

2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 07/02/2020

Presented by

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Agenda

Status Legend



- Milestone Schedule
- Soft Launch
- Staffing
- Expected Workload and Completion
- Printing and kitting
- Device Update
- Operational Testing
- NRFU Production Hot Topics

Milestone Schedule

As of: 07/02/2020 

Activity	Date
Soft Launch	
Cycle 1A Enumeration Start	07/16/20
Cycle 1B Enumeration Start	07/23/20
Cycle 2 Enumeration Start	07/30/20
Full Launch	
CFS Training	07/14/20 – 07/22/20
Enumerator Training	07/31/20 – 08/12/20
SMaRCS Training (RCC & Clerk) 5 Waves RCC attends first wave	06/22/20A – 08/28/20
NRFU Begins	08/11/20
NRFU RI Begins	08/12/20
NRFU Production Ends	10/24/20
NRFU Re-interview Ends	10/31/20

In cautious response to COVID-19, Early NRFU has been de-scoped and field activities for the operation will begin on August 11, 2020.

NRFU Countdown (as of 07/02/20)
14 days to NRFU Soft Launch (07/16)
39 days to NRFU start (08/11)
120 days to NRFU end (10/31)

Soft Launch Overview – CFS Launch

Purpose: The CFS Launch is a check-out testing effort prior to the soft launch scheduled on 07/16/20.

Planned Duration of Launch: 07/01/20 – 07/02/20

Summary of Case Completion: Two CFS at each ACO identified below attempted to complete production, recollect, and manager visit cases on July 1st.

ACO #	RCC	City	State	Cases Completed		
				Production NRFU	SRQA Recollect	Manager Visit (MV)
2382	NY	Nashville	TN	26	0	0
3256	PH	Boise	ID	8	1	0

Data Source: Unified Tracking System – Executive Overview Report. Data as of 11:59PM on 07/01/20.

Soft Launch Overview – Cycle 1A

As of: 07/02/2020

ACO #	RCC	City	State	*Estimated WL
2262	NY	Gardiner	ME	358,594
2390	PH	Beckley	WV	459,259
2581	CH	Kansas City	MO	400,095
2990	AT	New Orleans	LA	171,636
3167	DV	Oklahoma County	OK	248,685
3256	LA	Boise	ID	272,270

*Estimated using self-response rates from 07/02/20
 Total estimated workload = 1,910,539

Summary to Date

- i. CFS Training began on 06/18/20
- ii. Capstone courses completed on 06/26/20
- iii. Crew formation for enumerator training has begun
- iv. CFS preparing for enumerator training
- v. The initial NRFU workload began creation on 06/23/20

Schedule

Activity	Date
Cycle 1	
Confirm ACO Selection	07/01/20A
CFS Training	06/18/20A* – 06/26/20A
Enumerator Training	07/07/20 – 07/18/20
Deploy to Field / Enumeration Start	07/16/20

*No significant issues have occurred during CFS Training as of 06/30/20.

Soft Launch Overview – Cycle 1B

As of: 07/02/2020

Tentative ACO Locations

ACO #	RCC	City	State	*Estimated WL
2254	NY	Hartford	CT	212,339
2379	PH	State College	PA	300,105
2382	PH	Nashville	TN	297,917
2569	CH	Evansville	IN	235,461
2988	AT	Baton Rouge	LA	243,325
3159	DV	Wichita	KS	288,438
3297	LA	Tacoma	WA	159,327

*Estimated using self-response rates from 07/02/20.
Total estimated workload = 1,736,912

Summary to Date

- i. CFS Training began on 06/25/20

Schedule

Activity	Date
Cycle 1	
Confirm ACO Selection	07/08/20
CFS Training	06/25/20A* – 07/06/20
Enumerator Training	07/14/20 – 07/25/20
Deploy to Field / Enumeration Start	07/23/20

*No significant issues have occurred during CFS Training as of 07/02/20.

Hiring Process for Field Staff - Cycle 1A

As of: 07/01/2020

CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	Hired NRFU	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
Gardiner, ME	171	110	102	98	78	46	82	79	97	85
Beckley, WV	188	97	87	80	87	57	136	15	123	105
Kansas City, MO	238	127	118	99	110	86	109	99	99	77
New Orleans, LA	126	108	104	87	58	52	67	30	55	52
Oklahoma County, OK	157	73	70	63	73	60	77	44	66	58
Boise, ID	129	182	155	120	60	62	115	104	70	61

Hiring Process for Field Staff - Cycle 1A

As of: 07/01/2020

Enumerators

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Gardiner, ME	4,335	3,843	2,786	2,474	2,078	33	2	0	1,870	1,445
Beckley, WV	5,712	5,105	3,159	2,677	2,717	0	18	0	2,454	1,904
Kansas City, MO	5,238	5,116	3,321	2,818	2,529	13	6	0	2,225	1,746
New Orleans, LA	2,778	2,956	2,118	1,539	1,341	12	0	0	1,181	926
Oklahoma County, OK	3,609	2,356	2,046	1,747	1,740	4	5	0	1,532	1,203
Boise, ID	3,192	3,612	2,479	1,865	1,532	5	13	0	1,349	1,064

Hiring Process for Field Staff - Cycle 1B

As of: 07/01/2020 

CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Hartford, CT	151	117	106	89	70	60	55	0	62	58
State College, PA	165	96	82	73	76	50	73	20	69	63
Nashville, TN	196	148	132	111	91	71	91	84	82	60
Evansville, IN	165	182	155	126	77	67	72	8	69	59
Baton Rouge, LA	157	144	123	84	73	61	68	0	66	55
Wichita, KS	174	148	116	105	80	11	42	11	72	62
Tacoma, WA	118	104	99	71	54	45	45	14	48	46

Hiring Process for Field Staff - Cycle 1B

As of: 07/01/2020 

Enumerators

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Hartford, CT	3,276	2,700	2,048	1,795	1,582	0	0	0	1,419	1,092
State College, PA	4,020	3,243	2,228	1,984	1,932	1	10	0	1,736	1,340
Nashville, TN	4,200	4,034	2,928	2,766	2,030	0	0	0	1,786	1,400
Evansville, IN	3,654	4,055	2,624	2,143	1,764	3	0	0	1,552	1,218
Baton Rouge, LA	3,579	3,782	2,395	1,685	1,726	14	1	0	1,549	1,193
Wichita, KS	3,867	3,617	2,251	1,853	1,865	2	12	0	1,674	1,289
Tacoma, WA	2,553	2,525	1,784	1,368	1,232	0	0	0	1,085	851

Hiring Process for Field Staff – National

As of: 07/01/2020 

NRFU CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
National	37,942	32,874	28,923	23,795	17,564	3,596	4,527	2,109	15,833	13,540

NRFU Enumerators

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
National	857,631	801,429	535,572	430,848	413,007	1,989	1,305	0	366,692	285,877

Hiring Process for NPC Staff – NRFU Reinterview

As of: 07/02/2020
Metrics compiled bi-weekly



Wave	Training Date	Position Type	Total Staff Selected	Applicants that have Accepted	On-Boarded	Attended Training	Ready for Production	Production Goal
Wave 1	06/22/20A – 07/02/20	Managing / Support ¹	60+	13	13	15		13
Wave 2	07/07/20 – 07/17/20	Matching Technician	200+	77	77			77
Wave 3	07/21/20 – 07/31/20	Matching Technician	100+	75	75			75
Wave 4	08/04/20 – 08/14/20	Matching Technician	0 ²	82	82			75
Wave 5	08/18/20 – 08/28/20	Matching Technician	0 ²	80	80			75
Total			360+	327	327			315*

¹The first training wave includes mostly RCC and PES Staff. The total staff trained in this wave is 39, however, only 13 of them will work on NRFU RI clerical resolution.

² Existing NPC staff will be trained on NRFU RI upon completion of their current project.

*Production goal based on productivity estimate of 18 cases completed per day. We will monitor actual production rates during the first two weeks of the clerical operation and enact contingencies if necessary.

In cautious response to COVID-19 the training waves will be delayed to meet the new timing of the NRFU operation.



Printing and Kitting

Kit ID	Kit Title	Total Kits	Status
647(S)	NRFU ENUMERATOR SUPPLY KIT	449,309	Printing, kitting, and shipping have been completed as of 02/13/20
653(I)	NRFU INSTRUCTOR KIT	15,926*	
553(S)	NRFU CFS SUPPLY KIT	18,602	
653(BULK)	NRFU ACO BULK SUPPLY KIT	260	
653I(PR)	NRFU PR INSTRUCTOR KIT	493	
553S(PR)	NRFU PR CFS SUPPLY KIT	529	
647S(PR)	NRFU PR ENUMERATOR SUPPLY KIT	10,761	
653(BULK)(PR)	NRFU PR ACO BULK SUPPLY KIT	3	
Total Number of Kits		495,883	

*Due to the increase in the number of deployed CFSs, we need to create ~1,500 additional Instructor kits. The 18,602 CFS Supply Kits and 449,309 Enumerator kits are enough to cover the additional staff. Additional kits are in the process of being shipped from NPC to the ACOs that need them.

Device Provisioning

- All iPhones and iPads originally planned for the NRFU operation have been provisioned as of 05/03/20 - Note that 3,685 of these devices were provisioned to Recruiting Assistants and staff supporting the Mobile Questionnaire Assistance effort.
- An additional 125,000 iPhones and 5,500 iPads were requested to support increased hiring efforts to address COVID-19. The provisioning progress of those phones and tablets is detailed below.
 - All additional iPads have been provisioned as of 06/14/20.
 - Provisioning of iPhones is detailed on the next slide.

Device Provisioning

NRFU Additional iPhone (Phase 2) Provisioning Progress

Week Ending	Planned Output	Planned Total	Actual	Total	Variance
May 4 – May 10	2,000	2,000	2,999	2,999	999
May 11 – May 17	5,000	7,000	15,078	18,077	11,077
May 18 – May 24	8,500	15,500	30,251	48,238	32,828
May 25 – May 31	7,500	23,000	17,815	66,143	43,143
Jun 1 – Jun 7	10,000	33,000	24,293	90,346	57,436
Jun 8 – Jun 14	15,000	48,000	9,727	100,163	52,163
Jun 15 – Jun 21	15,000	63,000	6,665	106,828	43,828
Jun 22 – Jun 28	15,000	78,000	8,034	114,862	36,862
Jun 29 – Jul 5	12,000	90,000			
Jul 6 – Jul 12	15,000	105,000			
Jul 13 – Jul 19	15,000	120,000			
Jul 20 – Jul 26	5,000	125,000			

Device Deliveries

CFM/CFS Device Deliveries (Phase 2)

RCC	# of ACOs	# of ACOs Complete	# of Devices Scheduled	#of Devices Delivered	Scheduled Completion	Status
Atlanta	42	42	2,178	2,178	6/12	Production Ready
New York	45	45	2,655	2,655	6/15	Production Ready
Dallas	50	50	2,426	2,426	6/16	Production Ready
Philadelphia	36	36	1,536	1,536	6/17	Production Ready
Los Angeles	43	43	1,803	1,803	6/18	Production Ready
Chicago	32	32	1,131	1,131	6/19	Production Ready
Total	248	248	11,729	11,729		

Note: Production Ready = Enough devices delivered to covered training and most of the spares

An extra 730 NRFU tablets were requested and those are included in the counts and are scheduled for delivery on 6/19.

Upcoming Device Delivery and Related Training Dates

As of: 07/01/2020



Operation	Date	Phones/Staff
NRFU Enum <u>Phase 1</u> Device Delivery	7/3	326,190
NRFU Enum <u>Soft Launch 1A</u> device delivery	6/29	12,802
Enum training for <u>Soft Launch 1A</u>	7/7	NA
NRFU Enum Soft Launch <u>1B</u> device delivery	7/6	14,972
Enum training for Soft Launch <u>1B</u>	7/14	NA
NRFU Enum <u>Cycle 2</u> device delivery PR	7/13	6,870
NRFU Enum <u>Cycle 2</u> device delivery	7/13	5,910
NRFU Enum <u>Cycle 2</u> device delivery to UPS for Peoria and Honolulu	7/15	1,650
NRFU Enum <u>Cycle 2</u> device delivery for Danbury, Quincy, Waltham, Worcester, Trenton, Buffalo	7/16	950
NRFU Enum <u>Cycle 2</u> training	7/21	NA
NRFU Enum <u>Phase 2</u> Device Delivery	7/6-7/17	120,000 minus early deliveries
UPS Store Deliveries for Enums (Duluth, Rochester (NY))	7/27	TBD

Device Deliveries

Enumerator iPhone Deliveries (Phase 1)

RCC	# of ACOs	# of ACOs Complete	# of Devices Scheduled	#of Devices Delivered	Scheduled Completion	Status
Atlanta (29)	42	42	79,467	79,447	6/19	Production Ready
Chicago (25)	32	29	57,437	53,597	6/19	In Progress
Dallas (31)	50	47	70,749	69,494	6/26	In Progress
Philadelphia (23)	36	36	62,986	62,986	6/26	Production Ready
Los Angeles (32)	43	25	61,750	41,606	7/3	In Progress
New York (22)	45	26	67,814	45,643	7/3	In Progress
Total	248	205	400,203	352,773		

Note: Production Ready = Enough devices delivered to covered training and most of the spares

Late ACOs: Harris Co NE (3181) office closed 6/26, Lincoln (3163) and San Antonio East (3190) have delivery dates of 7/17
Duluth (2578) and Rochester (2580), have UPS delivery dates of 7/27.

Enumerator Device Deliveries (Phase 1&2) Soft Launch ACOs

As of: 07/1/2020

RCC	# of Devices Scheduled	#of Devices Delivered	Scheduled Completion	Status
Soft Launch 1A				
Beckley	4,094	2,484	7/6	In Progress
Gardiner	2,830	2,830	6/30	Production Ready
New Orleans	1,555	1,465	7/6	In Progress
Kansas City	2,845	2,845	6/29	Production Ready
Boise	2,058	2,058	6/29	Production Ready
Oklahoma Co	2,005	2,005	6/29	Production Ready
Soft Launch 1B				
Hartford	1,852	253	7/6	In Progress
State College	2,563	1,923	7/6	In Progress
Evansville	1,986	1,696	7/6	In Progress
Baton Rouge	1,980	1,610	7/6	In Progress
Wichita	2,122	1,822	7/6	In Progress
Tacoma	1,388	1,388	7/6	Production Ready
Nashville	2,254	2,254	6/30	Production Ready
Dropped out of Soft Launch				
Gulfport	2,781	2,781	6/30	Production Ready
Total	32,813	27,914		

Note: Production Ready = Enough devices delivered to covered training and most of the spares

Late ACOs: Wichita closed on 6/29, Hartford closed on 6/30



2020 NRFU Production System Updates

Training:

- FDC Prod Error – Untrusted Enterprise Developer
 - Staff in the ACOs were power cycling NRFU devices to update iOS which caused enrollment to be difficult for the CFS.
 - Provided additional guidance to the ACOs to not power cycle devices.
 - Release of FDC 1.3 version to the catalog and the disablement of auto updates of v1.2
 - Enabled auto updates of FDC
- Entrust provided root cause for issue with certificates not being pushed to iPhone devices on the 6/23

Workload Creation/Submission:

- Workloads have been distributed with the exception of Field Verification and Reinterview

Questions?

Thanks!

Back Up Slides

Expected Workload - NRFU

As of: 06/12/2020

Initial Workload Creation	Total	TEA 1 (Mailable Housing Units)	Actuals in Green
			TEA 6 (Hand Delivery Areas)
Initial Housing Unit Universe	149,681,571	142,865,554	6,816,017
Self-Response Projection on 08/10/20	63.6%	64.2%	51.1%
Subtotal - Initial NRFU Workload	54,476,166	51,145,868	3,330,298
Additions Prior to NRFU Start			
NRFU Supplemental Addresses	1,514,196	1,448,686	65,510
Self-Response Projection on 08/10/20	26.2%	25.0%	52.6%
Subtotal - NRFU Supplemental Additions	1,117,566	1,086,515	31,052
TEA 1 Unmailable Addresses	748,390		
NRFU Supplemental TEA 1 Unmailable Addresses	16,811		
Total Additions Prior to NRFU Start	1,882,767	1,851,716	
Total Initial Production NRFU Workload (Cut Date 07/27/20)	56,358,933	52,997,584	3,361,350
NRFU Reinterview Workload (5% of Production)	2,817,947		
NRFU Rework Workload (0.2% of Production)	112,718		
Total NRFU QC Workload	2,930,665		

Administrative Record Modeling

As of: 05/27/2020

May Modeling Results*

AdRec Determination	Housing Units	Self-Response TEA1	Update/Leave TEA6
Vacant	9.30 M	8.29 M	1.02 M
Delete	3.11M	3.06 M	0.05M

*The May modeling results were delivered on May 27, 2020 and only include the two administrative record determinations outlined above.

- AR Vacant or Delete addresses are eligible for one visit if the June 12th in-home postcard mailing is Undeliverable-As-Addressed.
- AR Occupied addresses will be identified before the start of the NRFU operation

Administrative Record Modeling

As of: 06/22/2020

June Modeling Results

AdRec Determination	Housing Units	Self-Response TEA1	Update/Leave TEA6
Vacant	8,761,927	7,762,187	999,740
Delete	2,903,054	2,857,988	45,066
Occupied	9,639,974	9,385,840	254,134
No Determination	40,836,117	37,628,313	3,207,804

Note: Addresses in table are addresses without validated data or had not mailed back a questionnaire as of May 18, 2020.



Devices

Gold/Final Image

- Final NRFU content delivered to dDaaS on 01/07/2020.
- Provisioning of tablets and iPhones is currently underway (see details below)
- Provisioning began on 01/27/20

Device Provisioning Schedule

Position	Week of Delivery	Phones	Tablets	Total
Early NRFU CFM & CFS	02/17/20A	4,744	4,744	9,488
Early NRFU Enumerator	03/16/20A**	73,653	NA	73,653
NRFU CFM & CFS	06/19/20	17,565	16,709	34,274
NRFU Enumerator	07/17/20*	427,634	NA	427,634
Total		523,596	21,453	545,049

*If an ACO prefers deliveries to the UPS store, then those deliveries will begin on 7/27.

**Early NRFU Enumerator devices completed delivery on 4/22/20. There was a large delay in these deliveries due to Puerto Rico offices being closed.



Device Quantity by RCC

RCC	Original Order			New Order			Total
	Tablets	Phones	Subtotal	Tablets	Phones	Subtotal	
New York	2,834	70,561	73,395	1,327	27,334	28,661	102,056
Philadelphia	2,506	65,449	67,955	706	12,987	13,693	81,648
Chicago	2,274	59,695	61,969	486	8,428	8,914	70,833
Atlanta	3,150	82,511	85,661	998	18,483	19,481	105,142
Dallas	2,775	73,017	75,792	1,140	22,371	23,511	99,303
Los Angeles	2,416	63,957	66,373	841	18,803	19,644	86,017
Total	15,955	415,190	431,145	5,498	108,406	113,904	545,049

Device Provisioning Progress

Date	Planned Output*	Planned Cumulative Total	Actual	Cumulative Total	Variance
Jan 27 – Feb 2	7,000	7,000	4,619	4,619	(2,381)
Feb 3 – Feb 9	16,000	23,000	19,756	24,375	1,375
Feb 10 – Feb 16	20,000	43,000	28,549	52,924	9,924
Feb 17 – Feb 23	40,000	83,000	53,689	106,583	23,583
Feb 24 – Mar 1	45,000	128,000	64,154	170,737	42,737
Mar 2 – Mar 8	45,000	173,000	75,978	246,715	73,715
Mar 9 – Mar 15	48,000	221,000	76,897	323,612	102,612
Mar 16 – Mar 22	48,000	269,000	45,666	369,278	100,278
Mar 23 – Mar 29	48,000	317,000	49,313	417,397	100,397
Mar 30 – Apr 5	48,000	365,000	15,332	433,923	68,923
Apr 6 – Apr 12	48,000	413,000	9,006	442,929	29,929
Apr 13 – Apr 20	42,000	454,779	2,643	445,572	(9,207)
Apr 21 – Apr 26			2,234	447,806	(6,973)
Apr 27 – May 3			3,289	451,095	(3,684)

*The planned output in this table includes surplus devices

Device Provisioning

- All iPhones and iPads originally planned for the NRFU operation have been provisioned as of 05/03/20 - Note that 3,685 of these devices were provisioned to Recruiting Assistants and staff supporting the Mobile Questionnaire Assistance effort.
- An additional 125,000 iPhones and 5,500 iPads were requested to support increased hiring efforts to address COVID-19. The provisioning progress of those phones and tablets is detailed below.

Additional NRFU iPad (Phase 2) Provisioning Progress

Week Ending	Planned Output	Planned Total	Actual	Total	Variance
May 4 – May 10	1,000	1,000	1,769	1,769	769
May 11 – May 17	1,000	2,000	1,279	3,048	1,048
May 18 – May 24	1,500	3,500	1,408	4,456	956
May 25 – May 31	2,000	5,500	821	5,277	(223)
June 1 – June 7	N/A	N/A	219	5,550	0
June 8 – June 14	N/A	N/A	2	5,498	(2)

Device Deliveries

As of: 06/15/2020

CFM/CFS Device Deliveries (Phase 1)

RCC	# of ACOs	# of ACOs Complete	# of Devices Scheduled	#of Devices Delivered	Scheduled Completion	Status
Atlanta	42	42	4,260	4,260	6/5	Completed
New York	45	45	3,526	3,525	6/8	Completed
Dallas	50	50	4,227	4,227	6/9	Completed
Philadelphia	36	36	3,341	3,341	6/10	Completed
Los Angeles	43	43	3,840	3,840	6/11	Completed
Chicago	32	31	3,230	3,230	6/12	Completed
Total	248	247	22,423	22,423		Completed

Device Deliveries – Soft Launch Cycle 1A

CFM/CFS Device Deliveries (Phase 1&2) – Soft Launch ACOs

RCC	# of Devices Scheduled	#of Devices Delivered	Scheduled Completion	Status
Nashville	153	153	6/15	Completed
Gardiner	219	219	6/15	Completed
Kansas City	229	229	6/15	Completed
Boise	153	153	6/17	Completed
Gulfport	223	223	6/17	Completed
Oklahoma Co	163	163	6/18	Completed
Total	1,166	1,166		

Decennial Service Center

- Completed training of RCC and ACO IT support staff in preparation for NRFU operations.
- Developed a library of Knowledge Base Articles (KBAs) related to NRFU support scenarios.
- Prepared to setup:
 - Support bridge calls between DSC and RCC IT support teams
 - A virtual “War Room” between DSC analysts and SMEs
 - Support bridge calls with system teams to monitor training and device enrollment.
- Evaluating staffing focus and available tools in the event of reduced DSC, RCC, or ACO IT staff or significant ticket volumes.
- Total DSC Staff for Peak Operations = 99

Changes and Contingencies to Address COVID-19

The Census Crisis Management Team continues to actively manage the current crisis. To date, the following changes and contingencies are being implemented for the NRFU operation:

- a) De-scoping of the Early NRFU component of the operation.
- b) Delay of the operation including administrative record modeling, phases of the contact strategy, training, and the soft launch of NRFU.
- c) Training updates to minimize in-person interaction and explain precautionary measures enumerators should adhere to.
- d) Updates to Administrative Record Postcard Mailing
- e) Addition of another round of administrative record modeling
- f) Workload estimate for the NRFU operation.
- g) Increased enumerator and CFS staffing levels

The NRFU Operational Delivery team is finalizing additional changes outlined below:

- a) Content of some reports including case completion goals and expected budget of the operation.
- b) Scope of soft launch

Issue Updates Due to COVID-19

NRFU Operation [Issue #4](#) - In response to COVID-19 the NRFU operation is being delayed and other aspects of the operation are being re-tooled to adjust for that delay. The issue details many impacts including the key impacts outlined below:

- 1) Case resolution rate – Respondents and proxies may be less likely to answer their door. This may cause more cases to go unresolved during the NRFU operation and to require imputation.
- 2) Staffing and Training – We may see challenges with staffing up for the operation and training staff:
 - Retention of staff already selected
 - Hiring people to do in-person interviewing work
 - Developing training environment and device distribution process to minimize in-person interactions
- 3) Schedule – The re-plan of the NRFU schedule is complex and will affect training dates, phases of the contact strategy, timing of AdRec processing, and AdRec mailings.
- 4) Scope – The Early NRFU operation is being de-scoped and a change was needed to implement.
- 5) Recall bias - The new NRFU field dates have interviews taking place more than four months after April 1, 2020.

Risk Updates Due to COVID-19

In response to the latest updates related to COVID-19, the following [NRFU risks](#)* have been adjusted:

- (a) NRFU002 Natural Disasters – Exposure increased due to realized issue of COVID-19 and increased chances of natural disasters due to NRFU now taking place during hurricane season.
- (b) NRFU003 Workload Assumptions and Supplemental Operations – Updated descriptions to note developments in transformations of GQs to HUs and inclusion of some UE cases in the NRFU workload. Noted impact of increased self-response period before NRFU.
- (c) NRFU008 60-Day Hiring with Late Surge Need for 2020 Census – Exposure reduced given the current state of selections and hiring for the NRFU operation.
- (d) NRFU016 2020 Census - Decreased Self-Response Rate – Closed on 06/25/20.
- (e) NRFU018 Availability of Field Staff for the NRFU Operation during the 2020 Census – Updated explanation to note that the effect of COVID-19 is an unknown and that the NRFU operation will monitor staffing details for operations happening before NRFU.
- (f) NRFU023 Hiring of NPC Staff to Support 2020 NRFU RI Clerical Resolution - Closed on 06/25/20.
- (g) NRFU024 Late SRQA Recollect and NRFU Adds – Updated text of description and explanations to note the additional time now available for in-office adds since CFMs have had access to MaCS since March.

*The following global updates to open risks and contingency plans were made and are not noted in this list: (1) The risk time frame has been updated to reflect the new operational dates. (2) Contingency strategies that included extending field operations is less optimal given the already delayed timeline. (3) The soft launch is a mitigating factor for many of the NRFU risks.