2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 07/29/2020

Presented by

Team of Four: Dominic Beamer, Amy Fischer, Mariam Elisashvili

SMEs: Letitia Jones, Tammy Adams, Donna Scheleur

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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: 07/29/2020

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)
13 days to NRFU start (08/11)
94 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 29, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

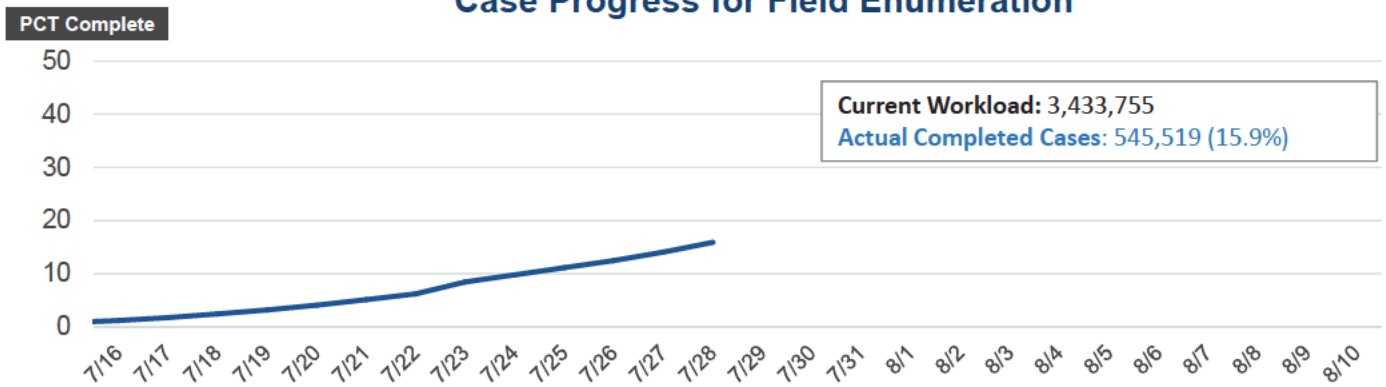
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included: 1A & 1B

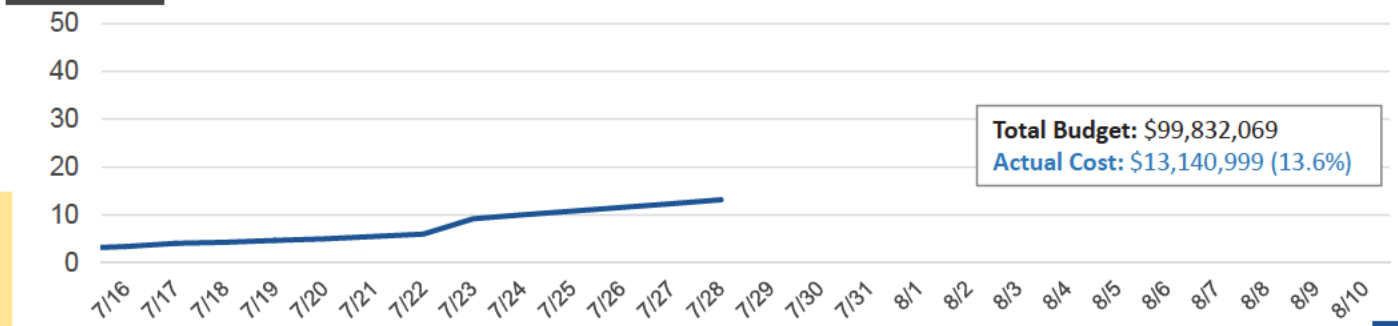
Cases Completed by Self-Response:
111,238 (20.4% of completed cases)

Remaining Workload:
2,888,236 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	389,704	41,845	10.74%	2.84%	2.56%	0.21%	63,717	16.35%
2390	Beckley, WV	487,011	73,684	15.13%	3.11%	2.15%	0.31%	100,816	20.70%
2581	Kansas City, MO	423,837	61,199	14.44%	3.23%	3.52%	0.40%	91,532	21.60%
2990	New Orleans, LA	179,049	25,303	14.13%	2.92%	3.49%	0.44%	37,565	20.98%
3167	Oklahoma County, OK	264,707	27,637	10.44%	3.19%	2.79%	0.31%	44,304	16.74%
3256	Boise, ID	299,514	62,232	20.78%	4.03%	4.73%	0.37%	89,563	29.90%
Total Cycle 1A		2,043,822	291,900	14.28%	3.21%	3.09%	0.33%	427,497	20.92%

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

*Two CFS areas are eligible for Phase 2. One in Boise,ID and one in Kansas, MO. While they are eligible, the CFM has not activated the phase yet.

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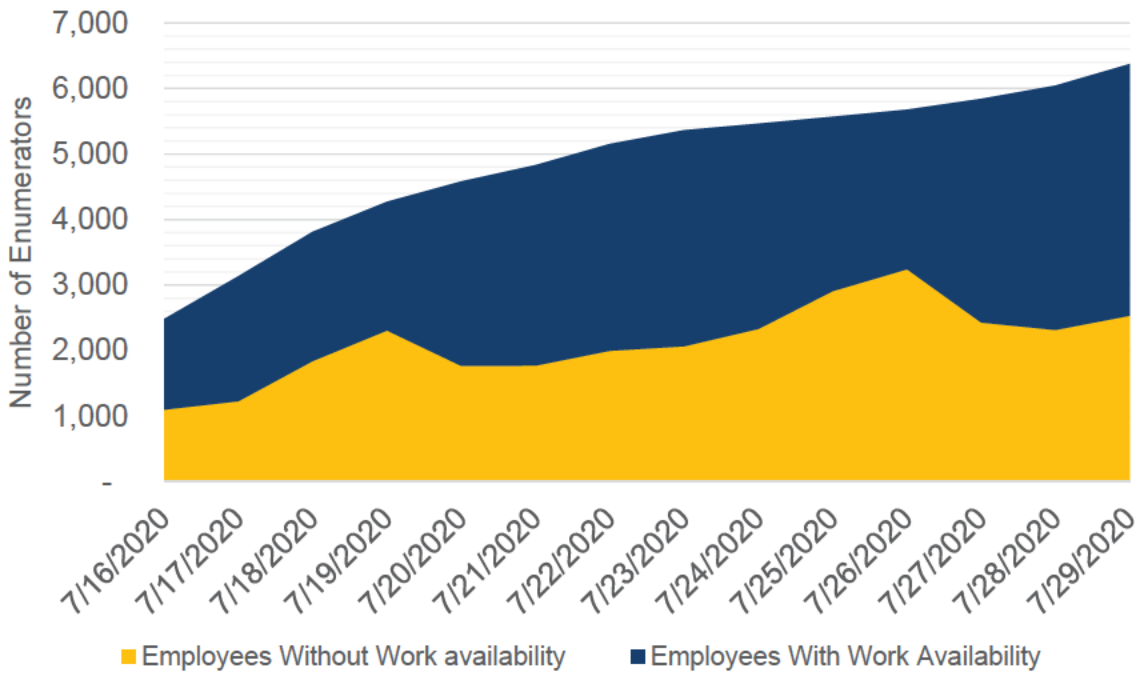
NRFU Progress Management

Enumerator Availability – Soft Launch Cycle 1A*

Data as of: 07/29/2020
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*	6,376
Employees with Availability	3,845
Employees with an Assignment	3,796

*Active employees includes enumerators that are active in FOCS.

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: 07/28/2020
Source: MOJO
*Data are aggregated for ACOs in Cycle 1A of the soft launch.

Status:
On Track

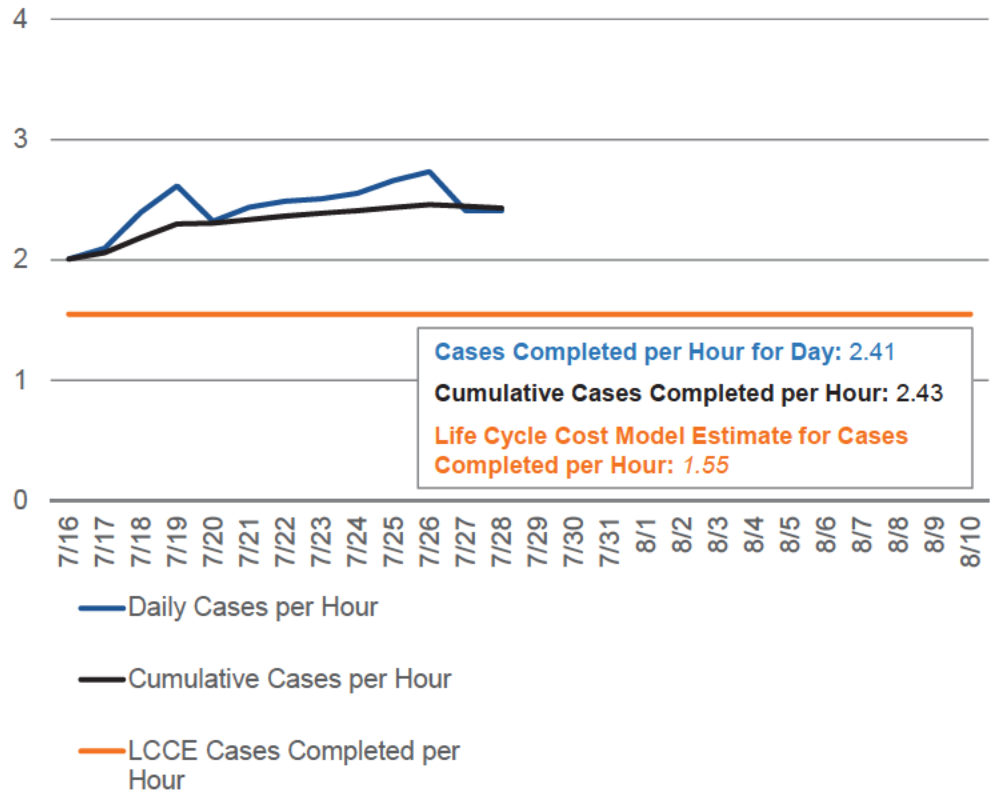
Data current as of:
July 28, 2020

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	2.47
2390	Beckley, WV	2.22
2581	Kansas City, MO	2.90
2990	New Orleans, LA	2.46
3167	Oklahoma County, OK	2.42
3256	Boise, ID	2.27
Cycle 1A		2.43

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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	221,011	10,961	4.96%	4.58%	2.11%	0.49%	26,820	12.14%
2379	State College, PA	331,294	10,550	3.18%	2.72%	0.63%	0.16%	22,180	6.69%
2384	Crystal City, VA	117,584	7,276	6.19%	4.33%	3.13%	0.71%	16,875	14.35%
2569	Evansville, IN	247,855	4,560	1.84%	2.76%	0.42%	0.28%	13,124	5.30%
3159	Wichita, KS	302,189	13,375	4.43%	2.75%	0.71%	0.31%	24,771	8.20%
3297	Tacoma, WA	170,000	5,522	3.25%	3.67%	0.96%	0.51%	14,252	8.38%
Total Cycle 1B		1,389,933	52,244	3.76%	3.28%	1.10%	0.36%	118,022	8.49%

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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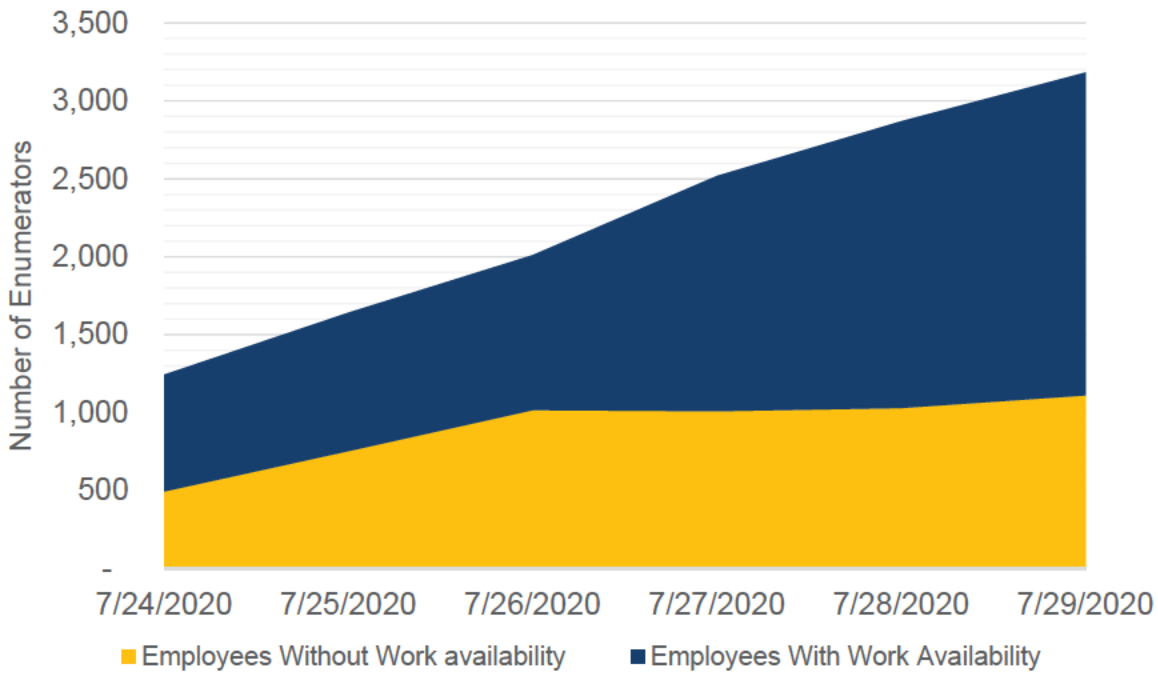
NRFU Progress Management

Enumerator Availability – Soft Launch Cycle 1B*

Data as of: 07/29/2020
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]	3,184
Employees with Availability[2]	2,074
Employees with an Assignment[2]	2,039

*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 1B*

Data as of: 07/28/2020
Source: MOJO
*Data are aggregated for ACOs in Cycle 1B of the soft launch.

Status:
On Track

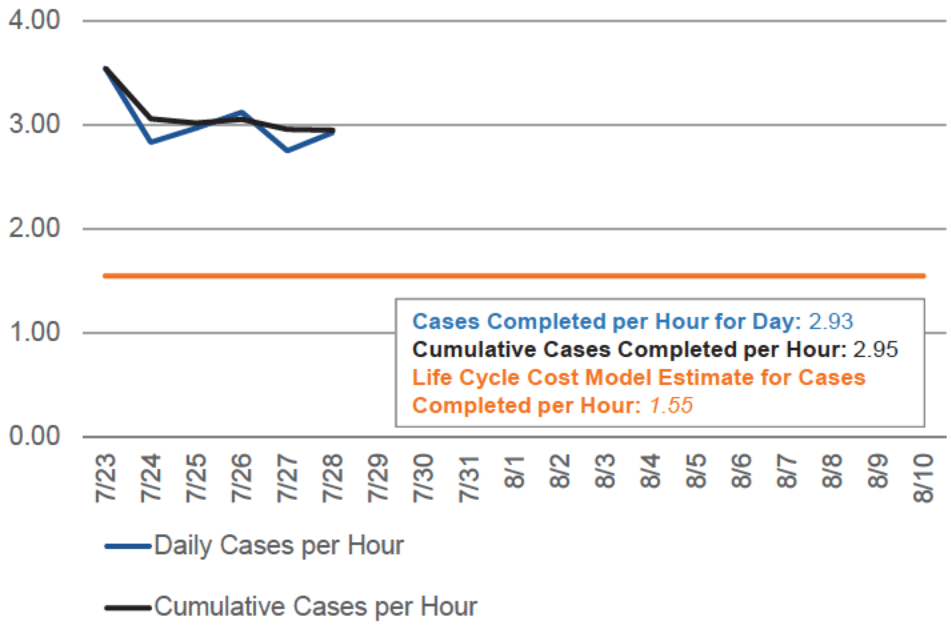
Data current as of:
July 28, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

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

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



ACO #	ACO Name	Cumulative Cases Completed Per Hour
2262	Hartford, CT	3.11
2390	State College, PA	2.86
2581	Crystal City, VA	2.92
2990	Evansville, IN	3.37
3167	Wichita, KS	2.93
3256	Tacoma, WA	2.62
Cycle 1B		2.95

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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	414	657	583	544	465
Cycle 1B	427	392	398	479	393	384	328
Cycle 2	2,644	2,054	2,272	3,074	2580	2,380	2,032
Cycle 3	2,832	2,692	2,458	2,767	2,182	2,549	2,178
Full Launch	15,815	14,643	11,329	13,859	11,363	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	9,198	9,550	7,166	11,966	6,373	9,300
Cycle 1B	9,512	9,158	6,738	5,966	3,694	8,465	3,183	6,560
Cycle 2	60,046	51,473	35,607	33,611	2,969	52,201	2,382	40,640
Cycle 3	63,056	61,642	7,852	3,438	124	56,297	399	43,560
Full Launch	352,318	340,439	12,512	6,383	898	313,567	1,025	243,960

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As of: 07/29/2020

2020 NRFU Production System Updates

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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