2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 07/23/2020

Presented by

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SMEs: Jeff Bryant, Brian De Vos, Tammy Adams, Tom Mule

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Agenda

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

Status Legend

Complete	On Track	Management Focus	Requires Attention

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Milestone Schedule

As of: 07/23/2020

Activity	Date
Soft Launch	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	07/23/20A
Cycle 2 Enumeration Start	07/30/20
Full Launch	
CFS Training	07/14/20A – 07/22/20A
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 07/23/20)
19 days to NRFU start (08/11)
99 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: 07/22/2020
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 22, 2020

Start Date:
July 16, 2020

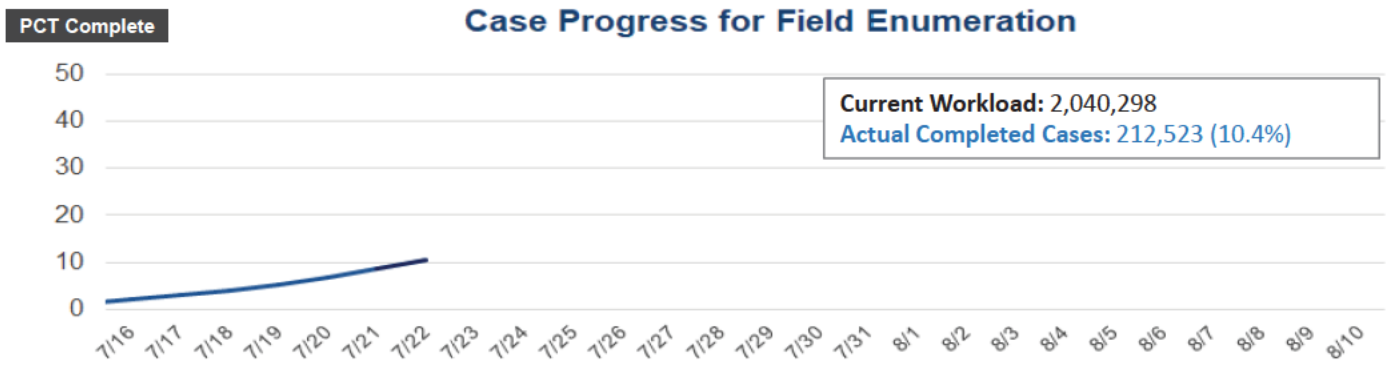
Completion Date:
October 31, 2020

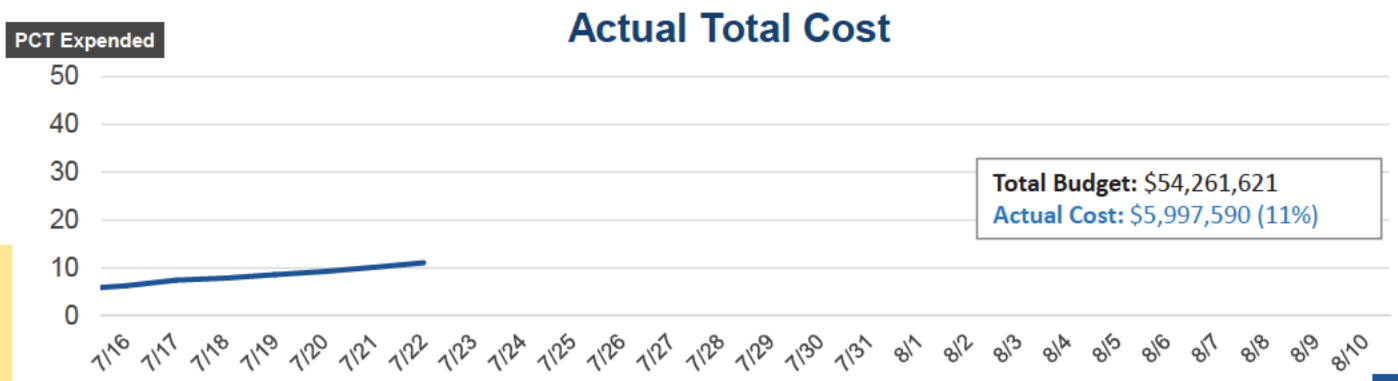
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included: 1A

Cases Completed by Self-Response:
39,893 (18.8% of completed cases)

Remaining Workload:
1,827,775 cases





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NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1A*

Data as of: Multipule, see footnotes
Source: Multiple, see footnotes
*Data are shown for ACOs in Cycle 1A of the soft launch.

Case Completion by ACO

ACO #	ACO Name	Current Workload	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed
2262	Gardiner, ME	389,083	4.68%	1.71%	1.05%	0.20%	29,708
2390	Beckley, WV	486,210	7.38%	2.22%	0.98%	0.30%	52,916
2581	Kansas City, MO	423,065	6.71%	1.79%	1.44%	0.31%	43,377
2990	New Orleans, LA	178,666	6.39%	1.87%	1.48%	0.29%	17,913
3167	Oklahoma County, OK	264,428	5.09%	1.83%	1.26%	0.29%	22,394
3256	Boise, ID	298,846	10.62%	2.23%	2.27%	0.34%	46,215
Total Cycle 1A		2,040,298	6.82%	1.96%	1.36%	0.29%	212,523

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.

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout
Number of CFS Areas	438	0	0
Percent	100%	0%	0%

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

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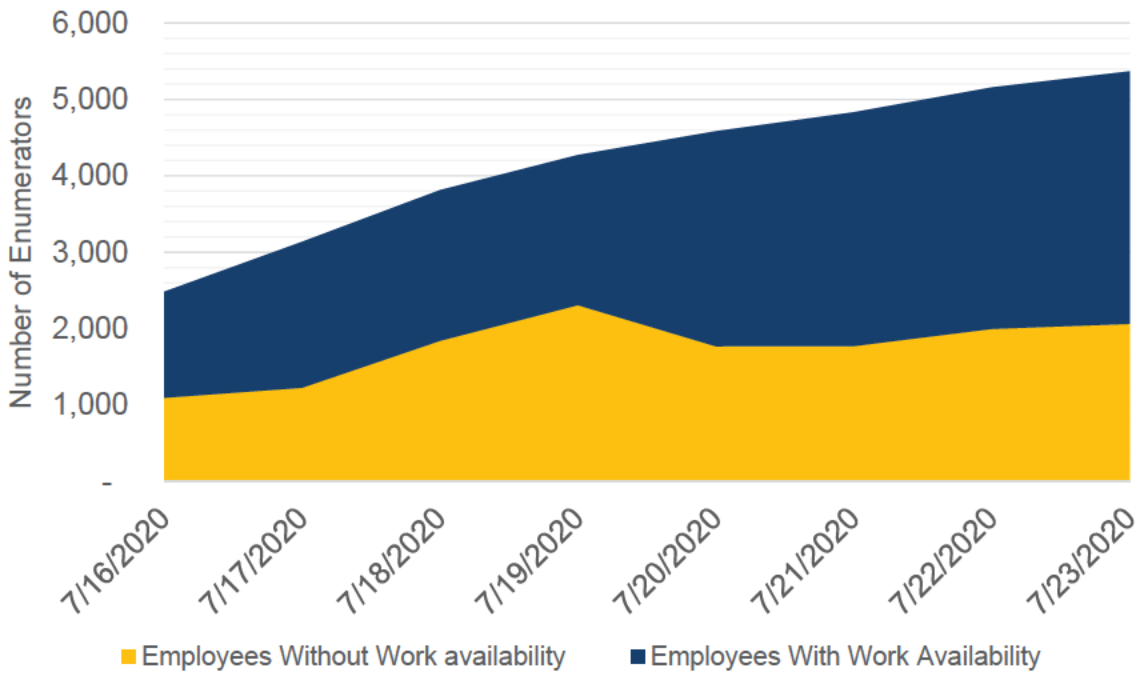
NRFU Progress Management

Enumerator Availability – Soft Launch Cycle 1A*

Data as of: 07/23/2020
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]	5,367
Employees with Availability[2]	3,302
Employees with an Assignment[2]	3,265

*Active employees includes enumerators that are active in FOCS.

[2] Data source – MOJO Hermes HQ Production Progress Report

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Soft Launch Overview – Cycle 1B

As of: 07/23/2020

ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2254	NY	Hartford	CT	218,287
2379	PH	State College	PA	329,676
2384	PH	Crystal City	VA	116,119
2569	CH	Evansville	IN	246,630
3159	DA	Wichita	KS	300,397
3297	LA	Tacoma	WA	168,499

*Data Source: UTS Executive Overview Report. Data as of 11:59PM yesterday. Total Cycle 1B = 1,379,608

Schedule

Activity	Date
Confirm ACO Selection	07/08/20A
CFS Training	06/25/20A* – 07/06/20A
Enumerator Training	07/14/20A – 07/25/20
Deploy to Field / Enumeration Start	07/23/20A

Summary to Date

i. Production starts today

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Soft Launch Overview – Cycle 2

As of: 07/22/2020

ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2253	NY	Danbury	CT	177,139
2258	NY	Quincy	MA	96,896
2260	NY	Waltham	MA	214,244
2261	NY	Worcester	MA	270,249
2271	NY	Trenton	NJ	147,274
2276	NY	Buffalo	NY	190,582
2293	NY	Guaynabo	PR	426,755
2294	NY	Caguas	PR	408,130
2295	NY	Mayaguez	PR	457,961
2359	PH	Hanover	MD	255,384
2361	PH	Hagerstown	MD	233,775
2362	PH	Towson	MD	280,647
2364	PH	Mansfield	OH	251,474
2372	PH	Cranberry Township	PA	324,997
2373	PH	Harrisburg	PA	260,722
2559	CH	Chicago Central	IL	239,237
2560	CH	Chicago Far Southwest	IL	118,766

ACO #	RCC	City	State	NRFU Production Workload*
2561	CH	Chicago South	IL	163,394
2562	CH	Cook County NW	IL	130,477
2563	CH	Cook County South	IL	156,198
2564	CH	DeKalb	IL	218,228
2565	CH	Oswego	IL	169,683
2566	CH	Peoria	IL	305,706
2567	CH	Skokie	IL	115,091
2571	CH	Indianapolis	IN	250,790
2572	CH	Lake County	IN	300,349
2585	CH	Green Bay	WI	261,257
3154	DA	Aurora	CO	187,592
3155	DA	Colorado North	CO	266,450
3157	DA	Denver	CO	204,424
3162	DA	Bismarck	ND	164,285
3255	LA	Honolulu	HI	260,197
3293	LA	Everett	WA	253,096
3294	LA	Olympia	WA	241,412
3295	LA	Seattle	WA	197,355

*Data Source: UTS Executive Overview Report. Data as of 11:59PM Yesterday. Total Cycle 2 = 8,200,216

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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	07/21/20A – 08/01/20
Deploy to Field / Enumeration Start	07/30/20

Summary to Date

i. Enumerator training is underway.

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Hiring Process for Field Staff – Cycle 1A

As of: 07/23/2020

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	Comp-leted Assess-ment	Goal to Deploy	Core Number Needed
Gardiner, ME	171	110	101	97	108	78	50	88	93	97	85
Beckley, WV	188	82	72	66	160	87	60	166	142	123	105
Kansas City, MO	238	121	113	98	116	110	94	110	101	99	77
New Orleans, LA	126	105	101	85	61	58	60	73	63	55	52
Oklahoma County, OK	157	67	63	55	82	73	65	80	70	66	58
Boise, ID	129	154	128	102	78	60	81	122	105	70	61

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Hiring Process for Field Staff – Cycle 1A

As of: 07/23/2020

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 Online Training	Comp-leted Assess-ment	Goal to Deploy	Core Number Needed	Active in FOCS	Assignments Today
Gardiner, ME	4,335	3,692	2,758	2,485	2,407	2,078	1,669	1,682	1,025	1,870	1,445	875	536
Beckley, WV	5,712	5,147	3,328	3,031	3,567	2,717	1,757	2,154	1,407	2,454	1,904	1,304	811
Kansas City, MO	5,238	5,329	3,719	3,138	2,581	2,529	1,959	1,700	1,184	2,225	1,746	1,151	619
New Orleans, LA	2,778	4,119	2,611	1,896	1,363	1,341	964	776	569	1,181	926	513	314
Oklahoma County, OK	3,609	2,205	1,927	1,669	1,827	1,740	825	790	576	1,532	1,203	521	343
Boise, ID	3,192	3,676	2,409	1,937	1,740	1,532	1,399	1,508	1,125	1,349	1,064	1,003	634

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Hiring Process for Field Staff – Cycle 1B

As of: 07/23/2020

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 Assess-ment	Goal to Deploy	Core Number Needed
Hartford, CT	151	104	93	76	72	70	74	67	53	62	58
State College, PA	165	92	79	72	96	76	64	108	82	69	63
Crystal City, VA	76	73	67	52	35	35	40	41	36	32	27
Evansville, IN	165	171	146	133	81	77	79	94	79	69	59
Wichita, KS	174	147	116	106	87	80	65	96	77	72	62
Tacoma, WA	118	92	88	75	56	54	74	66	50	48	46

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Hiring Process for Field Staff – Cycle 1B

As of: 07/23/2020

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 Assess-ment	Goal to Deploy	Core Number Needed	Active in FOCS	Assignments Today
Hartford, CT	3,276	2,585	1,994	1,803	1,595	1,582	1,328	1,187	228	1,419	1,092	115	51
State College, PA	4,020	3,174	2,314	2,051	2,146	1,932	1,030	940	153	1,736	1,340	133	83
Crystal City, VA	1,620	1,700	1,109	936	783	783	727	609	152	689	540	129	68
Evansville, IN	3,654	4,151	2,767	2,358	1,798	1,764	883	498	53	1,552	1,218	45	31
Wichita, KS	3,867	3,612	2,330	1,919	1,943	1,865	832	710	212	1,674	1,289	79	56
Tacoma, WA	2,553	2,428	2,032	1,592	1,247	1,232	950	821	122	1,085	851	74	34

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Hiring Process for Field Staff – Cycle 2

As of: 07/23/2020

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 Assess-ment	Goal to Deploy	Core Number Needed
Danbury, CT	137	96	91	80	65	63	49	66	52	59	50
Quincy, MA	78	62	57	55	36	36	33	38	34	33	28
Waltham, MA	137	111	105	98	64	64	70	76	61	58	49
Worcester, MA	154	113	108	102	78	71	80	84	72	70	60
Trenton, NJ	115	92	88	79	55	53	49	45	35	50	42
Buffalo, NY	143	135	125	112	68	66	67	68	49	61	52
Guaynabo, PR	0	67	57	57	165	0	11	7	151	149	127
Caguas, PR	6	6	6	6	156	2	6	0	160	141	120
Mayaguez, PR	0	12	12	12	155	0	6	6	176	139	119
Hanover, MD	182	141	123	95	85	85	76	87	75	77	65
Hagerstown, MD	140	125	109	101	65	65	83	97	68	59	50
Towson, MD	171	130	122	100	79	79	72	97	62	71	61
Mansfield, OH	146	120	94	78	70	67	84	108	86	63	54
Cranberry Township, PA	171	110	99	89	92	79	81	103	82	83	71
Harrisburg, PA	165	119	108	97	79	76	89	96	77	71	61
Chicago Central, IL	202	219	199	182	94	94	103	101	88	85	72
Chicago Far Southwest, IL	112	112	104	100	52	52	51	54	47	47	40
Chicago South, IL	146	188	168	130	68	68	70	70	62	61	52
Cook County NW, IL	123	121	114	99	57	57	62	56	51	51	44
Cook County South, IL	134	134	114	67	62	62	60	60	58	56	48

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Hiring Process for Field Staff – Cycle 2 Continued

As of: 07/23/2020

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 Assess-ment	Goal to Deploy	Core Number Needed
DeKalb, IL	132	107	93	87	61	61	59	67	59	55	47
Oswego, IL	115	97	96	88	53	53	60	56	51	48	41
Peoria, IL	160	174	155	140	79	73	85	87	75	71	61
Skokie, IL	101	115	107	99	47	47	32	47	46	42	36
Indianapolis, IN	157	111	102	93	73	73	80	77	56	66	56
Lake County, IN	179	144	120	109	87	83	73	92	81	78	67
Green Bay, WI	151	142	133	128	74	70	71	80	69	67	57
Aurora, CO	98	107	87	78	47	45	52	50	43	42	36
Colorado North, CO	118	134	127	122	81	54	96	144	121	73	62
Denver, CO	115	85	72	61	55	53	65	55	37	50	42
Bismarck, ND	73	44	36	30	46	34	30	61	53	41	35
Honolulu, HI	154	134	131	99	89	72	90	112	91	80	68
Everett, WA	151	134	128	91	73	70	89	96	81	66	56
Olympia, WA	148	176	168	124	75	68	98	103	86	68	58
Seattle, WA	126	108	100	85	59	59	57	60	52	53	45

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Hiring Process for Field Staff – Cycle 2

As of: 07/23/2020

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 Trainin g	Completed Assess-ment	Goal to Deploy	Core Number Needed
Danbury, CT	2,982	2,249	1,947	1,714	1,450	1,441	505	74	0	1,300	1,000
Quincy, MA	1,680	1,280	1,072	954	812	812	168	23	0	726	560
Waltham, MA	2,934	2,571	1,926	1,759	1,421	1,417	464	121	3	1,250	980
Worcester, MA	3,477	3,069	2,437	2,199	1,740	1,677	511	217	0	1,560	1,200
Trenton, NJ	2,490	2,511	1,939	1,684	1,218	1,202	370	60	0	1,072	840
Buffalo, NY	3,099	3,370	2,299	1,967	1,508	1,497	441	70	0	1,352	1,040
Guaynabo, PR	2,541	2,138	1,504	1,466	3,683	1,094	241	0	2	3,302	2,540
Caguas, PR	2,799	2,270	1,587	1,547	3,480	1,234	375	0	3	3,120	2,400
Mayaguez, PR	2,076	2,253	1,719	1,666	3,451	868	808	0	2	3,094	2,380
Hanover, MD	3,900	3,616	2,513	2,153	1,885	1,885	562	197	0	1,659	1,300
Hagerstown, MD	3,000	3,202	2,417	2,138	1,450	1,450	406	111	9	1,276	1,000
Towson, MD	3,660	3,708	2,658	2,310	1,769	1,769	570	58	0	1,557	1,220
Mansfield, OH	3,201	3,304	2,615	2,333	1,566	1,546	658	152	0	1,378	1,080
Cranberry Township, PA	3,984	3,419	2,469	2,149	2,059	1,918	540	199	0	1,846	1,420
Harrisburg, PA	3,609	3,149	2,391	2,201	1,769	1,743	628	92	1	1,586	1,220
Chicago Central, IL	4,320	4,364	3,262	2,432	2,088	2,088	349	105	0	1,837	1,440
Chicago Far Southwest, IL	2,400	2,423	1,948	1,517	1,160	1,160	309	66	0	1,021	800
Chicago South, IL	3,120	3,454	2,365	1,690	1,508	1,508	284	39	0	1,352	1,040
Cook County NW, IL	2,640	2,626	2,078	1,766	1,276	1,276	365	48	0	1,123	880
Cook County South, IL	2,880	3,046	2,291	1,515	1,392	1,392	342	78	0	1,225	960

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Hiring Process for Field Staff – Cycle 2 Continued

As of: 07/23/2020

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 Assess-ment	Goal to Deploy	Core Number Needed
DeKalb, IL	2,820	2,877	2,131	1,754	1,363	1,363	496	92	0	1,199	940
Oswego, IL	2,460	2,638	2,173	1,802	1,189	1,189	429	36	0	1,046	820
Peoria, IL	3,564	3,287	2,479	1,964	1,769	1,720	313	65	0	1,557	1,220
Skokie, IL	2,160	2,163	1,759	1,574	1,044	1,044	325	119	0	919	720
Indianapolis, IN	3,360	3,473	2,528	1,900	1,624	1,624	379	41	0	1,429	1,120
Lake County, IN	3,939	4,149	2,656	2,221	1,943	1,901	401	63	3	1,710	1,340
Green Bay, WI	3,345	3,695	2,630	2,289	1,653	1,615	383	47	0	1,455	1,140
Aurora, CO	2,148	1,815	1,332	1,082	1,044	1,037	377	123	3	919	720
Colorado North, CO	3,126	2,883	2,569	2,267	1,798	1,496	236	76	0	1,612	1,240
Denver, CO	2,505	2,108	1,777	1,475	1,218	1,210	1,184	132	1	1,072	840
Bismarck, ND	1,857	1,450	1,110	898	1,015	891	393	51	0	910	700
Honolulu, HI	3,714	3,282	2,522	2,040	1,972	1,786	555	264	1	1,768	1,360
Everett, WA	3,303	3,558	3,021	2,401	1,624	1,594	786	121	0	1,429	1,120
Olympia, WA	3,363	3,340	2,814	2,109	1,582	1,522	423	97	0	1,392	1,160
Seattle, WA	2,700	2,961	2,362	1,654	1,305	1,305	418	130	2	1,148	900

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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 Asess-ment	Goal to Deploy	Core Number Needed
Cycle 1A	1009	639	578	503	605	466	410	639	574	544	465
Cycle 1B	849	679	589	514	427	392	396	472	377	384	328
Cycle 2	4440	4025	3658	3173	2,644	2054	2239	2506	2547	2380	2032
Full Launch	31739	26587	23242	19089	15,870	14695	13525	15668	8550	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	24,168	16,752	14,156	13,485	11,937	8,573	8,610	5,886	11,966	9,300
Cycle 1B	18,990	17,650	12,546	10,659	9,512	9,158	5,750	4,765	920	8,465	6,560
Cycle 2	105,156	101,701	77,300	64,590	58,828	50,274	15,994	3,167	30	52,201	40,640
Full Launch	708,621	698,831	488,071	391,032	353,536	341,638	3,971	2,240	373	313,567	243,960

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Hiring Process for NPC Staff – NRFU Reinterview

As of: 07/22/2020
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*

[1]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.

[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.

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Printing and Kitting

As of: 07/22/2020

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.

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As of: 07/22/2020

2020 NRFU Production System Updates

Open Incidents

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

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Questions?

Thanks!

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Back Up Slides

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NRFU Workload Summary

As of: 07/08/2020

Workload Component (ID)	Workload Size: On Initial Creation Date	Additions to Date	Data Source: UTS NRFU Executive Overview Report. As of 07/08/20: Completed to Date	Open Today	on 08/10/20 (estimated)	Notes
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 (b) Addtions can occur from reverse check-ins and NRFU Adds
Vacant/Delete W/UAA (3221)	9,039,815					These cases receive a default of 1 visit unless the enumerator finds signs of occupancy. If so, the case receives 6 visits.
Vacant/Delete W/O UAA (3214)	2,550,831					These cases receive a default of 6 visits.
UL Cases in NRFU (3209)	3,651,168	0				The UL operation may add cases which would appear in this workload.
NRFU Supplemental (3215)	1,077,387					
Subtotal ("NRFU" cases in UTS)	60,024,053	0	472,732	59,551,321		(a) Includes AdRec Occupied and No-Determination Cases (b) Addtions can occur from reverse check-ins and NRFU Adds (c) Completions can occur in the field or via self-response
NRFU Manager Visit (3203)	231,783		45	231,738		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.
Field Verification (3205)	N/A	0	0	N/A		Estimated total workload over the entire NRFU operation timeline = 170,000 cases.
Subtotal ("Initial Production NRFU Workload" in Workload Estimate)	60,255,836	0	472,777	59,783,059	56,358,933	
SRQA Recollect	6,591	0	1	6,590	Not estimated at this level of detail.	Estimated total workload over the entire NRFU operation timeline = 750,000 cases
Total NRFU Reinterview Workload	18	0	5	13	2,930,665	
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		
Total NRFU Workload	60,262,445	0	472,783	59,789,662	59,289,598	Includes all components of the NRFU workload.

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Expected Workload - NRFU

As of: 06/12/2020

Actuals in Green

Initial Workload Creation	Total	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		

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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.

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Administrative Record Modeling

As of: 05/27/2020

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

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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 Determintation	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.

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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.

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Decennial Service Center

As of: 05/21/2020

- 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

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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

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Issue Updates Due to COVID-19

As of: 06/29/2020

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.

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Risk Updates Due to COVID-19

As of: 06/29/2020

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.

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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.

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Device Quantity by RCC

As of: 05/19/2020

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

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Device Provisioning Progress

As of: 05/04/2020

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

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Device Provisioning

As of: 06/01/2020

- 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

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Device Deliveries – Soft Launch Cycle 1A

As of: 06/22/2020

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**		

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Device Deliveries

As of: 07/01/2020

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.

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Device Provisioning

As of: 06/29/2020

- 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.

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Device Provisioning

As of: 07/15/2020

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	1,483	120,933	933
Jul 20 – Jul 26	5,000	125,000			

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Upcoming Device Delivery and Related Training Dates

As of: 07/01/2020

Operation	Date	Phones/Staff
NRFU Enum ***Phase 1*** Device Delivery	7/3	326,190
NRFU Enum ***Soft Launch 1A*** device delivery	6/29	12,802
Enum training for ***Soft Launch 1A***	7/7	NA
NRFU Enum Soft Launch ***1B*** device delivery	7/6	14,972
Enum training for Soft Launch ***1B***	7/14	NA
NRFU Enum ***Cycle 2*** device delivery PR	7/13	6,870
NRFU Enum ***Cycle 2*** device delivery	7/13	5,910
NRFU Enum ***Cycle 2*** device delivery to UPS for Peoria and Honolulu	7/15	1,650
NRFU Enum ***Cycle 2*** device delivery for Danbury, Quincy, Waltham, Worchester, Trenton, Buffalo	7/16	950
NRFU Enum ***Cycle 2*** training	7/21	NA
NRFU Enum ***Phase 2*** Device Delivery	7/6-7/17	120,000 minus early deliveries
UPS Store Deliveries for Enums (Duluth, Rochester (NY))	7/27	TBD

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Device Deliveries

As of: 07/23/2020

Enumerator iPhone Deliveries (Phase 1 & 2)

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	54,768	6/19	In Progress
Dallas (31)	50	48	70,759	70,749	6/26	Production Ready
Philadelphia (23)	36	36	62,986	62,986	6/26	Production Ready
Los Angeles (32)	43	42	61,810	61,809	7/3	Production Ready
New York (22)	45	45	67,824	67,778	7/3	Production Ready
Total	**248**	**243**	**400,203**	**395,471**		

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

Duluth (2578) and Rochester (2580), have UPS delivery dates of 7/27.

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Enumerator Device Deliveries (Phase 1&2) Soft Launch ACOs

As of: 07/16/2020

RCC	# of Devices Scheduled	#of Devices Delivered	Scheduled Completion	Status
Soft Launch 1A				
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
Soft Launch 1B				
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
Total	**33,755**	**33,755**		

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	2,144	Production Ready
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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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 it's effectiveness and those cases have been de-scoped.

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