2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 07/24/2020

Presented by

Team of Four: Sarah Gibb, Nhut Le-Ammons Amy Fischer, Donna Scheleur, Mariam Elisashvili

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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: 07/24/2020

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 07/24/20)
18 days to NRFU start (08/11)
98 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: 07/24/2020
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 23, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

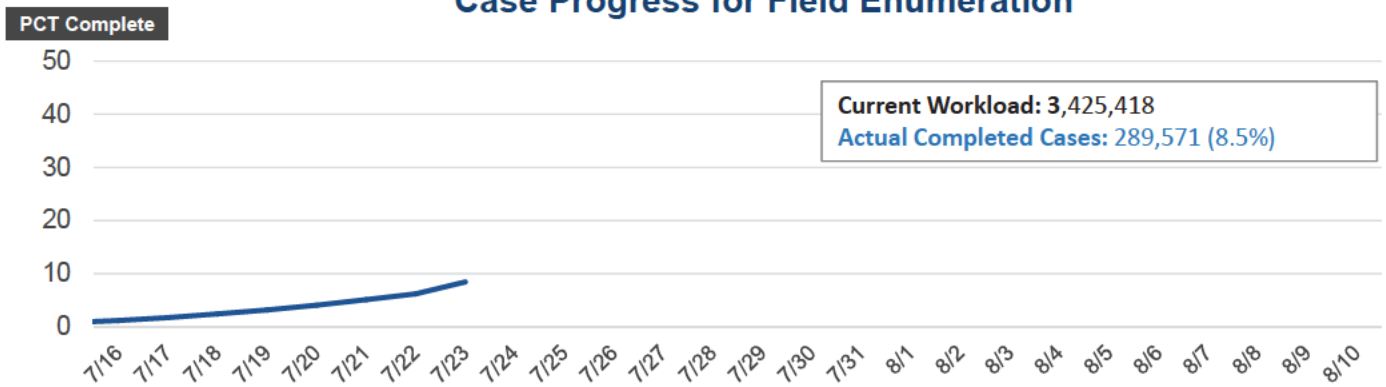
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included: 1A & 1B

Cases Completed by Self-Response:
75,458 (18.8% of completed cases)

Remaining Workload:
3,135,847 cases

Case Progress for Field Enumeration



Actual Total Cost

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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.

Case Completion by ACO

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2262	Gardiner, ME	389,203	22,845	5.87%	1.99%	1.35%	0.20%	36,617	9.41%
2390	Beckley, WV	486,333	42,609	8.76%	2.38%	1.19%	0.30%	61,402	12.63%
2581	Kansas City, MO	423,277	33,942	8.02%	2.18%	1.78%	0.31%	52,008	12.29%
2990	New Orleans, LA	178,706	13,693	7.66%	2.02%	1.87%	0.29%	21,164	11.84%
3167	Oklahoma County, OK	264,473	16,061	6.07%	1.97%	1.54%	0.29%	26,119	9.88%
3256	Boise, ID	298,941	36,989	12.37%	2.48%	2.79%	0.34%	53,775	17.99%
Total Cycle 1A		2,040,933	166,139	8.14%	2.19%	1.68%	0.29%	251,085	12.30%

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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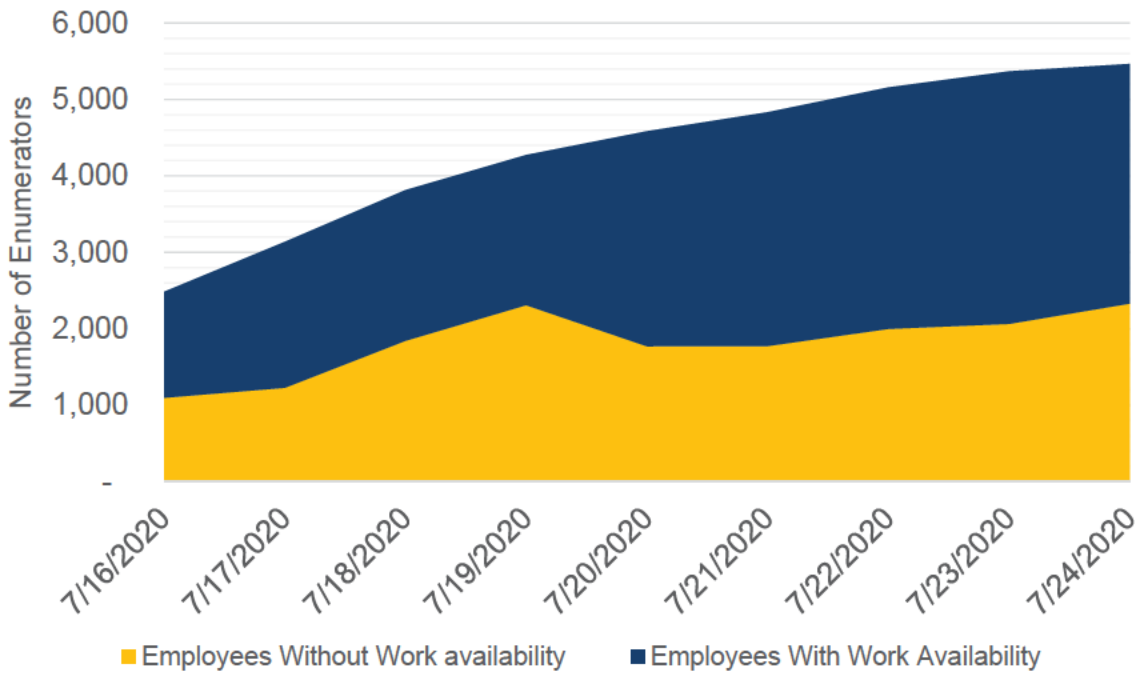
NRFU Progress Management

Enumerator Availability – Soft Launch Cycle 1A*

Data as of: 07/24/2020
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]	5,464
Employees with Availability[2]	3,134
Employees with an Assignment[2]	3,086

*Active employees includes enumerators that are active in FOCS.

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

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NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1B*

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

Case Completion by ACO

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2254	Hartford, CT	219,389	365	0.17%	3.10%	0.01%	0.48%	8,249	3.76%
2379	State College, PA	330,217	809	0.24%	1.85%	0.02%	0.16%	7,526	2.28%
2384	Crystal City, VA	117,000	383	0.33%	2.60%	0.06%	0.72%	4,335	3.71%
2569	Evansville, IN	247,230	260	0.11%	1.94%	0.01%	0.26%	5,730	2.32%
3159	Wichita, KS	301,299	693	0.23%	1.94%	0.01%	0.30%	7,467	2.48%
3297	Tacoma, WA	169,350	251	0.15%	2.39%	0.01%	0.51%	5,179	3.06%
Total Cycle 1B		1,384,485	2761	0.20%	2.22%	0.02%	0.35%	38,486	2.78%

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	321	0	0
Percent	100%	0%	0%

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

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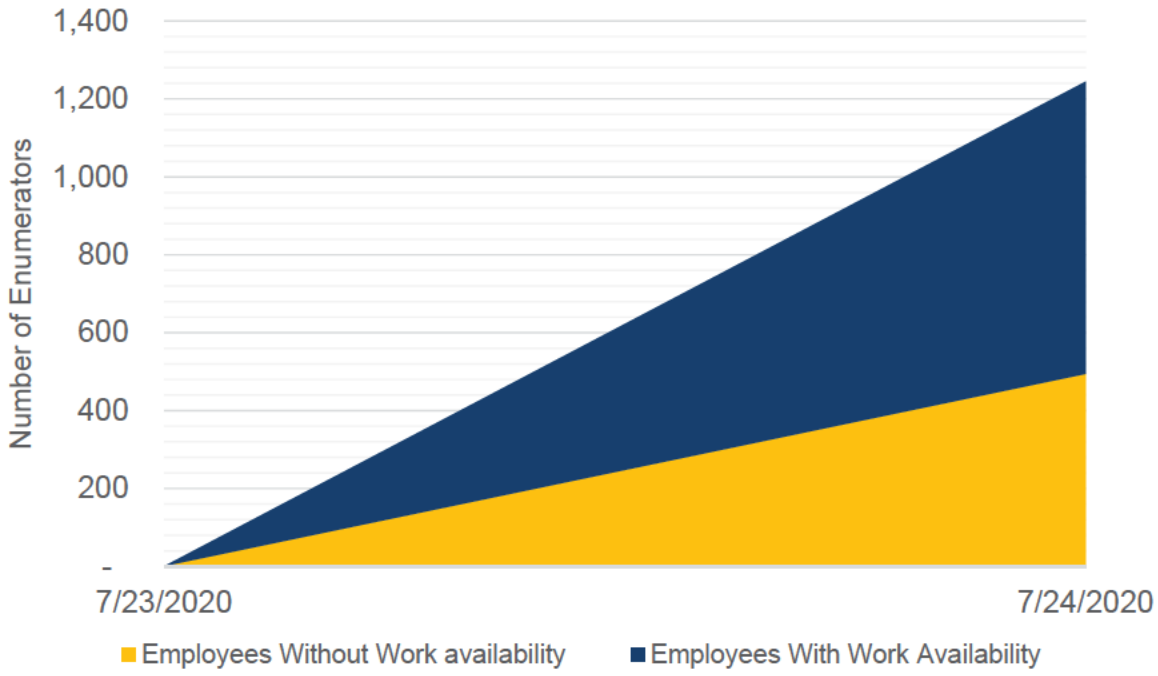
NRFU Progress Management

Enumerator Availability – Soft Launch Cycle 1B*

Data as of: 07/24/2020
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]	1,245
Employees with Availability[2]	751
Employees with an Assignment[2]	738

*Active employees includes enumerators that are active in FOCS.

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

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Hiring Process for Field Staff – Soft Launch Summary

Data as of: 07/24/2020
Source: DAPPS, LMS, Hermes

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	643	575	544	465
Cycle 1B	427	392	396	474	380	384	328
Cycle 2	2,644	2,054	2,244	2,514	2,553	2,380	2,032
Full Launch	15,815	14,643	13,618	15,896	11,063	14,281	12,198

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	8,756	8,865	6,044	11,966	5,459	9,300
Cycle 1B	9,512	9,158	5,925	5,035	1,585	8,465	1,245	6,560
Cycle 2	60,046	51,473	23,156	7,051	34	52,201	334	40,640
Full Launch	352,318	340,439	5,835	2,766	405	313,567	880	243,960

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As of: 07/24/2020

2020 NRFU Production System Updates

New Incidents

- INC000000688504 - Puerto Rico Devices Profile Change from NRFU-P-PR to NRFU-P (training apps changed from Spanish to English)

Open Incidents

- INC000000665180 - Device Connectivity problems with FDC Prod – The fix is identified, working on deployment and test schedule
- 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 – Adjustments are being made, monitoring in progress

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Questions?

Thanks!

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Back Up Slides

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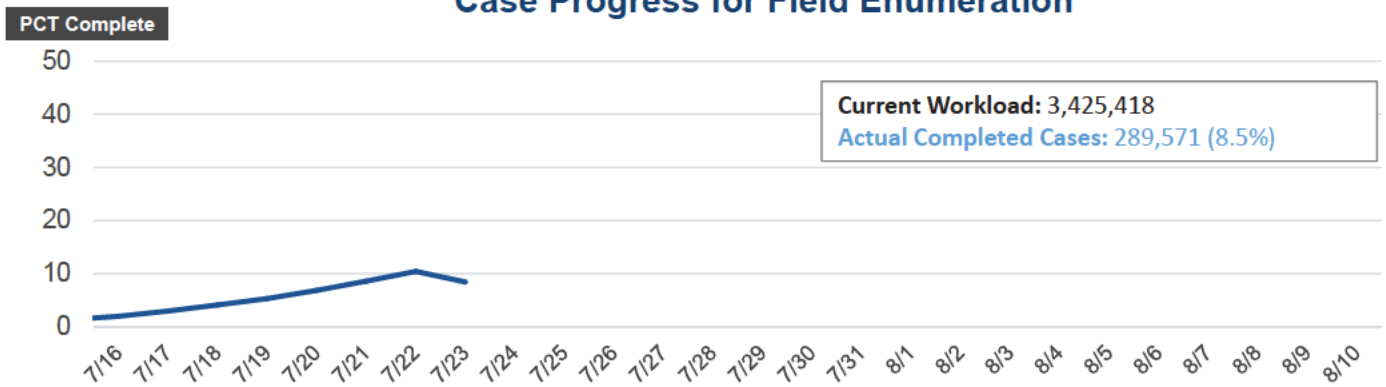

Actual Total Cost

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