. Moving forward, I would appreciate understanding the details of that.

Specifically, I would like to understand the online campaign. One of the more effective ways to communicate with the public is the online communication. My understanding from what we were able to pull off the Web site is that roughly 7 percent of your budget was to be allocated in terms by media type online.
[The information referred to follows:]

## Summary of the 2010 Address Canvassing Cost Analysis Based on Preliminary Data as of July 23, 2009 (\$ in thousands)

|  | Initial Plan | Revised Plan | Estimated Costs |
| :---: | :---: | :---: | :---: |
| Stateside | \$351,000 | \$392,000 | \$436,000 |
| Puerto Rico | \$ 5,000 | \$ 5,000 | \$ 8,000 |
| Total | \$356,000 | \$397,000 | \$444,000 |
|  |  |  |  |
| Accounting for Deficit: |  |  |  |
| Increased Initial Workload |  | \$41,000 | \$41,000 |
| Underestimated QC Workload |  |  | \$34,000 |
| Fingerprinting (funded separately) |  |  | \$6,000 |
| Training Additional Staff |  |  | \$7,000 |
| Total |  | \$41,000 | \$88,000 |
|  |  |  |  |
| Financing the Operation: |  |  |  |
| Original Budget | \$356,000 | \$356,000 | \$356,000 |
| Contingency $1 /$ |  | \$ 41,000 | \$ 41,000 |
| Fingerprinting Budget |  |  | \$ 7,000 |
| Large Block Savings |  |  | \$ 4,000 |
| Savings from Other Activities |  |  | \$ 36,000 |
| Total | \$356,000 | \$397,000 | \$444,000 |
|  |  |  |  |

In early March, the Census Bureau notified OMB of a potential $\$ 41$ million expected increase to the cost of Address Canvassing. On March 17, OMB approved $\$ 20.5$ million for Address Canvassing. The remaining $\$ 20.5$ million was approved by OMB on June 17.

- This is the first time the Census Bureau conducted a nationwide Address Canvassing operation.
- The Local Update of Census Addresses (LUCA) participation resulted in a significant increase to the initial Address Canvassing workload.
- This was the Census Bureau's first experience at conducting an automated operation of this nature and scale with a constrained end date.
- The state of the economy resulted in lower attrition rates than assumed.

Mr. TARAKAJIAN. In the mass-diverse mass portion of the media plan, it is roughly 10 percent of it, or $\$ 6$ million is being spent online.

For some of the other audiences-_
Mr. Chaffetz. How is that going so far?
Mr. Tarakajian. To the best of my knowledge, it is going very well so far.

Mr. Chaffetz. Well, my understanding, looking at the numbers here, if you go to Facebook, look how many followers they have. There are roughly 8,500 . You go to YouTube, 64 uploads. Most views per video is less than 8,000 . On Twitter, you have about 2,400 followers.

Now these are some of the biggest, most mainstream pieces of media that are out there in terms of online. Facebook, YouTube, and Twitter have pretty much become household names. All told, you are getting a few thousand type of hits in response. How can you spend millions and have 2,400 people on Twitter? I don't spend anything, and I have 8,000 to 9,000 people on Twitter, for goodness sake. How do you justify millions of dollars going out the door and so few people participating in the program?

Mr. Tarakajian. First of all, what you are talking about and what I am talking about in terms of the online media buy are two different things. The 10 percent of the mass communications base plan online media buy are all of the paid media banner ads that are part of this campaign. Those are separate and apart from what you're talking about, which are seeding commercials online and social media and so forth, which is a totally different piece of this.

Mr. Chaffetz. Mr. Chairman, I know my time is up. I do have other questions for other panelists. I know we will have to do a couple of rounds here.

It talks in the plan about the need to have a viral component and to get this out there en masse. I see it as a complete and utter failure, but I would like to learn more information.

Mr. Clay. Mr. Chaffetz, would you have any requests for documentation?

Mr. Chaffetz. Yes. Again, if there are more details about what you are trying to execute, how you are trying to execute, and where you think you are seeing success, it is a mystery to me. I am sincerely wanting to understand it. If you think my numbers are wrong or there is a big component that we are not seeing, share it with me, please, sooner rather than later.

Mr. Clay. Thank you.
Mr. Cuellar, you are recognized for 5 minutes.
Mr. Cuellar. Mr. Chairman, sorry, I was doing some addition.
First of all, Dr. Groves, it is good seeing you again. Thank you very much for going down to Laredo and visiting the colonias, the hard to get, hard-to-count places. Thank you very much.

For the other folks, I want to ask you a little bit about the budget. I have a contract budget that you all had prepared back in March 26, 2009. Now I am looking at a revised budget of February 4,2010 . I want to look at a couple of numbers.

The total media buy at that time back in March of last year was $\$ 145$ million, and now it has been reduced to $\$ 133$ million. When you look at the local buys, at that time I believe you had $\$ 82$ mil-
lion, and now it has been reduced to $\$ 56$ million. When you look at the Hispanic buys back at that time, you had $\$ 27$ million plus for Hispanic buys, and now it is reduced down to $\$ 25.4$ million. When you look at the African Americans, the Black, at that time you had $\$ 24.5$ million. Now it is $\$ 22.9$ million. So you have another reduction.

When you look at production-and this is part of the paid media total budget-media production went from production, which includes talent, dubbing, and GPO-I guess Government Printing Of-fice-that one went up on production from $\$ 28$ million to $\$ 36.6$ million. So production went up. When you look at production, labor, and other-and other includes travel, research, and management reserve, and I will talk about that-when you add all of those up, I get about $\$ 118$ million for production, labor, and other. And then total advertising is about $\$ 133$ million.

So you almost have-the money that we are spending for advertising, it is almost what we are spending for production and costs and all that, almost matches what we are spending for media. Why are we spending so much money on production, on labor, on talent? If you can't get somebody to volunteer for talent, I think we have a problem.

It is the same question that was asked by my colleague on Twitter. You are spending millions of dollars on all this. I just don't understand. Why are we spending so much on production and labor?

Mr. Tarakajian. You have to look at this in terms of the total budget of this campaign, all the activities support. Because the paid media part of this campaign at $\$ 133$ million is one piece of it, but it is not the whole piece. There is the Census in Schools program, and there is labor connected with that and production connected with that. There is all of the partnership materials that have been produced.

Mr. CuELLAR. OK, let's go back on talent. How much money did you pay for talent?

Mr. TARAKAJIAN. I don't have a total.
Mr. CuElLar. $\$ 5$ million? $\$ 10$ million? $\$ 20$ million? I assume you got an actor. How much did we pay for talent or dubbing? Dubbing means you reproduce. You get a copy and you reproduce that. How much did you spend for talent, dubbing, and shipping?

Mr. TARAKAJIAN. I would have to get back to you on exactly what those figures are for each one.
[The information referred to follows:]

The Honorable Henry Cuellar
Subcommittee on Information Policy, Census and National Archives
Committee on Oversight and Government Reform
U.S. House of Representatives

Washington, DC 20515-6143
Dear Representative Cuellar:
This letter is in response to the April 21, 2010, letter from the Information Policy, Census, and National Archives Subcommittee requesting the clarification of the U.S. Census Bureau's communications efforts to promote the 2010 Census. In our response of May 9 , we failed to submit these responses individually to each Member office as stipulated by the Chairman. Herewith are the responses to your specific questions, as identified by the Subcommittee, along with the original set of attachments some of which are referenced below. It is my hope that these responses further clarify the responses the Census Bureau delivered to the Subcommittee on March 9, 2010, in response to the February 24, 2010, hearing entitled, "The 2010 Census Communications Contract: The Media Plan in Hard to Count Areas."

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events that have taken place since March 9 to provide you with the most current information in each instance. Budget documents reflect more recent data, where more detailed accounting reports may be current as of March 31, 2010.

Question: How much of the overall communications campaign budget was spent on talent? Please itemize expenditures.

Answer: The Census Bureau has itemized $\$ 4.8$ million for talent residuals which are payments made to talent appearing in advertisements. Of that amount, $\$ 2.8$ million was spent for creative purposes and an addition $\$ 2$ million was spent on media, creative, and research goals from the American Recovery and Reinvestment Act of 2009. A residual is a payment made for subsequent showings and screenings of a commercial for periods beyond the initial 13 weeks covered by the initial session fee. Talent residuals are paid only to actors who are members of the Screen Actors Guild. It should be noted that the costs of talent residuals do not include the session fees and initial 13 -week period that talent receive for performing in a commercial. Such costs are calculated as part of the production budget.

In a March 9, 2010, correspondence to the Subcommittee, the Census Bureau provided the costs associated with the production, labor, and related activities for the campaign (Tab 3).

Question: Itemized budget spent on production, labor, and travel.
Answer: Please see Attachment 10 which provides the breakdown for the Integrated Communications Campaign Contract Budget Itemization. The production of 2010 Census paid media campaign was planned at $\$ 32.3$ million.

The labor cost for the entire 2010 Census Integrated Communications Campaign is $\$ 109.1$ million. Of that amount thirty-one percent has been allocated for human activities needed to design and create the plans, the messaging and execution of the media buys, and the production of the materials for all the integrated communication activities. They include: Census in School, Road Tour, Partnership Support, earned and paid media.

The travel budget for the 2010 Census communications campaign is $\$ 2.2$ million. Please review Attachment 10 for additional information.

In a March 9, 2010, correspondence to the Subcommittee, the Census Bureau provided the costs associated with the production, labor, and related activities for the campaign (Tab 3).

Question: Itemized budget and amount spent on talent and dubbing.
Answer: $\quad$ The Census Bureau has a budgeted $\$ 4.8$ million for talent residuals which are payments made to talent appearing in advertisements. A talent residual is a payment made for subsequent showings and screenings of a commercial for periods beyond the initial 13 weeks covered by the initial session fee.

The Census Bureau has spent $\$ 661,157$ for dubbing and shipping costs associated with the duplication and distribution of ready-to-air products. The dubbing and shipping of 2010 Census materials reach out to 900 radio stations and over 400 television stations. Each station and network requires its own copy (or dub) of every commercial that will air on that station or network.

In a March 9, 2010, correspondence to the Subcommittee, the Census Bureau provided the costs associated with the production, labor, and related activities for the campaign (Tab 3).

Question: $\quad$ Specific reason why the total media buy was reduced, and the production budget increased.

Answer: In the summer of 2009, the new Census Bureau leadership recognized that there were not enough funds allocated for rapid response efforts to be utilized during the implementation of the paid advertising campaign. Subsequently, a $\$ 4$ million media buy contingency was created to address unforeseen circumstances, bringing the total media reserves to $\$ 7.4$ million at the start of Mail Out- Mail Back.

At this point in time, additional funding was provided for rapid response activities plus the contingency funding was expanded. As a result, there has been a significant increase in the media buy across all audiences to approximately $\$ 171$ million in comparison to $\$ 133$ million at the start of the ad campaign.

The production budget increased largely due to the inclusion of additional languages added to the advertising campaign as a result of the American Recovery and Reinvestment Act. As a result of these added languages, production costs increased in order to produce advertising in those languages.

I hope that the above responses fully addressed your inquiries. Should you have additional questions, please do not hesitate to call Ms. Angela M. Manso in the Congressional Affairs Office at 301-763-6100.

Sincerely,
Robut M. Grous
Robert M. Groves
Director
ce: The Honorable William Lacy Clay, Chairman
The Honorable Patrick McHenry, Ranking Member
2010 Census - Integrated Communications Campaign Contract Itemization


Mr. Cuellar. You have all of those folks behind you. I am sure somebody knows how much money was spent on talent, dubbing, and shipping.

What I am trying to say, Dr. Groves, as I mentioned the last time we met with the chairman, why can't we use some of that money and put it on the local buys? I have mentioned I have four out of the top 50 counties that are hard to count. Why can't we use some of that and spend it on some of the advertising for hard-tocount areas? Why reduce the Black purchases and why reduce the Hispanic purchases? And I'm sure if I go down on the other ones we probably would have reductions, but why increase production which includes talent and dubbing?

Mr. Tarakajian. Your question is a fair question. Every time a commercial runs, there is a talent usage fee in connection to that commercial. And so, therefore, that is one of the reasons why.

Mr. Cuellar. What percentage is it? In other words, when I do a campaign and I run something, it is usually 15 percent unless you work out a better deal and it is less than 15, and we can do that. Did we negotiate this to get a better deal instead of paying millions of dollars on copying and talent?

Mr. Tarakajian. It all depends on the commercial, and it depends on the number of on-camera talents who are in the commercial.

Mr. Cuellar. Give me some of your talent who you spend $\$ 36$ million on, part of that.

Mr. Tarakajian. For example, there is a commercial for Diverse Mass that ran on the Olympics called Frank that has a number of different on-camera talents in that commercial.

There is a commercial that my colleague at GlobalHue has called Silent Chant which is about to begin running that also has multiple on-camera talents in that commercial.

And people you know get a fee to perform, and that's all unionized.

Mr. Cuellar. So they get a fee.
And I'm sorry, Mr. Chairman. My time is over. But if you can give me a courtesy just to finish my thought.

So you're saying that you pay somebody a talent fee, and that every time they run, they get a royalty, if I can use that term.

Mr. Tarakajian. Yes.
Mr. Cuellar. Wow.
Mr. Tarakajian. That is the way the union is set up, and that is the way-

Mr. Cuellar. Couldn't you use some, excuse my language, ordinary folks, you know, folks to do some of the commercials that can reach out to them, and I see some shaking their heads, for example, local buys? If you go and talk to somebody in south Texas, they probably trust somebody who has been on their TV channel for 10 or 15 years than have somebody that you're paying a fee and a commercial on that.

And again, I know my time is over but my thing is, Mr. Chairman, I want to maximize the dollars here. And if we can squeeze that. It might be too late already. But I mean, I was hoping we would spend a little bit more money, and we've talked about this.

What is the reserve management left over, Dr. Groves?

Dr. Groves. The shavings of the amounts that you went through group by group assembled about $\$ 7.5$ million, $\$ 8$ million.

Mr. Cuellar. So that hasn't been reduced. So it's still about $\$ 7.5$ million.

Dr. Groves. Yes.
Mr. Cuellar. Thank you, Mr. Chairman. Thank you, Dr. Groves. Mr. Clay. Thank you, Mr. Cuellar.
And I now recognize the gentlewoman from Texas who has also joined us. Welcome to the subcommittee.

Ms. Jackson Lee. Mr. Chairman, let me thank you for your courtesies. For you to have this hearing at this hour connotes, equals, confirms the crucialness of where we are and the posture that we find ourselves in. My name tag is not here, so he's indicated that I am from Texas and also from Harris County.

Let me have the backdrop of my colleague, Congressman Cuellar, in terms of his inquiry of the cost, but let me offer this on the record. My district, which lies in Harris County, is a county, Harris County, ranked fourth of the 50 U.S. counties with the highest number of people living in hard-to-count areas. In fact, 80.5 percent of the population in Harris County live in hard-to-count areas. Even more astonishing, Harris County, TX, is one of eight counties estimated to lose over $\$ 100$ million each in Federal funds from undercounting the 2000 census. The undercount of 2000 caused Harris County, TX, to lose a total, including State funds, of \$234 million.

Now, we juxtapose that against of course the labor cost and production cost on taxpayers dollars for trying to count people, and I'm not sure what the impact would have. In addition, as it may have occurred in a number of other communities, at the early point of the Census coming out there was a big uproar over the utilization of the word Negro. A simple courtesy, which I may have missed, to Members of Congress that this was going to occur, since we had not seen the early document might have been helpful, but I had to encounter rallies and town hall meetings on the insult of the word Negro.

I've obviously come to believe that the count is of crucial importance, and we work with our county and work with individuals in the county and work with those who might have been offended from the African American community to try to overcome the utilization of that word, which I have reason to believe, there are many very competent reasons for that word.

I lay all that forward to raise these questions, and I'll try to be as quick as I can.

Dr. Groves, as you well know, I had a conversation with you and I would like to invite you as you go into the valley to come to Houston as soon as possible, and I would like that to be within the next 10 days or so, and I would like to look at your schedule. And I say that because you're talking about a city that has a potential of a great loss but also the potential to count down or count up to the third largest city in the Nation. That's a big vote for America.

And I would venture to say that this may be the poster child for disorganization, not lack of good will people, but disorganization. You have a circumstance where people have been enrolled and allegedly signed up and no word coming back on any status that they
have. Second, you have the representation by those who are there saying, we cannot get individuals from the minority community, how can you help us, and then not seeking the help. Not going into the mass numbers of churches who will open their doors, and they can actually put their sites of sign-up right in the place of the doors there in the physical plan of the church building or another building that's a 501(c)(3). Many of these buildings, churches have community centers and others that are 501(c)(3). So that's the first thing. Let me go directly to this question.

Let me try to find out, Dr. Groves, you're newly appointed and let me congratulate you, but let me try to find out, when were these contracts let for Draft CBC, DraftFCB and GlobalHue? When were these contracts rendered?

Mr. Tarakajian. Yes. The contracts were awarded in September 2007.

Ms. Jackson Lee. So they were awarded under the last administration, which is unfortunate.

Mr. Tarakajian. That's correct.
Ms. Jackson Lee. And then the GlobalHue is, what? Is that a subcontractor?

Mr. Tarakajian. GlobalHue is a subcontractor to DraftFCB.
Ms. Jackson Lee. Is that the only subcontractor?
Mr. Tarakajian. No, there are other subcontractors who are part of the contract. The IW Group, GlobalHue Latino, D'Esposito Partners, to name a few. Most of them are multicultural agencies specializing in-

Ms. JAckson Lee. And how were they chosen?
Mr. Tarakajian. They were chosen by DraftFCB prior to award and reviewed by the Census in making that award.

Ms. Jackson Lee. Will the chairman indulge me? My red light went on. I'm just trying to follow a line of questioning.

Mr. Clay. Sure. You can finish up, Ms. Jackson Lee.
Ms. Jackson Lee. Let me, first of all, make the official request.
Dr. Groves, can I have a confirmation that you'll work with your schedule?

Dr. Groves. I would be happy to be with you in Houston as soon as I can.
Ms. Jackson Lee. Thank you.
And I know that we will work through that.
Mr. Tarakajian, is it?
Mr. Tarakajian. Tarakajian.
Ms. Jackson Lee. Excuse me, I'm sorry, Tarakajian, excuse me. Let me make the request for the whole list of subcontractors that you have. And I understand that was through the private sector. So you were selected, and then you selected GlobalHue?

Mr. Tarakajian. Actually what happened is we selected a team that we went through the pitch process with, with all the various stages.

Ms. Jackson Lee. So you went in, and then you got selected.
Mr. Tarakajian. Correct.
Ms. Jackson Lee. Were there others that came on board after the fact?

Mr. Tarakajian. There's a core group of subcontractors who have been with us from the very beginning.

Ms. Jackson Lee. Right. That's the team.
Mr. TARAKAJIAN. And then there are other subcontractors who, for example, when I talked about Pengood a little while ago as the media buyer, there were other awards of subcontractors that were made along the way for various purposes.

Ms. Jackson Lee. Well, maybe there will be a second round. Let me just ask for the full complement of contractors, subcontractors and subcontractors and by region please. I assume their address will tell me by region.
[The information referred to follows:]

## MAY 142018



UNITED STATES DEPARTMENT OF COMMERCE
Economios and Statistics Administration
U.S. Census Bureau

Washington, DC 20233-0001
OFFICE OF THE DIRECTOR
The Honorable Sheila Jackson Lee
U.S. House of Representatives

Washington, DC 20515-4318
This letter is in response to the Apri1 21, 2010, letter from the Information Policy, Census, and National Archives Subcommittee requesting the clarification of the U.S. Census Bureau's communications efforts to promote the 2010 Census. In our response of May 9, we failed to submit these responses individually to each Member office as stipulated by the Chairman. Herewith are the responses to your specific questions, as identified by the Subcommittee, along with the original set of attachments some of which are referenced below. It is my hope that these responses further clarify the responses the Census Bureau delivered to the Subcommittee on March 9, 2010, in response to the February 24, 2010, hearing entitled, "The 2010 Census Communications Contract: The Media Plan in Hard to Count Areas."

Since we last supplied the Subcommittee with details on the advertising buys on March 9, much has happened, including the mailing of the forms, the end of the mailback phase, the shift of advertising messages from "Mail It Back" to "Cooperate with the Census Taker" and the start of Non-Response Follow-Up. In our previous report and testimony we told you we had created a media reserve fund of $\$ 7.4$ million for unforeseen contingencies and additional advertising in areas of low response. All of those funds were expended in various efforts to increase cooperation and boost mailback response.

At the end of March, Census Bureau management met and reviewed census tract-level data and ranked local media markets in terms of those showing the lowest rates of participation. We made the judgment that with savings from other census operations that had essentially been concluded, we had additional reserve funds available in the Decennial account which could be used to further increase targeted, national and local media buys to help boost participation. Through a series of decisions we added $\$ 31.4$ million to the media buys in the final two weeks of the mail-back phase and for some additional spending during Non-Response Follow-Up.

The combined actions to expend our $\$ 7.4$ million media reserve and to supplement the media buys with and additional $\$ 31.4$ million we believe helped the country achieve the 72 percent participation rate that matched the performance of the Census 2000 . We are particularly pleased that our contractor and our census staff worked collaboratively using real time data - almost at the last minute to still be able to be in market- in an effort to deploy the additional spending in those markets and against those audiences showing evidence of lower participation rates.

I should stress that some of the data contained in this response was previously submitted to the Subcommittee. In other instances, we have updated the data or charts to reflect spending and events that have taken place since March 9 to provide you with the most current information in each instance. Budget documents reflect more recent data, where more detailed accounting reports may be current as of March 31, 2010.

The Honorable Sheila Jackson Lee
Question: An accounting and itemizing of the entire budget utilized during the communications phase.

Answer: Please review Attachment 5 which itemized the budget during the communications phase.

Question: The complement of contractors and subcontractors by region.
Answer: Please view Attachment 6 which is a compilation of the "Partner Agencies and Region Location." It provides a comprehensive list of all DraftFCB's partner agencies, their addresses and in which Census Bureau regions they reside.

Question: A listing of all radio and print media utilized through GlobalHue and GlobalHue Latino.

Answer: Please view Attachment 7 which is the list of media buys purchased by GlobalHue. It includes a complete list of all radio and print media purchased for the Black audience across the United States, both at the local and national level.

Please view Attachment 8 which is a list of media buys purchased by GlobalHue Latino. It includes a list of all the radio and print media purchased for the Hispanic audience at the national level only.

The complete media buy schedule can be viewed at http//2010.census gov/partners/pdf/media buy schedpdf and has been available on our website since January. It should be noted that this file does not contain media buys for rapid response efforts after March 20, 2010, nor does it include NRFU media buys. A revised media buy schedule will be available at the end of May when media buys are completed, and reconciled with all vendors.

Question: Specific locations and names of media outlets and amounts of individual contracts reflected in Ms. Ennis' testimony, where she specified the following expenditures:

| Amount | Media Type |
| :--- | :--- |
| $\$ 6$ million | national television |
| $\$ 4.2$ million | local television |
| $\$ 2.8$ million | national radio |
| $\$ 3.9$ million | local radio |
| $\$ 1.6$ million | online, digital |
| $\$ 800,000$ | magazines |
| $\$ 2.5$ million | local newspapers |
| $\$ 1.2$ million | out of home |

The Honorable Sheila Jackson Lee
Answer: Please see Attachment 9, which consists of the entire media buy schedule for the Black audience as of March 19, 2010.

I hope that the above responses fully addressed your inquiries. Should you have additional questions, please do not hesitate to call Ms. Angela M. Manso in the Congressional Affairs Office at 301-763-6100.

Sincerely,
Robut M. Crave
Robert M. Groves
Director
cc: The Honorable William Lacy Clay, Chairman
The Honorable Patrick McHenry, Ranking Member

4/27/2010
2010 Census integrated Communications Campaign Partner Agency Location List by Census Bureau Region

| Partner Agency | Regional Office | Address |
| :---: | :---: | :---: |
| DraftFCB Puerto Rico | Boston | Metro Office Park Street \#1 <br> Building \#8 <br> Suite 201 Guaynabo, PR 00968 |
| Allied Media | Charlotte | 5252 Cherokee Avenue Suite 200 <br> Alexandria, VA 22312 |
| Marcom Group | Charlotte | 10201 Main Street Suite 300 <br> Fairfax, VA 22030 |
| Maya Group | Chicago | 595 Elm Place <br> Suite 208 <br> Highland Park, IL 60035 |
| G \& G Advertising | Denver | 811 Silver SW <br> Albuquerque, New Mexico 87102 |
| G \& G Advertising | Denver | $28043^{\text {id }}$ Avenue N Billings, MT 59101 |
| Global Hue | Detroit | 4800 Town Center <br> Suite 1600 <br> Southfield, MI 48075 |
| Weber Shandwick | Kansas City | 8000 Norman Center Drive <br> Suite 400 <br> Minneapolis, MN 55437 |
| IW Group | Los Angeles | 8687 Melrose Avenue., G540 West Hollywood, CA 90069 |
| A-Language Bank | New York | 159 W $25^{\text {th }}$ Street6th Floor New York, NY 10001 |
| Global Hue Latino | New York | 123 Williams Street <br> Suite 1700 <br> New York, NY 10038 |
| d'expósito \& Partners | New York | 875 Avenue <br> $25^{\text {th }}$ Floor <br> New York, NY 10001 |

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4/27/2010
2010 Census Integrated Communications Campaign Partner Agency Location List by Census Bureau Region

| Partner Agency | Regional Office | Address |
| :---: | :---: | :---: |
| IW Group | New York | 622 Third Ave. <br> $3^{\text {rd }}$ Floor <br> New York, NY 10017 |
| Initiative Media Worldwide | New York | One Dog Hammarskjold Plaza New York, NY 10017 |
| Jack Morton | New York | 498 Seventh Avenue $7^{\text {th }}$ Floor <br> New York, NY 10018 |
| PLUM Agency | New York | 594 Broadway <br> Suite 407 <br> New York, NY 10012 |
| Scholastic, Inc | New York | 557 Broadway <br> New York, NY 10012 |
| Zona Design | New York | 350 Fifth Avenue <br> Suite 321 <br> New York, NY 10118 |
| IW Group | Seattle | 33 New Montgomery Suite 990 <br> San Francisco, CA 94105 |

4/27/2010 2010 Censiss Integrated Communications Campaign Partner Agency Location List by Census Bureau Region

Ms. Jackson Lee. Then let me also put on the record that you all are very hard to reach, and no response comes back. I'm not going to say that I tried to reach out to GlobalHue, Mr. Garcia, Ms. Ennis, because I think I got frustrated early on.

But the selection process that you use for minority buys is unacceptable. And I understand that the first amount of money was $\$ 2.5$ million, is that correct? I'm sorry for the Black print media, $\$ 2.5$ million? Or was it for a total of media, Hispanic and African American, Ms. Ennis?

Ms. Ennis. Are you asking what the total budget is now?
Ms. Jackson Lee. No. What was it before?
Ms. Ennis. It was $\$ 1.7$ million.
Ms. Jackson Lee. It was \$1.7. What is it now?
Ms. Ennis. And it's $\$ 2.5$ million now.
Ms. Jackson Lee. So that's unacceptable as well.
Mr. Clay. Representative, we will have a second round. I'll allow you to do that.

Ms. Jackson Lee. All right. And I will finish on this. I want to put on the record the Houston Sun that was a missing element when all the other papers came out, and then I will yield back, Mr. Chairman.
[The prepared statement of Hon. Sheila Jackson Lee follows:]


CONGRESSWOMAN SHEILA JACKSON LEE,

OF TEXAS
STATEMENT before the
Committee on Oversight and GOvernment Reform Subcommittee on Information, Policy, Census, and the National Archives Hearing on

## "The 2010 Census Communication Contract: The

 Media Plan in Hard to Count areas

Thank you, Mr. Chairman for holding this hearing today. Let me also thank the Ranking Member. I would also like to welcome and thank the distinguished panel of witnesses who have joined us here today to discuss solutions to the very serious problem of census
undercounting and the resulting substantial consequences from it suffered by states, counties, cities, and individual Americans across this nation: Dr: Robert Groves; Mr. Nelson Garcia; Mr. Tarkajian; Ms. Robbyn Ennis; Ms. Karen Narasaki; Mr. Marc Morial; Ms. Helen Hatab Samhan; Mr. Marcelo Gate-Tapia; Ms. Sandy Close; Mr. Hulbert James; Mr. James L. Winston; Mr. Danny Bakewell; and ms. Linda Smith.

Mr. Chairman, this Committee is here today to examine the 2010 Census Integrated Communication Campaign in Hard to Count ("HTC) areas, as the Bureau prepares for the 2010 decennial census. This hearing is important because it will assess the ethnic print and broadcast media's role in preventing an undercount. I look forward to hearing testimony about the media plans for impacting traditional HTC populations in the various communities including, but not limited to African-Americans, Latino, Asian, Arab. Native American and Carribbean.

According to the PriceWaterHouse report on the 2000 Census, the Census Bureau has estimated that the Census 2000 undercounted the actual U.S. population by a net of over three million individuals. Representing an undercount rate of 1.18 percent.

I am particularly concerned about correcting undercounting problems because Harris County, Texas, which is situated in my district, ranked fourth of the fifty U.S. counties with the highest number of people living in hard-to-count areas. In fact, 80.5 percent of the population in Harris County live in hard-to-count areas. Even more astonishing, Harris County, Texas is one of eight counties estimated to lose over $\$ 100$ million each in federal funds from undercounting in the 2000 Census, according to the aforementioned PriceWaterhouse report. According to the report, the net funding effect, which includes federal and state funding, of the Census 2000 undercount on Harris County, Texas was $\$ 234$ million .

In an effort to increase the likelihood of an accurate count in 2010, the Census Bureau developed a far reaching Communications Plan. This plan includes partnerships with government, private sector, social service, and other organizations; paid advertising and Census in Schools. In order to spread the 2010 Census message as broadly as possible and reach the traditionally hard to count populations via advertising, the prime contractor, DraftFCB and their partner agencies have developed a Paid Media Plan ("The Plan").

The Plan, which incorporates the work of eight partner media agencies, will encompass multiple languages, and reach into every market across the U.S. and Puerto Rico. The Plan also encompasses all media types and is skewed towards those who are les likely to respond. The Plan will allow for paid media for television, radio, outdoor billboards, transit and print media. Thanks to $\$ 1$ billion provide for the Census effort in the American Recovery and Reinvestment Act of 2009 this Congress passed last year, there is a much greater chance to get a more count of the U.S. population.

I look forward to the testimony of our witnesses and hope to gain insight as to how we can ensure we use the best approaches at our disposal to count and reach the population in this country.

Thank you, Mr. Chairman. I yield back the remainder of my time

Mr. Clay. Thank you so much, and you will get a second round.
Let me say that I'm very concerned about reports that I have received from local elected officials who have conveyed to me that they are not hearing the confidentiality message in the paid media campaign. In other words, certain constituent groups are concerned about information that they give to the Census on these forms on the questionnaire.

In terms of special outreach to these groups, I see the Census advertising has failed to adequately address these concerns about confidentiality among hard-to-count groups. Will you take steps to correct this problem, and could supplemental media be created to specifically close this confidentiality gap? I'll let anyone try to answer that.

Mr. Tarakajian. That is probably best answered by a number of us because it varies by audience, quite honestly. The simple answer to your question, though, is that there are different creative messaging executions that we have that, to varying degrees, have the confidentiality message in it. And it varies by audience where, for example, we found that among the Hispanic audience it's a very important issue; a less important issue across the diverse mass audience. And the messaging that we have reflects that difference depending upon the specific audience.

Mr. Clay. Well, but that may be where you might not have all of the information you need about those audiences because I'm hearing it in my district, and I'm hearing it from a predominantly African American audience over maybe legal concerns, maybe the number of people who live in a certain house that's contrary to codes, to building codes and occupation codes. I mean, so as these things crop up, hopefully, you will have some type of strategy that effectively addresses it.

Yes, Dr. Groves.
Dr. Groves. We're tracking through sample surveys daily multiple methods of tracking the knowledge of the public about these various components. Confidentiality is one. Another is, do people know that this is a 10 -minute questionnaire, and do they know, do they link the Census to the return of taxpayer money, the $\$ 400$ billion a year? We're tracking this by subgroup. And when we're seeing groups reacting to a particular message inadequately, then there's a chance to intervene.
So let me give you an example of this. To our surprise, to my surprise anyway, the message that's getting out least well right now is that this is a short questionnaire and it only takes 10 minutes. And we have to do something about that because that's a very good story. So we're trying to measure it and then react to it as much as we can.

Mr. Clay. As far as tracking, how will the Census Bureau know if the Integrated Communications Campaign increased the mail response rate? And to what extent will the Bureau calculate the return on its investment in advertising?

Dr. Groves. I love this question because, in my ideal world, we wouldn't advertise because everyone would know the Census is coming. And so it was a question on my mind when I entered this position. There is for the first time an experiment, an examination of this built into the Census advertising where there are a set of
media markets where the advertising levels are going to be systematically varied and will study the impact of that variability. So I think, for the first time, at the end of this, we'll have better data for every dollar we spend on advertising what was the impact on change between 2000 and 2010.

Mr. Clay. How will the Bureau use the realtime information it is collecting, such as Gallup data and early mail response data, to respond to challenges, such as unexpected regional disparities in mail response rates? And what are the targeted response rates that trigger new advertising spending in geographic areas?

Dr. Groves. This is something that I hope everyone watches. So starting about the third week of March, the proportion of houses that are returning the questionnaire will be published daily at a track level. You'll be able to go to our Web site, type in your zip code and see how your zip code is doing, how tracks in your zip code are doing. If you want to compare St. Louis to Kansas City on the return rate, you'll be able to do this.

We hope that local officials and our partners throughout the country are watching this in addition to us, and we are proposing to intervene both with the money we've held back on advertising for those areas that are doing less well than we anticipated despite everything we did. We're studying this process. We have a team of people trying to predict what's going to happen, and we're forecasting it and will do interventions both on paid media, and then also we'll get the word out to our partners to help us in this area, this neighborhood isn't doing as well as we-this is going to be a first time for this. It will be very interesting. I'm very hopeful about it.

Mr. Clay. I'm very curious about it, so thank you for that response.

Mr. Chaffetz, you're recognized.
Mr. Chaffetz. Thank you.
I want to followup, Director Groves, on something you talked about. One of the concerns that you just mentioned in your testimony was the idea that we are requiring the short form as opposed to a long form. I think one of the reasons that we have that concern so rampant in the marketplace is that these American community surveys are being sent out which are very comprehensive. Don't you think this adds to the confusion? I mean, at the same time we're running Super Bowl ads and doing those types of things, people are getting these in the mail. Why-and then you expect somebody, you know, the following month or two to go back and fill out another form. Why are we doing this at the same time?

Dr. Groves. The American Community Survey was passed by Congress as a way to separate the long form from the short form. So, in essence, the content of that questionnaire you just held up is quite similar to the original long form. Every question in that questionnaire-

Mr. Chaffetz. And on the envelope it says "U.S. Census Bureau."

Dr. Groves [continuing]. Is specified by some law passed by Congress that there must be information on that item in order to implement a program that Congress has passed, so that's the reason for that questionnaire.

The confusion you speak to is something I worry about. I was concerned about that when I entered office. We have alerted the folks who are falling in the sample of the American Community Survey about the fact that this is not the decennial census and they will get another Census form. We're watching right now the response rates on the American Community Survey to see if there is confusion among-if they're performing differently.

Mr. Chaffetz. Our time is short. I think naturally given that these forms are arriving so similar in their time is terribly confusing. I had a town hall meeting just in the last 2 weeks. A person came up and handed this, didn't understand. And again, for another discussion, I think it's a very invasive questionnaire. I mean, one of the questions on the questionnaire is literally, "does this person have difficulty dressing or bathing?" And I got to tell you, Iagain, separate hearing, Mr. Chairman, but I think we need to go back and better understand the need of this. It's 11 pages for the first person just to get through. It says it's coming from the Census Bureau at the same time we're trying to get people to fill out the other forms.

And the other thing is we talk about groups that are difficult to get to. One of the questions right here at the beginning after you kind of get past your pages of housing is, literally, the third question asked them if they are a citizen. And so we have people that are afraid of filling out these forms because you're going to be asked detailed questions; is this person a citizen of the United States?

I think this is terribly confusing in terms of its timing and whatnot, and we will have to continue to go back. I don't understand what constitutional role this plays or the authority that it meets, but I understand that there are laws on the books, and we'll have to address those.

My understanding is that the Bureau has overspent its $\$ 356$ million address canvassing budget by $\$ 88$ million, roughly a 25 percent cost overrun. What is your best projection today as to where you're going to be in terms of your overall budget, given everything else that's going on?

Dr. GROVES. I testified on that overrun twice in front of this committee, as you may recall, Congressman.

Mr. Chaffetz. Just hoping for an update, just a quick sentence or two.

Dr. Groves. I am optimistic, based on the rebudgeting of the operations going forward that we just completed and that we have sufficient money for the 2010 census, all the further operations. Every operation we've done since that event has been on time and either on budget or under budget.

Mr. Chaffetz. The Washington Post, it was cited in the Washington Post, the GAO warned that, in a Senate subcommittee hearing recently, that the Bureau's computer software that handles personnel and payroll systems as well as processes the proper paper questionnaires, "has not yet demonstrated an ability to function at the necessary capacity later this year." Can you give us the most recent update on that?

Dr. Groves. That is a true statement. When I testified in front of this committee last time, I noted that this was the highest-risk
software development that we were involved in. It continues to be a high-risk development. We have-I brought in a team that's an external and independent assessment group, and we are literally meeting daily on this issue right now.

Mr. Chaffetz. When you say "risk," can you give us some-you say "high risk." I mean, how worried should we be about this?

Dr. Groves. If I could finish, I could address your concerns I think. The software is being released in three components.

The first component is released and is in production. The production performance of it is less than desirable but adequate for the operations. We're ramping up operations, so right now, we're having low-level operations. It's fitting production needs now.

The second release just occurred last Friday. It will start produc-tion-well, it started production the last few days.

The big production component will be released at the end of March for the nonresponse followup stage. That's what we're really focusing on. We have a team together that is making the kind of tradeoff decisions you need to make in a large software development with a fixed deadline. And that is, some of the functions that were desired for computer assistance will be, will have workarounds that will be manual in nature.

When I do my visits around the country to our regional offices it gives me some comfort that they're ready to do those in a manual mode because all past Censuses did those manually, that was a step up and will pull off those things. So we're focusing on the identification of the core functions that allow us to do a successful Census. That's where we are right now.

Mr. Chaffetz. Thank you.
Thank you, Mr. Chairman.
Mr. Clay. Thank you Mr. Chaffetz.
And now we will recognize Ms. Waters for a second round.
Ms. Waters. Thank you very much, Mr. Chairman, for the opportunity to do this second round. I need to understand the organization of the media companies that are involved in this campaign. Now, you are DraftFCB, is that right?

Mr. Tarakajian. That's correct.
Ms. Waters. OK. And you are the media company that's coordinating all of the media buys and production, etc?

Mr. Tarakajian. We are the prime contractor, meaning that we have some specific responsibilities that are ours which are overall coordination of the campaign elements. And then we have a whole host of subcontractors who work for us who bring certain expertise to the table, such as expertise on the Black audience or expertise in the Hispanic audience.
Ms. Waters. That's OK. You don't have to tell me what they do. I just want the structure. You're the prime contractor.

Mr. Tarakajian. Yes.
Ms. Waters. How many subcontractors do you have?
Mr. Tarakajian. There are, in addition to us, there are, I believe it's 12 additional subcontractors.

Ms. Waters. Twelve additional subcontractors now?
Mr. Tarakajian. Yes.
Ms. Waters. Were these subcontractors hired through an RFP process?

Mr. TARAKAJIAN. These subcontractors were hired originally as part of our team process for pitching the Census.

Ms. Waters. Just tell me, were they RFP, or were they just selected or appointed or however?

Mr. Tarakajian. Well, we went through an RFP process.
Ms. WAtERS. So you selected these 12 additional contractors through an RFP process, is that correct?

Mr. Tarakajian. The RFP process that we went through was with the Census to get the contract, if that's what you mean by an RFP process.

Ms. Waters. No. Let me tell you what I mean. You hired 12 additional contractors, is that right?

Mr. TARAKAJIAN. We brought-we had a team of subcontractors who have worked with us from the beginning. And they were all part of the original contract and RFP process that we went through with the Census Bureau.

Ms. Waters. You have 12 contractors?
Mr. Tarakajian. Correct.
Ms. Waters. How were they hired? How did you get these 12 contractors? You said some were with you from the beginning. I don't know what that means.

Mr. Tarakajian. OK. There are two processes that were at work here. We selected partners to work with us as subcontractors.

Ms. Waters. How many partners did you select as subcontractors that did not go through an RFP process?

Mr. Tarakajian. There were no subcontractors that we selected that were not part of an RFP process.

Ms. Waters. OK. So, in the beginning, you selected contractors; that's what you said.

Mr. TARAKAJIAN. That's correct.
Ms. Waters. How did you select them? What process did you use?

Mr. Tarakajian. And we all together went through an RFP process to be awarded this contract.

Ms. Waters. So the $12-$ so, in the beginning, the contractors that you selected went through an RFP process.

Mr. Tarakajian. That's correct.
Ms. Waters. Why couldn't you just say that? RFP process, OK.
Mr. Tarakajian. Because I'm trying to make the distinction between what-

Ms. Waters. How many were selected through the RFP process in what you call the beginning?

Mr. Tarakajian. They were all part of the RFP process that we went through, along with our subcontractors.

Ms. Waters. All 12 ?
Mr. TARAKAJIAN. Yes, along with our subcontractors.
Ms. Waters. OK. Are these independent contractors, or are these contractors subcontractors to you or the company that you subcontract to?

Mr. TARAKAJIAN. No, they are subcontractors to us.
Ms. Waters. To you.
Mr. Tarakajian. Correct.
Ms. Waters. So these are not independent contractors; these are people who work for you.

Mr. Tarakajian. Yes.
Ms. WATERS. So you did an RFP process for people who work for you.

Mr. Tarakajian. We did an-we were, along with all of those subcontractors that I'm just talking about, part of the RFP process that we went through with the Census Bureau in selecting us and also selecting those subcontractors.

Ms. Waters. So, basically, your company controls all the subcontractors because they worked for you anyway?

Mr. Tarakajian. Well, there are now subcontracts that our subcontractors have for media buying and other activities.

Ms. Waters. We'll get to that. But let's make sure we understand that, in the beginning, as you referred to it-

Mr. TARAKAJIAN. Correct.
Ms. Waters [continuing]. You selected 12 contractors, all of whom were subcontractors to you already.

Mr. TARAKAJIAN. Well, they weren't already subcontractors.
Ms. Waters. Well, how did they get to be-they are your people subcontractors.

Mr. TARAKAJIAN. Well, when you say that they are our people-

Ms. Waters. Well, you said in the beginning-_
Mr. Tarakajian [continuing]. They are not necessarily part of our company. Some of them are; some of them are not.

Ms. Waters. I don't care how they are hired by you. The question becomes are these subcontractors a part of your company, whether they're part time, full time, hired in the beginning or later on, these are your subcontractors in your company, right?

Mr. TARAKAJIAN. GlobalHue is not part of our company. Allied Media, who is a subcontractor, is not part of our company.

Ms. WATERS. How many are part of your company, 12, right?
Mr. Tarakajian. No.
Ms. Waters. How many of the 12 ?
Mr. TARAKAJIAN. I will tell you who is part of our company.
Ms. Waters. Just tell me how many of the 12.
Mr. Tarakajian. Weber Shandwick is one.
Ms. Waters. You don't have to name them. I just want to know how many.

Mr. Tarakajian. Well, I'm trying to go through in my head how many are part of our company and how many are not.

Ms. Waters. We only have so many minutes. How many? Can you guess? Somebody tell him.

Mr. Tarakajian. I believe there are two; Weber Shandwick and Jack Morton-I'm sorry, three. The IW Group is also part of our Interpublic Group of Companies.

Ms. Waters. So 3 of the 12 are your own subcontractors that were hired through some RFP process.

Mr. Tarakajian. They are owned by the same holding company as we are.

Ms. Waters. Oh, well, what's the holding company?
Mr. Tarakajian. Interpublic Group of Companies.
Ms. Waters. So you are owned by whom?
Mr. Tarakajian. A company called the Interpublic Group of Companies.

Ms. Waters. Interpublic Group of Companies. So they own you and the subcontractors?

Mr. Tarakajian. They own us and the three subcontractors that I mentioned. They do not own the other subcontractors.

Ms. Waters. Three of the 12 , is that right?
Mr. Tarakajian. Excuse me.
Ms. Waters. Three of the 12.
Mr. Tarakajian. I believe it's three of the 12 , yes.
Ms. Waters. OK. Now, tell me about GlobalHue? You have GlobalHue Black and GlobalHue Latino or something like that.

Mr. Tarakajian. That's correct.
Ms. Waters. Is that one company, or is that two companies?
Mr. Tarakajian. GlobalHue African American and GlobalHue Latino is one company with two separate operations; one targeted to the Black audience, and the other targeted to-

Ms. Waters. You don't need to tell me all that. Who owns GlobalHue?

Ms. Ennis. Don Coleman.
Ms. Waters. So he owns-
Ms. Ennis. GlobalHue and GlobalHue Latino.
Ms. Waters. But he's not owned by-
Ms. Ennis. He's not owned by Interpublic, no.
Ms. Waters. OK. Did he have to go through an RFP process, or was he appointed or selected to do the media buys for the Black and Latino audiences? Did he go through an RFP process?

Ms. Ennis. He went through the RFP process with DraftFCB.
Ms. Waters. With whom?
Ms. Ennis. DraftFCB.
Ms. Waters. So you selected all of the other nine through an RFP process, is that what you did?

Mr. Tarakajian. We selected all of the other subcontractors to be part of our team. Together, we went through this RFP process with the Census Bureau to be awarded the contract in 2007.

Ms. Waters. Thank you.
I'm not interested in how many people were involved in the RFP process. I just wanted to know, was there an RFP process. I'm trying to understand who owns what and how they were selected.

Mr. Tarakajian. I'm trying to help you understand it.
Ms. Waters. OK. If you would just answer the question and not editorialize, you would help me out, OK. So I think we're at this point.

Now, can you tell me how much each-the first three that are owned by your company, how much are they contracted for? How much, what is the value of each of those contracts?

Mr. Tarakajian. Well, first of all, I don't have that information at my fingertips in terms of how much.

Ms. Waters. Well, how much is your contract? What is the value of your contract?

Mr. Tarakajian. The total value of the contract is-
Ms. Waters. Of yours, just yours.
Mr. Tarakajian. Well, the total value of the contract is $\$ 340$ million.

Ms. Waters. So $\$ 340$ million. Who gets paid out of that $\$ 340$ million?

Mr. Tarakajian. All of the subcontractors, ourselves, all of the media that's purchased, all of the production that's done, literally every activity.

Ms. Waters. So you have a $\$ 340$ million contract; three of the subcontractors are your people that work in the company that you work for.

Mr. Tarakajian. Correct.
Ms. Waters. You don't know how much they are paid, each of them? You don't know what those contracts are worth.

Mr. Tarakajian. I do. I don't have that information at my fingertips with me.

Ms. Waters. Do you know how much the other nine contracts are worth?

Mr. Tarakajian. Again, they are not contracts where somebody was awarded a specific amount to do the work.

Ms. Waters. It's an open-ended contract.
Mr. Tarakajian. It is a contract where we have come together to work on the $\$ 340$ million contract and mutually, collaboratively come up with how we are going to divide those roles and responsibilities.

Ms. Waters. I only want to know what you paid these people. I don't care how collaborative you are. I want to know, how much does each one of them make? Are you telling me it's an open-ended contract; you don't have an exact number that you contracted for; is that what you're telling me?

Mr. Tarakajian. No. I can provide that information for you. I don't have it at my fingertips right now.

Ms. Waters. Mr. Chairman, I would like to request that information be provided. As a matter of fact, if you're going to have any more hearings, I would like to see a flow chart of how these companies are connected, how much money they are contracted for and whether or not there was an RFP process in this collaborative effort that is being described to us.

Thank you, and I yield back the balance of my time.
[The information referred to follows:]
Page 1 of 1









| 1) Content Placement Guidelines <br> - The following identifies restricted environments for all Census paid media and value added opportunities: <br> - Excessive sex or violence <br> - Anti-U.S. government sentiments or supporting any violent acts toward the government or the American people, including but not limited to terrorism <br> - Questionable moral or ethical values, particularly dealing with bigotry or prejudice <br> - Denigration of any cultural group or faith-based communities (imams, ministers, nuns, priests, rabbis, etc.) <br> - Controversial formats |
| :---: |
| 2) Makegood Policy <br> - In the event that an ad does not run in space previously ordered or an ad ran in violation of agreed upon terms (i.e. Placement Criteria), Buying Agency will require a make-good based on the following terms: <br> - Make-good unit must be of equal or greater dollar value <br> - Make-good unit must run within flight-date and prior to end of campaign <br> - If a make-good unit is outside of the above terms, a cash credit will be required. |
| dexpósito \& Partners for |







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This Request for Proposal is for the 2010 Census Campaign

PLEASE NOTE THAT THIS IS PAGE 1. CLICK ON NEXT TABs TO FLL OUT PAGES 2 \& 3

Directions:

1) Please fill in YELLOW BOXES only
2) Please RENAME this file to include the NAME OF YOUR COMPANY (i.e. Radio Central In.c;
3) Do NOT ALTER the format
4) Include ALL associated costs; be sure to include your most aggressive rates the first time
5) Submission DUE DATE is Friday, August 21, 2009
6) Only EMAL this EXCEL File to censushispanicprint@dex-p.com


Sales Representative
Phone
Email
Fax
Administrative Assistant
Phone
Email
Fax

## Billing Point of Contact

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| :---: | :---: |
| Phone |  |
| Email |  |
| Fax |  |

Mr. Cuellar [presiding]. Thank you. And I thank the gentlewoman from California.

For the record, sir, 10 days from now, submit to the committee the information that Ms. Waters requested.

Ms. Waters. Excuse me, if I can, thank you. There was one part of the question that was not answered. While the gentleman may not know how much the other subcontracts are worth, I asked him how much was his worth, and that was not answered. He gave me the big answer of $\$ 340$ million. So let me, if I may, inquire of that.

Mr. Cuellar. Yeah, why don't we do this.
Sir, again, for the record, submit to the committee in writing within 10 days from today the information that she requested specifically on the $\$ 340$ million contract. If you can break that down as to what your company and the subcontractors make.

Ms. Waters. He doesn't know how much he makes now.
Mr. Cuellar. Well, apparently, he doesn't, right; is that correct?
Ms. Waters. You don't know how much your contract is worth?
Mr. Tarakajian. Our contract is worth $\$ 340$ million. That is the value of the contract.

Ms. Waters. But you told me everybody gets paid out of that contract.

Mr. TARAKAJIAN. That's correct.
Ms. Waters. How much do you get paid out of the $\$ 340$ million for your company?

Mr. Tarakajian. Again, I would have to go and collect that information.

Mr. Cuellar. Why don't we go ahead and provide that information to the committee within 10 working days from today, sir.

Mr. Tarakajian. Will do.
Mr. Cuellar. And also the information I requested on the production, labor, breakdown on the tallying, the dubbing, the shipping and all that, if I can have the breakdown, again, to be submitted to the committee within 10 working days.
[The information referred to follows:]
Page 1 of 1

Mr. Cuellar. At this time, I'll recognize the gentlewoman from Texas, Ms. Jackson Lee, if you have any further questions. You're recognized for 5 minutes.

Ms. Jackson Lee. Thank you very much.
Dr. Groves, I want to pointedly speak to you because you represent the administration, and really say to you that we do want to be your partner. We know that this is a collective challenge and responsibility in this instance for at least two branches of government, the executive and the Congress.

I want to, first of all, thank the chairman for this hearing and just hope that you will leave here knowing that we are in fact partners. As I ask my questions, and I'm asking them because I am on the ground in our respective districts, and I see either the confusion that I've acknowledged and/or the angst and anguish. For example, you've indicated, and you might want to answer this, you say if you had been in place, you would not have used I guess print media or advertising. And I would be interested, I want to go quickly, so I want to hear that question.

But what I also wanted to say to you is that, culturally speaking, and I don't pretend to be the expert, but living amongst very diverse cultures, there are some print newspapers, for example, that are in essence the Bible in certain communities. Whether it's Asian, whether it's in it's in their own language, many languagedirected newspapers, whether it's Latino, whether it's immigrant, vast immigrant, whether it is subsets of the African American population, that means African, Haitian and others, these newspapers are valuable. And so when I made the comment about, I was not being short the Arab American community. I was not being light in my assessment of $\$ 1.7$ million and then moving it to $\$ 2.5$ million, as if I was going to tumble over and feel so overwhelmed by the increase.

And let me tell you what my concern is. You know, you wonderI enjoyed the Super Bowl. I went to about four or five Super Bowl parties, and I enjoyed the diversity of the folk that I saw. Unfortunately, I might have been like a lot of Americans. Maybe some people were sitting down. But I can tell you this. In the homes that I went in, people were so busy slapping five and having a good time, I'm not sure what advertisements they might have seen. And so, even though you might have had a great audience, I can't take a poll. I'm sure there was a judgment made on that point, but I'm not sure whether anybody came away and said, "do you know what, besides the Saints going marching in, do you know that the Census is here?"

Dr. Groves, I'm not sure that occurred. But I will tell you that newspaper ads and electronic media in specific audiences, minority radio, make a difference on drive time. Somebody picking up a newspaper at a church or at a store, they take those papers home. They open them. They may not be reading everything, but if they get a front page slot or they see an ad, they will move forward on that because it's a piece of paper that they're holding onto.

Let me just hear you very quickly. What did you say about print advertising? I wasn't sure whether you were saying you were for it or you would have done something different.

Dr. Groves. What I tried to convey, first of all, I'm not an advertiser.

Ms. Jackson Lee. And I understand. This is just your preference. We've already gone over that.

Dr. Groves. I've learned a lot over the past few months.
But what was done, I'm sure, because I've seen the approach, was to examine for the hard-to-count groups their media consumption by type of media.

Ms. Jackson Lee. Right.
Dr. Groves. That led to the targeting.
And so if you go across these different hard-to-count groups, the role of radio in the community varies across the groups. The role of print varies and so on. So that guided the national buys.

In the last few months, I've been traveling all over the place. I've talked to local folks. I was in Minneapolis last, gee, just a few days ago, with local newspapers talking about exactly what you're talking about, but this was the Somali community in Minneapolis.

Ms. Jackson Lee. Right. I know them well.
Dr. Groves. I get this point, and when I go back and look at the national plan, I see the difficulty we have communicating the fact that we have to have certain thresholds; we have to go off of audience figures for the outlooks that we're using. That's the

Ms. Jackson Lee. So you're buying into it now. You would have had a different approach, but you understand what we're saying.

Dr. Groves. I understand. And we tried-when I asked how we did this, we tried to get input from our regional offices, and they did indeed enrich the media outlet list that was part of the-

Ms. Jackson Lee. Let me, because my time is going.
Dr. Groves. Sorry.
[The information referred to follows:]

## united states department of commerce <br> Evonomies and Statistics Administration

U.S. Census Bureau

Washington, DC 20233-0001
OFFLCE OF THE DIRECTOR
The Honorable William Lacy Clay
Chairman
Subcommittee on Information Policy, Census, and National Archives
Committee on Oversight and Government Reform
Washington, DC 20515-6143

## Dear Mr. Chairman:

During last week's hearing, members of Congress expressed special interest in the newspaper buys for the Black audience. In order to ensure that members are fully informed regarding this media buy, the U.S. Census Bureau has compiled a series of documents detailing what has taken place to date.

One year age, the communications subcontractor Globallue, a leading Black-owned advertising agency, recommended that the Black audience newspaper buy be $\$ 1.1$ million. Due to refinements by GlobalHue to the Black audience paid media plan and additional funding from the American Recovery and Reinvestment Act, the Black newspaper buy has increased to $\$ 2.5$ million. Of the $\$ 23$ million total Black audience paid media plan, Black newspapers are receiving 11 percent of the ad dollars for this audience. At this time, 173 African American, African, Caribbean, and Haitian newspapers in 64 markets across the country are being engaged in the buy. (See Exhibit 1.)

While GlobalHue leads the advertising effort for the Black audience, they have subcontracted the actual media buying services. In 2009 , following a competitive selection process, two organizations were selected to conduct media buys for the Black audience. The first one was Voices, Inc., a Black woman-owned small business based in Los Angeles, California, that is responsible for broadcast media purchases. The second organization managing the Black newspaper buy is the National Newspaper Publishers Association (NNPA), headed by Mr. Danny Bakewell, publisher of the Los Angeles Sentinel. The NNPA was selected as a media buyer because of their extensive expertise about the Black newspaper business. The NNPA's fee is approximately $\$ 195,000$, and Mr. Bakewell is one of two NNPA contractors actually conducting the work on behalf of the Census Bureau. (See Exhibit 2.)

In close consultation with GlobalHue, the media buyers conducted negotiations with media properties for ad placements. The media buyers also made recommendations to Globallue on what the terms of the agreements with the media vendors should be. One of the items in the negotiations was the added value the media vendors would offer the Government. All of the more than 3,800 media vendors participating in the 2010 Census advertising are asked to provide added value. This is standard industry practice and very important due to the need to inform the public about the 2010 Census. With regards to added value from Black newspapers, NNPA recommended that participating newspapers promise "to run, during the paid advertising campaign, at least 6 news articles and 2 editorials stressing the importance of completing the 2010 Census." (See Exhibit 3.) This language was included in the insertion order, the document stipulating the requirements of the media buy. (See Exhibit 4.)

The Honorable William Lacy Clay
These requirements led to concems in the Black newspaper community and to exchanges of letters by Mr. Bakewell and Mr. Don Coleman, president of GlobalHue. (See Exhibit 5.) Subsequently, the Census Bureau requested Globallue to amend the requirements. As a result, new insertion orders were submitted with the new language. (See Exhibit 6.)

The Black audience is reached not only through Black newspapers, but also by other media as well, including TV, radio, magazines, outdoor advertising, and online. Research indicates that the Black audience consumes media in the following ways:

- 50 percent by viewing TV
- 30 percent by listening to radio
- 8 percent on the Internet
- 6 percent by reading magazines
- 6 percent by reading newspapers

Source: 2008 U.S. Diversity Markets Report: Synovate
You will note that 80 percent of media consumption takes place through broadcast media. As mentioned previously, we are spending 11 percent of ad dollars for the Black audience when this audience spends only six percent of their time reading newspapers. (See Exhibit 7 for the complete media buy schedule for the Black audience.)

The 2010 Census Integrated Communications Campaign has been the most thorough and researched communications effort ever undertaken by the Census Bureau. The process to get us to where we are today is the result of years of work. Activities associated with the development of the communications campaign have been collaborative and transparent, not only with our internal and external stakeholders, but also with our contractors. We are confident that paid advertising along with our robust partnership program and the other elements of the campaign will help us in our goal to ensure everyone in the Black community is counted in the 2010 Census.

Sincerely,
Robut M. Crove
Robert M. Groves
Director

## ce:

The Honorable Patrick McHenry
Ranking Member, Subcommittee on Information Policy, Census, and National Archives
Committee on Oversight and Government Reform
U.S. House of Representatives

Washington, DC 20515-6143

Ms. Jackson Lee. But let me get on record with you, Director Groves, $\$ 2.5$ million is not enough for print media. I haven't gotten the electronic media, and I'm going to do a series of questions. I want to leave you now, because you have indicated that you will reach out to me on the organization and the enrollment and no response and a lot of other issues that we need to talk about on the record.

I want to get that on the record acknowledging how important these people are.

Can I just make these questions, Mr. Tarakajian, on the record, Mr. Chairman, I need to get, as I indicated, a list of all the contractors, and Congresswoman Waters may have asked that. But to Mr. Garcia and Ms. Ennis, I need all of the-you're doing radio and print?

Ms. Ennis. Yes.
Ms. Jackson Lee. Are you producing ads as well?
Ms. EnNis. GlobalHue and GlobalHue Latino are producing ads as well.

Ms. Jackson Lee. So you're getting persons to act. Are you doing television?

Ms. EnNis. TV, radio.
Ms. Jackson Lee. OK. What's the buy for television?
Ms. Ennis. I'm not sure what your question is.
Ms. Jackson Lee. How much are you spending on TV that's directed to the minority community?

Ms. Ennis. Local TV or national or both?
Ms. Jackson Lee. Both.
Ms. Ennis. OK, can I take 1 second?
Ms. Jackson Lee. OK. Then let me-Mr. Garcia is answering the same thing. This is combined.

The second thing is, I need from you the list of all print that you're utilizing.

And let me be on the record that I have no ownership in the Houston Sun. I'm using it as an example, and I'm not precluding anyone else. I would like to get a list of all of the newspapers. The only reason I use them as an example is my understanding is that they were part of the conversation and dialog by several groups, and there may be others in Atlanta or others somewhere else, and they were left out.

Ms. Ennis. Houston Sun is on our media buy.
Ms. Jackson Lee. We don't have that information, but if you would give me the whole list. And that is all the papers.

And then if you have an immigrant population paper list, I would appreciate it.

Ms. Ennis. Yes, we do.
Ms. Waters. Will the gentlelady yield?
Ms. Jackson Lee. I would be happy to yield.
Ms. Waters. While you're making that request, would you also request, I guess, what would be termed as the coverage that particular newspaper has? Because as I've been looking at some of this information, it seems so disproportionate. There are some newspapers that, or magazines, that they give extraordinary amounts to, and ones who have more coverage get less amounts. And I want
to see how they make these decisions. So if you would include that in your request, I would appreciate it.

Ms. Jackson Lee. I think the gentlelady is correct. The analysis of how you made the decisions and how you make decisions as to the amount of advertising in the particular media magazines versus others.

I hear the gavel, and I'm just-was this submitted in the record, this is the American survey.

Mr. Cuellar. Without objection.
[The information referred to follows:]







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COMMUNICATIONS CONTRACT PLANNING BUDGET Census 2000 and 2010 Census

> Budget figures are compiled as of $4 / 28810$ and are subiest to chanoes as media buvs are
are subject to changes as media buys are
completed and all media purchases are

COomparison between Census 2000 Contract Cost (Actual) t 2010 Census Estimated Lifecycle Allocation and Total Estimated Lifecycle Budget.
"The inflation rate to paid media varies from year to year. This represents an average of the last 10 years.
** * roduction numbers for the Census 2000 were embedded in the Labor line item.
****Other: Travel, Research ODCs, Web site, Media Buying, Campaign Plan, In
$* * * * * *$ Partnerships includes Partnerships Support and Partnership w/ National Entities.
$\nabla$ The Rapid Response projects are still being reconciled at this time, which may change the allocations in this column.
$\nabla \nabla$ Budget figures are compiled as of $4 / 28 / 10$ and are subject to changes as media buys are completed and all media purchases are reconciled in the final accounting.

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US. DEPARTMENT OF COMMERCE


## the American Community Survey

This booklet shows the content of the American Community Survey questionnaire.


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Person 2

The balance of the questionnaire has questions for Person 2,
Person 3, Person 4, and Person 5. The questions are the same as the questions for Person 1.



## Mailing <br> Instructions

Please make sure you have...

- listed all names and answered the questions on pages 2, 3, and 4
- answered all Housing questions
- answered all Person questions for each person.


## Then....

- put the completed questionnaire into the postage-paid return envelope. If the envelope has been misplaced, please mail the questionnaire to.
U.S. Census Bureau
P.O. Box 5240

Jeffersonville, IN 47199-5240

- make sure the barcode above your address shows
in the window of the return envelope.
Thank you for participating in
the American Community Survey.
For Census Bureat Use

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## the American Community Survey

This booklet shows the content of the American Community Survey questionnaire.

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## Person 2

> The balance of the questionnaire has questions for Person 2,
> Person 3 , Person $A$, and Person 5 .
> The questions are the same as
> the questions for Person 1 .



## Mailing <br> Instructions

Please make sure you have...*

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- make sure the barcode above your address shyws in the window of the return envelope.
Thank you for participating in
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For Census Bureation Use

Ms. Jackson Lee. I would like to submit this in the record. I guess we're not having another round.

But Director Groves, I think this is your document, this is the American survey?

Dr. Groves. The American Community Survey, yes.
Ms. Jackson Lee. I will say to you that this is posing a lot of confusion, and maybe we will get an answer on how we decipher that and get people to know it's 10 minutes and 10 questions. And I know my colleague raised the same point. And how we separate this out. Why couldn't this be sent 2011 and get this information or December 2010 to get this information? So I yield back.

And I thank the chairman.
Mr. Cuellar. Thank you very much.
One question, before I pass it on to the ranking member, the company D'Esposito, is that one of them also that's owned by you?

Mr. Tarakajian. Yes. D' Esposito is a company that is one of our core subcontractors, but we hired them after.

Mr. Cuellar. Is that part of the three, or is that No. 4?
Mr. Tarakajian. No, they are not owned by the Interpublic Group. They are an independent company.

Mr. Cuellar. OK. And I want to correct myself on something. In Homeland, I usually give 10 days, but I understand this committee, it's 5 days. So I will correct myself and ask that the information be submitted 5 days, 5 working days from today.

At this time, I'll recognize the ranking member.
Mr. Chaffetz. Thank you. Thank you, Mr. Chairman.
Before I was talking about the American Community Survey and some of the concerns about the timing, the questions and whatnot. Let me also say publicly that the Republican National Committee, I'm a Republican, sent out a so-called census across the country. I think that was wrong. I don't think we should necessarily mandate or put in statute that you shouldn't use the word "census." But I think it was deceiving at best. And I wish my party had not done that.

I would encourage others to not try to piggyback and take advantage of the word "census" at a time that we're trying to encourage participation. And I think it was used as an enticement to open an envelope, and I wish they hadn't have done it.

But I want to be fair on both sides and stand on principle, and so I want to say that.

I have been somewhat frustrated, Director Groves, as you know, about the question of hiring criminals to conduct the enumeration parts of the Census. I would like to ask again, how many criminals are we hiring to do the enumeration, and what crimes do you think are acceptable to be hired to become an enumerator?

Dr. Groves. I could-I briefed the chairman and the Ranking Member McHenry on the changes in both the fingerprinting and the adjudication process. And I think we were close to having a meeting, but the snowfall did us in, of all the Members. I would be happy to do that again. If you would like I could read through all of the crime types that throw out an applicant immediately from consideration.

Mr. Chaffetz. I guess for the benefit of the full committee, I would like your commitment and understand the timing of when
you're going to provide that information. I think those are two critical pieces of information. I think Congress is entitled to see that information.

Dr. Groves. I'm happy to do that right now if you would like Congressman.

Mr. Chaffetz. And in the essence of time, I want to be careful of my colleagues, if you can submit it right now that would be great. I will look at it and read through it tomorrow. I understand there's going to be a lengthy list of maybe what's not acceptable, but I also want to see what's acceptable. And I would like to know how many people we are hiring that fall into this category.

So, again, if I have your commitment that you have this information, that you will provide it. We'll try this again. The hour is late, and we're coming up on 9 here. Do I have your assurance that you are going to provide that information?

Dr. Groves. Sure.
[The information referred to follows:]

## ADJUDICATION PROCESS

Background information on prospective Census employees is reviewed at headquarters by a staff of federal employees thoroughly trained in conducting suitability evaluations. They have considerable experience reading and interpreting FBI rapsheets. The staff is supplemented by contractors who are former law enforcement professionals, lawyers and paralegals, and former FBI and Secret Service professionals. They all thoroughly understand the suitability evaluation process. In addition to required familiarity with Office of Personnel Management Suitability Standards, all adjudicators are given extensive adjudication and system training, and they are required to complete FBI training on criminal history record.

Adjudicatory evaluations fall into the following 4 categories:

1) Automatic Disqualifiers - Not Hired Under Any Circumstances

FELONY CONVICTIONS FOR THE FOLLOWING CRIMES:

| Sexual Offenses | Murder | Child Abuse |
| :--- | :--- | :--- |
| Arson | Aggravated Assault | Robbery |
| Embezzlement | Forgery | Grand Larceny |

Anyone convicted of the above crimes will not be hired under any circumstances.


Census
2010
2) Disqualifiers - Subject to Review, but Rarely Hired

FELONY CONVICTIONS FOR THE FOLLOWING CRIMES:

| Burglary | Theft | Fraud |
| :--- | :--- | :--- |
| Money Laundering | Battery | Assault and Battery |
| Breaking and Entering | Threat or Assault Upon a Public <br> Official | Crimes Against the Government |
| Vandalism | Illegal Manufacture or Distribution <br> of Controlled Substances | Statutory Rape |
| Possession of Prohibited Weapon | Possession of Illegal Ammunition | Possession of Loaded Firearm or <br> Explosives |
| Possession of Firearm by a Felon | Carrying Concealed Weapon or | Possession of Unregistered Firrearm |
| Carrying a Deadly Weapon | Brandishing Firearm | Unlawful Discharge of Weapons |

A felony conviction on any of the above arrests (or proof that the person engaged in the conduct even if the outcome ultimately was dismissed) will disqualify the applicant. The only exception, and this is very rare, is when the applicant can provide information that shows extenuating circumstances indicating the applicant will not pose a risk to public safety or data integrity. Decisions in these cases must be reviewed an concurred upon by two sets of adjudicators.

## 3) All Other Felonies Occurring Within the Last 10 Years

Any other felony arrest that occurred within the last 10 years resulting in either a conviction or proof that the person engaged in such conduct will be closely reviewed. Adjudicators will consider extenuating circumstances (e.g. age of offender, nature of offense, recidivism) before disqualifying the applicant. The offenses are not automatically considered disqualifying if they happened more than 10 years ago.

USCENSUSBUREAU

## 4) Misdemeanor Convictions

Convictions for single misdemeanor conviction during the past 3 years will be closely reviewed for aggravating or extenuating circumstances (e.g. age of offender, recidivism) before it will be determined unfavorable.

Mr. Chaffetz. OK. I appreciate it, because my time is real short, one last thing, I would appreciate your explanation on, what is this category called "Census in schools?" How much are we spending there, and what does that really do? I mean, if you're a 12 -yearold kid, you're not going to be able to fill out the Census. And I guess you want to encourage mom to do it, but what is this program? And why are we spending so much? And how much are we spending on it, and why are we spending so much on it?

Dr. Groves. We're spending about $\$ 13$ million on it. And let me tell you the program to answer your question. This is a program that has exercises for K-through-12 kids, year appropriate. The focus of the exercise is to teach the constitutional basis of the Census in those grades that can consume that. In grades that are lower, it talks about what a Census is, the fact that this country, since 1790, has done this. And they do exercises; accounting, map reading. There's a bit of civics, a bit of arithmetic, a bit of geography that's done.

What we found I think and what other countries have found repeatedly is that, for new immigrant families, the children are the first to learn the language of the new country. And to the extent they understand the message and they look forward to participating in their Census, their first Census for many of them, that aids the participation rate of others. I've gone to several schools around the country. We have enlisted the help of Sesame Street characters to help get this message out, so the Count and Rosita sometimes come with me. The kids get it.

Mr. Chaffetz. Maybe next time you could bring them along.
Dr. Groves. I have quizzed kids about things that my adult friends don't know. The lessons are working. They know why we do a Census. They know-some of them know that Thomas Jefferson was the first Director of the census. They get it. So I think this is an area that we should all be proud that we're teaching these young Americans about how this country works and how the census fits into it.

Mr. Chaffetz. It sounds like an admirable goal. You know, I question $\$ 13$ million, and how did it work. And, obviously, I think, Mr. Chairman, it's $\$ 13$ million. How is that money passed out?

Dr. Groves. This is actually done through schools. So with an alliance from scholastic.com, teachers can go to the Web site and download the materials. This seems to be working. And then we send out maps and other materials directly to the schools.

Mr. Chaffetz. If we could learn the details of how that is administered and how that money gets put out.

Dr. Groves. Sure.
Mr. Chaffetz. On the one hand, it sounds like a very large number. When you think about the tens of millions of kids we have out there and all the schools-

Dr. Groves. And do you know what's fun? To go to a school in your district and watch them do this exercise.

Mr. Chaffetz. If we could learn more about how that money is administered and who has that contract. That's sort of similar to what we were talking about before. We would appreciate it.

Thank you, Mr. Chairman.

Mr. Cuellar. And Director Groves, again, within 5 days, if you can submit that information from today. Director Groves.

We're about to close, but let me say, you and I have spoken about the question that the ranking member asked, and of course, you're going to do everything to make sure that the American public is protected; is that correct?

Dr. Groves. Absolutely. I've testified and I've given speeches that the safety of both the American public and our enumerators are key to the success of the Census. This has to be both true in fact and true in perception. I care deeply about this. We're doing everything we can to make sure that occurs.
[The information referred to follows:]

MAY 142010
The Honorable Jason Chaffetz
Subcommittee on Information Policy, Census and National Archives
Committee on Oversight and Government Reform
U.S. House of Representatives

Washington, DC 20515-6143
Dear Representative Chaffetz:
This letter is in response to the April 21, 2010, letter from the Information Policy, Census, and National Archives Subcommittee requesting the clarification of the U.S. Census Bureau's communications efforts to promote the 2010 Census. In our response of May 9 , we failed to submit these responses individually to each Member office as stipulated by the Chairman. Herewith are the responses to your specific questions, as identified by the Subcommittee, along with the original set of attachments some of which are referenced below. It is my hope that these responses further clarify the responses the Census Bureau delivered to the Subcommittee on March 9, 2010, in response to the February 24, 2010, hearing entitled, "The 2010 Census Communications Contract: The Media Plan in Hard to Count Areas."

Since we last supplied the Subcommittee with details on the advertising buys on March 9, much has happened, including the mailing of the forms, the end of the mailback phase, the shift of advertising messages from "Mail It Back" to "Cooperate with the Census Taker" and the start of Non-Response Follow-Up. In our previous report and testimony we told you we had created a media reserve fund of $\$ 7.4$ million for unforeseen contingencies and additional advertising in areas of low response. All of those funds were expended in various efforts to increase cooperation and boost mailback response.

At the end of March, Census Bureau management met and reviewed census tract-level data and ranked local media markets in terms of those showing the lowest rates of participation. We made the judgment that with savings from other census operations that had essentially been concluded, we had additional reserve funds available in the Decennial account which could be used to further increase targeted, national and local media buys to help boost participation. Through a series of decisions we added $\$ 31.4$ million to the media buys in the final two weeks of the mail-back phase and for some additional spending during Non-Response Follow-Up.

The combined actions to expend our $\$ 7.4$ million media reserve and to supplement the media buys with and additional $\$ 31.4$ million we believe helped the country achieve the 72 percent participation rate that matched the performance of the Census 2000 . We are particularly pleased that our contractor and our census staff worked collaboratively using real time data - almost at the last minute to still be able to be in market- in an effort to deploy the additional spending in those markets and against those audiences showing evidence of lower participation rates.

I should stress that some of the data contained in this response was previously submitted to the Subcommittee. In other instances, we have updated the data or charts to reflect spending and events that have taken place since March 9 to provide you with the most current information in
each instance. Budget documents reflect more recent data, where more detailed accounting reports may be current as of March 31, 2010.

Question: A full accounting and itemization of the $\$ 13$ million spent for "Census in School."
Answer: Please review Attachment 11 which is an accounting and itemization of the $\$ 13$ million spent for the Census-in-Schools campaign. The Census-in-School attachment shows the spending of funds by area (Stateside, Puerto Rico, American Samoan, Guam, Northern Marianas and the U.S. Virgin Islands) and their deliverables for Census-in-Schools program components. In addition, the attachment provides an account of materials developed in support of the Census Road Tour. The budget is broken down by the initial amount of $\$ 4.3$ million that was allocated to the Census-in-Schools program during early planning stages. An additional $\$ 4.3$ million was given (still under the base amount) once Scholastics was contracted to develop and expand the Census-in-Schools program. Furthermore, the Field Division of the Census Bureau provided $\$ 10$ million from their surplus funds to help in the development of more printed Census-in-Schools materials and promotional items. The American Recovery and Reinvestment Act of 2009 provided to the Census Bureau an additional $\$ 3$ million to the Census-inSchools budget for various activities. Altogether, the funds brought the overall Census-in-Schools budget to $\$ 13.2$ million.

Question: Names of interpublic group of companies that own DraftFCB.
Answer: Interpublic Group is the name of the company which owns DraftFCB, as well as several other media companies.

Question: The labor fee associated with Census ad buys.
Answer: $\quad$ The Census Bureau disbursed $\$ 109.1$ million in labor cost for the entire 2010 Census Integrated Communications Campaign. Of that amount, thirty-one percent has been allocated for human activities needed to design and create the plans, the messaging and execution of the media buys, and the production of the materials for all the integrated communication activities. They include: Census in School, Road Tour, Partnership Support, Earned and paid Media.

In the March 9, 2010, correspondence to the Subcommittee, the Census Bureau provided the costs associated with the production, labor, and related activities for the campaign (Tab 3).

Question: Itemized budget of the $\$ 6$ million diverse mass media online campaign.
Answer: $\quad$ The costs for the digital component of the paid media campaign include
production at $\$ 1.5$ million and media production at $\$ 7.9$ million. Unfortunately,
the Census Bureau is not able to provide at this time a separate labor cost of digital work because there were personnel working on digital and non-digital components of the campaign. The reason for this cross work was to ensure campaign integration and to maximize cost efficiencics.

In a March 9, 2010, correspondence to the Subcommittee, the Census Bureau provided an overview of digital strategy and effectiveness to date (Tab 8).

Question: Listing of crimes that are an impediment to Census hiring.
Answer: The Census Bureau considers the criminal history of our applicants through the name check and fingerprinting reviews we conduct; however, we have not found these reviews to be an impediment to our ability to hire qualified applicants from the communities in which we require enumerators. Our hiring efforts have received tremendous support nationally, and we expect to be able to meet our hiring goals.

Question: Amount of labor fee collected by subcontractor Pengood.
Answer: To date, the amount obligated to Pengood for labor is $\$ 275,987$.
Question: Total itemization of budget directed to address canvassing.
Answer: Please see Attachment 12 - "Address Canvassing Budget."
I hope that the above responses fully addressed your inquiries. Should you have additional questions, please do not hesitate to call Ms. Angela M. Manso in the Congressional Affairs Office at 301-763-6100.

## Sincerely,

## Robut M. Grows

Robert M. Groves
Director
cc: The Honorable William Lacy Clay, Chairman
The Honorable Patrick McHenry, Ranking Member



Page 2 of 4

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Mr. Cuellar. And I know you well, so I appreciate your time. Director Groves-one more? One more question, and then we're going to move to the next panel.

Ms. Jackson Lee. A record clarification if I could.
And, Dr. Groves, you didn't answer my question on the American survey, the timing. Is that now, or is it later?

Dr. Groves. Since the early 2000's, continuously we've been doing that survey. Every month, a small sample of households get that, and it just keeps going forever.

Ms. Jackson Lee. You might think with your top leadership how we can help people discern the two, particularly in the unaccounted area.

Mr. Chairman, just a record clarification. Ms. Ennis, are you going to submit what I asked you to submit in writing, or do you have a number right here?

I asked a question, Mr. Chairman, and she was looking through her papers.

Ms. EnNis. I can give you the numbers right now and in writing if you would like, if we have time.

Ms. Jackson Lee. Mr. Chairman, I don't know if-how do you want it, Mr. Chairman?

Mr. CUELLAR. If we can do this quickly, because I do want to move into the second panel.

Ms. Jackson Lee. If you can just say it quickly.
Ms. Ennis. I'm just going to read them off.
It's $\$ 6$ million in national television; $\$ 4.2$ million in local television; $\$ 2.8$ million in national radio; $\$ 3.9$ million in local radio; $\$ 1.6$ million online, that's digital marketing; $\$ 800,000$ in magazine; $\$ 2.5$ million in local newspapers; and $\$ 1.2$ million in out of home.

Ms. Jackson Lee. We're writing it down, and you can put that in writing.

And I'll just close on this point so that I will not be reflected negatively in the record. I'm not asking about one newspaper. I used them as an example of individuals who were left out. And Mr. Bakewell is here, and he knows that I'm looking at the vast number of newspapers, not only in Houston but elsewhere, and I think that number is not high enough.

And last, my good friend from Utah, I would like to clarify the word "criminals," because I have the greatest respect for the Census, and I know that it's a different term from criminals. These are individuals who you're not barring, who happen to be ex-felons or maybe ex-felons or may have had and are through the process and are employable.

So I know that they may have had a record, to my distinguished gentleman.

And I know that you're going to give him a report, Dr. Groves, about what the criteria is, but I wouldn't want to frighten the public about criminals. I believe it is different from that. It is people who are eligible to work who may have had a prior encounter with the law, and you vetted them and making sure they're able to work. But I know you'll give us a final report on that.

And I yield back to the chairman.
Mr. Cuellar. Thank you.
Thank you very much to the witnesses.

Dr. Groves, Mr. Tarakajian, Mr. Garcia and Ms. Ennis, we want to thank you very much.

Again, this was a long day. As you can see we started out with Toyota, and still got one last panel, I believe, or two more. All right. So, again, I want to thank you.

To all of you all, thank you very much. We'll move on to the second panel at this time. Thank you very much. Good night.

Before we get started, I believe the U.S. Census Director's staff turned in a document to the ranking member, and you want to make a motion.

Mr. Chaffetz. I just ask unanimous consent to submit it into the record.

Mr. Cuellar. Without objection.
All right. We now move to our second panel.
Our first witness is Ms. Karen Narasaki, the executive director of the Asian American Justice Center, one of the Nation's leading voices that advocates for the rights and interests of Asian Americans.

The second witness is Mr. Arturo Vargas, the executive director of the National Association of Latino Elected Officials [NALEO], the national organization of Latino policymakers and their supporters.

The next one will be Ms. Helen Hatab Samhan, the executive director of the Arab American Institute Foundation.

Thank you again for being here.
And then we have the final panelist is Ms. Linda Smith, executive director of the National Association of American Child Care Resource and Referral Agencies.

I want to thank all of you all for appearing before this subcommittee.

As you know, it is a policy of the Oversight and Government Reform Committee to swear in all the witnesses before they testify. And I would like to ask each of the witnesses to please stand and raise your right hands.
[Witnesses sworn.]
Mr. Cuellar. Let the record reflect that the witnesses answered in the affirmative.

Each of you all will have 5 minutes to make an opening statement. Your complete written testimony will be included in the hearing record. The yellow light will indicate that it is time to sum up. The red light indicates that your time has expired.

And Members, we are going to stick to the 5 minutes. We're just going to go one round for the courtesy of the witnesses. And of course, I think we have another panel afterwards. It is 9:06, so we're just going to go with-we'll be very strict on the time and just go with one line.

So, at this time, Ms. Narasaki, I would ask you to proceed with your testimony.

STATEMENTS OF KAREN NARASAKI, EXECUTIVE DIRECTOR, ASIAN AMERICAN JUSTICE CENTER; ARTURO VARGAS, EXECUTIVE DIRECTOR, NATIONAL ASSOCIATION OF LATINO ELECTED OFFICIALS; HELEN HATAB SAMHAN, EXECUTIVE DIRECTOR, ARAB AMERICAN INSTITUTE FOUNDATION; AND LINDA SMITH, EXECUTIVE DIRECTOR, NATIONAL ASSOCIATION OF AMERICAN CHILD CARE RESOURCE AND REFERRAL AGENCIES

## STATEMENT OF KAREN NARASAKI

Mr. Narasaki. Thank you, Mr. Chairman. We appreciate the invitation to the Asian American Justice Center to testify on this very critical issue.

My name is Karen Narasaki, and I'm president of the Asian American Justice Center. We are a member of the Census Bureau's Advisory Committee for the 2010 census. And as we did in 2000, AJC is leading a national Census outreach campaign for Asian Americans and Pacific Islanders.

We are working with partners such as our affiliates in LA, the Asian Pacific American Legal Center of Southern California; and in Chicago, the Asian American Institute in Illinois; and one of our key partners in New York, the Asian American Federation. We have directly funded in a coordinating effort by 29 local commu-nity-based organizations in 21 States. And they include the Legal Center in LA, which is subgranting a statewide campaign, as well as three groups in Houston; OCA, BPSOS and one of the South Asian organizations.

We have also developed educational PSAs, brochures and other translated materials and have created a Web site that serves as a national clearinghouse for census 2010 materials created for Asian Americans and Pacific Islanders in various languages. And it's part of our campaign, "Fill in Your Future," and you can find it at fillinyourfuture.org.

We are also partnering with national civil rights organizations such as the Leadership Conference on Civil Rights, the National Conference of American Indians, the NAACP and the NALEO. Mr. Vargas will be testifying after me.

As you know, Asian Americans have historically been undercounted. And because the community is two-thirds foreign born and comprised of more than several dozen distinct ethnic groups and a multitude of cultures, speaking many different languages varying generationally, many challenges exist in counting this population.

We are pleased that the Census Bureau has listened to our recommendations from the 2000 census effort in building their 2010 Census Integrated Communications Campaign. Ethnic media is a very important tool in communicating to our community. In fact, three in four Asian Americans are reached through ethnic media.

The Asian American media plan is significantly more inclusive than in 2000, with more languages covered and over 750 media outlets engaged. Media buys are being made nationally and in 53 additional local markets, covering 13 Asian languages and 17 Asian ethnic groups.

And most importantly, this campaign does not have a one-size-fits-all generic Asian campaign, but it is one that is culturally sensitive for each targeted ethnic group.

However, while there is improvement, there are still significant gaps. Too many restrictions on the access to the agencies working on the media campaign by community partners working with the Bureau have created frustration for a lot of our partners and has, unfortunately, bred some suspicion and animosity that we think could be prevented. This has led to negative media coverage in some ethnic newspapers of census 2010 at a time when the Bureau needs to be building trust in our communities.

The national budgets allocated for communities do not appear to be enough to cover several of the smaller but growing and harder-to-count Asian communities, such as the Indonesians, the Sri Lankans, Burmese, and isolated communities, such as the Montagnards Vietnamese.

In addition, there's no Pacific Islander media campaign for the mainland; it is only focused on the island. Many Pacific Islanders actually reside on the Continental United States, and we run a high risk of missing them during the 2010 census.

Finally, key opinion leaders often read the English language Asian media, and despite the increase in English language Asian media outlets, no resources seem to have been allocated at all to these media organizations.

Of great concern also is the regional office issues. There's a lack of coordination between the national and regional local outreach and public relations efforts. The Bureau needs to ensure better coordination. It is important for them to work with their regional offices also to make sure that they are recruiting, hiring and training the employees with the best language and cultural skills needed to secure an accurate count.

Another concern is the need for adequate hiring and training. Unfortunately, the AAPI partnership specialists qualities vary significantly across the regions, and not enough specialists have been hired to cover various communities. So, for example, in Chicago, our affiliate there had to fight to get even one Asian-specific partnership specialist hired, despite the growth in the population. To date, the regional office has only recruited one Chinese-speaking partnership specialist, despite the huge diversity of the immigrant community in Chicago.

We also believe that the Census Bureau needs to act quickly to identify its Questionnaire Assistance Centers and Be Counted Sites. In 2000, they did it only a week before census day. And they must do a better job coordinating the advertising of where these sites are going to be, including the organizations' leading community based outreach efforts.

Finally, the Census Bureau needs to make much more of a priority to ensure that deceptive mailings and Internet scams that pretend to represent the Census Bureau and census 2010 are not used to mislead, misinform, or otherwise swindle these particularly vulnerable communities.

In conclusion, I look very much forward to answering any questions you may have. Thank you very much.
[The prepared statement of Ms. Narasaki follows:]

ADYANGHNGAQUA!

Statement of
Karen K. Narasaki
President and Executive Director, Asian American Justice Center
Before the
Subcommittee on Information Policy, Census, and National Archives
Committee on Oversight and Government Reform
United States House of Representatives
The 2010 Census Communications Contract: The Media Plan in Hard to Count Areas
February 24, 2010

## Introductory Statement

In 1990, the U.S. Census Bureau conducted its decennial count of individuals residing in the United States. The count disproportionately missed ethnic minorities, children, and immigrants. Asian Americans were among the disproportionately undercounted due to obstacles including cultural and linguistic barriers. For Census 2000, with the hard work of the Census Bureau on outreach initiatives in collaboration with the national community education outreach projects by many community based organizations, as well as a first-ever paid media campaign, the Census Bureau was able to improve its count of the U.S. population. However, the undercount persisted for many of the same communities.

As the 2010 Census fast approaches, it is clear that the undercount is again an issue that must be addressed, with even more challenges facing the Census Bureau. The Census Bureau is hoping to address many of these challenges through its Integrated Communications Campaign, which it has implemented based on lessons learned from the first ever paid media campaign for the 2000 Census. While we commend the Census Bureau for moving forward and learning from past successes and failures, a review of the communications campaign shows areas where improvements can be made to achieve an even more accurate count of our population. This written testimony will discuss the history of the "Hard to Count" (HTC) Asian communities, the ramifications of undercounting this population, barriers that exist for HTC Asian communities and the importance of media as a tool in communicating with the HTC Asian communities. I will also provide an assessment of the 2010 Census Integrated Communications Campaign, and its potential for reducing on the Asian undercount, and provide suggestions about additional methods that should be utilized to ensure the Census message is disseminated throughout the Asian constituencies.

## Organizational Background

The Asian American Justice Center (AAJC) is a national non-profit, non-partisan organization that works to advance the human and civil rights of Asian Americans through advocacy, public policy, public education, and litigation.

AAJC has three affiliates: The Asian American Institute (AAD) in Chicago; the Asian Law Caucus (ALC) in San Francisco; and the Asian Pacific American Legal Center (APALC) in Los Angeles, all of which have been engaged in working with their communities to ensure an accurate count during past decennial census. APALC is a Census Information Center and established a Demographic Research Unit to make Census 2000, and other relevant research, more accessible to the growing Asian American and Pacific Islander community and the organizations that serve it. APALC also led the Califormia statewide collaborative effort on census outreach and education in 2000. AAJC also has over 100 Community Partners serving their communities in 24 states and the District of Columbia.

Together with our Affiliates and our Community Partners, AAJC has been extensively involved in working to eliminate the problems that have historically resulted in undercounting and underreporting of Asian Americans in federal data collection and analysis efforts, and in particular the decennial census count. AAJC conducted an extremely successful national Census 2000 outreach and educational project focused on the Asian American community. Through this project, AAJC and its Affiliates distributed over 750,000 linguistically and culturally appropriate community education materials and hosted or participated in over 865 community education activities, including panel discussions, presentations and press conferences.

Since the 2000 Census, AAJC has not paused in its efforts to ensure accurate and appropriate federal data collection and reporting on Asian Americans. AAJC has been a member of the Decennial Census Advisory Committee since 2000. In 2005, AAJC became a member of the reconstituted and downsized 2010 Census Advisory Committee. In its advisory role, AAJC is able to assist the Census Bureau in understanding what research and programs would help the Bureau to effectively address the cultural differences and intricacies in various hard-to-reach communities, particularly in Asian American communities, in order to get the most accurate count possible.

Additionally, AAJC currently co-chairs the Leadership Conference on Civil and Human Rights' (Leadership Conference) Census Task Force. The Leadership Conference is the nation's oldest, largest, and most diverse civil and human rights coalition, with nearly 200 member organizations working to build an America as good as its ideals. In its leadership capacity on Leadership Conference's Census Task Force, AAJC has kept Leadership Conference's members informed of important census policy issues and has facilitated conversation among the groups to build consensus recommendations for various census policy and outreach issues.

Finally, AAJC is currently engaged in education and outreach efforts around Census 2010. As a member of the Leadership Conference's Census Collaborative, AAJC is partnering with organizations such as the Leadership Conference Education Fund, the National Association of Latino Elected Officials, the National Congress of American Indians and the NAACP to develop and implement a comprehensive national census project.

AAJC is also leading efforts for the Asian American and Pacific Islander community through its recently established nationwide "Fill in Our Future" campaign, along with four other regional and local organizations, to encourage our communities' participation in the 2010 Census through a national network of community-based organizations. Through the Fill In Our Future campaign, AAJC is re-granting significant funding to twenty-nine local community-based organizations in twenty-one states to ensure that outreach and educational efforts are conducted at all levels to maximize the number of Asian Americans we can reach through materials dissemination, workshops, and trainings and with technical assistance. AAJC has already created the National AAPI Census Advisory Council to help ensure optimal coordination of census efforts by Asian American, Pacific Islander and Native Hawaiian communities around the country through the funding of eleven National Council of Asian Pacific Americans (NCAPA) groups already engaged in educating and outreaching to constituents through their own local affiliates/chapters and extensive networks. The National AAPI Census Advisory Council members will provide their networks with resources available through the Fill In Our Future campaign and serve as members of AAJC's Speakers Bureau. To assist local and national partners, AAJC, through the Fill In Our Future Campaign, has developed a resource center Web site (www.fillinourfuture.org) that serves as a clearinghouse for Census 2010 materials, particularly translated materials, created for Asian American and Pacific Islander communities. The Web site also houses Public Service Announcements created across the country and in various languages, including four created by AAJC. The purpose of the clearinghouse is to organize all the information into a single central location so that communities across the country can readily access, download and use the information for educational outreach on the census, and to reduce duplication of efforts. Not only has AAJC been collecting materials created by the Census Bureau and other organizations across the county, AAJC, through the Fill In Our Future campaign, has developed materials and giveaways for our partners, including pens, magnets, mint tins, antibacterial sprays, shirts, bags, and most importantly, translated posters and brochures that provide the nuts and bolts information on how to participate in Census 2010.

AAIC is pleased to provide comments on the 2010 Census communications campaign. AAJC would like to request that this written statement be formally entered into the hearing record.

## History of undercount of the HTC Asian communities

Since 1940, the Census Bureau has attempted to measure its ability to accurately count the people in America, first through Demographic Analysis and more recently with a separate coverage measurement survey. Duplicate responses lead to overcounts, while omissions, or missed persons, lead to undercount. ${ }^{2}$ Subtracting overcounts from undercounts results in a net

[^1]undercount or overcount for each census. It is important for the Census Bureau to check its ability to achieve an accurate count through a coverage evaluation program.

For each decennial census from 1940 to 1980, the national net undercount went down, as did the net undercount for specific population subgroups. However, since 1940, there has always existed a differential undercount - that is, non-Hispanic whites had lower undercount rates than people of color, or, stated another way, people of color were missed by the census more often than non-Hispanic whites. The differential undercount was also reduced each decennial census since 1940 , until the 1990 census.

The 1990 Census was a watershed moment for the Census Bureau. It was the first census that was less accurate than the one previous since the Bureau began scientific measurements of coverage. The differential undercounts were the highest the Census Bureau had ever recorded. We also learned from 1990 that it was not only African Americans who suffered significant differential undercounts but also Latino Americans and Asian Americans. ${ }^{3}$ American Indians on reservations had the highest undercount of any groups in the 1990 census, with an undercount rate over 12 percent. ${ }^{4}$ The undercount of children was generally disproportionate. Children made up a quarter of the overall population in 1990, but accounted for slightly more than half of all persons missed by the census. ${ }^{5}$ The undercount of children of color was even more disproportionate. For example, the undercount for African American children was twice as high as that for non-Hispanic white children. ${ }^{6}$

In 2000, the Census Bureau worked to improve the accuracy of the count. Unfortunately, it was unclear how well the Census Bureau was able to count people. Despite the fact that the final coverage measurement, the Accuracy and Coverage Evaluation (Revision II) ("A.C.E. Revision II"), results showed a net national overcount of about one-half a percent and a slight overcount of the Asian American population (of 0.75 percent ${ }^{7}$ ), ${ }^{8}$ the Census Bureau itself did not have confidence in its measures of census accuracy in 2000 , especially for smaller population groups such as Asian Americans, due in part to its own concerns about its methodology for measuring the accuracy of that count. The Census Bureau cited "troubling anomalies and unexplained results" in its decision not to use the results of its accuracy-check survey to adjust the final census numbers. An expert National Academy of Sciences panel concluded that while undercounts among traditionally hard-to-count communities such as minority groups were likely

[^2]lower in the 2000 Census than in previous censuses, they also concluded that there continued to be a differential undercount of racial minorities in the 2000 Census. The panel further noted that the seeming overcount of Asian Americans could be attributed, in part, to a relatively high rate of duplication of Asian Americans counted both at home and at their college dorms, which could "offset" an undercount of Asian Americans in communities that are more difficult to count due to lower income, language and other barriers.

Some Asian American subgroups strongly believe there was an undercount of their communities in 2000. This was particularly true for Southeast Asian communities. For example, many community leaders in Long Beach, California believed that the Cambodian population was undercounted in the 2000 Census. As evidence, they cite the fact that local school enrollment data were considerably at odds with the 2000 census data. During that year, school enrollment data showed a population of Cambodian children that was nearly as large as the entire Cambodian population counted by the Census Bureau, while the 2000 census data showed that the Cambodian school-age population accounted for much less than 50 percent of all Cambodians in Califormia. It is clear that the Census Bureau missed a significant number of Cambodian children in the 2000 Census, and it is equally likely that the census missed adult Cambodians in California.

## Ramifications of undercounting the HTC Asian communities

The importance of census data to all Americans, and specifically for HTC Asian communities cannot be overstated; census data are critical for our society to function, as it is used for many purposes by many entities. For example, information about age, Hispanic/Latino ethnicity and race are used by the Department of Justice to combat discrimination; by the Department of Health and Human Services to support research on service delivery for children, minorities, and the elderly; and by the Department of Education to conduct studies, evaluations, and assessments of children of different racial and ethnic backgrounds. This information is also used to reapportion political representation and in the redistricting process at all levels. Many federal and state programs use census data to distribute funds for community development. In fact, census data is used by federal agencies to allocate over $\$ 400$ billion in federal funds each year for hospitals, job training centers, schools, senior centers, bridges, tunnels and other-public works projects, emergency services and other vital services. Thus, when our HTC Asian communities are undercounted, they do not get the resources and services they deserve and need and do not get the same political voice as those who are counted more accurately.

Additionally, because the census is the richest source of data on Asian American communities, especially for sub-ethnic communities (such as Chinese, Asian Indian and Hmong), undercounts in these communities are particularly detrimental. In many data sets or surveys developed by private, academic and other governmental entities, Asian Americans often find themselves woefully underrepresented. Many data sets or surveys simply lump Asian Americans into the "Other" categories, thereby making it impossible to determine what the landscape looks like for Asian Americans on that particular topic, whether it is health care, educational drop-out rates, or some other important social or political issue. Other times, Asian Americans are able to find aggregated data for the entire Asian American community but those data may not be particularly useful. Because the Asian American community is diverse, comprised of several dozen distinct ethnic groups and a multitude of cultures speaking many
different languages, all of whom have different experiences in the U.S., aggregated data may simply mask problems and concerns for particular sub-ethnic groups who are disaggregated in that data set. For example, Asian Americans as a whole are often seen as wealthy and well educated, but disaggregated data for subgroups reveals a wide array of incomes, poverty rates, and levels of educational attainment - from those doing very well to those struggling on multiple fronts. The Census Bureau is one of the few entities that collects and reports data at the disaggregated level for Asian American sub-ethnic groups. Therefore, an inaccurate count of Asian Americans means that communities will not be able to track the well-being of children, families, and the elderly; determine where to locate new highways, schools, and hospitals; show a large corporation that a town has the workforce the company needs; evaluate programs such as welfare and workforce diversification; and monitor and publicize the results of programs, particularly as it all relates to different ethnic subgroups.

## Barriers to census participation for HTC Asian communities

The Asian American population in the United States is larger than it has ever been in our nation's history. From 1990 to 2004, the Asian American population doubled in size, growing from seven million to 14 million. Of this rapidly growing segment of the population, about twothirds are foreign-born, and more than a third of the Asian American population, nearly four million people, is considered limited English proficient (LEP). This combination of factors indicates that a significant sector of the population is at a substantial disadvantage - both linguistically and culturally - when it comes to participation in the census.

The Census Bureau's Asian American focus groups showed that many Asian Americans lacked awareness about the census and had not heard of the Census Bureau. ${ }^{9}$ Indeed, many Asian Americans find the idea of the census not only confusing, but invasive and potentially threatening. Asian Americans - especially those who have recently emigrated from countries with oppressive governments - believe that the census is linked to the Immigration and Customs Enforcement (ICE) or the Internal Revenue Service (IRS). The Census Bureau's Asian American focus groups also noted a lack of understanding about the purpose of the census and how the data is used. They also did not recognize any direct benefit to participating in the census to themselves and/or to the Asian American community. Lastly, respondents noted that Englishlanguage proficiency issues and the lack of availability of in-language materials functioned as barriers to census participation by Asian Americans.

Even more challenges exist to an accurate count of Asian Americans in the 2010 Census than in previous census counts, increasing the risk of a significant undercount. With continued high immigration, the diversity of the Asian American group has increased and has made them harder to reach through any one medium. The ethnic, religious, language and generational make up of the group has significantly changed since 2000. The Asian American community has grown 26 percent since 2000 , with even higher growth rates in regions of the country that do not

[^3]have extensive community infrastructure to assist the Census Bureau. There are generally high levels of mobility among some segments of the Asian American population. Also recent natural disasters and the economic crisis have displaced many people from their homes and have created a more complex, often multi-family household for many people. Asian immigrants are increasingly reluctant to voluntarily provide personal information to the government in an age of identity theft and in the wake of immigration raids and other dragnets that post-9/11 policies have created, including the use of housing enforcement to identify those who are undocumented

## Importance of media as a tool in communicating with the HTC Asian communities

Media is an important tool in communicating with the HTC Asian communities. In particular, utilizing ethnic media ${ }^{10}$ is the most effective way to reach a substantial part of Asian communities. In fact, almost 3 in 4 Asian Americans are reached by ethnic media, with 57 percent reached by ethnic television and 43 percent by ethnic newspapers. ${ }^{11}$ Additionally, 1 in 4 Asian Americans are reached by ethnic radio. Different Asian ethnic communities respond to ethnic media differently, including which medium is utilized (see table below). ${ }^{12}$

|  | Reach of Ethnic <br> Media | Reach of Ethnic <br> Television | Reach of Ethnic <br> Newspaper | Reach of Ethnic <br> Radio |
| :--- | :---: | :---: | :---: | :---: |
| Chinese | $59 \%$ | $70 \%$ | $70 \%$ | $31 \%$ |
| Koreans | $61 \%$ | $54 \%$ | $64 \%$ | $27 \%$ |
| Vietnamese | $83 \%$ | $57 \%$ | $39 \%$ | $34 \%$ |
| Filipinos | $84 \%$ | $60 \%$ | $29 \%$ | $11 \%$ |
| Asian Indians | $85 \%$ | $45 \%$ | $15 \%$ | $19 \%$ |

The reach of Asian ethnic television has increased substantially since 2005, with television programming targeting Chinese, Vietnamese, Koreans and Filipinos increasing its reach to the Asian American adult population by 30 percent. ${ }^{13}$ Ethnic radio is also particularly strong in the Chinese, Korean and Vietnamese communities, especially for reaching firstgeneration immigrants. ${ }^{14}$ Newspapers continue to be a strong medium for reaching Asian American populations, with their popularity increasing in many communities, such as the Chinese and Korean newspapers that now reach 70 percent and 64 percent respectively of their adult populations in the United States. Newspapers like Sing Tao, the World Journal, Korea Daily and Korea Times have substantially increased their circulation since 2005. The reach of
${ }^{10}$ See New America Media, National Study on the Penetration of Ethnic Media in America (2009), http://media_namx.org/polls/2009/06/National_Study_of_the_Penetration_of_Ethnic_Media_June_5_2009_Presenta tion.pdf (Media directed toward a specific ethnic group and often written or broadcast in a language native to the group (e.g., Chinese-language newspapers or Asian television stations)).
${ }^{11} 1 \mathrm{~d}$. At 11,19 (73 percent of Asian Americans are reached by ethnic media).
${ }^{12}$ New America Media, supra note 10.
${ }^{13}$ New America Media, Executive Summary of a National Study on the Penetration of Ethnic Media in America (2009), http://media.namx.org/polls/2009/06/Penetration_of_Ethnic_Media_Executive_Summary.pdf
${ }^{14}$ Project for Excellence in Journalism, The State of the News Media 2008, An Annual Report on American Journalism (2008),
http://www.stateofthemedia.org/2008/narrative_ethnicalternative_audience.php?cat=2\&media=11.
weekly and monthly publications that focus on the Filipino and Asian Indian populations has also experienced an increase. ${ }^{15}$

New online media holds the biggest potential for reaching Asian Americans. According to several studies, Asian Americans make up the largest online audience of any ethnic group in the country and are the heaviest and most experienced users, with 75 percent having gone online at one time or another, mostly for news, entertainment and services. ${ }^{16}$ Some have placed the number of Asian Americans online at 11 million in 2007, and projects that number will grow to 14 million in four years. ${ }^{17}$ The current reach of ethnic Web sites is 35 percent of the adult population, with more than half of all Chinese adults and about one-third of all Korean and Vietnamese adults report visiting sites in their native languages. ${ }^{18}$ Although online media has the potential to reach many Asian Americans, it is important to note that many Asian Americans, particularly those in HTC communities, are not internet proficient nor have access to computers.

## Challenges facing Census 2010 Media Campaign for the HTC Asian American population

The HTC Asian American population is comprised of more than several dozen distinct ethnic groups and a multitude of cultures speaking many different languages. Moreover, Asian Americans vary generationally, spanning from recently arrived immigrants to those with roots in the community for more than one hundred years. Any communications or marketing plan must be multi-faceted to address the needs of the various ethnic groups, various languages, and various generations. Each individual Asian American sub-ethnic group has intrinsic characteristics that require customization in messaging, treatment and media vehicles based on particular nuances. In addition, there are multiple factors that pose additional challenges for reaching the especially HTC Asian American communities.
A. Geographic Location - A majority of Asian Americans are concentrated in metropolitan areas, which make it easy for marketers to reach them. However, there are AsianAmerican segments located in remote rural and urban areas that are not known to be Asiandominant. In addition, migrant communities often have cluster presence as opposed to a significant mass composition.
B. Limited Media Availability - Overall, the Asian American community is teeming with media outlets. There has been a 300 percent surge in the number of Asian American media outlets from 1990 to 2007 , with over 600 communication channels. ${ }^{19}$ However, there are limited media vehicles available for some Southeast Asian segments comprised mostly of migrants. This is partly because of high illiteracy levels amongst Hmong, Laotian and Mien communities.
C. Language Barrier - There are more than 800 spoken Asian languages and dialects. Seventy-five percent of Asians speak a language other than English at home, creating quite a

[^4]challenge in information dissemination efforts. ${ }^{20}$ In addition, older generation immigrants have a different adaptation rate when it comes to speaking/understanding the English language.
D. Linguistic Isolation - Urban and rural isolation insulates communities and there can be little to no incentive to speak English or learn English. This isolation is especially true with elderly and older-adult consumers.
E. Literacy - A significant amount of migrant Asian American populations are categorized as oral or "preliterate" people (those who lack an alphabet and knowledge of basic literacy processes). For example, a majority of the Hmong community did not read and write as late as the 1950 s, and many had never seen books or even held pencils. It has also been reported that in some provinces of Laos in the 1970s, the rate of Hmong who did not read or write was as high as 99 percent, while a 1986 study of Hmong refugee families in the U.S. indicated that 80 percent of those surveyed could not read or write Lao, and 70 percent could not read Hmong. ${ }^{21}$
F. Nomadic Rural Populations - Migrant farm worker communities have seasonal jobs and travel constantly. As such, it is challenging to locate these groups as they often reside in temporary camps.
G. Economically Disadvantaged - Low-income individuals, characterized by not having access to a home, telephone and/or transportation, pose significant challenges to information acquisition.

## Assessment of the 2010 Census Integrated Communications Campaign and its potential impact on the Asian undercount.

The 2010 Census Integrated Communications Campaign has a fairly extensive campaign focused on the Asian American community, with media buys being made nationally and in 53 additional local markets. (See Appendix A). Additionally, the media campaign is being conducted in various Asian languages. (See Appendix B). The 2010 Census Integrated Communications Campaign is focused more on the HTC communities overall than the diverse mass community. In 2000, over 50 percent of the budget was spent on the Diverse Mass campaign while less than 50 percent ( $45 \%$ ) is being spent for 2010 . The Asian share of the budget is slight larger than in 2000 , from $9.1 \%$ to $10.2 \%$, and an increase in actual dollars from $\$ 10$ million to $\$ 13.5$ million. ${ }^{22}$ However, this increase in budget is somewhat deceiving because the 2010 census dollars have to stretch across more communities and more languages than the 2000 census dollars. In 2000, the paid media campaign covered 11 Asian subgroups and languages: Chinese, Korean, Vietnamese, Filipino, Asian Indian, Japanese, Cambodian, Thai, Hmong, Laotian, and Mandarin. ${ }^{23}$ For 2010, the paid media campaign covers 6 additional Asian subgroup communities, for a total of 17 subgroups and 13 languages: Bengali, Cantonese,

[^5]Gujarati, Hindi/Hinglish, Hmong, Japanese, Khmer, Korean, Lao, Mandarin, Punjabi, Taglish, Tamil, Telugu, Thai, Urdu, and Vietnamese. Additionally, there is a substantial increase in new media outlets being utilized in 2010 that were not used in the 2000 Census. ${ }^{24}$ Media outlets being used in 2010 include newspaper, magazine, outdoor ads, television, radio, and digital media.

Additionally, the Asian American media campaign is significantly more inclusive than in 2000. Not only are more languages covered, over 750 media outlets are being engaged in this effort. Equally important is that the 2010 Census campaign is being customized so that the advertising campaign is culturally sensitive for each targeted Asian ethnic subgroup, rather than a "one size fits all" generic Asian campaign. This helps to ensure that the HTC members of specific community groups are encouraged to participate in the census, rather than discouraged because of a lack of culturally sensitive media pieces. HTC Asian American communities are also more likely to be reached in 2010 than in 2000 because of the multiple mediums used to target an Asian ethnic subgroup (rather than the limited media types in 2000). Finally, there is an independent confidentiality campaign specifically designed for key Asian groups that deal specifically with confidentiality concerns for the 2010 Census that did not exist in 2000 . As noted in the Census Bureau's own focus groups, confidentiality was a major concern for respondents, as well as language barniers - both of which are addressed by this media campaign.

## Gaps in media plan for Asian Americans

While the Asian American media plan is an improvement from the 2000 campaign, there is still room for improvement. The following are some concerns that AAJC has with the campaign:
$>$ The Asian American community has grown significantly over the past decade, not only in numbers but in diversity of ethnic groups. With a massive increase in Asian Americanfocused media organizations today than there were in 2000 , there is clearly a need for inlanguage and in-culture media vehicles that appeal to Asian and Asian/Pacific Islander Americans living in the U.S. and the island areas. Despite this significant increase in media, national budgets allocated for Asian and Pacific Islander Americans seemingly was not enough to cover several smaller, but growing AAPI communities, including Indonesians, Malaysians, Burmese, Sri Lankans, and Tibetans.
$>$ It seems that there is no Pacific Islander media campaign for the mainland but rather one simply focused on the islands. This means that many Pacific Islanders residing on the continental U.S. will not be reached by the existing campaign and run a high risk of being missed during the 2010 census.
$>$ Key opinion leaders often read the English-language media, such as Asian Week (online), Asian Fortune and others. These media play a critical role in educating and informing the "grasstops" about what is happening in Washington, D.C. Despite the increase in English-language Asian media, no resources seem to be allocated to support these media organizations.

[^6]$>$ Particularly in these tough economic times, states and local governments are having a difficult time dealing with the large number of isolated communities that have distinct language/dialect needs such as the Montagnards, Chams, Iu Mien, and larger communities with language needs such as the Bengali, Punjabi, Guajarati, Tamil, Nepali, Bhutanese and Sinhalese speaking populations from India, Bangladesh, Nepal, Bhutan and Sri Lanka. Few, if any, dollars were seemingly provided for the development of ads or PSAs for these harder to reach communities.
$>$ We have heard that community partners working with the U.S. Census Bureau would like to have greater access to the agencies working on the national and regional media campaigns for the 2010 Census. Since the community partners are committed to support the work of the U.S. Census Bureau and its contractors, a level of trust and transparency is needed in order to ensure that there is a full and accurate count of all communities. Placing too many restrictions on this access has created frustration for all parties and has bred suspicion and animosity that could be prevented. This has unfortunately lead to negative media coverage of Census 2010 at a time when we should be encouraging all Americans to fill in their census forms and send them back.
$>$ Finally, we appreciate that the Census Bureau and the Communications Contractor team conducted significant focus group testing, particularly for Asian American communities and doing so in the participants' language. On one hand, we welcome even more focus group testing, particularly for additional HTC Asian American groups. However, we have concerns about whether the focus group testing self-selects participants that do not necessarily represent those hardest to count in our communities. We believe that other methods should also be explored to determine attitudes and barriers to census participation, as well as an evaluation as to how well focus group testing reaches those hardest to count (and/or what can be done to make sure that it does).

Any additional methods that should be utilized to ensure the Census message is disseminated throughout the Asian communities.

AAJC would like to commend the Census Bureau for taking steps to address our concerns about reaching Asian Americans who are not fluent in English through their Advance Letter. Initially, the Census Bureau planned to print advance letters notifying residents of the upcoming Census in English only. This was a departure from 2000 when the Bureau included messages in other languages, allowing people to request a Census questionnaire printed in another language. Census partners, particularly those working in immigrant communities, credited the multi-lingual advance letter with increasing Census participation among members of hard-to-count communities. After AAJC and other organizations raised the issue of an Englishonly advance letter, Director Robert Groves decided to include "in-language" messages in the advance letter, which will be mailed to all households announcing the 2010 Census. The inlanguage messages will direct recipients to the Census Bureau's Web site, which provides inlanguage materials, as recommended by the Census Bureau's 2010 Census Advisory Committee's Advance Letter Working Group, led by AAJC.

Not only did the Census Bureau expand their language assistance program by including in-language information on their Advance Letter, they also committed to a four-pronged targeted outreach in local neighborhoods with high concentrations of households that speak Chinese, Vietnamese, Korean and Russian (translated census form languages) through a postcard mailing, expanded partnership efforts, and targeted mailings of language assistance guides through paid in-language media vehicles.

In another move to help ensure that limited English proficient Asian Americans are not discouraged from participating in the 2010 Census, Director Groves swiftly decided to address concerns raised by AAJC and our local partners regarding the troublesome Vietnamese translation of the words "census" and "enumerator" in the Bureau's literature and forms. In response, the Census Bureau immediately replaced all inappropriate translations from its Web sites. ${ }^{25}$ Director Groves also proactively agreed to update the language reference dictionary, which provides translations for commonly used census terms, even though the poor translation of the word "enumerator" did not originate from the Census Bureau, but rather from nongovernmental organizations in the field. Because both governmental and non-governmental organizations use the dictionary, we believe that it is one of the most effective ways to ensure culturally appropriate translations for terms related to Census 2010 and future census counts. It is important that the Census Bureau continues to engage community leaders in the planning for Census 2020, which will help to ensure that translation and other culturally sensitive issues are resolved upfront and not when it is too late to make all the necessary changes.

For Census 2010, it is important for the Census Bureau to work with its regional offices to ensure that they are fully able to identify, recruit and hire the best Census employees with the language and cultural skills needed to secure a full and accurate count of all AAPIs living in the U.S. It is important that the census takers recruited and hired are "indigenous" to the communities where they will be working because these workers can bring knowledge of the local language, neighborhood and culture to the field. The Census Bureau should also constantly strive to achieve a more diverse full time workforce both at Headquarters and in the regions. We believe that the Census Bureau must implement a hiring policy that recognizes the importance of having experts on various hard-to-count communities, including the Asian American, Pacific Islander and other minority communities, throughout the Bureau's operations, so that all efforts by the Census Bureau are culturally appropriate. Otherwise, the Census Bureau runs the risk of offending out of ignorance. For example, regions publicized job opportunities for individuals with bilingual or multilingual skills in: English and Asian. "Asian" isn't a language.

Another concern is how well the regional offices are addressing the needs of Asian communities through their partner specialists and their public relations and outreach efforts. Partnership specialists play a crucial role as a liaison between the Census Bureau and local community organizations, the trusted voices, to ultimately reach those who are hard-to-count. Partnership specialists work proactively to find trusted voices and messengers in HTC communities, such as organizations that provide services in the HTC communities, businesses, churches and other religious establishments, or any other place frequented by HTC individuals

[^7]on a regular basis. Well-trained partnership specialists are culturally sensitive to the communities they serve and can help connect the trusted voices. Partnership specialists are also crucial in helping to distribute Census Bureau created materials, particularly translated materials, to community organizations who can ensure that they reach the hardest to count in the places where they can be found. Unfortunately, similar to what we saw in 2000, the quality of partnership specialists varied significantly across regions and not enough specialists have been hired to cover the various communities in certain regions. For example, in Chicago, there was no partnership specialist hired for any Asian American community as of December 9, 2009, despite the fact that the Chicago regional office had two Asian partnership specialists for the 2000 Census and has grown significantly this past decade. ${ }^{26}$ By the time the Chicago regional office decided to hire a partnership specialist for the Chinese American community with Chinese language skills in late December, local leaders requested that the regional office hire someone who could work with all the various Asian American communities in the Chicago area. With over 50 Asian American community organizations, associations and religious institutions promoting and educating people about the census, they requested a partnership specialist that could work with all of them and support them in the work they are already doing, rather than someone who could do grassroots level work in only one language. Unfortunately, the regional office did not hire a partnership specialist that could work with all groups and thus have left many Asian American communities without a partnership specialist to assist it, including the nation's third largest Korean-American population. We have also heard other stories from the field regarding the competency and breadth of community knowledge of other partnership specialists. This is not to say that there are not highly qualified and effective partnership specialists across the many regions, but rather that there is inconsistency from office to office. We believe that this leads to the conclusion that there is a need for more training of partnership specialists and community input regarding what is needed locally.

Of equal concern is the lack of coordination between the national and the regiona1/local outreach and public relations efforts. This concern is one of the driving forces behind AAJC's Fill In Our Future resource center Web site. We believed that a clearinghouse was needed as a way to try and fill in the gaps left by the lack of coordination (and the lack of partnership specialists in some areas) and to help local organizations with materials, particularly those translated into various Asian and Pacific Islander languages. What would be helpful at this time would be for the Census Bureau to provide AAJC with a listing of all the partnership specialists and coordinators as they are selected so that we can provide that information on our resource center Web site and assist in connecting local efforts to the partnership specialists. Also, if provided by the Census Bureau and the regions, we could publicize listings of job opportunities through the Web site and our many partners. Since some regions have done a better job than others in filling their positions, AAJC and its partner organizations could assist in getting the word out and help find candidates.

[^8]Another area of concern where AAIC could also be of assistance is making sure that the Census Bureau identifies its Questionnaire Assistance Centers and Be Counted Sites earlier than in 2000 , and that it does a better job advertising their locations. If the Census Bureau could provide the information to AAJC, we could ensure that the information is provided on our resource center Web site, which provides information by state and in-language.

Finally, steps must be taken to ensure that deceptive mailings and Internet scams that pretend to represent the Census Bureau and Census 2010 are not used to mislead, misinform and/or swindle Americans. The Census Bureau and many of the community-based organizations conducting Census 2010 education and outreach efforts have warned respondents that the census is not being conducted via the internet or email and have provided instructions of what to do if they believe there is a Web site or email that is fraudulently trying to obtain personal information. Additionally, there have been reports about deceptive mailings that have been sent utilizing the Census 2010 image to confuse recipients of the mailing. For example, it has been recently reported in the media that a fundraising mailer has been mailed from Republican National Committee Chairman Michael Steele that comes in the form of a "survey" that calls itself the "Congressional District Census" with an envelope starkly printed with the words, "DO NOT DESTROY OFFICIAL DOCUMENT" and describes itself, on the outside of the envelope, as a "census document." Officials from both parties criticized this mailing saying that it could be confused with official correspondence regarding this year's Census, which in turn could confuse many Americans, particularly those who are hardest to count and result in discouraging their participation. ${ }^{27}$ Any attempts to fraudulently or deceprively use the Census 2010 to personal interest or adyantage should be investigated and handled as a serious transgression.

## Conclusion

On behalf of AAJC, I want to thank the Committee for the opportunity to provide a written statement on the 2010 Census Integrated Communications Campaign. While the Census Bureau has taken important steps to improve its media plan for 2010 , including a more inclusive media campaign, there are still areas where improvements could be made that would facilitate a more accurate count in 2010 and ensure full participation by the American public.

[^9]Statement of Karen K. Narasaki, President and Executive Director, Asian American Justice Cemter
Subcommittee on Information Policy, Census, and National Archives Committee on Oversight and Government Reform United States House of Representatives The 2010 Census Communications Contract. The Media Plan in Hard to Count Areas February 24, 2010

## Appendix A - Media Buys by Markets

| - National | - Hawaii | - NY Tri-State |
| :--- | :--- | :--- |
| - Alaska | - Honolulu | - Ohio |
| - Arizona | - Chicago | - Oklahoma |
| - Phoenix (Prescott) | - Indiana | - Oregon |
| - California | - Bansas City | - Poston (Manchester) |
| - Fresno-Visalia | - Maryland | - Pennsylvania |
| - Los Angeles | - Philadelphia |  |
| - Sacramento-Stockton-Modesto | - Michigan | - Pittsburgh |
| - San Diego | - Minneapolis-St. Paul | - Austin |
| - San Francisco-Oak-San Jose | - Minnesota | - Dallas-Ft. Worth |
| - Colorado | - Missouri | - Houston |
| - Denver | - St. Louis | - Texas |
| - Washington, DC (Hagerstown) | - Charlotte | - Utah |
| - Delaware | - North Carolina | - Virginia |
| - Florida | - New Jersey | - Richmond-Petersburg |
| - Jacksonville | - New Mexico | - Seattle-Tacoma |
| - Atlanta | - Las Vegas | - Milwaukee |
| - Georgia | - New York | - Wisconsin |

Statement of Karen K. Narasaki, President and Executive Director, Asian American Justice Center Subcommittee on Information Policy, Census, and National Archives Committee on Oversight and Government Reform United States House of Representatives The 2010 Census Communications Contract: The Media Plan in Hard to Count Areas

February 24, 2010
Appendix B - Media Burs by Markets

| Language - meda buys total | Markets of media buys | Mediums of media buys |
| :---: | :---: | :---: |
| Bengali - 22 | Chicago, Dallas-Ft. Worth, Los Angeles, National, New Jersey, New York, Philadelphia, Washington, DC (Hagerstown) | Radio, Outdoor, Newspaper |
| Cantonese - 8 | Los Angeles, National, New York, San Francisco-Oak-San Jose, Seattle-Tacoma, Hawaii, Honolulu, | Radio, Television |
| English-42 |  |  |
| For NHPI-37 | Hawaii, Honolulu, Los Angeles, Sacramento-Stockton-Modesto, San Francisco-Oak-San Jose | Magazine, Outdoor, Newspaper, Television, Radio |
| For Pakistani-4 | Maryland, National, Virginia, Washington, DC (Hagerstown) | Newspaper, Magazine |
| For Asian Indian-1 | National | Newspaper |
| Gujarati/English - 2 | National | Newspaper |
| Hindi/Hinglish/English - 52 | Chicago, Los Angeles, National, New Jersey, New York, Pennsylvania, Sacramento-StocktonModesto, San Francisco-Oak-San Jose | Outdoor, Television, Digital |
| Hindi/Hinglish - 59 | Atlanta, Boston (Manchester), California, Chicago, Dallas-Ft. Worth, Florida, Houston, Los Angeles, Maryland, National, New Jersey, New York, NY Tri-State (NY, NJ, CT), Ohio, Pittsburg, San Francisco-Oak-San Jose, SeattleTacoma, Texas, Virginia, Washington, DC (Hagerstown) | Newspaper, Radio, Magazine |
| Hmong - 22 | California, Fresno-Visalia, Los Angeles, Milwaukee, Minneapolis-St. Paul, Minnesota, Sacramento-Stockton-Modesto, San Francisco-Oak-San Jose, Wisconsin | Radio, Outdoor, Newspaper |

Page B-1

| Language - medh buy toth! | Markets of media buys | Mediums of media buys |
| :---: | :---: | :---: |
| Japanese - 80 | Alaska, California, Chicago, Dallas-Ft. Worth, Fresno-Visalia, Hawaii, Las Vegas, Los Angeles, National, New York, NY Tri-State (NY, NJ, CT), Oregon, Phoenix (Prescott), Portland, San Diego, San Francisco-Oak-San Jose, Seattle-Tacoma | Newspaper, Radio, Outdoor, Magazine, Television, Digital |
| Khmer-21 | Boston (Manchester), Fresno-Visalia, Los Angeles, Minnesota, National, San Francisco-Oak-San Jose, Seattle-Tacoma | Newspaper, Outdoor, Radio, Television |
| Korean - 166 | Arizona, Atlanta, Boston (Manchester), Chicago, Dallas-Ft. Worth, Denver, Hawaii, Honolulu, Houston, Jacksonville, Las Vegas, Los Angeles, Maryland, National, New Jersey, New York, Philadelphia, Phoenix (Prescott), RichmondPetersburg, San Diego, San Francisco-Oak-San Jose, Seattle-Tacoma, Utah, Virginia, Washington, DC (Hagerstown), | Newspaper, Radio, Television, Outdoor, Magazine, Digital |
| Lao- 22 | California, Dallas-Ft. Worth, Fresno-Visalia, Hawaii, Los Angeles, Minnesota, National, Portland, Sacramento-Stockton-Modesto, San Diego, San Francisco-Oak-San Jose, SeattleTacoma | Radio, Outdoor, Newspaper |
| Mandarin - 34 | Boston (Manchester), Chicago, Honolulu, Houston, Los Angeles, National, New York, San Francisco-Oak-San Jose, Seattle-Tacoma, Washington, DC (Hagerstown) | Television, Radio |
| Mandarin/Cantonese - 15 | Honolulu, Houston, Los Angeles, New York, Sacramento-Stockton-Modesto, San Francisco-Oak-San Jose, Seattle-Tacoma | Radio, Television |
| PunjabiEnglish - 2 | National | Newspaper |
| Simplified Chinese - 7 | Los Angeles, National, NY Tri-State (NJ, NY, CT), San Francisco-Oak-San Jose, SeattleTacoma | Newspaper, Digital |
| Taglish-75 | Boston (Manchester), Chicago, Florida, Hawaii, Honolulu, Las Vegas, Los Angeles, National, New Jersey, New York, Pennsylvania, Sacramento-Stockton-Modesto, San Diego, San Francisco-Oak-San Jose, Seattie-Tacoma | Newspaper, <br> Magazine, Outdoor, Radio, Television, Digital |


| Language - media buys total | Markets of niedia buys | Mediums of media buys |
| :---: | :---: | :---: |
| Tamil/English - 2 | California | Newspaper |
| Telugu/English - 1 | National | Newspaper |
| Thai-23 | Chicago, Hawaii, Las Vegas, Los Angeles, National, New Jersey, New York, Sacramento-Stockton-Modesto, San Francisco-Oak-San Jose, Washington, DC (Hagerstown) | Outdoor, Newspaper |
| Traditional Chinese - 130 | Arizona, Atlanta, Austin, Boston (Manchester), Chicago, Colorado, Dallas-Ft. Worth, Florida, Georgia, Hawaii, Honoluhu, Houston, Indiana, Kansas City, Los Vegas, Los Angeles, Minnesota, National, New Jersey, New York, NY Tri-State (NJ, NY, CT), Oklahoma, Pennsylvania, Portland, San Diego, San Francisco-Oak-San Jose, Seattle-Tacoma, St. Louis, Washington, DC (Hagerstown) | Outdoor, Newspaper, Magazine, Digital |
| Urdu - 37 | Chicago, Dallas-Ft. Worth, Houston, Los Angeles, National, New Jersey, New York, NY Tri-State (NJ, NY, CT), San Francisco-Oak-San Jose, Washington, DC (Hagerstown) | Magazine, <br> Newspaper, Outdoor, Radio |
| Vietnamese --192 | Atlanta, Austin, Boston (Manchester), California, Charlotte, Colorado, Dallas- Ft. Worth, Delaware, Denver, Florida, Fresno-Visalia, Georgia, Houston, Kansas City, Los Angeles, Maryland, Michigan, Missouri, National, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Oregon, Pennsylvania, Phoenix(Prescott), Sacramento-Stockton-Modesto, San Diego, San Francisco-Oak-San Jose, Seattle-Tacoma, Texas, Utah, Virginia, Washington, DC (Hagerstown) | Magazine, Radio, Newspaper, Outdoor, Television |



Oral Testimony of
Karen K. Narasaki
President and Executive Director, Asian American Justice Center

## Before the

Subcommittee on Information Policy, Census, and National Archives Committee on Oversight and Government Reform

United States House of Representatives

# The 2010 Census Communications Contract: The Media Plan in Hard to Count Areas 

 February 24, 2010Mr. Chairman, thank you for inviting the Asian American Justice Center to testify on this critically important issue.

## Census Outreach Campaigns

AAJC is a member of the Census Bureau's Advisory Committee on the 2010 census. As we did in 2000, AAJC is leading a national census outreach campaign for Asian Americans and Pacific Islanders (AAPIs).

Working with partners such as our affiliates, the Asian Pacific American Legal Center in California and the Asian American Institute in Illinois, as well as our community partner in New York, the Asian American Federation, we have created the "Fill in Our Future" campaign. We have directly funded and are coordinating efforts by 29 local CBOs in 21 states and 11 national AAPI organizations. Our partners are in turn similarly funding and coordinating additional local groups in their regions.

AAJC has also developed educational PSAs, posters, brochures and other translated materials and has created a website that serves as a national clearinghouse for Census 2010 materials created for AAPIs in English and in various languages.

AAJC is also partnering with national civil rights organizations such as the Leadership Conference Education Fund, NALEO, NCAI and the NAACP on a comprehensive national census project that brings together minority communities.

Hard-to-Count (HTC) Asian American populations
Asian Americans have historically been undercounted, resulting in their communities missing out on their fair share of government funding, services, and political engagement.

Because the Asian American population is two-thirds foreign born and comprised of more than several dozen distinct ethnic groups and a multitude of cultures speaking many different languages, varying generationally, many challenges exist in reaching the HTC Asian American population through the Census 2010 Media Campaign.

## Assessment of the 2010 Census Integrated Communications Campaign and its potential impact on the Asian undercount.

We are pleased that the Census Bureau listened to our recommendations from the 2000 census effort.

Ethnic media is an important tool in communicating with the HTC Asian populations. In fact, almost 3 in 4 Asian Americans are reached by ethnic media.

The Asian American media component of the 2010 Census Integrated Communications Campaign is significantly more inclusive than in 2000 , with more languages covered and over 750 media outlets being engaged. Media buys are being made nationally and in 53 additional local markets. The paid media campaign is covering 13 Asian languages for 17 Asian subgroup communities. ${ }^{1}$
Importantly, there is no "one size fits all" generic Asian campaign but rather one that is culturally sensitive for each targeted Asian ethnic group.

## Gaps in media campaign

While the Asian American media plan is an improvement from 2000, there are still gaps.
$>$ Too many restrictions on the access to the agencies working on the media campaign by community partners working with the Census Bureau have created frustration for all parties and have bred suspicion and animosity that could be prevented. This has lead to negative media coverage of Census 2010 at a time when the Bureau needs to be building trust.

- The national budgets allocated for AAPIs does not appear to be enough to cover several smaller, but growing AAPI communities, such as Indonesians, Sri Lankans, and isolated communities such as the Montagnards.
$>$ There is no Pacific Islander media campaign for the mainland but rather only one focused on the islands. Many Pacific Islanders residing on the continental U.S. run a high risk of being missed during the 2010 census.
$>$ Key opinion leaders often read the English-language media. Despite the increase in English-language Asian media, no resources seem to be allocated to support these media organizations.

[^10]
## Additional methods that should be utilized/concerns to be addressed

## Regional Offices

Of great concern is the lack of coordination between national and the regional/local outreach and public relations efforts. The Bureau should ensure better coordination. If the Census Bureau provides us with a listing of all the partnership specialists and a listing of job opportunities, we will post to our website.

It is important for the Census Bureau to work with their regional offices to ensure that they are recruiting, hiring, and training employees with the best language and cultural skills needed to secure an accurate count of all AAPIs. For example, regions publicized job opportunities for individuals with bilingual skills in: English and Asian. "Asian" isn't a language.

Another concern is the need for adequate hiring and training of AAPI partner specialists. Unfortunately, similar to 2000 , the AAPI partnership specialists' quality varies significantly across regions and not enough specialists have been hired to cover the various communities in some regions.

For example, in Chicago, our affiliate had to fight to get one Asian-specific partnership specialist hired despite the significant population. To date, the regional office has only recruited for a Chinese-speaking partnership specialist, despite the diversity of the immigrant Asian community in the region.

## Questionnaire Assistance Centers \& Be Counted Sites

The Census Bureau must identify its Questionnaire Assistance Centers and Be Counted Sites much earlier than in 2000 and must do a better job advertising where they are, including to organizations leading community based outreach such as AAJC.

Deceptive Mailings and Internet Scams
Finally, the Census Burean must make it a priority to ensure that deceptive mailings and Internet scams that pretend to represent the Census Bureau and Census 2010 are not used to mislead, misinform and/or swindle particularly vulnerable communities.

## Conclusion

In conclusion, I look forward to answering any questions you may have.

Mr. Cuellar. Thank you very much for your testimony.
At this time, the Chair recognizes Mr. Vargas to proceed with his opening statement.

## STATEMENT OF ARTURO VARGAS

Mr. Vargas. Thank you Mr. Chairman, Representative Jackson Lee, my fellow Angeleno, Representative Waters. Thank you for the opportunity to appear before you tonight to discuss this topic.

First, we applaud the Census Bureau for recognizing the importance of using Spanish language media and commend the breadth of the paid media strategy, the investments in creating and developing messages based on research and in consultation with key stakeholders. However, we have identified significant weaknesses in the Bureau's Latino communications plan.

First, the Bureau's 2010 investment to reach Latinos does not keep pace with inflation nor with population growth. In 2000, the Bureau spent $\$ 18.9$ million on Latino outreach, compared to $\$ 25.5$ in 2010. Had the Bureau merely accounted for inflation, the 2010 budget would have been $\$ 23.4$ million. Accounting for more than half of the total U.S. population growth, the Latino population has increased by 33 percent since 2000. Had the Bureau increased its spending to account for both inflation and population growth, the 2010 Latino allocation would have been at least $\$ 31$ million.

Second, the Bureau's Latino strategy relies almost exclusively on Spanish-language media and ignores the English-dominant Latino population. While Spanish language media are very effective in reaching Latinos who consume those media, many Latinos rely primarily on English language media. The Bureau investment in English language media is virtually nonexistent. We are deeply concerned that English-dominant Latinos, may of whom live in hard-to-count communities, will not be reached effectively.

Third, our media partners have informed us that the Bureau's investment is not enough for effective market penetration in many regions of the country. This is particularly a problem in nontraditional Latino population centers such as the Deep South, the MidAtlantic, and the Midwest.

A fourth weakness is the method by which the Bureau used to decide local media buys which allow for deeper market penetration and better message targeting. The Bureau developed six criteria to develop local Spanish language media buys. Those markets meeting at least four of the six criteria were selected.

Now we commend the Census Bureau for including hard-to-count scores and mail return rates in the criteria. However, we do have concerns with the methodology by which these criteria are formulated.

Where the Latino population is concentrated in hard-to-count areas, the use of market-wide HTC averages mask the presence of areas with low HTC scores. This measurement fails to accurately capture the hard-to-count score for many Latinos in a particular market.

Similarly, the criterion which uses the average 2000 census form mail return rate [MRR], for a local market provides a skewed measure of the return rate among Latinos.

We analyzed nine media markets that did not receive local television media purchases by isolating specific tracks of significant Latino populations and determined their average HTC score and MRR. We also examined the Latino percentage within tracks and HTC scores of the national average or mail response rates below the national average. This analysis presents a very different picture of the need for spot buys.

Our analysis suggests that the Bureau did not make local spot buys in areas where its averaging methodology masks the presence of hard-to-count Latinos. Similarly, several markets with above average response rates have Latino tracks where the rate is significantly lower than the national average. These markets include Boston, Austin, and Hartford-New Haven.

The Bureau's HTC and mail response criteria are compounded by population size criteria. This disproportionately affects markets with emerging Latino populations and communities which are relatively small. For example, the Laredo market is by all measures a hard-to-count Latino market, but it does not meet the 100,000 Latino household threshold criterion. Similarly, the Atlanta market has over 158,000 households, many of them in hard-to-count Census tracks, yet fails to me the criterion of Latino households comprising at least 11 percent of all households in a particular market. Both of these markets were shut out of local media buys.

So, therefore, based on our analysis we offer the following policy recommendations: One, the Census Bureau must make a reasonable investment in paid advertising to reach English-dominant Latinos, and it must significantly increase its spending on Spanishlanguage media.

Two, the Census Bureau must be more transparent with respect to criteria for targeting local buys. We believe the Bureau was overly vague with stakeholders about a strategy, making it difficult to provide any guidance. We urge the Bureau to do better in its media buys during nonresponse followup.

Third, the Census Bureau should report to Congress and stakeholders strategies to reach Latinos in local markets that are difficult to count and do not receive local media buys.

Fourth, the Census Bureau should carefully examine the inadequacies in existing Spanish-language local media buy criteria and make improvements when implementing nonresponse followup.

Finally, there are two unrelated matters that warrant this subcommittee's attention. We recommend Congress curtail third-party efforts that exploit the Census. We also urge the Bureau to develop a paid media strategy to inform the public about what data are and are not collected in the Census and how to identify authentic enumerators. There are recent press reports that fake Census takers are defrauding families who believe they are cooperating with the Bureau. These acts are repugnant, undermine the Census, and they must be stopped.

Thank you again for this opportunity to share our views on the 2010 census media plan on hard-to-count communities. We look forward to working with the Congress in partnership with the Bureau in ensuring a full Census count in 2010.
[The prepared statement of Mr. Vargas follows:]


Chairman Clay, Ranking member Representative McHenry and members of the Subcommittee: I am Arturo Vargas, Executive Director of the National Association of Latino Elected and Appointed Officials (NALEO) Educational Fund. Thank you for the invitation to appear before you today on behalf of the NALEO Educational Fund to discuss the 2010 Census media plan in hard to count areas.'

The NALEO Educational Fund is a non-profit, non-partisan organization that facilitates full Latino participation in the American political process, from citizenship to public service. Our constituency includes the more than 6,000 Latino elected and appointed officials nationvide. We are one of the nation's leading organizations in the area of Census policy development and public education, and we are deeply committed to ensuring that the Census Bureau provides our nation with the most accurate count of its population.

The NALEO Educational Fund was actively involved in outreach to the Latino community for the decennial enumerations in 1990 and 2000. In 2007, we launched the "ya es hora" (It's Time) campaign, a comprehensive, multi-year effort to integrate Latinos into American civic life. When we launched the campaign, our Spanish-langunge media partners included Univision Communcations Inc., Entravision Communications Comporation, and ImpreMedia, and our national parners were the National Council of La Raza, the Service Employees International Union on citizenship promotion and Mi Familia Vota Educational Fund on voter engagement. The ya es hora network also includes the collaborative efforts of more than 400 local partners, including community and civic organizations, private businesses, and government agencies. The first two phases of this effort involved mobilizing cligible Latino legal permanent residents to apply for U.S. citizenship, and then mobilizing Latino U.S. citizens to vote.

We have now launched the third phase of the ya es hora campaign, ;HAGASE CONTAR! (Make Yourself Count!), which focuses on promoting the importance of the Census, educating individuals about filling out their Census forms and encouraging households to mail back their responses once they complete their forms. This campaign is working to inform and motivate the

[^11]nearly 50 million U.S. Latinos to fully participate in the 2010 Census. The national organizations and Spanish-language media leaders for this cffort are the same as those for the previous wo phases of the ya es hora campaign. Currently, there are also nearly 140 other national and local partners for ; HAGASE CONTAR!, and we anticipate that mumber increasing as the campaign proceeds. Core components of the campaign's outreach strategy already in place include mobilization of local leaders to spread the message of Census participation, a national and local media campaign to inform and cncourage the Latino community to participate, a comprehensive bilingual website and toll-free hotline for information on the Census, the launch of local census information centers, and community events to assist Latinos with the Census. We have also distributed more than 30,000 motivational posters targeted to the Latino community across the nation so far, and engaged hundreds of community leaders through "train the trainer" workshops and other briefings.

In addition, since 2000, we have served on the Secretary of Commerce's 2010 Census Advisory Committee, or its predecessor, the Decennial Census Advisory Committee, and we have participated in the Committee's discussions surrounding the plaming for the 2010 enumeration. We also served on the Joint Advisory Advertising Review Panel (JAARP), which the Census Bureau created to review its advertising and communications efforts. In addition, through our strong relationship with our Latino leadership constituency, we have also become very familiar with the types of challenges that public officiais face as a result of the undercount of the Latino population.

Mr. Chaiman, we need the 2010 Census to produce the most accurate count of our nation's population as possible. Census data are the fundamental buiding blocks of our representative democracy; Census data are the basis for reapportionment and redistricting. Policymakers at all levels of govermment also rely on Census data to make important decisions that affect the lives of all Americans. These data help make such determinations as the number of teachers that are needed in classrooms, the best places to build roads and highways, and the best way to provide health and public safety services to our neighborhoods and communities. The accuracy of Census data is also critical for the effective allocation of government funding for schools, hospitals and other vital social programs. In addition, Census data are used to monitor
compliance with civil rights laws and to document incidents of illegal discrimimation based on race or gender. The first immediate use of the 2010 Census data for this purpose will be determining whether the 2011 redistricting of Congressional, state legislative and other single-member electoral districts comply with the Voting Rights Act of 1965.

To secure an accurate count of our nation's population, it is imperative to have an accurate count of the estimated 46.9 million Latinos who are now the nation's second-largest and fastest-growing population. An undercount of such a large segment of the U.S. population means a failed Census. An accurate count of the Latino community is necessary if we are to make sound policies for the economic, social and political well-being of the entire country.

We believe that there is strong consensus among the Bureau, its contractors, and stakeholders who work closely with the Latino population that an effective Spanish-language media plan is critical to achieving a full count of our nation's Latinos. We also acknowledge that the Bureau has taken several positive steps to develop and implement such a plan, including investing a significant amount of resources in paid Spanish-language media advertising. However, after careful amysis, we believe that there are weaknesses in several aspects of the Burean's plan for its Spanish-language media buys. In order to ensure the success of the Bureau's overall media plan and its targeting strategy, each of its components must reinforce each other. If there are inadequacies in any individual components, other components must be able to compensate for them. We are deeply concemed that the weaknesses we have identified will in fact have the combined effect of significantly impaining the Bureau's ability to secure the full participation of the Latino population in the 2010 enumeration.

In our testimony, we will first address the need for both an effective Spanish-language and English-language media plan to reach Latinos during Census 2010. We will then discuss our concems about the inadequacy of the Bureau's overall investment in paid Spanish-language media advertising. We will also examine the key role played by both national and local Spanishlanguage media buys in reaching the Latino community, and we will highlight several problems with the methodology used by the Bureau to determine the markets for its local Spanishlanguage media buys. Finally, we will present our policy recommendations on improvements for
the Burcau's Spanish-language media advertising plan that will help ensure a complete and accurate count of the Latino community in Census 2010.

## 1. The Need for Effective Media Outreach to Latinos in Census 2010

In order to ensure a full count of the Latino population, it is critical that the Census Bureau implement both an effective Spanish-language and English-language media outreach campaign to Latino residents throughout the nation. Broadcast and print media serve as extremely effective vehicles for reaching the Latino community. Latinos obtain a significant amount of information from media in general - they spend more time watching television, listening to the radio, and reading newspapers than non-Latinos. ${ }^{2}$ From 1996 to 2003, Latinos spent an average of 28.9 hours watching television per week, 19 hours listening to the radio, and 3.2 hours reading newspapers. In contrast, non-Latinos spent an average of 17 hours watching television per week, 13 hours listening to radio, and 2.6 hours reading newspapers.

Figure 1
Average Number of Hours on Media Consumption

| Medium | Latino | Non-Latino |
| :--- | ---: | ---: |
| Television | 28.9 | 17.0 |
| Radio | 19.0 | 13.0 |
| Magazine | 3.3 | 4.3 |
| Newspaper | 3.2 | 2.6 |

Reaching Latinos through Spanish-language media is a particularly important component of an overall Census 2010 communications campaign because of the language preferences of many U.S. Latinos. According to 2008 American Community Survey data, about 31.6 million Latinos or $76 \%$ of Latinos age five and older - speak Spanish at home. Of those Latinos, about one-half ( $49 \%$ ) are not yet fully proficient in English. In many regions of the country, particularly those with significant Latino newcomer populations, the percentage or "Spanish-dominant" Latinos is far higher.

[^12]Spanish-language media is a valuable and trusted source of information in the Latino community. Not only has it seen continued growth when English-language media outlets have faced declining consumption, but in many places, it has surpassed English-language media in popularity. On a national level, among Latino adults age 18-49, Spanish-language television has seen a rapidly growing audience regardless of the audicnce's Spanish or English language preference. According to data from Nielsen Media Research, in 1996, 6.7 million Spanishdominant Latinos, and 2.8 million English-dominant Latinos watched Spanish-language television. Ten years later, 9.9 million Spanish-dominant Latinos and 4 million Englishdominant Latinos were watching Spanish-language television. ${ }^{3}$

The same trend has occurred in some local regions of the nation. According to Nielsen Media Research, in 1995, New York City Latinos primarily watched English-language television (62\%) over Spanish-language stations ( $38 \%$ ). In contrast, in 2008, viewers favored the Spanishlanguage stations $71 \%$ to $29 \%{ }^{4}$

Latinos are also consuming larger quantitics of Spanish-language print and radio media.
According to the Latino Print Network, since 1970, the combined circulation of Spanishlanguage daily newspapers has grown from 140,000 to over 1.7 million in $2002 .{ }^{5}$

More critically, research shows that Spanish-language media is a particularly effective tool in engaging Latinos and mobilizing them for civic action. For example, empirical analysis presented in a 2006 paper from the National Bureau of Economic Research found that in markets where local Spanish-langunge news became available, Latino voter tumout increased up to 10 percentage points. ${ }^{5}$ Preliminary research suggests that Spanish-language media has had a similar impact on the rise in Latino naturalizations in 2007. The first phase of the yo es hora campaign, ta es hora 'Ciudadania!, involved a significant public-service push by the coalition's

[^13]Spanish-language media partners - including public service announcements and earned media on the importance and opportunities of U.S. citizenship. The campaign contributed to the nearrecord number of naturalization applications in Fiscal Year 2007, and a marked increase in the Latino share of total naturalizations. Between 2003 and 2006, there were only five metropolitan areas where Latinos constituted the majonity of those who naturalized - post 2006 , after the launch of the yos hora campaign, there were eleven metropolitan arcas where Latinos constituted a majority of successfil naturalizations.?

While Spanish-language media is an effective vehicle for reaching a significant portion of the
Latino community, there are also many Latinos who rely primarily on English-language media for information. For example, according to 2008 American Community Survey data, about 9.1 million Latinos speak only English at home, or about $23 \%$ of the Latino population age 5 and older. We believe that the Bureau should be investing in paid advertising that specifically targets English-dominant Latinos, because they have demographic characteristics that are different from those of Spanish-dominant Latinos or non-Latinos. However, we understand that the Bureau is investing an insignificant amount of resources in its paid advertising plan for media buys targeted at English-dominant Latinos - three television stations and six magazines, according to the Burcau's media buy schedule as of January 14, 2010-- and we are deeply concenced that the Bureau will not engage English-dominant Latinos and secure their participation in the 2010 enumeration.

## II. The Census Burean's Overall Investment in Paid Spanish-Language Media

The Bureau has taken many positive steps to recognize the importance of paid Spanish-language media in its communications plans, and we commend it for these efforts. For example, the Bureau and its Spanish-language media consultants - Global Hue Latino Inc. and D'Exposito and Parners LLC - should be commended for their planning for the 2010 paid media strategy. Bolstered by messaging rescarch and innovative means for reaching the Latino community, the plan acknowledges some of the unique characteristics of the Latino community that contribute to historically lower Census participation rates, which create the need for unique outreach

[^14]strategies. We commend the Bureau in the breadth of its paid media strategy, and the significant time it invested into creating it.

However, while the Bureau has made a significant investment in Spanish-language paid media for 2010, the investment has not kept pace with inflation and the growth of the Spanish-speaking Latino population during the last decade. In 2000, the Census Bureau spent a total of $\$ 110$ million on paid media, of which $\$ 18.9$ million was spent on Latino outreach - $17.2 \%$ of the total expenditure. For the 2010 Census, the official budget as of January 14, 2010 has increased to $\$ 140$ million overall, with $\$ 25.5$ million allocated to Latino outreach, which is $18.2 \%$ of the total. If the Bureau had merely increased its 2000 Census spending for paid media Latino outreach to account for inflation, the Bureau would have allocated $\$ 23.4$ million for its Census 2010 spending. However, the number of Latinos who speak Spanish at home (an approximate indicator of likelihood for Spanish-language media consumption) grew from 24.6 million in 2000 to 31.6 million in 2008, an increase of $28 \%$. Thus, had the Bureau increased its spending from 2000 to account for both inflation, and the growth of the Spanish-speaking population, the Bureau would have allocated at a minimum $\$ 30.0$ million for Census 2010 paid advertising, which is about $\$ 5$ million more than the actual amount allocated.

We are particularly concerned about the relatively small size of the Bureau's investment in Spanish-language media because several of our media parmers have informed us that it is inadequate to effectively reach all of the nation's Latino residents. There is not enough funding available to permit outtets to air Census 2010 advertising frequently enough to ensure optimal market penctration in many regions of the country. This is a particularly critical problem for the areas which are not the traditional centers of Latino population concentration, such as regions in the Deep South, Mid-Athantic, and Midwest. In many of these "emerging" Latino communities, only Spanish-language national network outtets will broadcast Census advertising, so it is critical that those outlets can air the advertising throughout their programming rotation with enough frequency to cffectively reach the Latinos in their markct. Emerging Latino communities tend to lack the social and civic infrastructure that exists in traditional Latino population centers, such as Latino community-based organizations, advocacy groups and civic leadership. Thus, these emerging communitics are not likely to have many Latino Census Partners, and Latinos in these
communities will need to rely primarily on Spanish-language media to obtain Census information. A robust investment in paid Spanish-language advertising for Census 2010 is crucial to cnsure an accurate count of the Latino population in these areas.

## III. The Roles of National and Local Media Buys

The Bureau's national media buy strategy is reaching a significant share of the Latino population with 2010 Census messaging, through television, radio, newspapers and magazines. Under the Bureau's strategy, only 34 of the 210 standard media markets nationwide are not covered by a national Spanish-language television buy, because there are no major network Spanish-langunge television affiliates in those markets.

Figure 2
Ten Largest Latino Media Markets without National Spanish-Language Media Affiliate

| Market |  | Rank |  |
| :--- | ---: | ---: | :---: |
|  | Hispanic | Overall |  |
| Mobile-Pensacola (Ft Walt) | 100 | 60 |  |
| Pitsburgh | 109 | 23 |  |
| Myrtle Beach-Florence | 120 | 104 |  |
| Dayton | 132 | 64 |  |
| Sherman-Ada | 134 | 161 |  |
| Lafayette, IN | 146 | 189 |  |
| Porland-Auburn | 148 | 77 |  |
| Harrisonburg | 150 | 178 |  |
| Tri-Cities, TN-VA | 154 | 92 |  |
| Biloxi-Gulfport | 159 | 163 |  |

Of the above markets, two are covered under the Census Bureau's national network radio buys (Myrtle Beach - Florence and Sherman - Ada), and two are covered by newspaper buys (Pittsburgh and Harrisonburg).

Beyond the national media buy stategy - through which all markets with an affiliate of a national Spanish-language television nctwork or radio station will air in-language advertisements - the

Burcau and its media consultants also arranged for additional local (or "spot") advertisements in broadeast media. These spot advertisements are complemented by other inherently local media including newspapers and "out-of-household" (OOH) media (such as billboards). Such local television, radio, and print buys allow for better message targeting; a critical factor given the hetcrogeneity of the Latino population and cultural differences from region to region. In addition, local media buys for television and radio can in cases provide significantly deeper market penetration because media outlets will air both the advertising placed by the mational network as wall as the local advertising. The Census Bureau has also asked media outlets to provide "added-value" to their paid advertising by conducting in-kind promotion. Thus, the investment of paid advertising in local media outlets may result in greater in-kind promotion in a given market.

In the Bureau's initial media plan, the Bureau and its media consultants appear to acknowledge that local media purchases have an additional value over mational buys, and the plan allocates a significant share of funding to local media purchases - $53 \%$ national compared to $47 \%$ local. ${ }^{8}$ In terms of actual dollars spent for Latino media in all formats, according to data available to the NALEO Educational Fund, the national versus local split is in fact in favor of the local - $65 \%$ local to $35 \%$ national (or approximately $\$ 14.8$ million to $\$ 8.1$ million).

## IV. Inadequacies in Local Television Allocation Criterin

All of the documentation for the Census Burcau's paid media plan places significant attention and emphasis on the importance of targeting areas with populations that are hardest to count, particularly in regards to the allocation of local media buys:

- According to the 2010 Census Integrated Communications Campaign Plan, "...TV purchases will always be focused on delivering the HTC (hard to count) target in program selection."
- "Budget allocations across the entire Paid Media Plan were completed based on hard-to-count scorcs, with harder-to-count andiences receiving a larger allocation relative to population size." ${ }^{9}$

[^15]The Bureau assesses the extent to which an area is HTC by assigning it an HTC score. The Bureau uses that score in one of the six criteria it developed to help determine which markets would receive additional local Spanish-language television spots. Those markets meeting at least four of the following six criteria would be selected:

1. The media market includes at least 100,000 Hispanic Households.
2. Hispanic Households comprise $11.1 \%$ or more of the total houscholds in the media market.
3. The market's average HTC score was above the national average of 32.9 .
4. The market's average 2000 Census Mail Retum Rate (MRR) is below the national average of $67.3 \%$.
5. The market's Hispanic cight-year growth rate is above the national average of $146 \%$.
6. The "hyper-growth" rate of the market is $25 \%$ or above.

An independent analysis by the NALEO Educational Fund as to which media markets should receive local Spanish-language television buys confirms that the actual local Spanish-language television media buys of the Bureau meet at least four out of six of the forgoing criteria. We commend the Census Bureau and its media partners for including the HTC score in one of the critcria, given the effectiveness of that HTC score in determining the risk of not being counted. However, we have concerns with the methodology by which two of these criteria are formulated, including the criterion which uses the HTC score. Specifically, the Bureau averages certain data at the market level without first isolating the Latino population within the relevant markets. In markets where the Latino population is concentrated in the most HTC areas, the use of an average allows the presence of lower HTC areas (which may not be the home to many Latinos) to mask the presence of Latinos who share HTC characteristics. Thus, the "easier to count" areas in a market may bring up the overall HTC average of the market. By finding the mean HTC score for an entire market without first accounting for those areas in a market heavily populated by non-Latinos, this measurement fails to accurately capture the HTC score as it pertains to the Latino community in that market. Thus, the average may become a misleading indicator of the need for Spanish-language local media buys in the area.

Similarly, the Bureau's fourth criterion, which uses the average 2000 Census form mail retum rate (MRR) for a whole market, provides a skewed measure of the return rate among Latinos. Again, by using the average for an entire market, the fourth criteria may mask the prevalence of a low MRR among Latino residents. Ideally, the Bureau would have provided its media consultants with mail response rate figures for Latinos only, as long as Latino population size in a given tract were not so small so as to impinge on privacy issues.

The NALEO Educational Fund conducted an analysis of several major media markets that did not receive local television media purchases, based on the Bureau's criteria. In our analysis, we revised the Bureau's methodology by making some simple alterations to their criteria. For example, we analyzed markets by isolating specific tracts with significant Latino populations, and determined both the average HTC score and MRR for those tracts. In addition, we examined the percentage of Latinos within tracts with HTC scores above the national average or MRR's below the national average. This analysis presents a very different picture of the potential need for local Spanish-language television buys in those markets.

Our analysis uses publicly available data to examine nine media markets with significant Latino populations (more than 100,000 Latino houscholds - one of the six local television buy criteria) that did not receive local Spanish-language television buys. By calculating the average HTC score and average MRR for tracts within those markets in which Latinos comprise $60 \%$ or more of the total population, we found that all of those markets have an average HTC score of at least 45 , which is 12.1 points higher than the national average threshold used by the Bureau. In the case of Boston, the average HTC score of those tacts reached 94. Additionally, mader our Latino tract analysis, five of those nime markets also have an average MRR less than the $67.3 \%$ national average.

Figure 3
Census Tracts in which Latinos Comprise $\mathbf{6 0 \%}$ or more of Total Population, by Media Market

| Market | Hispanic <br> Household <br> Share of <br> Market | Total <br> Hispanic Houscholds | Arerage ITTC Score (Market-wide) | Average HTC Score (in isolated tracts) | Average MRR <br> (in isolated tracts) |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Denver | 15.1\% | 229,960 | 26.9 | 69.1 | 67.6 |
| Orlando-Daytona Beach-Melbourne | 13.7\% | 201,400 | 31.2 | 45.0 | 76.7 |
| Tampa-St. Potersburg (Sarasota) | 10.3\% | 188,090 | 33.3 | 54.0 | 70.9 |
| Philadelpha | 6.2\% | 183,390 | 25.6 | 93.1 | 60.3 |
| Atlanta | 6.7\% | 158,540 | 32.8 | 84.0 | 50.8 |
| Austin | 22.7\% | 151.690 | 36.2 | 69.3 | 59.4 |
| Boston (Manchester) | 5.3\% | 128,310 | 26.4 | 94.1 | 56.7 |
| Tucson (Sicrra Vista) | 26.5\% | 120,880 | 39.1 | 62.7 | 68.1 |
| Compus Christi | $52.7 \%$ | 103,910 | 50.2 | 63.6 | 65.8 |

Thus, our analysis suggests that the Bureau did not make local Spanish-language media buys in arcas where its averaging methodology may mask the presence of tracts with significant numbers of Latino residents which share the demographic and housing characteristics of high HTC areas. The Bureau's market-wide averaging methodology may also fail to provide an accurate portrait of the relatively low MRR's of Latinos in those markets.

Although our revised methodology may more aceurately capture the HTC score and MRR for Latinos specifically in a given market, it does not account for population distribution - in markets where the Latino population is more widely distributed among various tracts, it is difficult to measure average HTC scores and MRRs for Latinos exclusively. Thus, in an effort to more accurately account for Latino population distribution, we also assessed each market by measuring the percentage of Latinos who live in census tracts with an HTC score above 32.9 or a MRR below $67.3 \%$. With respect to our HTC score analysis, in some markets, we found that despite low average HTC scores, a significant share of Latinos live in tracts with an HTC score above the national average of 32.9. For example, although the average HTC score for the Boston market is a low 26.4, more than three out of four Latinos in that market ( $76 \%$ ) live in tracts with an HTC score above 32.9.

Figure 4
Media Markets without Local Television Media Buys, and Share of Latinos Living in Census Tracts with HTC Score Above 32.9

| Market | Average HTC <br> Score for <br> Market Overall | Share of Latinos in <br> Tracts w/above <br> average HTC (32.9) |
| :--- | ---: | ---: |
| Yuma-El Centro | 61.1 | $94 \%$ |
| Laredo | 70.1 | $89 \%$ |
| Montercy-Salinas | 39.3 | $89 \%$ |
| Bakersfield | 49.5 | $87 \%$ |
| Lubbock | 44.6 | $85 \%$ |
| Odessa-Midland | 48.2 | $84 \%$ |
| Corpus Christi | 50.2 | $84 \%$ |
| Springheld-Holyoke | 32.6 | $81 \%$ |
| Tucson (Sierra Vista) | 39.1 | $78 \%$ |
| Boston (Manchester) | 26.4 | $76 \%$ |

Similarly, several markets enjoy an above-average MRR, yet the majority of Latinos in those markets live in tracts where the MRR is lower than the national average of $67.3 \%$. These markets include Boston, Austim, and Hartford-New Haven, where more than half of all Latinos live in with an MRR below the national MRR average of $67.3 \%$.

Figure 5
Media Markets without Local Television Media Buys, and Share of Latinos Living in Census Tracts with MRR Below 67.3\%

| Market | Average MRR <br> for Market <br> Overall | Share of Latinos in <br> below average <br> MRR Tracts |
| :--- | ---: | ---: |
| Laredo | 64.6 | $75 \%$ |
| Boston (Manchester) | 74.7 | $61 \%$ |
| Austin | 72.0 | $58 \%$ |
| Hartford \& New Haven | 76.2 | $52 \%$ |
| Yuma-El Centro | 68.4 | $48 \%$ |
| Philadelphia | 76.5 | $46 \%$ |
| Corpus Christi | 69.6 | $46 \%$ |
| Springfield-Holyoke | 77.1 | $37 \%$ |
| Tucson (Sicra Vista) | 76.5 | $32 \%$ |
| Lubbock | 72.5 | $31 \%$ |

Our revised methodologies may not paint a complete portrait of the need for increased local Spanish-language media in a given market - in some cases, the foregoing markets do not meet household or population thresholds to meet the other criteria for local media buys. However, we believe our methodologies more accurately capture the disparities between Latinos and nonLatinos in a given market with respect to the actual challenges of enumerating those populations.

The inaccuracy of the HTC and MRR criteria used by the Census Bureau in determining need for additional media investment are also compounded by the population size criteria (100,000 Latino Household threshold and 11.1\% Latino Houschold Share of market Households). This may disproportionately affect those markets with emerging Latino communities or communities which are relatively small. These markets cover arcas in the South, Mid-Atlantic, and Midwest, and the Mexico-border region, which are some of the most critical communities to a successful and accurate 2010 Census. For example, the Laredo market - which covers several communities in the Rio Grande Valley of Texas - is by all measures a hard-to-count Latino market, yet does not meet the criterion for the number of Latino households ( 63,190 according to the 2000 Census). Similarly, the Atlanta market - one of fastest growing Latino communities in the nation - has a large share of Latinos living in hard-to-count Census tracts and over 158,000 Latino households, yet fails to met the criterion of Latino households comprising $11.1 \%$ or more of all households (6.7\%).

While it is difficult to definitively ascertain whether one individual weakness in the Bureau's criteria for targeting local Spanish-language media buys will in and of itself significantly impair the overall effectiveness of the Bureau's targeting, we are deeply concerned that the combined cffect of all of the weaknesses will jeopardize the ability of the Bureau's local media buys to sceure optimal participation of Latinos in the 2010 Census. We also believe that the inadequate level of the Bureau's overall investment in the Spanish-language media buys will exacerbate the combined detrimental effect of the weaknesses in its targeting criteria. Because of these weaknesses and inadequacies, the Bureau's paid media plan falls short of what is required to address the challenge of reaching and accuately counting the mation's Latino population.

## V. The Dissemination of Inaccurate or Misleading Information about the 2010 Enumeration

While we understand that the focus of the Subcommitte's hearing is the Census Bureau's 2010 media plan, we would like to take this opportunity to raise a pressing concem about the dissemination of inaccurate or misleading information that could seriously affect the public's participation in the 2010 enumeration. For cxample, there are several misleading c-mails circulating through the Internet that claim that individuals posing as Census workers are attempting to obtain personal information over the telephone, by e-mail or in person. ${ }^{10}$ One version of this c-mail claims to be providing advice from the Better Business Bureau (BBB) about how individuals can avoid identity theft when dealing with Census inquiries, but the BBB has disavowed the e -mail, and is providing accurate information about the enumeration on its website. " These e-mails contain inaccuracies that could mise unwarranted fears in the public about completing the Census questionnaire or providing information to Census workers.

In addition, some organizations are circulating mailers purporting to be "Census" questionnaires or materials, for fund-raising purposes, or to illegally obtain credit card information and donations. According to the Daily Herald, a newspaper serving the Chicago suburban area, some senior citizens in Congressman Bill Foster's (D-IL) district have received what appears to be a scam mailer from a fictitious advocacy group that solicits credit card information and donations while falsely appearing to be authored by the U.S. Census Bureau. The mailer starts with a header identifying the letter as being sent by the "National Consus of Senior Citizens" and the "Council for Retirement Security." ${ }^{12}$ The Republican National Committee (RNC) has also circulated a fund-raising mailer that solicits the opinions of GOP voters in the form of materials that appear to mimic some aspects of the Census questiomaire mailing. The letter is labeled "2010 Congressional District Census," and the mailer comes in a plain white envelope marked "Do Not Destroy, Official Document." ${ }^{13}$ On February 10, the Washington Post reported that the National Republican Congressional Committee sent a mailer with a fundraising solicitation with
${ }^{16}$ Sec for example, hin;/hwov, snopes con/haudidentity/censusasn, and hetp//www,snopes.com/inbexer/scams/censusasp.
"htp://www,bbborg/us/article/phony-bbb-c-mail-spreads-fichon-about-2010-census;-get-he-facts-14542.
${ }^{2}$ hep:/aww dailyherald. con/story 1 ide2 291816.
${ }^{13}$ htp://www:msnbe.msn.com/id/35067802/.
the word "Census" featured prominently throughout the document. The mailer included a "Census Document" which solicits opinions about public issues. ${ }^{14}$

We understand that the Chair of this Subcommittee, and U.S. Rep. Carolyn Maloney (D-NY) contacted the Postmaster General of the United States and requested an investigation to determine whether the RNC mailing violates federal prohibitions against donation solicitations that purport to be official govermment mailings. We also understand that the Postmaster General determined the mailer does not violate these prohibitions, because the mailer does not clearly reference any official U.S. government agency, and because it clearly indicates it was commissioned by the Republican Party. ${ }^{\text {Is }}$ Notwithstanding this determination, we believe that such mailings confuse and mislead members of the public, and could make them distrust the real Census questionnaire when it arrives next month. Media reports indicate that political leaders from both sides of the aisle share these concenns, including the Ranking Member of this Subcommittee. ${ }^{16}$ We strongly condemn the use of confusing mailers that appear to mimic officials U.S. Census materials to solicit information or funds from the public, particularly when the Census coumeration is underway. We also understand that at least one Regional Census Center - in Denver - has disseminated flyers informing residents that the Senior Citizens and RNC mailers are not official Census documents, and providing accurate infomation to combat "Census scams." We urge the Census Bureau to vigorously combat the circulation of misleading mailers and inaceurate infomation nationwide and throughout the regions where these materials are circulated.

## V1. Policy Recommendations

Based on our reseatch and analysis of the needs of the Latino community and the Census Bureau's Spanish-hangunge paid advertising media plan, we offer the following policy recommendations:

## A. The Census Bureau must make some investment in Consus 2010 paid advertising to reach English-dominant Latinos, and it must significantly increase its spending for Spanish-Ianguage paid advertising. As noted earlier, the Bureau has made virtually no investment for paid

[^16]advertising to reach English-dominant Latinos. With respect to Spanish-language advertising, the $\$ 25.5$ million allocated by the Bureau for this purpose does not adequately take into account both inflation and the growth of the Spanish-speaking Latino population since 2000. Moreover, the Burean's Spanish-language advertising investment is not large enough to ensure that there will be sufficient market penetration for the Latino population, particularly for Latinos in emerging communities. Given the importance of both targeted English-language and Spanishlanguage media outreach for ensuring an aceurate Latino count, the inadequacy of the Bureau's spending could jeopardize the overall effectiveness of its communications plan.
B. The Census Bureau must provide greater transparency with respect to the criteria it uses for targeting local Spanish-langunge media buys and improve its communication with stakeholders regarding the criteria. We believe that the Burcau provided overly-vague information to stakeholders about its strategy for targeting local media buys during the course of its development and implementation of its communications plan, and that such information made it difficult for stakeholders to clearly understand the criteria used by the Bureau. The Bureau's stakeholders include many organizations that are very familiar with the needs of the Latino community, and the Bureau's lack of clarity prevented those stakeholders from providing the Bureau with effective guidance on the targeting of local media buys.

The Burcan's local Spanish-language media buys are in place for its outreach to encourage residents to mail back their Census questionmaires. However, we understand that the Bureau will be making its media buys for its Non-Response Follow-Up (NRFU) plan in April (the NRFU plan will alert the public of the activities of enumerators who follow-up with households which have not mailed back their questionnaires). We urge the Bureau to provide greater transparency and clarity to stakeholders about its criteria for local media buys and targeting in its NRFU plan.
C. The Census Bureau should report to Congress and stakcholders the details of the outreach plan they will implement in the local markets that are difficult to count, but did not reccive local television buys. As noted earlier, several of these markets include emerging Latino populations that have seen rapid growth since the previous decemial census, dramatically low Census form return rates, and high HTC scores. These markets require additional attention beyond the
standard elements that are being proxided by the Partucrship Program and other elements of the Bureau's outreach program. Thus, we recommend that the Burcau develop, implement and report about its plans unique to these markets that details the outreach efforts that will be employed to compensate for the lack of a local "spot" media buys and will ensure that these emerging populations will have as much avareness of the Census as those who reside in markets that are receiving national and local media buys.

## D. The Census Bureau should carefully examine the inadequacies in its existing Spanish-

 language local media buy criteria and make improvements to ensure effective targeting when implementing its NRFU plan. As noted above, we believe that there are weaknesses in the methodology used by the Bureau to determine its allocation of local Spanish-language media buys, and that those combined weaknesses could contribute to faulty targeting which will fail to secure optimal Latino participation in the Census 2010 enumeration. The Bureau's NRFU follow-up plan acknowledges the value of local media buys as part of the overall strategy for providing effective support for the NRFU activitics of enumerators. However, we are deeply concerned that the combined weaknesses in the Bureau's existing criteria for local Spanishlanguage media buys could jeopardize the Bureau's NRFU plan. Thus, the Bureau should remedy those weaknesses by appropriately adjusting the methodologies used in those criteria, particularly with respect to the HTC score and the MRR thresholds. In addition, given the critical need to count Latinos in energing communities or areas without relatively high Latino populations, we recommend that the Bureau place a higher priority on the HTC score and MRR, and a lower priority on the population size criteria when determining its local media buys. This prioritization should replace the Bureau's current methodology, which simply requires that a market meet four of the six criteria. In our testimony, we have offered some recommendations on simple alterations that could be used to improve those methodologies, and we urge the Bureau to consider them seriously when developing its NRFU local Spanish-language media buy criteria.The NALEO Educational Fund remains committed to being an active and thoughtful partuer to this Subcommittee, Congress, the White House and the Census Bureau, in ensuring the success of the 2010 Census, so that our nation can rely on the most aecurate data possible. I thank the Chairman, the Ranking Member, and the Subcommittee once again for providing us with the opportunity to share our views today on the 2010 Census media plan in hard to count areas.


Chairman Clay, Ranking Member McHenry, members of the Subcommittee: Thank you for the invitation to appear before you today to discuss this topic.

For the Census to succeed, we must have an accurate count of the 47 million Latinos who are the nation's second-largest and fastest-growing population. An undercount of this population will mean a failed Census.

We applaud the Bureau for recognizing the importance of Spanish-language media and commend the breadth of the paid media strategy, the investments in creating it and for developing messages based on research and in consultation with key stakeholders. However, we have identified significant weaknesses in the Bureau's Latino Communications plan.

First, the Bureau's 2010 investment to reach Latinos does not keep pace with inflation or with population growth. In 2000, the Bureau spent $\$ 18.9$ million on Latino outreach compared to $\$ 25.5$ million in 2010. Had the Bureau merely accounted for inflation, the 2010 budget would have been $\$ 23.4$ million.

Accounting for more than half of the total U.S. population growth, the Latino population has increased by $33 \%$ since 2000 . The number of Latinos who speak Spanish at home grew $28 \%$, to 31.6 million. Had the Bureau increased its spending to account for inflation and population growth, the 2010 Lation outreach allocation would have been at least $\$ 31$ million.

Second, the Bureau's Latino strategy relies almost exclusively on Spanish-language media and ignores the English-dominant Latino population. While Spanish-language media are very effective in reaching Latinos who consume those media, many Latinos rely primarily on Englishlanguage media. About 9.1 million Latinos speak only English at home, about $23 \%$ of the Latino population age 5 and older. The Bureau investment in English-language media is virtually nonexistent. We are deeply concerned that English-dominant Latinos, many of whom live in Hard-to-Count communities, will not be reached effectively.

Third, our media partners have informed us that the Bureau's investment is not enough for effective market penetration in many regions of the country. This is particularly a problem in non-traditional Latino population centers such as the Deep South, Mid-Atlantic, and Midwest. In many of these "emerging" Latino communities, only national network outlets will air Census ads, so it is critical that those outlets air the ads with the frequency needed to motivate Latinos to participate. Emerging Latino communities tend to lack the social and civic infrastructure that exists in traditional Latino population centers and are not likely to have many Latino Census Partners. Thus, these communities will rely primarily on Spanish-language media to obtain Census information.

A fourth weakness is the methodology by the Bureau used to decide local media buys which allow for deeper market penetration and better message targeting

The Bureau developed six criteria to determine local Spanish-language media buys. Those markets meeting at least four of the following six criteria were selected:

1. The media market has at least 100,000 Hispanic Households.
2. Hispanic Households comprise $11.1 \%$ or more of all households.
3. The market's average HTC score was above the national average of 32.9 .
4. The market's average 2000 Census Mail Return Rate (MRR) is below the national average of $67.3 \%$.
5. The market's Hispanic eight-year growth rate is above the national average of $146 \%$, and
6. The "hyper-growth" rate of the market is $25 \%$ or above.

We commend the Bureau for including the HTC score and mail return rate in the criteria. However, we have concerns with the methodology by which these criteria are formulated. Where the Latino population is concentrated in hard-to-count areas, the use of the market-wide HTC average masks the presence of areas with lower HTC scores. This measurement fails to accurately capture the HTC score for many Latino communities in a particular market.

Similarly, the criterion which uses the average 2000 Census form mail return rate (MRR) for a whole market provides a skewed measure of the return rate among Latinos.

We analyzed nine media markets that did not receive local television media purchases by isolating specific tracts with significant Latino populations, and determined their average HTC score and MRR. We also examined the Latino percentage within tracts with HTC scores above the national average or MRR's below the national average. This analysis presents a very different picture of the need for spot buys in those markets.

By calculating the average HTC score and average MRR for tracts within these nine media markets in which Latinos comprise $60 \%$ or more of the total population, we found that all of those markets have an average HTC score at least 12.1 points higher than the Bureau's threshold. In Boston, the average HTC score of Latino tracts reached 94, and five of the nine markets also have an average MRR less than the national average.

Our analysis suggests that the Bureau did not make local spot buys in areas where its averaging methodology masks the presence of hard-to-count Latino. Similarly, several markets with above-average MRR have Latino tracts where the rate is lower than the national average. These markets include Boston, Austin, and Hartford-New Haven.

The Bureau's HTC and MRR criteria are compounded by the population size criteria. This disproportionately affects markets with emerging Latino communities and communities which are relatively small. For example, the Laredo market by all measures is a hard-to-count Latino market, but it does not meet the 100,000 Latino household criterion. Similarly, the Atlanta market has over 158,000 Latino households, many in hard-to-count Census tracts, yet fails to meet the criterion of Latino households comprising $11.1 \%$ or more of all households. Both were shut out of local media buys. Based on our research and analysis, we offer the following policy recommendations:

The Census Bureau must make a reasonable investment in paid advertising to reach Englishdominant Latinos, and it must significantly increase its spending on Spanish-language media.

The Census Bureau must be more transparent with respect to criteria for targeting local media buys. We believe the Bureau was overly-vague with stakeholders about its strategy, making it difficult to provide any guidance. We urge the Bureau to do better in its media buys and targeting during NRFU.

The Census Bureau should report to Congress and stakeholders the strategies to reach Latinos in local markets that are difficult to count and did not receive local buys.

The Census Bureau should carefully examine the inadequacies in its existing Spanish-language local media buy criteria and make improvements when implementing its NRFU plan. We recommend that the Bureau place a higher priority on the HTC score and MRR, and a lower priority on the population size criteria when determining its local media buys.

Finally, there are two unrelated matters that warrant this Subcommittee's attention. We recommend that Congress curtail third party direct mail efforts that exploit the Census. We also urge the Bureau to develop a paid media strategy to inform the public about what data are and are not collected in the Census and how to identify authentic enumerators. There are recent media reports that fake census takers are defrauding families who believe they are cooperating with the Bureau. These acts are repugnant, undermine the Census, and must be stopped.

Thank you again for this opportunity to share our views on the 2010 Census media plan in hard to count areas.

Mr. Cuellar. Thank you, Mr. Vargas.
Ms. Samhan, if you can proceed with your testimony.

## STATEMENT OF HELEN HATAB SAMHAN

Ms. Samhan. Thank you for this opportunity to share the perspectives of Arab Americans as you explore the issues that will affect communities who will be hard to count in 2010.

By way of background, the Arab American Institute has over two decades of experience in working with the Census Bureau on ways to improve data collection and also questionnaire relevance to ethic Americans and particularly to Arab Americans.

It's no surprise I don't think to anyone that in the wake of September 11th prejudice and fear about Arabs emerged in American popular and political culture and were also manifested in national security policies, which were often based on profiling large segments of the Arab and Muslim populations based solely on their national origin or religious affiliation. This political and security environment and climate play a significant role in how Arab Americans will view the 2010 census.

The hard-to-count community in my view fall into three categories: The traditionally hard to count. Those are immigrant families who have limited English proficiency, are not familiar as much with American processes, and might have come from countries where the government is not exactly a friend.

The second category is the post-9/11 hard to count. And those are people who were willing to cooperate and support the Census in the last time around, but now, because of racial profiling in the wake of $9 / 11$, are now more suspicious and less likely to appreciate the protections that are afforded by the Census Bureau.

The third area is what we call identity hard to count, and this relates to the race categories as defined by the Office of Management and Budget and which are reflected on the 2010 census form. The undifferentiated White and Black race categories that do not allow for subgroup identification have caused confusion, alienation, and even anger within segments of the American population with origins in the Middle East and North Africa.

Many first- and second-generation Arab Americans do not understand the race distinctions that are codified by the OMB categories and have lived through experiences both before and after 9/11 where they don't feel treated like the White majority population and therefore they don't relate to the race categories.

The great attention to pluralism and ethnic and racial diversity in American civic discourse has further added to this disconnect between race classification and our active participation in the promotion of racial justice, tolerance, the defense of civil liberties, and the support for national security policies that do not punish or resort to racial profiling.

Given this context and the fact that ancestry data are no longer collected in the decennial census operation, activists and advocates have the dilemma of encouraging participation in a survey which does not appear to recognize who Arab Americans are. While advertising alone will not reverse all of these challenges, we recognize and appreciate the serious effort that was made by the Bureau to
reach Arab Americans and convince them of the safety and value of the Census participation.

The early decision to include in the paid advertising campaign emerging language communities like Arabic beyond the recognized race and minority groups was a positive step, even though the percentage of the overall budget was understandably small. The Census Bureau listened to the need to address concerns about privacy and confidentiality in the early phases of Census planning and conducted focus groups to study opinions and attitudes of Arab Americans toward the Census.

Our participation in the advisory process permitted a dynamic interaction in the planning of the 2010 census communications strategy, a process that sought advice and feedback from the early stages of conceptualization and review of message and creative design.

Efforts to reach the Arab American community extend well beyond the paid advertising campaign. A number of regional Census offices, notably Detroit, Philadelphia, New York, and Los Angeles, dedicated partnership resources to reach Arab communities in their areas. Detroit, in particular, led the way by arranging for translation of outreach materials into Arabic as early as last summer and by assigning a team of up to six partnership specialists to work with the Middle East community.

Finally, in our capacity as a national partner, we are launching a "trusted voices" PSA campaign in Arabic language media. The same agency that was hired by the Census Bureau for paid media ads offered to design and produce these ads on a pro bono basis.

Our overall evaluation of the 2010 Census Integrated Communications Campaign is that it represents significant improvement over previous Census efforts. We understand that adequate resources and time are perennial challenges to any Census operation, and there's never enough of either to assure a perfect process. We also understand that multiple and sometimes competing interests of diverse advisory bodies make the consultative process complex, demand extraordinary patience, and result in decisions that are bound to disappoint some stakeholders.

We are stakeholders, however, and are committed to work with the Bureau not only in the final weeks of the 2010 census but in the months and years that follow the decennial operation. Our interests going forward include studying the extent to which some other race is used by respondents of Arab origin and the results of the experimental panels to test alternative ways to measure race and ethnicity, and we look forward to new research into adding a question on ancestry in the next census in 2020.
[The prepared statement of Ms. Samhan follows:]

## Written Testimony

# MS. HELEN HATAB SAMHAN EXECUTIVE DIRECTOR ARAB AMERICAN INSTITUE FOUNDATION 

The 2010 Census Communications Contract: The Media Plan in Hard To Count Areas

United States House of Representatives House Committee on Oversight and Government Reform Subcommittee on Information Policy, Census, and National Archives

Washington, D.C.
Wednesday, February 24, 2010

Thank you for the opportunity to share the perspective of Arab Americans as you explore the issues affecting communities that will be hard to count in the 2010 Census. I will direct my testimony in four segments: (1) a brief background on my community's involvement with the U.S. Census; (2) the factors that may shape Arab American participation in the upcoming Census; (3) our observations of the communications campaign undertaken by the U.S. Census Bureau, particularly the paid media strategy; and (4) our recommendations for the next decennial Census in 2020.

## Background on Arab Americans and the U.S. Census

Arab American advocates began a relationship with the U.S. Census Bureau in the decade following the 1980 Census, primarily to explore ways to improve definitions for and data collection on Arabs and other ancestry populations in the U.S. When a review of the questionnaire content for the 1990 decennial brought into question the need for a category on ancestry or ethnic origin, we joined with other ethnic advocates to demonstrate the value of ethnic data. Once that hurdle was overcome, my organization, the Arab American Institute, undertook a national campaign to educate and motivate our community to participate in the 1990 Census through bilingual posters, mailings and public service announcements in the Arabic language media. During this time, AAI also worked with the Bureau to formulate a category to report Arab ancestries in the aggregate, since most sub groups fell below the reporting thresholds and were invisible for public review.

It was following the 1990 Census that we stepped up engagement around Census data collection and categories. When the Congress and Administration held hearings in 1993 to review OMB categories on race and ethnic classification, AAI testified that current federal definitions (whereby persons from the Middle East and North Africa [MENA] are classified in an undifferentiated White race category along with the majority Europeanorigin populations) were inadequate at best and confusing to the growing number of immigrants from that region. At that time, we proposed an ethnic category that would, like Hispanic Origin, complement race data and allow for more specific data analysis of the growing populations from the MENA region.

By the mid 1990s, we were obliged to shift our focus from new ethnic categories to saving the one already available. When a federal agency review of questions to be considered for the 2000 Census put in jeopardy the inclusion of the ancestry question on the census long, or sample, form, AAI worked with advocates from the Italian, Polish, German, Hungarian, Greek, Armenian and other ethnic communities to form a national Working Group on Ancestry in the U.S. Census to defend the need for and value of ancestry data collection. Our working group received considerable attention and support from the staff at the Bureau who briefed our members regularly on the status of the questionnaire content and our options within the federal review process. Our working group met with congressional members and worked with Rep. Connie Morella (R-MD) in 1997 to introduce H. Con. Res. 38 that supported keeping the ancestry question. Finally, the federal review concluded that legal decisions have been linked to civil rights violations against White subgroups (like Arabs and Jews), thereby supporting the federal mandate for data on ancestry. The result of this decision was a robust outreach effort by many ethnic communities to encourage participation in the 2000 Census.

In this lead up to the 2000 Census there were a number of formal collaborations between Arab Americans and the Bureau. In 1994 Commerce Secretary Ron Brown supported including an Arab American representative on the Decennial Census Advisory Committee. Presence on the CAC allowed our community to advocate for Arabiclanguage media buys, and by 1999 AAI signed on as an official national partner for Census 2000 and developed another bilingual outreach campaign. That partnership and the support of the Detroit Regional Office staff opened doors to funding for promotional materials in Arabic that were distributed through community based organizations located in areas with high immigrant populations. Local Census Offices were located in Dearborn, Brooklyn, and other areas with large concentrations of Arab immigrants, resulting in markedly better response rates than the previous decennial.

When the Census Bureau expanded its Census Information Center (CIC) program in the immediate aftermath of the 2000 Census, AAI was selected as a CIC to provide data products and analysis on the Arab ancestry population. A decision to produce a report on

Americans of Arab ancestry was made in the summer of 2001, just months before the national tragedy that would throw a spotlight on Arab and Muslim Americans and create an unprecedented demand on information about these populations-data that would help counter the backlash, educate school children, and in general inform the public about the role Americans of Arab origin have played in building the nation for over a century.

The attention paid to Arab Americans in the wake of September 11 allowed for many "teaching moments" to contrast the prejudice and fear that emerged in both popular and political culture, but it also manifested itself in a damaging way when national security policies were implemented that were often based on racial profiling and other ineffective programs that targeted large segments of the Arab and Muslim populations based solely on national origin or religious affiliation. Over the past decade, the visibility and vulnerability of Americans with Arab or Muslim heritage has created an existential tension: advocates must work hard to challenge aspects of counter terrorism policies that are ineffective and harm innocent Americans, and at the same time cooperate with outreach efforts to recruit Arab and Muslim Americans to share language skills, cultural competency and other expertise so much in demand for our country's intelligence, diplomatic and military endeavors.

## Hard to Count Arab American Communities

This political and security climate plays a significant role in how Arab Americans view the 2010 Census. I would like to outline three segments of the Arab American community who will fall into the HTC category for Census participation:

1. Traditionally HTC: Like in other immigrant communities, Arab immigrant families with less experience in the U.S. and lower English proficiency fall within the traditional HTC parameters; many immigrants left countries where the government does not play a positive role in their lives, and they are therefore suspicious of interaction with government officials or requests.
2. Post 9/11 HTC: During the last Census, we were able to heighten awareness and appreciation of the Census in our ethnic community and with the help of promotional materials and community partnerships were able to see an increase in response rates in areas with high concentrations of Arab Americans. Since the tragedy of 9/11, many Arab Americans who were not previously mistrustful of the government were now offended by federal government policies that inserted racial profiling as a counter-terrorism tool in law enforcement, intelligence gathering and immigration procedures. The exposure in 2004 that staff of the Department of Homeland Security requested data sets on countylevel concentrations of Arab Americans from the U.S. Census Bureau further projected an image to the general Arab American public that federal agencies were colluding to target us, regardless of the reality that the DHS data requests were publicly available on the Census website. Arab Americans who were willing and cooperative census respondents prior to the onset of racial profiling policies are now suspicious and less likely to appreciate the special protections afforded the answers they provide in the U.S. Census.
3. Identity HTC: The third factor that affects Arab American participation in the Census relates to the race categories as defined by the OMB and which are reflected on the 2010 Census. The undifferentiated White and Black race categories-unlike Asian, Native American/Alaska Natives, and Hispanic Origin, which encourage subgroup identification--have caused confusion, alienation and even anger within segments of the American population with origins in the MENA region. Many immigrants and second generation Arab Americans do not understand the race distinctions codified by the OMB and have lived through experiences, both before and after $9 / 11$, where they do not feel treated like the White majority population, and therefore do not relate to that racial classification. The great attention to pluralism and ethnic/racial diversity in American civic discourse has further added to this disconnect between race classification and the active participation of Arab Americans in the promotion of racial justice and tolerance, the defense of civil liberties, and the support for national security policies that do not punish immigrants or resort to racial profiling. Given this context, and the fact that ancestry data are no longer collected in the decennial census operation, activists and
advocates have the dilemma of encouraging participation in a survey which does not appear to recognize who Arab Americans are. One community activist has even called for a boycott of the 2010 Census since the federal government does not "respect" the unique needs and identity of this constituency. One result of this identity issue is that many organizations representing populations who are not differentiated through the race question plan to circumvent the problem by urging their members to use "Some Other Race" as a way to specify ethnic or national origin. While this option will not alter the edited race statistics that are published, it will allow researchers to study, through special tabulations, the extent of race confusion in distinct ethnic communities.

## Advertising the 2010 Census to the Arab American Community

While advertising alone will not reverse all of the challenges outlined above, we recognize and appreciate the serious effort made by the Bureau to reach the Arab Americans and convince them of the safety and value of Census participation. The early decision to include "emerging" language communities (Arabic, Polish, Russian), beyond the recognized race and ethnic minority groups, in the paid advertising campaign was a positive step, even though the percentage of the overall budget was understandably small. The Census Bureau listened carefully to recommendations to address concerns about privacy and confidentiality in the early phases of Census planning and conducted focus groups to study opinions and attitudes of Arab Americans towards the Census process.

Our participation on the Census Advisory Committee permitted a dynamic interaction with the planning process for the 2010 Census communications strategy, a process that sought advice and feedback from the early stages of conceptualization to review of the messages and creative design. I was impressed with the effort made by the Census staff to solicit input from our community, which included offering me a seat on the Joint Advisory Advertising Review Panel (JAARP); when I was unable to attend one of the meetings to review the creative campaign, Bureau staff arranged an alternative time for my organization to view the Arabic language portion of the campaign. When members of the CAC requested additional meetings to review the final cuts of the advertising
campaign, the Bureau staff made the necessary arrangements, even though that level of consultation was not envisioned in the original plan.

The attention given to the multiple messages required to address the concerns of Arab Americans-safety, confidentiality, civic participation and ethnic pride-was clear throughout the planning process and creative design for the Arabic language segment of the campaign. The agency chosen by Draft FCB to handle the Arabic campaign has a proven track record of professionalism and experience in working with the Arabicspeaking market, and has relationships beyond the Census contract to draw on for advice and feedback.

It should be noted that efforts to reach the Arab American community extend beyond the paid advertising campaign. A number of Regional Census Offices, most notably Detroit, Philadelphia, New York and Los Angeles, have dedicated resources from their partnership programs (which in this Census has been integrated with the paid media campaign to assure common messages and shared impact) for outreach to Arab communities in their area. Detroit, in particular - with leadership from Regional Director Dwight Dean - has led the way by arranging for the translation of outreach materials into Arabic as early as last summer and assigning a team of up to six partnership specialists and assistants to work with the Middle Eastern communities. Finally, my organization, in its capacity as a national partner, is preparing a "trusted voices" Public Service Announcement (PSA) campaign to be launched later this month in the Arabic language media. We have received the assistance of the same agency hired to produce the paid media ads for the Census Bureau, but they are offering design and production services as a pro-bono contribution to this partnership effort. And the Census Communications team has offered to send a letter to the media contacts receiving paid ads, requesting their consideration of running the Trusted Voices PSA at no cost.

## Summary and Recommendations

Our overall evaluation of the 2010 Census Integrated Communications Campaign is that it represents significant improvement over previous Census efforts, by coordinating the
paid media and partnership efforts, by early and regular feedback from advisors who work with HTC communities, and by empowering the Regional Offices to launch robust outreach campaigns to community-based groups within the HTC populations. We understand that adequate resources and time are perennial challenges to any Census operation, and that there is never enough of either to assure a perfect process. We also understand that the multiple and sometimes competing interests of diverse advisory bodies make the consultative process complex, demand extraordinary patience, and result in decisions that are bound to disappoint some stakeholders.

As a stakeholder, Arab Americans are committed to working with the Bureau not only in the final weeks of 2010 Census promotion and through the enumeration, but in the months and years following the decennial operation. Our interests going forward include studying the impact of the paid media campaign, the extent to which Some Other Race is selected by Arab respondents and, most importantly, the results of the experimental 2010 census panels that will evaluate alternative ways to word questions on race and ethnicity. We plan to work closely with the Bureau as it conducts new research into adding a question on Ancestry, along with race and Hispanic Origin, in the 2020 census. It is our hope that Congress will devote attention early in the decade to these dynamic and important issues of our nation's changing racial and ethnic composition.

# Information Policy, Census, and National Archives Subcommittee Oversight and Government Reform Committee 

2154 Rayburn House Office Building
Wednesday, February 24, 2010 2:00 p.m.
"The 2010 Census Communication Contract: The Media Plan in Hard to Count Areas"

Thank you for the opportunity to share the perspective of Arab Americans as you explore the issues affecting communities that will be hard to count in the 2010 Census. I will direct my testimony in four segments: (1) a brief background on my community's involvement with the U.S. Census; (2) the factors that may shape Arab American participation in the upcoming Census; (3) our observations of the communications campaign undertaken by the U.S. Census Burcau, particularly the paid media strategy; and (4) our recommendations for the next decennial Census in 2020.

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Mr. Cuellar. Thank you for your testimony.
At this time the chair will recognize Ms. Smith for 5 minutes.

## STATEMENT OF LINDA SMITH

Ms. Smith. Thank you, Mr. Chairman and members of the committee, for inviting me to testify tonight.

My name is Linda Smith, and I'm the executive director of the National Association of Child Care Resource and Referral Agencies [NAACCRRA]. That makes it a little bit easier.

We are a nonprofit membership association, and we represent roughly 700 community based child care resource and referral agencies around the country. These agencies help ensure that families in 99.3 percent of all inhabited zip codes in the United States have access to high quality, affordable child care.

Every week in this country, over 11 million children are in the care of someone other than their parents; and these children are under the age of 5 . They are cared for by over 2.3 million child care providers. This group, as we know, is one of the most undercounted populations in the Census, and we have a serious interest in ensuring that these children get counted. So we see that child care can provide a vital link into this population during the 2010 census count.

Our member agencies maintain a data base of child care providers and programs and use it to link parents who are looking for care to child care programs in their communities. On an annual basis, we provide services to over 7 million parents.

Here in Washington, NAACCRRA operates Child Care Where, a national toll-free hotline and Web site designed to link parents to child care providers in their local areas. We serve another million parents through this hotline. Beginning this week, we will be posting information on the site about the 2010 census and will continue doing so throughout the period; and we will be encouraging our 700 members to do the same.

Not only do we help parents find child care, but we also train over half a million child care workers every year. In addition, we collect information on the supply and demand for care and the cost of care in communities around this country. About 40 percent of our agencies administer child care subsidies to low-income families on behalf of States.

NAACCRRA itself manages a fee-assistance program for nearly 20,000 children of AmeriCorps and Vista volunteers and military service personnel living off base, including National Guard and Reserve members currently deployed.

Given our reach into the child care community, we have taken the lead in working with the Census Bureau to disseminate information about the importance of the 2010 census to parents. We have an aggressive plan, and much of our work will be focused on families living in difficult-to-count areas.

We are working with other national organizations such as the Children's Leadership Council, the National Head Start Association, the National Black Child Development Institute, the National Indian Child Care Association, and LaRaza. We will be publishing our materials both in English and in Spanish.

You have already heard the statistics or are aware of the undercount of the young child population. You have heard many of the reasons why that exists. We know firsthand that it's very difficult to reach into this community. In general, we know that families with young children are highly mobile and they do not have as many anchors in the community as families with children who are in public schools.

But one thing that we do know, when they move, they need child care; and we can reach them during that process. We have a broad national network and are working with the Census Bureau to connect parents to their local child care programs. Our hope is to reach millions of families and ensure that our youngest children are well represented in the 2010 census.

We will specifically target our agencies located in the most hard-to-serve counties, as submitted earlier. Because our programs depend on Federal funds that are apportioned based on the subsidy data, they have a real interest in getting this right in their communities.

Before I close, I would like to acknowledge the efforts of the Annie E. Casey Foundation for their work on this issue. It is through their efforts that NAACCRRA has become involved in this work. We are working with Annie E. Casey and the Census Bureau, and our goal is to ensure that every child living in the United States is accurately counted in 2010.

Again, thank you for inviting me to testify.
[The prepared statement of Ms. Smith follows:]

## Statement

of
Linda K. Smith
Executive Director
National Association of Child Care Resources \& Referral Agencies

## Information Policy, Census, and National Archives Subcommittee Oversight and Government Reform Committee <br> Wednesday, February 24, 2010 <br> 2154 Rayburn House Office Building <br> 2:00 p.m.

"The 2010 Census Communications Contract: The Media Plan in Hard To Count Areas"
Mr. Chairman:
I want to thank you and the other members of the Subcommittee for inviting me to testify today. My name is Linda Smith and I am the Executive Director of the National Association of Child Care Resource and Referral Agencies - also referred to as NACCRRA.

We work with more than 700 state and local Child Care Resource and Referral agencies throughout the country. These agencies help ensure that families in 99 percent of all populated zip codes in the United States have access to high quality, affordable child care. To achieve our mission, we lead projects that increase the quality and availability of child care professionals, undertake research, and advocate child care policies that positively impact the lives of children and families.

Child Care Resource and Referral Agencies are the hub in many communities that help parents find child care. They work with parents to figure out what type of child care parents are looking for, what might be available in their community, whether parents need care for particular hours like early in the morning or full-time care, or care during nontraditional hours so that they can work a second shift job. They provide information to parents like what to look for in high quality care and why quality care is important to safety, child development and school readiness.

Child Care Resource and Referral Agencies also train about 500,000 child care providers a year, provide workshops for parents throughout the country on topics such as parenting, dealing with children with special needs, balancing work and family, and other topics that families are looking for more information and knowledge about.

About 40 percent of Child Care Resource and Referral Agencies administer subsidy contracts for the state. That means they help states administer child care subsidy programs to low income working families who may qualify for state or federal assistance.

Child Care Resource and Referral Agencies play a critical role in collecting supply and demand data about child care, about price information, and many conduct market rate surveys used by states to set subsidy rates for child care fee assistance.

NACCRRA holds contracts with the Department of Defense (DoD) to help families in the Army, Navy, Air Force, Marine Corps, and National Guard military members to find quality child care off-base and administers subsidies for DOD to military families who need help affording the cost of care.

NACCRRA holds contracts with the Corporation for National Community Service to administer child care subsidies to Americorps and Vista volunteers and with the Department of Health and Human Services to operate a nationwide toll-free hotline and website called Child Care Aware to help parents throughout the country find child care in their community. Our materials are available in English and Spanish. Some of our agencies have staff who speak other languages dominant in their communities - all in an effort to reach as many families as possible.

Between the Child Care Aware website and hotline, the military fee assistance programs, and our Child Care Resource and Referral agencies located throughout the United States, we interact with millions of families with young children and the child care providers who serve them-both child care centers and family child care homes.

We know first-hand the importance of getting an accurate count of families with young children, particularly those who have not yet reached the age of mandatory school attendance. Each year, we conduct studies examining state policies and the need for child care in different settings for children of different ages. All of our work depends on accurate data so that we know where the children are, whether they are infants and toddlers or preschool age children, the primary language spoken in the home, as well as the income bracket of the families. Without accurate data, it is more difficult for us to work within communities to expand the supply of care if needed, improve the quality of care based on what they have compared to demand or potential demand, and to advocate for public policy that matches the need based on the demographics and current supply or condition of child care.

From supply/demand information to the federal or state funds that are allocated to communities based on population data, an accurate count is critical. And, yet, we know that past census efforts have struggled to capture a reliable count on the young child population and typically this group of children has been viewed as undercounted.

If we are to ensure that children are safe and that they are in settings that promote their healthy development so that they start school ready to learn, we need to have an accurate count.

Given our reach and leadership within the child care and early learning community, we have taken the lead working with the Census Bureau to disseminate information about the importance of the 2010 Census.

We have an aggressive action plan to increase the likelihood that we'll get the most accurate census data possible. Frankly, we have a self-interest because we rely on this data for the work that we do and because the families we serve rely on an accurate count as well - whether they realize that or not.

First, we are convening the major national advocacy groups involved with child care and early learning. From Head Start, to child care organizations, to La Raza, and others who have a unique reach to specific
groups of families with young children. Together, we can make sure that millions of families know about the census and how important it is that every young child possible be counted.

Within NACCRRA, we are posting the census outreach material on our website, the Child Care Aware web site, and other sub sites such as our military program assistance sub site and our Child Care Aware Parent Network. We are sharing that information with our member agencies and asking them to post the material on their sites. In all of our emall alerts to child care providers, parents, business partners and others, we are heightening awareness about the census count and reminding everyone of the importance of filling out the survey to ensure every child is counted.

We are joining with the Census Bureau during the agency's national kick off week and working with the Census Bureau's regional road tour to again in every way possible try to heighten awareness about the importance of the census to families with young children. Once the initial period for returning the census surveys is over, we will regroup with the Census Bureau in an effort to try to reach the nonresponders.

We have a broad network. We can reach millions of families and child care providers. We are working with other child care advocacy groups and organizations working with young children. Together we hope to make a difference so that this time around, on the 2010 census, every young child is counted. For the record, I ask that a copy of NACCRRA's Policy Agenda be included. While it is not directly related to our effort to ensure an accurate census count, having an accurate census count of young children, will better inform our policy agenda. And, better position families with young children to both access quality child care and start school ready to succeed. But, it starts with an accurate picture of how many young children are in each community and that is why we are excited to join with the Census Bureau on this initiative.

Thank you.

## naccria

FY 2010 (October 1, 2009 ~ September 30, 2010) Federal Grants, Contracts, and Agreements

| Federal Grant | Grant number | Period | FY 2010 Amount |
| :---: | :---: | :---: | :---: |
| ARMY OMCC | Contract: NAFBA1-04-C-0042 | 10/1/2009-3/31/2010 | \$ 12,610,911 |
| ARMY TA | Contract: NAFBA1-10-C-0005 | 10/1/2009-9/30/2010 | \$ 19,949,484 |
| ARMY TA | Contract: NAFBA1-04-D-0038 | 10/1/2008-3/31/2010 | \$ 1,993,716 |
| Marines - Respite Care | Coop Agreement: M67854-07-2-0532 | 9/28/2007-9/28/2010 | \$ 5,424,841 |
| Navy - Respite Care | Coop Agreement: M67854-09-2-0535 | 6/9/2009-6/8/2011 | \$ 2,937,041 |
| Navy - Fee Assistance | Contract: HDAMWR-08-C-0028 | 5/1/2009-4/30/2010 | \$ 4,960,287 |
| Marine Corps Fee Assistance | Coop Agreement: M67854-07-2-0518 | 6/11/2007-6/11/2011 | \$ 6,476,281 |
| CNCS CARE | Grant: 06B1HVA001 | 4/1/2007-3/31/2010 | \$ 3,790,289 |
| CNCS CARE - Recovery | Grant: 09RWHVA001 | 5/4/2009-5/3/2010 | \$ 405,791 |
| CNCS Vista | Grant: CNSHOPO7044 | 1/1/2007-9/30/2010 | \$ 1,052,803 |
| CNCS Vista - Recovery | Grant: CNSHQP07044 | 4/01/2009-9/30/2010 | \$ 404,330 |
| HHS - CCA | Coop Agreement: 90xC0008/02 | 9/1/2009-8/31/2010 | \$ 925,918 |
|  |  |  | \$ 60,931,693 |

Mr. Cuellar. Ms. Smith, again, thank you very much for being here with us and, again, to all the witnesses.

We now move on to the question period for the Members and proceed under the 5 -minute rule for Members. I will stick as Chair to the 5 minutes. I will go ahead and proceed now as the Chair.

I just have one general question for all of you all. You heard the witnesses before. You heard how they were spending the money. There were questions about the contractors, and apparently the contractor didn't know how much money he was taking in and all that. Because I want to see more of that money spent in the field instead of up there for contracting purposes. What are your general thoughts about this? Anybody.

Mr. Vargas, go ahead.
Mr. Vargas. Thank you, sir, for that question.
I think one of the problems is that this field is very expensive; and the Bureau, in many respects, regardless of who would have been the contractor, would have had to spend top dollar to get this job. I would say the quality of some of the ads that have been produced are high-quality ads, but the amount of money that is actually being spent on getting the ads out into the market is where I think this falls short. Because the rotation of the ads really is not sufficient to reach, at least in the Latino community's case, enough of a penetration in the markets to motivate people to act.

Our media partners have told us that people need to hear the message at least seven times to understand what is happening, and they don't believe that the national coverage itself is sufficient to reach people seven times. Given the lack of local media buys in these emerging communities like Atlanta, Tampa, Orlando, Austin, Boston, Laredo, I think we are at serious risk of people not getting the message enough to be motivated to act.

Mr. Cuellar. I believe what you're saying for the hard-to-count places, the local advertising, trusted voices would be more effective than the Golden Globes, Super Bowl. Would you agree that using some of that local media, whether its Hispanic or African American, would work better than some of the money that they have spent?

Mr. Vargas. I think more local media would be very important, especially in emerging markets. We are particularly concerned about the lack of targeting Latinos in the South, which we have seen hypergrowth of Latino communities in the Carolinas, in Georgia, in Arkansas. Those are the communities that are going to rely exclusively on national media buys, which we have been told aren't sufficient to really motivate people to act.

Mr. Cuellar. A question for all of you all, and I don't know if you all were stakeholders in this, but did they give you sufficient input or an opportunity to get your input in the overall strategy? Just from left to right.

Ms. Narasaki. AAJC is part of the Census Advisory 2010, and we were actually part of a task force on media and advertising.

The challenge, as you know, is a lot of the decisions get made many, many years before. That then limits what you can do going forward. So by the time that we were included, a lot of key decisions in terms of how much money would actually be available are already made.

I want to echo what Arturo said about the issue about local trusted media that you yourself are making. One of the biggest issues in our communities, particularly the Latino and the Asian community, is to overcome the issue of distrust of government; and it is those local, trusted ethnic media who they trust for their knowledge of what is going on in their communities that have the most influence in being able to overcome that particular distrust. An ad on the Super Bowl isn't going to do it for them.

Then, I just wanted to add on an earlier question about the ACS. My sister got the ACS questionnaire. She's college educated. We are four generation. We are not an immigrant population. And she herself was confused. She called to yell at me about how long it was. When I told her that actually isn't the Census, there's a second one that is coming in April, it was very confusing for her.

There does need to be, I think, much more thought about how do you educate communities-how do you use some of the advertising to educate communities that there are, in fact, two Census tools going out. And particularly in the minority communities where it's hard enough to get them to answer one, you can imagine the challenge of trying to get them to answer two. Thank you.

Mr. Cuellar. If you want to close up, because I want to stick to my 5 -minute rule.

Mr. Vargas. Thank you, sir.
Not only is NALEO a member of the Census Advisory Committee but a member of the Joint Advertising Advisory Review Panel [JAARP]. And I want to commend the Bureau for establishing that review panel because back in April of last year we were able to put the brakes on what we thought was an obsolete messaging campaign that DRAFTFCB had developed. We asked them to go back to the drawing board to come back with different ads which we believe now are more appropriate for the kind of environment the Census is being conducted in, including the recession.

Now what the Bureau did not do as good a job at is letting us know where the media buyers are going to be and how much will be spent on media buys. Had we been a partner like we were on the messaging, I think we could have been used better to advise the Bureau as to where we believe local media buys were more necessary.

Ms. Smith. Can I respond to that, too?
We are, obviously, a nonprofit association; and we are not receiving any funds to do the work that we are doing. I have to say that I think there's been sort of an overlooking of the whole nonprofit community and mobilizing them around the Census. If it hadn't been, as I said in my testimony, for the Annie E. Casey Foundation, the work that I had done with them in the past, we would not have been brought into this. I think-and now we are working with the Bureau on this-on trying to get this count of children.

But I will add that I work with another organization here in Washington that represents over 50 children's organizations, all of them nonprofit, and none of them to my knowledge have been contacted to mobilize around the Census. I think it's a missed opportunity. These people represent groups that are highly trusted in their communities. I think we could do a lot more to get the Census out and we would benefit from it.

Mr. Cuellar. Thank you.
At this time, I will recognize the gentlewoman from California, Ms. Waters, for 5 minutes.

Ms. Waters. Thank you very much.
Just simply based on everything that you have seen and you understand about how this team is working, for each of you, just quickly, could you support the idea that there should be more money put in local media buys?

Ms. Narasaki. Very definitely needs to be more money put in local media buys, particularly in the ethnic markets.

One of the challenges, like with the Latino advertising dollars, the Asian dollars went up a little bit. But if you adjust for inflation and the fact that you're trying to cover a population that has gone from 12 to 15 million and has more language and diversity, it does not even begin to cover it.

Ms. Waters. So that would be both radio, television and newspaper.

What about you, Mr. Vargas?
Mr. Vargas. What we would recommend in those local buys that the media buys be more strategic and that more weight be given to hard-to-count rate scores and mail response rate scores versus the size of a population.

Ms. Waters. But the bottom line is, do you believe that we need to put more money into those local media buys? And we could design better and give advice about what they should be, but there should be more money to do the job.

Mr. VARGAS. There should be more money in local media buys. But I think it would be as important which local markets are selected for additional media buys.

Ms. Samhan. I agree. I think it would be more beneficial to have more money in the local media buys. It does depend on where. We have a very small media in the Arabic media language to choose from; and, of course, we are the smallest percentage of the foreign language media buys as well. But I think that more local-based media is a good idea.

Ms. Waters. What about you, Ms. Smith?
Ms. Smith. I actually agree that would be a good thing, but I also think that there's an opportunity through the earned media and the use of the nonprofit community to get this word out. We have no budgets usually for media, and yet we work with the media a lot. I think just making the news, for example, in the case of children under the age of 5 being undercounted, we can go out and get media in other ways.

Ms. Waters. So you're basically saying, in addition to media as we know it, the print and electronic media, that the non-profits have networks about which they should be supported to get the word out, also.

Well, I thank you all. That's where I'm going with all of this. I really do think there needs to be more money to get to these populations and to be able to motivate in whatever the two phases are. I have a real appreciation for learning about Thomas Jefferson, but we really do have to get to the people who are going to fill out these forms and get them back. So if we make this recommendation, we are going to be looking for you for support. Thank you.

Mr. Clay [presiding]. Thank you very much. Thank you for your indulgence.

Representative Jackson Lee.
Ms. Jackson Lee. Thank you very much, Mr. Chairman.
I'd like to follow the line of questioning that my colleague and you have made the record, so let me just ask the question, Ms. Narasaki, do you believe there should be an enhanced funding for media that outreaches to diverse groups, including print and radio in particular?

Ms. Narasaki. Yes, I do. It is something that we have been advocating for over the last several years. We've had to advocate each year for increased funding for the Asian American media for the paid advertising as well as the community outreach. Those things are really important.

Ms. Jackson Lee. And for fear of the interpretation of our position being considered either self-serving or to give another small business some money, can you articulate how important these cultural entities are to our communities or to communities of color, meaning their radio, print media, that is a comfortable vehicle? Why are you suggesting that you need that increase in the media? What does that do in terms of helping to eliminate or work against the undercount?

Ms. NARASAKI. Well, as you know, it actually helps the American public generally, because the more people you can get to respond to the mail initially, it saves in nonresponse followup. So we are trying to advocate for something that would be an overall helpful benefit to the Nation as a whole.

The second thing is ethnic local media understand what are the messages that are going to most encourage people to respond, what is most important to the local community, how to best phrase that particularly in language, how to best communicate that, and they are the most trusted sources to get over the issue of fear about confidentiality and government intrusiveness.

Ms. Jackson Lee. That's a term that I'm going to use, is the "most trusted vehicle," which is a very important point in our mutual communities.

Mr. Vargas, why don't you comment on the thrust of my questions. You made a point about the broad brush on Latinos all going to Spanish speaking, when there are any large numbers of Latinos who are English speaking. Why don't you speak to the need for media that is culturally relevant?

Mr. VARgAS. Again, I think Spanish-language media is very effective in reaching the population that consumes Spanish-language media. I will refer to my written testimony where we say research that-where Spanish-language media actually is able to increase, for example, voter turnout rates. But we also know voter turnout rates are the lowest among native-born English speaking Latinos, and it is that segment we believe is the hardest to count. So ignoring vehicles, media vehicles that use English language to reach these populations, whether they be young people or people who are disaffected from society, I think is a real missed opportunity. This is something we raised with the Bureau over a year ago, that the lack of an English-language media strategy could be a problem in the 2010 census.

Ms. Jackson Lee. You listened to the listing that the previous witness gave about how much money is being spent on national and local. When the contract is $\$ 300$ million-and my understanding is that the Census Bureau is not the ones that deciphered or delineated or categorized how the moneys would be spent-would you make the argument that there should be a returning to the drawing board to reconsider or reconfigure that funding breakdown?

Mr. Vargas. With all due respect, I think we are already past the 11th hour figuratively and literally tonight. The Census is weeks away, and these media buys have been made. I think the most effective thing to do now is to identify those local media markets that did not get local buys with significant rates of hard-tocount communities and low-mail-response rates and do additional local media targeting in those communities.

Ms. Jackson Lee. I'm an optimist, and I hear what you're saying, but I do know they haven't spent the total $\$ 300$ million. So you're right. If they can't reconfigure, if the buys are solid, I guess I'm optimistic enough to say that some buys will be pulled down. But if that is not where they could go, then I would suggest that they dip into the $\$ 300$ million.

Let me quickly go to Ms. Samhan and Ms. Smith. Ms. Samhan, you have a unique community. If you would comment on the need to pertain to that unique community and how you think the Census is doing.

Ms. Samhan. Well, as I said in my testimony, I believe that they are doing the best that they can with a relatively emerging market. This is the smallest percentage of the overall special market, foreign language media that was allocated. I expect that in the next Census operation it will increase, but it was under $\$ 800,000$ for three language groups.

So it's such a small drop in the bucket, and it was really for that reason that we realized that we needed to have a partnership effort that was to basically complement the limited funds that were available for these emerging language groups. So we did this PSA campaign, and we believe that actually there's a benefit to that as well because there's a way to get earned media and media from nongovernment sources or media about nongovernment sources supporting the Census. So we think that this partnership with all of the nonprofit organizations that represent our community speaking at the same time as the Census is advertising is actually a good thing.

Ms. Jackson Lee. So we need to improve our partnerships.
Let me put on the record the total that I heard Ms. Ennis speak to: $\$ 22$ million for the broad minority community in terms of media, out of $\$ 300$ million. There was a list of numbers that were given. I'm just putting this on the record. To my question, she gave me a list of numbers. It was $\$ 22$ million.

Mr. Vargas. I think that was for African American.
Ms. Jackson Lee. I asked her to give me for all.
Ms. SAMHAN. I think for her agency.
Ms. Jackson Lee. Twenty-two million across the board for that. That is still-let me just put on the record $\$ 22$ million for African American. Mr. Garcia did not respond. I will get it in writing.

Let me just quickly conclude. I need to get back to Ms. Narasaki. Give us an answer to what you said was indicting and vital disorganization of the regional offices which many are seeing across the America. What do we need to do as Members of Congress to get right in the midst of that problem?

Ms. NARASAKI. I think it's helpful for Members of Congress to check into what kind of specialists have been hired in your district who are serving your district and to check and see whether you think it's reflecting the demography of the communities who actually make up your district and ask those questions. While the census day is April 1st, there's nonresponse followup, and that is going to be critical to have people who can knock on the doors and get the answers they need to get.

Mr. Clay. The gentlewoman's time has expired.
I now recognize Mr. Cuellar of Texas.
Mr. Cuellar. Mr. Chairman, thank you. I have asked my questions already.

Mr. Clay. Let me have one final question for the panel. Ms. Smith, is the Census in the Schools program adequate to count and involve the children of this Nation?

Ms. Smith. I don't think I'm qualified actually to answer that question, because we work mostly with the population of children that are preschool age children and they have not been targeted by any of these programs.

So I think if I were to make one comment to everything that's been said tonight, I think we really have a serious issue at looking at young parents in this country and how do we access them. They are new into all of this since the last Census. And we are obviously not getting to them, no matter who they are. Children under five are not counted, and they are not targeted with any sincerity right now in this count.

Mr. Clay. Thank you for that response. I will make inquiry with the Census Bureau about the comprehensive approach to involving young people, since they are the most frequently undercounted of all segments of our population.

Panel two is dismissed, and we will call forward panel three.
While panel three is coming forward, in the interest of time I will also announce that Marcelo Tapia and Hubert James will not appear tonight for various reasons.

Also, we will include in the record the statements of Representative Hank Johnson as well as Representative Crowley of New York.
[The prepared statement of Hon. Henry C. "Hank" Johnson follows:]

## Statement

Of
Congressman Henry C. "Hank" Johnson, Jr.
Information, Policy, Census, and the National Archives Subcommittee Oversight and Government Reform Committee

Wednesday, February 24, 2010
2154 Rayburn House Office Building
2:00 p.m.

"The 2010 Census Communication Contract: The Media Plan in Hard to Count Areas."

Thank you, Chairman Clay, for holding this important hearing on Census undercounts.


#### Abstract

Although the Census Bureau has allotted additional funding towards decreasing the undercount among hard to count populations, I am deeply concerned that without strategically placed advertisements, certain minority populations may not be properly represented in the upcoming 2010 Census. This is an extremely important issue to me and one that I have previously addressed in a letter to Census Director Robert Groves, which detailed the lack of ads in 3 newspapers serving 252,000 of my minority constituents.


In 2000, the State of Georgia's response rate was 4 points below the national average. This factor along with the 960,000 person undercount among African-Americans nationwide means a lack of advertisements targeting this community could have direct implications for many of my constituents, some of whom have been displaced due to foreclosure or job loss, and may overlook the importance of their participation in the 2010 Census.

Mail response rates were declining since the 1970 Census. However it is apparent that the paid advertising campaign during the 2000 Census was a major contributor to the increase in mass response rates. I am optimistic that this trend will continue as the 2010 count begins, yet I want to ensure that the undercount among minority groups decreases and that everyone is truly counted.

I hope that today's hearing brings some clarification into the Census Bureau's communication plan to access hard to reach populations across the nation.

I thank the Chairman for holding this hearing, and I look forward to hearing from our witnesses today.

Mr. Clay. Our final panel today comprises those with media expertise on reaching those hard-to-count populations focused on by Census efforts.

First on our panel is Mr. Danny J. Bakewell. Mr. Bakewell is the chairman of the National Newspaper Publishers Association. The NNPA represents more than 200 Black community newspapers from across the United States. Mr. Bakewell is the executive publisher of the Los Angeles Sentinel and owns WBOK radio station in New Orleans. He is the recipient of numerous awards, including the NAACP Image Award and the Congressional Black Caucus Adam Clayton Powell Award. Mr. Bakewell is a much-sought-after speaker, community organizer, and leader.

Welcome to the committee.
Next, we have Mr. James Winston, executive director and general counsel of the National Association of Black Owned Broadcasters. Mr. Winston is a partner in the D.C. law firm of Rubin, Winston, Diercks, Harris, and Cooke. He has been the Executive Director of NABOB since 1982. From 1978 to 1980, Mr. Winston served as Legal Assistant to FCC Commissioner Robert Lee. Mr. Winston is a graduate of Harvard Law School and holds a bachelor of science degree in electrical engineering from the University of Pennsylvania.

Welcome to the committee.
Next, we have Ms. Sandy Close, executive director of New American Media. New American Media is the country's first and largest national collaboration and advocate of 2,000 ethnic news organizations, founded by the nonprofit Pacific News Service in 1996. NAM is headquartered in California. Ms. Close has served as executive director of Pacific News service since 1974. A graduate of UC Berkeley, Sandy was formerly China editor of the Far East Eastern Economic Review in Hong Kong and founder of the Oakland-based Flatlands Newspaper.

Thank you for appearing before the subcommittee today.
It is the policy of this committee to swear in all witnesses before they testify. I'd like to ask each witness to please stand and raise your right hands.
[Witnesses sworn.]
Mr. Clay. Let the record reflect that all witnesses responded in the affirmative.

Each of you will have 5 minutes to make an opening statement, and your complete testimony will be included in the hearing record.

Of course, we have a lighting system which will be operated as soon as my friend gets back.

Anyway, Mr. Bakewell, you are free to begin.
STATEMENTS OF DANNY BAKEWELL, CHAIRMAN, NATIONAL NEWSPAPER PUBLISHERS ASSOCIATION; JAMES L. WINSTON, EXECUTIVE DIRECTOR, NATIONAL ASSOCIATION OF BLACK OWNED BROADCASTERS; AND SANDY CLOSE, EXECUTIVE DIRECTOR, NEW AMERICA MEDIA

## STATEMENT OF DANNY BAKEWELL

Mr. Bakewell. Thank you.

Congressman Clay and members of the committee, I'd like to thank you for giving me the opportunity to speak before your committee this evening. It is really an honor to be here.

Congressman Clay, I want to give you a particular vote of confidence or an acknowledgment for the leadership and vision that you have demonstrated in holding these hearings. They are much needed, and hopefully at the end of these hearings you will know that there is much needed to be done.

I also want to thank the members on the committee for the vigilant and direct questioning that you have posed to members of the Census. Sometimes when you come before Congress you guys are so polite and you're so busy asking for the gentlelady and the gentleman and the gentle cousin, we get lost in terms of the substance of what it is we are trying to accomplish here. So I thank you very much for the directness of your questioning.

In my time allotted, I'd like to provide you with an enhanced version of my written testimony which I have submitted.

As chairman of the National Newspaper Publishers Association, which is the Black press of America, I represent nearly 200 Black newspapers and publishers throughout America. NNPA members reach more than 19 million African Americans and people of Caribbean decent weekly. This year, NNPA celebrates our 70th anniversary. We are not newcomers to this game.

During 2010, we will also celebrate 183 years of tradition and service when the first Black newspaper was founded, Freedom Journal. It's appropriate that the echo of those who founded Freedom Journal said, "we desire to plead our own case;" and that is very much what we are here today talking about.

Black communities throughout America over the many years the Black press has established a legacy of trust built on honesty and accurately telling the stories of Black America from a Black perspective to Black Americans about Black Americans and other people of goodwill.

The Black press is the fiber that connects Black communities small, large, rural, urban, throughout America. Our member newspapers publish in New York, Los Angeles, Chicago, Greensville, Durham, Shreveport, Michigan, St. Louis, Oakland, Atlanta, Norfolk, Washington, Baltimore, Texas, North Carolina, South Carolina, all across America.

The Black press is the Black community's drumbeat felt, heard, read in Black households 52 weeks a year throughout the United States. The Black press has been and continues to be the gatekeeper and collector of our historical archives and records of every political issue, civil rights struggle, and social justice movement, the challenges, triumphs of our people.

The Black press's ability to inform, advise, influence, and lead in the Black community is unmatched, unchallenged, and unquestioned. The Black community's trust and confidence in the Black press was forged over many years. No media represents the Black community better.

Today, I am here to testify on the importance of the 2010 census to Black Americans throughout America, and we want it to work. But I must tell you there seems to be a lack of importance given to delivering the 2010 census into all Black households throughout

America, as evident by the Census's initial offer to buy advertisement in only a small portion of Black newspapers with a budgetthey told you $\$ 1.7$-it was $\$ 1.3$ million-to count 40 million Black people. This is a difficult task under any circumstances, but a budget of $\$ 1.3$, you don't intend to count Black people.

As you are aware, the second decade of undercounting Blacks will have a devastating impact on Blacks living in the United States for many years to come. We were undercounted by 2 percent; and according to the statistics that I understand, 2 percent represents about $\$ 178$ million in terms of how that is correlated. If we come up short, we again, for every 1 percent, it will cost the government $\$ 90$ million. So this is a clear case of being penny wise and pound foolish. We cannot let this happen.

This is not a normal advertising campaign in which you can adjust your strategies. The Census has about, as it's been said, about 6 weeks to go. What happens when we get the count wrong? What happens when it comes back and all the households are not responding? We are going to be put in a position where we have to forever hold our peace.

If we allow this to happen, Black Americans will receive reduced funding in education, health care, reduced resources from government. Black-elected officials will be severely compromised and threatened and in many instances lost. We cannot afford that. And I know you understand that.

Today, I'm here to tell you that even though Black newspapers have the trust and respect of the Black community and despite having the ability to deliver advertising messages to the masses of Black consumers and Black people, the way we are going into the market is ineffective and must be altered now. Simply stated-and I met with and talked to many of you-we need more money. The Black press of America needs at least $\$ 10$ million to have a consistent message in 200 Black newspapers throughout the America.

There is no reason to cherry-pick. Wherever Black newspapers are, that is where Black people are. We wouldn't operate if those communities weren't there. Nobody reads our papers but Black people. So if you want to communicate with Black people, you have to communicate through us. There are other mediums, just like they talked about the Super Bowl, $\$ 2.5$ million. Fine. But don't expect to count us. Don't expect to get any residue.

You're talking about Thomas Jefferson. When we talk about Thomas Jefferson, we talk about him and his mistress. We ain't talking about him being the head of the Census.

So let's be real. These people up here were talking to you like if they were teaching a class at Georgetown University. They had no emotion. They are just reading. They are just talking. They are just giddy-uping.

And that is the same kind of message that they created to go into our communities. It's not provocative. Nobody can deliver a better message in Los Angeles than Maxine Waters. Why don't you put her in an advisement? Put Lacy Clay in the advertisement. Put Jackson Lee in the advertisement. That's the kind of stuff that we need. We need names and people and bodies that are trusted in our community.

Let me get back to this script. If we are to-you cannot say that you want to count all Black people and then unveil a program to advertise in only 16 markets. That's where they started out, 16 markets. Didn't have Doris Ellis, didn't have Dr. Suggs, didn't have Amelia Ward. That's in places like Houston. That's in places like St. Louis. That's in places like Oakland, California. That's in places like North Carolina, South Carolina. No Black people live there? What's the deal? How can you do that? How egregious is this?

Now we're up to 55 markets, but we still don't have all 200 Black newspapers, and this is going to result in the greatest undercount in the history of Black America. And you and we will suffer from that.

I beg you, as I have when I have met with you individually, not to let that happen. We cannot travel back down the road of having Black Americans once again undercounted and underrepresented in the U.S. Census. The message that we all count and need to be counted cannot be fully realized with an advertising campaign that reaches some African Americans. It must be geared to all African Americans. Black people do not live in only 16 markets in America. We live in America. Black people live in small, large cities, rural, urban, all over America. We must deliver the message where we live, where we pray, where we are educated, and where we are best informed.

And the vehicle best to reach us continues to be Black newspapers, Black radio, and Black churches. No question about it. If we are serious about securing an accurate count, we must implement a comprehensive outreach plan that requires placement and advertising of every Black newspaper throughout America. If not, the 2010 census information is not going to be captured and once again Blacks are going to be undercounted and underrepresented, losing out on millions of dollars in our-

Mr. Clay. Mr. Bakewell, thank you for your presentation. You went 4 minutes over, in the interest of the other witnesses. We will let you in the question and answer period elaborate even more. Thank you very much.
[The prepared statement of Mr. Bakewell follows:]


Statement
Of
Danny J. Bakewell Sr. Chairman
National Newspaper Publishers Association
2010 U.S. CENSUS OUTREACH TO BLACKS AND BLACK NEWSPAPERS

Information Policy, Census, and National Archives Subcommittee Oversight and Government Reform Committee

2154 Rayburn House Office Building
Wednesday, February 24, 2010
2:00 p.m.

## "The 2010 Census Communication Contract: The Media Plan in Hard to Count Areas."

Chairman Clay and other distinguished Members of the Information Policy, Census, and National Archives Subcommittee, of the Oversight and Government Reform Committee, thank you for the opportunity to testify today on this very important subject.

In my allotted time, I will provide a brief summary of my written testimony, which has been submitted.

As Chairman of the National Newspaper Publishers Association [NNPA] (Black Press of America), I represent nearly 200 Black newspapers and their
publishers. Our NNPA member newspapers reach more than 19 million AfricanAmericans, Africans, and people of Caribbean descent weekly.

This year, the NNPA celebrates its $70^{\text {th }}$ anniversary.
During 2010, we will also celebrate 183-years of tradition and service to Black communities throughout America. Over many years, the Black Press has established a legacy of trust, built by honestly and accurately telling the stories of Black America from the Black perspective.

The Black Press is the fiber that connects Black communities, small and large, rural and urban, throughout America. Our member newspapers publish in New York, Los Angeles, Chicago, Greenville, Durham and Shreveport to mention only a few cities.

The Black Press is the Black communities "drumbeat" ... felt, heard and read in Black households 52 weeks of the year in more than 30 U.S. States around the nation.

The Black Press has been and continues to be the gatekeeper and the collector of our historical archives, recording every political issue, civil rights struggles and social justice movements.

The Black Press' ability to inform, advise, influence and lead in Black communities is unmatched, unchallenged, and unquestioned.

The Black community's trust and confidence in the Black Press was forged over many years. No medium represents the Black community better.

Today, I am here to testify on the importance of the 2010 Census to Black American's throughout America.

As you are aware, a second decade of undercounting Blacks will have a tremendous impact on Blacks living in the U.S. for many years to come. We were undercounted by two (2) percent during the 2000 Census and we, the Black Press, feel we are headed for the largest undercounting of Blacks ever, with the 2010 Census.

If, we allow this to happen, Black Americans will receive reduced funding for education, reduced funding for healthcare, reduced resources from the government and Black elected officials will be severely compromised and threatened.

Today, I am here to tell you that even though, Black newspapers have the trust and respect of the Black communities, and despite having the ability to deliver the advertising messages to the masses of Black consumers, the way we are going to market is ineffective and must be altered now.

## Simply, stated we need more funding!

If, we are to deliver a consistent 2010 Census advertising message into every Black household throughout America, we must us the national footprint of the Black Press to achieve our goal. We must use the Black press to deliver the 2010 Census message to our smallest and largest communities.

We can not travel back down the road of having Black Americans, once again, undercounted and underrepresented in the 2010 U.S. Census count.

## We cannot let this happen.

The message that "we all count and need to be counted" cannot be fully realized with an advertising campaign that reaches some African-Americans.

Black people live in small and large cities all over America. We must deliver the message where they live, where they reside, where they are educated and where they are informed.

If we are serious about securing an accurate count we must implement a comprehensive outreach plan that requires placement of advertising in every Black newspaper throughout America. If not, 2010 Census information is not going to be captured and once again Blacks are going to be undercounted and underrepresented losing out on millions in valuable and life-saving resources.

## Let's do it right.

Today, I am here to say that the Black Press of America's only goal is to secure the best results through fairness and equality, while securing a full and effective count of the Black Diaspora for the 2010 Census.

The Black Press is recommending that the U.S. Census enhance its advertising investment for the 2010 Census, which must include all Black newspapers in an effort to reach all Black Americans.

Please note, this can't be achieved by stretching an already thin budget, but must be done by finding additional funds or reallocating advertising dollars.

It is imperative that the 2010 Census print advertising message to Black America not only reach them but it must reach them more than once to ensure the message is received.

Chairman Clay and Members of the Committee I ask you to give us the additional funding we require.

Thank You Chairman Clay and Members of the Committee for your attention to the serious issue.

Mr. Clay. Mr. Winston, 5 minutes.

## STATEMENT OF JAMES L. WINSTON

Mr. Winston. Thank you, Chairman Clay, Congresswoman Waters, Congressman Cuellar, Congresswoman Jackson Lee. Thank you all for staying to this late hour for this very important discussion.

My name is James Winston, and I'm the executive director and general counsel of the National Association of Black Owned Broadcasters. I thank you for inviting me to testify.

NABOB is the only trade association representing the 245 Blackowned radio stations and 13 Black-owned television stations around the United States.

I wish to provide comments on three subjects today.
First, the paid advertising program targeting African Americans got started significantly later than for other communities. Second, there are problems with choosing stations based solely on Arbitron audience ratings. Third, the allocation of Census advertising dollars toward the African American communities should be increased.

The ad campaign on general market stations began on January 1st. However, the campaign targeting the African American community got started much later. Some stations have advertised only within the last few days that they will be receiving Census ad buys, and some which were previously advised that they would receive Census ad buys have yet to be receiving them.

Congresswoman Jackson Lee, you made the comment about the Houston Sun; and, in questioning, Ms. Ennis from GlobalHue said that Houston Sun was on the ad buy. Obviously, they have not conveyed that information to you, which sounds exactly like a situation I had just last week.

Congresswoman, you will appreciate that, KJLH in Los Angeles contacted me because they had not gotten a Census buy, although they had been told that they had one coming. When we contacted GlobalHue last week, they said there was some paperwork mix-up, but of course KJLH was on the buy, and they began the buy just a couple of days ago.

So in addition to the lack of money we have, we are not getting it. They are behind the curve in getting the money out. Obviously, the program is going to end at the same time for everybody. So if we started more than a month behind, we can't possibly get the messages out in time where they need to be going.

So that is a problem that needs to be looked into as to what took so long to get started and why there's still stations that were told they are getting buys that have not gotten bought yet.

Worse than the timing issue, however, is the fact that in several markets the African American owned stations have been completely overlooked and all the Census Bureau ad buys have been placed with non-African American owned radio stations that target their programming through the African American audiences.

These ad buys have relied upon Arbitron audience data to choose these stations. However, a coalition of Black and Hispanic broadcasters has demonstrated that Arbitron's new unaccredited meas-
urement service, the Personal People Meter, discriminates against Black and Hispanic audiences.

Indeed, Chairman Towns of this committee held a hearing investigating Arbitron's PPM on December 2nd of last year. After receiving testimony from the representatives of the PPM Coalition and Arbitron, Chairman Towns directed the parties to meet to resolve this ongoing controversy. The chairman warned Arbitron that they, the committee, would look at a legislative solution if the parties failed to do so. While the PPM Coalition and Arbitron have met numerous times, no resolution of this problem has been achieved.

Moreover, even if the Arbitron data were reliable, reliance solely on Arbitron data would completely ignore the ability of Blackowned stations to connect with their communities. It is this connection shared by both Black-owned radio stations and Black-owned newspapers which has enabled these companies to survive for decades without Arbitron data and other data saying that we have large audiences.

The connection between Black-owned radio and newspapers in their communities is not one that can be measured in and catalogued by Arbitron. It must be discerned from experience using those media to achieve a desired result whether to sell a product or convey important information relevant to that community. That is how you decide that a station is relevant to the community.

Local talk show hosts and air personalities can have influence in their communities far beyond the audience number generated by Arbitron. Yet in many markets it appears that the Census Bureau advertising campaign has completely ignored this important fact.

This leads me to my final point. The Census Bureau advertising budget needs to be revised to allocate more advertising dollars to Black-owned media. As the Bureau is well aware, some of the principal problems affecting the undercount in African American communities are distrust of government and a sense of disconnection from the government. Only a trusted voice in the local community can turn such attitudes around. Established Black-owned broadcast stations and newspapers are those trusted voices. They need to have a much more prominent role in the Census Bureau's advertising budget than they have had so far. I urge the committee to examine this matter further and direct the Bureau to make a greater utilization of Black-owned media.

Thank you for the opportunity to appear before you today.
[The prepared statement of Mr. Winston follows:]

## Testimony

of
JAMES L. WINSTON
Executive Director and General Counsel
of the
NATIONAL ASSOCIATION OF BLACK OWNED BROADCASTERS, INC.
Hearing on
"THE 2010 CENSUS COMMUNICATIONS CONTRACT: THE MEDIA PLAN IN HARD TO COUNT AREAS"

## Before the

Oversight and Government Reform Committee
Information Policy, Census, and National Archives Subcommittee
of the
United States House of Representatives
February 24, 2010
3:00 p.m.

Good afternoon Chairman Clay and members of the Committee. My name is James Winston, and I am the Executive Director and General Counsel of the National Association of Black Owned Broadcasters, Inc. (NABOB). I thank you for inviting me to testify this afternoon.

NABOB is the only trade association representing the interests of the 245 radio and 13 television stations owned by African Americans across the country. The association was organized in 1976 by African American broadcasters who desired to establish a voice and a viable presence in the industry, to increase minority station ownership, and to improve the business climate in which these stations operate. Throughout its existence, NABOB has been involved in Congress's efforts to promote diversity of ownership within the broadcast industry.

Unfortunately, in recent years we have seen a substantial decline in the number of minority companies owning broadcast stations. This decline has been precipitated by government policies that encouraged the consolidation of the industry into the hands of a few large conglomerates, the credit crisis which has resulted in the bankruptcies of several African American owned companies, and a flawed Arbitron audience measurement service that fails to adequately estimate Black audiences.

You have invited me today to discuss the 2010 Census Integrated Communications Campaign in Hard to Count (HTC) areas. I am pleased to have been invited to address this subject, because, as you are well aware, many African American communities have been historically included among the Hard to Count areas, and most NABOB member stations serve African American communities.

I wish to provide comments on three subjects today:

- First, the paid advertising program targeting African American communities got started significantly later than for other communities.
- Second, there are problems with choosing stations based solely on Arbitron audience data.
- Third, the allocation of Census advertising dollars toward the African American communities should be increased.

The Census Bureau has issued the following description of the 2010 Census:
The U.S. Constitution mandates that a census be conducted every ten years. The 2010 Census will provide a once-a-decade snapshot of the nation's population. The information collected during the census assists government leaders in making historic decisions, such as the apportionment of seats in the U.S. house of representatives. The data are also used to help distribute more than $\$ 400$ billion in federal funds back to state and local governments each year. Information from the census is used to determine where to fund infrastructure projects such as roads, hospitals and schools.

The Bureau has acknowledged that, in the 2000 Census, fewer than 60 percent of African Americans returned the census questionnaire compared with 77.5 percent of Whites. This undercount means that African Americans did not get their fair share of the approximately $\$ 3$ trillion dollars expended by the federal government over the past decade, and, if this problem is not corrected, we will miss out on our fair share of the approximately $\$ 4$ trillion dollars the government will expend over the next decade. In addition, we will be denied our fair share of elected offices at both the national and state levels.

Faced with this staggering under-count problem, on December $4^{\text {th }}$, I was on a conference call with the Census Bureau, and I was provided with an overview of the Bureau's paid advertising campaign. I was advised that $\$ 133$ million had been budgeted for paid media. Out of that $\$ 133$ million, the budget specified for reaching the African American community included: $\$ 6.5$ million for national television networks, $\$ 4.4$ million for local television in 30 markets, $\$ 2.6$ million for national radio networks and $\$ 4.6$ million for local radio in 30 markets. I stated that I thought only targeting 30 markets for local media buys seemed like a very short list, and the budgets for both national and local advertising seemed too small. I was told that the whole campaign had been planned, because it was scheduled to begin January $1^{\text {st }}$, and that it was too late for further input into the planning of the campaign budget.

I was advised that the African American media campaign had been contracted to GlobalHue, a well known and respected Black owned advertising agency. Having been advised that the
campaign was to start at the first of January, I accepted the assertion that it was too late to provide input into the ad budget.

However, while the ad campaign on general market stations began on January $1^{\text {st }}$, the campaign targeting the African American community got started much later. Some stations have been advised only within the last few days that they will be receiving Census ad buys, and some, which were previously advised that they would receive Census ad buys have yet to receive them. NABOB has discussed this problem with GlobalHue, and we will be having further conversations about what that means for the campaign moving forward. I look forward to working with GlobalHue as we address this and other issues needed to ensure that the funds so far allocated reach their target audience.

Worse than the timing issue, however, is the fact that in several markets, the African American owned stations have been completely overlooked, and all of the Census Bureau ad buys have been placed with non-African American owned radio stations that target their programming to African American audiences.

This placement of all of the Census Bureau ad dollars in a market on non-African American owned stations connects to the second concern I wish to share with the Committee. The placement of ad dollars with non-African American owned stations targeting African American audiences frequently reflects reliance solely upon Arbitron audience data for choosing stations. Any media campaign that relies only on Arbitron audience measurement data in selecting which radio stations on which to advertise is going to badly disserve both the African American and Hispanic communities. This is a very serious point, because it reflects an ongoing problem for Black and Hispanic owned radio stations.

The Arbitron ratings company maintains a monopoly over the business of measuring the audiences of radio stations, which means that, if radio stations do not subscribe to the Arbitron ratings service, those stations will have no ratings data to present to advertisers who purchase advertising time on radio stations.

Approximately three years ago, Arbitron began replacing its accredited rating service, which uses diaries to obtain audience estimates for radio stations, with a new, unaccredited service called the Personal People Meter (PPM) service, which uses a pager-like device worn by a panel of radio listeners. Before PPM was placed into commercial service, Black and Hispanic owned radio stations advised Arbitron that the test results from its PPM service reduced the estimated listening audiences for their stations too far below the measurements provided by the diary service to be credible. The Black and Hispanic broadcasters, along with several other organizations formed the PPM Coalition to address this issue on a unified, national level.

The problems created by inaccurate audience measurement services are not new to Congress. In 1964, Congress created the Harris Committee which held hearings to address the issue of research auditing. Seeking to avoid a legislative intervention, Congress asked the advertising and media industries to develop a voluntary organization to ensure fair and accurate ratings. In response, the
industries created a nonprofit organization called the Media Rating Council ("MRC").
Now, three years later, the PPM controversy has found its way to law suits filed and/or settlement agreements reached between Arbitron and the attomeys general of four states, who have alleged that the PPM service discriminates against Black and Hispanic audiences. The Federal Communications Commission has issued a Notice of Inquiry, seeking to determine whether it should launch an investigation of the PPM service. And, the Media Rating Council has denied Arbitron accreditation of the PPM service in 18 of the 21 markets in which the MRC has analyzed the PPM service.

Most importantly, Chairman Towns of this Committee held a hearing investigating PPM on December 2, 2009. After receiving testimony from representatives of the PPM Coalition and Arbitron, Chairman Towns directed the parties to meet to resolve this ongoing controversy. The Chairman warned that the Committee would look to a legislative solution if the parties fail to do so. While the PPM Coalition and Arbitron have met numerous times, no resolution of this problem has been achieved.

Therefore, while the PPM controversy rages on, any Census Bureau advertising campaign that uses PPM data, will be relying upon a flawed methodology that does not adequately estimate the audiences of Black and Hispanic radio stations.

Moreover, even if the Arbitron data were reliable, reliance solely on Arbitron data would completely ignore the ability of Black owned stations to connect with their communities. It is this connection, shared by both Black owned radio stations and Black owned newspapers, which has enabled these companies to survive for decades. The connections between Black owned media and their communities is not one that can be measured and catalogued by Arbitron. It must be discerned from experience using those media to achieve a desired result, whether to sell a product or to convey important information relevant to that community. Local talk show hosts and air personalities can have influence in their communities far beyond the audience numbers generated by Arbitron would suggest. Yet, in many markets, it appears that the Census Bureau advertising campaign has completely ignored this important fact.

This leads me to my final point. The Census Bureau advertising budget needs to be revised to allocate more advertising dollars to Black owned media. As the Bureau is well aware, some of the principal problems affecting the under-count in African American communities are a distrust of government, and a sense of disconnection from the government. Only a trusted voice in the local community can turn such attitudes around. Established Black owned broadcast stations and newspapers are those trusted voices. They need to have a much more prominent role in the Census Bureau's advertising budget than they have had so far. I urge the Committee to examine this matter further and direct the Bureau to make a greater utilization of Black owned media.

Thank you for the opportunity to appear before you today.

Mr. Clay. Thank you, Mr. Winston.
Ms. Close, you may proceed.

## STATEMENT OF SANDY CLOSE

Ms. Close. Thank you very much.
As the final speaker, probably the oldest speaker in this room, the speaker that just missed my airplane back to San Francisco, I want to echo what the last panel and my fellow panelists here said tonight to you and to wholeheartedly endorse the idea of expanding investment, especially during this last key, post-response phase of the campaign, to those ethnic media embedded in their communities where the low response rate makes them absolutely essential targets.

I had hoped to show you a photograph, and I don't know if Anthony stayed. He had kept the photograph to put on the screen. Maybe he's already left. Because in some ways a picture is worth a thousands words.

Let me then go back to my text very quickly and come to the most important example.

Over the last year, New America Media organized 12 briefings for the U.S. Census for over 600 ethnic media practitioners. We started in New Orleans. We went second to Detroit. Then we went to Atlanta, Houston, Chicago, Seattle, Phoenix. We literally canvassed ethnic media across the country, and you could cut their exuberance with a knife.

For many of them, in Denver, for example, and in Houston, it was the first time they had ever seen each other around a table as a collective media force and at the table with the top Census people. And I do salute A.J. Jackson and Maria Mattos and Raul Cisneros and Steve Bruckner for trekking long distances to talk with them about the Census.

The difficulty is that they get the Census. Juan Carlos Ramos in New Orleans in 2000, the undercounted Hispanics in that city prompted Coca-Cola to drop advertising in the Hispanic market in New Orleans.

There is no question these media absolutely understand the importance of the Census to their audiences, and from our first briefing until our last in Seattle the anxiety and the sense of, in a way, confusion over how they could get involved was very clear. They wanted transparency, and there was very little transparency. How do we get in line? Whom can we call? No one answers our e-mails. No one answers our phone calls.

Above all, they expressed frustration over messaging that, even while offered in 28 languages, was being created often far from their communities and by agencies they had very little input to.

Mr. Clay. Excuse me, Ms. Close. The photo is up.
Ms. Close. There are the photographs.
"It's important that Census advertising is being created in Vietnamese," says Thuy Vu of Saigon Radio in Houston, "but it's not Houston Vietnamese."

Probably the best example came in Hupa, California, where the American Indian Hupa and Klamath River Tribes are served by two very important American Indian media. But take a look at the ads that the Census firms sent the Hupa, who have lived in red-
wood forests for 3,000 years. The first was of an American Indian against a cityscape, and the second was a plain Indian walking toward teepees. Both of them they rejected.

We invested a very small amount of money that we raised from a foundation letting them shape their own messages; and if we can see that message, you will see the enormous difference.

The third ad, which should be coming up right now, is Hupa looking out over their very isolated redwood forests and saying, "if they don't count you, they will say no one lives here and they will take away our water rights."

The idea that our ethnic media are the ones who have the knowledge of their communities and should be helping to shape the messages is what leads me to my final point, because I want to keep this very short.

In the last phase if there could be an SOS campaign, save our services campaign, targeting media that were left out of the ad buy, or like Joe Orozco of Hupa Radio felt they could have done a far better job messaging; like the San Bernardino Sun that was left out; like the Burmese newspaper that has Burmese audiences in Phoenix, in Houston, and in Nashville; like The Ethiopia here in Washington, with over a hundred thousand audience left out. They know what the messages are that will really inspire and cut through the fear, and the idea would be invest in them much as we invest in a community based organization.

We don't have time for endless focus groups to shape these ads. We should let these media shape the messages to their communities. And let me tell you, as Freedom Journal put it, "we wish to plead our own cause. Too long have others spoken for us." They will convey the message that resonates in their communities.

I have listed in my testimony some of the dozens of e-mails from over 47 percent of the media that came to our briefings with the U.S. Census but never received an ad buy. These folks did know how to apply. They did get in line. They did spend a day to be with the Census folks, and they are ready to go all out. Black media, Asian media, Hispanic media, Russian media, media that are really the unduplicatable audience-trusted messenger.

And I hope that in this last phase of the campaign, we can maximize those dollars by giving them the leadership role to shape the messages for their communities. In doing that, you will reach 60 million ethnic adults who now rely on ethnic media. Ethnic media is the only sector whose audience has grown by 16 percent.

In conclusion, it is also the media that, when asked "what are your primary goals," 68 percent respond by saying service to the community. Only a third put making a profit as their goal. This is a resource we can't afford to lose as media meltdowns across the country. Your capacity to govern requires communicating with the governed. These are the media that are intermediary that are just totally ready to get involved to be at this table, and they have sent the messages to you through us which are excerpted in the testimony I have left with you. Thank you very much.
[The prepared statement of Ms. Close follows:]


Statement of Sandy Close<br>Executive Director, New America Media<br>Information Policy, Census and National Archives Subcommittee<br>Oversight and Government Reform Committee<br>2154 Rayburn House Office Building<br>Wednesday, February 24, 2010 at 2:00pm<br>"The 2010 Census Communication Contract: The Media Plan in Hard to Count Areas"

New America Media is the country's first and largest association of ethnic news organizations run by the non-profit Pacific News Service and funded by Ford, Carnegie, OSI, McCormick and James Irvine Foundation, among others.

Last year NAM partnered with the U.S. Census to organize roundtable discussions with over 600 ethnic media representatives in 12 cities across the country. I salute the Census officials who participated in these briefings-from top officials at the Maryland headquarters like A.J.Jackson, Maria Mattos, Steve Bruckner and Raul Cisneros to district directors and local media specialists like James Christie, Tim Harjoe and Lynne Choi Ueda in Los Angeles. Much like Public Health Department officials promoting vaccines, these folks have a missionary-like zeal to convert otherwise skeptical audiences to the Census.

But today I want to talk about our ethnic media partners who participated in the roundtables and what they would want to share with you-not only about how the advertising campaign has worked so far, but more importantly, what they could be doing - indeed must do --during the crucial post-response phase of the campaign. A small investment in those micro-media outlets that serve the hardest to count communitiesan investment that let these media shape the messages to their own audiences-would have a tremendous impact.

Over 600 ethnic media practitioners participated in NAM's roundtables-from media giants like Univision, Asian language dailies, BET and Clear Channel stations to veteran black and Spanish language weeklies, upstart radio and TV stations, to niche of the niche print and online outlets serving Burmese, Ethiopian, Arab, Russian, Mixtec, Punjabi. Samoan populations.
Their hunger to participate in the 2010 Campaign is intense-you could cut the exuberance at these gatherings with a knife. For many media, it was the first time they'd come together as a media sector in the same city. They get the Census: they get their community's stake in a complete count, and they get their own.

As Juan Carlos of El Tiempo put it in New Orieans, the Census 2000 undercounted Hispanics in that city and Coca Cola dropped New Orleans, and his paper, from their national ad campaign.

But from our first briefing in March of 09 until our last one in early December, ethnic media attendees also expressed a uniform anxiety over the lack of transparency in the decision making process of the Census ad buy. "How do we get in line? Whom can we call? No one answers our emails or phone messages? "

And they expressed frustration over messaging that even when offered in 28 languages was being created by agencies they didn't know and hadn't spoken with in what they described as a top down-one size fits all model. "It's important that Census advertising is being created in Vietnamese," commented Thuy Vu, founder of Houston's Saigon Radio. "But it's not Houston Vietnamese."

Everyone agrees that being on the receiving end of Census advertising would be a great thing, especially when the sector is cash starved by the recession. But ethnic media leaders want to play a bigger role that is consistent with their traditional role as community educators and advocates: they want a free hand to shape the messages for their own communities. In Denver, a local Spanish-language TV station emphasized that when someone goes missing in their community, it's their reporters who respond. Media giants like Univision or Telemundo provide news feeds developed in Miami or New York. They can't customize Census reporting to what's happening at the local level. Those media embedded in local communities are essential for inclusive messaging.

The 2010 Census ad buy is an unprecedented investment in ethnic and community media, no question. Media buyers did an invaluable job-identifying and recruiting 3000 primary as well as secondary and even tertiary media outlets across the country. Inevitably, however, many key media outlets were left out, including some $47 \%$ of those who took the time to attend the Census roundtable sessions. Over $70 \%$ of those excluded told NAM they never heard back despite repeated efforts to reach Draft FCB or its vendors. Many are frustrated - they don't know why they fell through the cracks. Some are bitter. All very urgently want a role - even if small - and believe, as I do, that together they can move the needle those extra percentage points that will pay off in hundreds of millions of dollars. The only Arab- and English-language weekly in Phoenix serves a community of 100,000 . In the aggregate, these niche of the niche audiences add up.

Let me share a sampling of their voices with you:


My name is Maung Maung Kyi and the publisher/Editor of Mandalay Gazette (Burmese Language) monthly newspaper.
The Mandalay Gazette wants to participate in the 2010 census Ad buy.
Please tell me what should I do.
Let me introduce Mandalay Gazette.
It started since July 2006, circulating monthly.
It is a one and only printed media in Burmese community in USA.
It has 32 pages ( 16 color and 16 black and white) and Tabloid size (17xt1inches).
It distributes 12000 copies of every issue to the whole USA for Free of charges.
Please forward this mail to anybody who has the authority to make the ad for 2010 census.
We (Burmese Community) is very passively live in USA.
We want to heip 2010 census to be success through Mandalay Gazette.
Burmese has about 100,000 to 200,000 population living in USA.
Please feel free to reply my mail.
Thanks for your attention.
Sincerely,
Maung Maung Kyi
Publisher/Editor, Mandalay Gazette www.mandalaygazette.com

Dear NAM, None at all. We are expecting to have an ad but none. The Fillpino American Journal is the largest-circulated Filipino newspaper in Arizona. It has been published since 1998.

Leo Aromin
Publisher/Editor-in-Chief, The Filipino American Journal
15610 N 35th Avenue, \# 8 Phoenix AZ 85053

Dear Sandy,
I hope all is well with New American Media. I want to compliment you and your staff on the excellent job you are doing advocating ethnic media in America--thank you!
Yesterday I called Allied Media who as you know represents the Census (advertising) for the Arab American and Muslim markets. I was never informed officially when advertising would commence vis-avis Arab Detroit.com. Amber Akram (media buyer) spoke to me and said a notice was sent out two weeks ago (which I never received) informing me that the Census would not advertise with Arab Detroit. ..

However, late yesterday afternoon, I received an email from Akram asking me to give them lower rates and that they may possibly consider Arab Detroit with their online campaign. I asked her to send me a budget and a flight and then I would develop a media plan.

Just wanted to let you know what was happening with Arab Detroit. I know you are taking a pro-active role in seeing that ethnic media is well represented with the U.S. Census....

## Warren

Warren David
Founder and Publisher, Arab Detroit


Dear Mr. Singh,
As we had mentioned that we still do not have any announcements on our Station for the Indian community and as you are aware we have the largest audience from the indo-Fijian, Indian and most South Asian communities on our 24 hour Station and also during our programmings on other Am Stations.
We would greatly appreciate if you could please look into this matter for us.
Sincerely,
Roshni Chauhan

Sandy, Unfortunately my publication was not part of the Ad buy as we where told we would be. Dennis Beaver
THE NW FACTS NEWSPAPER
IF you have any other questions or can inform me why our publication that is the voice of the African American community here in the pacific northwest did not receive an advertisement nor was on the media buy...
The Facts Newspaper (206) 271-1500

Hi Sandy, Yes, we did get a buy but it went NATIONAL, I didn't get any of the LOCAL buy.
Lizet Vega ILa Raza 93.3 FMI Account Managerl x: 455 Market Street, Suite 2300, San Francisco, CA 94105l(: 415-932-5727l 7: 415-543-3753 I www.yosoyraza.com

Dear Sandy,
I hope we have not missed an opportunity to voice our difficulty with obtaining an CensusAd.
Azizah has been categorized into various ethnicitles, such as Arab, Southeast Asian or even African-
American. We have been told our niche market does not fit into one specific ethnic group or category.
Therefore we have not received any interest from the Census. Azizah Magazine covers a diverse spectrum of ethnicities and races. I believe that is what gives us an advantage. This is our main challenge and I hope that with your assistance we can create the possibility of obtaining an Ad from the Census.
We really appreciate all of your help and if you need any more detailed information please let me know. would be glad to give you a call if your schedule permits.

Thanks so much,
Azizah Kahera
Chief Operating Officer, Azizah Magazine

Dear NAM,
Yes!! The Census did a full page insertion order for two months.
Juan Carios Ramos
Publisher, El Tiempo New Orleans

Hello, Sandy. First of all, I thank you for taking the time to take my call this morning to discuss the exclusion of our radio station(s) in the Riverside/San Bernardino area in Southern California (KGGI, KDIF $K K D D, K T D D, K T M Q, K M Y T$, especially the spanish station KDIF.


We could definitely increase the strength of the message, at no additional charge, by promoting this on the streets via our stations' promotions.
Juan Marcos
CLEAR CHANNEL RADIO---Aiverside/San Bernardino

Dear Sandy.
Years, Months, weeks, days since 2000 Census we were marketing for the contract as we did in 2000.
Meetings, emails, advised marketing info....directions... and on ground community grass root
connections.... results a big Zero. After listening to President Obama and his appeal to help small
business....I felt that the large firms, connections, lobbyist made their power feit.... for themselves and not
for small business.
They did not leave the door open and opportunity for sub contracting.
John K, Iranian Radio
PS: Visit our www. businesslife,com ...home page click Economic Recovery Forum....then pictorial tour and others....you would have been proud of the diversity we had at this Forum.

H Sandy, Ineed your assistance, the U.S, CENSUS did not include The San Bernadino AMERICAN in the initial Ad buy for the Census, and that's unacceptable, can you please contact me personally on Tuesday @ (909) 804.8012 or (909) 252.2624
John
*****

Hundreds of ethnic media like these are out there, ready to inform and mobilize their communities to participate in the Census. As the Census forms are mailed back after April 1 showing which regions have the lowest response rates, NAM recommends replicating a small but highly cost effective project we've launched with philanthropic dollars to reach American Indian and indigenous communities in California. Call it the SOS (Save our Services) campaign for Census 2010.

The approach, one NAM has pioneered through numerous social marketing campaigns over the last decade, relies on local ethnic media outlets to design their own messaging campaigns and earned media components. The ad buy functions more like a grant for a community based organization which is how many ethnic media actually operate. A McCormick Foundation funded survey by San Francisco State's Renaissance Center last year found that 68 percent of ethnic media leaders it surveyed described their primary goal as service to the community. Less than a third put making a profit as their goal.

Joe Orozco, who runs Hoopa Radio in northern California, typifies the kind of messaging this would generate. Joe says the biggest chunk of money to reach American Indians went into billboards, which don't have much of an impact on isolated reservations like his. ("Most of us don't do a lot of freeway driving," he notes). NAM's

small grant of $\$ 2000$ will pay him to develop a PSA that will grab people's attention: "If we don't let ourselves be counted, they'll say no one lives here and take away our water rights."

Ethnic media reach 60 million ethnic adults in this country, or one out of four adults overall, a $16 \%$ growth in audience over five years in contrast to the meltdown of audiences for mainstream media. Even a modest investment of $\$ 2$ million in those outlets that have been left out or, like Joe Orozco, believe they have more effective ways to message to their audiences could increase the response rate dramatically in some regions between the crucial period between April 15 and the end of July.

More important, it would acknowledge that not just the primary ethnic news outlets but the entire ethnic media sector has an indispensable role to play in how government communicates with the governed.

Mr. Clay. And we thank you for that testimony and what you have left this committee. It will certainly guide us in our advocacy for ethnic, so-called ethnic audiences.

Let me recognize the gentlewoman from California first.
Ms. Waters. Thank you very much, Mr. Chairman.
Let me thank you again for holding this hearing. This is very much needed. I think that we have gathered enough information here this evening to move and to get active to make sure that this so-called second phase or whatever they call it is done correctly; that more money is put into this advertising budget, more opportunities to shape the message from the local communities as you are describing you're right, this SOS. I agree with you 1,000 percent.

Let me just say before I ask each of you if you agree that there's got to be more money, you mentioned about $\$ 10$ million maybe for the African American press. And if we looked at all of the groups, we're probably talking about a total of at least somewhere between $\$ 30$ million and $\$ 50$ million more that's needed to cover everything.

Danny Bakewell, may I ask you if in fact you advised the Census team that they should extract from you free press in order to get more money in the media buy from the Census team? Did they suggest that in some way? What happened with that conversation?

Mr. Bakewell. Thank you, Congresswoman.
I have submitted a letter. I gave you a copy of a letter, one tothat I sent to GlobalHue responding to that request, and then another letter which is a followup that identified specifically. And I want to read it into the record.

What we said to them-they were talking about this issue of value added. We said you should ask-underline the word ask-all of the Black newspapers who are committed to the Census and committed to making sure that Black people understand the importance of the Census, ask them to run articles, which we have been doing already, and ask them to run editorials reinforcing how important the Census is.

They took the language that we gave them, which was to ask all of the newspapers, and this is what they wrote:

In the lieu-this is very specific, Congresswoman, because you asked this woman, and she did not respond to this at all. As a matter of fact, this letter is directed to her and it starts off, "I read your e-mail in the response to my letter to Mr. Coleman, and once again, you got it wrong!"

What they said is, In lieu of free ad space in all papers-all pa-pers-must-underline the word must-agree to running six articles preferably during the hiatus weeks, about the census 2010 as well as two editorials. If paper does not agree to the added value stipulation, buy will be canceled immediately.

That was in the order, the insertion order, that they sent to the papers.

Mr. Clay. What is the date of that?
Mr. Bakewell. The letter that I sent to her was on January 15th. And I want the record to reflect, some members have told me that they went to-they confronted members of the Census about this, and they said, I apologized. I have never apologized nor do I intend to apologize nor would I ever apologize about anything that I have said regarding to the Census's inability to respond to the

Black community and the Black media in terms of allocating the appropriate amount of resources and having the political will.

You have the political will, but they are refusing to carry out your political will by putting the appropriate resources next to it.

So to answer your question, that was-and I apologize Mr. Chairman, for being out of order. I am a little aggravated. But the point was-

Mr. Clay. I realize that you are very emotional about this.
Mr. BaKewell. I am very passionate about this.
Mr. Clay. Because you see the time slipping away from us as a Nation. I understand that.

Mr. Bakewell. Absolutely. And this newspaper issue is my lane, and I am staying in it, and that was just an outright lie. I don't even understand how she could say that.

Ms. Waters. Well, let me just say, if I may, reclaiming my time, Mr. Chairman, they were under oath when I asked the question. I tried to probe it in the length of time that we had, and I think that we were misled.

So, Mr. Chairman, I will consult with you, but I think I am on the verge of asking for an investigation. First of all, it's discriminatory.

Mr. Bakewell. Absolutely.
Ms. Waters. And it appears that the African American newspapers are being told that they must give free space and editorials, or they will not get money.

Mr. Bakewell. They have retracted that. In all fairness, after my letter and after my confrontation with Ms. Ennis, Mr. Coleman, who I never heard from and Mr.-what's his name? Jarvis? Jost? He did, they rescinded that, because we were about to hire a lawyer to sue them on the basis of our freedom of-you know, the right, freedom of information. You know? It was ridiculous.

Ms. Waters. Well, you are absolutely correct. If it has been rescinded, and it's not been requested now, that will certainly cause me not to pursue an investigation in this matter. If it's one thing I can't stand, it is gross unfairness. I just will not tolerate that.

Mr. Bakewell. Well, the fact that they did it, though, the fact that they did it. They don't do it-you asked the question, how was that in relationship to the-they probably asked, asked for added value for all of the media. That's sort of common in the industry. But to mandate and to say that you are going to be penalized punitively and we are going to take your advertising, that is reflective of the attitude and the mentality that they have when it comes to dealing with the Black press and the Black media.

Mr. Clay. And thank you for that. And Representative Waters, we will review the testimony. And if we see a discrepancy, we will turn it over to the investigative arm of this committee.

Ms. Waters. Thank you so much.
And in wrapping up, I just want to make sure that if you decide to move forward to ask for supplemental appropriation or more money, whether or not these people who are here testifying tonight will be supportive of that, would you support-

Mr. Bakewell. Absolutely.
Ms. WATERS [continuing]. Increased amount of money?

Ms. Close. I would say something further about the Black press. Every city that we have gone to, and I will give you an example of Houston and New Orleans, where we have built ethnic media networks, it has been the Black media that have opened the door. They have been the gate openers. It isn't a question of Black media being told to run these-this material. The whole mindset is screwed up. The-it's a top-down mindset shaped by mainstream media advertising ideas. Mainstream media is melted down. It barely exists anymore. And now you have ethnic media that's growing because people can't do without it. They have the audience, and they are totally dedicated to this. But they are being ignored. They are not being asked what they would do to effectively message out.

IW group is probably doing the best job of trying to get input from local Asian media about what would work in their communities, but they've been largely restricted, as Karen said, to national advertising.

What we have to do, given the very limited time we have left, is bring our media and trust them to be the messengers and to help shape the messages, and not just leave it to a top-down construct that has shown itself. They are not even here. Why didn't they stay? If I was getting $\$ 300$ million, I would damned well stay for this hearing.

Mr. Bakewell. Mr. Chairman, I know the hour is late, but it really is important to ask the question, why won't they follow our recommendations? The Black newspapers, as an example, as well as Black radio, we couldn't exist in communities where we don't have the host, the heart and souls of the communities supporting us. I mean, the fact that we would have tried and trusted organs in the community and we recommend to them that they buy it, I have had this conversation with Congresswoman Jackson Lee. We recommended Doris's paper, and they didn't take it.

Eventually, after we badgered and we went back and we went back and had her call and I had conversations, the same is true with Congressman Clay. Why would that happen? How can you be committed to counting 40 million African Americans and come out with a program in 16 markets in America? It absolutely, I mean, befuddles the imagination.

Ms. Waters. Thank you very much, Mr. Chairman.
I appreciate the time.
Mr. Clay. Thank you so much, Representative Waters.
Representative Jackson Lee.
Ms. Jackson Lee. I can't thank the chairman enough for his leadership and vision on this issue.

And, Mr. Chairman, I would like to have the Members who are here-I don't want to speak for them, but I know that if they are not on the committee, if we could have our staffs added to your email list so that we can be aware, at your courtesy and invitation, to come to these upcoming hearings that I know that you are going to have.

Mr. Clay. You certainly will be notified, invited, and most welcomed to attend.

Ms. Jackson Lee. Thank you, Mr. Chairman.
Mr. Chairman, I am going to ask for an investigation. And since we are in this committee, I am going to make it official. And that
will be up to you and your staff to assess. Because I made the point on the record that the Census contracts were rendered in the previous administration in 2007, there's an instructive point that I would like to make. I know timing is everything. But I would prefer contracts not being made by lame duck administrations, No. 1.

But No. 2, because these contracts then disburse the $\$ 300$ million, so, in essence, I cannot go to Director Groves and ask for an accounting, then I would like to have an investigation as to the utilization of the $\$ 300$ million. And I think Congresswoman Waters asked it, but I would like it to be in the form of an investigation; how were those dollars used? And.

The previous panel, a witness said he believes that the cow is out of the barn. I don't know that. I am confused. Do I have $\$ 300$ million left or a portion thereof? Do I have to have a supplemental, or can I go back in and reconfigure the buys? I don't know that. I am not a media buy person. I happen to think that you do have the opportunity to reconfigure some of the buys or some of the prioritizations.

For example, I believe that the genius of the people sitting before us is stellar. I believe that Vince Young in Houston, TX, that won the Rose Bowl could be on an advertisement in the local papers and got more young people running to be in the Census than I can have any national star-no disrespect to them or actor or whoever it is that is going to charge me a thousand dollars an hour. I think the local restaurant person that the Black newspaper or the Latino newspaper or the Asian newspaper or the Native American newspaper could put in or the chief in the tribe.

Mr. Clay. Representative Jackson Lee, not to cut you off, but we will give you a full accounting of those $\$ 300$ million.

And Representative Cuellar has brought up some very valid issues about the expenditures being made, and so have you.

Ms. Jackson Lee. And I did not let you answer, so let me just say that I am asking for an investigation, and the chairman has said that you will do some. So sorry.

So I do believe, and then the reason why I am going on, on that point, is because if we look at whether there's production costs and the production cost is 90 percent, then I would say to Mr. Winston, I know you could get people interviewed on your stations that would have people running to be registered, to be part of the Census, as opposed to some production media that comes and you have to play.

So let me ask this question, Mr. Bakewell. You are saying you have how many, 200?

Mr. Bakewell. 200 Black publicists. Right.
Ms. Jackson Lee. Mr. Chairman, can I put Mr. Bakewell's January 13, 2010-it may already be in-ask unanimous consent to put in the record?
[The information referred to follows:]

$\underset{\text { Danny I. Bakewell }, ~ S R . ~}{\text { Chaiman }}$

January 13, 2010

Mr. Donald Coleman
Chairman \& CEO
GlobalHue
123 William Street, Suite 1700
New York, New York 10038

## Dear Mr. Coleman,

Because the NNPA and its more than 200 publishers are committed to the critical importance and over arcing objective of making sure that Black people are counted throughout America in the 2010 Census, all NNPA papers are going to run the advertising schedule which you have authorized through our representative, Dennis Hunth, beginning the week of January 18, 2010. However, I must inform you that on behalf of all our NNPA member publishers, we will not commit to this ridiculous and gangster tactic that you are demanding of Black newspapers across America. This tactic of trying to impose upon Black newspapers to agree to commit to a quid pro quo for advertising would compromise our constitutional right to a free press as well as infringing on the integrity of Black newspapers throughout America. The quid pro quo commitment that you are demanding us to agree to in order to get advertising from the 2010 Census would compromise the very heart, soul, ethics and credibility that represent the Black Press in America and throughout the world. The integrity and credibility of the Black Press is not for sale. It is the very thing that has made us the trusted and respected vehicle of communication for Black people throughout history. Not only will we not agree to this demand that you are trying to impose on us, we would not agree to this for GlobalHue, the US Census Department, the Department of Commerce, or any other branch of government including the Executive Branch.

It is bad enough that the Black Press of America's power to reach Black consumers was comprised by under budgeting our efforts by at least 10 million dollars. Now we are confronted with a greater insult that would jeopardize the essence of our integrity and independence in the Black community. We will do everything in our power and influence in both the Black and Caribbean conmunities to advance the Census count of Black America. We recognize the importance of that effort in bringing future resources to our community, electing new congressional representatives and maintaining present congressional representatives.

Finally I want to repeat, we will not compromise the integrity of the Black Press under any circumstances by agreeing to your outlandish requirements/demands. On behalf of the Black \& Caribbean Press throughout America, we will be asking the Department of Commerce to fire whomever came up with this demand and/or sever the contract with the agency who is atternpting to impose such an insulting and ridiculous request on the NNPA and the Black Press of America.

Respectfully,
Danny I. Bakewell, Sr.
Chairman
Cc. Congresswoman Barbara Lee-Chairperson, Congressional Black Caucus

Congresswoman Maxine Waters - Financial Services Committee
Congressman William Lacy Clay -Chairman, Sub Committee (US Census 2010)
Mona K. Sutphen -Deputy Cbief of Staff, White House
Gary Locke - Secretary, Departnent of Conmerce
Steven J. Jost - Associate Director for Commmications, US Census Bureau
Congressional Black Caucus Members
National Newspapers Publishers Association Board Members

Mr. Clay. Without objection.
Ms. Jackson Lee. To Mr. Coleman? And then his January 15, 2010 letter to Ms. Ennis, I believe.
[The information referred to follows:]


Clais
Janary 15,2010

Dear Ms. Ennis,
1 read your email in response to my leter to Mr . Colenan and onee again you got it wrong!
On hekalf of myself and the NNPA, Dennis Hunt, our Exceutive VP of Adverising \& Murketing, did recommem with "clent direction" for you to ask all partitipating NNPA newapapers to participate in Clobalhue's request for adied value by asking our Publiatiers for stories and editorial space. We abotlutely would not agree to giving the Census or aty client free udvertising space.
Pomt four (4) of Dernis' Decomber reconmenditions cmail recommended to Globalifue the hollowing:
 paid atventising cernpaiga, at least 6 news anticles and Zatiorials stressing the importance of completing the 2010 Census. African AmericaulBlackicuders bolicye in the Blask Press. The combination of pald advertising and the Black Press endorsencor should have grest success in inereusing wh 2010 Census completion yatio."
And this is what Globallue decided to change Demis' satiencentecommendation into, to impose on NNPA newspapers:
 DURIVGHIATUS WEEKS ABOUT THE CENSTS-2HUAS WELL AS TYO (2) EDITORIALS, IF PAPER DOES

Clearly, Oloballua's language is nowhere neat what Dernis recommended when he suid, "ask the purtiopathg newspapers." Fe did mot menton anything as absurv as threatening papers for not complying!

I rest NNPA's case:

Now let's begin on a new and positive note. I do appreciate that this is now behind us und you bave sgrest to change the anguage to conform with our recommendation. Ihope you and Dennis, who atways speaks highly of you, can work together and make the 2010 Census a great success for us hll. You can couns on our full support and coopcration!
Respectutly,
Dunny J. Sakawell, St.
Chaman

Ce: Congressworan Batbata Lee -Chaiperson, Congressional Black Caucus
Congresswonan Maxine Waters - Financial Services Committes
Congresswonat Maxine Waters - Financial Services Committes
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Gary Locke-Secrotary, Depatment ef Commerce
Steven I. Jost - Associnte Dircetor for Communitations, US Census Burcau
Congressional Black Cuucus Memberi
Natioral Newspapers Publimhers Association Board Members

Mr. Clay. Without objection, so ordered.
Ms. Jackson Lee. Thank you. I have a document here that indicates a list of local Black newspapers, and they go up to 152 , and you said there were 200 . Is this something that you say has been fixed? Or what is this that I am looking at?

Mr. BaKEWELL. I don't know what you are looking at. As far as we know, that all of our newspapers, in spite of the fact that we recommended all of them, they are not on the buy. We have some that was just put on the buy today. And one of the things that you have to be mindful of is that when you get put on the buy, what does that mean? What they have done is that, instead of all of the newspapers running advertising consistently, like we recommended that you start in January, you take a full page ad out and you run that every week consistently messaging, making sure that you have the right kind of layout. They ran-first of all, it didn't start in January. It didn't start until February, and it started for-they gave some newspapers a 6 week run or a 4 week run, one full-page ad, one half-page ad, two quarter-page ads, and then you stop.

Ms. Jackson Lee. Mr. Bakewell, I want to get on the record now. How many do you think, to your knowledge, is getting ads of your membership of 200 ?

Mr. BaKEWELL. Our membership of 200, I don't think we're past 125.

Ms. Jackson Lee. OK. I don't know where this came from. That's why this is part of the-they list 152. So you are saying that is inaccurate, to your knowledge?

Mr. BAKEWELL. To my knowledge, we have not been confirmed that those are all our newspapers. There may be some papers that they are selecting who are not members

Ms. Waters. Would the gentleman yield for a minute?
Congresswoman, I don't know what this represents, but there's one lame newspaper that's listed 18 times in 18 different cities.

Mr. Bakewell. Yes. That's Rollout. Yes.
Ms. Waters. I want to tell you, something is wrong here. And so this really does have to be looked at because, you know, it's just so unusual. It is not something that most of us are aware of. And most of us are aware of the African American newspaper population all over the country. So when she says that's 152 , and 18 of them are some newspaper that is supposed to be in 18 cities, that really has to be critiqued and looked at.

Mr. Clay. We will have-the committee will ask for a full accounting of the buy for 18 for the rolling out publication.

Ms. Close. If there were any way to also include the Afro-Caribbean media, like the Ethiopian. One of the-the DraftFCB person mentioned Somali. But to our knowledge, the Somali media of Indianapolis and the Ethiopian media, but even more worrisome, why would San Bernardino, Riverside, the poorest and fastest-growing region in our State, left out both Spanish Language Radio and San Bernardino Sun? That is one of the oldest Black newspapers in the State.

Mr. BAKEWELL. I know this is not my area, and it is Winston's area, but I will tell you one of the things that I went over today just in terms of talking about how-because we are all focusing on, how do we get this done? We are really not trying to find reasons
not to do this. We are trying to consolidate to say, how do we make this a success? In terms of Black radio, they are-they have told them to go into the markets and go into the top 20 markets and take the top two rated stations for those markets. Those are probably Black programmed but not Black-owned stations. That does not mean that the Black-owned stations are not reaching both with depth and reach the community. But they are just not focused on us in a way that is representative and realistic.

Mr. Clay. Representative Jackson Lee, if you would conclude your questioning.

Ms. Jackson Lee. My staff has informed me that this list that I'm holding in my hand, the 152 , came from the Census, U.S. Census. And maybe we can explore this.

Mr. Chairman, I am going to ask unanimous consent to add this to the record. It is not labeled. It says List of Local Black Newspapers Receiving 2010 Census Advertisement. So maybe we can have a review of what this is, because it is in conflict with Mr . Bakewell.
[The information referred to follows:]

|  | Newspaper | Market |
| :---: | :---: | :---: |
| 1 | Atłanta Daily World | Atlanta, GA |
| 2 | The Atlanta Inquirer | Atlanta, GA |
| 3 | The Atlanta Voice (Atlanta, Stone Mountain) | Atlanta, GA |
| 4 | African Star | Atlanta, GA |
| 5 | Caribbean Star | Atlanta, GA |
| 6 | Rolling Out Atlanta | Atlanta, GA |
| 7 | The Metro Courier | Augusta, GA |
| 8 | Rolling Out-Baitimore (v) | Baltimore, MD |
| 9 | Afro American | Baltimore, MD |
| 10 | The Baltimore Times | Baitimore, MD |
| 11 | The Drum | Baton Rouge, LA |
| 12 | The Baton Rouge Weekly Press, | Baton Rouge, LA |
| 13 | Rolling Out - Birmingham X | Birmingham, AL |
| 14 | The Bay State Banner | Boston, MA |
| 15 | The Kenya Monitor | Boston, MA |
| 16 | Radiant News | Boston, MA |
| 17 | Charleston Chornicle $\times$ ) | Charleston SC |
| 18 | Rolling Out - Charlotte | Charlotte, NC |
| 19 | The Charlotte Post | Charlotte, NC |
| 20 | Savoir-Faire Magazine | Charlotte, NC |
| 21 | Rolling Out - Chicago $X$ | Chicago, IL |
| 22 | Chicago Defender | Chicago, IL |
| 23 | Chicago Citizen - Southeast | Chicago, IL |
| 24 | Crusader News Group | Chicago, IL |
| 25 | Joliet Times Weekly | Chicago, 12 |
| 26 | North Lawndale Community News | Chicago, IL |
| 27 | Windy City World | Chicago, 12 |
| 28 | The Cincinnati Herald | Cincinnati, OH |
| 29 | Rolling Out Cleveland ( $X$ | Cleveland-Akron, OH |
| 30 | The Reporter Newspaper | Cleveland-Akron, OH |
| 31 | Call and Post COMBO | Cleveland-Akron, OH |
| 32 | City News | Cleveland-Akron, OH |
| 33 | East Side Daily News | Cleveland-Akron, OH |
| 34 | Panorama | Columbia, SC |
| 35 | Columbus Times | Columbus, GA |
| 36 | The Columbus Post | Columbus, OH |
| 37 | African Weekender | Columbus, OH |
| 38 | The Minority Communicator (Columbus Oniy) | Columbus, OH |
| 39 | Compton Bulletin | Compton, CA |
| 40 | Rolling Out - Dallas (A) | Dallas, TX |
| 41 | The Dallas Examiner | Dallas, TX |
| 42 | Dallas Weekly | Dallas, TX |
| 43 | Dallas Post Tribune | Dallas, TX |
| 44 | Denver Weekly News | Denver, CO |
| 45 | Polling Out Detroit $x^{3}$ | Detroit, Mi |
| 46 | Michigan Chronicle | Detroit, M1 |
| 47 | Michigan Citizen | Detroit, M1 |
| 48 | Michigan Front Page | Detroit, M1 |
| 49 | Carolina Times | Durham, NC |
| 50 | Florida Courier-State wide | Florida-Statewide |
| 51 | Westside Gazette | Ft. Lauderdale, FL |
| 52 | Carolina Peacemaker | Greensboro-High Point, NC |
| 53 | The Times Upstate | Greenville-NC, SC |
| 54 | The Minority Voice | Greenville-NC, SC |
| 55 | Inquiring News | Hartford \& New Haven, CT |


| 56 | Rolling Out - Houston (T) | Houston, TX |
| :---: | :---: | :---: |
| 57 | Houston Defender | Houston, TX |
| 58 | Houston Style | Houston, TX |
| 59 | African - American News \& lssues - Texas | Houston, TX |
| 60 | Houston Forward Times | Houston, TX |
| 61 | Indianapolis Recorder | Indianapolis, IN |
| 62 | Jackson Advocate | Jackson, MS |
| 63 | Jackson Free Press | Jackson, MS |
| 64 | The Mississippi Link | Jackson, MS |
| 65 | Florida Star News | jacksonville, FL |
| 66 | Jacksonville Free Press | Jacksonville, FL |
| 67 | Kansas City Call | Kansas City, MO |
| 68 | African Trumpet | Los Angeles, CA |
| 69 | Los Angeles Sentinel $\sqrt{ } \sqrt{ }$ | Los Angeles, CA |
| 70 | Los Angeles Wave Pub $\sqrt{u}$ | Los Angeles, CA |
| 71 | Our Weekly LA M, | Los Angeles, CA |
| 72 | Rolling Out - La | Los Angeles, CA |
| 73 | L.A. Watts Times | Los Angeles, CA |
| 74 | Georgia Informer | Macon, GA |
| 75 | Rolling Out Memphis (t) | Memphis, TN |
| 76 | Memphis Silver-Star News | Memphis, TN |
| 77 | South Fiorida Times | Miami, FL |
| 78 | Caribbean Today | Miami, FL |
| 79 | The Miami Times | Miami, FL |
| 80 | Caribbean Sun | Miami, FL |
| 81 | Rolling Out Mlami $f$ | Mami, FL |
| 82 | Milwaukee Community Journal | Milwaukee, WI |
| 83 | Insight News | Minneapolis, MN |
| 84 | Mshale | Minneapolis, MN |
| 85 | Mobile Beacon | Mobile, AL |
| 85 | The New American Press | Mobile, AL |
| 87 | The Pensacola Times | Mobile, AL |
| 88 | Montgomery's Westside Weekly | Montgomery, AL |
| 89 | The Montgomery-Tuskegee Times | Montgomery, AL |
| 90 | South Carolina Black News | Columbia, SC |
| 91 | The Nashville Pride | Nashville, TN |
| 92 | Tennessee Tribune | Nashville, TN |
| 93 | Roling Out - New Orieans 4 | New Orleans, LA |
| 94 | The Louisiana Weekly | New Orleans, LA |
| 95 | The New Orleans Tribune | New Orleans, LA |
| 96 | New Orleans Data News Weekly, | New Orieans, LA |
| 97 | Rolling Out - New York fy | New York Clty, NY |
| 98 | African Sun Times | New York City, NY |
| 99 | Caribbean Life | New York City, NY |
| 100 | Haiti Liberte | New York City, NY |
| 101 | Haiti Progres | New York City, NY |
| 102 | The Weekly Gleaner | New York City, NY |
| 103 | The Weekly Star | New York City, NY |
| 104 | African American Observer | New York City, NY |
| 105 | Amsterdam News | New York City, NY |
| 106 | Black Star News | New York City, NY |
| 107 | New York Beacon | New York City, NY |
| 108 | New York Journal | New York City, NY |
| 109 | The Haitian Times | New York City, NY |
| 110 | New York Daily Challenge | New York City, NY |
| 111 | NY Carib News | New York City, NY |
| 112 | New Journal \& Guide | Norfolk, CT |
| 113 | The Daytona Times | Orlando-Daytona Beach, FL |

List of Local Black Newspapers Receiving 2010 Census Advertisement

| 114 | Orlando Advocate/Central Florida Courier | Orlando-Daytona Beach, FL |
| :---: | :---: | :---: |
| 115 | The Orlando Times | Orlando-Daytona Beach, FL |
| 116 | Central Florida's Spotlight | Orlando-Daytona Beach, FL |
| 117 | Roling Out Philadelphia () | Philadelphia, PA |
| 118 | The Philadelphia Tribune | Philadelphia, PA |
| 119 | Philadelphia Observer | Philadelphia, PA |
| 120 | Arizona informant | Phoenix, AZ |
| 121 | New Pittsburgh Courier | Pittsburgh, PA |
| 122 | The Carolinian | Raleigh-Ourham, NC |
| 123 | The Triangle Tribune | Raleigh-Durham, NC |
| 124 | Richmond Free Press | Richmond, VA |
| 125 | Southside Voice/Richmond Voice | Richmond, VA |
| 126 | The Sacramento Observer | Sacramento-Stockton, CA |
| 127 | San Antonio Observer | San Antonio, TX |
| 128 | Precinct Reporter Group | San Bernardino, CA |
| 129 | San Diego Voice \& Viewpoint | San Diego, CA |
| 130 | San Francisco Bay View | San Francisco-Oakland-San Jose, CA |
| 131 | California Voice/Sun Reporter | San Francisco-Oakland-San lose, CA |
| 132 | Rolling Out - San Francisco \% ${ }^{\text {a }}$ | San Francisco-Oakland-San Jose, CA |
| 133 | Post News Group COMBO | San Francisco-Oakland-San Jose, CA |
| 134 | Globe - COMBO | San Francisco-Oakland-San Jose, CA |
| 135 | The Savannah Tribune | Savannah, GA |
| 136 | Savannah Herald | Savannah, GA |
| 137 | Seattle Medium | Seattle, WA |
| 138 | The Shreveport Sun | Shreveport, LA |
| 139 | The Real views | Shreveport, LA |
| 140 | Rolling Out St. Louis A | St. Louls, MO |
| 141 | East St. Louis Monitor | St. Louis, MO |
| 142 | The St. Louis American | St. Louls, MO |
| 143 | The St. Louis Argus | St. Louis, MO |
| 144 | Capital Outlook | Tallahassee |
| 145 | Florida Sentinel Bulliten | Tampa-St Petersburgh, FL |
| 146 | Tempo News | Tampa-st Petersburgh, FL |
| 147 | East Texas Review | Tyler-Longview, TX |
| 148 | Washington Informer | Washington $D C$ |
| 149 | Rolling Out - DC (\%) | Washington DC |
| 150 | Afro American | Washington DC |
| 151 | Radiant News | Washington DC |
| 152 | Greater Diversity News | Wilmington, NC |

Mr. Clay. Without objection.
Ms. Jackson Lee. I want to move very quickly to Mr. Winston just to followup-and thank you-to followup on this question or this point that Mr. Bakewell has made. And I was going to have that very point.

It would be helpful if you could submit from your perspective or your list to this committee what stations you know to be getting, out of your organization, to be getting advertisement.

You say you have how many stations, Mr. Winston?
Mr. Winston. There's 245 radio stations.
Ms. Jackson Lee. I'm sorry.
Mr. Winston. 245 radio stations, 13 television stations.
Ms. Jackson Lee. Do you have knowledge that the 245 and the 13 are getting advertisement?

Mr. Winston. I know that many of them are not. I do not have an exact count. But I have had a number of stations contact me saying that they were-that they either have not heard from the Census Bureau at all, or they have been promised advertising that has never arrived. And I have seen, in my testimony, I mentioned exactly what Mr. Bakewell was talking about a minute ago about they're targeting stations based upon Arbitron ratings. So they are taking the Black targeted stations, which may have nothing to do with Black ownership and have no connections with the Black community.

Ms. Jackson Lee. Then I would ask you if you would do your own research, maybe you all have the resources. But you've got 245 and 13 television.

Mr. Winston. Right.
Ms. Jackson Lee. I'd appreciate it if you could give us that report.

Second, I would ask, for example, to note whether or not-and I use these only as examples, so I don't want the other universities to raise up their voices, but I use them as examples. WHUR, I am wondering whether they considered university-based stations. KTSU, Texas Sun University. I say that to say that's an odd component of our communities. Do they know that is, however, a very important part of our communities? And they're PBS, some of them, of course. But the point is they reach a population that we want to be counted. Would you check that for me, please?

Mr. Winston. Sure. And WHUR is actually a commercial station. It is one of the NNPA member stations. So I will be happy to look into that as well. And I hope that you will also ask the Census Bureau for their record on what they say is the Black target stations and the Black-owned stations that they claim to have reached.

Ms. Jackson Lee. And that's a very good point. I will just close, Mr. Chairman, by saying, Ms. Close, you have been very articulate.

I just want this question to ask. Do you believe that it would be more effective to utilize local personalities and local focus and local content that would actually pierce and penetrate the neighborhoods throughout America that listen to localized programming and media?

Mr. Bakewell.
Mr. Bakewell. Absolutely.
Ms. Jackson Lee. Mr. Winston.

Mr. Winston. Absolutely.
Ms. Jackson Lee. Ms. Close.
Ms. Close. Absolutely.
Ms. Jackson Lee. I yield back.
Mr. Clay. Thank you so much, Ms. Jackson Lee. And thank you for your participating in the hearing.

Let me close out by asking one question to each of you, and I will start with Ms. Close. Discuss for us, after seeing the initial photos and the ads, discuss for us the importance of specialized ethnic media outlets and motivating the hard-to-count population, and speak to the necessity of recognizing cultural sensitivities in crafting a message. And you can bet that they are monitoring these hearings. So I want to hear it from you, someone that's in the field.

Ms. Close. When I was in Hoopa, which is $71 / 2$ hour drive from San Francisco, a very isolated part of the State, the bumper stickers on the cars said "Think you can trust government? Ask an Indian."

The people who run the Two Rivers Tribune-and I mentioned the Indian only now because we haven't really heard from the American Indian. The Two Rivers Tribune publisher said that most of the advertising to reach American Indians was going into billboards, and that most people in their community don't really go on the freeways. And, in any case, the Redwood Highway doesn't have billboards. And then they showed me those ads, the teepee ads. And they say they were too offended to run them. So we said, well, if we give you $\$ 2,000$, will you come up with our your own?

And this is what is so ridiculous, to imply that Black media need to be told what to run and what to editorialize. These media are chomping at the bit to develop their own messaging. And then they came up with that wonderful: If you want to save your water rights, be counted. Yes.

Mr. Clay. Let me also ask Mr. Winston, how do past Census buys compare with the current effort in terms of your membership participating in media buy? Is it the same experience or different?

Mr. Winston. I was told that, in actual dollars, the dollars that have come down so far this year are lower than the 2000 census. And obviously, you have 10 years of inflation to add into those lower dollars. So it is significantly less in terms of what's happened. And I don't know if that's in part, as I said, there are people who have been promised dollars they haven't even seen yet. So I think part of it is failure of execution and also a question of the limited budget.

Mr. Clay. Mr. Bakewell, the same question. How does that compare with 2000 ?

Mr. BAKEWELL. I don't know specifically because I was not in this position as Chair of the NNPA. But I can tell you, many of the members have said to me that last time they got more money and the buys were more consistent. And that's what we have been fighting for, as you well know.

Ms. Jackson Lee. The contract was purchased under anothernot purchased, but structured under another administration that we had a lot of input at that time. I remember-I don't know, Congresswoman, if you may yield, Mr. Chairman.

I don't remember, Congresswoman Maxine Waters, but I think we had come together and really had an impact before they went out with the structure that they used. Even though we had undercounts, I remember specifically having outreach through congressional offices that made-much more that made a difference. Thank you for yielding.

Mr. Bakewell. Congresswoman Waters, you asked a question, and I am not sure this is the specific answer, but I think it is. You asked the guy who was heading up, who was the head of the agency who got all the money, the $\$ 300$-some million about RFPs. I think what he was sort of being very delicate about is that they put together a team, and the RFP that they are talking about was that he submitted the master agency and RFP for that one contract. All of those individual 12 agencies that he had did not submit an RFP to him. He selected them, and the RFP which he was telling you about was the one RFP that they submitted to the Census. So you were right on point and on track in terms of, there was a preselection of the people that he decided he wanted to have on his team.

Mr. Clay. Let me close out this hearing and first thank all of the participants in this hearing. I believe it was exhaustive. I believe it was eye-opening. And I thank you for understanding the timeframe that we conducted this hearing in.

Ms. Close, I am sorry about you missing your plane and sorry about you all being inconvenienced in this way. It was really unavoidable.

Interesting issues have been raised this evening. This subcommittee will followup and share what we find with the participants of this committee-of this hearing, the whole issue of ethnic media, the entire issue of media bias, and we will move forward accordingly. And so let me thank you all.

Mr. Bakewell. I really have to thank you. We really want to go on record as thanking you for the leadership. This is a most vital and important hearing. And, again, your leadership and your vision for knowing and making this an imperative hearing has been extraordinary to, I believe, ultimately trying to get to the bottom and getting a successful 2010 census count.

Mr. Clay. Thank you, Mr. Bakewell.
Mr. Winston. I join in Mr. Bakewell's comments.
Mr. Clay. Thank you, Mr. Winston. And we will stay on this subject. And I thank all of you. The hearing is adjourned.
[Whereupon, at 10:48 p.m., the subcommittee was adjourned.]
[Additional information submitted for the hearing record follows:]

TESTIMONY OF
Mr. Marcelo Gaete-Tapia
Vice President, Public and Governmental Affairs
ENTRAVISION COMMUNICATIONS CORPORATION
Santa Monica, California

BEFORE THE
U.S. HOUSE OF REPRESENTATIVES

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM
INFORMATION POLICY, CENSUS, AND NATIONAL ARCHIVES SUBCOMMITTEE
HEARING ON
"THE 2010 CENSUS COMMUNICATIONS CONTRACT: THE MEDIA PLAN
IN HARD TO COUNT AREAS"

FEBRUARY 24, 2010

Good Morning. Chairman Clay and Ranking Member McHenry, my name is Marcelo Gaete-Tapia. I am Entravision Communications Corporation's Vice President for Public and Governmental Affairs. Entravision is a diversified Spanish-language media company with a unique group of media assets that includes television stations, radio stations, and digital media Our media assets are strategically located in fast-growing and high-density U.S. Hispanic markets nationwide. We own and operate 51 primary television stations across the United States. Our television assets principally consist of the largest affiliate groups for the two television networks operated by Univision Communications Inc.: Univision and Telefutura. We own and operate television stations in 29 of the top 50 U.S. Hispanic markets, which gives our company extensive knowledge of Latinos in the United States and how the media is able to reach them.

I very much appreciate the invitation from this Subcommittee to come to Washington and to present to you the perspective of a local broadcaster on the efforts of the Census Bureau in making use of the media in securing the cooperation of the Spanish-speaking public in responding to the 2010 Census. In my work for Entravision, I have had the opportunity to interact with our Station management who, on a day-to-day basis, work tirelessly to ensure that our Stations broadcast a package of local news and locally acquired originated programs that, in addition to network programs, attract a strong and intensely loyal Hispanic audience.

Among my responsibilities is to work with the Census Bureau in its efforts to obtain an accurate count of Hispanics in the 2010 Census. Based on my discussions with the Census Bureau, I have learned that the goal of the Bureau, in undertaking Census advertising media buys in support of the 2010 Census, can be summarized by three points. First, to increase the share of American households that mail back their Census forms. Second, to reduce the undercount
specially the differential undercount which negatively affects the results from what is known as the "hard to count" communities. Third, to increase cooperation from residents with the enumerators during the door-to-door phase; also know as the Non-Response Follow-up (NRNU). I agree with each of these goals, but, when it comes to Hispanics I am not convinced that the Census Bureau is undertaking its efforts using best media practices and that is why I am here this afternoon.

The 2010 Census Media campaign's stated goal is to motivate "hard to count" populations to increase their response rate, be it by mail returns or cooperation with enumerators. This campaign, designed after extensive research by the Census Bureau, draws on the various social factors that contribute to low response rates. The Census Bureau has identified 12 variables that result in a community being "hard to count." The factors include: high unemployment rates, residents of overcrowded housing, renters vs. homeowners, non-high school graduates, recipients of pubic assistance, and linguistically isolated individuals.

Based on this research, the Census Bureau correctly moved from the national advertising effort that predominated in the 2000 Census to an advertising effort, which I applaud, that now includes a greater reliance on local, targeted media buys. Yes, the Census Bureau has recognized that if the Census is to improve its response rate, especially among the hard to count, a local media strategy is the best means for doing so. However, the means adopted in the targeted media buying is where I have my concerns.

While the Census 2010 Media Campaign is a significant step forward in comparison to the 2000 campaign, there remain issues with the Media Campaign that Entravision urges this Committee to consider and respond to. Among the significant problems that the Media Campaign fails to address fully are the unique needs of the Hispanic population in Border

Region, the insufficient use of local "trusted-voices" reaching out to public, the lack of localized support for the distribution of 13 million bilingual Census forms, and the cumulative impact of the emerging U.S. Hispanic markets and their concerns over responding to governmental inquiries.

To this end, I would like to draw your attention to Laredo, Texas, where Entravision operates and which is represented by Congressman Henry Cuellar, a member of this Committee and someone I know who seeks to achieve a complete count of his constituents. In Laredo, 91.4 per cent of the Census tracks have an HTC score of above 45. That means that the Census Bureau is going to have trouble in securing a correct count of the population.

Considering the uniqueness of the Laredo market, we at Entravision have long approached our job as a broadcaster, in service to our viewers and advertisers, with a special understanding of the people, traditions, and culture of South Texas. Laredo sits astride the Rio Grande River where it is isolated from other communities in Texas and the United States. The closest major city is San Antonio, which is 150 miles away. Laredo's fast-growing population is nearly $95 \%$ Hispanic and one can easily conduct business and be entertained with little reliance on the English-language.

However, Laredo over-indexes in every HTC category the Census has. Its Census tract average score for Linguistically Isolated is $29.5 \%$, its below poverty rate is $33.2 \%$, the average renter rate is $38.5 \%$, crowded units rate is $13.1 \%$, and non-high school graduation rate is $49.8 \%$. From the 2000 Census, its population had an under-average mail return rate. From this Census information, we can easily predict that the Laredo community will have a low-response rate to the Census.

Considering the unique characteristics of the Laredo market, I was surprised and concerned when the Census Bureau did not recommend this market as one for local Spanishlanguage television in the Local Census TV RFP. Why there is no special effort in Laredo is a matter that the Census Bureau should answer.

Another example of overlooked markets, in the currently operative media plan, are the emerging Hispanic communities such as Denver, Orlando and Tampa. These are markets with fast-growing Hispanic populations. Denver's 234,750 Latinos, Orlando's 202,710 Latinos, and Tampa's 194,490 Latinos will not be receiving local spot advertising support because of the narrowly drawn criteria.

As we have been told, there will not be targeted media in these emerging markets because they each fail to meet the applicable HTC threshold of $31.8 \%$. Denver is at $26.89 \%$, Orlando is at $31.2 \%$ and Tampa is at $33.3 \%$. In addition, each of these communities had an overall 2000 Census mail back rate in excess of the threshold $67.3 \%$. Denver was at $78.58 \%$, Orlando was at $74.5 \%$, and Tampa was at $75.2 \%$. The problem with these metrics is that the Census Bureau has failed to segregate the Hispanic response level from the 2000 Census and given consideration, based on the Census's own counts throughout the last decade, that each of these communities has a growing Hispanic population. Had the Census Bureau done so, it would have recognized the need for local targeted actions reaching out to Latinos and these markets would have been included in their local media buying effort.

Currently, the Bureau's 2010 Census Advertising Buys Media Distribution Strategy document states that their media buying team has negotiated almost $\$ 30$ million in added value from national and local media outlets, or $22.5 \%$ of the $\$ 133$ million in total buys. This value added includes additional spots provided for free, celebrity endorsements or mentions of the

Census programming, Public Service Announcements, news or editorial content, or even special 2010 Census programming.

While the Census Bureau's media plan recognizes the importance of a local/targeted campaign, the use of local trusted voices in their communities was entirely overlooked. There is no secret in how Entravision achieved its own success and trusted voices are an important part of it. Our local on-air talent are recognized in the community and trusted as a source of information for Hispanics. This comes about because our talent is local in dialect and reconcilability, have established local sources, have worked in the community for long stretches, report on local issues, and participate in local activities. No other medium can come close to us in these resources. Owing to these trusted voices, advertisers have come to rely on Entravision's Stations and have recognized, from their sales, that being connected to Entravision's trusted voices benefit them in the marketplace.

Yes, local advertising is the best means to reach people, but in communities such as Laredo more is going to be needed. The Census Bureau needs to work with local stations, including local Spanish-language stations, to craft a relationship that includes advertising along with local personality endorsements, news tie ins, and PSAs. If the Census Bureau recognizes what local Spanish media can do for it in high HTC markets, Entravision and other Spanishlanguage television outlets can lend their influence to the collection process. The Spanishlanguage media can enable the Census Bureau to undertake an accurate count of the fastest growing portion of the population.

While all of this is quite general, I would like to relate what we have recently done for a specific government program. As you may recall, this past June the federal government completed the digital transition in television. All television broadcast stations went from analog
to digital. That meant, for our viewers, that if they were over-the-air viewers, they would have to buy a new digital receiver or, with the benefit of a government coupon offering a credit, purchase a converter box that allowed an analog receiver to display digital programming.

We commenced the digital transition with some trepidation. Not only did we have to induce our viewers to acquire new receivers or converter boxes, a significant expense in a generally poor area, but this had to be done in the face of Mexican television broadcasters, operating just across the border from a number of our stations, who were urging American viewers to do nothing so that they could be become their captive viewers.

Through advertising, news reporting, community outreach, and even outdoor sessions where we personally demonstrated how to undertake the conversion, we were able to bring the viewing public down to a small number who would not be able to view our Stations in digital. It was quite an achievement that pleased us and pleased the government officials at the NTIA and FCC who were in charge of the effort.

We view the Census Bureau's efforts to deal with the Hard to Count to be in the same league as the NTIA's efforts to transition viewers from analog to digital. It is going to require the same degree of involvement that was put into the digital transition. If there is to be a full and fair population count, the Census Bureau is going to have to recognize that the only means for connecting with Hispanics is through the media that they know and trust.

As we look ahead to the Non-Response Follow-Up (NRNU) Phase of the media campaign, we remain concerned that a number of emerging and border communities will be overlooked once again. The Census Bureau has stated that we all be able to go on-line and examine the response rate by community. But, will the Bureau be able segregate the data and determine where Spanish language media buys are needed. We know that certain emerging

Latino communities located in relatively moderate to high mail return rate communities will be ignored if the data is not segregated at the granular level. We need to know clearly what the Census media strategy and criteria will be and how data will be use in determining how resources are allocated to the NRNU Phase. And, we urge that the Census Bureau revised its strategy to ensure that local Spanish-language media is included in the media effort in markets where there is a presence of Spanish-speakers.

I am pleased to answer any questions you might have.

The Honorable William Lacy Clay OFFICE OF THE DIRECTOR Chairman
Subcommittee on Information Policy, Census, and National Archives
Committee on Oversight and Government Reform
U.S. House of Representatives

Washington, DC 20515-6143
Dear Mr. Chairman:
Thank you for your letter of April 21, 2010, requesting the clarification of the U.S. Census Bureau's communications efforts to promote the 2010 Census. It is my hope that the responses below further clarify the responses the Census Bureau delivered to the Subcommittee on March 9,2010 , in response to the February 24,2010 , hearing entitled, "The 2010 Census Communications Contract: The Media Plan in Hard to Count Areas."

Since we last supplied the Subcommittee with details on the advertising buys on March 9 , much has happened, including the mailing of the forms, the end of the mailback phase, the shift of advertising messages from "Mail It Back" to "Cooperate with the Census Taker" and the start of Non-Response Follow-Up. In our previous report and testimony we told you we had created a media reserve fund of $\$ 7.4$ million for unforeseen contingencies and additional advertising in areas of low response. All of those funds were expended in various efforts to increase cooperation and boost mailback response.

At the end of March, Census Bureau management met and reviewed census tract-level data and ranked local media markets in terms of those showing the lowest rates of participation. We made the judgment that with savings from other census operations that had essentially been concluded, we had additional reserve funds available in the Decenmial account which could be used to further increase targeted, national and local media buys to help boost participation. Through a series of decisions we added $\$ 31.4$ million to the media buys in the final two weeks of the mail-back phase and for some additional spending during Non-Response Follow-Up.

The combined actions to expend our $\$ 7.4$ million media reserve and to supplement the media buys with and additional $\$ 31.4$ million we believe helped the country achieve the 72 percent participation rate that matched the performance of the Census 2000. We are particularly pleased that our contractor and our census staff worked collaboratively using real time data - almost at the last minute to still be able to be in market- in an effort to deploy the additional spending in those markets and against those audiences showing evidence of lower participation rates.

I should stress that some of the data contained in this response was previously submitted to the Subcommittee. In other instances, we have updated the data or charts to reflect spending and events that have taken place since March 9 to provide you with the most current information in each instance. Budget documents reflect more recent data, where more detailed accounting reports made be current as of March 31, 2010.

In our response of May 9, we failed to submit these responses individually to each Member office as stipulated by the April 21 letter. Herewith are the responses to your specific questions, as identified by the Subcommittee.

## Chairman William Clay

Question: Please provide a "full accounting and specifics regarding the ad space in Rolling Out magazine, including material presented to evidence circulation."

Answer: $\quad$ Rolling Out magazine is a weekly publication targeting the young, African American urban population. Rolling Out is a free distribution urban weekly print and digital magazine founded by Mr. Munson Steed and is based in Atlanta, Georgia. Mr. Steed recently was chosen by Rev. Al Sharpton to head the Madison Avenue Initiative of the National Action Network on media fairness. For the Black audience local newspaper buy, the Census Bureau purchased all of the in-market editions of Rolling Out listed in Attachment 1. The Census Bureau purchased ad space in 18 editions of this publication across the United States during the awareness and motivation phases of the campaign at a cost of $\$ 233,491.50$. Each edition received six insertions, 1 full-page/black-and-white, and five half-page black-and-white insertions. The magnitude of this media buy afforded the Census Bureau the opportunity to negotiate the same rate for each market. Furthermore, the Census Bureau spent an additional $\$ 15,604.72$ in the Birmingham and Los Angeles markets by placing an additional two, 4 -color, fullpage insertions in each market during targeted rapid response efforts. These actions in low mail participation areas were taken towards the end of the motivation phase.

For advertising during the Non-Response Follow-Up (NFRU) phase, GlobalHue, our Black audience advertising agency, is not purchasing Rolling Out. The advertising during this phase is more targeted and there are other publications better suited to reach intended audiences in this part of the campaign.

Please see Attachment 1 for complete details on the Rolling Out magazine media buy indicating circulations for the markets purchase.

Question: The incentive structure for contractor DraftFCB.
Answer: The incentive structure in the communications contract is referred to as the Award Fee Plan, Consistent with the Federal Acquisition Regulation, fees on incentive contracts represent the contractor's profit, and cost-reimbursement incentive contracts are standard practice. Based on evaluation factors established in an award fee plan, award fee contracts are a tool that subjectively assesses contractor performance for a given evaluation period. They allow contractors to earn a portion (if not all) of an award fee pool that is established as the beginning of the
specific criteria and procedures to evaluate DraftFCB's performance during the 2010 Census Integrated Communications Campaign. Please note that not all tasks have award fees attached to it. It should also be noted that page 16 of the Award Fee Plan (Section 2.4) has been updated to reflect the fact that Raul E. Cisneros has been appointed as the Chair of the Award Evaluation Board and that Kimberly Higginbotham is no longer a member of the board.

I hope that the above responses fully addressed your inquiries. Should you have additional questions, please do not hesitate to call Ms. Angela M. Manso in the Congressional Affairs Office at 301-763-6100.

Sincerely,

Robert M. Groves
Director
cc: Representative Patrick McHenry, Ranking Member

FGTab \#2

## Rolling Out Magazine Editorial Circulations

The below information was provided by Rolling Out regarding their circulation. For the Black audience local newspaper buy we purchased all of the below in-market editions of Rolling Out. Each edition received (6) insertions, (1) PGBW and (5) 1/2PGBW for Awareness and Motivation. Because of the magnitude of this buy, we were able to negotiate the same rate for each market.

Therefore we spent a total of $\$ 233,491.50$ for Awareness and Motivation.
Birmingham and Los Angeles received an additional (2) PG4C insertions a piece in response to the Rapid Response initiative as these markets initially had low response rates.

For Rapid Response we spent a total of $\$ 15,604.72$.
For NRFU, Globalhue are not recommending Rolling Out. Even though Rolling Out does have a local presence they do not have any paid subscribers. There are other community newspapers within these markets that we feel our target has a higher engagement with as they have a paid subscriber's base. Also the market list for NRFU for local newspaper does not encompass all of the below markets.

TOTAL: $1,201,817$ copies weekly in 19 of the Top 25 African-American markets

## Rolling Out circulation by market

| SF BAY AREA |  |  | CHICAGO | CLEVELAND |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | 78,710 copies | 70,151 copies | 79,968 copies | 55,818 copies | 64,736 copies |
| 65,350 copies | \#6 AA DMA | \#7 AA DMA | \#3 AA DMA | \#16 AA DMA | \#17 AA DMA |
| \#18 AA DMA | \#2 US DMA | \#11 US DMA | \#3 US DMA | \#17 US DMA | \#21 US DMA |
| \#6 US DMA | $9 \% \mathrm{AA}$ | $21 \% A A$ | $17 \% \mathrm{AA}$ | 14\% AA | $16 \% \mathrm{AA}$ |
| 7\% AA |  |  |  |  |  |
| MEMPHIS | NEW ORLEANS | NEW YORK + NEWARK | PHILADELPHIA | BALTIMORE | WASHINGTON, DC |
| 41,080 copies | 32,000 copies |  | 70,203 copies | 70,290 copies |  |
|  |  | $92,841+$ |  |  | 61,638 copies |
| \#13 AA DMA | \#22 AA DMA | 55,205 copies | \#5 AA DMA | \#10 AA DMA |  |
|  |  |  |  |  | \#4 AA DMA |
| \#48 US DMA | \#53 US DMA | \#1 AA DMA | \#4 US DMA | \#26 US DMA | \#9 US DMA |
| 39\% AA | 27\% AA | \#1 US DMA | 18\% AA | 27\% AA |  |
|  |  | $17 \% \mathrm{AA}$ |  |  | 24\% AA |


| CHARLOTTE | ATLANTA | BIRMINGHAM | MIAMI | DALLAS | HOUSTON |
| :--- | :--- | :--- | :--- | :--- | :--- |
| 52,560 copies | 69,531 copies | 44,380 copies | $65,928^{\prime \prime}$ coples | 63,768 coples | 67,660 copies |
| \#15 AA DMA | \#2 AA DMA | \#19 AA DMA | \#11 AA DMA | \#9 AA DMA | \#8 AA DMA |
| \#24 US DMA | \#8 US DMA | \#40 US DMA | \#16 US DMA | \#5 US DMA | \#10 US DMA |
| 19\% AA | $28 \%$ AA | $24 \%$ AA | $19 \%$ AA | $14 \%$ AA | $18 \%$ AA |

\# of copies $=$ \# of copies printed and circulated for each edition
AA DMA = ranking of top AA DMAs in the US by population
US DMA =ranking of top markets in the US by population
$\% \mathrm{AA}=\%$ of market's population that is AA

## ATTACHMENT J. 1

## 2010 CENSUS COMMUNICATIONS CAMPAIGN

AWARD FEE PLAN
FOR
TASK ORDER NO. 1
DEVELOPMENT OF THE NATIONAL COMMUNICATIONS PLAN

October 12, 2007

## APPROVALS:

 $10,18,07$
Fee Betermination Official


15
USCENSUSBUREAU
2010 CENSUS COMMUNICATIONS CAMPAIGN CONTRACT
Development of the National Communications Plan

### 1.0 PURPOSE

This award fee plan sets forth specific criteria and procedures used to evaluate Contractor performance under Task Order No. 1 - Development of the National Communications Plan, for the 2010 Census Communications Campaign, and to determine the amount of award fee earned during the performance of this task order. The Government may modify this award fee plan through unilateral modification at any time.

### 2.0 ROLES AND RESPONSIBILITIES

### 2.1 Fee Determining Official (FDO)

The Fee Determining Official (FDO) will consider all performance recommendations made by the Award Fee Evaluation Board (AFEB). The FDO will, after considering available pertinent information and recommendations, determine the award fee earned by the Contractor in accordance with the provisions of this plan. The FDO will also appoint Government personnel to serve on the AFEB.

Jay Keller is the designated Fee Determining Official for Task Order No. I.

### 2.2 Award Fee Evaluation Board (AFEB)

The AFEB consists of Government AFEB Members led by an AFEB Chair. The AFEB will evaluate the Contractor's performance as it relates to the Award Fee Evaluation Factors listed in Section 6 of this plan. At the end of each evaluation period, the AFEB will prepare a written report of its evaluation. The report will include recommendations as to the adjectival rating and numerical score to be assigned to the Contractor for its performance during that evaluation period.

Jennifer Marks is the designated Award Fee Evaluation Board Chair for Task Order No. I.
The designated members of the Award Fee Evaluation Board are:

- Tasha Boone
- Kimberly Higginbotham
- Kendall Johnson
- Lizannette Velez


### 2.3 Government Performance Monitors

Government Performance Monitors will monitor and evaluate the Contractor's performance and discuss evaluation results with the Contractor as appropriate. Additionally, the Performance Monitors may use evaluations and assessments from other Government officials in preparing reports for the AFEB. At the discretion of the FDO, Performance Monitors may serve on the AFEB.

Laura Sewell is the designated Performance Monitor for Task Order No. 1.

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### 2.4 Responsibility Diagram



Figure 1 - Responsibility Flow

### 3.0 EVALUATION PERIODS

The evaluation periods established and identified in the award fee plan for this task order are as follows:

| Evaluation Periods |  |  |  |
| :---: | :---: | :---: | :---: |
| Evaluation <br> Time Period | Start Date | Finish Date | Weight |
| I | Award | February 6, 2008 | $40 \%$ |
| II | February 7,2008 | May 31, 2008 | $60 \%$ |
| Total |  |  |  |

### 4.0 EVALUATION PROCEDURES

A determination of the award fee amount earned will be made by the FDO at the end of each evaluation period.

The evaluation factors proposed by the Contractor for this task will be used to evaluate the Contractor's performance. These evaluation factors, identified in Section 6 of the award fee plan, may not necessarily cover the entire scope of this task, but instead may focus on specific areas of importance, as proposed by the Contractor and approved by the Government. Other pertinent factors included under the contract and general factors bearing upon overall performance may be considered as the circumstances of each period may require.
a. The Contractor will be apprised by the Contracting Officer Representative (COR) of a general assessment of its performance at the mid-point of each evaluation period, and at such other times as deemed appropriate.
b. No later than three (3) business days after the conclusion of each evaluation period, the Contractor may submit a self-evaluation report to the AFEB.
c. The AFEB will meet after the conclusion of each evaluation period to consider all performance information it has obtained, including the Contractor self-evaluation report (if received within the allotted time in (b) above). The AFEB will summarize its findings and recommendations in the Award Fee Evaluation Report (AFER).
d. The AFEB Chair will present the AFER findings and recommendations to the Fee Determining Official (FDO). The report will include recommended adjectival rating and performance scores with supporting documentation, if applicable. A copy of the Award Fee Evaluation Report (AFER) will also be provided to the Contractor.
e. The Contractor may submit to the Fee Determining Official (FDO) a supplement to the self-evaluation report within three (3) business days of receipt of the Award Fee Evaluation Report (AFER) to provide any additional information to the Fee Determining Official (FDO) and in response to the AFER that the Contractor believes is relevant to its performance and that may affect the Fee Determining Official's (FDO) determination.
f. The Fee Determining Official (FDO) will consider the AFEB recommendation, selfevaluation report, and any other pertinent information in determining the performance scores. The Fee Determining Official's (FDO) findings will be stated in the written Award Fee Determination.
g. The Fee Determining Official (FDO) will provide the Award Fee Determination to the Contractor.

### 5.0 AWARD FEE PROVISIONS

### 5.1 Base Fee

The base fee proposed for Task Order No. 1 is $0 \%$.

### 5.2 Total Available Award Fee

The maximum total award fee that can be earned is $10 \%$ of the original total price of the task and is the maximum discretionary fee the Government may award to the Contractor based on Contractor's performance.

### 6.0 PERFORMANCE CRITERIA, WEIGTHS AND STANDARDS

### 6.1 Performance Criteria and Weights

The following criteria are to be used to determine the award fee rating for each evaluation period.

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| Factor \# | - Evaluation Factors | Performance Standard | Weight |
| :---: | :---: | :---: | :---: |
| 1 | Overall program management and coordination. | Meets major milestones. Delivers accurate and timely reports and status updates. Establishes clear prionities relative to vision, goals and objectives. Monitors quality of products and materials. Main subcontractors are fully integrated into the planning process. | 25\% |
| 2 | Delivery of an integrated communications plan describing how all communications components can work together in an effective and efficient manner. | Plan is thorough, comprehensive, easy to understand, and in accordance with the Statement of Work. Plan provides appropriate detail for Census Bureau-implemented programs such as national and local partnerships and media relations so that Census Bureau staff can begin work. | 30\% |
| 3 | Effective stakeholder relations to obtain stakeholder input, understand said input, and incorporate this information, as appropriate, into the Communications Plan while building trust and respect with these stakeholder groups. | The Draftfeb team documents stakeholder issues, explains how issues were addressed, and provides responses to the Census Bureau in a timely fashion. Responses to Congressional requests are accurate and prompt. Contacts with stakeholders are in accordance with Census Bureau guidelines. | 20\% |
| 4 | Creative platform and segmentation plan are based on strong, defensible research including the Census Bureau's research, acquired knowledge, and contractor-conducted original research. | Research is well thought-out, comprehensive, and conducted in a timely manner. Contractor research builds upon and is integrated with Census data and research. New research will employ methodologies that adhere to OMB directives and professional standards, i.e. AAPOR. | 25\% |
| TOTAL |  |  | 100\% |

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### 6.2 Performance Standards

For each evaluation period and in accordance with the evaluation procedures in Section 4 of this AF Plan, the Government will evaluate the Contractor's performance and assign a corresponding rating for each of the proposed criteria. The Government will give a score from 0 through 100 to each proposed criteria in accordance with Award Fee Evaluation Ratings table below.

|  | Award Fee Performance Standards |  |  |
| :---: | :---: | :--- | :---: |
| Adjectival <br> Rating | Numerical <br> Rating | Description <br> Excellent <br> $91-100$Of exceptional merit; exemplary performance in a timely, <br> efficient, and economical manner; very minor (if any) <br> weaknesses with no adverse effect on overall performance. |  |
| Very Good | $81-90$ | Very effective performance, fully responsive to contract <br> requirements; contract requirements accomplished in a timely, <br> efficient, and economical manner for the most part; only minor <br> weaknesses with minor impact on overall performance. |  |
| Good | $71-80$ | Effective performance; fully responsive to contract <br> requirements; reportable weaknesses, with limited identifiable <br> effect on overall performance. |  |
| Satisfactory | $61-70$ | Meets or slightly exceeds minimum acceptable standards; <br> adequate results; reportable weaknesses/deficiencies with <br> identifiable, but not sustainable, effects on overall <br> performance. |  |
| Poor/ <br> Unsatisfactory | $0-60$ | Does not meet minimum acceptable standards in one or more <br> areas; remedial action required in one or more areas; <br> weaknesses/deficiencies in one or more areas that adversely <br> affect overall performance. |  |

### 7.0 AWARD FEE EARNING RANGES

The percentage of the award fee earned by the Contractor is based on the weighted evaluation factor score for each evaluation period. Any evaluation factor where the Contractor earns a rating of Poor/Unsatisfactory (score of 60 or below) will result in the Contractor forfeiting the award fee for that evaluation factor. All unearned award fee amounts for each evaluation period are considered lost and will not be available in future evaluation periods.

| Award Fee Earnings |  |
| :---: | :---: |
| Evaluation <br> Weighted Score | Earned Award <br> Fee Percentage |
| $91-100$ | $100 \%$ |
| $81-90$ | $85 \%$ |
| $71-80$ | $65 \%$ |
| $61-70$ | $50 \%$ |
| 60 or below | $0 \%$ |

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[^0]:    Notes
    Quantity of materials indicated above except where it states "online only".
    Scholastic.com and Census, gov/schools will house all digital products

[^1]:    ${ }^{1}$ States include: Arizona, Califormia, Colorado, District of Columbia, Florida, Georgia, Hawaii, Hinois, Louisiana, Massachusetts, Michigan, Minnesota, Nebraska, New York, Nevada, North Carolina, Ohio, Oregon, Texas, Washington and Wisconsin.
    ${ }^{2}$ There are two ways to miss a person, thereby attributing to the undercount. First, the Census Bureau could miss a whole housing unit because they do not have the address or they have an incorrect address. Thus, none of the people at the housing unit will be counted. The second way to miss people is for the Census Bureau to fail to capture other people who are within a responding household. These people can be missed for a variety of reasons, including fear of government and outsiders, limited knowledge of English, mobile people and households, and irregular household members such as households with two or more separate families residing there.

[^2]:    ${ }^{3}$ The 1990 census provided the first measurements on the undercounts for Latino Americans, Asian Americans, American Indians and Alaska Natives. In the previous decennial censuses, the only coverage measurements made were for "black" and "non-black."
    "Howard Hogan And Gregg Robinson, What The Census Bureau's Coverage Evaluation Programs Tell Us About Differential Undercount, U.S. Census Bureau Population Division for the 1993 Research Conference on Undercounted Ethnic Populations (1993),
    http://www census.gov/population/www/documentation/1993/conference.html.
    ${ }_{6}^{5}$ Barry Edmonston, The Undercount in the 2000 Census, http//www.prb.org/pdf/undercount paper.pdf. ${ }^{6}$ Id.
    ${ }^{7}$ Technical Assessment of A.C.E. Revision II (2003), http://www.census.gov/dmd/www/pdf/ACETechAssess.pdf. ${ }^{8}$ Committee on National Statistics, National Research Counci, National Academy of Sciences, The 2000 Census: Counting Under Adversity $240-241,253$ (2004) (The A.C.E. Revision II estimated 33.1 million mistakes of all types, including 17.2 million erroneous overcounts (which primarily includes duplications and peopie counted in the wrong place) and 15.9 million undercounts (e.g. people missed). The report says there were a minimum of 9.8 million duplications)

[^3]:    ${ }^{9}$ U.S. Census Bureau, Ethnic and Racial Sub-Population Focus Group Research (2007),
    http://www.census.gov/procur/www/2010communications/final\%20report\%20-\% 20asian \% 20\&\%20arabamerican pdf (The report provides detailed findings from focus groups on the following populations: Korean, Vietnamese, Cambodian, Filipino, Laotian, Chinese, Arab, Multi-Racial and Caucasian).

[^4]:    ${ }^{15}$ New America Media, supra note 13.
    ${ }^{16}$ Project for Excellence in Journalism, supra note 14
    ${ }^{17}$ Id.
    ${ }^{18}$ New America Media, supra note 13.
    ${ }^{19}$ Project for Excellence in Journalism, supra note 14.

[^5]:    ${ }^{20}$ Asian American Health Initiative, http://www.aahinfo.org/english/asianAmericans.php\#profiles (last visited Feb. 17, 2010).
    ${ }_{21}$ The Hmong: An Introduction to Their History and Culture, http://www.calorg/CO/hmong/hlit.htral (last visited Feb. 17, 2010).
    ${ }^{22}$ U.S. Census Bureau, Advertising Budget Census 2000 and 2010 Census,
    http://2010.census gov/news/pdf/advertising budget.pdf.
    ${ }^{23}$ U.S. Census Monitoring Bd, Report to Congress 19 (1999).

[^6]:    ${ }^{24}$ See Appendix B

[^7]:    ${ }^{25}$ Unfortunately, with fewer than three months left before April 1, Census Day, the Bureau determined that it could not reprint the Vietnamese Census 2010 questionnaire or language assistance guides, which have already been printed and delivered.

[^8]:    ${ }^{26}$ Similarly, in Virginia, in response to groups' request citing a need for census specialists for their Korean and Vietnamese commanities, the agency hired someone who spoke Chinese. Other communities where specialists were not hired but where there is a need are: the Bangladeshi community in Detroit and the south Asian and Cambodian groups in Philadelphia and Rhode lsland. See Hope Yen, Gaps emerging in US census outreach to immigrants, THE Assoclated Press, Feb. 1, 2010, http:/news yahoo.com/s/ap/20100201/ap_on_go_ot/us census immigrants.

[^9]:    ${ }^{27}$ Ben Smith, Maloney, Clay, McHenry criticize RNC' 'census' mailer, Polinico, Jan. 25, 2010,
    http://www.politico.com/blogs/bensmith/0110/Maloney_Clay_McHenry_criticize_RNC_census_mailer.html.

[^10]:    ${ }^{1}$ Bengali, Cantonese, Gujarati, Hindi/Hinglish, Hmong, Japanese, Khmer, Korean, Lao, Mandarin, Punjabi, Taglish, Tamil, Telugu, Thai, Urdu, and Vietnamese

[^11]:    "Hard to count" is a tem developed by the Census Burem to chanacterize geographic areas with populations that are the nost diffent to chumerate in the decemin Census. The Bureathas developed a scoring system to determine "hard to count" areas, based on seseral relevant denographic characteristics.

[^12]:    ${ }^{2}$ Market Scgment Research \& Consulting, Inc., The ASSR\&C Ethic Makket Repory 1996 to 2003.

[^13]:    ${ }^{3}$ Nelsen Meda Research Universe Estimates, Percenage of Hispanic Adults (18-49) in TV Households where Spanish is Spoken. Prior to 2003 based on $18+$
    ${ }^{4}$ Bauder, David. Rapid Growh for Sponish Speaking Nows. Associated Pross. August 4, 2008.
    "Nealy, Michelle S. Spanish-languge Media Market in Growth Phase. Diverse -- Issues in Iligher Education. July 24, 2008.
    ${ }^{6}$ Obeholzer-Gee, Felix; Waldfogel, Joel. Media Matets and Localism: Docs Local News En Espanol Bonst Ifspomic Voter Twmout? National Bureau of Economic Research Working Paper Serics. June, 2006.

[^14]:    Ramirez, Ricardo. Working Paper. University of Southem Califormia, December 2009.

[^15]:    82010 Census Paid Media Plan, 1-12-10
    ${ }^{9}$ lid.

[^16]:    ${ }^{4}$ Ed O'Kecfe, "Republicans Mail Another Census' Form," Washington Post, February 10, 2010, hupi/voices washingtonnost.com/federalecy/201002/republicans nail mother censubtmitmone
    
    

