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**Reading and Understanding the Model**

**Example Activity Model**

**BPM Purpose**
- Describe Census Operations business processes – activities, resources and key milestones
- Provide the details necessary for non-subject matter experts to understand the business process
- Contribute to the requirements development process
- Facilitate the linkage of business processes to IT capabilities
- Capture Operations inputs and outputs

**Legend**
- **Activity** – This represents the atomic level of an activity in the process model.
- **Sequence Flow** – This represents the direction of the process’ flow.
- **Data Object – Input** This represents any incoming data (e.g., files, data, etc.) to the activity.
- **Data Object – Output** This represents any outgoing data (e.g., files, data, etc.) from the activity.
- **Gateway – Exclusive decision** gateway. This represents that the process must go one way or the other but not both at once.
- **Gateway – Parallel split** gateway. This represents the start of activities that happen in parallel. All incoming flows must complete before triggering the outgoing flow.
- **Gateway – Parallel merge** gateway. This represents the end of activities that happen in parallel. The details about this activity appear on another page.
- **Sub Process** – This represents a further detailing process model. The details about this activity appear on another page.

**2020 Census 18. Nonresponse Followup Operation (NRFU) BPM.vsd**
Purpose: To determine housing unit status for nonresponding addresses and to enumerate housing units for which a 2020 Census response was not received.
50 Perform NRFU Data Collection

Purpose: To collect responses from respondents. Case notes may be updated at any point.
Purpose: To determine occupancy status of units in a multiunit.

50.30 Perform NRFU Manager Visit

18-3 NRFU Data Collection

18-3.3 Perform NRFU Manager Visit

- Manager not Available
  - Unit is candidate for continued grouping into multiunit case for future days’ assignments
  - Unit should never be grouped into one of the combined multiunit cases in the future

- No Manager Exists
  - Mark all units eligible for individual enumeration
  - Unit should never be grouped into one of the combined multiunit cases in the future

- No
  - Complete Enumeration of Each Unit by Proxy
    - Unit should never be grouped into one of the combined multiunit cases in the future

- Housing Status
  - Vacant or Delete Status
    - Mark as candidate for individual enumeration

  - Occupied Status
    - Mark as eligible for individual enumeration

  - No Determination
    - Mark as eligible for individual enumeration

- Manager Visit Successful?
  - Yes
    - Unit is candidate for continued grouping into multiunit case for future days’ assignments

Sub Process

End Sub Process
50.40 Enumerate Housing Unit

Purpose: To attempt to collect responses from a suitable respondent.

18-3.4 Perform NRFU Case Enumeration

18-3.4.1 Enumerate Housing Unit

Start Sub Process

Is there a Special Case Status Condition?

Yes

Update Case Status/Address Data to reflect Special Case Status

No

Determine Special Case Status

Mark Case as Communication Barrier

Leave Notice of Visit

Mark Case as Refusal

Is there a Communication Barrier?

Yes

No

Eligible Respondent Contacted?

Yes

No

Refusal?

Yes

No

Begin Interview

Complete Enumeration of HU

Mark Case as In-Mover

Attempt to Enumerate Current HU (by In-Mover proxy)

Attempt to Enumerate Current Resident for Prior Address

In-Mover

Yes

No

Special Case Status includes:
- Vacant Unit
- Unable to Locate
- Does not Exist
- Demolished/Burned Out
- Nonresidential
- Uninhabitable
- Empty Mobile Home
- Multiunit Missing Designation
- Restricted Access
- Dangerous Address
- Group Quarter
- Duplicate
- Other

End Sub Process
50.50 Enumerate Housing Unit via Proxy Interview

Purpose: To attempt to collect responses from a suitable proxy.

18-3.4 Perform NRFU Case Enumeration

18-3.4.2 Enumerate Housing Unit via Proxy Interview

Start Sub Process

Attempt Interview

Is there a Communication Barrier?

Yes

Mark Case as Communication Barrier

No

Refusal?

Yes

Mark Case as Refusal

No

Is Eligible Respondent Contacted?

Yes

Begin Interview

No

Is there a Special Case Status Condition?

Yes

Occupied on Census Day?

No

Complete Enumeration of HU

End Sub Process

No

Special Case Status being verified as of Census Day includes:

- Vacant Unit
- Does not exist
- Demolished/Burned Out
- Nonresidential
- Uninhabitable
- Empty Mobile Home
50.60 Perform NRFU Reinterview Data Collection

Purpose: To attempt to collect a reinterview response (short or full) from a prior respondent.

Is Eligible Respondent Contacted?

Yes

Mark Case as Refusal

No

Is there a Communication Barrier?

Yes

Mark Case as Communication Barrier

No

Previously Contacted?

Yes

Complete Short Interview (Short Form)

No

Begin Reinterview

Complete Full Interview

Closeout Contact Attempt

End Sub Process

Start Sub Process

Attempt Reinterview
50.70 Closeout Contact Attempt

Purpose: To complete the action and send response data, status, and paradata.

18-3.6 Closeout Contact Attempt

18-3.6.1 Update Case Information
- Update Case Notes
- Update Contact Attempts

18-3.6.2 Send Data
- Send Response Data and Status to RPO
- Send NRFU Paradata to PM

Case Status/Response/Address Data

This includes Non-ID cases identified to RPO

Start Sub-process

End Sub-process
60 Adjudicate Reinterview Results
Purpose: To compare reinterview data with production data and determine reinterview outcome.

18-4 NRFU Quality Control Adjudication

18-4.2 Adjudicate Reinterview Results

Start Sub-process

Perform Comparison/Resolution Research and Make Recommendations (Clerical Resolution Staff)

Clerical Recommendations:
- Pass
- Fail
- “Hard Fail” - Enumerator Falsification

Set final RI Outcome and Send to RPO

RI Outcome

“Hard Fail” Recommended?

Yes

Stop Work (Field Staff)

“Hard Fail” Determination?

No

Perform Resolution Research (Field Staff)

60.10

60.30

60.40

End Sub-process