

2020 Census Nonresponse Followup Production Overview

Operational Delivery 10.0

Date: 07/20/2020

Presented by

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United States[®]
Census
2020

Pre-decisional - Internal Only - Not for Public Distribution

Agenda

Status Legend

Complete

On Track

Management Focus

Requires Attention

- Milestone Schedule
- Soft Launch Update
 - Overall Cost and Progress
 - Timeline and Workload
 - ACO Progress and Operational Phases
 - Enumerator Productivity
 - Enumerator Availability/Attrition
- System Update

Milestone Schedule

Activity	Date
Soft Launch	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	07/23/20
Cycle 2 Enumeration Start	07/30/20
Full Launch	
CFS Training	07/14/20A – 07/22/20
Enumerator Training	07/31/20 – 08/12/20
SMA RCS 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 07/20/20)
22 days to NRFU start (08/11)
102 days to NRFU end (10/31)

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

Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost – **Soft Launch***

Data as of: 07/19/2020
Source: Unified Tracking System

*Data are aggregated for all ACOs currently in the soft launch to date regardless of cycle.

Status:

● *On Track*

Data current as of:

July 15, 2020

Start Date:

July 16, 2020

Completion Date:

October 31, 2020

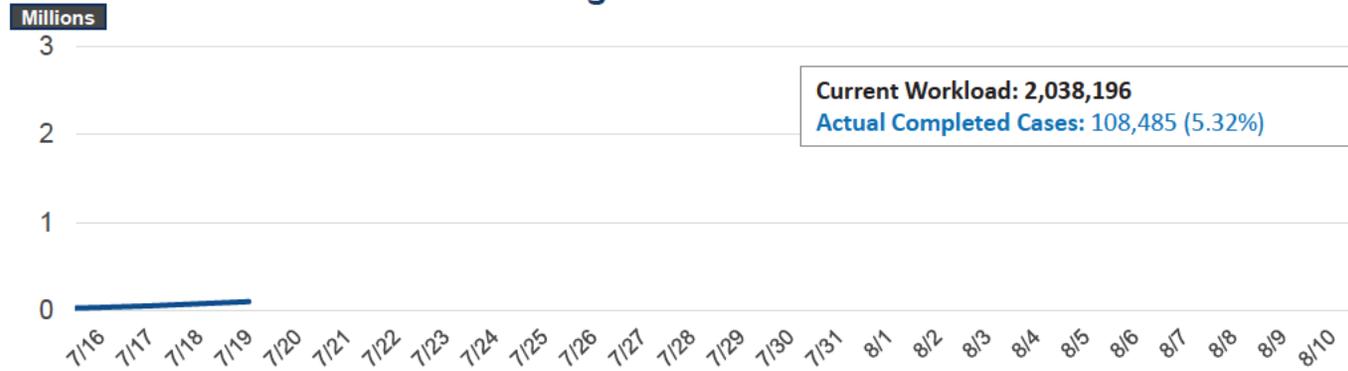
Notes:

Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Cases Completed by Self-Response:
27,606 (25% of completed cases)

Remaining Workload:
1,928,822 cases

Case Progress for Field Enumeration



Actual Total Cost



Soft Launch Overview – Cycle 1A

ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2390	PH	Beckley	WV	481,587
2581	CH	Kansas City	MO	419,007
2262	NY	Gardiner	ME	386,375
3256	LA	Boise	ID	295,132
3167	DA	Oklahoma County	OK	262,547
2990	AT	New Orleans	LA	177,108

*Data Source: UTS Executive Overview Report. Data as of 11:59PM on 07/18/20. Includes field verification cases. Total Cycle 1A = 2,021,756

Schedule

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

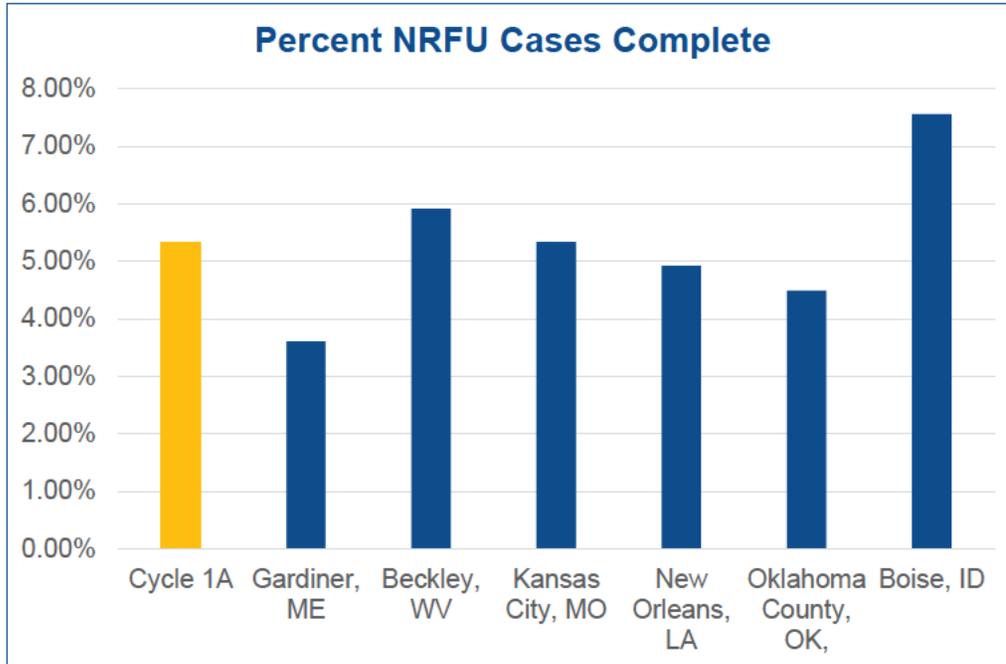
Summary to Date

1) Enumeration began and is going well.

NRFU Progress Management

Executive Overview of Progress— Soft Launch Cycle 1A*

Data as of: 07/19/2020
 Source: Multiple See Footnotes
 *Data are shown for ACOs in Cycle 1A of the soft launch.



Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday.

Includes progress for all case types. Case completion includes cases closed by self-response, field work, or ACO closure. These are cases for which further field contact will not occur.

Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout
Number of CFS Areas	484	0	0
Percent	100%	0%	0%

Data Source – MOJO NRFU HQ Production Progress Report

NRFU Progress Management

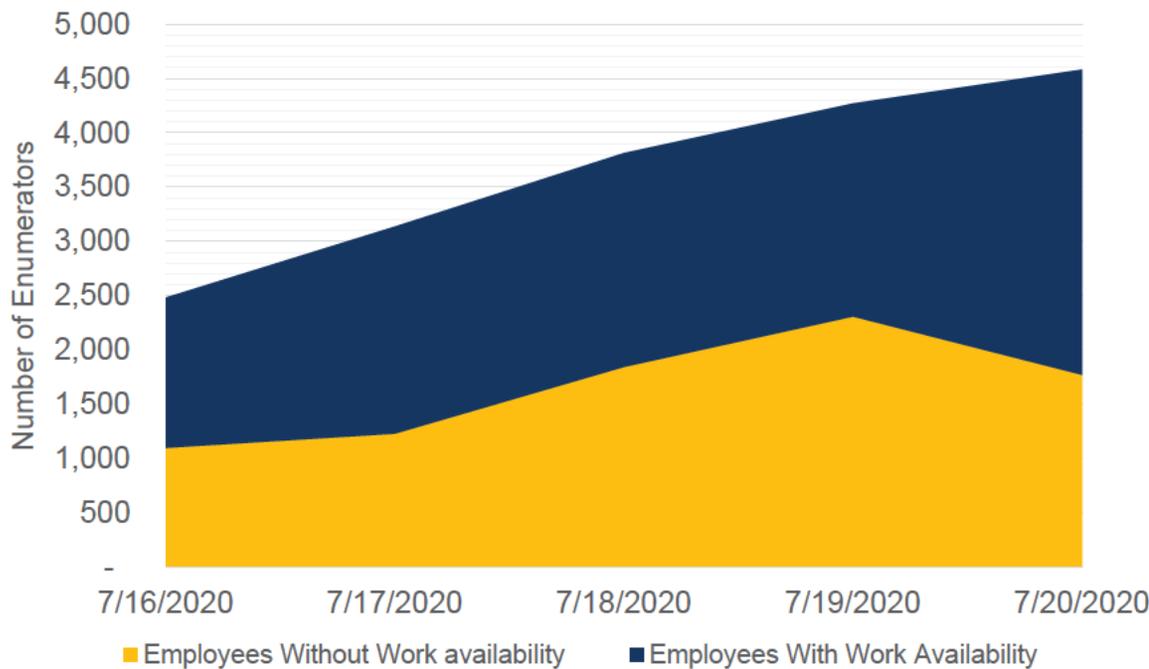
Enumerator Availability – Soft Launch Cycle 1A*

Data as of: 07/20/2020

Source: MOJO Hermes

*Data are aggregated for ACOs in Cycle 1A of the soft launch.

Active Enumerator and Work Availability



Production Staff Details

Component	Number
Active Employees* ²	4,584
Employees with Availability ²	2,815
Employees with an Assignment ²	2,794
Percent Production Cases not Started ²	90.7%

*Active employees includes field staff that submitted work availability and are active in FOCS. This could include CFS and Regional Techs.

² Data source – MOJO Hermes HQ Production Progress Report

Hiring Process for Field Staff – Soft Launch Summary

As of: 07/17/2020
Active in FOCS
as of 7/20/20

NRFU CFS

ACO	Total Goal to Hire	NRFU Goal to Hire	Hired	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
Cycle 1A	605	466	401	635	566	544	465
Cycle 1B	427	392	392	457	358	384	328
Cycle 2	2,644	2,054	2,212	2,468	2,381	2,380	2,032
Full Launch	15,815	14,643	12,700	10,550	2,576	14,231	12,156

NRFU Enumerators

ACO	Total Goal to Hire	NRFU Goal to Hire	Hired	Started Online Training	Completed Training	Goal to Deploy	Active in FOCS	Core Number Needed
Cycle 1A	13,485	11,973	7,376	7,375	3,505	11,966	4,579	9,300
Cycle 1B	9,512	9,158	3,602	1,270	1	8,465	0	6,560
Cycle 2	60,046	51,473	1,467	287	24	53,273	0	41,480
Full Launch	352,318	340,439	1,571	1,638	325	312,495	0	243,120

2020 NRFU Production System Updates

Open Incidents

- 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
 - Updates have been made and users are seeing improvements
- INC000000653409 Field Verification Workload assigning incorrect CFM Zone
 - Issue CFM zone is set to 01 for all FV cases because the opcode is not 32 (NRFU)
 - Fix in place and ready for testing for future cases. Fix incoming for current cases
- INC000000652944 Incremental connection issues to SMaRCS
 - Team is investigating the issue

Closed Incidents

- INC000000589572 ITMS Not Accessible on NRFU iPads
 - Deployed solution on 7/18
- INC000000604023 MASTER - FDC Training App Menu in Spanish
 - Cache issue when the first user is PR that access the system
 - Deployed solution on 7/17/2020

Questions?

Backup Slides