

# 2020 Census Nonresponse Followup Readiness

## Operational Delivery 10.0

Date: 07/16/2020

Presented by

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# Agenda

## Status Legend



- Milestone Schedule
- Soft Launch Overview
  - Expected Workload
  - Schedule
  - Summary
  - Staffing
- Printing and kitting
- Device Update
- Production System Update



# Milestone Schedule

Activity	Date
<b>Soft Launch</b>	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	07/23/20
Cycle 2 Enumeration Start	07/30/20
<b>Full Launch</b>	
CFS Training	07/14/20A – 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

**NRFU Countdown** (as of 07/16/20)

**0** days to NRFU Soft Launch (07/16)

**25** days to NRFU start (08/11)

**106** days to NRFU end (10/31)

# Soft Launch Overview – Cycle 1A

## ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2262	NY	Gardiner	ME	382,467
2390	PH	Beckley	WV	474,142
2581	CH	Kansas City	MO	415,037
2990	AT	New Orleans	LA	174,973
3167	DA	Oklahoma County	OK	259,853
3256	LA	Boise	ID	291,598

\*Data Source: UTS Executive Overview Report. Data as of 11:59PM on 07/15/20. Total Cycle 1A = 1,998,070

## 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	07/16/20A

## Summary to Date

- i. Enumeration has begun in the ACOs listed above!

# Soft Launch Overview – Cycle 1B

As of: 07/16/2020

## ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2254	NY	Hartford	CT	214,082
2379	PH	State College	PA	325,659
2384	PH	Crystal City	VA	114,122
2569	CH	Evansville	IN	243,870
3159	DA	Wichita	KS	297,366
3297	LA	Tacoma	WA	165,947

\*Data Source: UTS Executive Overview Report. Data as of 11:59PM on 07/15/20. Total Cycle 1B = 1,361,046

## 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

## Summary to Date

- i. CFS Training successfully completed for most ACOs including make-up training.
- ii. Enumerator training begins today

# Soft Launch Overview – Cycle 2

As of: 07/16/2020

## ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2253	NY	Danbury	CT	174,365
2258	NY	Quincy	MA	95,511
2260	NY	Waltham	MA	211,188
2261	NY	Worcester	MA	266,789
2271	NY	Trenton	NJ	144,663
2276	NY	Buffalo	NY	188,681
2293	NY	Guaynabo	PR	418,642
2294	NY	Caguas	PR	401,334
2295	NY	Mayaguez	PR	450,575
2359	PH	Hanover	MD	251,726
2361	PH	Hagerstown	MD	229,759
2362	PH	Towson	MD	277,167
2364	PH	Mansfield	OH	248,359
2372	PH	Cranberry Township	PA	320,606
2373	PH	Harrisburg	PA	257,136
2559	CH	Chicago Central	IL	235,452
2560	CH	Chicago Far Southwest	IL	116,499

ACO #	RCC	City	State	NRFU Production Workload*
2561	CH	Chicago South	IL	160,727
2562	CH	Cook County NW	IL	128,144
2563	CH	Cook County South	IL	153,623
2564	CH	DeKalb	IL	214,708
2565	CH	Oswego	IL	166,702
2566	CH	Peoria	IL	302,148
2567	CH	Skokie	IL	112,882
2571	CH	Indianapolis	IN	247,840
2572	CH	Lake County	IN	296,459
2585	CH	Green Bay	WI	258,324
3154	DA	Aurora	CO	184,958
3155	DA	Colorado North	CO	262,966
3157	DA	Denver	CO	201,865
3162	DA	Bismarck	ND	162,857
3255	LA	Honolulu	HI	256,767
3293	LA	Everett	WA	249,459
3294	LA	Olympia	WA	238,303
3295	LA	Seattle	WA	194,480

\*Data Source: UTS Executive Overview Report. Data as of 11:59PM on 07/15/20. Total Cycle 2 = 8,081,664

# Soft Launch Overview – Cycle 2

As of: 07/16/2020 

## Schedule

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

## Summary to Date

- i. CFS Training will completed last week including some make-up training.
- ii. Preparing for enumerator training.

# Hiring Process for Field Staff – Cycle 1A

As of: 07/15/2020

## CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
Gardiner, ME	171	106	96	92	108	78	48	86	87	97	85
Beckley, WV	188	88	78	72	160	87	60	172	142	123	105
Kansas City, MO	238	125	116	98	116	110	93	109	101	99	77
New Orleans, LA	126	105	101	85	61	58	60	73	59	55	52
Oklahoma County, OK	157	71	69	61	82	73	65	79	69	66	58
Boise, ID	129	160	134	99	78	60	75	115	105	70	61

# Hiring Process for Field Staff – Cycle 1A

As of: 07/15/2020

## Enumerators

ACO	Goal to Select	Currentl y in Selecte d Status	Finger- printed	Cleared Currentl y in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Online Training	Comp- leted Trainin g	Goal to Deploy	Core Number Needed	Active in FOCS	Assign ments Today
Gardiner, ME	4,335	3,769	2,802	2,489	2,407	2,078	1,350	1,358	971	1,870	1,445	265	105
Beckley, WV	5,712	5,217	3,382	2,963	3,567	2,717	1,365	1,721	960	2,454	1,904	559	376
Kansas City, MO	5,238	5,416	3,701	3,114	2,581	2,529	1,672	1,148	736	2,225	1,746	906	376
New Orleans, LA	2,778	3,010	2,194	1,591	1,363	1,341	775	554	261	1,181	926	245	103
Oklahoma County, OK	3,609	2,328	2,055	1,774	1,827	1,740	709	646	465	1,532	1,203	264	106
Boise, ID	3,192	3,611	2,354	1,860	1,740	1,532	1,185	1,259	966	1,349	1,064	417	270

# Hiring Process for Field Staff – Cycle 1B

As of: 07/15/2020

## CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Hartford, CT	151	106	95	78	72	70	72	67	51	62	58
State College, PA	165	95	82	74	96	76	63	97	75	69	63
Crystal City, VA	76	74	68	51	35	35	40	41	34	32	27
Evansville, IN	165	176	149	127	81	77	77	94	78	69	59
Wichita, KS	174	149	118	106	87	80	60	94	70	72	62
Tacoma, WA	118	91	87	73	56	54	73	59	41	48	46

# Hiring Process for Field Staff – Cycle 1B

## Enumerators

ACO	Goal to Select	Currently in Selected Status	Finger - printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Hartford, CT	3,276	2,625	2,024	1,795	1,595	1,582	269	42	0	1,419	1,092
State College, PA	4,020	3,210	2,323	2,060	2,146	1,932	254	125	2	1,736	1,340
Crystal City, VA	1,620	1,802	1,196	1,023	783	783	152	17	0		
Evansville, IN	3,654	4,136	2,754	2,336	1,798	1,764	128	7	0	1,552	1,218
Wichita, KS	3,867	3,616	2,327	1,916	1,943	1,865	285	26	8	1,674	1,289
Tacoma, WA	2,553	2,496	2,082	1,639	1,247	1,232	187	4	1	1,085	851

# Hiring Process for Field Staff – Cycle 2

As of: 07/15/2020

## CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed
Danbury, CT	137	99	94	82	65	63	49	65	38	59	50
Quincy, MA	78	63	58	56	36	36	33	38	24	33	28
Waltham, MA	137	112	106	98	64	64	68	75	55	58	49
Worcester, MA	154	116	110	104	78	71	80	84	69	70	60
Trenton, NJ	115	92	88	78	55	53	48	45	35	50	42
Buffalo, NY	143	141	131	118	68	66	60	61	34	61	52
Guaynabo, PR	0	67	56	56	165	0	11	7	144	149	127
Caguas, PR	6	6	6	6	156	2	6	0	153	141	120
Mayaguez, PR	0	12	12	12	155	0	6	6	170	139	119
Hanover, MD	182	147	129	101	85	85	76	87	71	77	65
Hagerstown, MD	140	127	111	103	65	65	78	94	52	59	50
Towson, MD	171	130	122	99	79	79	72	97	56	71	61
Mansfield, OH	146	124	98	82	70	67	83	107	82	63	54
Cranberry Township, PA	171	110	99	88	92	79	80	103	78	83	71
Harrisburg, PA	165	130	119	107	79	76	88	93	71	71	61
Chicago Central, IL	202	221	196	169	94	94	103	98	83	85	72
Chicago Far Southwest, IL	112	118	110	97	52	52	50	53	39	47	40
Chicago South, IL	146	196	172	120	68	68	70	69	47	61	52
Cook County NW, IL	123	121	114	92	57	57	61	55	51	51	44
Cook County South, IL	134	137	117	70	62	62	60	60	56	56	48

# Hiring Process for Field Staff – Cycle 2 Continued

As of: 07/15/2020

## CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed
DeKalb, IL	132	109	95	89	61	61	59	67	51	55	47
Oswego, IL	115	97	96	88	53	53	60	54	44	48	41
Peoria, IL	160	174	154	139	79	73	84	84	61	71	61
Skokie, IL	101	116	108	100	47	47	32	47	43	42	36
Indianapolis, IN	157	112	103	86	73	73	77	67	47	66	56
Lake County, IN	179	146	122	101	87	83	73	87	75	78	67
Green Bay, WI	151	142	133	126	74	70	70	80	52	67	57
Aurora, CO	98	107	87	78	47	45	50	50	31	42	36
Colorado North, CO	118	137	130	125	81	54	94	139	45	73	62
Denver, CO	115	95	82	71	55	53	63	44	31	50	42
Bismarck, ND	73	45	37	31	46	34	30	60	41	41	35
Honolulu, HI	154	141	138	103	89	72	87	111	84	80	68
Everett, WA	151	138	132	95	73	70	88	94	76	66	56
Olympia, WA	148	182	173	130	75	68	97	103	70	68	58
Seattle, WA	126	111	100	86	59	59	56	58	46	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	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Danbury, CT	2,982	2,277	1,945	1,698	1,450	1,441	0	0	0	1,300	1,000
Quincy, MA	1,680	1,325	1,094	969	812	812	0	0	0	726	560
Waltham, MA	2,934	2,543	1,893	1,710	1,421	1,417	3	13	0	1,250	980
Worcester, MA	3,477	3,084	2,447	2,188	1,740	1,677	0	0	0	1,560	1,200
Trenton, NJ	2,490	2,471	1,924	1,650	1,218	1,202	1	0	0	1,072	840
Buffalo, NY	3,099	3,373	2,251	1,890	1,508	1,497	3	0	0	1,352	1,040
Guaynabo, PR	2,541	2,126	1,390	1,356	3,683	1,094	0	0	0	3,302	2,540
Caguas, PR	2,799	2,157	1,443	1,405	3,480	1,234	0	0	0	3,120	2,400
Mayaguez, PR	2,076	2,251	1,636	1,583	3,451	868	0	0	0	3,094	2,380
Hanover, MD	3,900	3,709	2,595	2,229	1,885	1,885	3	0	0	1,659	1,300
Hagerstown, MD	3,000	3,192	2,412	2,126	1,450	1,450	5	17	0	1,276	1,000
Towson, MD	3,660	3,710	2,642	2,287	1,769	1,769	11	1	0	1,557	1,220
Mansfield, OH	3,201	3,367	2,671	2,380	1,566	1,546	0	39	0	1,378	1,080
Cranberry Township, PA	3,984	3,422	2,460	2,139	2,059	1,918	0	84	0	1,846	1,420
Harrisburg, PA	3,609	3,169	2,407	2,205	1,769	1,743	0	21	0	1,586	1,220
Chicago Central, IL	4,320	4,344	3,040	2,264	2,088	2,088	1	0	0	1,837	1,440
Chicago Far Southwest, IL	2,400	2,423	1,926	1,461	1,160	1,160	0	0	0	1,021	800
Chicago South, IL	3,120	3,383	2,126	1,506	1,508	1,508	0	0	0	1,352	1,040
Cook County NW, IL	2,640	2,629	2,067	1,724	1,276	1,276	0	0	0	1,123	880
Cook County South, IL	2,880	3,047	2,159	1,415	1,392	1,392	1	0	0	1,225	960

# Hiring Process for Field Staff – Cycle 2 Continued

As of: 07/15/2020

## Enumerator

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
DeKalb, IL	2,820	2,872	2,087	1,660	1,363	1,363	2	0	0	1,199	940
Oswego, IL	2,460	2,609	2,140	1,779	1,189	1,189	1	0	0	1,046	820
Peoria, IL	3,564	3,153	2,327	1,821	1,769	1,720	23	0	0	1,557	1,220
Skokie, IL	2,160	2,163	1,746	1,505	1,044	1,044	4	0	0	919	720
Indianapolis, IN	3,360	3,474	2,493	1,877	1,624	1,624	0	0	0	1,429	1,120
Lake County, IN	3,939	4,090	2,567	2,092	1,943	1,901	1	0	0	1,710	1,340
Green Bay, WI	3,345	3,695	2,610	2,217	1,653	1,615	1	0	0	1,455	1,140
Aurora, CO	2,148	1,765	1,270	1,037	1,044	1,037	3	0	0	919	720
Colorado North, CO	3,126	2,885	2,562	2,258	1,798	1,496	2	0	0	1,612	1,240
Denver, CO	2,505	2,123	1,785	1,482	1,218	1,210	1,110	15	0	1,072	840
Bismarck, ND	1,857	1,421	1,089	882	1,015	891	0	0	0	910	700
Honolulu, HI	3,714	3,036	2,339	1,776	1,972	1,786	9	2	0	1,768	1,360
Everett, WA	3,303	3,556	3,004	2,378	1,624	1,594	0	0	0	1,429	1,120
Olympia, WA	3,363	3,346	2,805	2,097	1,582	1,522	1	0	0	1,392	1,160
Seattle, WA	2,700	2,899	2,307	1,601	1,305	1,305	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	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed
Cycle 1A	1009	655	594	507	605	6 466	401	634	563	544	465
Cycle 1B	849	691	599	509	427	392	385	452	349	384	328
Cycle 2	4440	4121	3738	3186	2,644	2054	2202	2442	2212	2380	2032
Full Launch	31739	27100	23815	19522	15,870	14695	11494	5066	2392	14281	12198

## NRFU Enumerators

Soft Launch Cycle	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Training	Goal to Deploy	Core Number Needed
Cycle 1A	24,864	23,351	16,488	13,791	13,485	11,937	7,056	6,686	4,359	11,966	9,300
Cycle 1B	18,990	17,885	12,706	10,769	9,512	9,158	1,275	221	11	8,465	6,560
Cycle 2	105,156	101,089	75,659	62,647	58,828	50,274	1,185	193	58	52,201	40,640
Full Launch	708,621	691,132	473,389	378,327	353,536	341,638	1,551	1,727	789	313,567	243,960

# Hiring Process for NPC Staff – NRFU Reinterview

As of: 07/16/2020  
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 <sup>1</sup>	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 <sup>2</sup>	82	82			75
Wave 5	08/18/20 – 08/28/20	Matching Technician	0 <sup>2</sup>	80	80			75
<b>Total</b>			360+	327	327			315*

<sup>1</sup>The 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.

<sup>2</sup> 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	
<b>Total Number of Kits</b>		<b>495,883</b>	

\*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.

# Administrative Record Modeling

As of: 07/15/2020

## July Modeling Results

	June	July
AdRec Determination	Housing Units	Housing Units
Vacant	8,761,927	8,762,817
Delete	2,903,054	2,903,119
Occupied	9,639,974	10,060,404
Closeout Occupied	-	887,251
No Determination	40,836,117	39,527,481

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

# 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	3,421	118,283	28,283
Jul 6 – Jul 12	15,000	105,000	1,167	119,450	14,450
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 <b><u>Phase 1</u></b> Device Delivery	7/3	326,190
NRFU Enum <b><u>Soft Launch 1A</u></b> device delivery	6/29	12,802
Enum training for <b><u>Soft Launch 1A</u></b>	7/7	NA
NRFU Enum Soft Launch <b><u>1B</u></b> device delivery	7/6	14,972
Enum training for Soft Launch <b><u>1B</u></b>	7/14	NA
NRFU Enum <b><u>Cycle 2</u></b> device delivery PR	7/13	6,870
NRFU Enum <b><u>Cycle 2</u></b> device delivery	7/13	5,910
NRFU Enum <b><u>Cycle 2</u></b> device delivery to UPS for Peoria and Honolulu	7/15	1,650
NRFU Enum <b><u>Cycle 2</u></b> device delivery for Danbury, Quincy, Waltham, Worcester, Trenton, Buffalo	7/16	950
NRFU Enum <b><u>Cycle 2</u></b> training	7/21	NA
NRFU Enum <b><u>Phase 2</u></b> 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	30	57,438	54,767	6/19	In Progress
Dallas (31)	50	48	70,759	70,359	6/26	In Progress
Philadelphia (23)	36	36	62,986	62,986	6/26	Production Ready
Los Angeles (32)	43	42	61,810	61,330	7/3	In Progress
New York (22)	45	45	67,824	67,778	7/3	Production Ready
<b>Total</b>	<b>248</b>	<b>243</b>	<b>400,203</b>	<b>395,471</b>		

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

Late ACOs: 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: 07/16/2020

RCC	# of Devices Scheduled	#of Devices Delivered	Scheduled Completion	Status
<b>Soft Launch 1A</b>				
Beckley	4,593	4,593	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
<b>Soft Launch 1B</b>				
Hartford	1,852	1,852	7/6	Production Ready
State College	2,565	2,565	7/6	Production Ready
Evansville	2,073	2,073	7/6	Production Ready
Baton Rouge	1,980	1,980	7/6	Production Ready
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
Crystal City	854	854	7/6	Production Ready
<b>Total</b>	<b>33,755</b>	<b>33,755</b>		

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

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# Enumerator iPhones Deliveries – Cycle 2

As of: 07/16/2020

## Tentative ACO Locations Due Date 7/13

ACO #	RCC	City	Devices Scheduled	Devices Delivered	Status
2253	NY	*Danbury	1,453	1,453	Production Ready
2258	NY	*Quincy	614	614	Production Ready
2260	NY	*Waltham	650	650	Production Ready
2261	NY	*Worcester	925	925	Production Ready
2271	NY	*Trenton	628	628	Production Ready
2276	NY	*Buffalo	1,258	1,258	Production Ready
2293	NY	Guaynabo	5,347	5,347	Production Ready
2294	NY	Caguas	5,013	5,013	Production Ready
2295	NY	Mayaguez	5,118	5,118	Production Ready
2359	PH	Hanover	1,862	1,862	Production Ready
2361	PH	Hagerstown	1,441	1,441	Production Ready
2362	PH	Towson	1,514	1,514	Production Ready
2364	PH	Mansfield	1,554	1,554	Production Ready
2372	PH	Cranberry Township	2,227	2,227	Production Ready
2373	PH	Harrisburg	1,905	1,905	Production Ready
2377	PH	Pittsburgh	1,169	1,169	Production Ready
2559	CH	Chicago Central	1,472	1,472	Production Ready
2560	CH	Chicago Far Southwest	1,298	1,298	Production Ready
2561	CH	Chicago South	1,508	1,508	Production Ready
2562	CH	Cook County NW	1,453	1,453	Production Ready
2563	CH	Cook County South	1,442	1,442	Production Ready
2564	CH	DeKalb	1,466	1,466	Production Ready

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

Late ACOs: Honolulu (3255)

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## Enumerator iPhones Deliveries – Phase 2

As of: 07/16/2020

RCC	# of ACOs	# of ACOs Complete	# of Devices Scheduled	# of Devices Delivered	Scheduled Completion	Status
New York (22)	44	35	25,862	20,852	7/17	In Progress
Dallas (31)	50	32	21,061	17,912	7/17	In Progress
Philadelphia (23)	35	35	12,161	12,161	7/17	Production Ready
Los Angeles (32)	43	42	17,819	17,700	7/17	In Progress
Chicago (25)	32	30	7,930	7,853	7/17	In Progress
Atlanta (29)	42	42	17,343	17,342	7/17	Production Ready
<b>Total</b>	<b>246</b>	<b>179</b>	<b>102,176</b>	<b>93,820</b>		

# 2020 NRFU Production System Updates

## Open Incidents

- 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
- INC000000629879 : Workspace One Slowness
  - Issue impacted RCC/ACO Admins from conducting management functions of devices as well as the Enrollment and Certificate issuance of devices
- INC000000589572 ITMS Not Accessible on NRFU iPads
  - Validated the solution in ITE on 7/15
  - Targeting production deployment on 7/18

## Closed Incidents

- INC000000615666: TI IdP Expired Certs
  - Reissued TCO managed DigiCert to resolve the issue on 7/10/2020
  - Reviewing all TCO managed DigiCert to determine if there are any expected to expire that may impact operations

# Special Topic – Lesson Learned from CFS Launch

As of: 07/16/2020 

## De-scoping Manager Visit Cases

As part of the re-plan of the operation, the grouping of individual cases into manager visit (MV) cases was conducted after the Administrative Record Vacant and Delete with and without a UAA workloads were created. As a result, the MV concept lost its effectiveness and those cases have been de-scoped.

# Questions?

Thanks!

# Back Up Slides

# NRFU Workload Summary

Workload Component (ID)	Workload Size					Notes
	On Initial Creation Date	Additions to Date	Data Source: UTS NRFU Executive Overview Report. As of 07/08/20		on 08/10/20 (estimated)	
			Completed to Date	Open Today		
NRFU Production (3202)	43,704,852	0	Not tracked at this level of component.	Not tracked at this level of component.	Not estimated at this level of detail. See summation below.	(a) Includes AdRec Occupied and No-Determination Cases
Vacant/Delete W/UAA (3221)	9,039,815					(b) Additions can occur from reverse check-ins and NRFU Adds
Vacant/Delete W/O UAA (3214)	2,550,831					These cases receive a default of 1 visit unless the enumerator finds signs of occupancy. If so, the case receives 6 visits.
UL Cases in NRFU (3209)	3,651,168	0				These cases receive a default of 6 visits.
NRFU Supplemental (3215)	1,077,387					The UL operation may add cases which would appear in this workload.
<b>Subtotal ("NRFU" cases in UTS)</b>	<b>60,024,053</b>	<b>0</b>	<b>472,732</b>	<b>59,551,321</b>		(a) Includes AdRec Occupied and No-Determination Cases
NRFU Manager Visit (3203)	231,783		45	231,738		(b) Additions can occur from reverse check-ins and NRFU Adds
Field Verification (3205)	N/A	0	0	N/A		(c) Completions can occur in the field or via self-response
<b>Subtotal ("Initial Production NRFU Workload" in Workload Estimate)</b>	<b>60,255,836</b>	<b>0</b>	<b>472,777</b>	<b>59,783,059</b>	<b>56,358,933</b>	Due to outcomes related to COVID-19 re-plan, manager visit cases will be closed prior to the start of the soft launch. All individual cases in these multiunits will be available for enumeration on 07/16/20.
SRQA Recollect	6,591	0	1	6,590	Not estimated at this level of detail.	Estimated total workload over the entire NRFU operation timeline = 170,000 cases.
<b>Total NRFU Reinterview Workload</b>	<b>18</b>	<b>0</b>	<b>5</b>	<b>13</b>	<b>2,930,665</b>	Estimated total workload over the entire NRFU operation timeline = 750,000 cases
NRFU RI (3210)	18	0	5	13	Not estimated at this level of detail. See summation above.	Reinterview workloads are ~5% of the corresponding production workload. These workloads are created daily.
NRFU Manager Visit Reinterview (3211)	N/A	0	0	N/A		
Field Verification QC (3206)	N/A	0	0	N/A		
<b>Total NRFU Workload</b>	<b>60,262,445</b>	<b>0</b>	<b>472,783</b>	<b>59,789,662</b>	<b>59,289,598</b>	Includes all components of the NRFU workload.

Pre-decisional - Internal Only - Not for Public Distribution

# 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
<b>Additions Prior to NRFU Start</b>			
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		
<b>Total Additions Prior to NRFU Start</b>	<b>1,882,767</b>	<b>1,851,716</b>	
<b>Total Initial Production NRFU Workload (Cut Date 07/27/20)</b>	<b>56,358,933</b>	<b>52,997,584</b>	<b>3,361,350</b>
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		

# 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.



# 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

## 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
<b>Total</b>		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
<b>Total</b>	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
<b>Total</b>	<b>248</b>	<b>247</b>	<b>22,423</b>	<b>22,423</b>		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
<b>Total</b>	<b>1,166</b>	<b>1,166</b>		

# 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
<b>Total</b>	<b>248</b>	<b>248</b>	<b>11,729</b>	<b>11,729</b>		

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.