

# 2020 Census Nonresponse Followup Readiness

## Operational Delivery 10.0

Date: 07/30/2020

Presented by

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# Agenda

## Status Legend

Complete

On Track

Management Focus

Requires Attention

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



# Milestone Schedule

Activity	Date
<b>Soft Launch</b>	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	07/23/20A
Cycle 2 Enumeration Start	07/30/20
<b>Full Launch</b>	
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

12 days to NRFU start (08/11)

93 days to NRFU end (10/31)

# Periodic Performance Management Reports

## 2020 Census: Nonresponse Followup Progress and Cost – Soft Launch\*

Data as of: 07/29/2020  
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:**

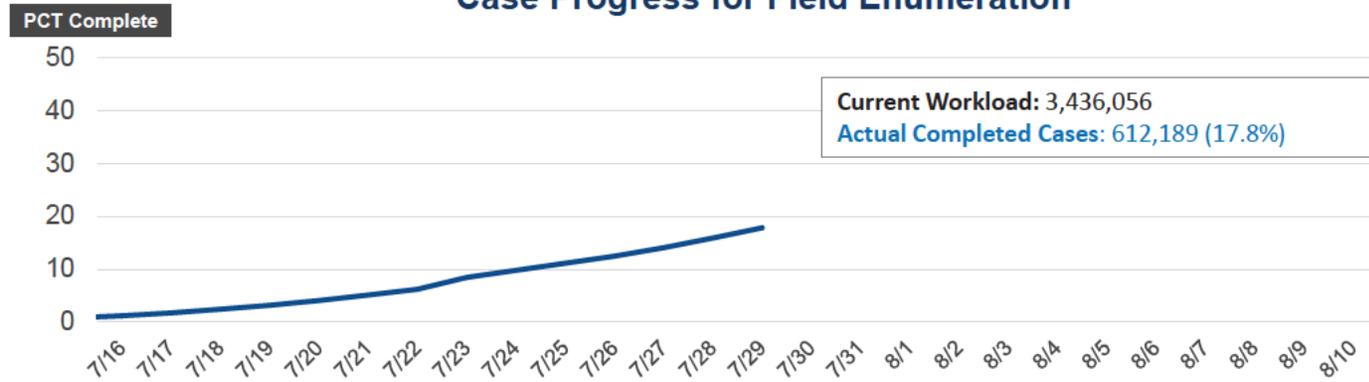
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included: 1A & 1B

**Cases Completed by Self-Response:**  
119,696 (19.6% of completed cases)

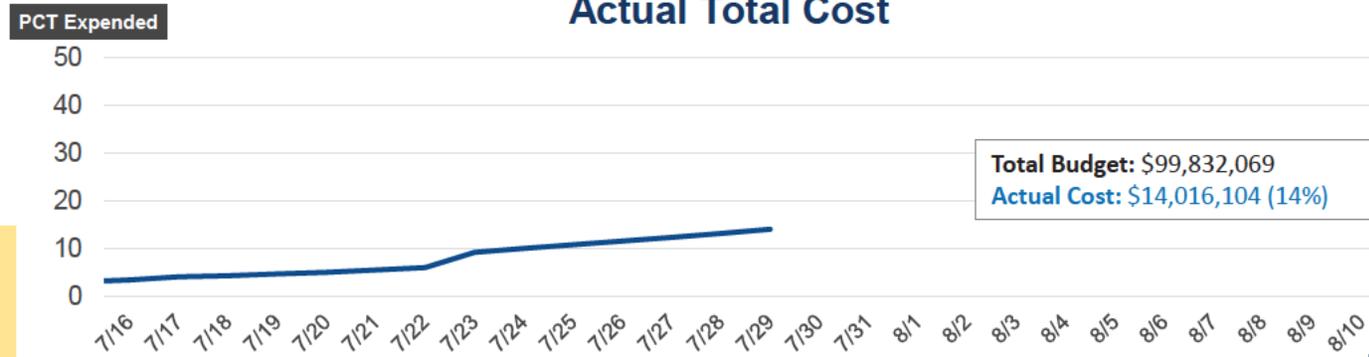
**Remaining Workload:**  
2,823,867 cases

### Case Progress for Field Enumeration



**Current Workload:** 3,436,056  
**Actual Completed Cases:** 612,189 (17.8%)

### Actual Total Cost



**Total Budget:** \$99,832,069  
**Actual Cost:** \$14,016,104 (14%)

# 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	390,000	47,155	12.09%	3.03%	2.91%	0.21%	71,131	18.24%
2390	Beckley, WV	487,273	80,977	16.62%	3.36%	2.37%	0.31%	110,448	22.67%
2581	Kansas City, MO	424,091	66,299	15.63%	3.46%	3.91%	0.45%	99,469	23.45%
2990	New Orleans, LA	179,244	28,756	16.04%	3.15%	3.78%	0.49%	42,061	23.47%
3167	Oklahoma County, OK	264,886	30,561	11.54%	3.40%	2.97%	0.33%	48,308	18.24%
3256	Boise, ID	299,789	68,095	22.71%	4.35%	5.05%	0.37%	97,376	32.48%
<b>Total Cycle 1A</b>		<b>2,045,283</b>	<b>321,843</b>	<b>15.74%</b>	<b>3.45%</b>	<b>3.39%</b>	<b>0.35%</b>	<b>468,793</b>	<b>22.92%</b>

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	437	0 <sup>a</sup>	1 <sup>b</sup>
Percent	100%	0%	0%

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

<sup>a</sup>Five CFS areas are eligible for Phase 2. Four of them are in Boise, ID and one in Kansas City, MO

<sup>b</sup>This CFS area is in Kansas City, MO. Additionally, another CFS area in that ACO is eligible for Closeout.

# NRFU Progress Management

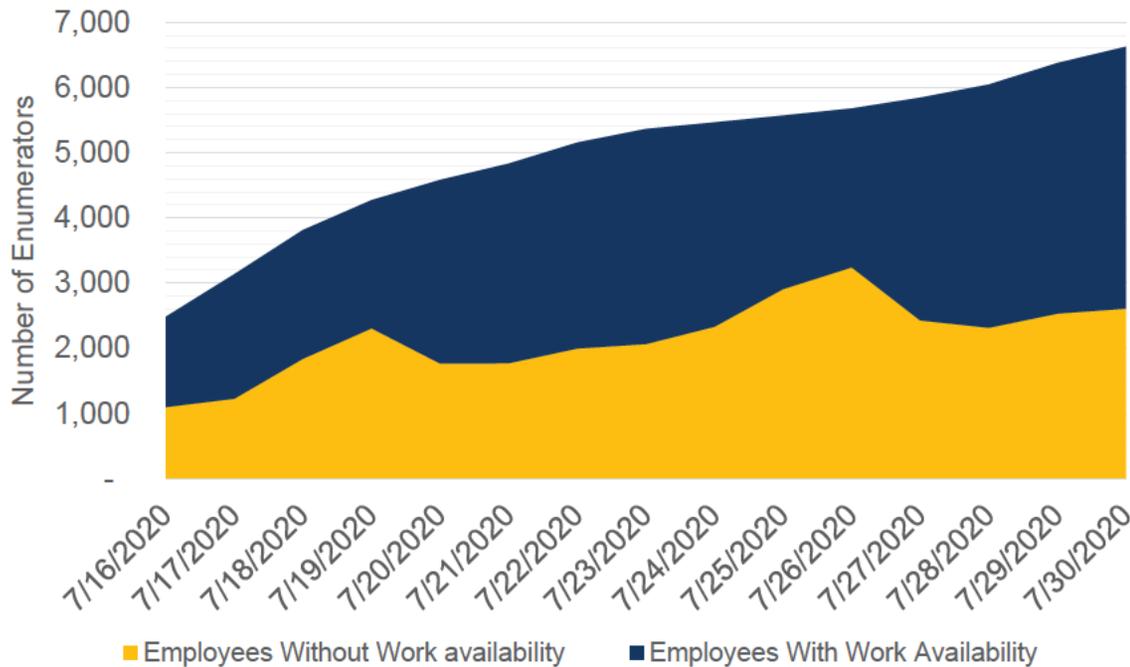
## Enumerator Availability – Soft Launch Cycle 1A\*

Data as of: 07/30/2020

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*	6,624
Employees with Availability	4,013
Employees with an Assignment	3,974

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

Data source – MOJO Hermes HQ Production Progress Report

# Periodic Performance Management Reports

## Enumerator Productivity – Soft Launch Cycle 1A\*

Data as of: 07/29/2020

Source: MOJO

\*Data are aggregated for ACOs in Cycle 1A of the soft launch.

**Status:**

● On Track

**Data current as of:**

July 29, 2020

**Start Date:**

July 16, 2020

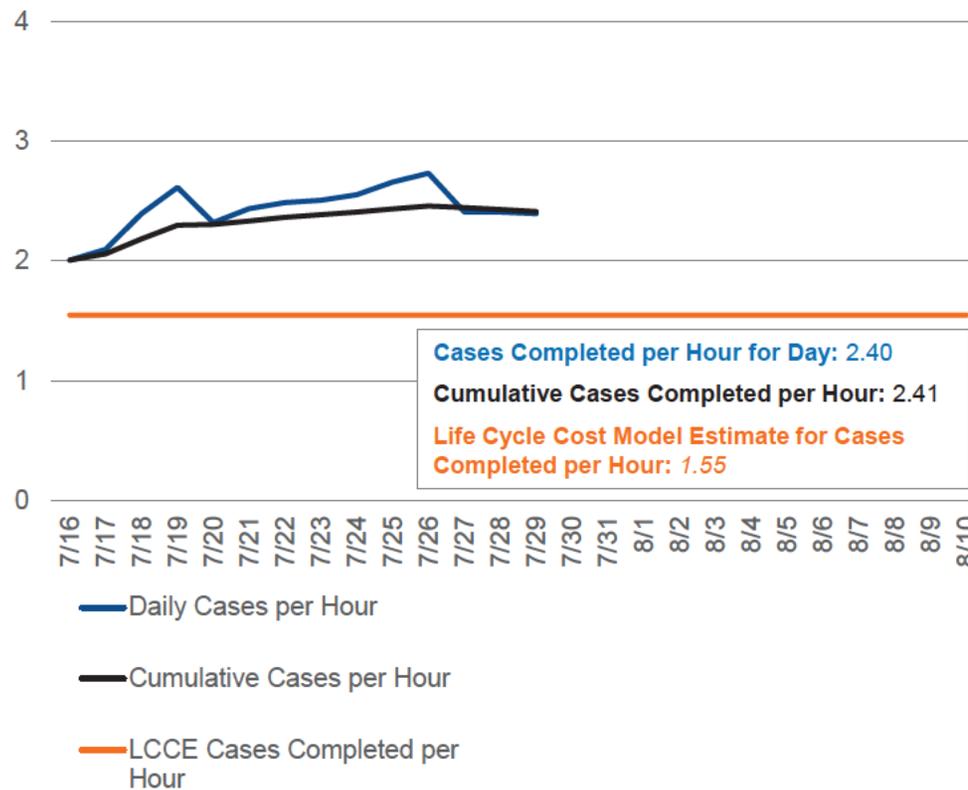
**Completion Date:**

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	2.45
2390	Beckley, WV	2.21
2581	Kansas City, MO	2.89
2990	New Orleans, LA	2.45
3167	Oklahoma County, OK	2.41
3256	Boise, ID	2.24
<b>Cycle 1A</b>		<b>2.41</b>

# 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	221,233	14,850	6.71%	4.89%	2.87%	0.49%	33,092	14.96%
2379	State College, PA	331,499	13,777	4.16%	2.89%	0.85%	0.16%	26,696	8.05%
2384	Crystal City, VA	117,661	9,200	7.82%	4.71%	3.87%	0.71%	20,131	17.11%
2569	Evansville, IN	247,959	6,393	2.58%	3.07%	0.61%	0.28%	16,201	6.53%
3159	Wichita, KS	302,312	17,260	5.71%	2.92%	1.01%	0.32%	30,132	9.97%
3297	Tacoma, WA	170,109	7,282	4.28%	3.99%	1.30%	0.52%	17,144	10.08%
<b>Total Cycle 1B</b>		<b>1,390,773</b>	<b>68,762</b>	<b>4.94%</b>	<b>3.53%</b>	<b>1.47%</b>	<b>0.36%</b>	<b>143,396</b>	<b>10.31%</b>

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

# NRFU Progress Management

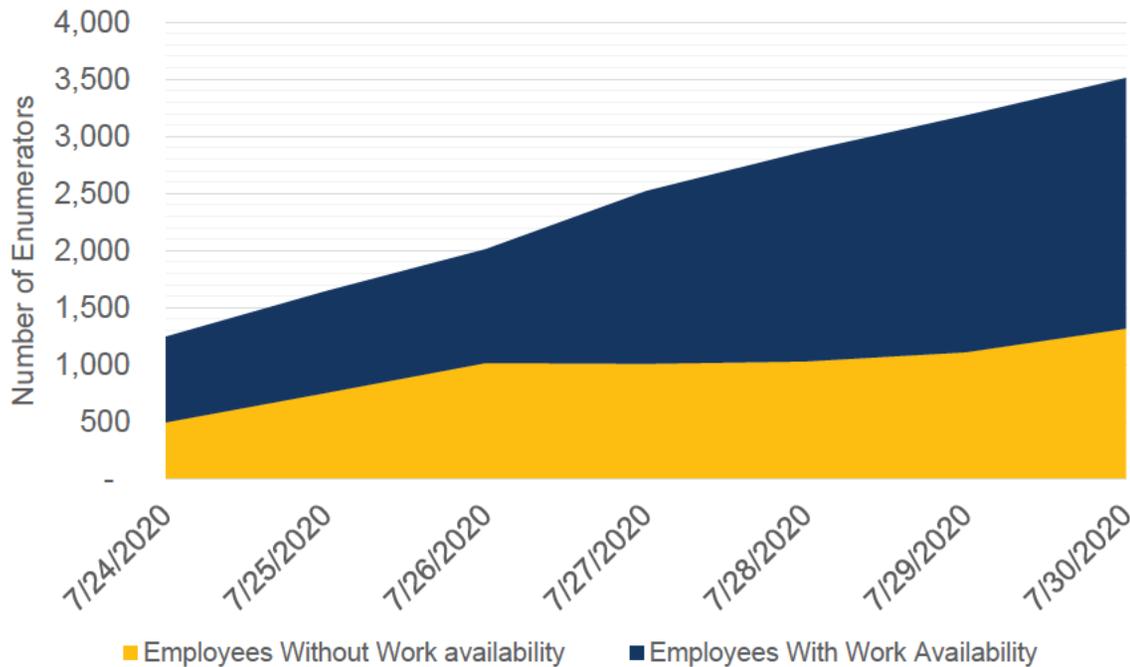
## Enumerator Availability – Soft Launch Cycle 1B\*

Data as of: 07/30/2020

Source: MOJO Hermes

\*Data are aggregated for ACOs in Cycle 1B of the soft launch.

### Active Enumerator and Work Availability



### Production Staff Details

Component	Number
Active Employees* <sup>2</sup>	3,513
Employees with Availability <sup>2</sup>	2,196
Employees with an Assignment <sup>2</sup>	2,155

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

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

# Periodic Performance Management Reports

## Enumerator Productivity – Soft Launch Cycle 1B\*

Data as of: 07/29/2020

Source: MOJO

\*Data are aggregated for ACOs in Cycle 1B of the soft launch.

### Status:

● On Track

### Data current as of:

July 29, 2020

### Start Date:

July 16, 2020

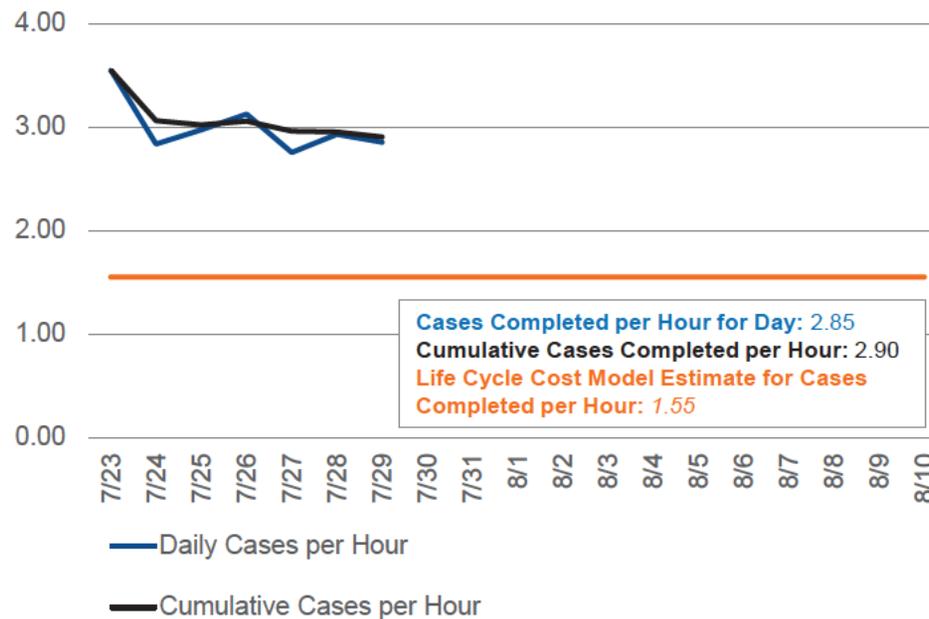
### Completion Date:

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	3.03
2390	State College, PA	2.83
2581	Crystal City, VA	2.84
2990	Evansville, IN	3.37
3167	Wichita, KS	2.90
3256	Tacoma, WA	2.55
<b>Cycle 1B</b>		<b>2.90</b>

# Soft Launch Overview – Cycle 2

As of: 07/29/2020

## 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	233,776
2362	PH	Towson	MD	280,647
2364	PH	Mansfield	OH	251,480
2372	PH	Cranberry Township	PA	324,998
2373	PH	Harrisburg	PA	260,722
2559	CH	Chicago Central	IL	239,239
2560	CH	Chicago Far Southwest	IL	118,766

ACO #	RCC	City	State	NRFU Production Workload*
2561	CH	Chicago South	IL	163,398
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	115,103
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. Cycle 2 Total = 8,200,242

# Soft Launch Overview – Cycle 2

As of: 07/30/2020 

## 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	07/30/20A

## Summary to Date

- i. Enumeration began today.
- ii. Enumerator training is underway.

# Soft Launch Overview – Cycle 3

As of: 07/29/2020

## ACO Locations

ACO #	RCC	City	State	NRFU Production Workload*
2255	NY	New Haven	CT	170,757
2256	NY	Boston	MA	196,710
2257	NY	Lawrence	MA	118,992
2259	NY	Taunton	MA	285,482
2263	NY	Concord	NH	260,273
2265	NY	Dover	NJ	128,874
2266	NY	Edison	NJ	125,904
2268	NY	Nutley	NJ	144,210
2272	NY	Albany	NY	391,999
2273	NY	North Bronx	NY	132,033
2274	NY	South Bronx	NY	133,933
2277	NY	Central Queens	NY	108,246
2280	NY	North Manhattan	NY	175,584
2281	NY	South Manhattan	NY	274,677
2282	NY	Newburgh	NY	240,130
2283	NY	North Brooklyn	NY	180,692
2284	NY	Northeast Queens	NY	118,516
2285	NY	Northwest Queens	NY	119,557
2286	NY	Peekskill	NY	171,453
2287	NY	Rochester	NY	367,216

ACO #	RCC	City	State	NRFU Production Workload*
2288	NY	South Brooklyn	NY	141,442
2289	NY	South Queens	NY	103,410
2290	NY	Staten Island	NY	81,277
2291	NY	Syracuse	NY	360,026
2292	NY	West Brooklyn	NY	146,696
2296	NY	Providence	RI	203,666
2355	PH	Washington DC	DC	168,780
2356	PH	Wilmington	DE	192,753
2371	PH	Allentown	PA	302,476
2374	PH	Norristown	PA	168,433
2375	PH	Philadelphia-Franklin	PA	238,146
2376	PH	Philadelphia-Penn	PA	153,624
2378	PH	Reading	PA	218,603
2385	PH	Fairfax	VA	98,623
2386	PH	Fredericksburg	VA	243,811
2389	PH	Roanoke	VA	331,429
2574	CH	Lansing	MI	343,178
2577	CH	Oakland County	MI	160,297
2579	CH	Minneapolis	MN	146,738

\*Data Source: UTS Executive Overview Report. Data as of 11:59PM Yesterday. Cycle 3 Total = 7,648,646

# Soft Launch Overview – Cycle 3

As of: 07/30/2020 

## Schedule

Activity	Date
Confirm ACO Selection	07/29/20A
CFS Training	07/14/20A – 07/22/20A
Enumerator Training	07/28/20A – 08/08/20
Deploy to Field / Enumeration Start	08/06/20

## Summary to Date

- i. Enumerator training is underway.

# Hiring Process for Field Staff – Soft Launch Summary

Data as of: 07/30/2020  
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	658	584	544	465
Cycle 1B	427	392	399	479	393	384	328
Cycle 2	2,644	2,054	2,272	3,097	2,590	2,380	2,032
Cycle 3	2,832	2,692	2,461	2,787	2,219	2,549	2,178
Full Launch	15,815	14,643	11,338	13,952	11,634	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	9,287	9,641	7,344	11,966	6,622	9,300
Cycle 1B	9,512	9,158	6,833	6,210	3,981	8,465	3,513	6,560
Cycle 2	60,046	51,473	36,391	35,837	7,071	52,201	4,846	40,640
Cycle 3	63,056	61,642	10,397	5,035	286	56,297	548	43,560
Full Launch	352,318	340,439	14,928	8,297	1,344	313,567	1,202	243,960

# 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 were made, active monitoring in progress

# Questions?

Thanks!

# Back Up Slides