2020 Census: The National Processing Center Story

September 29, 2021



NPC Jeffersonville, IN

The U.S. Census Bureau's primary center for mail processing, survey processing, data capture, and imaging/scanning. We have two Contact Centers that respond to caller inquiries and conduct telephone interviews.

We collect and process monthly, quarterly, and annual surveys which include demographic data, population statistics, economic indicators, housing statistics, business, and construction information.



Census 2010 vs Census 2020

	2010 Census	2020 Census
Paper Data Capture Volume	176M questionnaires	21M questionnaires
Kit Assembly and Shipping Volume	7.4M kits	1.2M kits
Data Capture System	Lockheed Martin's DRIS (Decennial Response Integration System)	U.S. Census Bureau's iCADE (Integrated Computer Assisted Data Entry)
Location	NPC's Paper Data Capture on-site at NPC's main campus Decennial Logistics off-site	Both Paper Data Capture and Decennial Logistics were off-site in shared space
Household Self-Response	All Paper	Introduced option for Internet Self- Response

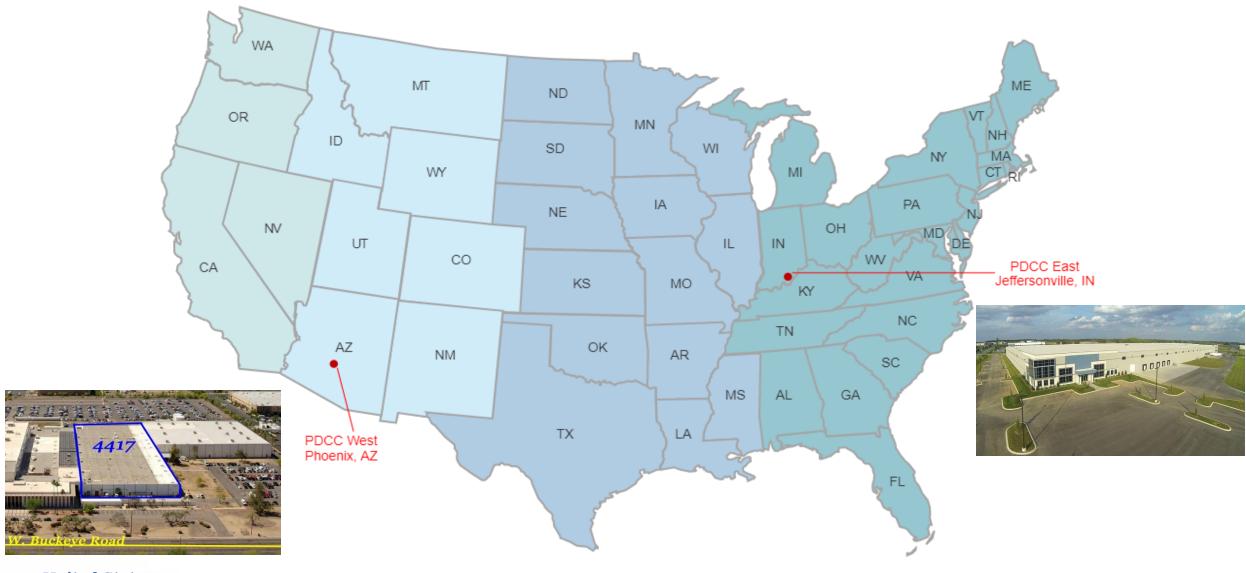


- Two Paper Data Capture Centers
- Processed 21M Census questionnaires





Census 2020 Paper Data Capture Center Locations





USPS Mail Delivery

Truck Unload

Sorter Mail Prep











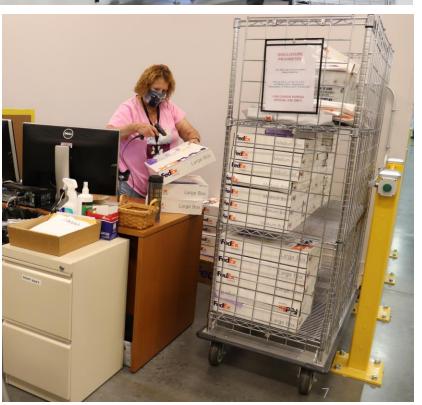


Envelope Removal









Transcription Batching

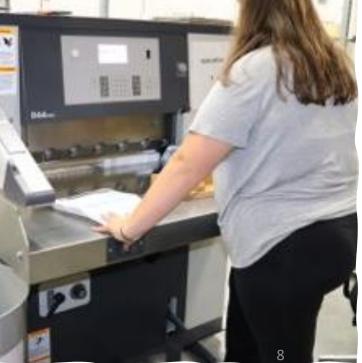




Guillotine

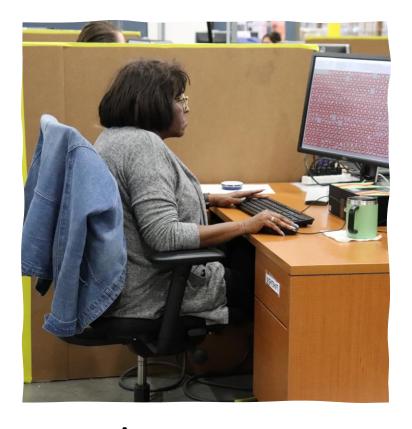












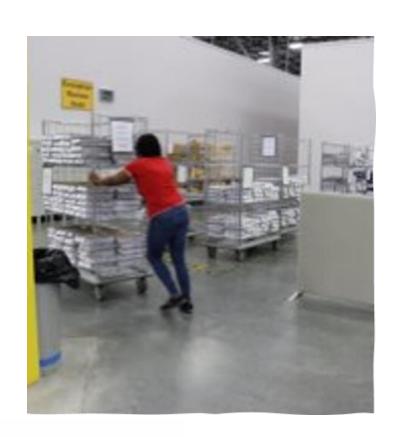
Scanning

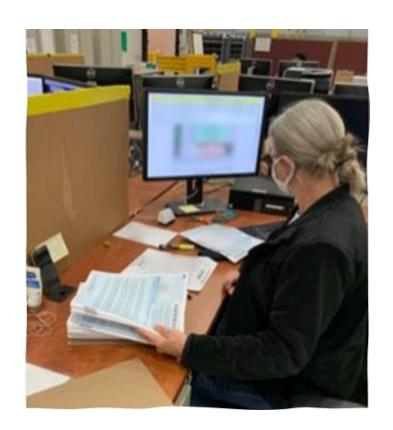
Manual Registration

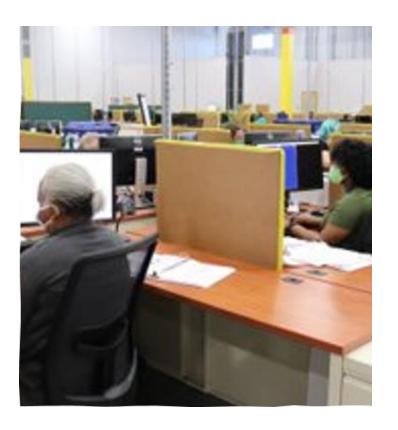


Exception Review

Key From Image











- In-Office Address Canvassing
 - 11M blocks reviewed

- Map Processing/Address Registers
 - Remote Alaska
 - Update Enumerate
 - Island Areas
 - Post Enumeration Survey (PES)



- Key from Image
 - Island Areas
 - Post Data Quality keying
- Key from Paper
 - Group Quarters (GQ) Paper Admin Lists
 - MVE (Maritime/Military Vessel Enumeration) Location Reports
 - GQ Reinterview Forms
 - Debriefing Forms
 - Enumeration Records
 - PES Person Follow-up (PFU) questionnaires



- Clerical matching
 - NRFU Reinterview
 - PES Person Interview (PI) Reinterview
 - PES operations
- Coding
 - Response Processing: Residual (Race & Ethnicity)
 - Geocoding (MVE)
 - POB, POW, Migration, I&O (IA)
 - Residence Status Coding (PES)



- Outbound and Inbound Calls
 - GQ Username Recovery & Helpdesk
 - ETL: Hotels and Motels & Carnival/Circuses
 - GQ eResponse
 - SSCIM
- Additional projects
 - Decennial Correspondence organization and scanning
 - OPF record review and folder creation



How We Accomplished Census 2020

- Programming
 - Automated Tracking and Control (ATAC)
 - Data Capture Tracking System (DCTS)
 - Workflow & Image Processing (WIPS)
 - Feith
 - Web TQA
- Documentation/Business Analyst Support
- Form Design and Printing
- Assembly and Mailouts
- Transportation and Facilities Support
- Supplies and Shipping



How We Accomplished Census 2020

- Onboarding
- CIS
- Training
- Employee Labor Relations
- Procurement of Supplies
- Implement Leases/Contracts
- Write procedures
- Maintain Schedules
- Develop and Issue Cost Estimate Requests
- Maintain Budgets
- Issue Project Numbers
- Safety Protocols



COVID Effect – The Art of Moving Mountains

- 1. Impacts to Staffing
 - March 16 to March 19: what a difference a couple days can make!
- 2. Administrative and Engineering Controls
 - PPE, Sanitizer
 - Barriers
 - Social Distancing
- 3. Changes to data collection
- 4. Changes to data capture
- 5. Teleworking



Adapt – The Art of Succeeding amidst Challenges

- COVID response
- ILMS
- NPC Expertise
- Operational and system changes
- Limited staffing



2020 Census Placement

Who can possibly support all of these operations?

SUPPORT

Program Management

1. Program Management Operation (PM)

2. Systems Engineering

& Integration Operation (SEI)

3. Security, Privacy, and Confidentiality Operation (SPC) 4. Content and

Census/Survey Engineering

Forms Design Operation (CFD)

5. Language Services Operation (LNG)

32. Field 31. Decennial Service Center Infrastructure Operation Operation (DSC) (FLDI)

33. Decennial

Logistics Management Operation (DLM)

34. IT Infrastructure Operation (ITIN)

FRAME

6. Geographic Programs Operation (GEOP)

7. Local Update of Census Addresses Operation (LUCA)

8. Address Canvassing Operation (ADC)

RESPONSE DATA

9. Forms Printing and Distribution Operation (FPD)

10. Paper Data Capture Operation (PDC)

> 11. Integrated Partnership and Communications Operation (IPC)

12. Internet Self-Response Operation (ISR)

13. Non-ID Processing Operation (NID)

14. Update Enumerate Operation (UE)

15. Group Quarters Operation (GQ)

16. Enumeration at Transitory Locations Operation (ETL)

17. Census Questionnaire Assistance Operation (CQA)

18. Nonresponse Followup Operation (NRFU)

19. Response Processing Operation (RPO)

20. Federally Affiliated Count Overseas Operation (FACO)

> 35. Update Leave Operation (UL)

PUBLISH DATA

21. Data Products and Dissemination Operation (DPD)

22. Redistricting Data Program Operation (RDP)

23. Count Review Operation (CRO)

24. Count Question Resolution Operation (CQR)

> 25. Archiving Operation (ARC)

TEST AND EVALUATION

27. Coverage Measurement Design & Estimation Operation (CMDE)

28. Coverage Measurement Matching Operation (CMM) 29. Coverage Measurement Field Operations (CMFO)

30. Evaluations and Experiments Operation (EAE)



OTHER CENSUSES

26. Island Areas Censuses Operation (IAC)

United States U.S. Department of Commerce

Economics and Statistics Administration

Thank you.

Questions?

