2020 Census Nonresponse Followup Production Overview

Operational Delivery 10.0

Date: 07/21/2020

Presented by

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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

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Milestone Schedule

As of: 07/21/2020

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
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 07/21/20)
21 days to NRFU start (08/11)
101 days to NRFU end (10/31)

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Periodic Performance Management Reports

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

Data as of: 07/20/2020
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 20, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

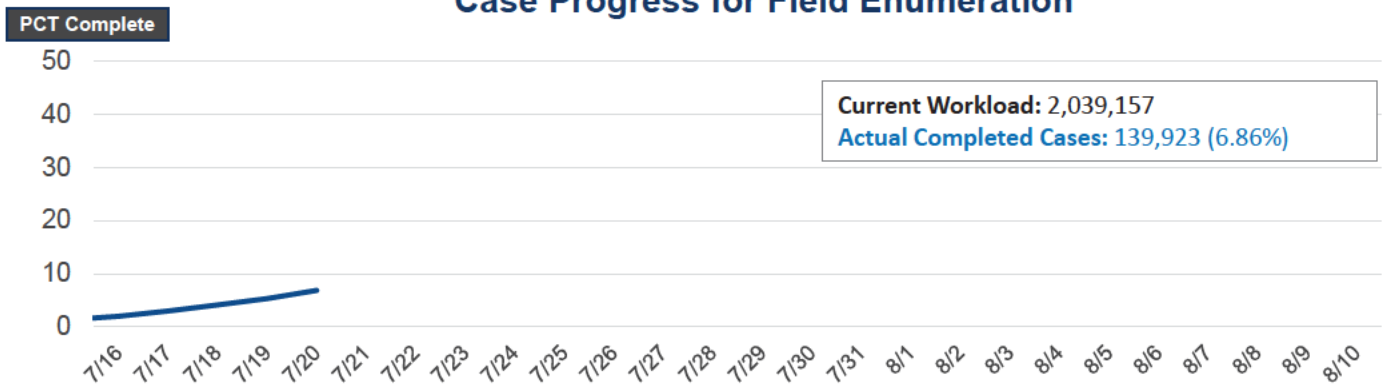
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included: 1A

Cases Completed by Self-Response:
30,586 (21.9% of completed cases)

Remaining Workload:
1,899,234 cases

Case Progress for Field Enumeration



Actual Total Cost

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Soft Launch Overview – Cycle 1A

As of: 07/20/2020

ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2390	PH	Beckley	WV	481,627
2581	CH	Kansas City	MO	419,020
2262	NY	Gardiner	ME	386,375
3256	LA	Boise	ID	295,150
3167	DA	Oklahoma County	OK	262,549
2990	AT	New Orleans	LA	177,110

*Data Source: UTS Executive Overview Report. Data as of 11:59PM on 07/19/20. Includes field verification cases. Total Cycle 1A = 2,021,831

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.

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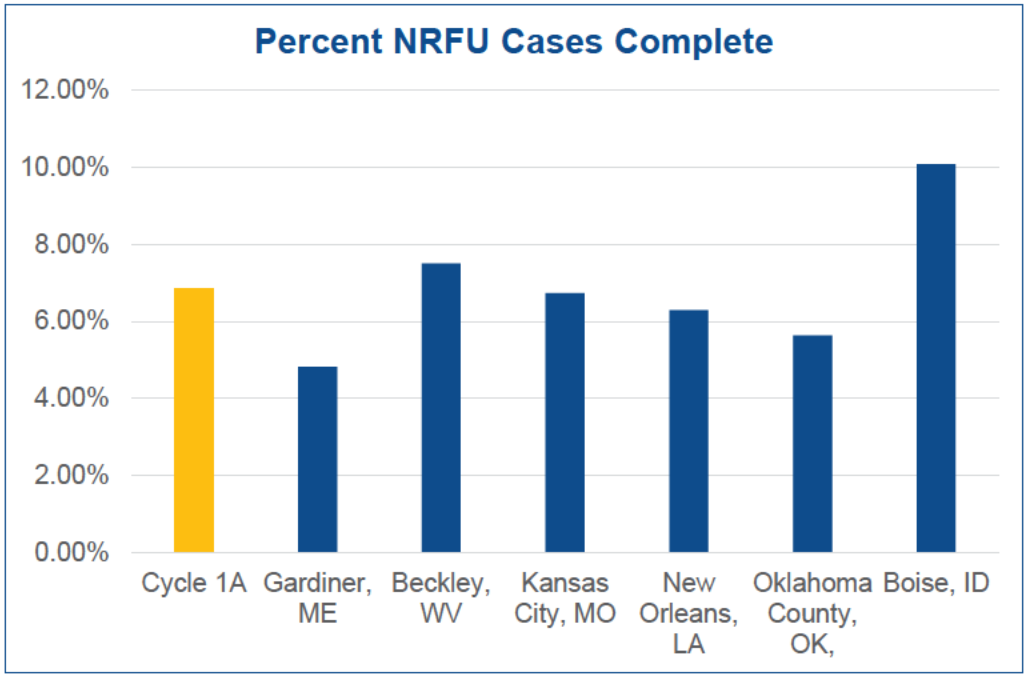
NRFU Progress Management

Executive Overview of Progress– Soft Launch Cycle 1A*

Data as of: 07/20/2020
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

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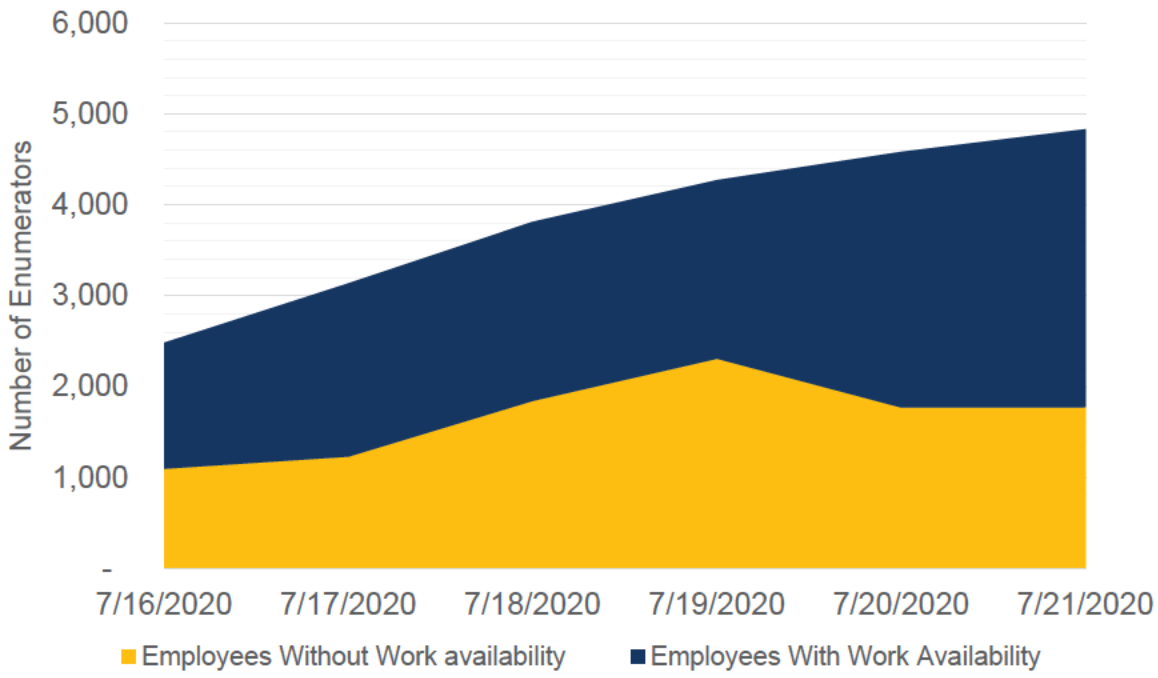
NRFU Progress Management

Enumerator Availability – Soft Launch Cycle 1A*

Data as of: 07/21/2020
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]	4,834
Employees with Availability[2]	3,061
Employees with an Assignment[2]	3,024

*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

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Hiring Process for Field Staff – Soft Launch Summary

As of: 07/21/20

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	408	630	570	544	465
Cycle 1B	427	392	393	464	374	384	328
Cycle 2	2,644	2,054	2,266	2,558	2,591	2,380	2,032
Full Launch	15,815	14,643	15601	17,385	6,164	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	8,259	7,950	5,466	11,966	4,833	9,300
Cycle 1B	9,512	9,158	5,211	3,923	18	8,465	0	6,560
Cycle 2	60,046	51,473	2,115	605	30	53,273	0	41,480
Full Launch	352,318	340,439	1,876	1,650	342	312,495	0	243,120

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2020 NRFU Production System Updates

New Incidents

- INC000000660912 NRFU Adds with missing oidbcu

Open Incidents

- INC000000629879 : Workspace One Slowness
- INC000000653409 Field Verification Workload assigning incorrect CFM Zone
- INC000000652944 Incremental connection issues to SMaRCS (Intermittent)
- INC000000653667 Optimizer unable to assign case alert

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Questions?

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Backup Slides

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