

LUCA Appeals Frequently Asked Questions

What is the Appeals process?

The Appeals process is the last stage of the Local Update of Census Addresses, as required by Public Law (P.L.) 103-430. This law permits the U.S. Census Bureau to share its address list tribal, state and local governments for the purpose of reviewing, correcting, and updating the Census address list. The Census Bureau reviews these updates against their own resources and makes a determination as to whether or not to include the addresses in the enumeration inventory. P.L. 103-430 further requires the Office of Management and Budget (OMB) to establish a separate and independent office to resolve any disagreements that result from the local government's review of the Census Bureau's LUCA feedback. Under OMB authority, the 2020 Census LUCA Appeals Office will review and resolve disputes between the Census Bureau and LUCA participants. Using defined criteria, found in the FRN on www.LUCA-Appeals.gov, the Appeals Office will decide on all Appeals and inform both participants and the Census Bureau on the addresses that should be included in the Census Address List for the 2020 Census.

How long does our government have to file an appeal?

Your government has 45 calendar days from receipt of 2020 LUCA Feedback materials to file an appeal.

What is the result of the 2020 Census LUCA Appeals Office accepting or rejecting addresses in our appeal?

The 2020 Census LUCA Appeals Office reviews each address in your government's appeal and makes a determination of either acceptance or rejection. Your government receives written notification of the 2020 Census LUCA Appeals Office findings. The decision of the Appeals Office is final. The Census Bureau will include accepted addresses in the 2020 Census enumeration universe and will not include those rejected by the Appeals Office.

What is a group quarters?

The Census Bureau's definition of a group quarters is a place where people live or stay normally owned or managed by an entity or organization providing housing and/or services for the residents. These services may include custodial or medical care as well as other types of assistance, and residency is commonly restricted to those receiving these services. People that live in a group quarters are usually not related. Group quarters include such places as college residence halls, residential treatment centers,

skilled nursing facilities, group homes, military barracks, correctional facilities, workers' dormitories, and facilities for people experiencing homelessness. NOTE: The Census Bureau enumerates group quarters using special procedures and therefore room identifiers within a group quarters are not eligible for an appeal.

When does the Census Bureau consider 2020 LUCA complete?

The conclusion of 2020 LUCA depends upon whether your government files an Appeal. If an Appeal is filed, your government should keep all materials until after the Appeal is determined. Once an appeal is submitted and a decision is rendered you should follow the instructions to destroy the LUCA materials or return them to the Census Bureau.

Our government has completed the review and update of our 2020 LUCA Feedback Phase materials. How can we submit our Appeal to the 2020 Census LUCA Appeals Office?

Participants with paper appeals submission materials must use traceable delivery services. Only include the edited materials that include your appealed records in the Appeals submission. Follow the Title 13 shipping procedures per the Confidentiality and Security Guidelines to ensure the materials are secure and protected.

You can mail your submission to:

2020Census LUCA Appeals Office
1201 E, 10th Street
Jeffersonville, IN 47132
Attn: LUCA Appeals Office

Participants with digital Appeals submission materials have additional options for submitting their Appeals submission.

You may burn your Appeals submission materials to a DVD and Follow the Title 13 shipping procedures per the Confidentiality and Security Guidelines to ensure the materials are secure and protected. Use traceable delivery services.

You can mail your submission to:

2020Census LUCA Appeals Office
1201 E. 10th Street
Jeffersonville, IN 47132

Attn: LUCA Appeals Office

OR

You may use SWIM to submit the Appeals submission materials electronically. Follow the detailed instructions within the SWIM section of your Respondent Guide.

Digital participants may NOT provide their submission through email. Title 13 restrictions prohibit the 2020 Census Appeals Office from navigating to your government's FTP site or using Dropbox to acquire your government's Appeals submission

Our Appeals submission will not fit in the return envelopes included with our LUCA Feedback Phase materials package. Are those envelopes for use with some other material?

The return envelopes included with your government's LUCA Feedback Phase materials package are not for use with your Appeals submission. Participants must use their own envelope or packing to send the Appeals material/submission. Use the envelopes provided with the feedback materials to return the D-2012, Destruction or Return of Title 13, U.S.C. Materials Form.

You can mail your Appeals submission to:

2020Census LUCA Appeals Office
1201 E. 10th Street
Jeffersonville, IN 47132
Attn: LUCA Appeals Office

I am experiencing problems logging into SWIM. How do I resolve them so our government can upload its Appeals submission?

The components of the email and password of the SWIM system accounts are case-sensitive. Make note of the case-sensitive format used when establishing the SWIM account (e.g., jane.doe@anytown.gov or Jane.Doe@anytown.gov or JANE.DOE@ANYTOWN.GOV). We recommend use of lowercase characters and that you retain the information in a secure location for future reference.

SWIM allows four attempts to login before it temporarily locks your account for 15 minutes. After the 15-minute lock expires, you may try to login again or you may wish to reset your password using the 'forgot your password' link on the login page. Once selected, follow the prompts for entering your case-sensitive email address and providing your security answer. If the security answer is correct, the SWIM system will send a password reset link to the email account for use in resetting the password. In addition

once logged into SWIM, users can modify their password and security answer by selecting the 'Change Security' link at the top, right-hand side of the page.

If you continue to experience issues with logging into SWIM or you cannot remember the case-sensitive format used while establishing your SWIM account, DO NOT email your Appeals submission to the 2020 Census LUCA Appeals Office. The Census Bureau can provide another registration token to setup a new SWIM account. Since LUCA involves Title 13 material, before requesting a new token ensure you are included on the Confidentiality Agreement Form (D-2005) as a reviewer or as the liaison. Once confirmed, contact the Geographic Partnership Support Desk at 1-844-344-0169 for a new registration token.

How do I resolve SWIM issues I encounter when attempting to upload our government's Appeals submission?

Absolutely DO NOT email your submission to the 2020 Census LUCA Appeals Office. This violates Title 13. Three of the most common issues with SWIM are as follows:

- SWIM supports the current internet browser version, plus one previous version. For example, Internet Explorer 11 is the current version, so Internet Explorer 11 and Internet Explorer 10 work with SWIM. The same idea holds for other browsers such as Google Chrome or Mozilla Firefox. If your version is older, upgrade to a newer browser version and try uploading again.
- SWIM only recognizes “.zip” file extensions, so ensure the file(s) you are attempting to submit are in the .zip file format. If you attempt to post a file that is not in .zip file format, you will receive the following error message, “Error uploading file. Reason: File is not a .zip file.” Additionally, the .zip file(s) must not include another .zip file as part of its components. If you have additional files that need to be zipped together and submitted to support your appeal, just zip those together and submit separately through SWIM using a name that will link that .zip file to your submission. For example, Appeal_2020LUCA_ <entityID>_ Additional _Return.zip
- Lastly, SWIM currently has a size limitation of 250 megabytes for .zip files. If your entity's file is larger than 250 megabytes, ensure you are only including the address records flagged for appeal. Most submissions will easily fall beneath the 250 megabytes size limitation if they only include the edited information. If your file is larger than 250 megabytes, please call the 2020 Census LUCA Appeals Office at 1-888-222-9907, or send an email to info@luca-appeals.gov, for assistance.

Once we receive our 2020 LUCA Feedback Phase materials, what type of assistance is available?

The Census Bureau strongly urges participants review the Respondent Guide that accompanies the 2020 LUCA feedback materials and encourages a review of information available on the 2020 LUCA website:

<<https://www.census.gov/programs-surveys/decennial-census/about/luca.html>>.

- Chapter 3 of the Respondent Guides provides information about appealing rejected addresses. If questions about Feedback materials still exist after reading the Respondent Guide and reviewing the information on the 2020 LUCA website, please call our Geographic Partnership Support Desk toll-free number at 1-844-344-0169 or send questions to us using our <GEO.2020.LUCA@census.gov> email address. If questions arise regarding the process for appealing rejected or deleted addresses, please call the 2020 Census LUCA Appeals Office at 1-888-222-9907, or send an email to info@LUCA-appeals.gov, for assistance.

The boundary on the maps provided with the LUCA Feedback Phase materials is not correct. How can my government update its boundary?

In order to maintain consistency between the 2010 tabulation blocks used for the LUCA Review Phase and the LUCA Feedback Phase, the governmental unit boundary used for the LUCA Feedback Phase materials is the same vintage as used in the Review Phase. It is the boundary in effect as of January 1, 2017.

- If there are residential addresses associated with the more up-to-date boundary that you expected to see in your LUCA Feedback materials, but they are not included, please call the 2020 Census LUCA Appeals Office at 1-888-222-9907, or send an email to info@LUCA-appeals.gov, for assistance.

Are there workshops available for the LUCA Feedback Phase?

No, there are no workshops planned for Feedback or Appeals. However, there is a training video available on the LUCA-Appeals.gov website that provides help on using the Geographic Participant Update Software to review the LUCA Feedback. Please review the Respondent Guide for instructions on reviewing the Feedback Phase materials. Also, review the Chapter 3 in the Respondent Guide for specifics on filing an Appeal with the 2020 Census LUCA Appeals Office.

Can our government request more time to file our an Appeal?

No, the 2020 Census LUCA Appeals Office will not grant more than the allotted 45-calendar day review period to file an Appeal. Operational schedules leading into the 2020 Census prevent deadline extensions for the Appeals process.

What does the 2020 Census LUCA Appeals Office consider supporting documentation?

Supporting documentation is information that will help the Appeals Office understand why they should accept the addresses you are appealing. The documents should provide insight into the address source that your government maintains as well as evidence that the appealed address exists. To accomplish this, eligible governments must submit the following supporting documentation with their Appeals:

- A written explanation of the eligible government's position for why the Appeals Staff should adopt its recommendation.
- A detailed description of the address source(s) that help to verify the address or group of addresses existence. For each address source used to support the existence of the address, the description should include the following:
 - i. date of address source;
 - ii. how often the address source is updated;
 - iii. who updates the source;
 - iv. methods used to update the source;
 - v. quality assurance procedure(s) used in maintaining the address source; and
 - vi. how the address source is used by the eligible government and/or by the originator of the source.
- Evidence to support the existence of the appealed address. The evidence must be linked directly to a particular appealed address or particular set of appealed addresses. Useful types of supporting evidence include:
 - a. Documentation of on-site inspection and/or interview of residents and/or neighbors;
 - b. Issuance of recent occupancy permit(s) for unit(s). Building permits are not acceptable, as they do not ensure that a unit has been built;
 - c. Provision of utility records (electricity, gas, sewer, water, telephone, etc.) for the addresses; these records should show that the address is not a service to a commercial unit, or an additional service to an existing address (such as a second telephone line).
 - d. Provision of other governmental services (housing assistance, welfare, etc.) to residents of the unit(s);
 - e. Photography including aerial photography or satellite imagery;

- f. Land use maps;
- g. Local 911 emergency lists, if they distinguish residential from commercial units;
- h. Tax assessment records, if they distinguish residential from commercial units.

I used my GIS to submit LUCA updates but I want to use GUPS to submit my governments appeal, can I do that?

Yes, the Feedback materials for digital participants include a GUPS Respondent guide as well as the software.

What types of records can I appeal after reviewing my feedback?

Only address records with a Feedback code of R03 or X01 are appealable.

My government added 1,000 addresses during LUCA. I see in the feedback that only 800 addresses were processed by the Census Bureau. Are the 200 addresses that were not processed eligible for us to appeal?

No, only addresses that were processed during LUCA and have LUCA Feedback codes of either R03 or X01 are appealable. When the Census Bureau received addresses during LUCA that were not formatted correctly or that were missing information such as the geographic location (census tract and census block or Latitude/Longitude) they could not process the addresses.

Is there any training available for the 2020 Census LUCA Appeals Process?

Yes, there is a training video available on the [LUCA-Appeals.gov](http://www.LUCA-Appeals.gov) website that provides help on using the Geographic Participant Update Software to review the LUCA Feedback and as needed to submit an appeal. The URL for the website is www.LUCA-Appeals.gov. It will be available by the end of July 2019.

Can I link more than one address to a single supporting evidence?

Yes, a supporting document can be used as evidence for a group of addresses as long as it is collectively related to those addresses and provides proof of existence for the group.