



U.S. Census Bureau Data Capture Services Contract

*Providing Large-Scale Data and Human Resource
Management in Support of 2000 U.S. Census*



Case Study

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The Challenge

The U.S. Constitution requires that the federal government conduct a complete count of the U.S. population every 10 years. Data collected during the Decennial Census is critical to congressional apportionment, federal funding, and informed decision-making in a number of key areas. Accuracy and timeliness are therefore of paramount importance.

In March 2000, over 120 million census forms—both long and short versions—were delivered either by mail or personally to U.S. residences. As the forms were returned, the U.S. Census Bureau faced the task of processing the massive amount of data in a complete, timely way and reporting the results accurately.

The Solution

Vangent, in a subcontractor role, provided large-scale data management and human resource management services for one of three contractor-operated Data Capture Centers (DCCs), receiving and processing approximately 46 million census forms in 120 days.

Vangent applied its 45+ years of experience collecting data from scannable forms, developing workflow systems for high-stakes data processing, and hiring and training high-quality personnel to accommodate peak processing.

The 2000 U.S. Census program demonstrates Vangent's capability to deliver complex solutions that outperform stringent quality standards. For this program, Vangent:

- Recruited, hired, and trained over 3,500 temporary employees in three months to process all forms as required
- Coordinated complex, large-scale phase-in and ramp-up activities for an on-time startup

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- Did better than all productivity and quality standards established in the contract

Shutdown the facility and released all the temporary employees in a social responsible manner following job search and resume writing training

The Results

The 2000 U.S. Census team consistently earned high award fee scores throughout the Census processing cycle and earned a 100% final award fee score. Vangent was repeatedly recognized by the Census Bureau and the prime contractor as one of the top performing subcontractors, especially for best practices in quality and security. Vangent's DCC received the largest number of census forms to process among all of the DCCs (three contractor-operated and one government-operated). Vangent's success was measured by our reduction of processing time and ability to streamline the complexity of the data flows within the system, creating a positive impact on the processing timeline and cost. Vangent consistently surpassed all milestone and quality expectations for this government customer.

In addition, Vangent was recognized by the community, city, and county with the:

- John F. Long "Community Service Award"
- The Phoenix "Diamond Award" for providing employment opportunities to the disadvantaged, and
- The Western Maricopa County Chamber of Commerce "Best of the West" Award (won twice)

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