



**2020 CENSUS PROGRAM MEMORANDUM SERIES: 2020.10**

**Date:** December 21, 2020

**MEMORANDUM FOR:** The Record

**From:** Albert E. Fontenot, Jr.  
Associate Director, Decennial Census Programs

**Subject:** Documentation of Updates to the Language Services Operation

**Contact:** Marisa Hotchkiss  
Decennial Census Management Division - Content, Language and Data Products  
Branch  
301-763-2891  
[marisa.tegler.hotchkiss@census.gov](mailto:marisa.tegler.hotchkiss@census.gov)

This memorandum documents updates that have been made to the Language Services (LNG) operation since the release of the Language Services Detailed Operational Plan (DOP) on September 1, 2016. <<https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/planning-docs/LNG-detailed-op-plan.html>>. The only operational changes are to the Business Process Model (BPM) diagrams, and none of the updates are related to the COVID-19 pandemic. These updates clarify portions of the existing model and do not impact the conduct of the operation. The updates, summarized below, are provided to ensure accurate final documentation is available to the public.

- Figure 2, page 11: Stakeholder and resource detail was added to the operational context model in two places. (Figure 6, page 15) Activity 20 was updated to document the receipt of English content from the Content and Forms Design (CFD) operation. (Context Model, first occurrence Figure 2, page 11; discussed page 17) activity 30 was updated to clarify that Non-English Content is an output of Translation Services.
- Figure 6, page 15: The initial decision step (20.05) and activities 20.10 and 20.20 were updated within *20. Request English Content*, to clarify that the LNG IPT should receive the final version of English content from CFD. Activities 20.30, 20.40, and decision step 20.25 were removed, as they are included in the CFD BPM.
- Figure 8, page 18: Within *40. Pretest Non-English Content*, the term “results” was replaced with “recommendations” to include a wider range of pretesting outputs.

- Figure 9, pages 19-20: Activity 80 in the original BPM was further developed to include multiple activities. These are 80.10 Determine Language Guide Format, 80.20 Create Language Guide Prototype, 80.30 Approve Language Guide Prototype, 80.40 Send English Questionnaire/Specifications to [Decennial Translation Branch] DTB for Translation, 80.50 Develop Language Guides, 80.60 Determine Appropriate Pretesting Method, 80.70 Conduct Pretests, 80.80 Receive Recommendations, 80.90 Evaluate Recommendations, decision step 80.85, and 80.100 Approve Final non-English Language Guides. This is documented within subprocess *80. Develop Language Guides*.
- Throughout the updated BPM, terminology has been updated. Previous references to “Language Assistance Guides” have been changed to “Language Guides.” Similarly, previous references to “Decennial Translation Office” have been changed to “Decennial Translation Branch.”

The updated BPMs are posted to [census.gov](https://www.census.gov), and linked to the 2020 Census Memo Series at <https://www.census.gov/programs-surveys/decennial-census/2020-census/planning-management/memo-series.html>.

### **The 2020 Census Memorandum Series**

The 2020 Census Memorandum Series documents significant decisions, actions, and accomplishments of the 2020 Census Program for the purpose of informing stakeholders, coordinating interdivisional efforts, and documenting important historical changes.

A memorandum generally will be added to this series for any decision or documentation that meets the following criteria:

1. A major program-level decision that will affect the overall design or have significant effect on 2020 Census operations or systems.
2. A major policy decision or change that will affect the overall design or significantly impact 2020 Census operations or systems.
3. A report that documents the research and testing for 2020 Census operations or systems.

Visit [2020 Census](https://www.census.gov) on [Census.gov](https://www.census.gov) to access the Memorandum Series, the 2020 Census Operational Plan, and other information about preparations for the 2020 Census.