

# 2020 Census Nonresponse Followup Readiness

## Operational Delivery 10.0

Date: 08/05/2020

Presented by

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SMEs: Letitia Jones, Tammy Adams, Donna Scheleur

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2020

Pre-decisional - Internal Only - Not for Public Distribution

# Agenda

## Status Legend



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

# Milestone Schedule

As of: 08/05/2020 

Activity	Date
<b>Soft Launch</b>	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	07/23/20A
Cycle 2 Enumeration Start	07/30/20A
Cycle 3 Enumeration Start	08/06/20A
<b>Full Launch</b>	
NRFU Begins	08/09/20
NRFU RI Begins	08/10/20
NRFU Production Ends	09/30/20
NRFU Re-interview Ends	09/30/20

## NRFU Countdown

4 days to NRFU start (08/09)

# Periodic Performance Management Reports

## 2020 Census: Nonresponse Followup Progress and Cost\*

Data as of: 08/04/2020  
Source: Unified Tracking System

\*Data are aggregated for all ACOs regardless of soft launch cycle.

**Status:**

● On Track

**Data current as of:**  
August 4, 2020

**Start Date:**  
July 16, 2020

**Completion Date:**  
September 30, 2020

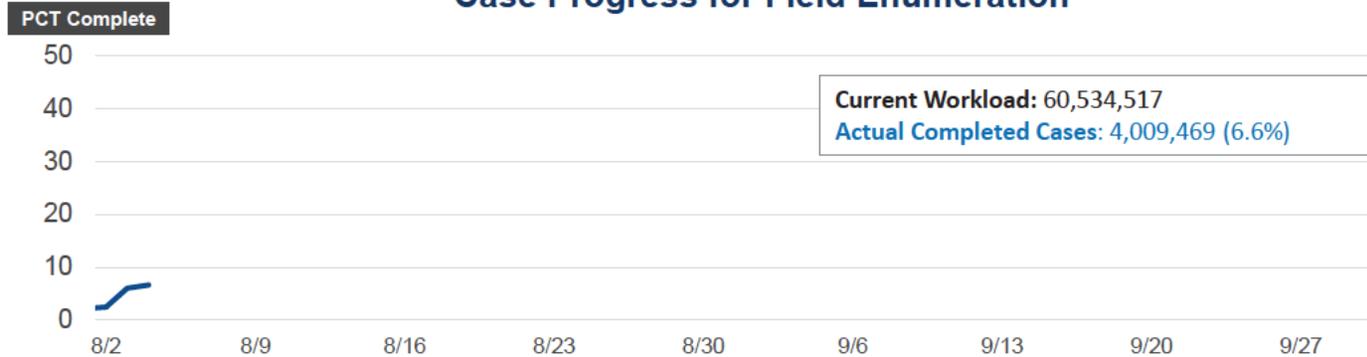
**Notes:**  
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

**Cases Completed by Self-Response:**  
2,293,369 (57.2% of completed cases)

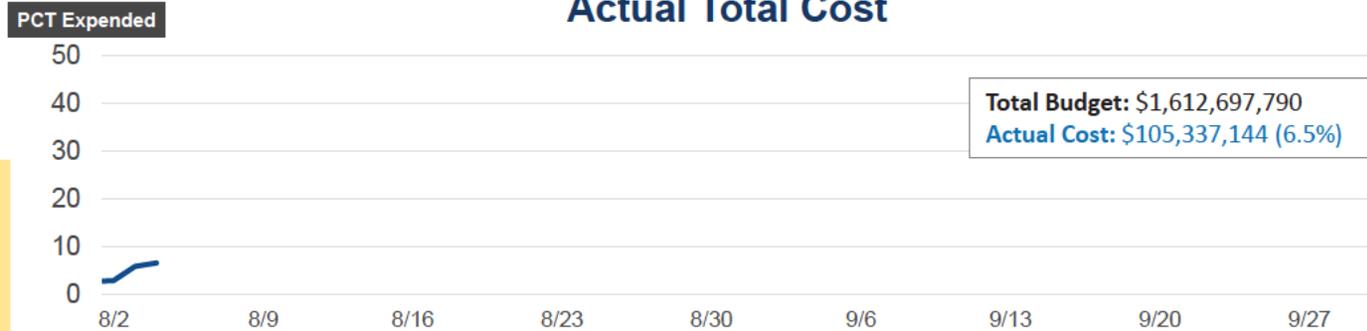
**Remaining Workload:**  
56,525,048 cases

**Active ACOs:** 164 out of 248

### Case Progress for Field Enumeration



### Actual Total Cost



# NRFU Progress Management

## Executive Overview of Progress – Soft Launch Cycle 1A\*

Data as of: 08/04/2020  
 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	391,901	76,936	19.63%	4.07%	5.08%	0.20%	113,576	28.98%
2390	Beckley, WV	489,871	126,430	25.81%	4.72%	4.77%	0.36%	174,663	35.65%
2581	Kansas City, MO	426,363	103,820	24.35%	4.47%	6.84%	0.50%	154,153	36.16%
2990	New Orleans, LA	180,721	47,823	26.46%	4.19%	5.85%	0.55%	66,972	37.06%
3167	Oklahoma County, OK	266,383	47,941	18.00%	4.43%	5.33%	0.48%	75,192	28.23%
3256	Boise, ID	302,307	98,742	32.66%	5.71%	7.04%	0.47%	138,696	45.88%
<b>Total Cycle 1A</b>		<b>2,057,546</b>	<b>501,692</b>	<b>24.38%</b>	<b>4.60%</b>	<b>5.76%</b>	<b>0.41%</b>	<b>723,252</b>	<b>35.15%</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.

**Completion Goal: 43.74%**

# NRFU Progress Management

## Executive Overview of Progress – Soft Launch Cycle 1A\*

Data as of: 08/05/2020

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	413	23	2	29	2
Percent	88.1%	4.9%	0.4%	6.2%	0.4%

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

### Production Staff Details

	Number
Active Employees*	6,964
Employees with Availability	4,397
Employees with an Assignment	4,245

\*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: 08/04/2020

Source: MOJO

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

**Status:**

● On Track

**Data current as of:**

August 4, 2020

**Start Date:**

July 16, 2020

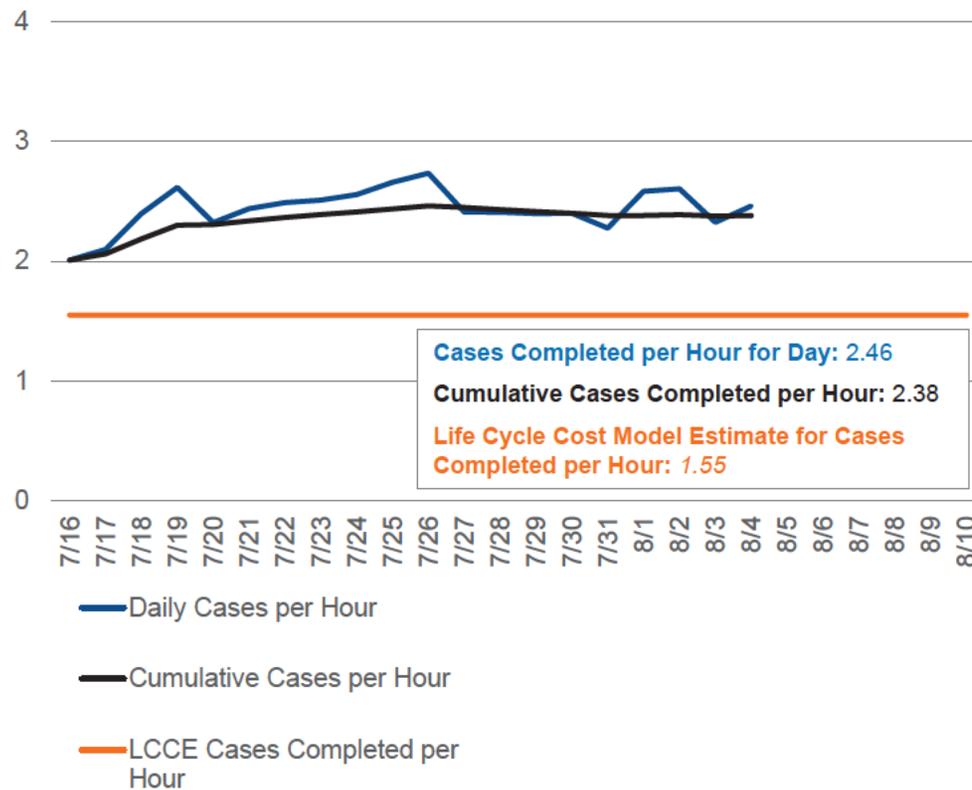
**Completion Date:**

September 30, 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	2.83
2990	New Orleans, LA	2.40
3167	Oklahoma County, OK	2.36
3256	Boise, ID	2.16
<b>Cycle 1A</b>		<b>2.38</b>

# NRFU Progress Management

## Executive Overview of Progress – Soft Launch Cycle 1B\*

Data as of: 08/04/2020  
 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	222,647	33,005	14.82%	6.41%	7.08%	0.50%	64,147	28.81%
2379	State College, PA	332,546	33,287	10.01%	3.88%	2.63%	0.16%	55,497	16.69%
2384	Crystal City, VA	118,621	19,229	16.21%	6.77%	8.23%	0.71%	37,853	31.91%
2569	Evansville, IN	249,157	23,605	9.47%	4.16%	2.72%	0.31%	41,504	16.66%
3159	Wichita, KS	303,714	43,957	14.47%	3.81%	3.82%	0.38%	68,294	22.49%
3297	Tacoma, WA	171,620	21,153	12.33%	5.89%	5.02%	0.53%	40,785	23.76%
<b>Total Cycle 1B</b>		<b>1,398,305</b>	<b>174,236</b>	<b>12.46%</b>	<b>4.81%</b>	<b>4.38%</b>	<b>0.38%</b>	<b>308,080</b>	<b>22.03%</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.

**Completion Goal: 26.28%**

# NRFU Progress Management

## Executive Overview of Progress – Soft Launch Cycle 1B\*

Data as of: 08/05/2020  
 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*	4,704
Employees with Availability	2,887
Employees with an Assignment	2,821

\*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: 08/04/2020

Source: MOJO

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

**Status:**

● On Track

**Data current as of:**

August 4, 2020

**Start Date:**

July 23, 2020

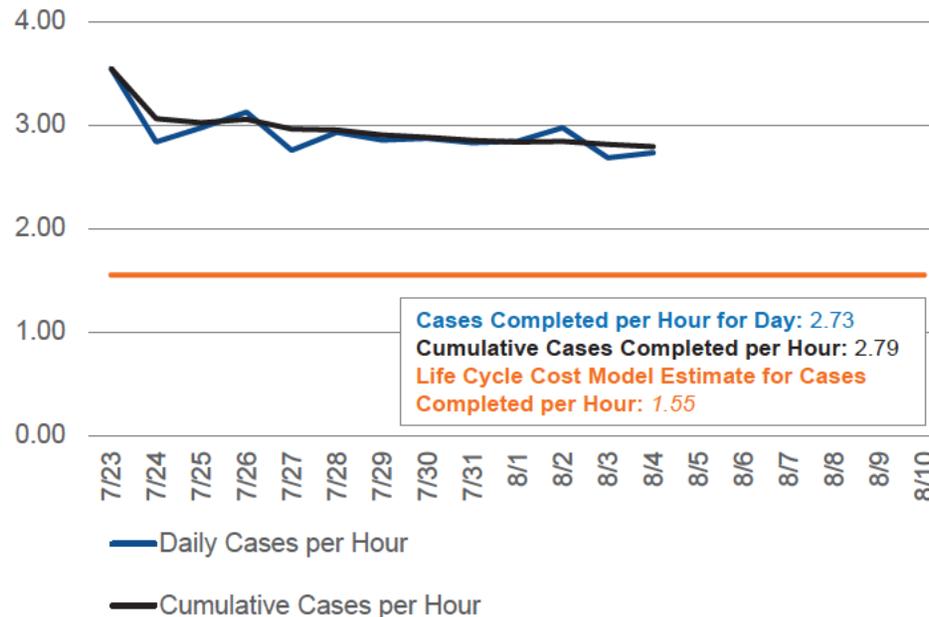
**Completion Date:**

September 30, 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	2.87
2390	State College, PA	2.84
2581	Crystal City, VA	2.66
2990	Evansville, IN	3.03
3167	Wichita, KS	2.86
3256	Tacoma, WA	2.44
<b>Cycle 1B</b>		<b>2.79</b>

# NRFU Progress Management

## Executive Overview of Progress – Soft Launch Cycle 2\*

Data as of: 08/04/2020  
 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	117,233	13,528	#####	5.83%	7.02%	0.95%	29,693	25.33%
2562	Cook County NW, IL	132,528	10,461	7.89%	5.60%	5.16%	0.67%	25,614	19.33%
3295	Seattle, WA	201,536	17,328	8.60%	4.90%	3.67%	1.35%	37,331	18.52%
2260	Waltham, MA	217,406	16,974	7.81%	5.07%	4.42%	0.72%	39,170	18.02%
2364	Mansfield, OH	253,568	20,457	8.07%	4.50%	3.69%	0.28%	41,919	16.53%
2294	Caguas, PR	408,874	11,460	2.80%	5.15%	0.00%	0.00%	32,535	7.96%
2261	Worcester, MA	272,276	5,744	2.11%	4.49%	0.97%	0.35%	21,573	7.92%
2572	Lake County, IN	302,240	8,694	2.88%	3.71%	0.77%	0.22%	22,876	7.57%
2566	Peoria, IL	307,566	5,666	1.84%	3.43%	0.41%	0.29%	18,375	5.97%
3155	Colorado North, CO	268,509	4,348	1.62%	3.48%	0.38%	0.47%	15,985	5.95%
<b>Total</b>		<b>8,275,773</b>	<b>377,616</b>	<b>4.56%</b>	<b>4.54%</b>	<b>1.70%</b>	<b>0.39%</b>	<b>925,687</b>	<b>11.19%</b>

Completion Goal: 11.10%

### 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	2,402,913	92,230	3.84%	5.15%	0.94%	0.21%	243,629	10.14%
Philadelphia	1,621,768	83,725	5.16%	4.50%	2.48%	0.28%	201,424	12.42%
Chicago	2,452,306	107,237	4.37%	4.33%	1.90%	0.40%	269,707	11.00%
Dallas	832,100	26,711	3.21%	3.71%	1.26%	0.68%	73,743	8.86%
Los Angeles	966,686	67,713	7.00%	4.32%	2.13%	0.74%	137,184	14.19%
<b>Total</b>	<b>8,275,773</b>	<b>377,616</b>	<b>4.56%</b>	<b>4.54%</b>	<b>1.70%</b>	<b>0.39%</b>	<b>925,687</b>	<b>11.19%</b>

Completion Goal: 11.10%

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: 08/05/2020  
 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*	25,605
Employees with Availability	16,533
Employees with an Assignment	16,195

\*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: 08/04/2020

Source: MOJO

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

**Status:**

● On Track

**Data current as of:**

August 4, 2020

**Start Date:**

July 30, 2020

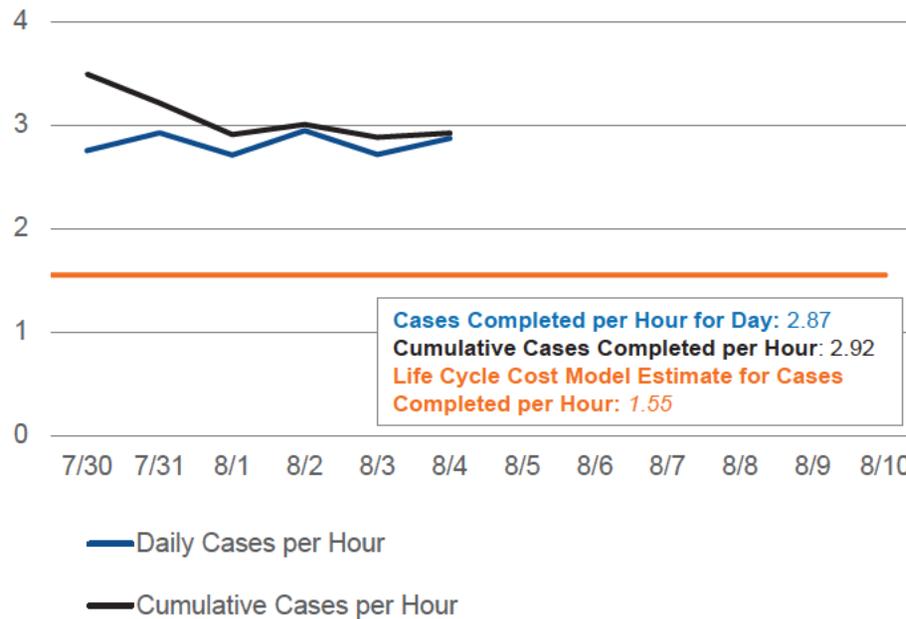
**Completion Date:**

September 30, 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
2253	Danbury, CT	3.63
2276	Buffalo, NY	3.62
2258	Quincy, MA	3.53
2373	Harrisburg, PA	3.50
2364	Mansfield, OH	3.42
3162	Bismarck, ND	2.54
2562	Cook County NW, IL	2.38
2567	Skokie, IL	2.37
2561	Chicago South, IL	2.25
3255	Honolulu, HI	2.13
<b>Total</b>		<b>2.92</b>

# NRFU Progress Management

## Executive Overview of Progress – Soft Launch Cycle 3\*

Data as of: 08/04/2020  
 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	100,100	4,327	4.32%	6.34%	3.04%	0.52%	14,237	14.22%
2277	Central Queens, NY	110,228	647	0.59%	5.86%	0.34%	1.27%	8,889	8.06%
2280	North Manhattan, NY	180,395	-	0.00%	5.50%	0.00%	2.36%	14,185	7.86%
2274	South Bronx, NY	138,612	-	0.00%	4.73%	0.00%	2.70%	10,293	7.43%
2374	Norristown, PA	169,792	1,820	1.07%	4.79%	0.81%	0.40%	12,003	7.07%
2259	Taunton, MA	286,836	-	0.00%	3.26%	0.00%	0.25%	10,075	3.51%
2376	Philadelphia-Penn, PA	154,634	230	0.15%	3.02%	0.12%	0.22%	5,421	3.51%
2287	Rochester, NY	368,715	-	0.00%	3.09%	0.00%	0.24%	12,274	3.33%
2272	Albany, NY	393,419	10	0.00%	3.06%	0.00%	0.20%	12,849	3.27%
2375	Philadelphia-Franklin, PA	239,747	326	0.14%	2.59%	0.11%	0.42%	7,798	3.25%
<b>Total</b>		<b>7,720,963</b>	<b>17,592</b>	<b>0.23%</b>	<b>4.02%</b>	<b>0.13%</b>	<b>0.58%</b>	<b>382,536</b>	<b>4.95%</b>

### 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	4,933,366	1,647	0.03%	4.13%	0.02%	0.70%	240,838	4.88%
Philadelphia	2,131,467	15,298	0.72%	3.72%	0.40%	0.32%	109,791	5.15%
Chicago	656,130	647	0.10%	4.19%	0.01%	0.56%	31,907	4.86%
<b>Total</b>	<b>7,720,963</b>	<b>17,592</b>	<b>0.23%</b>	<b>4.02%</b>	<b>0.13%</b>	<b>0.58%</b>	<b>382,536</b>	<b>4.95%</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.

# NRFU Progress Management

## Executive Overview of Progress – Soft Launch Cycle 3\*

Data as of: 08/05/2020  
 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*	3,196
Employees with Availability	1,649
Employees with an Assignment	1,592

\*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: 08/05/2020  
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	427	686	591	544	465
Cycle 1B	427	392	402	498	404	384	328
Cycle 2	2,644	2,054	2,332	3,186	2,634	2,380	2,032
Cycle 3	2,832	2,692	2,481	2,858	2,307	2,549	2,178
Full Launch	13,038	12,003	11,448	14,205	12,262	11,732	10,020
Total	19,546	17,607	17,090	21,433	18,198	17,589	15,023

## 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	10,081	10,572	8,059	11,966	6,964	9,300
Cycle 1B	9,512	9,158	7,338	7,005	5,275	8,465	4,704	6,560
Cycle 2	60,046	51,473	40,208	41,261	23,992	52,201	25,605	40,640
Cycle 3	62,215	60,893	32,596	20,685	3,838	55,644	3,196	42,980
Full Launch	360,631	340,120	133,247	79,660	12,371	319,459	10,118	248,780
Total	505,889	473,617	223,470	159,183	53,535	447,735	50,587	348,260

# 2020 NRFU Production System Updates

## New Incidents

- INC000000768993 - Multiple regions are reporting IVR 109L or 2029L errors when calling 855-236-2020
- INC000000839128 – MOJO RO - Phase 2 Clustering is creating larger than desired clusters

## Open Incidents

- INC000000794995 - Decennial Field IT staff as well as the DSC has reported slowness when attempting to perform actions within Decennial Remedy. Performance improvement changes were made, monitoring in progress.
- 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 – Soft Launch\*

Data as of: 08/04/2020  
 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 4, 2020

**Start Date:**  
 July 16, 2020

**Completion Date:**  
 October 31, 2020

**Notes:**

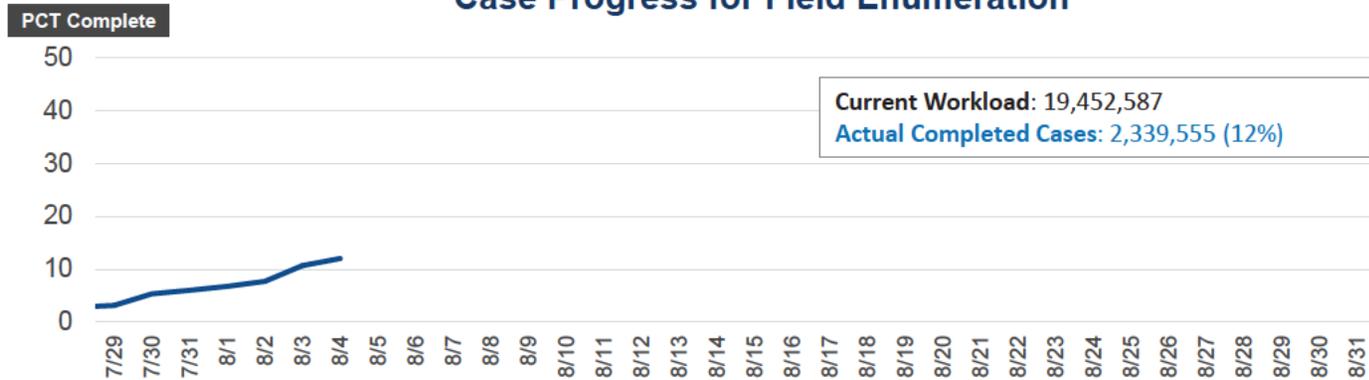
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

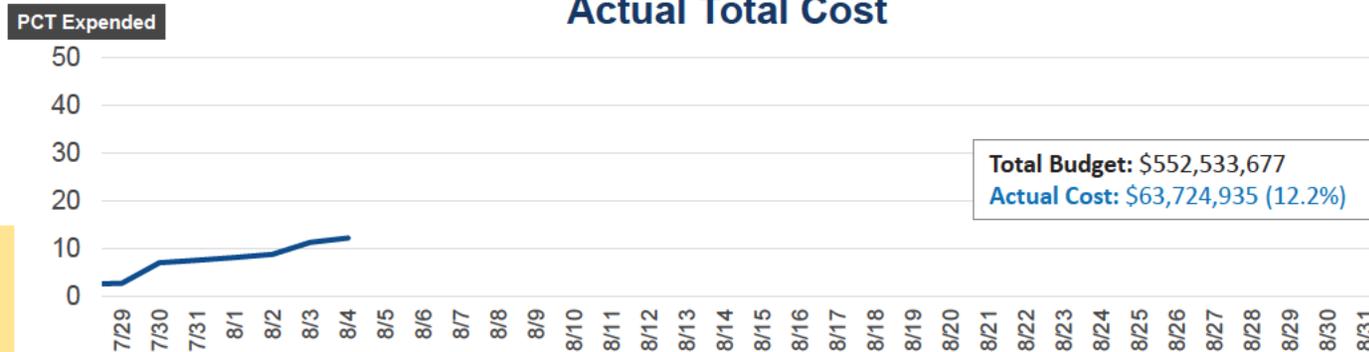
**Cases Completed by Self-Response:**  
 847,760 (36.2% of completed cases)

**Remaining Workload:**  
 17,113,032 cases

### Case Progress for Field Enumeration



### Actual Total Cost



# NRFU Progress Management

## Executive Overview of Progress

Data as of: 08/04/2020  
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	9,540,978	203,818	2.14%	4.41%	0.62%	0.50%	731,360	7.67%
Philadelphia	9,356,649	280,746	3.00%	3.79%	0.98%	0.30%	755,211	8.07%
Chicago	8,748,273	235,309	2.69%	3.69%	0.95%	0.38%	674,351	7.71%
Dallas	11,200,345	139,076	1.24%	3.69%	0.37%	0.42%	640,273	5.72%
Los Angeles	9,060,890	212,341	2.34%	4.16%	0.62%	0.58%	698,355	7.71%
Atlanta	12,627,382	47,824	0.38%	3.20%	0.09%	0.36%	509,919	4.04%
<b>Total</b>	<b>60,534,517</b>	<b>1,119,114</b>	<b>1.85%</b>	<b>3.79%</b>	<b>0.57%</b>	<b>0.42%</b>	<b>4,009,469</b>	<b>6.62%</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.

# NRFU Progress Management

## Executive Overview of Progress

Data as of: 08/05/2020  
Source: MOJO



### NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	13,359	23	2	29	9
Percent	99.5%	0.2%	0.0%	0.2%	0.1%

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

### Production Staff Details

	Number
Active Employees*	50,587
Employees with Availability	30,278
Employees with an Assignment	29,368

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

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