

2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 08/04/2020

Presented by

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United States[®]
Census
2020

Pre-decisional - Internal Only - Not for Public Distribution

Agenda

Status Legend

Complete	On Track	Management Focus	Requires Attention
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- Milestone Schedule
- Soft Launch Overview
 - Expected Workload
 - Schedule
 - Summary
 - Staffing
- Production System Update

Milestone Schedule

As of: 08/04/2020 

Activity	Date
Soft Launch	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	07/23/20A
Cycle 2 Enumeration Start	07/30/20A
Cycle 3 Enumeration Start	08/03/20A
Full Launch	
NRFU Begins	08/11/20
NRFU RI Begins	08/12/20
NRFU Production Ends	09/30/20
NRFU Re-interview Ends	TBD

NRFU Countdown
7 days to NRFU start (08/11)

Periodic Performance Management Reports

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

Data as of: 08/03/2020
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 3, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

Notes:

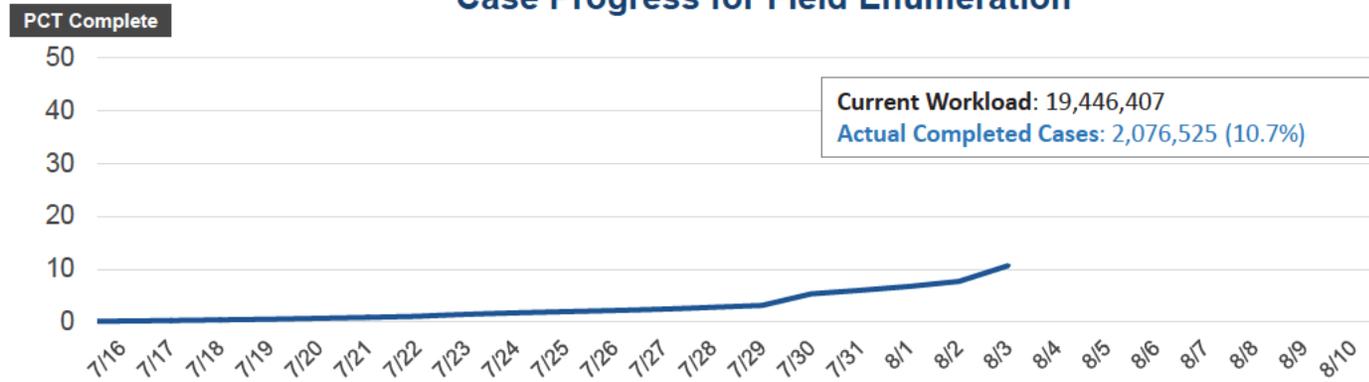
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Soft Launch Cycles included:
1A, 1B, 2, & 3

Cases Completed by Self-Response:
800,690 (59.8% of completed cases)

Remaining Workload:
17,369,882 cases

Case Progress for Field Enumeration



Actual Total Cost



NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1A*

Data as of: 08/03/2020
 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	391,614	71,064	18.15%	3.84%	4.75%	0.20%	105,510	26.94%
2390	Beckley, WV	489,326	116,837	23.88%	4.45%	4.47%	0.36%	162,274	33.16%
2581	Kansas City, MO	426,124	96,600	22.67%	4.26%	6.34%	0.50%	143,883	33.77%
2990	New Orleans, LA	180,555	44,419	24.60%	4.01%	5.62%	0.54%	62,786	34.77%
3167	Oklahoma County, OK	266,194	44,695	16.79%	4.24%	5.12%	0.45%	70,831	26.61%
3256	Boise, ID	302,054	94,260	31.21%	5.46%	6.72%	0.44%	132,374	43.82%
Total Cycle 1A		2,055,867	467,875	22.76%	4.38%	5.43%	0.40%	677,658	32.96%

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: 34.69%

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1A*

Data as of: 08/04/2020
 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	415	21	2	24	2
Percent	89.4%	4.5%	0.4%	5.2%	0.4%

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

Production Staff Details

	Number
Active Employees*	6,881
Employees with Availability	4,275
Employees with an Assignment	3,703

*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: 08/03/2020

Source: MOJO

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

Status:

● On Track

Data current as of:

August 3, 2020

Start Date:

July 16, 2020

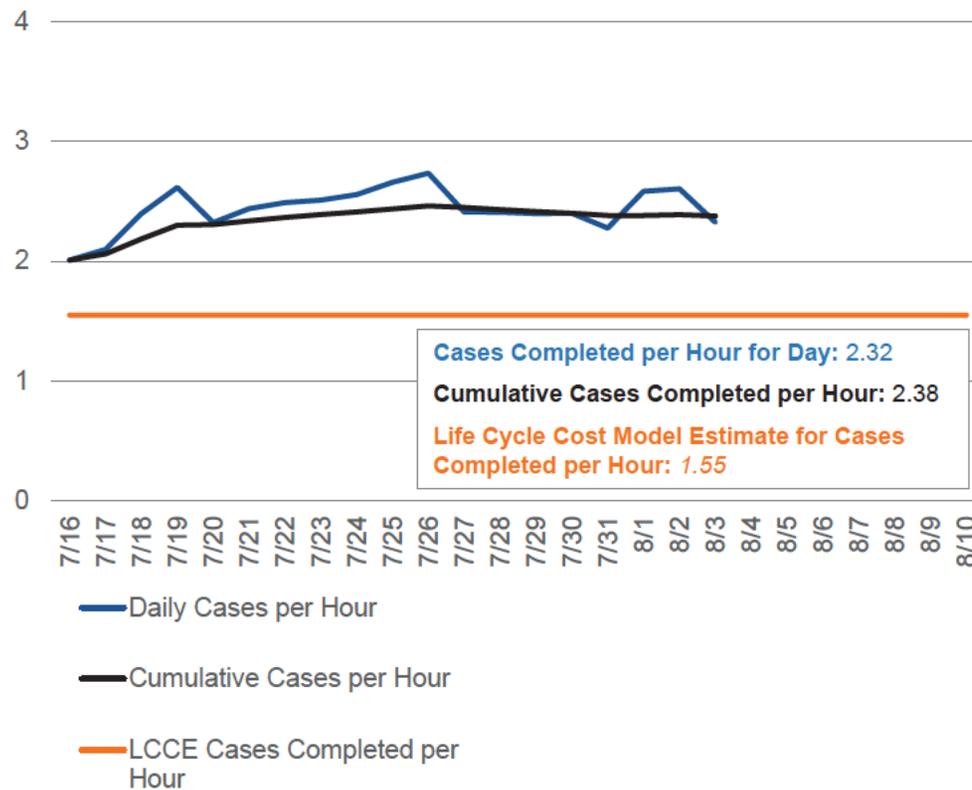
Completion Date:

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	2.18
2581	Kansas City, MO	2.84
2990	New Orleans, LA	2.42
3167	Oklahoma County, OK	2.38
3256	Boise, ID	2.16
Cycle 1A		2.38

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1B*

Data as of: 08/03/2020
 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	222,585	31,747	14.26%	6.21%	6.91%	0.50%	62,050	27.88%
2379	State College, PA	332,436	29,462	8.86%	3.64%	2.35%	0.16%	49,931	15.02%
2384	Crystal City, VA	118,580	17,727	14.95%	6.39%	7.78%	0.71%	35,367	29.83%
2569	Evansville, IN	249,075	19,703	7.91%	3.94%	2.24%	0.31%	35,863	14.40%
3159	Wichita, KS	303,581	38,991	12.84%	3.62%	3.37%	0.36%	61,288	20.19%
3297	Tacoma, WA	171,521	18,382	10.72%	5.46%	4.46%	0.53%	36,310	21.17%
Total Cycle 1B		1,397,778	156,012	11.16%	4.56%	4.00%	0.38%	280,809	20.09%

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: 19.93%

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1B*

Data as of: 08/04/2020
 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*	4,521
Employees with Availability	2,550
Employees with an Assignment	2,503

*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: 08/03/2020

Source: MOJO

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

Status:

● On Track

Data current as of:

August 3, 2020

Start Date:

July 16, 2020

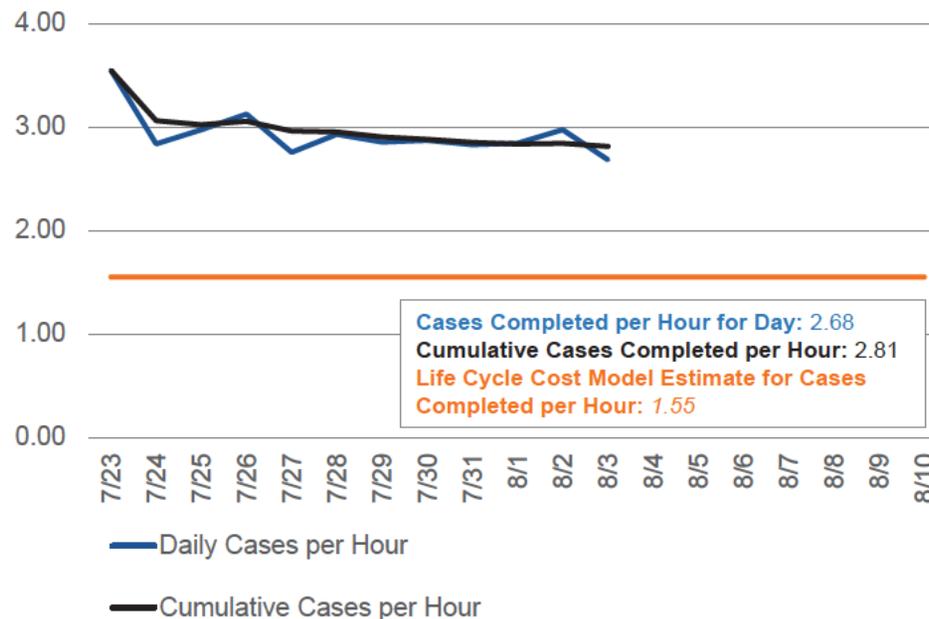
Completion Date:

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	2.90
2390	State College, PA	2.83
2581	Crystal City, VA	2.68
2990	Evansville, IN	3.05
3167	Wichita, KS	2.88
3256	Tacoma, WA	2.49
Cycle 1B		2.81

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 2*

Data as of: 08/03/2020
 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	117,161	10,945	9.34%	5.41%	5.82%	0.95%	25,214	21.52%
2260	Waltham, MA	217,242	13,220	6.09%	4.75%	3.67%	0.72%	33,081	15.23%
2562	Cook County NW, IL	132,439	7,648	5.77%	5.15%	3.53%	0.66%	20,025	15.12%
3295	Seattle, WA	201,414	12,847	6.38%	4.51%	2.43%	1.35%	29,545	14.67%
2364	Mansfield, OH	253,468	15,941	6.29%	4.20%	2.91%	0.28%	34,673	13.68%
2261	Worcester, MA	272,192	4,387	1.61%	4.26%	0.75%	0.35%	18,987	6.98%
2572	Lake County, IN	302,120	5,465	1.81%	3.55%	0.41%	0.22%	18,105	5.99%
2294	Caguas, PR	408,596	5,766	1.41%	4.56%	0.00%	0.00%	24,408	5.97%
3155	Colorado North, CO	268,443	2,670	0.99%	3.35%	0.21%	0.47%	13,487	5.02%
2566	Peoria, IL	307,479	3,385	1.10%	3.31%	0.22%	0.29%	15,147	4.93%
Total Cycle 2		8,272,112	272,022	3.29%	4.23%	1.24%	0.39%	756,802	9.15%

Completion Goal: 7.15%

Case Completion by Region

Region	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
New York	2,401,661	61,803	2.57%	4.70%	0.77%	0.21%	198,272	8.26%
Philadelphia	1,621,254	65,312	4.03%	4.23%	1.96%	0.28%	170,202	10.50%
Chicago	2,451,248	76,388	3.12%	4.10%	1.30%	0.40%	218,539	8.92%
Dallas	831,811	18,920	2.27%	3.53%	0.84%	0.68%	60,894	7.32%
Los Angeles	966,138	49,599	5.13%	3.98%	1.43%	0.74%	108,895	11.27%
Total	8,272,112	272,022	3.29%	4.23%	1.24%	0.39%	756,802	9.15%

Completion Goal: 7.15%

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.

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 2*

Data as of: 08/04/2020
 Source: MOJO
 *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*	22,931
Employees with Availability	14,120
Employees with an Assignment	13,839

*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: 08/03/2020

Source: MOJO

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

Status:

● On Track

Data current as of:

August 3, 2020

Start Date:

July 16, 2020

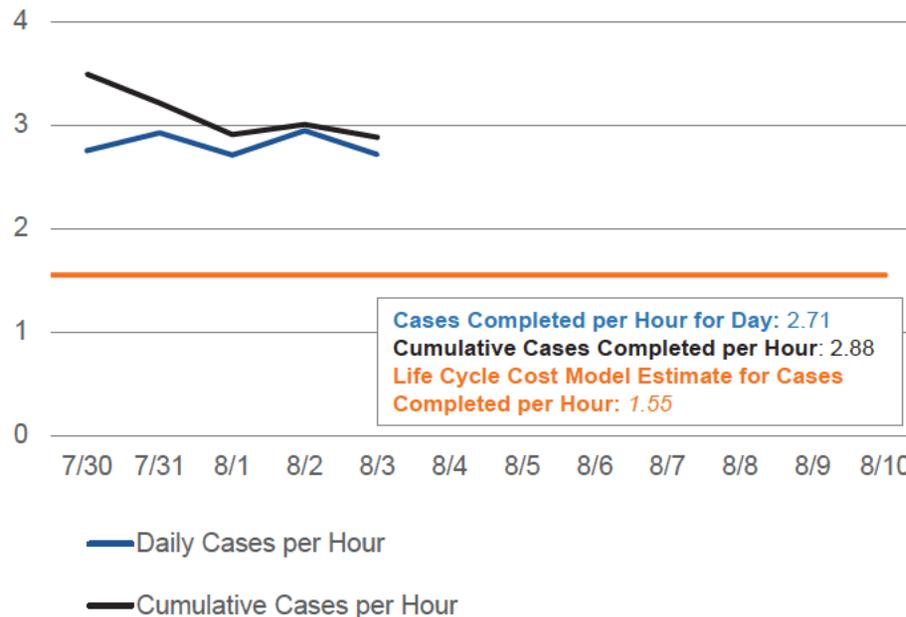
Completion Date:

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
2258	Quincy, MA	3.70
2276	Buffalo, NY	3.70
3157	Denver, CO	3.63
2373	Harrisburg, PA	3.60
2364	Mansfield, OH	3.51
2293	Guaynabo, PR	2.31
2295	Mayaguez, PR	2.28
2561	Chicago South, IL	2.27
2294	Caguas, PR	2.11
3255	Honolulu, HI	1.98
Cycle 2		2.88

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 3*

Data as of: 08/03/2020
 Source: Unified Tracking System
 *Data are shown for ACOs in
 Cycle 3 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
2385	Fairfax, VA	100,038	2,952	2.95%	5.89%	1.99%	0.52%	11,368	11.36%
2280	North Manhattan, NY	180,395	-	0.00%	5.26%	0.00%	2.36%	13,750	7.62%
2277	Central Queens, NY	110,203	387	0.35%	5.66%	0.20%	1.27%	8,241	7.48%
2274	South Bronx, NY	138,612	-	0.00%	4.53%	0.00%	2.70%	10,017	7.23%
2374	Norristown, PA	169,749	1,363	0.80%	4.57%	0.63%	0.40%	10,859	6.40%
2259	Taunton, MA	286,836	-	0.00%	3.12%	0.00%	0.25%	9,683	3.38%
2389	Roanoke, VA	332,726	966	0.29%	2.79%	0.04%	0.20%	11,040	3.32%
2287	Rochester, NY	368,715	-	0.00%	2.95%	0.00%	0.24%	11,769	3.19%
2272	Albany, NY	393,419	-	0.00%	2.94%	0.00%	0.20%	12,369	3.14%
2375	Philadelphia-Franklin, PA	239,740	192	0.08%	2.45%	0.09%	0.42%	7,278	3.04%
Total Cycle 3		7,720,650	12,238	0.16%	3.85%	0.09%	0.58%	361,256	4.68%

Completion Goal: 0.99%

Case Completion by Region

Region	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
New York	4,933,297	852	0.02%	3.97%	0.01%	0.70%	231,564	4.69%
Philadelphia	2,131,267	11,386	0.53%	3.53%	0.29%	0.32%	99,692	4.68%
Chicago	656,086	-	0.00%	4.00%	0.01%	0.56%	30,000	4.57%
Total Cycle 3	7,720,650	12,238	0.16%	3.85%	0.09%	0.58%	361,256	4.68%

Completion Goal: 0.99%

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.

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 3*

Data as of: 08/04/2020
 Source: MOJO
 *Data are shown for ACOs in Cycle 3 of the soft launch.

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	1,800	0	0	0	0
Percent	100%	0%	0%	0%	0%

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

Production Staff Details

	Number
Active Employees*	2,686
Employees with Availability	976
Employees with an Assignment	938

*Active employees includes enumerators that are active in FOCS.

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

Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/04/2020
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	6,881	9,300
Cycle 1B	9,512	9,158	7,188	6,788	4,763	8,465	4,521	6,560
Cycle 2	60,046	51,473	38,637	39,388	20,097	52,201	22,931	40,640
Cycle 3	62,215	60,893	26,503	18,404	7,643	55,644	2,686	42,980
Full Launch	360,631	340,120	122,696	79,345	24,683	319,459	5,822	248,780

2020 NRFU Production System Updates

Open Incidents

- INC000000795941 - FDC PROD and TRN experiencing AJAX errors – individual tickets are resolved; team is investigating the root cause.
- INC000000794995 - Decennial Field IT staff as well as the DSC has reported slowness when attempting to perform actions within Decennial Remedy. Team investigating and making changes to help with the performance.
- INC000000794119 - The optimizer crashes when there is more than 9 cfs designated staff – fix going to prod on 8/4
- INC000000750821 - Syncing delay between eBOCAS and dBOCAS (impacting password changes)– Adjustments were made, monitoring in progress
- INC000000629879 - Workspace One Slowness – Adjustments were made, monitoring in progress

Questions?

Thanks!

Back Up Slides

Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

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Status:

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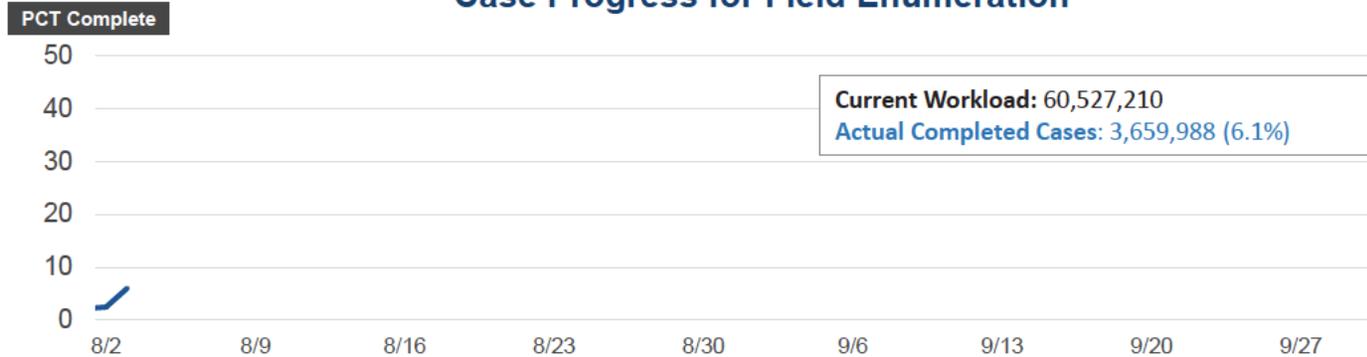
Completion Date:
October 31, 2020

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

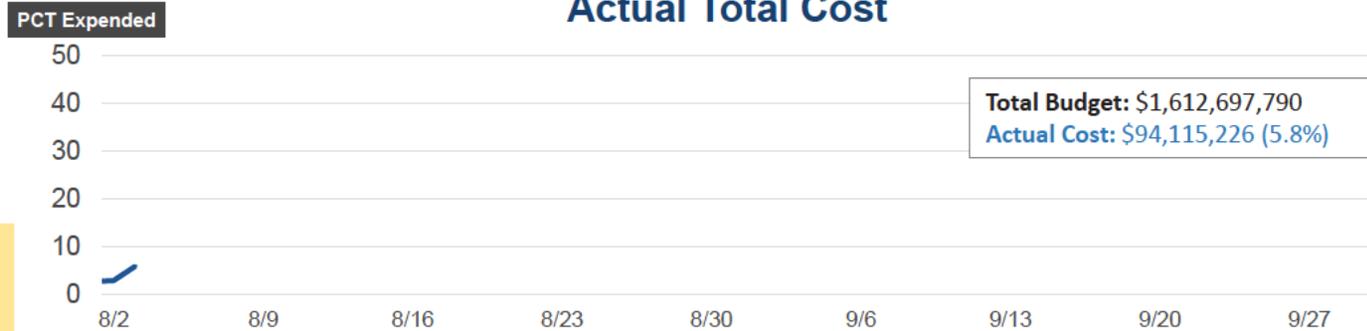
Cases Completed by Self-Response:
2,188,081 (59.8% of completed cases)

Remaining Workload:
56,867,222 cases

Case Progress for Field Enumeration



Actual Total Cost



NRFU Progress Management

Executive Overview of Progress

Data as of: 08/03/2020
Source: Unified Tracking System

Case Completion by Region

Region	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
New York	9,539,308	165,466	1.73%	4.17%	0.56%	0.50%	664,198	6.96%
Philadelphia	9,355,176	242,290	2.59%	3.60%	0.83%	0.30%	685,270	7.33%
Chicago	8,746,850	192,691	2.20%	3.53%	0.74%	0.38%	599,177	6.85%
Dallas	11,198,950	109,619	0.98%	3.55%	0.29%	0.41%	586,288	5.24%
Los Angeles	9,059,710	178,503	1.97%	3.97%	0.50%	0.58%	636,618	7.03%
Atlanta	12,627,216	44,420	0.35%	3.06%	0.09%	0.36%	488,437	3.87%
Total	60,527,210	932,989	1.54%	3.62%	0.47%	0.42%	3,659,988	6.05%

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.

NRFU Progress Management

Executive Overview of Progress

Data as of: 08/04/2020
Source: MOJO



NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	13,367	21	2	24	9
Percent	99.6%	0.2%	0%	0.2%	0%

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

Production Staff Details

	Number
Active Employees*	36,481
Employees with Availability	21,248
Employees with an Assignment	20,698

*Active employees includes enumerators that are active in FOCS.

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