

2020 Census Operational Delivery 8: Group Quarters Update

Focus: Group Quarters Enumeration and Maritime/Military Vessel Enumeration

Thursday: July 30, 2020

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2020 Census Group Quarters Bottom Line Up Front (BLUF)

Update as of July 30, 2020

- GQE Workload with adds* **209,001**; Current Workload: **71,640**; Overall response rate: **65.72%**
 - Overall GQ level response rate is based on submissions that have been “checked in” via FOCS and ATAC.
- MVE Workload with Adds: **1,431**; Current Workload: **579**; Overall response rate: **59.54%**
 - Overall MVE data collection response rate is based on vessel location reports that have been checked / keyed in ATAC.
- MVE enumeration data collection is being extended. Data processing will continue through September 24, 2020
- GQE DVS enumeration began July 6 and will be extended through August 26, 2020 for the initial workload.

*Excludes SBE and MVE

- FACO
 - As of 7/30 per UTS 100/108 received = **93 %** complete.

GQE Completion Goals and Progress

GQE Completion Rate 7/1 – 8/26/2020

Date	Projected Completion Goal (%)	Actual Completion Goal (%)	Remaining Workload
7/10/20	30%	46.82%	109,339
7/17/20	45%	53.43%	96,276
7/24/20	55%	60.13%	82,784
7/31/20	65%	65.72% (as of July 30, 2020)	71,640
8/7/20	75%		
8/14/20	85%		
8/21/20	95%		
8/26/20	100%		

2020 Census: Rescheduling GQs Appointments and Enumeration Methods Progress *As of 7/30/2020

ACO	INCOMPLETE ERESPONSE CASES	NO INTERVIEW SCHEDULED	SCHEDULED BEFORE JULY 1	SCHEDULED ON/AFTER JULY 1	TOTAL (INCOMPLETE)
NYRCC	6,406	1,064	3,085	5,168	15,723
PHRCC	3,446	75	480	8,323	12,324
CGRCC	9,608	1,691	3,442	4,760	19,501
ATRCC	7,258	438	2,690	2,824	13,210
DNRCC	4,061	169	1,349	2,204	7,783
LARCC	983	277	1,549	2,149	4,958
National Total	31,762	3,714	12,595	25,428	73,499

Column Name	Column Description
RCC	RCC Name
INCOMPLETE ERESPONSE CASES	Number of GQs that have currently selected eResponse but have not submitted their eResponse data via Centurion yet. If a GQ selected eResponse but then switched to another enumeration method, the GQ would not be included in this column.
NO INTERVIEW SCHEDULED	Number of GQs that have no appointment scheduled. Does not include GQs that selected eResponse, completed cases or SBE cases.
SCHEDULED BEFORE JULY 1	Number of GQs with appointments made in April, May, and June. Does not include GQs that selected eResponse, completed cases or SBE cases.
SCHEDULED ON/ AFTER JULY 1	Number of GQs with appointments scheduled on or after July 1. Does not include GQs that selected eResponse, completed cases or SBE cases.
TOTAL INCOMPLETE	Total number of remaining incomplete cases in the RCC.

2020 Census: Group Quarters Enumeration Progress & Cost

Group Quarters Enumeration Progress*					
Initial Workload	GQs Added	Total Workload	Completed & Closed Cases	Current Workload	Percent Completed & Closed
195,656	13,345	209,001	137,361	71,640	65.72%

*Only includes the GQE eResponse and GQE in-field sub-operations.

Maritime Vessels Enumeration Progress					
Initial Workload	GQs Added	Total Workload	Vessel Location Reports Checked Into ATAC	Current Workload	Percent Vessel Location Reports Checked Into ATAC
1,420	11	1,431	852	579	59.54%



Source: Census Data Lake

GQE Progress by GQ Type as of 7/29/2020 (Source – CES)

GQ Type Code	# of GQs from GQAC / Initial Workload	# of GQs in GQE Adds	# of GQs in Current GQE Workload	# of GQs Closed / Completed*	Remaining Workload	Response Rate
101 - Federal Detention Centers	2,352	18	2,370	2,356	14	99.41%
102 - Federal Prisons	220	16	236	235	1	99.58%
103 - State Prisons	8,906	872	9,778	8,460	1,318	86.52%
104 - Local Jails and Other Municipal Confinement Facilities	3,707	98	3,805	2,528	1,277	66.44%
105 - Correctional Residential Facilities	1,143	59	1,202	854	348	71.05%
106 - Military Disciplinary Barracks and Jails	38	-1	37	16	21	43.24%
201 - Group Homes for Juveniles (non-correctional)	4,482	366	4,848	3,084	1,764	63.61%
202 - Residential Treatment Centers for Juveniles (non-correctional)	2,437	154	2,591	1,688	903	65.15%
203 - Correctional Facilities Intended for Juveniles	1,902	33	1,935	1,293	642	66.82%
301 - Nursing Facilities/Skilled-Nursing Facilities	29,768	1,046	30,814	19,550	11,264	63.45%
401 - Mental (Psychiatric) Hospitals and Psychiatric Units in Other Hospitals	1,314	88	1,402	920	482	65.62%
402 - Hospitals with Patients Who Have No Usual Home Elsewhere	517	33	550	346	204	62.91%
403 - In-Patient Hospice Facilities	771	38	809	525	284	64.89%
404 - Military Treatment Facilities with Assigned Patients	37	-1	36	21	15	58.33%
405 - Residential Schools for People with Disabilities	776	32	808	511	297	63.24%

GQE Progress by GQ Type as of 7/29/2020 (Source – CES)

GQ Type Code	# of GQs from GQAC / Initial Workload	# of GQs in GQE Adds	# of GQs in Total GQE Workload	# of GQs Closed / Completed*	Remaining Workload	Response Rate
501 - College/University Student Housing (owned/leased/managed by a college/university)	35,146	1,667	36,813	23,942	12,871	65.04%
502 - College/University Student Housing (owned/leased/managed by a private company/agency)	3,363	295	3,658	2100	1,558	57.41%
601 - Military Quarters	4,017	475	4,492	2037	2,455	45.35%
801 - Group Homes Intended for Adults	59,484	5,437	64,921	42287	22,634	65.14%
802 - Residential Treatment Centers for Adults	10,866	604	11,470	7,056	4,414	61.52%
901 - Workers' Group Living Quarters and Job Corps Centers	9,961	704	10,665	6,768	3,897	63.46%
902 - Religious Group Quarters	9,514	348	9,862	6,260	3,602	63.48%
903 - Living Quarters for Victims of Natural Disasters	95	3	98	51	47	52.04%
999 - Unassigned or Unknown Type	4,513	152	4,665	3,131	1,534	67.12%
Blank/Null	360	139	499	309	190	61.92%
Total	195,689	12,675	208,364	136,328	72,036	65.43%

MVE Progress by GQ Type* Source NPC as of 7/30/2020

GQ Type Code	# of Vessels from Initial Workload	# Vessels added	# of Vessels in Total MVE Workload	Vessels Checked in ATAC	Current Workload	Response Rate
602 - Military Ships	267	2	269	146	123	54.28%
900 - Maritime/Merchant Vessels	1,153	9	1,162	706	456	60.76%
Total	1,420	11	1,431	852	579	59.54%

Issues/ Exceptions/Extensions

Based on guidelines given on June 24 for Restarting operations: “-- GQE field work starts on July 1, as you well know. The decision is to proceed with GQs that we speak with via phone and who are willing to have us come out, beginning July 1. For GQs that we are not able to contact by phone, we will not proceed to the field until we start NRFU in those states (those states will be updated every Thursday at CIG, as I mentioned above). For these cases with no phone contact, the earliest field visit would be July 16.”

- **As of 7/30, 47 ACOs can make personal visit follow-up on Unresolved cases or cases without appointments. All other ACOs can only visit GQs that have scheduled appointments.**
- **Adjusted finish date for DVS data collection due to several concerns:**
 - Date/timing needed by The Salvation Army (SA) to put out their Directives. While DVS started July 6, SA requested no contact prior to July 22 to allow Directives to be delivered to all of their entities to assure cooperation and knowledge of preferred enumeration method (drop off/pick up).
 - Bureau of Justice requested additional documentation be sent to State Coalitions sharing participation details for the 2020 Census. They requested an extension of the deadline. Deadline extended to August 26.

Backup

Schedules and Systems

GQE Progress: Centurion Referrals /Pending Submissions/Paper Listings

Centurion Referral Paper Listing (non-standard formats)	Pending Submissions in Centurion	Multiple GQs Using One Census ID
<p>As of July 27, NPC received total of 823 Centurion referrals</p> <ul style="list-style-type: none"> • 508 had completed keying • 83 issues pending, issues escalated to DCMD. • 50 where some coming in from GQ Admins or individual type submittals with one ICQ. <ul style="list-style-type: none"> • 26 are in progress, being currently worked. 	<p>CR submitted to have the remaining pending cases pushed out on 8/3.</p> <ul style="list-style-type: none"> • 384 as of 7/28/2020 	<p>As FLD and DCMD hears from GQ admins that cases were already submitted, an outreach goes to DSSD for confirmation. This process has been successful in identifying GQs that fit in this category.</p>

Maritime/Military Vessel Enumeration Progress

Maritime/ Military Agency	MVE Vessels in Agency	Vessels Checked into ATAC	% Vessels Checked into ATAC	# Checked-In Vessels Out of Scope	% Checked-In Vessels Out of Scope	*Vessels Enumerated	% Vessels Enumerated
National	1,431	847	59.19%	304	21.24%	304	21.24%
CFEC	645	411	63.72 %	247	38.29%	247	38.29%
GRNC	5	5	100.00 %	0	0.00%	0	0.00%
LCA	50	32	64.00 %	18	36.00%	18	36.00%
MARAD	235	123	52.34%	3	1.28%	3	1.28%
MSC	111	60	54.05%	1	.90%	1	.90%
NMFS	74	34	45.95%	16	21.62%	16	21.62%
NOAA	15	10	66.67%	3	20.00%	3	20.00%
Other Maritime/ Military	13	9	69.23%	4	30.77%	4	30.77%
UNOLS	18	17	94.44%	5	27.78%	5	27.78%
USCG	59	32	52.24%	1	1.69%	1	1.69%
USN	206	114	55.34%	6	2.91%	6	2.91%

Source: UTS Report as of 7/28/2020

*Per UTS, Total MVQs is 32,008

2020 Census OD 8 GQE Staff Selections

As of July 30, 2020 – DAPPS Combined #s

GQE Enumerator *

- Selected Applicants: 70,301
- Selection Goal: 21,015
- Training Goal/Goal to Hire: 10,718
- Cleared: 59,800
- Hired: 10,716
- Paid (July 12 - 18): 4,578

GQE CFS

- Training Goal/Goal to Hire: 1,674
- Core Needed/Goal in Production: 1,269
- Paid (July 12 - 18): 2,478

Note

*Reflects only numbers needed for GQE.

OD 8 GQE Milestone Conduct & Training Dates

Conduct Activity	Proposed Start	Proposed Finish
Conduct MVE Operation	04/01/20 (A)	07/31/20 (P)
Conduct GQE eResponse Operation	04/01/20 (A)	08/07/20 (P)
Conduct GQE Operation Field	04/20/20 (A)	08/26/20 (P)
Conduct GQE In-Person Operation	07/01/20 (A)	08/26/20 (P)
Conduct GQ Reinterview Operation	07/02/20 (A)	09/03/20 (P)
Conduct DVS Enumeration Field	07/06/20 (A)	08/26/20 (P)

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OD 8 GQE, SBE, ETL, MVE & Military Operational Outreach Throughout COVID

The GQO team has been assisting GQ Admins (Gatekeepers) with their 2020 Census submission by performing the following tasks:

- Responding to emails and phone calls from GQ administrators / ACO staff
- Transcribing data from Paper Listings/ non-standard formats into eResponse standard template
- Uploading eResponse submittals and walking GQ administrators through submissions
- Working with Legal to create letters to get refusing GQ administrators to respond
- Scheduling and participating in meetings with refusing GQ administrators to encourage participation and responses

2020 eResponse Helpdesk Weekly Update (7/15-7/28)	
Number of staff/volunteers working	20
Total Numbers of Hours Spent	402
Average number of emails received/responded	589
Average number of telephone calls/Voicemails	429
Average Emails/Calls/Cases Resolved	398
Total Uploads completed	43
Cases Referred to FLD and SEB	202
**. Table will be updated each week to show weekly progress.	

Pending eResponse Submission in Centurion (as of 7/21)	
Number of Submissions Completed	36
Number of cases referred to FLD	160
Refusals	0
Total Requiring Follow up with Admins (Submission Pending)	122
Total Cases (completed, FLD referral, PIN request, and pending submissions)	318
*As of 7/21, 122 out of 318 cases have "Submission Pending" status in Centurion. Table above depicts SEB team's progress in resolving them to closure. Numbers are expected to change each week with new additions.	

OD 8 GQE, SBE, ETL, MVE & Military System Updates

- **Box Check In Issue Resolution**
 - Box Check In working group stood up with members from NPC, FOCS, CDL, UTS, DCMD, FLD, TI and DSSD to address box check in issues (which prevent cases from reaching completion status) and drive them to closure
- **Field OCS Updates**
 - CR 1853 approved which allows for more flexibility to allow cases that are currently stuck in a certain status due to user error to move forward
- **FACO**
 - As of 7/30 per UTS 100/108 received = 93 % complete. On going meetings with agencies to discuss data anomalies.
- **Military**
 - MOB continues to work with the military reps from the CJSWG to get POC updates and resolve issues with base access.

2020 Census OD 8 ETL Staff Selections

As of July 9, 2020 – DAPPS Combined #s

ETL Enumerator	ETL CFS
<ul style="list-style-type: none">• Selected Applicants: 34,506• Selection Goal: 22,476• Training Goal/Goal to Hire: 10,003• Cleared: 25,551• Hired: 248• Paid: 5	<ul style="list-style-type: none">• Training Goal/Goal to Hire: 1,571• Core Needed/Goal in Production: 1,196• Paid (June 21 - 27): 222

OD 8 GQE, SBE, ETL, MVE & Military Operational Updates – COVID Issues Being Monitored

#	Title	Description	Mitigation
1	Access to GQs are limited with restrictions (Nursing homes, hospitals, other health-based facilities, Universities; group homes, etc.) – Already realized	CDC recommends limiting access to group facilities- particularly nursing homes and hospitals-that could require enumerators to comply with certain restrictions, such as temperature taking or other requirements	Offer GQ Admins alternative methods of enumeration <ul style="list-style-type: none"> • Swap to eResponse • Mail in Paper Response Data Collection template with populated client level data • Exploring alternative methods of swearing in GQ admins for Self-Facility enumeration
2	Access to GQ(s) are denied due to quarantine – Already realized	GQ facility has confirmed cases or suspected cases and will not allow enumerators inside facility; operations within the facility may be dire causing enumeration priority to decrease	Offer GQ Admins alternative methods of enumeration <ul style="list-style-type: none"> • Swap to eResponse • Mail in paper response data collection template with populated client level data • Exploring alternative methods of swearing in GQ admins for Self-Facility enumeration
3	A university closes - Already realized	University decides risk exposure it too great, and closes housing facilities	Offer GQ Admins alternative methods of enumeration <ul style="list-style-type: none"> • Paper Response Data Collection • eResponse Enumeration
4	Enumerators refuse to work – Already realized	Enumerators quit en masse or refuse to enumerate certain locations due to fear of exposure – postpone/ delay operations	Reduce field workload by offering alternative methods that require no contact with GQ facility residents in advance of offices openings..
5	Accounting for individuals in quarantine on military bases/ ships – Already realized	Populations at military bases increase due to housing of quarantined populations; military facility is faced with unexpected enumerating duties	Offer GQ Admins alternative methods of enumeration <ul style="list-style-type: none"> • Exploring alternative methods of swearing in GQ admins for Self-Facility enumeration

OD 8 GQE, SBE, ETL, MVE & Military Operational Updates – COVID Risks Being Monitored

#	Title	Description	Mitigation
7	Staffing not available to handle specific planned activities – Already realized	Expected mail out of letters and packages to GQ administrators to enable them to complete their enumeration process (eResponse). NPC working out logistics to be able to assist with responding to GQ Admin	Offer alternative method of sending login credentials. <ul style="list-style-type: none"> • MOJO HERMES Email Blasts using data captured and received from NPC ATAC ERDT • MOJO HERMES Email Blasts using information captured and received from FOCS in ACOs
8	Organizations serving SBE locations cease operations (e.g. mobile food vans) – Already realized	Organizations serving locations that target people experiencing homelessness are not allowed to operate	Explore Alternative Dates to Provide This Population an Opportunity to Be Counted in the 2020 Census <ul style="list-style-type: none"> • Discuss with providers who work with this population (e.g. The Salvation Army, VA, etc.)
9	Hotels/Motels become quarantine facilities/ being used to house people experiencing homelessness – Already realized	Hotels/motels not previously considered TLs could become SBE locations or housing facility for quarantined people	Explore Alternative Dates to Provide This Population an Opportunity to Be Counted in the 2020 Census <ul style="list-style-type: none"> • Discuss with providers who work with this population (e.g. The Salvation Army, VA, etc.)
10	TLs cease operations due to ban/quarantine (e.g. carnivals) – Already realized	City or State Government bans large crowds and gatherings due to exposure risk, such as parks, etc.	Explore alternative methods of creating specific universe (e.g. carnival/circuses) <ul style="list-style-type: none"> • Allow local knowledge to help with determining that universe. If there is a scheduled event, an appointment for enumeration would be set.

OD 8 GQE, SBE, ETL, MVE & Military Operational Outreach Throughout COVID

- March – Nationwide “Stay at Home” orders
- **March:** Letter developed by DCMD for RCCs to send to GQs that selected self enumeration options to change option to eResponse or paper listings
- **March 13:** Posted letter, *Update on 2020 Census for Student Housing Administrators* on the Census Bureau and Department of Education Website, requesting administrators who selected self enumeration option to change option to eResponse or Paper Listings
- **March 25:** DCMD sent *Update on the 2020 Census for Health Care Administrator* letter to Health Care umbrella organizations providing guidance for Administrators that selected a self-enumeration option to change method of enumeration to eResponse of Paper Listings
- NPC/ Jeffersonville call center was closed due to COVID and was not available to complete task in support of eResponse. As a result:
 - NPC was unable to meet the March 27 deadline for mailing eResponse Letters with Login credentials
 - DCMD worked with NPC ATAC management to update the system to allow multiple users to view and update email address
 - DCMD stood up a Call Center with staff across ACOs and Census HQ volunteers to verify/update email address to deliver login credentials.
- **March 31:** Mojo/Hermes sent out 1st email blast with login credentials to GQ admins who has selected eResponse during GQAC
- **April 1:** GQE eResponse portal became available for GQ submittals.
- **April 13 and April 20:** Mojo/Hermes sent out email blast 2 and 3 with login credentials for bounce back emails from 1st email blast
- **April 2:** DCMD Staff and volunteers across the Decennial Directorate and other started reaching out in response to questions from GQ administrators received via email and phone calls.
- April ? PIO developed a video to college students. Posted on website encouraging internet response or that GQ admins would respond for them if they live in student housing
- **April 20:** ACO began calling GQ admins to offer Mail out/ Mail back Paper Response Data Collection (Paper Listings)
- **May 28:** Census Bureau participated in a webinar to remind/ update student housing administrators on the 2020 Census Group Quarters operation and to inform administrators of the upcoming request for off-campus student data.
- **June 3:** NPC mailed Maritime/Military Vessel reminder letters to non-responding vessel operators
- **June 8:** ACO staff began calling GQ administrators to reschedule appointment dates for their facilities.
- **June 11:** Meeting with AACRAO...
- **June 22:** Provided updates to The Salvation Army for their Directive to be sent to their managing entities.
- **June 22:** Met with National Network to End Domestic Violence to discuss upcoming enumeration, options, and COVID-19 procedures

OD 8 GQE, SBE, ETL, MVE & Military Operational Updates

2020census.gov website

Conducting the Count: <https://2020census.gov/en/conducting-the-count.html>

Counting People in Group Living Arrangements: <https://2020census.gov/en/conducting-the-count/gq.html>

Group Quarters Enumeration: <https://2020census.gov/en/conducting-the-count/gq/gqe.html>

Service-Based Enumeration: <https://2020census.gov/en/conducting-the-count/gq/sbe.html>

Group Quarters Advance Contact: <https://2020census.gov/en/conducting-the-count/gq/gqac.html>

eResponse: <https://2020census.gov/en/conducting-the-count/gq/eresponse.html>

Maritime and Military Vessel Enumeration: <https://2020census.gov/en/conducting-the-count/gq/mve.html>

Department of Education Student Privacy Policy Office: <https://studentprivacy.ed.gov/faq/colleges-and-2020-census>

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