

# 2020 Census Operational Delivery 11.2 Count Question Resolution Operation (CQR)

Presented By: CQR Operational Delivery Team  
Matt Frates, Nathan Jones, Brad Lentz,  
Jeff Little, Eugenio Santiago, & Mel Troxell

July 6, 2020

Shape  
your future  
START HERE >

United States<sup>®</sup>  
Census  
2020

# CQR Overview

- The CQR program will review requests for corrections to the 2020 Census counts based on two types of cases: boundary and count.
- Count corrections will be issued to the tribal chairperson or highest elected official of affected governmental units.
- CQR will not revise the population data sent to the office of the President, any redistricting data sent to the states, or the Demographic and Housing Characteristics file.
- CQR does not collect any new data in the field, and is not the same as a special census.
- Differential Privacy will be applied to CQR count corrections.

# CQR Workflow

- Tribal, state, and local governments review published 2020 Census results. If they suspect errors with their boundaries or their counts, they may file a CQR case.
- DCMD CQRB receives cases, reviews the case materials for correctness and completeness, and determines whether the case is in or out of scope.
- In-scope cases are sent to GEO for research and resolution. Research may or may not find processing errors in the 2020 Census data. If no processing errors are found, no changes are made and the case is closed.
- If processing errors are found, they are resolved. Once resolved, the Census Bureau re-tabulates the 2020 Census counts for all governments impacted by the CQR case.
- The Census Bureau provides the updated 2020 Census counts to the highest elected official of all impacted tribal, state, and local governments, and posts the errata on the 2020 CQR website.

# CQR 2010 & 2020

## 2010

- Types of cases – boundary, geocoding, and/or coverage
- Requirements – full GU address list + maps & supporting documents
- High profile cases – Miami-Dade county, Hidalgo TX

Total cases	843
External	443
Internal	400

## 2020

- Types of cases – boundary and/or count
- Requirements – differ by case type; need addresses affected by boundary change + maps & supporting documentation for boundary cases, or count of HUs & GQs by block + supporting documentation for count cases

Total inquiries 1,500 (anticipated)

# Accomplishments

## Documents & Activities

- CQR Initial Baseline Review (IBR) completed in August 2019.
- CQR Business Process Models and Capability Requirements finalized in December 2019.
- CQR Integrated Project Team (IPT) held our first meeting in February 2020.
- CQR Report requirements finalized and submitted in March 2020.
- CQR Detailed Operational Plan published in March 2020.
- CQR Schedule re-baselined in April 2020.
- CQR 60-day Federal Register Notice through Census executive review, currently with DOC for approval.

# CQR Key Dates

**September 18, 2020:** Test Readiness Review (TRR).\*

**March 5, 2021:** Production Readiness Review (PRR).\*

**Spring 2021:** Production dry run to move a file through all production systems.

**April 29, 2021:** Operational Readiness Review (ORR).\*

**April 30, 2021:** The Census Bureau delivers its counts from the 2020 Census to the President for apportionment purposes.

**July 31, 2021:** The Census Bureau delivers its counts from the 2020 Census to the states for redistricting purposes, and publishes its counts and demographic data from the 2020 Census.

**September 1, 2021:** The Census Bureau sends a message to the tribal chairpersons and highest elected officials at tribal, state, and local governments who are eligible to file a CQR case.

**October 1, 2021:** The Census Bureau begins processing CQR cases from eligible tribal, state, and local governments, researching the census enumeration records from each GU.

**June 30, 2023:** The Census Bureau stops accepting CQR cases.

**September 30, 2023:** Deadline the Census Bureau to provide results to impacted GUs.

\* *as of this briefing*

# Test Readiness

## ITE Test Threads

- Three main WFD threads that will be the focus for ITE
  - PGC-04: Transfer of Event Code, Response Data, Paradata, etc from MOJO FP: BLQ to CIRA
  - PBC-06: Upload of Case related information into Centurion
  - PFC-04: Uploading final products to Census.gov

## ITE Readiness

- Due to COVID-19 impacts and the associated extension to Field Operations, it is already known that documentation and development for step activity PGC-04 will not happen prior to OD 11.2.
- Documentation is required to develop testing documentation and development needs to be complete for testing to start.

# Risk

## Risk Management Practices

- CQR team has been tracking risks internally since April 2019.
- Currently working with CQR IPT to finalize all proposed risks for inclusion in official program risk register.
- Will work with Decennial Program Management Office staff to bring all proposed risks to the Risk Review Board.

## Prominent Risk

- Differential Privacy - Unfavorable reception by data users to new methodologies could lead to higher than anticipated case load for CQR
  - Worked with CQR stakeholders to identify appropriate staffing for CQR fiscal years.
  - Used prominent cases from 2010 as basis for potential similarities in 2020.
  - Collaborated with Data Products IPT in identifying common risk shared between areas.
  - Collaborate with Count Review and Coverage Improvement to potentially identify areas of interest early.
- COVID-19 Delays
  - Will work to identify areas of CQR interest prior to operation start, such as: colleges and universities affected by COVID-19, other Group Quarter types, and any areas possibly affected by the late start to Nonresponse Followup.

# Operational Readiness

## People\*

- CQR team has worked with stakeholders to submit FTE estimates for both FY21 and FY22.
  - 50 staff at Census HQ from DCMD, DITD, DSSD, FLD, GEO, POP, & ADEP.
  - 20 Geography staff at NPC.
  - 20 Jeffersonville Call Center staff at NPC.
  - 12 Geography staff in the Regional Offices.

*\*estimates as of this briefing*

# Operational Readiness

## Facilities

- Census Headquarters (HQ).
- National Processing Center (NPC).
- Regional Offices (ROs).

# Operational Readiness

## Systems

### Primary Systems

- Geographic Update Partnership Software (GUPS) – custom-built GIS used by participants and by Census staff for keying & processing.\*
- Centurion Secure Web Incoming Module (SWIM) – securely receives CQR cases online.\*
- Census Image Retrieval Application (CIRA) – used during case research.
- MAF/TIGER
  - Production Control System (PCS) – tracks case status.\*
  - Matching and Coding System (MaCS) – used for case research.\*
  - Address and Spatial Benchmarks – used to create address and map products post-CQR case research and processing.

*\*Systems that will be part of the Production Dry Run in Spring 2021*

### Secondary Systems

- Listing and Mapping Application (LiMA) – one-time delivery of data & event codes into CIRA.

# Operational Readiness

## Procedures

CQR BPM completed in December 2019.

GEO green chart pages completed in May 2020.

Participant FAQs are being finalized.

Participant guides & Census processing procedures being drafted.

# Current Status

- The CQR IPT is actively engaging with stakeholders in DCMD, DITD, DSSD, FLD, GEO, NPC, POP, & ADEP in planning all aspects of the operation.
- DCMD and GEO project leads are finalizing:
  - CQR project management documents,
  - Interdivisional project workflows,
  - Participant materials and tools including the CQR flyer, public website, public FAQs, letters, participant guides, GUPS, and SWIM.
- GEO is working with DITD to design, program, and test the CQR PCS in phases, and is generating requirements for CIRA & MaCS.

# Questions?

Thank you!

[matthew.frates@census.gov](mailto:matthew.frates@census.gov)