

2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 08/03/2020

Presented by

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Census
2020

Pre-decisional - Internal Only - Not for Public Distribution

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
Soft Launch	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	07/23/20A
Cycle 2 Enumeration Start	07/30/20A
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

8 days to NRFU start (08/11)

Periodic Performance Management Reports

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

Data as of: 08/02/2020
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:
August 2, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

Notes:

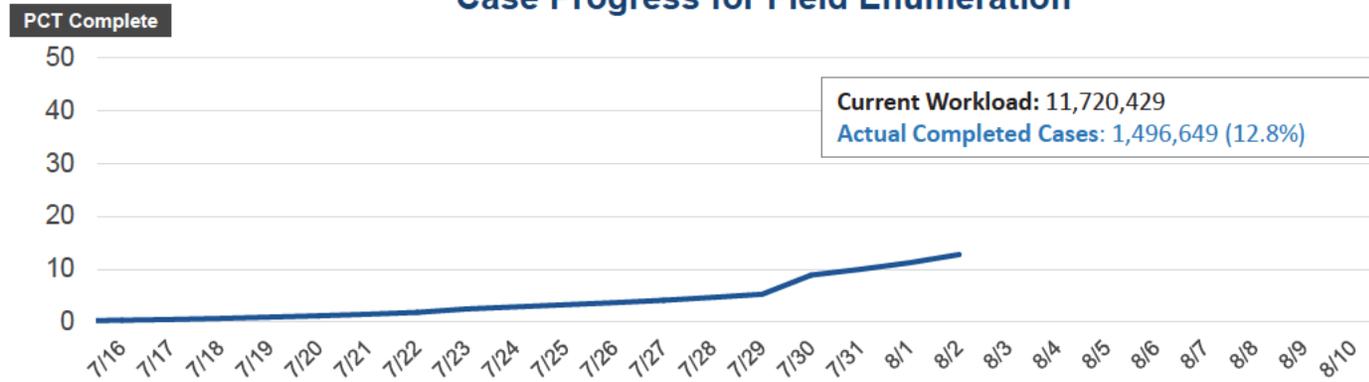
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included:
1A, 1B, & 2

Cases Completed by Self-Response:
482,250 (32.2% of completed cases)

Remaining Workload:
10,223,780 cases

Case Progress for Field Enumeration



Actual Total Cost



NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1A*

Data as of: 08/02/2020
 Source: Unified Tracking System
 *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	391,360	65,586	16.76%	3.66%	4.44%	0.20%	98,083	25.06%
2390	Beckley, WV	488,929	107,763	22.04%	4.29%	4.19%	0.33%	150,819	30.85%
2581	Kansas City, MO	425,932	89,645	21.05%	4.11%	5.77%	0.49%	133,838	31.42%
2990	New Orleans, LA	180,317	41,340	22.93%	3.86%	5.21%	0.54%	58,675	32.54%
3167	Oklahoma County, OK	266,040	41,717	15.68%	4.12%	4.77%	0.42%	66,485	24.99%
3256	Boise, ID	301,801	88,248	29.24%	5.30%	6.41%	0.42%	124,882	41.38%
Total Cycle 1A		2,054,379	434,299	21.14%	4.22%	5.06%	0.38%	632,782	30.80%

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.

Completion Goal: 33.39%

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1A*

Data as of: 08/03/2020

Source: MOJO

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

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	432	4	2	19	2
Percent	94.1%	0.9%	0.4%	4.1%	0.4%

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

Production Staff Details

	Number
Active Employees*	6,893
Employees with Availability	4,100
Employees with an Assignment	3,936

*Active employees includes enumerators that are active in FOCS.

Data source – MOJO Hermes HQ Production Progress Report as of this morning.

Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 1A*

Data as of: 08/02/2020

Source: MOJO

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

Status:

● On Track

Data current as of:

August 2, 2020

Start Date:

July 16, 2020

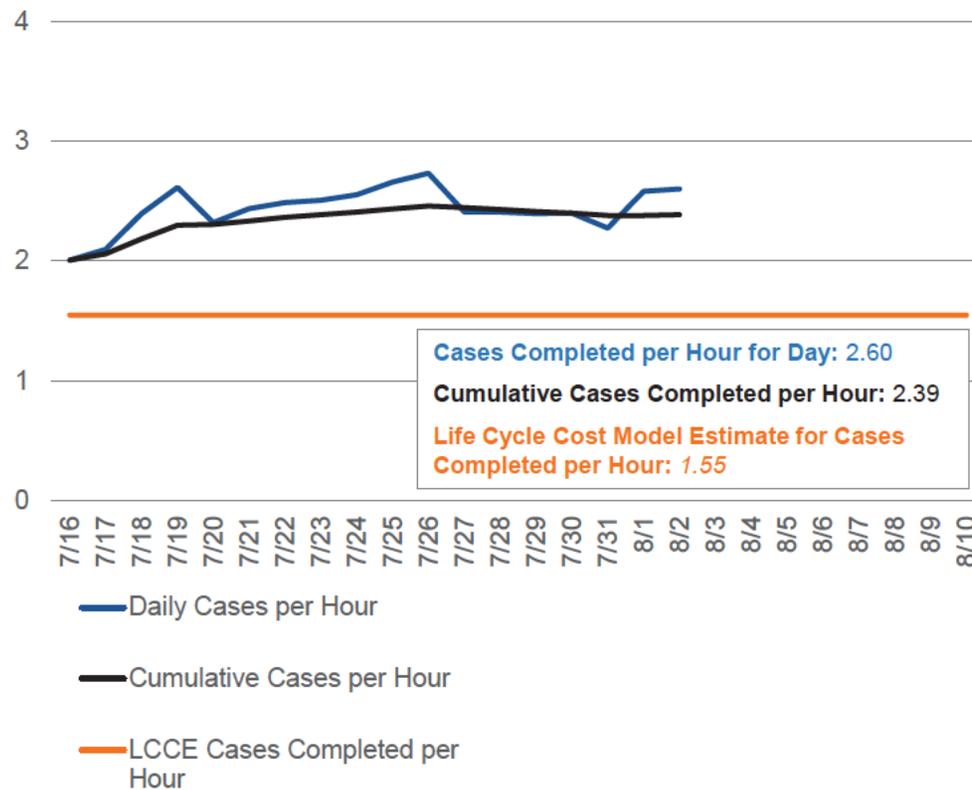
Completion Date:

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	2.19
2581	Kansas City, MO	2.85
2990	New Orleans, LA	2.43
3167	Oklahoma County, OK	2.37
3256	Boise, ID	2.18
Cycle 1A		2.39

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1B*

Data as of: 08/02/2020
 Source: Unified Tracking System
 *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	222,493	28,348	12.74%	5.92%	6.34%	0.50%	56,738	25.50%
2379	State College, PA	332,345	25,530	7.68%	3.47%	2.04%	0.16%	44,377	13.35%
2384	Crystal City, VA	118,546	16,407	13.84%	6.01%	7.33%	0.71%	33,067	27.89%
2569	Evansville, IN	248,994	16,445	6.60%	3.82%	1.85%	0.30%	31,318	12.58%
3159	Wichita, KS	303,488	33,698	11.10%	3.49%	2.79%	0.36%	53,842	17.74%
3297	Tacoma, WA	171,450	15,568	9.08%	5.21%	3.81%	0.52%	31,908	18.61%
Total Cycle 1B		1,397,316	135,996	9.73%	4.36%	3.52%	0.37%	251,250	17.98%

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.

Completion Goal: 18.62%

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1B*

Data as of: 08/03/2020

Source: MOJO

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

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	321	0	0	0	1
Percent	99.7%	0%	0%	0%	0.3%

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

Production Staff Details

	Number
Active Employees*	4,344
Employees with Availability	2,590
Employees with an Assignment	2,555

*Active employees includes enumerators that are active in FOCS.
Data source – MOJO Hermes HQ Production Progress Report as of this morning.

Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 1B*

Data as of: 08/02/2020

Source: MOJO

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

Status:

● On Track

Data current as of:

August 2, 2020

Start Date:

July 16, 2020

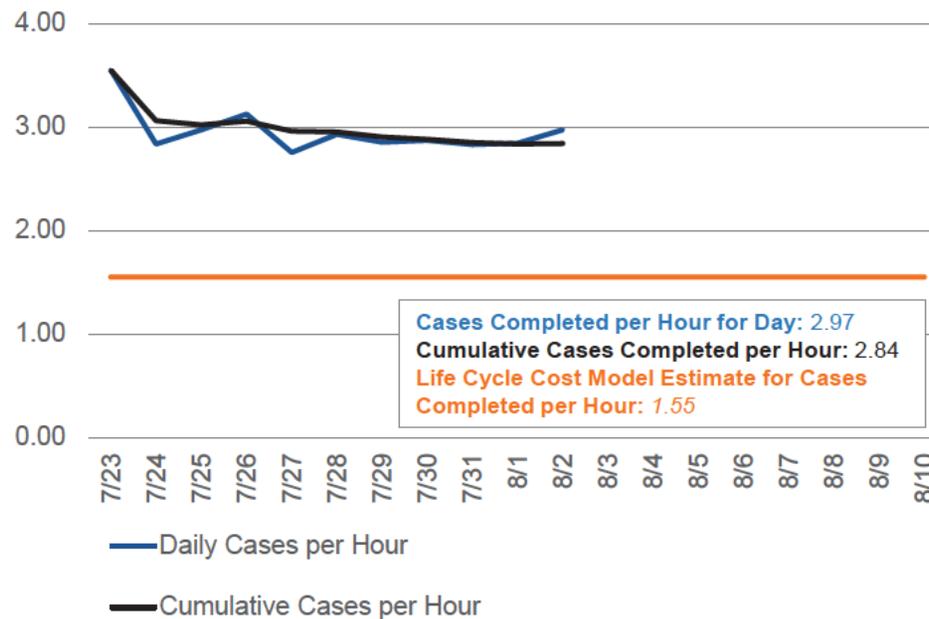
Completion Date:

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	2.94
2390	State College, PA	2.85
2581	Crystal City, VA	2.71
2990	Evansville, IN	3.13
3167	Wichita, KS	2.87
3256	Tacoma, WA	2.52
Cycle 1B		2.84

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 2*

Data as of: 08/02/2020
 Source: Unified Tracking System
 *Data are shown for ACOs in
 Cycle 2 of the soft launch.

Case Completion by ACO – Top and Bottom 5 ACOs based on %Total Cases Completed

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2567	Skokie, IL	117,064	8,678	7.41%	5.16%	4.72%	0.95%	21,357	18.24%
2260	Waltham, MA	217,102	9,085	4.18%	4.42%	2.44%	0.72%	25,539	11.76%
2562	Cook County NW, IL	132,314	5,072	3.83%	4.87%	2.30%	0.65%	15,419	11.65%
3295	Seattle, WA	201,261	8,749	4.35%	4.26%	1.40%	1.35%	22,862	11.36%
2364	Mansfield, OH	253,361	11,718	4.63%	3.92%	2.15%	0.28%	27,796	10.97%
2261	Worcester, MA	272,085	2,123	0.78%	4.09%	0.33%	0.35%	15,097	5.55%
2294	Caguas, PR	408,392	2,136	0.52%	4.43%	0.00%	0.00%	20,218	4.95%
2572	Lake County, IN	302,006	2,885	0.96%	3.47%	0.17%	0.22%	14,552	4.82%
3155	Colorado North, CO	268,391	1,609	0.60%	3.27%	0.11%	0.47%	11,925	4.44%
2566	Peoria, IL	307,420	1,768	0.58%	3.25%	0.09%	0.29%	12,926	4.20%
Total Cycle 2		8,268,734	177,732	2.15%	4.05%	0.82%	0.39%	612,617	7.41%

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.

Completion Goal: 5.24%

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 2*

Data as of: Multiple, see footnotes
 Source: Multiple, see footnotes
 *Data are shown for ACOs in Cycle 2 of the soft launch.

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	2,030	0	0	0	3
Percent	100%	0%	0%	0%	0.1%

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

Production Staff Details

	Number
Active Employees*	19,808
Employees with Availability	12,205
Employees with an Assignment	12,039

*Active employees includes enumerators that are active in FOCS.

Data source – MOJO Hermes HQ Production Progress Report as of this morning

Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 2*

Data as of: 08/02/2020

Source: MOJO

*Data are aggregated for ACOs in Cycle 2 of the soft launch.

Status:

● On Track

Data current as of:

August 1, 2020

Start Date:

July 16, 2020

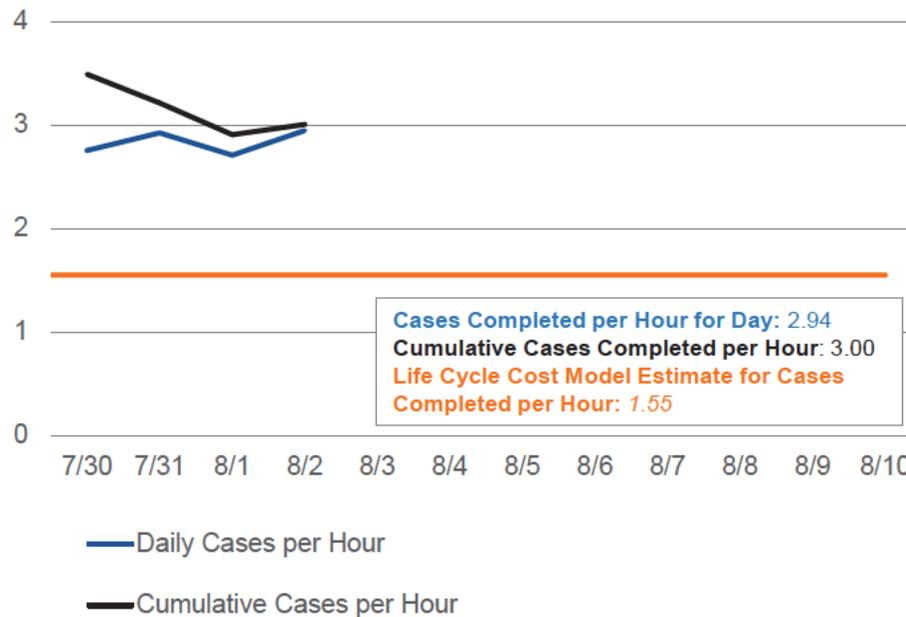
Completion Date:

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



Top and Bottom 5 ACOs

ACO #	ACO Name	Cumulative Cases Completed Per Hour
2276	Buffalo, NY	3.88
2373	Harrisburg, PA	3.74
2258	Quincy, MA	3.69
2571	Indianapolis, IN	3.68
2364	Mansfield, OH	3.61
2295	Mayaguez, PR	2.50
2561	Chicago South, IL	2.44
2562	Cook County NW, IL	2.39
2293	Guaynabo, PR	2.36
3255	Honolulu, HI	2.22
Cycle 2		3.00

Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/3/2020
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	424	671	585	544	465
Cycle 1B	427	392	400	492	399	384	328
Cycle 2	2,644	2,054	2,312	3160	2,614	2,380	2,032
Cycle 3	2,832	2692	2470	2826	2292	2549	2178
Full Launch	13,038	12003	11403	14107	12122	11,732	10,020

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	9,814	10,160	7,785	11,966	6,893	9,300
Cycle 1B	9,512	9,158	7,188	6,788	4,763	8,465	4,344	6,560
Cycle 2	60,046	51,473	38,637	39,388	20,097	52,201	19,808	40,640
Cycle 3	62,215	60,893	26,503	18,404	7,643	55,644	6,411	42,980
Full Launch	360,631	340,120	122,696	79,345	24,683	319,459	23,798	248,780



2020 NRFU Production System Updates

Open Incidents

- INC000000750821 - Syncing delay between eBOCAS and dBOCAS – Adjustments were made, monitoring in progress
- INC000000629879 - Workspace One Slowness – Adjustments were made, monitoring in progress

Questions?

Thanks!

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