2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 07/28/2020

Presented by

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Agenda

- Milestone Schedule
- Soft Launch Overview
  - Expected Workload
  - Schedule
  - Summary
  - Staffing
- Production System Update

Status Legend

Complete	On Track	Management Focus	Requires Attention

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Milestone Schedule

As of: 07/28/2020

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 07/28/20)
14 days to NRFU start (08/11)
95 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: 07/28/2020
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 25, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

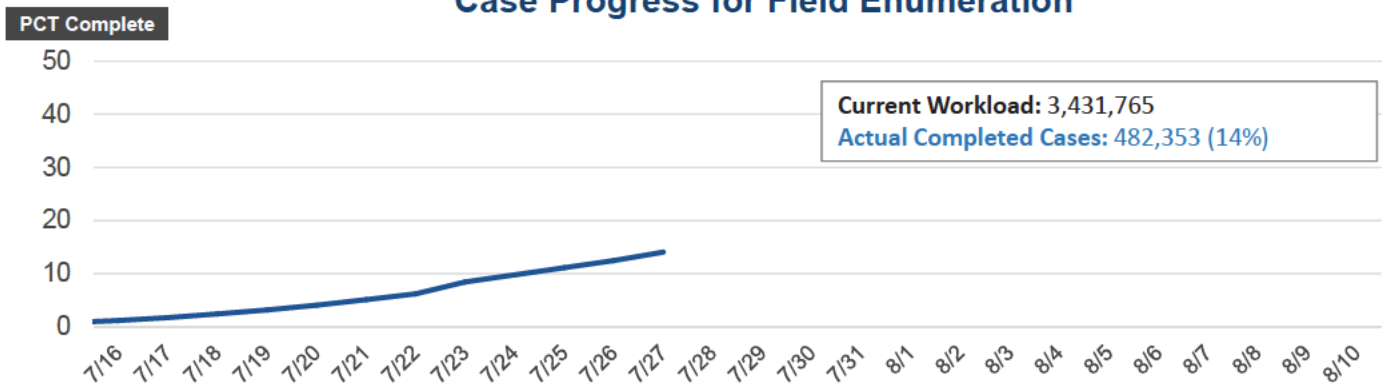
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included: 1A & 1B

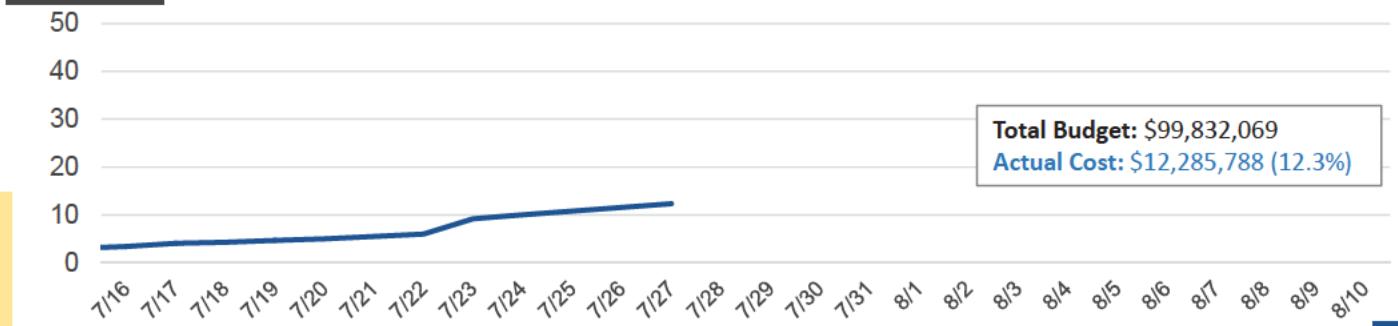
Cases Completed by Self-Response:
102,315 (21.2% of completed cases)

Remaining Workload:
2,949,412 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	389,581	36,859	9.46%	2.65%	2.32%	0.21%	57,017	14.64%
2390	Beckley, WV	486,847	66,535	13.67%	2.84%	1.94%	0.30%	91,298	18.75%
2581	Kansas City, MO	423,689	54,657	12.90%	3.02%	3.27%	0.38%	82,918	19.57%
2990	New Orleans, LA	178,910	22,913	12.81%	2.68%	3.24%	0.36%	34,148	19.09%
3167	Oklahoma County, OK	264,626	24,919	9.42%	2.98%	2.64%	0.31%	40,602	15.34%
3256	Boise, ID	299,283	56,393	18.84%	3.70%	4.37%	0.37%	81,666	27.29%
Total Cycle 1A		2,042,936	262,276	12.84%	2.97%	2.85%	0.31%	387,649	18.98%

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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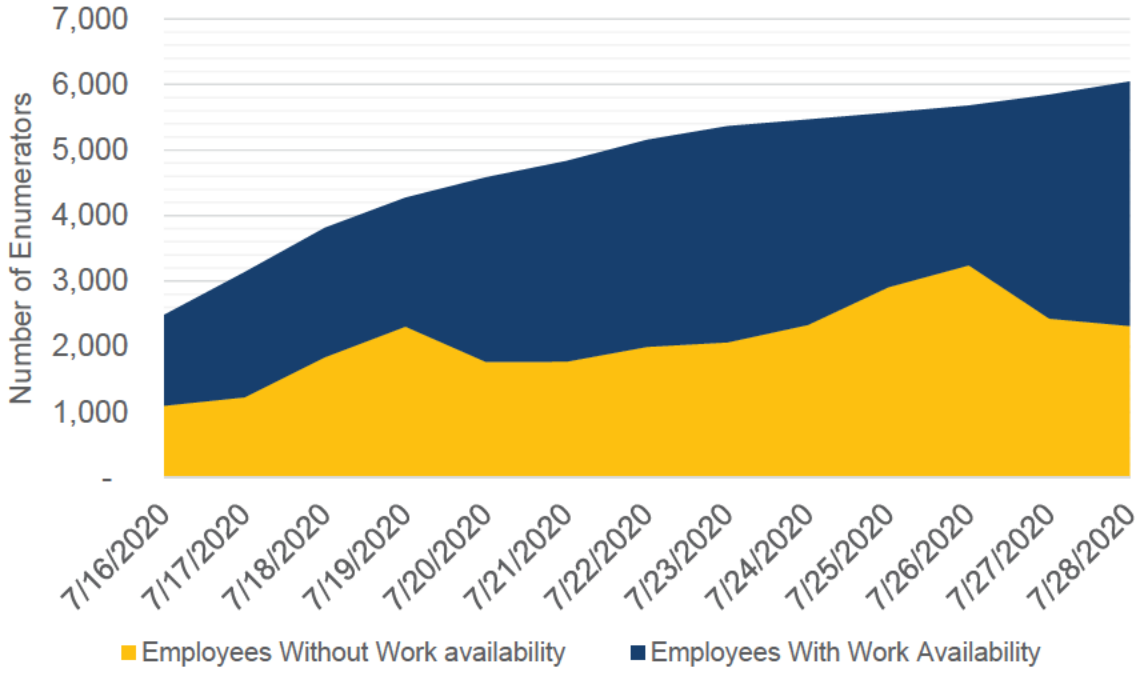
NRFU Progress Management

Enumerator Availability – Soft Launch Cycle 1A*

Data as of: 07/28/2020
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]	6,046
Employees with Availability[2]	3,731
Employees with an Assignment[2]	3,692

*Active employees includes enumerators that are active in FOCS.

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

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Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 1A*

Data as of: 07/27/2020
Source: MOJO
*Data are aggregated for ACOs in Cycle 1A of the soft launch.

Status:
On Track

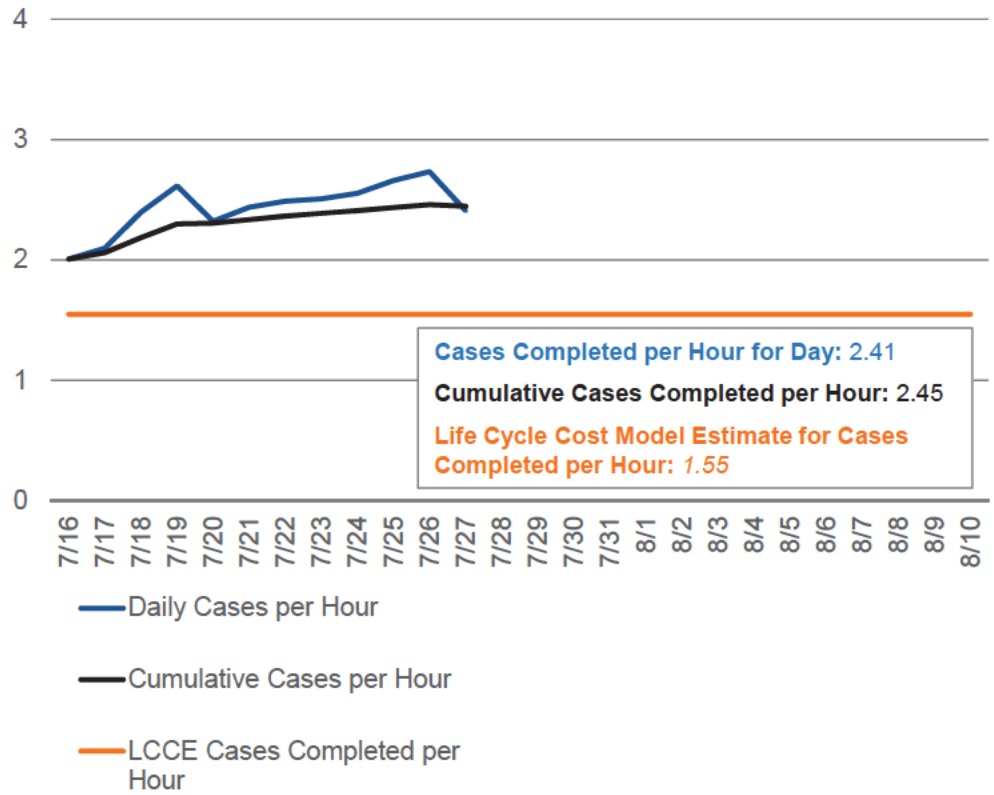
Data current as of:
July 27, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

Notes:
Cases completed per hour include cases that were resolved by enumeration, administrative records, or self-response.

Productivity (Cases per Hour) for the NRFU Operation by Day



ACO #	ACO Name	Cumulative Cases Completed Per Hour
2262	Gardiner, ME	2.49
2390	Beckley, WV	2.22
2581	Kansas City, MO	2.93
2990	New Orleans, LA	2.50
3167	Oklahoma County, OK	2.45
3256	Boise, ID	2.28
Cycle 1A		2.45

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NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1B*

Data as of: Multiple, 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	220,696	7,437	3.37%	4.22%	1.44%	0.48%	20,982	9.51%
2379	State College, PA	331,069	7,650	2.31%	2.49%	0.43%	0.16%	17,861	5.39%
2384	Crystal City, VA	117,483	5,636	4.80%	3.86%	2.34%	0.71%	13,763	11.71%
2569	Evansville, IN	247,705	3,021	1.22%	2.43%	0.31%	0.28%	10,484	4.23%
3159	Wichita, KS	302,012	9,565	3.17%	2.57%	0.54%	0.30%	19,873	6.58%
3297	Tacoma, WA	169,864	3,909	2.30%	3.35%	0.75%	0.51%	11,741	6.91%
Total Cycle 1B		1,388,829	37,218	2.68%	2.99%	0.79%	0.35%	94,704	6.82%

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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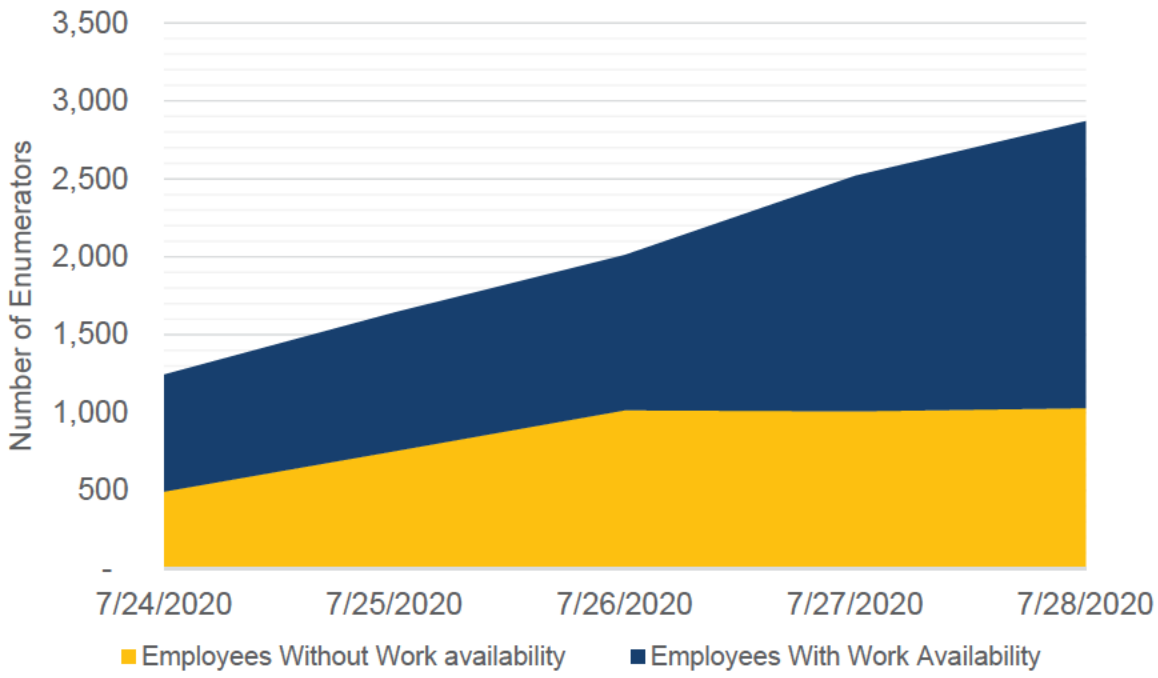
Enumerator Availability – Soft Launch Cycle 1B*

Data as of: 07/28/2020
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]	2,871
Employees with Availability[2]	1,842
Employees with an Assignment[2]	1,825

*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: 07/28/2020
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	412	652	578	544	465
Cycle 1B	427	392	397	479	392	384	328
Cycle 2	2,644	2,054	2,270	3,056	2,575	2,380	2,032
Full Launch	15,815	14,643	13,763	16,487	13,207	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	9,128	9,440	6,961	11,965	6,038	9,300
Cycle 1B	9,512	9,158	6,558	5,730	3,450	8,465	2,871	6,560
Cycle 2	60,046	51,473	34,814	30,232	1,163	52,201	1,240	40,640
Full Launch	352,318	340,439	15,335	7,540	719	313,567	1,327	243,960

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As of: 07/28/2020

2020 NRFU Production System Updates

New Incidents

- INC000000714355 – Network outage – teams are actively working on it

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 – Adjustments are being made, monitoring in progress

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Questions?

Thanks!

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Back Up Slides

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