

Self-Response Operations Reporting

8/3/20



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Mailing 7

- Questionnaire mailing to nonresponding HUs in lowest-responding areas
 - TEA 1 -- original universe and NRFU Supplemental universe
 - Focus is on providing packages to HUs that have not already received 2 questionnaire mailings (Internet Choice HUs will not receive a third questionnaire)
- Utilizing leftover Mailing 4 and NRFU Supplemental questionnaire packages
 - Estimated available packages are 16.6 M (15.5 M Mailing 4, 1.1 M NRFU Supp)
 - Most questionnaires are English (14.7 M English, 2.0 M bilingual), but both will be used
- Addressed and mailed in priority order (lowest-responding to higher-responding areas)
- Mail on a flow basis from RRD facility in Chicago
- Mailing will be executed as quickly as possible, but current anticipated schedule is as follows:
 - Workload cut 8/11
 - Mail file delivery 8/13
 - Addressing start 8/17
 - Mail dispatch start 8/21

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%	94,233,856	100.00%	93,086,167	100.00%	1,147,689
	Internet	84.97%	80,071,097	85.05%	79,170,096	78.51%	901,001
	Paper	13.49%	12,710,219	13.42%	12,489,846	19.20%	220,373
	Phone	1.54%	1,452,540	1.53%	1,426,225	2.29%	26,315

Report Run Date:
8/3/2020 9:14:41 AM ET
Data updated by CDL on:
8/3/2020 4:27:02 AM ET

Source: UTS 9700

TEA 1 Initial Universe:
Including 4.5 M unprocessed
paper responses, total
responding HUs = 91.3 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	86,875,665	92,886,251	78,981,010	1,424,282	12,480,959
Internet First Panel	112,348,205	71,525,055	76,524,872	70,634,314	1,203,290	4,687,268
English	104,241,135	67,248,363	71,802,241	66,232,858	1,083,954	4,485,429
Bilingual	8,107,070	4,276,692	4,722,631	4,401,456	119,336	201,839
Internet Choice Panel	30,498,663	15,350,610	16,361,379	8,346,696	220,992	7,793,691
English	25,256,241	12,992,518	13,791,464	6,725,904	168,964	6,896,596
Bilingual	5,242,422	2,358,092	2,569,915	1,620,792	52,028	897,095

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8/3/2020 3:47:55 AM ET

Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
86.52%	13.48%

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	14,596,533	100.00%	95,339
<i>Total Resolved</i>	13,418,187	91.93%	101,238
Resolved in Automated	12,093,418	82.85%	78,059
Resolved in Clerical	1,324,769	9.08%	23,179
<i>Resolved in Manual</i>	1,309,191	8.97%	21,034
<i>Resolved in OBAV</i>	6,281	0.04%	876
<i>Referred to FV</i>	9,297	0.06%	1,269

Data updated by CDL on:
8/3/2020 4:28:49 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	14,596,533	100.00%	95,339
<i>Remaining Clerical Work</i>	1,178,346	8.07%	-5,899
Manual Processing Backlog	274,902	1.88%	-17,243
<i>Not Started</i>	119,389	0.82%	922
<i>Waiting for QC</i>	155,513	1.07%	-18,165
OBAV Backlog	903,444	6.19%	11,344
<i>Not Started</i>	865,322	5.93%	9,599
<i>Waiting for QC</i>	38,122	0.26%	1,745

Data updated by CDL on:
8/3/2020 4:28:49 AM ET

Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report,
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Paper Data Capture Update

As of 8/3/20

- 18.1 M inbound paper forms
 - 7.6 M PDCC East
 - 10.5 M PDCC West
- 18.7 M paper forms have been checked in
- 14.3 M paper questionnaires have been scanned
 - 6.5 M PDCC East
 - 7.7 M PDCC West
- Staffing for Friday, 7/31

Location	People	FTE
Total, Both PDCCs	721	682
PDCC East	361	337
PDCC West	360	345

- Saturday OT in people: East, 91; West, 114
- Sunday OT in people: no OT at East; no OT at West

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: August 3, 2020

Self-Response Mode		
	Prior Day	Today
Mode	8/2/20	8/3/20
Internet	79,826,705	79,882,011
Paper	12,701,332	12,701,332
Phone	1,447,942	1,450,597
Total Responses All Modes	93,975,979	94,033,940

Paper Response Activity		
Unprocessed Paper Responses	5,374,634	5,377,118
Processed Paper Responses	12,727,201	12,727,201
Total Paper Responses	18,101,565	18,104,319

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	7/27	7/28	7/29	7/30	7/31	8/1	8/2	PTD
English	English	354	37	41	20	953	13	132	17,048
	English Puerto Rico	0	0	0	0	1	0	1	18
	Total	354	37	41	20	954	13	133	17,066
Spanish	Spanish	16	1	0	3	57	14	6	940
	Spanish Puerto Rico	4	0	0	0	17	4	3	164
	Total	20	1	0	3	74	18	9	1,104
Non-English Non-Spanish	Arabic	0	0	0	0	0	0	2	105
	Chinese Cantonese	4	2	0	0	0	0	0	249
	Chinese Mandarin	0	1	0	0	1	10	3	140
	French	0	0	0	0	0	0	0	7
	Haitian Creole	0	0	0	0	0	1	1	43
	Japanese	0	0	0	0	0	2	0	20
	Korean	2	0	0	0	1	7	1	400
	Polish	0	0	0	0	0	0	1	42
	Portuguese	0	0	0	0	0	2	0	20
	Russian	0	1	0	0	0	0	2	102
	Tagalog	0	1	0	0	0	0	0	30
	Vietnamese	0	0	0	0	0	1	2	228
	Total	6	5	0	0	2	23	12	1,386
Grand Total		380	43	41	23	1,030	54	154	19,556

*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	Interview Completed prior to Call	Left Voicemail	Hang Up/ Rang No Answer/ Busy	Refusal	Provided Assistance	Do Not Call	Wrong Number/ Wrong Language
English and Spanish	268	7,546	935	2,816	1,990	380	3,700	113	190
Arabic	2	60	3	0	13	1	9	1	1
Chinese Cantonese	0	81	3	0	13	2	24	3	5
Chinese Mandarin	1	16	1	0	6	3	5	1	0
French	2	58	1	0	10	2	10	0	3
Haitian Creole	0	8	2	0	1	1	1	0	0
Japanese	49	148	51	21	65	5	7	1	6
Korean	1	3	0	0	2	1	0	0	0
Polish	1	13	0	0	5	0	4	0	0
Portuguese	0	4	2	0	1	1	0	4	0
Russian	0	4	0	0	1	1	4	0	0
Tagalog	6	86	1	0	30	7	10	3	12
Vietnamese	10	39	7	0	8	4	34	0	0
Total	340	8,066	1,006	2,837	2,145	408	3,808	126	217

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

Inbound: Key Metrics - PTD



CQA Key Performance Indicators		CSR Call Volume & Abandonment Metrics by Call Language Group									
Service Level - 30 Seconds	64.3%		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	66.3%	English	4,266,060	3,227,478	2,808,607	63.5%	8:52	129,025	418,871	13.0%	4:14
Abandon Rate	13.2%	Spanish	797,449	317,316	293,624	77.5%	14:46	24,292	23,692	7.5%	3:55
Avg. Speed To Abandon	4:09	Non-English Non-Spanish	85,544	68,653	43,424	42.0%	13:04	25,125	25,229	36.7%	5:06
Avg. Handle Time	9:25	TTY	0	36,826	22,814	59.7%	0:55	40,257	14,012	38.0%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,643	4,317	79.8%	5:27	8,895	326	7.0%	5:40
Total Inbound Call Volume	10,782,366	Grand Total	5,166,553	3,654,916	3,172,786	64.3%	9:25	227,594	482,130	13.2%	4:09
IVR Call Volume	10,403,071										
Deflected Calls	6,899,856										
Short Abandons	227,594										
IVR Calls Offered to CSRs	3,350,974										
Direct to CSR Call Volume	303,942										
Actual Calls Offered to CSRs	3,654,916										
Abandon Call Volume	482,130										
CSR Handled Calls	3,172,786										
CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls									
Callbacks Selected - English	50,173			% of Enumerations							
Callbacks Handled - English	47,648	English		49.7%							
Callbacks Selected - Spanish	481	Spanish		61.2%							
Callbacks Handled - Spanish	452	Non-English Non-Spanish		53.7%							
		TTY		0.3%							
		Group Quarters		0.5%							
		Grand Total		50.4%							

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	93.5%
Deflection Rate	44.8%
Abandon Rate	0.7%
Avg. Speed To Abandon	1:07
Avg. Handle Time	10:07

CQA Total Inbound Call Volume

Total Inbound Call Volume	9,078
IVR Call Volume	8,472
Deflected Calls	3,795
Short Abandons	426
IVR Calls Offered to CSRs	4,492
Direct to CSR Call Volume	365
Actual Calls Offered to CSRs	4,857
Abandon Call Volume	34
CSR Handled Calls	4,823

CQA Humanify Call Back Volume

Callbacks Selected - English	30
Callbacks Handled - English	28
Callbacks Selected - Spanish	8
Callbacks Handled - Spanish	8

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	3,688	4,470	4,449	94.4%	9:39	173	21	0.5%	0:36
Spanish	559	366	354	82.2%	16:16	17	12	3.3%	2:06
Non-English Non-Spanish	0	0	0	0.0%	0:00	38	0	0.0%	0:00
TTY	0	20	19	95.0%	2:04	198	1	5.0%	0:00
Group Quarters	0	1	1	100.0%	1:25	0	0	0.0%	0:00
Grand Total	4,247	4,857	4,823	93.5%	10:07	426	34	0.7%	1:07

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	65.8%
Spanish	68.4%
Non-English Non-Spanish	0.0%
TTY	0.0%
Group Quarters	0.0%
Grand Total	65.7%

8/3/2020

Self-Response Incident Status

New Incidents:

- INC%784362; ALM# N/A – Response Rates Maps went down and customers received 404 error (initiated 8/2/20; resolved 8/2/20 by restarting the service to resolve the issue)

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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