

# 2020 Census Detailed Operational Plan for: 15. Group Quarters Operation (GQ)

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*A New Design for the 21st Century*

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# Approvals

This GQ Detailed Operational Plan has been reviewed and approved for use.

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## 1. Document Purpose

The 2020 Census Detailed Operational Plan for the Group Quarters operation (GQ) is intended for use by U.S. Census Bureau managers, staff, contractors, and other internal and external stakeholders working on the 2020 Census. The document presents the detailed operational design for the 2020 Census GQ operation and includes a summary of the operational processes involved, their inputs, outputs, controls, and the basic mechanisms employed to conduct the operational work.

Anticipated uses of this document include the following:

- Communication—Documents operational design details for internal and external stakeholders.
- Planning—Documents planning assumptions and key milestones.
- Staffing—Documents staffing needs and strategies.
- Design—Describes operations and flows, which inform design of IT systems, manual processes, and training.
- Development—Identifies business rules and required capabilities to be developed.
- Testing—Provides a basis for developing integrated test plans for IT systems and processes.

This document complements the 2020 Census Operational Plan, which presents the 2020 Census operational design and covers all operations required to execute the 2020 Census, starting with precensus address and geographic feature updates and ending once census data products are disseminated and coverage and quality are measured.

This document will be updated over time to reflect changes in strategies that result from 2020 Census planning, research, and testing activities.

## 2. Operational Overview

### 2.1 Operation Purpose

The Group Quarters (GQ) operation enumerates people living or staying in Group Quarters, people experiencing homelessness, and people receiving service at service-based locations.

### 2.2 Background

Group Quarters comprises a diverse range of group living arrangements, including specialized institutional and non-institutional facilities. Resident services provided at GQs may include custodial or medical care as well as other types of assistance, and residency is commonly restricted to those receiving these services. Service-Based Enumeration (SBE) enumerates people experiencing homelessness and receiving some type of service at service-based locations, such as emergency shelters or soup kitchens. GQs include such places as college residence halls, residential treatment centers, skilled nursing facilities, group homes, correctional facilities, maritime vessels, workers’ dormitories, and domestic violence shelters (DVS). Residence criteria for the 2020 Census to determine what is considered a GQ have been published in the Federal Register (81 FR 42577). The Census Bureau is reviewing comments with final residence criteria to be determined in late 2017 to inform the 2020 Census GQ operation.

**Table 1: Listing of GQ Types**

GQ Type Codes and Descriptions	
Code	Description
<b>Correctional Facilities for Adults</b>	
101	Federal Detention Centers
102	Federal Prisons
103	State Prisons
104	Local Jails and Other Municipal Confinement Facilities
105	Correctional Residential Facilities
106	Military Disciplinary Barracks and Jails
<b>Juvenile Facilities</b>	
201	Group Homes for Juveniles (non-correctional)
202	Residential Treatment Centers for Juveniles (non-correctional)
203	Correctional Facilities Intended for Juveniles
<b>Nursing Facilities/Skilled-Nursing Facilities</b>	
301	Nursing Facilities/Skilled-Nursing Facilities
<b>Other Institutional Group Quarters</b>	
401	Mental (Psychiatric) Hospitals and Psychiatric Units in Other Hospitals
402	Hospitals with Patients Who Have No Usual Home Elsewhere
403	In-Patient Hospice Facilities
404	Military Treatment Facilities with Assigned Patients
405	Residential Schools for People with Disabilities
<b>College/University Student Housing</b>	
501	College/University Student Housing (college/university owned)
502	College/University Student Housing (privately owned)

<b>GQ Type Codes and Descriptions</b>	
<b>Code</b>	<b>Description</b>
	<b>Military Quarters</b>
601	Military Quarters
602	Military Ships
	<b>Service-Based Enumeration (SBE)</b>
701	Emergency and Transitional Shelters (with Sleeping Facilities) for People Experiencing Homelessness
702	Soup Kitchens
703	Domestic Violence Shelters
704	Regularly Scheduled Mobile Food Vans
706	Targeted Non-Sheltered Outdoor Locations
	<b>Other Non-Institutional Group Quarters</b>
801	Group Homes Intended for Adults (noncorrectional)
802	Residential Treatment Centers for Adults (noncorrectional)
900	Maritime/Merchant Vessels
901	Workers' Group Living Quarters and Job Corps Centers
902	Religious Group Quarters
903	Living Quarters for Victims of Natural Disaster

### **2010 Census Background to GQ Advance Contact & GQ Enumeration (GQE)**

During the 2010 Census, Group Quarters Validation (GQV) was conducted to validate the frame. At each Group Quarters, GQV staff verified the GQ name, address, contact person, and contact information with a GQ administrator. This contact information was then used for the Group Quarters Advance Visit (GQAV). In GQAV, Crew Leaders visited GQs during to share information about the upcoming enumeration, address any privacy, confidentiality, or security concerns, obtain the expected Census Day population, and to schedule an enumeration appointment.

Group Quarters Enumeration (GQE) of people living in GQs was performed shortly after the GQAV. The 2010 Census GQE operation was conducted by field staff out of local census offices (LCOs) located both stateside and in Puerto Rico. GQE was a paper-based operation. The GQE and SBE operations were conducted in all 50 states, the District of Columbia, and Puerto Rico. The GQE operation also included a quality assurance component that included Reinterview (RI). RI was implemented to ensure that field staff visited the GQ facility to conduct the enumeration, and verify the population count, and verify that data collected was not falsified. Operations were conducted on the following dates:

- March 29 through March 31, 2010 for SBE.
- April 1 through May 14, 2010 for Military GQ Enumeration.
- April 1 through May 21, 2010 for GQE.
- April 1 through June 14, 2010 for Shipboard Enumeration, included both Maritime and Military Vessels.
- Reinterview was conducted during the same time as GQE (April 1 through May 21, 2010) for all GQ types, except for Military GQ Enumeration.

There were three phases in GQE. They were pre-enumeration, enumeration, and post-enumeration. The pre-enumeration phase included preparation, such as checking assignments, locating the GQs on Census maps, listing residents on the listing sheets, and preparing census enumeration packets. The enumeration phase included conducting the enumeration using one of four methods that was applicable to the GQs. These four enumeration methods were in-person interview, drop off/pick up of ICRs, facility self-enumeration, and paper administrative listings. Individuals in non-military GQs were enumerated using Individual Census Reports (ICRs). Military personnel used Military Census Reports (MCRs). The post-enumeration phase involved obtaining data for incomplete or missing ICRs or MCRs, and turning in completed assignments.

Based on lessons learned from the 2010 Census studies and reviews, the following key recommendations were made:

- Integrate GQ frame validation and enumeration data collection methodologies.
- Research and test electronic response (eResponse) to collect GQ data to reduce respondent burden, data capture and processing time, which incorporates tracking and linkage capabilities (eliminates manual transcription of administrative records and third-party data onto paper instrument).
- Maintain consistent answer categories regarding the question asking about a usual home elsewhere on all census data collection instruments, the Individual Census Report (ICR), and Shipboard Census Report (SCR).
- Conduct outreach to professional organizations such as education, healthcare, and tribal organizations as part of the 2020 Census GQ planning.
- Determine GQ residence rules for the 2020 Census.

The following research has been completed for this operation:

- Issued Federal Register Notice on May 20, 2015, requesting public comment on the 2020 Census residence criteria and residence situations.
- Issued Federal Register Notice on June 30, 2016 with the initial planned residence criteria and residence situations.
- Conducted a GQ Electronic Transfer Capability Survey (GQETCS), September 21 through November 30, 2015 to gauge the availability of and interest by GQ administrators in electronically providing response data to the Census Bureau.
- Conducted a small-scale test of the ability to receive GQ address level and client level data using a secure upload portal, November 28 through December 30, 2016.

Opportunities to innovate for the 2020 Census include the following:

- Use of an integrated approach including incorporation of both administrative records and third-party data and the Address Canvassing (In-Field and In-Office) operation to improve the GQ frame.
- Use of multiple enumeration methods, including electronic submissions of response data.
- Training of staff in multiple operations for increased efficiency.
- Use of both in-office and in-field methods for enumeration.

## **2.3 Design Overview**

The sections below present the high-level design for the GQ Operation. Refer to the 2020 Census Operational Plan for a complete inventory of design decisions for all 2020 Census operations.

### **2.3.1 High-Level Operational Design**

The design of the GQ Operation for the 2020 Census reflects recommendations and research results and incorporates opportunities to innovate by including these major operational activity areas:

- GQ Planning and Preparation.
- Progress Monitoring and Issue Resolution.
- GQ Advance Contact.
- GQ Enumeration Universe and Updates from Response Processing Operation.
- GQ Enumeration—Field, using paper questionnaires.
- GQ Enumeration—eResponse Data Transfer.
- Military Enumeration.
- Maritime Vessels Enumeration.
- GQ Operation Closeout.

Each of these major activity areas is summarized below. Together, these activities represent the complete set of work that needs to be performed to conduct the GQ operation.

#### ***GQ Planning and Preparation***

The Special Enumerations Branch and the GQ Operation Integrated Project Team (IPT) are performing extensive operational planning and preparations for the 2020 Census. Tasks include requirements development, procedures refinements, and systems planning to conduct the GQ operation.

#### ***Progress Monitoring and Issue Resolution***

The Special Enumerations Branch, Field Division (FLD) GQ, GQ Operation IPT leadership, and Headquarters will monitor progress and resolve issues. This includes implementing monitoring and controls throughout the GQ operation.

### ***GQ Advance Contact***

Group Quarters Advance Contact (GQAC) is an in-office activity. The product of Address Canvassing passes on to GQAC, where GQ name, address, contact name, and phone number are verified. Preferred dates, times, methods of enumeration, and expected population on Census Day will be collected. Special instructions or concerns related to privacy, confidentiality, and security are also addressed.

### ***GQ Enumeration Universe and Updates from Response Processing Operation (RPO)***

The workload universe for GQ enumeration includes results from the GQAC operation. RPO manages the GQ workload throughout using the Survey-Operational Control System (S-OCS) and Field-Operational Control System (F-OCS).

### ***GQ Enumeration – Field***

In-Field Enumeration activities include multiple methods to maximize efficiencies and ensure correct linking of GQ and respondent information. The methods are In-Person Interview, Facility Self-Enumeration, Drop Off/Pick Up, and Paper Administrative Records.

### ***GQ Enumeration— eResponse Data Transfer***

eResponse leverages electronic data transfer from GQ administrators to the Census Bureau.

### ***Military Enumeration***

Military enumerations were previously managed by the Decennial Census Management Division (DCMD) Special Enumerations Branch. The Census Bureau recently established the DCMD Military and Overseas Enumerations Branch to manage military enumerations for the 2020 Census. Military enumeration involves enumeration of people living in GQs (or barracks) on military installations or military vessels. Military installations are fenced, secured areas used for military purposes. An important feature of the military enumeration operation is that it includes both GQs and Housing Units (HUs). A military vessel is defined as a United States Navy or United States Coast Guard vessel assigned to a homeport in the United States. In order to support the military's security requirements, military GQE will occur by means of electronic data transfer from the Defense Manpower Data Center to the Census Bureau.

### ***Maritime Vessels Enumeration***

A maritime vessel is defined as a United States Flag vessel that is a commercial vessel registered and operated under the laws of the United States, owned and operated by United States citizens, and in operation at the time of the 2020 Census. GQ Maritime Vessels enumeration will be conducted using the mail out/mail back method.

### ***GQ Operation Closeout.***

Close-Out of the GQ operation involves the completion of all GQ enumeration including field and eResponse. All Individual Census Questionnaires (ICQs) and Shipboard Census Questionnaires (SCQs) will be processed and scanned by integrated Computer Assisted Data Entry (iCADE) at the National Processing Center (NPC), and undergo disposition according to standard document management procedures. All respondent data will be processed by iCADE and GQ statistics will be gathered. These data include types and numbers of GQs enumerated, number of residents enumerated, and other response data will be gathered. GQ population totals are included in the population counts delivered to the President. The GQ team will perform post-census operational analyses and gather lessons learned to inform early planning for the 2030 Census.

The full hierarchy of activities for the GQ Operation is provided in Appendix C in the form of an Activity Tree. In the Activity Tree, each major operational activity area listed above is numbered and then decomposed into a numbered set of subactivities, some of which are further decomposed into more detailed numbered subactivities or steps.

For a full description of the operational subactivities that comprise the GQ Operation, see the Detailed Process Description discussions in Section 3 below.

### **2.3.2 GQ Operational Context**

The GQ operational activities described above are conducted within the context of other 2020 Census operations and other programs or data sources that are external to the 2020 Census Program. One way to depict an operational context is by using a “Context Diagram,” which shows the boundary of the operational process, the operational activities it contains, and the information exchanged with its neighbor operations (or other entities) as well as the resources (mechanisms) needed to conduct the operational work.

Figure 1 is a top-level context diagram for the GQ Operation represented as an Integrated Definition, Level 0 (IDEF0) model. An IDEF0 model of a process (or operation) shows the Inputs, Controls, Outputs, and Mechanisms of the process. These IDEF0 model elements are summarized below and described further in the sections that follow.

The yellow box in the center of the IDEF0 model lists the major operational activity areas for the operation, numbered as given in the GQ Operation Activity Tree in Appendix C. Specific

Information Exchanges (IE) are shown in different colored boxes to represent the Inputs (green boxes on left side), Outputs (orange boxes on right side), Controls (purple boxes on top), and Mechanisms (blue boxes on the bottom). Boxes to the left of the Inputs indicate the *Provider* of the inputs to the operation (typically another 2020 Census operation or an external source). The Provider of the Controls is noted in the box itself. Boxes to the right of the Outputs indicate the *Receiver* of the outputs (typically another 2020 Census operation or external entity). Each Information Exchange has a name and a unique number for identification purposes.

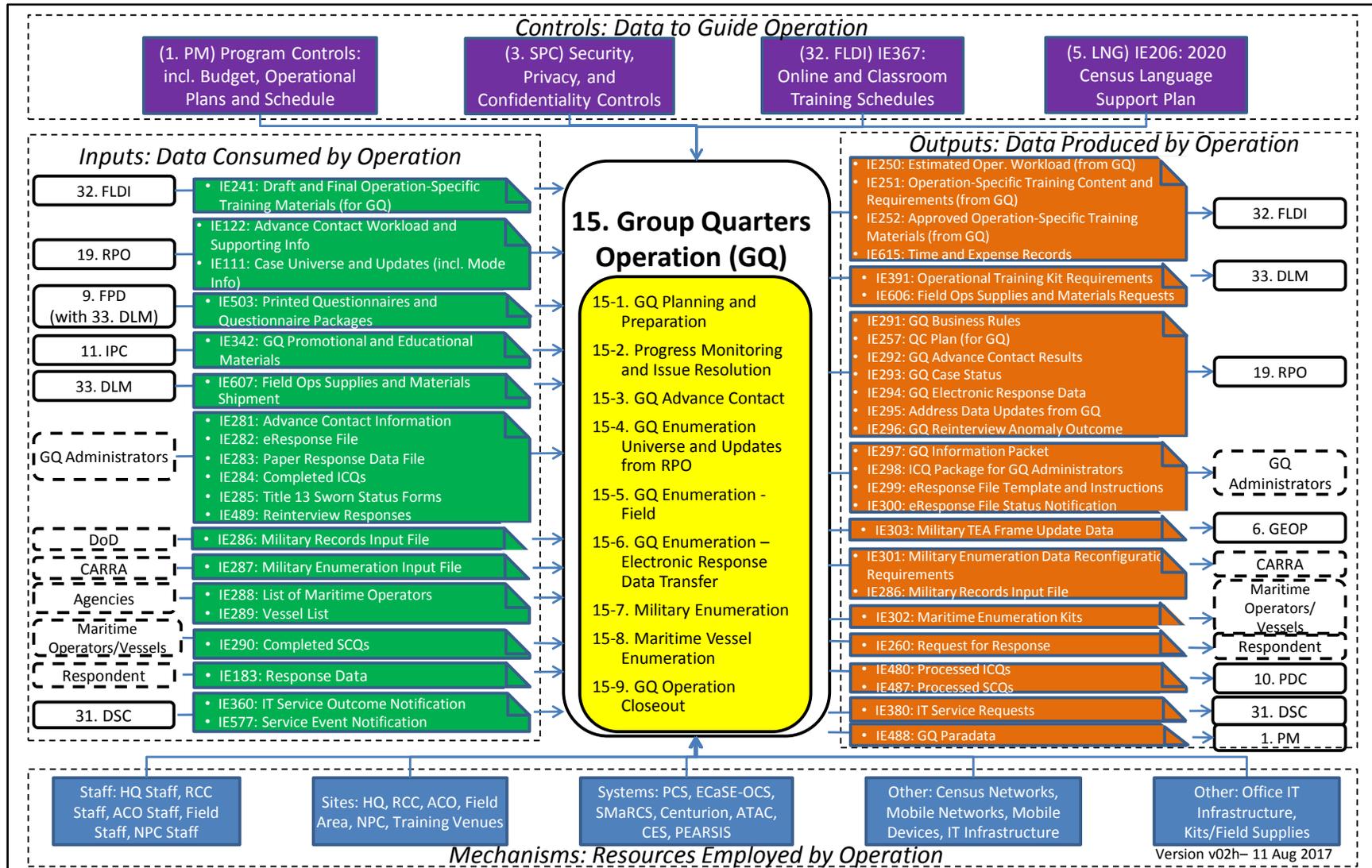


Figure 1: GQ Operation Context Diagram

For the GQ Operation, initial inputs include address and geography data provided by Geography Division/Decennial Information Technology Division (GEO/DITD) from the Master Address File/Topologically Integrated Geographic Encoding and Referencing (MAF/TIGER) system. The Address Canvassing and Local Update of Census Addresses (LUCA) operations provide address inputs into the frame used for universe creation. The GQE initial universe is comprised of all of the identified GQs to support the enumeration operation.

The GQ operation operational controls include basic program controls such as budget and schedule as well as security, privacy, and confidentiality controls. The Office of Management and Budget controls include formal approval for the 2020 Census Group Quarters Operation.

Outputs for the GQ Operation include address and living quarters updated address and geography data to GEO/DITD for geographic data capture and integration along with demographic data for statistical analysis purposes. GQ operations provide study plan data for assessments, evaluations, and experiments. Cost and progress data are provided for 2020 Census management.

For detailed descriptions of the Inputs, Controls, Outputs, and Mechanisms used by the GQ Operation, see the sections that follow.

### 2.3.2.1 GQ Operational Inputs

Inputs are the data that are consumed by the operation. The inputs define the amount of operational work that needs to be performed.

Table 2 lists the inputs to the GQ Operation.

**Table 2: GQ Operational Inputs**

<b>Provider</b>	<b>Information Exchange</b>	<b>Description</b>
32. Field Infrastructure Operation (FLDI)	IE241: Draft and Final Operation-Specific Training Materials (for GQ)	All materials needed to conduct the training for GQ-specific operational activities. This includes course content, instructor materials, and handouts.
19. Response Processing Operation (RPO)	IE122: Advance Contact Workload and Supporting Info	The initial set of group quarter cases requiring enumeration with supporting information needed to conduct the GQAC.

<b>Provider</b>	<b>Information Exchange</b>	<b>Description</b>
19. Response Processing Operation (RPO)	IE111: Case Universe and Updates (incl. Mode Info)	The set of cases to be enumerated and the expected response method for each case.  This includes any cases requiring rework because of a failure during the quality control process.  For GQ and transitory locations, this only includes cases for the corresponding living quarter type.
9. Forms Printing and Distribution Operation (FPD) (with 33. Decennial Logistics Management Operation (DLM))	IE503: Printed Questionnaires and Questionnaire Packages	Printed materials needed in support of other field data collection operational activities.
11. Integrated Partnership and Communications Operation (IPC)	IE342: GQ Promotional and Educational Materials	Materials that will help educate and encourage participation from GQ administrators and other stakeholders for the 2020 Census and the GQ enumeration process.
33. Decennial Logistics Management Operation (DLM)	IE607: Field Ops Supplies and Materials Shipment	Shipment of additional supplies and materials required to support the field operation. Provided in response to requests made by the field Operations to DLM.
GQ Administrators	IE281: Advance Contact Information	Information collected during the GQAC. This includes estimated population on Census day, preferred enumeration method, and scheduled date and time for enumeration.
GQ Administrators	IE282: eResponse File	An electronic file provided by GQ administrators to the Census Bureau containing response data for all residents/clients within the GQ.
GQ Administrators	IE283: Paper Response Data File	A paper file containing response data for all residents/clients of the GQ.
GQ Administrators	IE284: Completed ICQs	Individual Census Questionnaires (ICQs), each of which contains response data for a single resident at the GQ.

<b>Provider</b>	<b>Information Exchange</b>	<b>Description</b>
GQ Administrators	IE285: Title 13 Sworn Status Forms	Forms that need to be completed by the GQ Administrators who will be performing the enumeration.
GQ Administrators	IE489: Reinterview Responses	Responses collected through reinter view to verify the population count and to ensure that information was not falsified.
Department of Defense (DoD)	IE286: Military Records Input File	Military electronic records file from DoD used as input for frame updates and military personnel enumeration.
Center of Administrative Records Research and Applications (CARRA)	IE287: Military Enumeration Input File	Military electronic file that was generated from the original DoD file by removing the Social Security Numbers (SSNs) and replacing them with Protected Identification Keys (PIKs). This input file is used to update Military Type of Enumeration Area (TEA) frame and enumerate military personnel living or staying in military GQs or HUs within the Military TEA and on Military Vessels on Census Day.
Agencies	IE288: List of Maritime Operators	List of operators of U.S Maritime Vessels.
Agencies	IE289: Vessel List	List of U.S. Maritime Vessels in operation.
Maritime Operators/ Vessels	IE290: Completed SCQs	Maritime Vessels Census Questionnaires (SCQs), each of which contains response data for each maritime (civilian) personnel aboard the ship on Census day.
Respondent	IE183: Response Data	Data provided by the respondent directly to a Census Bureau enumerator in response to Census questions to complete the ICQ.
31. Decennial Service Center Operation (DSC)	IE360: IT Service Outcome Notification	Notifications and status updates of IT service results provided to the users (requesters).

<b>Provider</b>	<b>Information Exchange</b>	<b>Description</b>
31. Decennial Service Center Operation (DSC)	IE577: Service Event Notification	Notifications to all users of a service event such as routine operations updates/changes, system problem/incident status or privacy/security incident status. Typically these are provided as part of the standard message users receive when they call in for help.

**2.3.2.2 GQ Operational Controls**

Controls are the data that guide the behavior of the operation. They are not consumed by the operation, but rather they provide guidance, models, limits, criteria, cutoff dates, or other information that controls the way in which the operational work is performed.

Table 3 lists the controls for the GQ Operation.

**Table 3: GQ Operational Controls**

<b>Provider</b>	<b>Information Exchange</b>	<b>Description</b>
1. Program Management Operation (PM)	Program Controls	Program Control information including: Budget, Operational Plans, and Schedule
3. Security, Privacy, and Confidentiality Operation (SPC)	Security, Privacy, and Confidentiality Controls	Laws, policies, regulations, and guidelines related to physical security, IT security, data security and privacy and confidentiality impacts, analyses, and processes. These include but are not limited to Title 13, Title 26, and other laws and policies related to protection of personally identifiable information.
32. Field Infrastructure Operation (FLDI)	IE367: Online and Classroom Training Schedules	Schedules for GQ-specific training classes.  For GQ, all training is conducted in the classroom.
5. Language Services Operation (LNG)	IE206: 2020 Census Language Support Plan	Document that specifies the number of languages and level of support for each language to be included in the 2020 Census. To be issued by late 2017 (calendar year).

### 2.3.2.3 GQ Operational Outputs

Outputs are the data produced by the operation. The outputs constitute the results of operational work that has been performed. Outputs produced may be used as inputs or controls to other operations.

Table 4 lists the outputs from the GQ Operation.

**Table 4: GQ Operational Outputs**

<b>Consumer</b>	<b>Information Exchange</b>	<b>Description</b>
32. Field Infrastructure Operation (FLDI)	IE250: Estimated Operational Workload (from GQ)	Estimate of the number of GQs that will be enumerated within the field for each geographic area. This information is used by FLDI to create a model for estimating the staffing needs by location.
32. Field Infrastructure Operation (FLDI)	IE251: Operation-Specific Training Content and Requirements (from GQ)	Course content and other training requirements for the GQ-specific classroom training materials developed by FLDI.
32. Field Infrastructure Operation (FLDI)	IE252: Approved Operation-Specific Training Materials (from GQ)	Approval for training content and materials used to conduct online and classroom training for GQ-specific operational activities.
32. Field Infrastructure Operation (FLDI)	IE615: Time and Expense Records	Information regarding staff time and reimbursable expenses. Used by FLDI to pay employees.
33. Decennial Logistics Management Operation (DLM)	IE391: Operational Training Kit Requirements	A list of the contents that should be included in the kits provided to the field staff in support of GQ.
33. Decennial Logistics Management Operation (DLM)	IE606: Field Ops Supplies and Materials Requests	Requests for additional supplies and materials required to support the field operation once the initial supplies provided in the operational training kit have been depleted.
19. Response Processing Operation (RPO)	IE291: GQ Business Rules	Rules that provide guidance on how GQ cases should be processed for production and quality control purposes.

Consumer	Information Exchange	Description
19. Response Processing Operation (RPO)	IE257: QC Plan (for GQ)	Plans for conducting Field Data Collection quality control.  For GQ, this is the plan for quality control of GQ field enumeration does not apply to military, maritime or SBE operations.
19. Response Processing Operation (RPO)	IE292: GQ Advance Contact Results	Information gathered during advance contact that is required by RPO to process GQ cases and produce universe/frame for GQE operations.
19. Response Processing Operation (RPO)	IE293: GQ Case Status	Status information that result from enumeration of GQ cases in the 2020 Census Enumeration Case Universe.
19. Response Processing Operation (RPO)	IE294: GQ Electronic Response Data	Data that result from enumeration of group quarters cases for GQs that provide their data through electronic files or through paper files that are keyed in by the GQ operation. This also includes the administrative record data provided for GQs and HUs within the Military TEA. This information exchange does not include any GQ responses collected on paper forms that are processed by the Paper Data Capture Operation (PDC).
19. Response Processing Operation (RPO)	IE295: Address Data Updates from GQ	Address data updates provided by the GQ operation. This may include GQ address changes or changes in living quarter type.
19. Response Processing Operation (RPO)	IE296: GQ Reinterview Anomaly Outcome	Outcome of reinter views that resulted in an anomaly. The outcome indicates if there is a hard fail that requires the stoppage of all pending work for the Enumerator in question and possible rework of previous cases.

<b>Consumer</b>	<b>Information Exchange</b>	<b>Description</b>
GQ Administrators	IE297: GQ Information Packet	Information packet that informs GQ administrators about the 2020 Census and the data collection process.
GQ Administrators	IE298: ICQ Package for Enumeration	ICQ packages that are used for enumeration. GQ Administrators or GQE Enumerators will distribute ICQs packets to residents for them to complete or GQ administrators will use the ICQs for self-enumeration on behalf of residents.
GQ Administrators	IE299: eResponse File Template and Instructions	Template for and instructions on how to complete electronic responses.
GQ Administrators	IE300: eResponse File Status Notification	Notification to GQ administrator that the Census Bureau has received the eResponse File.
6. Geographic Programs Operation (GEOP)	IE303: Military TEA Frame Update Data	Address update data for Military TEA derived from DoD military inputs.
CARRA	IE301: Military Enumeration Data Reconfiguration Requirements	Requirements for reconfiguring the file provided by DoD file to produce Military Enumeration Input File that is used to enumerate GQs and HUs in the Military TEA.
CARRA	IE286: Military Records Input File	Military electronic records file from DoD used as input for frame updates and military personnel enumeration.
Maritime Operators/ Vessels	IE302: Maritime Enumeration Kits	Enumeration kits used to enumerate people living on U.S. Maritime Vessels in operation.
Respondent	IE260: Request for Response	Request for respondent/proxy to respond to the 2020 Census.
10. Paper Data Capture Operation	IE480: Processed ICQs	ICQs that have been prepared and are ready to be sent for processing at PDC.

Consumer	Information Exchange	Description
10. Paper Data Capture Operation	IE487: Processed SCQs	SCQs that have been prepared and are ready to be sent for processing at PDC.
31. Decennial Service Center Operation (DSC)	IE380: IT Service Requests	Requests for information or advice, or for a standard change (a pre-approved change that is low risk, relatively common and follows a procedure) or for access to an IT service.
1. Program Management Operation (PM)	IE488: GQ Paradata	Status and progress data related to the data collection process.  This includes administrative and procedural data describing the data collection and management process in all automated systems.

**2.3.2.4 GQ Operational Mechanisms**

Mechanisms are the resources (people, places, and things) that are used to perform the operational processes. They include Staff Resources, Infrastructure Sites, and Systems and other Technology Infrastructure.

***Staff Resources***

Table 5 identifies the Staff Resources employed for the GQ Operation.

**Table 5: Staff Resources used within GQ Operational Activities**

Staff Resources	Description/Role
HQ Staff	HQ staff who manages the GQ operation and coordinates activities with the regional office (RO) staff, area census office (ACO) staff, field staff, and National Processing Center (NPC) staff.
RCC Staff	RCC/Puerto Rico Area Office (PRAO) staff who manages all GQ field operations within their designated Census region.
ACO Staff	ACO staff who either manages or performs clerical tasks associated with the GQ field operations within their designated area. Also includes staff who perform the Advance Contact activities.
Field Staff	Enumerators and supervisors who perform GQ operational activities in the field.
NPC Staff	NPC Staff to coordinate printing forms and kits to ACOs, coordinate DVS and Maritime enumeration

***Infrastructure Sites***

Table 6 identifies the Infrastructure Sites employed for the GQ Operation.

**Table 6: Infrastructure Sites for GQ Operational Activities**

<b>Infrastructure Site</b>	<b>Description/Role</b>
Census Headquarters (HQ)	HQ Site for office work conducted in support of the GQ operation. This permanent site in Suitland, Maryland, manages the operation throughout the country.
Regional Census Center (RCC)	RCCs manage all operations within their assigned geographic area. The RCCs oversee the activities of the ACOs. Each RCC will manage a number of ACOs. RCC sites also include the PRAO, which manages activities and operations unique to Puerto Rico and the ACOs on the island.
Area Census Office (ACO)	ACOs that are responsible for managing all of the field operations and support activities within their designated area.
Field Area	The geographic area within which field staff perform data collection activities.
Data Capture Centers	<p>NPC is responsible for the Data Capture Centers located in Jeffersonville, Indiana (JDCC)</p> <ul style="list-style-type: none"> <li>• JDCC will receive and track GQ questionnaire shipments from the ACOs from around the country</li> <li>• Data capture of GQE forms (ICQs and SCQs) using an iCADE solution</li> <li>• Maintain the linkage of the GQ and the Census Bureau electronic and paper response records (ICQs linked in field/ACO; SCRs linked at NPC, by virtue of NPC conducting the maritime vessel enumeration.)</li> </ul>
Decennial Logistics Branch	<p>NPC is responsible for the Decennial Logistics Branch, which is co-located with the JDCC.</p> <ul style="list-style-type: none"> <li>• Assemble and distribute GQ training and operational kits to the ACOs (training material and kit specifications provided by GQ operation)</li> </ul>
Training Venues	Sites where field staff receive classroom training on both general administrative topics and GQ-specific topics. These sites are coordinated through the ACO staff in FLDI.

***Systems and other Technology Infrastructure***

Table 7 identifies the Systems employed for the GQ Operation.

**Table 7: Systems used within GQ Operational Activities**

System	Description
Production Control System (PCS)	Application system supporting the GQAC operation to provide census staff, clerks, and other field staff the opportunity to review and edit records in the GQ Universe and use this information to contact the administrator of each GQ within the area of responsibility, to confirm information about the GQ, build a GQ profile, and schedule an enumeration visit.
Enterprise Censuses and Surveys Enabling-Operational Control System (ECaSE-OCS)	Enterprise solution supporting the entire decennial work, including workload assignment and schedule management.
Sampling, Matching, Reviewing, and Coding System (SMaRCS)	Application supporting QC for field operations during the 2020 Census Research and Testing program and the 2020 Census. The SMaRCS application specifically supports QC operations designed to determine whether field listers and enumerators are using validated procedures and collecting accurate data. The SMaRCS application will facilitate QC operations by providing a mechanism for selecting QC samples, validating production interview data against administrative records sources, and by providing a tool for clerical matching to compare the production interview data against reinterview data. SMaRCS will also serve as a major control component for QC operations by managing the selection of QC samples for field follow-up related to both census and Coverage Measurement (CM) operations and tracking the progress of the reinterview work through the matching, field, and resolution processes.
Centurion	Centurion Enterprise System will be used to receive electronic response data from GQ administrators.

System	Description
Automated Tracking and Control (ATAC)	<p>Application system supporting the Maritime Vessels operation.</p> <p>The system will contain the vessel name and address information, along with contact name, phone number, owner/operator name, and other enumeration information pertinent to the vessel.</p> <p>NPC staff will enter into the tracking and control system changes to vessel name, address, contact name and phone number, link, geocode and record the number of received ICQs for each vessel.</p> <p>After enumeration is complete, the system will create a file to update the MAF/TIGER with results.</p>
Production Environment for Administrative Records Staging, Integration and Storage (PEARSIS)	<p>Application system managing administrative records and provide services associated with those records.</p> <p>PEARSIS will receive the military administrative records file, perform processing in order to deliver a file of only address records to MAF/TIGER. Once the file has been processed by MAF/TIGER and the Control and Response Data System, PEARSIS will complete the second phase of data transformations joining the client-level data to the address records and provide the completed processed file to the Census Data Lake for post-processing.</p>

Other Technology Infrastructure employed for the GQ Operation includes:

- Office IT Infrastructure at headquarters, ROs, ACOs, and NPC for conducting GQ operational work. This infrastructure is provided by the IT Infrastructure (ITIN) operation.
- Census Network connectivity for data transmission between operational systems and operational sites. This connectivity is provided by ITIN.
- Smartphones used by enumerators for maps and reporting time and expenses. This network is provided by ITIN.
- Tablets used by CFS supervisory staff in managing enumerators assigned to them. These devices are provided by ITIN.

## **2.4 GQ Data Flow and Operational Influences**

Figure 2 is an Integrated Operations Diagram (IOD), which describes the design concepts for the response data collection operations for the 2020 Census (stateside and Puerto Rico). This diagram assumes that the frame has been developed and address canvassing operations are complete. The diagram shows the RPO as the hub of data collection and RPO's interactions with all the other 2020 Census operations that have a role in data collection. The discussion below walks the reader through the diagram, using the circled numbers to help the reader follow the flow.

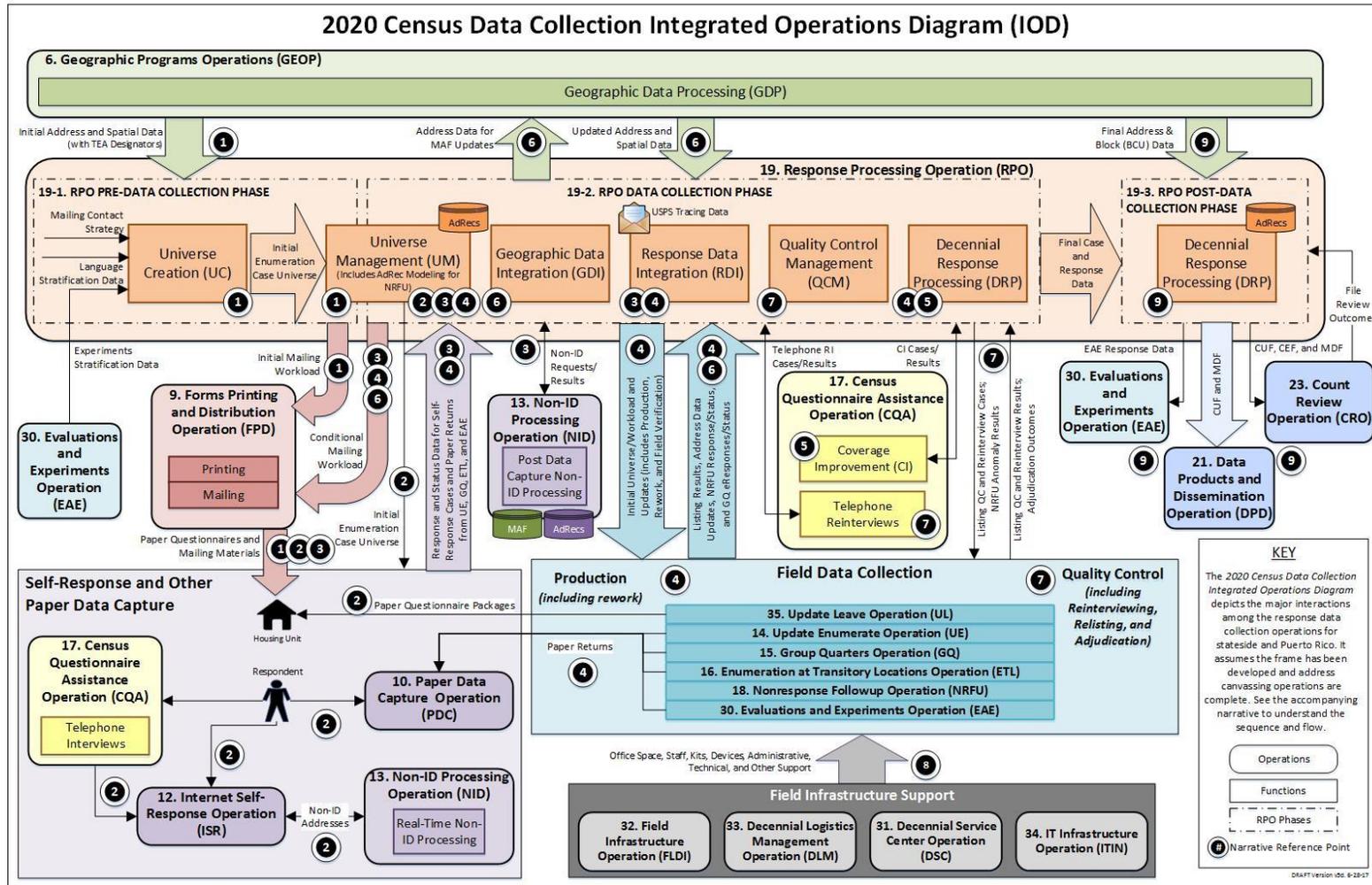


Figure 2: 2020 Census Data Collection Integrated Operations Diagram (IOD)

## Pre-Data Collection

1 Before the start of data collection, the Geographic Data Processing (GDP) component of the GEOP sends initial Address and Spatial Data, including the TEA designations, to RPO so it can create the Initial Enumeration Case Universe. The creation of the initial Enumeration Case Universe and application of the stratification data are done as part of the RPO Universe Creation function.

## During Data Collection

2 Once the RPO Universe Creation work is complete, the Initial Enumeration Case Universe is managed by the RPO Universe Management function, which tracks changes to the enumeration universe for future mailings and for the data collection operations.

3 Response and status data collected through the various self-response data collection operations are sent (in digital format) to RPO's Response Data Integration function. RPO's Universe Management function uses the response status data to determine the appropriate actions for the case.

4 The discussion above covers self-responses for people living in housing units. Special operations also exist to collect data from people living in other types of living quarters or for whom self-response is not a viable option:

- The GQ Operation enumerates people living in GQs (e.g., college/university student housing, correctional facilities, and nursing/skilled-nursing facilities) as well as people experiencing homelessness and receiving services at service-based locations such as soup kitchens. GQ also enumerates people living on Maritime Vessels and receives administrative records for people living in the Military TEA, which includes both on-base GQs and on-base HUs.
- The Enumeration at Transitory Locations Operation (ETL) enumerates people who are living in special locations—such as recreational vehicle parks, campgrounds, racetracks, circuses, carnivals, marinas, hotels, and motels—and who do not have a Usual Home Elsewhere.
- The Update Enumerate Operation (UE) lists and enumerates HUs in areas that pose unique challenges to the standard self-response data collection operations. These HUs are in the UE and Remote Alaska TEAs, which cover remote areas of the country and other small selected areas.

Based on the universe case type (derived from TEA and living quarter type), RPO sends the Initial Enumeration Case Universe/Workload to the GQ, ETL, and UE operations. GQ uses this universe to perform an advance contact activity to collect general information and determine the preferred method of enumeration. ETL also performs an advance contact activity to schedule appointments for enumerating its universe of cases.

The GQ operation is primarily a paper operation. Group quarter responses collected on paper questionnaires are checked-in at the ACOs and sent to PDC for scanning and imaging before being transmitted to RPO. Case status updates are sent to RPO as part of the check-in process. GQ data provided in electronic files (eResponses) require additional processing to prepare the data before they are electronically transmitted to RPO. GQ resident-level data provided by GQ Administrators on paper rosters are entered by ACO clerks into the same file format that is used for eResponses. These response data are then sent electronically to RPO.

As part of the Evaluations and Experiments (EAE) operation, the Census Bureau may test different questionnaire content and data collection methodologies during the 2020 Census to help evaluate content and modes for the 2020 Census and inform design changes for the 2030 Census. Addresses that are selected to be part of these experiments are identified in the initial universe (see number 1 above). For those addresses, the EAE operation collects the data and provides responses and status of responses to the RPO Response Data Integration function, which subsequently provides this information to the Decennial Response Processing function. Any responses collected by EAE on paper returns are processed by PDC and sent by that operation to RPO.

 RPO's Decennial Response Processing function performs coding and other preparation steps on incoming response data. In addition, special activities are performed to identify possible fraudulent returns.

 As noted above, universe and address updates occur during field operations. Census Bureau field staff may uncover changes to addresses as they perform their daily assignments in any field operation. All address changes and other updates are sent to the RPO Geographic Data Integration function, which passes the information on to the GDP function in GEOP.

Changes to the address list may also come from other sources such as appeals from LUCA, the review of addresses performed by the Count Review Operation (CRO), and updated files from the postal service. The Geographic Data Processing function within GEOP updates the address data and sends these to the RPO's Universe Management Function, which provides these cases to the appropriate operation.

7 All field operations (GQ, UL, ETL, UE, and Nonresponse Followup (NRFU)) include quality control (QC) functions. For GQ, the RPO Quality Control Management function creates and sends a sample of the field enumeration cases to ACO staff, who then conduct telephone reinterviews for this sample set of cases to confirm that a GQ enumerator visited the site and that the total population count is correct.

8 NRFU, UE, UL, ETL, and parts of the GQ Operation are performed in the field. Several operations provide the support for these field data collection activities. The Field Infrastructure Operation (FLDI) recruits, hires, onboards, and trains the staff needed to conduct these operations and also operates the field offices during production. The DLM provides the space and logistics support (e.g., supplies, kits, etc.) for the offices and the field staff. The Decennial Service Center Operation provides technical support for field and field office staff. Finally, the IT Infrastructure Operation (ITIN) provides the hardware and software used by the field staff and field offices.

### Post-Data Collection

9 Once data collection is complete, additional processing occurs to prepare the counts for apportionment, redistricting data, and other data products. The RPO Decennial Response Processing function handles this post-data collection processing.

## 2.5 GQ Design Assumptions

The design of the Group Quarters operation is based on the following assumptions:

- Production Control System (PCS) system will be available to support GQAC.
- eResponse functionality will include capability to format electronic response data.
- Maritime (Shipboard) enumeration will be paper based.
- All necessary and required systems for GQ Operations will be tested and operational.
- DVSs will be enumerated using confidential and *ad hoc* procedures.
- Paper methodologies are implemented for GQs without available eResponse data.
- The Operational Control System (OCS) has the capability to link resident-level paper questionnaires to their correct GQ.

### 3. Group Quarters Operation Detailed Process Description

Figure 3 is a top-level Business Process Model (BPM) showing the Level 1 activity areas within the Group Quarters (GQ) Operation. BPMs for the 2020 Census follow industry-standard Business Process Model and Notation (BPMN). An explanation of how to read the BPMN notations and a full sized copy of all of the BPMN diagrams for this operation are provided under separate cover.

This top-level BPM serves as the Context Model for the GQ Operation. A BPMN Context Model displays the high-level activities within the operation and relationships between them, whereas the Integrated Definition, Level 0 (IDEF0) Context Diagram shown earlier depicts the boundaries of the operation or activity and the interfaces between the operation or activity and other operations and activities with which it is associated.

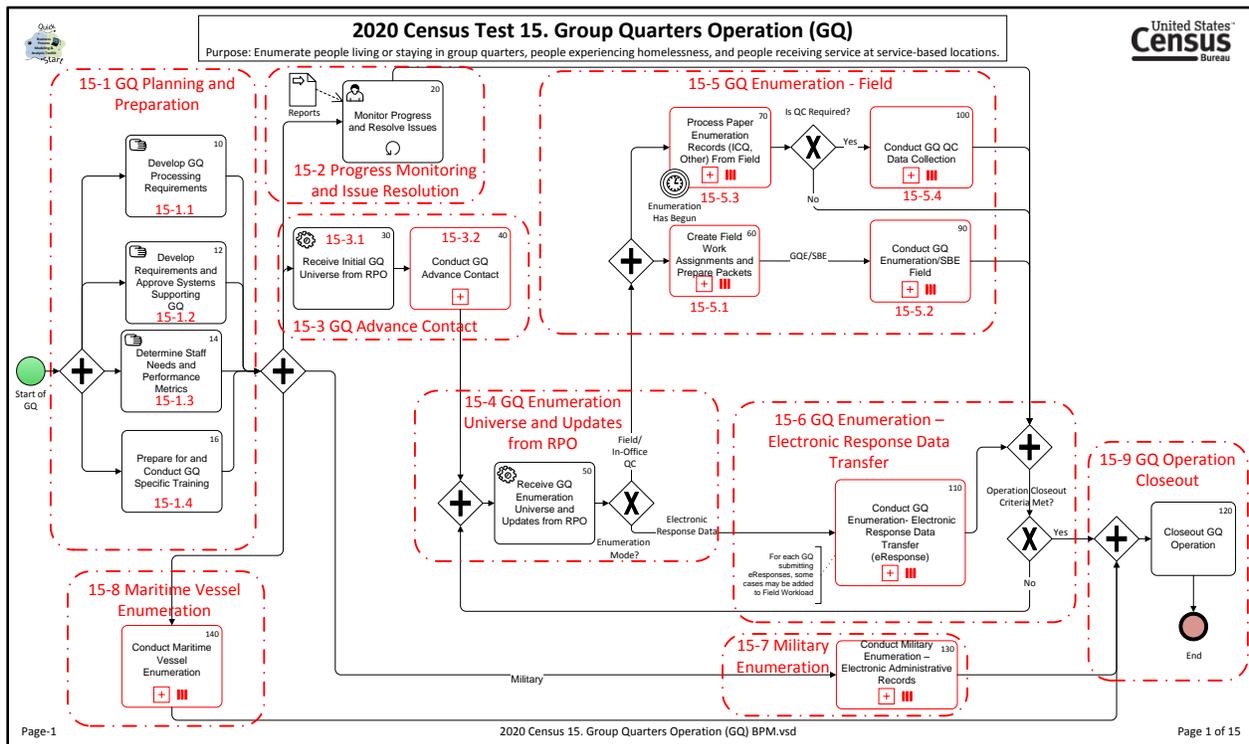


Figure 3: GQ Operation Context Model

The GQ Operation is subdivided into the following Activity Areas.

- GQ Planning and Preparation [GQ 15-1]
- Progress Monitoring and Issue Resolution [GQ 15-2]
- GQ Advance Contact [GQ 15-3]

- GQ Enumeration Universe and Updates from RPO [GQ 15-4]
- GQ Enumeration – Field [GQ 15-5]
- GQ Enumeration – Electronic Response Data [GQ 15-6]
- Military Enumeration [GQ 15-7]
- Maritime Vessels Enumeration [GQ 15-8]
- GQ Operation Closeout [GQ 15-9]

The business processes for each of these Level 1 activity areas are discussed along with their inputs and outputs in the following subsections.

### 3.1 GQ Planning and Preparation [GQ 15-1]

Figure 4 shows the BPM for the GQ Planning and Preparation [GQ 15-1] activity area (area within the shaded gray rounded rectangle) and its constituent activities within the overall context of the GQ Operation.

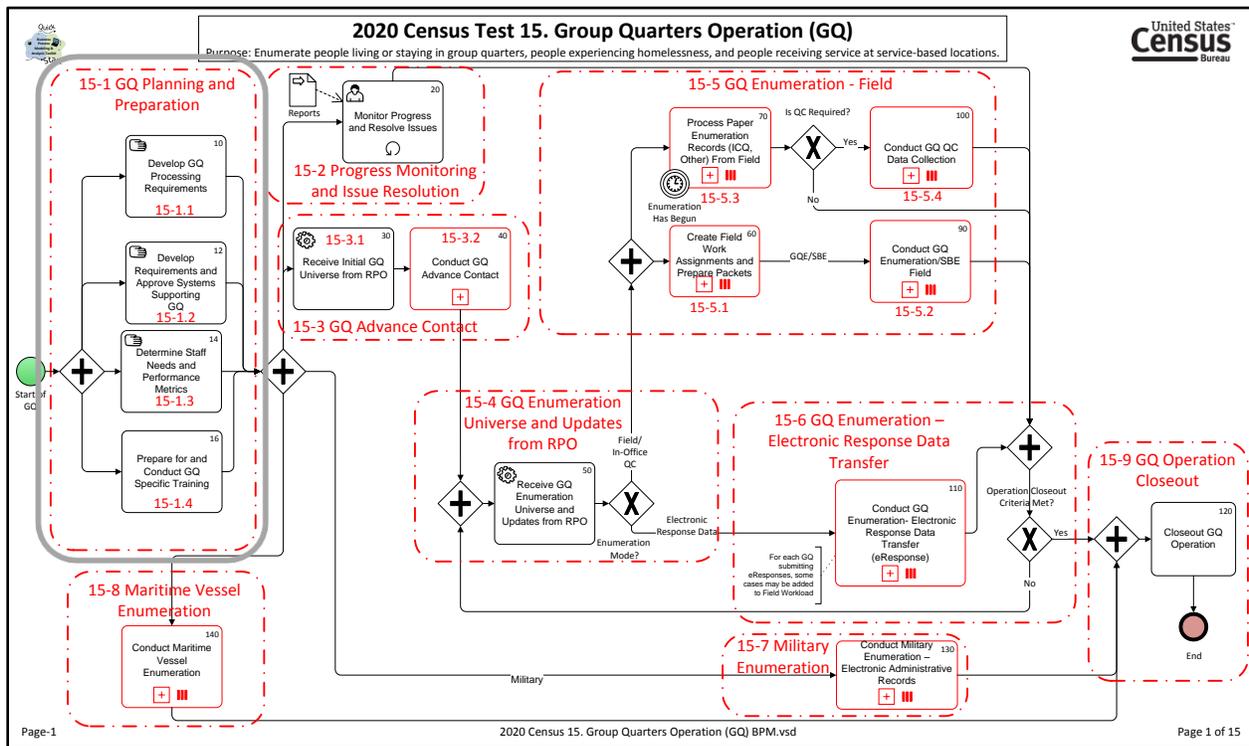


Figure 4: GQ Planning and Preparation [GQ 15-1] Constituent Activities

The GQ Planning and Preparation activity area is subdivided into the following operational subactivities.

- GQ Planning and Preparation [GQ 15-1]
  - Develop GQ Processing Requirements [GQ 15-1.1]
  - Develop Requirements and Approve Systems Supporting GQ [GQ 15-1.2]
  - Determine Staff Needs and Performance Metrics [GQ 15-1.3]
  - Prepare for and Conduct GQ-Specific Training [GQ 15-1.4]

Subsequent sections describe the GQ Planning and Preparation operational subactivities in detail.

### **3.1.1 Develop GQ Processing Requirements [GQ 15-1.1]**

The “Develop GQ Processing Requirements” operational subactivity is subdivided into the following constituent activities.

- Develop GQ Processing Requirements [GQ 15-1.1]
  - Develop GQ Business Rules [GQ 15-1.1.1]
  - Develop GQ Quality Control Plans [GQ 15-1.1.2]

Subsequent sections describe the Develop GQ Processing Requirements operational subactivities in detail.

#### **3.1.1.1 Develop GQ Business Rules [GQ 15-1.1.1]**

The GQ Operation Integrated Project Team (IPT) in coordination with the Special Enumerations Branch has developed business rules for the 2020 operation.

#### **3.1.1.2 Develop GQ Quality Control Plans [GQ 15-1.1.2]**

The Decennial Statistical Studies Division (DSSD) develops Quality Control (QC) plans for the GQ operation with inputs from the GQ Operation IPT. Cases for quality control interviews are sampled by the Sampling, Matching, Reviewing, and Coding System (SMaRCS). QC interviews include two questions to assess the quality of each enumerator’s work. The following is a summary of the types of QC planned for the 2020 GQ operation.

- **Random Reinterview** – Involves random selection of 10 percent of eligible cases completed by GQ Field Enumerators. SMaRCS will randomly select a case for reinterview from one of the first ten eligible cases of an enumerator and then select every tenth eligible case afterwards of that enumerator.

- **Supplemental Reinterview** – Area census office (ACO) management will be able to select cases for supplemental reinterview for any enumerator at any time for any reason (e.g., if it is suspected that the enumerator may not be following proper procedures).

### 3.1.2 Develop Requirements and Approve Systems Supporting GQ [GQ 15-1.2]

The GQ Operations IPT and stakeholders have developed a detailed set of 2020 operational and systems requirements for the GQ Operation. These requirements have been provided to the Decennial Information Technology Division (DITD). DITD develops systems supporting GQ operations, and manages the overall systems approval and deployment processes.

### 3.1.3 Determine Staff Needs and Performance Metrics [GQ 15-1.3]

The “Determine Staff Needs and Performance Metrics” operational subactivity is subdivided into the following constituent activities.

- Determine Staff Needs and Performance Metrics [GQ 15-1.3]
  - Determine Estimated GQ Operational Workload by Geographic Area [GQ 15-1.3.1]
  - Define Operational Performance Metrics and Targets [GQ 15-1.3.2]
  - Provide Requirements for GQ Staff Supplies and Materials [GQ 15-1.3.3]

Subsequent sections describe the Determine Staff Needs and Performance Metrics operational subactivities in detail.

#### 3.1.3.1 Determine Estimated GQ Operational Workload by Geographic Area [GQ 15-1.3.1]

The GQ Operation IPT develops operational workload estimates based upon overall estimates of the number of GQs identified as part of the Group Quarters Enumeration (GQE) Field workload. The military enumeration workload is non-field based, since the Department of Defense (DoD) will submit response data electronically as a data file. Table 8 describes the expected field staffing and ratios for GQ operations.

**Table 8: Estimated GQ Field Staff Ratios and Nationwide Counts**

Staff	Expected Ratio	Estimated Nationwide Count
Census Field Manager (CFM)	Estimate of 1 CFMs in each area census office	248
Census Field Supervisor (CFS)	Estimate of 12 - 13 CFSs for each CFM	3,000
Enumerator	Estimate of 6 - 9 Enumerators for each CFS	43,000

### **3.1.3.2 Define Operational Performance Metrics and Targets [GQ 15-1.3.2]**

The GQ Operation IPT defines the performance targets and metrics for the overall GQ operation. Survey-Operational Control System (S-OCS) receives information from the Field-Operational Control System (F-OCS) to enable HQ staff to track the status and outcomes of GQ operations throughout the operations life cycle. Applicant payroll, hours, and case completion statuses are also captured and compared with expected performance thresholds. Operational performance metrics as part of the problem resolution processes are captured through rework and reinterview reports. These reports are used by ACO staff to track the progress of rework for selected enumerator cases. Census Field Supervisors (CFSs) serve a key role in reviewing overall enumerator productivity to support the conduct of the Census for GQ.

### **3.1.3.3 Provide Requirements for GQ Staff Supplies and Materials [GQ 15-1.3.3]**

The “Provide Requirements for GQ Staff Supplies and Materials” operational subactivity is subdivided into the following constituent activities.

- Provide Requirements for GQ Staff Supplies and Materials [GQ 15-1.3.3]
  - Provide Field Enumeration Materials Content [GQ 15-1.3.3.1]
  - Provide Kit Requirements [GQ 15-1.3.3.2]

#### ***Provide Field Enumeration Materials Content [GQ 15-1.3.3.1]***

There is an extensive scope of forms and letters accompanying GQ field operations. The Group Quarters Advance Contact (GQAC) activity will send out advance letters to GQ facility contacts. Facility contacts will receive GQ and Service-Based Enumeration (SBE) information from brochures and facility letters by GQ type.

Clerks in the ACO will create assignment materials using various forms from OCS and pre-printed forms from the National Processing Center (NPC). Some of those forms are the GQ Enumeration Record, GQ Listing Sheet, labels, and Individual Census Questionnaires (ICQs). Once the operation starts, enumerators will collect all resident demographic data on the ICQs. Enumerators will also have various census forms, like the confidentiality notice, facility access letters, and checklists to help them complete their work.

#### ***Provide Kit Requirements [GQ 15-1.3.3.2]***

Field Division (FLD) works closely with NPC in developing and validating kit specifications and requirements. Kits that are prepared will be specific to either the GQAC or GQ Enumeration operation as summarized below.

All of the materials needed for CFS training are contained in training kits:

- Kit 662.20, *GQE Census Field Supervisor Instructor Kit*. This kit contains all of the materials the instructor needs to conduct the GQE CFS training.
- Kit 662.20(A), *GQE Census Field Supervisor Trainee* (one for each trainee). The trainee kit contains all of the materials that the trainee needs to participate in the CFS training session.
- Kit 562.20, *GQE Census Field Supervisor Supply*, for each trainee. This kit has materials and supplies the Crew Leader needs following the completion of the training.

All of the materials needed for Enumerator’s training are contained in training kits:

- Kit 669.12, *Group Quarters Enumeration Enumerator Trainee Instructor Kit*. This kit contains all of the materials needed for the instructor to conduct Enumerator training.
- Kit 669.12(A), *Group Quarters Enumeration Enumerator Trainee* (one for each trainee). The trainee kit contains all of the materials the trainee needs to participate in the Enumerator training session.
- Kit D-569.12, *Group Quarters Enumeration Enumerator Supply Kit* (one for each trainee). It includes extra ICQs, Confidentiality Notices, brochures, etc. the Enumerator will need to enumerate GQs.

### **3.1.4 Prepare for and Conduct GQ-Specific Training [GQ 15-1.4]**

The “Prepare for and Conduct GQ-Specific Training” operational subactivity is subdivided into the following constituent activities.

- Prepare for and Conduct GQ-Specific Training [GQ 15-1.4]
  - Prepare for GQ-Specific Training [GQ 15-1.4.1]
  - Conduct GQ-Specific Training [GQ 15-1.4.2]

Subsequent sections describe the Prepare for and Conduct GQ-Specific Training operational subactivities in detail.

#### **3.1.4.1 Prepare for GQ-Specific Training [GQ 15-1.4.1]**

The “Prepare for GQ-Specific Training” operational subactivity is subdivided into the following constituent activities.

- Prepare for GQ-Specific Training [GQ 15-1.4.1]
  - Provide GQ-Specific Training Content and Requirements [GQ 15-1.4.1.1]
  - Review and Approve GQ-Specific Training [GQ 15-1.4.1.2]

***Provide GQ-Specific Training Content and Requirements [GQ 15-1.4.1.1]***

FLD provides GQ-specific training content based upon requirements developed by the GQ Operations IPT. FLD GQ Branch provides training materials for both office and field employees for the GQAC and GQ Enumeration operations. FLD Decennial Management Training Branch provides training materials for RCC management staff and the Census Field Manager in the ACO. Training for the clerical staff on GQAC will be via classroom training. The Enumerator and CFS training will be three days of classroom training with some administrative online modules.

***Review and Approve GQ-Specific Training [GQ 15-1.4.1.2]***

FLD reviews and approves GQ-specific training. The objectives of the review and approval process are to ensure completeness of the training content. Also to confirm the types of training. As examples, Enumerators receive enumeration specific training. Census Field Supervisors (CFS) receive training geared toward their supervisory roles including administrative functions.

**3.1.4.2 Conduct GQ-Specific Training [GQ 15-1.4.2]**

FLD conducts GQ-specific training for the range of field personnel supporting GQAC and GQE. Following are examples of the types of training and schedule planned for the 2018 End-to-End Census Test. FLD plans a dry run for Subject Matter Experts to engage in the entire process as listed below. Training dates for the 2020 are to be determined.

Tentative Dry Run activities for GQAC and GQE are as follows:

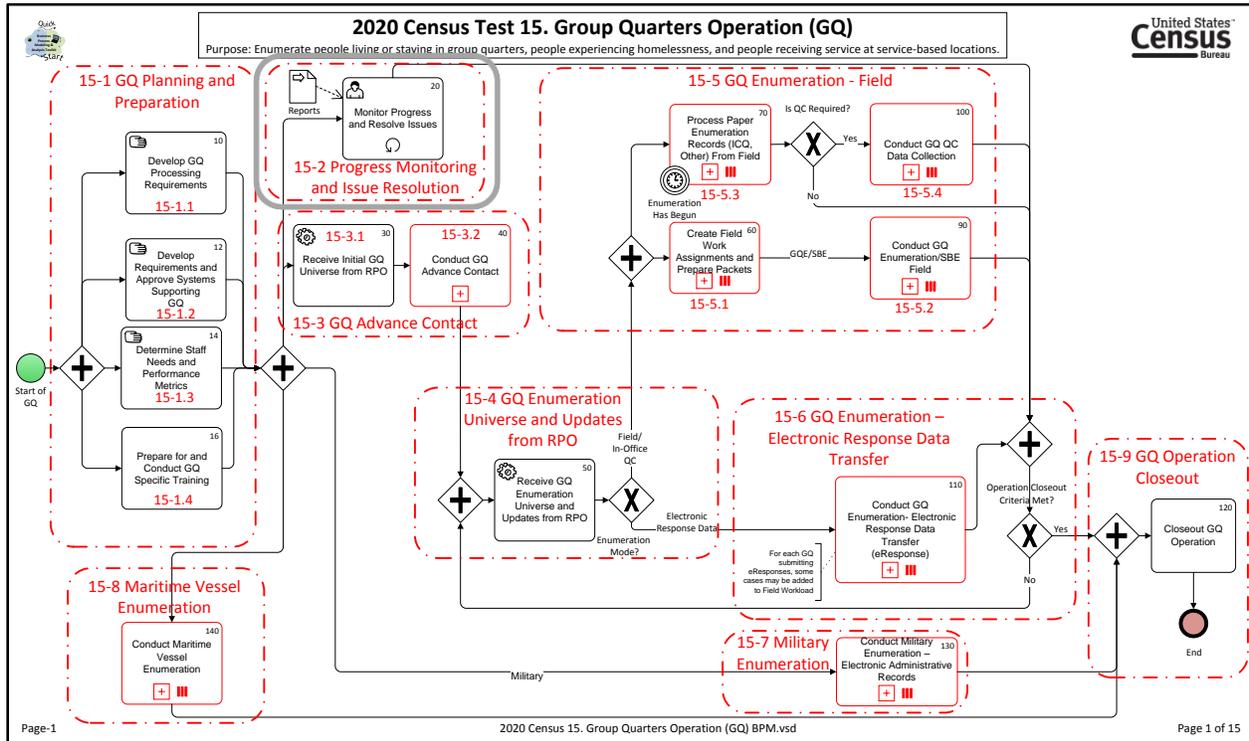
- GQE Enumerator Dry Run
- GQE CFS Dry Run

Training activities for GQAC and GQE Operations are as follows:

- GQAC CFM Training
- GQAC Clerk Training
- GQE CFM Training
- GQE CFS Training
- GQE CFS Assistant Training
- GQE Enumerator Training

### 3.2 Progress Monitoring and Issue Resolution [GQ 15-2]

Figure 5 shows the BPM for the Progress Monitoring and Issue Resolution [GQ 15-2] activity area (area within the shaded gray rounded rectangle) and its constituent activities within the overall context of the GQ Operation.



**Figure 5: Progress Monitoring and Issue Resolution [GQ 15-2] Constituent Activities**

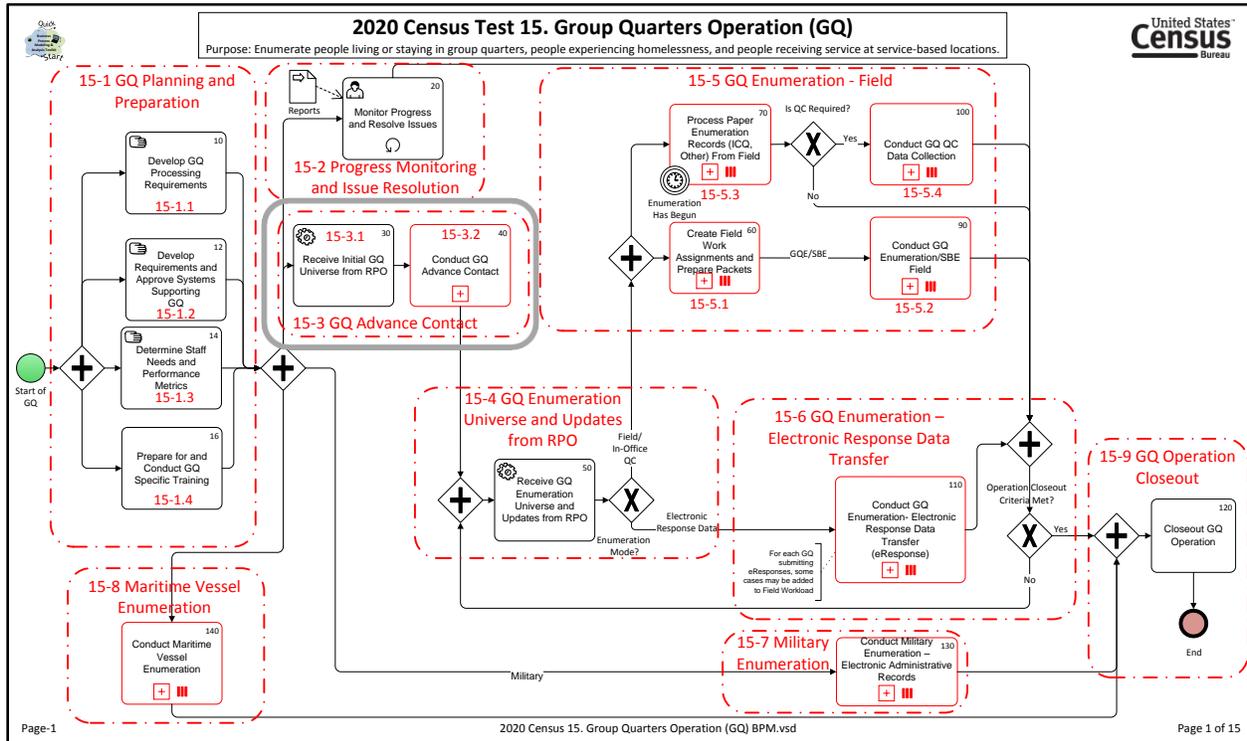
The Progress Monitoring and Issue Resolution activity area has one subactivity as shown below.

- Progress Monitoring and Issue Resolution [GQ 15-2]
  - Monitor Progress Monitoring and Resolve GQ Issues [GQ 15-2.1]

GQ operation progress monitoring includes both cost and operational monitoring activities. HQ and RCC managers monitor the overall status of GQ cases on a regional and assignment area basis. ACO managers will use OCS to monitor and control the progress and performance of Census field workers. F-OCS generated reports enable management to quickly spot trends, or potential problem areas for attention. Issue resolution is managed by well-defined processes and escalation procedures. CFSs perform important front line functions to resolve issues by phone, by reassignment of staff to meet spikes in workload or to correct potential quality problems, and by in person visits with GQ administrators when necessary to resolve issues.

### 3.3 GQ Advance Contact [GQ 15-3]

Figure 6 shows the BPM for the GQ Advance Contact [GQ 15-3] activity area (area within the shaded gray rounded rectangle) and its constituent activities within the overall context of the GQ Operation.



**Figure 6: GQ Advance Contact [GQ 15-3] Constituent Activities**

GQAC activity area is subdivided into the following operational subactivities.

- GQAC [GQ 15-3]
  - Receive Initial GQ Universe from RPO [GQ 15-3.1]
  - Conduct GQAC [GQ 15-3.2]

The GQ operation will use an integrated approach for the 2020 Census during Address Canvassing (In-Field and In-Office) to improve the GQ frame. Updates will go into the MAF, and then the enumeration extract for GQAC will contain those updates. The initial universe is

accessible to clerks in the ACOs for the GQAC. The DITD Production Control System (PCS) is the system allocated for the GQAC operation.

### **3.3.1 Receive Initial GQ Universe from RPO [GQ 15-3.1]**

GEO/DITD creates an extract of the GQ universe from the MAF database. This extract includes GQ updates resulting from the Address Canvassing operation, which occurs before the GQAC operation. GEO/DITD provides the extract to the Response Processing Operation (RPO) and RPO provides this extract in the form of a file of GQs to be contacted during the GQAC operation.

### **3.3.2 Conduct GQ Advance Contact [GQ 15-3.2]**

The “Conduct GQ Advance Contact” operational subactivity is subdivided into the following constituent activities.

During GQAC, ACOs will call each GQ to verify the necessary GQ information and obtain the enumeration method available and address any questions related to the enumeration.

- Conduct GQAC[GQ 15-3.2]
  - Attempt GQAC[GQ 15-3.2.1]
  - Collect GQAC Information [GQ 15-3.2.2]
  - Conduct GQ Add Process [GQ 15-3.2.3]
  - Update GQAC Status [GQ 15-3.2.4]

A detailed view of the constituent activities that make up the “Conduct GQ Advance Contact” operational subactivity is given in Figure 7 below.

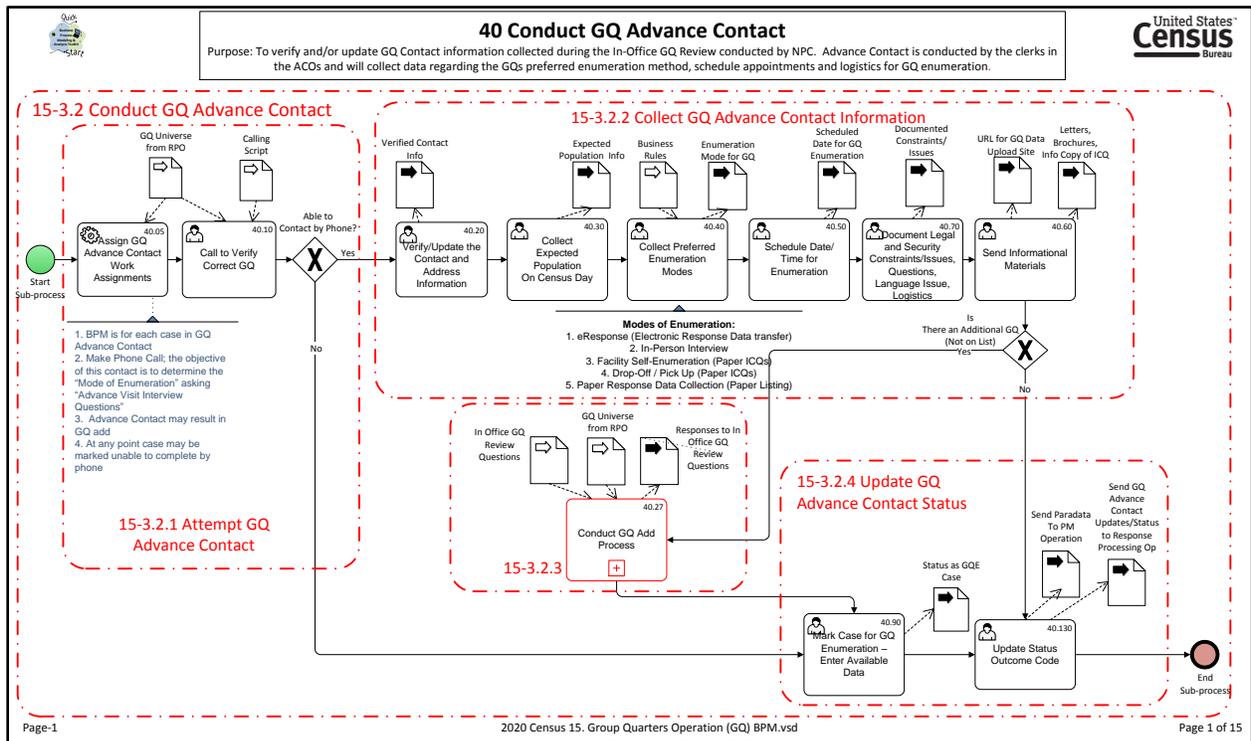
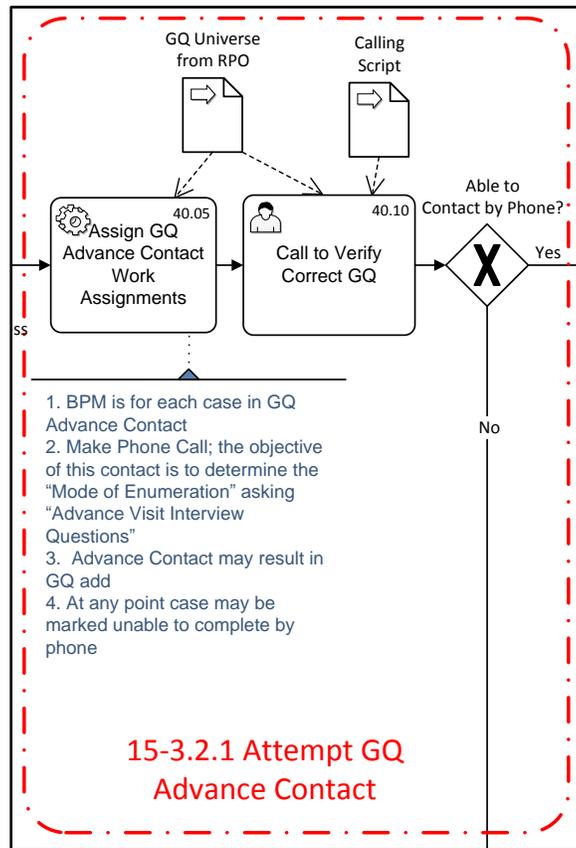


Figure 7: Conduct GQ Advance Contact

3.3.2.1 Attempt GQ Advance Contact [GQ 15-3.2.1]

A detailed view of the constituent activities that make up the “Attempt GQ Advance Contact” operational subactivity is given in Figure 8 below.

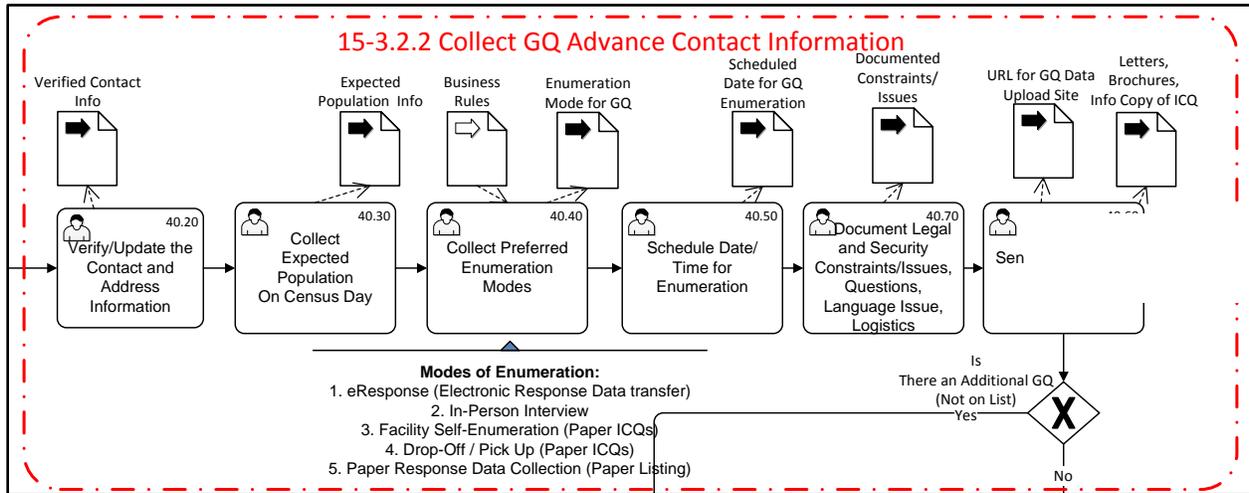


**Figure 8: Attempt GQ Advance Contact**

The F-OCS will assign GQAC work. Clerks in the ACOs contact GQ Administrators identified from the GQ universe. Clerks will use a well-defined call script, including providing confidentiality information, to ensure that all necessary information is obtained from each GQ contact called. GQs that are unable to be contacted by clerks in the office will flow into the GQ enumeration workload.

**3.3.2.2 Collect GQ Advance Contact Information [GQ 15-3.2.2]**

A detailed view of the constituent activities that make up the “Collect GQ Advance Contact Information” operational subactivity is given in the following Figure 9.

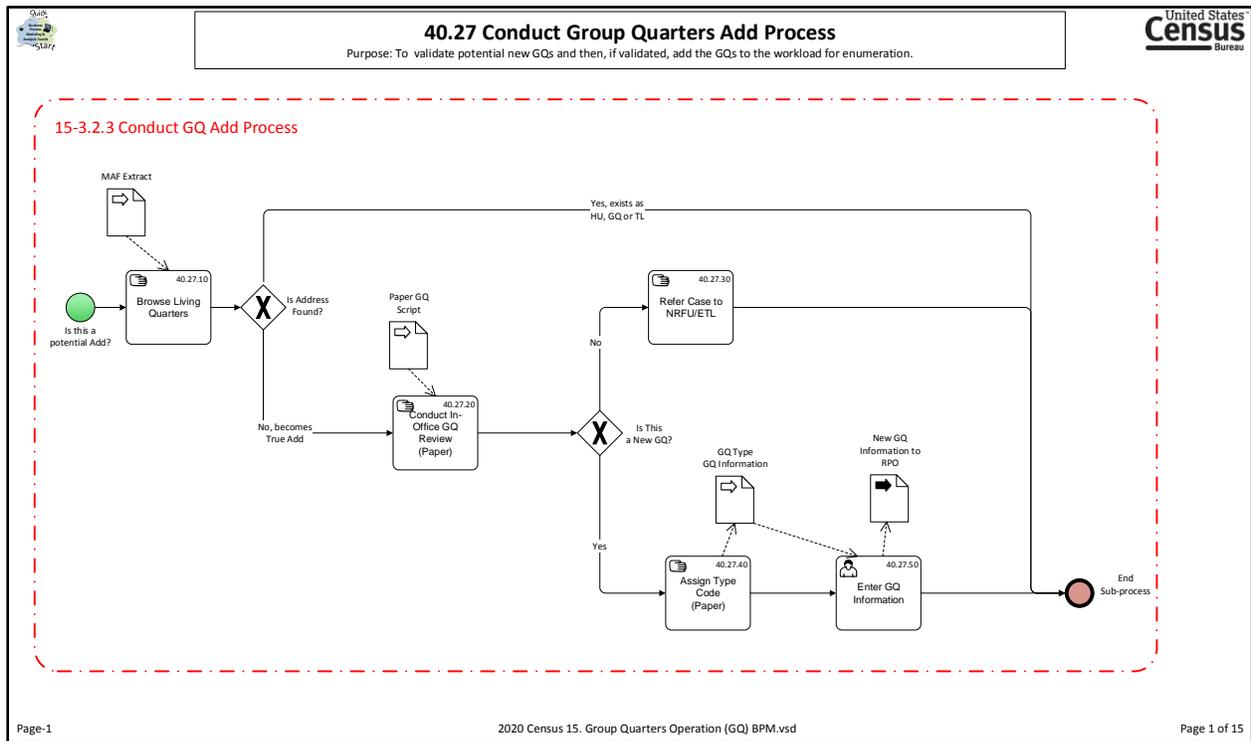


**Figure 9: Collect GQ Advance Contact Information**

The PCS will be used to collect the results of the GQAC contacts. Information collected includes: GQ name, address and contact name, contact phone number, expected population, and preferred enumeration method. The Address Canvassing operation also collects dates when seasonal GQs are open. This information is not stored in the MAF but is made available as part of GQ Advance Contact collection activities. In addition to collecting general GQ information, clerks also use the PCS system to collect information that is specific to SBE locations. SBEs include Soup Kitchens (SKs), Emergency and Transition Shelters (SHs), Regularly Scheduled Mobile Food Vans RSMFVs), and Targeted Non-Sheltered Outdoor Locations (TNSOLs). Information collected for SBEs includes the days and earliest times facilities are operating; latest times services are available to recipients; times largest meals are served; expected population; and numbers and locations of mobile food van stops.

**3.3.2.3 Conduct GQ Add Process [GQ 15-3.2.3]**

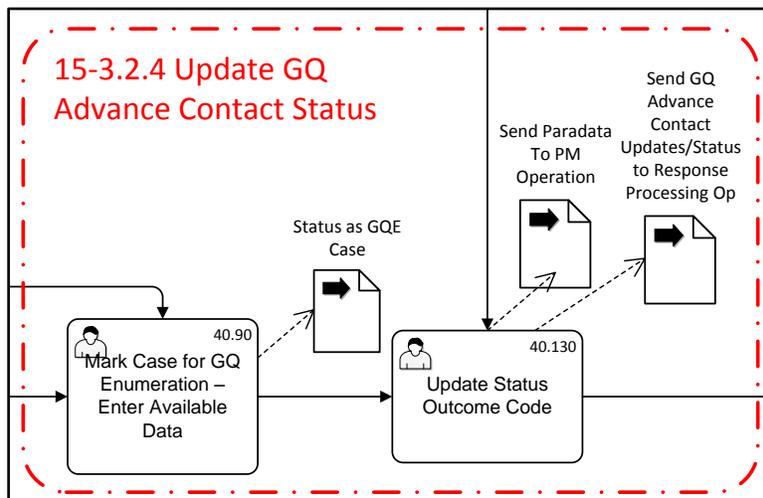
A detailed view of the constituent activities that make up the “Conduct GQ Add Process” operational subactivity is given in the following Figure 10.



**Figure 10: Conduct GQ Add Process**

**3.3.2.4 Update GQ Advance Contact Status [GQ 15-3.2.4]**

A detailed view of the constituent activities that make up the “Update GQ Advance Contact Status” operational subactivity is given in Figure 11 below.

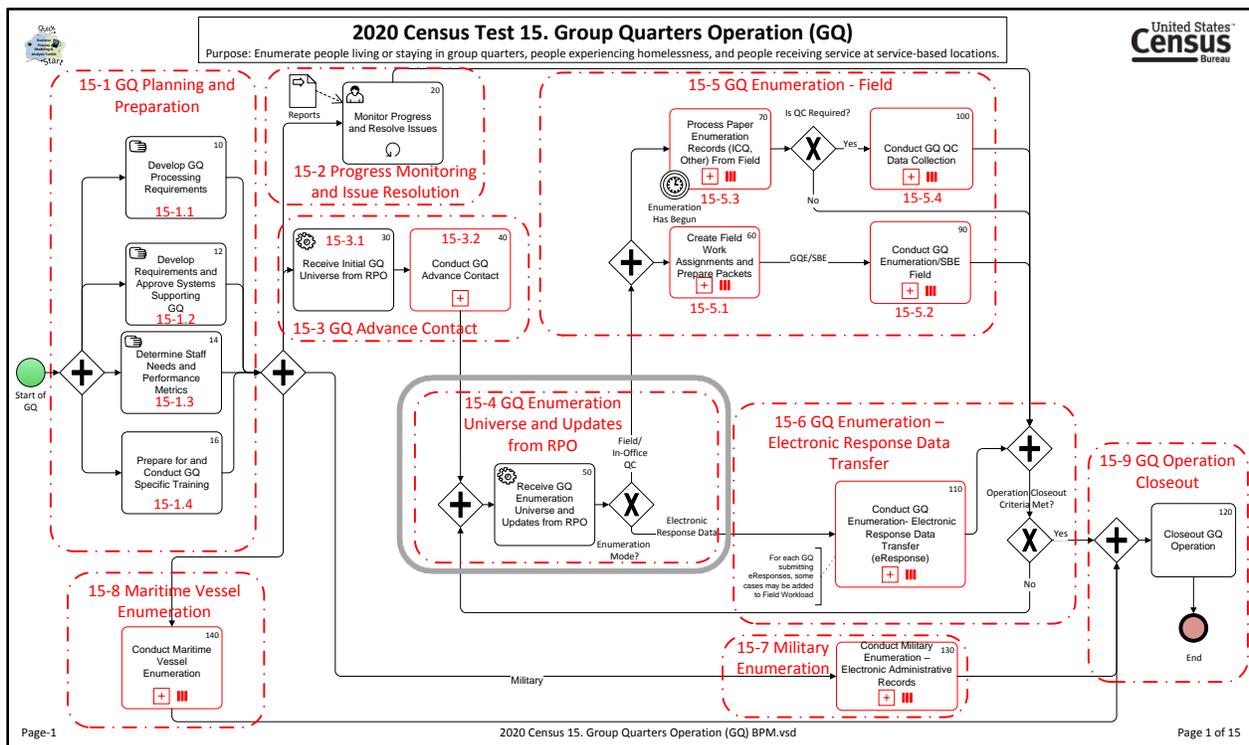


**Figure 11: Update GQ Advance Contact Status**

If the clerk is able to complete the advance contact, all information, including updates, is input into F-OCS to support enumeration. Updates to information are included in the collection system. The status identifies whether the contact status is complete, or whether the case has been transferred to the field workload. Any new GQs that are identified during the GQAC operation are marked as GQ adds and need validation in the MAF. To support workload forecasting both the GQ type and maximum population are requested for newly identified GQs. New GQs that are validated are then added to the field workload.

### 3.4 GQ Enumeration Universe and Updates from RPO [GQ 15-4]

Figure 12 shows the BPM for the GQ Enumeration Universe and Updates from RPO [GQ 15-4] activity area (area within the shaded gray rounded rectangle) and its constituent activities within the overall context of the GQ Operation.



**Figure 12: GQ Enumeration Universe and Updates from RPO [GQ 15-4] Constituent Activities**

The GQ Enumeration Universe and Updates from RPO activity area has one subactivity as shown below.

- GQ Enumeration Universe and Updates from RPO [GQ 15-4]
  - Receive GQ Enumeration Universe Updates from RPO [GQ 15-4.1]

GEO/DITD creates the GQ Enumeration Universe based upon a combination of existing GQ records in the MAF as well as GQ addresses identified during the Address Canvassing operation. In addition, updates from the GQAC operation are sent from RPO to update the GQ enumeration universe.

In an effort to improve frame building, the Address List Update (ALU) program also conducts searches of addresses for certain GQ types as a supplement to Address Canvassing. The design of the program ensures the enumeration frame is updated by using specialized procedures to update the addresses for the following types of locations:

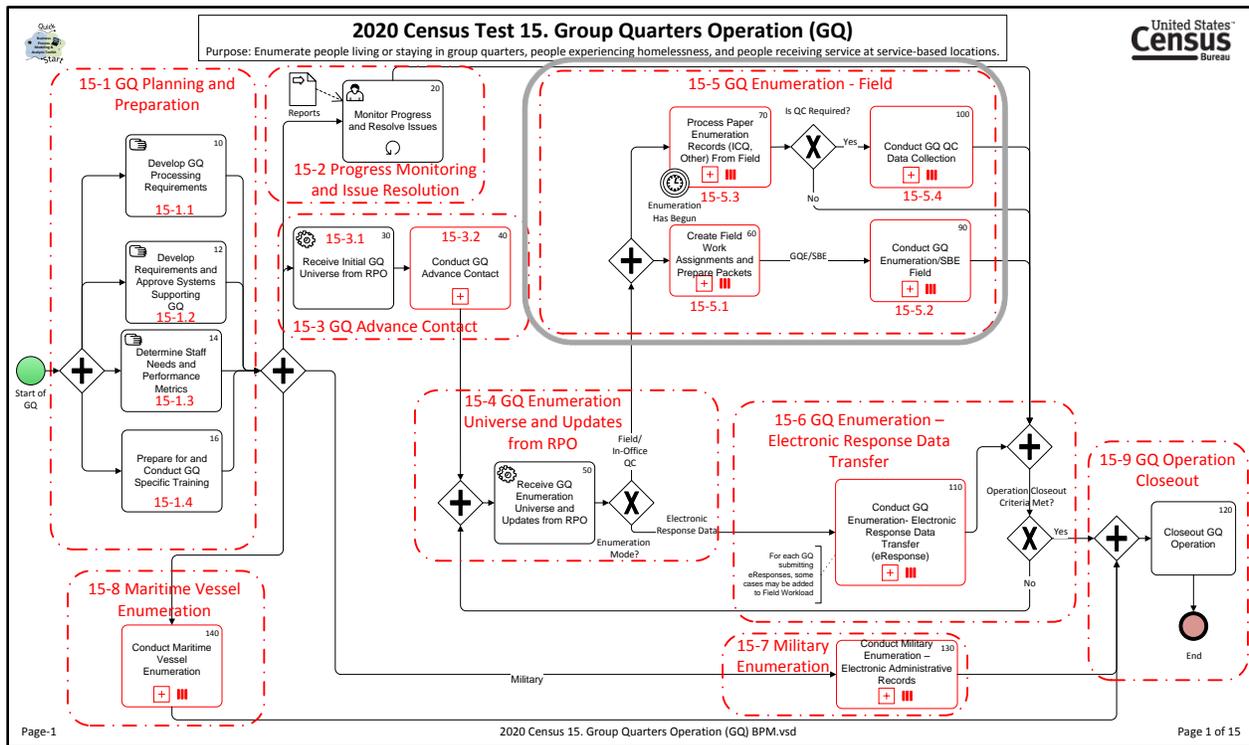
- Service-based locations (shelters, soup kitchens, and regularly scheduled mobile food vans),
- Targeted Non-Sheltered Outdoor Locations (TNSOLS),
- Group homes,
- Carnivals, circuses, and fair locations.

ALU obtains addresses and location descriptions from the following sources:

- Internet research to identify shelters, soup kitchens, regularly scheduled mobile food vans, and group homes.
- Outreach to highest elected officials at tribal, state, and local governments and members of national and state advocacy organizations to identify shelters, soup kitchens, regularly scheduled mobile food vans, and targeted non-sheltered outdoor locations.
- Contacting carnival management companies to identify carnival, circus, and fair site locations

### **3.5 GQ Enumeration – Field [GQ 15-5]**

Figure 13 shows the BPM for the GQ Enumeration – Field [GQ 15-5] activity area (area within the shaded gray rounded rectangle) and its constituent activities within the overall context of the GQ Operation.



**Figure 13: GQ Enumeration – Field [GQ 15-5] Constituent Activities**

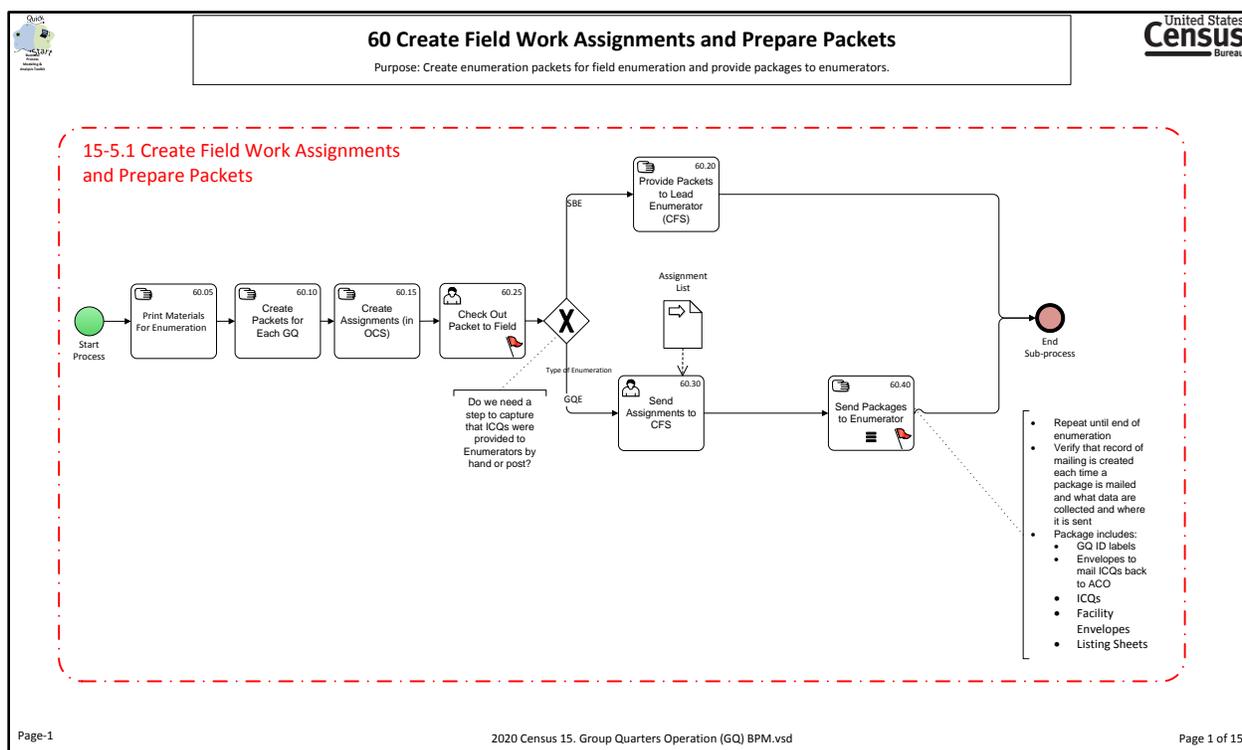
The GQ Enumeration – Field activity area is subdivided into the following operational subactivities.

- GQ Enumeration – Field [GQ 15-5]
  - Create Fieldwork Assignments and Prepare Packets [GQ 15-5.1]
  - Conduct GQ Enumeration/SBE Field [GQ 15-5.2]
  - Process Paper Enumeration Records (ICQ, Other) from Field [GQ 15-5.3]
  - Conduct GQ QC Data Collection [GQ 15-5.4]

Subsequent sections describe the GQ Enumeration – Field operational subactivities in detail.

### 3.5.1 Create Fieldwork Assignments and Prepare Packets [GQ 15-5.1]

A detailed view of the constituent activities that make up the “Create Fieldwork Assignments and Prepare Packets” operational subactivity is given in Figure 14 below.



**Figure 14: Create Fieldwork Assignments and Prepare Packages**

Before the start of the GQ enumeration, ACO staff will:

- Prepare the assignments by printing the GQ Enumeration Records and assembling a package for each GQ, including supplies the Enumerators will need, along with printed sheets of GQ Control Number labels for the field staff to affix to ICQs.
- Affix a preprinted GQ Control Number label unique to that GQ on the ICQs.
- Check-out each case to a CFS.

After the start of the GQ enumeration In-Field, the CFS will:

- Update F-OCS with the name(s) of the Enumerator(s) assigned to enumerate the GQ to update the Master Assignment Record.

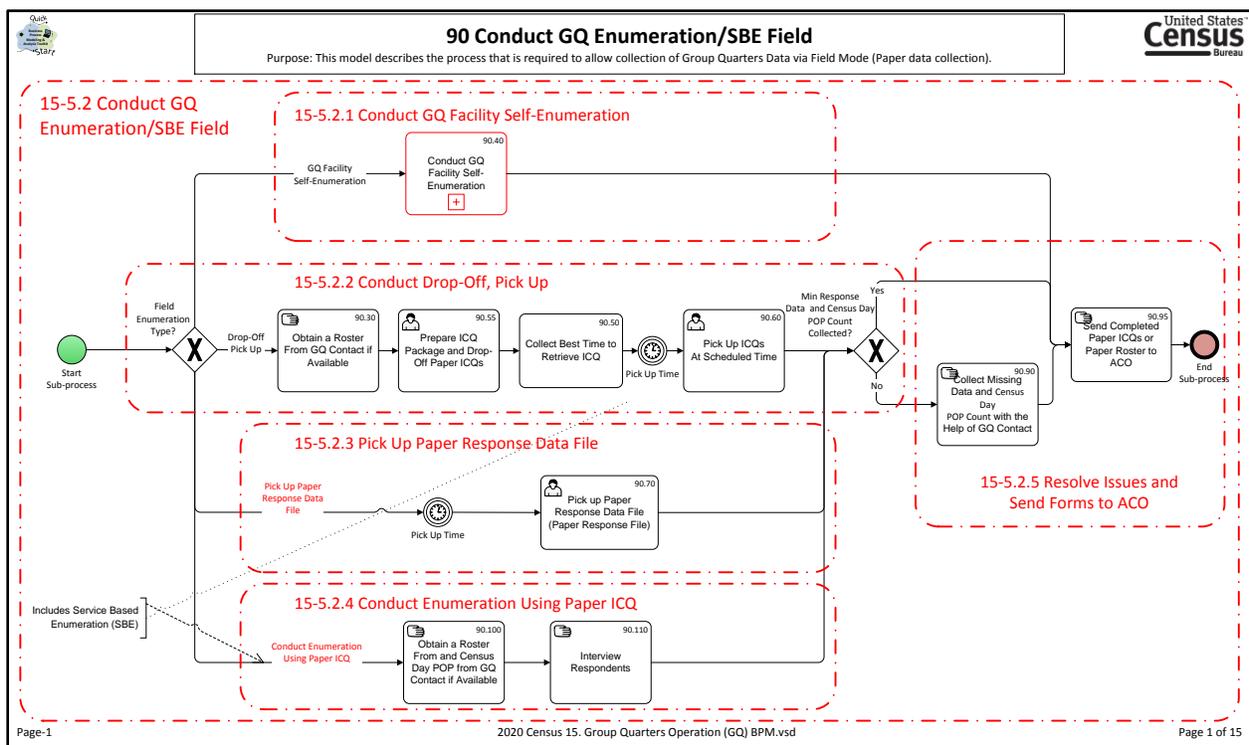
### 3.5.2 Conduct GQ Enumeration/SBE Field [GQ 15-5.2]

The “Conduct GQ Enumeration/SBE Field” operational subactivity is subdivided into the following constituent activities.

- Conduct GQ Enumeration/SBE Field [GQ 15-5.2]
  - Conduct GQ Facility Self-Enumeration [GQ 15-5.2.1]

- Conduct Drop-Off, Pick Up [GQ 15-5.2.2]
- Pick Up Paper Response Data File [GQ 15-5.2.3]
- Conduct Enumeration Using Paper ICQ [GQ 15-5.2.4]
- SBE
- Puerto Rico GQ Operation
- Resolve Issues and Send Forms to ACO [GQ 15-5.2.5]

A detailed view of the constituent activities that make up the “Conduct GQ Enumeration/SBE Field” operational subactivity is given in Figure 15 below.

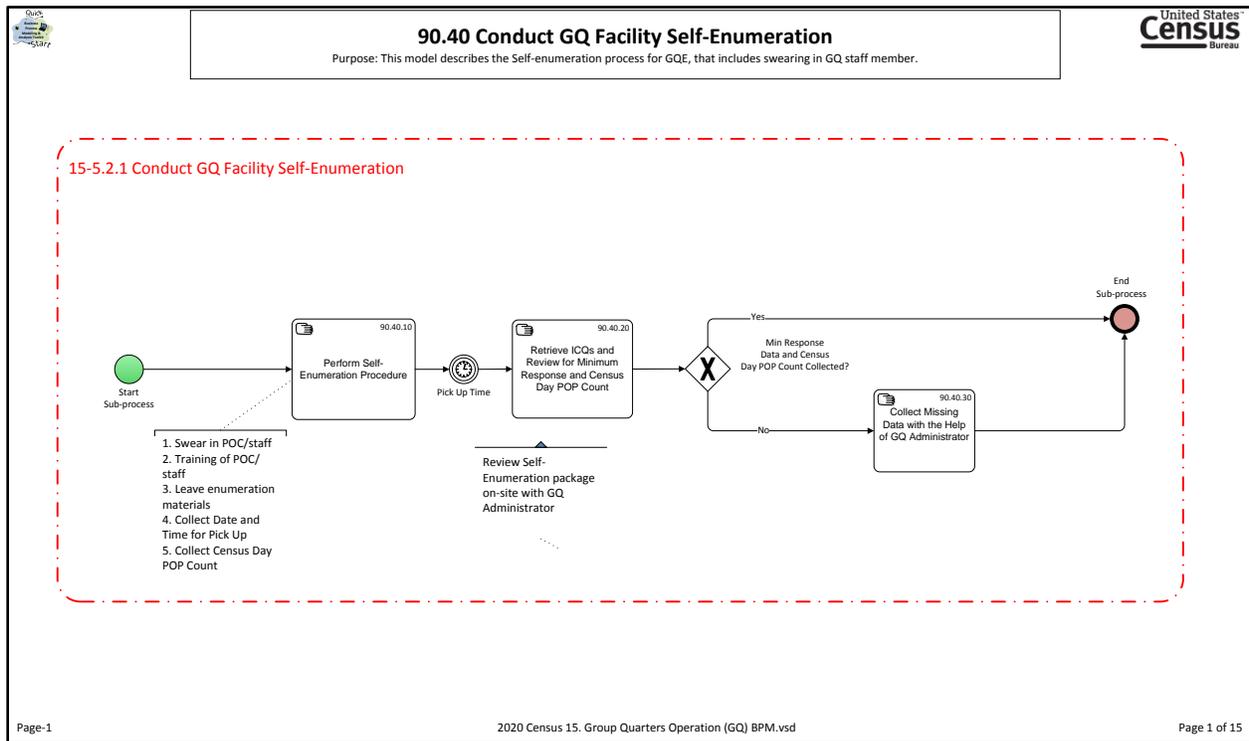


**Figure 15: Conduct GQ Enumeration/SBE Field**

Subsequent sections describe the Conduct GQ Enumeration/SBE Field operational subactivities in detail.

### 3.5.2.1 Conduct GQ Facility Self-Enumeration [GQ 15-5.2.1]

A detailed view of the constituent activities that make up the “Conduct GQ Facility Self-Enumeration” operational subactivity is given in Figure 16 below.



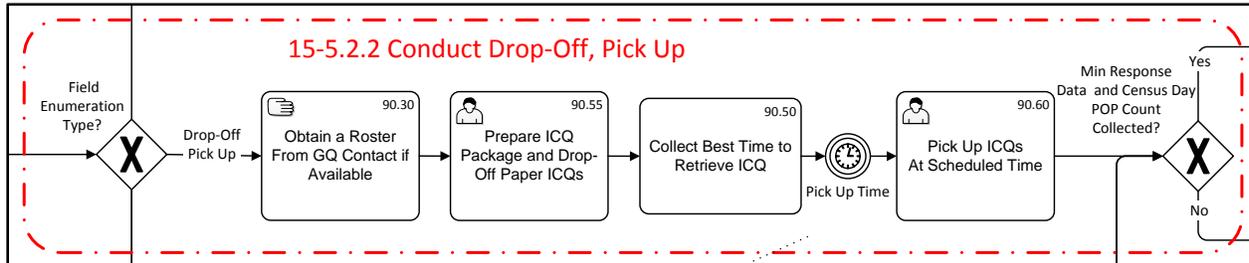
**Figure 16: Conduct GQ Facility Self-Enumeration**

Facility Self-Enumeration involves a representative from the GQ, sworn in by the CFS, conducting enumeration of respondents at the GQ. During 2010, only correctional facilities and medical facilities were offered this option for enumeration. There are some GQ facilities, which for the 2020 Census, may also prefer to self-enumerate their GQ residents. GQ staff requesting facility self-enumeration as an option could consider in-person enumeration as disruptive to operations or posing risk. For example, a number of correctional facilities expressed interest in facility self-enumeration in order to minimize potential security impacts. A number of hospitals also expressed interest in facility self-enumeration to protect ongoing medical operations and patient privacy.

At self-enumerating GQs, a CFS administers the Census oath to GQ staff members who conduct the enumeration to maintain the confidentiality of the data. The Census CFS trains the staff, provides all necessary census materials, and collects the completed census questionnaires. Staff members at self-enumerating GQs deliver the ICQs to residents, help them complete the forms if necessary, and collect the completed forms. GQ enumerators will return to the GQ to pick up the completed forms. Enumerators then give the completed forms to their CFS. The CFS checks in the materials at the ACO (either by courier or shipping). The ACO will then scan, package, and ship the ICQs to NPC via FedEx.

### 3.5.2.2 Conduct Drop-Off, Pick Up [GQ 15-5.2.2]

A detailed view of the constituent activities that make up the “Conduct Drop-Off, Pick Up” operational subactivity is given in Figure 17 below.



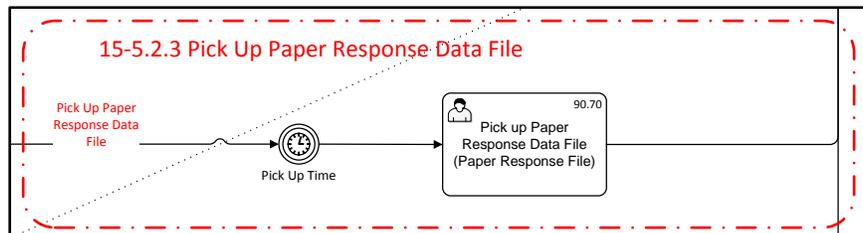
**Figure 17: Conduct Drop-Off, Pick Up**

Drop Off/Pick Up involves enumerators setting a time to drop off paper questionnaires to a GQ administrator or point of contact and picking up the completed questionnaires at an agreed upon time. Enumerators may use a roster of the GQ to aid in comparing the number of ICQs picked up, and how many residents were listed on the roster.

At the designated pick up time, enumerators pick up completed ICQs. If a roster is available, the enumerator compares the number of ICQs collected with the number of residents listed on the roster. If there is a difference in the numbers, the enumerator reaches out to the GQ administrator or point of contact for resolution. Enumerators will meet with their CFSs and give the completed materials to them. The CFS will then check in the materials at the ACO (either by courier or shipping). The ACO then scans, packages, and ships the ICQs to NPC via FedEx.

### 3.5.2.3 Pick Up Paper Response Data File [GQ 15-5.2.3]

A detailed view of the constituent activities that make up the “Pick Up Paper Response Data File” operational subactivity is given in Figure 18 below.



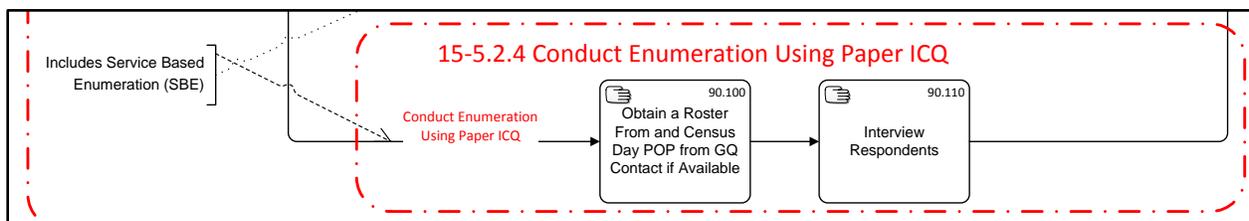
**Figure 18: Pick Up Paper Response Data File**

Paper response data collection involves Enumerators picking up a roster of residents and associated demographic data from the GQ administrator or contact person. The Enumerator will

evaluate the roster to make sure that it contains response data. Minimally complete responses include name, sex, and age or date of birth, though Enumerators are instructed to work with the GQ administrator or contact person to collect responses for all questions: name, usual home elsewhere, address, sex, age or date of birth, and race and ethnicity. Enumerators will turn the information over to their CFSs, who will then check in the Paper Response Data with the ACO. The ACO will ship the Paper Response Data to the NPC for processing.

### 3.5.2.4 Conduct Enumeration Using Paper ICQ [GQ 15-5.2.4]

A detailed view of the constituent activities that make up the “Conduct Enumeration Using Paper ICQ” operational subactivity is given in Figure 19 below.



**Figure 19: Conduct Enumeration Using Paper ICQ**

The primary method of conducting in-person enumeration of people residing in GQs is by using the ICQ as the paper data collection instrument. A sample ICQ is shown in the following Figure 20. In-person interviewing is planned for all GQ types that are part of the field enumeration workload; for example, GQs that are not enumerated using the eResponse methodology. The In-Field operation will be conducted from April 1, 2020, to June 12, 2020, and will cover all 50 states, the District of Columbia, and Puerto Rico. Late GQ enumeration ends July 25, 2020, to allow for the Stakeholder identification and enumeration of GQs that may have been missed during the April 1 – June 12 timeframe.

OMB No. xxx-xxxx: Approval Expires xx/xx/xxxx



**UNITED STATES DEPARTMENT OF COMMERCE**  
**Economics and Statistics Administration**  
**U.S. Census Bureau**  
Washington, DC 20233-0001  
OFFICE OF THE DIRECTOR



11568029

A message from the Director, U.S. Census Bureau

This is your Individual Census Questionnaire for the 2018 Census Test. The Census Bureau is researching modern and cost-efficient methods for the population to exercise its civic obligation to be counted in the 2020 Census. By completing this Individual Census Questionnaire, you help prepare for a more accurate count of all populations in the 2020 Census.

This Individual Census Questionnaire is to be used to count people who were living or staying in group quarters on Census Day. Some examples of group quarters include college or university residence halls, nursing homes, group homes, residential treatment centers, workers' group living quarters, and correctional facilities. **Please answer ALL of the questions on this questionnaire, and then follow the instructions you were given when you received this questionnaire in order to return it to the appropriate person.** You are required by law to respond to the census (Title 13, U.S. Code, Sections 141, 193, 221, and 223).

The Census Bureau is required by law to protect your information. The Census Bureau is not permitted to publicly release your responses in a way that could identify you. By law, the Census Bureau can only use your responses to produce statistics. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. For more information about how we protect your information, please visit our website at [census.gov](http://census.gov), and at the bottom of the home page, click on "Data Protection and Privacy Policy."

Sincerely,

John H. Thompson  
Director

INFORMAL

**Thank you for completing your 2018 Individual Census Questionnaire.**

The Census Bureau estimates that completing the questionnaire will take 10 minutes on average. Send comments regarding this burden estimate or any other aspect of this burden to: Paperwork Reduction Project xxx-xxxx, U.S. Census Bureau, DCMD-2H174, 4600 Silver Hill Road, Washington, DC 20233. You may email comments to <2020.census.paperwork@census.gov>; use "Paperwork Reduction Project xxx-xxxx" as the subject.

This collection of information has been approved by the Office of Management and Budget (OMB). The eight-digit approval number that appears at the upper right of the questionnaire confirms this approval. If this number were not displayed, we could not conduct this survey.

**FOR OFFICIAL USE ONLY**

**GQ Control Number**

- A. PN
- B. Answered By:  Respondent  Group Quarters Administrator  
 Observation (TNSOLs only)  Other
- C. QC:  Rework

OMB No. xxxx-xxxx: Approval Expires xx/xx/xxxx  
 U.S. DEPARTMENT OF COMMERCE  
 Economics and Statistics Administration  
 U.S. CENSUS BUREAU



## 2018 Individual Census Questionnaire

**Start here**

Use blue or black pen.

**1. What is your name? Print name below.**

First Name MI

Last Name(s)

**2. Do you live or stay here most of the time?**

Yes  No

**3. Besides here, what is the full address of a place where you sometimes live or stay?**

I never stay at any other place. I only live here.

Address Number (For example: 5007)

Street Name (For example: N Maple Ave)

Apt/Unit (For example: Apt A or Lot 3)

Rural Route Address (if there is no street address)

City

State ZIP Code

→ NOTE: Please provide a location description below if there is no address or if this is a facility.

**4. What is your sex? Mark  ONE box.**

Male  Female

**5. What is your age and what is your date of birth?**  
*For babies less than 1 year old, do not write the age in months. Write 0 as the age.*

Age on April 1, 2018 Print numbers in boxes.

Month Day Year of birth

years

**6. What is your race or ethnicity? Mark all boxes that apply AND print ethnicities in the spaces below. Note, you may report more than one group.**

**WHITE** – Provide details below.

German  Irish  English  
 Italian  Polish  French

*Print, for example, Scottish, Norwegian, Dutch, etc.*

**HISPANIC, LATINO, OR SPANISH** – Provide details below.

Mexican or Mexican American  Puerto Rican  Cuban  
 Salvadoran  Dominican  Colombian

*Print, for example, Guatemalan, Spaniard, Ecuadorian, etc.*

**BLACK OR AFRICAN AMERICAN** – Provide details below.

African American  Jamaican  Haitian  
 Nigerian  Ethiopian  Somali

*Print, for example, Ghanaian, South African, Barbadian, etc.*

**ASIAN** – Provide details below.

Chinese  Filipino  Asian Indian  
 Vietnamese  Korean  Japanese

*Print, for example, Pakistani, Cambodian, Hmong, etc.*

**AMERICAN INDIAN OR ALASKA NATIVE** – Print, for example, Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Tlingit, etc.

**MIDDLE EASTERN OR NORTH AFRICAN** – Provide details below.

Lebanese  Iranian  Egyptian  
 Syrian  Moroccan  Israeli

*Print, for example, Algerian, Iraqi, Kurdish, etc.*

**NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER** – Provide details below.

Native Hawaiian  Samoan  Chamorro  
 Tongan  Fijian  Marshallese

*Print, for example, Palauan, Tahitian, Chuukese, etc.*

**SOME OTHER RACE OR ETHNICITY** – Print details.

FORM **DH-61 (ICQ)** (05-03-2017)

Figure 20: Sample ICQ

## **Puerto Rico GQ Operation**

Bilingual systems and questionnaires are planned and bilingual office staff will be hired to support 2020 Puerto Rico GQ operations. Paper enumeration responses will be sent to integrated Computer Assisted Data Entry (iCADE) for paper data capture. Post-processing of GQ response data will occur as part of RPO.

### **Service-Based Enumeration (SBE)**

As part of the Group Quarters operation, the Census Bureau has developed special enumeration procedures to count people experiencing homelessness at service locations and pre-identified outdoor locations. The SBE operation is specifically designed to approach people using service facilities because they may be missed during the traditional enumeration of HU and GQs. These service locations and outdoor locations include the following:

- Shelters (SH): shelters with sleeping facilities for people experiencing homelessness; shelters for children who are runaways, neglected, or experiencing homelessness
- Soup Kitchens (SK)
- Regularly Scheduled Mobile Food Vans (RSMFV): stops where regularly scheduled mobile food vans distribute meals
- Targeted Non-Sheltered Outdoor Locations (TNSOL)

For the 2020 Census, the Service-Based Enumeration operation will be conducted March 30, 2020, through April 1, 2020. Service providers for SH, SK, and RSMFV will be given the flexibility for their facility to be enumerated on any one of these three days March 30, March 31, or April 1, during the enumeration period. TNSOLs will be enumerated April 1, 2020. The results from the SBE operation do not provide a count of the population experiencing homelessness or a count of the population who use those services at any geographic level.

Before SBE, advance contact is made with the administrators at service-based locations. The Census Bureau will conduct the enumeration at each of the SBE GQ types: SH, SK, and RSMFV on the date and time selected by the GQ administrators.

Advance Contact questions asked for SBE locations include:

- Verification or confirmation of the address and contact information of the GQ.
- The expected population at the time of enumeration.
- The best date and time for conducting the enumeration.
- Legal and security constraints or issues, and confidentiality procedures.
- Preferred enumeration method.

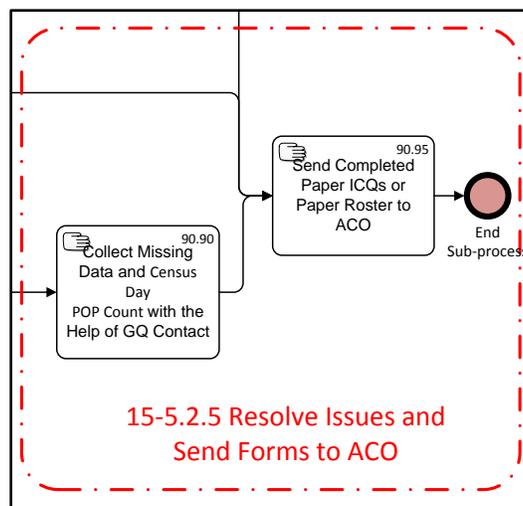
Enumerators will conduct an in-person interview with the respondents using the paper ICQ. SBE locations of any type can be added to the universe during the GQAC operation.

### Domestic Violence Shelters (DVS)

DVSs are facilities for those seeking safety from domestic violence. DVSs are enumerated using special procedures and specially trained personnel. This approach is designed to protect the safety and security of respondents being enumerated at these locations.

#### 3.5.2.5 Resolve Issues and Send Forms to ACO [GQ 15-5.2.5]

A detailed view of the constituent activities that make up the “Resolve Issues and Send Forms to ACO” operational subactivity is given in Figure 21 below.



**Figure 21: Resolve Issues and Send Forms to ACO**

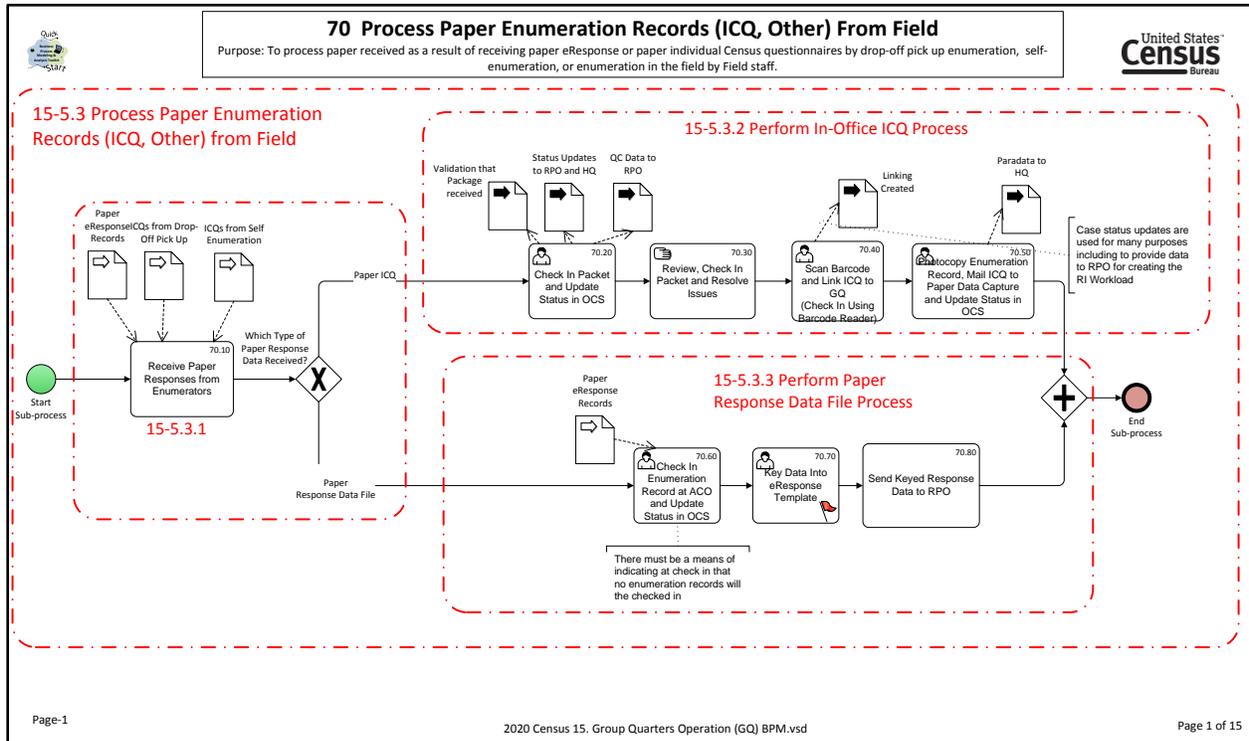
Enumerators will review completed ICQs and compare the number of ICQs with the expected population. Enumerators also work with GQ administrators or points of contact to resolve any issues. For the GQs enumerated with the ICQ, enumerators will mark the correct “Answered by” box to indicate whether the respondent participated in the completion of the ICQ. The ICQs will be translated into Spanish. Enumerators give the completed ICQs to their CFS. In addition, to facilitate linking, CFSs will scan FedEx numbers for each FedEx package of ICQs that are sent to the ACOs.

#### 3.5.3 Process Paper Enumeration Records (ICQ, Other) from Field [GQ 15-5.3]

The “Process Paper Enumeration Records (ICQ, Other) from Field” operational subactivity is subdivided into the following constituent activities.

- Process Paper Enumeration Records (ICQ, Other) from Field [GQ 15-5.3]
  - Receive Paper Responses from Enumerators [GQ 15-5.3.1]
  - Perform In-Office ICQ Process [GQ 15-5.3.2]
  - Perform Paper Response Data File Process [GQ 15-5.3.3]

A detailed view of the constituent activities that make up the “Process Paper Enumeration Records (ICQ, Other) from Field” operational subactivity is given in Figure 22 below.

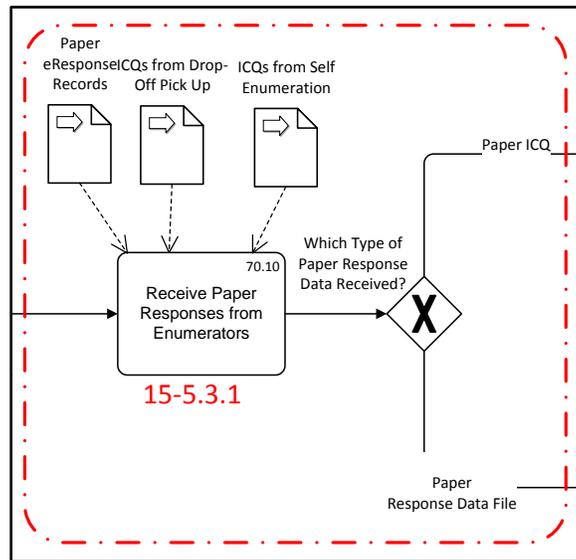


**Figure 22: Process Paper Enumeration Records (ICQ, Other) from Field**

Subsequent sections describe the Process Paper Enumeration questionnaires (ICQ, Other) from Field operational subactivities in detail.

**3.5.3.1 Receive Paper Responses from Enumerators [GQ 15-5.3.1]**

A detailed view of the constituent activities that make up the “Receive Paper Responses from Enumerators” operational subactivity is given in Figure 23 below.

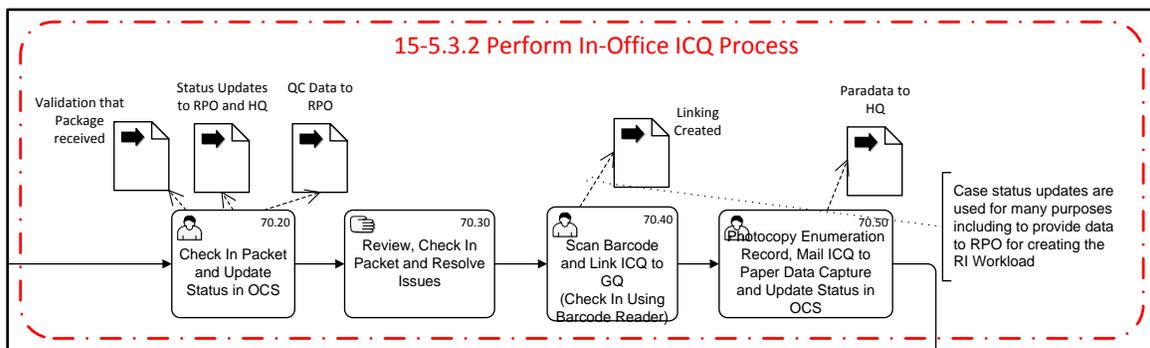


**Figure 23: Receive Paper Responses from Enumerators**

ACOs receive paper responses in two ways. Forms from enumerators within close geographical range are received by in person drop off of completed paper responses. Paper responses collected by enumerators who are not within reasonable driving distance are received by shipping service or by courier.

**3.5.3.2 Perform In-Office ICQ Process [GQ 15-5.3.2]**

A detailed view of the constituent activities that make up the “Perform In-Office ICQ Process” operational subactivity is given in Figure 24 below.



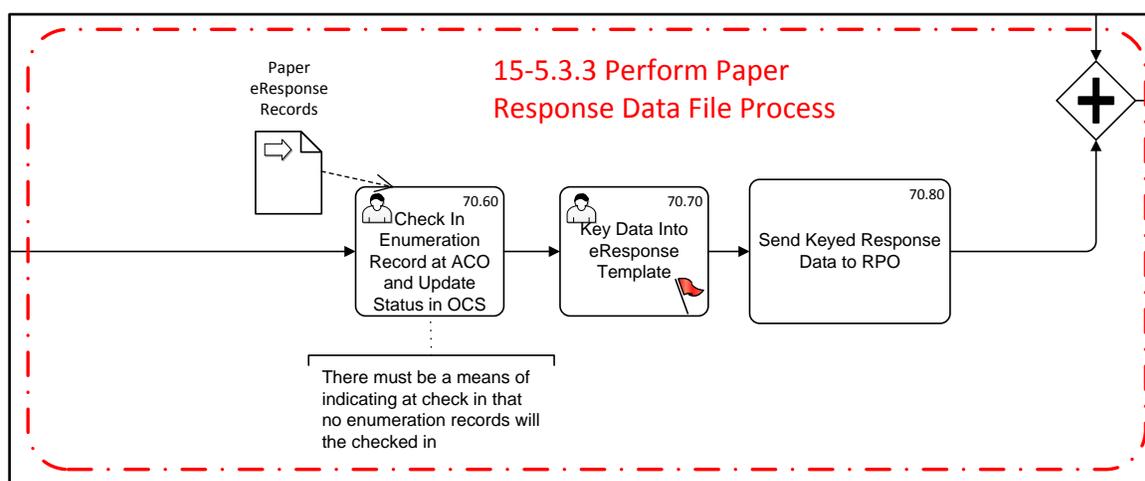
**Figure 24: Perform In-Office ICQ Process**

In order for the Field staff to visually keep the completed ICQs correctly sorted by GQ, the ACO office staff will create a preprinted label with the unique GQ identification (GQ ID) number to be affixed to each ICQ. For example, Mr. Anytown’s GQ has a unique GQ ID number in the GQ

universe. The GQAC operation verifies that Mr. Anytown’s GQ has a maximum population of 200. The ACO will print a minimum of 200 labels for Mr. Anytown’s GQ. ACO office staff place these pre-printed GQ ID labels in the enumerator package to be used to conduct paper based in-field enumeration at Mr. Anytown’s GQ. Clerks check in completed ICQs using the F-OCS system.

### 3.5.3.3 Perform Paper Response Data File Process [GQ 15-5.3.3]

A detailed view of the constituent activities that make up the “Perform Paper Response Data File Process” operational subactivity is given in Figure 25 below.



**Figure 25: Perform Paper Response Data File Process**

Paper response data includes ICQs that are scanned into iCADE as part of the Paper Data Capture (PDC) operation. Also included response data that is collected on paper rosters and entered by NPC clerks into the F-OCS system. After GQ Enumeration is completed, paper response data is sent to RPO for post-processing and analysis.

### 3.5.4 Conduct GQ QC Data Collection [GQ 15-5.4]

The “Conduct GQ QC Data Collection” operational subactivity is subdivided into the following constituent activities.

- Conduct GQ QC Data Collection [GQ 15-5.4]
  - Conduct GQ Reinterview [GQ 15-5.4.1]
  - Adjudicate Reinterview Results [GQ 15-5.4.2]

A detailed view of the constituent activities that make up the “Conduct GQ QC Data Collection” operational subactivity is given in Figure 26 below.

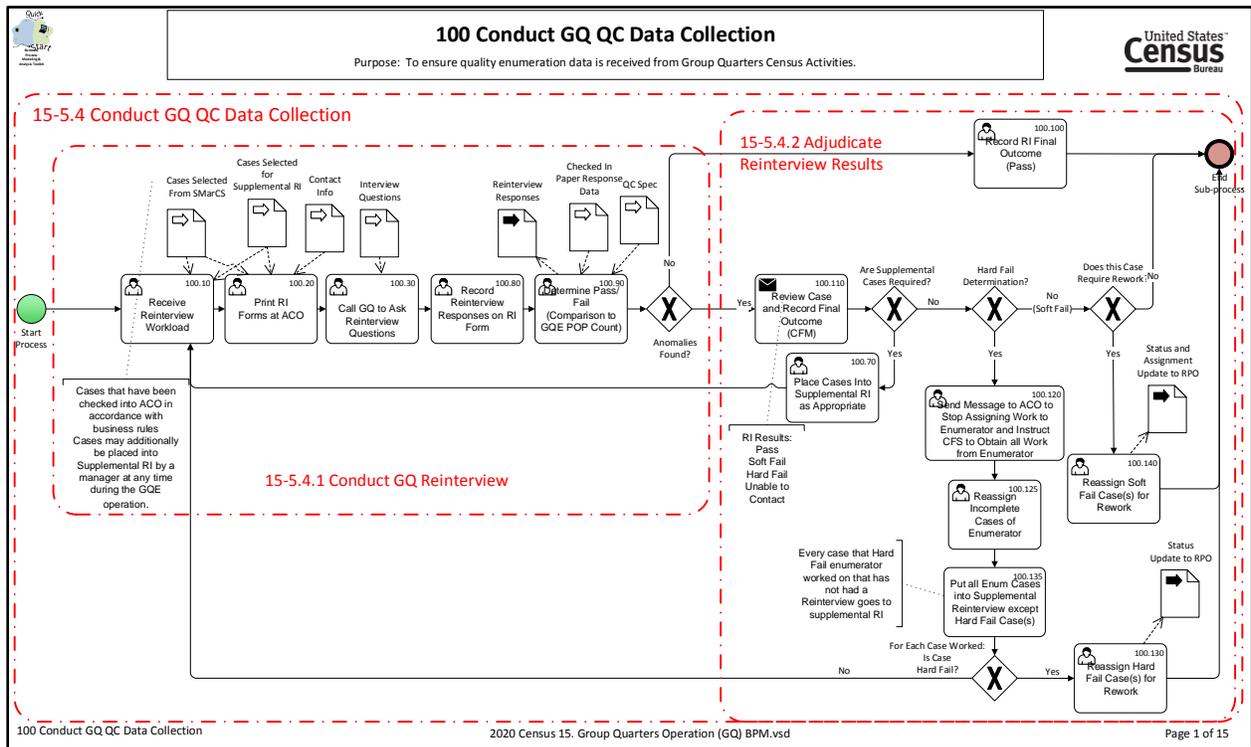
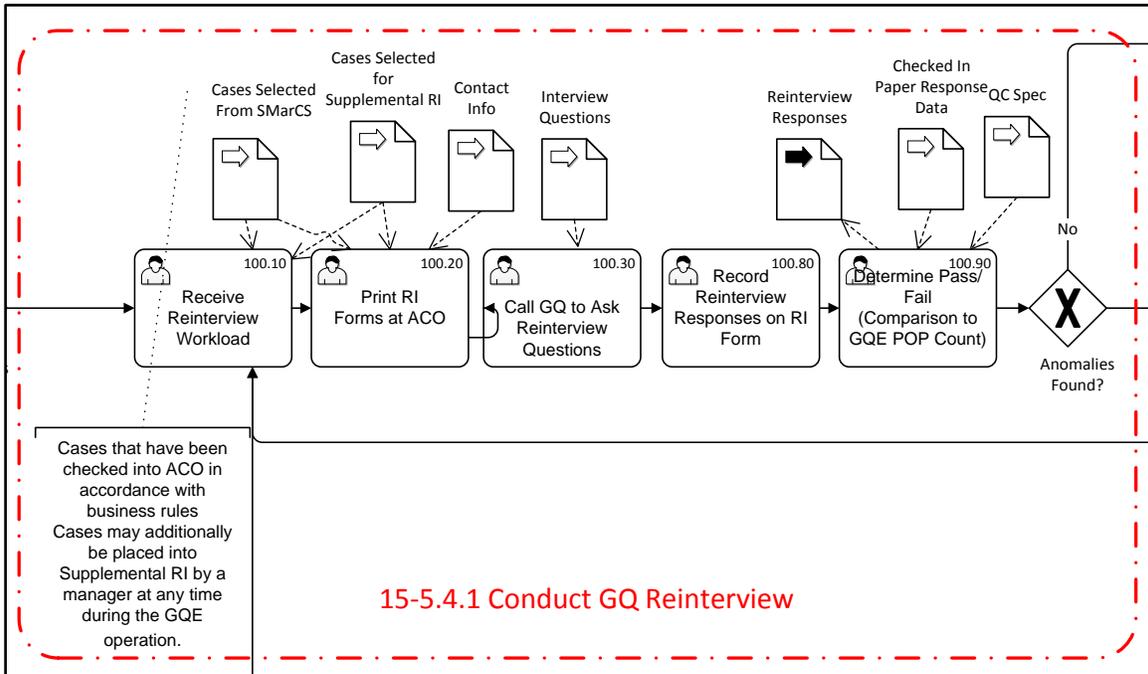


Figure 26: Conduct GQ QC Data Collection

Subsequent sections describe the Conduct GQ QC Data Collection operational subactivities in detail.

### 3.5.4.1 Conduct GQ Reinterview [GQ 15-5.4.1]

A detailed view of the constituent activities that make up the “Conduct GQ Reinterview” operational subactivity is given in Figure 27 below.

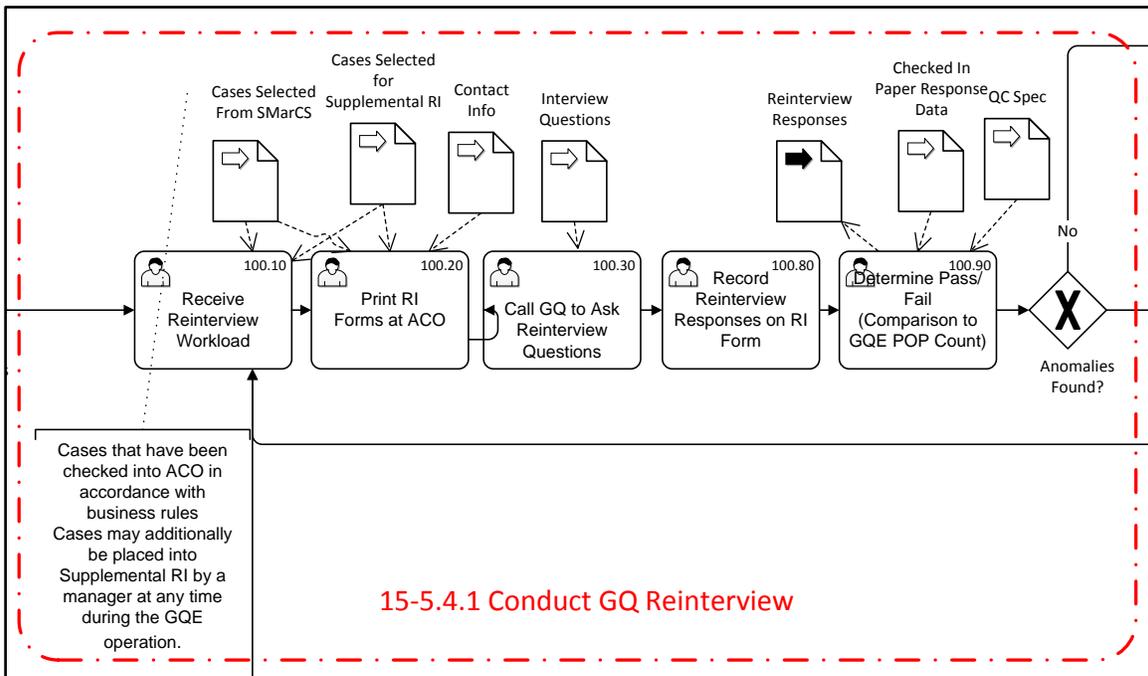


**Figure 27: Conduct GQ Reinterview**

ACO management will assign cases selected for reinterview to the ACO clerks. The clerks in the ACO will print a reinterview form for each case that is placed in their reinterview workload. The clerks will use the reinterview form to telephone each GQ and confirm that the enumerator visited the correct facility at the correct address. The reinterview will also determine if the enumerator obtained a population count within the acceptable range (plus or minus 20 percent) of the count provided by the GQ contact during reinterview.

**3.5.4.2 Adjudicate Reinterview Results [GQ 15-5.4.2]**

A detailed view of the constituent activities that make up the “Adjudicate Reinterview Results” operational subactivity is given in Figure 28 below.



**Figure 28: Adjudicate Reinterview Results**

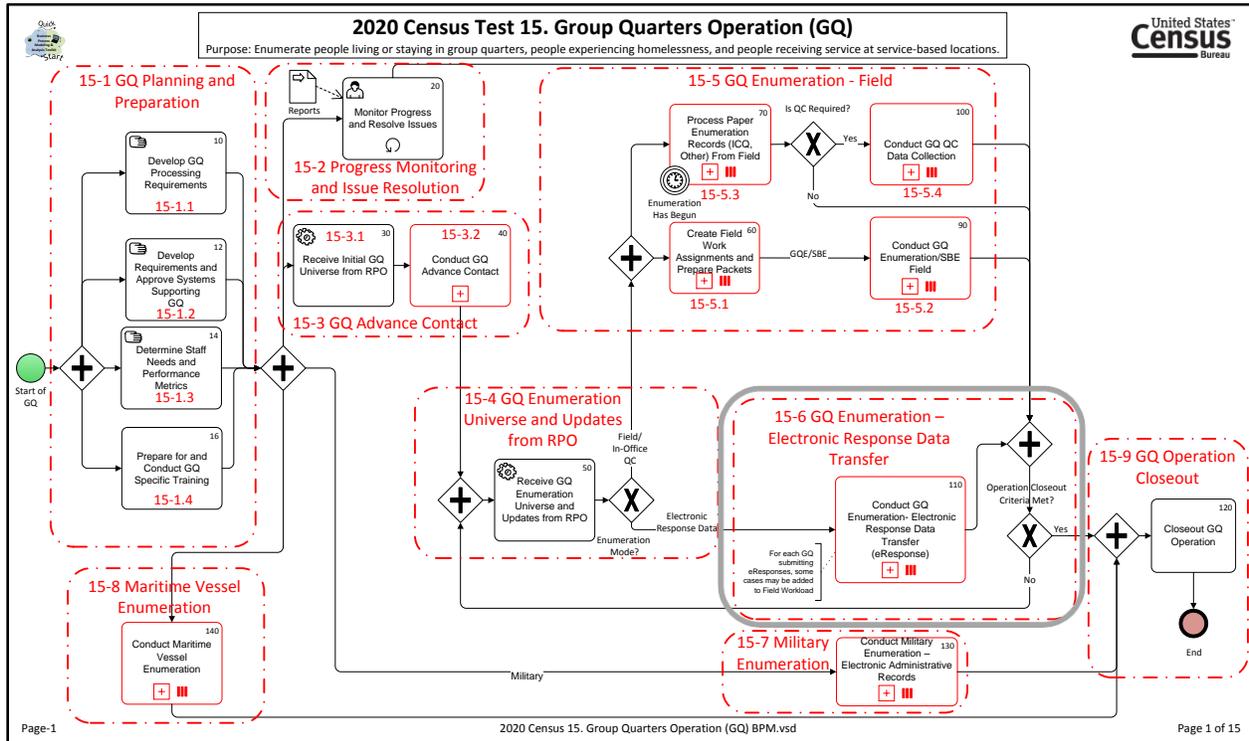
Following the reinterview of a case, ACO management will review the responses obtained during reinterview. If the responses are satisfactory, the ACO management will mark “Pass” on the reinterview form. If the responses are unsatisfactory, management will conduct an investigation.

If the investigation determines that the error appears to be respondent error, management will mark "Pass." If the error appears to be honest enumerator error (for example, if the enumerator accidentally missed a wing of a building) and falsification is not suspected, management will mark "Soft Fail." If falsification is suspected, management will mark the "Hard Fail Recommendation" on the reinterview form. When an enumerator receives a hard fail recommendation, management will need to discuss the situation with the Area Census Office Manager (ACOM) to make a final determination.

After adjudication, the final outcome and reinterview date will be keyed into the F-OCS. If a case receives a “Soft Fail,” it will be sent out for repair, if necessary. If a case receives a “Hard Fail,” it will be sent out for rework, if necessary. If a case receives a “Hard Fail,” all of the cases worked by the corresponding enumerator will be placed into supplemental reinterview.

### 3.6 GQ Enumeration – Electronic Response Data Transfer [GQ 15-6]

Figure 29 shows the BPM for the GQ Enumeration – Electronic Response Data Transfer [GQ 15-6] activity area (area within the shaded gray rounded rectangle) and its constituent activities within the overall context of the GQ Operation.

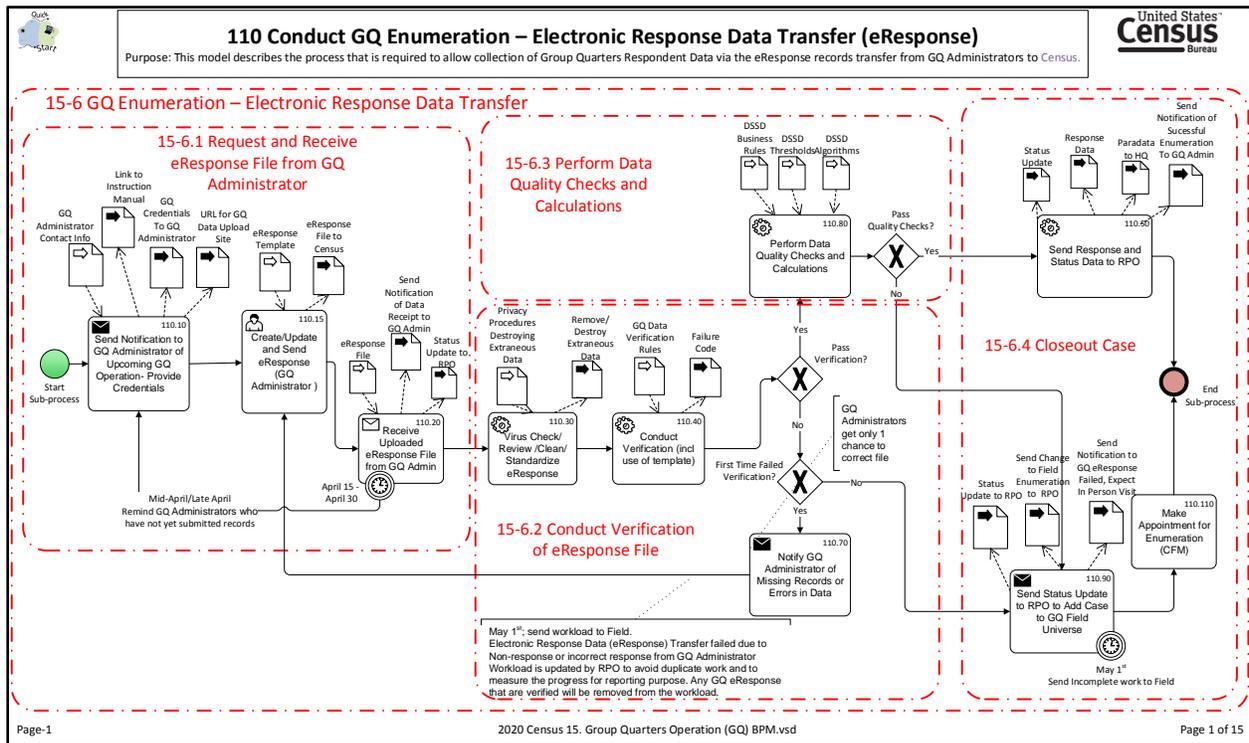


**Figure 29: GQ Enumeration – Electronic Response Data Transfer [GQ 15-6] Constituent Activities**

The GQ Enumeration – Electronic Response Data Transfer activity area is subdivided into the following operational subactivities.

- GQ Enumeration – Electronic Response Data Transfer [GQ 15-6]
  - Request and Receive eResponse File from GQ Administrator [GQ 15-6.1]
  - Conduct Verification of eResponse File [GQ 15-6.2]
  - Perform Data Quality Checks and Calculations [GQ 15-6.3]
  - Closeout Case [GQ 15-6.4]

A detailed view of the constituent activities that make up the “GQ Enumeration – Electronic Response Data Transfer” operational subactivity is given in Figure 30 below.



**Figure 30: GQ Enumeration – Electronic Response Data Transfer**

**Electronic Response (eResponse) Data in the 2010 Census**

During the 2010 Census GQE operation several organizations asked if they could provide eResponse data instead of using the regular enumeration process. eResponse data include electronic demographic information as contained in administrative records, third-party data sources, or other electronically stored GQ information. The rationale for requesting eResponse data included cases where organizations would not allow enumerators into their GQ facilities because of security concerns.

The only option to gain counts for these GQ facilities was through the transfer of eResponse data through secure email. The GQ administrators transferred eResponse data in an Excel spreadsheet to the Census Bureau headquarters, but a system was not in place at that time to process the data. The resolution was to print out the data (one containing more than 58,000 rows of records) and have individuals at the Local Census Offices transcribe the information directly onto ICQs.

This method was time consuming and not cost effective. Out of a total of 7,591,135 ICQs, 30.64% (2,326,292) were completed by respondents, 63.99% (4,857,410) were completed through paper administrative data, and 5.37% were either blank or contained invalid responses.<sup>1</sup>

### **eResponse data for the 2020 Census**

The Census Bureau conducted the 2015 Group Quarters Electronic Capability Test Survey December 2015 to explore GQ administrators' capability and willingness to send respondent-level data electronically to the Census Bureau. Preliminary results are outlined in the Group Quarters Electronic Transfer Capability Survey Assessment Report. Section 10 of the report highlights key findings from the 105 responding agencies out of 260 agencies contacted:

- 73.3% have eResponse data records available.
- 72.4% are able to transmit electronic eResponse data records to the Census Bureau.
- 64.8% can provide an electronic file in an Excel format.
- 53.3% were willing to participate in a GQ Response Data Transfer (eResponse Test).

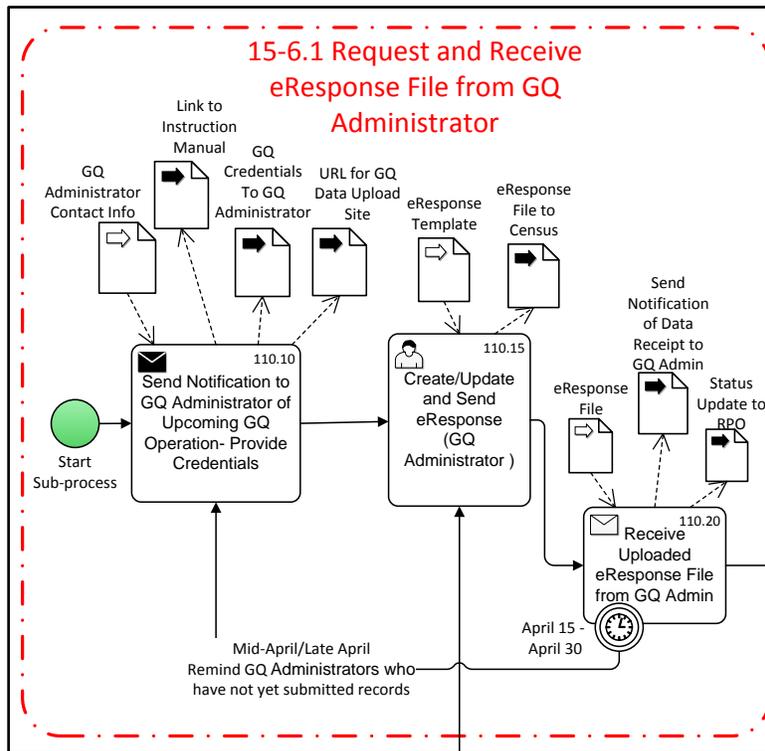
Subsequent sections describe the GQ Enumeration – eResponse Data Transfer operational subactivities in detail.

#### **3.6.1 Request and Receive eResponse File from GQ Administrator [GQ 15-6.1]**

A detailed view of the constituent activities that make up the “Request and Receive eResponse File from GQ Administrator” operational subactivity is given in Figure 31 below.

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<sup>1</sup> Group Quarters Enumeration Assessment Report: Jean Williams, Brian DeVos, Deborah Russell, Andre Williams and Diane Barrett, January 14, 2013



**Figure 31: Request and Receive eResponse File from GQ Administrator**

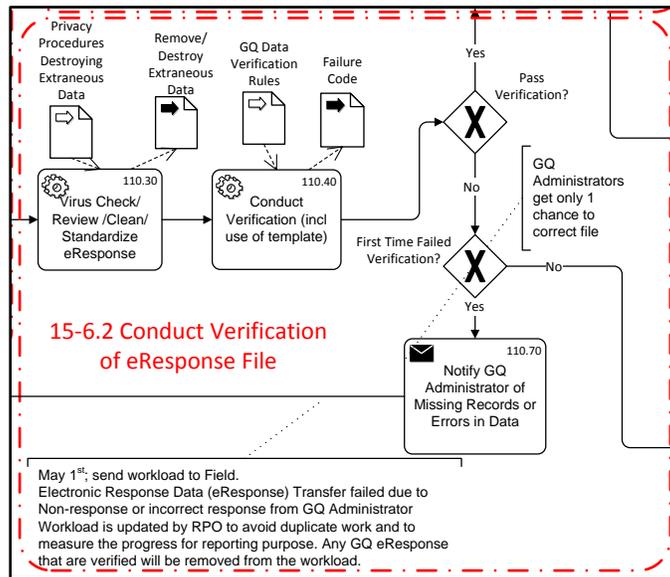
Census Bureau will send participating GQ Administrators credentials to access the eResponse portal. The electronic portal will provide viewable and printable information including the assigned Office of Management and Budget (OMB) number and the approved expiration date; a message to the GQ administrators encouraging participation in the census; a confidentiality statement; Census Bureau standard template and example, accessibility, privacy, and security information, and toll free Help Desk number.

Administrators will have the option to provide eResponse data by uploading the Census Bureau’s provided template and enter or copy and paste their information into the template. Administrators will receive notification that their data was received. Administrators will also be automatically be notified if there are missing records or errors in the data received.

GQs that are identified for eResponse submission, will have opportunities to submit response data from April 1, 2020 through May 1, 2020. GQs for which eResponse data is not received by this date will be enumerated using field based methodologies.

### 3.6.2 Conduct Verification of eResponse File [GQ 15-6.2]

A detailed view of the constituent activities that make up the “Conduct Verification of eResponse File” operational subactivity is given in Figure 32 below.

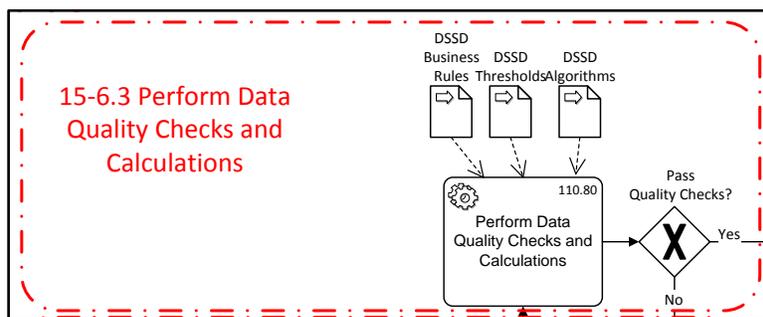


**Figure 32: Conduct Verification of eResponse File**

Minimum verification of the eResponse data is conducted. This verification is to ensure the minimum data is received. The minimum data elements required are based upon thresholds determined by the DSSD. Cases that do not pass minimum verification result in a notification being sent to the GQ administrator. This notification informs the administrator that there were issues with their submission, and provides them an opportunity to resolve and resubmit GQ data.

**3.6.3 Perform Data Quality Checks and Calculations [GQ 15-6.3]**

A detailed view of the constituent activities that make up the “Perform Data Quality Checks and Calculations” operational subactivity is given in Figure 33 below.



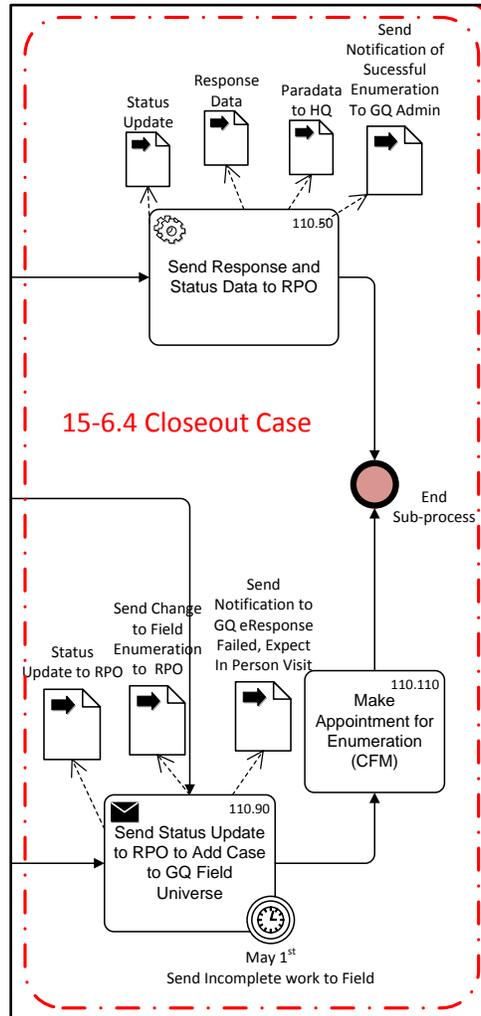
**Figure 33: Perform Data Quality Checks and Calculations**

Data quality checks ensure that response files uploaded by GQ administrators meet quality standards. These quality standards are derived by business rules applied to the GQ eResponse operation and by thresholds developed by DSSD. The eResponse portal includes built in logic

and algorithms as well to ensure that response data is received in usable format and quality for the Census Bureau.

### 3.6.4 Closeout Case [GQ 15-6.4]

A detailed view of the constituent activities that make up the “Closeout Case” operational sub-activity is given in Figure 34 below.

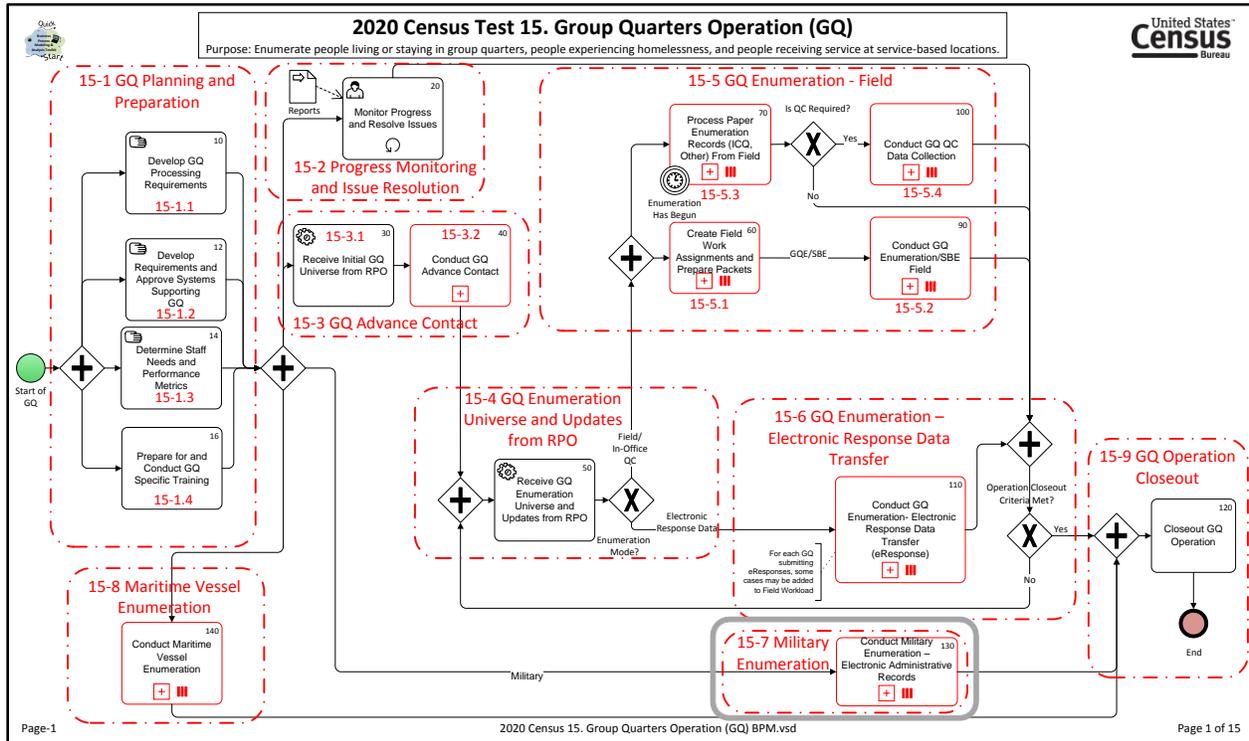


**Figure 34: Closeout Case**

The case status for GQs successfully enumerated through eResponse, are identified as completed. Various reporting is generated for headquarters, and to support post-2020 lessons learned and analyses. Metrics generated include items such as total number of GQs enumerated by eResponse, total number of person records received by eResponse, and paradata to inform future operations.

### 3.7 Military Enumeration [GQ 15-7]

Figure 35 shows the BPM for the Military Enumeration [GQ 15-7] activity area (area within the shaded gray rounded rectangle) and its constituent activities within the overall context of the GQ Operation.

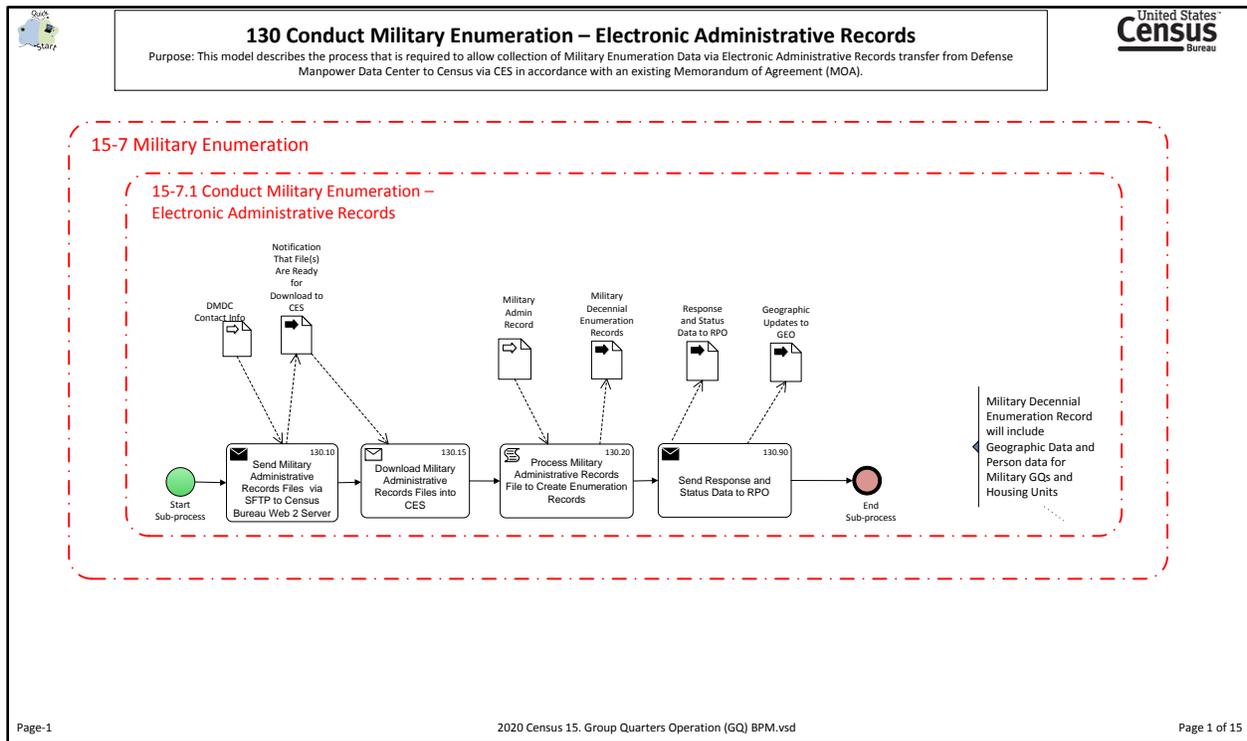


**Figure 35: Military Enumeration [GQ 15-7] Constituent Activities**

The Military Enumeration activity area has one subactivity as shown below.

- Military Enumeration [GQ 15-7]
  - Conduct Military Enumeration [GQ 15-7.1]

A detailed view of the constituent activities that make up the “Military Enumeration” operational subactivity is given in Figure 36 below.



**Figure 36: Military Enumeration**

**Military Enumeration in the 2010 Census**

During the 2010 Census, enumerators conducted extensive in-person, on-site enumeration at military facilities. In addition, during 2010, Census initially collected map spots on military installations. In order to strengthen military installation security, map spot collection was discontinued. Census destroyed all of the initial map spots collected. During 2010 military vessels were enumerated as part of Census’ shipboard enumeration operation comprised of military and Maritime Vessels. The military expressed an interest in exploring the possibility of providing census response information electronically.

**3.7.1 Conduct Military Enumeration [GQ 15-7.1]**

**Military Enumeration for 2020 Census**

During the 2020 Census, the mode of enumeration for people on military installations and military vessels will be through the transfer of administrative records from the military. The Defense Manpower Data Center (DMDC) will send administrative records in a flat file format.

Census has worked extensively with the Joint Services Working Group to refine plans and capabilities for 2020 Census electronic enumeration. Census has developed a data sharing Memorandum of Agreement between the Defense Manpower Data Center (DMDC),

Commander, Navy Installations Command, and the Census Bureau, to facilitate response data transfer for the 2020 Census.

### **Military Data Transfer Process**

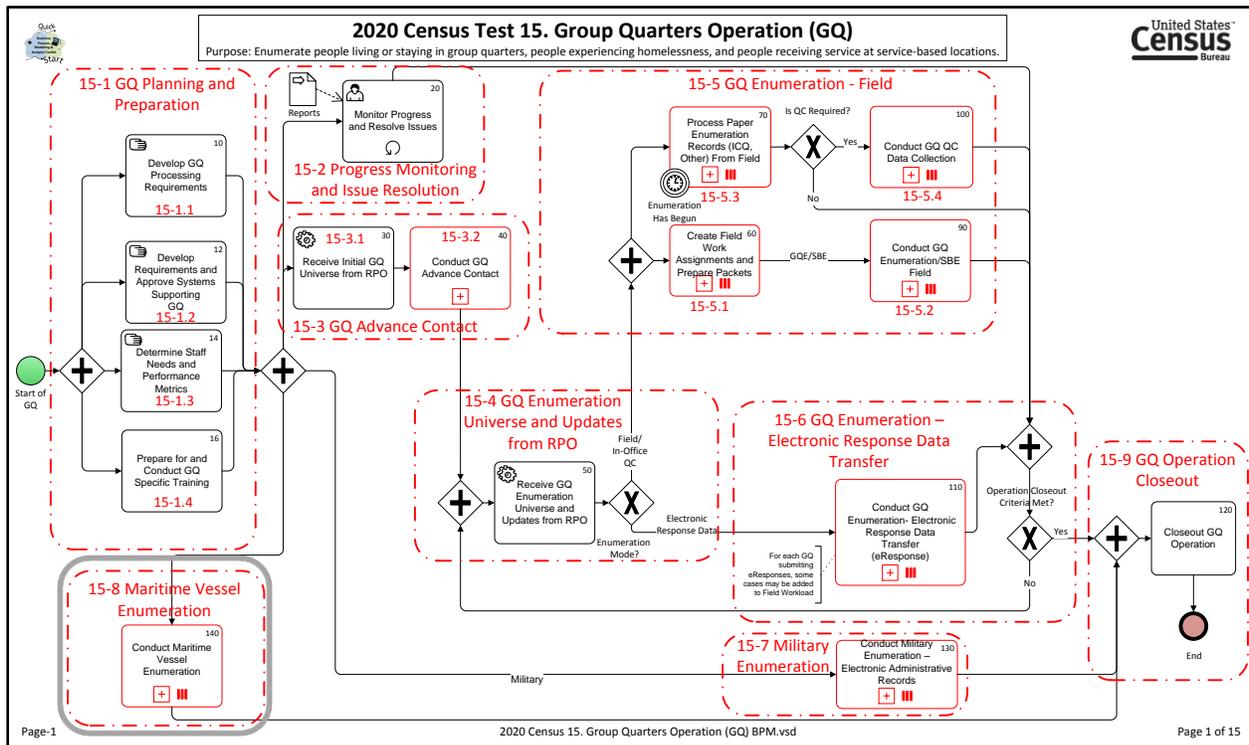
Military installations and military vessels will be enumerated using Administrative Record data transfer from the DMDC). The DMDC will transmit an administrative records data file, which includes the required data elements to facilitate the enumeration for the 2020 Census, to the Census Bureau's Center for Economic Studies (CES) portal. The DMDC will compile the data using various databases within the military data system: The Defense Enrollment Eligibility Reporting System the Enterprise Military Housing system, and the Contingency Tracking System Deployment File will be the data sources the DMDC will provide to the Census Bureau to be used to enumerate the military personnel and dependents living with them for the 2020 Census.

### **Military Vessels Enumeration**

Military Vessels Enumeration is a special component of the GQE designed to enumerate military personnel who live or stay on U.S. military ships on Census Day. Military vessels are defined as U.S. Navy or U.S. Coast Guard vessels assigned to a homeport in the U.S. To facilitate the 2020 Census Vessel Enumeration, the DMDC will provide the Census Bureau the military vessel, the homeport of the vessel, the military personnel assigned to the vessel and their stateside address when available.

## **3.8 Maritime Vessels Enumeration [GQ 15-8]**

Figure 37 shows the BPM for the Maritime Vessels Enumeration [GQ 15-8] activity area (area within the shaded gray rounded rectangle) and its constituent activities within the overall context of the GQ Operation.

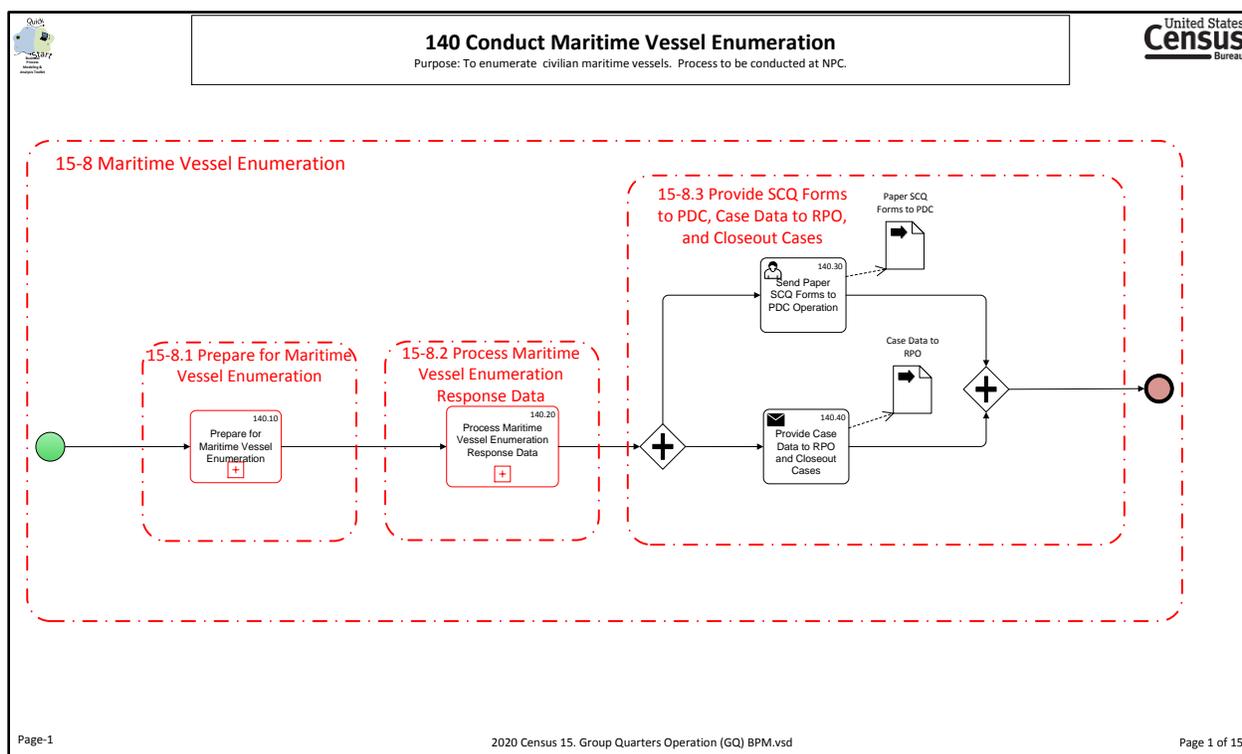


**Figure 37: Maritime Vessels Enumeration [GQ 15-8] Constituent Activities**

The Maritime Vessels Enumeration activity area is subdivided into the following operational subactivities.

- Maritime Vessels Enumeration [GQ 15-8]
  - Prepare for Maritime Vessels Enumeration [GQ 15-8.1]
  - Process Maritime Vessels Enumeration Response Data [GQ 15-8.2]
  - Provide SCQ Forms to PDC, Case Data to RPO, and Closeout Case [GQ 15-8.3]

A detailed view of the constituent activities that make up the “Maritime Vessels Enumeration” operational subactivity is given in Figure 38 below.



**Figure 38: Maritime Vessels Enumeration**

**Maritime Vessels Enumeration Background**

Maritime Vessels Enumeration is a special component of the GQE designed to enumerate people residing on U.S. Maritime Vessels in operation at the time of the census. This was previously called “Shipboard Enumeration.” The Maritime Vessels Enumeration is a mail out/mail back operation where kits and questionnaires are distributed to U.S. flag vessels used for commercial and noncombatant government purposes. The Census Bureau provides enumeration procedures, training, and questionnaires to personnel on the vessels who then conduct the actual enumeration. During Maritime Vessels Enumeration, designated vessel personnel will distribute and collect the completed SCQs to personnel living on the vessels. The completed SCQs are mailed back to NPC for processing.

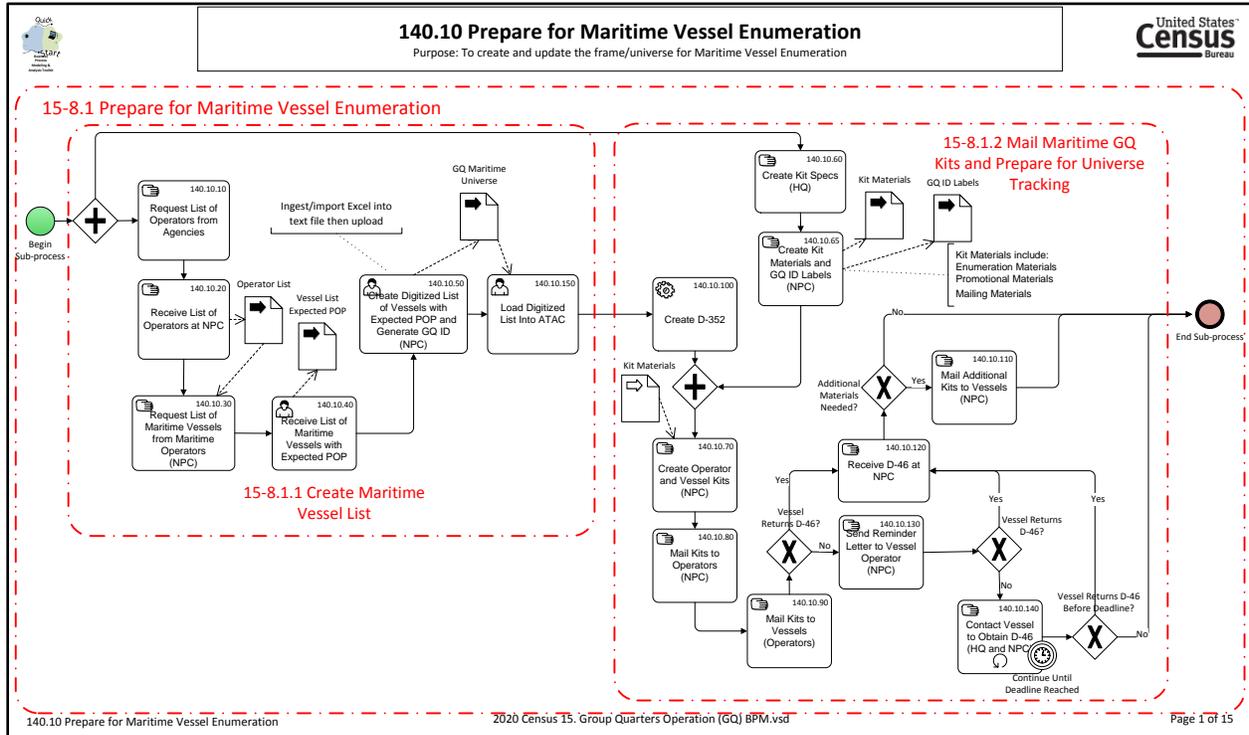
**3.8.1 Prepare for Maritime Vessels Enumeration [GQ 15-8.1]**

The “Prepare for Maritime Vessels Enumeration” operational subactivity is subdivided into the following constituent activities.

- Prepare for Maritime Vessels Enumeration [GQ 15-8.1]
  - Create Maritime Vessels List [GQ 15-8.1.1]

○ Mail Maritime GQ Kits and Prepare for Universe Tracking [GQ 15-8.1.2]

A detailed view of the constituent activities that make up the “Prepare for Maritime Vessels Enumeration” operational subactivity is given in Figure 39 below.

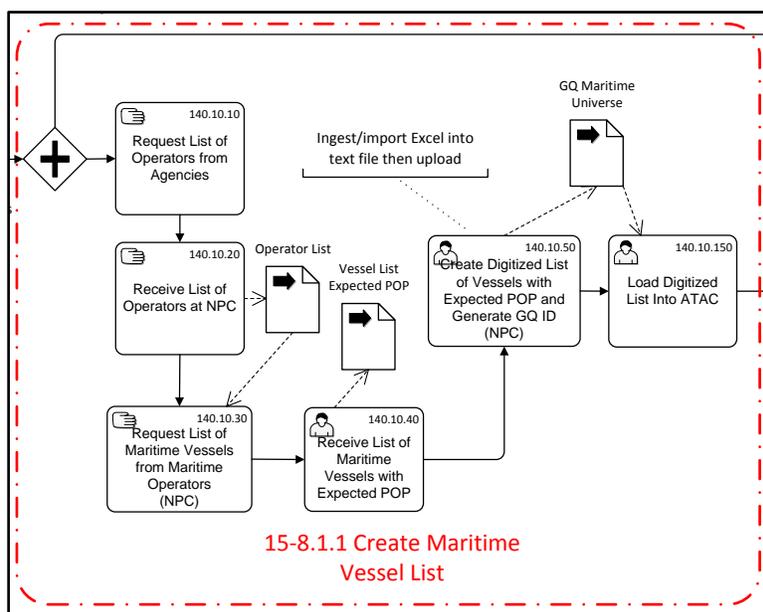


**Figure 39: Prepare for Maritime Vessels Enumeration**

Subsequent sections describe the Prepare for Maritime Vessels Enumeration operational subactivities in detail.

**3.8.1.1 Create Maritime Vessels List [GQ 15-8.1.1]**

A detailed view of the constituent activities that make up the “Create Maritime Vessels List” operational subactivity is given in Figure 40 below.



**Figure 40: Create Maritime Vessels List**

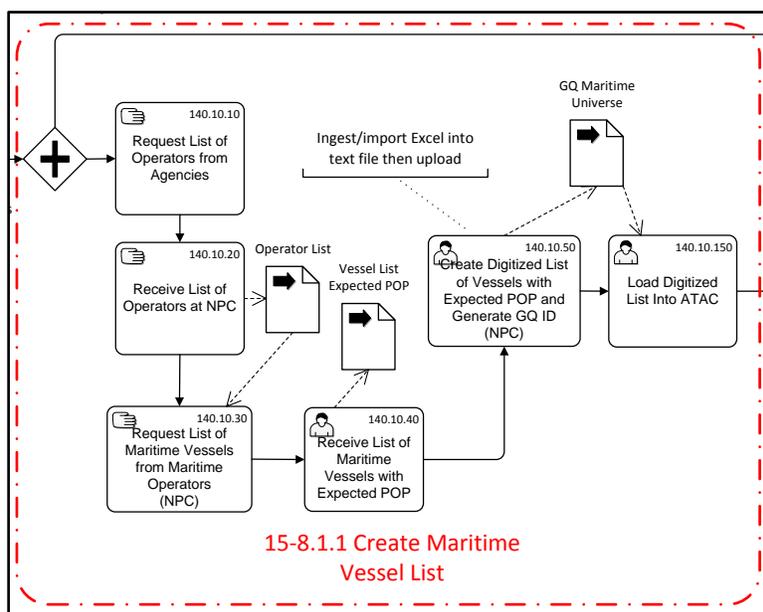
The Maritime Vessels Enumeration operation will create a universe of eligible vessels through the assistance of maritime agencies. The maritime agencies will send a list of the owners/operators and vessels to NPC to create the maritime universe. Because of the small size of the universe, an estimate of 1,000 vessels, and the changing geolocation of these vessels from the 2010 Census, all vessels will be considered GQ Adds to MAF.

Before the preparation and mail out of kits, the NPC office staff and DCMD staff will:

- Create the Maritime Vessels universe – NPC will mail out letters to the major maritime agencies asking for a list of their vessels.
- Once NPC receives the list of Maritime Vessels they will create GQ IDs for each vessel and update the tracking and control system with contact information and maximum population for the vessel.

### **3.8.1.2 Mail Maritime GQ Kits and Prepare for Universe Tracking [GQ 15-8.1.2]**

A detailed view of the constituent activities that make up the “Mail Maritime GQ Kits and Prepare for Universe Tracking” operational subactivity is given in Figure 41 below.



**Figure 41: Mail Maritime GQ Kits and Prepare for Universe Tracking**

NPC will assemble generic Operator and Vessel Kits. Each operator will receive an operator kit and a number of vessel kits to accommodate the maximum population of the vessel.

For Mailing Maritime GQ Kits and Preparing for Universe Tracking:

- NPC will create an Operator Kit for the maritime companies, which will contain an Operator Letter, Vessel Kits and procedures for distributing the Vessel Kits.
- The Vessel Kits include a specified number of SCQs, Acknowledgement of Receipt of Materials Form, Census Location Form, Privacy Act Notices, envelopes and mailing materials for returning the SCQs back to NPC. The Vessel Kits will also include instructions for the vessel personnel (project officer) to distribute and collect the SCQs for the crew.
- The Project Officer is instructed to return the Acknowledgement of Receipt of Materials before Census Day. The purpose of this form is to confirm receipt of Census material and to request additional materials, if needed.

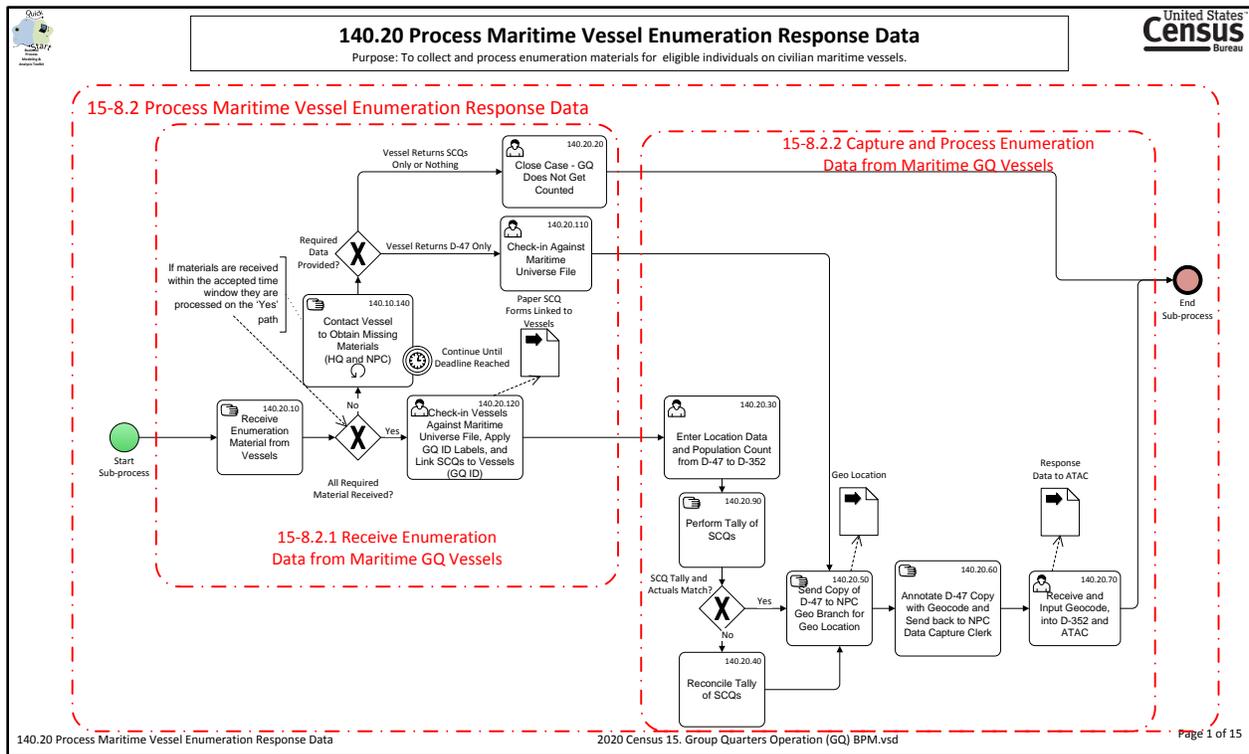
### 3.8.2 Process Maritime Vessels Enumeration Response Data [GQ 15-8.2]

The “Process Maritime Vessels Enumeration Response Data” operational subactivity is subdivided into the following constituent activities.

- Process Maritime Vessels Enumeration Response Data [GQ 15-8.2]
  - Receive Enumeration Data from Maritime GQ Vessels [GQ 15-8.2.1]

- Capture and Process Enumeration Data from Maritime GQ Vessels [GQ 15-8.2.2]

A detailed view of the constituent activities that make up the “Process Maritime Vessels Enumeration Response Data” operational subactivity is given in Figure 42 below.

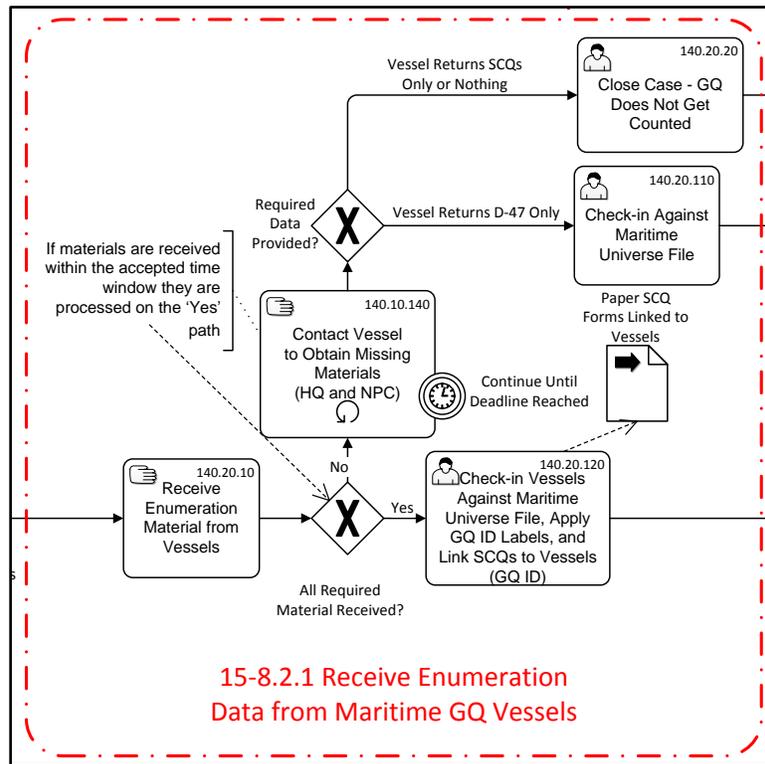


**Figure 42: Process Maritime Vessels Enumeration Response Data**

Subsequent sections describe the Process Maritime Vessels Enumeration Response Data operational subactivities in detail.

### 3.8.2.1 Receive Enumeration Data from Maritime GQ Vessels [GQ 15-8.2.1]

A detailed view of the constituent activities that make up the “Receive Enumeration Data from Maritime GQ Vessels” operational subactivity is given in Figure 43 below.



**Figure 43: Receive Enumeration Data from Maritime GQ Vessels**

The Maritime Vessels Enumeration operation uses SCQs to receive enumeration data on individuals who live on vessels.

The Project Officer has the responsibility to collect and mail the completed SCQs to NPC using the enclosed USPS mailing envelopes and enclose the Census Location Report that will allow the NPC GEO Branch to geocode the location of the vessel.

During Maritime Vessels Enumeration, the NPC office staff will:

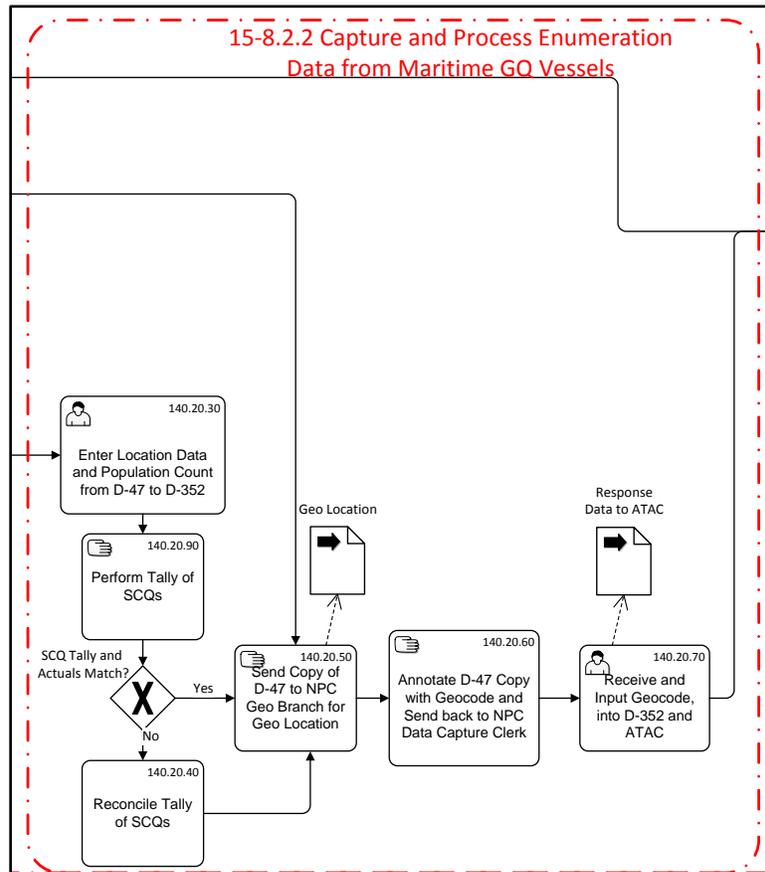
- Receive the SCQs and Census Location Report returned by the vessel operators.
- Apply GQ ID labels and link SCQs to the vessel.

As Census material is received at NPC, the SCQs are checked in against the Maritime Vessels universe file and geocoded by the NPC GEO branch using the Location Report.

The NPC staff will affix the preprinted label with the unique GQ ID to each SCQ to correctly sort and link the SCQ to the specific vessel (GQ).

### 3.8.2.2 Capture and Process Enumeration Data from Maritime GQ Vessels [GQ 15-8.2.2]

A detailed view of the constituent activities that make up the “Capture and Process Enumeration Data from Maritime GQ Vessels” operational subactivity is given in Figure 44 below.

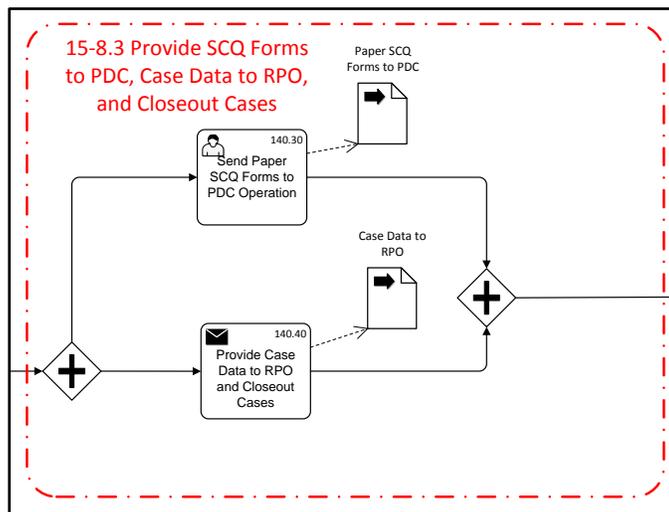


**Figure 44: Capture and Process Enumeration Data from Maritime GQ Vessels**

NPC’s tracking and control system will collect GQ Enumeration Record information for each vessel in the Maritime Vessels Enumeration operation. The GQ Enumeration Record will contain the vessel name and address information, along with contact name, phone number, owner/operator name, and other enumeration information pertinent to the vessel. NPC staff will enter into the tracking and control system changes to vessel name, address, contact name, and phone number.

### 3.8.3 Provide SCQ Forms to PDC, Case Data to RPO, and Closeout Case [GQ 15-8.3]

A detailed view of the constituent activities that make up the “Provide SCQs to PDC, Case Data to RPO, and Closeout Case” operational subactivity is given in Figure 45 below.



**Figure 45: Provide SCQ Forms to PDC, Case Data to RPO, and Closeout Case**

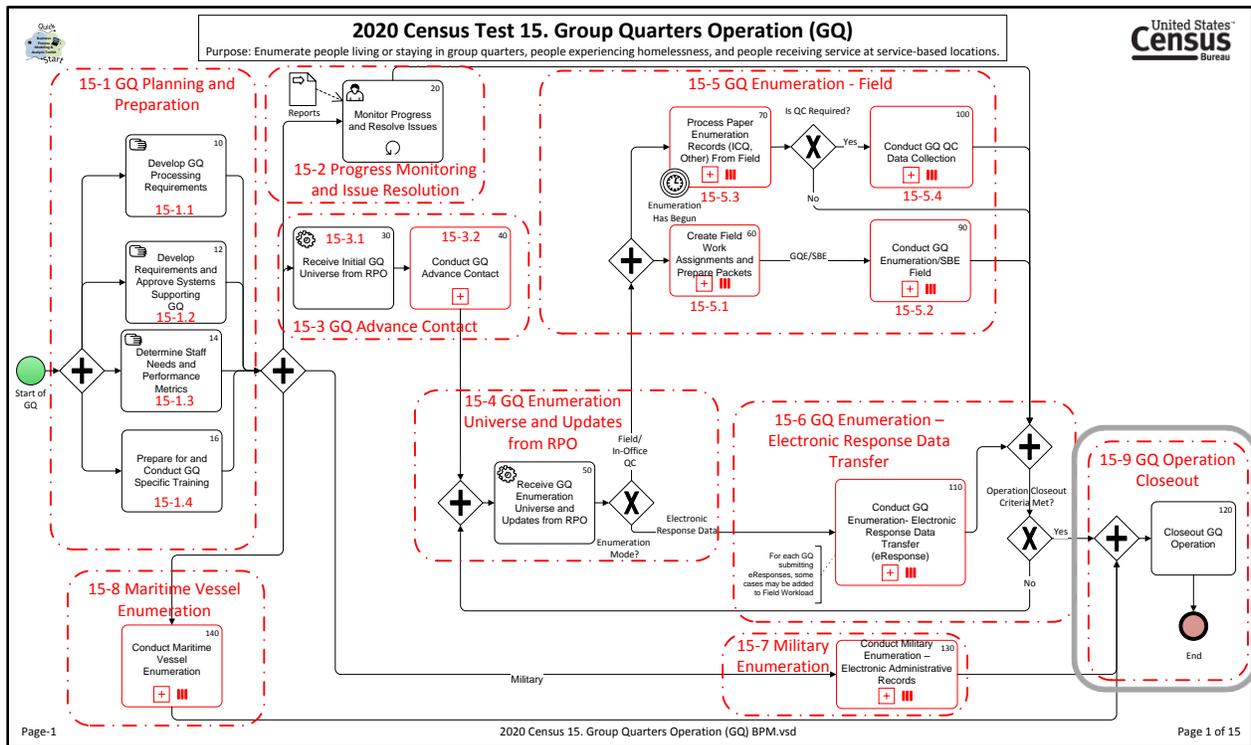
NPC performs a number of steps to provide data for the RPO operation including file creation. All of the SCQs responses received are consolidated for delivery to the various systems used by RPO.

At the end of the Maritime Vessels Enumeration, the NPC office staff will:

- Create an SCQ linkage file, which contains the vessel IDs and all of the SCQs associated with them.
- Deliver the SCQs to PDC for data capture. This will be a one-time delivery at the end of the operation.
- Send a GQ Add Table file to GEO. This will also be a one-time delivery at the end of the operation.

### 3.9 GQ Operation Closeout [GQ 15-9]

Figure 46 shows the BPM for the GQ Operation Closeout [GQ 15-9] activity area (area within the shaded gray rounded rectangle) and its constituent activities within the overall context of the GQ Operation.



**Figure 46: GQ Operation Closeout [GQ 15-9] Constituent Activities**

The GQ Operation Closeout activity area has one subactivity as shown below.

- GQ Operation Closeout [GQ 15-9]
  - Closeout GQ Operation [GQ 15-9.1]

The GQ Operation IPT will conduct a lessons learned analysis to complete closeout activities. Final assessments, and lessons learned will leverage operational information from participating divisions including the Decennial Census Management Division (DCMD), DSSD, FLD, GEO/DITD, and NPC. NPC is a source for data such as ICQ and SCQ forms processed, number of kits shipped to the field, and other data to support analyses.

Post-GQ operation analyses will be captured in formal documentation. Each of the major GQ operational areas described in this document are included: GQAC, GQE/SBE, Maritime Vessels Enumeration, eResponse, DVS, and the Closeout GQ Operation.

## **4. Cost Factors**

### **4.1 Background**

The investment in GQ is projected to have minimal influence on the 2020 Census overall costs

### **4.2 Relevant IDEF0 Mechanisms**

While the GQ Operation is not a major cost driver for the 2020 Census, the following mechanisms from the IDEF0 Context Diagram represent the resources used to support this operation and comprise part of the 2020 Census cost elements:

#### Staff

- Headquarters (HQ) Staff
- Regional Census Center (RCC) Staff
- Area Census Office (ACO) Staff
- Field Staff
- National Processing Center (NPC) Staff
- Paper Data Capture Center (PDCC) Staff

#### Sites

- HQ
- RCC
- ACO
- Field Area
- NPC
- PDCC
- Training Venues

#### Systems

- Production Control System (PCS)
- Enterprise Censuses and Surveys Enabling-Operational Control System (ECaSE-OCS)
- Sampling, Matching, Reviewing, and Coding System (SMaRCS)
- Decennial Applicant Personnel and Payroll System (DAPPS)
- Centurion Enterprise System (CES)
- Automated Tracking and Control (ATAC)
- Production Environment for Administrative Records Staging, Integration and Storage (PEARSIS)

Other

- Census Networks
- Mobile Networks
- Mobile Devices
- IT Infrastructure
- Office IT Infrastructure
- Kits/Field Supplies

## 5. Measures of Success

For the 2020 Census operations, the corresponding Measures of Success will be documented in the operational assessment study plans and final reports. The operational assessment study plan documents the criteria that will be used to define successful completion of the operation. The operational assessment report will provide results on whether the criteria were met.

In general, operational assessments report on planned to actual variances in budget, schedules, and production and training workloads. The corresponding Measures of Success (as documented in the operational assessment study plan) include variances that exceed established thresholds. See *Content Guidelines for the 2020 Census Operational Assessments* for the potential scope of assessment.

Types of success measures include:

- **Process Measures** that indicate how well the process works, typically including measures related to completion dates, rates, and productivity rates.
- **Cost Measures** that drive the cost of the operation and comparisons of actual costs to planned budgets. Costs can include workload as well as different types of resource costs.
- **Measures of the Quality** of the results of the operation, typically including things such as rework rates, error rates, and coverage rates.

See the corresponding operational assessment study plan and report for the Group Quarters Operation (GQ) for details on the measures of success.

## Appendix A – Acronyms and Terminology

Table 9 lists the key acronyms and abbreviations used within this Detailed Operational Plan document.

**Table 9: Key Acronyms and Abbreviations List**

Acronym	Meaning
ALU	Address List Update
BPM	Business Process Model
BPMN	Business Process Model and Notation
CFS	Census Field Supervisor
CRO	Count Review Operation
CUF	Census Unedited File
DCMD	Decennial Census Management Division
DoD	Department of Defense
DRF	Decennial Response File
DITD	Decennial Information Technology Division
DMDC	Defense Manpower Data Center
DOP	Detailed Operational Plan
DSSD	Decennial Statistical Studies Division
DVS	Domestic Violence Shelter
EAE	Evaluations and Experiments
ECaSE	Enterprise Censuses and Surveys Enabling Platform
eResponse	Electronic Response
FLD	Field Division
FLDI	Field Infrastructure Operation
F-OCS	Field-Operational Control System
FPD	Forms Printing and Distribution
GDP	Geographic Data Processing
GEO	Geography Division
GEOP	Geographic Programs Operation
GQ	Group Quarters
GQ ID	Group Quarters Identification number
GQAC	Group Quarters Advance Contact
GQAV	Group Quarters Advance Visit
GQE	Group Quarters Enumeration
GQV	Group Quarters Validation

Acronym	Meaning
HU	Housing Unit
iCADE	integrated Computer Assisted Data Entry
ICQ	Individual Census Questionnaire
IDEF0	Integrated Definition, Level 0
NPC	National Processing Center
IPT	Integrated Project Team
ITIN	IT Infrastructure Operation
MAF	Master Address File
MDF	Microdata Detail File
OCS (S-OCS, F-OCS)	Operational Control System (Survey-, Field-)
OMB	Office of Management and Budget
RSMFV	Regularly Scheduled Mobile Food Vans
RPO	Response Processing Operation
SCQ	Shipboard Census Questionnaire
SBE	Service-Based Enumeration
SH	Emergency and Transitional Shelters
SK	Soup Kitchens
SMaRCS	Sampling, Matching, Reviewing, and Coding System
S-OCS	Survey Operational Control System
TEA	Type of Enumeration Area
TNSOL	Targeted Non-Sheltered Outdoor Locations
UE	Update Enumerate
UL	Update Leave

## Group Quarters Glossary

Table 10 is a glossary of GQ types and their accompanying type codes.

Additional Decennial terminology can be found on the Census Intranet.

**Table 10: GQ Types and Definitions**

<b>Group Quarters Types</b>	
<b>101</b>	<p><b>Federal Detention Centers</b> Stand alone, generally multi-level, federally operated correctional facilities that provide “short-term” confinement or custody of adults pending adjudication or sentencing. These facilities may hold pretrial detainees, holdovers, sentenced offenders, and Immigration and Customs Enforcement (ICE) inmates, formerly called Immigration and Naturalization Service (INS) inmates. These facilities include: Metropolitan Correctional Centers (MCCs), Metropolitan Detention Centers (MDCs), Federal Detention Centers (FDCs), Bureau of Indian Affairs Detention Centers, ICE Service Processing Centers, and ICE contract detention facilities.</p>
<b>102</b> <b>103</b>	<p><b>Federal Prisons</b> <b>State Prisons</b> Adult correctional facilities where people convicted of crimes serve their sentences. Common names include: prison, penitentiary, correctional institution, federal or state correctional facility, and conservation camp. The prisons are classified by two types of control: (1) “federal” (operated by or for the Bureau of Prisons of the Department of Justice) and (2) “state.” Residents who are forensic patients or criminally insane are classified on the basis of where they resided at the time of enumeration. Patients in hospitals (units, wings, or floors) operated by or for federal or correctional authorities are counted in the prison population. Other forensic patients will be enumerated in psychiatric hospital units and floors for long-term nonacute patients. This category may include privately operated correctional facilities.</p>
<b>104</b>	<p><b>Local Jails and Other Municipal Confinement Facilities</b> Correctional facilities operated by or for counties, cities, and American Indian and Alaska Native tribal governments. These facilities hold adults detained pending adjudication or people committed after adjudication. This category also includes work farms and camps used to hold people awaiting trial or serving time on relatively short sentences. Residents who are forensic patients or criminally insane are classified on the basis of where they resided at the time of enumeration. Patients in hospitals (units, wings, or floors) operated by or for local correctional authorities are counted in the jail population. Other forensic patients will be enumerated in psychiatric hospital units and floors for long-term non-acute patients. This category may include privately operated correctional facilities.</p>

<b>Group Quarters Types</b>	
<b>105</b>	<p><b>Correctional Residential Facilities</b> These are community-based facilities operated for correctional purposes. The facility residents may be allowed extensive contact with the community, such as for employment or attending school, but are obligated to occupy the premises at night.</p> <p>Examples are halfway houses, restitution centers, and prerelease, work release, and study centers.</p>
<b>106</b>	<p><b>Military Disciplinary Barracks or Jails</b> Correctional facilities managed by the military to hold those awaiting trial or convicted of crimes.</p>
<b>201</b>	<p><b>Group Homes for Juveniles (noncorrectional)</b> Includes community-based group living arrangements for youth in residential settings that are able to accommodate three or more clients of a service provider. The group home provides room and board and services, including behavioral, psychological, or social programs. Generally, clients are not related to the caregiver or to each other.</p> <p>Examples are maternity homes for unwed mothers, orphanages, and homes for abused and neglected children in need of services. Group homes for juveniles do not include residential treatment centers for juveniles or group homes operated by or for correctional authorities.</p>
<b>202</b>	<p><b>Residential Treatment Centers for Juveniles (noncorrectional)</b> Includes facilities that primarily serve youth that provide services on-site in a highly structured live-in environment for the treatment of drug/alcohol abuse, mental illness, and emotional/behavioral disorders. These facilities are staffed 24-hours a day. The focus of a residential treatment center is on the treatment program. Residential treatment centers for juveniles do not include facilities operated by or for correctional authorities.</p>
<b>203</b>	<p><b>Correctional Facilities Intended for Juveniles</b> Includes specialized facilities that provide strict confinement for its residents and detain juveniles awaiting adjudication, commitment or placement, or those being held for diagnosis or classification. Also included are correctional facilities where residents are permitted contact with the community, for purposes such as attending school or holding a job.</p> <p>Examples are residential training schools and farms, reception and diagnostic centers, group homes operated by or for correctional authorities, detention centers, and boot camps for juvenile delinquents.</p>
<b>301</b>	<p><b>Nursing Facilities/Skilled-Nursing Facilities</b> Includes facilities licensed to provide medical care with seven day, twenty-four hour coverage for people requiring long-term nonacute care. People in these facilities require nursing care, regardless of age. Either of these types of facilities may be referred to as nursing homes.</p>

<b>Group Quarters Types</b>	
<b>401</b>	<p><b>Mental (Psychiatric) Hospitals and Psychiatric Units in Other Hospitals</b> Includes psychiatric hospitals, units and floors for long-term nonacute care patients. The primary function of the hospital, unit, or floor is to provide diagnostic and treatment services for long-term nonacute patients who have psychiatric-related illness. All patients are enumerated in this category.</p>
<b>402</b>	<p><b>Hospitals with Patients Who Have No Usual Home Elsewhere</b> Includes hospitals if they have any patients who have no exit or disposition plan, or who are known as "boarder patients" or "boarder babies." All hospitals are eligible for inclusion in this category except psychiatric hospitals, units, wings or floors operated by federal, state or local correctional authorities. Patients in hospitals operated by these correctional authorities will be counted in the prison or jail population. Psychiatric units and hospice units in hospitals are also excluded. Only patients with no usual home elsewhere are enumerated in this category.</p>
<b>403</b>	<p><b>In-Patient Hospice Facilities</b> Includes in-patient hospice facilities (both free-standing and units in hospitals) that provide palliative, comfort, and supportive care for the terminally ill patient and their families. Only patients with no usual home elsewhere are tabulated in this category.</p>
<b>404</b>	<p><b>Military Treatment Facilities with Assigned Patients</b> These facilities include military hospitals and medical centers with active duty patients assigned to the facility. Only these patients are enumerated in this category.</p>
<b>405</b>	<p><b>Residential Schools for People with Disabilities</b> Includes schools that provide the teaching of skills for daily living, education programs, and care for students with disabilities in a live-in environment.  Examples are residential schools for the physically or developmentally disabled.</p>
<b>501</b> <b>502</b>	<p><b>College/University Student Housing</b> Includes residence halls and dormitories, which house college and university students in a group living arrangement. These facilities are owned, leased, or managed either by a college, university, or seminary, or by a private entity or organization. Fraternity and sorority housing recognized by the college or university are included as college student housing.</p>
<b>601</b> <b>602</b>	<p><b>Military Quarters</b> <b>Military Ships</b> These facilities include military personnel living in barracks (including "open" barrack transient quarters) and dormitories and military ships. Patients assigned to Military Treatment Facilities and people being held in military disciplinary barracks and jails are not enumerated in this category. Patients in Military Treatment Facilities with no usual home elsewhere are not enumerated in this category.</p>

<b>Group Quarters Types</b>	
<b>701</b>	<p><b>Emergency and Transitional Shelters (with Sleeping Facilities) for People Experiencing Homelessness</b></p> <p>Facilities where people experiencing homelessness stay overnight. These include:</p> <ol style="list-style-type: none"> <li>1) Shelters that operate on a first-come, first-serve basis where people must leave in the morning and have no guaranteed bed for the next night;</li> <li>2) Shelters where people know that they have a bed for a specified period of time (even if they leave the building every day); and</li> <li>3) Shelters that provide temporary shelter during extremely cold weather (such as c h u r c h e s ). This category does not include shelters that operate only in the event of a natural disaster.</li> </ol> <p>Examples are emergency and transitional shelters; missions; hotels and motels u s e d to shelter people experiencing homelessness; shelters for children who are runaways, neglected or experiencing homelessness; and similar places known to have people experiencing homelessness.</p>
<b>703</b>	<p><b>Domestic Violence Shelters</b></p> <p>Includes community-based homes, shelters or crisis centers that provide housing for people who have sought shelter from household violence and may have been physically abused.</p>
<b>702</b> <b>704</b> <b>706</b>	<p><b>Soup Kitchens</b></p> <p><b>Regularly Scheduled Mobile Food Vans</b></p> <p><b>Targeted Non-Sheltered Outdoor Locations</b></p> <p>Includes soup kitchens that offer meals organized as food service lines or bag or box lunches for people experiencing homelessness; street locations where mobile food vans regularly stop to provide food to people experiencing homelessness; and targeted non-sheltered outdoor locations where people experiencing homelessness live without paying to stay. Targeted non-sheltered outdoor locations must have a specific location description; for example, “the Brooklyn Bridge at the corner of Bristol Drive” or “the 700 block of Taylor Street behind the old warehouse.”</p>
<b>801</b>	<p><b>Group Homes Intended for Adults</b></p> <p>Group homes are community-based group living arrangements in residential settings t h a t are able to accommodate three or more clients of a service provider. The group home provides room and board and services, including behavioral, psychological, or social programs. Generally, clients are not related to the caregiver or to each other. Group homes do not include residential treatment centers or facilities operated by or for correctional authorities.</p>
<b>802</b>	<p><b>Residential Treatment Centers for Adults</b></p> <p>Residential facilities that provide treatment on-site in a highly structured live-in environment for the treatment of drug/alcohol abuse, mental illness, and emotional/behavioral disorders. They are staffed 24-hours a day. The focus of a residential treatment center is on the treatment program. Residential treatment centers d o not include facilities operated by or for correctional authorities.</p>

<b>Group Quarters Types</b>	
<b>900</b>	<p><b>Maritime/Merchant Vessels</b>                      Includes U.S. owned and operated flag vessels that are commercial vessels in operation at U.S. ports, upon the sea, or on the Great Lakes.</p>
<b>901</b>	<p><b>Workers' Group Living Quarters and Job Corps Centers</b>                      Includes facilities such as dormitories, bunkhouses, and similar types of group living arrangements for agricultural and nonagricultural workers. This category also includes facilities that provide a full-time, year-round residential program offering a vocational training and employment program that helps young people 16-to-24 years old learn a trade, earn a high school diploma or GED and get help finding a job.</p> <p>Examples are group living quarters at migratory farm worker camps, construction workers' camps, Job Corps centers and vocational training facilities.</p>
<b>902</b>	<p><b>Religious Group Quarters</b>                      These are living quarters owned or operated by religious organizations that are intended to house their members in a group living situation. This category includes such places as convents, monasteries, and abbeys.</p> <p>Living quarters for students living or staying in seminaries are classified as college student housing not religious group quarters.</p>
<b>903</b>	<p><b>Living Quarters for Victims of Natural Disasters</b>                      These are temporary group living arrangements established as a result of natural disasters.</p>

## **Appendix B – References**

Appendix B lists the documents or other resources used during the development of this Detailed Operational Plan document.

U.S. Census Bureau (2016), “2020 Census Operational Plan,” Version 2.0, October 28, 2016.

U.S. Census Bureau (2016), “Operational Assessment Content Guidelines for the 2018 End-to-End Census Test and the 2020 Census,” Draft, May 10, 2016.

U.S. Census Bureau (2013), “Group Quarters Enumeration Assessment Report” by Jean Williams, Brian DeVos, Deborah Russell, Andre Williams, and Diane Barrett, January 14, 2013.

## **Appendix C – Activity Tree for Group Quarters Operation (GQ)**

This appendix presents the Activity Tree for the GQ Operation. An Activity Tree uses an outline structure to reflect the decomposition of the major operational activities in the operation. Each activity is numbered according to its position in the outline. For example, for the current operation numbered “15,” the first activity would be numbered 15-1. Subactivities under this activity would be numbered sequentially, starting again with the number one. For example, the first subactivity under the first activity would be numbered 15-1.1 the second subactivity as 15-1.2. The second activity would be numbered 15-2, etc..

### **GQ Activity Tree:**

- 15-1 GQ Planning and Preparation
  - 15-1.1 Develop GQ Processing Requirements
    - 15-1.1.1 Develop GQ Business Rules
    - 15-1.1.2 Develop GQ Quality Control Plans
  - 15-1.2 Develop Requirements and Approve Systems Supporting GQ
  - 15-1.3 Determine Staff Needs and Performance Metrics
    - 15-1.3.1 Determine Estimated GQ Operational Workload by Geographic Area
    - 15-1.3.2 Define Operational Performance Metrics and Targets
    - 15-1.3.3 Provide Requirements for GQ Staff Supplies and Materials
      - 15-1.3.3.1 Provide Field Enumeration Materials Content
      - 15-1.3.3.2 Provide Kit Requirements
  - 15-1.4 Prepare for and Conduct GQ-Specific Training
    - 15-1.4.1 Prepare for GQ-Specific Training
      - 15-1.4.1.1 Provide GQ-Specific Training Content and Requirements
      - 15-1.4.1.2 Review and Approve GQ-Specific Training
    - 15-1.4.2 Conduct GQ-Specific Training
- 15-2 Progress Monitoring and Issue Resolution
  - 15-2.1 Monitor Progress and Resolve Issues
- 15-3 GQ Advance Contact
  - 15-3.1 Receive Initial GQ Universe from RPO
  - 15-3.2 Conduct GQ Advance Contact
    - 15-3.2.1 Attempt GQ Advance Contact
    - 15-3.2.2 Collect GQ Advance Contact Information

- 15-3.2.3 Conduct GQ Add Process
  - 15-3.2.4 Update GQ Advance Contact Status
- 15-4 GQ Enumeration Universe and Updates from RPO
  - 15.4.1 Receive GQ Enumeration Universe Updates from RPO
- 15-5 GQ Enumeration – Field
  - 15-5.1 Create Fieldwork Assignments and Prepare Packets
  - 15-5.2 Conduct GQ Enumeration/SBE Field
    - 15-5.2.1 Conduct GQ Facility Self-Enumeration
    - 15-5.2.2 Conduct Drop-Off, Pick Up
    - 15-5.2.3 Pick Up Paper Response Data File
    - 15-5.2.4 Conduct Enumeration Using Paper ICQ
    - 15-5.2.5 Resolve Issues and Send Forms to ACO
  - 15-5.3 Process Paper Enumeration Records (ICQ, Other) from Field
    - 15-5.3.1 Receive Paper Responses from Enumerators
    - 15-5.3.2 Perform In-Office ICQ Process
    - 15-5.3.3 Perform Paper Response Data File Process
  - 15-5.4 Conduct GQ QC Data Collection
    - 15-5.4.1 Conduct GQ Reinterview
    - 15-5.4.2 Adjudicate Reinterview Results
- 15-6 GQ Enumeration – Electronic Response Data Transfer
  - 15-6.1 Request and Receive eResponse File from GQ Administrator
  - 15-6.2 Conduct Verification of eResponse File
  - 15-6.3 Perform Data Quality Checks and Calculations
  - 15-6.4 Closeout Case
- 15-7 Military Enumeration
  - 15-7.1 Conduct Military Enumeration – Electronic Administrative Records
- 15-8 Maritime Vessels Enumeration
  - 15-8.1 Prepare for Maritime Vessels Enumeration
    - 15-8.1.1 Create Maritime Vessels List
    - 15-8.1.2 Mail Maritime GQ Kits and Prepare for Universe Tracking

- 15-8.2 Process Maritime Vessels Enumeration Response Data
  - 15-8.2.1 Receive Enumeration Data from Maritime GQ Vessels
  - 15-8.2.2 Capture and Process Enumeration Data from Maritime GQ Vessels
- 15-8.3 Provide SCQ Forms to PDC, Case Data to RPO, and Closeout Cases
- 15-9 GQ Operation Closeout
  - 15-9.1 Closeout GQ Operation