2018 End-to-End Census Test
Census Questionnaire Assistance Operational Assessment Study Plan

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v1.0

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Contents

I.   Introduction

Census Questionnaire Assistance (CQA) at the U.S. Census Bureau interfaces with respondents over the telephone to assist them with responding to and completing census questionnaires. CQA facilitates responses by fielding questions and, in some cases, by completing the questionnaire via an interview with the respondent. CQA will also support multiple languages beyond English and Spanish and will be able to assist respondents with special needs, such as the hearing impaired. Overall, the primary CQA goals and objectives are:

- Promote self-response on the internet by assisting respondents who have questions, or have difficulty or limitations in using an internet response instrument.

- Provide Interactive Voice Response (IVR) self-service tools and human assistance via Customer Service Representatives (CSRs) to answer questions and to collect census questionnaire information from callers.

- Support Census Outbound Operations to verify or clarify respondent information submitted during the 2018 End-to-End Census Test.

A large outsourced Contact Center Operation will support the CQA by executing inbound (respondent assistance) and outbound operations (U.S. Census Bureau, 2016). This 2018 End-to-End Census Test CQA Assessment provides background from the 2010 Census operation, which was named Telephone Questionnaire Assistance (TQA), questions to be answered, and the methodology for analysis for the 2018 End-to-End Census Test.

II.   Background

During the 2010 Census, the TQA operation was designed to provide three primary services:

- **Assistance** – Provide answers to questions about the 2010 Census and to provide guidance for completing the census questionnaire.

- **Fulfillment Requests** – Take requests for census questionnaires or language assistance guides.

- **Short-Form Data Capture** – Conduct telephone interviews to collect census questionnaire information as appropriate (Zajac, 2012).

For the 2020 Census, the Census Bureau has planned a transition from paper census questionnaires to interactive online data collection via the internet. Based on the results of previous census tests, the transition from paper questionnaires to internet data collection will significantly affect CQA workload and operations.

Respondents using the internet instrument will have the ability to contact CQA by telephone when web-based self-service help tools cannot answer their questions. The shift from paper to internet-based forms will also change the reasons that respondents contact the CQA contact centers, where a top reason that respondents call for assistance (as seen in tests following the 2010 Census) is not having internet or computer access (U.S. Census Bureau, 2016).

Each language line will have its own toll-free number for callers. On the English and Spanish languages lines, callers will first be presented with a self-service IVR system. The IVR will offer callers a number of options, such as answers to FAQs (see Appendices A and B), and will also have the ability to route calls to appropriately skilled CSRs (U.S. Census Bureau, 2016). All callers who need assistance in languages other than English or Spanish will be connected directly with a CSR.

In previous decennial census tests, the call centers experienced peaks in calls on the day the mail materials were delivered and on Mondays (Nichols et al., 2017). In order to reduce the burden on the call centers and smooth out the peaks of calls, the mail materials will be sent to households in staggered cohorts for the 2018 End-to-End Census Test and the 2020 Census. For the 2018 End-to-End Census Test, the mailing strategy is as follows:

Self-response Contact Strategy in Home Delivery Dates					
PANEL	mailing 1 (Letter)	mailing 2 (Letter)	mailing 3* (Postcard)	mailing 4* (Q'nnaire + Letter)	mailing 5* ("not too late" postcard)
Internet Choice	Friday 3/16/2018	Tuesday 3/20/2018	Friday 3/30/2018	Thursday 4/12/2018	Monday 4/23/2018
internet First Cohort 1	Friday 3/16/2018	Tuesday 3/20/2018	Friday 3/30/2018	Thursday 4/12/2018	Monday 4/23/2018
internet First Cohort 2	Tuesday 3/20/2018	Friday 3/23/2018	Tuesday 4/3/2018	Monday 4/16/2018	Thursday 4/26/2018
internet First Cohort 3	Friday 3/23/2018	Tuesday 3/27/2018	Friday 4/6/2018	Thursday 4/19/2018	Monday 4/30/2018
*=targeted only to non-respondents					

III.   Assumptions

Key assumptions include the following:

- CQA will support Nonresponse Followup (NRFU) Reinterview (RI) operations for the 2018 End-to-End Census Test.

- CQA will support Coverage Improvement (CI) operations for the 2018 End-to-End Census Test.

- IVR is projected to deflect 30 percent of inbound calls on the English and Spanish language lines. That is, 30 percent of all calls on these language lines will be resolved by the IVR and will not need to be handled by CSRs.

- Response data will not be collected by the IVR (U.S. Census Bureau, 2016).

- The 2017 CQA final CQA operations deck will provide an adequate baseline against which the 2018 results can be measured. See Appendix D for the results from 2017.

- The 2018 CQA lessons learned will provide input for the 2020 production system.

IV.   Scope of the Assessment and Questions To Be Answered

The assessment will cover inbound call metrics, CSR metrics, and outbound call metrics.

Inbound Call Metrics

The 2017 CQA test measured inbound calls. See the table below for a sample of the CQA operational daily call report.

Daily Call Volume - All Skills (Original)

United States Census Bureau

	Total Inbound Call Volume	IVR Call Volume	Direct to CSR Call Volume	IVR Calls Offered to CSRs	IVR Deflection Rate	CSR Handled Calls	Abandoned Call Volume	Virtual Hold Requests	Service Level - 30 Seconds	Avg. Speed to Abandon (min)	Avg. Handle Time (min)
PTD	15,000	13,492	1,508	9,407	30.3%	10,693	222	0	86.3%	0.3	6.8
Jul. 27, 2017	173	153	20	100	34.6%	117	3	0	80.3%	0.2	7.0
Jul. 26, 2017	150	129	21	81	37.2%	99	3	0	88.9%	0.5	7.1
Jul. 25, 2017	145	134	11	94	29.9%	103	2	0	91.3%	0.2	6.6
Jul. 24, 2017	170	157	13	106	32.5%	116	3	0	89.7%	0.4	6.8
Jul. 23, 2017	159	149	10	102	31.5%	111	1	0	90.1%	0.5	6.8
Jul. 22, 2017	184	161	23	107	33.5%	128	2	0	86.7%	0.4	6.6
Jul. 21, 2017	171	156	15	108	30.8%	120	3	0	84.2%	0.5	6.7
Jul. 20, 2017	185	166	19	112	32.5%	126	5	0	84.9%	0.2	6.8
Jul. 19, 2017	140	128	12	86	32.8%	95	3	0	81.1%	0.4	6.8
Jul. 18, 2017	185	164	21	118	28.0%	134	5	0	83.6%	0.2	6.7
Jul. 17, 2017	157	146	11	100	31.5%	110	1	0	83.6%	0.3	7.1

| Daily Call Report | July 31, 2017

What were the overall inbound call metrics?
1. How many total calls were received? By language line?
2. How many calls were serviced entirely within the IVR? What was the IVR deflection rate? (i.e. – On the English and Spanish lines, these are calls that made it to the IVR but were not transferred to a CSR.)
3. How many calls were handled by CSRs? This metric includes calls on the English and Spanish language lines where a caller went through the IVR and was transferred to a CSR, as well as callers to the non-English, non-Spanish language lines where a caller was directly connected to a CSR.
4. How many calls were abandoned?
5. How many calls were made by hour of the day (12-12:59, 1-1:59, etc.), day of the week (Sunday, Monday, etc.), and week of data collection (March X – March Y, etc.)?
6. What was the average wait time (in seconds) for calls?
7. What was the average handle time (in minutes) overall? For IVR-only calls? For CSR-only handled calls?
8. Why did callers contact CQA?
9. What were the frequent questions accessed in the IVR? The FAQs for the IVR are in Appendix B.
10. What were the most frequent questions accessed by CSRs?
11. How often did a CSR complete a Census questionnaire for a caller?

Customer Service Representative Metrics

The CSRs will be rated using standards outlined in the CQA Quality Scoring Standards document. They will be trained based on the standards outlined in this same document.

1. How well did CSRs adhere to CQA quality standards?
2. What percentage of calls were answered by a CSR in 30 seconds or less?
3. How many questionnaires were completed by CSRs?

Outbound Call Metrics

Outbound call metrics consist of reinterview for NRFU and coverage improvement and interviewer debriefings. This disposition codes are shown in Appendix C.

What were the overall outbound call metrics by operation (reinterview for NRFU and coverage improvement)?

1. How many total calls were made?
2. How many calls were made by hour of the day, day of the week, and week of data collection?
3. What was the success rate of reaching the target respondent?
4. How many attempts were made before a successful contact was made?
5. What was the final outcome of each case?

Other Items

These are other items that cut across various areas of CQA operations.

1. What types of technical issues were encountered and how often?
2. What was learned during CSR debriefings (at the end of operations)?

V. Methodology

CQA data from the 2018 End-to-End Census Test will be collected and incorporated into reports by the contractor, which will then be used as a basis for analysis to answer the research questions.

Based on the 2017 results, CSRs will be trained to gather as much information from callers as possible in order to complete the questionnaire. See Appendix D for 2017 results.
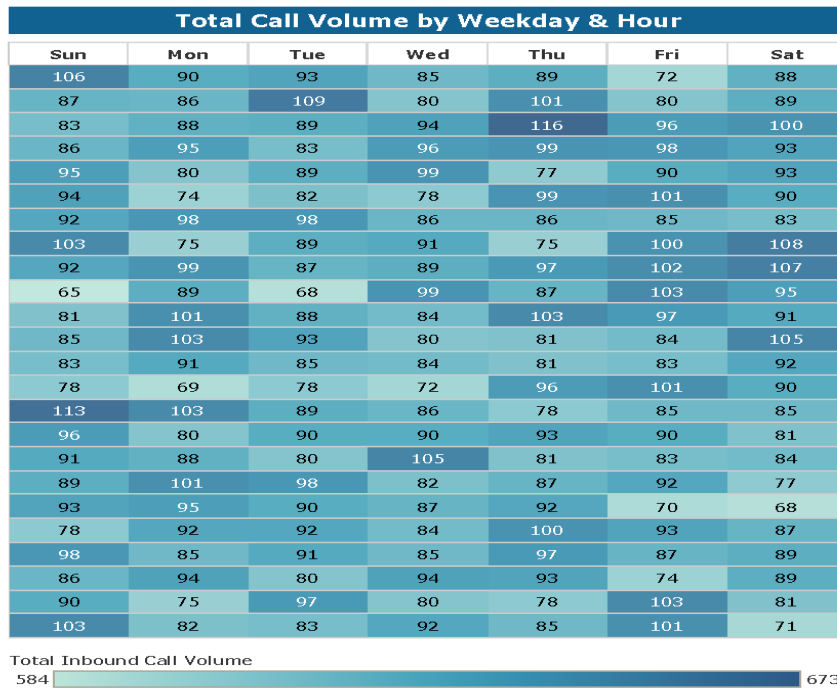
At the end of operations, the USCB and CQA contractor staff will work together to determine CSR debriefing questions. These questions will be presented to a select number of CSRs in order to elicit their experiences and opinions on various aspects of the CQA program in order to identify areas that could be improved as we move toward the 2020 Census.

The following is an example of a chart that will be produced to visualize the call patterns. The purpose of this chart is to show a distribution of CQA calls in relation to the in-home dates of the mailing materials. The final format of the chart may change slightly, but the content will remain the same.

o 7/27/2017   Skill   Call Center
                     All   All

Total Call Volume by Weekday & Hour

Sun	Mon	Tue	Wed	Thu	Fri	Sat
106	90	93	85	89	72	88
87	86	109	80	101	80	89
83	88	89	94	116	96	100
86	95	83	96	99	98	93
95	80	89	99	77	90	93
94	74	82	78	99	101	90
92	98	98	86	86	85	83
103	75	89	91	75	100	108
92	99	87	89	97	102	107
65	89	68	99	87	103	95
81	101	88	84	103	97	91
85	103	93	80	81	84	105
83	91	85	84	81	83	92
78	69	78	72	96	101	90
113	103	89	86	78	85	85
96	80	90	90	93	90	81
91	88	80	105	81	83	84
89	101	98	82	87	92	77
93	95	90	87	92	70	68
78	92	92	84	100	93	87
98	85	91	85	97	87	89
86	94	80	94	93	74	89
90	75	97	80	78	103	81
103	82	83	92	85	101	71

Total Inbound Call Volume
584 ▭▭▭▭▭▭▭▭▭▭▭▭▭▭▭▭ 673

VI.   Risks/Limitations

The level of satisfaction with help received by callers will not be measured through CQA in 2018 due to time, resource, and budget restrictions, but this is under consideration for the 2020 CQA Assessment.

In June 2017, some elements of the CQA program were scaled back for budgetary reasons. One of these elements was the web chat functionality, which is still under consideration for the 2020 Census.

VII.   Measures of Success

The primary focus of the 2018 End-to-End Census Test operational assessments will be to report on various aspects of the CQA program, with the primary focus being on operational metrics associated with inbound and outbound operations. At this point there are some unknowns, such as the scope of questions asked by callers and related call patterns. The detailed measurements are listed under the section "IV. Scope of the Assessment and Questions To Be Answered".

The operational assessment also plans to track quality measures based on the CQA requirement functions for CSR responses and the CQA requirements for outbound operations.

The CQA contractor and CQA PMO will incorporate the operational assessment metrics into the design of 2018 CQA production operation. The success of the 2018 End-to-End Census Test will be calculated using metrics supplied by comparing the actual date of metrics to CQA-developed models

and the contract requirements, as well as by comparing the results to the requirements as outlined in the 2020 CQA Concept of Operations and the 2020 Census Detailed Concept of Operations for 17. Census Questionnaire Assistance Operation.

There are some expectations for the CQA 2018 test based on the 2017 test results. CQA is estimating that about 30% of calls will be resolved by IVRs. The 2017 test results are available in Appendix C. These results will provide the thresholds and benchmarks for 2018.

VIII. Data Requirements

In order to fully answer the research questions, certain metrics will need to be collected following the completion of the 2018 End-to-End Census Test CQA Operation. This will include results such as the time and date of calls, the number and duration of calls, the success rates of outbound calls, the IVR deflection rate, the answer rates of the CSRs, the types of questions asked, and the number of questionnaires completed via CQA.

CQA GPMO oversees all areas of the contractor's duties. GPMO will provide verification on the daily call reports and will review the final data product results for accuracy. The data collection follows requirements as outlined in the detailed design. Additionally, the CQA contractor has prior experience based on the 2010 Census call center operations.

The CSRs are trained by the contractor as described in the CQA Quality Scoring Standards document. Rigid monitoring is built into the contract. As CSRs perform their duties, CQA will use ECaSE to collect the data and paradata and send it to the database centers for storage.

IX. Division Responsibilities

Role	Responsibility/Authority
Rosanne Tingley, Dan Wellwood, Charles Fowler, DCEO	Manages the 2018 E2E Census Test study plan and assessment report.
Kevin Zajac, DCEO Contact Center Management Lead	Subject Matter Expert
GDIT CQA 2018 E2E Census Test Team	Develops the data collection system and disseminates data for the assessment reports.
Rachel Gliozzi, Sarah Konya, Michael Bentley, DSSD	Develops the statistical content of the study plan. Evaluates the data and paradata from the 2018 E2E Census Test and prepares the assessment report.
Sheila Proudfoot, DCEO ADC -- CQA	Reviews and approves the study plan.
DCMD EXCB	Reviews the plan and coordinates the review with the DROM Working Group.
Decennial Research Objectives and Methods (DROM) Working	First-level management review of the study plan.
DPMO/2020 PMGB	Reviews the plan at the portfolio governance level.

X.   Milestone Schedule

The 2018 End-to-End Census Test schedule includes study plan development prior to the test and the assessment report after the test. All activity IDs start with "18CQA-" on the master schedule.

Activity ID	Activity Name	Orig Duration	Start	Finish
CQA 2018 End-to-End Operational Assessment Study Plan				
First Draft				
10130	Prepare First Draft of CQA 2018 End-to-End Operational Assessment Study Plan	5 days	3/23/2017	6/12/2017
10140	**Distribute First Draft of CQA 2018 End-to-End Census Test Operational Assessment Study Plan to the Assessment Sponsoring DCMD ADC and Other Review ers**	**1 day**	**6/23/2017**	**7/21/2017**
10150	Incorporate DCEO ADC – CQA and Other Comments to CQA 2018 End-to-End Census Test Operational Assessment Study Plan	5 days	7/21/2017	7/25/2017
Initial Draft				
10155	Prepare Initial Draft CQA 2018 End-to-End Census Test Operational Assessment Study Plan	5 days	7/21/2017	7/27/2017
10165	Distribute Initial Draft CQA 2018 End-to-End Operational Assessment Study Plan to Evaluations & Experiments Coordination Branch (EXCB)	1 day	7/27/2017	7/27/2017
10175	EXCB Distributes Initial Draft CQA 2018 End-to-End Operational Assessment Study Plan to the DROM Working Group for Electronic Review	1 day	7/27/2017	7/27/2017
10185	Receive Comments from the DROM Working Group on the Initial Draft CQA 2018 End-to-End Census Test Operational Assessment Study Plan	1 day	8/10/2017	8/10/2017
10205	Discuss DROM Comments on Initial Draft CQA 2018 End-to-End Operational Assessment Study Plan	11 days	8/10/2017	8/23/2017
Final Draft				
10215	Prepare Final Draft of CQA 2018 End-to-End Operational Assessment Study Plan	30 days	8/25/17	11/02/17

Activity ID	Activity Name	Orig Duration	Start	Finish
10225	Distribute Final Draft of CQA 2018 End-to-End Operational Assessment Study Plan to the DPMO and the EXCB	1 day	11/02/17	11/02/17
10230	Discuss Final Draft CQA 2018 End-to-End Operational Assessment Study Plan with the 2020 PMGB	10 days	11/02/17	11/15/17
10245	Incorporate 2020 PMGB Comments for CQA 2018 End-to-End Operational Assessment Study Plan	5 days	11/15/17	11/30/17
10350	Prepare FINAL CQA 2018 End-to-End Operational Assessment Study Plan	1 days	11/30/17	11/30/17
10255	Distribute FINAL CQA 2018 End-to-End Operational Assessment Study Plan to the EXCB	1 day	11/30/17	11/30/17
CQA 2018 End-to-End Operational Assessment Report				
First Draft of Assessment Report				
00620	Deliver CQA Call Center Data to DSSD	5 days	8/1/18	8/7/18
10410	Prepare First Draft of CQA 2018 End-to-End Operational Assessment Report	15 days	9/04/18	9/24/18
10415	**Distribute First Draft of CQA 2018 End-to-End Operational Assessment Report to the Assessment Sponsoring DCMD ADC and Other Reviewers**	**1 day**	**9/25/18**	**9/25/18**
10425	Incorporate DCMD ADC and Other Comments CQA 2018 End-to-End Operational Assessment Report	5 days	9/26/18	10/02/18
Initial Draft of Assessment Report				
10530	Prepare Initial Draft CQA 2018 End-to-End Operational Assessment Report	10 days	10/03/18	10/17/18
10440	Distribute Initial Draft CQA 2018 End-to-End Operational Assessment Report to Evaluations & Experiments Coordination Br. (EXCB)	1 day	10/18/18	10/18/18
10450	Distributes Initial Draft CQA 2018 End-to-End Operational Assessment Report to the EXCB - DROM Working Group for Electronic Review	1 day	10/18/18	10/18/18
10460	Receive Comments from the DROM Working Group on the Initial Draft CQA 2018 End-to-End Operational Assessment Report	10 days	10/19/18	11/01/18

Activity ID	Activity Name	Orig Duration	Start	Finish
10470	Discuss DROM Comments on Initial Draft CQA 2018 End-to-End Operational Assessment Report	11 days	11/02/18	11/19/18
Final Draft of Assessment Report				
10480	Prepare Final Draft of CQA 2018 End-to-End Operational Assessment Report	25 days	11/20/18	12/26/18
10490	Distribute Final Draft of CQA 2018 End-to-End Operational Assessment Report to the DPMO and the EXCB	1 day	12/27/18	12/27/18
10500	Discuss Final Draft CQA 2018 End-to-End Operational Assessment Report w ith the 2020 PMGB	10 days	12/28/18	1/11/19
10510	Incorporate 2020 PMGB Comments for CQA 2018 End-to-End Operational Assessment Report	10 days	1/14/19	1/28/19
Final Assessment Report				
10540	Prepare FINAL CQA 2018 End-to-End Operational Assessment Report	15 days	1/29/19	2/19/19
10520	**Deliver FINAL CQA 2018 End-to-End Operational Assessment Report to the EXC**	**0 days**	**2/19/19**	**2/19/19**

XI. Issues That Need to be Resolved

None at this time.

XII. Review/Approval Table

Role	Electronic Signature	Date
Author's Division Chief (or designee)	Luis Cano	12/07/17
DCEO ADC -- CQA	Sheila Proudf oot	11/30/17
DROM DCMD co-executive sponsor (or designee)		
DROM DSSD co-executive sponsor (or designee)		
Associate Director for R&M (or designee)		
Associate Director for Decennial Census Programs (or designee)		
2020 PMGB		

XIII. Document Revision and Version Control History

VERSION/EDITOR	DATE	REVISION DESCRIPTION	EAE IPT CHAIR
v. 1.0/Rachel Gliozzi	07/27/2017	First Draft	
v. 1.0/Rosanne Tingley	11/01/2017	Final Draft for PGMB	
v. 1.0/Rosanne Tingley	12/08/17	Changes to title and approval table	

XIV.   Glossary of Acronyms

Acronym	Definition
ADC	Assistant Division Chief
CQA	Census Questionnaire Assistance
CSR	Customer Service Representative
DCEO	Decennial Contracts Execution Office
DCMD	Decennial Census Management Division
DPMO	Decennial Program Management Office
DSSD	Decennial Statistical Studies Division
DROM	Decennial Research Objectives and Methods Working Group
DSSD	Decennial Statistical Studies Division
E2E	End to End
EXCB	Evaluations & Experiments Coordination Branch
IVR	Interactive Voice Response
NRFU	Census Test Nonresponse Followup
PMGB	Portfolio Management Governing Board
R&M	Research & Methodology Directorate
TQA	Telephone Questionnaire Assistance

XV.   References

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Zajac, Kevin (2012). 2010 Census Telephone Questionnaire Assistance Assessment Report. Decennial Statistical Studies Division, U.S. Census Bureau.

U.S. Census Bureau (2017). 2020 Census Questionnaire Assistance Phase 1B – 2018 End-to-End Census Test Detailed System Design. Decennial Contracts Execution Office, U.S. Census Bureau.

U.S. Census Bureau (2017). 2020 Census Questionnaire Assistance Quality Scoring Standards. Decennial Contracts Execution Office, U.S. Census Bureau.

XVI.   Appendix A: Inbound – FAQs

This table contains the frequently asked questions by callers to CQA.

Category/ Topic	Title	Keywords	Content
Address	English: "What do I do if my online questionnaire has the wrong address?"	English, FAQ, Online, Wrong, Address, ADDx	If the address shown on the screen is not your address, select 'No' and then type in your User ID again. You will be able to provide your correct address.
Address	English: "What if there is more than one housing unit (such as house, apartment, mobile home) at the same address but there is no unit designation (house/apartment/building/unit/lot number) on the online questionnaire?"	English, FAQ, Incomplete, Address, ADDx	If your address is not complete or correct as it appears on the screen, select 'No' and then type your User ID again. You will be able to enter your complete address.
Address	English: "What if there is more than one housing unit (such as house, apartment, mobile home) at the same address?"	English, FAQ, Multiple, Units, ADDx	If your address does not appear correct on the screen, select 'No' and then type your User ID again. You will be able to enter your complete address. Or, I can take your information now.
Address	English: "What if this address is nonresidential?"	English, FAQ, Nonresidential, Vacant. Empty, Business, ADDx	If the address is nonresidential (such as a business or vacant lot) and no one lives or stays at that address, then do not complete the questionnaire. A census worker will visit to verify that the address is nonresidential and remove the address from the census address list. If you receive additional letters or survey requests, please ignore them.
Address	English: "I live at two different addresses during the year. How should I respond?"	English, FAQ, Snowbird, Vacation Home, Two, addresses, Moved, ADDx	If you moved residences this year, you should answer the census at the place where you lived on April 1, 2018. If you go back and forth between residences, you should answer the census at your usual residence, that is the place where you live and sleep most of the time. If you are not sure, answer the census using the address of the place where you were staying on April 1, 2018. If you receive questionnaires, letters or postcards for the address that is not your usual residence, I can take your information now for that address or you can respond

			online for that place to indicate that you do not live there.
Address, Paper	English: "What do I do if my paper questionnaire has the wrong address?"	English, FAQ, Paper, Wrong, Address, ADDx, PPRx	I can take your information now. You will be able to provide your correct address and complete the survey by phone.
Address, Paper	English: "What if there is no apartment, unit, suite, building, or lot number on the paper questionnaire?"	English, FAQ, Incomplete ,Address, ADDx, PPRx	I can take your information now. You will be able to provide your complete address. Or you may complete and send in the questionnaire for your unit.
AdminRecords	English: "How are administrative records used?"	English, FAQ, Administrative, Records, ADMINx	The Census Bureau is researching ways to use information that households have already provided to the government so that you do not have to provide the same information again. This would make it easier for you and lower the cost of conducting the census.
AdminRecords	English: "I live or stay in military barracks or base housing. Why wasn't I selected to participate in this test?"	English, FAQ, Military, Barracks, Base, Housing, Not Selected, ADMINx	People who live or stay in military barracks and base housing are not included in this census test. The Census Bureau plans to count personnel living or staying in military barracks and base housing using administrative records.
Authority	English: "What is the OMB Number?"	English, FAQ, OMB, Number, AUTHx	The eight-digit OMB approval number is xxxx-xxxx.
Authority, Objection	English: "What authority does the Census Bureau have to collect my information?"	English, FAQ, Authority, Collect, Information, AUTHx, OBJx	We are conducting this survey under the authority of Title 13, U.S. Code, Sections 141 and 193. This collection of information has been approved by the Office of Management and Budget (OMB). You are not required to respond to this survey if it does not display a valid OMB approval number. The eight-digit OMB approval number is xxxx-xxxx.
Benefit	English: "How will our community benefit from the 2018 Census Test?"	English, FAQ, Community, Benefit, BENx,	Responding to the 2018 Census Test helps ensure your community is counted in the 2020 Census. Census data are used to distribute federal and state funds for projects in your community, including funds for education and transportation.
Benefit	English: "Will any results be available from the 2018 Census Test?"	English, FAQ, Results, BENx,	Yes. Though official counts will result from the 2020 Census, some data products will be created during the 2018 Census Test.

Benefit	English: "Why are you asking about name(s)?"	English, FAQ, Names, BENx,	We ask for names in case we need to contact someone to ask about incomplete, inconsistent, or missing information on the questionnaire. This information is never published, does not result in published estimates, and is carefully protected to respect the personal information of respondents.
Benefit	English: "Why are you asking about the people at this address?"	English, FAQ, People, Address, BENx	Establishing an accurate count is critical for determining how many representatives a state should have in Congress, and population counts are factored into the distribution of hundreds of billions of dollars from more than 100 federal programs.
Benefit	English: "How is homeownership data used?"	English, FAQ, Homeownership, Home, Owner, BENx,	The answer to this question helps local, state, tribal, and federal governments make decisions about housing programs and planning. In addition, homeownership rates are an indicator of the state of the nation's economy.
Benefit	English: "How is data on males and females used?"	English, FAQ, Males, Females, Gender, BENx	Many federal programs use data on males and females for funding, implementing, and evaluating their program. Laws promoting equal employment opportunity for women are one example. This information also can be important for analyzing social and economic trends.
Benefit	English: "How is date of birth data used?"	English, FAQ, Birth, Date, Birthday, BENx,	Many funding and planning decisions are based on age-related statistics and trends. For example, the federal government uses them to decide how to allocate education funds and to project the health care needs of the older population and veterans. State and local governments use them to determine age-related needs, such as a need to increase school system resources due to an increase in the population of school-aged children.
Benefit	English: "How is race and ethnicity data used?"	English, FAQ, Race, Ethnicity, BENx,	A question about race and ethnicity is asked because these data are required for federal and state programs and are critical factors in the basic research behind numerous policies, particularly for civil rights. These data are also used to promote equal employment opportunities and to address disparities in health and environmental risks.

Benefit	English: "Why do you need to know about other places where I live or stay?"	English, FAQ, Live, Stay, BENx,	It is important to count everyone once, only once, and in the right place. Establishing an accurate count is critical for determining how many representatives a state should have in Congress, and population counts are factored into the distribution of hundreds of billions of dollars from more than 100 federal programs.
Benefit	English: "Why does the Census Bureau need to know my race and ethnicity?"	English, FAQ, Race, Ethnicity, BENx,	A question about race and ethnicity is asked because these data are required for federal and state programs and are critical factors in the basic research behind numerous policies, particularly for civil rights. These data are also used to promote equal employment opportunities and to address disparities in health and environmental risks.
Benefit, Objection	English: "How will the 2018 Census Test benefit me personally?"	English, FAQ, Personal, Benefit, BENx, OBJx	Responding to the 2018 Census Test helps the Census Bureau plan for a cost-effective and accurate 2020 Census. The 2020 Census data will be used to determine how many representatives your state has in the U.S. Congress and how your community is represented in your state legislatures and local school boards. Census data are also used to distribute federal and state funds for projects in your community (including funds for education and transportation).
Bilingual	English: "What languages will the Census Questionnaire Assistance (CQA) Centers provide assistance for?"	English, FAQ, Language, Assistance, BILx	In addition to English, we provide assistance in Spanish, Arabic, Mandarin, Cantonese, Korean, Russian, Tagalog (tah-GAH-lawg), and Vietnamese.
Bilingual	English: "Will there be a bilingual questionnaire?"	English, FAQ, Bilingual, Questionnaire, BILx	You will be able to respond online in English or Spanish. Or we can provide assistance over the telephone in English, Spanish, Arabic, Mandarin, Cantonese, Korean, Russian, Tagalog (tah-GAH-lawg), and Vietnamese.
Bilingual	English: "Why did I receive a bilingual questionnaire?"	English, FAQ, Multi-language, Questionnaire, BILx	Our goal is to count everyone once, only once, and in the right place, including respondents who may need a version of the questionnaire in a language other than English in order to provide an accurate response.
CensusTest	English: "What is the 2018 Census Test?"	English, FAQ, Define, Test, 18CTx	The 2018 Census Test will allow the Census Bureau to test and validate new methods for the 2020 Census.

CensusTest	English: "Where are you conducting the 2018 Census Test?"	English, FAQ, Test, Where, Locations, Pierce, Rhode, Oak, 18CTx	The 2018 Census Test will take place in three locations, covering more than 700,000 housing units in total. The test locations are: Pierce County, Washington; Providence County, Rhode Island; and the Bluefield-Beckley-Oak Hill, West Virginia area.
CensusTest	English: "What is Census Day for the 2018 Census Test?"	English, FAQ, Census Day, April, 18CTx	Census Day for the 2018 Census Test is April 1, 2018. You should fill out the census questionnaire based on the people in the household as of April 1, 2018. Even if you are filling out the questionnaire a few days before or a few days after Census Day, your answers should include information about people living in your household on April 1, 2018.
CensusTest	English: "Why was I selected for the 2018 Census Test?"	English, FAQ, Test, Selected, 18CTx	The Census Bureau chose your address, not you personally, as part of a randomly selected sample. Your address was selected to represent similar households in your area.
Confidential, Objection	English: "Are my responses confidential?"	English, FAQ, Responses, Confidential, Privacy, Private, PRVx, OBJx	Yes. We take our responsibility to protect your information very seriously. The law puts in place very stringent measures to protect your information. The Census Bureau is not permitted to publicly release your responses in a way that could identify you or your household. By law, the Census Bureau can only use your responses to produce statistics. Your information is also protected from cybersecurity risks through screening of the systems that transmit your data. All web data submissions are encrypted in order to protect your privacy. *Optional:* We are conducting this survey under the authority of Title 13, United States Code, Sections 141 and 193. Federal law protects your privacy and keeps your answers confidential (Title 13, United States Code, Section 9). For more information about how we protect your information, please visit our website at census.gov and click on "Data Protection and Privacy Policy" at the bottom of the home page.

Confidential, Objection	English: "How is the privacy of respondents protected?"	English, FAQ, Privacy, Protected, Secure, PRVx, OBJx	The Census Bureau is required by law to protect your information. The Census Bureau is not permitted to publicly release your responses in a way that could identify you or your household. *Optional:* Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. Disclosure of the information provided is permitted under the Privacy Act of 1974 (Title 5, U.S. Code, Section 552a) and may be shared among Census Bureau staff for work-related purposes. This information may also be disclosed for the published routine uses identified in the Privacy Act System of Records Notice COMMERCE/CENSUS-5, Decennial Census Program. For more information about how we protect your information, please visit our website at census.gov and click on "Data Protection and Privacy Policy" at the bottom of the home page.
Confidential, Objection	English: "Is my information protected?"	English, FAQ, Safe, Online, Protected, Secure, Personal, PRVx, OBJx	Yes, your information is protected. Federal law protects your privacy and keeps your answers confidential (Title 13, United States Code, Section 9). By law, the Census Bureau can only use your responses to produce statistics. *Optional:* Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. For more information about how we protect your information, please visit our website at census.gov, and at the bottom of the home page, click on "Data Protection and Privacy Policy." In addition, all web data submissions are encrypted in order to protect your privacy.
ContactCenter	English: "I was trying to reach the hearing impaired number. Can you help me?"	English, FAQ, Deaf, Hearing, Impaired, TTY, TDD, CCx	The toll-free telephone number for the hearing impaired is 1 844 467 2020. The lines are open every day from 7 a.m. to 12 a.m. Eastern Time.
ContactCenter	English: "Where are you located?"	English, FAQ, CQA Location, Located, CCx	Our phone lines are answered out of several locations in the United States. *If you are pressed for a more specific answer:*

			"I'm sorry, but I am unable to provide an exact location. We are located within the continental United States."
ContactCenter	English: Extended Wait Time	English, FAQ, Delay, Hold, Wait CCx	I apologize for the extended delay. We are experiencing a higher than normal call volume at this time. How may I help you?
ContactCenter	English: "What are your hours?"	English, FAQ, Hours, Open, CCx	We are available to assist you 7 days a week. Call 1-844-330-2020 between the hours of 7am and 12am Eastern Time. The telephone call is free.
Count	English: "Should I count people who don't live or stay here most of the time?"	English, FAQ, Count, Temporary, Not Permanent, CNTx	Include all people who live and sleep there most of the time. Also include people who are staying there on April 1, 2018, who have no permanent place to live. Also, if a person cannot determine where they live and sleep most of the time, then they should be counted where they are staying on April 1, 2018.
Count	English: "Who should be included on the questionnaire?"	English, FAQ, Count, Permanent, Live, CNTx	The person filling out the questionnaire should include information about all household members who live and sleep at the address most of the time, including themselves. They should also include people who are staying there on April 1, 2018, who have no permanent place to live. Also, if a person cannot determine where they live and sleep most of the time, then they should be counted where they are staying on April 1, 2018.
Count	English: "Does the census count babies and very young children?"	English, FAQ, Babies, Children, CNTx	Children of all ages, even newborns, who are born on or before April 1, 2018 are counted at their usual residence where they live and sleep most of the time. Babies born on or before April 1, 2018 should be counted at the residence where they will live and sleep most of the time, even if they are still in the hospital on April 1, 2018. If a usual residence cannot be determined, they should be counted where they are staying on April 1, 2018.
Count	English: "Where does the census count a person who is just sleeping or staying at an address and does not have a usual residence anywhere?"	English, FAQ, No Residence, Homeless, CNTx	Adults and children who do not have a usual residence where they live and sleep most of the time, or who cannot determine a usual residence, should be counted where they are staying on April 1, 2018.

Count	English: "Where should children in shared custody agreements be counted?"	English, FAQ, Custody, Divorced, Separated, CNTx	Children in shared custody or other arrangements, who live at more than one residence, should be counted at the residence where they live and sleep most of the time. If time is equally divided, or a usual residence cannot be determined, they should be counted where they are staying on April 1, 2018.
Count	English: "Does the census count the children of roommates, housemates, roomers, or boarders?"	English, FAQ, Roommates, Housemates, CNTx	The children of roommates, housemates, roomers, and boarders should be counted at their usual residence, which is the place where they live and sleep most of the time. If a usual residence cannot be determined, they should be counted where they are staying on April 1, 2018.
Count	English: "Should a grandchild be counted at an address even if their mom or parent does not live or stay there?"	English, FAQ, Grand, Grandchild, CNTx	All children, including babies, should be counted at their usual residence where they live and sleep most of the time, even if the mom or parent does not live and sleep at the same address most of the time. If a usual residence cannot be determined, they should be counted where they are staying on April 1, 2018.
Count	English: "Does the census count foster children?"	English, FAQ, Foster, Children, CNTx	Foster children should be counted at their usual residence where they live and sleep most of the time. If a usual residence cannot be determined, they should be counted where they are staying on April 1, 2018.
Date	English: "What is the due date for completing/returning the questionnaire?"	English, FAQ, Due, Date, DATx	Please respond as quickly as possible to help the Census Bureau save taxpayer money and avoid follow up visits by a Census Bureau worker. *Optional:* You can respond any time between March 19, 2018 and August xx, 2018. Or with your help, I can take your information over the phone right now. It's quick and easy. This survey will take about 10 minutes to complete.
Date	English: "Do I fill out the questionnaire if I'm moving out before April 1st or if the unit will be vacant on April 1, 2018?"	English, FAQ, Moving, Sold, Moved, Vacant, DATx	Do not complete the questionnaire if you are moving out before April 1, 2018. The 2018 Census Test counts people where they live on April 1. If you know that no one will be living or

			staying there on April 1, 2018, then I can take that information over the phone now with a brief interview. It's quick and easy. This survey will take about 10 minutes to complete.
Date	English: "Why do we ask about April 1, 2018?"	English, FAQ, Census Day, April, DATx	Every respondent is asked about the same day so that the results are consistent. Census Day is April 1, 2018.
Definition	English: "What is the U.S. Census Bureau?"	English, FAQ, Define, USCB, Census Bureau, DEFx	The Census Bureau is part of the U.S. Department of Commerce. The Census Bureau's mission is to serve as the leading source of quality data about the nation's people and economy. We honor privacy, protect confidentiality, share our expertise globally, and conduct our work openly. We are guided on this mission by scientific objectivity, our strong and capable workforce, our devotion to research-based innovation, and our abiding commitment to our customers.
Definition	English: "What does the Census Bureau do?"	English, FAQ, Responsibility, Goal, USCB, Census Bureau, DEFx	The Census Bureau collects data about the nation's people, places, and economy. Our goal is to provide the best mix of timeliness, relevancy, quality, and cost for the data we collect and services we provide. The Census Bureau also conducts an economic census and a census of governments every five years ending in two and seven, a multitude of periodic and one-time surveys, and releases reports on key economic indicators.
Definition	English: "What is the decennial census?"	English, FAQ, Define, Decennial, Ten Years, 10, DEFx	The decennial census counts each person in the country, where they live on April 1, every ten years ending in zero. The last census was in 2010, and the next census will be in 2020. *Optional:* The Constitution mandates the census or population count to help determine how to apportion the House of Representatives among the states.
Definition	English: "Why does the census happen every 10 years?"	English, FAQ, Decennial, Why, Ten Years, 10, DEFx	The Constitution of the United States, Article 1, Sections 2 and 9, directs that a census or population count be taken every 10 years. Throughout the decade, we conduct research and testing to inform design decisions for the next census. *Optional:* The decennial census program also includes the American Community Survey, an ongoing survey of a sample of U.S. households, conducted each month.

Definition	English: "What is self-response?"	English: FAQ, Define, Self-Response, DEFx	"Self-response" is a census term that describes when someone completes his or her census questionnaire via the internet, on paper, or over the telephone. Self-response, particularly via the Internet, is significantly less expensive than having a Census Bureau interviewer visit your home to collect the information.
Definition	English: "What is the American Community Survey?"	English, FAQ, Define, ACS, Survey, DEFx	During past censuses, we sent some households a short questionnaire and some households a longer questionnaire. During the last census, we sent everyone the short questionnaire. Because the information on the long-questionnaire was so valuable to communities and businesses, we started sending it out every year to about 3 million households and we call it the American Community Survey. This way, that very valuable information is available every year rather than only every ten years.
Definition, AdminRecords	English: "What are administrative records?"	English, FAQ, Define, Administrative, Records, DEFx, ADMINx	Administrative records are records collected by other government agencies in order to run or administer a program. This includes information you provide to the US Postal Service, the Social Security Administration, or the Internal Revenue Service.
Error	English: "Can I make corrections to a submitted online questionnaire?"	English, FAQ, Online, Corrections, Error, Mistake, ERRx	I'm sorry; there is no way that we can correct the information you provided for your household.
Error, Paper	English: "How do I correct an error on my paper questionnaire before I mail it?"	English, FAQ,Paper, Corrections, Error, Mistake, ERRx	If the error is in a written answer, carefully draw a line through the incorrect entry and write the correct information as close as possible to the entry you crossed out. This way, the person who reviews it will know what you intended. If you checked the wrong box, just draw a line through it and mark the correct box for the question. Or, if you prefer, I can take your information over the phone right now. It's quick and easy. This survey will take about 10 minutes to complete.
General	English: "Can I get paid to complete this questionnaire?"	English, FAQ, Paid, GENx	You cannot get paid to complete the questionnaire.

General	English: "Why can't you use my answers from the 2010 Census questionnaire?"	English, FAQ, Previous, Answers, 2010, GENx	Some questions and response categories from the 2010 Census may not match the current versions.
General	English: "Where do I find my User ID?"	English, FAQ, User ID, GENx	Your User ID can be found on your questionnaire, letter, and postcard.
General	English: Political Commentary	English, FAQ, Political, Commentary, GENx	Thank you for sharing your concerns. Is there something else I may help you with?"
HomeVisit	English: "Will census workers come to my door?"	English, FAQ, Home Visit, In Person, Workers, Door, HOMx	Census workers may need to visit your household to update the Census Bureau's address list, ask follow-up questions about your responses, deliver a questionnaire or ask you to complete the questionnaire face-to-face.
HomeVisit	English: "I returned my completed questionnaire but a census worker still visited my home. Why?"	English, FAQ, Returned, Completed, Worker, Visit, HOMx	Thank you for your participation. A census worker may have been assigned to visit your address before your questionnaire was received. We want to limit census worker visits to your home, so we may ask the census worker to collect your information even if you are sure your response has been submitted. *Optional:* When your response is received, we will remove any duplicates.
HomeVisit	English: "What if I'm not home when the census worker visits?"	English, FAQ, Not Home, Away, Visits, HOMx	If you are not at home, the census worker will leave a Notice of Visit that will tell you how to respond to census online or by calling a toll-free number. Please respond quickly to help the Census Bureau save taxpayer money.
HomeVisit	English: "What will happen if the Census Bureau does not receive the questionnaire I submitted?"	English, FAQ, Not Received, Submitted, HOMx	If we do not receive your response online, by phone, or by mail, a Census Bureau interviewer may come to your home to collect the information. With your help, I can take your information over the phone right now. It's quick and easy. This survey will take about 10 minutes to complete.

Legal	English: "Is there a fine for not responding?"	English, FAQ, Fine, Consequence, LAWx	Both Title 13 and Title 18, of the U.S. Code, provide penalties if people do not respond. However, the Census Bureau's job is to encourage people to respond because it is important, not because they could be fined. We work to help people understand how an accurate census benefits them, and offer many opportunities and tools to respond. *Optional:* Title 18, U.S. Code, beginning at Section 3551, the Sentencing Reform Act of 1984, establishes uniform penalties for all federal crimes. Title 13, U.S. Code, Section 221, makes it a misdemeanor to refuse or willfully neglect to complete the questionnaire or answer questions posed by census workers and imposes a fine of not more than $100. This fine was changed by the Sentencing Reform Act of 1984 from $100 to not more than $5000.
Legal, Objection	English: "Do I have to respond to the 2018 Census Test?"	English, FAQ, Required, Mandatory, OBJx, LAWx	The census is so important that your response is required by law, and your answers are kept completely confidential. By law, the Census Bureau can only use your responses to produce statistics. If you do not respond, we will need to send a census worker to your home to collect the information.
OfferEnumeration	English: "I am having computer/internet problems. Can you help me?"	English, FAQ, Tech, Computer, Internet, Problems, ENUMx	If you'd like, I can take your information over the phone now. It's quick and easy. This survey will take about 10 minutes to complete.
OfferEnumeration	English: "I'm having trouble completing the questionnaire online."	English, FAQ, Online, Difficult, Too Hard, ENUMx	I'm sorry to hear that you are having difficulty with the online questionnaire. Would you like me to take your information and complete it now? It's quick and easy. This survey will take about 10 minutes to complete.
OfferEnumeration	English: "I do not have a computer/internet, can you take my information?"	English, FAQ, No Computer, No Internet, ENUMx	Yes, I would be happy to take your information over the phone now. It's quick and easy. This survey will take about 10 minutes to complete.
OfferEnumeration	English: "I cannot complete my response online now."	English, FAQ, Online, Busy, No Time, ENUMx	It only takes a few minutes to collect your information and I am happy to assist you with that process now. However, if you would prefer to wait, you are welcome to call us back on any day between 7 a.m. and 12 a.m. Eastern Time.

OfferEnumeration	English: "Can I respond on the Internet?"	English, FAQ, Respond, Online, Internet, ENUMx	Yes, you can respond online by going to survey dot census dot gov (survey.census.gov). Or with your help, I can take your information over the phone right now. It's quick and easy. This survey will take about 10 minutes to complete.
Outbound	English: "Does the Census Bureau make outbound calls?"	English, FAQ, Outbound, Calls, OUTx	Yes, the Census Bureau makes calls to support some of the hundreds of surveys conducted each year. *Optional:* We have three contact centers across the United States that support these efforts. For confidentiality purposes, our interviewers are instructed to speak with a specific person, or an adult in the household. The interviewers must verify that the telephone number, address, or name they have reached is the correct telephone number, housing unit (such as house, apartment, mobile home, etc.), or the sample person for the case. After the appropriate information has been verified, the interviewer is allowed to provide: The name of the survey or operation, The Office of Management and Budget (OMB) number that authorizes the Census Bureau to collect the data, whether or not the survey or operation is mandatory or voluntary, and how long the average interview takes.
Outbound	English: "Can you tell me why someone from the Census Bureau called me today?"	English, FAQ, Outbound, Call, Why Called, OUTx	It is possible that you were called as part of a reinterview, or follow-up process, or for another survey.
Outbound	English: "I got a call about the questionnaire I recently submitted, is this legitimate?"	English, FAQ, Outbound, Calls, Legitimate Call, OUTx	It is possible that you were called as part of a reinterview, or follow-up process. If you are contacted, the caller should be able to provide a Case ID, the caller's name, and why he or she is contacting you.
Paper	English: "What do I use to fill out the questionnaire - pen or pencil?"	English, FAQ, Pen, Pencil, PPRx	Please fill out the questionnaire with a blue or black ink pen. Please do not use a pencil.
Paper	English: "Why do census workers have iPhones/handheld computers instead of paper questionnaires?"	English, FAQ, iPhone, Handheld, Paper, PPRx	Using handheld computers/iPhones allows the Census Bureau to reduce costs. Some census workers will use a handheld device to access maps, update addresses, and collect information from households. This technology allows us to reduce the amount of time census workers are in the field, increasing productivity and saving money.

Paper	English: "Can you mail me a questionnaire?"	English, FAQ, Request, Paper, Options, PPRx	I'm sorry, we cannot mail you a questionnaire, but you do have other options. You can respond online at survey.census.gov. Or, if you'd like, I can take your information now. It's quick and easy. This survey will take about 10 minutes.
Paper	English: "Why are there no paper questionnaires?"	English, FAQ, No Paper, Reasons, Low Cost, PPRx	The U.S. Census Bureau is minimizing the use of the traditional paper questionnaire in favor of faster and more cost-efficient methods, such as self-responding using the internet. If you are unable to access the internet (or are uncomfortable doing so) you are encouraged to provide your information over the phone. *Optional:* With your help, I can complete the survey over the phone right now. It's quick and easy and only takes about 10 minutes!
Paper	English: "Can you send me a paper questionnaire?"	English, FAQ, Request, Paper, Future Mailing, No Computer, PPRx	The U.S. Census Bureau is minimizing the use of paper questionnaires in favor of faster and more cost-efficient methods, such as responding online. If you do not want to respond online or over the phone, we will mail out questionnaires in early April.
Questionnaire	English: "Who should complete the questionnaire? Can anyone help?"	English, FAQ, Complete, Proxy, QUESx	This questionnaire should be completed by someone who is at least 15 years old, who lives in your household, and knows about the people in the household. If the residents of the household are physically unable to provide information, and you are 15 years or older, and are knowledgeable about the address, please complete the questionnaire for the household. Or with your help, I can take the information over the phone right now. It's quick and easy. This survey will take about 10 minutes to complete.
Questionnaire	English: "How long will it take to complete the questionnaire?"	English, FAQ, How Long, 10 Minutes, QUESx	The U.S. Census Bureau estimates that completing the questionnaire will take 10 minutes on average.
Questionnaire	English: "Why doesn't the race and ethnicity question include more categories?"	English, FAQ, Race, Ethnicity, Categories, QUESx	The U.S. Census Bureau collects race and ethnicity data based on the Office of Management and Budget standards on race and ethnicity. The groups are based on self-identification; the categories are not an attempt to define race and ethnicity biologically, anthropologically, or genetically.

Questionnaire	English: "What questions will be asked?"	English, FAQ, Type, Questions, QUESx	For each household, we will ask how many people are living or staying at this address, and for each person we will ask about his or her name, sex, age, date of birth, relationship, and race and ethnicity. We also will ask whether the housing unit (such as house, apartment, mobile home) is owned or rented, and for contact information in case additional information is needed.
Questionnaire	English: "What if I lost my return envelope?"	English, FAQ, Lost, Envelope, Return, QUESx	If you would like, I can take your information now. Otherwise, please mail your completed questionnaire to: U.S. Census Bureau National Processing Center 1201 East 10th Street Jeffersonville, IN 47132.
Questionnaire	English: "Why does the census questionnaire have room for only six people?"	English, FAQ, 6, People, QUESx	Given the small number of households with more than six people, it is less expensive for the Census Bureau to follow-up with those households than it is to produce a questionnaire with space for more than six people.
Questionnaire	English: "If I have more than six people in my household, where do I put the information?"	English, FAQ, 6+, >6, People, QUESx	If you have more than six people in your household, you will be able to provide the names, sex, age/date of birth, and relationship for up to 4 additional people on the last page of your questionnaire. The best way to provide accurate information for households with more than six people is to respond online or over the phone. I can take that information now if you would like me to. It's quick and easy. This survey will take about 10 minutes to complete.
Questionnaire	English: "Why do you need my name?"	English, FAQ, Name, Alias, QUESx	In order to complete the questionnaire, we need to have a name for each individual. This name is used to ensure we count everyone once, only once, and in the right place, and in case someone must be contacted to verify information in a follow-up operation. *Optional:* If you are uncomfortable providing your name, please enter a nickname or description so that we will know who each question refers to.
Questionnaire	English: "What if I have more than one last name?"	English, Multiple, Last, Names, Suffix, Jr., Sr., QUESx	Provide your legal name. If you use Junior or Senior, include your last name and the suffix in the Last Name(s) field.

Questionnaire, Status	English: "I completed my census questionnaire over the phone. Will I receive a confirmation for completing my census questionnaire over the phone?"	English, FAQ, Confirmation, QUESx	Unfortunately, we can't provide a confirmation. Thank you for completing your survey over the phone.
Referral	English: "Where can I write to complain, or if I have a concern?"	English, FAQ, Complaint, Write, Concern, REFx	For comments about the 2018 Census Test, write to: Paperwork Reduction Project xxxx-xxxx, U.S. Census Bureau - DCMD-2H174 4600 Silver Hill Road Washington, DC 20233 Or email: 2020.census.paperwork@census.gov and type "Paperwork Reduction Project xxxx- xxxx" in
Referral	English: "I have a question about another government agency or department. Can you help me?"	English, FAQ, Government, Agency, Department, REFx	For information about other government agencies, please visit www.USA.gov or call 1-800-FED-INFO or 1-800-333-4636.
Referral	English: "How do I apply for a job to work on the 2018 Census Test?"	English, FAQ, Employment, Job, Work, REFx	Starting in Spring 2017, the Census Bureau began recruiting for temporary full and part- time positions in support of the 2018 Census Test. More information is available on www.census.gov.
Referral	English: "Where can I find more information on the census for a research paper?"	English, FAQ, Infographics, History, Student, Research, REFx	The best place to find information for your research paper is www.census.gov. At this website, you will be able to find data on population, the economy, education, housing, and employment, as well as photos, infographics, press releases, and a complete history of the decennial census.
Reminder	English: "Why does the Census Bureau send out so many reminders and notifications?"	English, FAQ, Reminders, Notifications, Postcard, Letter, REMx	We remind you often because responding early saves taxpayer money. Sending a Census Bureau interviewer to your home to collect your information is more expensive.
Reminder	English: "I submitted my completed questionnaire online, but I'm still receiving mailings/postcards. Why?"	English, FAQ, Completed, Online, Reminders, Postcard, Letter, REMx	Thanks so much for submitting your questionnaire. The mailing you received may have been sent before we received your response. I appreciate you following up, but don't worry, you don't need to do anything else since you already submitted the questionnaire.

Reminder	English: "I completed my questionnaire over the phone with CQA, but I'm still receiving mailings/postcards."	English, FAQ, Completed, Phone, Reminders, Postcard, Letter, REMx	Thank you for your participation. This mailing may have been sent before your response was received. No other action is required.
Reminder	English: "I returned my complete questionnaire via mail, but I'm still receiving mailings/postcards. Why?"	English, FAQ, Returned, Paper, Reminders, Postcard, Letter, REMx	Thank you for your participation. This mailing may have been sent before your response was received. No other action is required.
Secure	English: "Is it safe to complete this survey online?"	English, FAQ, Safe, Online, SECx	Yes, responding online is safe. The U.S. Census Bureau is required by law to protect your information. *Optional:* Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. For more information about how we protect your information, please visit our website at census.gov, and at the bottom of the home page, click on "Data Protection and Privacy Policy." In addition, all web data submissions are encrypted in order to protect your privacy.
Secure, HomeVisit	English: "How will I know if someone is an official census worker?"	English, FAQ, Workers, Door, Verify, Official, SECx, HOMEx	All census workers carry official government badges which they are required to show you before asking any questions.
Secure, HomeVisit	English: "Is the information collected on iPhone/handheld computers secure?"	English, FAQ, iPhone, Handheld, Secure, SECx, HOMx	Yes. If you do not respond online, by paper or by phone, we send a census worker to your home to make sure you are counted. That census worker will use a smartphone to collect your information. Your responses are protected by a suite of security measures. *Optional:* We take our responsibility to protect your personal information extremely seriously and we strictly abide by the laws that protect your information. As soon as the census worker collects your answers and hits send, the information doesn't stay on the device. When your responses get into our IT network, they are protected by a suite of security

Secure, HomeVisit	English: "What happens to my information if the handheld computer/iPhone is lost?"	English, FAQ, iPhone, Lost, SECx, HOMx	As soon as the census worker collects your answers and hits send, the information doesn't stay on the device. When your responses get into our IT network, they are protected by a suite of security measures. The data are encrypted and cannot be accessed by somebody who does not have authorization from the U.S. Census Bureau.
Secure, Objection, ContactCenter	English: "How do I know you work for the Census Bureau?"	English, FAQ, Verify Identity, Scam, Legitimate, OBJx, SECx, CCx	I understand your concern for the security of your information. To verify that you have reached the U.S. Census Bureau, you may visit www.census.gov/2018censustest for a complete listing of our toll-free phone numbers. This page also provides you with additional information about the 2018 Census Test, such as our goals and methods, and a link to the online survey.
Status	English: "Have you received my census questionnaire in the mail?"	English, FAQ, Check, Status, Paper, Mail, STATx	We do not currently have the ability to check the status of your census questionnaire. If you returned the questionnaire in the envelope we provided, thank you!
Status	English: "Have you received my online census questionnaire?"	English, FAQ, Check, Status, Online, STATx	Thank you for completing your survey online. We do not currently have the ability to check the status of your census questionnaire. *Optional:* If you were not presented with a confirmation page, return to survey dot census dot gov, complete the survey, and press submit. You can also use the "Generate PDF" button to print the page for your records.
Surveys	English: "Why did I receive a questionnaire for the 2018 Census Test and a questionnaire from the American Community Survey or some other Census Bureau survey?"	English, FAQ, ACS, Survey, SRVx	The Census Bureau conducts many ongoing surveys, including the American Community Survey. If you receive both questionnaires, please respond to both.
Surveys	English: "Will the American Community Survey be conducted during the 2018 Census Test?"	English, FAQ, ACS, Conducted, SRVx	Yes. The American Community Survey will be conducted during the 2018 Census Test.

Surveys	English: "Are there other censuses or surveys being conducted by the Census Bureau?"	English, FAQ, Other, Surveys, SRVx	There are testing activities throughout the decade to prepare for the 2020 Census. The Census Bureau also conducts other censuses and surveys, including the American Community Survey, the Economic Census, the Current Population Survey and over 100 others.
Surveys	English: "Why did I receive a census questionnaire in a non-census year?"	English, FAQ, Received, Non-Census Year, SRVx	During non-census years, the Census Bureau conducts several censuses and surveys, including the American Community Survey, the Economic Census, the Current Population Survey and over 100 others.
Surveys, CensusTest	English: "What is the difference between the 2018 Census Test and the American Community Survey?"	English, FAQ, Compare, ACS, Census Test, SRVx, 18CTx	The 2018 Census Test is a one-time survey that helps the Census Bureau prepare for the 2020 Census. The American Community Survey is an annual survey that collects more detailed information by contacting a sample of the population.
SystemDown	English: ISR Unavailable-External	English, FAQ, Website, down, Unavailable, ISR, SYSx	I apologize for the inconvenience and appreciate your patience, but the website for the online questionnaire is currently unavailable. We are working on the issue and hope to have it resolved quickly. In the meantime, I recommend that you continue trying to access the website.
SystemDown	English: ISR Unavailable-Internal	English, FAQ, System, Down, Unavailable, ISR, DCT, SYSx	I apologize for the inconvenience, but I am not able to access the questionnaire at this time. We are working on the issue and hope to have it resolved quickly. Could you call back at a later time?

XVII. Appendix B: CQA Phase 1B IVR Message List

This section lists the IVR messages that will be used in Phase 1B testing. The answers to frequently asked questions are shaded in gray.

Message ID	English Text	Spanish Text	Exit Code	English Word Count
	Test line to validate word count			6
2500	Main Menu. For Frequently Asked Questions aboutthe 2018 Census Test Questionnaire, say Questionnaire or press 1. If you are unable to complete your Census Questionnaire online or would like to provide your information over the phone, say Help or press 2.	"Menú principal". Si desea escuchar las preguntas frecuentes sobre el cuestionario de laPrueba del Censo del 2018, diga "Cuestionario" o presione 1. Si no puede completar su cuestionario del censo por internet o desea proporcionar su información por teléfono, diga "Ayuda" o presione 2.	3000	42
2504	At any time, for help with another question say question or press 7. To go back to the Main Menu, say Main Menu or press 8.	En cualquier momento, diga "Pregunta" o presione 7 para recibir ayuda con otra pregunta. Pararegresar al menú principal, diga "Menú principal" o presione 8.		
2505	I am sorry but due to technical difficulties, ourrepresentatives cannot assistwith completingthequestionnaire right now. Please call back duringour business hours of 7 a.m. to 9 p.m., Eastern Time.	Lo siento, pero debido a dificultades técnicas, nuestros representantes no pueden ayudar a completar el cuestionario en este momento. Vuelva a llamar durante nuestro horario de atención, de 7 a. m. a 9 p. m., hora del este.	2002	33
2506	To go back to the previous menu, say 'go back' or press the starkey.	Para regresar al menú anterior, diga'regresar' o presione la tecla delasterisco.		15
2510	For information about mailings received or obtaining areplacement questionnaire, say Mailing orpress 1. For general information about the Census say General or press 2. For help with a question on the Census questionnaire say **Help** or press 3. For information about Census data confidentiality or the Census Bureau's Authority to collect this information say Authority or press 4.	Para recibir información sobre lacorrespondencia queha recibido u obtener un cuestionario de reemplazo, diga "Correspondencia" o presione 1. Para recibir información general sobre el censo, diga "Información general" o presione 2. Para recibirayuda con una de las preguntas del cuestionario del censo, diga "Ayuda" o presione3. Para recibir información acerca de la confidencialidad de los datos censales o la autoridad de la Oficina del Censo para recopilar esta información, diga "Autoridad" o presione 4.	1000	60
2520	To request a new Census questionnaire, say Questionnaire or press 1. If you responded, butcontinue to receive mailings from the Census Bureau, say Mailings or press 2. If you lost the return envelope for the Census questionnaire, say Envelope orpress 3. For concerns aboutthe number of reminders and notifications you h a v e received, say Notifications or press 4.	Para solicitar un nuevo cuestionario del censo, diga "Cuestionario" o presione 1. Si usted ya respondió pero continúa recibiendo correspondencia de parte de la Oficina del Censo, diga "Correspondencia" o presione 2. Si se le extravió el sobre de devolución para el cuestionario del censo, diga "Sobre" o presione 3. Si tiene alguna inquietud acerca de la cantidad de recordatorios y notificaciones que harecibido, diga "Notificaciones" o presione 4.	1100	60
2521	I'm sorry, we cannotmail you a questionnaire, butother options include responding online at survey.census.gov. Or, a representative could takeyour information now which would take about 10 minutes.	Lamentablemente, no podemos enviarleun cuestionario por correo, pero tiene otras opciones como responder por internet en survey.census.gov. O un representante podría tomar su información ahora, lo cual tomaría unos 10 minutos.	1101	30
2522	Thanks for your participation. This mailingmay have been sent before your response was received.	Gracias por su participación. Es posible que hayamos enviado esta correspondencia antes de que recibiéramos su respuesta.	1102	
2523	The 2018 Census Test allows the Census Bureau to testand validate new methods for the 2020 Census. We remind you often because responding early saves taxpayer money. Sending a Census Bureau interviewer to your home to collect your information is more expensive.	La Prueba del Censo del 2018 le permitirá a la Oficina del Censo probar y validar nuevos métodos para el Censo del 2020. Le enviamos recordatorios con frecuencia porque responder temprano ahorra el dinero de los contribuyentes. Enviar a un entrevistador de la Oficina del Censo a su hogar para recopilar su información es más costoso.	1103	43
2524	If your postage-paid envelope is lostor missingfromyour package, you can mail your completed questionnaire to: United States Census Bureau National Processing Center, 1201East 10th Street, Jeffersonville, IN 47132. Alternatively, you could provide your questionnaire information onlineat survey.census.gov orprovide your information to a representative right now over the phone.	Si el sobre con franqueo pagado se extravió o no está en su paquete, puede enviar su cuestionario completado por correo a: United States Census Bureau National Processing Center, 1201 East 10th Street, Jeffersonville, IN 47132. De otra forma, puede proporcionar la información de su cuestionario por internet a través de survey.census.gov o le puede proporcionarsu información a un representante ahora mismo por teléfono.	1104	55

2540	For more information aboutthe 2018 Census Test, say 2018 or press 1. For help finding your User ID, say User ID orpress 2. To find out if you are required to respond to the 2018 Census Test, say Required or press 3. To find out if there is a fine fornot responding, say Fine or press 4. To find outwhyyou were selected for the 2018 Census Test, say Why Me or press 5.	Para obtener más información sobre la Prueba del Censo del 2018, diga "2018" o presione 1. Para obtener ayuda para encontrarsu identificación de usuario, diga "Identificación de usuario" o presione 2. Para averiguar si se requiere que usted respondaa la Prueba del Censo del 2018, diga "Se requiere" o presione 3. Para averiguar si hay una multa porno responder, diga "Multa" o presione 4. Para averiguar por qué fue seleccionado para la Prueba del Censo del 2018, diga "Por qué yo" o presione 5.	1200	
				78

2541	The 2018 Census Test allows the Census Bureau to test and validate new methods for the 2020 Census. Your answers should include information about people living in your household on Census Day, April 1, 2018.	La Prueba del Censo del 2018 le permitirá a la Oficina del Censo probar y validar nuevos métodos para el Censo del 2020. Sus respuestas deben incluir la información de las personas que vivan en su hogar el Día del Censo, 1 de abril de 2018.	1201	35
2542	The census is so important that your response is required by law, and your answers are kept completely confidential. By law, the Census Bureau can only use your responses to produce statistics. If you do not respond, we will need to send a census worker to your home to collect the information.	El censo es tan importante que la ley requiere que usted responda y sus respuestas se mantienen completamente confidenciales. Por ley, la Oficina del Censo puede usar sus respuestas solamente para producir estadísticas. Si usted no responde, tendremos que enviar a un empleado del censo a su hogar para recopilar la información.	1202	52
2543	The United States Census Bureau chose your address, not you personally, as part of a randomly selected sample. Your address was selected to represent a cross section of households in your area.	La Oficina del Censo de los Estados Unidos seleccionó su dirección, no a usted personalmente, como parte de una muestra seleccionada al azar. Su dirección fue seleccionada para representar varios hogares en su área.	1203	32
2544	Both Title 13 and Title 18, of the United States Code, provide penalties if people do not respond. However, the Census Bureau's job is to encourage people to respond because it is important, not because they could be fined. We work to help people understand how an accurate census benefits them, and offer many opportunities and tools to respond.	Tanto el Título 13 como el Título 18 del Código de los Estados Unidos imponen sanciones si las personas no responden. Sin embargo, el deber de la Oficina del Censo es motivar a las personas a responder porque es importante y no porque puedan ser multadas. Trabajamos para ayudar a las personas a entender cómo un censo preciso las beneficia y ofrecemos muchas oportunidades y herramientas para responder.	1204	59
2545	Your 12-digit User ID can be found within the body of the letter you received from the Census Bureau preceded by the word "User ID" or below the barcode on the postcard or paper Questionnaire.	Su identificación de usuario de 12 dígitos se encuentra en la parte principal de la carta que recibió de la Oficina del Censo, luego de la frase "identificación de usuario", o debajo del código de barras en la tarjeta postal o en el cuestionario impreso.	1205	35
2560	If you received a questionnaire or letter at a nonresidential address, say Nonresidential or press 1. For information about moving out on or before April 1st, say Move Out or press 2. For information about who should complete the Census Questionnaire, say Who Should Complete or press 3. For information about the people you should include on your Census Questionnaire, say People or press 4. For information about race and ethnicity, say Race or press 5.	Si recibió un cuestionario o una carta en una dirección no residencial, diga "No residencial" o presione 1. Para recibir información sobre las personas que se mudan el 1 de abril o antes, diga "Mudarse" o presione 2. Para recibir información acerca de quién debe completar el cuestionario del censo, diga "Quién debe completar" o presione 3. Para recibir información acerca de las personas que usted debe incluir en su cuestionario del censo, diga "Personas" o presione 4. Para recibir información acerca de raza y origen étnico, diga "Raza" o presione 5.	1300	76
2561	The 2018 Census Test counts people where they live or stay on April 1, 2018. Do not complete the questionnaire if you are moving out before April 1, 2018.	La Prueba del Censo cuenta a las personas donde vivan o se estén quedando el 1 de abril de 2018. No complete el cuestionario si usted se va a mudar antes del 1 de abril de 2018.	1301	29
2562	If the address is nonresidential (such as a business or vacant lot) and no one lives or stays at that address, then do not complete the questionnaire. A census worker will visit to verify that the address is nonresidential and remove the address from the census address list. If you receive additional letters or survey requests, please ignore them.	Si la dirección no es residencial (como un negocio o un lote vacante) y nadie vive o se queda en esa dirección, entonces no complete el cuestionario. Un empleado del censo lo visitará para confirmar que la dirección no es residencial y quitar la dirección de la lista de direcciones del censo. Si recibe cartas o solicitudes de encuesta adicionales, ignórelas.	1302	59
2563	The Census Bureau collects race and ethnicity data based on the Office of Management and Budget standards on race and ethnicity. The groups are based on self-identification; the categories are not an attempt to define race and ethnicity biologically, anthropologically, or genetically. Mark all boxes that apply AND print ethnicities in the spaces below. You may report more than one group.	La Oficina del Censo de los EE. UU. recopila datos de raza y origen étnico basándose en los estándares sobre raza y origen étnico de la Oficina de Administración y Presupuesto. Los grupos están basados en la autoidentificación; las categorías no son un intento de definir la raza y el origen étnico de forma biológica, antropológica o genética. Marque todas las casillas que correspondan y escriba los orígenes étnicos en los espacios que aparecen debajo. Puede reportar más de un grupo.	1303	61
2564	A person who either owns or rents the living quarters should complete the questionnaire. However, it may be filled out by any household member who is at least 15 years of age.	Una persona que sea dueña o alquile la vivienda debe completar el cuestionario. Sin embargo, puede completarlo cualquier miembro del hogar que tenga por lo menos 15 años de edad.	1304	32
2565	The person filling out the questionnaire should include information about all household members who live and sleep at the address most of the time, including him or herself. Also include people who are either staying there on April 1, 2018, who have no permanent place to live or cannot determine where they live and sleep most of the time.	La persona que complete el cuestionario debe incluir información sobre todos los miembros del hogar que vivan y duerman en esa dirección la mayor parte del tiempo, incluyéndose a sí misma. También se deben incluir a las personas que se estén quedando ahí el 1 de abril de 2018 que no tengan un lugar permanente donde vivir o que no puedan determinar dónde viven y duermen la mayor parte del tiempo.	1305	59

ID	English	Spanish	Code	#
2580	To find out about the Census Bureau's authority to collect this information, say Authority or press 1. For information about the online safety and privacy of completing your Census questionnaire, say Online or press 2. To find out about the confidentiality of the Census information you provide, say Confidentiality or press 3.	Para averiguar sobre la autoridad que tiene la Oficina del Censo para recopilar esta información, diga "Autoridad" o presione 1. Para recibir información acerca de la seguridad y la privacidad al completar el cuestionario del censo en línea, diga "En línea" o presione 2. Para averiguar sobre la confidencialidad de la información censal que usted proporcione, diga "Confidencialidad" o presione 3.	1400	52
2581	The Census Bureau is conducting this survey under the authority of Title 13, U.S. Code, Sections 141 and 193. This collection of information has been approved by the Office of Management and Budget (OMB). You are not required to respond to this survey if it does not display a valid OMB approval number. The eight-digit OMB approval number is 0607-0999.	La Oficina del Censo está realizando esta encuesta en conformidad con el Título 13, Código de los Estados Unidos, secciones 141 y 193. Esta recopilación de información ha sido aprobada por la Oficina de Administración y Presupuesto (OMB, por sus siglas en inglés). Usted no tiene la obligación de responder a esta encuesta si no se muestra un número de aprobación válido de la OMB. El número de aprobación de la OMB de ocho dígitos es 0607-0999.	1401	60
2582	Responding online is safe. The U.S. Census Bureau is required by law to protect your information. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. For more information about how we protect your information, please visit our website at census.gov, and at the bottom of the home page, click on "Data Protection and Privacy Policy." In addition, all web data submissions are encrypted in order to protect your privacy.	Responder por internet es seguro. La Oficina del Censo de los Estados Unidos está obligada por ley a proteger su información. En conformidad con la Ley para el Fortalecimiento de la Seguridad Cibernética Federal del 2015, sus datos están protegidos contra los riesgos de seguridad cibernética mediante los controles aplicados a los sistemas que trasmiten su información. Para más información acerca de cómo protegemos su información, visite nuestro sitio web census.gov y, en la parte inferior de la página principal, haga clic en "Data Protection and Privacy Policy". Además, todos los datos que se envían por internet son cifrados para proteger su privacidad.	1402	84
2583	Your information is protected. Federal law protects your privacy and keeps your answers confidential (Title 13, United States Code, Section 9). By law, the Census Bureau can only use your responses to produce statistics.	Su información está protegida. La ley federal protege su privacidad y mantiene confidenciales sus respuestas (Título 13, Código de los Estados Unidos, sección 9). Por ley, la Oficina del Censo puede usar sus respuestas solamente para producir estadísticas.	1403	34
2600	To speak with a representative, say representative or press 0.	Para hablar con un representante, diga representante o presione 0.	1110	10
2601	To repeat this again, say Repeat or press 6.	Si desea que repita, diga Repita o presione 6.	1XXX X-Context	9
2602	To provide your Census Questionnaire information right now over the phone, say Provide Information or press 5.	Para proporcionar su información del cuestionario del censo ahora mismo por teléfono, diga "Proporcionar información" o presione 5.	1X99 X-Context Menu	17
2603	For assistance from one of our representatives, say representative or press 0.	Para asistencia de uno de nuestros representantes, diga Representante o presione 0.		12
2604	If you have another question and would like to continue using our automated system, say Question or press 7.	Si tiene otra pregunta y desea continuar usando nuestro sistema automatizado, diga "Pregunta" o presione 7.		
2605	If you are finished, say Exit or press 9.	Si ha terminado, diga Salir o presione 9.		
2610	I am sorry; I did not get your response.	Lo siento. No entendí su respuesta.	3XXX	9
2612	I am sorry; an invalid entry was made. Please try again.	Lo siento. Se hizo una anotación que no es válida. Inténtelo de nuevo.	3XXX	11
2615	Okay, can you please provide your User ID.	Muy bien, ¿puede proporcionar su identificación de usuario?		8
2620	Please say or enter your 12-digit User ID one digit at a time.	Por favor, diga o presione su identificación de usuario de 12 dígitos, un dígito a la vez.	1X98 X-Context Menu	13
2621	That was	Usted me dijo	1XXX	2
2623	If you don't know your User ID, please say don't know or press the pound key.	Si no sabe su identificación de usuario, diga "No sé" o presione la tecla numeral.	1X97 X-Context Menu	16
2630	Is that correct? Say Yes or press 1, otherwise say No or press 2.	¿Es correcto? Diga Sí o presione 1. De otro modo, diga No o presione 2.	1X96 X-Context Menu	14
2650	Thank you for contacting the United States Census Bureau. Goodbye.	Gracias por comunicarse con la Oficina del Censo de los Estados Unidos. Hasta luego.	1999	10
Outbound	English Only		4000	2
4000	This is the United States Census Bureau. Please return our call at			
4001	and refer to case number			
4010	Our business hours are 7 a.m. to 9 p.m., Eastern Time.			

| | 4020 | Thank you. Goodbye. | | | |

XVIII.   Appendix C: CQA Outbound Disposition Codes

CI/RI Outbound Dialed Call Disposition Rules

The table below presents the case status update rules to be applied assuming the case is active in CRM.

Outbound Dialed Call Agent Disposition Rules – Unsuccessful Attempt and Closed

Agent Desktop Disposition Name	Description
Disposition Category: Unsuccessful Attempt	
Answ ering Machine – Left Message	Interview er connected to voice mail or answ ering machine and left message
Answ ering Machine – No Message Left	Interview er connected to voice mail or answ ering machine and did not leave message *Note: Thisisfor interviewer left message only
Call Disconnected – Disconnect	Interview er hung up – bad connection
Call Disconnected – Immediate Hang Up	Interview ee hung up – no progress
Call Disconnected – Refusal	Interview ee hung up – refused to be interview ed
Call Disconnected – FAX	Interview er detected fax machine* * Note: Most will be dispositioned by the Dialer, but occasionally calls will be sent to Interviewersif the Fax Tonesdon't come in within 2.5 seconds.
Language Barrier – Non-English	Household determined to be unknow n or other language – could not communicate
Will Call Back (**CI and RI**)	Interview ee indicated they w ill call back
No Qualified Respondent	Qualified Respondent not reached – no callback scheduled
Interview Started - Not Completed	Respondent w as qualified but interview w as not completed
Callback – Alternate Phone Number (**CI only**)	Callback scheduled w ith alternate number
Callback – Scheduled (**CI only**)	Callback scheduled for primary telephone number
Technical Error	There w as a technical error experienced during the call, w hether pre- interview or post-interview .
None Selected or "-"	The agent did not select a disposition

Agent Desktop Disposition Name	Description
Disposition Category: Closed	
Case Already Closed	Case closed before the Dialer and Agent Desktop performed their sync process
Case Closed per Instrument	Dialer/CRM had case as active but instrument indicated case w as closed. Previous interview er did not disposition call properly as "Interview Completed"
No One on Roster Lives at Address	Qualified Respondent no longer lives at Address
Interview Completed	Interview successfully completed
Reached Wrong Address	Wrong address reached
Call Disconnected – Aggressive Refusal	Interview ee hung up – refused to be interview ed and w as very agitated and/or aggressive
Language Barrier-TDD or TTY	Household identified as requiring TDD/TTY communication *Note: Thisisonly if an Interviewer speaksto a non-qualified respondent at the household and isthen told that the Qualified Respondent needsa TDD/TTY machine to communicate.

CI Respondent Callback Disposition Rules

The table below presents the case status update rules to be applied by CRM for CI
Respondent Callbacks. Please note that the RI Operation will not allow Respondent
Callbacks.

Table 1: CI Respondent Callback Disposition Rules – Unsuccessful Attempt and Closed

Agent Desktop Disposition Name	Description
Disposition Category: Unsuccessful Attempt	
Case Not Found	Case could not be found by Case ID or telephone number search
Case Already in Use	Case is already open in Agent Desktop
Call Disconnected – Disconnect	Interview er hung up – bad connection
Call Disconnected – Immediate Hang Up	Interview ee hung up – no progress
Call Disconnected – Refusal	Interview ee hung up – refused to be interview ed
Call Disconnected – FAX	Interview er detected fax machine* * Note: Most will be dispositioned by the Dialer, but occasionally calls will be sent to Interviewersif the Fax Tonesdon't come in within 2.5 seconds.
Language Barrier – Non-English	Household determined to be unknow n or other language – could not communicate

Agent Desktop Disposition Name	Description
Will Call Back	Interviewee indicated they will call back
No Qualified Respondent	Qualified Respondent not reached
Interview Started - Not Completed	Respondent was qualified but interview was not completed
Technical Error	There was a technical error experienced during the interview. (Instead of agent interpreting whether interview was completed, keep the case open.)
None Selected or "-"	The agent did not select a disposition
Disposition Category: Closed	
Case Already Closed (applies since cannot attempt a RC when the case is closed)	Respondent calls back after the case has been closed
Case Closed per Instrument	Dialer/CRM had case as active but instrument indicated case was closed. Previous interviewer did not disposition call properly as "Interview Completed"
No One on Roster Lives at Address	Qualified Respondent no longer lives at Address
Interview Completed	Interview successfully completed
Reached Wrong Address	Wrong address reached
Call Disconnected – Aggressive Refusal	Interviewee hung up – refused to be interviewed and was very agitated and/or aggressive
Language Barrier-TDD or TTY	Household identified as requiring TDD/TTY communication *Note: This is only if an Interviewer speaks to a non-qualified respondent at the household and is then told that the Qualified Respondent needs a TDD/TTY machine to communicate.

XIX.   Appendix D: 2017 Test Results

Daily Call Volume - All Skills

	Total Inbound Call Volume	IVR Calls	Non-IVR Calls (Straight to CSRs)	IVR Calls Offered to CSRs	Deflection Rate	CSR Handled Calls	Abandoned Calls*	Virtual Hold Request	Service Level - 30 Seconds	Avg. Time to Abandon (s)	Avg. Handle Time (min)
PTD	5,803	5,737	66	3,241	43.5%	3,267	44	5	98.0%	399	10
May. 12, 2017	6	6	0	2	66.7%	2	0	0	100.0%		10.2
May. 11, 2017	10	10	0	5	50.0%	5	0	0	100.0%		7.0
May. 10, 2017	11	11	0	5	54.5%	5	0	0	100.0%		9.1
May. 9, 2017	9	8	1	3	62.5%	4	0	0	100.0%		6.7
May. 8, 2017	14	14	0	9	35.7%	9	0	0	100.0%		10.9
May. 7, 2017	1	1	0	1	0.0%	1	0	0	100.0%		7.5
May. 6, 2017	1	1	0	0	100.0%	0	0	0	0.0%		0.0
May. 5, 2017	13	13	0	10	23.1%	10	0	0	100.0%		13.8
May. 4, 2017	11	10	1	5	50.0%	6	0	0	100.0%		4.9
May. 3, 2017	18	17	1	8	52.9%	9	0	0	100.0%		9.9
May. 2, 2017	30	30	0	12	60.0%	12	0	0	100.0%		8.6
May. 1, 2017	34	33	1	16	51.5%	17	0	0	100.0%		5.7
Apr. 30, 2017	5	5	0	3	40.0%	3	0	0	100.0%		7.4

*NOTE: 18 calls marked as "abandoned" are likely handled by CSRs, but MRS cannot link the call to the agent. This is caused by a Transverse call condition which causes a status 3 error in the GeneSys Infomart - ETL process.

| Daily Call Report | May 13, 2017

Daily Call Volume - English

	Total Inbound Call Volume	IVR Calls	Non-IVR Calls (Straight to CSRs)	IVR Calls Offered to CSRs	Deflection Rate	CSR Handled Calls	Abandoned Calls*	Virtual Hold Request	Service Level - 30 Seconds	Avg. Time to Abandon (s)	Avg. Handle Time (min)
PTD	5,298	5,268	30	3,124	40.7%	3,118	40	4	98.3%	412	10
May. 12, 2017	5	5	0	2	60.0%	2	0	0	100.0%		10.2
May. 11, 2017	9	9	0	5	44.4%	5	0	0	100.0%		7.0
May. 10, 2017	9	9	0	5	44.4%	5	0	0	100.0%		9.1
May. 9, 2017	7	6	1	3	50.0%	4	0	0	100.0%		6.7
May. 8, 2017	12	12	0	9	25.0%	9	0	0	100.0%		10.9
May. 7, 2017	1	1	0	1	0.0%	1	0	0	100.0%		7.5
May. 6, 2017	1	1	0	0	100.0%	0	0	0	0.0%		0.0
May. 5, 2017	12	12	0	10	16.7%	10	0	0	100.0%		13.8
May. 4, 2017	8	8	0	5	37.5%	5	0	0	100.0%		5.7
May. 3, 2017	16	15	1	7	53.3%	8	0	0	100.0%		8.0
May. 2, 2017	26	26	0	10	61.5%	10	0	0	100.0%		6.8
May. 1, 2017	32	31	1	14	54.8%	15	0	0	100.0%		5.1
Apr. 30, 2017	5	5	0	3	40.0%	3	0	0	100.0%		7.4

*NOTE: 18 calls marked as "abandoned" are likely handled by CSRs, but MRS cannot link the call to the agent. This is caused by a Transverse call condition which causes a status 3 error in the GeneSys Infomart - ETL process.

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Daily Call Volume - Spanish

	Total Inbound Call Volume	IVR Calls	Non-IVR Calls (Straight to CSRs)	IVR Calls Offered to CSRs	Deflection Rate	CSR Handled Calls	Abandoned Calls*	Virtual Hold Request	Service Level - 30 Seconds	Avg. Time to Abandon (s)	Avg. Handle Time (min)
PTD	465	461	4	114	75.3%	117	1	1	95.8%	79	12
May. 12, 2017	1	1	0	0	100.0%	0	0	0	0.0%		0.0
May. 11, 2017	1	1	0	0	100.0%	0	0	0	0.0%		0.0
May. 10, 2017	2	2	0	0	100.0%	0	0	0	0.0%		0.0
May. 9, 2017	2	2	0	0	100.0%	0	0	0	0.0%		0.0
May. 8, 2017	2	2	0	0	100.0%	0	0	0	0.0%		0.0
May. 5, 2017	1	1	0	0	100.0%	0	0	0	0.0%		0.0
May. 4, 2017	2	2	0	0	100.0%	0	0	0	0.0%		0.0
May. 3, 2017	2	2	0	1	50.0%	1	0	0	100.0%		25.7
May. 2, 2017	4	4	0	2	50.0%	2	0	0	100.0%		17.5
May. 1, 2017	2	2	0	2	0.0%	2	0	0	100.0%		10.1

*NOTE: 18 calls marked as "abandoned" are likely handled by CSRs, but MRS cannot link the call to the agent. This is caused by a Transverse call condition which causes a status 3 error in the GeneSys Infomart - ETL process.

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Daily Call Volume - Mandarin

	Total Inbound Call Volume	IVR Calls	Non-IVR Calls (Straight to CSRs)	IVR Calls Offered to CSRs	Deflection Rate	CSR Handled Calls	Abandoned Calls*	Virtual Hold Request	Service Level - 30 Seconds	Avg. Time to Abandon (s)	Avg. Handle Time (min)
PTD	8	8	0	3	62.5%	3	0	0	100.0%		19

Daily Call Volume - Cantonese

	Total Inbound Call Volume	IVR Calls	Non-IVR Calls (Straight to CSRs)	IVR Calls Offered to CSRs	Deflection Rate	CSR Handled Calls	Abandoned Calls*	Virtual Hold Request	Service Level - 30 Seconds	Avg. Time to Abandon (s)	Avg. Handle Time (min)
PTD	3	0	3	0	0.0%	3	0	0	100.0%		11

Daily Call Volume – Korean

	Total Inbound Call Volume	IVR Calls	Non-IVR Calls (Straight to CSRs)	IVR Calls Offered to CSRs	Deflection Rate	CSR Handled Calls	Abandoned Calls*	Virtual Hold Request	Service Level - 30 Seconds	Avg. Time to Abandon (s)	Avg. Handle Time (min)
PTD	7	0	7	0	0.0%	6	1	0	85.7%	875	4

Daily Call Volume - Arabic

	Total Inbound Call Volume	IVR Calls	Non-IVR Calls (Straight to CSRs)	IVR Calls Offered to CSRs	Deflection Rate	CSR Handled Calls	Abandoned Calls*	Virtual Hold Request	Service Level - 30 Seconds	Avg. Time to Abandon (s)	Avg. Handle Time (min)
PTD	6	0	6	0	0.0%	6	0	0	66.7%		7

Daily Call Volume - Russian

	Total Inbound Call Volume	IVR Calls	Non-IVR Calls (Straight to CSRs)	IVR Calls Offered to CSRs	Deflection Rate	CSR Handled Calls	Abandoned Calls*	Virtual Hold Request	Service Level - 30 Seconds	Avg. Time to Abandon (s)	Avg. Handle Time (min)
PTD	5	0	5	0	0.0%	4	1	0	60.0%	94	8

Daily Call Volume - Vietnamese

	Total Inbound Call Volume	IVR Calls	Non-IVR Calls (Straight to CSRs)	IVR Calls Offered to CSRs	Deflection Rate	CSR Handled Calls	Abandoned Calls*	Virtual Hold Request	Service Level - 30 Seconds	Avg. Time to Abandon (s)	Avg. Handle Time (min)
PTD	11	0	11	0	0.0%	10	1	0	81.8%	18	11
May. 4, 2017	1	0	1	0	0.0%	1	0	0	100.0%		1.1

*NOTE: 18 calls marked as "abandoned" are likely handled by CSRs, but MRS cannot link the call to the agent. This is caused by a Transverse call condition which causes a status 3 error in the GeneSys Infomart - ETL process.

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