

2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 07/09/2020

Presented by

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2020

Pre-decisional - Internal Only - Not for Public Distribution

Agenda

Status Legend

Complete

On Track

Management Focus

Requires Attention

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

Milestone Schedule

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 07/09/20)
7 days to NRFU Soft Launch (07/16)
32 days to NRFU start (08/11)
113 days to NRFU end (10/31)

Soft Launch Overview – CFS Launch

As of: 07/08/2020

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

Planned Duration of Launch: 07/01/20 – 07/06/20

Summary: Two CFS at each ACO identified below attempted to complete production, manager visit, recollect, and reinterview cases. Each CFS had approximately 20 cases each on 07/01. The following case types were successfully assigned: (a) NRFU Production, (b) Multiunit Manager Visit, (c) Administrative Record Vacant and Delete With and without a UAA, (d) SRQA Recollect, (e) Manager Visit Reinterview, and (f) NRFU Production Reinterview.

ACO #	RCC	City	State	Cases Completed			
				Production NRFU	Manager Visit (MV)	SRQA Recollect	Reinterview
2382	NY	Nashville	TN	26	0	0	5
3256	PH	Boise	ID	8	0	1	0

Data Source: Unified Tracking System – Executive Overview Report. Data as of 11:59PM on 07/05/20.

CFMs were able to successfully select cases in the Field Operational Control System (FOCS) and assign them to a CFS. CFS successfully used the device to locate the cases, attempt an interview, leave notices of visit where applicable, enumerate some cases, and create in-field additions to the NRFU workload.

Soft Launch Overview – Cycle 1A

ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2262	NY	Gardiner	ME	384,195
2390	PH	Beckley	WV	478,174
2581	CH	Kansas City	MO	416,622
2990	AT	New Orleans	LA	175,771
3167	DA	Oklahoma County	OK	261,038
3256	LA	Boise	ID	293,150

*Data Source: UTS Executive Overview Report. Data as of 11:59PM on 07/07/20. Total Cycle 1A = 2,008,950

Summary to Date

- i. CFS Training successfully completed.
- ii. Enumerator training is underway with minimal issues.
- iii. Enumeration begins next Thursday.

Schedule

Activity	Date
Confirm ACO Selection	07/01/20A
CFS Training	06/18/20A* – 06/26/20A
Enumerator Training	07/07/20A – 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: 07/08/2020

ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2254	NY	Hartford	CT	215,676
2379	PH	State College	PA	327,606
2384	PH	Crystal City	VA	114,835
2569	CH	Evansville	IN	245,013
3159	DA	Wichita	KS	298,682
3297	LA	Tacoma	WA	167,165

*Data Source: UTS Executive Overview Report. Data as of 11:59PM on 07/07/20. Total Cycle 1B = 1,368,977

Schedule

Activity	Date
Confirm ACO Selection	07/08/20A
CFS Training	06/25/20A* – 07/06/20A
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.

Summary to Date

- i. CFS Training successfully completed for most ACOs. Some make-up training is being conducted.
- ii. Crew formation has begun in preparation for enumerator training.

Soft Launch Overview – Cycle 2

As of: 07/08/2020

Tentative ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2253	NY	Danbury	CT	175,464
2258	NY	Quincy	MA	96,068
2260	NY	Waltham	MA	212,397
2261	NY	Worcester	MA	268,295
2271	NY	Trenton	NJ	145,589
2276	NY	Buffalo	NY	189,344
2293	NY	Guaynabo	PR	423,412
2294	NY	Caguas	PR	405,012
2295	NY	Mayaguez	PR	454,855
2359	PH	Hanover	MD	253,252
2361	PH	Hagerstown	MD	231,291
2362	PH	Towson	MD	278,420
2364	PH	Mansfield	OH	249,598
2372	PH	Cranberry Township	PA	322,804
2373	PH	Harrisburg	PA	258,611
2377	PH	Pittsburgh	PA	204,670
2559	CH	Chicago Central	IL	237,151
2560	CH	Chicago Far Southwest	IL	117,481
2561	CH	Chicago South	IL	161,772
2562	CH	Cook County NW	IL	129,183
2563	CH	Cook County South	IL	154,549
2564	CH	DeKalb	IL	216,226

ACO #	RCC	City	State	NRFU Production Workload*
2565	CH	Oswego	IL	167,963
2566	CH	Peoria	IL	303,659
2567	CH	Skokie	IL	113,881
2571	CH	Indianapolis	IN	249,020
2572	CH	Lake County	IN	298,137
2585	CH	Green Bay	WI	259,655
2910	AT	Atlanta	GA	226,179
2982	AT	DeKalb County	GA	195,766
3154	DA	Aurora	CO	185,977
3155	DA	Colorado North	CO	264,628
3157	DA	Denver	CO	202,816
3158	DA	Overland Park	KS	179,504
3162	DA	Bismarck	ND	163,537
3255	LA	Honolulu	HI	258,298
3280	LA	San Francisco	CA	149,696
3282	LA	San Mateo	CA	116,590
3289	LA	Sunnyvale	CA	160,295
3293	LA	Everett	WA	251,092
3294	LA	Olympia	WA	239,792
3295	LA	Seattle	WA	195,674

*Data Source: UTS Executive Overview Report. Data as of 11:59PM on 07/07/20. Total Cycle 1B = 9,367,603

Soft Launch Overview – Cycle 2

As of: 07/08/2020 

Schedule

Activity	Date
Confirm ACO Selection	07/14/20
CFS Training	07/01/20A – 07/09/20
Enumerator Training	07/21/20 – 08/01/20
Deploy to Field / Enumeration Start	07/30/20

Summary to Date

- i. CFS Training will complete this week. Some make up training will be necessary.
- ii. Preparing for enumerator training.

Hiring Process for Field Staff – Cycle 1A

As of: 07/08/2020

CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	NRFU Selectees on Roster	Total On a NRFU Roster	Hired NRFU	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
Gardiner, ME	171	109	101	97	108	49	110	45	84	84	97	85
Beckley, WV	188	94	84	78	160	83	183	57	156	129	123	105
Kansas City, MO	238	125	116	98	116	91	114	84	109	99	99	77
New Orleans, LA	126	106	102	86	61	62	72	51	69	57	55	52
Oklahoma County, OK	157	73	71	63	82	59	83	60	79	67	66	58
Boise, ID	129	179	153	118	78	73	125	61	114	104	70	61

Hiring Process for Field Staff – Cycle 1A

As of: 07/08/2020

Enumerators

ACO	Goal to Select	Currentl y in Selected Status	Finger- printed	Cleared Currently in Selected Status	Goal to Hire	NRFU Selectee s on Roster	Total On a NRFU Roster	Goal to Hire for Cohort 1	Hired NRFU	Started Trainin g	Complete d Training	Goal to Deplo y	Core Number Needed
Gardiner, ME	4,335	3,757	2,778	2,467	2,407	1,477	1,722	481	404	62	0	1,870	1,445
Beckley, WV	5,712	5,238	3,332	2,858	3,567	1,535	1,951	713	104	182	0	2,454	1,904
Kansas City, MO	5,238	5,346	3,603	3,030	2,581	2,345	2,345	516	245	10	0	2,225	1,746
New Orleans, LA	2,778	2,955	2,178	1,579	1,363	854	856	273	149	4	0	1,181	926
Oklahoma County, OK	3,609	2,356	2,065	1,774	1,827	1,353	1,613	365	250	18	0	1,532	1,203
Boise, ID	3,192	3,677	2,500	1,949	1,740	1,681	1,945	348	347	46	0	1,349	1,064

Hiring Process for Field Staff – Cycle 1B

As of: 07/08/2020

CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	NRFU Selectees on Roster	Total On a NRFU Roster	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Hartford, CT	151	114	103	86	72	65	72	72	64	36	62	58
State College, PA	165	96	83	74	96	69	117	62	87	52	69	63
Crystal City, VA	76	75	69	51	35	40	45	40	35	0	32	27
Evansville, IN	165	179	152	123	81	88	105	77	92	51	69	59
Wichita, KS	174	149	118	106	87	70	111	57	84	17	72	62
Tacoma, WA	118	96	91	76	56	51	54	59	49	31	48	46

Hiring Process for Field Staff – Cycle 1B

As of: 07/08/2020 

Enumerators

ACO	Goal to Select	Currently in Selected Status	Finger - printed	Cleared Currently in Selected Status	Goal to Hire	NRFU Selectees on Roster	Total On a NRFU Roster	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Hartford, CT	3,276	2,694	2,070	1,815	1,595	16	16	0	0	0	1,419	1,092
State College, PA	4,020	3,217	2,278	2,023	2,146	623	735	1	4	0	1,736	1,340
Crystal City, VA	1,620	1,804	1,148	985	783	0	1	0	0			
Evansville, IN	3,654	4,154	2,729	2,247	1,798	1,227	1,231	3	1	0	1,552	1,218
Wichita, KS	3,867	3,620	2,310	1,897	1,943	265	350	2	11	0	1,674	1,289
Tacoma, WA	2,553	2,566	2,058	1,604	1,247	1,421	1,614	0	0	0	1,085	851

Hiring Process for Field Staff – Cycle 2

CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	NRFU Selectees on Roster	Total On a NRFU Roster	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Danbury, CT	137	102	97	85	65	51	71	44	52	1	59	50
Quincy, MA	78	64	59	56	36	33	33	31	29	4	33	28
Waltham, MA	137	115	109	100	64	77	80	61	66	31	58	49
Worcester, MA	154	118	112	105	78	78	91	71	72	31	70	60
Trenton, NJ	115	94	90	79	55	55	58	46	44	13	50	42
Buffalo, NY	143	144	134	121	68	76	84	47	49	7	61	52
Guaynabo, PR	0	67	56	56	165	11	184	9	7	0	149	127
Caguas, PR	6	7	7	7	156	5	176	5	0	0	141	120
Mayaguez, PR	0	12	12	12	155	5	186	5	6	0	139	119
Hanover, MD	182	152	133	105	85	98	114	74	83	0	77	65
Hagerstown, MD	140	132	116	108	65	80	83	76	75	6	59	50
Towson, MD	171	131	123	100	79	83	94	66	65	0	71	61
Mansfield, OH	146	132	106	90	70	100	103	75	98	9	63	54
Cranberry Township, PA	171	118	107	96	92	86	106	77	89	12	83	71
Harrisburg, PA	165	133	122	110	79	106	119	78	89	7	71	61
Pittsburgh, PA	148	108	101	85	69	69	78	53	54	11	62	53
Chicago Central, IL	202	221	187	163	94	128	128	97	79	20	85	72
Chicago Far Southwest, IL	112	118	110	96	52	70	78	42	44	0	47	40
Chicago South, IL	146	196	166	118	68	63	70	61	57	10	61	52
Cook County NW, IL	123	122	115	93	57	58	58	55	50	0	51	44
Cook County South, IL	134	137	116	70	62	60	63	59	55	3	56	48

Hiring Process for Field Staff – Cycle 2 Continued

As of: 07/08/2020

CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	NRFU Selectees on Roster	Total On a NRFU Roster	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
DeKalb, IL	132	118	104	97	61	68	79	52	56	15	55	47
Oswego, IL	115	104	103	95	53	88	91	48	50	5	48	41
Peoria, IL	160	165	147	135	79	85	91	73	74	15	71	61
Skokie, IL	101	118	110	102	47	50	68	29	42	11	42	36
Indianapolis, IN	157	118	109	92	73	76	83	62	56	17	66	56
Lake County, IN	179	147	123	103	87	74	97	66	79	1	78	67
Green Bay, WI	151	142	133	126	74	71	85	65	71	7	67	57
Atlanta, GA	154	125	117	84	74	66	78	55	62	0	67	57
DeKalb County, GA	132	120	108	76	62	69	78	52	55	8	56	48
Aurora, CO	98	108	82	75	47	38	44	39	42	2	42	36
Colorado North, CO	118	137	130	124	81	96	145	70	56	17	73	62
Denver, CO	115	95	82	71	55	55	75	50	34	1	50	42
Overland Park, KS	112	94	80	69	55	40	54	37	47	11	50	42
Bismarck, ND	73	47	39	33	46	30	60	27	46	0	41	35
Honolulu, HI	154	144	140	106	89	96	121	86	96	3	80	68
San Francisco, CA	148	131	120	95	69	69	113	49	79	15	62	53
San Mateo, CA	84	85	80	49	40	49	71	49	67	14	36	31
Sunnyvale, CA	95	92	88	78	46	49	56	38	44	0	41	35
Everett, WA	151	146	140	103	73	95	104	87	94	6	66	56
Olympia, WA	148	191	182	139	75	117	134	75	82	0	68	58
Seattle, WA	126	108	98	84	59	68	69	56	51	0	53	45

Hiring Process for Field Staff – Cycle 2

Enumerator

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	NRFU Selectees on Roster	Total On a NRFU Roster	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Danbury, CT	2,982	2,352	1,927	1,679	1,450	0	4	0	0	0	1,300	1,000
Quincy, MA	1,680	1,330	1,096	968	812	20	48	0	0	0	726	560
Waltham, MA	2,934	2,497	1,854	1,667	1,421	77	221	2	13	0	1,250	980
Worcester, MA	3,477	3,086	2,438	2,176	1,740	0	0	0	0	0	1,560	1,200
Trenton, NJ	2,490	2,490	1,908	1,613	1,218	0	0	1	0	0	1,072	840
Buffalo, NY	3,099	3,333	2,129	1,767	1,508	0	0	2	0	0	1,352	1,040
Guaynabo, PR	2,541	1,867	1,137	1,114	3,683	0	635	0	0	0	3,302	2,540
Caguas, PR	2,799	1,976	1,276	1,242	3,480	0	0	0	0	0	3,120	2,400
Mayaguez, PR	2,076	2,022	1,497	1,451	3,451	0	0	0	0	0	3,094	2,380
Hanover, MD	3,900	3,711	2,570	2,203	1,885	10	10	3	0	0	1,659	1,300
Hagerstown, MD	3,000	3,195	2,390	2,108	1,450	0	0	5	18	0	1,276	1,000
Towson, MD	3,660	3,722	2,616	2,257	1,769	1	1	7	0	0	1,557	1,220
Mansfield, OH	3,201	3,432	2,725	2,413	1,566	438	438	0	27	0	1,378	1,080
Cranberry Township, PA	3,984	3,426	2,420	2,102	2,059	1	1	0	1	0	1,846	1,420
Harrisburg, PA	3,609	3,181	2,410	2,201	1,769	795	823	0	1	0	1,586	1,220
Pittsburgh, PA	3,180	3,063	2,185	1,852	1,537	0	0	0	0	0	1,378	1,060
Chicago Central, IL	4,320	4,272	2,725	2,039	2,088	1,314	1,314	1	0	0	1,837	1,440
Chicago Far Southwest, IL	2,400	2,422	1,910	1,419	1,160	829	829	0	0	0	1,021	800
Chicago South, IL	3,120	3,384	1,836	1,306	1,508	534	534	0	0	0	1,352	1,040
Cook County NW, IL	2,640	2,632	2,046	1,690	1,276	998	999	0	0	0	1,123	880
Cook County South, IL	2,880	2,922	2,038	1,278	1,392	728	738	1	0	0	1,225	960

Hiring Process for Field Staff – Cycle 2 Continued

As of: 07/01/2020

Enumerator

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	NRFU Selectees on Roster	Total On a NRFU Roster	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
DeKalb, IL	2,820	2,827	2,074	1,646	1,363	895	903	2	0	0	1,199	940
Oswego, IL	2,460	2,616	2,133	1,756	1,189	716	717	0	0	0	1,046	820
Peoria, IL	3,564	3,059	2,133	1,662	1,769	1,116	1,133	22	0	0	1,557	1,220
Skokie, IL	2,160	2,163	1,735	1,458	1,044	1,151	1,226	4	0	0	919	720
Indianapolis, IN	3,360	3,366	2,355	1,775	1,624	481	481	0	0	0	1,429	1,120
Lake County, IN	3,939	4,029	2,439	1,988	1,943	0	30	1	1	0	1,710	1,340
Green Bay, WI	3,345	3,694	2,558	2,160	1,653	140	140	1	0	0	1,455	1,140
Atlanta, GA	3,384	3,434	2,524	1,780	1,653	0	10	3	0	0	1,455	1,140
DeKalb County, GA	2,859	2,891	2,019	1,365	1,392	0	4	5	0	0	1,225	960
Aurora, CO	2,148	1,665	1,231	1,008	1,044	832	834	1	0	0	919	720
Colorado North, CO	3,126	2,979	2,528	2,233	1,798	200	280	1	2	0	1,612	1,240
Denver, CO	2,505	2,129	1,774	1,470	1,218	978	1,080	952	15	0	1,072	840
Overland Park, KS	2,484	2,224	1,524	1,338	1,218	61	128	3	0	0	1,072	840
Bismarck, ND	1,857	1,500	1,109	910	1,015	227	257	0	0	0	910	700
Honolulu, HI	3,714	2,853	2,259	1,685	1,972	1,456	2,197	8	3	0	1,768	1,360
San Francisco, CA	3,180	2,993	2,120	1,473	1,537	1,309	2,239	0	1	0	1,353	1,060
San Mateo, CA	1,836	2,404	2,016	1,547	899	1,409	1,683	0	0	0	791	620
Sunnyvale, CA	2,094	2,275	1,812	1,431	1,015	1,336	1,613	1	0	0	893	700
Everett, WA	3,303	3,606	2,944	2,341	1,624	1,989	2,245	0	0	0	1,429	1,120
Olympia, WA	3,363	3,400	2,769	2,086	1,582	1,814	2,198	1	0	0	1,392	1,160
Seattle, WA	2,700	2,867	2,258	1,559	1,305	1,404	2,211	0	1	0	1,148	900

Hiring Process for Field Staff – Soft Launch Summary

NRFU CFS

Soft Launch Cycle	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	NRFU Selectees on Roster	Total On a NRFU Roster	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Cycle 1A	1009	686	627	540	605	417	687	358	611	540	544	465
Cycle 1B	849	709	616	516	427	383	504	324	411	187	384	328
Cycle 2	5218	4958	4493	3791	3,059	2,841	3,853	2,297	2,486	313	2,754	2,351

NRFU Enumerators

Soft Launch Cycle	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Goal to Hire	NRFU Selectees on Roster	Total On a NRFU Roster	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Cycle 1A	24,864	23,329	16,456	13,657	13,485	9,245	10,432	1,499	330	0	11,966	9,300
Cycle 1B	18,990	18,055	12,593	10,571	9,512	3,552	3,947	5	16	0	8,465	6,560
Cycle 2	124,173	119,289	87,447	71,216	68,079	23,259	28,204	1,027	83	0	60,367	47,020

Hiring Process for NPC Staff – NRFU Reinterview

As of: 07/07/2020
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 – 07/02/20A	Managing / Support ¹	60+	13	13	15	14	13
Wave 2	07/07/20A – 07/17/20	Matching Technician	200+	77	77	70		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			

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	79,467	6/19	Production Ready
Chicago (25)	32	29	57,437	53,597	6/19	In Progress
Dallas (31)	50	48	70,749	70,347	6/26	In Progress
Philadelphia (23)	36	36	62,986	62,986	6/26	Production Ready
Los Angeles (32)	43	42	61,750	61,300	7/3	In Progress
New York (22)	45	45	67,814	67,774	7/3	Production Ready
Total	248	205	400,203	395,471		

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

Late ACOs: Peoria (2566) and Honolulu (3255) have a delivery date of 7/15, 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: 07/7/2020

RCC	# of Devices Scheduled	#of Devices Delivered	Scheduled Completion	Status
Soft Launch 1A				
Beckley	4,594	4,594	7/6	Production Ready
Gardiner	2,830	2,830	6/30	Production Ready
New Orleans	1,555	1,555	7/6	Production Ready
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	1,852	7/6	Production Ready
State College	2,563	2,563	7/6	Production Ready
Evansville	1,986	1,844	7/6	In Progress
Baton Rouge	1,980	1,946	7/6	In Progress
Wichita	2,122	2,122	7/6	Production Ready
Tacoma	1,388	1,388	7/6	Production Ready
Nashville	2,254	2,254	6/30	Production Ready
Gulfport	2,781	2,781	6/30	Production Ready
Total	32,813	32,637		

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

Late ACOs: Baton Rouge (2988) and Evansville (2569)

Enumerator iPhones Deliveries – Cycle 2

As of: 07/07/2020

Tentative ACO Locations Due Date 7/13

ACO #	RCC	City	Devices Scheduled	Devices Delivered	Status
2253	NY	*Danbury	1,453	1,133	In Progress
2258	NY	*Quincy	614	604	In Progress
2260	NY	*Waltham	650	630	In Progress
2261	NY	*Worcester	925	605	In Progress
2271	NY	*Trenton	628	558	In Progress
2276	NY	*Buffalo	1,258	1,048	In Progress
2293	NY	Guaynabo	5,339	2,949	In Progress
2294	NY	Caguas	5,006	2,896	In Progress
2295	NY	Mayaguez	5,104	2,734	In Progress
2359	PH	Hanover	1,862	1,860	In Progress
2361	PH	Hagerstown	1,441	1,441	Complete
2362	PH	Towson	1,514	1,510	In Progress
2364	PH	Mansfield	1,554	1,554	Complete
2372	PH	Cranberry Township	2,227	2,227	Complete
2373	PH	Harrisburg	1,905	1,905	Complete
2377	PH	Pittsburgh	1,169	1,091	In Progress
2384	PH	Crystal City	854	854	Complete
2559	CH	Chicago Central	1,472	1,244	In Progress
2560	CH	Chicago Far Southwest	1,298	1,188	In Progress
2561	CH	Chicago South	1,508	1,290	In Progress
2562	CH	Cook County NW	1,453	1,373	In Progress
2563	CH	Cook County South	1,442	1,419	In Progress
2564	CH	DeKalb	1,466	1,346	In Progress

ACO #	RCC	City	Devices Scheduled	Devices Delivered	Status
2565	CH	Oswego	1,260	1,190	In Progress
2566	CH	Peoria	1,538	118	In Progress
2567	CH	Skokie	873	823	In Progress
2571	CH	Indianapolis	1,650	1,619	In Progress
2572	CH	Lake County	1,871	1,863	In Progress
2585	CH	Green Bay	1,718	1,628	In Progress
2910	AT	A lanta	1,359	1,079	In Progress
2982	AT	DeKalb County	1,282	1,102	In Progress
3154	DV	Aurora	1,134	1,124	In Progress
3155	DV	Colorado North	1,594	1,294	In Progress
3157	DV	Denver	1,210	1,130	In Progress
3158	DV	Overland Park	1,118	1,008	In Progress
3162	DV	Bismarck	904	634	In Progress
3255	LA	Honolulu	2,144	1,664	In Progress
3280	LA	San Francisco	1,676	1,676	Complete
3282	LA	San Mateo	1,007	1,007	Complete
3289	LA	Sunnyvale	963	963	Complete
3293	LA	Everett	1,790	1,790	Complete
3294	LA	Olympia	1,821	1,821	Complete
3295	LA	Seattle	1,705	1,694	In Progress

*Deliveries scheduled for 7/16 - Danbury, Quincy, Waltham, Worcester, Trenton, Buffalo

Late ACOs:

Enumerator iPhones Deliveries – Phase 2

As of: 07/07/2020 

RCC	# of ACOs	# of ACOs Complete	# of Devices Scheduled	# of Devices Delivered	Scheduled Completion	Status
New York	45	2	25,869	973	7/9	In Progress
Dallas	50	2	21,060	670	7/9	In Progress
Philadelphia	36	31	12,160	11,901	7/17	In Progress
Los Angeles	43	32	17,819	16,351	7/17	In Progress
Chicago	32	2	7,840	2,944	7/17	In Progress
Atlanta	42	15	17,342	6,657	7/17	In Progress
Total	248	84	102,090	39,496		

2020 NRFU Production System Updates

Training:

- INC000000604023 MASTER - FDC Training App Menu in Spanish
 - Cache issue when the first user is PR that access the system
 - Target Prod Deployment – 7/17/2020

Workload Creation/Submission:

- INC000000593083 Workload 3210 SQL Running Slow
 - Implemented index to resolve issue on 7/02/2020
 - Conducting additional tests to identify any similar issues

CFS Launch:

- [7/15/2020] INC000000593204 Recollect/SRQA cases have different question wording in the instrument
- [7/09/2020] INC000000596674 NRFU UAA Case Incorrectly Closing After 1 Attempt
- INC000000589572 ITMS Not Accessible on NRFU iPads
 - Temporarily disabled IPv6 DNS entry for ITMS
 - ITMS team is actively working on a permanent solution

Questions?

Thanks!

Back Up Slides

Expected Workload - NRFU

As of: 06/12/2020

Initial Workload Creation	Total	Actuals in Green	
		TEA 1 (Mailable Housing Units)	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

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

As of: 05/19/2020

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)

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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		

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.

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

As of: 06/15/2020

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.