

# 2020 Census Nonresponse Followup Production Overview

Operational Delivery 10.0

Date: 07/22/2020

Presented by

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SME(s): Tammy Adams

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United States<sup>®</sup>  
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
<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
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 07/22/20)  
**20** days to NRFU start (08/11)  
**100** 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: 07/21/2020  
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 21, 2020

**Start Date:**  
July 16, 2020

**Completion Date:**  
October 31, 2020

**Notes:**

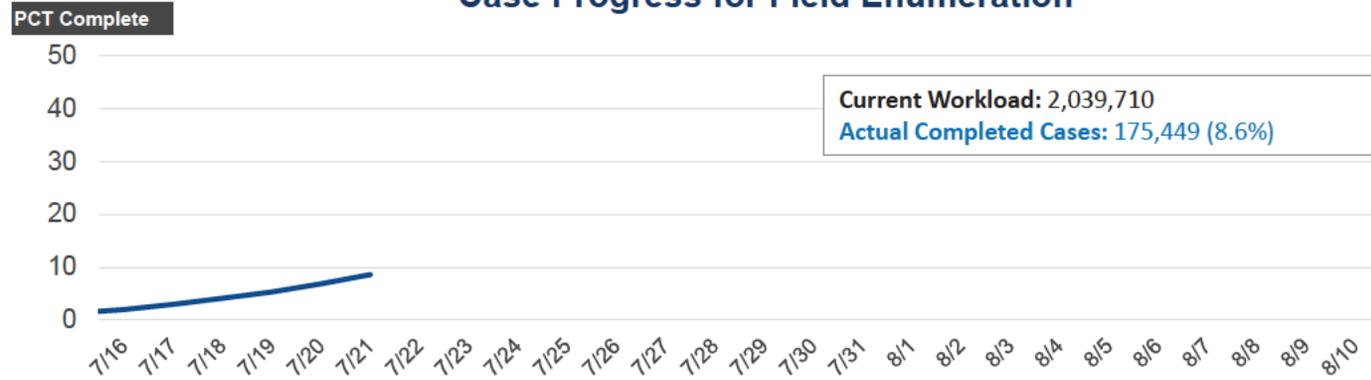
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included: 1A

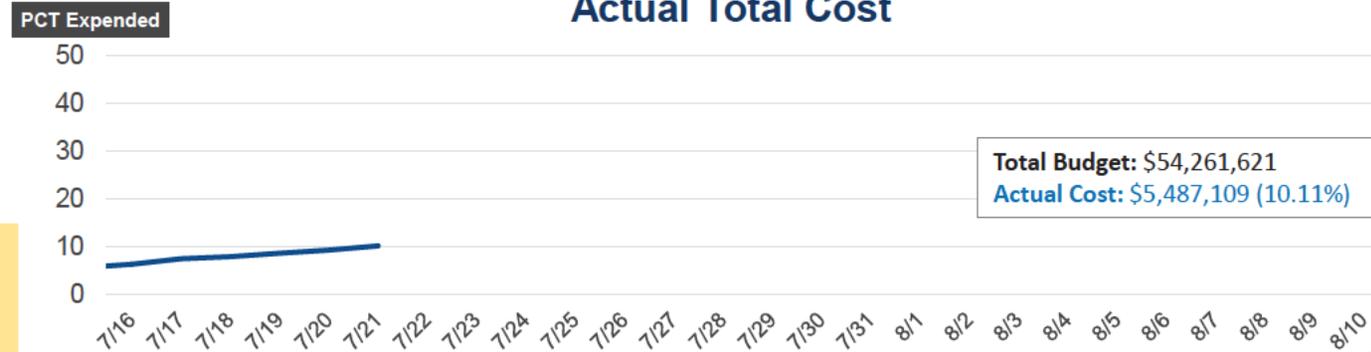
**Cases Completed by Self-Response:**  
35,817 (20.4% of completed cases)

**Remaining Workload:**  
1,864,261 cases

### Case Progress for Field Enumeration



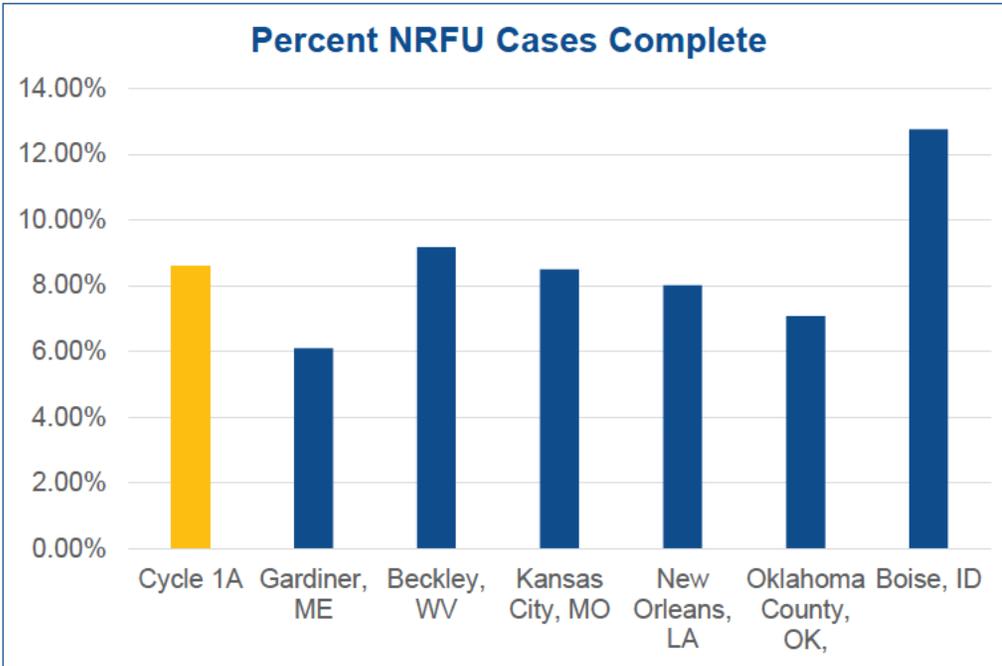
### Actual Total Cost



# NRFU Progress Management

## Executive Overview of Progress – Soft Launch Cycle 1A\*

Data as of: Multiple, see footnotes  
 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%

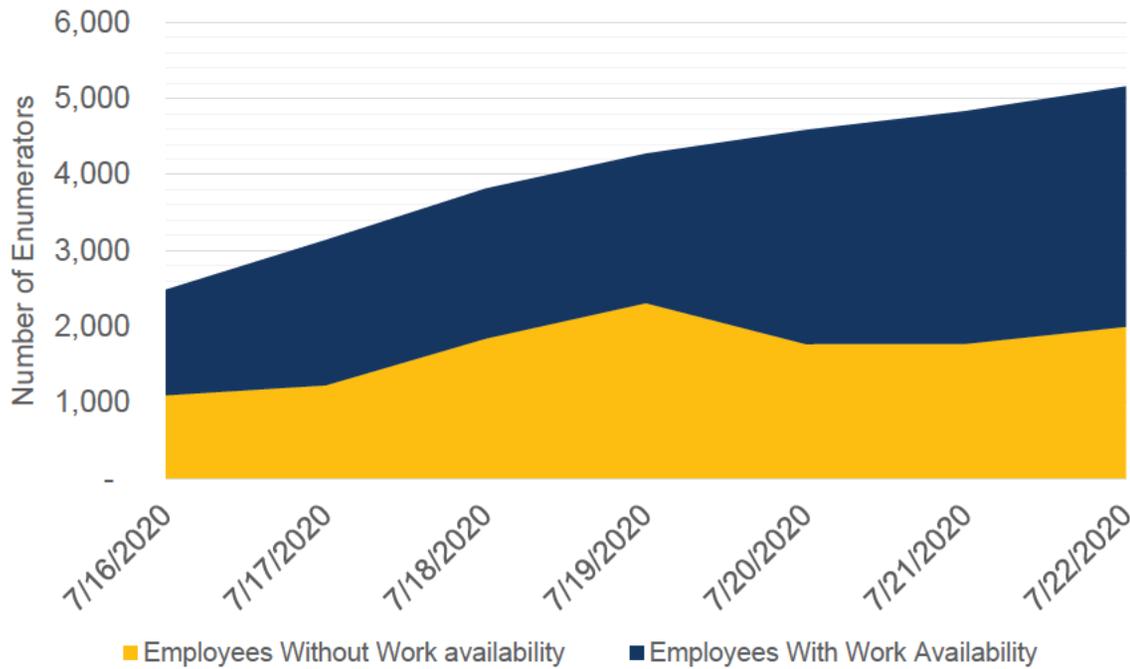
Data Source: MOJO NRFU HQ Production Progress Report. Data as of this morning.

# 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* <sup>2</sup>	5,157
Employees with Availability <sup>2</sup>	3,158
Employees with an Assignment <sup>2</sup>	3,121

\*Active employees includes enumerators that are active in FOCS.

<sup>2</sup> Data source – MOJO Hermes HQ Production Progress Report

# Hiring Process for Field Staff – Soft Launch Summary

Data as of: 07/21/2020  
Source: DAPPS



## 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	410	637	573	544	465
Cycle 1B	427	392	393	466	377	384	328
Cycle 2	2,644	2,054	2,220	2,509	2,549	2,380	2,032
Cycle 3	2,891	2,751	2,472	2,663	724	2,602	2,223
Full Launch	12,983	11,951	110,07	12,715	3,966	11,683	9,978

## 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	8,467	8,276	5,696	11,966	5,155	9,300
Cycle 1B	9,512	9,158	5,363	4,419	232	8,465	337	6,560
Cycle 2	60,046	51,473	9,033	1,076	29	53,273	177	41,480
Cycle 3	64,361	62,947	308	186	3	57,445	65	44,460
Full Launch	289,262	278,797	2,192	1,481	348	256,198	458	199,560

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# 2020 NRFU Production System Updates

## New Incidents

- INC000000665180 MASTER - Device Connectivity problems with FDC Prod – Team investigating the issue

## Open Incidents

- INC000000660912 NRFU Adds with missing oidbcu – Team has identified the missing fields and working to provide a solution by 7/31
- INC000000629879 Workspace One Slowness
- INC000000653409 Field Verification Workload assigning incorrect CFM Zone– Targeting production deployment for 7/22

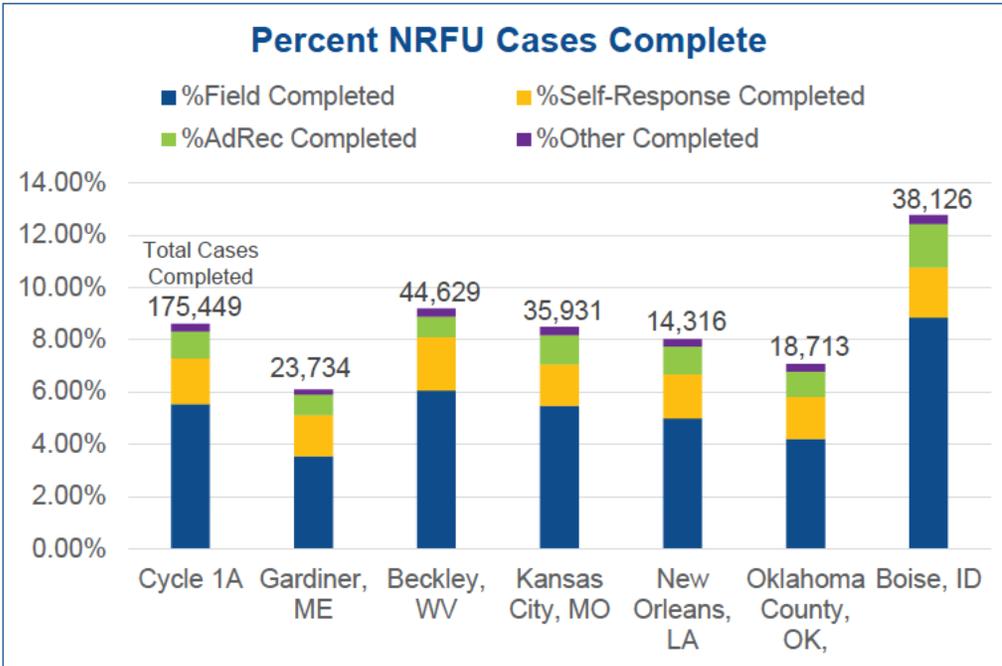
# Questions?

# Backup Slides

# NRFU Progress Management

## Executive Overview of Progress – Soft Launch Cycle 1A\*

Data as of: 07/22/2020  
 Source: Multiple See Footnotes  
 \*Data are shown for ACOs in Cycle 1A of the soft launch.



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