

Self-Response Operations Reporting

7/24/20



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Mailing Status

7/24/20

- Mailing 6
 - Workload cut 7/1, DSSD review and volume confirmation completed
 - Data delivered to RRD 7/8
 - Production completed 7/22
 - Last dispatch (1 truck) is today 7/24
 - Target in-home dates 7/22-7/28

S-R MAILING 6	Mail Planning Estimate	Final Workload Count
WL 1106	50,000,000	34,262,370

TEA 1 and TEA 6 Responses by Mode

		Self-Response Total, All TEAs		TEA 1 (Self-Response) Total		TEA 6 (Update Leave) Total	
		% of All Responses	Response Volume	% of All Responses	Response Volume	% of All Responses	Response Volume
National	Total Self-Responses	100.00%	91,606,580	100.00%	90,505,947	100.00%	1,100,633
	Internet	86.52%	79,254,603	86.59%	78,371,415	80.24%	883,188
	Paper	12.00%	10,992,979	11.93%	10,800,186	17.52%	192,793
	Phone	1.48%	1,358,998	1.47%	1,334,346	2.24%	24,652

Report Run Date:

7/24/2020 8:02:16 AM ET

Data updated by CDL on:

7/24/2020 3:31:37 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 6.1 M unprocessed
paper responses, total
responding HUs = 90.6 M

Notes: Due to duplicate responses for many housing units, responses in the table above are not equivalent to responding housing units.

The "TEA 1 Initial Universe" is the original self-response universe of 143.6 M and does not include the TEA 1 NRFU Supplemental universe of 1.4 M.



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TEA 1 Response by Mode and Panel

	Mailing #1 Mailout Workload	Total Responding Households	Total Responses, All Modes	Total Internet Responses	Total Phone Responses	Total Paper Responses
Total Both Panels	142,846,868	84,525,970	90,326,727	78,196,096	1,333,126	10,797,505
Internet First Panel	112,348,205	69,550,222	74,383,864	69,987,223	1,133,514	3,263,127
English	104,241,135	65,461,383	69,868,725	65,642,385	1,021,288	3,205,052
Bilingual	8,107,070	4,088,839	4,515,139	4,344,838	112,226	58,075
Internet Choice Panel	30,498,663	14,975,748	15,942,863	8,208,873	199,612	7,534,378
English	25,256,241	12,772,757	13,541,695	6,620,065	152,191	6,769,439
Bilingual	5,242,422	2,202,991	2,401,168	1,588,808	47,421	764,939

Report Run Date:
07/24/2020 8:07:03 AM ET
Data updated by CDL on:
7/24/2020 3:58:45 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
86.79%	13.21%

Note: The above is the original self-response universe of 143.6 M and does not include the TEA 1 NRFU Supplemental universe of 1.4 M.



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Non-ID Processing Workload (Resolved)

	Number	Percent	Change
Total Non-ID Cases	14,214,440	100.00%	51,994
<i>Total Resolved</i>	12,996,404	91.43%	57,569
Resolved in Automated	11,775,845	82.84%	41,576
Resolved in Clerical	1,220,559	8.59%	15,993
<i>Resolved in Manual</i>	1,215,194	8.55%	15,334
<i>Resolved in OBAV</i>	1,874	0.01%	265
<i>Referred to FV</i>	3,491	0.02%	394

Data updated by CDL on:
7/24/2020 4:21:43 AM ET

Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report,
Non-ID Daily Cumulative Report, OBAV Daily Cumulative Report



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Non-ID Processing Workload (Remaining)

	Number	Percent	Change
Total Non-ID Cases	14,214,440	100.00%	51,994
<i>Remaining Clerical Work</i>	1,218,036	8.57%	-5,575
Manual Processing Backlog	360,544	2.54%	-15,255
<i>Not Started</i>	113,470	0.80%	2,359
<i>Waiting for QC</i>	247,074	1.74%	-17,614
OBAV Backlog	857,492	6.03%	9,680
<i>Not Started</i>	827,050	5.82%	7,825
<i>Waiting for QC</i>	30,442	0.21%	1,855

Data updated by CDL on:
7/24/2020 4:21:43 AM ET

Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report,
Non-ID Daily Cumulative Report, OBAV Daily Cumulative Report



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Paper Data Capture Update

As of 7/24/20

- 18.0 M inbound paper forms
 - 7.6 M PDCC East
 - 10.4 M PDCC West
- 18.6 M paper forms have been checked in
- 12.6 M paper questionnaires have been scanned
 - 5.7 M PDCC East
 - 6.8 M PDCC West
- Staffing for Thursday, 7/23

Location	People	FTE
Total, Both PDCCs	768	725
PDCC East	390	363
PDCC West	378	362

Note: Numbers may not sum due to rounding. Counts are self-response and Update Leave, combined. "Fully staffed" for the PDCCs is 1087 total FTE (PDCC East, 522; PDCC West 565).

Sources: IPTS Inbound Questionnaire Tracking Report; UTS 9753; iCADE Questionnaires Past Exception Review Report

TEA 1 and TEA 6 Daily Update

Date: July 24, 2020

Self-Response Mode		
	Prior Day	Today
Mode	7/23/20	7/24/20
Internet	79,002,118	79,079,284
Paper	10,703,600	10,990,298
Phone	1,350,231	1,357,778
Total Responses All Modes	91,055,949	91,427,360

Paper Response Activity		
Unprocessed Paper Responses	7,260,492	6,983,347
Processed Paper Responses	10,720,908	11,007,997
Total Paper Responses	17,981,400	17,991,344

Note: The top table includes TEA 1 Original Universe and TEA 6 Stateside only. The bottom table includes all TEA 1 and TEA 6 paper responses.



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Inbound: Callback Requests by Language (7-day and PTD)



Call Language Group	Call Language Line	7/17	7/18	7/19	7/20	7/21	7/22	7/23	PTD
English	English	4	3	14	4	11	78	1,018	13,022
	English Puerto Rico	0	0	0	0	0	0	0	16
	Total	4	3	14	4	11	78	1,018	13,038
Spanish	Spanish	17	0	0	0	0	4	0	782
	Spanish Puerto Rico	3	0	0	1	2	3	1	132
	Total	20	0	0	1	2	7	1	914
Non-English Non-Spanish	Arabic	0	0	1	0	0	0	0	100
	Chinese Cantonese	0	1	1	0	0	0	0	242
	Chinese Mandarin	0	2	1	0	0	0	0	118
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	4	0	0	0	0	0	40
	Japanese	0	0	0	0	0	0	0	18
	Korean	0	0	0	0	0	0	0	382
	Polish	0	0	0	0	0	0	0	39
	Portuguese	0	0	0	0	0	0	0	15
	Russian	0	0	0	0	0	0	0	95
	Tagalog	0	0	0	0	0	0	0	27
	Vietnamese	0	1	0	0	0	0	0	221
	Total	0	8	3	0	0	0	0	0
Grand Total		24	11	17	5	13	85	1,019	15,256

*Note: PTD totals include all Program to Date callback requests since the option was made available on April 7th, 2020.

Inbound: Callback Dispositions - PTD



Language	New/ Unassigned Cases	Interview Complete	Left Voicemail	Hang Up/ Rang No Answer/ Busy	Refusal	Provided Assistance	Do Not Call	Wrong Number/ Wrong Language
English and Spanish	1,036	5,421	2,469	945	189	3,537	80	149
Arabic	0	59	0	12	1	9	1	1
Chinese Cantonese	0	80	0	13	2	24	3	5
Chinese Mandarin	0	37	0	7	4	33	0	0
French	0	3	0	2	1	0	0	0
Haitian Creole	0	15	0	6	3	5	1	0
Japanese	0	4	0	1	1	4	0	0
Korean	0	84	0	28	6	10	3	12
Polish	0	11	0	5	0	4	0	0
Portuguese	0	7	0	1	1	1	0	0
Russian	0	54	0	10	2	10	0	3
Tagalog	0	4	0	1	1	0	4	0
Vietnamese	0	113	0	16	7	24	0	3
Total	1,036	5,892	2,469	1,047	218	3,661	92	173

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	63.1%		Planned Calls Offered to CSRs	Actual Calls Offered to CSRs	CSR Handled Calls	Service Level - 30 Seconds	Avg. Handle Time	Short Abandons	Abandon Call Volume	Abandon Rate	Avg. Speed To Abandon
Deflection Rate	67.0%	English	3,782,683	3,085,186	2,667,603	62.3%	8:48	122,782	417,583	13.5%	4:14
Abandon Rate	13.8%	Spanish	723,874	299,057	275,694	76.9%	14:41	23,268	23,363	7.8%	3:58
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	78,473	67,602	42,409	41.3%	12:58	24,465	25,193	37.3%	5:06
Avg. Handle Time	9:20	TTY	0	36,621	22,613	59.5%	0:55	38,841	14,008	38.3%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,516	4,191	79.3%	5:29	8,544	325	7.2%	5:41
Total Inbound Call Volume	10,495,923	Grand Total	4,602,530	3,492,982	3,012,510	63.1%	9:20	217,900	480,472	13.8%	4:09
IVR Call Volume	10,130,995										
Deflected Calls	6,785,041										
Short Abandons	217,900										
IVR Calls Offered to CSRs	3,200,884										
Direct to CSR Call Volume	292,098										
Actual Calls Offered to CSRs	3,492,982										
Abandon Call Volume	480,472										
CSR Handled Calls	3,012,510										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	48,424		% of Enumerations
Callbacks Handled - English	45,965	English	48.9%
Callbacks Selected - Spanish	67	Spanish	60.6%
Callbacks Handled - Spanish	52	Non-English Non-Spanish	53.4%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	49.6%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	81.1%
Deflection Rate	44.7%
Abandon Rate	1.7%
Avg. Speed To Abandon	0:55
Avg. Handle Time	10:50

CQA Total Inbound Call Volume

Total Inbound Call Volume	27,326
IVR Call Volume	25,939
Deflected Calls	11,597
Short Abandons	959
IVR Calls Offered to CSRs	13,597
Direct to CSR Call Volume	1,173
Actual Calls Offered to CSRs	14,770
Abandon Call Volume	258
CSR Handled Calls	14,512

CQA Humanify Call Back Volume

Callbacks Selected - English	0
Callbacks Handled - English	0
Callbacks Selected - Spanish	0
Callbacks Handled - Spanish	0

CSR Call Volume & Abandonment Metrics by Call Language Group

	Planned Calls Offered	Actual Calls Offered to CSRs	CSR Handled Calls	Service Level - 30 Seconds	Avg. Handle Time	Short Abandons	Abandon Call Volume	Abandon Rate	Avg. Speed To Abandon
English	60,758	12,218	11,966	77.6%	10:21	617	252	2.1%	0:54
Spanish	9,311	2,411	2,409	98.8%	13:08	140	2	0.1%	0:21
Non-English Non-Spanish	1,003	113	109	84.1%	14:58	40	4	3.5%	2:09
TTY	0	12	12	91.7%	1:37	102	0	0.0%	0:00
Group Quarters	0	16	16	100.0%	3:45	60	0	0.0%	0:00
Grand Total	71,073	14,770	14,512	81.1%	10:50	959	258	1.7%	0:55

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	62.4%
Spanish	58.9%
Non-English Non-Spanish	54.1%
TTY	0.0%
Group Quarters	0.0%
Grand Total	61.6%

7/24/2020

Self-Response Incident Status

New Incidents:

- Sev 2 INC%683534 – SRQA: Cardinality error processing re-collect responses due to issues in CDL's t2 response tables (initiated 7/24/20)

Open/In Progress Incidents:

- N/A

Newly-Resolved Incidents:

- N/A

Additional Discussion Topics

ISR

- None

Non-ID

- None

PDC

- None

FPD

- None

CQA

- None

Supplemental Slides



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