

Coverage Improvement

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Coverage Improvement Case Selection Overview

Selected from Census Housing Unit Responses: Internet Self Response (ISR), Paper, Census Questionnaire Assistance (CQA), Nonresponse Followup (NRFU).

Coverage Improvement (CI) cases in the CI Telephone Followup Operation include:

- **Count discrepancies (excluding ISR).**
 - **Low Count Discrepancy (LCD) – Number of people on roster < POPCOUNT.**
 - **High Count Discrepancy (HCD) – Number of people on roster > POPCOUNT (Paper).**
- **Undercount (UC) question was answered affirmatively (excluding ISR).**
- **Overcount (OC) – Someone usually lives elsewhere: college, military, nursing home, jail, seasonal home, with relatives, for a job, or other location.**

Cases are prioritized based on coverage issue, response mode, and expected resolution by telephone interview.

Priority of Coverage Improvement Cases for Telephone Followup: Initial Plan

Active Cases
1-LCD (No ISR)
2-UC Paper
3-UC No Name (No ISR)
4-OC College
5-OC Military
6-OC Nursing Home
7-OC Jail
8-HCD Paper

On Hold
9-HCD Only (No ISR)
10-OC Job
11-OC Relatives
12-OC Seasonal
13-OC Other
14-OC HH Yes
15-ISR CD Check No Match
16-ISR CD Check Match
17-ISR UC No Name

LCD: Low Count discrepancy; HCD: High Count Discrepancy; OC: Overcount; UC: Undercount; ISR: Internet Self Response

Coverage Improvement Telephone Followup: Operational Updates

Coverage Improvement has a fixed-cost workload of 3.2 million cases.

Initial Plan

- CQA call cases in Groups 1-8.
- Groups 9-17 on hold pending guidance from DSSD.
- Planned start April 2, 2020 – Delayed due to COVID Pandemic.

Revised Plan

- With colleges closed and students sent home, we saw a higher than expected number of Census responses indicating someone in the household usually lives or stays at college.
- Reduced staffing at CQA call centers due to increased absenteeism and social distancing guidelines.
- CQA only call **Group 4 - Overcount College** cases.
- All other groups on hold.
- Calling started **April 22, 2020**.

Coverage Improvement Telephone Followup: Operational Updates (Continued)

Update 1

- Customer Service Representatives (CSRs) were more productive and efficient than expected.
- All Group 4 - Overcount College cases that were selected up to this point were called at least once by June 10, 2020.
- Cases from **Groups 1-3 and 5-8** were made available for calling on **June 11, 2020**.

Update 2

- CSRs continued to be very productive and efficient.
- Delay of data capture for paper Census responses resulted in fewer CI cases available to call.
- CI cases from NRFU responses are not expected until mid-August.
- CQA was concerned about CSRs running out of work (i.e., cases to call) before NRFU.
- Based on current level of staffing and efficiency, CQA determined it could call another 750,000 CI cases and remain cost-neutral.
- Cases from **Group 10 - Overcount Job** were made available for calling on **June 19, 2020**.

Main Criteria for Opening a New Group

- CQA will have staff available to call cases in the group from all Census response modes (ISR, paper, CQA, and NRFU).

Coverage Improvement Case Selection Summary

Total Census Responses Reviewed for CI	88,702,737
Cases Sent to CQA for CI Telephone Operation	6,514,320 (7.3% of all responses)
Active Cases	2,640,966 (40.5% of all cases sent)
Group 4 - OC College	1,504,162 (57.0% of active cases)
Groups 1-3, 5-8	616,348 (23.3% of active cases)
Group 10 - OC Job	520,456 (19.7% of active cases)
Cases on Hold (All other CI cases)	3,873,354 (59.5% of all cases sent)

Note: Results are based on unedited response data. Therefore, counts and rates may differ from those in other reports. All numbers are as of 7/12/2020.

Coverage Improvement Case Selection (Groups 1-8,10): Coverage Issue by Mode

Coverage Issue	ISR	CQA	Paper	NRFU	Total
OC College	1,434,930	3,545	65,687	-	1,504,162
LCD (No ISR)	N/A	6,275	63,853	-	70,128
UC Paper	N/A	N/A	280,211	N/A	280,211
UC No Name (No ISR)	N/A	3,367	N/A	-	3,367
OC Military	84,099	438	3,355	-	87,892
OC Nursing Home	59,591	2,098	4,857	-	66,546
OC Jail	24,136	731	4,038	-	28,905
HCD Paper	N/A	N/A	79,299	N/A	79,299
OC Job	487,618	3,316	29,522	-	520,456
Total	2,090,374	19,770	530,822	-	2,640,966

N/A: No cases fall into this cell.

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Information Collected During the Coverage Improvement Telephone Followup for Overcount Cases

- Does <NAME> usually live or stay somewhere else, other than <ADDRESS>, such as with a parent, grandparent, or other person, while attending college, to be closer to a job or business, military assignment, in a nursing home or group home, in a jail or prison, at a seasonal or second residence, or for another reason?
- Please provide the address of the place where <NAME> usually lives or stays <while attending college>.
- Where does <NAME> live or stay most of the time?
- On April 1, 2020, where was <NAME> staying?

Coverage Improvement Telephone Followup: Summary of Overcount College Cases

Total OC College Cases Sent to CQA	1,504,162
College Cases Closed by CQA	1,231,894 (81.9% of OC College Cases)
Closed with Completed Interview	686,439 (55.7% of Closed Cases)
College Cases with CI Interview Data in CDL	683,192
Cases with College Students (from CI Interview)	507,794 (74.3% of CI College Cases in CDL)
Students Who Should Be Counted at College	583,502
Provided a Full Street Address (Street Number & Name, City, State & Zip Code)	156,247 (26.8% of CI College Students)
Provided Partial Address Information	354,797 (60.8% of CI College Students)
Provided No Address Information	72,458 (12.4% of CI College Students)

Note: Results are based on unedited response data. Therefore, counts and rates may differ from those in other reports. All numbers are as of 7/12/2020.

Screens Where the CSR Can Update the Original Roster During the Coverage Improvement Telephone Followup

➤ Roster Confirm

I would like you to confirm the names of the people who were living or staying at <ADDRESS> on April 1, 2020.

Are there any names on the list that should not be there?

➤ Roster Review

Based on what you've told me, the names I have listed are:

Person A (edit)

Person B (edit) (remove)

Person C (edit) (remove)

Add another person

What is the name of that person?

Screens Where the CSR Can Update the Original Roster During the Coverage Improvement Telephone Followup (Continued)

➤ Undercount Child

I'd like to make sure that we are not missing anyone who lived or stayed at <ADDRESS>.

Were there any babies, children, grandchildren, or foster children who lived there on April 1, 2020 who are not on the list?

➤ Undercount Other

Were there any additional people living or staying there, such as relatives, nonrelatives, roommates, or anyone without a permanent place to live, who are not on the list?

Coverage Improvement Telephone Followup: Summary of All Cases in Groups 1-8, 10

Total Cases in Groups 1-8, 10	2,640,966	
Cases Closed by CQA	1,836,912	(69.6% of All Cases in Groups 1-8, 10)
Closed with Completed Interview	1,117,716	(60.8% of Closed Cases)
Cases with CI Interview Data in CDL	1,115,004	
Cases that Deleted Someone from Original Roster	48,216	(4.3% of CI cases in CDL)
Number of People Deleted from the Original Roster	71,026	
Deleted on Roster Confirm Screen	70,571	(99.4% of Deleted People)
Deleted on Roster Review Screen	455	(0.6% of Deleted People)

Note: Results are based on unedited response data. Therefore, counts and rates may differ from those in other reports. All numbers are as of 7/12/2020.

Coverage Improvement Telephone Followup: Summary of All Cases in Groups 1-8, 10 (Continued)

Cases with CI Interview Data in CDL	1,115,004	
Cases Missing Someone on the Original Roster	25,143	(2.3% of CI cases in CDL)
Number of People Added During CI Interview	31,832	
Added on Undercount Child Screen	13,178	(41.4% of Added People)
Added on Undercount Other Screen	17,719	(55.7% of Added People)
Added on Roster Review Screen	935	(2.9% of Added People)

Note: Results are based on unedited response data. Therefore, counts and rates may differ from those in other reports. All numbers are as of 7/12/2020.

Coverage Improvement Telephone Followup: Summary of Slides 12 and 13

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Cases Closed by CQA	1,836,912	(69.6% of All Cases in Groups 1-8, 10)
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Cases with CI Interview Data in CDL	1,115,004	
Cases that Deleted Someone from the Original Roster	48,216	(4.3% of CI cases in CDL)
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Number of People Added During CI Interview	31,832	

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Coverage Improvement: Additional Slides

2020 Census Questions

Undercount Question

2. 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

Overcount Question

2. Does this person usually live or stay somewhere else?

Mark all that apply.

- No
- Yes, for college
- Yes, for a military assignment
- Yes, for a job or business
- Yes, in a nursing home
- Yes, with a parent or other relative
- Yes, at a seasonal or second residence
- Yes, in a jail or prison
- Yes, for another reason

Plans for the Coverage Improvement Telephone Operation Conducted by CQA

	Initial Plan	Revised Plan (Discussed April 17, 2020)
Fixed-cost Workload	3.2 million cases	4.5 million cases (Proposed)
Priority of Cases	<ol style="list-style-type: none"> 1) LCD (Paper, CQA, NRFU) 2) UC (Paper) 3) UC (CQA, NRFU) 4) OC College** 5) OC Military** 6) OC Nursing Home** 7) OC Jail** 8) HCD (Paper) 	<ul style="list-style-type: none"> • OC College (Actual) <i>(Rationale: Higher than expected number of cases in this group: 2.65 million vs. 1.10 million, and operational issues related to Covid-19 pandemic.)</i> • If time and resources allow, call other cases from initial plan.
CI Telephone Operation Start	April 2, 2020	April 22, 2020 (Actual)
CI Telephone Operation End	July 31, 2020	October 31, 2020 (Proposed)

**Same as the set of overcount cases that were sent to the coverage followup operation (CFU) in 2010. Coverage Improvement OC cases come from all modes.

Coverage Improvement: Next Steps for College Students

- **Send respondent-provided addresses to Non-ID processing to find the associated MAF ID.**
- **For Cases with Completed CI Interview and College Address:**
 - **Look for student at the college address.**
 - **If not found at college address, add student to college address.**
 - **Remove student from home address.**
- **For Cases with Limited or No CI Interview Information:**

Attempt to unduplicate college students by conducting probability-based person matching.

 - **Match to GQ college responses and housing unit responses.**
 - **If a match is found, remove student from home address.**
 - **If no match is found, keep student at home address.**