

Self-Response Operations Reporting

8/10/20



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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%	96,163,469	100.00%	94,936,881	100.00%	1,226,588
	Internet	83.95%	80,726,214	84.07%	79,809,542	74.73%	916,672
	Paper	14.49%	13,936,555	14.38%	13,654,352	23.01%	282,203
	Phone	1.56%	1,500,700	1.55%	1,472,987	2.26%	27,713

Report Run Date:
8/10/2020 7:34:34 AM ET
Data updated by CDL on:
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Source: UTS 9700

TEA 1 Initial Universe:
Including 3.4 M unprocessed
paper responses, total
responding HUs = 91.9 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	88,484,309	94,710,631	79,611,348	1,470,591	13,628,692
Internet First Panel	112,348,205	72,855,516	78,027,039	71,159,629	1,240,453	5,626,957
English	104,241,135	68,501,820	73,211,034	66,710,800	1,117,805	5,382,429
Bilingual	8,107,070	4,353,696	4,816,005	4,448,829	122,648	244,528
Internet Choice Panel	30,498,663	15,628,793	16,683,592	8,451,719	230,138	8,001,735
English	25,256,241	13,225,590	14,059,488	6,804,342	176,027	7,079,119
Bilingual	5,242,422	2,403,203	2,624,104	1,647,377	54,111	922,616

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Source: UTS 9702

ISR and CQA Responses: % ID	ISR and CQA Responses: % Non-ID
86.18%	13.82%

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	15,120,060	100.00%	240,649
<i>Total Resolved</i>	14,012,509	92.67%	293,513
Resolved in Automated	12,514,730	82.77%	184,438
Resolved in Clerical	1,497,779	9.91%	109,075
<i>Resolved in Manual</i>	1,393,278	9.21%	26,056
<i>Resolved in OBAV</i>	91,293	0.60%	82,473
<i>Referred to FV</i>	13,208	0.09%	546

Data updated by CDL on:
8/10/2020 4:38:10 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	15,120,060	100.00%	240,649
<i>Remaining Clerical Work</i>	1,107,551	7.33%	-52,864
Manual Processing Backlog	230,809	1.53%	6,599
<i>Not Started</i>	137,847	0.91%	18,411
<i>Waiting for QC</i>	92,962	0.61%	-11,812
OBAV Backlog	876,742	5.80%	-59,463
<i>Not Started</i>	829,500	5.49%	-60,463
<i>Waiting for QC</i>	47,242	0.31%	1,000

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8/10/2020 4:38:10 AM ET

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

As of 8/10/20

- 18.2 M inbound paper forms
 - 7.6 M PDCC East
 - 10.6 M PDCC West
- 18.7 M paper forms have been checked in
- 15.6 M paper questionnaires have been scanned
 - 7.1 M PDCC East
 - 8.6 M PDCC West
- Staffing for Friday, 8/07

Location	People	FTE
Total, Both PDCCs	690	651
PDCC East	326	304
PDCC West	364	347

- Saturday OT in people: East, 73; West, 133
- 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



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TEA 1 and TEA 6 Daily Update

Date: August 10, 2020

Self-Response Mode		
	Prior Day	Today
Mode	8/9/20	8/10/20
Internet	80,451,460	80,528,020
Paper	13,910,895	13,910,895
Phone	1,495,147	1,498,304
Total Responses All Modes	95,857,502	95,937,219

Paper Response Activity		
Unprocessed Paper Responses	4,208,663	4,210,033
Processed Paper Responses	13,965,664	13,965,844
Total Paper Responses	18,174,327	18,175,877

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	8/3	8/4	8/5	8/6	8/7	8/8	8/9	PTD
English	English	15	18	90	662	12	443	1,774	20,062
	English Puerto Rico	5	2	3	0	0	0	1	29
	Total	20	20	93	662	12	443	1,775	20,091
Spanish	Spanish	167	38	66	1	0	0	22	1,234
	Spanish Puerto Rico	41	9	14	0	0	0	7	235
	Total	208	47	80	1	0	0	29	1,469
Non-English Non-Spanish	Arabic	1	0	0	0	0	2	3	111
	Chinese Cantonese	0	0	0	0	0	5	2	256
	Chinese Mandarin	0	0	0	2	1	9	8	160
	French	0	0	0	0	0	1	0	8
	Haitian Creole	0	0	0	0	0	0	1	44
	Japanese	0	0	0	0	0	1	1	22
	Korean	1	0	2	0	1	6	3	413
	Polish	0	0	0	1	0	1	0	44
	Portuguese	0	0	0	0	0	1	1	22
	Russian	0	0	0	0	1	2	3	108
	Tagalog	0	0	1	0	0	1	1	33
	Vietnamese	0	0	0	1	0	3	2	234
	Total	2	0	3	4	3	32	25	1,455
Grand Total		230	67	176	667	15	475	1,829	23,015

*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	65.1%		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	65.9%	English	4,300,783	3,317,871	2,898,665	64.3%	8:53	132,346	419,206	12.6%	4:14
Abandon Rate	12.8%	Spanish	802,740	326,610	302,803	78.0%	14:45	24,713	23,807	7.3%	3:54
Avg. Speed To Abandon	4:08	Non-English Non-Spanish	86,206	69,655	44,400	42.7%	13:08	26,117	25,255	36.3%	5:06
Avg. Handle Time	9:26	TTY	0	37,233	23,201	60.1%	0:55	43,563	14,032	37.7%	0:15
CQA Total Inbound Call Volume		Group Quarters	17,500	4,747	4,419	80.0%	5:26	9,230	328	6.9%	5:40
Total Inbound Call Volume	10,953,753	Grand Total	5,207,229	3,756,116	3,273,488	65.1%	9:26	235,969	482,628	12.8%	4:08
IVR Call Volume	10,561,781										
Deflected Calls	6,961,668										
Short Abandons	235,969										
IVR Calls Offered to CSRs	3,444,198										
Direct to CSR Call Volume	311,918										
Actual Calls Offered to CSRs	3,756,116										
Abandon Call Volume	482,628										
CSR Handled Calls	3,273,488										

CQA Humanify Call Back Volume		Enumeration Dispositions by CSR Handled Calls	
Callbacks Selected - English	50,704		% of Enumerations
Callbacks Handled - English	48,163	English	50.1%
Callbacks Selected - Spanish	619	Spanish	61.2%
Callbacks Handled - Spanish	590	Non-English Non-Spanish	54.0%
		TTY	0.3%
		Group Quarters	0.5%
		Grand Total	50.7%

Inbound: Key Metrics - Yesterday



CQA Key Performance Indicators

Service Level - 30 Seconds	76.2%
Deflection Rate	51.5%
Abandon Rate	1.2%
Avg. Speed To Abandon	0:38
Avg. Handle Time	9:43

CQA Total Inbound Call Volume

Total Inbound Call Volume	16,578
IVR Call Volume	15,287
Deflected Calls	7,868
Short Abandons	868
IVR Calls Offered to CSRs	7,233
Direct to CSR Call Volume	609
Actual Calls Offered to CSRs	7,842
Abandon Call Volume	98
CSR Handled Calls	7,744

CQA Humanify Call Back Volume

Callbacks Selected - English	172
Callbacks Handled - English	169
Callbacks Selected - Spanish	22
Callbacks Handled - Spanish	22

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	7,172	7,083	75.1%	9:25	183	89	1.2%	0:40
Spanish	559	601	594	86.5%	14:26	10	7	1.2%	0:33
Non-English Non-Spanish	0	0	0	0.0%	0:00	86	0	0.0%	0:00
TTY	0	69	67	97.1%	0:47	587	2	2.9%	0:06
Group Quarters	0	0	0	0.0%	0:00	2	0	0.0%	0:00
Grand Total	4,247	7,842	7,744	76.2%	9:43	868	98	1.2%	0:38

Enumeration Dispositions by CSR Handled Calls

	% of Enumerations
English	60.5%
Spanish	60.4%
Non-English Non-Spanish	0.0%
TTY	0.0%
Group Quarters	0.0%
Grand Total	60.0%

Calls from Top 5 States

State	Total Calls Offered	Soft Launch Dates
CA	1,811	7/30, 8/4
TX	1,359	7/31, 8/3, 8/9
IL	990	7/30
NY	948	7/30, 8/3, 8/4, 8/5, 8/6, 8/9
PA	917	7/23, 7/30, 7/31, 8/1, 8/6

8/10/2020

Self-Response Incident Status

New Incidents:

- N/A

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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