

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

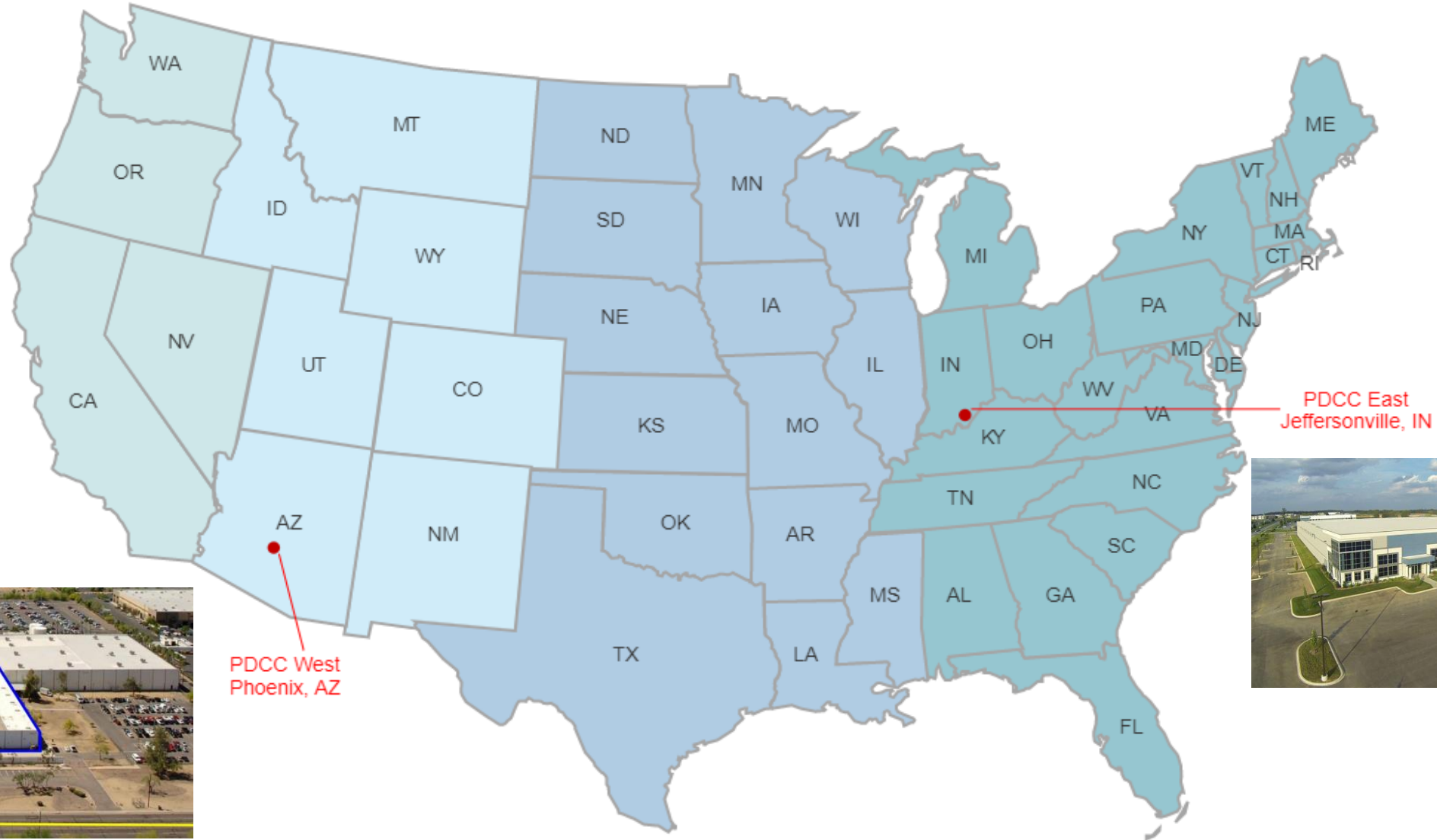
	2010 Census	2020 Census
Paper Data Capture Volume	176M questionnaires	21M questionnaires
Kit Assembly and Shipping Volume	7.4M kits	1.2M kits
Data Capture System	Lockheed Martin's DRIS (Decennial Response Integration System)	U.S. Census Bureau's iCADE (Integrated Computer Assisted Data Entry)
Location	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

What We Accomplished in Census 2020

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



Census 2020 Paper Data Capture Center Locations



USPS Mail Delivery

Truck Unload

Sorter Mail Prep

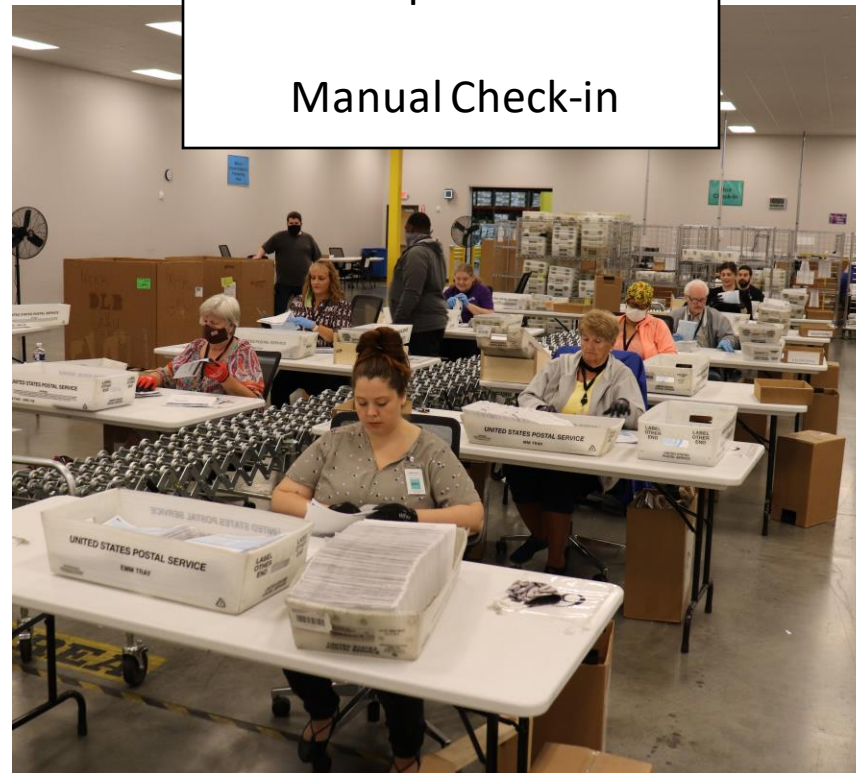




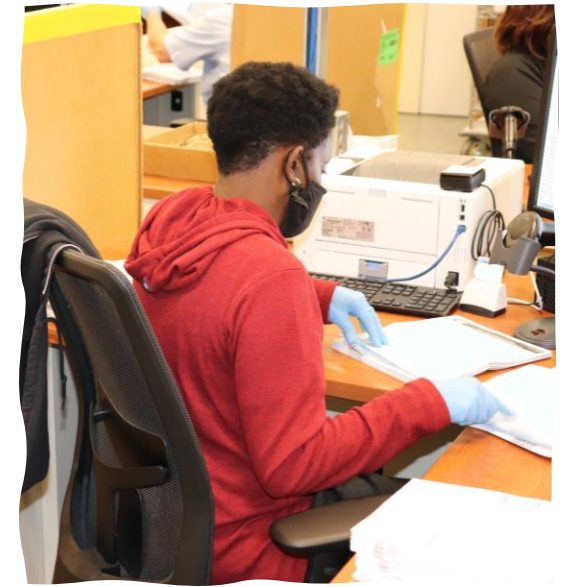
Sorter Operations

Envelope Removal

Manual Check-in



Transcription Batching

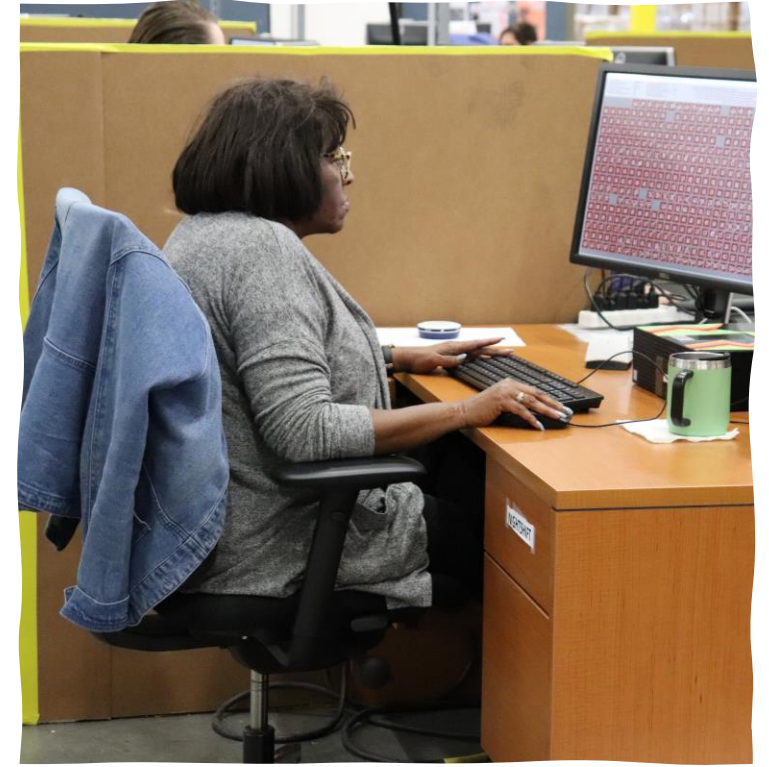


Guillotine





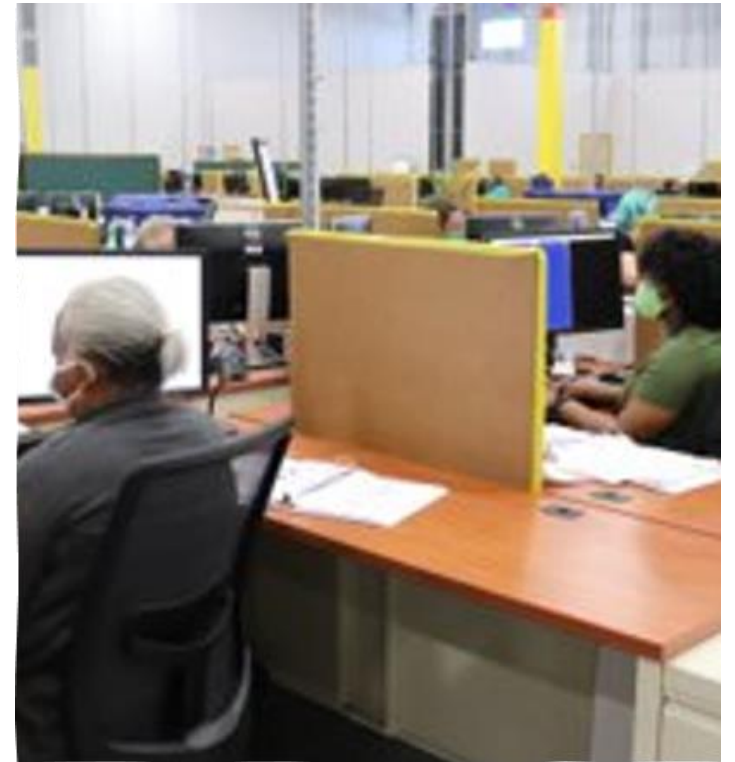
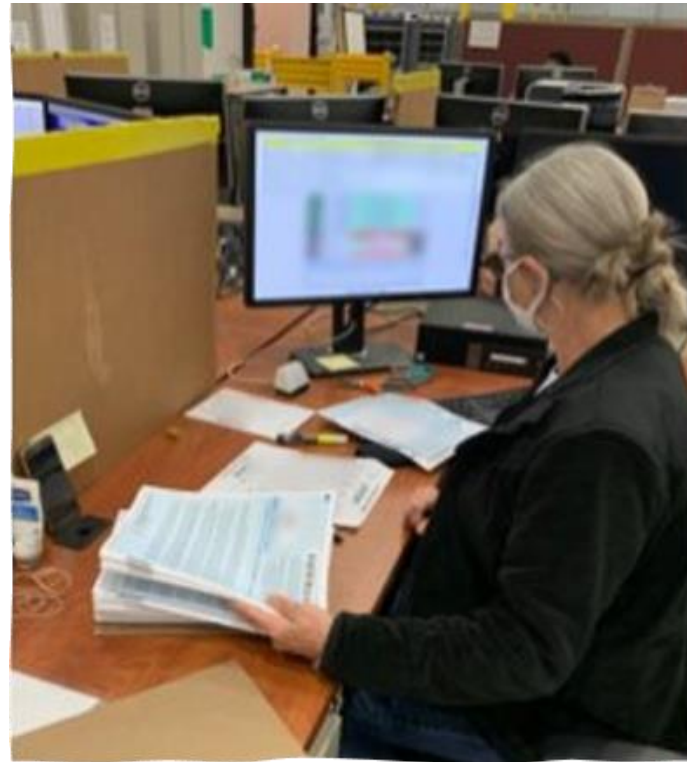
Scanning



Manual Registration

Exception Review

Key From Image



What We Accomplished in Census 2020

- 1.24M Kits Assembled & Shipped



What We Accomplished in Census 2020

- In-Office Address Canvassing
 - 11M blocks reviewed
- Map Processing/Address Registers
 - Remote Alaska
 - Update Enumerate
 - Island Areas
 - Post Enumeration Survey (PES)

What We Accomplished in Census 2020

- 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

What We Accomplished in Census 2020

- 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)

What We Accomplished in Census 2020

- 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

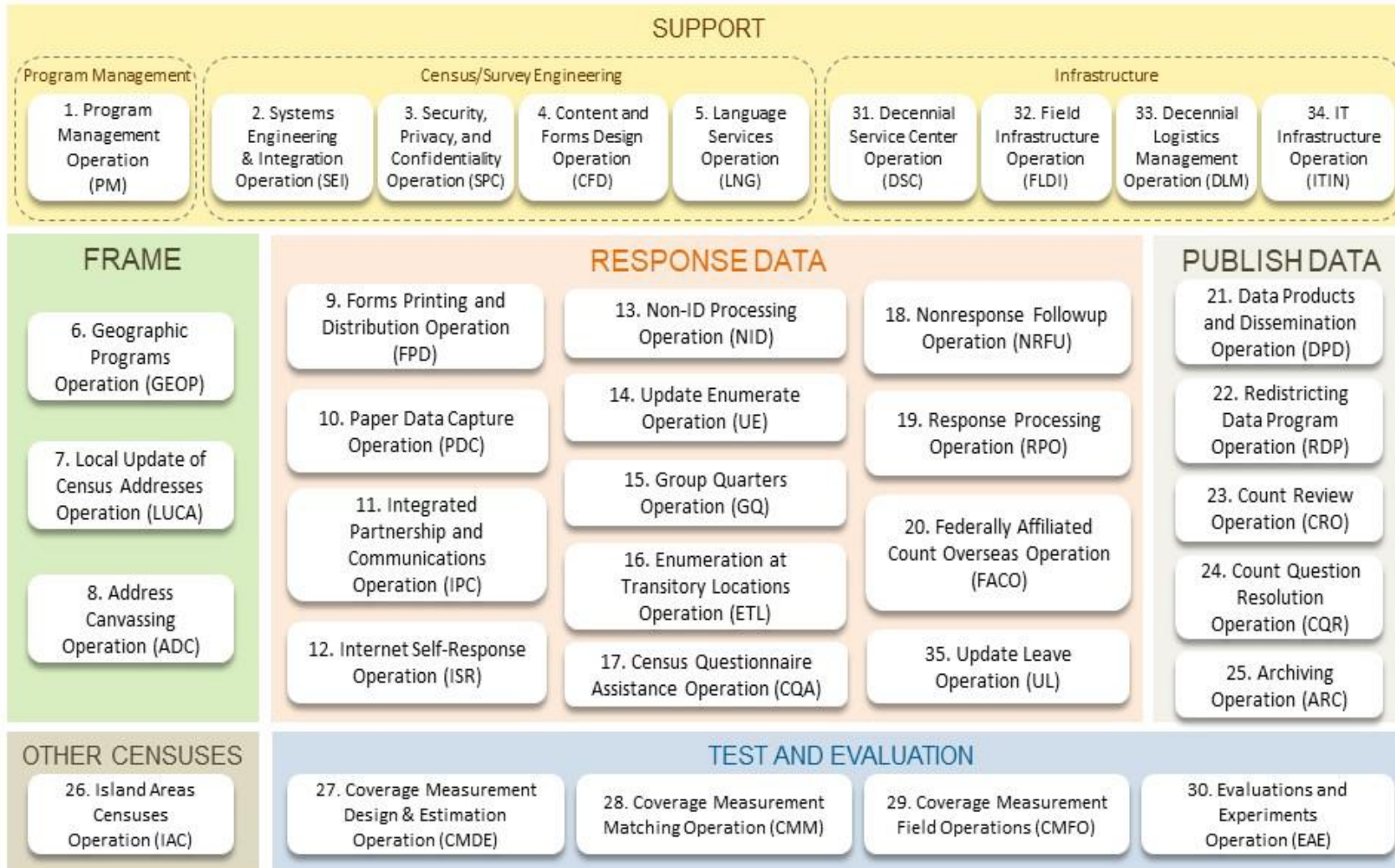
1. Impacts to Staffing
 - March 16 to March 19: what a difference a couple days can make!
2. Administrative and Engineering Controls
 - PPE, Sanitizer
 - Barriers
 - Social Distancing
3. Changes to data collection
4. Changes to data capture
5. Teleworking

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?



NPC!

Thank you.

Questions?