2020 Census 18. Nonresponse Followup Operation (NRFU)

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Major Revision Change History

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<td>07/10/19</td>
<td>Summarized versions on cover, corrected 50.20 on BPM 50 include &quot;and Quality Control&quot;, Updated Annotation layer (used in DOP; not visible in baseline), Cosmetic: Updated several steps to fix Title Case</td>
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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

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**Key:**
- **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 the point where 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. All incoming flows must complete before triggering the outgoing flow.
- **Sequence Flow:** This represents the direction of the process’ flow.
- **Activity:** This represents the atomic level of an activity in the process model.
- **Sub Process:** This represents a further detailing process model. The details about this activity appear on another page.

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**Legend:**
- Start: Data Object – Input: This represents any incoming data (e.g., files, data, etc.) to the activity.
- End: Data Object – Output: This represents any outgoing data (e.g., files, data, etc.) from the activity.
- Gateway – Exclusive decision gateway: This represents the point where 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. All incoming flows must complete before triggering the outgoing flow.
- Activity: This represents the atomic level of an activity in the process model.
- 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)

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.

18-3 NRFU Data Collection (In Part)

18-3.1 Receive Work Assignment

18-3.2 Perform Field Verification Data Collection and Quality Control

18-3.3 Perform NRFU Manager Visit

18-3.4 Perform NRFU Case Enumeration

18-3.5 Perform NRFU Reinterview Data Collection

18-3.6 Closeout Contact Attempt
50.30 Perform NRFU Manager Visit

**Purpose:** To determine occupancy status of units in a multiunit.

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18-3 NRFU Data Collection (In Part)

18-3.3 Perform NRFU Manager Visit

- **Attempt Manager Visit**
  - **Manager Visit Successful?**
    - Yes: Complete Enumeration of Each Unit by Proxy
      - Housing Status:
        - Vacant or Delete Status: Mark as Candidate for Individual Enumeration
        - Occupied Status: Mark as Candidate for Individual Enumeration
        - No Determination: Mark as Eligible for Individual Enumeration
    - No: 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
- **Manager not Available:** Unit is candidate for continued grouping into multiunit case for future days' assignments

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Start Sub Process → Attempt Manager Visit → X Manager Visit Successful? → X Vacant or Delete Status → Occupied Status → No Determination → Mark as Candidate for Individual Enumeration → Mark as Eligible for Individual Enumeration → 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 (In Part)

18-3.4.1 Enumerate Housing Unit

- 50.40.10 Determine Special Case Status
  - Is there a Special Case Status Condition?
  - Yes
    - 50.40.20 Update Case Status/Address Data to Reflect Special Case Status
  - No
    - 50.40.30 Attempt Interview
      - Is there a Communication Barrier?
        - Yes
          - 50.40.40 Mark Case as Communication Barrier
        - No
          - 50.40.50 Leave Notice of Visit
            - Eligible Respondent Contacted?
              - Yes
                - 50.40.60 Mark Case as Refusal
              - No
                - 50.40.70 Attempt to Enumerate Current Resident for Prior Address
                  - In-Mover?
                    - Yes
                      - 50.40.90 Complete Enumeration of HU
                    - No
                      - 50.40.100 Mark Case as In-Mover
                        - 50.40.110 Attempt to Enumerate Current HU (by In-Mover Proxy)
                          - Attempt to Enumerate Current Resident for Prior Address
        - No
          - 50.40.80 Begin Interview

Special Case Status includes:
- Vacant Unit
- Unable to Locate
- Does not Exist
- Nonresidential
- Uninhabitable
- Empty Mobile Home
- Restricted Access
- Dangerous Address
- Group Quarter
- Other
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 (In Part)

18.3.4.2 Enumerate Housing Unit via Proxy Interview

Start Sub Process

Mark Case as Communication Barrier

Mark Case as Refusal

Is There a Communication Barrier?

Yes

No

Is Eligible Respondent Contacted?

Yes

No

Begin Interview

Determine Unit Status as of Census Day

Is there a Special Case Status Condition?

Yes

No

End Sub Process

Check

Yes

No

No

Complete Enumeration of HU

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.

18-3 NRFU Data Collection (In Part)

Start Sub Process

18-3.5 Perform NRFU Reinterview Data Collection

- Attempt Reinterview
  - Is Eligible Respondent Contacted?
    - No
    - Yes
  - Is there a Communication Barrier?
    - No
    - Yes

Mark Case as Communication Barrier

Mark Case as Refusal

- Refusal?
  - Yes
  - No

Begin Reinterview

Previously Contacted?

- Yes
- No

Complete Short Interview (Short Form)

Closeout Contact Attempt

Complete Full Interview

End Sub Process
50.70 Closeout Contact Attempt

Purpose: To complete the action and send response data, status, and paradata.
60 Adjudicate Reinterview Results
Purpose: To compare reinterview data with production data and determine reinterview outcome.

18-4.1 NRFU Quality Control Adjudication (In Part)

18-4.1.2 Adjudicate Reinterview Results

- Perform Comparison/Resolution Research and Make Recommendations (Clerical Resolution Staff)
- "Hard Fail" Recommended?
- Yes
  - Stop Work (Field Staff)
  - "Hard Fail" Determination?
  - Yes
    - Set Final RI Outcome and Send to RPO
  - No
    - "Hard Fail" Recommended?
    - No
      - Set Final RI Outcome and Send to RPO
      - "Hard Fail" Determination?
      - Yes
        - Stop Work (Field Staff)
      - No
        - "Hard Fail" Recommended?
        - No
          - Set Final RI Outcome and Send to RPO
          - "Hard Fail" Determination?
          - Yes
            - Stop Work (Field Staff)
          - No
            - "Hard Fail" Recommended?
              - No
                - Set Final RI Outcome and Send to RPO
              - Yes
                - Stop Work (Field Staff)

Clerical Recommendations:
- Pass
- Fail
- "Hard Fail" - Enumerator Falsification

Can Include Supplemental RI Selection