

operations mentioned above. These numbers take into account the projected new growth and the estimated numbers of missed adds and missed deletes that accompany this growth.

For this analysis, estimates of the numbers of missed adds are separated into two categories: addresses on the MAF that are ungeocoded, and other categories of missed adds. Some operations will resolve both types. On the other hand, a planned geocoding operation that started in the middle of 2017 will geocode many addresses. The office work involved in the LUCA Operation will also differentiate between the two types of missed adds as it attempts to resolve cases.

### ***In-Office Address Canvassing and MAF Coverage Study***

The Address Canvassing Operation has three major components, as described in section 5.4.3: IOAC, IFAC, and the MAFCS. Both the IOAC Operation and the MAFCS started in full production in FY 2016 but were put on hold in 2017 due to budget constraints. The IOAC Operation has two phases, Interactive Review (IR) and Active Block Resolution (ABR). IR categorizes the blocks into passive, active, or on-hold blocks. For blocks considered “active,” ABR updates the block and adds or deletes addresses. Table 10 describes the five key parameters, out of the 10 total collected, for IOAC and MAFCS conducted in 2016 through 2019, before LUCA. Workload parameters, not described, include the amount of work planned for each year based on approved budgets.

**Table 10: Summary of Key Quality Parameters Collected for the In-Office Address Canvassing and MAF Coverage Study**

Parameter	Source
Percentage of blocks identified as Passive and Active during IR	Based on observed IR work that occurred in 2016 and 2017.
Percentage of missed adds in Passive blocks	MAFCS results.
Percentage of missed deletes in Passive blocks	MAFCS results.
Percentage of missed adds captured in Active blocks	MAFCS results and expert judgment.
Percentage of missed deletes captured in Active blocks	MAFCS results and expert judgment.

Recognizing that the frame is the single largest contributor to overall quality, the parameters in Tables 9 and 10 show the most critical contributors to quality in the entire 2020 Census design. IOAC can correct hundreds of thousands of addresses for both missed adds and missed deletes each year. The quality outputs from the integration of IOAC parameters illustrate the **core quality improvement** in the 2020 Census design. This ongoing frame improvement work involves inputs and outputs that produce a higher quality frame than the Census Bureau saw coming out of the 2010 Census. Better frame maintenance processes conducted throughout the decade, including the Geographic Support System, geocoding, and improved use of technology like the use of aerial imagery, help define the overall quality of the 2020 Census. The addition of this IOAC process shows promise to improve the quality of the 2020 Census, demographic surveys, and future censuses.

### ***Local Update of Census Addresses***

In analyzing the effect of the LUCA Operation, the most important input parameter is the number of LUCA submissions from the various governmental entities. The procedures and requirements for submission changed from the 2000 Census to the 2010 Census, and changed again for the 2020 Census. That makes it more difficult to project the volume of submissions the Census Bureau will receive.

Another parameter considered is the number of addresses submitted to the Census Bureau through LUCA and then rejected by the Census

Bureau as not valid. These rejections may be appealed to the Office of Management and Budget for additional consideration. Unless the appeals are resolved before the enumeration frame is identified, such cases will be included in the frame.

For the quality analysis, the projected number of submissions is subdivided into several categories according to the Census Bureau's assessment of the addresses provided, including whether the address is valid or not, on the MAF already or not, etc.

Based on results of the LUCA program in past censuses, experts on the LUCA process have projected the total number of submissions the Census Bureau might anticipate, the proportions for the categories (above) those addresses may fall into, and the chance that rejected submissions will be appealed. Past data are used to estimate how many of those appealed cases will turn out to be valid living quarters and added to the frame and how many will not.

The most important result of the quality analysis for LUCA is summarized in estimates of two numbers from the LUCA program, good addresses missing from the frame and erroneous addresses added to the frame. The first represents the reduction in the number of missed adds, while the second represents additions to the frame in error (missed deletes). The former quantifies a reduction in potential omission of HUs (and, eventually, people); the latter quantifies additional cases that may be sent for fieldwork erroneously. Just as important, the sum of these two numbers has a serious effect on census operations and their accompanying cost.

An important dependency included in this analysis is the relative state of the address frame when the LUCA program begins and when submissions are received and processed. As errors on the frame are rectified through other geographic programs, such as IOAC, the number of missed adds and missed deletes should diminish. This may provide for fewer address submissions from the government partners in the LUCA program and should result in fewer actual address corrections, that is, less error reduction. The quality analysis on the frame takes these dependencies into account.

### *In-Field Address Canvassing*

The IFAC Operation will occur in 2019 for approximately 38.4 percent of the HUs in TEA 1, the key IFAC parameter. This operation incorporates fieldwork identified through the results of IFAC and LUCA submissions. For this final field operation, which prepares the frame for enumeration, the Census Bureau identifies parameters about capture rates of the missed adds and missed deletes expected in these canvassed blocks. After this fieldwork is complete, the **final enumeration universe** as of January 1, 2020, is created and estimated by this analysis.

### *Measures of Uncertainty for Reengineering Address Canvassing*

As described earlier, each input parameter has a minimum, middle, and maximum value, and a distribution. After Reengineering Address Canvassing integration for all these parameters, the final description of the work logically concludes with the outputs from the Monte Carlo simulations that integrate all the uncertainty around these key frame-development parameters. The resulting variability is an input to the next phase, which is enumeration.

### *Reengineering Address Canvassing Alternatives Analysis*

One of the goals of the 2020 Census Quality Analysis Team is to use the models to look at alternative designs and potential refinements to the 2020 Census operational design. To that end, the Quality Analysis Team identified the five key parameters that affect cost or quality. The Census Bureau considers alternative designs that present perspective on quality impacts of these parameters.

- The volume of addresses sent to IFAC is a major cost-driver, so that parameter is included.
- Workload for the Ungeocoded Resolution Operation is expected to add significant numbers of good addresses to the frame.
- Expected filter changes are also expected to add significant numbers of addresses to the frame.
- The number of addresses submitted to the Census Bureau through LUCA will impact both missed adds and missed deletes, decreasing one and increasing the other, respectively.

- IFAC capture rates of the missed adds and missed deletes expected in these canvassed blocks are a critical estimate of the quality of the fieldwork expected in 2019 for IFAC.

Analysis of alternatives for the cost and quality tradeoffs began in late summer 2016. The Census Bureau continued conducting a detailed analysis of alternatives through FY 2018, as resources permitted.

**Geographic Programs**

After the frame definition is complete, the GEOP Operation prepares the frame for Enumeration. These parameters from the GEOP Operation subdivide the universe that goes to Enumeration and defines enumeration methods for the specific addresses. Based on the newly updated results of TEA delineation produced in July 2018, all of the parameters collected for Geographic Programs are applied to the estimated total number of HUs predicted for January 1, 2020, and are shown in Table 11.

For this quality analysis, not all of the addresses in TEA 3 through 5 are considered. As seen in Table 11, these TEAs only account for an estimated 300,000 living quarters.

**Table 11: Geographic Programs Quality Parameters**

Parameter	Percent	Number of living quarters
<b>Total living quarters from reengineering address canvassing . . . . .</b>	<b>100.0</b>	<b>146,900,000</b>
Percentage of all addresses in TEA 1 (self-response) . . . . .	95.3	140,000,000
Percentage of all addresses in TEA 2 (UE) . . . . .	0.1	15,000
Percentage of all addresses in TEA 3-5 BCUs (all other) <sup>1</sup> . . . . .	0.2	300,000
Percentage of all addresses in TEA 6 (UL) . . . . .	4.5	6,600,000

<sup>1</sup> Measurement of the quality of these addresses will occur in FY 2018 and beyond.

Note: These data do not reflect the uncertainty of the estimates. All the numbers in this table reflect the middle values of a range of estimates provided by the teams.

**7.2 OPTIMIZING SELF-RESPONSE**

Before the analysis turns to Optimizing Self-Response (OSR), Sections 7.2, 7.3, and 7.4 all focus on **enumeration** operations that impact quality. This analysis of enumeration continues to estimate the number of addresses enumerated, addresses missing from enumeration, and addresses that are enumerated erroneously, as seen in the frame development analysis, as well as an additional dimension added for people. The final outputs from enumeration include:

1. Total living quarters enumerated.
2. Missed adds for living quarters.
3. Missed deletes for living quarters.
4. Correct enumerations for people.
5. Erroneous enumerations for people.
6. Omissions for people.
7. Imputed Race or Hispanic origin.<sup>15</sup>

The results for enumeration are summarized by these seven measures for this quality analysis.

The detailed parameters collected from SMEs to define the enumeration, including OSR, using Administrative Records, and Reengineering Field Operations, are summarized in Table 12.

<sup>15</sup> Imputation is the process of replacing missing data with substituted values. Imputations come from three main sources—whole-household imputations, whole-person imputations, and item-missing imputations.

**Table 12: Summary of Quality Parameters Collected for Enumeration**

Operation	Number of parameters collected for quality analysis
Paper <sup>1</sup> .....	2
Internet Self-Response (ID only) .....	4
Non-ID Processing (sources are Internet and telephone) .....	7
CQA (ID only).....	4
NRFU (administrative records).....	12
NRFU (not administrative records) ...	12
Coverage Improvement .....	3
UE/UL (frame updates during enumeration) .....	2
GQ.....	5
<b>Total .....</b>	<b>51</b>

<sup>1</sup> The Quality Analysis Team recognizes that there is not a formal operation called "Paper," but we ask readers to accept this language for simplicity of the analysis.

The remainder of this section focuses on OSR, specifically.

### ***Paper Enumeration***

The Census Bureau projects the percentage of the households in the Self-Response universe that will complete their questionnaires on paper and send them back in 2020. It also projects the

percentage of households in UE and UL geography that will complete their questionnaires on paper. Based on the parameters for this mode, the Census Bureau estimated the total number of completed questionnaires expected from paper in the 2020 Census.

### ***Internet Enumeration (ID only)***

The quality parameters collected for Internet were similar to paper. The Census Bureau projects the percentage of the Self-Response universe that complete their questionnaires on the Internet. The second component of the Internet comes from the UL universe that completes a questionnaire in the Internet based on materials left during the first visit in UL. Because of quality differences expected for Internet non-ID cases, those cases are analyzed independently from these parameters. Measurement of Internet non-ID occurs in the non-ID subsection. These parameters only estimated Internet ID cases.

### ***Census Questionnaire Assistance Enumeration (ID only)***

The CQA quality parameters for SMEs paralleled the Internet parameters. The Census Bureau projects the percentage of the Self-Response universe that complete their questionnaires using the CQA telephone option. The Census Bureau also projects the UL universe that completes a questionnaire by calling in based on materials left during the first visit in UL. Because of quality differences expected for telephone non-ID cases, those cases

are analyzed independently from these parameters. Measurement of telephone non-ID occurs in the non-ID subsection. The CQA parameters only provide estimates for CQA ID cases.

**Non-ID Processing Enumeration (Internet and Telephone)**

The Census Bureau projects the percentage of the enumeration universe that will complete their questionnaires using the non-ID process from either the Internet or CQA. This includes portions from both Self-Response and UL TEAs. Some cases match and get an ID via automated matching; other cases are matched through the clerical process; and finally some require a field-verified visit to confirm the geography. These parameters project all completed cases identified and enumerated through the non-ID process from all paths. The NID will add new addresses that the Census Bureau does not have on the initial enumeration frame, which is different from self-response options applied in the 2010 Census. These projections for real adds through non-ID are based on the outputs from Reengineering Address Canvassing operations, that is, the quality of the frame going into enumeration operations. This is a significant integration point that occurs in upcoming operations as well.

**Self-Response Housing Unit Summary**

Because self-response generally does not add or delete addresses from the enumeration universe, minimal impacts come from self-response on the HU side. The one exception is of course Non-ID processing, as seen in Table 13.

For this analysis, Completed cases includes the total of Occupied, Vacant, and Unresolved addresses. Although deleted cases have cost impacts, there are no quality impacts for person enumeration. The addresses in the “Adds” row are already captured in the occupied and vacant figures in this table.

**Self-Response Person Summary**

For this analysis, the measurements or parameters of person-level error come from the 2010 CCM with adjustments to include dependencies with the Reengineered Address Canvassing. Similar methods were applied to all the self-response modes to estimate 2020 Census person-level coverage error. Each parameter that feeds Table 14 has detailed methodology based on input from SMEs and only includes within-questionnaire error. Entire addresses either missed or over-counted are not included in these estimates but are considered elsewhere.

**Table 13: Summary of Self-Response Workloads for Housing Units**

Cases	Paper	Internet ID	Non-ID		CQA ID
			Internet	CQA	
<b>Completed cases total . . .</b>	<b>26,200,000</b>	<b>55,400,000</b>	<b>6,600,000</b>	<b>740,000</b>	<b>6,100,000</b>
Occupied . . . . .	26,200,000	55,400,000	6,200,000	700,000	6,100,000
Vacant . . . . .	X	X	X	X	X
Delete . . . . .	X	X	X	X	X
Adds . . . . .	X	X	<sup>1</sup> 400,000	<sup>1</sup> 40,000	X
Unresolved . . . . .	X	X	X	X	X

X Not applicable.

<sup>1</sup> For this analysis, these added non-ID addresses are included as occupied. Some could be vacant, but a very small number is expected.

Note: These data do not reflect the uncertainty of the estimates. All the numbers in this table reflect the middle values of a range of estimates provided by the teams.

**Table 14: Summary of Key Quality Parameters Collected for Self-Response Person Error**

Parameter	Sources
Number of erroneous enumerations by Self-Response Mode	2012 National Census Test, 2014 Census Test, 2015 Census Test, 2015 National Content Test, 2018 End-to-End Census Test, ACS, 2010 Census, Pew Research, and expert judgment
Number of missed people (omissions) by Self-Response Mode	2012 National Census Test, 2014 Census Test, 2015 Census Test, 2015 National Content Test, 2018 End-to-End Census Test, ACS, 2010 Census, Pew Research, and expert judgment
Number of people with missing Race or Hispanic origin by Self-Response Mode	2012 National Census Test, 2014 Census Test, 2015 Census Test, 2015 National Content Test, 2018 End-to-End Census Test, ACS, 2010 Census, Pew Research, and expert judgment

### 7.3 USING ADMINISTRATIVE RECORDS

Use of administrative records and third-party data is the third major innovation area introduced in the 2020 Census design. The key parameters from Administrative Records are:

1. Percentage of the NRFU universe removed for Occupied.
2. Percentage of the NRFU universe removed for Vacants.
3. Percentage of the NRFU universe removed for Deletes.
4. Percentage of the NRFU universe removed after the last visit.

Although the percentage removed after the last visit is not yet developed, the Census Bureau built this component into the model for the purpose of analyzing design alternatives. Table 15 shows the person-level parameters for using administrative records. Recognizing that GQ will use administrative records, the analysis team added analysis of GQ administrative records usage in FY 2018.

The person-level error based on using administrative records seen in Table 15 is a new source of error compared to the 2010 Census design.

**Table 15: Summary of Key Quality Parameters Collected for Using Administrative Records Error for Persons**

Parameter	Sources
Number of erroneous enumerations	2010 Census simulation using the 2017 test models
Number of missed people (omissions)	2010 Census simulation using the 2017 test models
Number of people with imputed race or Hispanic origin	2010 Census simulation using the 2017 test models

The process implemented to estimate quality for administrative records usage involves applying these rates of error to the NRFU and UE universes removed using administrative records. The quality metrics produced for person-level error came from analysis on the entire 2010 Census NRFU universe.

### 7.4 REENGINEERING FIELD OPERATIONS

#### *Nonresponse Followup*

The NRFU field operation is the most costly operation. After the Census Bureau removes the addresses using administrative records and adds new addresses in the field, what remains is the field workload for NRFU.

For this analysis, “Completed cases” includes the total of Occupied, Vacant, and Unresolved addresses. Although deleted cases have cost impacts, there are no quality impacts for person enumeration within questionnaires. Added addresses, on the other hand, are included in the occupied and vacant components. NRFU will add new addresses that the Census Bureau did not have on the initial enumeration frame, and NRFU will delete addresses from the frame that do not exist on the ground. The parameters for added and deleted addresses through NRFU are integrated with the missed adds and missed deletes from Reengineering Address Canvassing operations. These are important integration points with

Reengineering Address Canvassing. Finally, the unresolved addresses represent cases that are deemed finished without a completed interview. Unresolved cases typically occur after the maximum number of visits is reached.

Table 16 shows the person-level parameters of error for the NRFU Operation.

The “unresolved” addresses from NRFU, included in the final row of this table, are one primary source of the imputations. Cost impacts related to the number of visits drive the number of cases that remain unresolved at the end of NRFU. This balance between cost and quality is manifested clearly in this component of the operational design.

### *Update Leave/Update Enumerate*

The UL and UE operations are somewhat more complicated and have a sizable effect on the overall quality of the 2020 Census design. Based on the current, untested methodology, the Census Bureau expects two sources of response data for these geographies.

1. **Self-response through paper, Internet, and telephone** from questionnaires left at the door. This universe will not be included in this section because it has already been included in the paper, Internet, and CQA sections.
2. **Frame updates that come from the listing component of the operations.** This includes adding addresses, deleting addresses, identification of vacant HUs, and unresolved rates.

The quality parameters for the UL and UE Operations have a smaller impact compared to prior years due to the smaller universes identified in the production TEA delineation that occurred in FY 2018.

**Table 16: Summary of Key Quality Parameters Collected for Update Leave and Update Enumerate for Person Error**

Parameter	Sources
Number of erroneous enumerations by type of respondent and visit	2010 CCM reports and expert judgment
Number of missed people (omissions) by type of respondent and visit	2010 CCM reports and expert judgment
Number of people with imputed demographics by type of respondent and visit	2010 CCM reports and expert judgment

### *Coverage Improvement*

The Coverage Improvement suboperation parameters estimate the number of households attempted, number of people added, and number of people deleted during the operation. Only basic quality impacts are covered in this quality analysis for FY 2018 in an effort to include all significant quality operations in the model.

### *Group Quarters*

The GQ Operation parameters estimate the number of GQs enumerated and number of people enumerated in GQs. Only basic quality impacts are covered in this quality analysis for FY 2018 in an effort to include all significant methods of enumeration. Minor adjustments for person-level error occurred in this analysis for GQ.

### *Measures of Uncertainty for Enumeration*

Consistent with prior descriptions, each parameter has a point estimate and measures of uncertainty around the point estimate. After enumeration is completed, the final description of the work logically concludes with the outputs from the Monte Carlo simulations that integrate all the uncertainty around these parameters. As described earlier, each parameter has a minimum, middle, maximum value, and a distribution. These pieces of information are the inputs to perform Monte Carlo simulations on the integration of frame and enumeration to describe the uncertainty of quality for the 2020 Census design.

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## 8. Approval Signature

*Albert E. Fontenot, Jr. (signed)* \_\_\_\_\_

**Albert E. Fontenot, Jr.**

December 31, 2018

Associate Director for Decennial Census Programs

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## 9. Document Logs

### 9.1 SENSITIVITY ASSESSMENT

This table specifies whether or not the document contains any administratively restricted information.

#### Verification of Document Content

This document does not contain any:

- Title 5, Title 13, or Title 26 protected information
- Procurement information
- Budgetary information
- Personally identifiable information

### 9.2 REVIEW AND APPROVALS

This 2020 Census Operational Plan document has been reviewed and approved for use.

This table documents the necessary approvals leading up to the point of baselining.

Document Review and Approval Tier: Operational Plan		
Name	Area Represented	Date
Robin A. Pennington	2020 Census Operational Plan Team	November 16, 2018
<b>2020 Census Operational Plan Team Leadership Group:</b>		
Albert E. Fontenot, Jr.	Associate Director for Decennial Census Programs	December 31, 2018
James B. Treat	Assistant Director for Decennial Census Programs	December 31, 2018
Michael Thieme	Assistant Director for Decennial Census Programs	December 31, 2018
Patrick J. Cantwell	Chief, Decennial Statistical Studies Division	December 31, 2018
Deirdre D. Bishop	Chief, Geography Division	December 31, 2018
Phani-Kumar A. Kalluri	Chief, Decennial IT Division	December 31, 2018
Burton Reist	Chief, Decennial Communications and Stakeholder Relations Office	December 31, 2018
Louis Cano	Chief, Decennial Contracts Execution Office	December 31, 2018
	2020 Census Portfolio Management Governing Board	December 31, 2018
	2020 Census Executive Steering Committee	December 31, 2018

### 9.3 VERSION HISTORY

The document version history recorded in this section provides the revision number, the version number, the date it was issued, and a brief description of the changes since the previous release. Baseline releases are also noted.

Rev #	Version	Date	Description
Final	V 1.0	October 1, 2015	Original baseline.
Final	V 1.1	November 6, 2015	Conversion of 2020 Census Operational Plan content into Communications Directorate Desktop Publisher. Converted all figures and updated figures 8 and 28. Also added Section 8—Lifecycle Cost Estimate and Appendices.
Final	V 2.0	September 30, 2016	Fiscal year 2016 update of 2020 Census Operational Plan.
Final	V 3.0	September 30, 2017	Fiscal year 2017 update of 2020 Census Operational Plan.
Final	V 4.0	December 31, 2018	2018 update of 2020 Census Operational Plan.

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## Appendix A. List of Acronyms

Acronym	Definition
3PV	Third Party Vendor
ABR	Active Block Resolution
ACO	Area Census Office
ACS	American Community Survey
ADC	Address Canvassing Operation
ARC	Archiving Operation
ARCM	Assistant Regional Census Manager
ATO	Authority to Operate
ATT	Authority to Test
AVT	Address Validation Test
BAS	Boundary and Annexation Survey
BCU	Basic Collection Unit
BPM	Business Process Models
BYOD	Bring Your Own Device
BVP	Boundary Validation Program
CAP	Capability Requirements
CBAMS	Census Barriers, Attitudes, and Motivators Study
CCFR	Census Count and File Review
CCM	Census Coverage Measurement Survey
CDR	Critical Design Review
CEDCaP	Census Enterprise Data Collection and Processing
CEDESCI	Center for Enterprise Dissemination Services and Customer Innovation
CFD	Content and Forms Design Operation
CMDE	Coverage Measurement Design and Estimation Operation
CMFO	Coverage Measurement Field Operations
CMM	Coverage Measurement Matching Operation
CNMI	Commonwealth of the Northern Mariana Islands
COMPASS	Census Operations Mobile Platform for Adaptive Services and Solutions
CQA	Census Questionnaire Assistance Operation
CQR	Count Question Resolution Operation
CRO	Count Review Operation
CUF	Census Unedited File
C-SHARPS	Census-Schedule A Human Resources and Recruiting Payroll System
DAPPS	Decennial Applicant, Personnel, and Payroll System
DCEO	Decennial Contracts Execution Office
DCEO/TI	Decennial Contracts Execution Office/Technical Integrator

Acronym	Definition
dDaaS	decennial Device as a Service
DLM	Decennial Logistics Management Operation
DOP	Detailed Operational Plan
DPD	Data Products and Dissemination Operation
DSC	Decennial Service Center Operation
DSF	(USPS) Delivery Sequence File
eADRec	Electronic Administrative Record
EAE	Evaluations and Experiments Operation
ECaSE-OCS	Enterprise Census and Survey Enabling-Operational Control System
EMM	Enterprise Mobility Management
eResponse	Electronic Response Data Transfer
ESB	Enterprise Service Bus
eSDLC	Enterprise Systems Development Life Cycle
ETL	Enumeration at Transitory Locations Operation
FACO	Federally Affiliated Count Overseas Operation
FAQ	Frequently Asked Question
FHUFU	Final Housing Unit Follow-Up
FIPS	Federal Information Processing Standard
FLD	Field Division
FLDI	Field Infrastructure Operation
FPD	Forms Printing and Distribution Operation
FSCPE	Federal-State Cooperative Population Estimates
GAO	Government Accountability Office
GARP	Geographic Area Reconciliation Program
GEOP	Geographic Programs Operation
GIS	Geographic Information System
GPS	Global Positioning System
GQ	Group Quarters Operation
GSS	Geographic Support System
GSS-I	Geographic Support System Initiative
GUPS	Geographic Update Partnership Software
HP	Hewlett Packard
HQ	Headquarters
HU	Housing Unit
HUFU	Housing Unit Follow-up
iaaS	Infrastructure as a Service
IAC	Island Areas Censuses Operation
iCADE	integrated Computer-Assisted Data Entry

Acronym	Definition
ICD	Interface Control Document
ICQ	Individual Census Questionnaire
ID	Identifier
IFAC	In-Field Address Canvassing
IHUFU	Initial Housing Unit Follow-Up
IIP	Integration and Implementation Plan
IOAC	In-Office Address Canvassing
IOD	Integrated Operations Diagram
IPC	Integrated Partnership and Communications Operation
IPT	Integrated Project Team
IR	Interactive Review
ISA	Interconnection Security Agreement
ISR	Internet Self-Response Operation
IT	Information Technology
ITIN	IT Infrastructure Operation
IR	Interactive Review
IVR	Interactive Voice Response
JAWS	Job Access With Speech screen reader
KFI	Key From Image
LEP	Limited English Proficiency
LiMA	Listing and Mapping Application
LNG	Language Services Operation
LQ	Living Quarters
LUCA	Local Update of Census Addresses Operation
MAF	Master Address File
MAM	Mobile Application Manager
MAFCS	MAF Coverage Study
MDF	Microdata Detail File
MDM	Mobile Device Management
MMVT	MAF Model Validation Test
MOJO	In-field operational control system
MOU	Memorandum of Understanding
MS	Microsoft
MTDB	MAF/TIGER Database
NARA	National Archives and Records Administration
NCP	New Construction Program
NFC	National Finance Center
NID	Non-ID Processing Operation

Acronym	Definition
NPC	National Processing Center
NRFU	Nonresponse Followup Operation
OBAV	Office-Based Address Verification
OCR	Optical Character Recognition
O&M	Operations and Maintenance
OIS	Office of Information Security
OMR	Optical Mark Recognition
OSR	Optimizing Self-Response
PBC	Partial Block Canvassing
PC	Personal Computer
PDC	Paper Data Capture Operation
PDCC	Paper Data Capture Center
PEARSIS	Production Environment for Administrative Record Staging, Integration, and Storage.
PES	Post-Enumeration Survey
PFU	Person Follow-Up
P.L.	Public Law
PaaS	Platform as a Service
PLBR	Project-Level Business Requirements
PM	Program Management
POA&M	Plan of Action and Milestones
POP	Population Division
PRR	Production Readiness Review
PSAP	Participant Statistical Areas Program
PUMA	Public Use Microdata Areas
QC	Quality Control
RCC	Regional Census Center
RDP	Redistricting Data Program Operation
REMP	Requirements Engineering Management Plan
RFP	Request for Proposal
RPO	Response Processing Operation
RTN/RTNP (ITIN)	Real Time Non-ID Processing System
RV	Recreational Vehicle
SaaS	Software as a Service
SEI	Systems Engineering and Integration Operation
SIMEX	Simulation Experiment
SPC	Security, Privacy, and Confidentiality Operation
SRQA	Self-Response Quality Assurance



Acronym	Definition
SRR	Systems Requirements Review
TEA	Type of Enumeration Area
TI	Technical Integrator
TIGER	Topologically Integrated Geographic Encoding and Referencing System
TL	Transitory Location
TRR	Test Readiness Review
TSAP	Tribal Statistical Areas Program
UE	Update Enumerate Operation
UHE	Usual Home Elsewhere
UL	Update Leave Operation
UR	Ungeocoded Resolution
URL	Uniform Resource Locator
U.S.	United States
U.S.C	United States Code
USPS	United States Postal Service
VOIP	Voice-over Internet Protocol
WAH	Work at Home
WBS	Work Breakdown Structure
WCAG	Web Content Accessibility Guidelines

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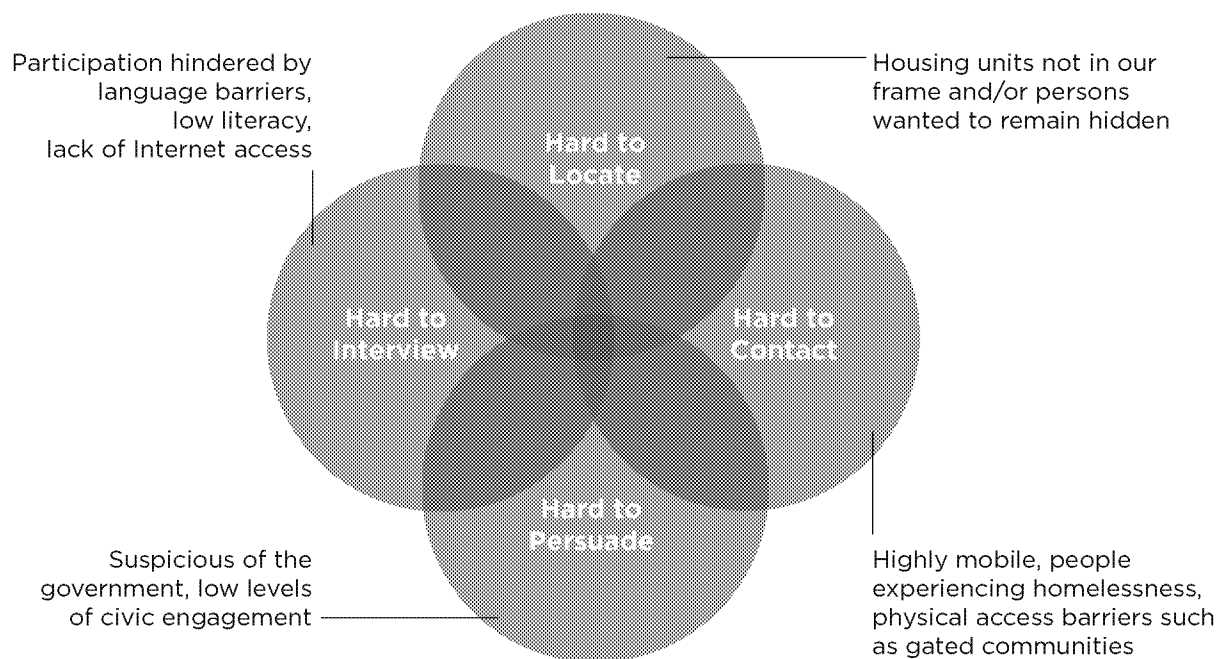
## Appendix B

### 2020 Census Operational Design: An Integrated Design for Hard-to-Count Populations

The goal of each decennial census is to count everyone once, only once, and in the right place. Accomplishing this is no small task; it is impacted by the ever-evolving environment in which we live, work, and will conduct the 2020 Census. Societal, demographic, and technological trends result in a population that is harder and more expensive to enumerate. As it becomes more challenging to locate individuals, connect with them, and solicit their participation through traditional methods, the U.S. Census Bureau must, decade after decade, devote additional thought and effort to understanding our environment and the potential impacts on counting the population, especially

populations that have historically been hard to count.

To establish a framework around which we will consider hard-to-count populations, we will leverage the work of Roger Tourangeau. Slight modifications to Tourangeau's definitions of the segmentation of hard-to-count populations have been made to fit the 2020 Census environment. The 2020 Census operational design considers the hard-to-count population in relation to four segments: Hard-to-Locate, Hard-to-Contact, Hard-to-Persuade, and Hard-to-Interview, as depicted in the following image.



**Figure 1: 2020 Census Hard-to-Count Framework**

The Hard-to-Locate segment includes housing units that we do not have in our frame and includes persons wanting to remain hidden. Persons may want to remain hidden to keep themselves or certain characteristics about themselves quiet out of fear or other factors that create reluctance to respond. The Hard-to-Contact segment includes highly mobile populations, people experiencing homelessness, and populations with physical access barriers such as gated communities. The Hard-to-Persuade segment can include populations with low civic engagement and populations suspicious of the government. In addition, the Hard-to-Interview segment can include populations where participation may be hindered by language barriers, low literacy, or lack of Internet access. Some populations may fall in one, more than one, or all of these segments of the Hard-to-Count (HTC) Framework.

As our environment evolves and we lay the foundation for the 2020 Census operational design, we must ask ourselves if and how the design impacts, changes, or adds to the populations we historically think of as the hard-to-count. These populations include, but are not limited to:

- Young children.
- Highly mobile persons.
- Racial and ethnic minorities.
- Non-English speakers.
- Low-income persons.
- Persons experiencing homelessness.
- Undocumented immigrants.
- Persons who have distrust in the government.
- Lesbian, Gay, Bisexual, Transgender, and Questioning/Queer (LGBTQ) persons.
- Persons with mental and physical disabilities.
- Persons who do not live in traditional housing.

The ever-evolving societal changes and trends have influenced the 2020 Census operational design. Woven throughout the operational design are operations and activities undertaken for populations that have historically been hard to count, continue to be hard to count, or are emerging as hard to count. Shown in Figure 2 is the 2020 Census operational placemat. Shaded in darker blue are operations that make the most significant

contributions to an integrated design for hard-to-count populations. Through these operations the Census Bureau:

- Engages with stakeholders to understand the opportunities and challenges in enumerating hard-to-count populations.
- Determines what information to collect.
- Identifies the addresses where people live or could live.
- Determines how to connect with people.
- Motivates people to respond.
- Collects information from all households, including those residing in groups or unique living arrangements.

To a certain extent, any deviation taken from the traditional or “ideal” path to response can be seen as an effort to encourage response and participation from someone who might otherwise not respond to, and be counted as part of the 2020 Census. From an operational design perspective, the ideal path to a 2020 Census response involves the delivery of an initial invitation letter containing a unique census identifier, a respondent receiving the letter and sitting down at a computer or similar device and using their unique identification code, completing, and submitting their census response. However, our world is not ideal for everyone.

In the text that follows, we itemize activities and operations the Census Bureau will implement in support of hard-to-count populations.

## SUPPORT OPERATIONS

We learn from every decennial census. The Census Bureau’s ability to connect with the population as a whole and to have the population connect with the data collected in a decennial census provides opportunities for hard-to-count populations to understand the importance of the census and to see themselves in the data that are collected. Understanding the challenges that face hard-to-count populations, providing materials in multiple languages for non-English proficient populations, and—as the diversity of the U.S. population has grown—evolving the decennial census content are ways in which the Census Bureau engages with and encourages participation in the 2020 Census.



Figure 2: 2020 Census Operational Placemat

### Stakeholder Communication and Engagement

Nested within the 2020 Census Program Management Operation is Stakeholder Communication and Engagement. The Census Bureau engages with various internal and external stakeholders pertaining to our planning, research, and operational design. The Census Bureau engages early and on a regular basis to share our plans, but more importantly to listen, to hear, to understand, and to collect information on the opportunities and challenges with groups that have historically been Hard-to-Count, as well as groups that are emerging as Hard-to-Count.

Stakeholder Communication and Engagement activities include:

- 2020 Census Program Management Reviews.
- National Advisory Committee Meetings and working groups that specifically look at hard-to-count populations and potential impacts that aspects of the 2020 Census operational design would have on hard-to-count populations.
- Census Scientific Advisory Committee meetings.
- Congressional briefings.

The Census Bureau also conducted a series of tribal consultations with federal- and state-recognized tribes. In these consultations, information about the 2020 Census Operational Design was shared and has led to input on the preference that each tribe has for enumeration (Self-Response, Update Leave, or Update Enumerate).

In addition, we regularly share information about the 2020 Census Operational Design via presentations in various forums, which often leads to feedback, concerns, and recommendations pertaining to hard-to-count populations.

From a HTC Framework perspective, Stakeholder Communications and Engagements is focused on all four segments: Hard-to-Locate, Hard-to-Contact, Hard-to-Persuade, and Hard-to-Interview.

### Content and Forms Design

The 2020 Census will enable different race and ethnic groups to self-identify their race/ethnicity on their census questionnaires. Respondents will be able to select multiple check boxes for race and Hispanic origin. The race question includes 15 different checkboxes with the ability for respondents to select more than one checkbox; respondents can also select “Some other race” if they do not see themselves in the other 14 options. In addition, regardless of which checkboxes a respondent selects, detailed responses can be added in the write-in fields.

**What is this person's race?**  
 Mark  one or more boxes **AND** print origins.

White -- Print, for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.

Black or African Am. -- Print, for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.

American Indian or Alaska Native -- Print name of enrolled or principal tribe(s), for example, Navajo Nation, Blackfoot Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc.

Chinese       Vietnamese       Native Hawaiian

Filipino       Korean       Samoan

Asian Indian       Japanese       Chamorro

Other Asian -- Print, for example, Pakistani, Cambodian, Hmong, etc.

Other Pacific Islander -- Print, for example, Tongan, Fijian, Marshallese, etc.

Some other race -- Print race or origin.

Figure 3: 2020 Census Race Question

Respondents who self-identify with Hispanic, Latino, or Spanish origin will be able to further indicate if they are Mexican, Mexican-American, Chicano, Puerto Rican, Cuban, or another Hispanic, Latino, or Spanish origin. There will also be a dedicated write-in box to print origins of those identifying with "another Hispanic, Latino, or Spanish origin."

**Is this person of Hispanic, Latino, or Spanish origin?**

No, not of Hispanic, Latino, or Spanish origin

Yes, Mexican, Mexican Am., Chicano

Yes, Puerto Rican

Yes, Cuban

Yes, another Hispanic, Latino, or Spanish origin – *Print, for example, Salvadoran, Dominican, Colombian, Guatemalan, Spaniard, Ecuadorian, etc.*

\_\_\_\_\_

**Figure 4: 2020 Census Hispanic Origin Question**

The 2020 Census also enables respondents to indicate their relationship with household members, through a variety of relationship categories. This includes the distinction between opposite-sex and same-sex husband/wife/spouse/unmarried partner categories. Relationship data are used in planning and funding government programs that provide funds or services for families, people living or raising children alone, grandparents living with grandchildren, or other households that qualify for additional assistance.

**How is this person related to Person 1? Mark  ONE box.**

<input type="checkbox"/> Opposite-sex husband/wife/spouse	<input type="checkbox"/> Father or mother
<input type="checkbox"/> Opposite-sex unmarried partner	<input type="checkbox"/> Grandchild
<input type="checkbox"/> Same-sex husband/wife/spouse	<input type="checkbox"/> Parent-in-law
<input type="checkbox"/> Same-sex unmarried partner	<input type="checkbox"/> Son-in-law or daughter-in-law
<input type="checkbox"/> Biological son or daughter	<input type="checkbox"/> Other relative
<input type="checkbox"/> Adopted son or daughter	<input type="checkbox"/> Roommate or housemate
<input type="checkbox"/> Stepson or stepdaughter	<input type="checkbox"/> Foster child
<input type="checkbox"/> Brother or sister	<input type="checkbox"/> Other nonrelative

**Figure 5: 2020 Census Relationship Question**

From the very first census in 1790, Congress established the principle of counting people where they usually reside, which is defined as the place where a person lives or sleeps most of the time, in order to be fair and consistent. The 2020 Census residence criteria and residence situations determine who should be counted and where they should be counted. Every decade, the Census Bureau undertakes a review of the decennial residence criteria and residence situations to ensure the concept of "usual residence" is applied in a way that is consistent with the Census Bureau's commitment to count every person once, only once, and in the right place. With respect to the 2020 Census residence criteria, language on our questionnaires helps to count all people, including young children. A summary of the residence criteria is the first thing a respondent will read on the paper questionnaire, our Internet instrument provides a help text with a clear summary of response criteria, and during field operations, respondents are shown an informational sheet with instructions on who should be counted.

In addition, our undercount question gives the respondent an opportunity to ensure everyone has been included. With increasingly complex living arrangements, whom to include in the household population count can be a challenge. The 2020 Census will include revised wording related to young children, who have historically been undercounted.

**Were there any additional people staying here on April 1, 2020 that you did not include in Question 1? Mark  all that apply.**

Children, related or unrelated, such as newborn babies, grandchildren, or foster children

Relatives, such as adult children, cousins, or in-laws

Nonrelatives, such as roommates or live-in babysitters

People staying here temporarily

No additional people

**Figure 6: 2020 Census Undercount Question**

To address the undercount of young children, we include specific instructions in our mailing materials about including young children.

From a HTC Framework perspective, the Content and Forms Design Operation is focused on the Hard-to-Persuade and the Hard-to-Interview segments.

### Language Services

The 2020 Census will enable Limited English-speaking individuals to respond to the census by providing language assistance and represents a significant expansion compared to the 2010 Census; the 2020 Census will be the most robust language program ever built.

According to the 2016 American Community Survey 5-year estimates, there are over 3 million households in the United States that are Spanish-speaking and are limited English-speaking. This accounts for over 60 percent of total limited English-speaking households. Accordingly, the 2020 Census will deliver bilingual English/Spanish mailing materials to addresses in Spanish tracts, as well as enable enumerators to toggle between English and Spanish in the enumeration instrument when enumerating Spanish-speaking households. In addition, the 2020 Census will provide the Internet Self-Response instrument and Census Questionnaire Assistance in Spanish and 11 additional non-English languages, covering over 85 percent of total limited English-speaking households. The languages, in descending order of need are Spanish, Chinese, Vietnamese, Korean, Russian, Arabic, Tagalog, Polish, French, Haitian Creole, Portuguese, and Japanese. For Census Questionnaire Assistance, there will be separate telephone numbers dedicated to each language with two different numbers for Chinese, one for Mandarin and one for Cantonese. There will also be a dedicated number for Telephone Display Device. The telephone numbers will be included in the 2020 Census mailing packages.

There will also be language guides in 59 non-English languages (including the aforementioned languages), where respondents will receive information via video and/or print guides on filling out their questionnaires. The language guides will include American Sign Language, braille, and large print. This will account for approximately 98 percent of total limited English-speaking households. For the remainder of the language guides, 2020 Census staff and partnership specialists will

work with the language communities to provide additional assistance in their languages.

From a HTC Framework perspective, the Language Services Operation is focused primarily on the Hard-to-Interview segment.

### Field Infrastructure

Often the topic of hard-to-count efforts leads to questions about hiring and language skills. The objective of our Field Infrastructure Operation is to provide the human resources and personnel management support functions, including recruiting, hiring, and onboarding that reflect the diversity of the nation to support, facilitate, and encourage response.

A key point in our recruiting and hiring process is to make it local. The Census Bureau will hire enumerators who are comfortable and familiar with the neighborhoods where they work. Recruiting and hiring at low levels of geography is essential, as is the ability to speak the languages of the local community. The overarching strategy for hiring enumerators is to hire people who will work in the communities in which they live.

The 2020 Census Community Partnership and Engagement Program will focus the efforts of approximately 1,500 partnership specialists to increase self-response and participation in communities who are hesitant to respond or who will not respond. Partnership specialists will use existing networks, resources, and “trusted voices” to increase census participation in low response communities.

When considering the HTC Framework, the primary focus of the Field Infrastructure Operation is related to the Hard-to-Persuade and Hard-to-Interview segments.

### FRAME

The Census Bureau never ceases its efforts to maintain the Master Address File (MAF) and Topologically Integrated Geographic Encoding and Referencing (TIGER) System, which serve as the foundation on which we base the 2020 Census operational design. The objective of the operations associated with the frame is to develop a high-quality geospatial frame that serves as the



universe for enumeration activities representing all of the places where people live or could live. The Census Bureau regularly updates our address list—the MAF—with new information from the United States Postal Service, and data from tribal, state, and local governments and third-party data (commercial vendors). We are in a constant state of exploration to identify new sources of address and geospatial information that can corroborate data from other sources, fill in missing information, and add new addresses and spatial data to improve the overall coverage and quality of the MAF and TIGER data.

### Area Census Office (ACO) Delineation

The Census Bureau is opening 248 ACOs to support the 2020 Census. The estimated Nonresponse Followup (NRFU) workload, which is comprised of hard-to-count addresses, was the primary driver in determining the location and span of control for each office. The initial number of ACOs was determined based on the number of enumerators needed for field operations. Several data sources were used to estimate the number of enumerators needed per area, such as response rate projections based on the 2010 Census, the estimated NRFU workload, and the locations of group quarters (university dormitories, nursing homes, prisons, military barracks, etc.).

### Type of Enumeration Area (TEA)

The TEA represents the predominant enumeration method for conducting the 2020 Census in a given geographic area. The TEA assignment is based on area characteristics to maximize respondent participation. TEAs are attributes of a Basic Collection Unit (BCU); every BCU will have a TEA attribution. In a very general sense, all TEAs other than Self-Response are aimed at listing and enumerating housing units in areas that may require special procedures to ensure accurate counting, i.e., treating all areas in the same way will not work. We cannot use a mail contact strategy in areas where the majority of housing units do not have mail delivered to the physical location of the address. Many of these areas (such as Update Enumerate) contain hard-to-count populations. Please see the sections below pertaining to the individual operations.

### Address Canvassing (ADC) Operation

ADC is part of a continual effort to identify all possible places where people live or could live. In our efforts to ensure we count everyone where they spend most of their time, we must identify all possible places where people could live. This includes hidden housing units. Occupants of hidden housing units are considered hard-to-count. If we are unable to discover hidden housing units, we are unable to count the occupants of those units. As part of the ADC training, the Census Bureau instructs listers to identify and inquire about hidden housing units.

### Local Update of Census Addresses (LUCA) Operation

The LUCA Operation provides the opportunity for tribal, state, and local governments to review and comment on the Census Bureau's address list and maps to ensure an accurate and complete enumeration of their communities. The Census Address List Improvement Act of 1994 (P.L. 103-430) authorized the Census Bureau to provide individual addresses to designated local officials of tribal, state, and local governments who agreed to conditions of confidentiality in order to review and comment on the Census Bureau's address list and maps prior to the decennial census. The basic process for LUCA includes:

- Census Bureau provides address list and maps to the governmental entities.
- Governmental entities review and add, delete, or change address records or features.
- Census Bureau incorporates the updates to MAF/TIGER system.
- Census Bureau validates the updates through a clerical review, automated address matching, and ADC.
- Census Bureau provides feedback to the governmental entities.

The Census Bureau offers additional opportunities to review and provide input on the coverage, completeness, and accuracy of the address list through:

- The Geographic Support System program.
- The Count Review Operation.
- The New Construction program

From a HTC Framework perspective, operations associated with the frame are focused on the Hard-to-Locate segment.

## RESPONSE DATA

Targeted advertising and tailored contact strategies to different demographic and geographic areas, and our partnership program outlined below, assist in connecting with hard-to-count populations. The 2020 Census operational design makes it easier for people to respond through multiple modes (Internet, paper, or telephone), by allowing respondents to submit a questionnaire without a unique Census identifier, and by providing online forms, paper forms, and flexible and adaptive telephone support in multiple languages. When and where field data collection efforts are implemented, the Census Bureau tailors the enumeration strategy to the demographic and geographic areas.

### Integrated Partnership and Communications (IPC) Operation

The IPC Operation must reach every household in the nation, delivering the right messages to the right audiences at the right time. It must allocate messages and resources efficiently, ensuring consistent messaging, as well as look and feel, across all public-facing materials across communications efforts as well as operations. The program will offer the following components:

- Advertising, using print, radio, digital, television, and out-of-home.
- Earned media and public relations.
- Partnership, including both regional and national efforts.
- Social media, to include blogs and messages on platforms such as Facebook, Twitter, Instagram, Snapchat, etc.
- Statistics in Schools.
- Rapid response.
- Web site.

The IPC Operation will implement an integrated communications campaign, to increase awareness of the decennial census, promote self-response, reduce cost for NRFU operations, and improve response rates for our audiences. These audiences include hard-to-count populations.

Foundational research conducted as part of the IPC Operation to better identify and understand our audiences, particularly hard-to-count audiences, is known as the Census Barriers, Attitudes, and Motivators Study (CBAMS). As part of 2020 CBAMS, the Census Bureau conducted a survey called the 2020 Census Barriers, Attitudes, and Motivators Study Survey (2020 CBAMS Survey), designed to understand mindsets or correlated attitudes and barriers that relate to census participation across demographic subgroups. The 2020 CBAMS Survey was a self-administered mail and Internet data collection covering a range of topics related to respondents' knowledge of and attitudes toward the 2020 Census. Results will be used to understand how demographic subgroups respond to these questions. Results of the quantitative survey will also serve as an input to understanding the mindsets used in an audience segmentation analysis. The audience segmentation analysis considers tracts and clusters them based on their propensity to self-respond, their demographic characteristics, and our understanding of their mindsets based on responses to the 2020 CBAMS Survey. This audience segmentation analysis will drive creative development and media planning.

Because the survey could not achieve 100 percent response and because we cannot obtain enough cases for small demographic groups or otherwise hard-to-count populations, the Census Bureau supplemented the survey data collection with qualitative research. The qualitative research was achieved through conducting focus groups (2020 CBAMS Focus Groups) aimed at gathering insights from subgroups unable to participate in the 2020 CBAMS Survey or from subgroups that would not have a large enough number of respondents from which to draw meaningful inferences. Although the results of the focus groups will not be directly incorporated into segmentation, they will provide an anecdotal guide that will be effective in planning communications.

The qualitative research provided better reach for small and hard-to-count communities. It provided deeper insights that will further inform message development and creation. The CBAMS qualitative research comprised 42 focus groups with six to eight participants per group. The following are the groups for the English language focus groups:

- Two focus groups with rural, economically disadvantaged individuals.
- Four focus groups with low Internet proficiency individuals.
- Four focus groups with Black/African Americans individuals with a hard-to-count focus.
- Six focus groups with American Indian and Alaska Native individuals—two in Alaska and four in the continental United States.
- Four focus groups with Middle East, North African individuals.
- Four focus groups with Native Hawaiian and Pacific Islander individuals.
- Two focus groups with young, single, mobile individuals with mixed race/ethnicity.

The following are the groups for non-English speaking focus groups:

- Four focus groups with Spanish-speaking individuals who live on the U.S. mainland.
- Four focus groups with Spanish-speaking individuals in Puerto Rico.
- Four focus groups with Chinese-speaking individuals.
- Four focus groups with Vietnamese-speaking individuals.

English-speaking audiences prioritized for the 2020 CBAMS Focus Groups represent groups who either will not be surveyed by the 2020 CBAMS Survey or who are anticipated to be underrepresented in that dataset. During this phase of the research, there will not be dedicated focus groups with additional hard-to-count audiences such as people experiencing homelessness, undocumented immigrants, children, persons who are angry at and/or distrust the government, and LGBTQ persons. However, individuals from these groups may be represented within focus groups planned at this stage. They will also be part of the creative testing research, for which more resources should be available to increase capacity to reach and engage audiences. In addition, IPC plans to engage these groups through mechanisms outside of focus groups.

We will advertise in multiple languages and work with the “trusted voices” in communities across the nation to encourage response to the 2020

Census. The Census Bureau will expend resources to reach the hard-to-count populations using both traditional and digital media, as well as the use of ethnic and local media. However, final decisions on how much to allocate to each of these efforts have not been made pending results of the CBAMS research efforts. Digital media will allow us to reach hard-to-count populations more effectively than ever before. Census Bureau partners include national organizations, but also churches and other faith-based organizations, health clinics, legal aid centers, and other support organizations that traditionally undercounted populations rely on.

Partnerships educate people about the importance of the census, motivate them to return their questionnaires, and encourage cooperation with enumerators. The Census Bureau traditionally focuses on establishing partnerships with organizations that represent hard-to-count populations. For the 2010 Census, the Census Bureau established over 250,000 partnerships and has sustained as many of those relationships as possible during the intercensal years to be in a better position to start the 2020 Census than previous censuses in a variety of different ways. In order to optimize self-response, the Census Bureau has a robust relationship through the Partnership Program that includes state, local, and tribal governments; nongovernmental organizations at the national and local level; national companies; and schools. Within the Partnership Program, the Community Partnership and Engagement Program includes objectives to:

- Increase self-response.
- Use “trusted voices” to make census messages relevant at the local level.
- Grow the partnership audience.
- Increase awareness among the general public.
- Increase partnership engagement at the local level through new or improved programs.

The Census Bureau relies on the support of partners throughout the country to help perform a complete and accurate count. We work together with our partners to extend our outreach efforts and connect with hard-to-count populations. From a HTC Framework perspective, IPC focuses on the Hard-to-Contact, Hard-to-Persuade, and Hard-to-Interview segments.

### Internet Self-Response Operation

A goal of the 2020 Census Optimizing Self-Response is to generate the largest self-response, reducing the need to conduct expensive in-person follow-up with nonresponding households. This is done in several ways by:

- Enabling people to respond via multiple modes (Internet, paper, or telephone) and allowing people to respond on devices such as a home computer, laptop, tablet, or smartphone.
- Allowing respondents to submit a questionnaire without a unique Census identifier (see Non-ID Processing Operation below.)
- By providing online forms in multiple languages (see Language Services above.)
- The operational design for Internet Self-Response Operation includes, but is not limited to the following:
  - Ability to capture larger households than is possible in a traditional paper-based survey.
  - Deployments of an application that can be used across modern Internet devices and browsers.
  - An application user interface that is available in English and non-English languages.
  - A self-response contact strategy that is tailored to demographic and geographic areas, designed to encourage Internet self-response.

While the 2020 Census operational design mailing strategy is tailored to demographic and geographic areas to encourage self-response, the strategy recognizes that the Internet first response option is not optimal for some populations who may have the will, but not the ability to respond online. As such, when areas have known characteristics, such as low Internet connectivity and concentrations of elderly populations, providing a paper questionnaire with the first mailing provides maximum response opportunities and increases the likelihood of receiving a self-response. Because many people need more encouragement and reminders, our mail strategy involves up to five mailings with a combination of letters, reminders, and for anyone who has not responded, a paper questionnaire with the fourth mailing. Any address that does not self-respond is included in the workload for NRFU and subject to in-person contact attempts to collect decennial census response data.

### Non-ID Processing (NID) Operation

The NID Operation is focused on making it easy for people to respond anytime, anywhere to increase self-response rates. We will do this by:

- Providing response options that do not require a unique Census identifier.
- Maximizing real-time matching of NID respondent addresses to the census address inventory.
- Accurately assigning nonmatching addresses to census blocks.

The NID response option provides opportunities to populations who predominantly use mobile devices and may respond while taking a bus to work, sitting in a doctor's offices where they see a 2020 Census poster, etc. The NID response option may also improve coverage by reaching households that were not on our frame and may not have received any census mailing but saw an advertisement and were able to respond.

### Update Leave (UL) Operation

The UL Operation is designed to update the address frame and deliver questionnaires in geographic areas where the majority of housing units either do not have mail delivered to the physical location of the housing unit, or the mail delivery information for the housing unit cannot be verified. The purpose of the operation is to update the address and feature data for the area assigned, and to leave a 2020 Census Internet Choice Questionnaire Package at every housing unit identified to allow the household to self-respond. In many ways, the UL Operation is an extension of a Self-Response area with the major difference being that a Census Bureau employee, rather than a U.S. Postal Carrier, is delivering the 2020 Census invitation to respond, along with a paper questionnaire. While the Census Bureau hand delivers questionnaires, respondents will also have the option to respond online or over the telephone by calling Census Questionnaire Assistance. The UL Operation—similar to In-Field ADC—involves walking a geographic area to update the address list, identify missing and hidden housing units, and knocking on every door to inquire about the existence of additional housing units.

Hard-to-count populations often reside in UL areas. In order to effectively count these populations, their location must be accurately verified.

UL can occur in geographic areas that:

- Do not have city-style addresses.
- Do not receive mail through city-style addresses.
- Receive mail at post office boxes.
- Have been affected by major or natural disasters such as hurricanes, earthquakes, wild fires, tornadoes, etc.
- Have high concentrations of seasonally vacant housing.

From a HTC Framework perspective, the focus of the UL Operation is primarily on the Hard-to-Locate and Hard-to-Contact segments.

### Update Enumerate (UE) Operation

The UE Operation is designed to update the address frame and enumerate respondents in geographically remote areas with low housing-unit density that are sparsely populated, or have challenges with accessibility.

UE will occur in the following geographic areas:

- Remote areas of Maine and Southeast Alaska.
- Select tribal areas.
- Remote Alaska, which is considered a suboperation of UE.

In the UE Operation, field staff update the address and feature data, and enumerate respondents in person. UE offers respondents in areas with limited or no (broadband) Internet access and limited cell phone access (with expensive data plans in remote areas) an effective and familiar enumeration method.

Many of the hard-to-count populations reside in areas where the Census Bureau is not confident in the accuracy of the address or demographic data, and where updates may not be conducted as often as in areas that are more populous. In order to be thorough and accurate, yet cost-effective, UE will ensure that data for listing and enumeration are collected together. UE addresses hard-to-count populations by:

- Linking enumerated housing units to listing data, ensuring accurate processing of both listing and enumeration data.
- Involvement with the local community or tribe in order to optimize effective operational

implementation and to encourage higher response rates.

- Hiring from local population for enumerators, guides, or cultural facilitators who are familiar with the residents and have the language or other necessary skills to facilitate a response.

### Group Quarters (GQs) Operation/Service-Based Enumeration (SBE) Program

The Census Bureau conducts a number of operations designed for the enumeration of populations in special living arrangements. GQs are places where people live or stay in a group living arrangement, which are owned or managed by an entity or organizations providing housing or other services for the residents. GQs may have administrators or gatekeepers that make residents of these facilities hard to interview. Some GQs facilities are for persons experiencing homelessness, making the populations receiving services both hard to interview and hard to contact. SBE is designed specifically to enumerate at service-based locations such as emergency and transitional shelters, soup kitchens, regularly scheduled mobile food vans, and Targeted Non-Sheltered Outdoor Locations. The SBE process is specifically designed to approach people using service facilities because they may be missed during the traditional enumeration of housing units and GQs.

An additional special enumeration operation designed for a specific population group is the Federally Affiliated Count Overseas (FACO), where the Census Bureau will receive administrative records for all military personnel and their dependents from the Defense Manpower Command Divisions under the Department of Defense or from federal agencies who have staff stationed overseas.

### Enumeration at Transitory Locations (ETL) Operation

A Transitory Location (TL) is a location comprised of nontraditional living quarters where people are unlikely to live year-round, due to the transitory/temporary/impermanent nature of these living quarters. At TLs, we enumerate highly mobile populations. TLs include places such as recreational vehicle parks, campgrounds, hotels, motels, marinas, racetracks, circuses, or carnivals.

From a HTC Framework perspective, the special enumeration operations including GQ, SBE, Military Enumeration, FACO, and the ETL focus on populations that are both Hard-to-Contact and Hard-to-Interview segments.

### Nonresponse Followup

The NRFU Operation is entirely about hard-to-count populations. NRFU is focused on contacting and persuading residents of nonresponding addresses to provide their census responses. The objective on NRFU is to determine or resolve the housing unit status (occupied, vacant, or non-existent) for all addresses for which a self-response has not been received and to collect census response data for housing units determined to be occupied.

Administrative records, when high-quality data exist, are used in place of repeated attempts to reach nonresponding housing units. This enables the Census Bureau to focus its NRFU contact attempts on those housing units not represented well by high-quality administrative records, likely the harder-to-count populations.

NRFU enumerator training, job aids, and frequently asked questions include information and an emphasis on counting young children. Enumerator training includes a case study intended to provide clarity about how to count young children during the 2020 Census. All frequently asked questions and job aids have also been updated to address counting young children. Additionally, the verbiage that enumerators use during the interview will be updated to highlight the count of children when determining the housing unit's roster. For example, rather than using phrases such as "the census counts people/residents..." enumerators will say, "the census counts all adults and children..." Enumerators will also ask the additional coverage questions featured in the Internet self-response mode of data collection.

The NRFU operational design also addresses hard-to-count populations in the procedures used for making contact attempts. While most cases receive a maximum of six attempts, cases in hard-to-count areas may receive more than six attempts to achieve a consistent response rate for all geographic areas. Additionally, all cases are eligible for proxy enumeration after the third

attempt, allowing for four proxy attempts to enumerate the housing unit. These attempts are especially helpful in enumerating hard-to-count populations.

In an effort to increase the likelihood that students and faculty living in geographic areas surrounding colleges and universities will be counted where they lived on Census Day, the Census Bureau will conduct early NRFU. Early NRFU focuses on colleges and universities where the 2020 spring semester concludes prior to mid-May when NRFU begins nationwide. In these select geographic areas, NRFU will begin in early April.

In all NRFU areas, as enumerators are making contact attempts in the communities in which they work, they may encounter language barriers to completing an interview. When a language barrier is encountered, efforts will be made to identify an enumerator who speaks the non-English language of the respondents. If an enumerator with the needed language skills cannot be identified, the Census Bureau will engage the services of an interpreter to facilitate the interview. In addition, if an enumerator visits a nonresponding address and no one answers, the enumerator will leave a Notice of Visit that provides information for the household on how to respond online or over the telephone.

From a HTC Framework perspective, NRFU focuses on the Hard-to-Persuade segment.

### Coverage Improvement Operation

The Coverage Improvement Operation is unique in that the Census Bureau has a response from an address. However, there is some question about the response. The objective of the Coverage Improvement Operation is to recontact housing units in an effort to determine if people were missed, counted in the wrong place, or counted more than once during the census.

Criteria for the identification of cases for the Coverage Improvement Operation include:

- Cases with count discrepancies, either high or low, between the population count reported and the number of people for which data are reported.
- Affirmative responses to either the Undercount (shown in image 6) or the Overcount question.

The goal of Coverage Improvement is to resolve potential coverage issues through a recontact with the household, asking questions in an attempt to resolve whether someone has been missed and should be included in the count, or whether someone was included in the count and should be removed. The following is an example of an under-count question or probe asked in the Coverage Improvement instrument: "I'd like to make sure that we are not missing anyone who lived or stayed at this address. Were there any babies, children, grandchildren, or foster children that you did not mention?"

When considering the HTC Framework, Coverage Improvement cases fall in the Hard-to-Locate segment. They are in the Hard-to-Locate segment, not from a missing address perspective as with the frame, but from person perspective in terms of where a person should be counted.

## UNEXPECTED EVENTS

Despite the Census Bureau's best efforts to plan for the execution of the 2020 Census, unexpected events, such as natural disasters, can occur. When an unexpected event occurs, geographic areas, populations, or both may become hard to count.

How the Census Bureau reacts and how we approach the 2020 Census enumeration depends on the event. When an event occurs, the Census Bureau will form a rapid-response team to assess the impact of the event and develop a recommended reaction to the event. In forming a response plan, the Census Bureau will consider facts such as the timing of the event, severity, impacted geographic area, access to the impacted area, and other environmental concerns.

Past events impacting a decennial census enumeration have included Hurricanes Katrina and Rita that devastated the Gulf Coast prior to the 2010 Census and necessitated in the planned enumeration methodology. Recently, the devastation resulting from Hurricane Maria that hit Puerto Rico in 2017, resulted in the Census Bureau

reaching a decision to conduct UL in Puerto Rico; this decision allows additional recovery time for the impacted area and will result in Census Bureau staff hand delivering questionnaires to all of the locations where people are living.

The Census Bureau will face the challenges of any unexpected event and will take steps necessary to enumerate the population impacted by any such event.

## TOOLS

In the Census Bureau's efforts to enumerate hard-to-count populations, there are tools, techniques, and methods that support the operations and activities outlined above. While not an exhaustive list, included are:

- The Planning Database.
- Response Outreach Area Mapper (ROAM).
- Residence Criteria/Instructions.
- Coverage Questions.
- Language Materials.
- Mailing Strategy.
- Non-ID Response.
- Administrative Records.
- Field Workforce.
- Blitz Enumeration.

The Planning Database and ROAM were not mentioned previously, but are tools that can be used by Census Bureau Partnership Specialists, local officials, and community leaders to identify hard-to-count areas. The ROAM combines low response-score data with an interactive mapping platform to allow users to identify hard-to-count areas and better understand the populations of these areas for the purposes of 2020 Census outreach and promotion. Identifying areas needing extra attention can help make the most of time and resources when devising a communication and outreach strategy for hard-to-count populations.

Each tool listed above is important to supporting an integrated design for the enumeration of hard-to-count populations.

**SUMMARY**

Efforts to count everyone once, only once, and in the right place—including hard-to-count populations—are infused throughout the operational design of the 2020 Census. From early efforts that engaged hard-to-count populations, such as federal- and state-recognized tribes, through ongoing interactions with our National Advisory

Committee, the Census Bureau devotes resources to research, testing, and an operational design that considers how our environment, societal changes, and technological innovations shape our understanding of our population and the approaches we must take to ensure a complete and accurate enumeration. The approaches we employ consider both traditional enumeration approaches, as well as approaches that are tailored to specific populations such as the hard-to-count populations.



**Figure 7: Screenshot From the Response Outreach Area Mapper**



**From:** Walsh, Michael (Federal) [MWalsh@doc.gov]  
**Sent:** 4/13/2020 11:00:46 AM  
**To:** Wilbur Ross [wlr@doc.gov]; 15618321553@efaxsend.com  
**CC:** Barranca, Steven (Federal) [SBarranca1@doc.gov]; Goudarzi, Talat (Federal) [TGoudarzi@doc.gov]  
**Subject:** DRAFT talking points for 11:30 call  
**Attachments:** Briefing Materials re Hill Conversation re June 1 Restart.docx

PRIVILEGED AND CONFIDENTIAL  
PREDECISIONAL AND DELIBERATIVE

Attached are draft talking points for the 11:30 call with the Hill. We will call you at 11:00 to discuss, but please let me know if you have any comments or questions. The attendee list on the Hill side is not yet finalized.

**This document has been withheld in full.**

**From:** Ahmad, Ali M [ali.m.ahmad@census.gov]  
**Sent:** 4/11/2020 6:48:59 PM  
**To:** Kelley, Karen (Federal) [KKelley@doc.gov]; Walsh, Michael (Federal) [MWalsh@doc.gov]; Foti, Anthony (Federal) [AFoti@doc.gov]  
**CC:** Dillingham, Steven [steven.dillingham@census.gov]; Jarmin, Ron S [ron.s.jarmin@census.gov]  
**Subject:** Background Materials: Hill Talking Points and Draft Legislative Text  
**Attachments:** Briefing Materials re Hill Conversation re June 1 Restart.docx

**DP**

Best,  
Ali

**Ali Ahmad**, Associate Director  
Communications Directorate  
U.S. Census Bureau  
O: 301-763-8789 | M: 240-532-0676  
[Ali.M.Ahmad@census.gov](mailto:Ali.M.Ahmad@census.gov)  
[census.gov](http://census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)

**This document has been withheld in full.**

**From:** Ali Mohammad Ahmad (CENSUS/ADCOM FED) [ali.m.ahmad@census.gov]  
**Sent:** 4/13/2020 2:04:59 PM  
**To:** Kelley, Karen (Federal) [KKelley@doc.gov]; Walsh, Michael (Federal) [MWalsh@doc.gov]; Dillingham, Steven [steven.dillingham@census.gov]; Jarmin, Ron S [ron.s.jarmin@census.gov]; Lamas, Enrique [enrique.lamas@census.gov]; Jones, Christa D [christa.d.jones@census.gov]; Page, Benjamin J [benjamin.j.page@census.gov]; Christy, James T [james.t.christy@census.gov]  
**Subject:** Please Review- Updated Briefing Points w/ Next Steps  
**Attachments:** Updated Briefing Materials re Hill Conversation re June 1 Restart.docx

These next steps bullets are in the attached and enclosed below.

**DP**

**Ali Ahmad**, Associate Director  
Communications Directorate  
U.S. Census Bureau  
O: 301-763-8789 | M: 240-532-0676  
[Ali.M.Ahmad@census.gov](mailto:Ali.M.Ahmad@census.gov)  
[census.gov](http://census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)

**This document has been withheld in full.**

Status Reporting: 2020 Decennial Census  
Periodic Reporting: Release for April 13, 2020

# Periodic Performance Management Reports

Release for April 13, 2020

Status	Report Title	Summary	Slide Number
<input type="radio"/>	2020 Census: Recruiting Ranges Over Time		4
<input checked="" type="radio"/>	2020 Census: Applicant Status	Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.	5
<input type="radio"/>	2020 Census: Remote Alaska Production Progress & Cost	To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date and expectations for workload completion are being determined.	6
<input type="radio"/>	2020 Census: Self-Response Mailings	The first three Self-Response mailings are complete, and the fourth is underway.	8
<input checked="" type="radio"/>	2020 Census: Self-Response of Housing Units	Self-Response to the 2020 Census is tracking within the projected range. The overall Self-Response rate point estimate is above expectations.	9
<input checked="" type="radio"/>	2020 Census: Self-Response of Housing Units – Zoomed in View		10
<input type="radio"/>	2020 Census: Self-Response of Housing Units by Response Mode	Self-response to the 2020 Census is generally tracking within range. Internet response is exceeding expectations. Telephone response is lagging behind projections. We have some paper data processing challenges due to the implementation of social distancing and stay at home orders.	11
<input type="radio"/>	2020 Census: Self-Response of Housing Units by Response Mode – Zoomed in View		12

## Legend

Not Applicable

Completed

On Track





Management Focus

Requires Attention



# Periodic Performance Management Reports

Release for April 13, 2020

Status	Report Title	Summary	Slide Number
	2020 Census: Self-Response of Housing Units by State		13
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections		14
	2020 Census: Questionnaire Assistance Inbound Calls	Call center staffing for English and Spanish languages is currently limited to 50 percent of plan due to social distancing guidelines. Hours of operation have been reduced for Non-English, Non-Spanish language lines.	17
	2020 Census: Partners & Participating Organizations	Progress to establish relationships with National and community organizations continues. The number of partnering organizations at the national-level has grown to 876. The 2020 Census exposure at the local and community level continues to grow; the number of active community partners has grown to over 346,000. We have exceeded the 2010 Census numbers for both national and community partners.	18
	2020 Census: Integrated Communications Campaign Weekly Report Timeline	Steady progress continues on Integrated Communications Campaign efforts. The program is rapidly preparing new messages and delivery vehicles in light of the our current environment.	19
	2020 Census: Monthly FY 2020 Budget Execution Report	Fiscal Year 2020 budget execution is managing budget to address critical program needs.	20

## Legend

Not Applicable

Completed

On Track

Management Focus

Requires Attention

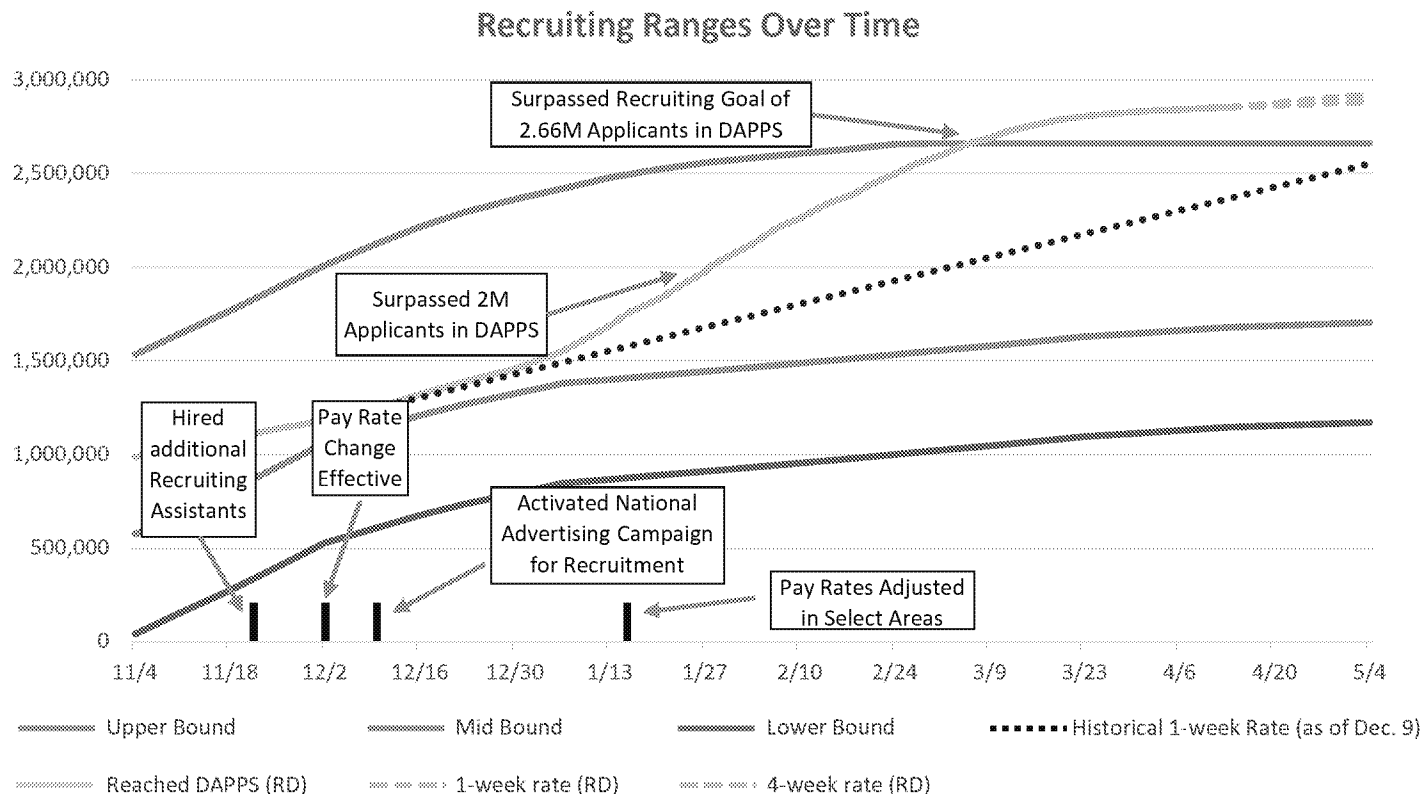
# Periodic Performance Management Reports

## 2020 Census: Recruiting Ranges Over Time

Data current as of:  
April 13, 2020

Completion Date:  
May 12, 2020

Notes:



<b>1-week averages</b>
<b>As of April 13:</b> Daily Rate: 1,518 reached DAPPS/day
<b>As of April 6:</b> Daily Rate: 2,070 reached DAPPS/day
<b>As of March 30:</b> Daily Rate: 3,116 reached DAPPS/day

<b>Upper Bound:</b> 55% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>7 Week Operation</u> 500,000 Hired
---

<b>Mid:</b> 60.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 320,000 Hired
---

<b>Lower Bound:</b> 65.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 220,000 Hired
---



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Source: DAPPS

# Periodic Performance Management Reports

## 2020 Census: Applicant Status

**Status:**

● *On Track*

**Data current as of:**

*April 13, 2020*

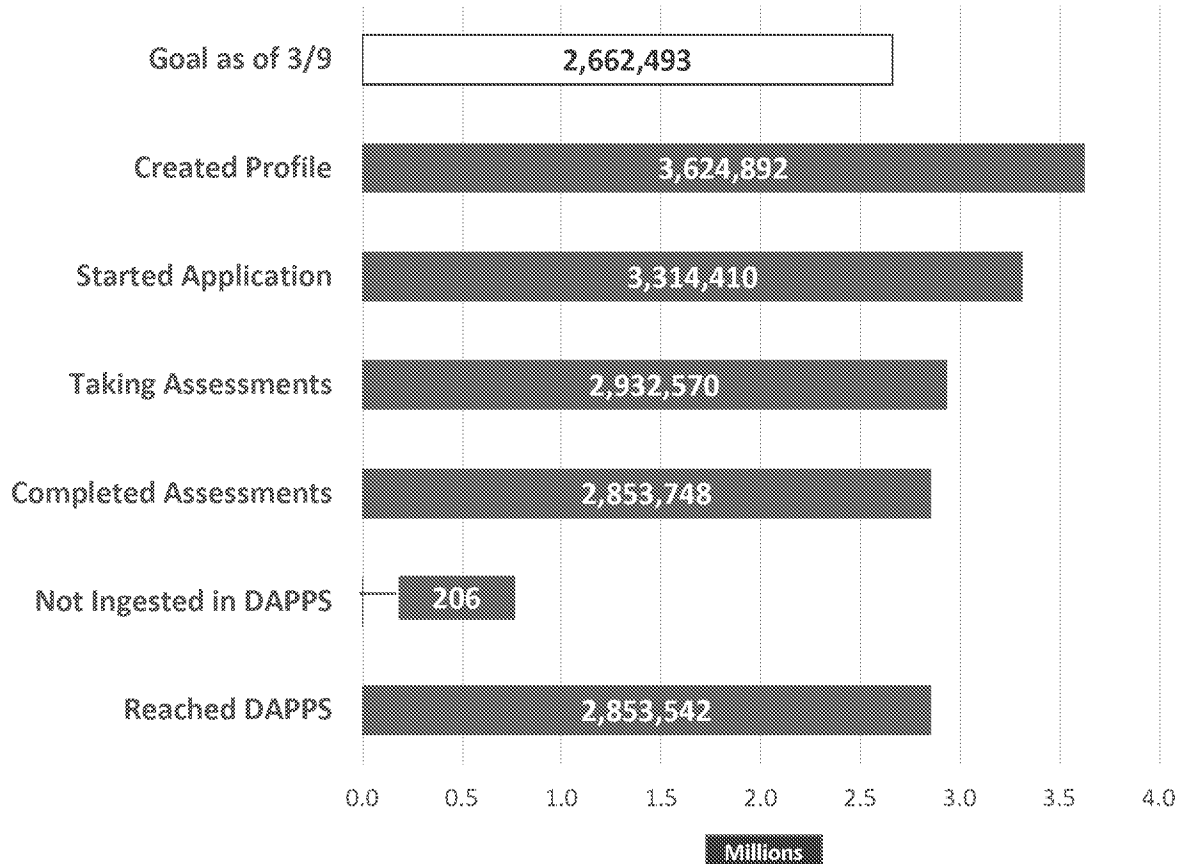
**Completion Date:**

*January 5, 2021*

**Notes:**

- Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.
- We are communicating with our recruits, selectees, and on-board staff so that staff will be ready to work when we are able to recommence all field operations.

### Steps in Applying for a Position



# Periodic Performance Management Reports

## 2020 Census: Remote Alaska Progress & Cost

Status:

Management Focus

Data current as of:

April 13, 2020

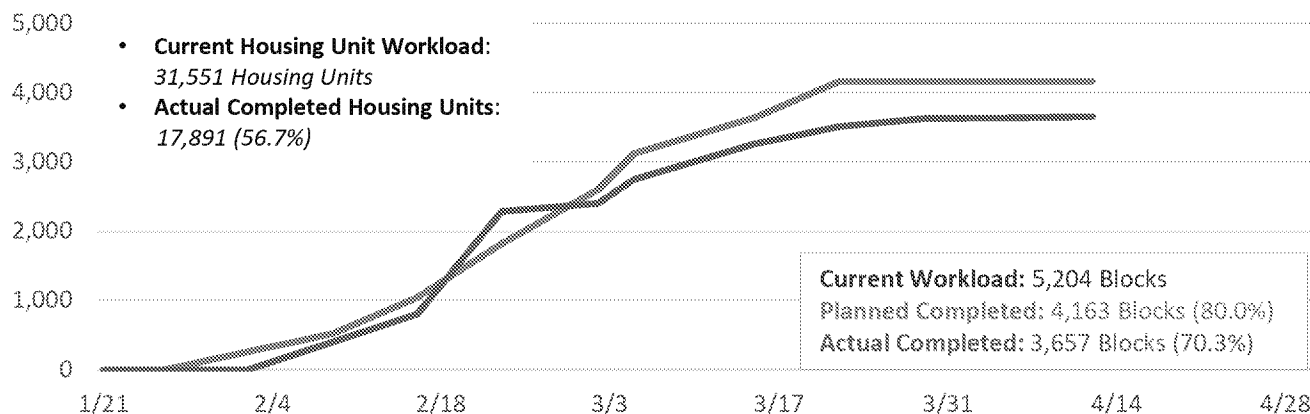
Start Date:

January 21, 2020

Completion Date:

May 14, 2020

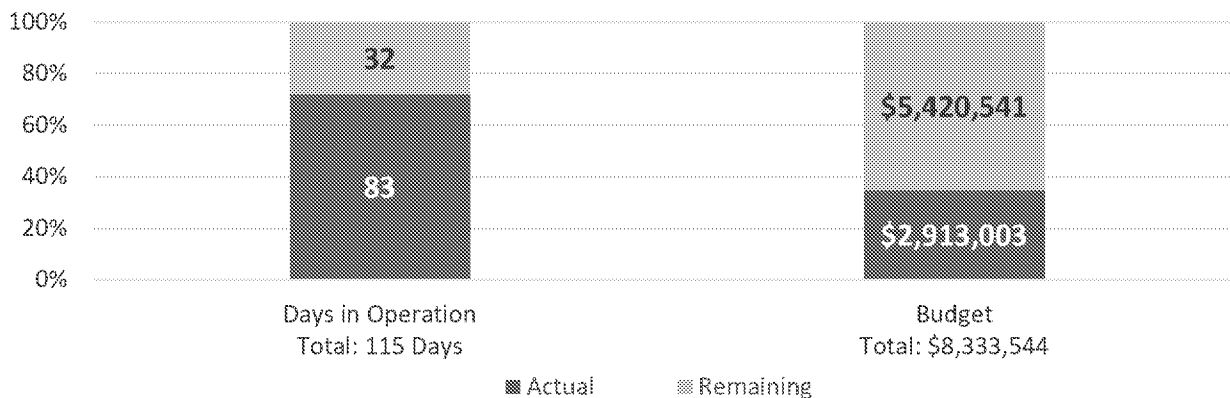
### Progress for Remote Alaska Production



Notes:

To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date and expectations for workload completion are being determined.

### Key Performance Indicators for Remote Alaska



Source: Unified Tracking System, Automated Tracking and Control

# Periodic Performance Management Reports

## 2020 Census: Self-Response Mailings – Pre-Replan

Status:

Management Focus

Data current as of:  
April 6, 2020

Start Date:  
March 12, 2020

Completion Date:  
April 27, 2020

**Notes:**

- Dates shown are in-home dates.
- **Internet First:** Emphasizes online response as the primary self-response option.
- **Internet Choice:** Targeted to areas least likely to respond online. Receipt of questionnaire in the first mailing provides the "choice" to respond with paper from the first contact.
- **Cohort:** Distributes workload and enables balancing of demand on data collection and processing systems.

		Self-Response Type of Enumeration Area 1 (TEA 1) Mailings						
Panel	Cohort	Mailing 1	Mailing 2	Mailing 3*	Mailing 4*	Mailing 5*		
		Letter Internet First  Letter + Questionnaire Internet Choice	Letter	Postcard	Letter + Questionnaire	"It's not too late" Postcard		
Internet First	1	● Mar. 12	● Mar. 16	● Mar. 26	○ Apr. 8	○ Apr. 20		
	2	● Mar. 13	● Mar. 17	● Mar. 27	○ Apr. 9	○ Apr. 20		
	3	● Mar. 19	● Mar. 23	● Apr. 2	○ Apr. 15	○ Apr. 27		
	4	● Mar. 20	● Mar. 24	● Apr. 3	○ Apr. 16	○ Apr. 27		
Internet Choice	NA	● Mar. 13	● Mar. 17	● Mar. 27	○ Apr. 9	○ Apr. 20		

\* Targeted only to nonresponding housing units

**Legend**

Not Started	Completed	On Track	Management Focus	Requires Attention
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Source: Unified Tracking System

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# Periodic Performance Management Reports

## 2020 Census: Self-Response Mailings - Replan

Status:

Management Focus

Data current as of:

April 8, 2020

Start Date:

March 12, 2020

Completion Date:

May 9, 2020

Notes:

- Dates shown are in-home dates except Mailing 4 (which is a production end date; in-homes will be 1-2 days later).
- **Internet First:** Emphasizes online response as the primary self-response option.
- **Internet Choice:** Targeted to areas least likely to respond online; includes a paper questionnaire in the first mailing.

Self-Response Type of Enumeration Area 1 (TEA 1) Mailings							
Panel	Cohort	Mailing 1	Mailing 2	Mailing 3*	Mailing 4**	Mailing 5**	
		Letter Internet First  Letter + Questionnaire Internet Choice	Letter	Postcard	Letter + Questionnaire  Replan date shown below is the production end date for the cohort.	"It's not too late" Postcard  Replan date shown below is the in-home date for the cohort.	
Internet First	1	<input checked="" type="radio"/> Mar. 12	<input checked="" type="radio"/> Mar. 16	<input checked="" type="radio"/> Mar. 26	<input type="radio"/> Apr. 14	<input type="radio"/> Apr. 27	
	2	<input checked="" type="radio"/> Mar. 13	<input checked="" type="radio"/> Mar. 17	<input checked="" type="radio"/> Mar. 27	<input type="radio"/> Apr. 18	<input type="radio"/> Apr. 30	
	3	<input checked="" type="radio"/> Mar. 19	<input checked="" type="radio"/> Mar. 23	<input checked="" type="radio"/> Apr. 2	<input type="radio"/> Apr. 22	<input type="radio"/> May 4	
	4	<input checked="" type="radio"/> Mar. 20	<input checked="" type="radio"/> Mar. 24	<input checked="" type="radio"/> Apr. 3	<input type="radio"/> Apr. 24	<input type="radio"/> May 6	
Internet Choice	NA	<input checked="" type="radio"/> Mar. 13	<input checked="" type="radio"/> Mar. 17	<input checked="" type="radio"/> Mar. 27	<input type="radio"/> Apr. 28	<input type="radio"/> May 9	

\* Targeted only to nonresponding housing units

+ Original Mailing 4 in-home dates were April 8-16. Original Mailing 5 in-home dates were April 20-27.

Legend

<input type="radio"/> Not Started	<input checked="" type="radio"/> Completed	<input type="radio"/> On Track	<input type="radio"/> Management Focus	<input type="radio"/> Requires Attention
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Source: Operational Reporting

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# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units

Status:

● On Track

Data current as of:  
April 13, 2020

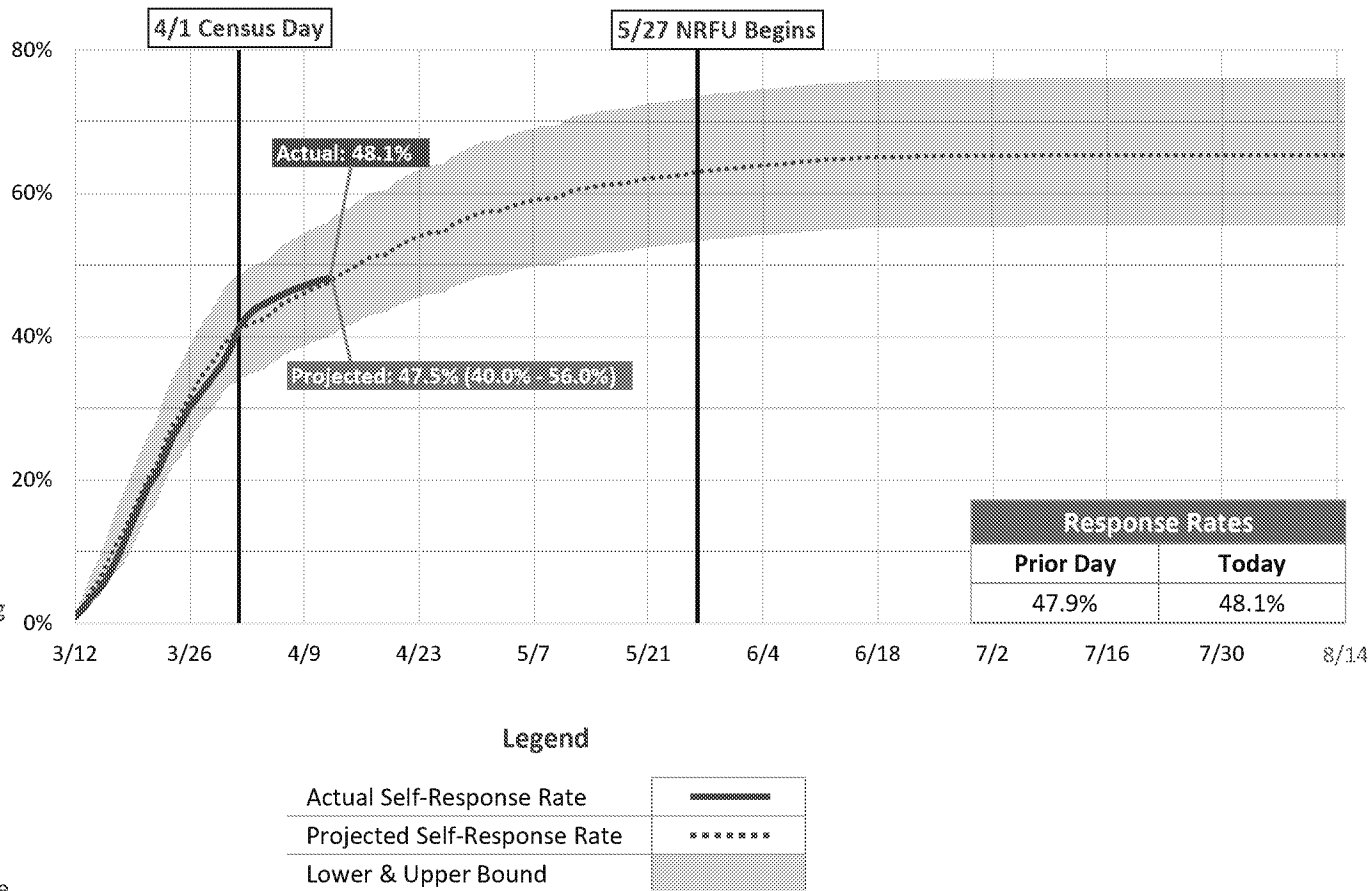
Start Date:  
March 12, 2020

Completion Date:  
August 14, 2020\*

Notes:

- Response rates reflect responses from TEA 1 and TEA 6.
- Models were developed to project the self-response rates, including the timing of responses and the portion of responses within each self-response mode (internet, paper, phone), using demographic and socio-economic data and self-response rates from the American Community Survey and census tests since 2010.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates



Source: Census Data Lake & Decennial Statistical Studies Division



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# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units – Zoomed in View

Status:

● On Track

Data current as of:

April 13, 2020

Start Date:

March 12, 2020

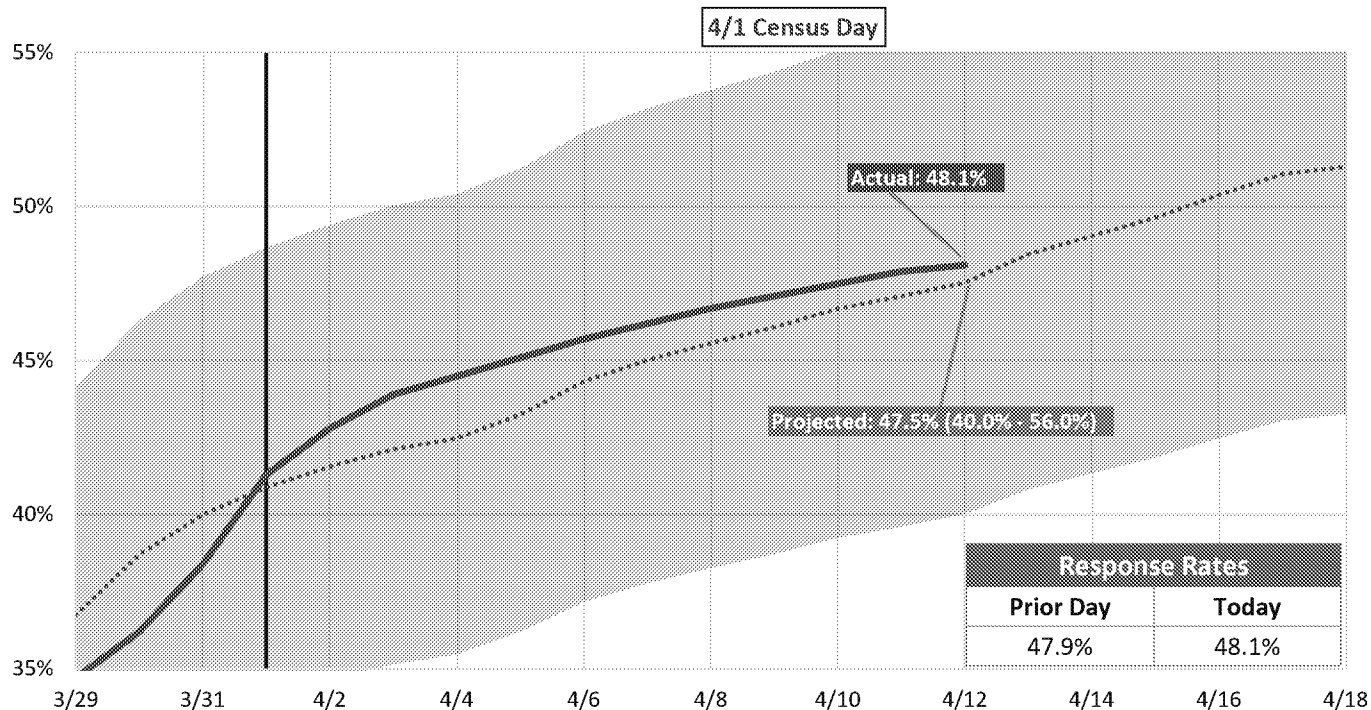
Completion Date:

August 14, 2020\*

Notes:

- Response rates reflect responses from TEA 1 and TEA 6.
- Models were developed to project the self-response rates, including the timing of responses and the portion of responses within each self-response mode (internet, paper, phone), using demographic and socio-economic data and self-response rates from the American Community Survey and census tests since 2010.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

### Actual vs. Projected Self-Response Rates



Legend

Actual Self-Response Rate

Projected Self-Response Rate

Lower & Upper Bound



Source: Census Data Lake & Decennial Statistical Studies Division



# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

Status:  
 Management Focus

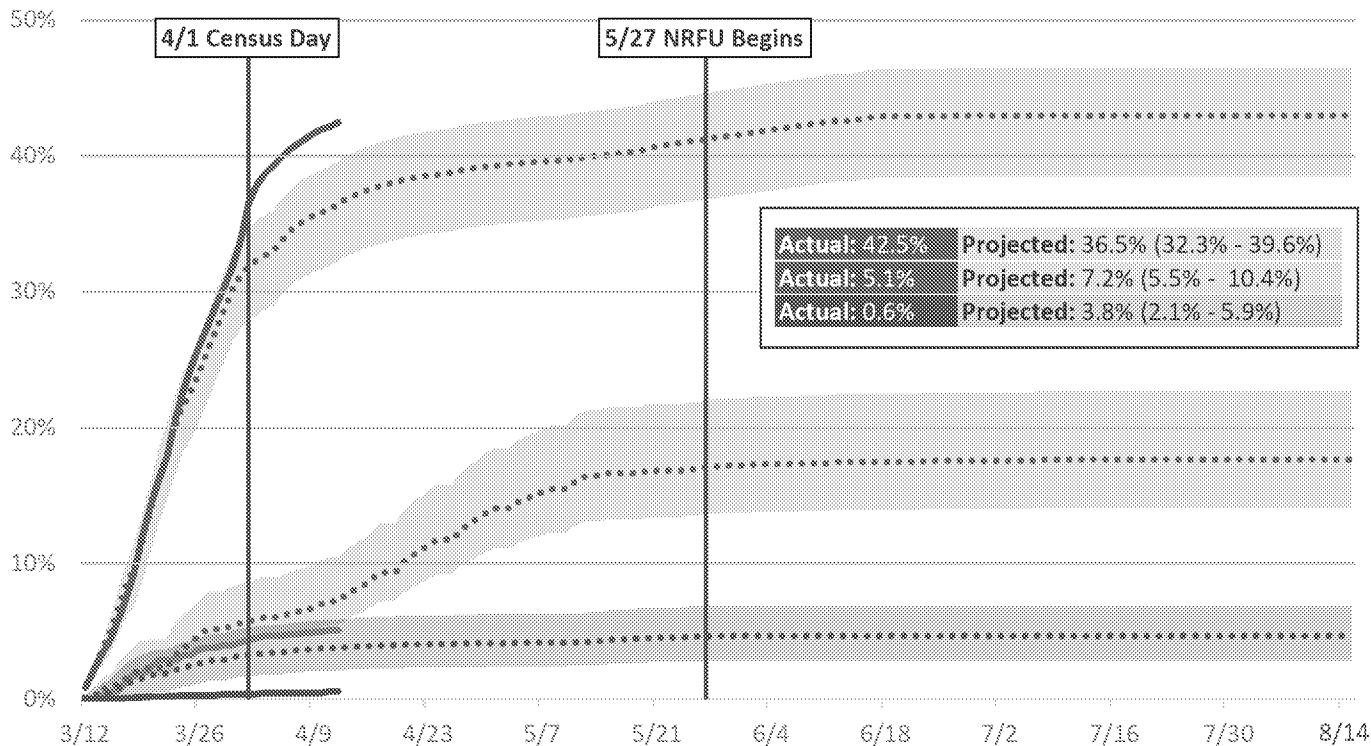
Data current as of:  
 April 13, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 August 14, 2020\*

- Notes:
- Response rates reflect responses from TEA 1 and TEA 6.
  - Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates By Mode



Legend

	Internet	Paper	Phone
Actual Self-Response Rate	-----	-----	-----
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound			

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

Status:

Management Focus

Data current as of:

April 13, 2020

Start Date:

March 12, 2020

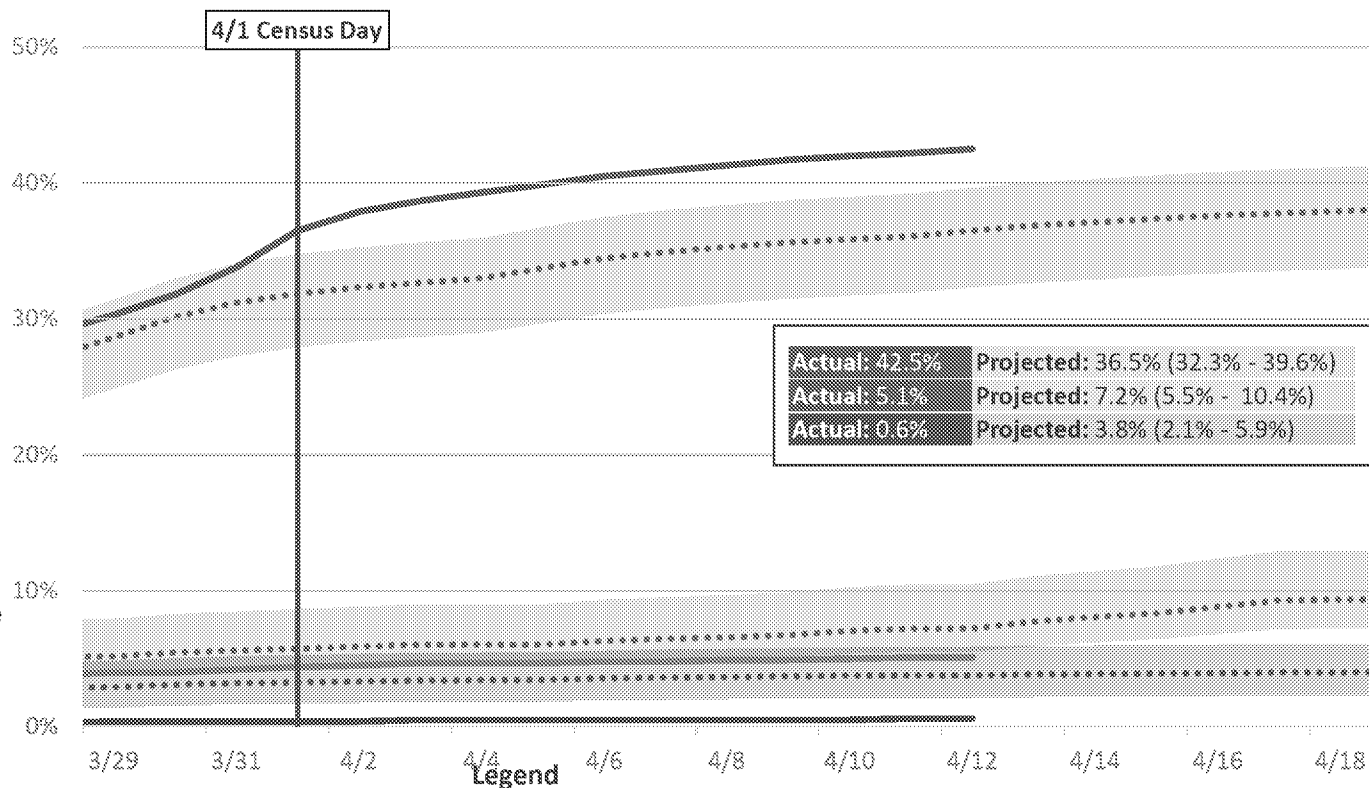
Completion Date:

August 14, 2020\*

Notes:

- Response rates reflect responses from TEA 1 and TEA 6.
- Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates By Mode



	Internet	Paper	Phone
Actual Self-Response Rate	-----	-----	-----
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound			

Source: Census Data Lake & Decennial Statistical Studies Division



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# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State

Source: Decennial Statistical Studies Division

Data Current as of: April 13, 2020

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
U.S. Total	48.1%	63.5%	66.5%
Minnesota	57.5%	71.6%	74.1%
Wisconsin	54.9%	71.2%	73.5%
Michigan	54.7%	65.4%	67.7%
Iowa	54.0%	71.0%	73.0%
Nebraska	54.0%	68.8%	71.1%
Washington	53.8%	63.7%	67.2%
Utah	53.8%	65.4%	68.6%
Virginia	53.7%	66.2%	69.0%
Kansas	52.5%	67.4%	70.0%
Illinois	52.5%	67.7%	70.5%
Colorado	51.9%	64.4%	67.2%
Ohio	51.9%	66.2%	69.0%
Idaho	51.6%	64.6%	67.1%
Indiana	51.5%	67.0%	69.6%
Maryland	51.4%	66.5%	69.5%
Oregon	51.3%	63.9%	66.9%
Connecticut	49.9%	66.3%	69.5%
Kentucky	49.8%	63.0%	65.7%
Missouri	49.4%	65.3%	67.5%
Pennsylvania	49.3%	67.8%	70.2%
Massachusetts	49.3%	65.6%	68.8%
New Jersey	49.2%	64.4%	67.6%
California	48.7%	64.7%	68.2%
North Dakota	48.4%	66.8%	68.8%
South Dakota	48.4%	65.0%	67.1%
Tennessee	48.2%	63.8%	67.1%

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
Nevada	47.9%	58.7%	61.4%
Alabama	47.4%	59.5%	62.5%
Delaware	46.7%	60.8%	64.1%
Mississippi	46.6%	58.1%	61.3%
Florida	46.3%	59.6%	63.0%
District of Columbia	46.0%	62.2%	66.0%
New Hampshire	45.9%	61.5%	64.4%
Arizona	45.7%	58.5%	61.3%
Georgia	45.5%	59.5%	62.5%
North Carolina	45.1%	62.1%	64.8%
Rhode Island	44.9%	62.8%	65.7%
Arkansas	44.9%	59.5%	62.3%
Louisiana	44.2%	57.9%	61.0%
Texas	43.7%	60.3%	64.4%
South Carolina	43.5%	62.2%	64.7%
Oklahoma	43.1%	58.9%	62.3%
New York	42.3%	61.3%	64.6%
Hawaii	42.2%	60.7%	64.1%
Montana	40.2%	62.3%	64.6%
Wyoming	39.2%	61.1%	63.4%
Maine	38.5%	55.3%	57.4%
Vermont	38.4%	58.1%	60.3%
New Mexico	37.1%	56.9%	60.0%
West Virginia	35.9%	56.8%	59.1%
Alaska	32.1%	51.6%	55.6%
Puerto Rico	5.0%	51.2%	53.8%

Source: Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections

Source: Decennial Statistical Studies Division

Data Current as of: April 13, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Michigan	54.7%	49.3%	1.109
Minnesota	57.5%	52.3%	1.101
Mississippi	46.6%	42.5%	1.097
Idaho	51.6%	47.1%	1.097
Wisconsin	54.9%	50.2%	1.094

Lowest			
State	Actual	Projection	Actual/ Projection
West Virginia	35.9%	45.3%	0.792
Alaska	32.1%	39.5%	0.811
Vermont	38.4%	46.9%	0.818
Maine	38.5%	46.2%	0.834
Wyoming	39.2%	43.9%	0.893

# \*CQA CSRs Work from Home

## NENS Support

- Beginning April 7, 2020
- Callers to the Cantonese, Korean, Mandarin, Russian, & Vietnamese Lines
  - Were provided the option to leave a voice message with their name, phone number, state, if they wish to be called back to respond to the Census
  - Incoming workload from voicemails will be distributed to qualified NENS skilled CSRs starting April 8
  - NENS skilled CSRs from NY contact center will return calls using GFE iPhones and enumerate respondents using GFE iPads
  - Remaining NENS languages will be supported by April 14, 2020 on a flow basis

# \*MQA CRR Work from Home

## English / Spanish Support

- Beginning April 10, 2020
- Callers to the English and Spanish Lines
  - Will be provided the option to leave their phone number and preferred call back time window (morning, afternoon, or evening), if they wish to be called back to respond to the Census in the IVR
  - Incoming workload from the CQA IVR will be sent daily to USCB and distributed to the Regions via MOJO/HERMES, who will distribute to qualified skilled MQA Recruiting Assistant CRRs
  - Approximately 3400 English and Spanish MQA Recruiting Assistants (CRRs) will return calls via iPhones and enumerate respondents using iPads

# Periodic Performance Management Reports

## 2020 Census: Questionnaire Assistance Inbound Calls

**Status:**

● *On Track*

**Data current as of:**

*April 11, 2020*

**Completion Date:**

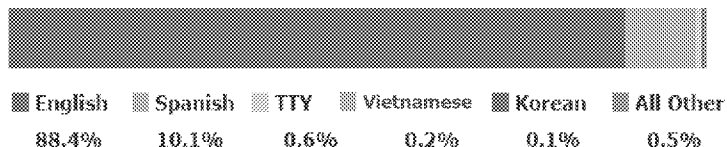
*July 31, 2020*

**Notes:**

**Impacts of Social Distancing:**

- Staffing for English and Spanish languages currently limited to 50% of plan due to social distancing guidelines.
- Hours of operation reduced for Non-English, Non-Spanish language lines.
- Relief has been given for the Service Level Agreement (SLA) of answering 80% of calls in 30 seconds. However, during the past week, this SLA was 85.1% - the highest it's been to date.

**Total Inbound Call Volume % (PTD)**

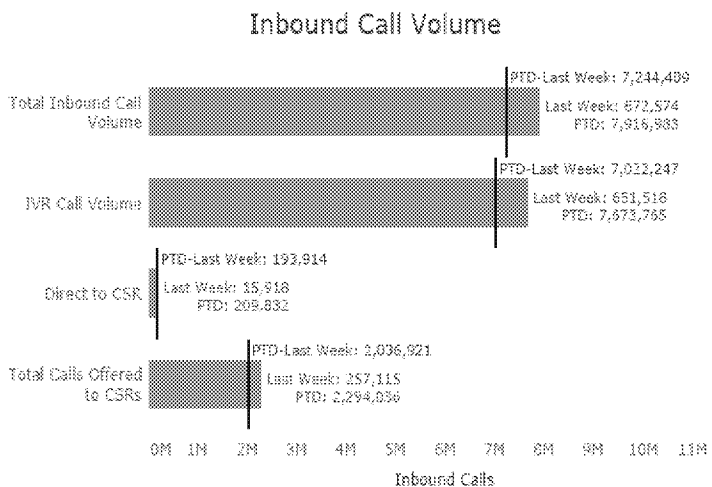


**Key Performance Metrics (PTD)**

	Planned	Actual
Total Inbound Call Volume	6,765,203	7,916,983
Deflection Rate	47.0%	71.7%
Service Level - 30 Seconds	80.0%	45.5%
Average Handle Time	8:00	9:23

**Calls Offered to CSRs by Language**

	3/29 - 4/4	4/5 - 4/11	PTD	PTD %
English	611,995	224,559	2,052,101	89.5%
English Puerto Rico	452	218	928	0.0%
Spanish	49,920	24,248	150,712	6.6%
Spanish Puerto Rico	4,871	2,016	7,508	0.3%
Chinese Mandarin	1,783	660	7,427	0.3%
Chinese Cantonese	1,418	590	5,697	0.2%
Vietnamese	2,139	1,554	9,733	0.4%
Korean	2,379	1,008	9,904	0.4%
Russian	806	335	4,448	0.2%
Arabic	585	181	2,892	0.1%
Tagalog	457	121	2,050	0.1%
Polish	483	96	1,730	0.1%
French	162	53	868	0.0%
Haitian Creole	450	137	1,654	0.1%
Portuguese	281	100	1,210	0.1%
Japanese	319	130	1,806	0.1%
TTY	1,478	669	32,516	1.4%
Group Quarters	408	440	852	0.0%
<b>Total</b>	<b>680,386</b>	<b>257,115</b>	<b>2,294,036</b>	<b>100.0%</b>



Source: Daily Briefing Deck: Census Questionnaire Assistance

# Periodic Performance Management Reports

## 2020 Census: Partners & Participating Organizations

Status:

● On Track

Data current as of:

April 9, 2020

Completion Date:

March 2020

Notes:

- 2010 Census: 256,000 regional partners and 856 national partnering organizations.
- We have exceeded the 2010 Census for both national and community partners.

Participating Organizations by Sector		
Sector	National	Community
Nonprofit	332	66,633
Business	108	69,532
Chamber of Commerce/Trade or Professional Association	93	9,609
Education	88	79,747
Government	81	66,316
Faith-Based Organizations	54	33,480
Healthcare	42	13,150
Media	40	6,853
Technology	31	357
International Governmental/ Consulate/ Embassy	7	345
<b>Grand Total</b>	<b>876</b>	<b>346,022</b>

Participating Organizations by Audiences Served*		
Audiences Served	National	Community
Mass Appeal	365	200,463
Young Children	83	5,227
Black/African American	78	15,548
Rural	71	10,642
Hispanic/Latino	70	22,423
Asian	65	8,892
Young and Mobile	39	5,227
Native Hawaiian Pacific Islander	37	589
Veterans	37	3,031
LGBTQ	22	1,156
Individuals with Disabilities	21	2,998
Persons Experiencing Homelessness and Highly Mobile	20	5,105
American Indian/ Alaskan Native	18	3,433
MENA	14	N/A
Elderly	9	7,979

\*Participating organizations that serve more than one audience are tallied against multiple audiences served as appropriate, so the sum total is greater than the grand total shown.

Completed Community Partnership Events: 304,031

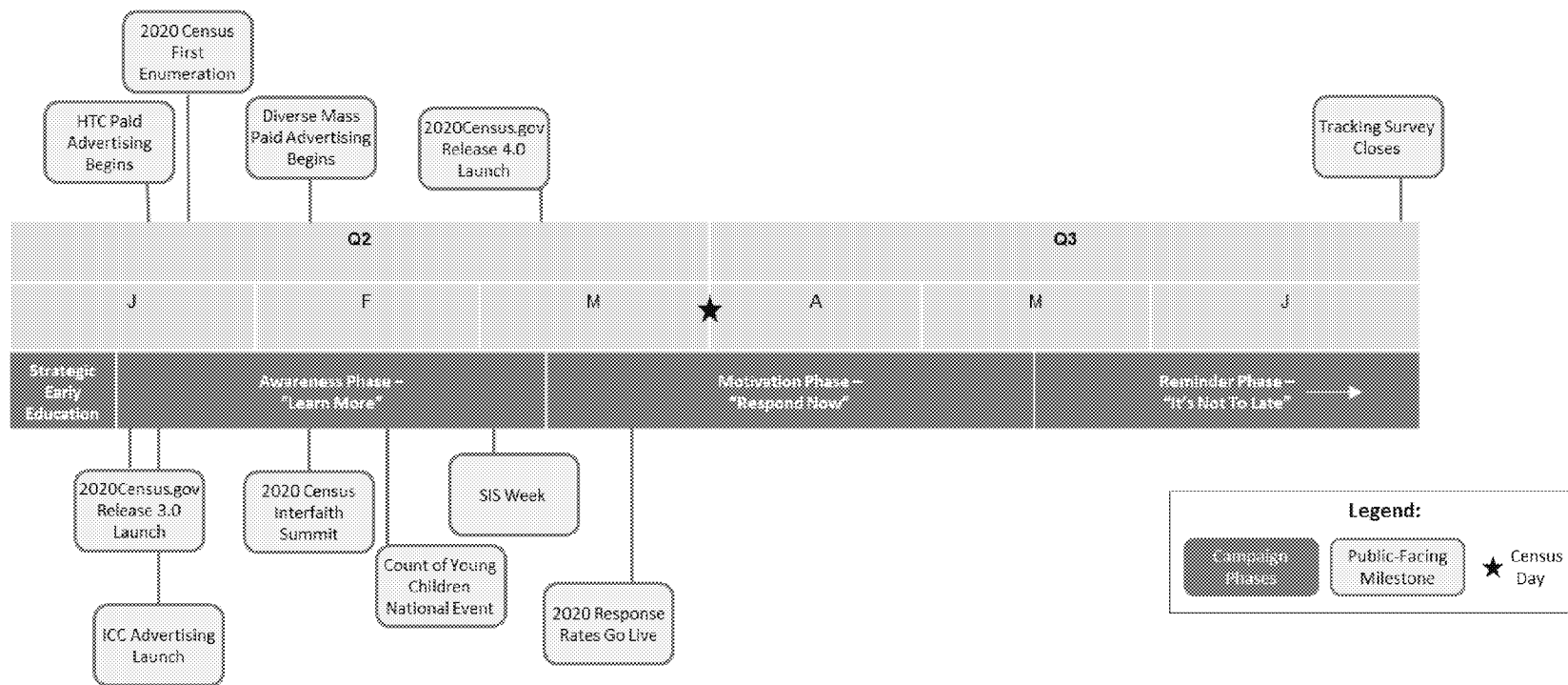


# Periodic Performance Management Reports

## 2020 Census: Integrated Communications Campaign Weekly Report Timeline

Source: *Integrated Partnerships and Communication*

Data Current as of: *April 9, 2020*



### Significant Accomplishments

- Community Partnership & Engagement Program held a call on Wed., April 8th (LA & Denver/Dallas) and Thurs., April 9 (PHL/ATL/NY/CHI). The theme of the call was “We Are Open and Still Conducting the 2020 Census—Let’s Get the Response Rate Up”. Along with informing about how the Census Bureau and the regions are adjusting to current conditions, they also highlighted the Response Rate and how it can be leveraged to promote a complete count
- Census Open Innovations Lab (COIL) extended the deadline for their **Get Out the Count Video Prize Challenge**, to May 7th. There’s been a huge spike in web traffic to the [Accelerate Prize landing page](#) following promotion from Census Bureau social media, the 2020 Census Updates Newsletter, and organic promotion amongst CCC’s, partner organizations, and local news outlets.
- The paid media heavy-up continued this week to capitalize on the momentum gained last week for activities around Census Day.

# Periodic Performance Management Reports

## 2020 Census: Monthly FY 2020 Budget Execution Report

Status:

● On Track

### FY 2020 Actual Budget Execution for the 2020 Census Program Commitments and Obligations through 3/31/2020

Data current as of:

March 31, 2020

Completion Date:

September 30, 2020

Notes:

- The data are updated monthly following the financial close-out of the previous month, typically about five business days into the next month.

	IT	Non-IT	Total
Total Planned through March	\$1,027,635,749	\$1,568,026,565	\$2,595,662,314
Total Actual Obligations and Commitments	\$1,218,809,457	\$1,470,956,287	\$2,689,765,744
Execution Variance: Salary Lapse and Contract Variance	\$43,872,184	\$154,930,799	\$198,802,983
Strategic Realignments of Planned Obligations	(\$235,045,892)	(\$57,860,521)	(\$292,906,413)
Combined Execution Variance and Strategic Realignments (\$)	(\$191,173,708)	\$97,070,278	(\$94,103,430)
Combined Execution Variance and Strategic Realignments (%)	-18.60%	6.19%	-3.63%

#### High-Level Variance Explanations:

Earlier this year, the 2020 Census Program exercised the appropriations flexibilities provided in the Continuing Resolution and the Final Appropriations to strategically execute several items earlier in the fiscal year that had been originally planned in January, March, and April. This flexibility permitted the 2020 Census to streamline, provide certainty, and get ahead of schedule on the contract obligations and postage required for the final push to the 2020 Census. These strategic realignments for the TI contract, CQA contract, and postage for the 2020 Census mail-out are cost-neutral accelerations of actions and do not reflect an increase in planned costs. As of March 31, a total of \$293 million that was strategically obligated early had not yet surpassed its original obligation date required to rebalance budget variance.

- The remaining positive variance through March against the original plan in 2020 Census IT systems and operations is \$44 million, or 4 percent. This variance consists of minor timing changes in contract actions and other IT purchases to later months in the fiscal year.
- The remaining positive variance through March against the original plan in 2020 Census non-IT operations is \$155 million, or 10 percent. This variance consists of \$178 million in lapsed salary, partially offset by a decision to increase funding above the original plan for the ICC contract to facilitate additional media purchases during Census week.

Source: Commerce Business Systems

**From:** Walsh, Michael (Federal) [MWalsh@doc.gov]  
**Sent:** 4/13/2020 4:27:47 PM  
**To:** Gorey, Lauren (Federal) [LGorey@doc.gov]  
**Subject:** Census talking points  
**Attachments:** Briefing Materials re Hill Conversation re June 1 Restart.docx

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PREDECISIONAL AND DELIBERATIVE

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**From:** Ali Mohammad Ahmad (CENSUS/ADCOM FED) [ali.m.ahmad@census.gov]  
**Sent:** 4/13/2020 4:50:22 PM  
**To:** Gorey, Lauren (Federal) [LGorey@doc.gov]; Foti, Anthony (Federal) [AFoti@doc.gov]; Ding, Michael (Federal) [MDing@doc.gov]; Brebbia, Sean (Federal) [SBrebbia@doc.gov]; Rockas, James (Federal) [JRockas@doc.gov]; Paranzino, Anthony (Federal) [AParanzino@doc.gov]  
**CC:** Walsh, Michael (Federal) [MWalsh@doc.gov]; Kelley, Karen (Federal) [KKelley@doc.gov]; Dillingham, Steven [steven.dillingham@census.gov]; Jarmin, Ron S [ron.s.jarmin@census.gov]  
**Subject:** QUICK REVIEW-- STATEMENT & TWO-PAGE SCHEDULE  
**Attachments:** FOR REVIEW-- DRAFT Working Statement re 2020 Census Shift.docx; FOR REVIEW-- Operational Adjustment and Activities- WORKING DOCUMENT.docx

DP

**Ali Ahmad**, Associate Director  
Communications Directorate  
U.S. Census Bureau  
O: 301-763-8789 | M: 240-532-0676  
[Ali.M.Ahmad@census.gov](mailto:Ali.M.Ahmad@census.gov)  
[census.gov](http://census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)

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**To:** Ding, Michael (Federal) [MDing@doc.gov]; Jarmin, Ron S [ron.s.jarmin@census.gov]; Ahmad, Ali M [ali.m.ahmad@census.gov]; Foti, Anthony (Federal) [AFoti@doc.gov]; Brebbia, Sean (Federal) [SBrebbia@doc.gov]; Rockas, James (Federal) [JRockas@doc.gov]; Paranzino, Anthony (Federal) [AParanzino@doc.gov]  
**CC:** Walsh, Michael (Federal) [MWalsh@doc.gov]; Kelley, Karen (Federal) [KKelley@doc.gov]; Dillingham, Steven [steven.dillingham@census.gov]  
**Subject:** RE: QUICK REVIEW-- STATEMENT & TWO-PAGE SCHEDULE  
**Attachments:** FOR REVIEW-- DRAFT Working Statement re 2020 Census Shift +OPA.docx; 20-069751 Oman- Cisco\_sec\_03062020 +OPA 4.13.2020.docx

Suggested edits attached.

---

**From:** Ding, Michael (Federal) <MDing@doc.gov>  
**Sent:** Monday, April 13, 2020 1:04 PM  
**To:** Jarmin, Ron S <ron.s.jarmin@census.gov>; Ahmad, Ali M <ali.m.ahmad@census.gov>; Gorey, Lauren (Federal) <LGorey@doc.gov>; Foti, Anthony (Federal) <AFoti@doc.gov>; Brebbia, Sean (Federal) <SBrebbia@doc.gov>; Rockas, James (Federal) <JRockas@doc.gov>; Paranzino, Anthony (Federal) <AParanzino@doc.gov>  
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**Subject:** RE: QUICK REVIEW-- STATEMENT & TWO-PAGE SCHEDULE

I'm good.

Michael Ding  
Strategic Advisor  
Office of Policy and Strategic Planning  
[MDing@doc.gov](mailto:MDing@doc.gov)  
(202) 322-2399

---

**From:** Ron S Jarmin (CENSUS/DEPDIR FED) <[Ron.S.Jarmin@census.gov](mailto:Ron.S.Jarmin@census.gov)>  
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**To:** Ahmad, Ali M <[ali.m.ahmad@census.gov](mailto:ali.m.ahmad@census.gov)>; Gorey, Lauren (Federal) <[LGorey@doc.gov](mailto:LGorey@doc.gov)>; Foti, Anthony (Federal) <[AFoti@doc.gov](mailto:AFoti@doc.gov)>; Ding, Michael (Federal) <[MDing@doc.gov](mailto:MDing@doc.gov)>; Brebbia, Sean (Federal) <[SBrebbia@doc.gov](mailto:SBrebbia@doc.gov)>; Rockas, James (Federal) <[JRockas@doc.gov](mailto:JRockas@doc.gov)>; Paranzino, Anthony (Federal) <[AParanzino@doc.gov](mailto:AParanzino@doc.gov)>  
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**Subject:** Re: QUICK REVIEW-- STATEMENT & TWO-PAGE SCHEDULE

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---

Ron S Jarmin, PhD., Deputy Director  
U.S. Census Bureau  
o: 301-763-1858 | m: 301-980-8140

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**From:** Ali Mohammad Ahmad (CENSUS/ADCOM FED) <[ali.m.ahmad@census.gov](mailto:ali.m.ahmad@census.gov)>

**Sent:** Monday, April 13, 2020 12:50 PM

**To:** Gorey, Lauren (Federal) <[LGorey@doc.gov](mailto:LGorey@doc.gov)>; Foti, Anthony (Federal) <[AFoti@doc.gov](mailto:AFoti@doc.gov)>; Ding, Michael (Federal) <[MDing@doc.gov](mailto:MDing@doc.gov)>; Brebbia, Sean (Federal) <[SBrebbia@doc.gov](mailto:SBrebbia@doc.gov)>; JRockas@doc.gov (CENSUS/ OTHER) <[JRockas@doc.gov](mailto:JRockas@doc.gov)>; Paranzino, Anthony (Federal) <[AParanzino@doc.gov](mailto:AParanzino@doc.gov)>

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**Subject:** QUICK REVIEW-- STATEMENT & TWO-PAGE SCHEDULE

DP

**Ali Ahmad**, Associate Director

Communications Directorate

U.S. Census Bureau

O: 301-763-8789 | M: 240-532-0676

[Ali.M.Ahmad@census.gov](mailto:Ali.M.Ahmad@census.gov)

[census.gov](http://census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)

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**To:** Paranzino, Anthony (Federal) [AParanzino@doc.gov]; Gorey, Lauren (Federal) [LGorey@doc.gov]; Ding, Michael (Federal) [MDing@doc.gov]; Jarmin, Ron S [ron.s.jarmin@census.gov]; Foti, Anthony (Federal) [AFoti@doc.gov]; Brebbia, Sean (Federal) [SBrebbia@doc.gov]; Rockas, James (Federal) [JRockas@doc.gov]  
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All edits incorporated.

DP

Thanks!!

Ali Ahmad, Associate Director  
Communications Directorate  
U.S. Census Bureau  
O: 301-763-8789 | M: 240-532-0676  
[Ali.M.Ahmad@census.gov](mailto:Ali.M.Ahmad@census.gov)  
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**Sent:** Monday, April 13, 2020 1:10 PM  
**To:** Gorey, Lauren (Federal) <LGorey@doc.gov>; Ding, Michael (Federal) <MDing@doc.gov>; Ron S Jarmin (CENSUS/DEPDIR FED) <Ron.S.Jarmin@census.gov>; Ali Mohammad Ahmad (CENSUS/ADCOM FED) <ali.m.ahmad@census.gov>; Foti, Anthony (Federal) <AFoti@doc.gov>; Brebbia, Sean (Federal) <SBrebbia@doc.gov>; JRockas@doc.gov (CENSUS/ OTHER) <JRockas@doc.gov>  
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**Subject:** RE: QUICK REVIEW-- STATEMENT & TWO-PAGE SCHEDULE

Good with only one additional suggestion: DP

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Strategic Advisor  
Office of Policy and Strategic Planning  
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**Ron S Jarmin, PhD.**, Deputy Director  
U.S. Census Bureau  
o: 301-763-1858 | m: 301-980-8140  
[census.gov](http://census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)  
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DP

DP

**Ali Ahmad**, Associate Director  
Communications Directorate  
U.S. Census Bureau  
O: 301-763-8789 | M: 240-532-0676  
[Ali.M.Ahmad@census.gov](mailto:Ali.M.Ahmad@census.gov)  
[census.gov](http://census.gov) | [@uscensusbureau](https://www.facebook.com/uscensusbureau)

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**From:** Ron S Jarmin (CENSUS/DEPDIR FED) [Ron.S.Jarmin@census.gov]  
**Sent:** 4/20/2020 3:59:19 PM  
**To:** Ahmad, Ali M [ali.m.ahmad@census.gov]; Walsh, Michael (Federal) [MWalsh@doc.gov]; Kelley, Karen (Federal) [KKelley@doc.gov]  
**CC:** Fontenot, Albert E [albert.e.fontenot@census.gov]; Christy, James T [james.t.christy@census.gov]; Lamas, Enrique [enrique.lamas@census.gov]  
**Subject:** Background  
**Attachments:** Post Data Collecxtion Narravtive-1.docx; Copy of Post Processing Calculator.xlsx

Here's some background on post-collection processing.

**DP**

**DP**

Al, Jamey, Enrique and I are standing by.

---

**Ron S Jarmin, PhD.**, Deputy Director  
U.S. Census Bureau  
o: 301-763-1858 | m: 301-980-8140  
census.gov | @uscensusbureau  
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Status Reporting: 2020 Decennial Census  
Periodic Reporting: Release for April 20, 2020



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

Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

Release for April 20, 2020

Status	Report Title	Summary	Slide Number
<input type="radio"/>	2020 Census: Recruiting Ranges Over Time		4
<input checked="" type="radio"/>	2020 Census: Applicant Status	Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.	5
<input type="radio"/>	2020 Census: Remote Alaska Production Progress & Cost	To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date and expectations for workload completion are being determined.	6
<input type="radio"/>	2020 Census: Self-Response Mailings-Pre-Replan		7
<input type="radio"/>	2020 Census: Self-Response Mailings-Replan	The first three Self-Response mailings are complete, and the fourth is underway.	8
<input checked="" type="radio"/>	2020 Census: Self-Response of Housing Units	Self-Response to the 2020 Census is tracking within the projected range.	9
<input checked="" type="radio"/>	2020 Census: Self-Response of Housing Units – Zoomed in View		10
<input type="radio"/>	2020 Census: Self-Response of Housing Units by Response Mode	Self-response to the 2020 Census is generally tracking within range. Internet response is exceeding expectations. Telephone response is lagging behind projections. We have some paper data processing challenges due to the implementation of social distancing and stay at home orders.	11
<input type="radio"/>	2020 Census: Self-Response of Housing Units by Response Mode – Zoomed in View		12

## Legend

Not Applicable

Completed









On Track

Management Focus

Requires Attention

# Periodic Performance Management Reports

Release for April 20, 2020

Status	Report Title	Summary	Slide Number
	2020 Census: Self-Response of Housing Units by State		13
	2020 Census: Self-Response of Housing Units by State - TEA 1 Only		14
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections		15
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections - TEA 1 Only		16
	2020 Census: Questionnaire Assistance Inbound Calls	Call Center Staffing remains at reduced levels to accommodate Social Distancing protocols. A return call option is now available to callers who leave a message requesting this option.	17
	2020 Census: Partners & Participating Organizations	Progress to establish relationships with National and community organizations continues. The number of partnering organizations at the national-level has grown to 890. The 2020 Census exposure at the local and community level continues to grow; the number of active community partners has grown to over 348,000. We have exceed the 2010 Census numbers for both national and community partners.	18
	2020 Census: Integrated Communications Campaign Weekly Report Timeline	Steady progress continues on Integrated Communications Campaign efforts. The program is rapidly preparing new messages and delivery vehicles in light of the our current environment.	19
	2020 Census: Monthly FY 2020 Budget Execution Report	Fiscal Year 2020 budget execution is managing budget to address critical program needs.	20

## Legend

Not Applicable

Completed

On Track

Management Focus

Requires Attention

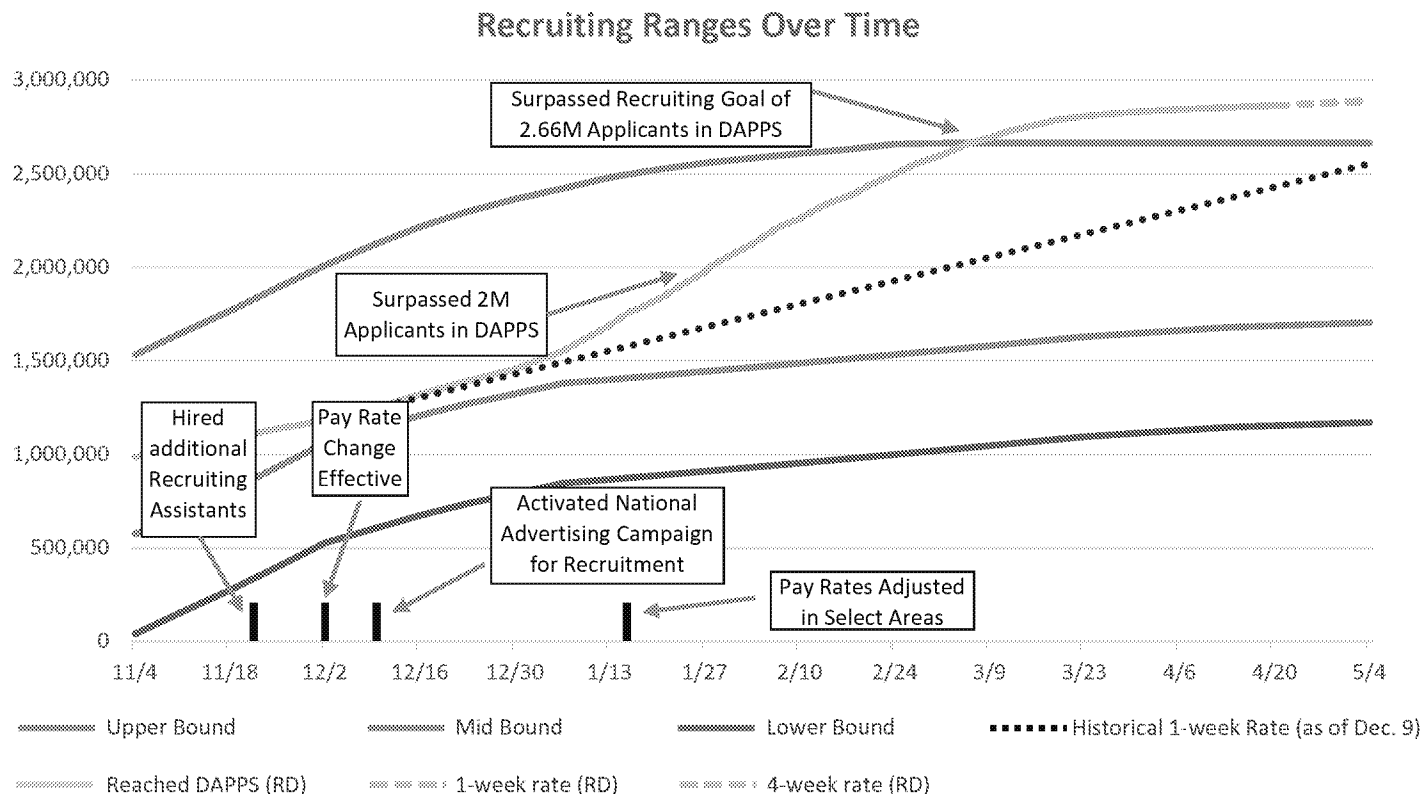
# Periodic Performance Management Reports

## 2020 Census: Recruiting Ranges Over Time

Data current as of:  
April 20, 2020

Completion Date:  
May 12, 2020

Notes:



<u>1-week averages</u>
<b>As of April 20:</b> Daily Rate: 1,465 reached DAPPS/day
<b>As of April 13:</b> Daily Rate: 1,518 reached DAPPS/day
<b>As of April 6:</b> Daily Rate: 2,070 reached DAPPS/day

<b>Upper Bound:</b> 55% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>7 Week Operation</u> 500,000 Hired
---

<b>Mid:</b> 60.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 320,000 Hired
---

<b>Lower Bound:</b> 65.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 220,000 Hired
---

# Periodic Performance Management Reports

## 2020 Census: Applicant Status

**Status:**

● *On Track*

**Data current as of:**

*April 20, 2020*

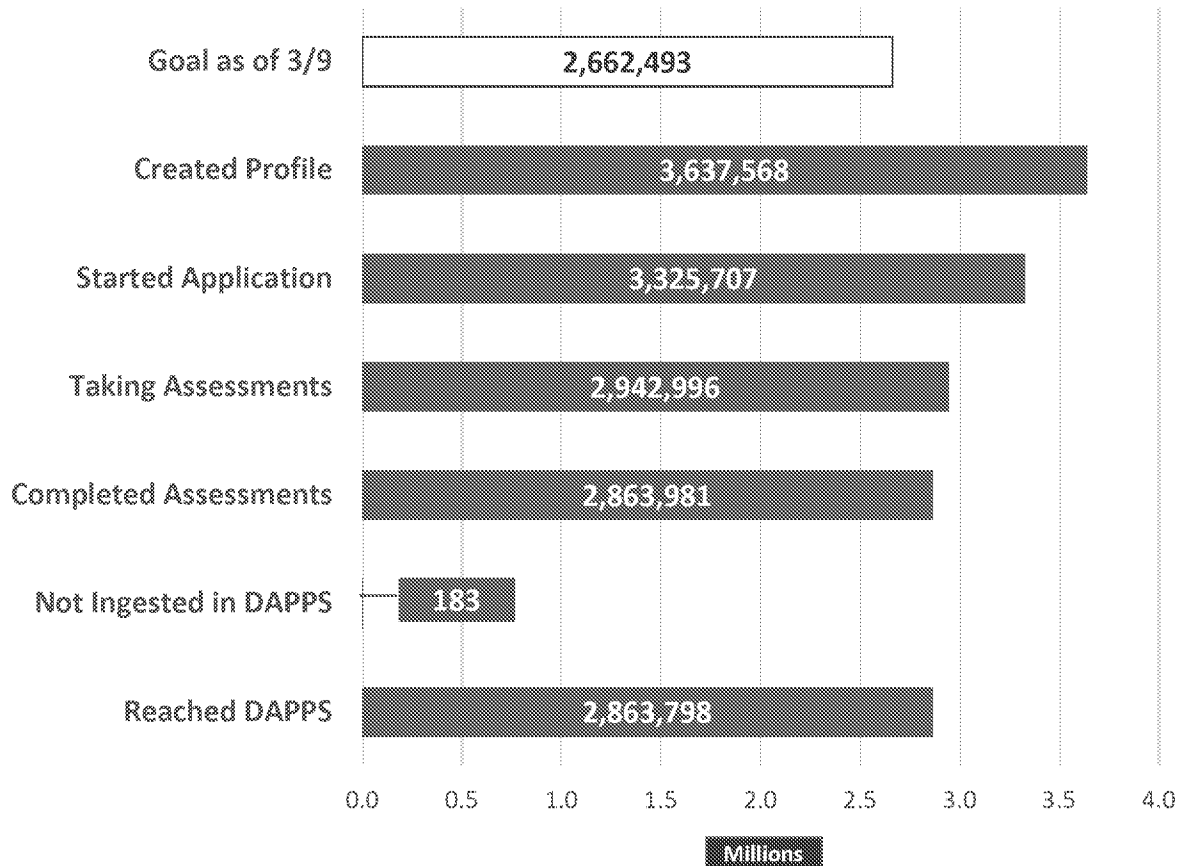
**Completion Date:**

*January 5, 2021*

**Notes:**

- Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.
- We are communicating with our recruits, selectees, and on-board staff so that staff will be ready to work when we are able to recommence all field operations.

### Steps in Applying for a Position



# Periodic Performance Management Reports

## 2020 Census: Remote Alaska Progress & Cost

Status:

Management Focus

Data current as of:

April 20, 2020

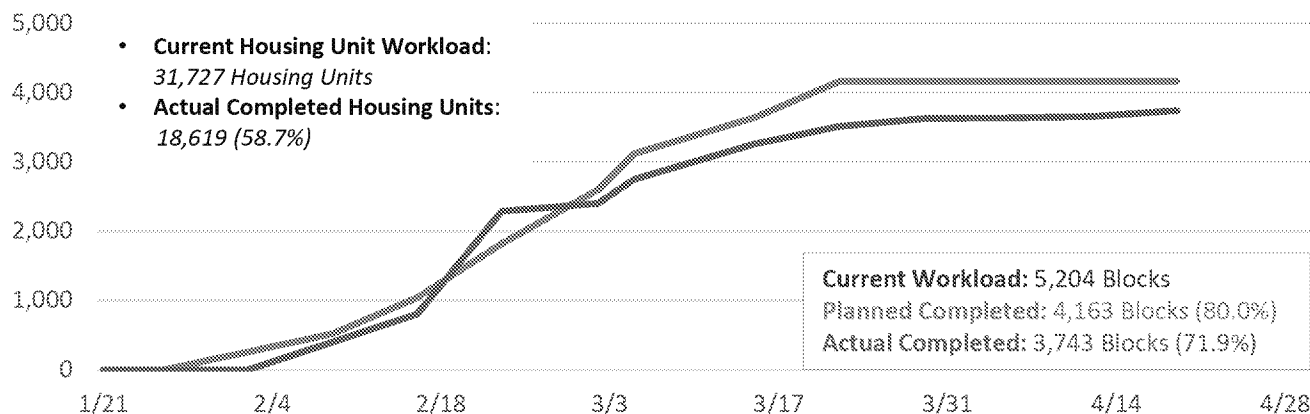
Start Date:

January 21, 2020

Completion Date:

May 14, 2020

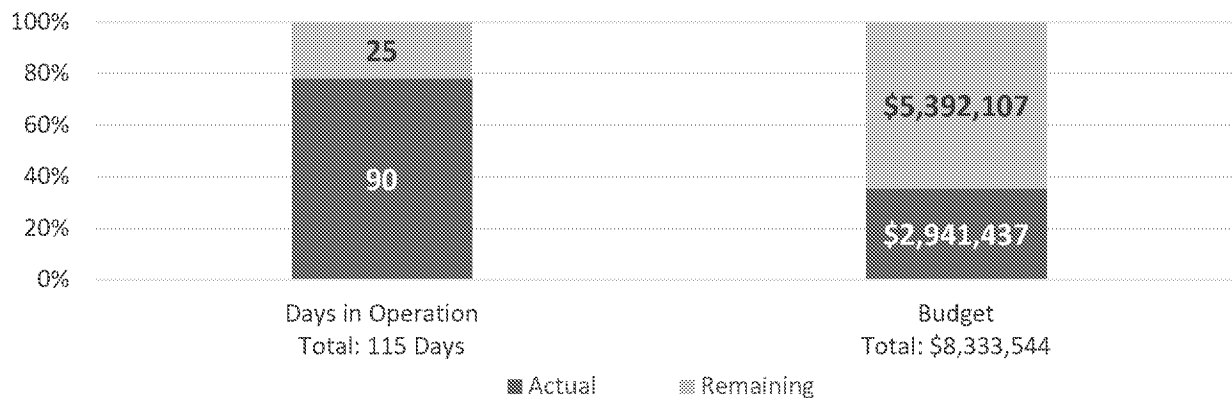
### Progress for Remote Alaska Production



Notes:

To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date and expectations for workload completion are being determined.

### Key Performance Indicators for Remote Alaska



Source: Unified Tracking System, Automated Tracking and Control

# Periodic Performance Management Reports

## 2020 Census: Self-Response Mailings – Pre-Replan

Status:

Management Focus

Data current as of:

April 6, 2020

Start Date:

March 12, 2020

Completion Date:

April 27, 2020

Notes:

- Dates shown are in-home dates.
- **Internet First:** Emphasizes online response as the primary self-response option.
- **Internet Choice:** Targeted to areas least likely to respond online. Receipt of questionnaire in the first mailing provides the "choice" to respond with paper from the first contact.
- **Cohort:** Distributes workload and enables balancing of demand on data collection and processing systems.

		Self-Response Type of Enumeration Area 1 (TEA 1) Mailings						
Panel	Cohort	Mailing 1	Mailing 2	Mailing 3*	Mailing 4*	Mailing 5*		
		Letter Internet First  Letter + Questionnaire Internet Choice	Letter	Postcard	Letter + Questionnaire	"It's not too late" Postcard		
Internet First	1	● Mar. 12	● Mar. 16	● Mar. 26	○ Apr. 8	○ Apr. 20		
	2	● Mar. 13	● Mar. 17	● Mar. 27	○ Apr. 9	○ Apr. 20		
	3	● Mar. 19	● Mar. 23	● Apr. 2	○ Apr. 15	○ Apr. 27		
	4	● Mar. 20	● Mar. 24	● Apr. 3	○ Apr. 16	○ Apr. 27		
Internet Choice	NA	● Mar. 13	● Mar. 17	● Mar. 27	○ Apr. 9	○ Apr. 20		

\* Targeted only to nonresponding housing units

Legend

Not Started	Completed	On Track	Management Focus	Requires Attention
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Source: Unified Tracking System

Pre-decisional - Internal Only - Not for Public Distribution.



# Periodic Performance Management Reports

## 2020 Census: Self-Response Mailings - Replan

Status:

Management Focus

Data current as of:

April 17, 2020

Start Date:

March 12, 2020

Completion Date:

May 9, 2020

Notes:

- Dates shown are in-home dates except Mailing 4 (which is a production end date; in-homes will be 1-2 days later).
- **Internet First:** Emphasizes online response as the primary self-response option.
- **Internet Choice:** Targeted to areas least likely to respond online; includes a paper questionnaire in the first mailing.

Self-Response Type of Enumeration Area 1 (TEA 1) Mailings							
Panel	Cohort	Mailing 1	Mailing 2	Mailing 3*	Mailing 4**	Mailing 5**	
		Letter Internet First  Letter + Questionnaire Internet Choice	Letter	Postcard	Letter + Questionnaire  Replan date shown below is the production end date for the cohort.	"It's not too late" Postcard  Replan date shown below is the in-home date for the cohort.	
Internet First	1	● Mar. 12	● Mar. 16	● Mar. 26	● Apr. 14	● Apr. 27	
	2	● Mar. 13	● Mar. 17	● Mar. 27	● Apr. 18	● Apr. 30	
	3	● Mar. 19	● Mar. 23	● Apr. 2	○ Apr. 22	○ May 4	
	4	● Mar. 20	● Mar. 24	● Apr. 3	○ Apr. 24	○ May 6	
Internet Choice	NA	● Mar. 13	● Mar. 17	● Mar. 27	○ Apr. 28	○ May 9	

\* Targeted only to nonresponding housing units

+ Original Mailing 4 in-home dates were April 8-16. Original Mailing 5 in-home dates were April 20-27.

Legend

Not Started	Completed	On Track	Management Focus	Requires Attention
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census.gov

Pre-decisional - Internal Only - Not for Public Distribution.

Source: Operational Reporting

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units

Status:

● On Track

Data current as of:

April 20, 2020

Start Date:

March 12, 2020

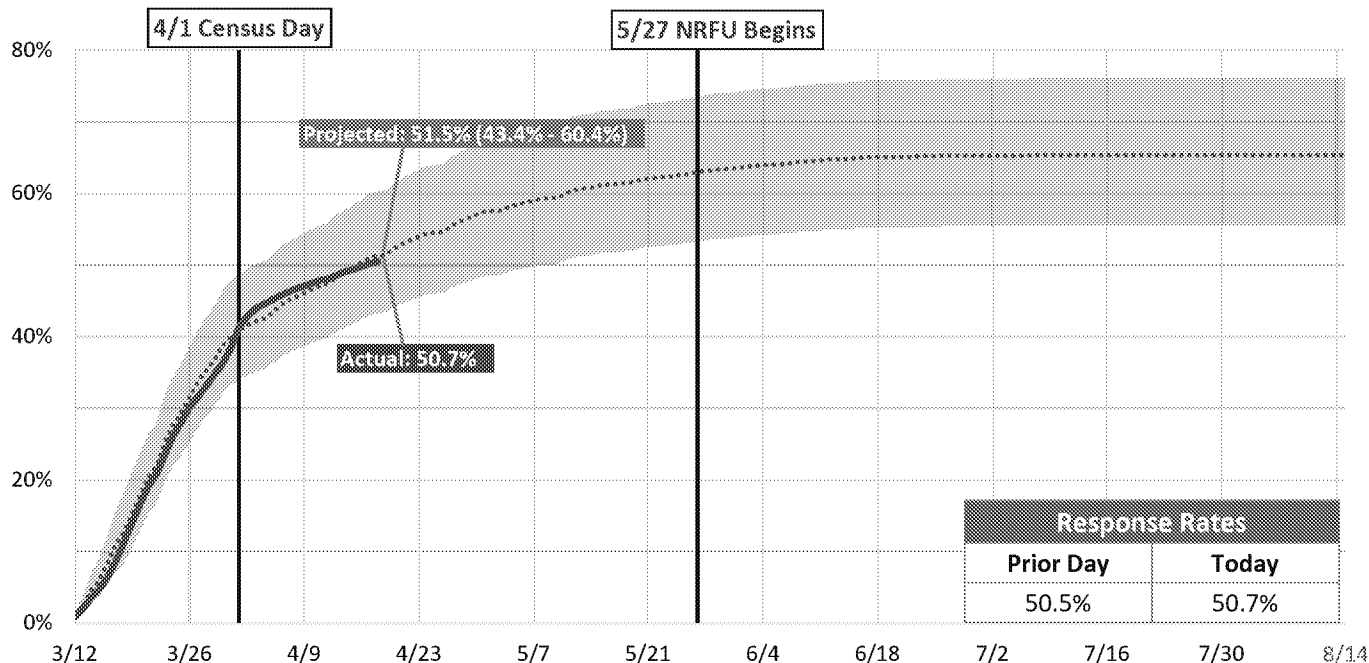
Completion Date:

August 14, 2020\*

Notes:

- Note that the information on this chart will be updated to reflect the delay in the start of the Update/Leave operation and the delay in the in-home delivery of mailing materials.
- Response rates reflect responses from TEA 1 and TEA 6.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

### Actual vs. Projected Self-Response Rates




#### Legend

Actual Self-Response Rate	—————
Projected Self-Response Rate	*****
Lower & Upper Bound	▒▒▒▒▒

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units – Zoomed in View

Status:  
 *On Track*

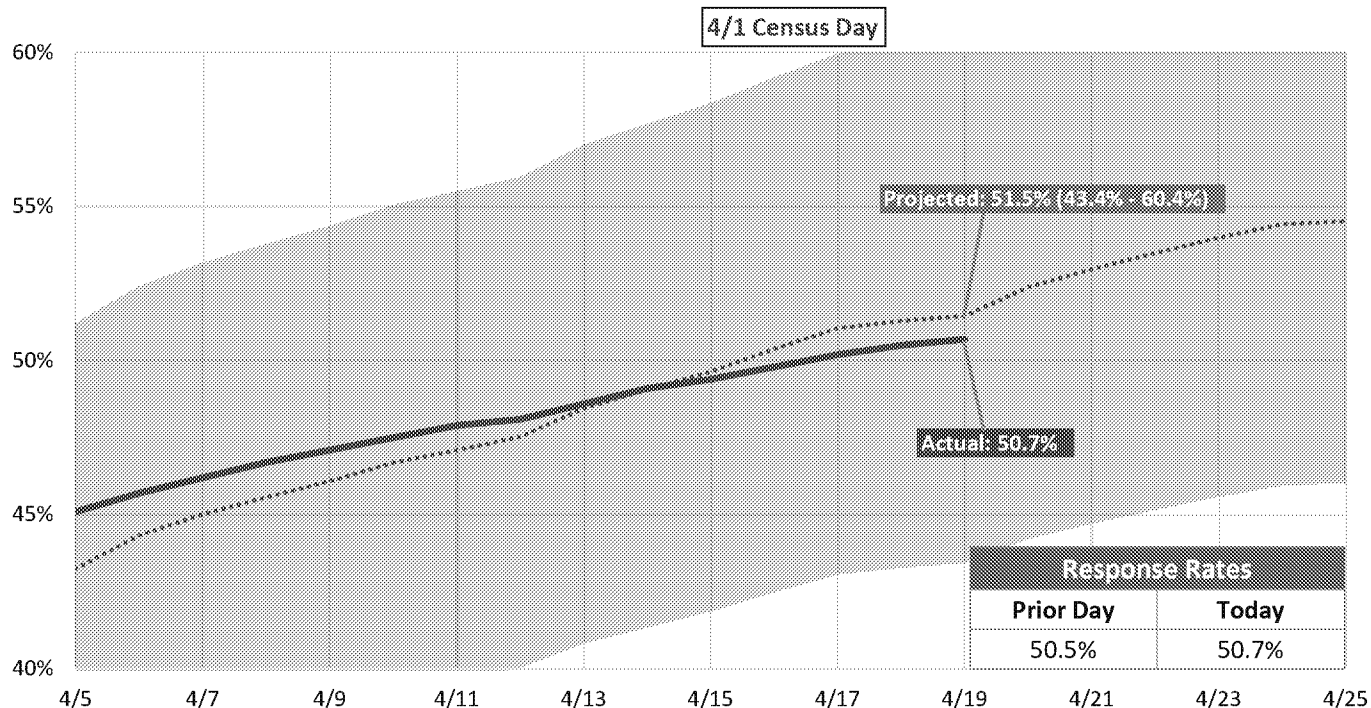
Data current as of:  
 April 20, 2020

Start Date:  
 March 12, 2020




Completion Date:  
 August 14, 2020\*

- Notes:
- Note that the information on this chart will be updated to reflect the delay in the start of the Update/Leave operation and the delay in the in-home delivery of mailing materials.
  - Response rates reflect responses from TEA 1 and TEA 6.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates



Legend

Actual Self-Response Rate	
Projected Self-Response Rate	
Lower & Upper Bound	

Source: Census Data Lake & Decennial Statistical Studies Division



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 census.gov

Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

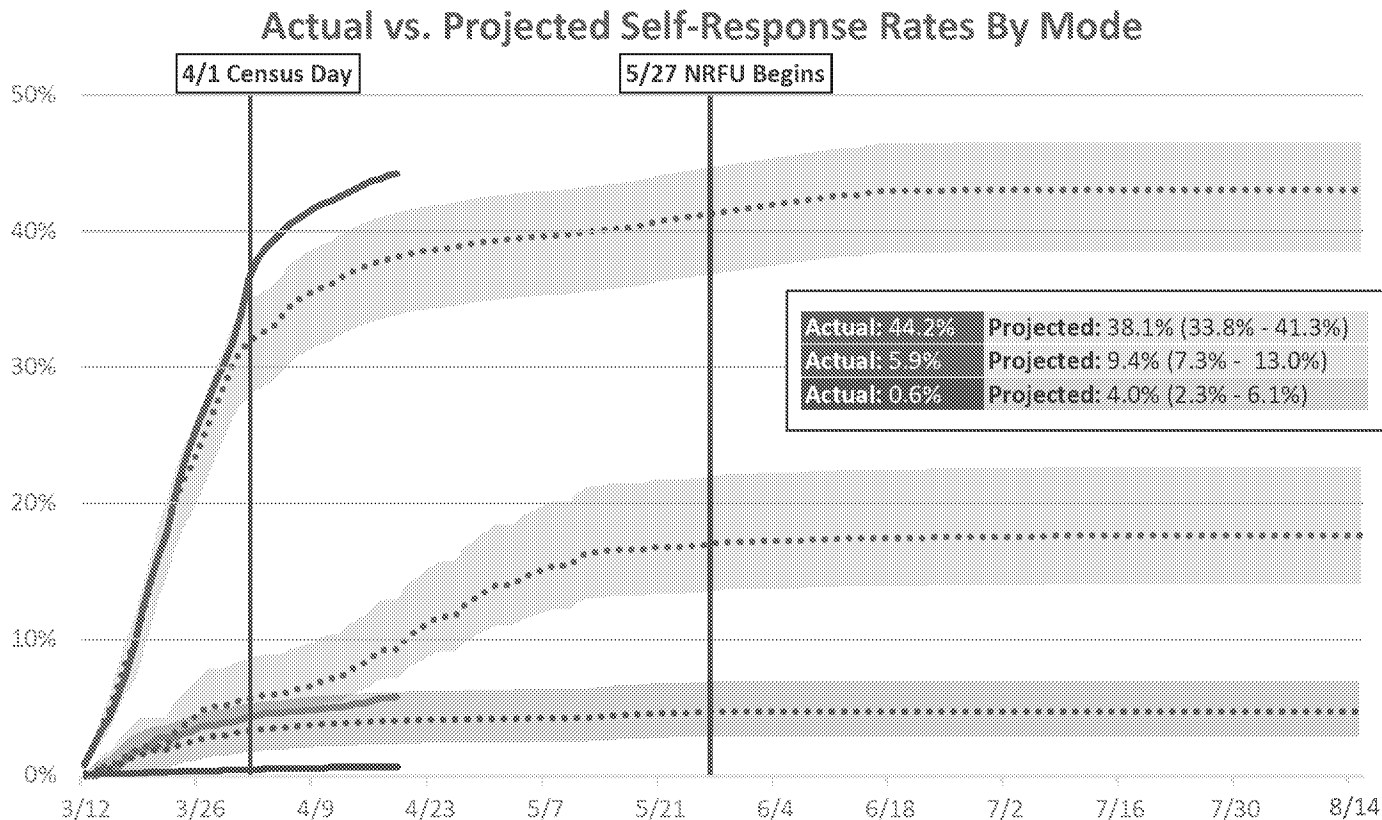
Status:  
 Management Focus

Data current as of:  
 April 20, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 August 14, 2020\*

- Notes:
- Note that the information on this chart will be updated to reflect the delay in the start of the Update/Leave operation and the delay in the in-home delivery of mailing materials.
  - Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.



Legend

	Internet	Paper	Phone
Actual Self-Response Rate	—————	—————	—————
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound	Shaded Area	Shaded Area	Shaded Area

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

Status:  
 Management Focus

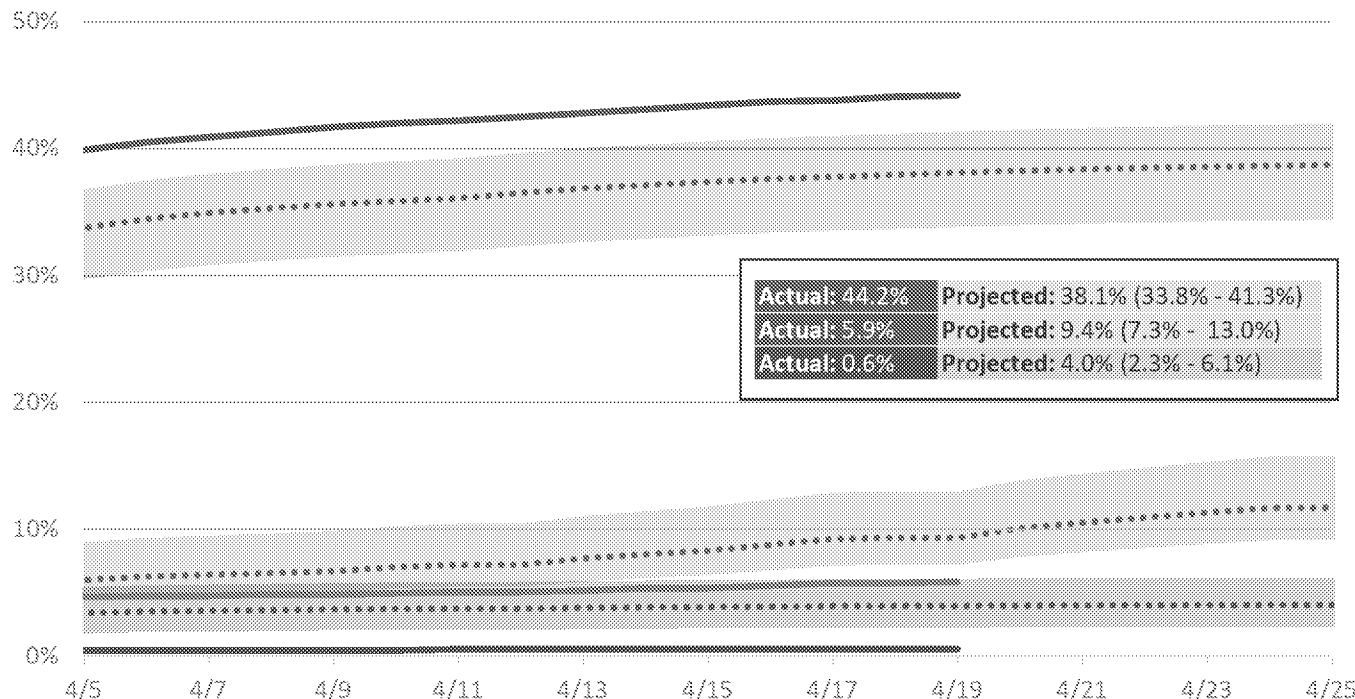
Data current as of:  
 April 20, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 August 14, 2020\*

- Notes:
- Note that the information on this chart will be updated to reflect the delay in the start of the Update/Leave operation and the delay in the in-home delivery of mailing materials.
  - Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

### Actual vs. Projected Self-Response Rates By Mode



#### Legend

	Internet	Paper	Phone
Actual Self-Response Rate	—————	—————	—————
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound			

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State

Source: Decennial Statistical Studies Division

Data Current as of: April 20, 2020

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
U.S. Total	50.7%	63.5%	66.5%
Minnesota	60.6%	71.6%	74.1%
Wisconsin	57.1%	71.2%	73.5%
Nebraska	56.9%	68.8%	71.1%
Iowa	56.9%	71.0%	73.0%
Michigan	56.9%	65.4%	67.7%
Washington	56.2%	63.7%	67.2%
Utah	56.0%	65.4%	68.6%
Virginia	56.0%	66.2%	69.0%
Illinois	55.4%	67.7%	70.5%
Kansas	55.4%	67.4%	70.0%
Colorado	54.5%	64.4%	67.2%
Ohio	54.3%	66.2%	69.0%
Maryland	54.2%	66.5%	69.5%
Idaho	54.1%	64.6%	67.1%
Indiana	54.1%	67.0%	69.6%
Oregon	53.5%	63.9%	66.9%
Kentucky	53.5%	63.0%	65.7%
Connecticut	52.7%	66.3%	69.5%
Massachusetts	52.1%	65.6%	68.8%
New Jersey	52.0%	64.4%	67.6%
California	51.9%	64.7%	68.2%
Pennsylvania	51.9%	67.8%	70.2%
Missouri	51.8%	65.3%	67.5%
North Dakota	51.5%	66.8%	68.8%
South Dakota	51.2%	65.0%	67.1%
Nevada	50.8%	58.7%	61.4%

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
Tennessee	50.0%	63.8%	67.1%
Alabama	49.5%	59.5%	62.5%
New Hampshire	48.9%	61.5%	64.4%
Florida	48.9%	59.6%	63.0%
Delaware	48.8%	60.8%	64.1%
Arizona	48.4%	58.5%	61.3%
District of Columbia	48.4%	62.2%	66.0%
Mississippi	48.2%	58.1%	61.3%
Rhode Island	47.9%	62.8%	65.7%
Georgia	47.9%	59.5%	62.5%
Arkansas	47.0%	59.5%	62.3%
North Carolina	46.8%	62.1%	64.8%
Louisiana	46.3%	57.9%	61.0%
Texas	46.2%	60.3%	64.4%
South Carolina	45.9%	62.2%	64.7%
Oklahoma	45.7%	58.9%	62.3%
New York	44.8%	61.3%	64.6%
Hawaii	44.6%	60.7%	64.1%
Montana	43.0%	62.3%	64.6%
Wyoming	41.9%	61.1%	63.4%
Vermont	41.5%	58.1%	60.3%
Maine	41.3%	55.3%	57.4%
New Mexico	39.9%	56.9%	60.0%
West Virginia	39.3%	56.8%	59.1%
Alaska	33.8%	51.6%	55.6%
Puerto Rico	6.0%	51.2%	53.8%

Source: Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State - TEA 1 Only

Source: Decennial Statistical Studies Division

Data Current as of: April 20, 2020

State	Actual
U.S. Total	52.2%
Minnesota	62.3%
Utah	60.1%
Wisconsin	58.7%
Idaho	58.7%
Nebraska	58.6%
Colorado	58.1%
Michigan	58.0%
Washington	57.5%
Iowa	57.3%
South Dakota	57.3%
Virginia	56.4%
Kansas	56.4%
Illinois	55.7%
North Dakota	55.7%
Kentucky	55.0%
Indiana	54.6%
Ohio	54.5%
Maryland	54.2%
Oregon	54.2%
Missouri	53.8%
New Hampshire	53.4%
Pennsylvania	53.2%
Massachusetts	53.1%
California	53.0%
Connecticut	52.8%
New Jersey	52.4%

State	Actual
Nevada	52.3%
Arizona	51.5%
Montana	51.2%
Alabama	50.8%
Wyoming	50.8%
West Virginia	50.4%
Tennessee	50.2%
Mississippi	49.7%
Oklahoma	49.6%
Florida	49.6%
Arkansas	49.0%
Georgia	48.8%
Hawaii	48.8%
Delaware	48.8%
Vermont	48.4%
Rhode Island	48.4%
District of Columbia	48.4%
North Carolina	48.1%
Louisiana	47.9%
New Mexico	47.8%
Texas	47.7%
Maine	47.1%
South Carolina	46.8%
Alaska	46.1%
New York	45.9%

# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections

Source: Decennial Statistical Studies Division

Data Current as of: April 20, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Minnesota	60.6%	56.7%	1.069
Nevada	50.8%	47.5%	1.068
Michigan	56.9%	53.5%	1.063
Mississippi	48.2%	45.8%	1.053
Idaho	54.1%	51.5%	1.051

Lowest			
State	Actual	Projection	Actual/ Projection
West Virginia	39.3%	50.0%	0.787
Vermont	41.5%	52.1%	0.796
Alaska	33.8%	42.1%	0.802
Maine	41.3%	51.0%	0.808
Wyoming	41.9%	47.8%	0.877



# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections – TEA 1 Only

Source: Decennial Statistical Studies Division

Data Current as of: April 20, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Idaho	58.7%	53.0%	1.1065
Nevada	52.3%	48.2%	1.0852
Minnesota	62.3%	57.4%	1.0843
Michigan	58.0%	53.9%	1.0770
Mississippi	49.7%	46.2%	1.0743

Lowest			
State	Actual	Projection	Actual/ Projection
Rhode Island	48.4%	54.2%	0.8929
Maine	47.1%	52.7%	0.8940
Alaska	46.1%	51.6%	0.8946
New York	45.9%	51.3%	0.8957
Vermont	48.4%	53.8%	0.9003

# Periodic Performance Management Reports

## 2020 Census: Questionnaire Assistance Inbound Calls

**Status:**

● *On Track*

**Data current as of:**

*April 18, 2020*

**Completion Date:**

**July 31, 2020**

(pending contract MOD)

**Notes:**

**Impacts of Social Distancing:**

- English and Spanish staffing limited to 50% of plan due to social distancing guidelines.
- Non-English, Non-Spanish hours of operation reduced to Monday through Friday 8AM – 10PM EST
- Relief has been given for the Service Level Agreement (SLA) of answering 80% of calls in 30 seconds. Even so, during the past week this SLA was 92.5%.

**Total Inbound Call Volume % (PTD)**

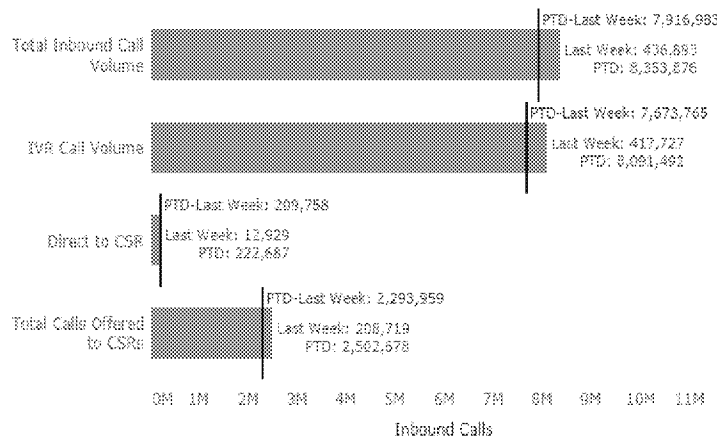


Language	Percentage
English	88.2%
Spanish	10.3%
TTY	0.6%
Vietnamese	0.2%
Korean	0.2%
All Other	0.6%

**Key Performance Metrics (PTD)**

	Planned	Actual
Total Inbound Call Volume	7,094,416	8,353,876
Deflection Rate	47.0%	70.7%
Service Level - 30 Seconds	80.0%	49.4%
Average Handle Time	8:00	9:22

**Inbound Call Volume**



**Calls Offered to CSRs by Language**

	4/5 - 4/11	4/12 - 4/18	PTD	PTD %
English	224,556	179,746	2,231,844	89.2%
English Puerto Rico	218	152	1,080	0.0%
Spanish	24,248	21,898	172,610	6.9%
Spanish Puerto Rico	2,016	2,011	9,519	0.4%
Chinese Mandarin	659	547	7,973	0.3%
Chinese Cantonese	578	603	6,288	0.3%
Vietnamese	1,551	762	10,492	0.4%
Korean	961	783	10,640	0.4%
Russian	329	340	4,782	0.2%
Arabic	179	195	3,085	0.1%
Tagalog	119	103	2,151	0.1%
Polish	96	158	1,888	0.1%
French	53	46	914	0.0%
Haitian Creole	137	164	1,818	0.1%
Portuguese	100	112	1,322	0.1%
Japanese	129	80	1,885	0.1%
TTY	669	694	33,210	1.3%
Group Quarters	440	325	1,177	0.0%
<b>Total</b>	<b>257,038</b>	<b>208,719</b>	<b>2,502,678</b>	<b>100.0%</b>

Source: Daily Briefing Deck: Census Questionnaire Assistance

# Periodic Performance Management Reports

## 2020 Census: Partners & Participating Organizations

Status:

● On Track

Data current as of:

April 16, 2020

Completion Date:

March 2020

Notes:

- 2010 Census: 256,000 regional partners and 856 national partnering organizations.
- We have exceeded the 2010 Census for both national and community partners.

Participating Organizations by Sector		
Sector	National	Community
<b>Nonprofit</b>	338	66,918
<b>Business</b>	111	70,213
<b>Chamber of Commerce/Trade or Professional Association</b>	94	9,660
<b>Education</b>	90	80,107
<b>Government</b>	81	66,574
<b>Faith-Based Organizations</b>	56	33,955
<b>Healthcare</b>	42	13,263
<b>Media</b>	40	6,997
<b>Technology</b>	32	340
<b>International Governmental/ Consulate/ Embassy</b>	7	342
<b>Grand Total</b>	<b>899</b>	<b>348,369</b>

Participating Organizations by Audiences Served*		
Audiences Served	National	Community
<b>Mass Appeal</b>	371	201,869
<b>Young Children</b>	83	5,264
<b>Black/African American</b>	79	15,640
<b>Rural</b>	71	10,764
<b>Hispanic/Latino</b>	70	22,713
<b>Asian</b>	66	8,964
<b>Young and Mobile</b>	39	6,740
<b>Native Hawaiian Pacific Islander</b>	39	602
<b>Veterans</b>	38	3,041
<b>LGBTQ</b>	22	1,164
<b>Individuals with Disabilities</b>	23	3,001
<b>Persons Experiencing Homelessness and Highly Mobile</b>	20	5,112
<b>American Indian/ Alaskan Native</b>	18	3,453
<b>MENA</b>	14	3
<b>Elderly</b>	9	8,107

\*Participating organizations that serve more than one audience are tallied against multiple audiences served as appropriate, so the sum total is greater than the grand total shown.

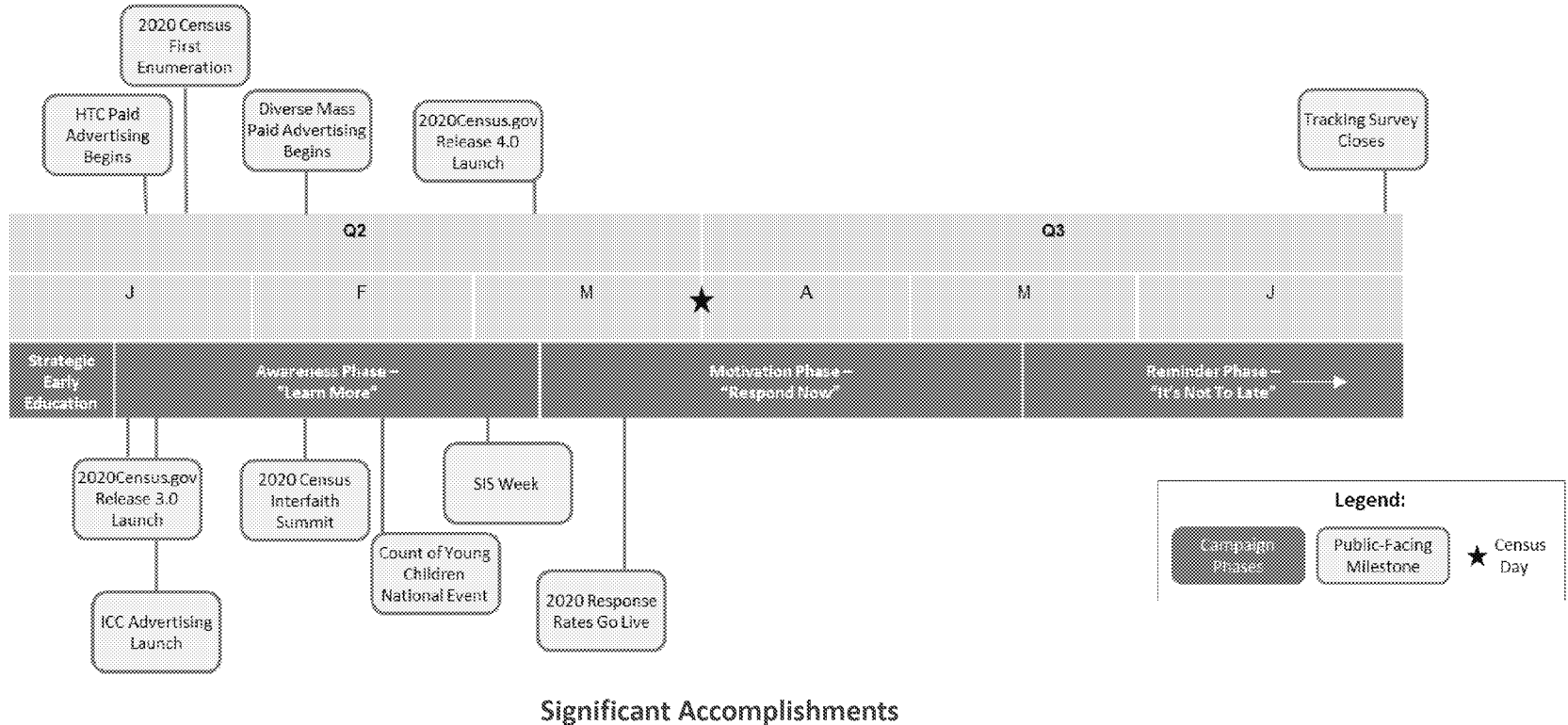
Completed Community Partnership Events: 319,849

# Periodic Performance Management Reports

## 2020 Census: Integrated Communications Campaign Weekly Report Timeline

Source: *Integrated Partnerships and Communication*

Data Current as of: *April 16, 2020*



- Community Partnership & Engagement Program (CPEP) is shifting focus from MQA to focus on CQA. There is a backlog of calls and have people who are calling CQA to utilize CRR staff while we are waiting on operations. CRRs are currently answering voicemails, conducting interviews, corresponding w/respondents via Census issued devices.
- New TV and radio advertisements, "First Responders" and "How to Help", developed in response to the COVID-19 environment went live this week.
- Statistics In Schools (SIS) resources and materials were recently featured in the American Federation of Teachers e-newsletter

# Periodic Performance Management Reports

## 2020 Census: Monthly FY 2020 Budget Execution Report

Status:

● On Track

### FY 2020 Actual Budget Execution for the 2020 Census Program Commitments and Obligations through 3/31/2020

Data current as of:

March 31, 2020

Completion Date:

September 30, 2020

Notes:

- The data are updated monthly following the financial close-out of the previous month, typically about five business days into the next month.

	IT	Non-IT	Total
Total Planned through March	\$1,027,635,749	\$1,568,026,565	\$2,595,662,314
Total Actual Obligations and Commitments	\$1,218,809,457	\$1,470,956,287	\$2,689,765,744
Execution Variance: Salary Lapse and Contract Variance	\$43,872,184	\$154,930,799	\$198,802,983
Strategic Realignments of Planned Obligations	(\$235,045,892)	(\$57,860,521)	(\$292,906,413)
Combined Execution Variance and Strategic Realignments (\$)	(\$191,173,708)	\$97,070,278	(\$94,103,430)
Combined Execution Variance and Strategic Realignments (%)	-18.60%	6.19%	-3.63%

#### High-Level Variance Explanations:

Earlier this year, the 2020 Census Program exercised the appropriations flexibilities provided in the Continuing Resolution and the Final Appropriations to strategically execute several items earlier in the fiscal year that had been originally planned in January, March, and April. This flexibility permitted the 2020 Census to streamline, provide certainty, and get ahead of schedule on the contract obligations and postage required for the final push to the 2020 Census. These strategic realignments for the TI contract, CQA contract, and postage for the 2020 Census mail-out are cost-neutral accelerations of actions and do not reflect an increase in planned costs. As of March 31, a total of \$293 million that was strategically obligated early had not yet surpassed its original obligation date required to rebalance budget variance.

- The remaining positive variance through March against the original plan in 2020 Census IT systems and operations is \$44 million, or 4 percent. This variance consists of minor timing changes in contract actions and other IT purchases to later months in the fiscal year.
- The remaining positive variance through March against the original plan in 2020 Census non-IT operations is \$155 million, or 10 percent. This variance consists of \$178 million in lapsed salary, partially offset by a decision to increase funding above the original plan for the ICC contract to facilitate additional media purchases during Census week.

Source: Commerce Business Systems

Status Reporting: 2020 Decennial Census  
Periodic Reporting: Release for April 20, 2020



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Economics and Statistics Administration  
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# Periodic Performance Management Reports

Release for April 20, 2020

Status	Report Title	Summary	Slide Number
<input type="radio"/>	2020 Census: Recruiting Ranges Over Time		4
<input checked="" type="radio"/>	2020 Census: Applicant Status	Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.	5
<input type="radio"/>	2020 Census: Remote Alaska Production Progress & Cost	To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date and expectations for workload completion are being determined.	6
<input type="radio"/>	2020 Census: Self-Response Mailings-Pre-Replan		7
<input type="radio"/>	2020 Census: Self-Response Mailings-Replan	The first three Self-Response mailings are complete, and the fourth is underway.	8
<input checked="" type="radio"/>	2020 Census: Self-Response of Housing Units	Self-Response to the 2020 Census is tracking within the projected range.	9
<input checked="" type="radio"/>	2020 Census: Self-Response of Housing Units – Zoomed in View		10
<input type="radio"/>	2020 Census: Self-Response of Housing Units by Response Mode	Self-response to the 2020 Census is generally tracking within range. Internet response is exceeding expectations. Telephone response is lagging behind projections. We have some paper data processing challenges due to the implementation of social distancing and stay at home orders.	11
<input type="radio"/>	2020 Census: Self-Response of Housing Units by Response Mode – Zoomed in View		12

**Legend**

Not Applicable

Completed









On Track

Management Focus

Requires Attention

# Periodic Performance Management Reports

Release for April 20, 2020

Status	Report Title	Summary	Slide Number
	2020 Census: Self-Response of Housing Units by State		13
	2020 Census: Self-Response of Housing Units by State - TEA 1 Only		14
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections		15
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections - TEA 1 Only		16
	2020 Census: Questionnaire Assistance Inbound Calls	Call Center Staffing remains at reduced levels to accommodate Social Distancing protocols. A return call option is now available to callers who leave a message requesting this option.	17
	2020 Census: Partners & Participating Organizations	Progress to establish relationships with National and community organizations continues. The number of partnering organizations at the national-level has grown to 890. The 2020 Census exposure at the local and community level continues to grow; the number of active community partners has grown to over 348,000. We have exceed the 2010 Census numbers for both national and community partners.	18
	2020 Census: Integrated Communications Campaign Weekly Report Timeline	Steady progress continues on Integrated Communications Campaign efforts. The program is rapidly preparing new messages and delivery vehicles in light of the our current environment.	19
	2020 Census: Monthly FY 2020 Budget Execution Report	Fiscal Year 2020 budget execution is managing budget to address critical program needs.	20

## Legend

Not Applicable

Completed

On Track

Management Focus

Requires Attention



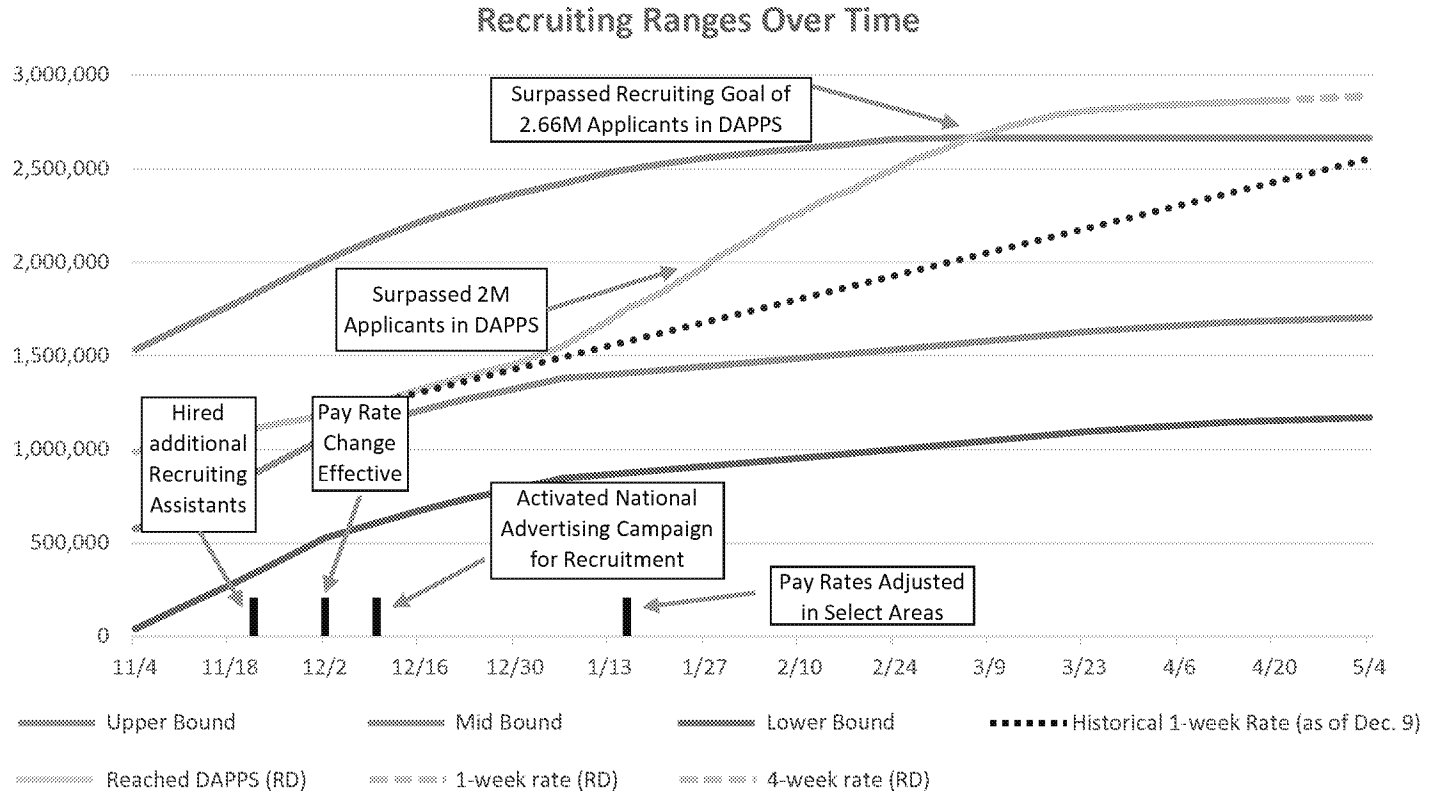
# Periodic Performance Management Reports

## 2020 Census: Recruiting Ranges Over Time

Data current as of:  
April 20, 2020

Completion Date:  
May 12, 2020

Notes:



<u>1-week averages</u>
<b>As of April 20:</b> Daily Rate: 1,465 reached DAPPS/day
<b>As of April 13:</b> Daily Rate: 1,518 reached DAPPS/day
<b>As of April 6:</b> Daily Rate: 2,070 reached DAPPS/day

<b>Upper Bound:</b> 55% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>7 Week Operation</u> 500,000 Hired
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<b>Mid:</b> 60.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 320,000 Hired
---

<b>Lower Bound:</b> 65.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 220,000 Hired
---

# Periodic Performance Management Reports

## 2020 Census: Applicant Status

**Status:**

● *On Track*

**Data current as of:**

*April 20, 2020*

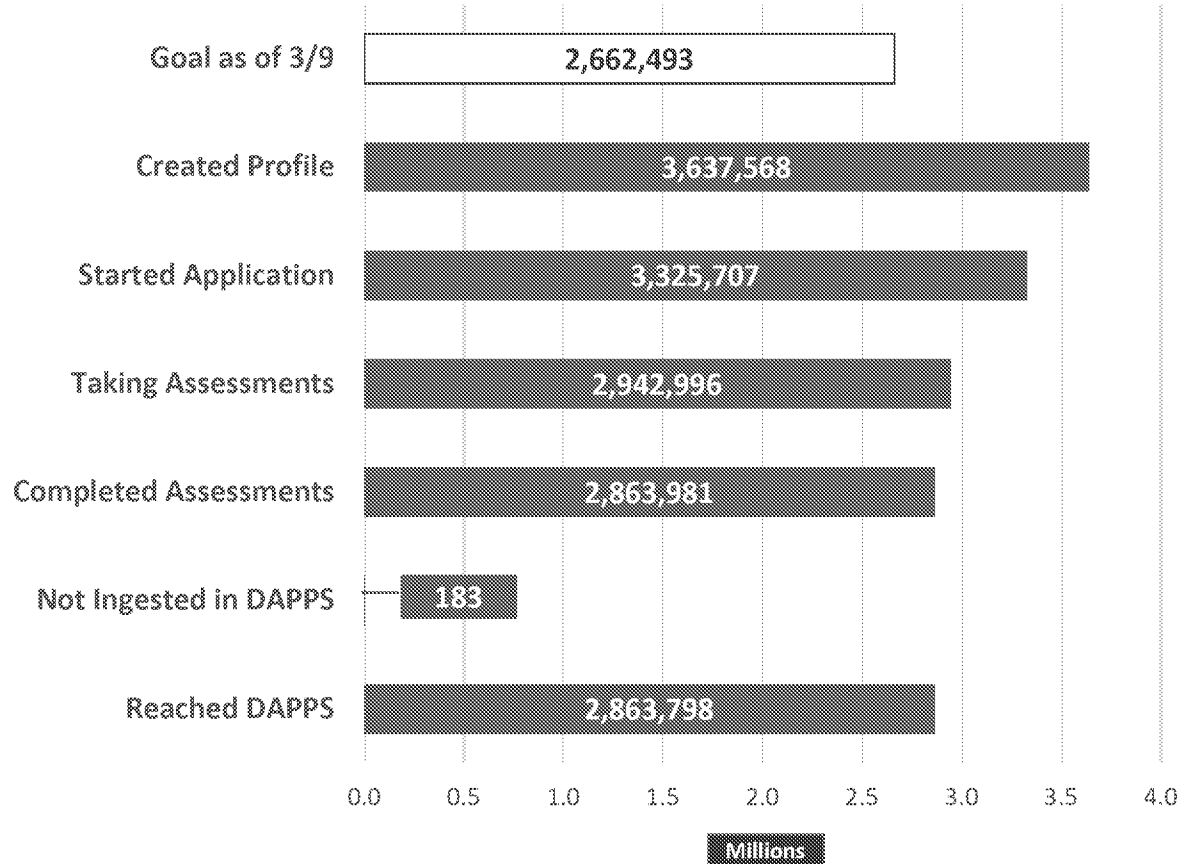
**Completion Date:**

*January 5, 2021*

**Notes:**

- Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.
- We are communicating with our recruits, selectees, and on-board staff so that staff will be ready to work when we are able to recommence all field operations.

### Steps in Applying for a Position



# Periodic Performance Management Reports

## 2020 Census: Remote Alaska Progress & Cost

Status:

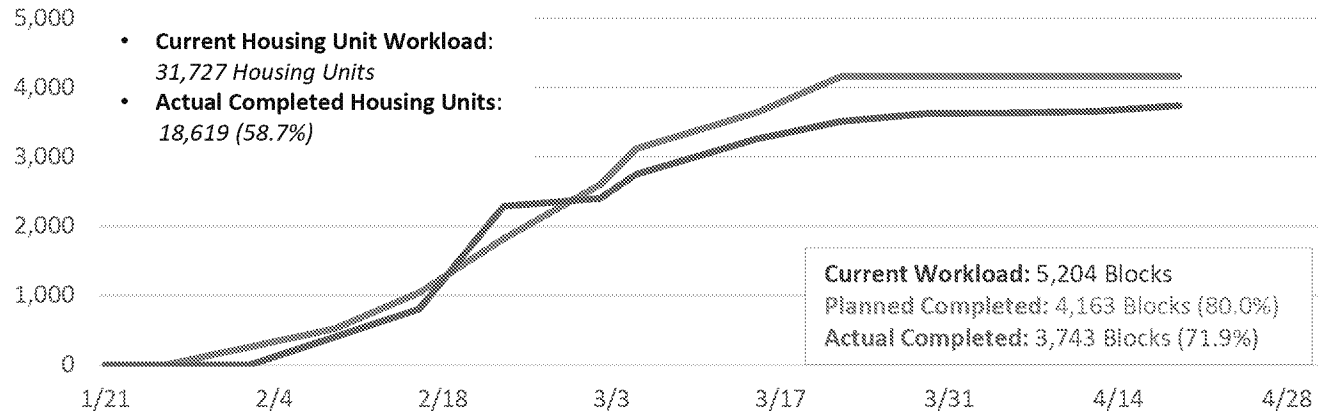
Management Focus

Data current as of:  
April 20, 2020

Start Date:  
January 21, 2020

Completion Date:  
May 14, 2020

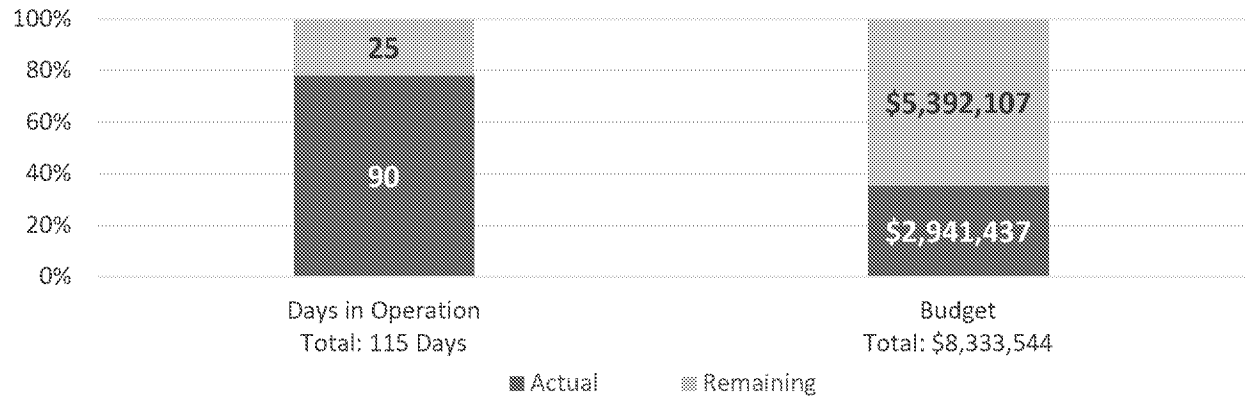
Progress for Remote Alaska Production



Notes:

To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date and expectations for workload completion are being determined.

Key Performance Indicators for Remote Alaska



Source: Unified Tracking System, Automated Tracking and Control

# Periodic Performance Management Reports

## 2020 Census: Self-Response Mailings – Pre-Replan

Status:

Management Focus

Data current as of:

April 6, 2020

Start Date:

March 12, 2020

Completion Date:

April 27, 2020

Notes:

- Dates shown are in-home dates.
- **Internet First:** Emphasizes online response as the primary self-response option.
- **Internet Choice:** Targeted to areas least likely to respond online. Receipt of questionnaire in the first mailing provides the "choice" to respond with paper from the first contact.
- **Cohort:** Distributes workload and enables balancing of demand on data collection and processing systems.

		Self-Response Type of Enumeration Area 1 (TEA 1) Mailings						
Panel	Cohort	Mailing 1	Mailing 2	Mailing 3*	Mailing 4*	Mailing 5*		
		Letter Internet First  Letter + Questionnaire Internet Choice	Letter	Postcard	Letter + Questionnaire	"It's not too late" Postcard		
Internet First	1	● Mar. 12	● Mar. 16	● Mar. 26	○ Apr. 8	○ Apr. 20		
	2	● Mar. 13	● Mar. 17	● Mar. 27	○ Apr. 9	○ Apr. 20		
	3	● Mar. 19	● Mar. 23	● Apr. 2	○ Apr. 15	○ Apr. 27		
	4	● Mar. 20	● Mar. 24	● Apr. 3	○ Apr. 16	○ Apr. 27		
Internet Choice	NA	● Mar. 13	● Mar. 17	● Mar. 27	○ Apr. 9	○ Apr. 20		

\* Targeted only to nonresponding housing units

Legend

Not Started	Completed	On Track	Management Focus	Requires Attention
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Source: Unified Tracking System

Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

## 2020 Census: Self-Response Mailings - Replan

Status:

Management Focus

Data current as of:  
April 17, 2020

Start Date:  
March 12, 2020

Completion Date:  
May 9, 2020

Notes:

- Dates shown are in-home dates except Mailing 4 (which is a production end date; in-homes will be 1-2 days later).
- **Internet First:** Emphasizes online response as the primary self-response option.
- **Internet Choice:** Targeted to areas least likely to respond online; includes a paper questionnaire in the first mailing.

Self-Response Type of Enumeration Area 1 (TEA 1) Mailings							
Panel	Cohort	Mailing 1	Mailing 2	Mailing 3*	Mailing 4**	Mailing 5**	
		Letter Internet First  Letter + Questionnaire Internet Choice	Letter	Postcard	Letter + Questionnaire  Replan date shown below is the production end date for the cohort.	"It's not too late" Postcard  Replan date shown below is the in-home date for the cohort.	
Internet First	1	● Mar. 12	● Mar. 16	● Mar. 26	● Apr. 14	● Apr. 27	
	2	● Mar. 13	● Mar. 17	● Mar. 27	● Apr. 18	● Apr. 30	
	3	● Mar. 19	● Mar. 23	● Apr. 2	○ Apr. 22	○ May 4	
	4	● Mar. 20	● Mar. 24	● Apr. 3	○ Apr. 24	○ May 6	
Internet Choice	NA	● Mar. 13	● Mar. 17	● Mar. 27	○ Apr. 28	○ May 9	

\* Targeted only to nonresponding housing units

+ Original Mailing 4 in-home dates were April 8-16. Original Mailing 5 in-home dates were April 20-27.

Legend

Not Started	Completed	On Track	Management Focus	Requires Attention
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Source: Operational Reporting

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units

Status:

 On Track

Data current as of:  
April 20, 2020

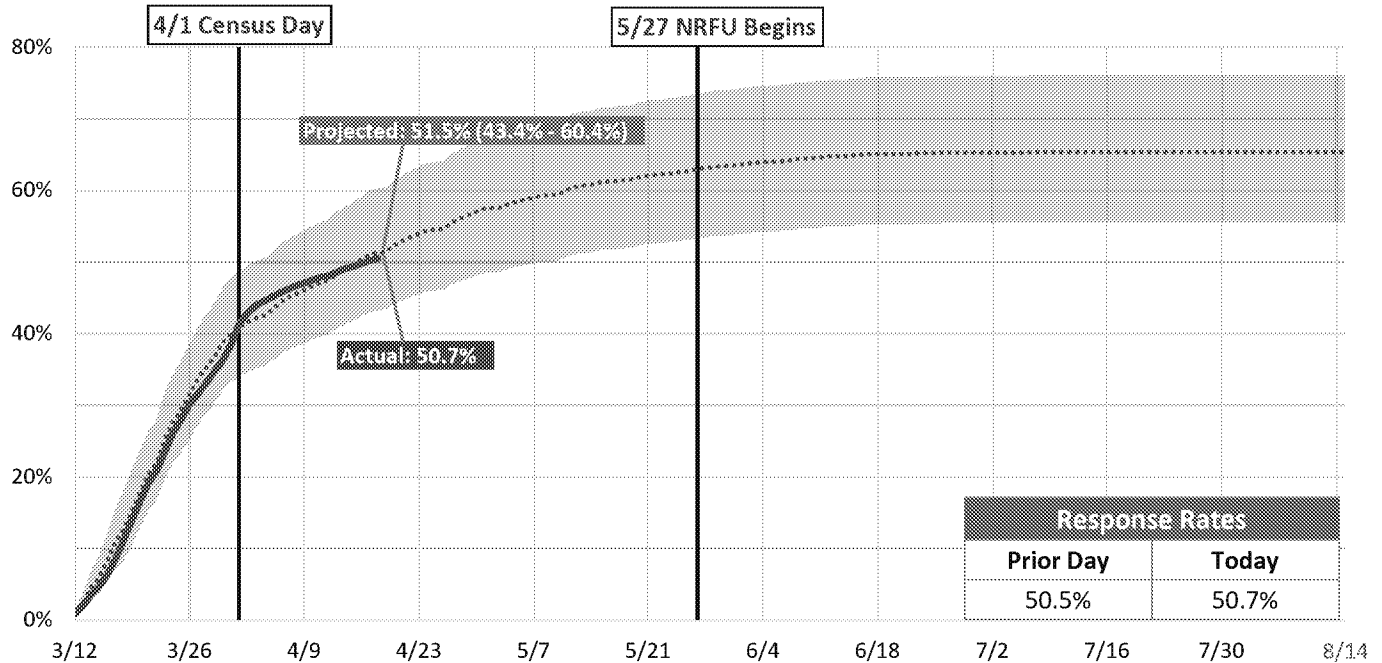
Start Date:  
March 12, 2020

Completion Date:  
August 14, 2020\*




Notes:

- Note that the information on this chart will be updated to reflect the delay in the start of the Update/Leave operation and the delay in the in-home delivery of mailing materials.
- Response rates reflect responses from TEA 1 and TEA 6.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates



Legend

Actual Self-Response Rate	
Projected Self-Response Rate	
Lower & Upper Bound	

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units – Zoomed in View

Status:

 On Track

Data current as of:  
April 20, 2020

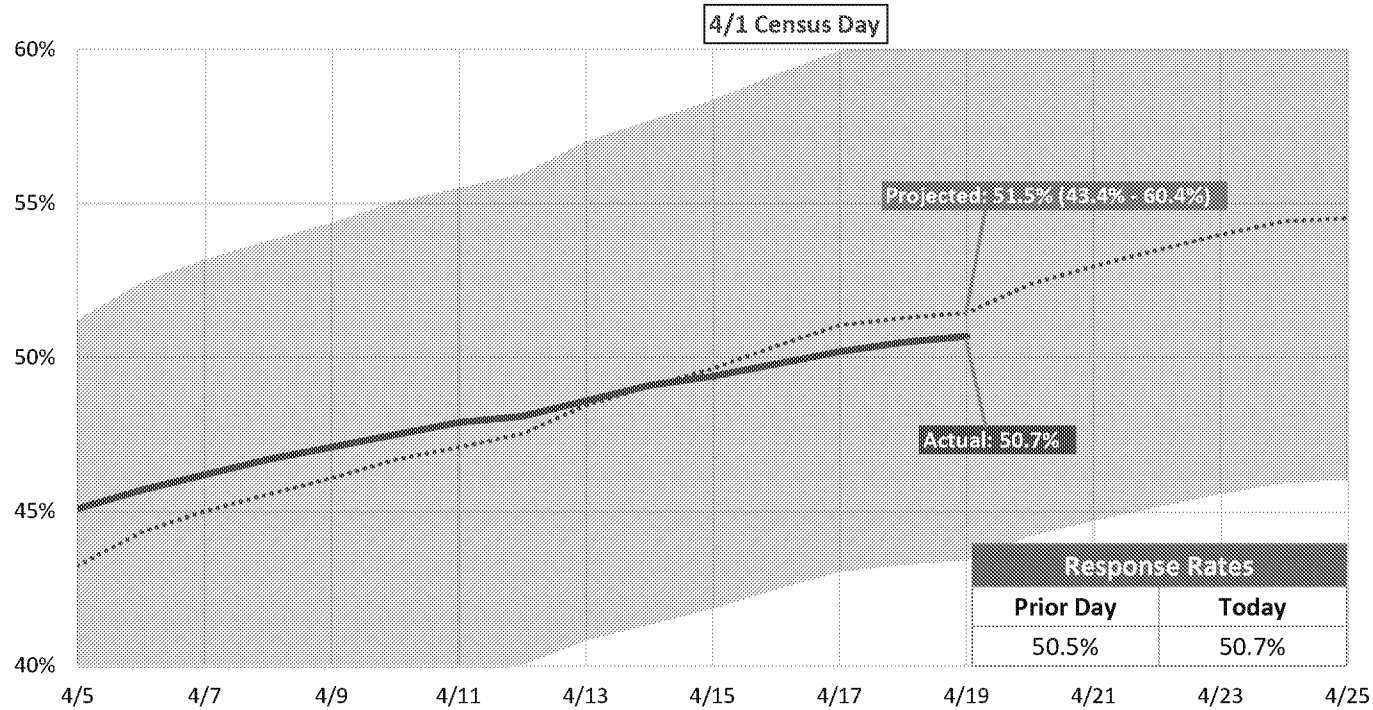
Start Date:  
March 12, 2020

Completion Date:  
August 14, 2020\*




Notes:

- Note that the information on this chart will be updated to reflect the delay in the start of the Update/Leave operation and the delay in the in-home delivery of mailing materials.
- Response rates reflect responses from TEA 1 and TEA 6.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates



Legend

Actual Self-Response Rate	
Projected Self-Response Rate	
Lower & Upper Bound	

Source: Census Data Lake & Decennial Statistical Studies Division



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# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

Status:

Management Focus

Data current as of:

April 20, 2020

Start Date:

March 12, 2020

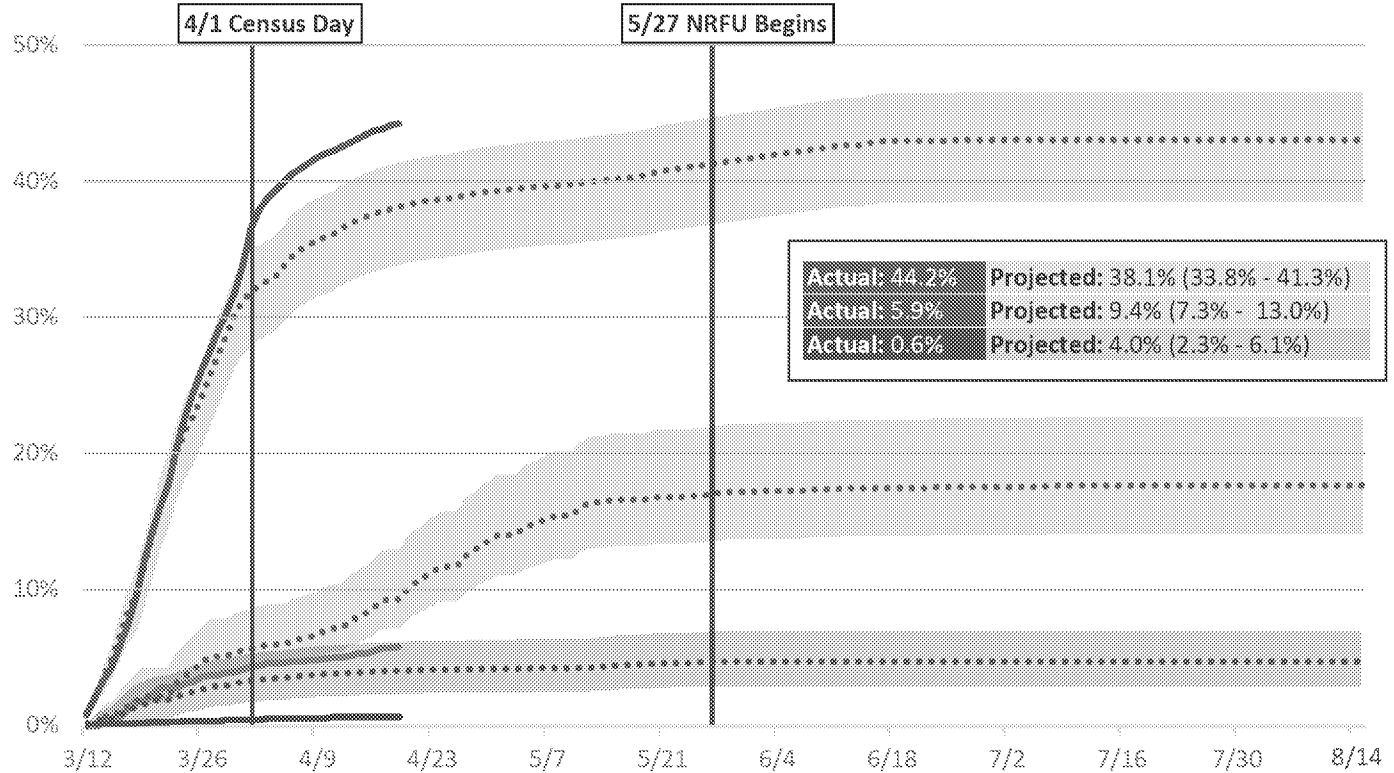
Completion Date:

August 14, 2020\*

Notes:

- Note that the information on this chart will be updated to reflect the delay in the start of the Update/Leave operation and the delay in the in-home delivery of mailing materials.
- Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates By Mode



Legend

	Internet	Paper	Phone
Actual Self-Response Rate	—————	—————	—————
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound			

Source: Census Data Lake & Decennial Statistical Studies Division



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# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

Status:  
 Management Focus

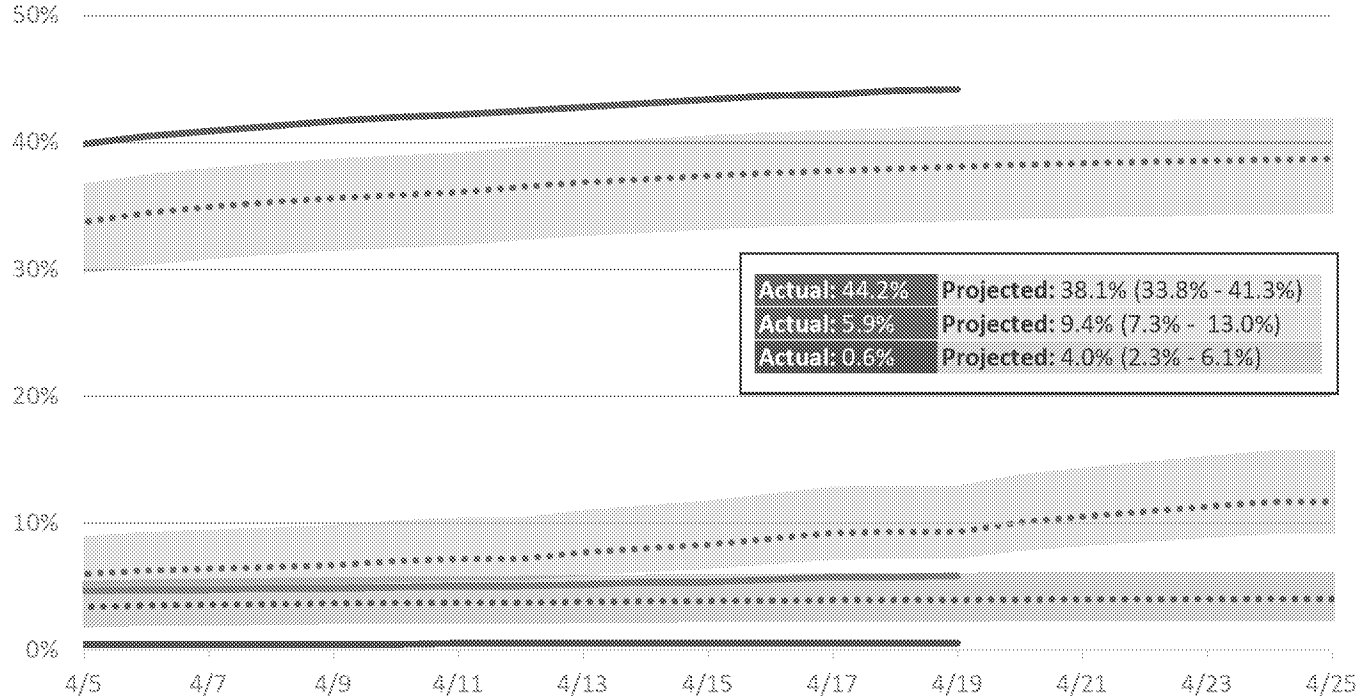
Data current as of:  
 April 20, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 August 14, 2020\*

- Notes:
- Note that the information on this chart will be updated to reflect the delay in the start of the Update/Leave operation and the delay in the in-home delivery of mailing materials.
  - Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates By Mode



Legend

	Internet	Paper	Phone
Actual Self-Response Rate	-----	-----	-----
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound			

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State

Source: Decennial Statistical Studies Division

Data Current as of: April 20, 2020

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
U.S. Total	50.7%	63.5%	66.5%
Minnesota	60.6%	71.6%	74.1%
Wisconsin	57.1%	71.2%	73.5%
Nebraska	56.9%	68.8%	71.1%
Iowa	56.9%	71.0%	73.0%
Michigan	56.9%	65.4%	67.7%
Washington	56.2%	63.7%	67.2%
Utah	56.0%	65.4%	68.6%
Virginia	56.0%	66.2%	69.0%
Illinois	55.4%	67.7%	70.5%
Kansas	55.4%	67.4%	70.0%
Colorado	54.5%	64.4%	67.2%
Ohio	54.3%	66.2%	69.0%
Maryland	54.2%	66.5%	69.5%
Idaho	54.1%	64.6%	67.1%
Indiana	54.1%	67.0%	69.6%
Oregon	53.5%	63.9%	66.9%
Kentucky	53.5%	63.0%	65.7%
Connecticut	52.7%	66.3%	69.5%
Massachusetts	52.1%	65.6%	68.8%
New Jersey	52.0%	64.4%	67.6%
California	51.9%	64.7%	68.2%
Pennsylvania	51.9%	67.8%	70.2%
Missouri	51.8%	65.3%	67.5%
North Dakota	51.5%	66.8%	68.8%
South Dakota	51.2%	65.0%	67.1%
Nevada	50.8%	58.7%	61.4%

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
Tennessee	50.0%	63.8%	67.1%
Alabama	49.5%	59.5%	62.5%
New Hampshire	48.9%	61.5%	64.4%
Florida	48.9%	59.6%	63.0%
Delaware	48.8%	60.8%	64.1%
Arizona	48.4%	58.5%	61.3%
District of Columbia	48.4%	62.2%	66.0%
Mississippi	48.2%	58.1%	61.3%
Rhode Island	47.9%	62.8%	65.7%
Georgia	47.9%	59.5%	62.5%
Arkansas	47.0%	59.5%	62.3%
North Carolina	46.8%	62.1%	64.8%
Louisiana	46.3%	57.9%	61.0%
Texas	46.2%	60.3%	64.4%
South Carolina	45.9%	62.2%	64.7%
Oklahoma	45.7%	58.9%	62.3%
New York	44.8%	61.3%	64.6%
Hawaii	44.6%	60.7%	64.1%
Montana	43.0%	62.3%	64.6%
Wyoming	41.9%	61.1%	63.4%
Vermont	41.5%	58.1%	60.3%
Maine	41.3%	55.3%	57.4%
New Mexico	39.9%	56.9%	60.0%
West Virginia	39.3%	56.8%	59.1%
Alaska	33.8%	51.6%	55.6%
Puerto Rico	6.0%	51.2%	53.8%

Source: Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State - TEA 1 Only

Source: Decennial Statistical Studies Division

Data Current as of: April 20, 2020

State	Actual
U.S. Total	52.2%
Minnesota	62.3%
Utah	60.1%
Wisconsin	58.7%
Idaho	58.7%
Nebraska	58.6%
Colorado	58.1%
Michigan	58.0%
Washington	57.5%
Iowa	57.3%
South Dakota	57.3%
Virginia	56.4%
Kansas	56.4%
Illinois	55.7%
North Dakota	55.7%
Kentucky	55.0%
Indiana	54.6%
Ohio	54.5%
Maryland	54.2%
Oregon	54.2%
Missouri	53.8%
New Hampshire	53.4%
Pennsylvania	53.2%
Massachusetts	53.1%
California	53.0%
Connecticut	52.8%
New Jersey	52.4%

State	Actual
Nevada	52.3%
Arizona	51.5%
Montana	51.2%
Alabama	50.8%
Wyoming	50.8%
West Virginia	50.4%
Tennessee	50.2%
Mississippi	49.7%
Oklahoma	49.6%
Florida	49.6%
Arkansas	49.0%
Georgia	48.8%
Hawaii	48.8%
Delaware	48.8%
Vermont	48.4%
Rhode Island	48.4%
District of Columbia	48.4%
North Carolina	48.1%
Louisiana	47.9%
New Mexico	47.8%
Texas	47.7%
Maine	47.1%
South Carolina	46.8%
Alaska	46.1%
New York	45.9%

# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections

Source: Decennial Statistical Studies Division

Data Current as of: April 20, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Minnesota	60.6%	56.7%	1.069
Nevada	50.8%	47.5%	1.068
Michigan	56.9%	53.5%	1.063
Mississippi	48.2%	45.8%	1.053
Idaho	54.1%	51.5%	1.051

Lowest			
State	Actual	Projection	Actual/ Projection
West Virginia	39.3%	50.0%	0.787
Vermont	41.5%	52.1%	0.796
Alaska	33.8%	42.1%	0.802
Maine	41.3%	51.0%	0.808
Wyoming	41.9%	47.8%	0.877

# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections – TEA 1 Only

Source: Decennial Statistical Studies Division

Data Current as of: April 20, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Idaho	58.7%	53.0%	1.1065
Nevada	52.3%	48.2%	1.0852
Minnesota	62.3%	57.4%	1.0843
Michigan	58.0%	53.9%	1.0770
Mississippi	49.7%	46.2%	1.0743

Lowest			
State	Actual	Projection	Actual/ Projection
Rhode Island	48.4%	54.2%	0.8929
Maine	47.1%	52.7%	0.8940
Alaska	46.1%	51.6%	0.8946
New York	45.9%	51.3%	0.8957
Vermont	48.4%	53.8%	0.9003

# Periodic Performance Management Reports

## 2020 Census: Questionnaire Assistance Inbound Calls

**Status:**

● *On Track*

**Data current as of:**

*April 18, 2020*

**Completion Date:**

**July 31, 2020**

(pending contract MOD)

**Notes:**

**Impacts of Social Distancing:**

- English and Spanish staffing limited to 50% of plan due to social distancing guidelines.
- Non-English, Non-Spanish hours of operation reduced to Monday through Friday 8AM – 10PM EST
- Relief has been given for the Service Level Agreement (SLA) of answering 80% of calls in 30 seconds. Even so, during the past week this SLA was 92.5%.

**Total Inbound Call Volume % (PTD)**

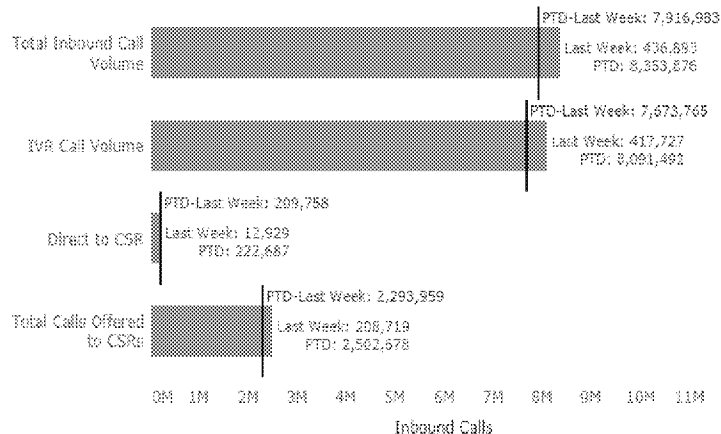


Language	Percentage
English	88.2%
Spanish	10.3%
TTY	0.6%
Vietnamese	0.2%
Korean	0.2%
All Other	0.6%

**Key Performance Metrics (PTD)**

	Planned	Actual
Total Inbound Call Volume	7,094,416	8,353,876
Deflection Rate	47.0%	70.7%
Service Level - 30 Seconds	80.0%	49.4%
Average Handle Time	8:00	9:22

**Inbound Call Volume**



**Calls Offered to CSRs by Language**

	4/5 - 4/11	4/12 - 4/18	PTD	PTD %
English	224,556	179,746	2,231,844	99.2%
English Puerto Rico	218	152	1,080	0.0%
Spanish	24,248	21,898	172,610	6.9%
Spanish Puerto Rico	2,016	2,011	9,519	0.4%
Chinese Mandarin	659	547	7,973	0.3%
Chinese Cantonese	578	603	6,288	0.3%
Vietnamese	1,551	762	10,492	0.4%
Korean	961	783	10,640	0.4%
Russian	329	340	4,782	0.2%
Arabic	179	195	3,085	0.1%
Tagalog	119	103	2,151	0.1%
Polish	96	158	1,888	0.1%
French	53	46	914	0.0%
Haitian Creole	137	164	1,818	0.1%
Portuguese	100	112	1,322	0.1%
Japanese	129	80	1,885	0.1%
TTY	669	694	33,210	1.3%
Group Quarters	440	325	1,177	0.0%
<b>Total</b>	<b>257,038</b>	<b>208,719</b>	<b>2,502,678</b>	<b>100.0%</b>

Source: Daily Briefing Deck: Census Questionnaire Assistance

# Periodic Performance Management Reports

## 2020 Census: Partners & Participating Organizations

Status:

● On Track

Data current as of:

April 16, 2020

Completion Date:

March 2020

Notes:

- 2010 Census: 256,000 regional partners and 856 national partnering organizations.
- We have exceeded the 2010 Census for both national and community partners.

Participating Organizations by Sector		
Sector	National	Community
Nonprofit	338	66,918
Business	111	70,213
Chamber of Commerce/Trade or Professional Association	94	9,660
Education	90	80,107
Government	81	66,574
Faith-Based Organizations	56	33,955
Healthcare	42	13,263
Media	40	6,997
Technology	32	340
International Governmental/Consulate/Embassy	7	342
<b>Grand Total</b>	<b>899</b>	<b>348,369</b>

Participating Organizations by Audiences Served*		
Audiences Served	National	Community
Mass Appeal	371	201,869
Young Children	83	5,264
Black/African American	79	15,640
Rural	71	10,764
Hispanic/Latino	70	22,713
Asian	66	8,964
Young and Mobile	39	6,740
Native Hawaiian Pacific Islander	39	602
Veterans	38	3,041
LGBTQ	22	1,164
Individuals with Disabilities	23	3,001
Persons Experiencing Homelessness and Highly Mobile	20	5,112
American Indian/Alaskan Native	18	3,453
MENA	14	3
Elderly	9	8,107

\*Participating organizations that serve more than one audience are tallied against multiple audiences served as appropriate, so the sum total is greater than the grand total shown.

Completed Community Partnership Events: 319,849



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census.gov

Source: Customer Relationship Management Database

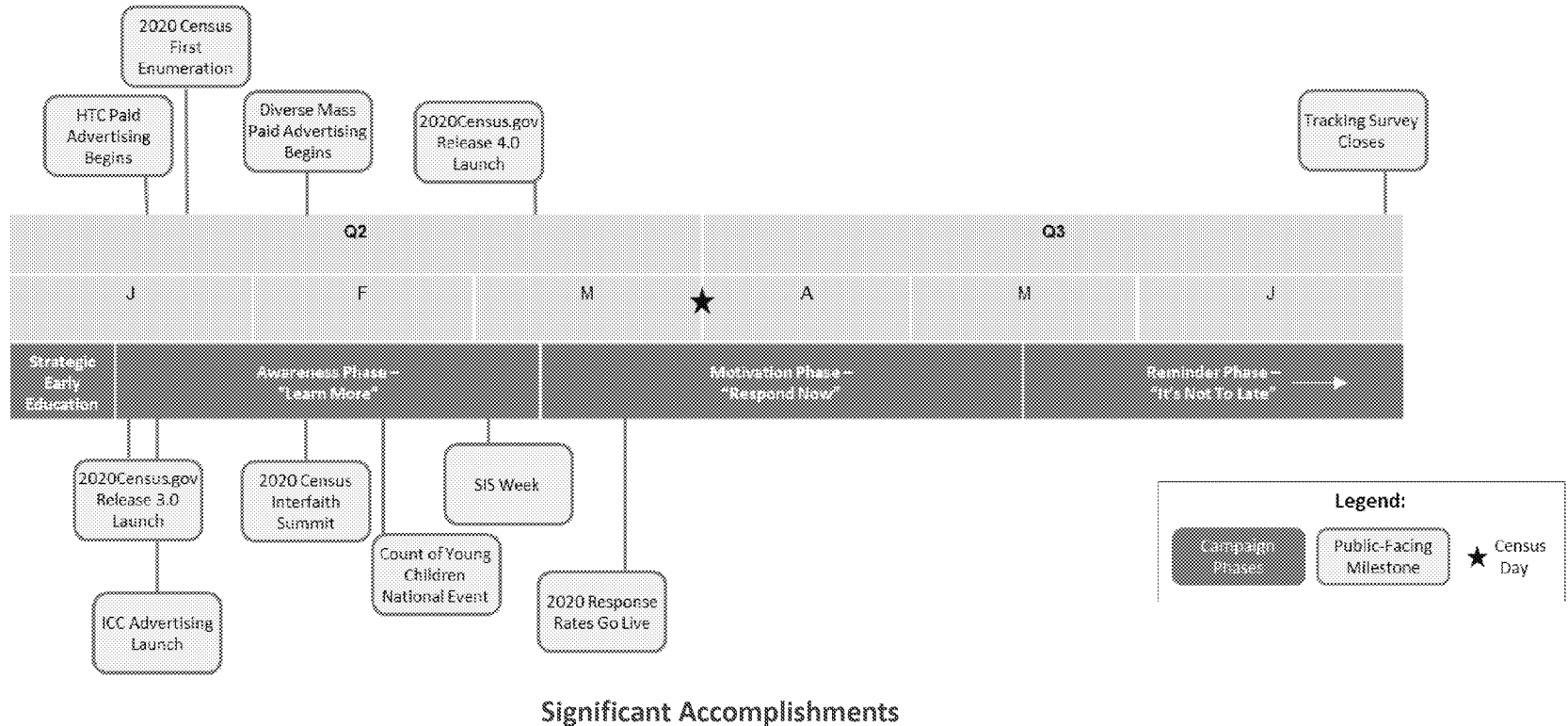
Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

## 2020 Census: Integrated Communications Campaign Weekly Report Timeline

Source: *Integrated Partnerships and Communication*

Data Current as of: *April 16, 2020*





# Periodic Performance Management Reports

## 2020 Census: Monthly FY 2020 Budget Execution Report

Status:

● On Track

### FY 2020 Actual Budget Execution for the 2020 Census Program Commitments and Obligations through 3/31/2020

Data current as of:

March 31, 2020

Completion Date:

September 30, 2020

Notes:

- The data are updated monthly following the financial close-out of the previous month, typically about five business days into the next month.

	IT	Non-IT	Total
Total Planned through March	\$1,027,635,749	\$1,568,026,565	\$2,595,662,314
Total Actual Obligations and Commitments	\$1,218,809,457	\$1,470,956,287	\$2,689,765,744
Execution Variance: Salary Lapse and Contract Variance	\$43,872,184	\$154,930,799	\$198,802,983
Strategic Realignments of Planned Obligations	(\$235,045,892)	(\$57,860,521)	(\$292,906,413)
Combined Execution Variance and Strategic Realignments (\$)	(\$191,173,708)	\$97,070,278	(\$94,103,430)
Combined Execution Variance and Strategic Realignments (%)	-18.60%	6.19%	-3.63%

#### High-Level Variance Explanations:

Earlier this year, the 2020 Census Program exercised the appropriations flexibilities provided in the Continuing Resolution and the Final Appropriations to strategically execute several items earlier in the fiscal year that had been originally planned in January, March, and April. This flexibility permitted the 2020 Census to streamline, provide certainty, and get ahead of schedule on the contract obligations and postage required for the final push to the 2020 Census. These strategic realignments for the TI contract, CQA contract, and postage for the 2020 Census mail-out are cost-neutral accelerations of actions and do not reflect an increase in planned costs. As of March 31, a total of \$293 million that was strategically obligated early had not yet surpassed its original obligation date required to rebalance budget variance.

- The remaining positive variance through March against the original plan in 2020 Census IT systems and operations is \$44 million, or 4 percent. This variance consists of minor timing changes in contract actions and other IT purchases to later months in the fiscal year.
- The remaining positive variance through March against the original plan in 2020 Census non-IT operations is \$155 million, or 10 percent. This variance consists of \$178 million in lapsed salary, partially offset by a decision to increase funding above the original plan for the ICC contract to facilitate additional media purchases during Census week.

Source: Commerce Business Systems

Status Reporting: 2020 Decennial Census  
Periodic Reporting: Release for April 27, 2020











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# Periodic Performance Management Reports

Release for April 27, 2020

Status	Report Title	Summary	Slide Number
	2020 Census: Recruiting Ranges Over Time		4
	2020 Census: Applicant Status	Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.	5
	2020 Census: Remote Alaska Production Progress & Cost	To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date and expectations for workload completion are being determined.	6
	2020 Census: Self-Response Mailings-Replan	The first three Self-Response mailings are complete, and the fourth is underway.	7
	2020 Census: Self-Response of Housing Units	Self-Response to the 2020 Census is tracking within the projected range. The projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.	8
	2020 Census: Self-Response of Housing Units – Zoomed in View		9
	2020 Census: Self-Response of Housing Units by Response Mode	Internet response is exceeding expectations. The projected Self-Response rates by mode have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.	10
	2020 Census: Self-Response of Housing Units by Response Mode – Zoomed in View		11

## Legend

Not Applicable

Completed









On Track

Management Focus

Requires Attention

# Periodic Performance Management Reports

Release for April 27, 2020

Status	Report Title	Summary	Slide Number
	2020 Census: Self-Response of Housing Units by State		12
	2020 Census: Self-Response of Housing Units by State - TEA 1 Only		13
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections		14
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections - TEA 1 Only		15
	2020 Census: Questionnaire Assistance Inbound Calls	Call Center Staffing remains at reduced levels to accommodate Social Distancing protocols. A return call option is now available to callers who leave a message requesting this option.	16
	2020 Census: Partners & Participating Organizations	Progress to establish relationships with National and community organizations continues. The number of partnering organizations at the national-level has grown to 900. The 2020 Census exposure at the local and community level continues to grow; the number of active community partners has grown to over 350,000. We have exceed the 2010 Census numbers for both national and community partners.	17
	2020 Census: Integrated Communications Campaign Weekly Report Timeline	Steady progress continues on Integrated Communications Campaign efforts. The program is rapidly preparing new messages and delivery vehicles in light of the our current environment.	18
	2020 Census: Monthly FY 2020 Budget Execution Report	Fiscal Year 2020 budget execution is managing budget to address critical program needs.	19

## Legend

Not Applicable

Completed

On Track

Management Focus

Requires Attention

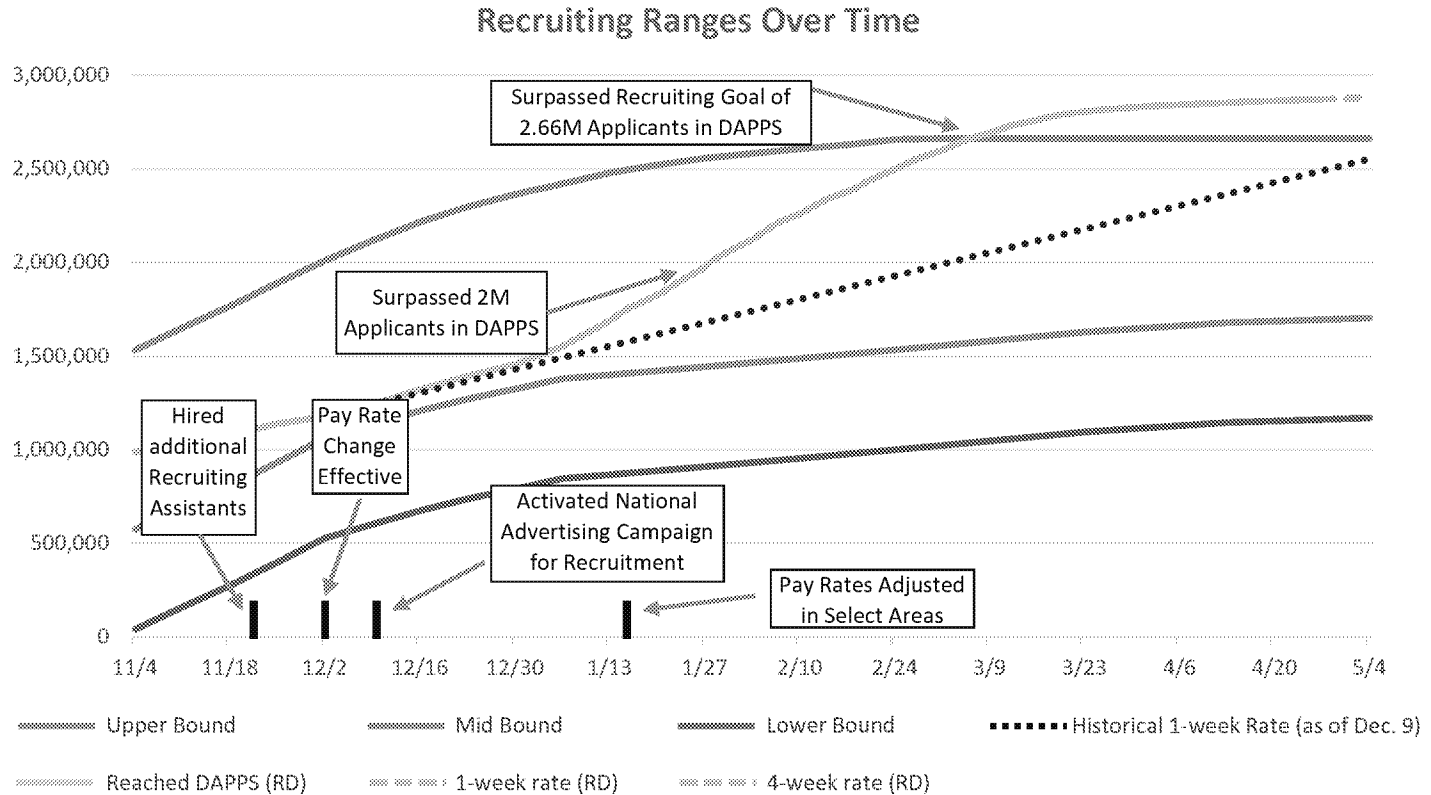
# Periodic Performance Management Reports

## 2020 Census: Recruiting Ranges Over Time

Data current as of:  
April 27, 2020

Completion Date:  
May 12, 2020

Notes:



<u>1-week averages</u>
<b>As of April 27:</b> Daily Rate: 1,229 reached DAPPS/day
<b>As of April 20:</b> Daily Rate: 1,465 reached DAPPS/day
<b>As of April 13:</b> Daily Rate: 1,518 reached DAPPS/day

<b>Upper Bound:</b> 55% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>7 Week Operation</u> 500,000 Hired
---

<b>Mid:</b> 60.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 320,000 Hired
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<b>Lower Bound:</b> 65.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 220,000 Hired
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# Periodic Performance Management Reports

## 2020 Census: Applicant Status

**Status:**

● *On Track*

**Data current as of:**

*April 27, 2020*

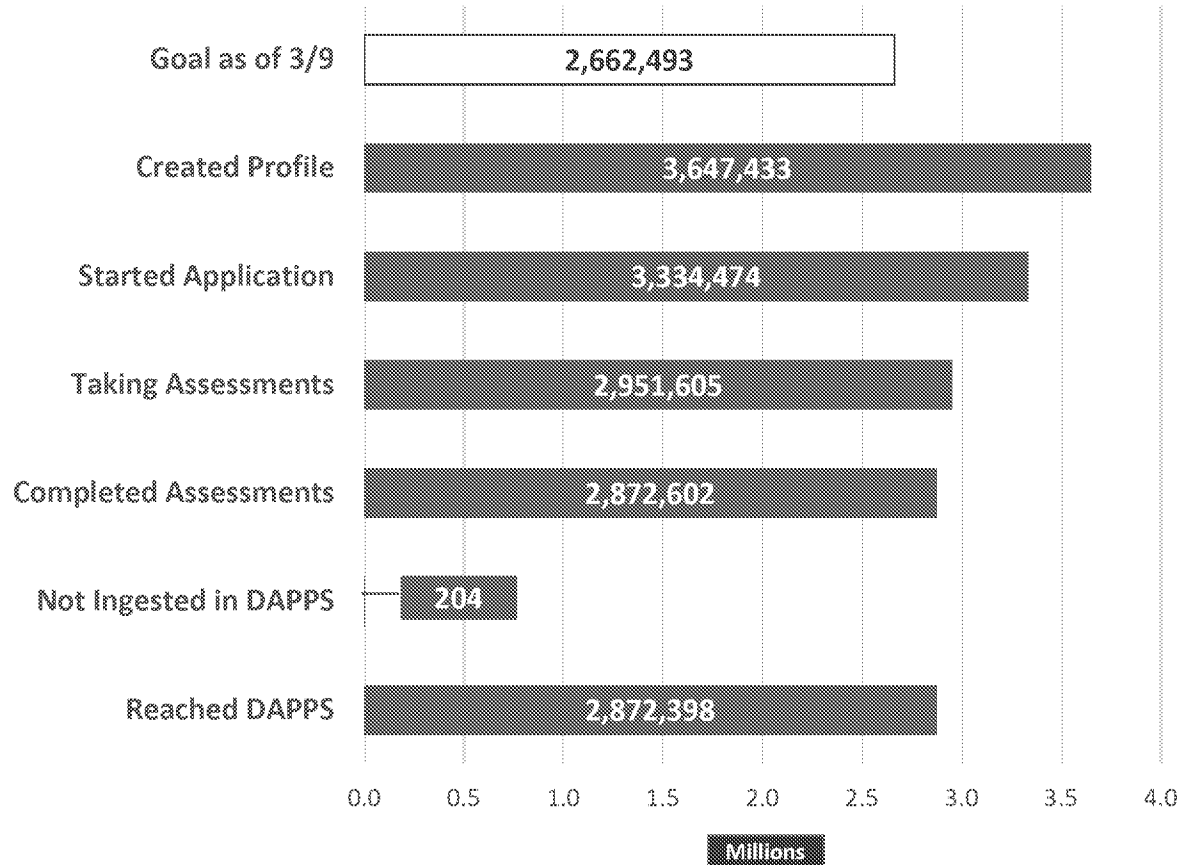
**Completion Date:**

*January 5, 2021*

**Notes:**

- Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.
- We are communicating with our recruits, selectees, and on-board staff so that staff will be ready to work when we are able to recommence all field operations.

### Steps in Applying for a Position



# Periodic Performance Management Reports

## 2020 Census: Remote Alaska Progress & Cost

Status:

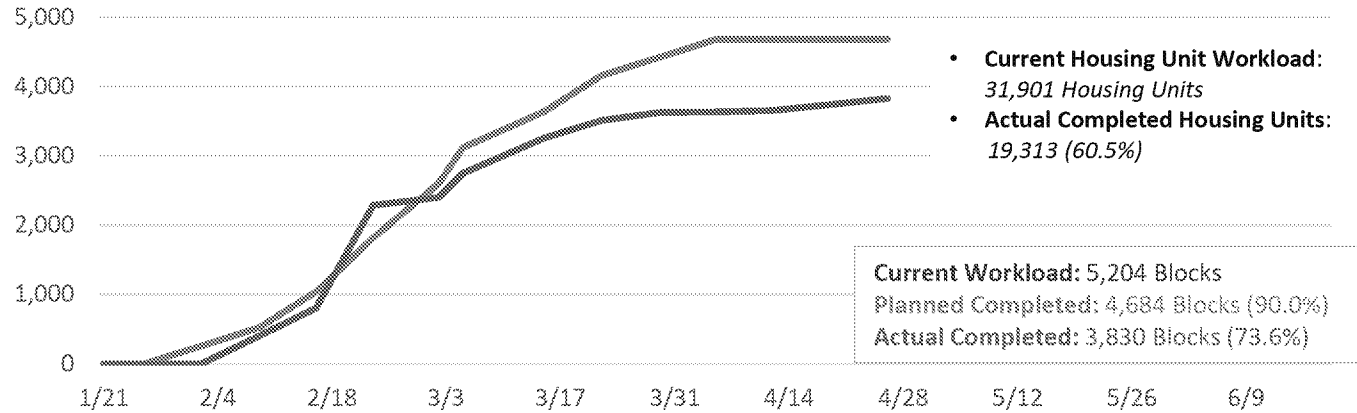
Management Focus

Data current as of:  
April 27, 2020

Start Date:  
January 21, 2020

Completion Date:  
June 19, 2020

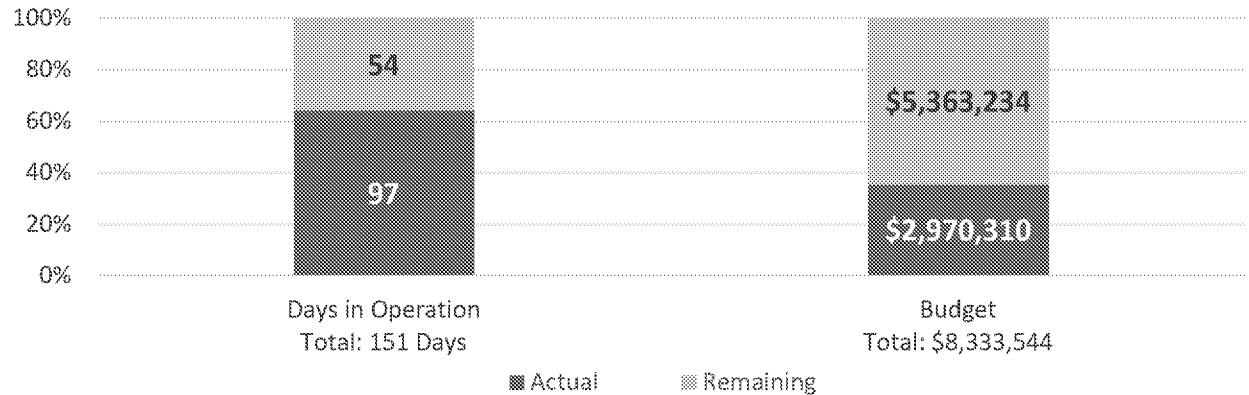
Progress for Remote Alaska Production



Notes:

To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date and expectations for workload completion are being determined.

Key Performance Indicators for Remote Alaska



Source: Unified Tracking System, Automated Tracking and Control




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

Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

## 2020 Census: Self-Response Mailings - Replan

Status:

 On Track


























Data current as of:  
April 27, 2020

Start Date:  
March 12, 2020

Completion Date:  
May 9, 2020

Notes:

- Dates shown are in-home dates except Mailing 4 (which is a production end date; in-homes will be 1-2 days later).
- **Internet First:** Emphasizes online response as the primary self-response option.
- **Internet Choice:** Targeted to areas least likely to respond online; includes a paper questionnaire in the first mailing.

Self-Response Type of Enumeration Area 1 (TEA 1) Mailings							
Panel	Cohort	Mailing 1	Mailing 2	Mailing 3*	Mailing 4**	Mailing 5**	
		<i>Letter Internet First  Letter + Questionnaire Internet Choice</i>	<i>Letter</i>	<i>Postcard</i>	<i>Letter + Questionnaire  Replan date shown below is the production end date for the cohort.</i>	<i>"It's not too late" Postcard  Replan date shown below is the in-home date for the cohort.</i>	
Internet First	1	 Mar. 12	 Mar. 16	 Mar. 26	 Apr. 14	 Apr. 27	
	2	 Mar. 13	 Mar. 17	 Mar. 27	 Apr. 18	 Apr. 30	
	3	 Mar. 19	 Mar. 23	 Apr. 2	 Apr. 22	 May 4	
	4	 Mar. 20	 Mar. 24	 Apr. 3	 Apr. 24	 May 6	
Internet Choice	NA	 Mar. 13	 Mar. 17	 Mar. 27	 Apr. 28	 May 9	

\* Targeted only to nonresponding housing units

+ Original Mailing 4 in-home dates were April 8-16. Original Mailing 5 in-home dates were April 20-27.

Legend

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

Source: Operational Reporting

Pre-decisional - Internal Only - Not for Public Distribution.



# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units

Status:  
● On Track

Data current as of:  
 April 27, 2020

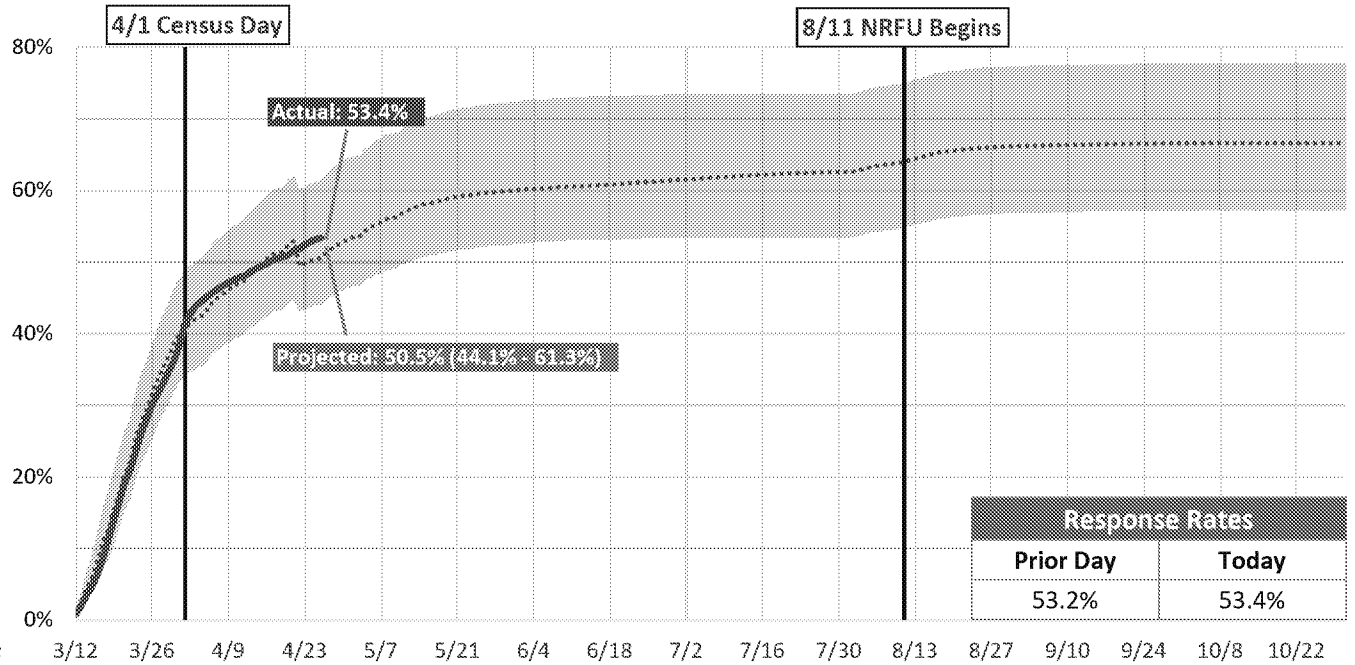
Start Date:  
 March 12, 2020

Completion Date:  
 October 31, 2020\*

**Notes:**

- As of April 22, the projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
- Response rates reflect responses from TEA 1 and TEA 6.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates




**Legend**

Actual Self-Response Rate	—————
Projected Self-Response Rate	*****
Lower & Upper Bound	▒▒▒▒▒

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units – Zoomed in View

Status:  
 On Track

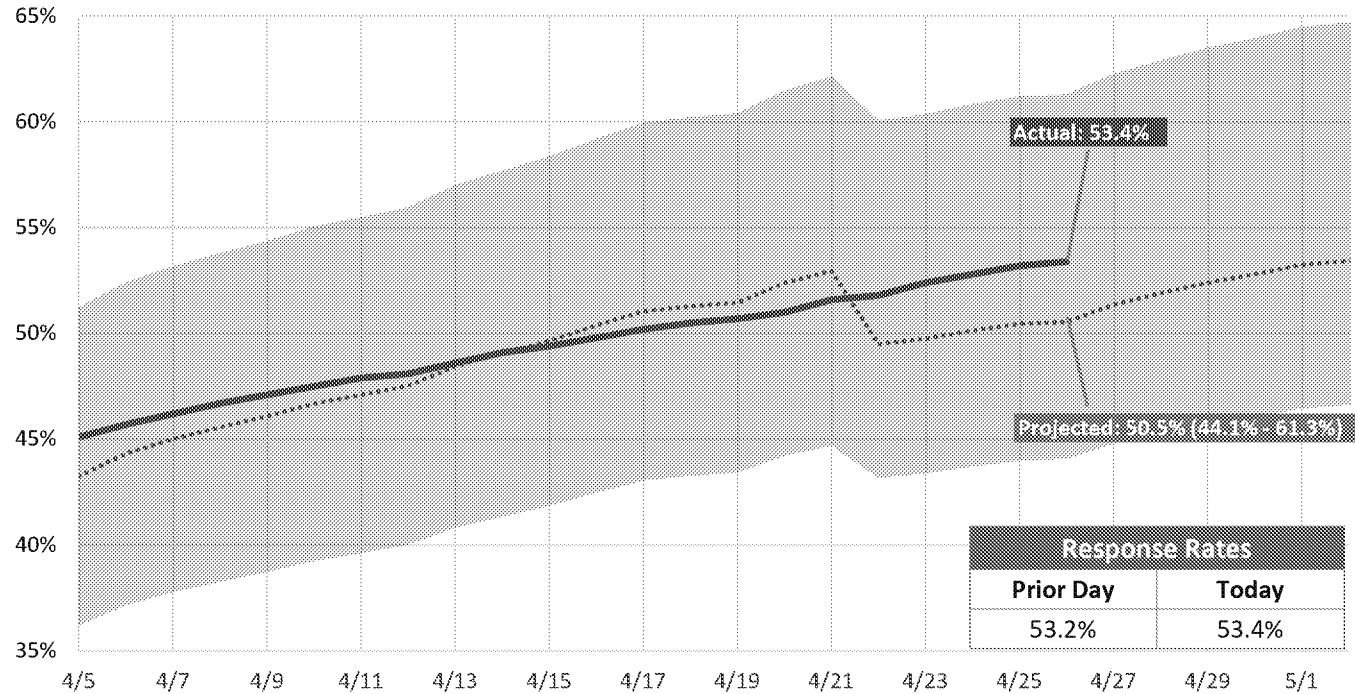
### Actual vs. Projected Self-Response Rates

Data current as of:  
 April 27, 2020



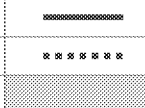
Start Date:  
 March 12, 2020

Completion Date:  
 August 14, 2020\*

- Notes:
- As of April 22, the projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
  - Response rates reflect responses from TEA 1 and TEA 6.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.



#### Legend

- Actual Self-Response Rate 
- Projected Self-Response Rate 
- Lower & Upper Bound 

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

Status:  
 Management Focus

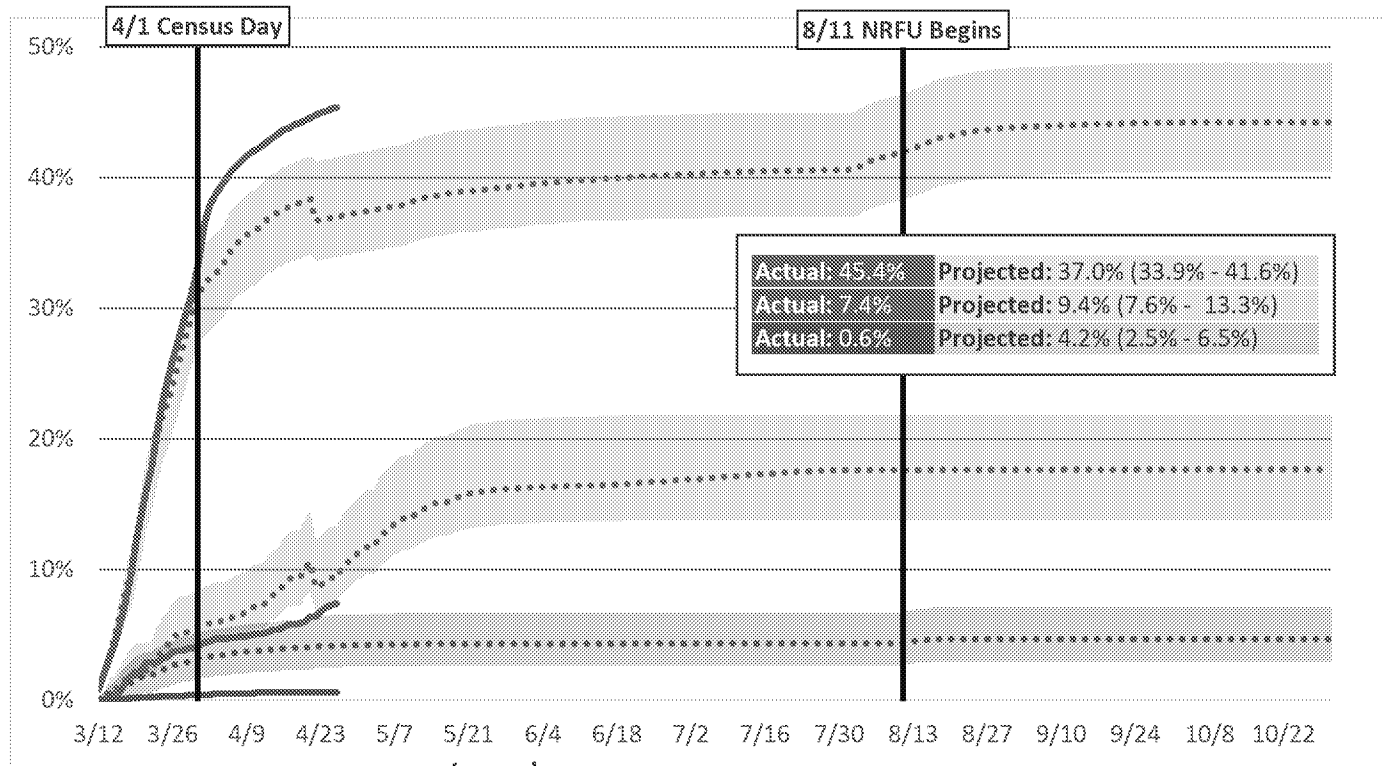
Data current as of:  
 April 27, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 August 14, 2020\*

- Notes:
- As of April 22, the projected Self-Response rates have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
  - Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates By Mode



Legend

	Internet	Paper	Phone
Actual Self-Response Rate	—————	—————	—————
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound			

Source: Census Data Lake & Decennial Statistical Studies Division



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

Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

Status:  
 Management Focus

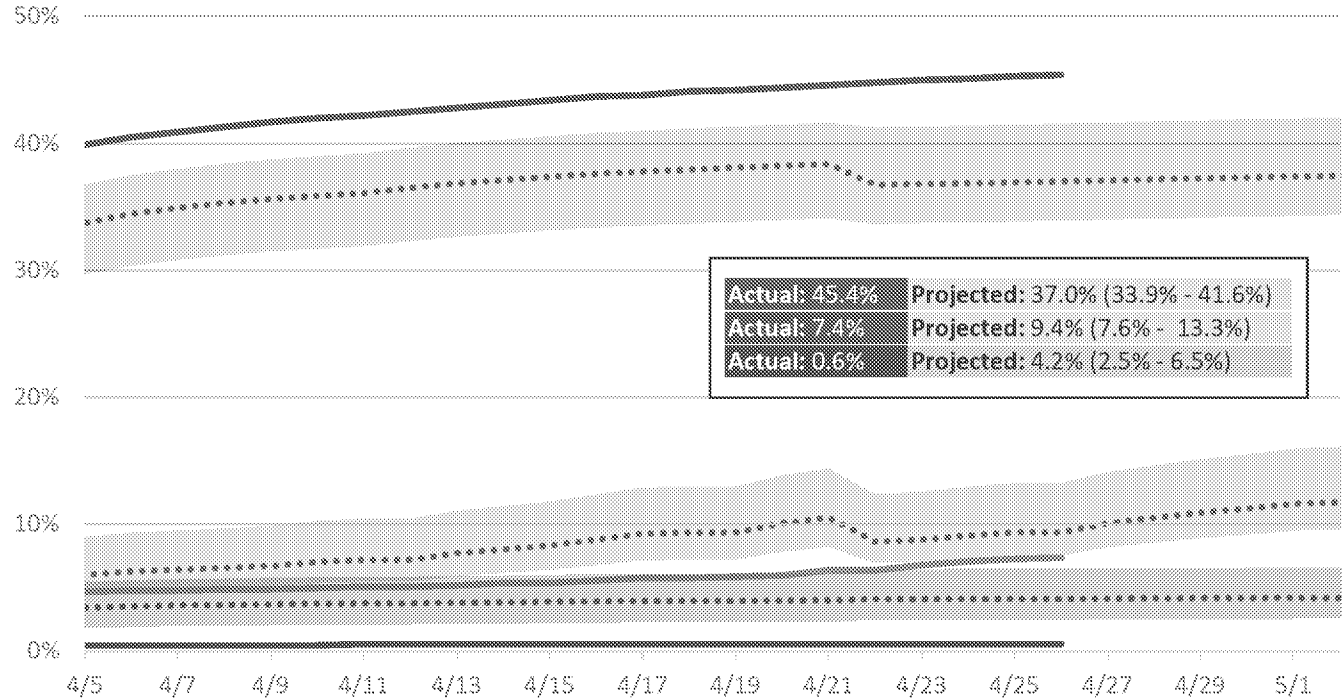
Data current as of:  
 April 27, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 August 14, 2020\*

- Notes:**
- As of April 22, the projected Self-Response rates have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
  - Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates By Mode



**Legend**

	Internet	Paper	Phone
Actual Self-Response Rate	-----	-----	-----
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound			

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State

Source: Decennial Statistical Studies Division

Data Current as of: April 27, 2020

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
U.S. Total	53.4%	63.5%	66.5%
Minnesota	64.1%	71.6%	74.1%
Iowa	61.2%	71.0%	73.0%
Wisconsin	60.8%	71.2%	73.5%
Nebraska	60.7%	68.8%	71.1%
Michigan	60.0%	65.4%	67.7%
Washington	58.8%	63.7%	67.2%
Kansas	58.8%	67.4%	70.0%
Utah	58.8%	65.4%	68.6%
Illinois	58.4%	67.7%	70.5%
Virginia	58.0%	66.2%	69.0%
Ohio	57.7%	66.2%	69.0%
Indiana	57.6%	67.0%	69.6%
Colorado	57.4%	64.4%	67.2%
Maryland	56.7%	66.5%	69.5%
Idaho	56.6%	64.6%	67.1%
Kentucky	56.4%	63.0%	65.7%
Oregon	56.2%	63.9%	66.9%
Connecticut	56.2%	66.3%	69.5%
Massachusetts	55.1%	65.6%	68.8%
New Jersey	54.9%	64.4%	67.6%
California	54.8%	64.7%	68.2%
Pennsylvania	54.8%	67.8%	70.2%
Missouri	54.3%	65.3%	67.5%
South Dakota	54.1%	65.0%	67.1%
North Dakota	53.9%	66.8%	68.8%
Nevada	53.3%	58.7%	61.4%

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
Tennessee	52.5%	63.8%	67.1%
New Hampshire	52.0%	61.5%	64.4%
Alabama	51.7%	59.5%	62.5%
Florida	51.2%	59.6%	63.0%
Rhode Island	51.0%	62.8%	65.7%
Delaware	50.9%	60.8%	64.1%
Arizona	50.9%	58.5%	61.3%
District of Columbia	50.3%	62.2%	66.0%
Georgia	50.1%	59.5%	62.5%
Mississippi	49.7%	58.1%	61.3%
Arkansas	48.9%	59.5%	62.3%
North Carolina	48.7%	62.1%	64.8%
Texas	48.6%	60.3%	64.4%
Louisiana	48.2%	57.9%	61.0%
South Carolina	48.2%	62.2%	64.7%
Oklahoma	48.1%	58.9%	62.3%
New York	47.6%	61.3%	64.6%
Hawaii	47.6%	60.7%	64.1%
Montana	45.3%	62.3%	64.6%
Vermont	44.6%	58.1%	60.3%
Wyoming	44.6%	61.1%	63.4%
Maine	43.9%	55.3%	57.4%
New Mexico	42.3%	56.9%	60.0%
West Virginia	41.3%	56.8%	59.1%
Alaska	35.6%	51.6%	55.6%
Puerto Rico	7.0%	51.2%	53.8%

Source: Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State - TEA 1 Only

Source: Decennial Statistical Studies Division

Data Current as of: April 27, 2020

State	Actual	2010 Rate (Final)
<b>U.S. Total</b>	<b>55.0%</b>	<b>67.5%</b>
Minnesota	65.8%	75.4%
Utah	63.0%	70.4%
Wisconsin	62.5%	73.8%
Nebraska	62.5%	72.1%
Iowa	61.7%	72.8%
Idaho	61.4%	69.9%
Colorado	61.2%	71.1%
Michigan	61.1%	69.5%
South Dakota	60.5%	68.7%
Washington	60.2%	68.0%
Kansas	59.8%	70.9%
Illinois	58.7%	70.6%
Virginia	58.4%	69.1%
North Dakota	58.2%	72.1%
Indiana	58.1%	69.8%
Kentucky	58.0%	66.3%
Ohio	57.9%	69.2%
Oregon	57.0%	67.9%
New Hampshire	56.8%	66.6%
Maryland	56.7%	69.7%
Connecticut	56.3%	69.5%
Missouri	56.3%	69.9%
Pennsylvania	56.2%	70.9%
Massachusetts	56.1%	68.9%
California	55.9%	68.7%
New Jersey	55.4%	67.6%

State	Actual	2010 Rate (Final)
Nevada	54.9%	62.1%
Arizona	54.1%	62.8%
Montana	54.0%	70.7%
Wyoming	53.9%	67.0%
Alabama	53.1%	64.1%
West Virginia	52.8%	63.2%
Tennessee	52.6%	67.1%
Oklahoma	52.2%	66.1%
Hawaii	52.0%	69.6%
Vermont	52.0%	62.8%
Florida	52.0%	63.2%
Rhode Island	51.5%	65.8%
Mississippi	51.1%	63.6%
Georgia	51.1%	63.5%
Arkansas	51.0%	64.8%
Delaware	50.9%	67.0%
New Mexico	50.6%	64.8%
District of Columbia	50.3%	66.0%
Texas	50.2%	65.7%
Maine	50.1%	61.2%
North Carolina	50.0%	64.9%
Louisiana	49.8%	65.4%
South Carolina	49.2%	64.9%
New York	48.8%	65.1%
Alaska	48.6%	59.4%

# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections

Source: Decennial Statistical Studies Division

Data Current as of: April 27, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Idaho	56.6%	48.8%	1.1599
Minnesota	64.1%	55.9%	1.1464
Nevada	53.3%	46.8%	1.1392
Utah	58.8%	52.1%	1.1284
Wisconsin	60.8%	53.9%	1.1282

Lowest			
State	Actual	Projection	Actual/ Projection
Rhode Island	51.0%	54.1%	0.9418
New York	47.6%	50.3%	0.9465
Maine	43.9%	45.9%	0.9550
Delaware	50.9%	52.0%	0.9787
Vermont	44.6%	45.4%	0.9832

# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections – TEA 1 Only

Source: Decennial Statistical Studies Division

Data Current as of: April 27, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Idaho	61.4%	53.3%	1.1507
Minnesota	65.8%	57.7%	1.1405
Nevada	54.9%	48.5%	1.1328
Michigan	61.1%	54.3%	1.1251
Wisconsin	62.5%	55.6%	1.1250

Lowest			
State	Actual	Projection	Actual/ Projection
Alaska	48.6%	51.8%	0.9383
Rhode Island	51.5%	54.7%	0.9411
Maine	50.1%	53.1%	0.9432
New York	48.8%	51.8%	0.9434
Vermont	52.0%	54.1%	0.9617



# Periodic Performance Management Reports

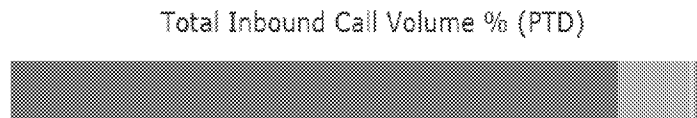
## 2020 Census: Questionnaire Assistance Inbound Calls

Status:  
● On Track

Data current as of:  
 April 25, 2020

Completion Date:  
 July 31, 2020  
 (pending contract MOD)

- Notes:
- Impacts of Social Distancing:
- English and Spanish staffing limited to 50% of plan due to social distancing guidelines.
  - Non-English, Non-Spanish hours of operation reduced to Monday through Friday 8AM – 10PM EST
  - Relief has been given for the Service Level Agreement (SLA) of answering 80% of calls in 30 seconds. Even so, during the past week this SLA was 99.2%.

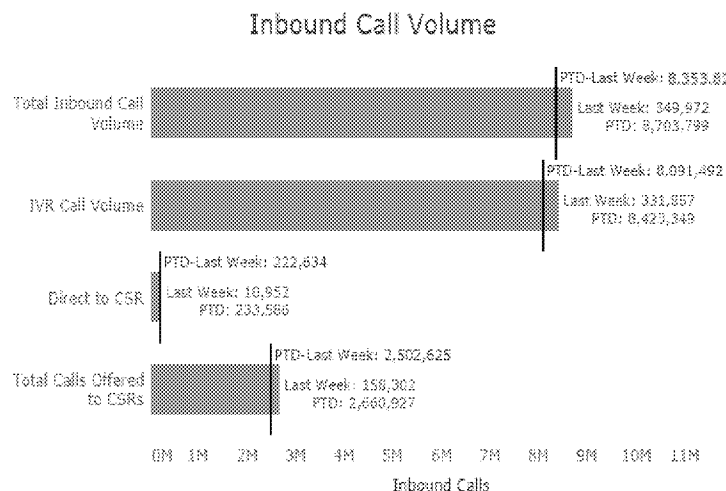


Language	Percentage
English	88.0%
Spanish	10.4%
TTY	0.7%
Vietnamese	0.2%
Korean	0.2%
All Other	0.6%

	Key Performance Metrics (PTD)	
	Planned	Actual
Total Inbound Call Volume	7,365,082	8,703,799
Deflection Rate	47.0%	70.0%
Service Level - 30 Seconds	80.0%	52.4%
Average Handle Time	8:00	9:20

### Calls Offered to CSRs by Language

	4/12 - 4/18	4/19 - 4/25	PTD	PTD %
English	179,738	135,512	2,367,314	89.0%
English Puerto Rico	152	196	1,276	0.0%
Spanish	21,897	14,546	187,145	7.0%
Spanish Puerto Rico	2,011	3,045	12,564	0.5%
Chinese Mandarin	547	550	8,523	0.3%
Chinese Cantonese	603	680	6,968	0.3%
Vietnamese	762	678	11,170	0.4%
Korean	783	498	11,138	0.4%
Russian	340	370	5,152	0.2%
Arabic	195	190	3,275	0.1%
Tagalog	103	90	2,241	0.1%
Polish	158	157	2,045	0.1%
French	46	43	957	0.0%
Haitian Creole	164	124	1,942	0.1%
Portuguese	112	79	1,401	0.1%
Japanese	80	74	1,959	0.1%
TTY	694	968	34,178	1.3%
Group Quarters	325	502	1,679	0.1%
<b>Total</b>	<b>208,710</b>	<b>158,302</b>	<b>2,660,927</b>	<b>100.0%</b>



Source: Daily Briefing Deck: Census Questionnaire Assistance

# Periodic Performance Management Reports

## 2020 Census: Partners & Participating Organizations

**Status:**
 *On Track*
**Data current as of:**
*April 23, 2020*
**Completion Date:**
*March 2020*
**Notes:**

- 2010 Census: 256,000 regional partners and 856 national partnering organizations.
- We have exceeded the 2010 Census for both national and community partners.

Participating Organizations by Sector		
Sector	National	Community
<b>Nonprofit</b>	340	67,219
<b>Business</b>	111	71,268
<b>Chamber of Commerce/Trade or Professional Association</b>	100	9,689
<b>Education</b>	90	80,239
<b>Government</b>	83	66,799
<b>Faith-Based Organizations</b>	56	34,399
<b>Healthcare</b>	41	13,365
<b>Media</b>	40	7,119
<b>Technology</b>	32	331
<b>International Governmental/Consulate/Embassy</b>	7	330
<b>Grand Total</b>	<b>900</b>	<b>350,758</b>

Participating Organizations by Audiences Served*		
Audiences Served	National	Community
<b>Mass Appeal</b>	374	203,470
<b>Young Children</b>	83	5,273
<b>Black/African American</b>	80	15,755
<b>Rural</b>	75	10,887
<b>Hispanic/Latino</b>	70	22,963
<b>Asian</b>	67	9,070
<b>Young and Mobile</b>	39	6,827
<b>Native Hawaiian Pacific Islander</b>	39	608
<b>Veterans</b>	39	3,063
<b>LGBTQ</b>	24	1,171
<b>Individuals with Disabilities</b>	23	3,022
<b>Persons Experiencing Homelessness and Highly Mobile</b>	20	5,129
<b>American Indian/Alaskan Native</b>	18	3,471
<b>MENA</b>	14	5
<b>Elderly</b>	9	8,181

\*Participating organizations that serve more than one audience are tallied against multiple audiences served as appropriate, so the sum total is greater than the grand total shown.

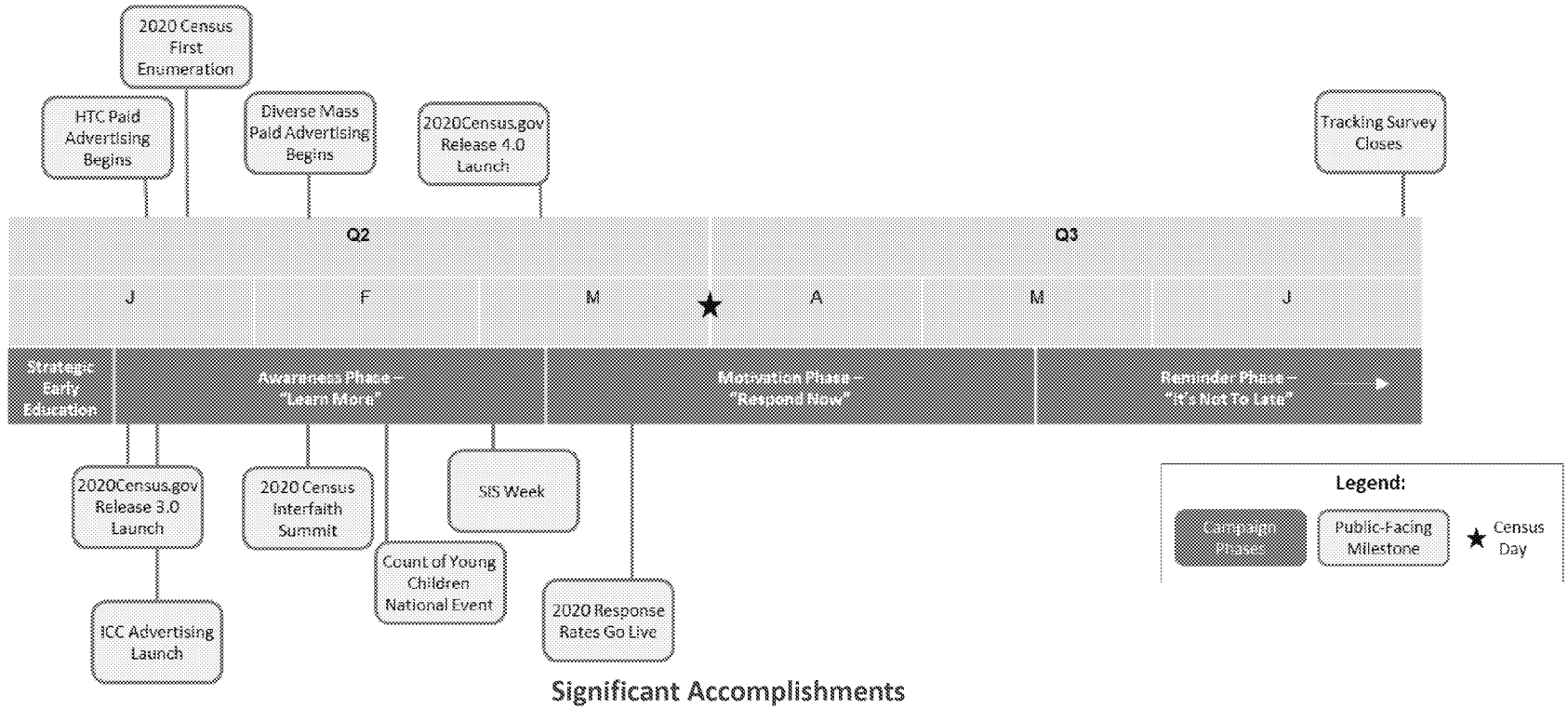
Completed Community Partnership Events: 327,052

# Periodic Performance Management Reports

## 2020 Census: Integrated Communications Campaign Weekly Report Timeline

Source: *Integrated Partnerships and Communication*

Data Current as of: *April 23, 2020*



- The Partnership Specialists/Coordinators survey will be live on April 23, 2020 after 3:30 PM as part of the Partnership Operational Assessment project.
- Continued coordinating cross Order breakthrough initiatives to augment 2020 Census communications during the COVID-19 crisis.
- Began assessing potential opportunities to augment communications campaign in support of Department of Commerce (DOC) proposed shift to the 2020 Census operational schedule.

# Periodic Performance Management Reports

## 2020 Census: Monthly FY 2020 Budget Execution Report

Status:

● On Track

### FY 2020 Actual Budget Execution for the 2020 Census Program Commitments and Obligations through 3/31/2020

Data current as of:

March 31, 2020

Completion Date:

September 30, 2020

Notes:

- The data are updated monthly following the financial close-out of the previous month, typically about five business days into the next month.

	IT	Non-IT	Total
Total Planned through March	\$1,027,635,749	\$1,568,026,565	\$2,595,662,314
Total Actual Obligations and Commitments	\$1,218,809,457	\$1,470,956,287	\$2,689,765,744
Execution Variance: Salary Lapse and Contract Variance	\$43,872,184	\$154,930,799	\$198,802,983
Strategic Realignments of Planned Obligations	(\$235,045,892)	(\$57,860,521)	(\$292,906,413)
Combined Execution Variance and Strategic Realignments (\$)	(\$191,173,708)	\$97,070,278	(\$94,103,430)
Combined Execution Variance and Strategic Realignments (%)	-18.60%	6.19%	-3.63%

#### High-Level Variance Explanations:

Earlier this year, the 2020 Census Program exercised the appropriations flexibilities provided in the Continuing Resolution and the Final Appropriations to strategically execute several items earlier in the fiscal year that had been originally planned in January, March, and April. This flexibility permitted the 2020 Census to streamline, provide certainty, and get ahead of schedule on the contract obligations and postage required for the final push to the 2020 Census. These strategic realignments for the TI contract, CQA contract, and postage for the 2020 Census mail-out are cost-neutral accelerations of actions and do not reflect an increase in planned costs. As of March 31, a total of \$293 million that was strategically obligated early had not yet surpassed its original obligation date required to rebalance budget variance.

- The remaining positive variance through March against the original plan in 2020 Census IT systems and operations is \$44 million, or 4 percent. This variance consists of minor timing changes in contract actions and other IT purchases to later months in the fiscal year.
- The remaining positive variance through March against the original plan in 2020 Census non-IT operations is \$155 million, or 10 percent. This variance consists of \$178 million in lapsed salary, partially offset by a decision to increase funding above the original plan for the ICC contract to facilitate additional media purchases during Census week.

Source: Commerce Business Systems

**This document has been withheld in full.**

**This document has been withheld in full.**

**This document has been withheld in full.**

**From:** DRisko@doc.gov [DRisko@doc.gov]  
**Sent:** 5/2/2020 7:59:46 PM  
**To:** Kelley, Karen (Federal) [KKelley@doc.gov]  
**Subject:** Fwd: Census Phased Resumption of Field Activities  
**Attachments:** Phased Start of Field Ops - FOUO (005) final.pdf; ATT00001.htm

For awareness.

Dan Risko  
Chief of Staff  
Office of the Deputy Secretary  
United States Department of Commerce  
202-482-6010 (o) | 202-304-3048 (c)  
[drisko@doc.gov](mailto:drisko@doc.gov)

Begin forwarded message:

**From:** "Laura K Furgione (CENSUS/CAO FED)" <laura.furgione@census.gov>  
**Date:** May 1, 2020 at 3:37:01 PM EDT  
**To:** "Preskenis, Kevin (Federal)" <KPreskenis@doc.gov>, "Guenther, John (Federal)" <JGuenther@doc.gov>, "Coggins, Wynn (Federal)" <WCoggins@doc.gov>, "Lane, Jennifer (Federal)" <JLane@doc.gov>, "Risko, Daniel (Federal)" <DRisko@doc.gov>  
**Cc:** "Dillingham, Steven" <steven.dillingham@census.gov>, "Jarmin, Ron S" <ron.s.jarmin@census.gov>, "Cannon, Michael (Federal)" <MCannon@doc.gov>, "Jones, Christa D" <christa.d.jones@census.gov>, "Olson, Timothy P" <timothy.p.olson@census.gov>, "Christy, James T" <james.t.christy@census.gov>, "Fontenot, Albert E" <albert.e.fontenot@census.gov>  
**Subject:** Census Phased Resumption of Field Activities

Kevin, et al,

Please find the attached PowerPoint that outlines Census phased resumption of our 2020 Decennial Census field activities. DP

**DP**

Your support and prompt attention to this DOC mission essential activity to truly appreciated.

V/R,

**Laura K. Furgione**, Chief Administrative Officer  
U.S. Census Bureau  
O: 301-763-0264 | M: 301-518-3394  
[census.gov](http://census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)  
**Shape Your Future. START HERE> [2020Census.gov](http://2020Census.gov)**



**This document has been withheld in full.**

**From:** Risko, Daniel (Federal) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=69966F04F7414063BA61A760CA5EAE61-DANIEL RISK]  
**Sent:** 5/2/2020 7:59:48 PM  
**To:** Kelley, Karen (Federal) [KKelley@doc.gov]  
**Subject:** Fwd: Census Phased Resumption of Field Activities  
**Attachments:** Phased Start of Field Ops - FOUO (005) final.pdf; ATT00001.htm

For awareness.

Dan Risko  
Chief of Staff  
Office of the Deputy Secretary  
United States Department of Commerce  
202-482-6010 (o) [PII] (c)  
[drisko@doc.gov](mailto:drisko@doc.gov)

Begin forwarded message:

**From:** "Laura K Furgione (CENSUS/CAO FED)" <laura.furgione@census.gov>  
**Date:** May 1, 2020 at 3:37:01 PM EDT  
**To:** "Preskenis, Kevin (Federal)" <KPreskenis@doc.gov>, "Guenther, John (Federal)" <JGuenther@doc.gov>, "Coggins, Wynn (Federal)" <WCoggins@doc.gov>, "Lane, Jennifer (Federal)" <JLane@doc.gov>, "Risko, Daniel (Federal)" <DRisko@doc.gov>  
**Cc:** "Dillingham, Steven" <steven.dillingham@census.gov>, "Jarmin, Ron S" <ron.s.jarmin@census.gov>, "Cannon, Michael (Federal)" <MCannon@doc.gov>, "Jones, Christa D" <christa.d.jones@census.gov>, "Olson, Timothy P" <timothy.p.olson@census.gov>, "Christy, James T" <james.t.christy@census.gov>, "Fontenot, Albert E" <albert.e.fontenot@census.gov>  
**Subject:** Census Phased Resumption of Field Activities

Kevin, et al,

DP

V/R,

**Laura K. Furgione**, Chief Administrative Officer  
U.S. Census Bureau  
O: 301-763-0264 | M: [PII]  
[census.gov](http://census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)  
**Shape Your Future. START HERE> [2020Census.gov](https://2020census.gov)**

**This document has been withheld in full.**

Status Reporting: 2020 Decennial Census  
Periodic Reporting: Release for May 4, 2020











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

Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

Release for May 4, 2020

Status	Report Title	Summary	Slide Number
	2020 Census: Recruiting Ranges Over Time		4
	2020 Census: Applicant Status	Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.	5
	2020 Census: Remote Alaska Production Progress & Cost	To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date has been set and revised expectations for workload completion have been determined.	6
	2020 Census: Self-Response Mailings	The first four Self-Response mailings are complete. All households in Self-Response areas have been mailed a questionnaire. Mailing 5 is on schedule and nearing completion.	7
	2020 Census: Self-Response of Housing Units	Self-Response to the 2020 Census is tracking within the projected range. The projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.	8
	2020 Census: Self-Response of Housing Units – Zoomed in View		9
	2020 Census: Self-Response of Housing Units by Response Mode	Internet response is exceeding expectations. The projected Self-Response rates by mode have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.	10
	2020 Census: Self-Response of Housing Units by Response Mode – Zoomed in View		11

## Legend

Not Applicable

Completed









On Track

Management Focus

Requires Attention

# Periodic Performance Management Reports

Release for May 4, 2020

Status	Report Title	Summary	Slide Number
	2020 Census: Self-Response of Housing Units by State		12
	2020 Census: Self-Response of Housing Units by State - TEA 1 Only		13
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections		14
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections - TEA 1 Only		15
	2020 Census: Questionnaire Assistance Inbound Calls	Call Center Staffing remains at reduced levels to accommodate Social Distancing protocols. A return call option is now available to callers who leave a message requesting this option.	16
	2020 Census: Partners & Participating Organizations	Progress to establish relationships with National and community organizations continues. The number of partnering organizations at the national-level has grown to 915. The 2020 Census exposure at the local and community level continues to grow; the number of active community partners has grown to over 354,000. We have exceeded the 2010 Census numbers for both national and community partners.	17
	2020 Census: Integrated Communications Campaign Weekly Report Timeline	Steady progress continues on Integrated Communications Campaign efforts. The program is rapidly preparing new messages and delivery vehicles in light of the our current environment.	18
	2020 Census: Monthly FY 2020 Budget Execution Report	Fiscal Year 2020 budget execution is managing budget to address critical program needs.	19

## Legend

Not Applicable

Completed

On Track

Management Focus

Requires Attention

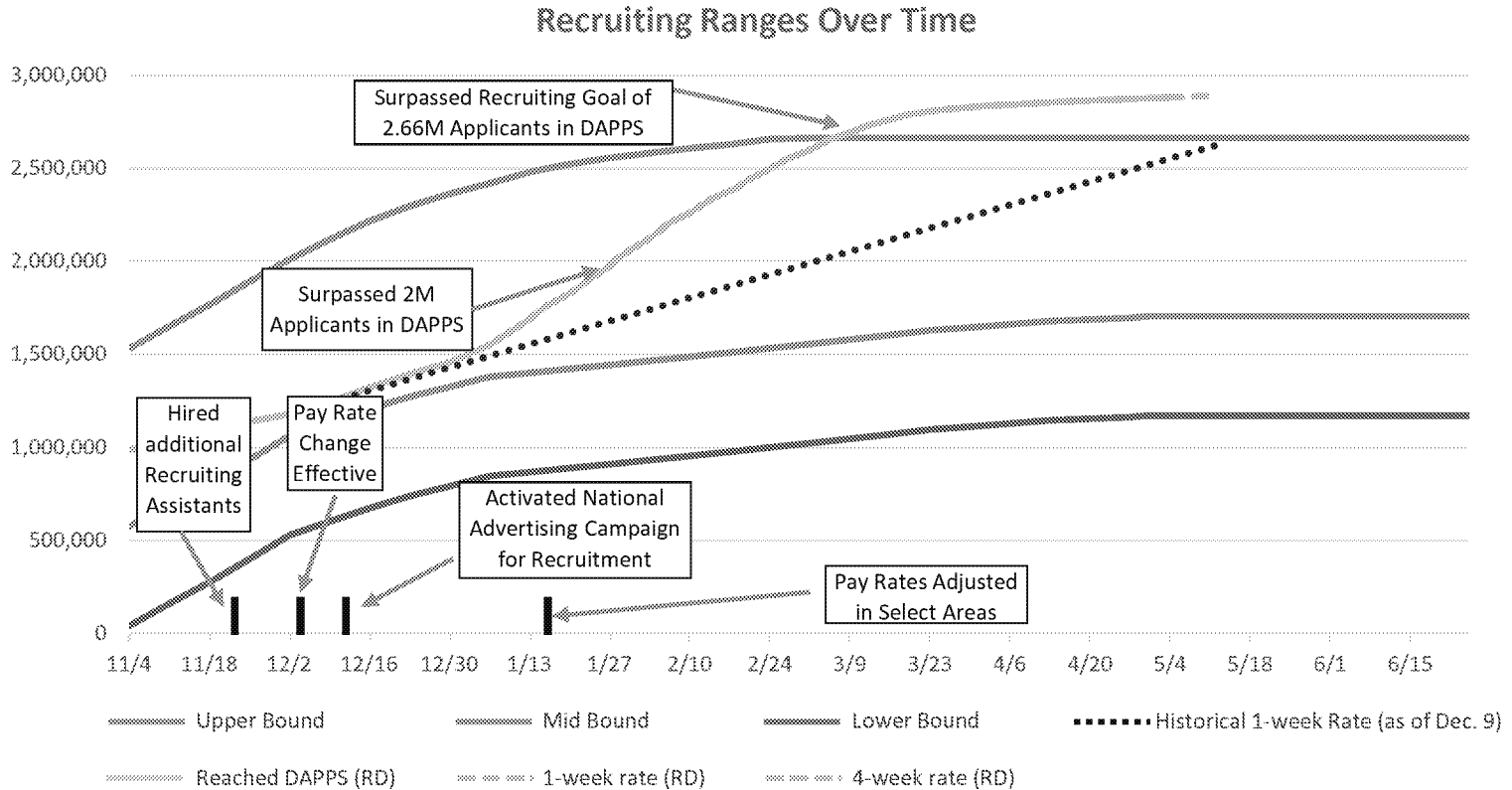
# Periodic Performance Management Reports

## 2020 Census: Recruiting Ranges Over Time

Data current as of:  
May 4, 2020

Completion Date:  
May 12, 2020

Notes:



<u>1-week averages</u>	
<b>As of May 4:</b>	Daily Rate: 1,236 reached DAPPS/day
<b>As of April 27:</b>	Daily Rate: 1,229 reached DAPPS/day
<b>As of April 20:</b>	Daily Rate: 1,465 reached DAPPS/day

<b>Upper Bound:</b>
55% Self Response Rate
1.55 Cases/HR (productivity)
20.5 Hours/Week (availability)
<u>7 Week Operation</u>
500,000 Hired

<b>Mid:</b>
60.5% Self Response Rate
1.55 Cases/HR (productivity)
20.5 Hours/Week (availability)
<u>9 Week Operation</u>
320,000 Hired

<b>Lower Bound:</b>
65.5% Self Response Rate
1.55 Cases/HR (productivity)
20.5 Hours/Week (availability)
<u>9 Week Operation</u>
220,000 Hired

# Periodic Performance Management Reports

## 2020 Census: Applicant Status

**Status:**

● *On Track*

**Data current as of:**

*May 4, 2020*

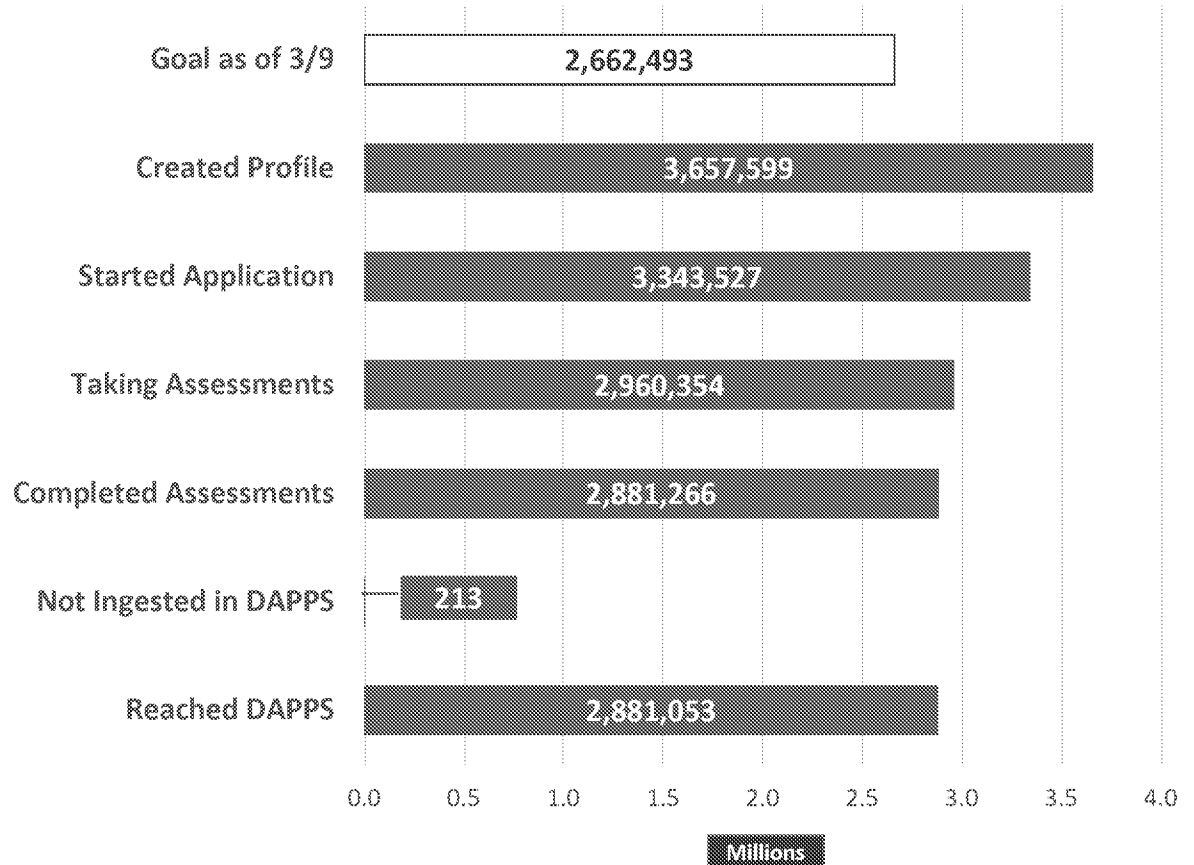
**Completion Date:**

*January 5, 2021*

**Notes:**

- Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.
- We are communicating with our recruits, selectees, and on-board staff so that staff will be ready to work when we are able to recommence all field operations.

### Steps in Applying for a Position





# Periodic Performance Management Reports

## 2020 Census: Remote Alaska Progress & Cost

Status:

Management Focus

Data current as of:

May 4, 2020

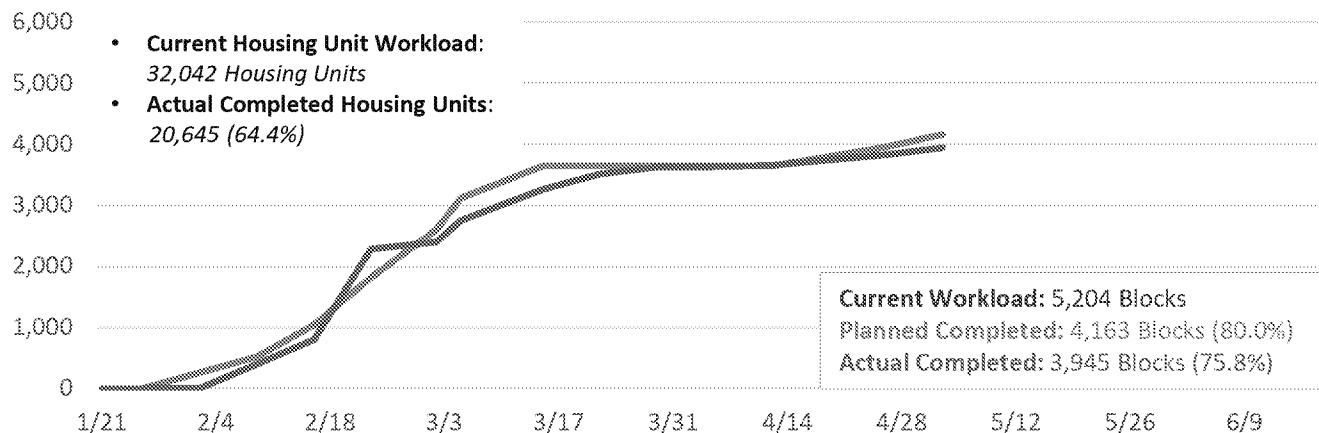
Start Date:

January 21, 2020

Completion Date:

June 19, 2020

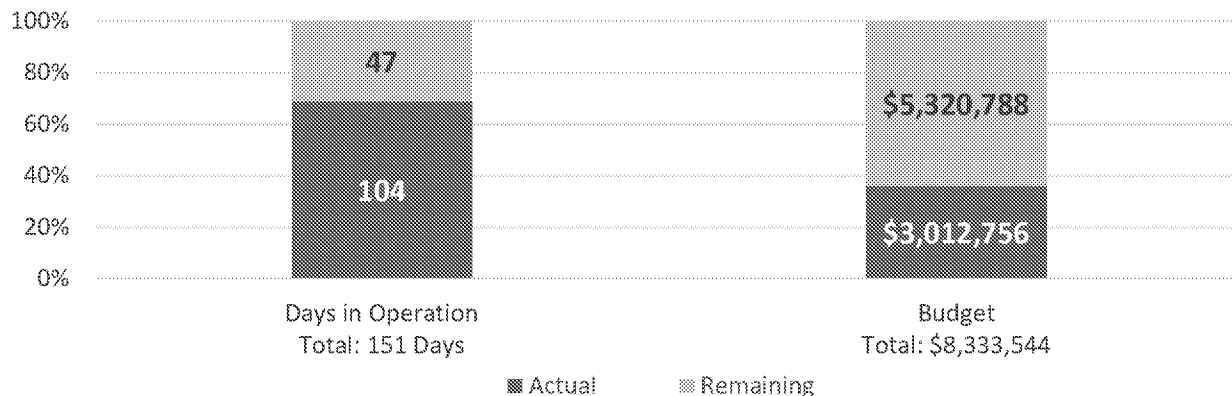
### Progress for Remote Alaska Production



### Notes:

To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date has been set and revised expectations for workload completion have been determined.

### Key Performance Indicators for Remote Alaska




Source: Unified Tracking System, Automated Tracking and Control

# Periodic Performance Management Reports

## 2020 Census: Self-Response Mailings

Status:

 On Track

Data current as of:

May 2, 2020

Start Date:


























March 12, 2020

Completion Date:

May 9, 2020

Notes:

- Dates shown are in-home dates except Mailing 4 (which is a production end date; in-homes will be 1-2 days later).
- **Internet First:** Emphasizes online response as the primary self-response option.
- **Internet Choice:** Targeted to areas least likely to respond online; includes a paper questionnaire in the first mailing.

Self-Response Type of Enumeration Area 1 (TEA 1) Mailings						
Panel	Cohort	Mailing 1	Mailing 2	Mailing 3*	Mailing 4**	Mailing 5**
		<i>Letter Internet First  Letter + Questionnaire Internet Choice</i>	<i>Letter</i>	<i>Postcard</i>	<i>Letter + Questionnaire  Replan date shown below is the production end date for the cohort.</i>	<i>"It's not too late" Postcard  Replan date shown below is the in-home date for the cohort.</i>
Internet First	1	 Mar. 12	 Mar. 16	 Mar. 26	 Apr. 14	 Apr. 27
	2	 Mar. 13	 Mar. 17	 Mar. 27	 Apr. 18	 Apr. 30
	3	 Mar. 19	 Mar. 23	 Apr. 2	 Apr. 22	 May 4
	4	 Mar. 20	 Mar. 24	 Apr. 3	 Apr. 24	 May 6
Internet Choice	NA	 Mar. 13	 Mar. 17	 Mar. 27	 Apr. 28	 May 9

\* Targeted only to nonresponding housing units

+ Original Mailing 4 in-home dates were April 8-16. Original Mailing 5 in-home dates were April 20-27.

Legend

				
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census.gov


Source: Operational Reporting

Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units

Status:

 **On Track**

Data current as of:  
*May 4, 2020*

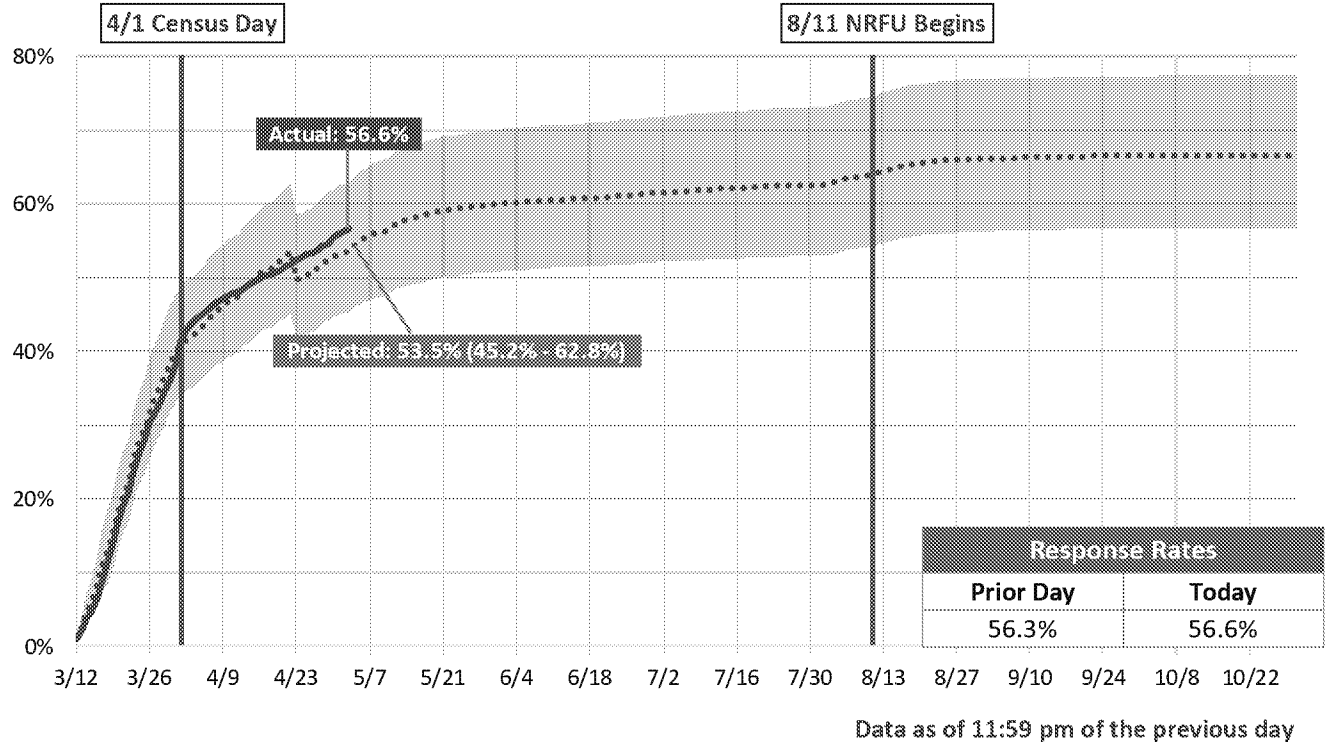
Start Date:  
*March 12, 2020*

Completion Date:  
*October 31, 2020\**




**Notes:**

- As of April 22, the projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
- Response rates reflect responses from TEA 1 and TEA 6.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

**Actual vs. Projected Self-Response Rates**




**Legend**

Actual Self-Response Rate	
Projected Self-Response Rate	
Lower & Upper Bound	

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units –Zoomed in View

Status:  
 **On Track**

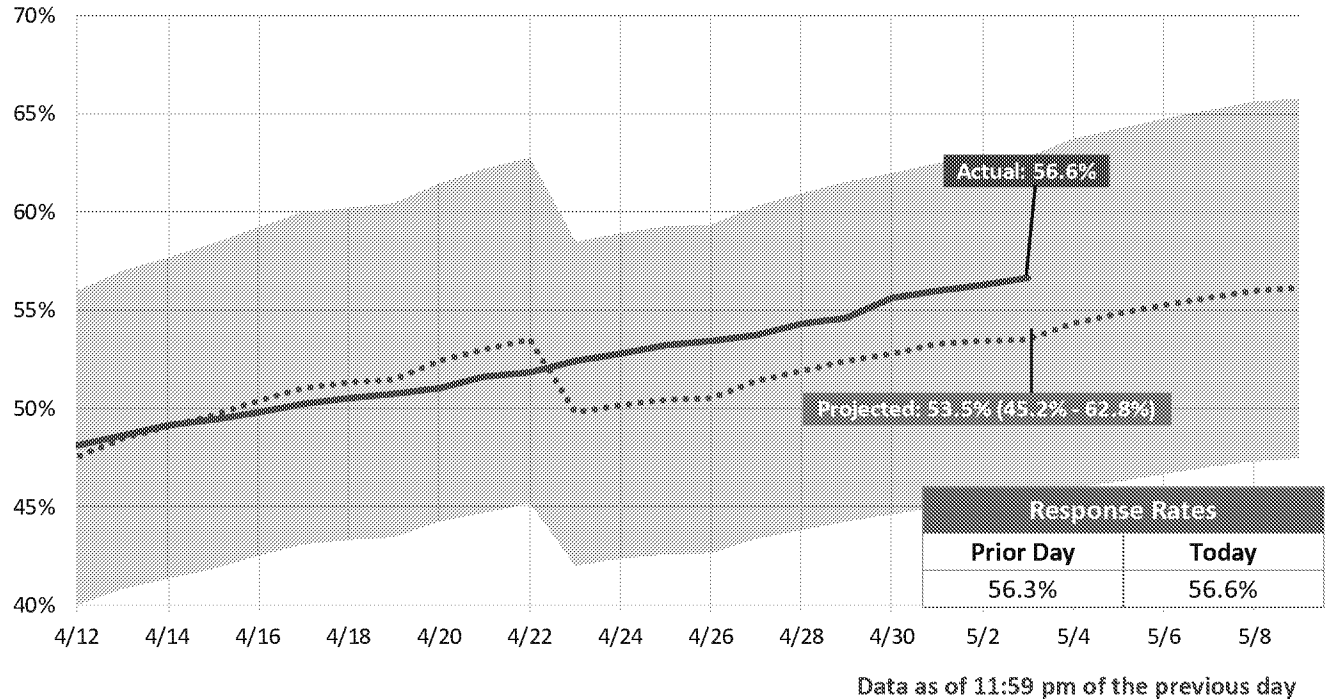
Data current as of:  
**May 4, 2020**

Start Date:  
**March 12, 2020**




Completion Date:  
**October 31, 2020\***

- Notes:**
- As of April 22, the projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
  - Response rates reflect responses from TEA 1 and TEA 6.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

**Actual vs. Projected Self-Response Rates**



**Legend**

Actual Self-Response Rate	
Projected Self-Response Rate	
Lower & Upper Bound	

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

Status:

Management Focus

Data current as of:

May 4, 2020

Start Date:

March 12, 2020

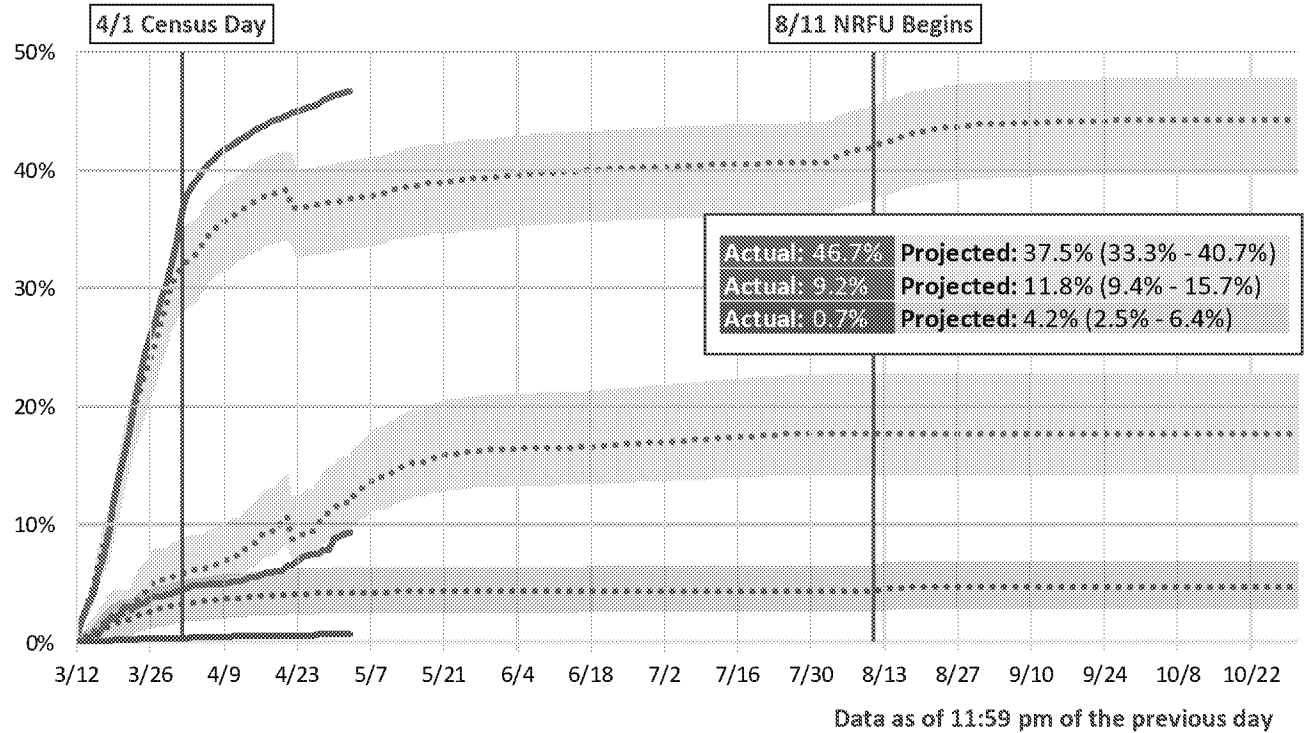
Completion Date:

October 31, 2020\*

Notes:

- As of April 22, the projected Self-Response rates have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
- Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates by Mode



Legend

	Internet	Paper	Phone
Actual Self-Response Rate	.....	.....	.....
Projected Self-Response Rate	.....	.....	.....
Lower & Upper Bound	.....	.....	.....

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode – Zoomed In

Status:  
 Management Focus

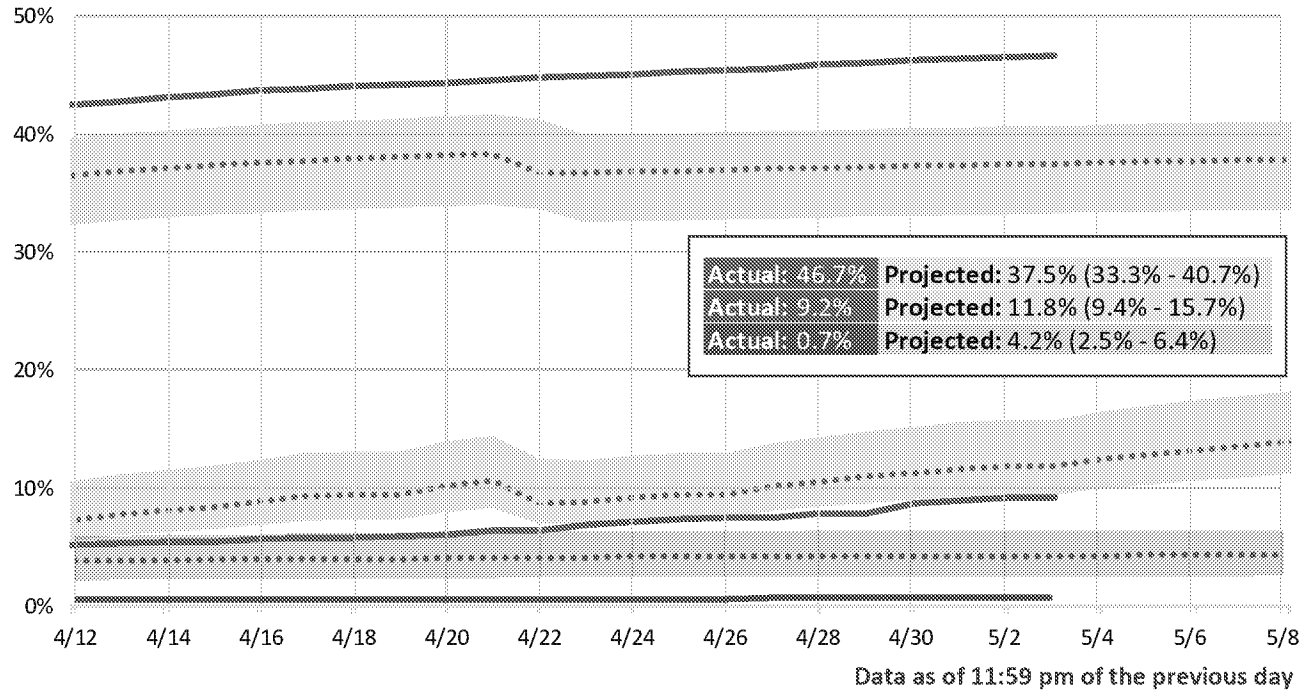
Data current as of:  
 May 4, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 October 31, 2020\*

- Notes:
- As of April 22, the projected Self-Response rates have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
  - Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates by Mode



Legend

	Internet	Paper	Phone
Actual Self-Response Rate	=====	=====	=====
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound			

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State

Source: Decennial Statistical Studies Division

Data Current as of: May 4, 2020

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
<b>U.S. Total</b>	<b>56.6%</b>	<b>63.5%</b>	<b>66.5%</b>
Minnesota	67.2%	71.6%	74.1%
Wisconsin	64.6%	71.2%	73.5%
Iowa	64.2%	71.0%	73.0%
Nebraska	63.7%	68.8%	71.1%
Michigan	63.3%	65.4%	67.7%
Washington	62.0%	63.7%	67.2%
Illinois	61.8%	67.7%	70.5%
Ohio	61.7%	66.2%	69.0%
Kansas	61.5%	67.4%	70.0%
Indiana	61.3%	67.0%	69.6%
Virginia	61.2%	66.2%	69.0%
Utah	61.1%	65.4%	68.6%
Maryland	60.3%	66.5%	69.5%
Kentucky	60.1%	63.0%	65.7%
Colorado	59.9%	64.4%	67.2%
Connecticut	59.9%	66.3%	69.5%
Idaho	59.6%	64.6%	67.1%
Oregon	59.4%	63.9%	66.9%
Massachusetts	58.8%	65.6%	68.8%
Pennsylvania	58.8%	67.8%	70.2%
New Jersey	58.3%	64.4%	67.6%
California	57.8%	64.7%	68.2%
Missouri	57.6%	65.3%	67.5%
South Dakota	57.2%	65.0%	67.1%
North Dakota	56.6%	66.8%	68.8%
Nevada	56.0%	58.7%	61.4%

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
Tennessee	55.7%	63.8%	67.1%
New Hampshire	55.7%	61.5%	64.4%
Alabama	54.6%	59.5%	62.5%
Delaware	54.4%	60.8%	64.1%
Rhode Island	54.3%	62.8%	65.7%
Florida	54.3%	59.6%	63.0%
Arizona	53.5%	58.5%	61.3%
Georgia	52.9%	59.5%	62.5%
District of Columbia	52.5%	62.2%	66.0%
Mississippi	52.1%	58.1%	61.3%
North Carolina	52.1%	62.1%	64.8%
Arkansas	51.4%	59.5%	62.3%
South Carolina	51.2%	62.2%	64.7%
Texas	51.2%	60.3%	64.4%
Louisiana	51.0%	57.9%	61.0%
New York	50.9%	61.3%	64.6%
Oklahoma	50.7%	58.9%	62.3%
Hawaii	49.8%	60.7%	64.1%
Montana	48.2%	62.3%	64.6%
Vermont	47.8%	58.1%	60.3%
Wyoming	47.3%	61.1%	63.4%
Maine	47.1%	55.3%	57.4%
New Mexico	44.5%	56.9%	60.0%
West Virginia	44.1%	56.8%	59.1%
Alaska	37.4%	51.6%	55.6%
Puerto Rico	7.6%	51.2%	53.8%

Data as of 11:59 pm of the previous day

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State - TEA 1 Only

Source: Decennial Statistical Studies Division

Data Current as of: May 4, 2020

State	Actual	2010 Rate (Final)
<b>U.S. Total</b>	<b>58.2%</b>	<b>67.5%</b>
Minnesota	69.0%	75.0%
Wisconsin	66.4%	74.0%
Utah	65.5%	70.0%
Nebraska	65.5%	72.0%
Iowa	64.7%	73.0%
Idaho	64.6%	70.0%
Michigan	64.6%	70.0%
South Dakota	63.9%	69.0%
Colorado	63.9%	71.0%
Washington	63.5%	68.0%
Kansas	62.6%	71.0%
Illinois	62.1%	71.0%
Ohio	62.0%	69.0%
Indiana	61.9%	70.0%
Kentucky	61.8%	66.0%
Virginia	61.7%	69.0%
North Dakota	61.2%	72.0%
New Hampshire	60.8%	67.0%
Pennsylvania	60.3%	71.0%
Maryland	60.3%	70.0%
Oregon	60.2%	68.0%
Connecticut	60.1%	70.0%
Massachusetts	59.9%	69.0%
Missouri	59.7%	70.0%
California	58.9%	69.0%
New Jersey	58.8%	68.0%

State	Actual	2010 Rate (Final)
Nevada	57.6%	62.0%
Montana	57.5%	71.0%
Wyoming	57.2%	67.0%
Arizona	57.0%	63.0%
West Virginia	56.4%	63.0%
Alabama	56.1%	64.0%
Tennessee	55.9%	67.0%
Vermont	55.8%	63.0%
Florida	55.0%	63.0%
Oklahoma	55.0%	66.0%
Rhode Island	54.9%	66.0%
Hawaii	54.4%	70.0%
Delaware	54.4%	67.0%
Georgia	53.9%	64.0%
Maine	53.8%	61.0%
Mississippi	53.6%	64.0%
Arkansas	53.6%	65.0%
North Carolina	53.5%	65.0%
New Mexico	53.2%	65.0%
Texas	52.8%	66.0%
Louisiana	52.7%	65.0%
District of Columbia	52.5%	66.0%
South Carolina	52.3%	65.0%
New York	52.1%	65.0%
Alaska	51.0%	59.0%

Data as of 11:59 pm of the previous day



# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections

Source: Decennial Statistical Studies Division

Data Current as of: May 4, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Idaho	59.6%	52.2%	1.1421
Nevada	56.0%	49.4%	1.1337
Minnesota	67.2%	59.6%	1.1273
Wisconsin	64.6%	57.7%	1.1186
Michigan	63.3%	56.7%	1.1161

Lowest			
State	Actual	Projection	Actual/ Projection
Rhode Island	54.3%	57.5%	0.9446
New York	50.9%	53.3%	0.9544
Maine	47.1%	48.9%	0.9635
Delaware	54.4%	55.2%	0.9850
Vermont	47.8%	48.3%	0.9901

Data as of 11:59 pm of the previous day

# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections – TEA 1 Only

Source: Decennial Statistical Studies Division

Data Current as of: May 4, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Idaho	64.6%	57.0%	1.1333
Nevada	57.6%	51.1%	1.1274
Minnesota	69.0%	61.5%	1.1218
Wisconsin	66.4%	59.5%	1.1157
Michigan	64.6%	57.9%	1.1144

Lowest			
State	Actual	Projection	Actual/ Projection
Alaska	51.0%	54.4%	0.9374
Rhode Island	54.9%	58.1%	0.9441
New York	52.1%	54.8%	0.9514
Maine	53.8%	56.5%	0.9524
Vermont	55.8%	57.5%	0.9696

Data as of 11:59 pm of the previous day

# Periodic Performance Management Reports

## 2020 Census: Questionnaire Assistance Inbound Calls

**Status:**

● *On Track*

**Data current as of:**

*May 2, 2020*

**Completion Date:**

**July 31, 2020**

(pending contract MOD)

**Notes:**

**Impacts of Social Distancing:**

- English and Spanish staffing limited to 50% of plan due to social distancing guidelines.
- Non-English, Non-Spanish hours of operation reduced to Monday through Friday 8AM – 10PM EST
- Relief has been given for the Service Level Agreement (SLA) of answering 80% of calls in 30 seconds. Even so, during the past week this SLA was 97.2%.

**Total Inbound Call Volume % (PTD)**



Language	Percentage
English	87.8%
Spanish	10.6%
TTY	0.7%
Vietnamese	0.2%
Korean	0.1%
All Other	0.6%

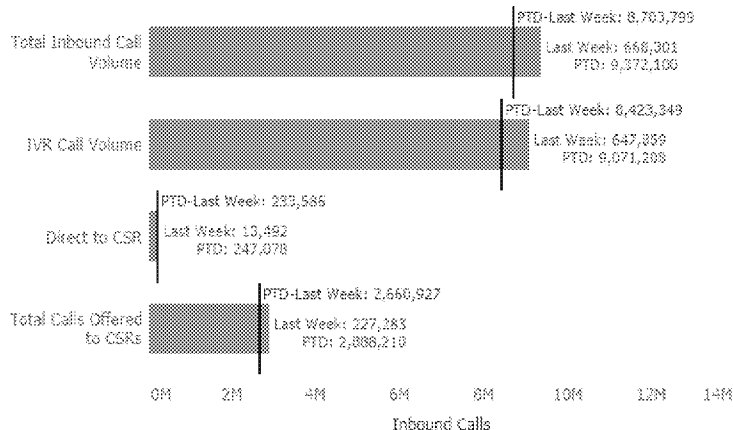
**Key Performance Metrics (PTD)**

	Planned	Actual
Total Inbound Call Volume	7,590,302	9,372,100
Deflection Rate	47.0%	69.6%
Service Level - 30 Seconds	80.0%	55.9%
Average Handle Time	8:00	9:16

**Calls Offered to CSRs by Language**

	4/19 - 4/25	4/26 - 5/2	PTD	PTD %
English	135,512	200,947	2,568,161	88.9%
English Puerto Rico	196	142	1,418	0.0%
Spanish	14,546	19,961	207,106	7.2%
Spanish Puerto Rico	3,045	1,763	14,327	0.5%
Chinese Mandarin	550	531	9,054	0.3%
Chinese Cantonese	680	527	7,495	0.3%
Vietnamese	678	548	11,718	0.4%
Korean	498	387	11,525	0.4%
Russian	370	399	5,551	0.2%
Arabic	190	219	3,494	0.1%
Tagalog	90	87	2,328	0.1%
Polish	157	120	2,165	0.1%
French	43	55	1,012	0.0%
Haitian Creole	124	124	2,056	0.1%
Portuguese	79	103	1,504	0.1%
Japanese	74	83	2,042	0.1%
TTY	968	904	35,082	1.2%
Group Quarters	502	483	2,162	0.1%
<b>Total</b>	<b>158,302</b>	<b>227,283</b>	<b>2,888,210</b>	<b>100.0%</b>

**Inbound Call Volume**



Source: Daily Briefing Deck: Census Questionnaire Assistance



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Economics and Statistics Administration  
U.S. CENSUS BUREAU  
census.gov

# Periodic Performance Management Reports

## 2020 Census: Partners & Participating Organizations

**Status:**
 *On Track*
**Data current as of:**
*April 30, 2020*
**Completion Date:**
*March 2020*
**Notes:**

- 2010 Census: 256,000 regional partners and 856 national partnering organizations.
- We have exceeded the 2010 Census for both national and community partners.
- The National Partnership Program (NPP) met its 2020 Census goal the week of April 20 of securing 900 national participating organizations. NPP will continue to grow the number of national partners and engagements.

Participating Organizations by Sector		
Sector	National	Community
<b>Nonprofit</b>	342	67,611
<b>Business</b>	116	72,457
<b>Chamber of Commerce/Trade or Professional Association</b>	101	9,772
<b>Education</b>	91	80,749
<b>Government</b>	85	67,190
<b>Faith-Based Organizations</b>	59	35,020
<b>Healthcare</b>	41	13,490
<b>Media</b>	41	7,291
<b>Technology</b>	32	333
<b>International Governmental/ Consulate/ Embassy</b>	7	331
<b>Grand Total</b>	<b>915</b>	<b>354,244</b>

Participating Organizations by Audiences Served*		
Audiences Served	National	Community
<b>Mass Appeal</b>	384	205,564
<b>Young Children</b>	83	5,336
<b>Black/African American</b>	81	15,926
<b>Rural</b>	75	11,063
<b>Hispanic/Latino</b>	70	23,248
<b>Asian</b>	67	9,175
<b>Native Hawaiian Pacific Islander</b>	42	621
<b>Young and Mobile</b>	39	6,889
<b>Veterans</b>	39	3,073
<b>LGBTQ</b>	24	1,177
<b>Individuals with Disabilities</b>	23	3,046
<b>Persons Experiencing Homelessness and Highly Mobile</b>	20	5,149
<b>American Indian/ Alaskan Native</b>	18	3,491
<b>MENA</b>	15	10
<b>Elderly</b>	9	8,265

\*Participating organizations that serve more than one audience are tallied against multiple audiences served as appropriate, so the sum total is greater than the grand total shown.

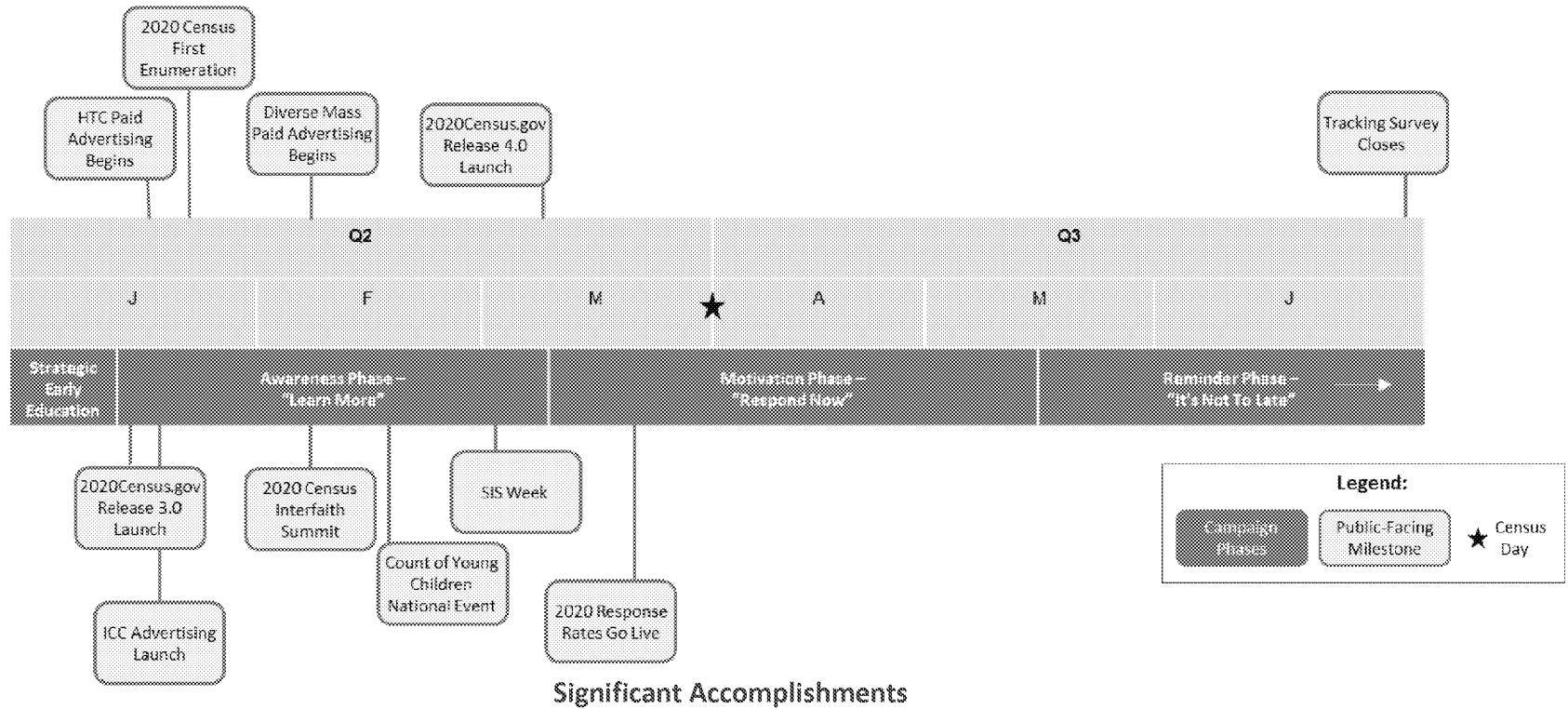
Completed Community Partnership Events: 334,877

# Periodic Performance Management Reports

## 2020 Census: Integrated Communications Campaign Weekly Report Timeline

Source: *Integrated Partnerships and Communication*

Data Current as of: *May 1, 2020*



### Significant Accomplishments

- Since the start of self response to date (March 12, 2020 - April 27, 2020), 2020census.gov metrics are: Paid Website Visits: 28,103,473, Earned Website Visits: 21,707,93, Total Website Visits: 62,404,801, ISR Click through Response (CTR): 34,068,459
- The Hawaii for Census, Census for Hawaii Concert Event took place on 4/28.
- Census Open Innovations Lab (COIL) joined with CPEP and NPP on a national day of digital action to activate influencers, celebrities and partners on May 1.

# Periodic Performance Management Reports

## 2020 Census: Monthly FY 2020 Budget Execution Report

Status:

● On Track

### FY 2020 Actual Budget Execution for the 2020 Census Program Commitments and Obligations through 3/31/2020

Data current as of:

March 31, 2020

Completion Date:

September 30, 2020

Notes:

- The data are updated monthly following the financial close-out of the previous month, typically about five business days into the next month.

	IT	Non-IT	Total
Total Planned through March	\$1,027,635,749	\$1,568,026,565	\$2,595,662,314
Total Actual Obligations and Commitments	\$1,218,809,457	\$1,470,956,287	\$2,689,765,744
Execution Variance: Salary Lapse and Contract Variance	\$43,872,184	\$154,930,799	\$198,802,983
Strategic Realignments of Planned Obligations	(\$235,045,892)	(\$57,860,521)	(\$292,906,413)
Combined Execution Variance and Strategic Realignments (\$)	(\$191,173,708)	\$97,070,278	(\$94,103,430)
Combined Execution Variance and Strategic Realignments (%)	-18.60%	6.19%	-3.63%

#### High-Level Variance Explanations:

Earlier this year, the 2020 Census Program exercised the appropriations flexibilities provided in the Continuing Resolution and the Final Appropriations to strategically execute several items earlier in the fiscal year that had been originally planned in January, March, and April. This flexibility permitted the 2020 Census to streamline, provide certainty, and get ahead of schedule on the contract obligations and postage required for the final push to the 2020 Census. These strategic realignments for the TI contract, CQA contract, and postage for the 2020 Census mail-out are cost-neutral accelerations of actions and do not reflect an increase in planned costs. As of March 31, a total of \$293 million that was strategically obligated early had not yet surpassed its original obligation date required to rebalance budget variance.

- The remaining positive variance through March against the original plan in 2020 Census IT systems and operations is \$44 million, or 4 percent. This variance consists of minor timing changes in contract actions and other IT purchases to later months in the fiscal year.
- The remaining positive variance through March against the original plan in 2020 Census non-IT operations is \$155 million, or 10 percent. This variance consists of \$178 million in lapsed salary, partially offset by a decision to increase funding above the original plan for the ICC contract to facilitate additional media purchases during Census week.

Source: Commerce Business Systems

**This document has been withheld in full.**

**This document has been withheld in full.**



**This document has been withheld in full.**

**From:** DRisko@doc.gov [DRisko@doc.gov]  
**Sent:** 5/4/2020 11:13:51 PM  
**To:** Kelley, Karen (Federal) [KKelley@doc.gov]  
**Subject:** Fwd: Census Phased Resumption of Field Activities  
**Attachments:** Phased Start of Field Ops - FOUO (005) final.pdf; ATT00001.htm

DRAFT//PREDECISIONAL

Ma'am - DP . I can send it over ASAP but wanted your awareness.

Clear to submit?

Dan Risko  
Chief of Staff  
Office of the Deputy Secretary  
United States Department of Commerce  
[202-482-6010](tel:202-482-6010) (o) | [202-304-3048](tel:202-304-3048) (c)  
[drisko@doc.gov](mailto:drisko@doc.gov)

Begin forwarded message:

**From:** "Laura K Furgione (CENSUS/CAO FED)" <laura.furgione@census.gov>  
**Date:** May 1, 2020 at 3:37:01 PM EDT  
**To:** "Preskenis, Kevin (Federal)" <KPreskenis@doc.gov>, "Guenther, John (Federal)" <JGuenther@doc.gov>, "Coggins, Wynn (Federal)" <WCoggins@doc.gov>, "Lane, Jennifer (Federal)" <JLane@doc.gov>, "Risko, Daniel (Federal)" <DRisko@doc.gov>  
**Cc:** "Dillingham, Steven" <steven.dillingham@census.gov>, "Jarmin, Ron S" <ron.s.jarmin@census.gov>, "Cannon, Michael (Federal)" <MCannon@doc.gov>, "Jones, Christa D" <christa.d.jones@census.gov>, "Olson, Timothy P" <timothy.p.olson@census.gov>, "Christy, James T" <james.t.christy@census.gov>, "Fontenot, Albert E" <albert.e.fontenot@census.gov>  
**Subject:** Census Phased Resumption of Field Activities

Kevin, et al,

Please find the attached PowerPoint that outlines Census phased resumption of our 2020 Decennial Census field activities.

DP  
DP

Your support and prompt attention to this DOC mission essential activity to truly appreciated.

V/R,

**Laura K. Furgione**, Chief Administrative Officer  
U.S. Census Bureau  
O: 301-763-0264 | M: 301-518-3394

[census.gov](https://www.census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)

**Shape Your Future. START HERE> [2020Census.gov](https://2020census.gov)**

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**From:** Risko, Daniel (Federal) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=69966F04F7414063BA61A760CA5EAE61-DANIEL RISK]  
**Sent:** 5/4/2020 11:13:54 PM  
**To:** Kelley, Karen (Federal) [KKelley@doc.gov]  
**Subject:** Fwd: Census Phased Resumption of Field Activities  
**Attachments:** Phased Start of Field Ops - FOUO (005) final.pdf; ATT00001.htm

DRAFT//PREDECISIONAL

Ma'am - DP  
DP. I can send it over ASAP but wanted your awareness.

Clear to submit?

Dan Risko  
Chief of Staff  
Office of the Deputy Secretary  
United States Department of Commerce  
202-482-6010 (o) | PII (c)  
[drisko@doc.gov](mailto:drisko@doc.gov)

Begin forwarded message:

**From:** "Laura K Furgione (CENSUS/CAO FED)" <laura.furgione@census.gov>  
**Date:** May 1, 2020 at 3:37:01 PM EDT  
**To:** "Preskenis, Kevin (Federal)" <KPreskenis@doc.gov>, "Guenther, John (Federal)" <JGuenther@doc.gov>, "Coggins, Wynn (Federal)" <WCoggins@doc.gov>, "Lane, Jennifer (Federal)" <JLane@doc.gov>, "Risko, Daniel (Federal)" <DRisko@doc.gov>  
**Cc:** "Dillingham, Steven" <steven.dillingham@census.gov>, "Jarmin, Ron S" <ron.s.jarmin@census.gov>, "Cannon, Michael (Federal)" <MCannon@doc.gov>, "Jones, Christa D" <christa.d.jones@census.gov>, "Olson, Timothy P" <timothy.p.olson@census.gov>, "Christy, James T" <james.t.christy@census.gov>, "Fontenot, Albert E" <albert.e.fontenot@census.gov>  
**Subject:** Census Phased Resumption of Field Activities

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**Laura K. Furgione**, Chief Administrative Officer  
U.S. Census Bureau

O: 301-763-0264 | M: PII

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**This document has been withheld in full.**

**This document has been withheld in full.**



**From:** Ali Mohammad Ahmad (CENSUS/ADCOM FED) [ali.m.ahmad@census.gov]  
**Sent:** 5/8/2020 7:29:46 PM  
**To:** Foti, Anthony (Federal) [AFoti@doc.gov]; Brebbia, Sean (Federal) [SBrebbia@doc.gov]  
**CC:** Walsh, Michael (Federal) [MWalsh@doc.gov]; Olson, Stephanie (Federal) [SOlson@doc.gov]  
**Subject:** Re: Timeline Update  
**Attachments:** 2020 Operaitonal Timeline v5 Clean.docx

DP

**Ali Ahmad**, Associate Director  
Communications Directorate  
U.S. Census Bureau  
O: 301-763-8789 | M: PII  
[Ali.M.Ahmad@census.gov](mailto:Ali.M.Ahmad@census.gov)  
[census.gov](http://census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)

---

**From:** Ali Mohammad Ahmad (CENSUS/ADCOM FED) <ali.m.ahmad@census.gov>  
**Sent:** Friday, May 8, 2020 10:16 AM  
**To:** Foti, Anthony (Federal) <AFoti@doc.gov>; Brebbia, Sean (Federal) <SBrebbia@doc.gov>  
**Cc:** Walsh, Michael (Federal) <MWalsh@doc.gov>; Olson, Stephanie (Federal) <SOlson@doc.gov>  
**Subject:** Re: Timeline Update

PRIVILEGED AND CONFIDENTIAL  
PREDECISIONAL AND DELIBERATIVE DRAFT

DP

Tracked changes version attached, as well as a clean version.

**Ali Ahmad**, Associate Director  
Communications Directorate  
U.S. Census Bureau  
O: 301-763-8789 | M: PII  
[Ali.M.Ahmad@census.gov](mailto:Ali.M.Ahmad@census.gov)  
[census.gov](http://census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)

---

**From:** Ali Mohammad Ahmad (CENSUS/ADCOM FED) <ali.m.ahmad@census.gov>  
**Sent:** Thursday, May 7, 2020 11:26 PM  
**To:** Foti, Anthony (Federal) <AFoti@doc.gov>; Brebbia, Sean (Federal) <SBrebbia@doc.gov>  
**Cc:** Walsh, Michael (Federal) <MWalsh@doc.gov>; Olson, Stephanie (Federal) <SOlson@doc.gov>  
**Subject:** Re: Timeline Update

DP

**Ali Ahmad**, Associate Director  
Communications Directorate

U.S. Census Bureau

O: 301-763-8789 | M: PII

[Ali.M.Ahmad@census.gov](mailto:Ali.M.Ahmad@census.gov)

[census.gov](http://census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)

---

**From:** Foti, Anthony (Federal) <AFoti@doc.gov>

**Sent:** Thursday, May 7, 2020 9:51 PM

**To:** Brebbia, Sean (Federal) <SBrebbia@doc.gov>

**Cc:** Walsh, Michael (Federal) <MWalsh@doc.gov>; Ali Mohammad Ahmad (CENSUS/ADCOM FED) <ali.m.ahmad@census.gov>; Olson, Stephanie (Federal) <SOlson@doc.gov>

**Subject:** Re: Timeline Update

DP

Anthony Foti

Performing the delegated duties of the  
Assistant Secretary for Legislative and Intergovernmental Affairs

U.S. Department of Commerce

1401 Constitution Ave, NW

Washington, DC 20230

202-482-1148

On May 7, 2020, at 9:47 PM, Brebbia, Sean (Federal) <SBrebbia@doc.gov> wrote:

DP

Privileged and Confidential

On May 7, 2020, at 9:24 PM, Walsh, Michael (Federal) <MWalsh@doc.gov> wrote:

PRIVILEGED AND CONFIDENTIAL

PREDECISIONAL AND DELIBERATIVE DRAFT

**ACP / DP**

**From:** "Ali Mohammad Ahmad (CENSUS/ADCOM FED)" <[ali.m.ahmad@census.gov](mailto:ali.m.ahmad@census.gov)>

**Date:** Thursday, May 7, 2020 at 8:05 PM

**To:** "Olson, Stephanie (Federal)" <[SOlson@doc.gov](mailto:SOlson@doc.gov)>

**Cc:** Mike Walsh <[MWalsh@doc.gov](mailto:MWalsh@doc.gov)>, "Brebba, Sean (Federal)" <[SBrebba@doc.gov](mailto:SBrebba@doc.gov)>, "Foti, Anthony (Federal)" <[AFoti@doc.gov](mailto:AFoti@doc.gov)>, "Dillingham, Steven" <[steven.dillingham@census.gov](mailto:steven.dillingham@census.gov)>, Ron Jarmin <[ron.s.jarmin@census.gov](mailto:ron.s.jarmin@census.gov)>, "Fontenot, Albert E" <[albert.e.fontenot@census.gov](mailto:albert.e.fontenot@census.gov)>, "Lamas, Enrique" <[enrique.lamas@census.gov](mailto:enrique.lamas@census.gov)>, "Jones, Christa D" <[christa.d.jones@census.gov](mailto:christa.d.jones@census.gov)>

**Subject:** Re: Timeline Update

**DP**

On May 7, 2020, at 7:38 PM, Olson, Stephanie (Federal) <[SOlson@doc.gov](mailto:SOlson@doc.gov)> wrote:

All,

**DP**

Stephanie Olson  
Acting Deputy General Counsel for Litigation  
D: 202.482.5981  
M: **PII**

**From:** Ali Mohammad Ahmad (CENSUS/ADCOM FED) <[ali.m.ahmad@census.gov](mailto:ali.m.ahmad@census.gov)>

**Sent:** Thursday, May 7, 2020 11:40 AM

**To:** Walsh, Michael (Federal) <[MWalsh@doc.gov](mailto:MWalsh@doc.gov)>; Brebba, Sean (Federal) <[SBrebba@doc.gov](mailto:SBrebba@doc.gov)>; Olson, Stephanie (Federal) <[SOlson@doc.gov](mailto:SOlson@doc.gov)>; Foti, Anthony (Federal) <[AFoti@doc.gov](mailto:AFoti@doc.gov)>

**Cc:** Dillingham, Steven <[steven.dillingham@census.gov](mailto:steven.dillingham@census.gov)>; Jarmin, Ron S <[ron.s.jarmin@census.gov](mailto:ron.s.jarmin@census.gov)>; Fontenot, Albert E <[albert.e.fontenot@census.gov](mailto:albert.e.fontenot@census.gov)>; Lamas, Enrique <[enrique.lamas@census.gov](mailto:enrique.lamas@census.gov)>; Jones, Christa D <[christa.d.jones@census.gov](mailto:christa.d.jones@census.gov)>

**Subject:** Timeline Update

DOC Friends-

**DP**

**Ali Ahmad**, Associate Director

Communications Directorate

U.S. Census Bureau

O: 301-763-8789 |

**PII**

[Ali.M.Ahmad@census.gov](mailto:Ali.M.Ahmad@census.gov)

[census.gov](https://www.census.gov) | [@uscensusbureau](https://twitter.com/uscensusbureau)

<2020 Operaitonal Timeline v3 send + SDO.docx>

<2020 Operaitonal Timeline v3 send + SDO MJW.docx>

**This document has been withheld in full.**

**From:** Walsh, Michael (Federal) [MWalsh@doc.gov]  
**Sent:** 5/8/2020 7:38:05 PM  
**To:** Wilbur Ross; [PII]@doc.gov  
**Subject:** Census DRAFT  
**Attachments:** 2020 Operaitonal Timeline v5 Clean.docx

PRIVILEGED AND PREDECISIONAL  
DRAFT

Here is the draft we discussed.

**This document has been withheld in full.**

Status Reporting: 2020 Decennial Census  
Periodic Reporting: Release for May 11, 2020








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# Periodic Performance Management Reports

Release for May 11, 2020

Status	Report Title	Summary	Slide Number
	2020 Census: Recruiting Ranges Over Time		5
	2020 Census: Applicant Status	Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.	6
	2020 Census: Remote Alaska Production Progress & Cost	To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date has been set and revised expectations for workload completion have been determined.	7
	2020 Census: Self-Response Mailings – FINAL 5/11/2020	The five Self-Response mailings are complete.	8
	2020 Census: Every Door Direct Mail (EDDM) Postcard to Post Office Box Only Areas		9
	2020 Census: Post Office Box Every Door Direct Mail Postcard Format		10
	2020 Census: Self-Response of Housing Units	Self-Response to the 2020 Census is tracking within the projected range. The projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.	11
	2020 Census: Self-Response of Housing Units – Zoomed in View		12

## Legend

Not Applicable

Completed

On Track

Management Focus

Requires Attention

# Periodic Performance Management Reports

Release for May 11, 2020

Status	Report Title	Summary	Slide Number
<input type="radio"/>	2020 Census: Self-Response of Housing Units by Response Mode	Internet response is exceeding expectations. The projected Self-Response rates by mode have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.	13
<input type="radio"/>	2020 Census: Self-Response of Housing Units by Response Mode – Zoomed in View		14
<input type="radio"/>	2020 Census: Self-Response of Housing Units by State		15
<input type="radio"/>	2020 Census: Self-Response of Housing Units by State - Self-Response Type of Enumeration Area Only		16
<input type="radio"/>	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections		17
<input type="radio"/>	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections - Self-Response Only		18
<input checked="" type="radio"/>	2020 Census: Questionnaire Assistance Inbound Calls	Call Center Staffing remains at reduced levels to accommodate Social Distancing protocols. A return call option is now available to callers who leave a message requesting this option.	19

Legend Not Applicable Completed On Track Management Focus Requires Attention




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census.gov

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# Periodic Performance Management Reports

Release for May 11, 2020

Status	Report Title	Summary	Slide Number
	2020 Census: Partners & Participating Organizations	Progress to establish relationships with National and community organizations continues. The number of partnering organizations at the national-level has grown to 921. The 2020 Census exposure at the local and community level continues to grow; the number of active community partners has grown to over 364,000. We have exceeded the 2010 Census numbers for both national and community partners.	20
	2020 Census: Integrated Communications Campaign Weekly Report Timeline	Steady progress continues on Integrated Communications Campaign efforts. The program is rapidly preparing new messages and delivery vehicles in light of the our current environment.	21
	2020 Census: Monthly FY 2020 Budget Execution Report	Fiscal Year 2020 budget execution is managing budget to address critical program needs.	22

## Legend

Not Applicable

Completed

On Track

Management Focus

Requires Attention

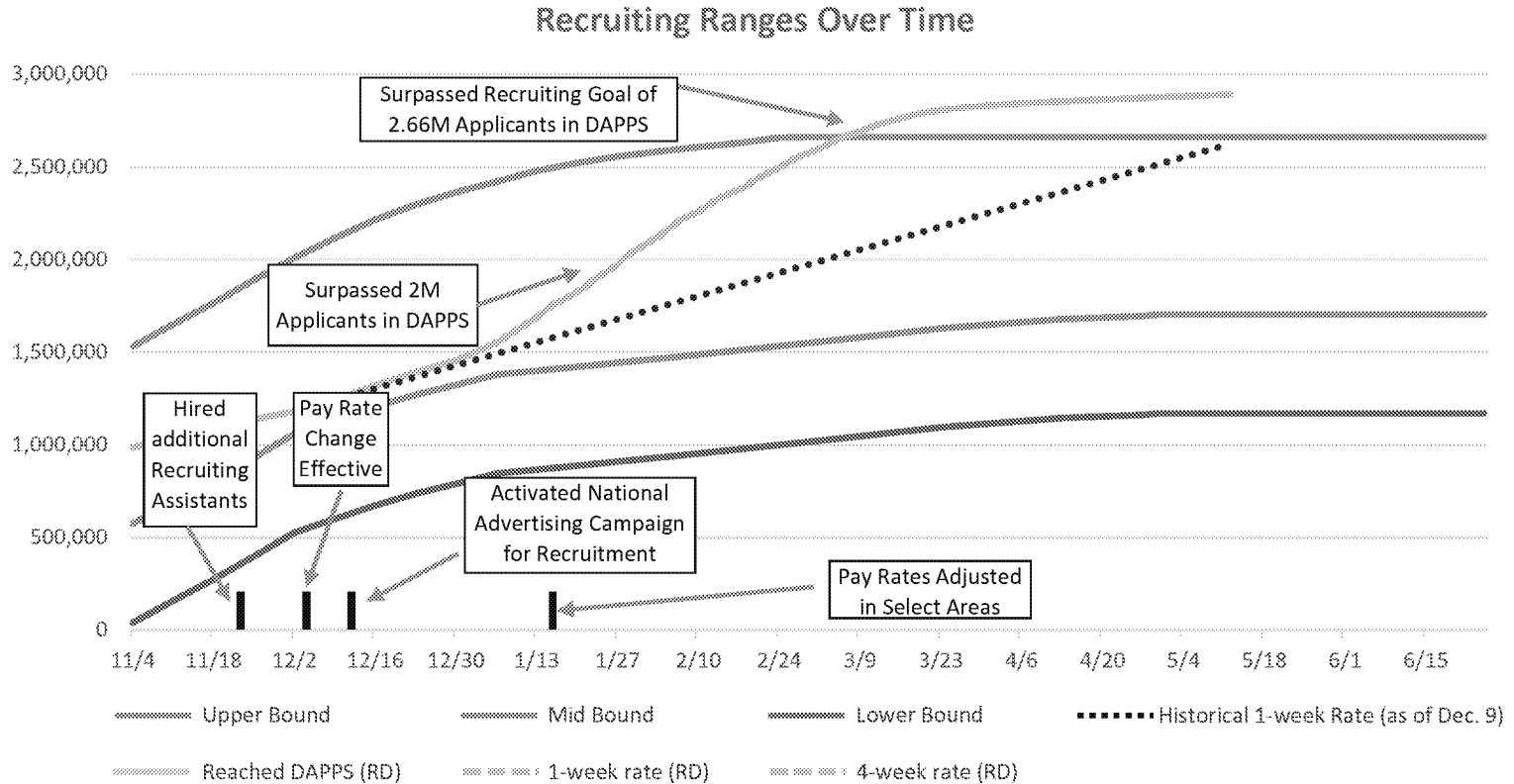
# Periodic Performance Management Reports

## 2020 Census: Recruiting Ranges Over Time

Data current as of:  
May 11, 2020

Completion Date:  
May 12, 2020

Notes:



<u>1-week averages</u>
<b>As of May 11:</b> Daily Rate: 1,214 reached DAPPS/day
<b>As of May 4:</b> Daily Rate: 1,236 reached DAPPS/day
<b>As of April 27:</b> Daily Rate: 1,229 reached DAPPS/day

<b>Upper Bound:</b> 55% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>7 Week Operation</u> 500,000 Hired
---

<b>Mid:</b> 60.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 320,000 Hired
---

<b>Lower Bound:</b> 65.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 220,000 Hired
---



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Economics and Statistics Administration  
U.S. CENSUS BUREAU  
census.gov

Source: 2020 R&A/DAPPS Applicant Summary Report

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# Periodic Performance Management Reports

## 2020 Census: Applicant Status

Status:

● On Track

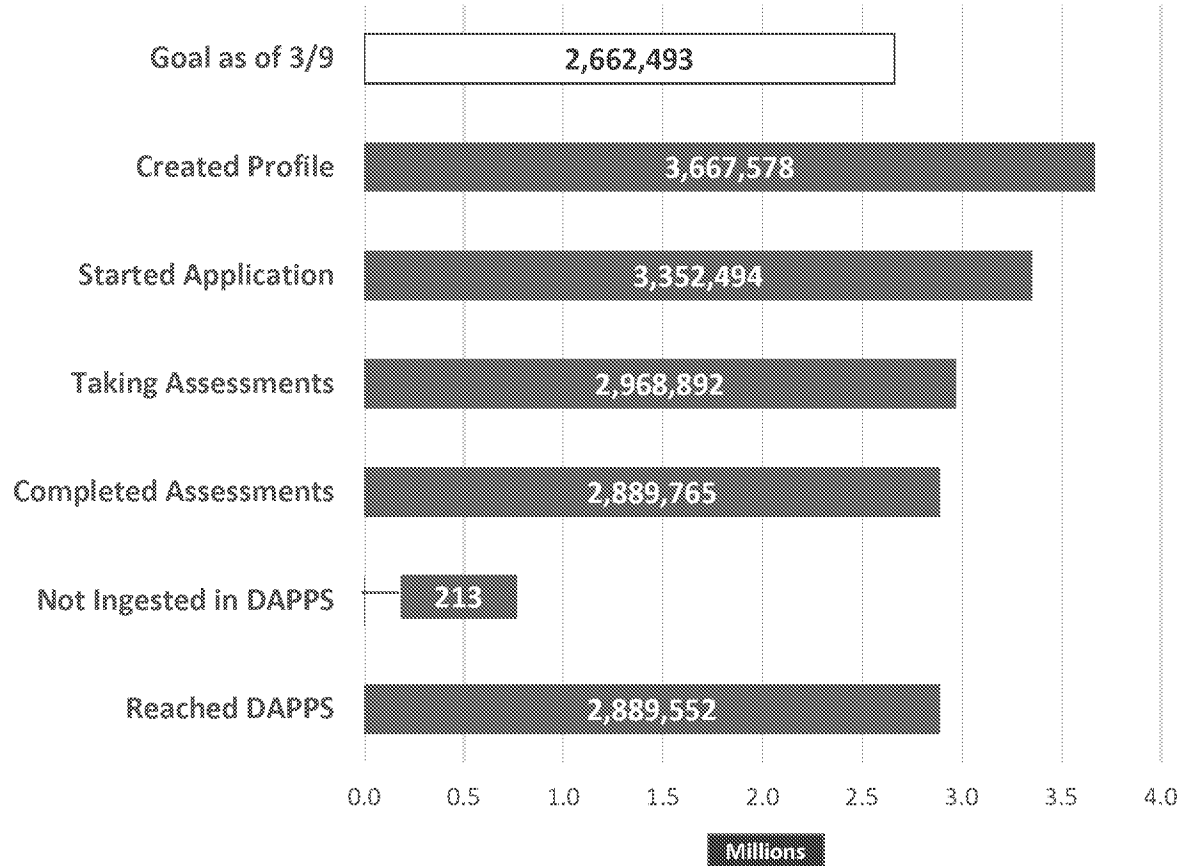
Data current as of:  
May 11, 2020

Completion Date:  
January 5, 2021

Notes:

- Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.
- We are communicating with our recruits, selectees, and on-board staff so that staff will be ready to work when we are able to recommence all field operations.

### Steps in Applying for a Position



# Periodic Performance Management Reports

## 2020 Census: Remote Alaska Progress & Cost

Status:

Management Focus

Data current as of:

May 11, 2020

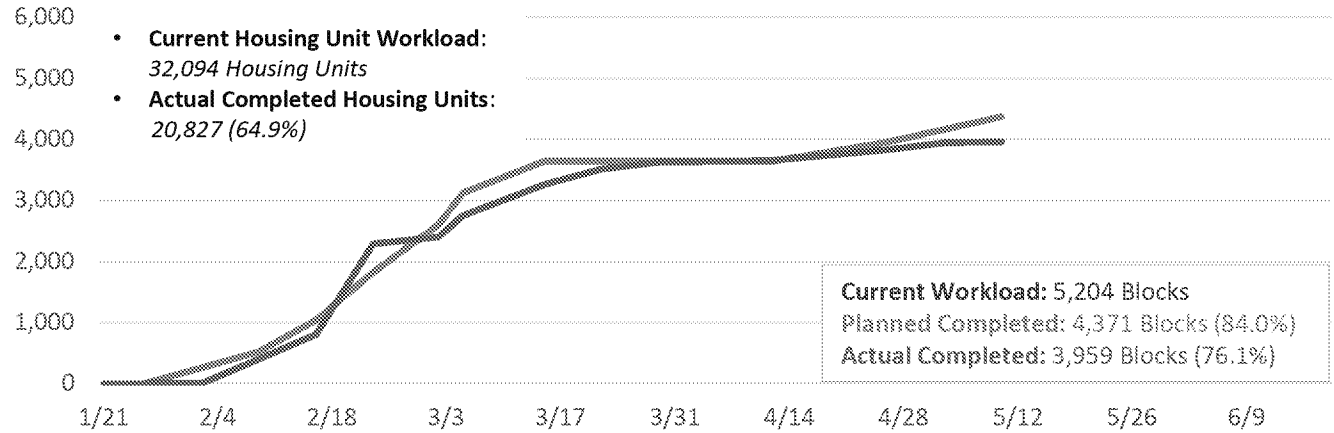
Start Date:

January 21, 2020

Completion Date:

June 19, 2020

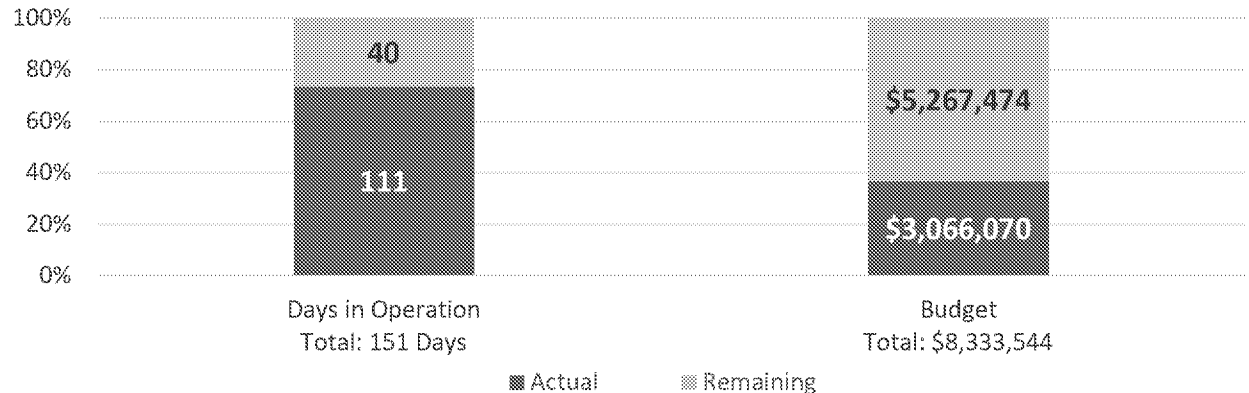
### Progress for Remote Alaska Production



### Notes:

To ensure a count of everyone before the ice melts and residents disperse, enumerations are resuming via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date has been set and revised expectations for workload completion have been determined.

### Key Performance Indicators for Remote Alaska



Source: Unified Tracking System, Automated Tracking and Control



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 Economics and Statistics Administration  
 U.S. CENSUS BUREAU  
 census.gov

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# Periodic Performance Management Reports

## 2020 Census: Self-Response Mailings

Status:  
 Completed

Data current as of:  
 May 7, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 May 9, 2020

- Notes:
- Dates shown are in-home dates except Mailing 4 (which is a production end date; in-homes will be 1-2 days later).
  - **Internet First:** Emphasizes online response as the primary self-response option.
  - **Internet Choice:** Targeted to areas least likely to respond online; includes a paper questionnaire in the first mailing.

Self-Response Type of Enumeration Area 1 (Self-Response) Mailings							
Panel	Cohort	Mailing 1	Mailing 2	Mailing 3*	Mailing 4**	Mailing 5**	
		<i>Letter Internet First  Letter + Questionnaire Internet Choice</i>	<i>Letter</i>	<i>Postcard</i>	<i>Letter + Questionnaire  Replan date shown below is the production end date for the cohort.</i>	<i>"It's not too late" Postcard  Replan date shown below is the in-home date for the cohort.</i>	
Internet First	1	● Mar. 12	● Mar. 16	● Mar. 26	● Apr. 14	● Apr. 27	
	2	● Mar. 13	● Mar. 17	● Mar. 27	● Apr. 18	● Apr. 30	
	3	● Mar. 19	● Mar. 23	● Apr. 2	● Apr. 22	● May 4	
	4	● Mar. 20	● Mar. 24	● Apr. 3	● Apr. 24	● May 6	
Internet Choice	NA	● Mar. 13	● Mar. 17	● Mar. 27	● Apr. 28	● May 9	

\* Targeted only to nonresponding housing units  
 + Original Mailing 4 in-home dates were April 8-16. Original Mailing 5 in-home dates were April 20-27.

Legend  Not Started  Completed  On Track  Management Focus  Requires Attention



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 census.gov

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Source: Operational Reporting

# Periodic Performance Management Reports

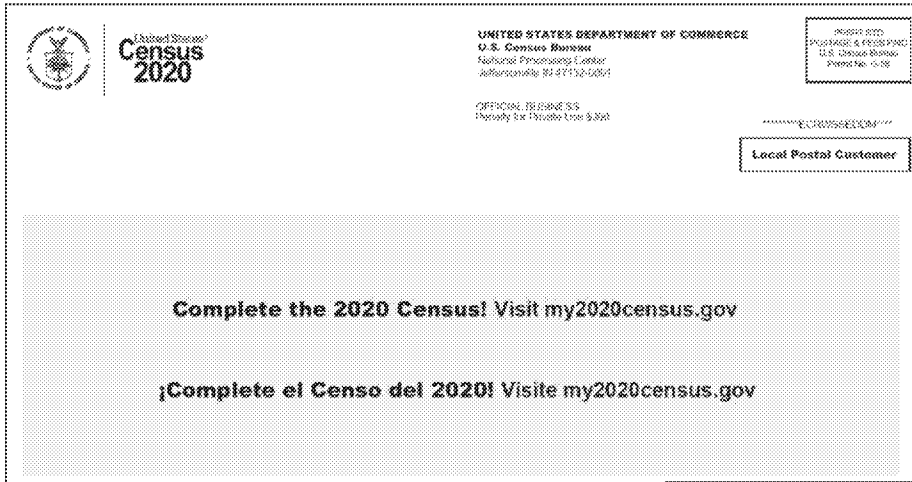
## 2020 Census: Every Door Direct Mail (EDDM) Postcard to Post Office Box Only Areas


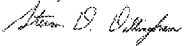

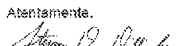
- 4.5 million Post Office Boxes in areas where the physical addresses of housing units are not eligible for any form of United States Postal Service carrier delivery service.
- 1.3 million of the 4.5 million Post Office Boxes are currently assigned to customers.
- Timing: Targeted for mid-June, 2020
- Estimated per piece cost of the EDDM postcard: \$0.33
- Estimated Total Cost: \$433,000 of mailing to the 1.3 million Post Office Boxes.
- Each response avoids the \$25.30 cost of a Nonresponse Followup Interview.
- Break even point: 17,115 responses.



# Periodic Performance Management Reports

## 2020 Census: Post Office Box Every Door Direct Mail Postcard Format



 <p><b>United States<sup>®</sup> Census 2020</b></p> <p><b>To Whom It May Concern:</b></p> <p>To protect the health of the public during the Coronavirus (COVID-19) pandemic, Census Bureau workers have had limited direct contact with the public.</p> <p>If you live in a remote area, a census worker may visit your home to deliver a questionnaire. Please respond as soon as you receive this information. If you don't receive a questionnaire package, you can still respond online or by phone.</p> <p><b>Visit my2020census.gov or call 1-844-330-2020.</b></p> <p>When you respond to the census, provide your street address and not a P.O. Box. The census counts people at their physical address.</p> <p>Census workers will begin visiting homes in August to interview households that have not responded. If you respond, we will not need to send a census worker to your door.</p> <p>If you have already completed your 2020 Census questionnaire, thank you.</p> <p>Sincerely,</p>  <p>Steven D. Dillingham Director</p> <p><small>OPS-2 05-2020</small></p>	 <p><b>United States<sup>®</sup> Census 2020</b></p> <p>A quien corresponde:</p> <p>Para proteger la salud del público durante la pandemia del coronavirus (COVID-19), los empleados de la Oficina del Censo han limitado el contacto directo con el público.</p> <p>Si usted vive en un área remota, es posible que un empleado del censo visite su hogar para entregar un cuestionario. Por favor responda tan pronto como reciba esta información. Si no recibe un paquete del cuestionario, aun puede responder por internet o por teléfono.</p> <p><b>Visite my2020census.gov o llame al 1-844-468-2020.</b></p> <p>Cuando responda al censo, proporcione su dirección de calle y no un apartado postal. El censo cuenta a las personas en su dirección física.</p> <p>Los empleados del censo comenzarán a visitar hogares en agosto para entrevistar a los hogares que no hayan respondido. Si usted responde, no tendremos que enviar a un empleado del censo a su hogar.</p> <p>Si usted ya ha completado su cuestionario del Censo del 2020, se lo agradecemos.</p> <p>Atentamente,</p>  <p>Steven D. Dillingham Director</p> <p><small>OPS-2 05-2020</small></p>
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Habr. de OPS 5807-1009 Aprobado hasta 11/30/2021

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units

Status:

 **On Track**

Data current as of:

*May 11, 2020*

Start Date:

*March 12, 2020*

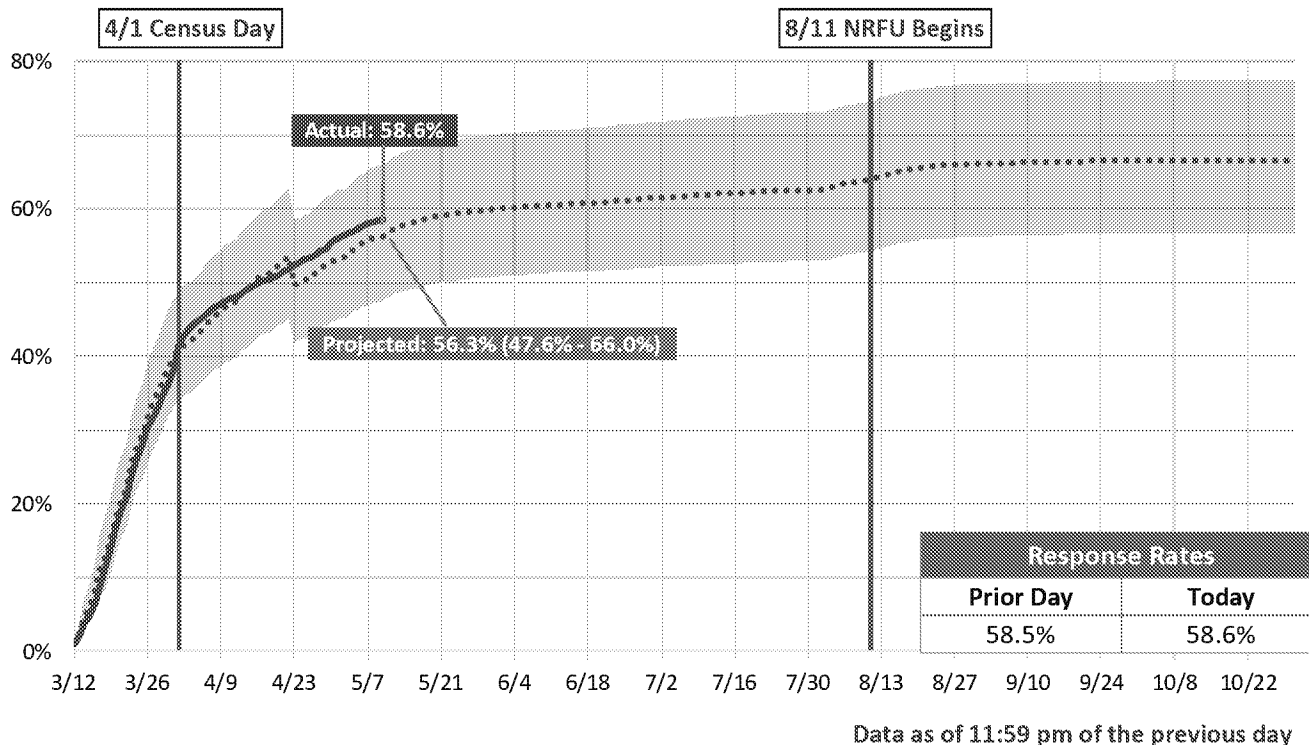
Completion Date:

*October 31, 2020\**




**Notes:**

- As of April 22, the projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
- Response rates reflect responses from Self-Response and Update Leave.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

### Actual vs. Projected Self-Response Rates



**Legend**

Actual Self-Response Rate	
Projected Self-Response Rate	
Lower & Upper Bound	

Source: Census Data Lake & Decennial Statistical Studies Division



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# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units –Zoomed in View

Status:  
● *On Track*

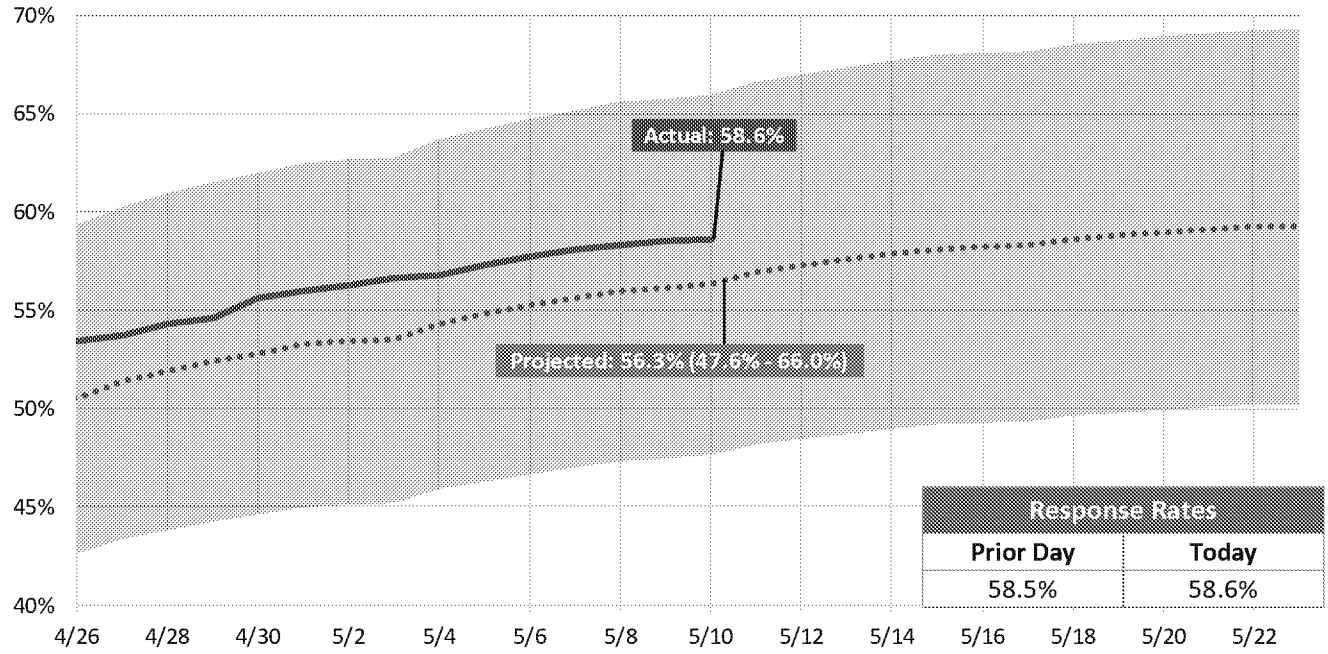
### Actual vs. Projected Self-Response Rates

Data current as of:  
 May 11, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 October 31, 2020\*

- Notes:
- As of April 22, the projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
  - Response rates reflect responses from Self-Response and Update Leave.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.



Data as of 11:59 pm of the previous day

Legend

Actual Self-Response Rate	
Projected Self-Response Rate	
Lower & Upper Bound	

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

Status:

Management Focus

Data current as of:  
May 11, 2020

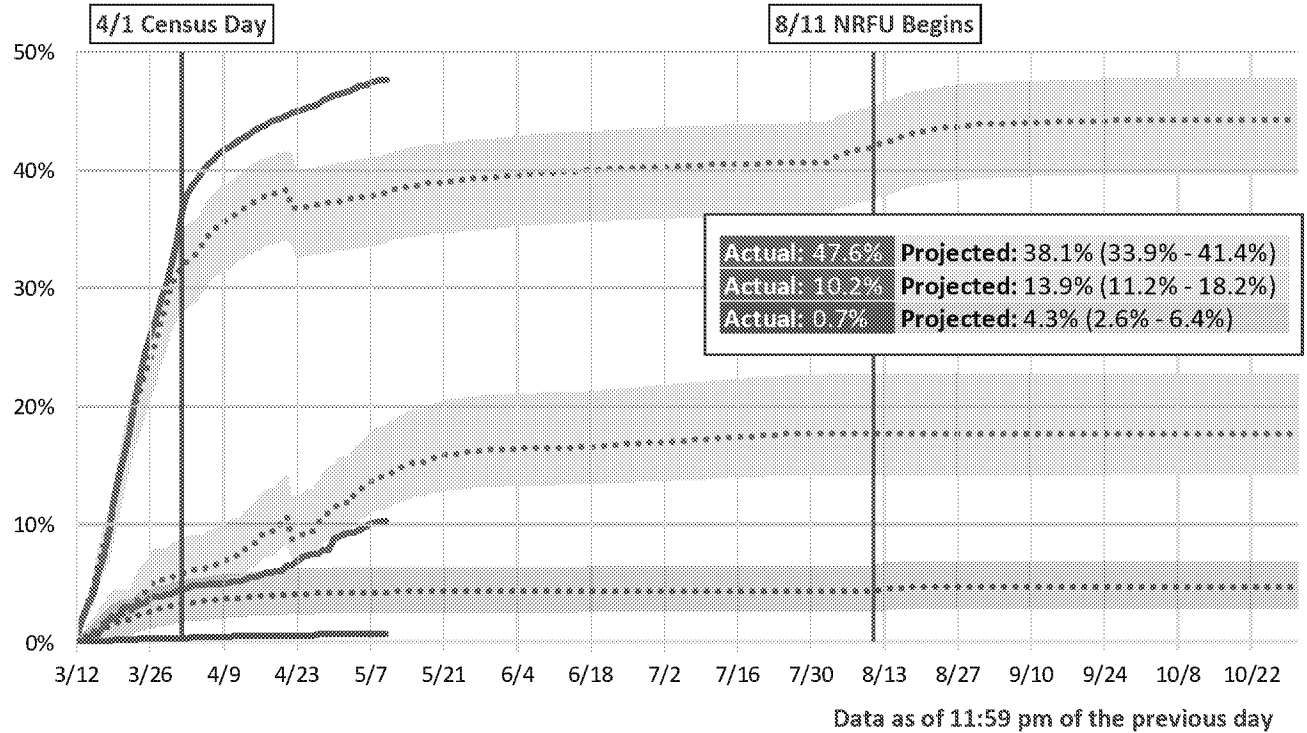
Start Date:  
March 12, 2020

Completion Date:  
October 31, 2020\*

**Notes:**

- As of April 22, the projected Self-Response rates have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
- Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates by Mode



**Legend**

	Internet	Paper	Phone
Actual Self-Response Rate	-----	-----	-----
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound	-----	-----	-----

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode – Zoomed In

Status:  
 Management Focus

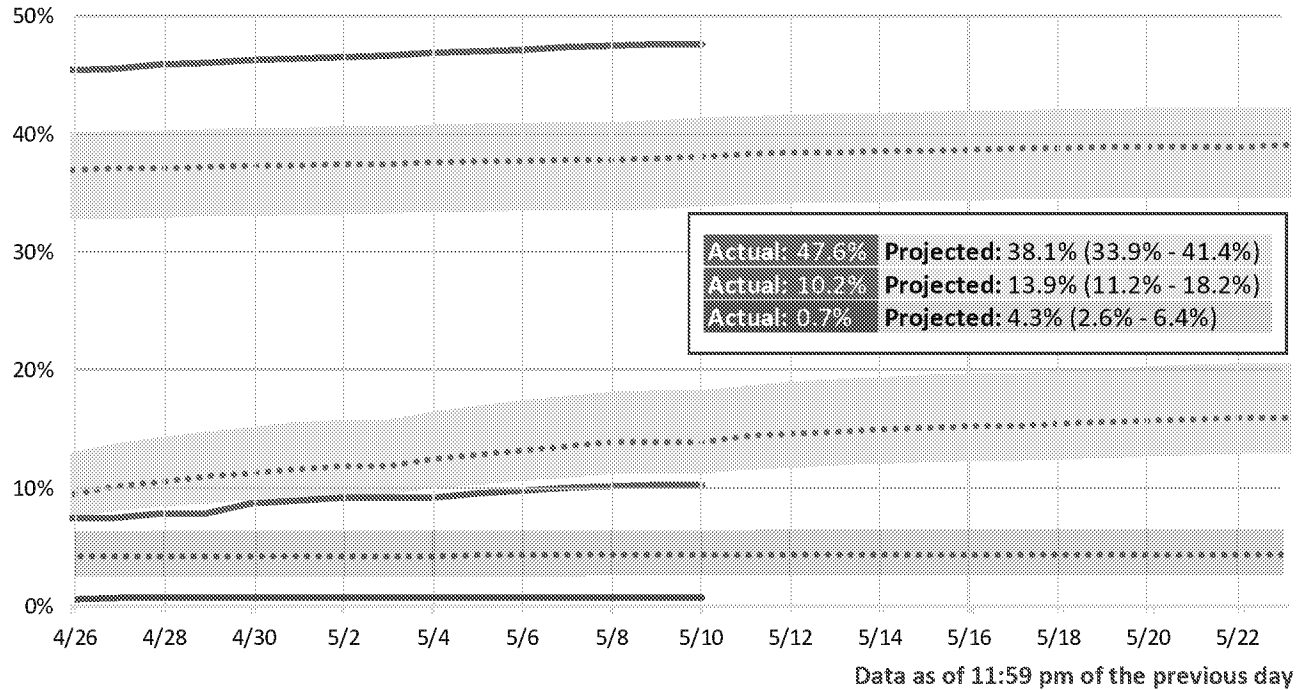
Data current as of:  
 May 11, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 October 31, 2020\*

- Notes:
- As of April 22, the projected Self-Response rates have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
  - Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates by Mode



Legend

	Internet	Paper	Phone
Actual Self-Response Rate	-----	-----	-----
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound			

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State

Source: Decennial Statistical Studies Division

Data Current as of: May 11, 2020

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
<b>U.S. Total</b>	<b>58.6%</b>	<b>63.5%</b>	<b>66.5%</b>
Minnesota	68.8%	71.6%	74.1%
Wisconsin	66.3%	71.2%	73.5%
Iowa	65.8%	71.0%	73.0%
Nebraska	65.3%	68.8%	71.1%
Michigan	65.3%	65.4%	67.7%
Washington	64.0%	63.7%	67.2%
Ohio	63.8%	66.2%	69.0%
Illinois	63.7%	67.7%	70.5%
Virginia	63.6%	66.2%	69.0%
Indiana	63.4%	67.0%	69.6%
Kansas	63.1%	67.4%	70.0%
Maryland	62.5%	66.5%	69.5%
Utah	62.5%	65.4%	68.6%
Kentucky	62.3%	63.0%	65.7%
Connecticut	62.1%	66.3%	69.5%
Colorado	61.5%	64.4%	67.2%
Pennsylvania	61.4%	67.8%	70.2%
Oregon	61.4%	63.9%	66.9%
Idaho	61.3%	64.6%	67.1%
Massachusetts	60.8%	65.6%	68.8%
New Jersey	60.4%	64.4%	67.6%
California	59.7%	64.7%	68.2%
Missouri	59.3%	65.3%	67.5%
South Dakota	58.7%	65.0%	67.1%
Tennessee	58.4%	63.8%	67.1%
North Dakota	58.1%	66.8%	68.8%

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
Nevada	57.8%	58.7%	61.4%
New Hampshire	57.6%	61.5%	64.4%
Delaware	56.8%	60.8%	64.1%
Alabama	56.7%	59.5%	62.5%
Rhode Island	56.5%	62.8%	65.7%
Florida	56.2%	59.6%	63.0%
Arizona	55.2%	58.5%	61.3%
Georgia	54.7%	59.5%	62.5%
North Carolina	54.7%	62.1%	64.8%
District of Columbia	54.4%	62.2%	66.0%
Mississippi	54.1%	58.1%	61.3%
Arkansas	53.5%	59.5%	62.3%
South Carolina	53.3%	62.2%	64.7%
Texas	53.2%	60.3%	64.4%
Louisiana	53.0%	57.9%	61.0%
New York	53.0%	61.3%	64.6%
Hawaii	52.8%	60.7%	64.1%
Oklahoma	52.5%	58.9%	62.3%
Montana	49.9%	62.3%	64.6%
Vermont	49.7%	58.1%	60.3%
Maine	49.0%	55.3%	57.4%
Wyoming	48.9%	61.1%	63.4%
New Mexico	46.2%	56.9%	60.0%
West Virginia	46.1%	56.8%	59.1%
Alaska	39.3%	51.6%	55.6%
Puerto Rico	8.0%	51.2%	53.8%

Data as of 11:59 pm of the previous day

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State – Self-Response Type of Enumeration Area Only

Source: Decennial Statistical Studies Division

Data Current as of: May 11, 2020

State	Actual	2010 Rate (Final)
<b>U.S. Total</b>	<b>60.3%</b>	<b>67.5%</b>
Minnesota	70.7%	75.0%
Wisconsin	68.2%	74.0%
Nebraska	67.2%	72.0%
Utah	67.0%	70.0%
Michigan	66.6%	70.0%
Idaho	66.4%	70.0%
Iowa	66.3%	73.0%
South Dakota	65.6%	69.0%
Colorado	65.6%	71.0%
Washington	65.5%	68.0%
Kansas	64.2%	71.0%
Ohio	64.1%	69.0%
Virginia	64.1%	69.0%
Kentucky	64.1%	66.0%
Indiana	64.0%	70.0%
Illinois	64.0%	71.0%
Pennsylvania	63.0%	71.0%
New Hampshire	62.9%	67.0%
North Dakota	62.8%	72.0%
Maryland	62.5%	70.0%
Connecticut	62.3%	70.0%
Oregon	62.1%	68.0%
Massachusetts	61.9%	69.0%
Missouri	61.4%	70.0%
California	60.9%	69.0%
New Jersey	60.8%	68.0%

State	Actual	2010 Rate (Final)
Nevada	59.5%	62.0%
Montana	59.4%	71.0%
Wyoming	59.1%	67.0%
West Virginia	58.9%	63.0%
Arizona	58.8%	63.0%
Tennessee	58.6%	67.0%
Alabama	58.2%	64.0%
Vermont	57.9%	63.0%
Hawaii	57.7%	70.0%
Rhode Island	57.1%	66.0%
Florida	57.0%	63.0%
Oklahoma	56.9%	66.0%
Delaware	56.8%	67.0%
North Carolina	56.2%	65.0%
Maine	56.0%	61.0%
Georgia	55.8%	64.0%
Arkansas	55.7%	65.0%
Mississippi	55.7%	64.0%
New Mexico	55.2%	65.0%
Texas	54.8%	66.0%
Louisiana	54.8%	65.0%
South Carolina	54.5%	65.0%
District of Columbia	54.4%	66.0%
New York	54.4%	65.0%
Alaska	53.6%	59.0%

# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections

Source: Decennial Statistical Studies Division

Data Current as of: May 11, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Nevada	57.8%	51.7%	1.1182
Idaho	61.3%	55.4%	1.1064
Mississippi	54.1%	48.9%	1.1064
California	59.7%	54.1%	1.1035
Hawaii	52.8%	47.9%	1.1009

Lowest			
State	Actual	Projection	Actual/ Projection
Rhode Island	56.5%	60.7%	0.9314
Maine	49.0%	51.7%	0.9477
New York	53.0%	55.9%	0.9478
Vermont	49.7%	51.1%	0.9723
Delaware	56.8%	58.2%	0.9764

Data as of 11:59 pm of the previous day



# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections – Self-Response Type of Enumeration Area Only

Source: Decennial Statistical Studies Division

Data Current as of: May 11, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Nevada	59.5%	53.5%	1.1120
California	60.9%	55.3%	1.1012
Mississippi	55.7%	50.7%	1.0990
Idaho	66.4%	60.5%	1.0976
Michigan	66.6%	61.3%	1.0870

Lowest			
State	Actual	Projection	Actual/ Projection
Rhode Island	57.1%	61.3%	0.9308
Maine	56.0%	59.8%	0.9364
Alaska	53.6%	56.9%	0.9422
New York	54.4%	57.5%	0.9449
Vermont	57.9%	60.9%	0.9513

Data as of 11:59 pm of the previous day

# Periodic Performance Management Reports

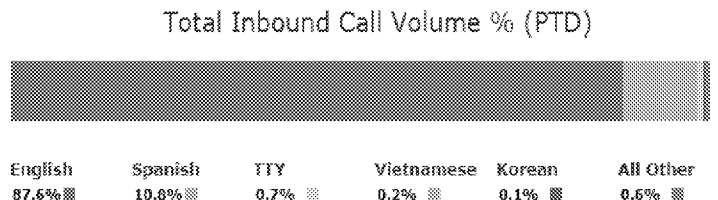
## 2020 Census: Questionnaire Assistance Inbound Calls

Status:  
● *On Track*

Data current as of:  
 May 9, 2020

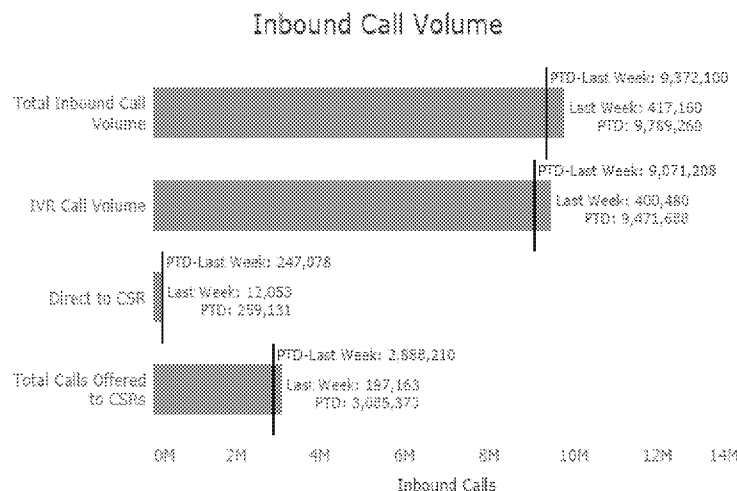
Completion Date:  
 July 31, 2020  
 (pending contract MOD)

- Notes:
- To date, over 12,900 callers have requested the callback option. These callbacks have resulted in over 5,200 completed interviews and more than 3,400 being provided assistance.



### Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	7,663,404	9,789,260
Deflection Rate	47.0%	68.9%
Service Level - 30 Seconds	80.0%	58.5%
Average Handle Time	8:00	9:15



### Calls Offered to CSRs by Language

	4/26 - 5/2	5/3 - 5/9	PTD	PTD %
English	200,847	172,087	2,740,248	88.8%
English Puerto Rico	142	91	1,509	0.0%
Spanish	19,961	20,713	227,819	7.4%
Spanish Puerto Rico	1,763	1,099	15,426	0.5%
Chinese Mandarin	531	345	9,399	0.3%
Chinese Cantonese	527	337	7,832	0.3%
Vietnamese	548	383	12,101	0.4%
Korean	387	279	11,804	0.4%
Russian	399	316	5,867	0.2%
Arabic	219	176	3,670	0.1%
Tagalog	87	65	2,393	0.1%
Polish	120	82	2,247	0.1%
French	55	28	1,040	0.0%
Haitian Creole	124	129	2,195	0.1%
Portuguese	103	85	1,589	0.1%
Japanese	83	74	2,116	0.1%
TTY	904	553	35,635	1.2%
Group Quarters	483	321	2,483	0.1%
<b>Total</b>	<b>227,283</b>	<b>197,163</b>	<b>3,085,373</b>	<b>100.0%</b>

Source: Daily Briefing Deck: Census Questionnaire Assistance

# Periodic Performance Management Reports

## 2020 Census: Partners & Participating Organizations

Status:

 On Track

Data current as of:

May 7, 2020

Completion Date:

March 2020

Notes:

- 2010 Census: 256,000 regional partners and 856 national partnering organizations.
- We have exceeded the 2010 Census for both national and community partners.
- The National Partnership Program (NPP) met its 2020 Census goal the week of April 20 of securing 900 national participating organizations. NPP will continue to grow the number of national partners and engagements.

Participating Organizations by Sector		
Sector	National	Community
Nonprofit	345	69,492
Business	116	75,518
Chamber of Commerce/Trade or Professional Association	101	10,297
Education	91	81,590
Government	86	68,754
Faith-Based Organizations	59	36,043
Media	43	7,896
Healthcare	41	13,752
Technology	32	401
International Governmental/Consulate/Embassy	7	365
<b>Grand Total</b>	<b>921</b>	<b>364,108</b>

Participating Organizations by Audiences Served*		
Audiences Served	National	Community
Mass Appeal	384	211,492
Young Children	84	5,389
Black/African American	81	16,402
Rural	75	11,248
Hispanic/Latino	72	23,793
Asian	69	9,658
Native Hawaiian Pacific Islander	43	666
Veterans	39	3,260
Young and Mobile	39	7,048
LGBTQ	24	1,229
Individuals with Disabilities	23	3,124
Elderly	22	8,418
Persons Experiencing Homelessness and Highly Mobile	20	5,229
American Indian/Alaskan Native	18	3,577
MENA	15	16

\*Participating organizations that serve more than one audience are tallied against multiple audiences served as appropriate, so the sum total is greater than the grand total shown.

Completed Community Partnership Events: 342,556



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

Source: Customer Relationship Management Database

Pre-decisional - Internal Only - Not for Public Distribution.

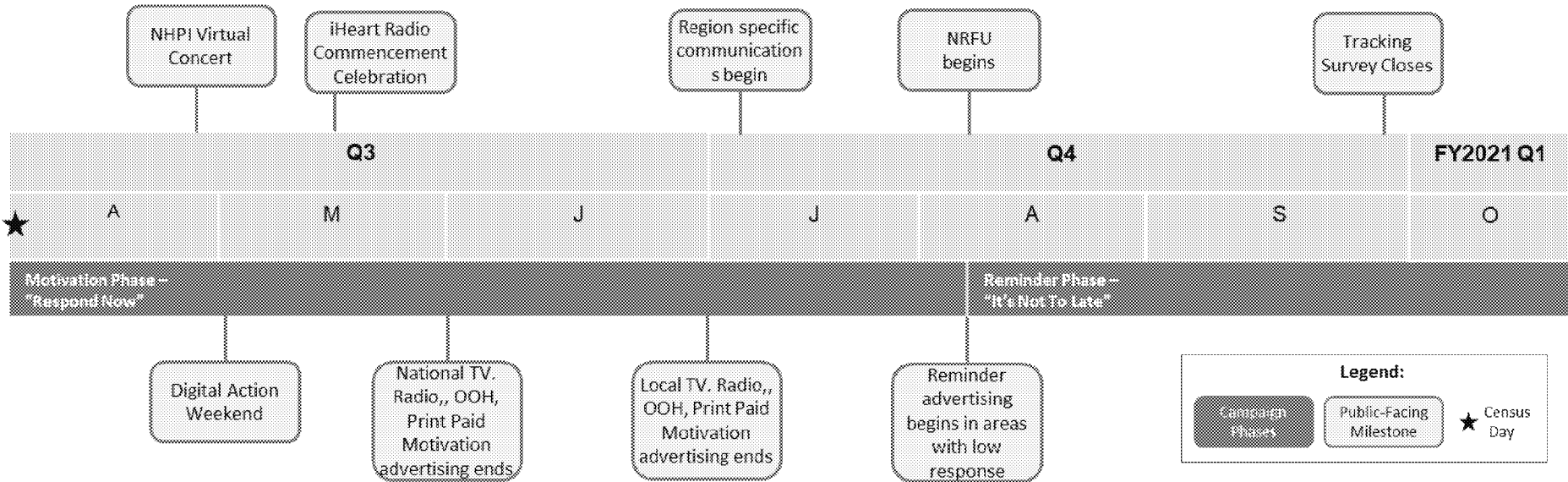
20

# Periodic Performance Management Reports

## 2020 Census: Integrated Communications Campaign Weekly Report Timeline

Source: *Integrated Partnerships and Communication*

Data Current as of: *May 7, 2020*



### Significant Accomplishments

- Statistics In Schools (SIS) recorded two new podcast for elementary and middle school students to discuss what they know about the 2020 Census
- Working with NPP, the U.S. Postal Service has committed to airing our 2020 Census "Recovery" ad in 4,000 locations to encourage response to the 2020 Census.
- 2020census.gov has been updated to reflect the resumption of field activities in select ACOs.

# Periodic Performance Management Reports

## 2020 Census: Monthly FY 2020 Budget Execution Report

Status: ● On Track

Data current as of: April 30, 2020

Completion Date: September 30, 2020

Notes: The data are updated monthly following the financial close-out of the previous month, typically about five business days into the next month.

### FY 2020 Actual Budget Execution for the 2020 Census Program - Commitments and Obligations through 4/30/2020

\$ Amounts in Millions	IT	Non-IT	Total
Total Planned through April	\$1,625.682	\$3,525.753	\$5,151.436
Available contingency and add'l appropriations through April	\$247.942	\$1,432.008	\$1,679.950
Planned Programmatic through April	\$1,377.740	\$2,093.746	\$3,471.486
Total Actual Commitments and Obligations through April	\$1,309.023	\$1,777.592	\$3,086.615
Unplanned commitments/obligations through April related to adjusted 2020 Census operations due to COVID-19 (risk-based contingency)	\$80.674	\$169.400	\$250.074
Actual Programmatic Commitments and Obligations through April	\$1,228.349	\$1,608.192	\$2,836.541
Total Plan Variance (\$/%)	\$316.659 (19.5%)	\$1,748.162 (49.6%)	\$2,064.821 (40.1%)
Remaining contingency and add'l appropriations planned through April	\$167.268	\$1,262.608	\$1,429.876
Delayed Field Operation Spending through April	\$0	\$534.592	\$534.592
Non-Field Operational Programmatic Variance through April	\$149.391	(\$49.038)	\$100.353

#### High-Level Variance Explanations:

In light of the COVID-19 pandemic, the U.S. Census Bureau adjusted 2020 Census operations in order to protect the health and safety of the American public and Census Bureau employees, implement guidance from Federal, State, and local authorities regarding COVID-19, and ensure a complete and accurate count of all communities. These adjustments resulted in positive variances due to schedule adjustments, offset by additional obligations needed to support operational adjustments through the usage of planned contingency funding. The total variance for the resources planned to be available through April is \$2.065 billion, or 40 percent. Below outlines the breakdown:

- The positive variance through April against the original plan in 2020 Census IT systems and operations is \$317 million, or 19.5 percent. This variance consists of relatively minor timing adjustments in contract actions and other IT purchases to later months in the fiscal year, totaling \$149 million. The remaining \$167 million represents a portion of contingency funding planned in April that has not yet been obligated.
- The positive variance through April against the original plan in 2020 Census non-IT operations is \$1.748 billion, or 50 percent. This variance consists of \$535 million delayed spending in the field operations as a result of schedule adjustments, and \$1.263 billion representing a portion of contingency and additional appropriations planned in April that has not yet been obligated. This variance is partially offset by a -\$49 million non-Field variance, primarily from a prior decision to increase funding above the original plan for the ICC contract to facilitate additional media purchases ahead of Census Day.
- While contingency contributes to the overall positive variance, this is a function of a budget decision last October to make all risk-based contingency available for peak operations. Decisions were made in April to use risk-based contingency funds to support \$250 million in unplanned obligations or commitments through April as the result of the operational adjustments. The funds used to date include funding field staff salaries during to the suspension of field operations, IT purchases for additional devices and licenses, additional media purchases to encourage self response throughout the spring, and additional costs for the extension of the Fingerprint Contract as the result of the operational timing adjustments.

Source: Commerce Business Systems; Decennial Budget Integration Tool



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Status Reporting: Phased Restart for the 2020 Decennial Census  
Periodic Reporting: Release for May 11, 2020

# Periodic Performance Management Reports

Report Title	Slide Number
2020 Census: States Restarting Work – Week of May 4, 2020	4
2020 Census: States Restarting Work – Week of May 11, 2020	5
2020 Census: Decision to Restart Florida	6
2020 Census: Decision to Restart Georgia	7
2020 Census: Decision to Restart Kansas	8
2020 Census: Decision to Restart Kentucky	9
2020 Census: Decision to Restart Missouri	10
2020 Census: Decision to Restart North Carolina	11
2020 Census: Decision to Restart Oregon	12
2020 Census: Decision to Restart Pennsylvania	13
2020 Census: Decision to Restart Washington	14

Legend

Not Applicable	Completed	On Track	Management Focus	Requires Attention
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# Periodic Performance Management Reports

Report Title	Slide Number
2020 Census: Phased Restart Update Leave Status by State	15
2020 Census: Update Leave Progress & Cost	16
2020 Census: Phased Restart Area Census Office Status	17
2020 Census: Status of National Processing Center’s Paper Data Capture Centers (PDCCs)	18
2020 Census: Phased Restart Paper Data Capture Center Staffing Status	19
2020 Census: Phased Restart Fingerprinting Location Status by State	20
2020 Census: Phased Restart Fingerprinting Status	21

Legend

Not Applicable	Completed	On Track	Management Focus	Requires Attention
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# Periodic Performance Management Reports

## 2020 Census: States Restarting Work – Week of May 4, 2020

Data Current as of: May 7, 2020

State	Number of ACOs	Update Leave Workload (Housing Units)
<b>Total: 13 states</b>	<b>23</b>	<b>1,297,866</b>
Alabama	3	81,964
Alaska	1	110,022
Arkansas	2	77,716
Idaho	1	70,780
Maine	1	111,689
Mississippi	2	54,499
Montana	1	112,978
North Dakota	1	40,051
Oklahoma	3	187,921
Tennessee	4	9,010
Utah	2	90,972
Vermont	1	61,075
West Virginia	1	289,189

# Periodic Performance Management Reports

## 2020 Census: States Restarting Work – Week of May 11, 2020

Data Current as of: May 11, 2020

State	Number of ACOs	Update Leave Workload (Housing Units)
<b>Total: 9 states</b>	<b>54</b>	<b>1,066,755</b>
Florida	15	171,871
Georgia	8	111,905
Kansas	2	32,178
Kentucky	2	78,593
Missouri	3	131,018
North Carolina	7	164,775
Oregon	3	27,198
Pennsylvania	9	197,124
Washington	5	92,093

Summary of States Restarting Work Since Week of May 4, 2020	
States	22
ACOs	77
Update Leave Workload	2,364,621 Housing Units

# Periodic Performance Management Reports

## 2020 Census: Decision to Restart Florida



### \*Florida

- 1. STATE HAS BEGUN PHASED RESTART
- 2. DATA SUPPORTS DECISION TO RESTART
- 3. WE CAN SUCCESSFULLY START OPERATIONS AND MEET SAFETY NEEDS OF OUR EMPLOYEES AND THE PUBLIC
- 4. WE HAVE OFFICIAL APPROVAL TO RESTART

Decision: **State Green Light**

As of: May 7, 2020

\*Analyzed on May 5, 2020

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# Periodic Performance Management Reports

## 2020 Census: Decision to Restart Georgia



### \*Georgia

- 1. STATE HAS BEGUN PHASED RESTART
- 2. DATA SUPPORTS DECISION TO RESTART
- 3. WE CAN SUCCESSFULLY START OPERATIONS AND MEET SAFETY NEEDS OF OUR EMPLOYEES AND THE PUBLIC
- 4. WE HAVE OFFICIAL APPROVAL TO RESTART

Decision: **State Green Light**

As of: May 7, 2020

\*Analyzed on May 5, 2020

For Internal Use Only

# Periodic Performance Management Reports

## 2020 Census: Decision to Restart Kansas



### \*Kansas

- 1. STATE HAS BEGUN PHASED RESTART
- 2. DATA SUPPORTS DECISION TO RESTART
- 3. WE CAN SUCCESSFULLY START OPERATIONS AND MEET SAFETY NEEDS OF OUR EMPLOYEES AND THE PUBLIC
- 4. WE HAVE OFFICIAL APPROVAL TO RESTART

Decision: **State Green Light**

As of: May 7, 2020

\*Data analyzed on May 5, 2020

For Internal Use Only

# Periodic Performance Management Reports

## 2020 Census: Decision to Restart Kentucky



### \*Kentucky

- 1. STATE HAS BEGUN PHASED RESTART
- 2. DATA SUPPORTS DECISION TO RESTART
- 3. WE CAN SUCCESSFULLY START OPERATIONS AND MEET SAFETY NEEDS OF OUR EMPLOYEES AND THE PUBLIC
- 4. WE HAVE OFFICIAL APPROVAL TO RESTART

Decision: **State Green Light**

As of: May 7, 2020

\*Data analyzed on May 5, 2020

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# Periodic Performance Management Reports

## 2020 Census: Decision to Restart Missouri



### \*Missouri

- 1. STATE HAS BEGUN PHASED RESTART
- 2. DATA SUPPORTS DECISION TO RESTART
- 3. WE CAN SUCCESSFULLY START OPERATIONS AND MEET SAFETY NEEDS OF OUR EMPLOYEES AND THE PUBLIC
- 4. WE HAVE OFFICIAL APPROVAL TO RESTART

Decision: **State Green Light**

As of: May 7, 2020

\*Data analyzed on May 5, 2020

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# Periodic Performance Management Reports

## 2020 Census: Decision to Restart North Carolina



### \*North Carolina

- 1. STATE HAS BEGUN PHASED RESTART
- 2. DATA SUPPORTS DECISION TO RESTART
- 3. WE CAN SUCCESSFULLY START OPERATIONS AND MEET SAFETY NEEDS OF OUR EMPLOYEES AND THE PUBLIC
- 4. WE HAVE OFFICIAL APPROVAL TO RESTART

Decision: **State Green Light**

As of: May 7, 2020

\*Data analyzed on May 5, 2020

For Internal Use Only



# Periodic Performance Management Reports

## 2020 Census: Decision to Restart Oregon



### \*Oregon

- 1. STATE HAS BEGUN PHASED RESTART
- 2. DATA SUPPORTS DECISION TO RESTART
- 3. WE CAN SUCCESSFULLY START OPERATIONS AND MEET SAFETY NEEDS OF OUR EMPLOYEES AND THE PUBLIC
- 4. WE HAVE OFFICIAL APPROVAL TO RESTART

Decision: **State Green Light**

As of: May 7, 2020

\*Data analyzed on May 5, 2020

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# Periodic Performance Management Reports

## 2020 Census: Decision to Restart Pennsylvania



### \*Pennsylvania

- 1. STATE HAS BEGUN PHASED RESTART
- 2. DATA SUPPORTS DECISION TO RESTART
- 3. WE CAN SUCCESSFULLY START OPERATIONS AND MEET SAFETY NEEDS OF OUR EMPLOYEES AND THE PUBLIC
- 4. WE HAVE OFFICIAL APPROVAL TO RESTART

Decision: **State Green Light**

As of: May 7, 2020

\*Analyzed on May 5, 2020

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# Periodic Performance Management Reports

## 2020 Census: Decision to Restart Washington



### \*Washington

- 1. STATE HAS BEGUN PHASED RESTART
- 2. DATA SUPPORTS DECISION TO RESTART
- 3. WE CAN SUCCESSFULLY START OPERATIONS AND MEET SAFETY NEEDS OF OUR EMPLOYEES AND THE PUBLIC
- 4. WE HAVE OFFICIAL APPROVAL TO RESTART

Decision: **State Green Light**

As of: May 7, 2020

\*Data analyzed on May 5, 2020

For Internal Use Only

# Periodic Performance Management Reports

## 2020 Census: Phased Restart Update Leave Status by State

Source: Unified Tracking System  
Data Current as of: May 11, 2020

Decisions to Restart work are informed by data available on the All Hazards Consortium site - "US State and Territory Actions in Response to COVID 19."

State	% Update Leave	HUs in UL Workload	% HUs Complete		Change
			Prior Week	Current Week	
<b>Total</b>	<b>4.5%</b>	<b>6,805,523</b>	<b>10.8%</b>	<b>13.8%</b>	<b>3.0%</b>
Alabama	3.2%	81,964	14.9%	35.9%	20.9%
Alaska	34.1%	110,022	13.4%	26.1%	12.7%
Arizona	6.6%	214,291	8.3%	8.6%	0.3%
Arkansas	5.0%	77,716	12.1%	38.1%	26.1%
California	2.3%	348,797	11.2%	11.3%	0.1%
Colorado	7.5%	195,895	17.6%	17.8%	0.2%
Connecticut	0.4%	5,868	31.7%	31.7%	0.0%
Florida	1.7%	171,871	21.7%	22.0%	0.3%
Georgia	2.3%	111,905	18.8%	19.0%	0.2%
Hawaii	10.8%	63,303	10.2%	10.2%	0.0%
Idaho	9.0%	70,780	15.0%	34.2%	19.2%
Illinois	0.8%	42,827	16.1%	16.2%	0.1%
Indiana	1.3%	39,142	26.0%	26.3%	0.3%
Iowa	0.9%	14,050	20.7%	21.0%	0.3%
Kansas	2.4%	32,178	21.2%	21.2%	0.0%
Kentucky	3.7%	78,593	14.4%	14.5%	0.1%
Louisiana	4.0%	91,447	19.0%	19.1%	0.1%
Maine	14.2%	111,689	6.6%	9.7%	3.1%
Massachusetts	2.2%	69,244	15.5%	15.6%	0.0%
Michigan	2.2%	106,770	8.1%	8.3%	0.2%
Minnesota	3.4%	86,706	7.1%	7.2%	0.1%
Mississippi	3.7%	54,499	17.2%	37.8%	20.6%
Missouri	4.3%	131,018	11.4%	11.6%	0.2%
Montana	19.2%	112,978	14.4%	19.1%	4.7%

State	% Update Leave	HUs in UL Workload	% HUs Complete		Change
			Prior Week	Current Week	
Nebraska	3.5%	30,670	16.8%	16.8%	0.1%
Nevada	3.6%	47,778	14.7%	14.8%	0.1%
New Hampshire	9.9%	65,936	9.7%	9.7%	0.0%
New Jersey	1.1%	40,514	19.2%	20.0%	0.8%
New Mexico	19.2%	200,664	8.0%	8.1%	0.1%
New York	3.0%	270,545	12.8%	13.0%	0.2%
North Carolina	3.3%	164,775	16.3%	16.8%	0.5%
North Dakota	9.9%	40,051	11.8%	19.0%	7.2%
Ohio	0.6%	34,686	20.7%	20.9%	0.2%
Oklahoma	9.8%	187,921	10.8%	17.9%	7.1%
Oregon	1.4%	27,198	15.9%	16.4%	0.6%
Pennsylvania	3.3%	197,124	19.0%	19.1%	0.1%
Rhode Island	1.1%	5,657	21.5%	21.5%	0.0%
South Carolina	2.4%	61,375	17.9%	18.1%	0.2%
South Dakota	12.4%	51,715	19.1%	19.3%	0.2%
Tennessee	0.3%	9,010	25.5%	68.6%	43.1%
Texas	3.6%	441,668	15.8%	15.9%	0.1%
Utah	7.6%	90,972	15.5%	28.8%	13.3%
Vermont	17.2%	61,075	10.0%	16.2%	6.2%
Virginia	0.9%	34,615	13.2%	13.6%	0.4%
Washington	2.8%	92,093	15.7%	16.0%	0.3%
West Virginia	28.8%	289,189	14.0%	40.3%	26.3%
Wisconsin	3.3%	93,399	12.4%	12.6%	0.2%
Wyoming	22.9%	67,114	9.0%	9.3%	0.3%
Puerto Rico	100.0%	1,776,226	1.9%	1.9%	0.0%

Legend: Work has Restarted

# Periodic Performance Management Reports

## 2020 Census: Update Leave Progress & Cost

Status:  
● *On Track*

Data current as of:  
 May 11, 2020

Start Date:  
 March 15, 2020

Completion Date:  
 July 9, 2020\*

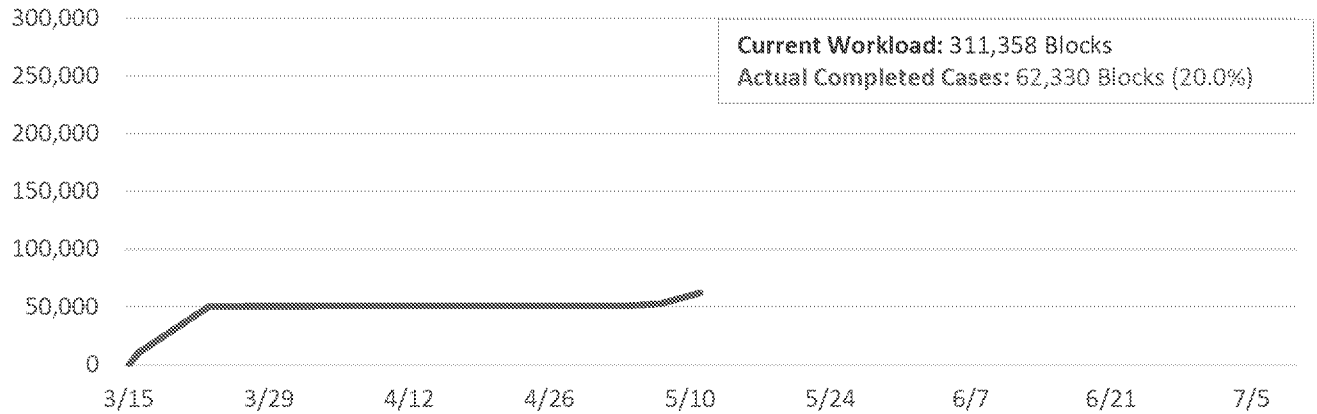
Notes:  
 \* Addresses in the Update Leave workload that do not self-respond are included in the Nonresponse Followup operation.

- **Current Address Workload:**  
 6,805,523 Addresses
- **Actual Completed Addresses:**  
 940,749 Addresses (13.8%)

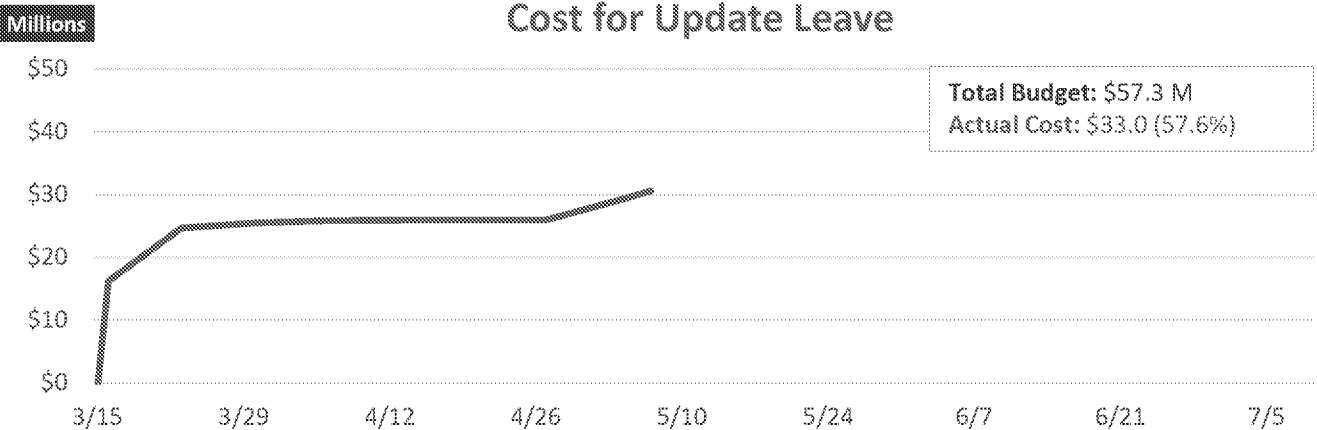
**Lister Productivity**

- Addresses per Hour: *TBD*
- Life Cycle Cost Model Estimate for Addresses per Hour: 5.3

**Progress for Update Leave**




**Cost for Update Leave**



Source: Unified Tracking System

# Periodic Performance Management Reports

## 2020 Census: Phased Restart Area Census Office Status

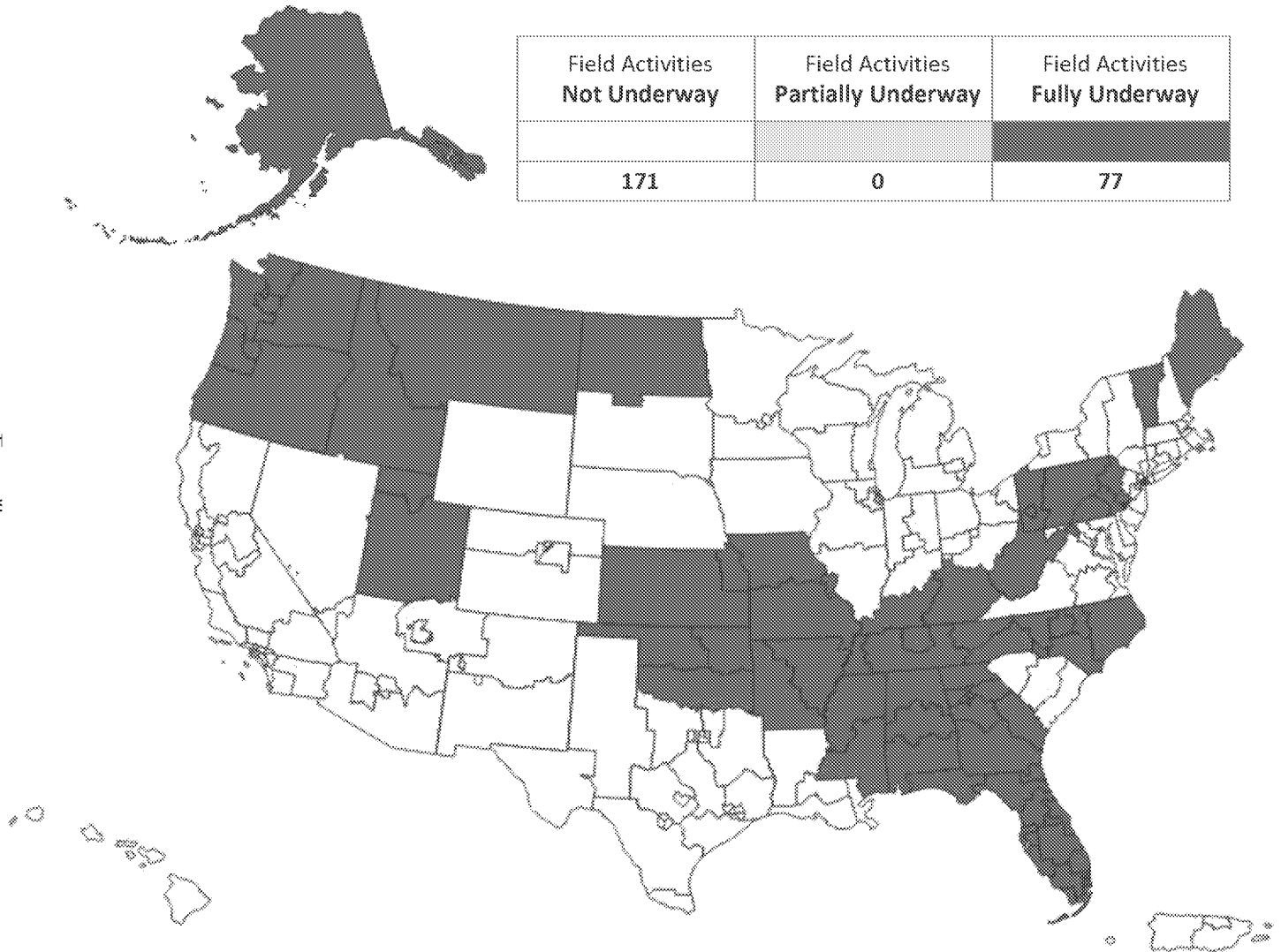
Status:  
 *On Track*

Data current as of:  
 May 11, 2020

Target Completion:  
 June 30, 2020

Notes:  
 Decisions to Restart work are informed by data available on the All Hazards Consortium site – "US State and Territory Actions Response to COVID 19".

Field Activities Not Underway	Field Activities Partially Underway	Field Activities Fully Underway
171	0	77



# Periodic Performance Management Reports

## 2020 Census: Status of National Processing Center's Paper Data Capture Centers (PDCCs)

Source: National Processing Center

Data Current as of: May 11, 2020

- **Staffing Status:**
  - Current: 85-100 staff working each day to keep essential mail, warehouse, and PDCC systems functioning.
  - First line supervisors reported back at work; social distancing practices and PPE in place.
  - Staff start reporting on a flow basis after that.
- **Personnel Protective Equipment (PPE) Status:**
  - Adequate supply of disposable gloves and hand sanitizer on hand.
  - 42,900 face coverings received from NOAA/NWS on 28 Apr 20
  - 400,000 face coverings received from DHS to support field operations
- **PPE Masks coming from NOAA (Thank you NOAA and the NWS)**
  - 250,000 distributed to the regions
- **Stay Home Order Status:**
  - Indiana: Entering Indiana Stage 2 "Getting Indiana Back on Track" for most of the state
  - Arizona: Expires May 15, 2020; with limited businesses reopening on May 4, 2020

# Periodic Performance Management Reports

## 2020 Census: Phased Restart Paper Data Capture Center Staffing Status

Status:

● On Track

Data current as of:

May 11, 2020

Start Date:

January 21, 2020

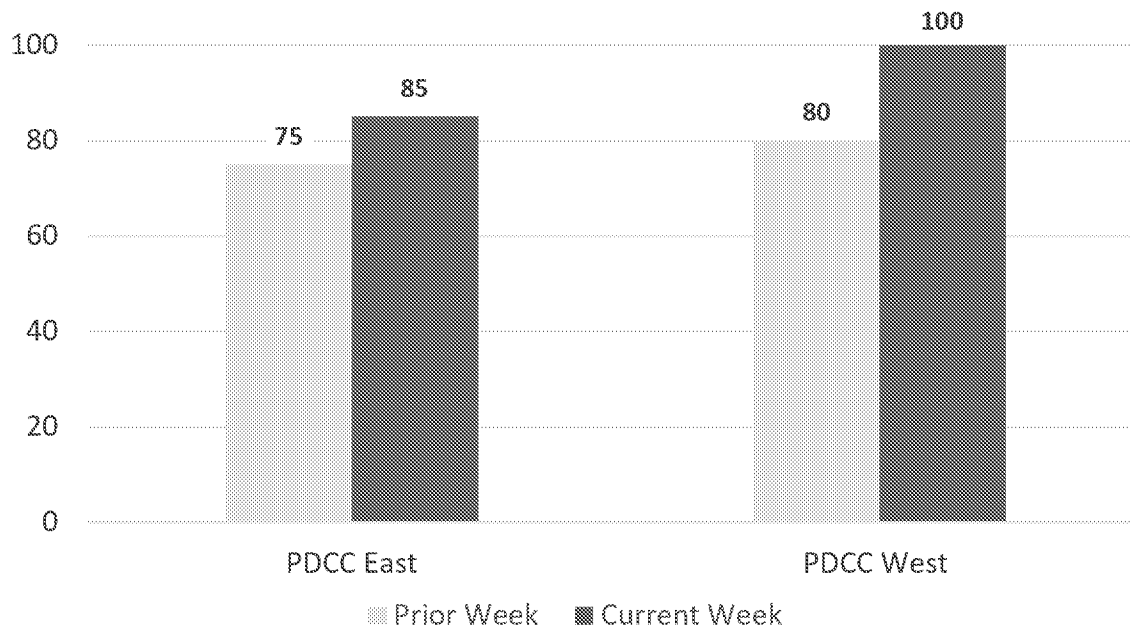
Completion Date:

November 30, 2020

Notes:

### Paper Data Capture Staffing by Center

**Total Staff: 185, +30 from prior week**





# Periodic Performance Management Reports

## 2020 Census: Phased Restart Fingerprinting Location Status by State

Source: : 2020 R&amp;A and DAPPS

Data Current as of: May 11, 2020

State	Number of ACOs	Fingerprint Sites	Sites Open		Change
			Prior Week	Current Week	
<b>U.S. Total</b>	<b>248</b>	<b>824</b>	<b>0</b>	<b>37</b>	<b>37</b>
Alabama	3	19	0	1	1
Alaska	1	3	0	0	0
Arizona	6	13	0	0	0
Arkansas	2	14	0	11	11
California	30	60	0	0	0
Colorado	4	22	0	0	0
Connecticut	3	6	0	0	0
Delaware	1	1	0	0	0
Florida	15	49	0	0	0
Georgia	8	22	0	0	0
Hawaii	1	7	0	0	0
Idaho	1	6	0	1	1
Illinois	10	17	0	0	0
Indiana	4	20	0	0	0
Iowa	1	13	0	0	0
Kansas	2	13	0	0	0
Kentucky	2	17	0	0	0
Louisiana	4	12	0	0	0
Maine	1	6	0	5	5
Maryland	4	8	0	0	0
Massachusetts	6	11	0	0	0
Michigan	5	25	0	0	0
Minnesota	3	14	0	0	0
Mississippi	2	12	0	1	1
Missouri	3	16	0	0	0
Montana	1	16	0	3	3

Legend: Work has Restarted



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State	Number of ACOs	Fingerprint Sites	Sites Open		Change
			Prior Week	Current Week	
Nebraska	1	11	0	0	0
Nevada	2	6	0	0	0
New Hampshire	1	4	0	0	0
New Jersey	8	13	0	0	0
New Mexico	2	15	0	0	0
New York	21	26	0	0	0
North Carolina	7	32	0	0	0
North Dakota	1	11	0	4	4
Ohio	8	34	0	0	0
Oklahoma	3	11	0	3	3
Oregon	3	12	0	0	0
Pennsylvania	9	25	0	0	0
Rhode Island	1	3	0	0	0
South Carolina	3	13	0	0	0
South Dakota	1	10	0	0	0
Tennessee	4	17	0	1	1
Texas	26	65	0	0	0
Utah	2	10	0	2	2
Vermont	1	4	0	4	4
Virginia	6	15	0	0	0
Washington	5	20	0	0	0
Washington DC	1	0*	0	0	0
West Virginia	1	8	0	1	1
Wisconsin	4	18	0	0	0
Wyoming	1	12	0	0	0
Puerto Rico	3	7	0	0	0

# Periodic Performance Management Reports

## 2020 Census: Phased Restart Fingerprinting Status

Status:

 *On Track*

Data current as of:  
*May 11, 2020*

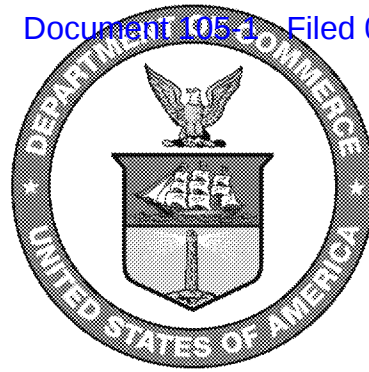
Start Date:  
*January 21, 2020*

Completion Date:  
*October 31, 2020*

Notes:

### Overall Fingerprinting Status

Status	Prior Week	Change from Prior Week	Current Week
Total Number of Applicants that Reached DAPPS	2,876,904	+12,648	2,889,552
Total Number Selected	923,958	+3,705	927,663
Total Number Fingerprinted	535,411	+2,258	537,669
Total Pending Fingerprinting	388,547	+1,447	389,994
Total Remaining Applicant Pool	1,952,946	+8,943	1,961,889



## Agency Priority Goal Action Plan

# Conduct a Complete and Accurate 2020 Decennial Census

### Goal Leader:

Albert E. Fontenot, Jr., Associate Director for Decennial Census Programs, Commerce and General Government

## Goal Statement

- The U.S. Census Bureau will conduct a complete and accurate 2020 Decennial Census U.S. population count by executing for optimal self-response with a nationwide target of 60.5% in 2020, delivering apportionment counts to the President by December 31, 2020, and releasing counts for redistricting by April 1, 2021.

## Challenge

- Planning for the Decennial Census requires balancing funding constraints and data accuracy against an official schedule fixed by statute. Recruiting and hiring of needed staff in an increasingly competitive environment with reduced levels of unemployment in the labor market is a challenge.

## Opportunity

- The Census Bureau is implementing four key innovation areas while putting security controls in place to protect the confidentiality of data. The innovations will:
  - Eliminate the need to physically canvass every census block.
  - Enable people to respond via multiple modes (internet, phone, and mail).
  - Improve the efficiency and effectiveness of the 2020 Census by utilizing federal and state information, and information from third parties.
  - Reduce staffing, infrastructure, and brick and mortar footprint through the increased use of technology compared to previous paper methods.

The four innovation areas for the 2020 Census are:

1. Reengineering Address Canvassing

- Adding new addresses to the Census Bureau's address frame using geographic information systems and satellite imagery instead of sending Census Bureau employees to walk and physically check 11 million census blocks.

2. Optimizing Self-Response

- Encouraging the population to respond to the 2020 Census using the internet, reducing the need for more expensive paper data capture.

3. Utilizing Administrative Records and Third-Party Data

- Reduce costs by using data the public has already provided to the government and data available from commercial sources to reduce visits to units that do not self-respond.

4. Reengineering Field Operations

- Using sophisticated operational control systems to deploy Census Bureau employees to nonresponding housing units and to track daily progress.

- As of April 27, 2020:
  - More than 70 million households have responded.
  - The national self-response rate is 53.7 percent.
- Challenges included:
  - In light of the COVID-19 outbreak, the U.S. Census Bureau is adjusting 2020 Census operations in order to:
    - Protect the health and safety of the American public and Census Bureau employees,
    - Implement guidance from federal, state, and local authorities regarding COVID-19, and
    - Ensure a complete and accurate count of all communities.

- Under the adjusted 2020 Census operational plan, information provided daily to the Census Bureau from FEMA, as well as state and local authorities, will be used to guide Census Bureau decisions on timing for when field activities would resume. As a result, selected field operations will resume on a phased schedule on a geographic basis. In-person activities, including enumeration, office work, and processing activities, will incorporate the most current guidance from authorities to ensure the health and safety of staff and the public. (for more information see <https://2020census.gov/en/news-events/operational-adjustments-covid-19.html>).
- In order to ensure the completeness and accuracy of the 2020 Census, the U.S. Census Bureau is seeking statutory relief from Congress of 120 additional calendar days to deliver final apportionment counts. Under this plan, the U.S. Census Bureau would extend the window for field data collection and self-response to October 31, 2020, which will allow for apportionment counts to be delivered to the President by April 30, 2021, and redistricting data to be delivered to the states no later than July 31, 2021.

## **DOC 2020 Oversight Committee**

Monthly meeting to address major operational and budgetary issues that require Secretarial attention. These include, but are not limited to, changes to the Life Cycle Cost Estimate, developments related to major contracts and IT systems, regular reports on the program budget, interactions with Congress and Oversight, including the Office of Inspector General and the Government Accountability Office, and Program Management Reports on the scope, schedule, and risks for the program.

Chair: DOC Secretary

Members include the following from DOC: Deputy Secretary, Chief Financial Officer, Chief of Staff, Office of Acquisition Management, General Counsel, consultants, Chief Information Officer, Deputy Chief of Staff, Under Secretary for Economic Affairs, Office of Policy and Strategic Planning, and Deputy for Program Management; and from Census: Census Management Team.

## **DOC 2020 Senior Management**

Weekly meeting covering the same areas as the Oversight Committee, but with a closer focus on the day-to-day operations of the program.

Chair: DOC Deputy Secretary

Members include many of the listed on DOC 2020 Oversight Committee and the following from the Census Bureau: Census Bureau Director, Deputy Director, Deputy Chief of Staff, Chief Information Officer, Chief Financial Officer, Associate Director for Decennial Census Programs, Associate Director for Communications, Chief of Procurement, Assistant Director for Decennial Census Programs for Systems and Contracts, Assistant Director for Decennial Census Programs for Operations and Schedule Management, and consultants.



## 2020 Census Integration Group

The Census Integration Group (CIG) replaces the previous Portfolio Management Governing Board and acts as a key venue for decision-making.

Chair: Associate Director, Decennial Census Programs

- Assistant Directors, Decennial Census Programs
- Decennial Division Chiefs
- Decennial Assistant Division Chiefs
- National Processing Center Representation
- Information Technology Application Development and Services Representation
- Field Division Representation
- Population Division Representation
- Center for Adaptive Design Chief
- Integrated Project Teams Representation
- Communications Directorate Representation
- Research and Methodology Directorate Representation

## 2020 Census Executive Steering Committee

The 2020 Census Executive Steering Committee (ESC) provides enterprise-level governance of the 2020 Census. The 2020 Census ESC provides decision-making support to the Census Bureau Director and Deputy Director on 2020 Census program policies and initiatives.

Chair: Director, Census Bureau

- Deputy Director and Chief Operating Officer
- Chief Financial Officer
- Chief Administrative Officer
- Associate Director, Decennial Census Programs
- Associate Director, Research and Methodology
- Associate Director, Field Operations
- Associate Director, Information Technology and Chief Information Officer
- Associate Director, Economic Programs
- Associate Director, Communications
- Associate Director, Demographic Programs

## **COVID-19 Task Force**

Formed on February 25, the Bureau's internal COVID-19 Task Force examines policy related issues impacting employee activities including telework, travel, and public events.

Chair: Chief Administrative Officer, Census Bureau

The 2020 Census is ramping up in FY2020 for peak operations and ramping down in FY2021 with dissemination.

## **The following are internal targets\*:**

- Maximize self-response data collection through three different modes: internet, phone, and mail
- Conduct Nonresponse Followup (NRFU)
- Release apportionment counts to the President of the United States
- Release PL 94-171 data to the states for redistricting
- Release census data products for use by the public

\*In light of the COVID-19 outbreak, the U.S. Census Bureau has adjusted the schedule for some 2020 Census operations including NRFU and the release of data products from the original planned dates.

## External factors that can impact the achievement of the internal annual targets

### 1. Public perception of ability to safeguard response data

IF a substantial segment of the public is not convinced that the Census Bureau can safeguard their response data against data breaches and unauthorized use, THEN response rates may be lower than projected, leading to an increase in cases for follow-up and cost increases.

#### **Mitigation strategies include the following:**

- Develop and implement a strategy to build and maintain the public's confidence in the Census Bureau's ability to keep their data safe.
- Follow the IT security-related mitigation strategies of 2020 Census Risk Cybersecurity Incidents.
- Continually monitor the public's confidence in data security in order to gauge their probable acceptance of the Census Bureau's methods for enumeration.

### 2. Cybersecurity incidents

IF a cybersecurity incident occurs to the systems supporting the 2020 Census, THEN additional technological efforts may be required to repair or replace the systems affected in order to maintain secure services and data.

#### **Mitigation strategies include the following:**

- Monitor system development efforts to ensure the proper Census Bureau IT security guidelines are followed during the system development phase.
- Research other Census Bureau programs, other government agencies, other countries, and the private sector to understand how they effectively mitigate cybersecurity incidents.
- Audit systems and check logs to help in detecting and tracing an outside infiltration.
- Perform threat and vulnerability analysis through testing and during production.
- Prepare for rapid response to address any detected cybersecurity incidents.
- Leverage data stewardship and information safeguarding policies and procedures of Census Bureau programs, other government agencies, other countries, and the private sector to understand how to mitigate cybersecurity incidents.

## External factors that can impact the achievement of the internal annual targets (continued)

### **3. Natural disaster**

IF a natural disaster occurs at or around the time of the 2020 Census, THEN it will be difficult to conduct NRFU in the impacted geographic areas due to the problems gaining access to the populations living in those areas.

#### **Mitigation strategies include the following:**

The current coronavirus (COVID-19) worldwide crisis means this risk has been realized. However, the probability remains that other natural disasters may also occur during the 2020 NRFU operation. COVID-19 related field delays now push NRFU enumeration into the middle of hurricane season (June 1 until November 30). As of April 2020, there are currently 16 named storms, including 8 hurricanes forecasted for the 2020 Atlantic hurricane season.

# Goal Structure & Strategies (continued)

Conduct a complete and accurate 2020 Census of the U.S. population and housing

## Complete the In-Field Address Canvassing data collection

The Census Bureau needs the address and physical location of each living quarter in the United States to conduct the census. During Address Canvassing, the Census Bureau verifies that its master address list and maps are accurate so the tabulation for all housing units, group quarters, and transitory locations is correct. A complete and accurate address list is the cornerstone of a successful census.

The Census Bureau has determined that while there will be a full canvassing of the nation, a full In-Field Address Canvassing of the nation is no longer necessary.

During In-Field Address Canvassing, field staff compare what they see on the ground to the existing census address list and either verify or correct the address and location information, adding addresses to the list as necessary.

Milestone Summary				
Key Milestone	Milestone Due Date	Milestone Status	Change from last quarter	Comments
Complete In-Field Address Canvassing data collection	FY20Q1	Met	N/A	

## Conduct a complete and accurate 2020 Census of the U.S. population and housing (continued)

### Deploy systems for FY 2020 operations

Systems Engineering and Integration (SEI) is an IT operation that manages the delivery of a System of Systems that meets the 2020 Census Program business and capability requirements. The SEI Operation provides oversight and structure around the deployment of systems as well as operations and maintenance processes.

Milestone Summary					
Key Milestone	Milestone Due Date*	Milestone Status	Change from last quarter	Comments	
Approve Operational Readiness Review (ORR) for Forms Printing and Distribution.	FY20Q1	Met	N/A		
Approve ORR for Self-Response. Approve ORR for Group Quarters Enumeration/Service-Based Enumeration(SBE)/Enumeration at Transitory Locations (ETL). Approve ORR for Update Enumerate/Update Leave. Approve ORR for Remote Alaska. Approve ORR for NRFU. (D10.0)	FY20Q2	Met	N/A		
Approve ORR for Response File Creation. (D12.2)	FY20Q4				

\* Q3 & Q4 schedule delays are expected due to the operational adjustments made for COVID-19.

# Goal Structure & Strategies (continued)

## Key milestones to conduct self-response data collection

### Maximize self-response data collection through three modes: internet, phone, and mail

Self-response reduces the need to conduct expensive in-person follow-up for the enumeration. It is anticipated that online self-response will be the primary mode of data collection.

Milestone Summary					
Key Milestone	Milestone Due Date*	Milestone Status	Change from last quarter	Comments	
Start: Conduct training for Census Questionnaire Assistance (CQA) Call Center staff (CSRs and supervisors)	FY20Q1	Met	N/A		
Complete: Training for CQA Call Center staff (CSRs and supervisors) Start: CQA Inbound Operation Start: Self-response mailings Start: Internet Self-Response (ISR) data collection Start: Paper data capture	FY20Q2	Met	N/A		
Start: CQA Outbound Operation Complete: Self-response mailings	FY20Q3				
Complete: CQA Outbound Operation Complete: CQA Inbound Operation Complete: ISR data collection Complete: Paper data capture Complete: Group Quarters Data Collection	FY20Q4				

\* Q3 & Q4 schedule delays are expected due to the operational adjustments made for COVID-19.



## Key milestones to conduct self-response data collection (continued)

### Launch the integrated communications campaign

The integrated communications campaign involves communication and contact strategies that encourage the use of the internet as the primary response mode through a sequence of invitations and postcard mailings. In addition, Census Bureau enumerators will leave materials to encourage self-response.

#### Milestone Summary

Key Milestone	Milestone Due Date	Milestone Status	Change from last quarter	Comments
Deliver final version of Media Plan 2.0	FY20Q1	Met	N/A	
Deploy 2020 Census.gov release 3	FY20Q2	Met	N/A	
Deliver Broadcast and Audio Tour Report	FY20Q3			
Post Buy Analyses Report and Presentation of Media Buys	FY20Q4			

## Conduct a complete and accurate 2020 Decennial Census U.S. population count (continued)

### Conduct Nonresponse Followup (NRFU) data collection

Nonresponse Followup (NRFU) Operation determines or resolves housing unit status for addresses included in the NRFU workload such as those addresses that have not self-responded. The operation also enumerates housing units that are determined to have a housing status of occupied.

#### Milestone Summary

Key Milestone	Milestone Due Date*	Milestone Status	Change from last quarter	Comments
Complete: Finalize NRFU enumerator training materials	FY20Q1	Met	N/A	
Start: Conduct census field supervisor (CFS) training for Early NRFU	FY20Q2	Met	N/A	
Complete: Conduct census field supervisor (CFS) training for Early NRFU	FY20Q3			
Start: Conduct NRFU				
Complete: Conduct NRFU	FY20Q4			

\* Q3 & Q4 schedule delays are expected due to the operational adjustments made for COVID-19.

Release data products on schedule

## Deliver apportionment counts to the President of the United States

Deliver apportionment counts to the President by December 31, 2020.\*

### Milestone Summary

Key Milestone	Milestone Due Date	Milestone Status	Change from last quarter	Comments
Complete: Deliver Apportionment Counts to President The Director of the Census Bureau delivers to the Secretary of Commerce, who then delivers to the President by December 31, 2020	FY21Q1			

\* COVID-19 operational adjustments plan for apportionment counts to be delivered by April 30, 2021.

# Goal Structure & Strategies (continued)

## Release data products on schedule (continued)

### Release PL 94-171 data to the states for redistricting\*

Public Law 94-171, enacted by Congress in December 1975, requires the Census Bureau to provide the states with the small area census data necessary for legislative redistricting. The law also requires that the Census Bureau deliver these data no later than one year from Census Day.

Milestone Summary				
Key Milestone	Milestone Due Date	Milestone Status	Change from last quarter	Comments
Complete: Perform Privacy Protection and create the Microdata Detail File (MDF)	FY21Q2			
Complete: Deliver P.L. 94-171 Geographic Products to States "Successfully deliver all geographic support products (shapefiles, maps, equivalency files, block-to-block relationship files) to all states, the District of Columbia, and Puerto Rico by February 1, 2021."	FY21Q2			
Complete: Confirm Receipt of P.L. 94-171 Data Products from States "Successfully deliver and confirm receipt of the official P.L. 94-171 Redistricting Data Summary Files in each state, the District of Columbia, and Puerto Rico by both the majority and minority parties currently holding office in the legislature as well as by any established redistricting commissions."	FY21Q2			

\* COVID-19 operational adjustments plan for redistricting counts to be delivered by July 31, 2021. 18

# Goal Structure & Strategies (continued)

## Release data products on schedule (continued)

### Release census data products for use by the public

Tabulate and disseminate selected 2020 Census data products for the 50 states, D.C., Puerto Rico, and the four U.S. Island Areas. These data are used by policymakers, researchers, academia, businesses, government and nongovernmental organizations, journalists, and the general public to learn more about their communities.

Milestone Summary				
Key Milestone	Milestone Due Date	Milestone Status	Change from last quarter	Comments
Produce and Release Demographic and Housing Characteristics (DHC)	FY21Q4			
Produce and Release Demographic Profiles	FY21Q4			
Produce and Release Population and Housing Counts - Island Area Census	FY21Q4			

The 2020 Census program tracks milestone data with the 2020 Census Integrated Master Schedule. Publication dates are validated against dates of posting on the 2020 Census website. The Census Bureau Office of Information Security (OIS) reviews the cybersecurity reporting for compliance with the National Institute of Standards and Technology (NIST) Risk Framework, and Federal Information Security Management Act (FISMA) requirements. Plans of Action and Milestones for the Authorization to Operate are reported to the Department of Commerce Chief Information Officer. Where necessary, observation of documents or related materials will verify data recorded in the Integrated Master Schedule.

All evaluation results and program reports are thoroughly reviewed and approved by the Associate Director for Decennial Census Programs and reported up through the governance structure described earlier. The evaluation results are indexed and fact-checked to ensure accuracy.

## Contributing Programs

### **Organizations:**

- The Department of Health and Human Services, Department of Housing and Urban Development, Department of Interior, Department of Justice, Department of Homeland Security, Department of State, United States Postal Service, Internal Revenue Service, Office of Personnel Management, Social Security Administration, and the Selective Service System provide key administrative records.
- The National Geospatial-Intelligence Agency provides current, high-resolution imagery at no cost for Interactive Review during In-Office Address Canvassing.
- The National Academy of Sciences; Census Scientific Advisory Committee; and the National Advisory Committee on Racial, Ethnic, and Other Populations contribute to the planning, implementation, and evaluation of Decennial Census Programs.
- Tribal, state, and local governments participate in our geographic partnership programs to ensure the accuracy of the MAF/TIGER System - the foundation of the decennial census.

## Contributing Programs (continued)

### **Program Activities:**

- Demographic Programs Directorate: Provides relevant and accurate information on the size, distribution, and characteristics of the nation's population and housing. Also oversees the planning, collection, processing, and distribution of population and housing data obtained from the 2020 Census.
- Research and Methodology Directorate: Performs research into innovative methods and products, and establishes and refines methodologies in support of collaborative research and methodologies supporting the 2020 Census. Assures that the Census Bureau can effectively disseminate the maximum amount of high-quality data about the nation's people, while fully meeting the Census Bureau's legal and ethical obligation to protect the confidentiality of respondents and the information they provide.
- Field Directorate: Primary area responsible for coordinating and implementing 2020 Census data collection activities. Manages the recruiting, hiring, training, and production activities of the 300,000+ field staff needed to implement the 2020 Census. Manages field operations out of six regional census centers and 248 area census offices. At the National Processing Center, handles the logistics for materials supporting the 2020 Census field operations and manages the paper data capture of all paper returns in two data capture centers.
- Communications Directorate: Provides extensive communications support to the 2020 Census products and documentation, the public, and stakeholders.



## Contributing Programs (continued)

### **Regulations:**

- Article I, Section 2 of the U.S. Constitution mandates that a census be conducted and used to reapportion representatives in Congress among the states every 10 years.
- The Census Bureau is bound by Title 13 of the United States Code. These laws provide authority for our agency work, and strong protections for the information collected from individuals and businesses.
- The Census Bureau is authorized to acquire or purchase records from states and third party entities under Title 13 United States Code (U.S.C.), Section 6. The Privacy Act of 1974 explicitly permits federal agencies to disclose personally identifiable information to the Census Bureau if for statistical uses under Title 13, United States Code. Additionally, the Confidential Information Protection and Statistical Efficiency Act (CIPSEA) and other federal confidentially statutes permit agencies to share data with the Census Bureau under strict, secure conditions. State laws often mirror these federal statutes.
- The Internal Revenue Service (IRS) proposes and implements regulations concerning the use of IRS administrative records.

## Contributing Programs (continued)

### **Policies:**

- The Data Stewardship Executive Policy Committee (DSEP) serves as the Census Bureau's focal point for policy issues related to respondent privacy, security, data confidentiality, data management, record linkage, and administrative data. The DSEP membership includes the Deputy Director and all Associate Directors.
- The Census Bureau 2020 Policy Group advises on 2020 Census activities that are impacted by policy.

### **Other Federal Activities:**

- The Office of Management and Budget provides race and ethnicity guidance and reviews the progress of the 2020 Census.

## Stakeholder / Congressional Consultations

Effective communications with external and internal stakeholders, such as the National Academy of Sciences, Department of Commerce Office of Inspector General, and the Government Accountability Office are important. The Census Bureau conducts semiannual meetings with the Census Scientific Advisory Committee and the National Advisory Committee on Racial, Ethnic, and Other Populations. The Census Scientific Advisory Committee addresses emerging census challenges, including adaptive design, cyberinfrastructure, demographic, economic and statistical research, technical and operational priorities. The National Advisory Committee (NAC) considers topics such as hard to reach populations, race and ethnicity, language, aging populations, American Indian and Alaska Native tribal considerations, new immigrant populations, populations affected by natural disasters, highly mobile and migrant populations, complex households, rural populations, and population segments with limited access to technology. The committee also advises on data privacy and confidentiality, among other issues.

The Census Bureau meets quarterly with representatives from congressional appropriation committees in order to brief them on the progress of the 2020 Census. Census staff meet upon request with representatives of oversight committees. Feedback from congressional stakeholders is considered in the design of the 2020 Census and operational planning.

We work with partners in addition to internal and external stakeholders. Partners educate people about the importance of the census, motivate them to return their questionnaires, and encourage cooperation with enumerators. Census has maintained many of the 2010 Census relationships for 2020. In order to optimize self-response, the Census Bureau builds relationships with state, local, and tribal governments; nongovernmental organizations at the national and local level; national companies; and schools. The objectives are to:

- Increase self-response.
- Use trusted voices to make census messages relevant at the local level.
- Increase awareness among the general public.
- Increase partnership engagement at the local level through new or improved programs.

**From:** Rafiekian, Christine (Federal) [CRafiekian@doc.gov]  
**Sent:** 5/11/2020 5:32:32 PM  
**To:** Knight, Harry (Federal) [HKnight@doc.gov]  
**CC:** Memmott-Kern, Kendra (Federal) [KMemmott-Kern@doc.gov]; Heflin, Christine (Federal) [CHeflin@doc.gov]; Brooke, Beatrice E. (Federal) [BBrooke1@doc.gov]; Risko, Daniel (Federal) [DRisko@doc.gov]  
**Subject:** Re: CENSUS APG Update  
**Attachments:** attachment 1.pdf; ATT00001.htm

Hi Harry,

My suggestion is that I would dial-out to you during that portion of the discussion. If you could please provide me with the best # to reach you, I can connect multiple people as well, if more than one of you would like to join!

Slides are here:

**This document has been withheld in full.**

**This document has been withheld in full.**

Status Reporting: 2020 Decennial Census  
Periodic Reporting: Release for May 26, 2020



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

Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

Release for May 25, 2020

Status	Report Title	Summary	Slide Number
<input type="radio"/>	2020 Census: Recruiting Ranges Over Time		4
<input checked="" type="radio"/>	2020 Census: Applicant Status	Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.	5
<input type="radio"/>	2020 Census: Remote Alaska Production Progress & Cost	To ensure a count of everyone before the ice melts and residents disperse, enumerations have resumed via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date has been set and revised expectations for workload completion have been determined.	6
<input checked="" type="radio"/>	2020 Census: Self-Response of Housing Units	Self-Response to the 2020 Census is tracking within the projected range. The projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.	7
<input checked="" type="radio"/>	2020 Census: Self-Response of Housing Units – Zoomed in View		8
<input type="radio"/>	2020 Census: Self-Response of Housing Units by Response Mode	Internet response is exceeding expectations. The projected Self-Response rates by mode have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.	9
<input type="radio"/>	2020 Census: Self-Response of Housing Units by Response Mode – Zoomed in View		10
<input type="radio"/>	2020 Census: Self-Response of Housing Units by State		11

## Legend

Not Applicable

Completed

On Track








Management Focus

Requires Attention



# Periodic Performance Management Reports

Release for May 25, 2020

Status	Report Title	Summary	Slide Number
	2020 Census: Self-Response of Housing Units by State - Self-Response Type of Enumeration Area Only		12
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections		13
	2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections - Self-Response Only		14
	2020 Census: Questionnaire Assistance Inbound Calls	Call Center Staffing remains at reduced levels to accommodate Social Distancing protocols. A return call option is available to callers who leave a message requesting this option.	15
	2020 Census: Partners & Participating Organizations	Progress to establish relationships with National and community organizations continues. The number of partnering organizations at the national-level has grown to 939. The 2020 Census exposure at the local and community level continues; the number of active community partners is over 366,000. We have exceeded the 2010 Census numbers for both national and community partners.	16
	2020 Census: Integrated Communications Campaign Weekly Report Timeline	Steady progress continues on Integrated Communications Campaign efforts. The program is rapidly preparing new messages and delivery vehicles in light of the our current environment.	17
	2020 Census: Monthly FY 2020 Budget Execution Report	Fiscal Year 2020 budget execution is managing budget to address critical program needs.	18

## Legend

Not Applicable

Completed

On Track

Management Focus

Requires Attention

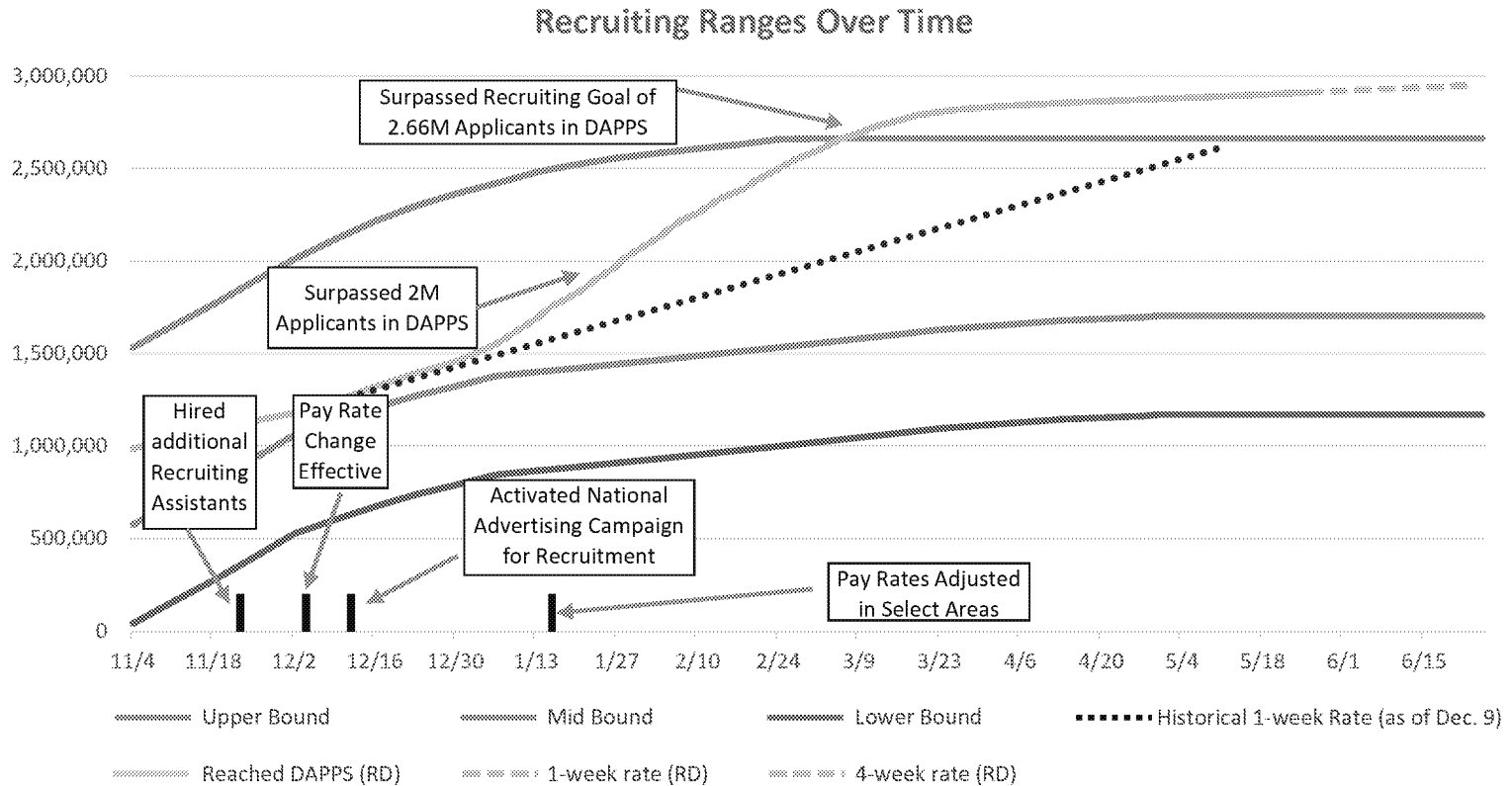
# Periodic Performance Management Reports

## 2020 Census: Recruiting Ranges Over Time

Data current as of:  
May 26, 2020

Completion Date:  
August 15, 2020

Notes:



<p><b>1-week averages</b></p> <p><b>As of May 26:</b> Daily Rate: 1,424 reached DAPPS/day</p> <p><b>As of May 19:</b> Daily Rate: 1,460 reached DAPPS/day</p> <p><b>As of May 12:</b> Daily Rate: 1,268 reached DAPPS/day</p>	<p><b>Upper Bound:</b> 55% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>7 Week Operation</u> 500,000 Hired</p>	<p><b>Mid:</b> 60.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 320,000 Hired</p>	<p><b>Lower Bound:</b> 65.5% Self Response Rate 1.55 Cases/HR (productivity) 20.5 Hours/Week (availability) <u>9 Week Operation</u> 220,000 Hired</p>
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U.S. Department of Commerce  
Economics and Statistics Administration  
U.S. CENSUS BUREAU  
census.gov

Source: 2020 R&A/DAPPS Applicant Summary Report

Pre-decisional - Internal Only - Not for Public Distribution.

# Periodic Performance Management Reports

## 2020 Census: Applicant Status

Status:

● On Track

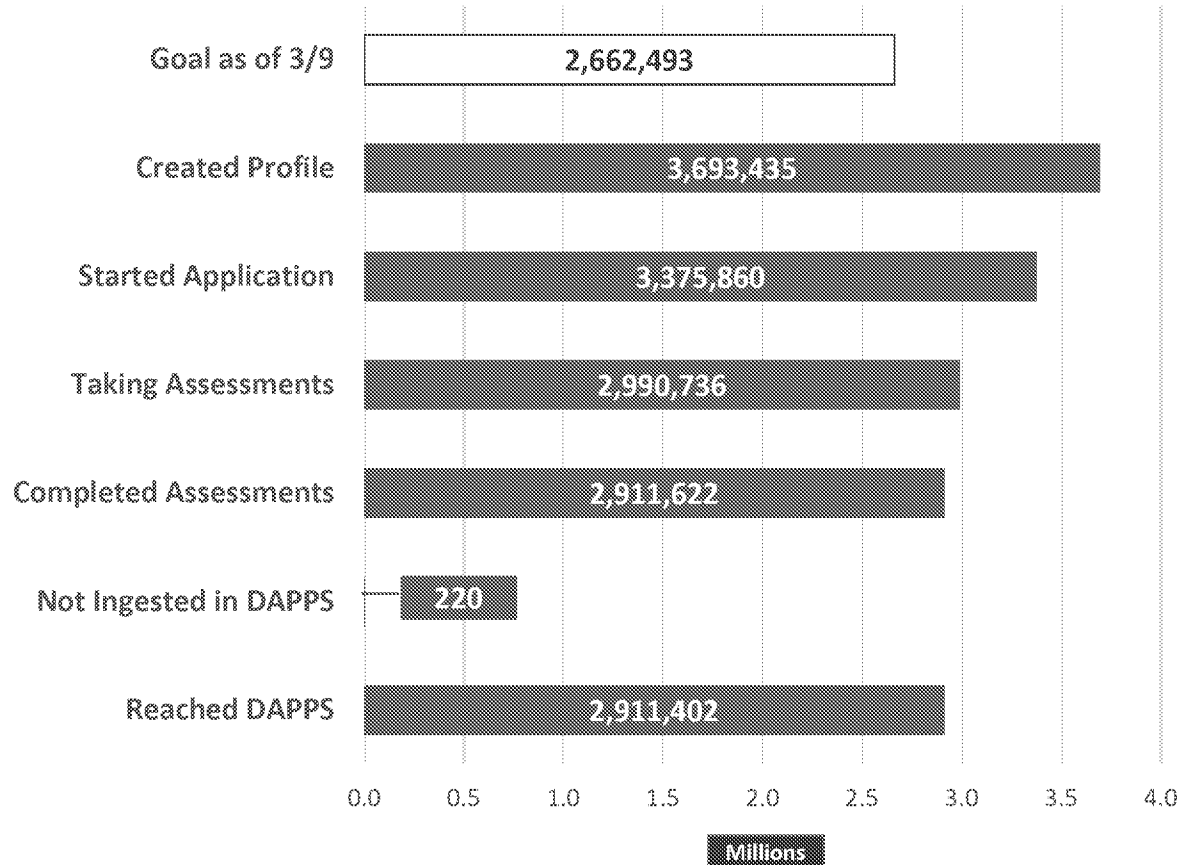
Data current as of:  
May 26, 2020

Completion Date:  
January 5, 2021

Notes:

- Actions taken to achieve our recruiting target were successful. We have achieved our applicant goal.
- We are communicating with our recruits, selectees, and on-board staff so that staff are ready to work as we recommence all field operations.

### Steps in Applying for a Position



# Periodic Performance Management Reports

## 2020 Census: Remote Alaska Progress & Cost

Status:

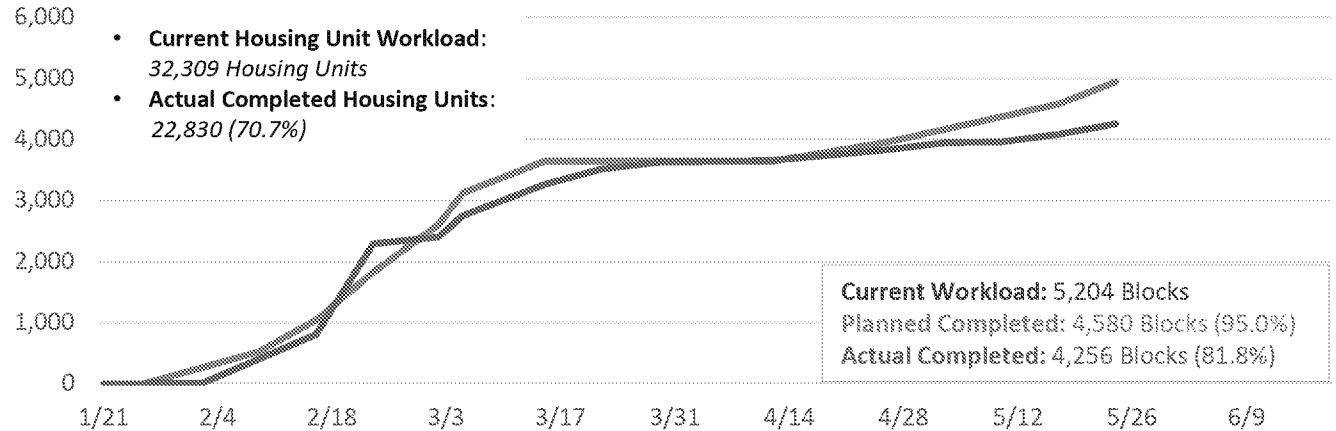
Management Focus

Data current as of:  
May 26, 2020

Start Date:  
January 21, 2020

Completion Date:  
June 19, 2020

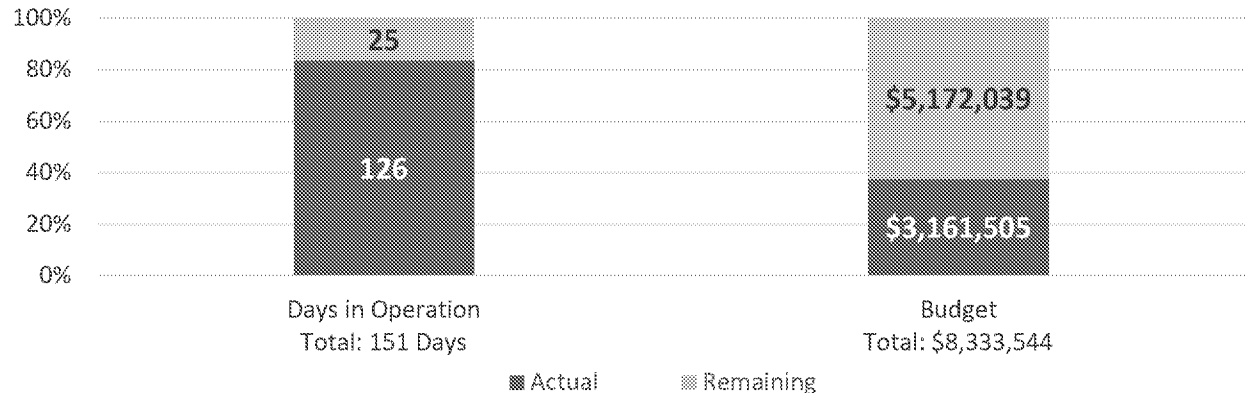
Progress for Remote Alaska Production



Notes:

To ensure a count of everyone before the ice melts and residents disperse, enumerations have resumed via self-enumeration in most of the remaining Alaska Native villages and a few other areas included in this operation. A new operational end date has been set and revised expectations for workload completion have been determined.

Key Performance Indicators for Remote Alaska




Source: Unified Tracking System, Automated Tracking and Control

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units

Status:

 **On Track**

Data current as of:  
*May 26, 2020*

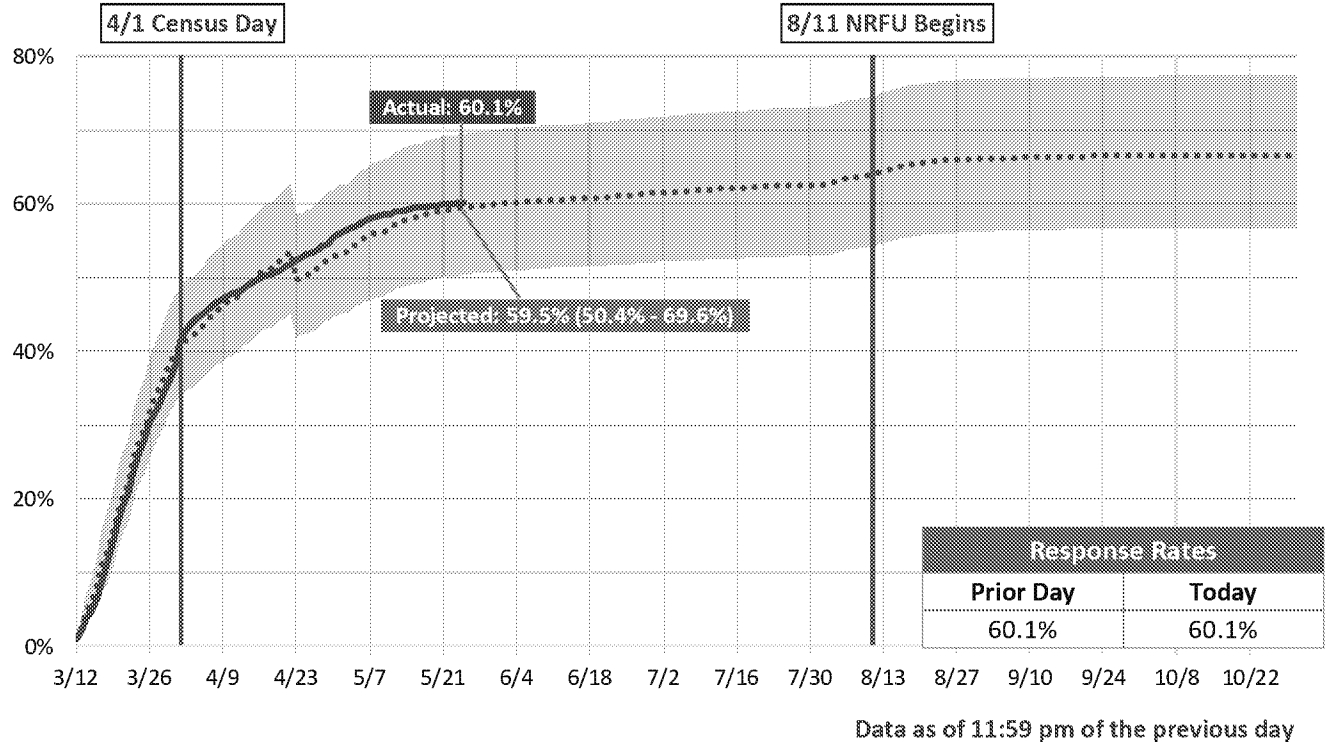
Start Date:  
*March 12, 2020*

Completion Date:  
*October 31, 2020\**


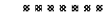

**Notes:**

- As of April 22, the projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
- Response rates reflect responses from Self-Response and Update Leave.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

**Actual vs. Projected Self-Response Rates**



**Legend**

Actual Self-Response Rate	
Projected Self-Response Rate	
Lower & Upper Bound	

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units –Zoomed in View

Status:  
● *On Track*

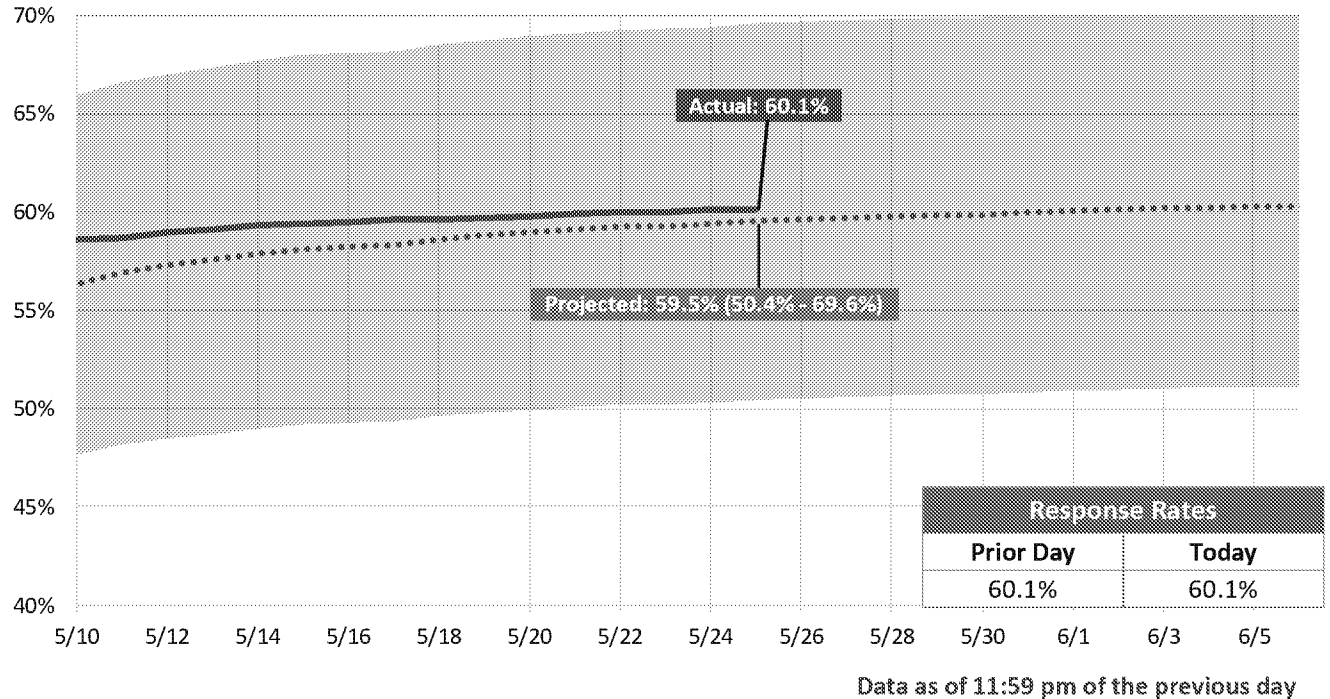
Data current as of:  
 May 26, 2020

Start Date:  
 March 12, 2020

Completion Date:  
 October 31, 2020\*

- Notes:**
- As of April 22, the projected Self-Response rate has been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
  - Response rates reflect responses from Self-Response and Update Leave.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

### Actual vs. Projected Self-Response Rates



**Legend**

Actual Self-Response Rate	
Projected Self-Response Rate	
Lower & Upper Bound	

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode

Status:

Management Focus

Data current as of:  
May 26, 2020

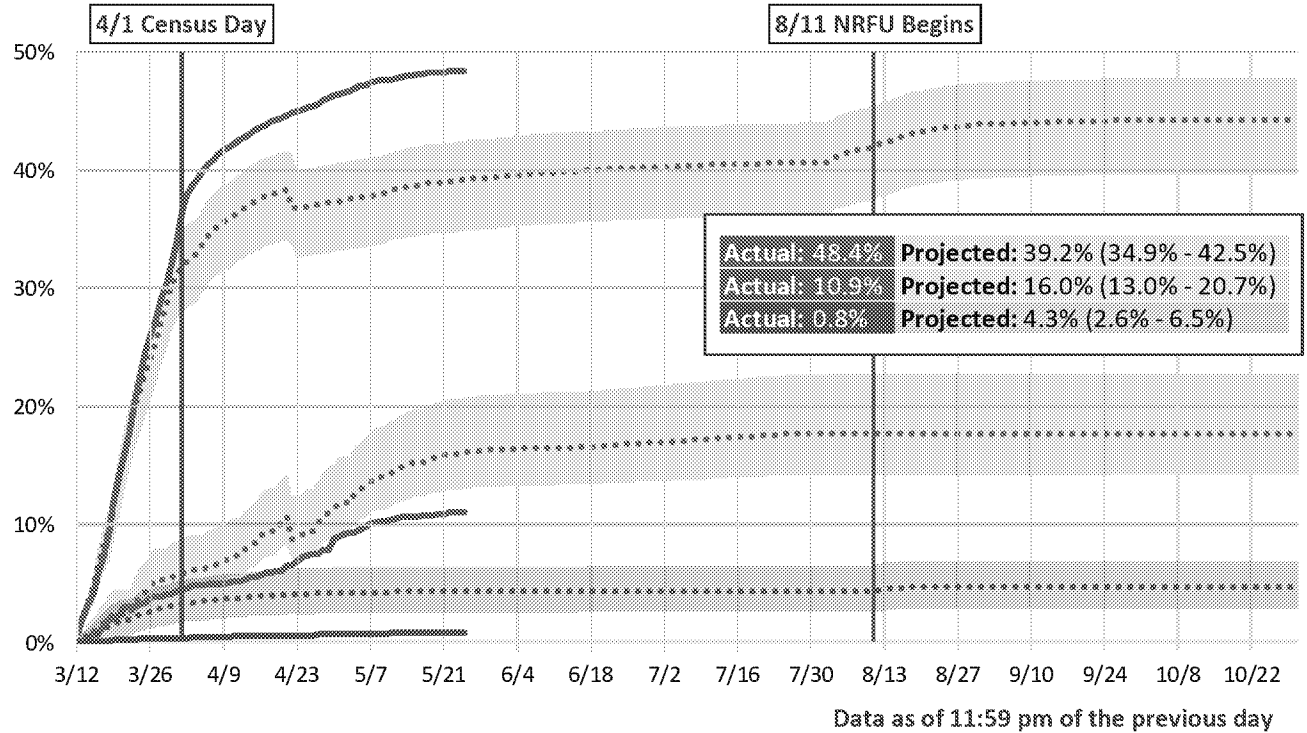
Start Date:  
March 12, 2020

Completion Date:  
October 31, 2020\*

**Notes:**

- As of April 22, the projected Self-Response rates have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
- Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
- \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

Actual vs. Projected Self-Response Rates by Mode



**Legend**

	Internet	Paper	Phone
Actual Self-Response Rate	.....	.....	.....
Projected Self-Response Rate	.....	.....	.....
Lower & Upper Bound	.....	.....	.....

Source: Census Data Lake & Decennial Statistical Studies Division

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by Response Mode – Zoomed In

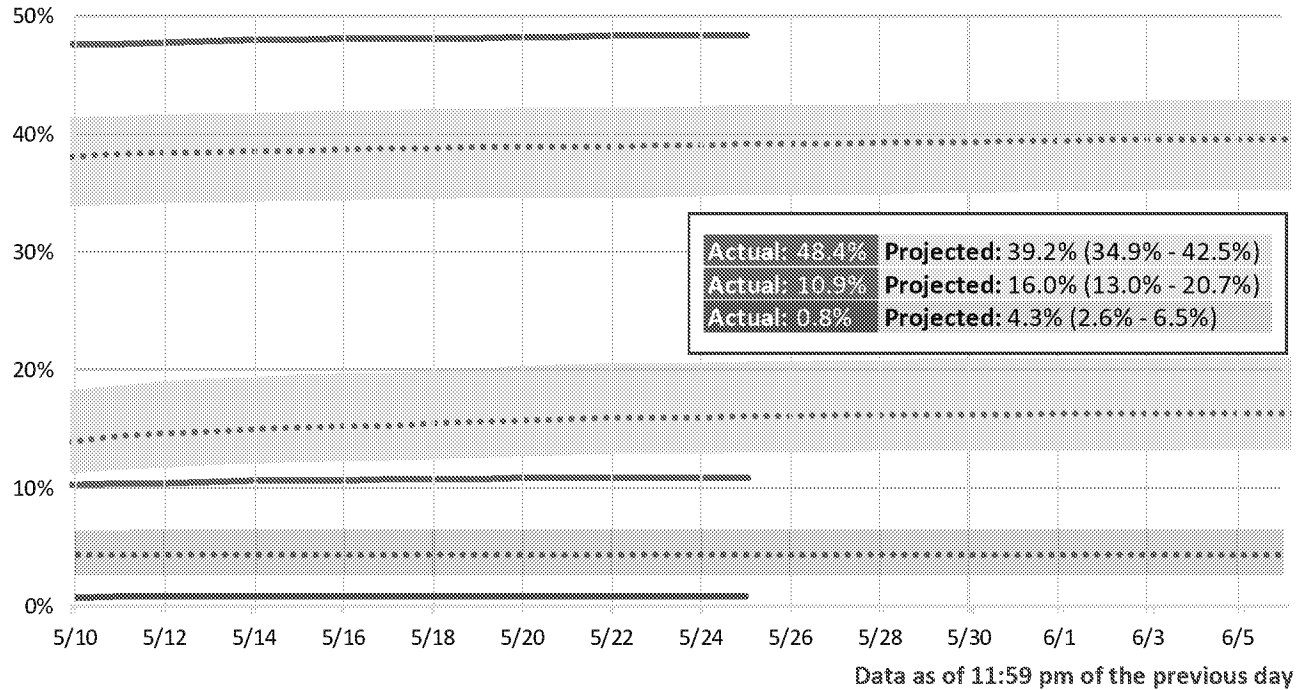
Status:  Management Focus

### Actual vs. Projected Self-Response Rates by Mode

Data current as of:  
May 26, 2020

Start Date:  
March 12, 2020

Completion Date:  
October 31, 2020\*



- Notes:
- As of April 22, the projected Self-Response rates have been revised to account for re-planned operational timing and a sixth mailing prior to the August 11 start of Nonresponse Followup.
  - Internet and paper are tracking as projected, but telephone response is lagging. The paper counts include inbound mail.
  - \* Internet, Paper, and Phone response options remain available throughout the data collection timeframe to offer maximum flexibility for respondents.

#### Legend

	Internet	Paper	Phone
Actual Self-Response Rate	-----	-----	-----
Projected Self-Response Rate	*****	*****	*****
Lower & Upper Bound			

Source: Census Data Lake & Decennial Statistical Studies Division



# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State

Source: Decennial Statistical Studies Division

Data Current as of: May 26, 2020

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
<b>U.S. Total</b>	<b>60.1%</b>	<b>63.5%</b>	<b>66.5%</b>
Minnesota	70.0%	71.6%	74.1%
Wisconsin	67.4%	71.2%	73.5%
Iowa	66.9%	71.0%	73.0%
Michigan	66.7%	65.4%	67.7%
Nebraska	66.5%	68.8%	71.1%
Washington	65.5%	63.7%	67.2%
Ohio	65.3%	66.2%	69.0%
Virginia	65.2%	66.2%	69.0%
Illinois	65.2%	67.7%	70.5%
Indiana	65.0%	67.0%	69.6%
Maryland	64.2%	66.5%	69.5%
Kansas	64.2%	67.4%	70.0%
Kentucky	63.8%	63.0%	65.7%
Connecticut	63.8%	66.3%	69.5%
Utah	63.7%	65.4%	68.6%
Pennsylvania	63.1%	67.8%	70.2%
Oregon	63.0%	63.9%	66.9%
Colorado	62.8%	64.4%	67.2%
Idaho	62.5%	64.6%	67.1%
Massachusetts	62.2%	65.6%	68.8%
New Jersey	62.1%	64.4%	67.6%
California	61.3%	64.7%	68.2%
Missouri	60.5%	65.3%	67.5%
Tennessee	60.2%	63.8%	67.1%
South Dakota	59.8%	65.0%	67.1%
Nevada	59.3%	58.7%	61.4%

State	Actual	2010 Rate (start of NRFU)	2010 Rate (Final)
North Dakota	59.3%	66.8%	68.8%
New Hampshire	59.0%	61.5%	64.4%
Delaware	58.4%	60.8%	64.1%
Alabama	58.2%	59.5%	62.5%
Rhode Island	58.2%	62.8%	65.7%
Florida	57.6%	59.6%	63.0%
Arizona	56.5%	58.5%	61.3%
North Carolina	56.4%	62.1%	64.8%
Georgia	56.2%	59.5%	62.5%
District of Columbia	56.2%	62.2%	66.0%
Mississippi	55.5%	58.1%	61.3%
New York	55.0%	61.3%	64.6%
South Carolina	54.9%	62.2%	64.7%
Arkansas	54.9%	59.5%	62.3%
Hawaii	54.8%	60.7%	64.1%
Texas	54.8%	60.3%	64.4%
Louisiana	54.4%	57.9%	61.0%
Oklahoma	53.7%	58.9%	62.3%
Montana	51.2%	62.3%	64.6%
Vermont	51.0%	58.1%	60.3%
Maine	50.3%	55.3%	57.4%
Wyoming	50.2%	61.1%	63.4%
West Virginia	47.7%	56.8%	59.1%
New Mexico	47.6%	56.9%	60.0%
Alaska	40.8%	51.6%	55.6%
Puerto Rico	8.6%	51.2%	53.8%

Data as of 11:59 pm of the previous day

# Periodic Performance Management Reports

## 2020 Census: Self-Response of Housing Units by State – Self-Response Type of Enumeration Area Only

Source: Decennial Statistical Studies Division

Data Current as of: May 26, 2020

State	Actual	2010 Rate (Final)
<b>U.S. Total</b>	<b>61.8%</b>	<b>67.5%</b>
Minnesota	71.9%	75.0%
Wisconsin	69.4%	74.0%
Nebraska	68.3%	72.0%
Utah	68.2%	70.0%
Michigan	68.0%	70.0%
Idaho	67.7%	70.0%
Iowa	67.4%	73.0%
Washington	67.0%	68.0%
Colorado	66.9%	71.0%
South Dakota	66.8%	69.0%
Virginia	65.7%	69.0%
Kentucky	65.6%	66.0%
Indiana	65.6%	70.0%
Ohio	65.6%	69.0%
Illinois	65.5%	71.0%
Kansas	65.4%	71.0%
Pennsylvania	64.8%	71.0%
New Hampshire	64.3%	67.0%
Maryland	64.2%	70.0%
North Dakota	64.0%	72.0%
Connecticut	64.0%	70.0%
Oregon	63.8%	68.0%
Massachusetts	63.4%	69.0%
Missouri	62.7%	70.0%
New Jersey	62.6%	68.0%
California	62.5%	69.0%

State	Actual	2010 Rate (Final)
Nevada	61.0%	62.0%
Montana	60.9%	71.0%
West Virginia	60.9%	63.0%
Wyoming	60.5%	67.0%
Tennessee	60.3%	67.0%
Arizona	60.1%	63.0%
Hawaii	59.9%	70.0%
Alabama	59.7%	64.0%
Vermont	59.4%	63.0%
Rhode Island	58.8%	66.0%
Florida	58.4%	63.0%
Delaware	58.4%	67.0%
Oklahoma	58.3%	66.0%
North Carolina	58.0%	65.0%
Maine	57.4%	61.0%
Georgia	57.3%	64.0%
Arkansas	57.1%	65.0%
Mississippi	57.1%	64.0%
New Mexico	56.8%	65.0%
Texas	56.5%	66.0%
New York	56.4%	65.0%
Louisiana	56.3%	65.0%
District of Columbia	56.2%	66.0%
South Carolina	56.1%	65.0%
Alaska	55.7%	59.0%

Data as of 11:59 pm of the previous day

# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections

Source: Decennial Statistical Studies Division

Data Current as of: May 26, 2020

Highest			
State	Actual	Projection	Actual/ Projection
Nevada	59.3%	54.5%	1.0890
Mississippi	55.5%	51.4%	1.0799
California	61.3%	56.8%	1.0794
Hawaii	54.8%	50.9%	1.0784
New Mexico	47.6%	44.5%	1.0709

Lowest			
State	Actual	Projection	Actual/ Projection
Rhode Island	58.2%	64.2%	0.9068
Maine	50.3%	55.0%	0.9145
New York	55.0%	59.0%	0.9333
Vermont	51.0%	54.3%	0.9383
Delaware	58.4%	61.6%	0.9474

Data as of 11:59 pm of the previous day

# Periodic Performance Management Reports

## 2020 Census: States with the Highest and Lowest Self-Response Rates Relative to Projections – Self-Response Type of Enumeration Area Only

Source: *Decennial Statistical Studies Division*

Data Current as of: *May 26, 2020*

Highest			
State	Actual	Projection	Actual/ Projection
Nevada	61.0%	56.4%	1.0825
California	62.5%	58.0%	1.0768
Mississippi	57.1%	53.2%	1.0725
Hawaii	59.9%	56.6%	1.0578
Idaho	67.7%	64.4%	1.0509

Lowest			
State	Actual	Projection	Actual/ Projection
Maine	57.4%	63.6%	0.9029
Rhode Island	58.8%	64.9%	0.9062
Vermont	59.4%	64.7%	0.9171
Alaska	55.7%	59.9%	0.9298
New York	56.4%	60.7%	0.9303

Data as of 11:59 pm of the previous day

# Periodic Performance Management Reports

## 2020 Census: Questionnaire Assistance Inbound Calls

**Status:**

 **On Track**

**Data current as of:**

*May 23, 2020*

**Completion Date:**

**July 31, 2020**

(pending contract MOD)

**Notes:**

To date, 13,277 callers have requested the callback option. These callbacks have resulted in 5,483 completed interviews and 3,514 callers being provided assistance.

**Total Inbound Call Volume % (PTD)**



Language	Percentage
English	87.5%
Spanish	10.9%
TTY	0.7%
Vietnamese	0.2%
Korean	0.1%
All Other	0.6%

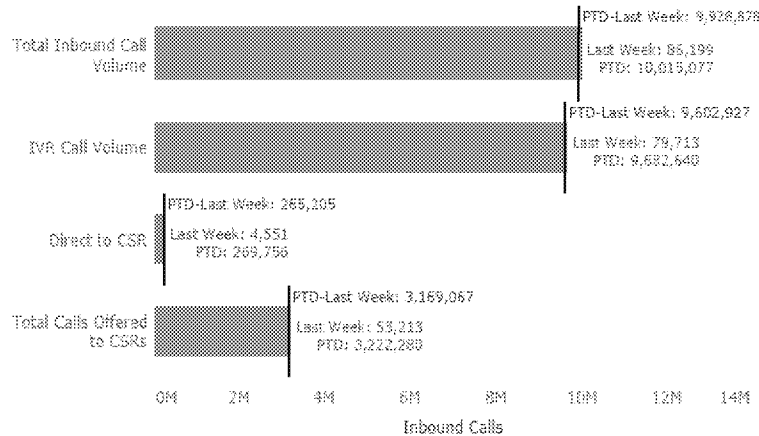
**Key Performance Metrics (PTD)**

	Planned	Actual
Total Inbound Call Volume	7,990,407	10,015,077
Deflection Rate	47.0%	68.2%
Service Level - 30 Seconds	80.0%	60.2%
Average Handle Time	8:00	9:18

**Calls Offered to CSRs by Language**

	5/10 - 5/16	5/17 - 5/23	PTD	PTD %
English	72,467	45,699	2,858,414	88.7%
English Puerto Rico	59	71	1,639	0.1%
Spanish	8,806	5,598	242,223	7.5%
Spanish Puerto Rico	737	680	16,843	0.5%
Chinese Mandarin	215	156	9,770	0.3%
Chinese Cantonese	214	191	8,237	0.3%
Vietnamese	159	104	12,364	0.4%
Korean	117	75	11,996	0.4%
Russian	147	62	6,076	0.2%
Arabic	65	45	3,780	0.1%
Tagalog	51	11	2,455	0.1%
Polish	31	17	2,295	0.1%
French	27	14	1,081	0.0%
Haitian Creole	62	40	2,297	0.1%
Portuguese	35	21	1,645	0.1%
Japanese	21	14	2,151	0.1%
TTY	235	134	36,004	1.1%
Group Quarters	246	281	3,010	0.1%
<b>Total</b>	<b>83,694</b>	<b>53,213</b>	<b>3,222,280</b>	<b>100.0%</b>

**Inbound Call Volume**



Source: Daily Briefing Deck: Census Questionnaire Assistance

# Periodic Performance Management Reports

## 2020 Census: Partners & Participating Organizations

Status:

 *On Track*

Data current as of:

*May 21, 2020*

Completion Date:

*March 2020*

Notes:

- 2010 Census: 256,000 regional partners and 856 national partnering organizations.
- We have exceeded the 2010 Census for both national and community partners.
- The National Partnership Program (NPP) met its 2020 Census goal the week of April 20 of securing 900 national participating organizations. NPP will continue to grow the number of national partners and engagements.

Participating Organizations by Sector		
Sector	National	Community
<b>Nonprofit</b>	352	69,044
<b>Business</b>	120	77,122
<b>Chamber of Commerce/Trade or Professional Association</b>	103	10,081
<b>Education</b>	91	82,245
<b>Government</b>	87	68,707
<b>Faith-Based Organizations</b>	61	36,982
<b>Media</b>	44	7,660
<b>Healthcare</b>	42	13,903
<b>Technology</b>	32	348
<b>International Governmental/Consulate/Embassy</b>	7	334
<b>Grand Total</b>	<b>939</b>	<b>366,426</b>

Participating Organizations by Audiences Served*		
Audiences Served	National	Community
<b>Mass Appeal</b>	393	213,692
<b>Black/African American</b>	84	5,525
<b>Young Children</b>	84	16,451
<b>Rural</b>	76	11,603
<b>Hispanic/Latino</b>	74	24,160
<b>Asian</b>	72	9,583
<b>Native Hawaiian Pacific Islander</b>	46	633
<b>Young and Mobile</b>	40	7,029
<b>Veterans</b>	39	3,112
<b>LGBTQ</b>	24	1,202
<b>Elderly</b>	23	8,471
<b>Individuals with Disabilities</b>	23	3,090
<b>Persons Experiencing Homelessness and Highly Mobile</b>	21	5,259
<b>American Indian/Alaskan Native</b>	18	3,532
<b>MENA</b>	15	25

\*Participating organizations that serve more than one audience are tallied against multiple audiences served as appropriate, so the sum total is greater than the grand total shown.

Completed Community Partnership Events: 358,229



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Source: Customer Relationship Management Database

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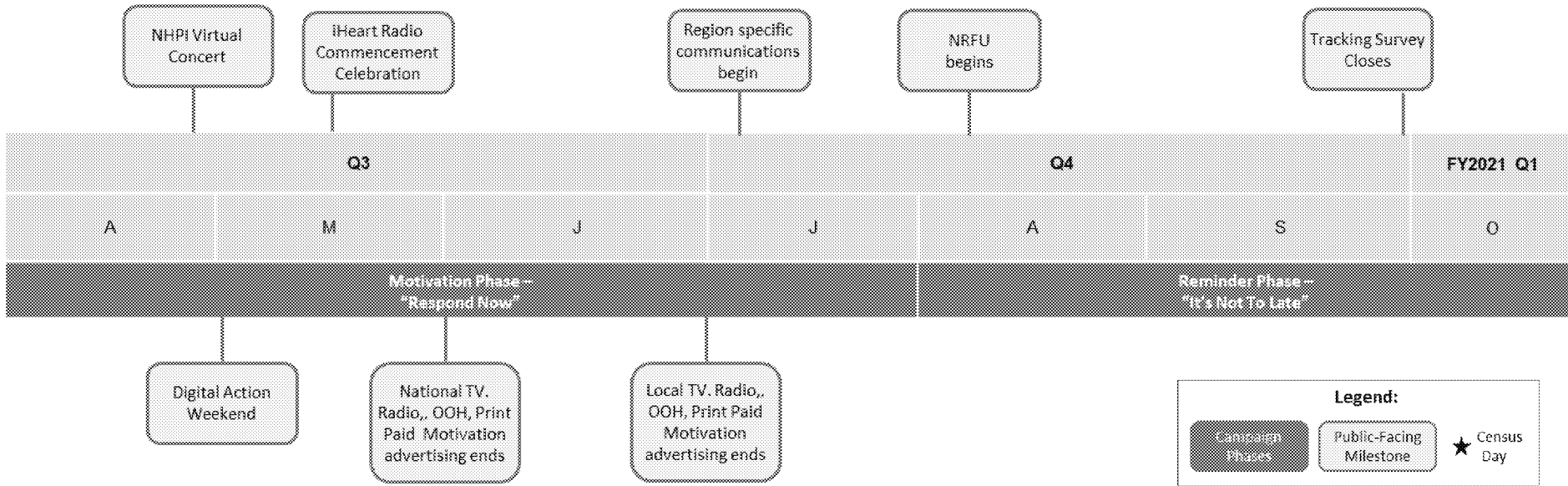
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# Periodic Performance Management Reports

## 2020 Census: Integrated Communications Campaign Weekly Report Timeline

Source: *Integrated Partnerships and Communication*

Data Current as of: *May 21, 2020*



### Significant Accomplishments

- The 2020 Census Recruitment Advertising Campaign won 2nd place in the National Association of Government Communicators Blue Pencil and Gold Screen Awards for Educational or Promotional Campaign over 100,000.
- The 2020 Census Barriers Attitudes and Motivators Study won 2nd place in the National Association of Government Communicators Blue Pencil and Gold Screen Awards for Technical or Statistical Report.
- The first of five Afro-Caribbean Virtual Concerts in support of the 2020 Census took place on May 16.
- Click to Call ads began on Facebook in English and Spanish on May 20th.

# Periodic Performance Management Reports

## 2020 Census: Monthly FY 2020 Budget Execution Report

Status: ● On Track

Data current as of: April 30, 2020

Completion Date: September 30, 2020

Notes: The data are updated monthly following the financial close-out of the previous month, typically about five business days into the next month.

### FY 2020 Actual Budget Execution for the 2020 Census Program - Commitments and Obligations through 4/30/2020

\$ Amounts in Millions	IT	Non-IT	Total
Total Planned through April	\$1,625.682	\$3,525.753	\$5,151.436
Available contingency and add'l appropriations through April	\$247.942	\$1,432.008	\$1,679.950
Planned Programmatic through April	\$1,377.740	\$2,093.746	\$3,471.486
Total Actual Commitments and Obligations through April	\$1,309.023	\$1,777.592	\$3,086.615
Unplanned commitments/obligations through April related to adjusted 2020 Census operations due to COVID-19 (risk-based contingency)	\$80.674	\$169.400	\$250.074
Actual Programmatic Commitments and Obligations through April	\$1,228.349	\$1,608.192	\$2,836.541
Total Plan Variance (\$/%)	\$316.659 (19.5%)	\$1,748.162 (49.6%)	\$2,064.821 (40.1%)
Remaining contingency and add'l appropriations planned through April	\$167.268	\$1,262.608	\$1,429.876
Delayed Field Operation Spending through April	\$0	\$534.592	\$534.592
Non-Field Operational Programmatic Variance through April	\$149.391	(\$49.038)	\$100.353

#### High-Level Variance Explanations:

In light of the COVID-19 pandemic, the U.S. Census Bureau adjusted 2020 Census operations in order to protect the health and safety of the American public and Census Bureau employees, implement guidance from Federal, State, and local authorities regarding COVID-19, and ensure a complete and accurate count of all communities. These adjustments resulted in positive variances due to schedule adjustments, offset by additional obligations needed to support operational adjustments through the usage of planned contingency funding. The total variance for the resources planned to be available through April is \$2.065 billion, or 40 percent. Below outlines the breakdown:

- The positive variance through April against the original plan in 2020 Census IT systems and operations is \$317 million, or 19.5 percent. This variance consists of relatively minor timing adjustments in contract actions and other IT purchases to later months in the fiscal year, totaling \$149 million. The remaining \$167 million represents a portion of contingency funding planned in April that has not yet been obligated.
- The positive variance through April against the original plan in 2020 Census non-IT operations is \$1.748 billion, or 50 percent. This variance consists of \$535 million delayed spending in the field operations as a result of schedule adjustments, and \$1.263 billion representing a portion of contingency and additional appropriations planned in April that has not yet been obligated. This variance is partially offset by a -\$49 million non-Field variance, primarily from a prior decision to increase funding above the original plan for the ICC contract to facilitate additional media purchases ahead of Census Day.
- While contingency contributes to the overall positive variance, this is a function of a budget decision last October to make all risk-based contingency available for peak operations. Decisions were made in April to use risk-based contingency funds to support \$250 million in unplanned obligations or commitments through April as the result of the operational adjustments. The funds used to date include funding field staff salaries during to the suspension of field operations, IT purchases for additional devices and licenses, additional media purchases to encourage self response throughout the spring, and additional costs for the extension of the Fingerprint Contract as the result of the operational timing adjustments.

Source: Commerce Business Systems; Decennial Budget Integration Tool



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Status Reporting: Phased Restart for the 2020 Decennial Census  
Periodic Reporting: Release for May 26, 2020



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# Periodic Performance Management Reports

Report Title	Slide Number
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2020 Census: States Restarting Work – Week of May 11, 2020	4
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**Legend**

Not Applicable	Completed	On Track	Management Focus	Requires Attention
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# Periodic Performance Management Reports

## 2020 Census: States Restarting Work – Week of May 4, 2020

Data Current as of: May 4, 2020

State	Number of ACOs	Number of ACOs Opened	Number of ACOs Remaining to Open	Total Update Leave Workload (Housing Units)	Update Leave Workload in Opened ACOs (Housing Units)
<b>Total: 13 states</b>	<b>23</b>	<b>23</b>	<b>0</b>	<b>1,297,866</b>	<b>1,297,866</b>
Alabama	3	3	0	81,964	81,964
Alaska	1	1	0	110,022	110,022
Arkansas	2	2	0	77,716	77,716
Idaho	1	1	0	70,780	70,780
Maine	1	1	0	111,689	111,689
Mississippi	2	2	0	54,499	54,499
Montana	1	1	0	112,978	112,978
North Dakota	1	1	0	40,051	40,051
Oklahoma	3	3	0	187,921	187,921
Tennessee	4	4	0	9,010	9,010
Utah	2	2	0	90,972	90,972
Vermont	1	1	0	61,075	61,075
West Virginia	1	1	0	289,189	289,189

# Periodic Performance Management Reports

## 2020 Census: States Restarting Work – Week of May 11, 2020

Data Current as of: May 11, 2020

State	Number of ACOs	Number of ACOs Opened	Number of ACOs Remaining to Open	Total Update Leave Workload (Housing Units)	Update Leave Workload in Opened ACOs (Housing Units)
<b>Total: 9 states</b>	<b>54</b>	<b>54</b>	<b>0</b>	<b>1,006,755</b>	<b>1,066,755</b>
Florida	15	15	0	171,871	171,871
Georgia	8	8	0	111,905	111,905
Kansas	2	2	0	32,178	32,178
Kentucky	2	2	0	78,593	78,593
Missouri	3	3	0	131,018	131,018
North Carolina	7	7	0	164,775	164,775
Oregon	3	3	0	27,198	27,198
Pennsylvania	9	9	0	197,124	197,124
Washington	5	5	0	92,093	92,093

## Periodic Performance Management Reports

## 2020 Census: States Restarting Work – Week of May 18, 2020

Data Current as of: May 18, 2020

State	Number of ACOs	Number of ACOs Opened	Number of ACOs Remaining to Open	Total Update Leave Workload (Housing Units)	Update Leave Workload in Opened ACOs (Housing Units)
<b>Total: 11 states &amp; PR</b>	<b>50</b>	<b>28</b>	<b>22</b>	<b>2,920,476</b>	<b>2,535,488</b>
Arizona	6	5	1	214,291	176,269
Colorado	4	4	0	195,895	195,895
Indiana	4	4	0	39,142	39,142
Iowa	1	1	0	14,050	14,050
Louisiana	4	4	0	91,447	91,447
Nebraska	1	1	0	30,670	30,670
Nevada	2	2	0	47,778	47,778
New Mexico	2	1	1	167,661	56,667
New York	21	1	20	270,545	34,573
Rhode Island	1	1	0	5,657	5,657
Wyoming	1	1	0	67,114	67,114
Puerto Rico	3	3	0	1,776,226	1,776,226

# Periodic Performance Management Reports

## 2020 Census: States Restarting Work – Week of May 25, 2020

Data Current as of: May 26, 2020

State	Number of ACOs	Number of ACOs Opened	Number of ACOs Remaining to Open	Total Update Leave Workload (Housing Units)	Update Leave Workload in Opened ACOs (Housing Units)
<b>Total: 12 states</b>	<b>111</b>	<b>51</b>	<b>60</b>	<b>1,676,988</b>	<b>1,415,674</b>
California	30	13	17	348,797	272,539
Connecticut	3	3	0	5,868	5,868
Massachusetts	6	6	0	69,244	69,244
Maryland	4	1	3	NA	NA
Michigan	5	2	3	106,770	100,219
Minnesota	3	3	0	86,706	86,706
New Mexico*	2	2	0	167,661	167,661
New York*	21	4	17	270,545	200,350
South Dakota	1	1	0	51,715	51,715
Texas	26	10	16	441,668	333,358
Virginia	6	2	4	34,615	34,615
Wisconsin	4	4	0	93,399	93,399

\*Values in the 'Number of ACOs Opened' and 'Update Leave Workload in Open ACOs' columns are cumulative across weeks

Summary of States Restarting Work				
Since Week of May 4, 2020				
States	Number of ACOs Opened	ACOs with Update Leave Workload	Total Update Leave Workload	Update Leave Workload in Opened ACOs
43 and Puerto Rico	154	135	6,463,879 (Housing Units)	6,164,543 (Housing Units)

# Periodic Performance Management Reports

## 2020 Census: Phased Restart Update Leave Status by State

Source: Unified Tracking System  
Data Current as of: May 26, 2020

Decisions to Restart work are informed by data available on the All Hazards Consortium site - "US State and Territory Actions in Response to COVID 19."

State	% Update Leave	HUs in UL Workload	% HUs Complete		Change
			Prior Week	Current Week	
<b>U.S. Total</b>	<b>4.5%</b>	<b>6,805,523</b>	<b>25.0%</b>	<b>42.9%</b>	<b>18.0%</b>
Alabama	3.2%	81,964	84.9%	99.8%	14.9%
Alaska	34.1%	110,022	51.7%	75.7%	24.0%
Arizona	6.6%	214,291	8.6%	25.4%	16.8%
Arkansas	5.0%	77,716	73.5%	100.0%	26.5%
California	2.3%	348,797	11.3%	13.4%	2.1%
Colorado	7.5%	195,895	18.0%	47.4%	29.4%
Connecticut	0.4%	5,868	31.7%	32.8%	1.1%
Florida	1.7%	171,871	63.7%	95.6%	31.9%
Georgia	2.3%	111,905	70.8%	99.9%	29.1%
Hawaii	10.8%	63,303	10.2%	10.3%	0.0%
Idaho	9.0%	70,780	66.0%	97.6%	31.6%
Illinois	0.8%	42,827	16.3%	16.5%	0.2%
Indiana	1.3%	39,142	26.7%	79.2%	52.5%
Iowa	0.9%	14,050	21.0%	62.5%	41.5%
Kansas	2.4%	32,178	51.9%	79.1%	27.3%
Kentucky	3.7%	78,593	34.8%	73.0%	38.2%
Louisiana	4.0%	91,447	19.4%	59.0%	39.6%
Maine	14.2%	111,689	27.2%	46.4%	19.3%
Massachusetts	2.2%	69,244	15.6%	16.4%	0.8%
Michigan	2.2%	106,770	8.3%	8.4%	0.1%
Minnesota	3.4%	86,706	7.2%	7.2%	0.0%
Mississippi	3.7%	54,499	72.5%	99.1%	26.6%
Missouri	4.3%	131,018	37.8%	74.2%	36.4%
Montana	19.2%	112,978	42.9%	65.4%	22.5%

State	% Update Leave	HUs in UL Workload	% HUs Complete		Change
			Prior Week	Current Week	
Nebraska	3.5%	30,670	18.0%	55.4%	37.3%
Nevada	3.6%	47,778	15.9%	55.3%	39.4%
New Hampshire	9.9%	65,936	9.7%	9.7%	0.0%
New Jersey	1.1%	40,514	20.0%	20.2%	0.2%
New Mexico	19.2%	200,664*	8.2%	16.4%	8.2%
New York	3.0%	270,545	13.1%	18.0%	4.9%
North Carolina	3.3%	164,775	54.3%	83.7%	29.4%
North Dakota	9.9%	40,051	50.6%	71.8%	21.3%
Ohio	0.6%	34,686	21.0%	21.0%	0.0%
Oklahoma	9.8%	187,921	42.6%	76.6%	34.0%
Oregon	1.4%	27,198	57.2%	93.5%	36.3%
Pennsylvania	3.3%	197,124	51.8%	95.4%	43.6%
Rhode Island	1.1%	5,657	21.5%	80.9%	59.4%
South Carolina	2.4%	61,375	18.3%	18.3%	0.0%
South Dakota	12.4%	51,715	20.2%	23.8%	3.6%
Tennessee	0.3%	9,010	100.0%	100.0%	0.0%
Texas	3.6%	441,668	16.0%	17.0%	1.0%
Utah	7.6%	90,972	56.6%	77.8%	21.2%
Vermont	17.2%	61,075	39.8%	69.0%	29.2%
Virginia	0.9%	34,615	13.7%	13.8%	0.1%
Washington	2.8%	92,093	43.5%	78.1%	34.7%
West Virginia	28.8%	289,189	80.9%	100.0%	19.1%
Wisconsin	3.3%	93,399	12.7%	12.7%	0.0%
Wyoming	22.9%	67,114	9.4%	26.1%	16.7%
Puerto Rico	100.0%	1,776,226	1.9%	19.9%	18.0%

\*Includes housing units covered by an ACO that crosses state boundaries where work has not resumed.

Legend: All ACOs Have Restarted Some ACOs Have Restarted

# Periodic Performance Management Reports

## 2020 Census: Update Leave Progress & Cost

Status:

 *On Track*

Data current as of:  
May 26, 2020

Start Date:  
March 15, 2020

Completion Date:  
July 9, 2020\*

Notes:

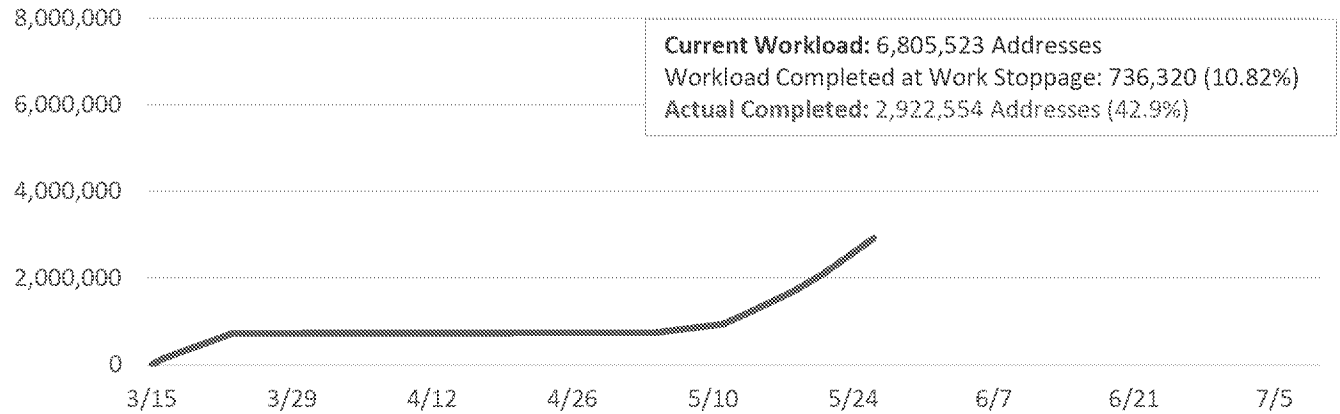
\* Addresses in the Update Leave workload that do not self-respond are included in the Nonresponse Followup operation.

- **Current Block Workload:**  
311,358 Blocks
- **Actual Completed Blocks:**  
157,767 Blocks (50.7%)

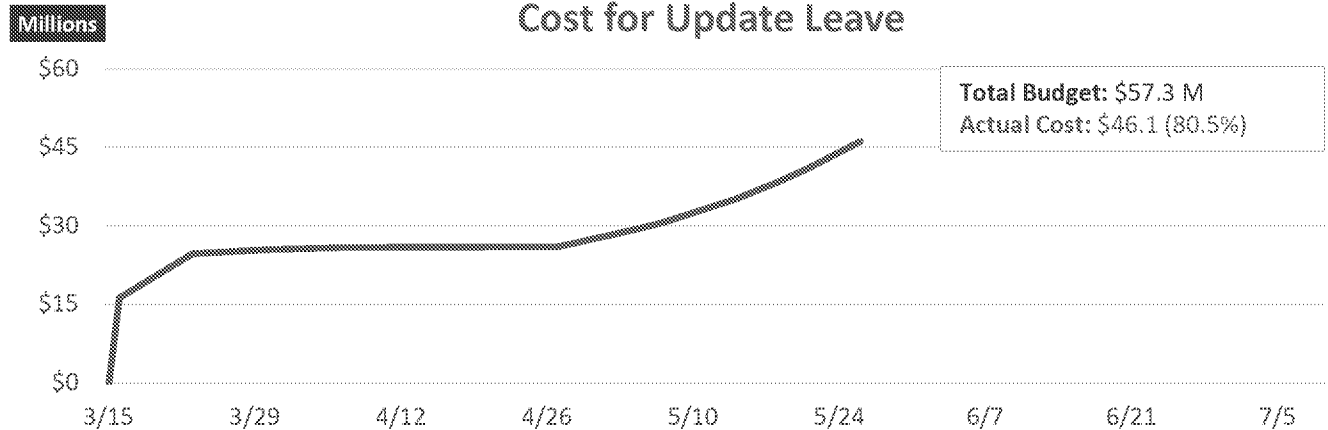
**Lister Productivity**

- Addresses per Hour: 7.2
- Life Cycle Cost Model Estimate for Addresses per Hour: 5.3

### Progress for Update Leave



### Cost for Update Leave



Source: Unified Tracking System



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

Pre-decisional - Internal Only - Not for Public Distribution.



# Periodic Performance Management Reports

## 2020 Census: Update Leave – Status Update

Source: Unified Tracking System, *Census Data Lake, Decennial Statistical Studies Division*  
Data Current as of: *May 26, 2020*

### Operation:

The Update Leave (UL) operation is designed to occur in areas where the majority of housing units either do not have mail delivered to the physical location of the housing unit, or the mail delivery information for the housing unit cannot be verified. A Census Bureau employee will physically deliver a 2020 Census invitation to these housing units.

### Workload:

- Update Leave Original Workload (does not change): 6,805,523
- Workload Completed March 18 (date field operations were suspended): 736,320
  - Percentage Completed at suspension: 10.82%
- Workload Completed as of May 25: 2,922,554
  - Percentage Completed: 42.94%

### Response Rates:

- UL Total Responses (as of March 18): 139,825
  - Internet: 12,478 (8.92%)
  - Paper: 127,189 (90.96%)
  - Phone: 158 (0.11%)
- UL Total Responses (as of May 25): 1,182,546
  - Internet: 772,482 (65.32%)
  - Paper: 384,619 (32.52%)
  - Phone: 25,445 (2.15%)

# Periodic Performance Management Reports

## 2020 Census: Phased Restart Area Census Office Status

**Status:**

● *On Track*

**Data current as of:**

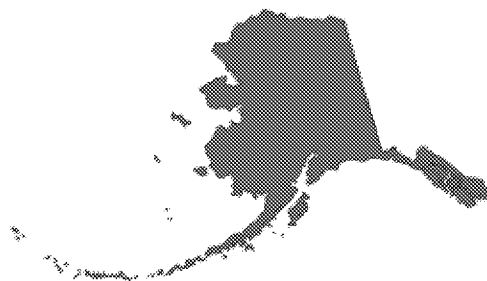
*May 26, 2020*

**Target Completion:**

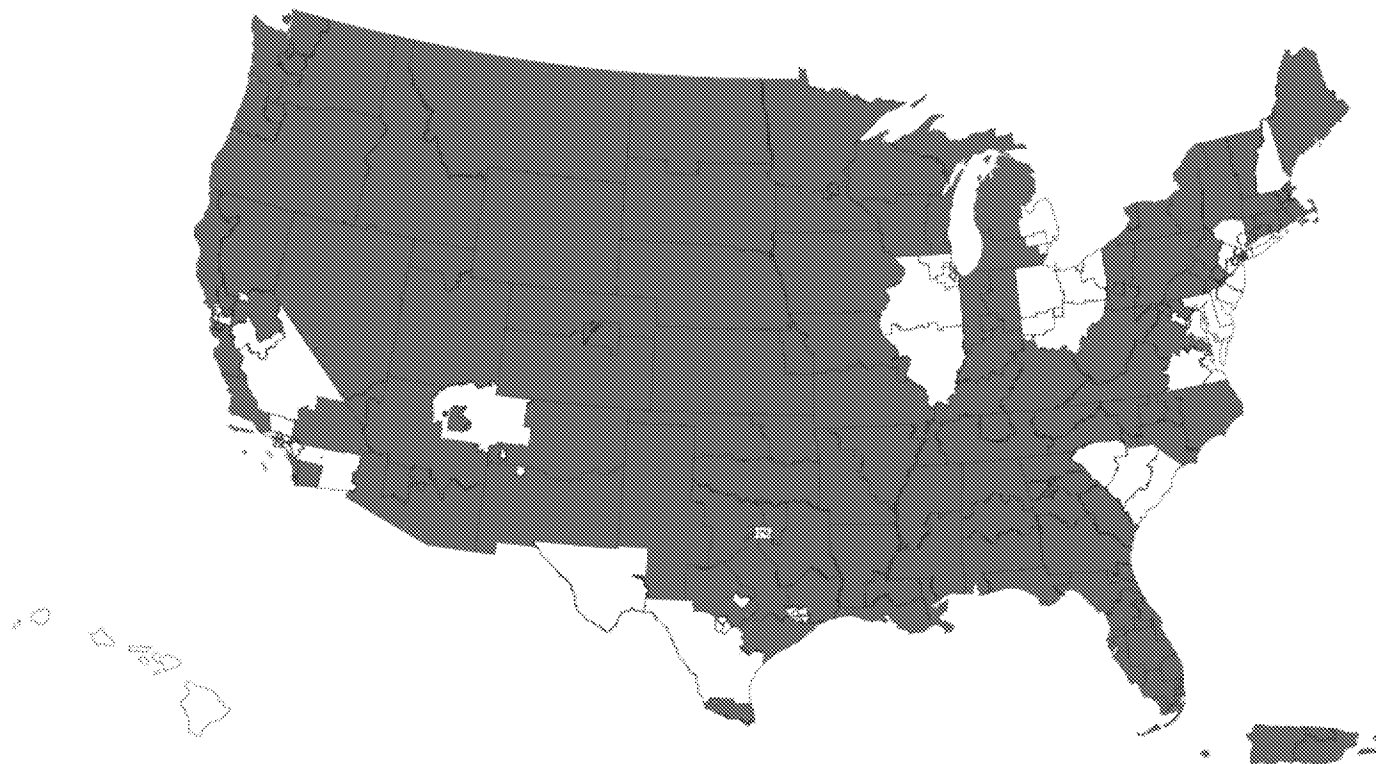
*June 30, 2020*

**Notes:**

Decisions to Restart work are informed by data available on the All Hazards Consortium site – "US State and Territory Actions in Response to COVID 19".



Field Activities Not Underway	Field Activities Partially Underway	Field Activities Fully Underway
94	0	154



# Periodic Performance Management Reports

## 2020 Census: Status of National Processing Center's Paper Data Capture Centers (PDCCs)

Source: National Processing Center

Data Current as of: May 21, 2020

- **Staffing Status:**

- Current: 125 staff working at each facility to keep essential mail, warehouse, and PDCC systems functioning.
- First line supervisors, team leads and lead clerks reported back at work
- Phased return of staff not in a CDC-defined high risk group; May 26 – June 8, 2020
- High risk group staff scheduled to return in July 2020
  - Physical distancing and PPE in place

- **Personnel Protective Equipment (PPE) Status:**

- Adequate supply of disposable gloves, hand sanitizer, and face coverings on hand.
- NPC distributing hand sanitizer and face coverings to support field operations

- **Stay Home Order Status:**

- Indiana: Entered Stage 3 of 5; Stage 4 scheduled for June 14 if health data remains stable
- Arizona: Expired May 15, 2020; not renewed by Governor Ducey but physical distancing and personal protective measures still in place; businesses reopening

# Periodic Performance Management Reports

## 2020 Census: Phased Restart Paper Data Capture Center Staffing Status

Status:

● On Track

Data current as of:

May 21, 2020

Start Date:

January 21, 2020

Completion Date:

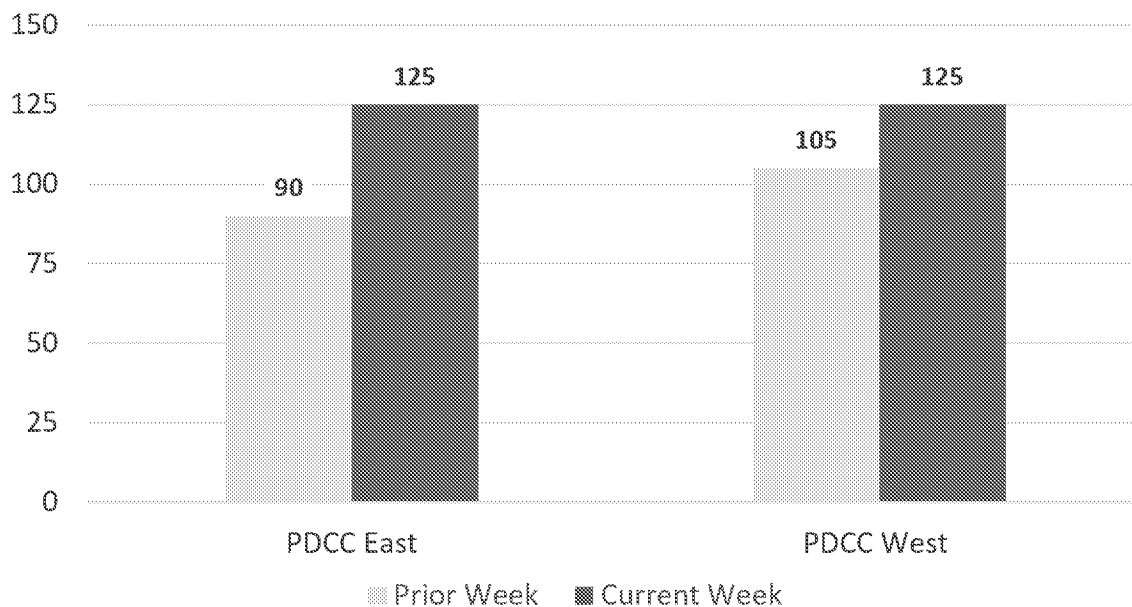
November 30, 2020

Notes:

Next significant increase  
week of May 26, 2020

### Paper Data Capture Staffing by Center

**Total Staff: 250, +55 from prior week**



# Periodic Performance Management Reports

## 2020 Census: Phased Restart Fingerprinting Location Status by State

Source: 2020 R&amp;A and DAPPS

Data current for the week of: *May 26, 2020*

State	Number of ACOs	Fingerprint Sites	Sites Open		Change
			Prior Week	Current Week	
U.S. Total	245	817	261	476	215
Alabama	3	19	13	13	0
Alaska	1	3	3	3	0
Arizona	6	13	9	9	0
Arkansas	2	14	13	13	0
California	30	60	0	12	12
Colorado	4	22	12	13	1
Connecticut	3	6	0	6	6
Delaware	1	1	0	0	0
Florida	15	49	3	49	46
Georgia	8	22	21	22	1
Hawaii	1	7	0	0	0
Idaho	1	6	6	6	0
Illinois	10	17	0	0	0
Indiana	4	20	14	15	1
Iowa	1	13	9	9	0
Kansas	2	13	4	7	3
Kentucky	2	17	3	14	11
Louisiana	4	12	12	12	0
Maine	1	6	6	6	0
Maryland	4	8	0	1	1
Massachusetts	6	11	0	11	11
Michigan	5	25	0	3	3
Minnesota	3	14	0	10	10
Mississippi	2	12	10	11	1
Missouri	3	16	12	12	0
Montana	1	16	12	12	0

State	Number of ACOs	Fingerprint Sites	Sites Open		Change
			Prior Week	Current Week	
Nebraska	1	11	5	5	0
Nevada	2	6	1	6	5
New Hampshire	1	4	0	0	0
New Jersey	8	13	0	0	0
New Mexico	2	15	3	5	2
New York	21	26	4	8	4
North Carolina	7	32	11	12	1
North Dakota	1	11	7	7	0
Ohio	8	34	0	0	0
Oklahoma	3	11	10	10	0
Oregon	3	12	6	12	6
Pennsylvania	9	25	12	25	13
Rhode Island	1	3	3	3	0
South Carolina	3	13	0	0	0
South Dakota	1	10	0	3	3
Tennessee	4	17	14	14	0
Texas	26	65	0	36	36
Utah	2	10	6	6	0
Vermont	1	4	4	4	0
Virginia	6	15	0	6	6
Washington	5	20	6	20	14
Washington DC	1	0*	0	0	0
West Virginia	1	8	4	7	3
Wisconsin	4	18	0	15	15
Wyoming	1	12	3	3	0
Puerto Rico	3	7	2	2	0

Legend:

All ACOs Have Restarted

Some ACOs Have Restarted

# Periodic Performance Management Reports

## 2020 Census: Phased Restart Fingerprinting Status

Status:

● *On Track*

Data current for  
the week of:  
*May 26, 2020*

Start Date:  
*January 21, 2020*

Completion Date:  
*October 31, 2020*

Notes:

### Overall Fingerprinting Status

Status	Prior Week	Change from Prior Week	Current Week
Total Number of Applicants that Reached DAPPS	2,899,542	+11,860	<b>2,911,402</b>
Total Number Selected	934,904	+14,781	<b>949,685</b>
Total Number Fingerprinted	544,676	+22,112	<b>566,788</b>
Total Pending Fingerprinting	390,228	-7,331	<b>382,897</b>
Total Remaining Applicant Pool	1,964,638	-2,921	<b>1,961,717</b>

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