# US Census Bureau: Automating Performance Feedback

IFD&TC Conference May 18, 2015

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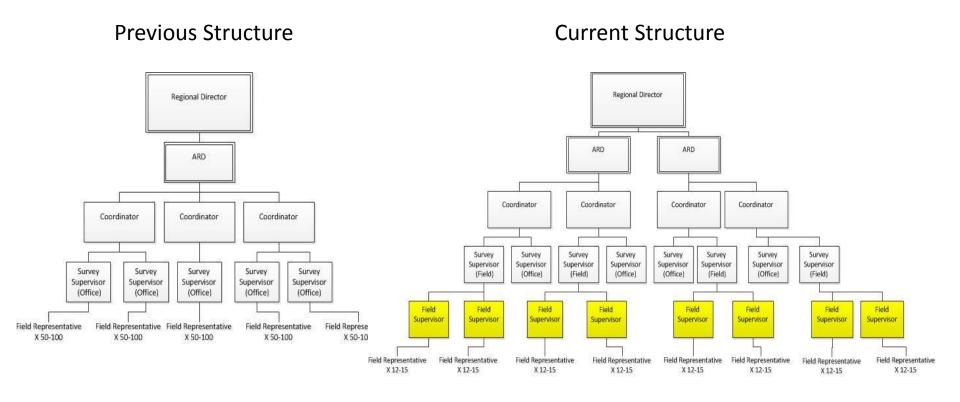


## Why did we create this system?

- 1000+ Progress Reviews of Field Representatives
- Two times a year (Review/Rating)
- Legal Requirements
  - Feedback
  - Acknowledgement of Feedback
  - Reporting (for Administrative Actions)

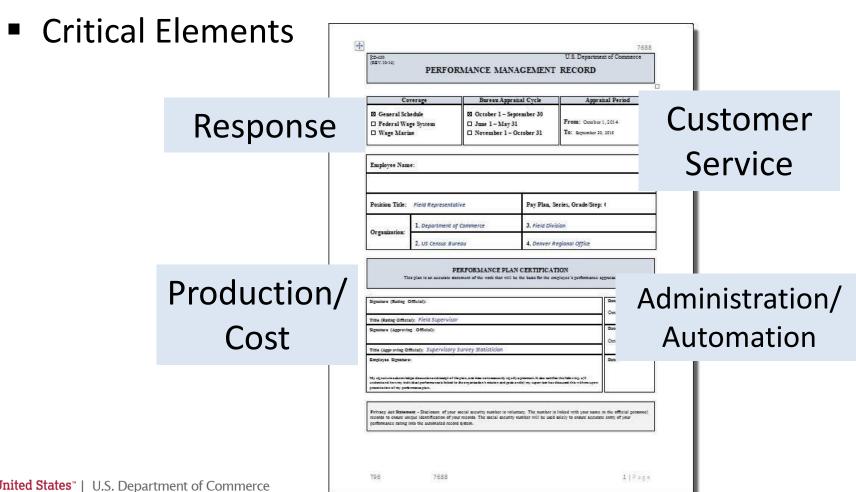
# Structure Change

Standardization of an increased and decentralized supervisory chain



## Performance Management Record

Level 1-5 (5 = Exceeding Expectations)



### **Data Sources**

- Lists of Field Representatives
   (Access Database, Excel Spreadsheets)
- Performance Standards
  - Response Rates (CARMN cost and response management network)
  - Production Rates (CARMN)
  - Multiple Surveys (CARMN)
  - Administration (Excel spreadsheet)
  - Customer Service (Feedback from stakeholders)

# CARMN: Cost and Response Management Network





### 11-39 FR Performance Summary Report

MANAGEMENT NETWORK 11-MAY-15 11:43 PM

This information is administratively restricted and is used for Bureau of Census offical use only

Region: Denver Survey: NCVS Report Period: OCT-14 to MAR-15

EOD:09/23/2004 EOP: 09/23/2004 FS: 7181 SSF: 71 FS FR Code:

							Respo	onse Rat	es (RR)				
Month / Cum	Clu	0 1	Resp Wkld	Ints	Prtls	Type As	Type Bs	Type Cs	FR Resp Rate	% in Cluster	RR Score	RO Resp Rate	la II a
OCT-2014	1	9	4	3	1	0	5	0	100.00%	50.00%	3	82.68%	
OCT-2014	3	12	4	2	0	2	8	0	50.00%	50.00%	3	85.85%	
VOV-2014	1	7	6	3	1	2	3 1	0	66.67%	35.29%	1.64	85.95%	
NOV-2014	2	4	0	0	0	0	4	0	N/A	N/A	1.64	82.09%	
NOV-2014	3	12	11	6	2	3	1	0	72.73%	64.71%	1.64	72.27%	
DEC-2014	1	-11	6	2	2	2	5	0	66.67%	31.58%	3.11	82.21%	
DEC-2014	2	4	3	0	1	2	1	0	33.33%	15.79%	3.11	83.25%	
EC-2014	3	12	10	7	3	0	2	0	100.00%	52.63%	3.11	85.19%	
AN-2015	1	8	3	3	0	0	5	0	100.00%	17.65%	2.41	82.19%	
IAN-2015	2	12	8	3	2	3	4	0	62.50%	47.06%	2.41	80.82%	
AN-2015	3	10	6	3	2	13	4	0	83.33%	35.29%	2.41	76.09%	
EB-2015	1	16	0	0	0	0	16	0	N/A	N/A	5	83.82%	
EB-2015	2	3	0	0	0	0	3	0	N/A	N/A	5	77.76%	
EB-2015	3	- 8	5	3	2	0	3	0	100.00%	100.00%	5	80.33%	
MAR-2015	1	17	7	5	1	1	10	0	85.71%	33.33%	3.39	77.22%	
MAR-2015	2	1	1	- 1	0	0	0	0	100.00%	4.76%	3.39	78.97%	
MAR-2015	3	15	13	- 8	4	1	2	0	92.31%	61.90%	3.39	77.93%	
CUM:	1	68	26	16	5	5	42	0	80.77%	29.89%	2.43	82.35%	
CUM:	2	24	12	4	3	5	12	0	58.33%	13.79%	2.43	80.61%	
CUM:	3	69	49	29	13	7	20	0	85.71%	56.32%	2.43	79.48%	
Cumulat	ive:	161	87	49	21	17	74	0					

(1)	Determine t	he CUM Perfe	ormance Leve	I for each Clu	ster:
NCVS Na	tional Perfor	mance Stand	dards for Resp	onse Rate	
	Level 1	Level 2	Level 3	Level 4	Level 5
Cluster 1.	0 - 79 99	80 - 86 49	865-9149	915-9599	96 - 100

The Strategie Const.	Level 1	Level 2	Level 3	Level 4	Level 5
Cluster 1:	0 - 79.99	80 - 86.49	86.5 - 91.49	91.5 - 95.99	96 - 100
Cluster 2:	0 - 74.99	75 - 82.49	82.5 - 89.49	89.5 - 94.99	95 - 100
Cluster 3:	0 - 72.49	72.5 - 79.99	80 - 87.49	87.5 - 92.99	93 - 100

(2) Calculate your CUM RR Score:	
Sum (Cluster Performance Levels	
times % In Cluster)	

Cluster 1:	2 * 29.89%	=	0.60
Cluster 2:	1 * 13.79%	=	0.14
Cluster 3:	3 * 56.32%	=	1.69
	Sur	n:	2.43

(3) Determine your Response Rate	CUM RR Score	Performance Level	NCVS CUM Response		
Performance Level:	1.00 - 1.49	1	Rate		
Use this chart to convert	1.50 - 2.49	2	Performance		
your CUM RR Score to	2.50 - 3.49	3	Level		
your CUM Performance	3.50 - 4.49	4	2		
Level	4.50 - 5.00	5			

#### 11-39 FR Performance Summary Report





Region: Denver Survey: CPS Report Period: OCT-14 to MAR-15

EOD:09/23/2004 EOP: 09/23/2004 FS FR Code: . FS: 7181 SSF: 71

	, ,						Respo	onse F	Rates (	RR)				C	ATI Cor	nponen	ts
Month / Cum	Clu	Wkld	Resp Wkld	Ints	PrtIs	Type As	Type Bs	Type Cs		FR RR w/ CATI	% in Cluster	RR Score	RO RR w/ CATI	% Sent to CATI	CATI Comp	CATI Recy	%CATI Recy
OCT-2014	1	25	20	15	0	2	8	0		90.00%	76.92%	2.7	87.04%	14.29%	3	1	25.00%
OCT-2014	2	5	3	3	0	0	2	0		100.00%	11.54%	2.7	87.42%	0.00%	0	0	0.00%
CT-2014	3	5	3	2	0	0	3	0	- 3	100.00%	11.54%	2.7	90.32%	16.67%	1	0	0.00%
IOV-2014	1	17	14	11	0	1	5	0		92.86%	63.64%	3	90.13%	15.79%	2	1	33.33%
VOV-2014	2	4	4	4	0	0	0	0		100.00%	18.18%	3	87.12%	0.00%	0	0	0.00%
IOV-2014	3	6	4	2	0	- 1	3	0		75.00%	18.18%	3	87.57%	14.29%	1	0	0.00%
DEC-2014	1	15	10	10	0	0	4	1	- 3	100.00%	43,48%	3.43	87.72%	13.33%	0	2	100.00%
EC-2014	2	5	5	4	0	1	0	0		80.00%	21.74%	3.43	85.91%	0.00%	0	0	0.00%
EC-2014	3	11	8	6	0	1	4	0		87.50%	34.78%	3.43	83.82%	8.33%	1	0	0.00%
IAN-2015	1	14	9	8	0	0	5	1		100.00%	34.62%	4.46	89.32%	6.67%	1	0	0.00%
AN-2015	2	12	10	10	0	0	2	0		100.00%	38.46%	4.46	87.70%	0.00%	0	0	0.00%
AN-2015	3	12	7	6	0	1	5	0		85.71%	26.92%	4.46	86.50%	0.00%	0	0	0.00%
EB-2015	1	22	15	14	0	0	8	0		100.00%	45.45%	4.52	88.45%	4.35%	1	0	0.00%
EB-2015	2	12	10	10	0	0	2	0		100.00%	30.30%	4.52	86.88%	0.00%	0	0	0.00%
EB-2015	3	12	8	6	0	1	5	0		87.50%	24.24%	4.52	84.18%	7.69%	1	0	0.00%
MAR-2015	1	36	22	20	0	2	14	0		90.91%	59.46%	2.03	87.12%	5.56%	0	2	100.00%
MAR-2015	2	8	- 8	5	0	1	2	0		87.50%	21.62%	2.03	85.71%	30.00%	2	1	33.33%
MAR-2015	3	11	7	4	0	2	5	0		71.43%	18.92%	2.03	86.90%	25.00%	1	2	66.67%
CUM:	1	129	90	78	0	5	44	2		94.44%	53.89%	3.02	88.27%	9.56%	7	6	46.15%
CUM:	2	46	40	36	0	2	8	0		95.00%	23.95%	3.02	86.77%	6.25%	2	1	33.33%
CUM:	3	57	37	26	0	6	25	0		83.78%	22.16%	3.02	86.44%	11.29%	5	2	28.57%
Cumula	tive:	232	167	140	0	13	77	2				- Name -	The second second second	9.35%	14	9	39.13%

(	1)	Determine	the CUM	Perf	ormance	Level	for each Cluster:

CPS National Performance Standards for Response Rate

NAME OF BOOK	Level 1	Level 2	Level 3	Level 4	Level 5
Cluster 1:	0 - 85.99	86 - 90.99 84.5 - 86.99	91 - 94.99	95 - 97.99	98 - 100
Cluster 2:	0 - 84.49	84.5 - 86.99	87 - 94.24	94.25 - 97.49	97.5 - 100
Cluster 3:	0 - 79.99	80 - 84.49	84.5 - 91.49	91.5 - 96.49	96.5 - 100

(2) Calculate your CUM RR Score:
Sum (Cluster Performance Levels
times % In Cluster)
F20 12 14 12 12 12 12 12 12 12 12 12 12 12 12 12

Cluster 1:	3 * 53.89%	=	1.62
Cluster 2:	4 * 23.95%	=	0.96
Cluster 3:	2 * 22.16%	=	0.44
	Sun	n:	3.02

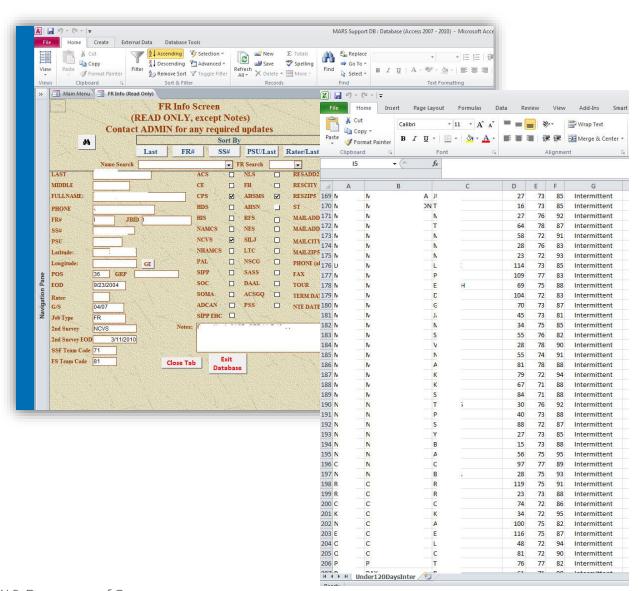
3.3370 14 3	33.1370		
(3) Determine your Response Rate	CUM RR Score	Performance Level	
Performance Level:	1.00 - 1.49	1	١
Use this chart to convert	1.50 - 2.49	2	
your CUM RR Score to	2.50 - 3.49	3	ı
your CUM Performance	3.50 - 4.49	4	ı
Level	4.50 - 5.00	5	L

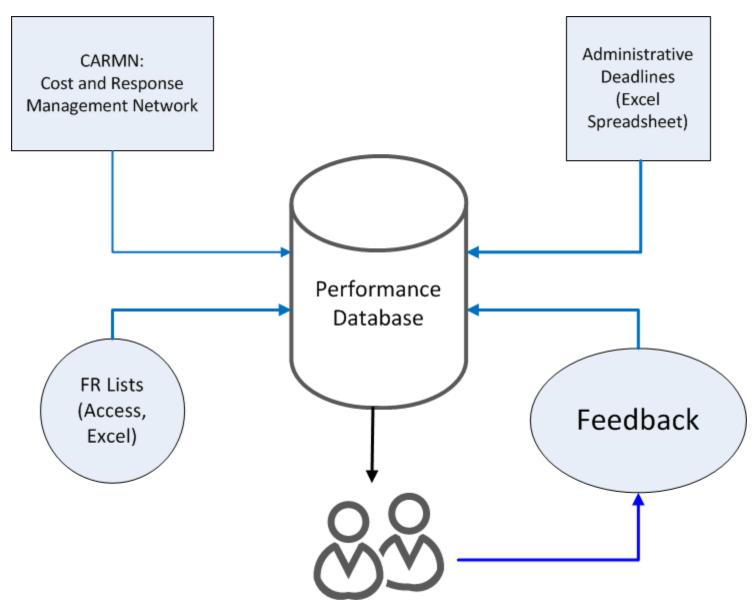
CPS CUM Response Rate Performance Level

## **Import of Data**

- CARMN raw data is in an Oracle Form Server, we do not have direct access.
- We pull the data out from XML format.
- The XML file is parsed and put into Access tables.
- Once the data is imported, basic error and consistency checks are run.

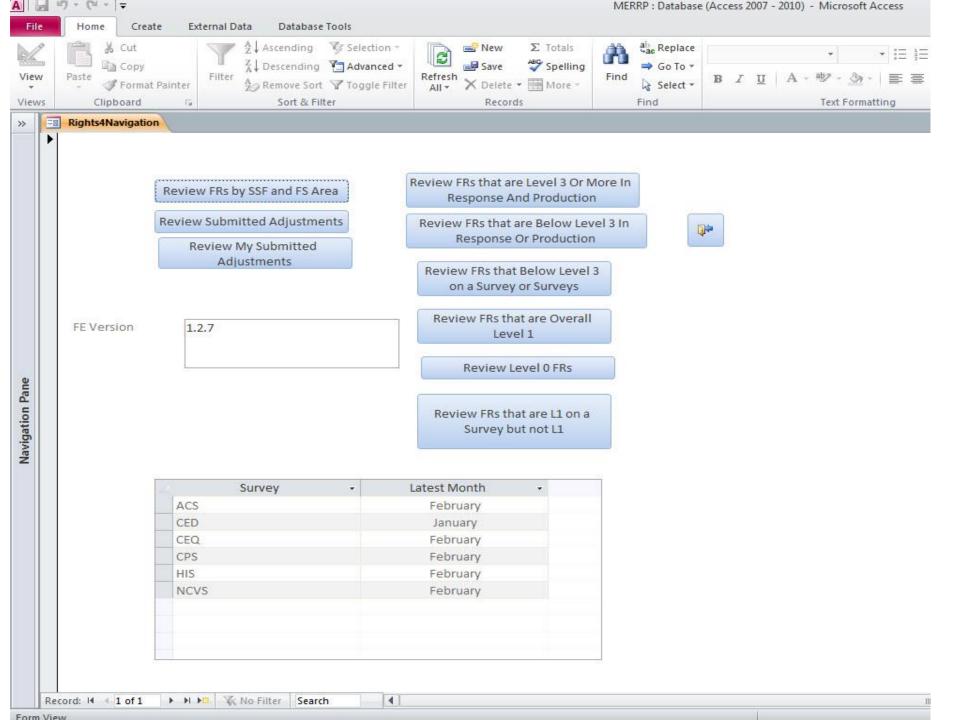
#### Other Data Sources – Access, Excel

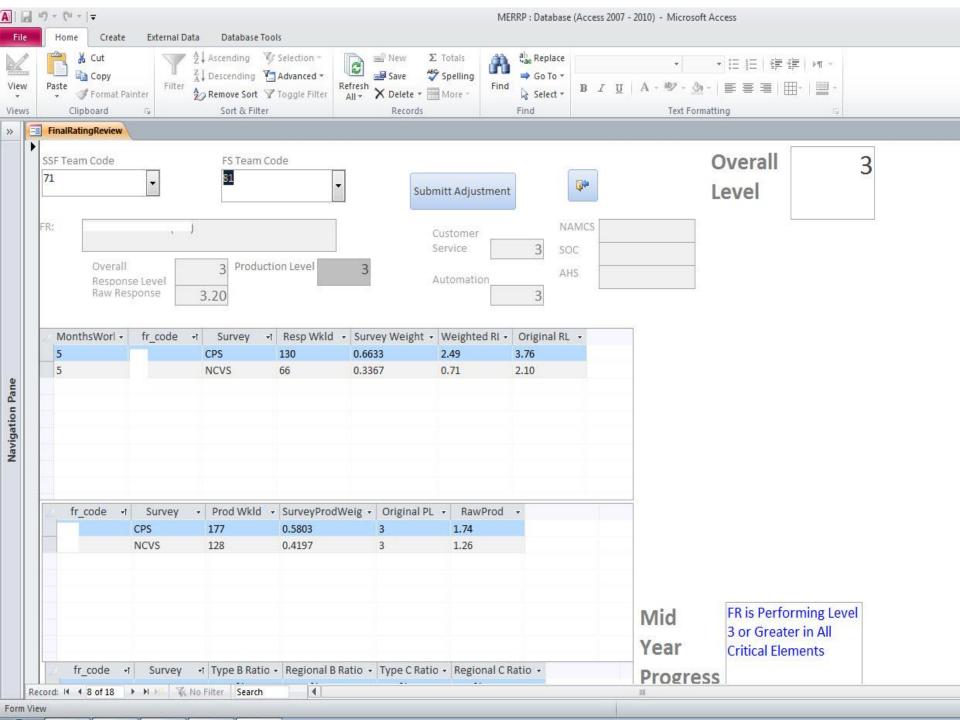






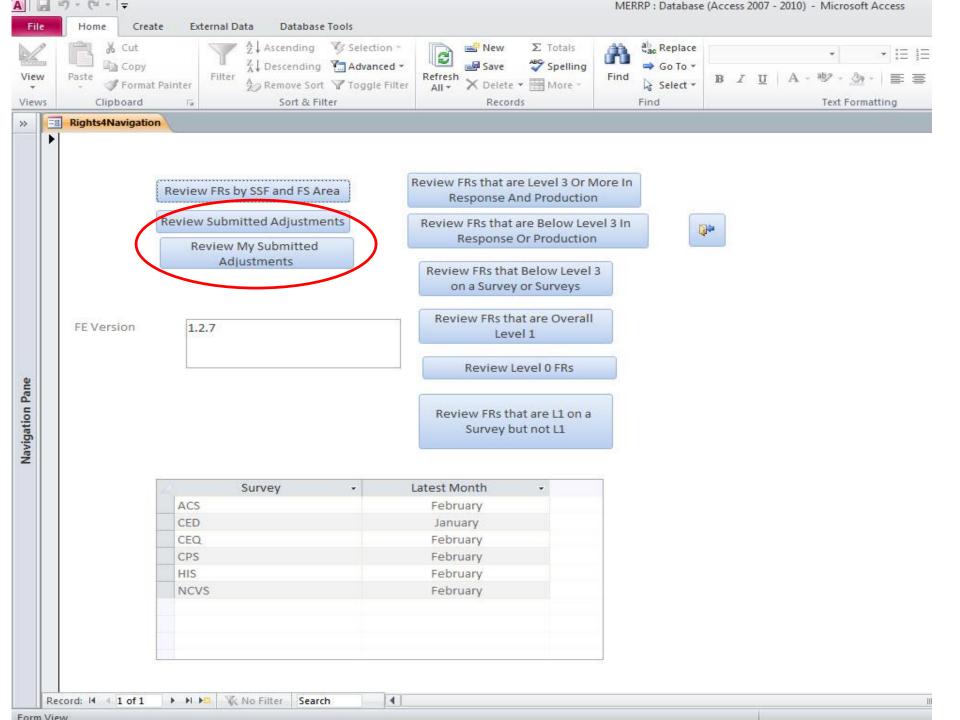
## The Performance Database

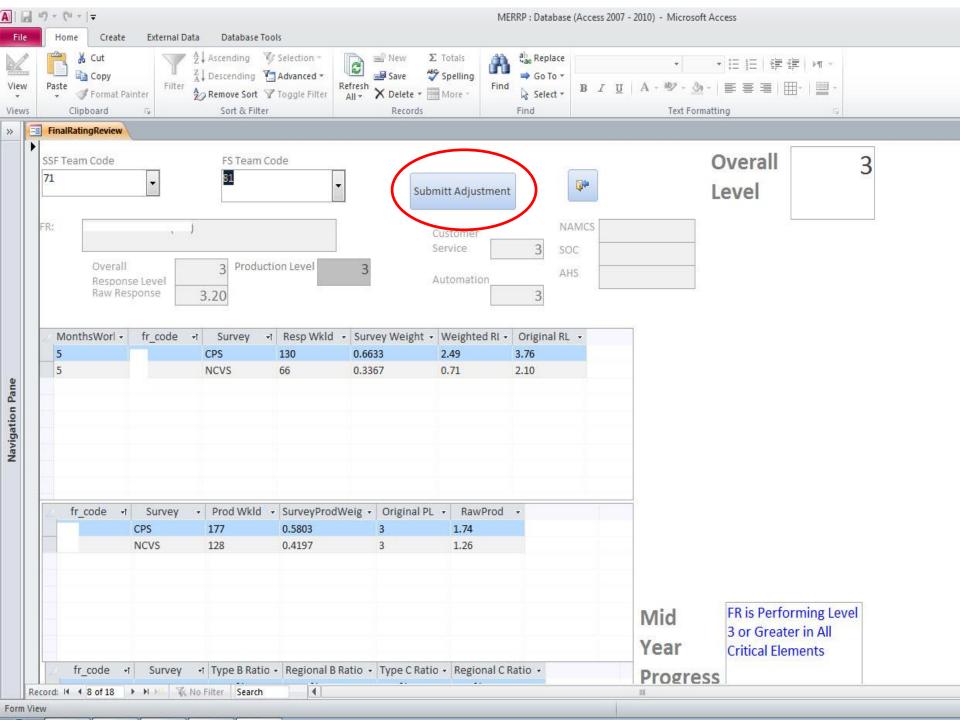




Form View

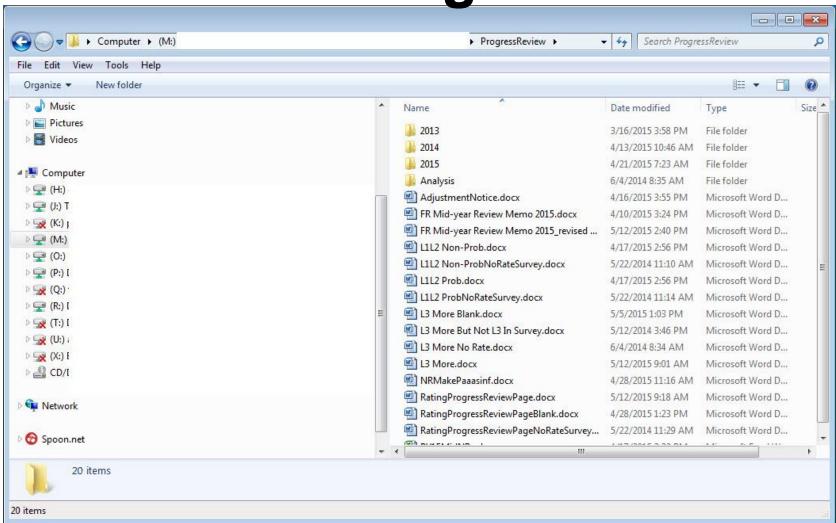
Form View





# The Mail Merge

## Mail Merge Files



#### Probationary & Non Probationary Level 1 or 2

April 16, 2015

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Dear'

The purpose of this letter is to inform you that there are deficiencies in your performance on one of the Critical Element 2, "Interviewing, Listing, Sampling" and/or Critical Element 3, "Production and Cost", of your Performance Management Record (PMR). Based on your most recent performance data October 2014 to February 2015, your work as a Field Representative with the Denver Regional Office is not considered to be at an acceptable level of competence.

Under the Census Bureau's 5-Level rating system, the Performance Management Record defines performance as Level 1, Level 2, Level 3, Level 4, or Level 5. Under the survey specific standards previously provided to you the following surveys and elements are below a Level 3 range of performance.

Production: ACS Level 2 Production: CPS Level 1 Production HIS Level 1

We will continue to evaluate your performance under the 5-Level rating system. Please be advised that Level 2 performance is the level of performance you must maintain in order to be considered to be performing at a minimally acceptable level of competence. Therefore, it is very important that you sustain your performance at least at the Level 2 range of performance. If you do not maintain Level 2 performance, we may place you on a Performance Improvement Period (PIP) for 90 days.

I am enclosing suggestions that I recommend you follow to assist you in maintaining an acceptable level of performance but also to help you improve your performance. You must improve your performance to Level 3 or higher in order to receive consideration for promotion, certain awards, and within-grade increases. If you have any questions regarding these suggestions, please contact me at I am available to answer your questions and provide you with appropriate assistance.

#### Level 3 and above







Dear

This letter is your mid-year progress review for your work with the US Census Bureau, Denver Regional Office for the review period of October 2014 to February 2015. Enclosed is a copy of your CAPI-39(s).

You are meeting the standards at an overall level 3. Please check your CAPI-39(s) for specific response rates and production rates in the area you are assigned for your survey(s). I congratulate you on your success in working with our respondents and for working in a cost efficient and timely manner.

I look forward to continuing to work with you in the upcoming months.

Sincerely,

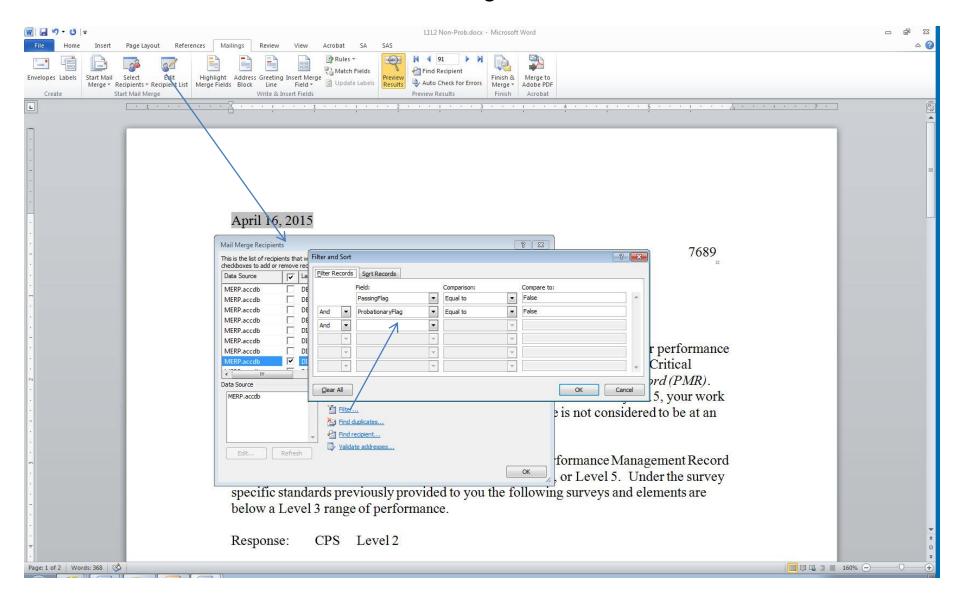


Field Supervisor Denver Regional Office

CC:



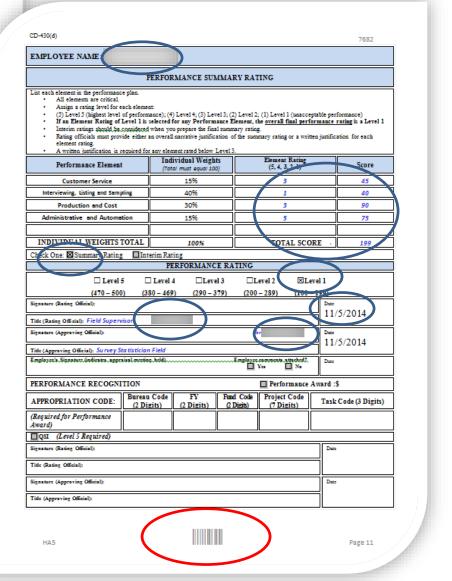
#### Use of Mail Merge Filters



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#### Progress Review EMPLOYEE NAMI ck the appropriate box ☑ 1. Review indicates performance is at Level 3 or higher on all critical elements. 2. Review indicates performance is at Level 3 on all critical elements except those critical elements where deficiencies are NOTE: If box 2 is checked, the supervisor should contact the servicing human resources office. See Attached. Employee's Initiak Rating Official's Initials Date Date Progress Review Progress Review Progress Review L14

#### Pre-populated Fields and Use of Barcodes





## **Questions?**

**Contact Info:** 

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