**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

**Example Activity Model**

- **Start**
- **Determine Universe for Mailing**
- **Identify Respondents**
- **Write Specs for Mailout**
- **Prepare Paper Surveys and Envelopes for Mail**
- **Process Postcards**
- **Go Live with Online Survey**
- **Label & Mail all Survey-Related Information**
- **Conduct Follow-Up**
- **Update Status Nightly**

**Legend**

- **Data Object – Input** This represents any in-coming data (e.g., files, data, etc.) to the activity.
- **Data Object – Output** This represents any out-going 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.

**Events**

- **Start**
- **End**
- **Intermediate Timed Event**
- **Flow continued on another page:**
- **Flow continued from another page:**

**Activities**

- **Activity**
- **Activity containing a sub-process:**
- **Sub Process**
- **Optional Activity Numbering:**
- **Activity involving:**
  - USER interacting with a system or software:
  - SENDING a message:
  - RECEIVING a message:
  - RECURRING steps:
  - Any system developed specifically for Census' use:
  - Any commercial-off-the-shelf (COTS) products.
- **Activity involving:**
  - MANUAL activity (no system/software involved):
  - SERVICE or batch processing:
  - Any system developed specifically for Census' use:
  - Both a system developed specifically for Census' use and COTS products:

**Gateways**

- **Exclusion:**
- **Parallel:**

**Data Objects**

- **Input:**
- **Output:**
- **Data Store:**

**Other**

- **Sequence Flow:**
- **Association:**
- **Annotation:**

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**Key:**

- **Start:**
- **End:**
- **Intermediate Timed Event:**
- **Flow continued on another page:**
- **Flow continued from another page:**

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**Note:** If numbering, number by 1's to leave room for additional activities between initial activities, just in case they are needed.
2020 Census Local Update of Census Addresses Operation (LUCA)

Purpose: To show the high level processes, subprocesses and activities associated with the 2020 LUCA Operation.
2020 Census Local Update of Census Addresses Operation (LUCA)

Purpose: To work with local partners in order to update Census addresses for 2020. The LUCA Operation includes the LUCA/PL activities and the New Construction Program.

**7-1 LUCA Outreach**

- **7-1.1 Prepare for LUCA Outreach and Participation**
  - 10 Prepare for LUCA Outreach and Participation
  - 20 Conduct LUCA Internal Training and Promotions
  - 30 Provide LUCA Outreach Materials and Training

- **7-1.2 Conduct LUCA Internal Training and Promotions**
  - 40 Manage and Validate LUCA Returns
  - 50 Conduct LUCA Feedback
  - 60 Closeout LUCA

**7-2 LUCA Review**

- **7-2.1 Provide LUCA Participant Review Materials**
- **7-2.2 Support LUCA Partners During Review Process**

**7-3 LUCA Returns and Validation**

- **7-3.1 Process LUCA Feature Updates**
- **7-3.2 Perform Pre-Processing of LUCA Address Updates**
- **7-3.3 Update MAF/TIGER**
- **7-3.4 Match to MAF/TIGER**
- **7-3.5 Update MAF/TIGER**

**7-4 LUCA Feedback and Appeals**

- **7-4.1 Provide Feedback Request to LUCA Participants**
- **7-4.2 Support OMB in Establishing LUCA Appeals Office**
- **7-4.3 Process Accepted LUCA Appeals from OMB**
- **7-4.4 Update MAF/TIGER**

**7-5 LUCA Closeout**

- **7-5.1 Closeout LUCA Participants**
- **7-5.2 Closeout LUCA Operation**
- **7-5.3 OMB Appeal Decision**
- **7-5.4 Update MAF/TIGER**

**7-6 New Construction (NC) Program**

- **7-6.1 Conduct New Construction (NC) Program**

**Detailed Context Model**

2020 Census 7. Local Update of Census Addresses Operation (LUCA) BPM 4.0 - w Annotation v04c.vsd

Page 4 of 27
10.10 Obtain OMB Clearance for LUCA Operation

Purpose: To conduct the activities associated with receiving OMB Clearance for LUCA Operation

- 10.10.20 Publish 60 Day Federal Register Notice
- 10.10.30 Prepare Full LUCA Package for OMB Clearance
- 10.10.40 Publish 30 Day Federal Register Notice
- 10.10.50 Send LUCA Package to OMB
- 10.10.60 Obtain LUCA Final Approval of OMB Clearance

7-1.1 Prepare for LUCA Outreach and Participation (In Part)

7-1.1.1 Obtain OMB Clearance for LUCA Operation

Start Sub Process

- Prepare LUCA Procedures and Draft Operation Specific Materials
- Publish 60 Day Federal Register Notice
- Prepare Full LUCA Package for OMB Clearance
- Publish 30 Day Federal Register Notice
- Send LUCA Package to OMB
- Obtain LUCA Final Approval of OMB Clearance

End Sub Process
10.10.10 Prepare LUCA Procedures and Draft Operation Specific Materials

Purpose: To prepare the 2020 LUCA Procedures for Delivery to the National Processing Center (NPC) and Regional Office (RO)

7-1.1 Prepare for LUCA Outreach and Participation (In Part)

7-1.1.1 Obtain OMB Clearance for LUCA Operation (In Part)

- MAF/TIGER
  - 10.10.10 Write LUCA Participant Procedures
  - 10.10.10.20 Write LUCA Training and Outreach Procedures

- MAF/TIGER
  - 10.10.10.30 Deliver LUCA Participant Procedures
  - 10.10.10.40 Deliver LUCA Training and Outreach Procedures

Start Sub Process

Participant respondent guides and external FAQs and Title 13 instructions

High Level for Federal Register LUCA Participation criteria

Materials delivered to LUCA Participant Training

End Sub Process
10.20 Prepare and Publish Procedures for LUCA Appeals

Purpose: To conduct the activities associated with publishing Procedures for LUCA Appeals

10.20.10 Publish Procedures for Participation in the Appeals Process for LUCA in the Federal Register for Public Comments

10.20.20 Publish Final Procedures for Participation in the Appeals Process for LUCA in the Federal Register
20.10 Conduct LUCA Internal Training

Purpose: To conduct internal 2020 LUCA training for Regional Offices and National Processing Center (NPC)

7-1.2 Conduct LUCA Internal Training and Promotions (In Part)

7-1.2.1 Conduct LUCA Internal Training

20.10.10 Conduct LUCA Outreach Training (train the trainers)

20.10.20 Conduct Internal LUCA Training

20.10.30 Conduct Support Desk Training for LUCA
20.20 Conduct LUCA Promotions
Purpose: To conduct 2020 LUCA Promotions

7-1.2 Conduct LUCA Internal Training and Promotions (In Part)

7-1.2.2 Conduct LUCA Promotions

- Start Sub Process
  - Create LUCA Promotional Materials
    - MAF/TIGER
  - Conduct Promotional Workshop
    - MAF/TIGER
- End Sub Process
30.10 Provide LUCA Advance Notice Packages
Purpose: To print, assemble, ship and track the 2020 LUCA Advance Notice Package and Update the Contacts List

7-1.3 Provide LUCA Outreach Materials and Training (In Part)

7-1.3.1 Provide LUCA Advance Notice Packages

Start Sub Process

- Identify Eligible LUCA Entities (30.10.10)
- Query Entity Universe from GPP (30.10.20)
- Extract and QA the Advance Notice Shipping List from Contact Database (GPP) (30.10.30)
- Print and Assemble Advance Notice Package (30.10.40)
- Ship Advance Notice Package (30.10.50)
- Track Advance Notice Package (30.10.60)
- Receive LUCA Advance Notice Response (30.10.70)
- Update Contact Database (GPP) with Government Contact Information (30.10.80)
- Research and Resolve LUCA Undelivered Packages Issues (30.10.90)

Advance Notice Response Results:
- No Response at all
- Response Received (Yes/No)
- Undelivered package

End Sub Process

- Ship Reminder to Non-Responders (30.10.10)
- Update Extract (30.10.110)

MAF/TIGER
NPC
GPP
Response Received? 30.10.70.10
Yes
No

Production Control System

No

Yes

Yes

No

Yes

No

Yes

No
30.20 Provide LUCA Invitation Packages
Purpose: To ship the 2020 LUCA Invitation Package and Update the Contact Database (GPP) and production control system.

7-1.3 Provide LUCA Outreach Materials and Training (In Part)

7-1.3.2 Provide LUCA Invitation Packages

- Extract and QA the Invitation Shipping List from Contact Database (GPP) System
- Print and Assemble Invitation Package
- Ship Invitation Package
- Track Invitation Package
- Receive LUCA Registration Response
- Research and Resolve LUCA Undelivered Packages Issues
- Ship Reminder to Non-Responders
- Update Production Control System
- Yes
- No
- Production Control System
- Undelivered Package?
- Yes
- No
- Ship Non-Response Reminder?
- Yes
- No
- Response Received?
- Yes
- No
- Invitation Results:
  - No Response at all
  - Response Received (Yes/No)
  - Undelivered package

Start Sub Process

End Sub Process
30.30 Conduct LUCA Participant Training

Purpose: To conduct 2020 LUCA Participant Training

7-1.3 Provide LUCA Outreach Materials and Training (In Part)

7-1.3.3 Conduct LUCA Participant Training

Start Sub Process → Create LUCA Training Materials → Train Participants → End Sub Process
35.10 Provide LUCA Participant Review Materials

Purpose: To prepare and ship LUCA Participant review materials and make updates in production control system

7-2 LUCA Review (In Part)

7-2.1 Provide LUCA Participant Review Materials

Start Sub Process

Prepare LUCA Electronic Shapefiles

Prepare Partnership Software CD/DVD Review Materials and Data Media

Receive prepared materials from 10.40.40

Production Control System

NPC

MAF/TIGER

35.10.10

Prepare Paper LUCA Review Materials

Production Control System

NPC

MAF/TIGER

35.10.20

35.10.30

Prepare Partnership Software CD/DVD Review Materials and Data Media

35.10.40

Ship LUCA Review Materials

Track Review Materials

Yes

No

End Sub Process

Materials Received?

35.10.50

35.10.50.10

7.2 LUCA Review (In Part)
35.20 Support LUCA Partners During Review Process

Purpose: To provide support for LUCA Participants as they review materials.

7-2 LUCA Review (In Part)

7-2.2 Support LUCA Partners During Review Process

Support LUCA Participants via Geographic Program Support Desk (GPSD) or Census Bureau Regional Office (RO)
40.10 Process LUCA Feature Updates

Purpose: To show the activities associated with updating the LUCA feature information

7-3 LUCA Returns and Validation (In Part)

7-3.1 Process LUCA Feature Updates

Geographic Partnership BPM 60.120 supports activities 40.10.10 through 40.10.60

[Diagram showing the process flow with activities and decision points labeled with numbers and tasks.]
40.20 Perform Pre-Processing of LUCA Address Updates

Purpose: To show the activities associated with pre-processing the LUCA updates including review and re-submissions.

40.20.10 Receive Electronic LUCA Submissions from Partners at NPC

40.20.20 Review Digital LUCA Submissions at NPC

40.20.30 Receive Paper LUCA Submissions from Partners at NPC

40.20.40 Review LUCA Paper Submissions at NPC

40.20.50 Track the Contact Made to Partners to Request Appropriate Submissions

40.20.60 Key Paper LUCA Submissions at NPC

40.20.70 Submit LUCA Submissions to HQ for Matching from NPC
7-3 LUCA Returns and Validation (In Part)

Purpose: To show the activities associated with LUCA Matching and Address Validation

**Business Process Model & Analysis Toolkit**

### 40.25 Perform LUCA Matching and Address Validation

**Start**

- **40.25.10** Receive LUCA Submissions at HQ
- **40.25.20** Perform Match to MAF/TIGER
- **40.25.30** Production Control System
- **40.25.40** Perform Match to Administrative Records
- **40.25.50** Score LUCA Records
- **40.25.60** Compare LUCA Block Level Updates to Address Canvassing Research Results
- **40.25.70** LUCA Block Level Updates to Block Tracking Database
- **40.25.80** Score Result?
- **40.25.90** LUCA Block Level Updates to Block Tracking Database
- **40.25.10** Receive Address Validation Results at HQ for Processing
- **40.25.15** Perform LUCA HQ Cleanup Script
- **40.25.20** Update MTDB with Accepted LUCA Results
- **40.25.30** Deliver to In-Office AdCan for Resolution

**End**

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50.10 Provide Feedback to LUCA Participants

Purpose: To provide feedback to LUCA Participants on their submissions

7-4 LUCA Feedback and Appeals (In Part)

7-4.1 Provide Feedback to LUCA Participants

- Extract and QA the Feedback Shipping Address List from Contact Database System (GPP)
- Create LUCA Feedback Products
- Print and Assemble Feedback Package
- Ship Feedback Package
- Track Feedback Package
55.10 Support OMB in Establishing LUCA Appeals Office
Purpose: To show the activities associated with supporting OMB in Establishing LUCA Appeals Office

7-4 LUCA Feedback and Appeals (In Part)

7-4.2 Support OMB in Establishing LUCA Appeals Office

Start Sub Process

55.10.10 Support OMB in the Design for LUCA Appeals Office

55.10.20 Support OMB for Set-Up of LUCA Appeals Office

55.10.30 Receive Confirmation from OMB Ready for Appeals

End Sub Process
55.20 Process Accepted LUCA Appeals from OMB

Purpose: To process the accepted LUCA Appeals from OMB, update MAF/TIGER and prepare final MAF/TIGER w/appeals products for Enumeration

7-4 LUCA Feedback and Appeals (In Part)

7-4.3 Process Accepted LUCA Appeals from OMB

Start Sub Process

Receive OMB Appeal Updates

Update Addresses with Appeals Updates

End Sub Process
60.10 Closeout LUCA Participants

Purpose: To perform activities associated with LUCA Title 13 return and destruction letter

60.10.10 Extract LUCA Participant Closeout Shipping List from Contact Database (GPP)

60.10.20 Prepare LUCA Participant Closeout Package

60.10.30 Ship LUCA Participant Closeout Package

Shipping package includes:
- Title 13 Materials/Destruction Final Closeout/Legal Letter
- List of LUCA Title 13 Materials Sent to Entity
- Title 13 Materials Return/Destruction Form

Follow-up Until Response Received

Production Control System
60.20 Closeout LUCA Operation

Purpose: To perform activities associated with closing 2020 LUCA Program

7-5 LUCA Closeout (In Part)

7-5.2 Closeout LUCA Operation

- Conduct 2020 LUCA Survey
- Conduct 2020 LUCA Assessments

Diagram:
- Start Sub Process
- Conduct 2020 LUCA Survey
- Conduct 2020 LUCA Assessments
- End Sub Process
100 Conduct New Construction (NC) Program

Purpose: To work with local partners in order to improve the accuracy and completeness of the Census Address List.

7-6 New Construction (NC) Program

7-6.1 Plan New Construction Program

- Conduct New Construction Program Planning
- Prepare New Construction Letters and Materials
- Receive OMB Clearance for New Construction Program

7-6.2 Conduct New Construction Promotions and Training

- 7-6.2.1 Conduct New Construction Promotions
- Promote New Construction at Conferences
- 7-6.2.2 Conduct New Construction Training
- Conduct NPC/RCC Training for New Construction

7-6.3 Perform New Construction Mailings and Review Support

- 7-6.3.1 Provide New Construction Invitation Packages
- 7-6.3.2 Provide New Construction Review Materials and Participant Support

7-6.4 Manage and Validate New Construction Returns

- Perform Preprocessing and Processing of New Construction Address Updates

7-6.5 Closeout New Construction Program

- Closeout New Construction Program

Promotions are conducted during the whole operation.
100.100 Provide New Construction Invitation Packages

Purpose: To ship the New Construction invitation packages to participants and track the registration responses.

7-6.3 Perform New Construction Mailings and Review Support (In Part)

7-6.3.1 Provide New Construction Invitation Packages

Start Sub Process

100.100.05 Identify Eligible New Construction Entities

Extract and QA the New Construction Invitation Shipping List

Print and Assemble New Construction Invitation Package

Ship New Construction Invitation Package

Track New Construction Invitation Package

Receive New Construction Registration Response

Update Contact Database (GPP) and Production Control System

Yes

Agree to Participate?

Yes

North Point Clear (NPC)

No

Undelivered Package?

Yes

Address Corrected?

Yes

Research and Resolve New Construction Undelivered Packages Issues

No

Undelivered Package?

Yes

No

MAF/TIGER

Responses Received?

Yes

No

Invitation Results:
- No Response at all
- Response Received (Yes/No)
- Undelivered package

Production Control System

GPP

No

Responses Received?

Yes

No

Yes

Receive New Construction Registration Response

No

Update Contact Database (GPP) and Production Control System

No

Update Contact Database (GPP) and Production Control System

No

Update Contact Database (GPP) and Production Control System

End Sub Process

100.100 Provide New Construction Invitation Packages

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100.110 Provide New Construction Review Materials and Participant Support

Purpose: To prepare and ship New Construction Participant review materials and provide support for participants.

7-6.3 Perform New Construction Mailings and Review Support (In Part)

7-6.3.2 Provide New Construction Review Materials and Participant Support

New Construction Review Materials include Shapefiles, PDF Maps and an Address List Template
100.120 Perform Preprocessing and Processing of New Construction Address Updates

Purpose: To conduct the pre-processing and processing of the New Construction address updates and resolve issues.

7-6.4 Manage and Validate New Construction Returns

- **Receive, Process and QC Electronic New Construction Submissions from Partners**
- **Perform New Construction HQ Cleanup Script**
- **Sub Process**

- **Accept New Construction Submission?**
  - Yes: **Submit New Construction Submissions to HQ for Matching and MAF Update**
  - No: **Track the Contact Made to the New Construction Partners to Request Appropriate Submissions**

- **Production Control System**

Sub Process Start → Sub Process End
100.130 Closeout New Construction Program

Purpose: To perform activities associated with closing New Construction Program

- Create New Construction Thank You Letters
- Print New Construction Thank You Letters
- Ship/Email New Construction Thank You Letters to Participants
- Create New Construction Close Out Letters
- Print New Construction Close Out Letters
- Ship/Email New Construction Close Out Letters
- Conduct New Construction Assessments

Thank you letters are sent to participants, while closeout letters are sent to everyone.