

# 2020 Census Nonresponse Followup Readiness

## Operational Delivery 10.0

Date: 08/06/2020

Presented by

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

SMEs: Lelitia Jones, Tammy Adams, Donna Scheleur

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# Agenda

## Status Legend



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

# Milestone Schedule

As of: 08/06/2020 

Activity	Date
<b>Soft Launch</b>	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	08/05/20A
Cycle 2 Enumeration Start	07/30/20A
Cycle 3 Enumeration Start	08/03/20A
<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

5 days to NRFU start (08/11)

# Periodic Performance Management Reports

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

Data as of: 08/05/2020  
Source: Unified Tracking System

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

**Status:**

● On Track

**Data current as of:**  
August 5, 2020

**Start Date:**  
July 16, 2020

**Completion Date:**  
September 30, 2020

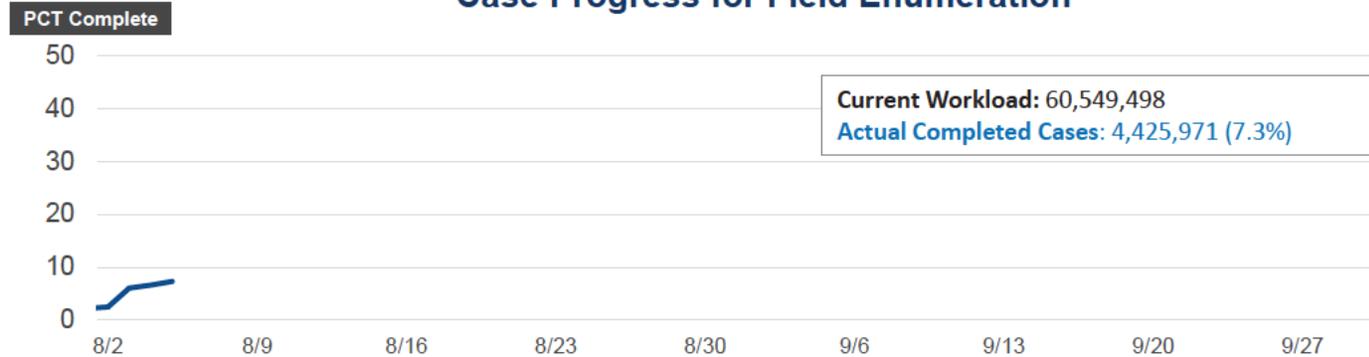
**Notes:**  
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

**Cases Completed by Self-Response:**  
2,409,120 (54.4% of completed cases)

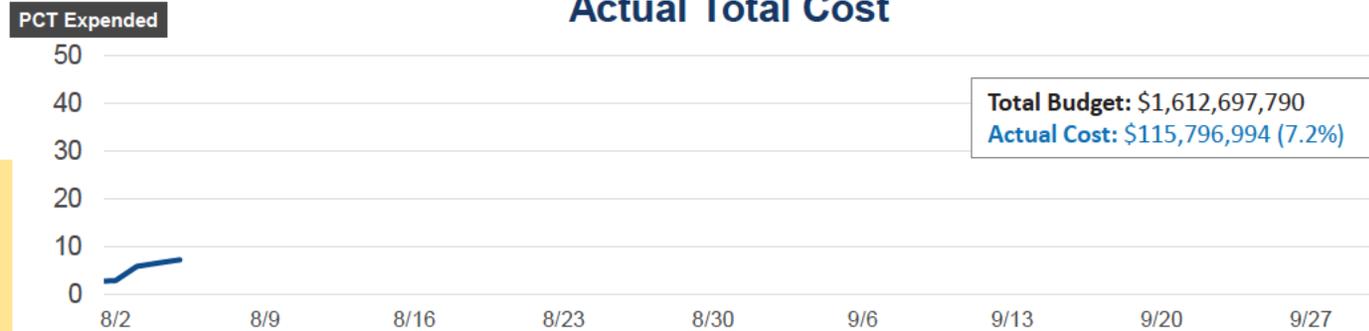
**Remaining Workload:**  
56,123,527 cases

**Active ACOs:** 198 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: 08/05/2020  
 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	392,661	83,073	21.16%	4.28%	5.40%	0.22%	121,964	31.06%
2390	Beckley, WV	490,887	135,102	27.52%	4.99%	4.99%	0.38%	185,945	37.88%
2581	Kansas City, MO	426,851	111,200	26.05%	4.66%	7.21%	0.51%	164,084	38.44%
2990	New Orleans, LA	181,082	51,667	28.53%	4.37%	6.13%	0.56%	71,688	39.59%
3167	Oklahoma County, OK	266,671	50,998	19.12%	4.67%	5.59%	0.49%	79,663	29.87%
3256	Boise, ID	302,827	104,322	34.45%	6.01%	7.28%	0.46%	145,980	48.21%
<b>Total Cycle 1A</b>		<b>2,060,979</b>	<b>536,362</b>	<b>26.02%</b>	<b>4.84%</b>	<b>6.04%</b>	<b>0.42%</b>	<b>769,324</b>	<b>37.33%</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: 37.20%**

# NRFU Progress Management

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

Data as of: 08/06/2020  
 Source: MOJO  
 \*Data are shown for ACOs in  
 Cycle 1A of the soft launch.

### NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	408	28	2	438	47	2
Percent of All CFS Areas	93.2%	6.4%	0.5%	100%	10.7%	0.5%

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

### Production Staff Details

	Number
Active Employees*	7,028
Employees with Availability	4,488
Employees with an Assignment	4,318

\*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: 08/05/2020

Source: MOJO

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

**Status:**

● On Track

**Data current as of:**

August 5, 2020

**Start Date:**

July 16, 2020

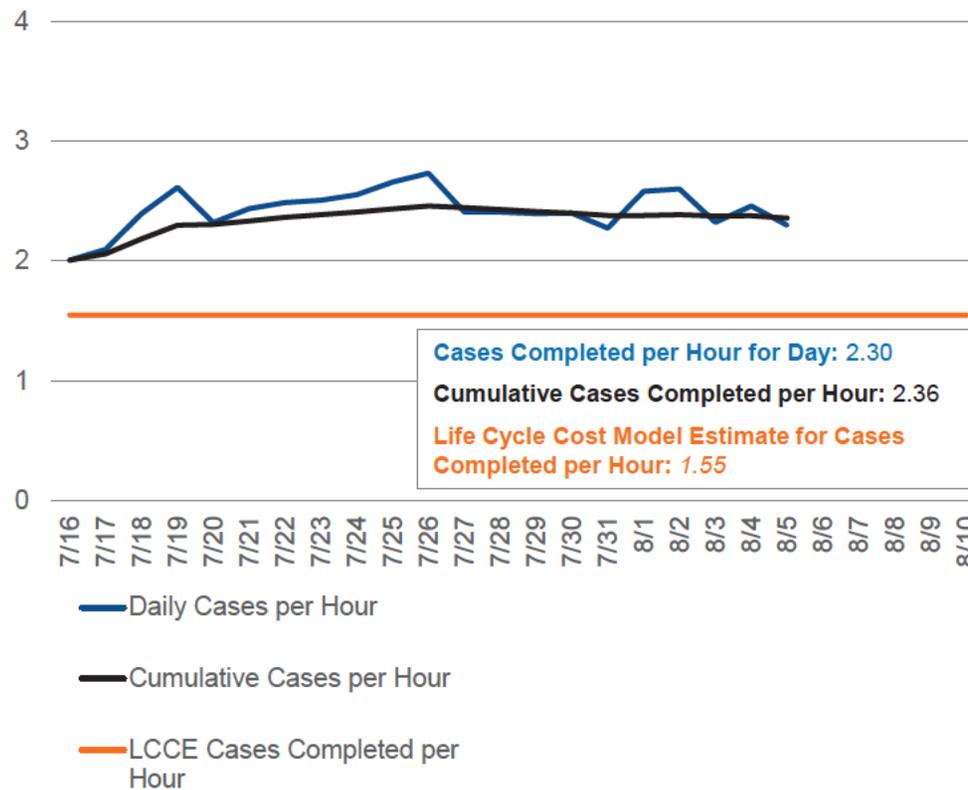
**Completion Date:**

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	2.18
2581	Kansas City, MO	2.80
2990	New Orleans, LA	2.38
3167	Oklahoma County, OK	2.35
3256	Boise, ID	2.14
<b>Cycle 1A</b>		<b>2.36</b>

# NRFU Progress Management

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

Data as of: 08/05/2020  
 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	222,928	35,932	16.12%	6.57%	7.44%	0.50%	68,268	30.62%
2379	State College, PA	332,833	37,646	11.31%	4.11%	2.90%	0.16%	61,506	18.48%
2384	Crystal City, VA	118,722	21,216	17.87%	7.11%	8.65%	0.71%	40,767	34.34%
2569	Evansville, IN	249,382	27,188	10.90%	4.39%	3.17%	0.31%	46,806	18.77%
3159	Wichita, KS	303,980	48,562	15.98%	4.05%	4.22%	0.40%	74,939	24.65%
3297	Tacoma, WA	171,761	24,062	14.01%	6.31%	5.66%	0.56%	45,574	26.53%
<b>Total Cycle 1B</b>		<b>1,399,606</b>	<b>194,606</b>	<b>13.90%</b>	<b>5.06%</b>	<b>4.78%</b>	<b>0.39%</b>	<b>337,860</b>	<b>24.14%</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: 22.94%**

# NRFU Progress Management

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

Data as of: 08/06/2020

Source: MOJO

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



### NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	320	1	0	321	2	1
Percent of All CFS Areas	99.7%	0.3%	0.0%	100%	0.6%	0.3%

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

### Production Staff Details

	Number
Active Employees*	4,838
Employees with Availability	2,955
Employees with an Assignment	2,894

\*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: 08/05/2020

Source: MOJO

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

**Status:**

● On Track

**Data current as of:**

August 5, 2020

**Start Date:**

July 23, 2020

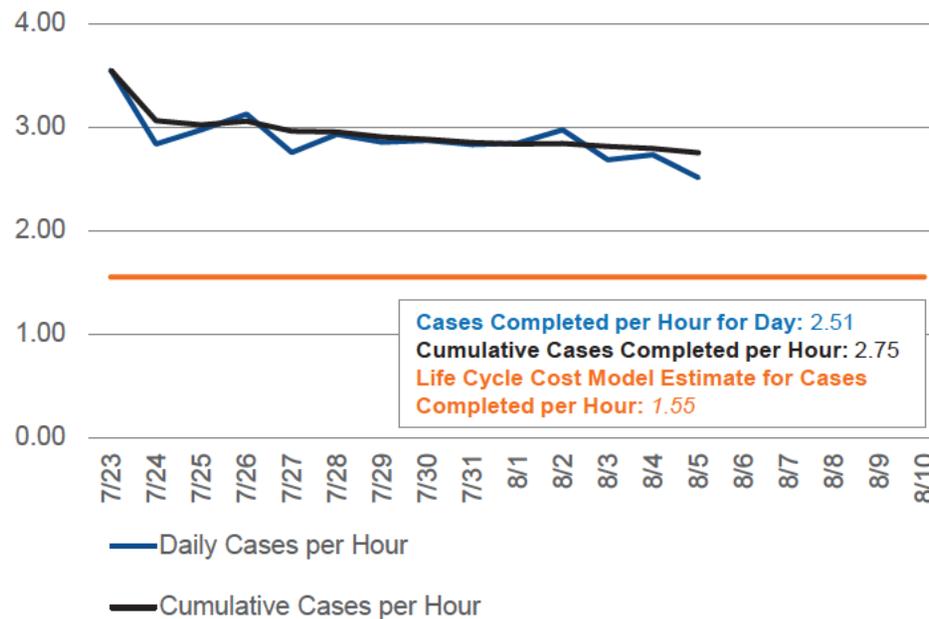
**Completion Date:**

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	2.82
2390	State College, PA	2.81
2581	Crystal City, VA	2.60
2990	Evansville, IN	2.97
3167	Wichita, KS	2.83
3256	Tacoma, WA	2.43
<b>Cycle 1B</b>		<b>2.75</b>

# NRFU Progress Management

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

Data as of: 08/05/2020  
 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	117,433	16,181	13.78%	6.26%	8.18%	0.95%	34,253	29.17%
2562	Cook County NW, IL	132,683	13,513	10.18%	6.09%	6.83%	0.68%	31,563	23.79%
3295	Seattle, WA	201,718	21,397	10.61%	5.34%	4.73%	1.35%	44,437	22.03%
2260	Waltham, MA	217,712	22,454	10.31%	5.44%	5.42%	0.72%	47,675	21.90%
2364	Mansfield, OH	253,862	25,262	9.95%	4.78%	4.33%	0.28%	49,091	19.34%
2253	Danbury, CT	178,987	5,235	2.92%	4.80%	1.47%	0.48%	17,307	9.67%
2261	Worcester, MA	272,484	8,698	3.19%	4.68%	1.37%	0.36%	26,143	9.59%
2572	Lake County, IN	302,408	12,539	4.15%	3.89%	1.24%	0.22%	28,717	9.50%
2566	Peoria, IL	307,699	8,183	2.66%	3.57%	0.68%	0.29%	22,171	7.21%
3155	Colorado North, CO	268,665	6,537	2.43%	3.68%	0.59%	0.47%	19,274	7.17%
<b>Total</b>		<b>8,282,978</b>	<b>504,728</b>	<b>6.09%</b>	<b>4.83%</b>	<b>2.19%</b>	<b>0.39%</b>	<b>1,117,846</b>	<b>13.50%</b>

Completion Goal: 10.17%

### 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	2,405,646	133,873	5.56%	5.47%	1.19%	0.21%	299,148	12.44%
Philadelphia	1,623,077	107,939	6.65%	4.76%	2.99%	0.28%	238,350	14.69%
Chicago	2,454,112	141,590	5.77%	4.58%	2.55%	0.40%	326,360	13.30%
Dallas	832,587	34,762	4.18%	3.95%	1.70%	0.68%	87,504	10.51%
Los Angeles	967,556	86,564	8.95%	4.71%	2.82%	0.74%	166,484	17.21%
<b>Total</b>	<b>8,282,978</b>	<b>504,728</b>	<b>6.09%</b>	<b>4.83%</b>	<b>2.19%</b>	<b>0.39%</b>	<b>1,117,846</b>	<b>13.50%</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 2\*

Data as of: 08/06/2020  
 Source: MOJO  
 \*Data are shown for ACOs in Cycle 2 of the soft launch.

### NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	2,030	0	0	2,030	3	3
Percent of All CFS Areas	100.0%	0.0%	0.0%	100%	0.1%	0.1%

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

### Production Staff Details

	Number
Active Employees*	27,465
Employees with Availability	17,650
Employees with an Assignment	17,284

\*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: 08/05/2020

Source: MOJO

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

**Status:**

● On Track

**Data current as of:**

August 5, 2020

**Start Date:**

July 30, 2020

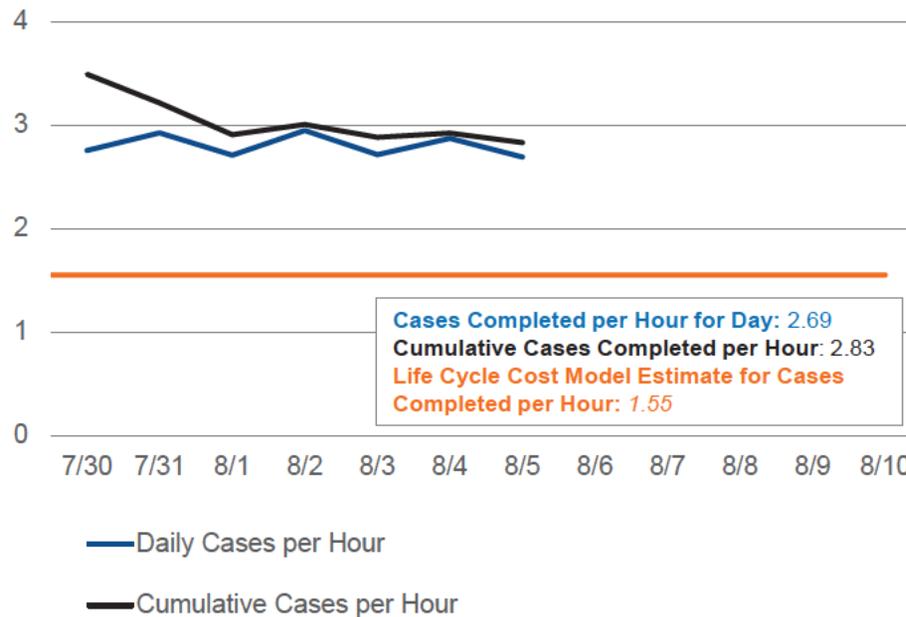
**Completion Date:**

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
2276	Buffalo, NY	3.52
2373	Harrisburg, PA	3.35
2364	Mansfield, OH	3.28
3157	Denver, CO	3.22
2372	Cranberry Township, PA	3.09
2293	Guaynabo, PR	2.44
2562	Cook County NW, IL	2.40
2567	Skokie, IL	2.30
2561	Chicago South, IL	2.27
3255	Honolulu, HI	2.18
<b>Total</b>		<b>2.83</b>

# NRFU Progress Management

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

Data as of: 08/05/2020  
 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	100,218	6,448	6.43%	6.81%	4.22%	0.52%	18,025	17.99%
2277	Central Queens, NY	110,269	1,395	1.27%	6.13%	0.62%	1.27%	10,241	9.29%
2374	Norristown, PA	169,900	3,427	2.02%	5.01%	1.33%	0.40%	14,875	8.76%
2280	North Manhattan, NY	180,395	-	0.00%	5.74%	0.00%	2.36%	14,608	8.10%
2274	South Bronx, NY	138,612	-	0.00%	4.94%	0.00%	2.70%	10,582	7.63%
2376	Philadelphia-Penn, PA	154,635	303	0.20%	3.12%	0.18%	0.22%	5,743	3.71%
2375	Philadelphia-Franklin, PA	239,781	881	0.37%	2.72%	0.17%	0.41%	8,794	3.67%
2259	Taunton, MA	286,836	-	0.00%	3.39%	0.00%	0.25%	10,466	3.65%
2272	Albany, NY	393,443	395	0.10%	3.20%	0.02%	0.20%	13,835	3.52%
2287	Rochester, NY	368,716	16	0.00%	3.26%	0.00%	0.24%	12,931	3.51%
<b>Total</b>		<b>7,721,704</b>	<b>29,577</b>	<b>0.38%</b>	<b>4.20%</b>	<b>0.19%</b>	<b>0.58%</b>	<b>413,030</b>	<b>5.35%</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	4,933,564	4,309	0.09%	4.30%	0.04%	0.70%	253,102	5.13%
Philadelphia	2,131,939	23,514	1.10%	3.89%	0.57%	0.32%	125,267	5.88%
Chicago	656,201	1,754	0.27%	4.38%	0.07%	0.56%	34,661	5.28%
<b>Total</b>	<b>7,721,704</b>	<b>29,577</b>	<b>0.38%</b>	<b>4.20%</b>	<b>0.19%</b>	<b>0.58%</b>	<b>413,030</b>	<b>5.35%</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: 08/06/2020  
 Source: MOJO  
 \*Data are shown for ACOs in Cycle 3 of the soft launch.

### NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	1,800	0	0	1,800	0	0
Percent of All CFS Areas	100.0%	0.0%	0.0%	100%	0.0%	0.0%

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

### Production Staff Details

	Number
Active Employees*	4,065
Employees with Availability	2,142
Employees with an Assignment	2,065

\*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 – Cycle 1A

As of: 08/05/2020

## CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Online Training	Completed Assessment	Goal to Deploy	Core Number Needed
Gardiner, ME	171	120	111	105	108	78	56	104	96	97	85
Beckley, WV	188	79	69	66	160	87	61	168	143	123	105
Kansas City, MO	238	118	110	98	116	110	97	127	106	99	77
New Orleans, LA	126	100	96	81	61	58	64	81	69	55	52
Oklahoma County, OK	157	63	60	52	82	73	66	86	74	66	58
Boise, ID	129	144	118	98	78	60	83	124	107	70	61

# Hiring Process for Field Staff – Cycle 1A

As of: 08/06/2020

## Enumerators

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Online Training	Completed Assessment	Goal to Deploy	Core Number Needed	Active in FOCS	Assignments Today
Gardiner, ME	4,335	3,572	2,594	2,356	2,407	2,078	1,777	2,038	1,518	1,870	1,445	1,348	766
Beckley, WV	5,712	5,406	3,510	3,265	3,567	2,717	2,138	2,630	1,949	2,454	1,904	1,755	1,043
Kansas City, MO	5,238	5,278	3,691	3,119	2,581	2,529	2,228	2,040	1,602	2,225	1,746	1,532	869
New Orleans, LA	2,778	4,078	2,768	1,971	1,363	1,341	1,343	1,154	873	1,181	926	674	503
Oklahoma County, OK	3,609	1,469	1,418	1,150	1,827	1,740	1,088	1,044	824	1,532	1,203	709	435
Boise, ID	3,192	3,428	2,173	1,734	1,740	1,532	1,584	1,772	1,438	1,349	1,064	1,010	702

# Hiring Process for Field Staff – Cycle 1B

As of: 08/05/2020 

## CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed
Hartford, CT	151	101	91	79	72	70	74	77	54	62	58
State College, PA	165	73	60	53	96	76	66	110	95	69	63
Crystal City, VA	76	73	67	55	35	35	41	42	36	32	27
Evansville, IN	165	160	138	126	81	77	79	99	82	69	59
Wichita, KS	174	135	109	100	87	80	67	105	85	72	62
Tacoma, WA	118	78	75	62	56	54	75	65	53	48	46

# Hiring Process for Field Staff – Cycle 1B

As of: 08/06/2020

## Enumerators

ACO	Goal to Select	Currentl y in Selecte d Status	Finge r- printe d	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hire d NRF U	Started Training	Comple ted Assess- ment	Goal to Deploy	Core Numbe r Needed	Active in FOCS	Assign ments Today
Hartford, CT	3,276	2,384	1,806	1,634	1,595	1,582	1,410	1,451	1,272	1,419	1,092	1,033	605
State College, PA	4,020	2,823	2,013	1,812	2,146	1,932	1,509	1,437	958	1,736	1,340	909	523
Crystal City, VA	1,620	1,635	1,048	876	783	783	761	729	633	689	540	585	310
Evansville, IN	3,654	3,662	2,524	2,124	1,798	1,764	1,426	1,246	824	1,552	1,218	764	462
Wichita, KS	3,867	3,337	2,203	1,793	1,943	1,865	1,097	1,109	899	1,674	1,289	802	535
Tacoma, WA	2,553	2,167	1,860	1,411	1,247	1,232	1,199	1,132	856	1,085	851	745	459

# Hiring Process for Field Staff – Cycle 2

As of: 08/05/2020

## CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed
Danbury, CT	137	93	88	79	65	63	57	70	52	59	50
Quincy, MA	78	62	57	56	36	36	34	38	34	33	28
Waltham, MA	137	108	102	96	64	64	76	76	61	58	49
Worcester, MA	154	106	101	98	78	71	80	95	78	70	60
Trenton, NJ	115	92	88	81	55	53	53	54	38	50	42
Buffalo, NY	143	133	122	113	68	66	67	77	54	61	52
Guaynabo, PR	0	67	57	57	165	0	20	175	152	149	127
Caguas, PR	6	9	9	9	156	2	6	174	161	141	120
Mayaguez, PR	0	12	12	12	155	0	6	190	179	139	119
Hanover, MD	182	148	124	96	85	85	77	90	76	77	65
Hagerstown, MD	140	114	98	90	65	65	88	106	70	59	50
Towson, MD	171	129	121	102	79	79	73	98	63	71	61
Mansfield, OH	146	115	90	74	70	67	85	109	86	63	54
Cranberry Township, PA	171	101	90	83	92	79	81	100	86	83	71
Harrisburg, PA	165	112	101	91	79	76	90	97	77	71	61
Chicago Central, IL	202	216	196	181	94	94	120	121	88	85	72
Chicago Far Southwest, IL	112	106	99	94	52	52	52	57	47	47	40
Chicago South, IL	146	187	167	137	68	68	95	72	63	61	52
Cook County NW, IL	123	116	109	101	57	57	62	56	54	51	44
Cook County South, IL	134	133	113	75	62	62	60	65	62	56	48

# Hiring Process for Field Staff – Cycle 2 Continued

As of: 08/05/2020

## CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed
DeKalb, IL	132	107	93	87	61	61	59	69	61	55	47
Oswego, IL	115	96	95	89	53	53	60	56	52	48	41
Peoria, IL	160	173	155	147	79	73	86	93	75	71	61
Skokie, IL	101	115	107	99	47	47	32	53	49	42	36
Indianapolis, IN	157	96	86	79	73	73	83	90	60	66	56
Lake County, IN	179	134	110	100	87	83	75	98	86	78	67
Green Bay, WI	151	141	132	127	74	70	76	87	74	67	57
Aurora, CO	98	92	88	79	47	45	54	54	45	42	36
Colorado North, CO	118	126	119	115	81	54	99	154	131	73	62
Denver, CO	115	70	70	59	55	53	65	77	60	50	42
Bismarck, ND	73	35	34	28	46	34	30	64	53	41	35
Honolulu, HI	154	130	127	100	89	72	91	125	100	80	68
Everett, WA	151	132	126	90	73	70	90	98	82	66	56
Olympia, WA	148	168	160	116	75	68	98	104	86	68	58
Seattle, WA	126	104	96	84	59	59	58	66	52	53	45

# Hiring Process for Field Staff – Cycle 2

## Enumerator

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed	Active in FOCs	Assignments Today
Danbury, CT	2,982	2,191	1,894	1,679	1,450	1,441	1,114	1,031	394	1,300	1,000	344	222
Quincy, MA	1,680	1,255	1,046	944	812	812	647	514	323	726	560	275	153
Waltham, MA	2,934	2,372	1,861	1,730	1,421	1,417	1,225	1,274	1,088	1,250	980	1,033	681
Worcester, MA	3,477	2,947	2,298	2,119	1,740	1,677	1,342	1,527	943	1,560	1,200	748	463
Trenton, NJ	2,490	2,623	2,033	1,811	1,218	1,202	823	730	623	1,072	840	546	359
Buffalo, NY	3,099	3,346	2,263	1,937	1,508	1,497	961	793	493	1,352	1,040	452	275
Guaynabo, PR	2,541	2,568	1,783	1,738	3,683	1,094	619	1,800	2	3,302	2,540	1,307	898
Caguas, PR	2,799	2,464	1,712	1,673	3,480	1,234	834	1,853	2	3,120	2,400	1,396	1,038
Mayaguez, PR	2,076	2,210	1,659	1,611	3,451	868	1,051	2,465	2	3,094	2,380	1,696	1,185
Hanover, MD	3,900	3,592	2,391	2,036	1,885	1,885	1,503	1,368	1,154	1,659	1,300	1,005	584
Hagerstown, MD	3,000	3,183	2,340	2,068	1,450	1,450	1,249	1,233	861	1,276	1,000	819	527
Towson, MD	3,660	3,740	2,635	2,295	1,769	1,769	1,352	1,124	841	1,557	1,220	720	391
Mansfield, OH	3,201	3,209	2,531	2,262	1,566	1,546	1,632	1,407	1,051	1,378	1,080	1,001	578
Cranberry Township, PA	3,984	3,487	2,451	2,145	2,059	1,918	1,380	1,349	1,032	1,846	1,420	953	608
Harrisburg, PA	3,609	2,889	2,134	2,000	1,769	1,743	1,368	1,158	794	1,586	1,220	752	467
Chicago Central, IL	4,320	4,339	3,332	2,512	2,088	2,088	1,677	1,476	1,136	1,837	1,440	1,033	603
Chicago Far Southwest, IL	2,400	2,262	1,869	1,492	1,160	1,160	1,030	950	579	1,021	800	479	315
Chicago South, IL	3,120	3,521	2,460	1,785	1,508	1,508	1,190	939	637	1,352	1,040	557	337
Cook County NW, IL	2,640	2,544	1,948	1,628	1,276	1,276	1,169	1,030	824	1,123	880	766	521
Cook County South, IL	2,880	3,036	2,323	1,549	1,392	1,392	1,126	951	606	1,225	960	513	305

Pre-decisional - Internal Only - Not for Public Distribution

# Hiring Process for Field Staff – Cycle 2 Continued

As of: 08/06/2020

## Enumerator

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed	Active in FOCS	Assignments Today
DeKalb, IL	2,820	3,051	2,237	1,883	1,363	1,363	1,066	1,117	813	1,199	940	746	464
Oswego, IL	2,460	2,582	2,136	1,913	1,189	1,189	1,089	959	649	1,046	820	704	382
Peoria, IL	3,564	3,322	2,557	2,048	1,769	1,720	1,259	1,075	772	1,557	1,220	565	291
Skokie, IL	2,160	2,086	1,683	1,502	1,044	1,044	1,014	952	774	919	720	728	458
Indianapolis, IN	3,360	3,417	2,492	1,893	1,624	1,624	1,215	1,052	776	1,429	1,120	731	445
Lake County, IN	3,939	4,153	2,676	2,376	1,943	1,901	1,287	1,166	778	1,710	1,340	709	450
Green Bay, WI	3,345	3,198	2,430	2,191	1,653	1,615	1,390	1,294	812	1,455	1,140	787	485
Aurora, CO	2,148	1,501	1,315	1,106	1,044	1,037	777	660	463	919	720	434	280
Colorado North, CO	3,126	2,797	2,558	2,261	1,798	1,496	1,378	1,472	618	1,612	1,240	417	270
Denver, CO	2,505	1,710	1,708	1,409	1,218	1,210	1,217	810	640	1,072	840	589	332
Bismarck, ND	1,857	1,153	1,059	858	1,015	891	640	678	510	910	700	450	274
Honolulu, HI	3,714	3,226	2,574	2,157	1,972	1,786	1,395	1,763	1,342	1,768	1,360	1,269	0
Everett, WA	3,303	3,427	2,902	2,316	1,624	1,594	1,706	1,546	1,114	1,429	1,120	1,022	665
Olympia, WA	3,363	3,093	2,595	1,895	1,582	1,522	1,242	1,251	951	1,392	1,160	968	622
Seattle, WA	2,700	2,771	2,245	1,551	1,305	1,305	1,012	1,283	1,006	1,148	900	924	580

# Hiring Process for Field Staff – Cycle 3

As of: 08/05/2020

## CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed
New Haven, CT	143	96	85	76	66	66	58	62	53	60	51
Boston, MA	190	107	104	97	88	88	73	85	66	80	68
Lawrence, MA	78	60	54	50	36	36	36	36	31	33	28
Taunton, MA	157	114	99	88	86	73	63	75	59	77	66
Concord, NH	137	87	72	66	81	64	38	67	55	73	62
Dover, NJ	101	69	66	61	49	46	53	47	39	44	38
Edison, NJ	115	107	85	74	55	53	43	61	42	50	42
Nutley, NJ	151	48	44	42	70	70	34	81	69	63	54
Albany, NY	202	122	107	99	120	94	50	87	69	108	92
North Bronx, NY	151	107	88	74	70	70	58	78	61	63	54
South Bronx, NY	154	85	80	70	72	72	64	85	72	64	55
Central Queens, NY	109	66	65	61	51	51	49	52	47	46	39
North Manhattan, NY	157	95	88	80	73	73	62	87	52	66	56
South Manhattan, NY	241	181	166	160	112	112	114	103	75	101	86
Newburgh, NY	154	95	74	67	82	71	49	84	62	74	63
North Brooklyn, NY	174	124	114	103	81	81	73	67	57	73	62
Northeast Queens, NY	120	78	68	63	56	56	49	60	52	50	43
Northwest Queens, NY	118	80	74	66	55	55	53	58	52	49	42
Peekskill, NY	123	79	76	69	59	57	57	58	52	53	45
Rochester, NY	207	133	114	106	107	96	88	91	76	95	82

# Hiring Process for Field Staff – Cycle 3 Continued

As of: 08/05/2020

CFS

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed
South Brooklyn, NY	148	112	97	85	69	69	60	60	51	62	53
South Queens, NY	104	56	50	44	48	48	39	46	38	43	37
Staten Island, NY	87	53	50	45	40	40	45	37	36	36	31
Syracuse, NY	227	153	134	127	122	105	95	108	99	110	94
West Brooklyn, NY	148	114	96	91	70	68	60	52	45	63	54
Providence, RI	154	99	94	89	74	71	75	80	67	67	57
Washington DC, DC	171	138	129	104	79	79	84	86	62	71	61
Wilmington, DE	109	89	73	58	51	51	56	52	44	46	39
Allentown, PA	179	115	87	74	99	83	69	84	71	89	76
Norristown, PA	112	93	86	77	53	51	61	68	56	48	41
Philadelphia-Franklin, PA	218	107	106	98	101	101	101	119	86	91	78
Philadelphia-Penn, PA	143	169	134	104	66	66	89	85	76	59	51
Reading, PA	148	83	67	57	70	68	73	77	57	63	54
Fairfax, VA	87	63	57	48	40	40	47	45	39	36	31
Fredericksburg, VA	151	125	107	88	70	70	70	67	54	63	54
Roanoke, VA	221	147	120	97	113	102	93	143	97	102	87
Lansing, MI	202	279	233	210	95	93	140	135	103	86	73
Oakland County, MI	118	91	85	80	55	55	62	57	52	50	42
Minneapolis, MN	104	87	86	82	48	48	34	50	43	43	37

# Hiring Process for Field Staff – Cycle 3

## Enumerator

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Started Training	Completed Assessment	Goal to Deploy	Core Number Needed	Active in FOCUS	Assignments Today
New Haven, CT	3,060	2,605	2,021	1,775	1,479	1,479	1,002	617	5	1,326	1,020	0	0
Boston, MA	4,080	4,014	2,952	2,585	1,972	1,972	1,185	361	18	1,768	1,360	0	0
Lawrence, MA	1,680	1,711	1,277	1,130	812	812	633	341	26	728	560	20	13
Taunton, MA	3,681	3,450	2,520	2,211	1,914	1,772	1,188	565	3	1,716	1,320	4	0
Concord, NH	3,339	3,359	2,350	2,095	1,798	1,603	1,138	675	12	1,612	1,240	35	0
Dover, NJ	2,232	2,217	1,672	1,501	1,102	1,078	692	450	15	988	760	50	9
Edison, NJ	2,499	2,136	1,693	1,512	1,218	1,207	790	712	108	1,072	840	506	66
Nutley, NJ	3,240	3,374	2,491	2,030	1,566	1,566	1,033	646	39	1,404	1,080	1	0
Albany, NY	4,941	5,201	3,896	3,264	2,668	2,372	1,501	1,221	154	2,392	1,840	152	64
North Bronx, NY	3,240	2,977	1,973	1,687	1,566	1,566	779	695	32	1,404	1,080	17	10
South Bronx, NY	3,300	2,312	1,752	1,498	1,595	1,595	911	635	31	1,430	1,100	0	0
Central Queens, NY	2,340	1,684	1,440	1,320	1,131	1,131	672	780	322	1,014	780	216	140
North Manhattan, NY	3,360	2,740	1,988	1,714	1,524	1,524	552	511	56	1,456	1,120	21	10
South Manhattan, NY	5,160	4,014	2,789	2,506	2,494	2,494	877	441	71	2,236	1,720	11	7
Newburgh, NY	3,561	4,010	2,717	2,355	1,827	1,715	1,169	657	29	1,638	1,260	73	0
North Brooklyn, NY	3,720	3,882	2,662	2,299	1,798	1,798	838	468	23	1,612	1,240	1	0
Northeast Queens, NY	2,580	2,153	1,576	1,481	1,241	1,241	858	885	378	1,118	860	222	119
Northwest Queens, NY	2,520	2,151	1,583	1,472	1,218	1,218	648	596	159	1,092	840	74	41
Peekskill, NY	2,682	2,347	1,807	1,577	1,305	1,295	810	541	79	1,170	900	21	5
Rochester, NY	4,719	4,939	3,596	3,055	2,378	2,276	937	658	66	2,132	1,640	33	19

# Hiring Process for Field Staff – Cycle 3 Continued

## Enumerator

ACO	Goal to Select	Currently in Selected Status	Finger-printed	Cleared Currently in Selected Status	Total Goal to Hire	Goal to Hire NRFU Task Code	Hired NRFU	Starte d Training	Completed Assessment	Goal to Deploy	Core Number Needed	Active in FOCS	Assignments Today
South Brooklyn, NY	3,180	3,246	2,286	2,071	1,537	1,537	891	576	76	1,378	1,060	29	10
South Queens, NY	2,220	2,522	1,674	1,454	1,073	1,073	675	517	139	962	740	64	47
Staten Island, NY	1,860	1,901	1,367	1,158	899	899	830	609	149	806	620	75	51
Syracuse, NY	5,283	5,097	3,880	3,303	2,726	2,543	1,401	821	47	2,444	1,880	53	29
West Brooklyn, NY	3,234	3,582	2,188	2,043	1,566	1,562	785	398	15	1,404	1,080	0	0
Providence, RI	3,387	3,261	2,548	2,244	1,653	1,635	1,066	606	41	1,482	1,140	44	23
Washington DC, DC	3,660	3,823	2,489	1,912	1,769	1,769	761	477	179	1,557	1,220	147	75
Wilmington, DE	2,340	3,145	1,883	1,569	1,131	1,131	905	527	131	995	780	113	68
Allentown, PA	4,209	3,747	2,301	2,084	2,204	2,025	983	708	366	1,976	1,520	282	142
Norristown, PA	2,442	2,015	1,675	1,467	1,189	1,179	1,022	843	454	1,046	820	363	231
Philadelphia-Franklin, PA	4,680	4,362	3,070	2,857	2,262	2,262	1,275	679	210	1,991	1,560	154	90
Philadelphia-Penn, PA	3,060	3,125	1,883	1,529	1,479	1,479	606	249	38	1,302	1,020	29	16
Reading, PA	3,213	2,609	2,131	1,920	1,566	1,551	1,016	670	233	1,378	1,080	247	137
Fairfax, VA	1,860	1,573	1,105	986	899	899	766	694	503	791	620	464	316
Fredericksburg, VA	3,240	3,242	2,032	1,751	1,566	1,566	803	540	152	1,378	1,080	137	87
Roanoke, VA	5,019	4,729	3,454	3,055	2,523	2,421	1,445	848	115	2,220	1,740	92	52
Lansing, MI	4,359	5,685	4,024	3,427	2,117	2,106	1,350	527	86	1,863	1,460	22	10
Oakland County, MI	2,520	2,329	1,735	1,475	1,218	1,218	771	462	127	1,072	840	63	23
Minneapolis, MN	2,220	2,621	2,002	1,667	1,073	1,073	930	721	239	944	740	230	155

# Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/06/2020  
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	690	595	544	465
Cycle 1B	427	392	402	498	405	384	328
Cycle 2	2,644	2,054	2338	3208	2647	2,380	2,032
Cycle 3	2,832	2692	2517	2875	2317	2,549	2,178
Full Launch	13,038	12003	11468	14263	12338	11,732	10,020
Total	19,546	17,607	17152	21534	18302	17,589	15023

## 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	10,158	10,678	8,204	11,966	7,028	9,300
Cycle 1B	9,512	9,158	7,402	7,104	5,442	8,465	4,838	6,560
Cycle 2	60,046	51,473	40,979	42,050	25,403	52,201	27,438	40,640
Cycle 3	62,215	60,893	36,494	23,927	4,926	55,644	4,065	42,980
Full Launch	360,631	340,120	151,497	101,102	18,168	319,459	14,814	248,780
Total	505,889	473,617	246,530	184,861	62,143	447,735	58,183	348,260

# Hiring Process for NPC Staff – NRFU Reinterview

As of: 08/05/2020  
Metrics compiled bi-weekly



Wave	Training Date	Position Type	Total Staff Selected	Applicants that have Accepted	On-Boarded	Attended Training	Ready for Production	Production Goal
Wave 1	06/22/20A – 07/02/20A	Managing / Support <sup>1</sup>	60+	13	13	15	14	13
Wave 2	07/07/20A – 07/17/20	Matching Technician	200+	51	51	51	48	77
Wave 3	07/21/20 – 07/31/20	Matching Technician	100+	119	119	119	76	75
Wave 4	08/05/20 – 08/14/20	Matching Technician	0 <sup>2</sup>	82	82	82		75
Wave 5	08/18/20 – 08/28/20	Matching Technician	0 <sup>2</sup>	85	85			75
<b>Total</b>			360+	350	350	267	138	315*

<sup>1</sup>The first training wave includes mostly RCC and PES Staff. The total staff trained in this wave is 39, however, only 13 of them will work on NRFU RI clerical resolution.

<sup>2</sup> Existing NPC staff will be trained on NRFU RI upon completion of their current project.

\*Production goal based on productivity estimate of 18 cases completed per day. We will monitor actual production rates during the first two weeks of the clerical operation and enact contingencies if necessary.

In cautious response to COVID-19 the training waves will be delayed to meet the new timing of the NRFU operation.

# 2020 NRFU Production System Updates

## Open Incidents

### Active

- INC000000768993 - Multiple regions reporting IVR 109L or 2029L errors when calling 855-236-2020. TI and AT&T are troubleshooting.
- INC000000839128 – MOJO RO - Phase 2 Clustering is creating larger than desired clusters. The solution is in project test; Prod date: 8/7
- INC000000794995 - Decennial Field IT staff as well as the DSC has reported slowness when attempting to perform actions within Decennial Remedy. Troubleshooting and testing in progress.

### Monitoring

- INC000000750821 - Syncing delay between eBOCAS and dBOCAS (impacting password changes)– Adjustments were made, monitoring in progress. No incidents were reported on 8/6
- INC000000629879 - Workspace One Slowness – Adjustments were made, monitoring in progress. No incidents were reported on 8/6

# Questions?

Thanks!

# Back Up Slides

# Periodic Performance Management Reports

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

Data as of: 08/05/2020  
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 5, 2020

**Start Date:**  
July 16, 2020

**Completion Date:**  
October 31, 2020

**Notes:**

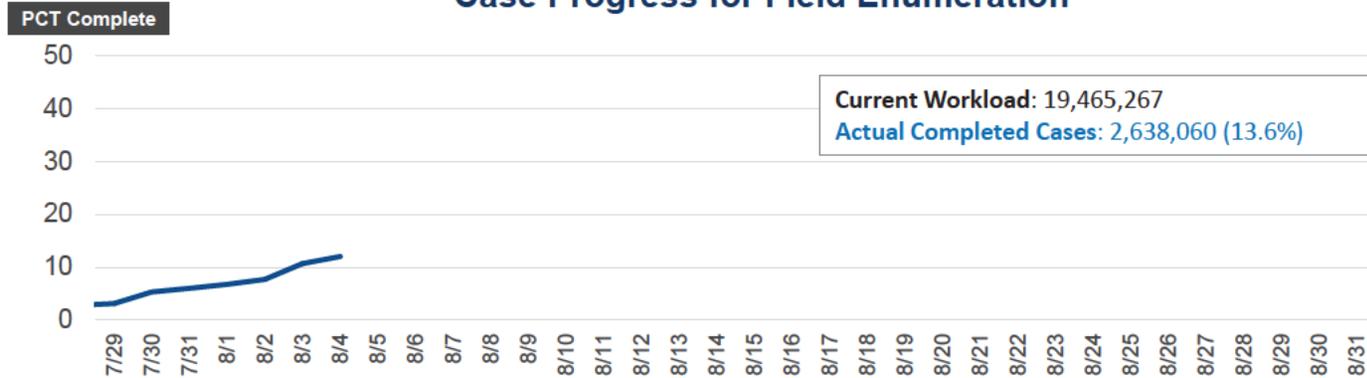
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

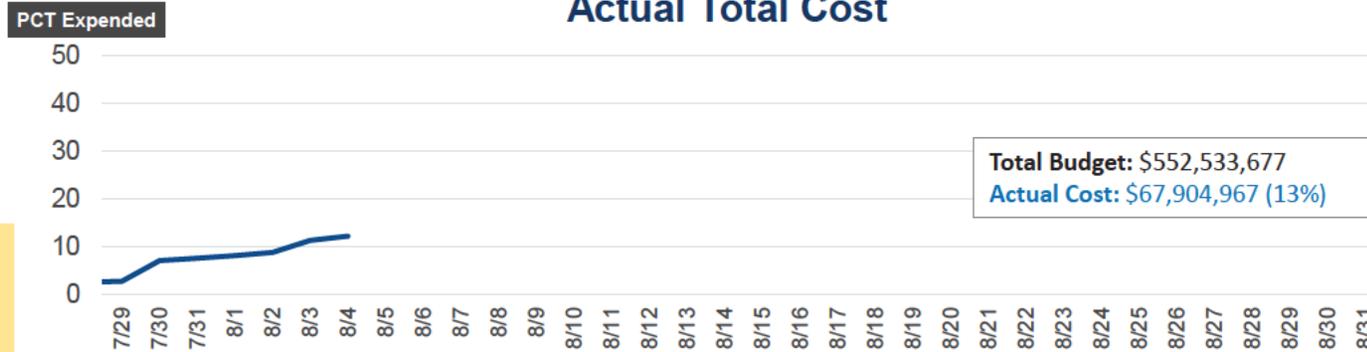
**Cases Completed by Self-Response:**  
894,351 (33.9% of completed cases)

**Remaining Workload:**  
16,827,207 cases

### Case Progress for Field Enumeration



### Actual Total Cost



# NRFU Progress Management

## Executive Overview of Progress

Data as of: 08/05/2020  
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	9,544,952	257,218	2.69%	4.61%	0.72%	0.50%	813,970	8.53%
Philadelphia	9,360,011	330,466	3.53%	3.97%	1.14%	0.30%	837,636	8.95%
Chicago	8,750,863	281,732	3.22%	3.88%	1.17%	0.38%	756,474	8.64%
Dallas	11,202,623	175,672	1.57%	3.88%	0.47%	0.42%	709,792	6.34%
Los Angeles	9,063,306	255,330	2.82%	4.41%	0.75%	0.58%	775,635	8.56%
Atlanta	12,627,743	51,668	0.41%	3.35%	0.10%	0.36%	532,464	4.22%
<b>Total</b>	<b>60,549,498</b>	<b>1,352,086</b>	<b>2.23%</b>	<b>3.98%</b>	<b>0.68%</b>	<b>0.42%</b>	<b>4,425,971</b>	<b>7.31%</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.

# NRFU Progress Management

## Executive Overview of Progress

### NRFU Production Case Completion by State

Data as of: 08/05/2020  
Source: Unified Tracking System



State	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
ID	295,446	101,059	34.21%	6.16%	7.46%	0.18%	141,847	48.01%
WV	481,731	130,680	27.13%	5.08%	5.09%	0.29%	181,056	37.58%
ME	386,837	80,978	20.93%	4.35%	5.48%	0.05%	119,196	30.81%
KS	481,344	55,149	11.46%	4.31%	3.18%	0.08%	91,612	19.03%
CT	566,013	38,583	6.82%	5.62%	3.39%	0.02%	89,698	15.85%
WA	1,149,439	84,736	7.37%	5.10%	2.76%	0.05%	175,638	15.28%
MO	1,220,896	108,477	8.89%	3.77%	2.53%	0.07%	186,232	15.25%
HI	260,274	22,063	8.48%	3.68%	2.06%	0.06%	37,152	14.27%
PR	1,292,917	76,910	5.95%	6.05%	0.00%	0.00%	155,109	12.00%
IL	1,933,078	95,578	4.94%	4.59%	2.39%	0.02%	230,930	11.95%
OK	873,488	51,552	5.90%	3.93%	1.76%	0.12%	102,284	11.71%
MD	920,329	37,809	4.11%	4.64%	2.38%	0.03%	102,686	11.16%
IN	1,067,010	52,533	4.92%	4.16%	1.75%	0.04%	115,967	10.87%
ND	164,371	9,689	5.89%	3.24%	1.56%	0.04%	17,633	10.73%
PA	2,203,073	87,878	3.99%	4.11%	1.39%	0.02%	209,439	9.51%
LA	1,024,532	49,969	4.88%	3.26%	1.09%	0.07%	95,270	9.30%
MA	1,182,820	34,205	2.89%	4.40%	1.51%	0.02%	104,313	8.82%
OR	718,836	28,508	3.97%	3.87%	0.94%	0.02%	63,276	8.80%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday. Includes progress for NRFU Production cases only. NRFU Reinterview, Field Verification, Self-Response Quality Assurance Recollect, and Field Verification Quality Control Cases are not included. Case completion includes cases closed by self-response, field work, or ACO closure.

# NRFU Progress Management

## Executive Overview of Progress

### NRFU Production Case Completion by State

Data as of: 08/05/2020  
Source: Unified Tracking System

State	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
VA	1,308,783	29,739	2.27%	4.17%	1.20%	0.03%	100,486	7.68%
CO	968,972	24,220	2.50%	3.88%	1.20%	0.04%	73,793	7.62%
DC	168,804	2,295	1.36%	4.27%	0.51%	0.02%	10,403	6.16%
OH	1,902,795	25,547	1.34%	3.94%	0.60%	0.02%	112,192	5.90%
WI	916,821	15,612	1.70%	3.40%	0.61%	0.04%	52,742	5.75%
NJ	1,430,350	6,960	0.49%	4.29%	0.31%	0.01%	72,868	5.09%
NY	3,960,257	12,574	0.32%	4.41%	0.14%	0.01%	193,501	4.89%
AK	166,033	221	0.13%	4.71%	0.00%	0.03%	8,102	4.88%
VT	168,734	-	0.00%	4.65%	0.03%	0.05%	7,975	4.73%
TX	5,548,955	28,898	0.52%	3.95%	0.14%	0.06%	259,140	4.67%
CA	5,823,314	9,799	0.17%	4.43%	0.03%	0.03%	271,038	4.65%
DE	192,755	1,568	0.81%	3.30%	0.33%	0.03%	8,625	4.47%
UT	423,604	-	0.00%	4.35%	0.01%	0.05%	18,693	4.41%
NM	453,879	-	0.00%	4.19%	0.01%	0.03%	19,200	4.23%
MN	760,774	1,664	0.22%	3.86%	0.06%	0.03%	31,740	4.17%
MT	252,613	-	0.00%	4.04%	0.01%	0.05%	10,355	4.10%
NH	260,273	-	0.00%	3.92%	0.01%	0.03%	10,320	3.97%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday. Includes progress for NRFU Production cases only. NRFU Reinterview, Field Verification, Self-Response Quality Assurance Recollect, and Field Verification Quality Control Cases are not included. Case completion includes cases closed by self-response, field work, or ACO closure.

# NRFU Progress Management

## Executive Overview of Progress

### NRFU Production Case Completion by State

Data as of: 08/05/2020  
Source: Unified Tracking System

State	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
RI	203,668	235	0.12%	3.75%	0.03%	0.01%	7,964	3.91%
WY	134,458	-	0.00%	3.84%	0.01%	0.05%	5,242	3.90%
TN	1,326,445	3,344	0.25%	3.47%	0.07%	0.03%	50,715	3.82%
NV	531,081	173	0.03%	3.68%	0.03%	0.06%	20,208	3.81%
MI	1,590,504	-	0.00%	3.71%	0.01%	0.03%	59,662	3.75%
SD	151,295	-	0.00%	3.69%	0.02%	0.03%	5,664	3.74%
NE	291,412	-	0.00%	3.63%	0.01%	0.01%	10,646	3.65%
AZ	1,371,925	843	0.06%	3.52%	0.01%	0.04%	49,859	3.63%
NC	2,197,755	-	0.00%	3.49%	0.01%	0.03%	77,777	3.54%
FL	4,326,737	1	0.00%	3.49%	0.01%	0.03%	152,610	3.53%
IA	490,376	-	0.00%	3.50%	0.01%	0.01%	17,277	3.52%
AL	1,079,317	-	0.00%	3.40%	0.01%	0.06%	37,424	3.47%
AR	703,039	-	0.00%	3.38%	0.00%	0.03%	24,065	3.42%
KY	783,413	514	0.07%	3.19%	0.04%	0.05%	26,261	3.35%
GA	2,097,082	-	0.00%	3.30%	0.01%	0.03%	69,947	3.34%
MS	652,451	-	0.00%	3.11%	0.00%	0.02%	20,496	3.14%
SC	1,167,777	-	0.00%	3.03%	0.02%	0.04%	35,987	3.08%

Data Source: Unified Tracking System - Executive Overview Report. Data as of 11:59PM yesterday. Includes progress for NRFU Production cases only. NRFU Reinterview, Field Verification, Self-Response Quality Assurance Recollect, and Field Verification Quality Control Cases are not included. Case completion includes cases closed by self-response, field work, or ACO closure.

# NRFU Progress Management

## Executive Overview of Progress

Data as of: 08/06/2020  
Source: MOJO



### NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	13,484	29	2	13,515	52	10
Percent of All CFS Areas	99.8%	0.2%	0.0%	100%	0.4%	0.1%

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

### Production Staff Details

	Number
Active Employees*	58,196
Employees with Availability	34,615
Employees with an Assignment	33,436

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

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

# NRFU Workload Summary

Workload Component (ID)	Workload Size					Notes
	On Initial Creation Date	Additions to Date	Data Source: UTS NRFU Executive Overview Report. As of 07/08/20		on 08/10/20 (estimated)	
			Completed to Date	Open Today		
NRFU Production (3202)	43,704,852	0	Not tracked at this level of component.	Not tracked at this level of component.	Not estimated at this level of detail. See summation below.	(a) Includes AdRec Occupied and No-Determination Cases
Vacant/Delete W/UAA (3221)	9,039,815					These cases receive a default of 1 visit unless the enumerator finds signs of occupancy. If so, the case receives 6 visits.
Vacant/Delete W/O UAA (3214)	2,550,831					These cases receive a default of 6 visits.
UL Cases in NRFU (3209)	3,651,168	0				The UL operation may add cases which would appear in this workload.
NRFU Supplemental (3215)	1,077,387					
<b>Subtotal ("NRFU" cases in UTS)</b>	<b>60,024,053</b>	<b>0</b>	<b>472,732</b>	<b>59,551,321</b>		(a) Includes AdRec Occupied and No-Determination Cases
NRFU Manager Visit (3203)	231,783		45	231,738		(b) Additions can occur from reverse check-ins and NRFU Adds
Field Verification (3205)	N/A	0	0	N/A		(c) Completions can occur in the field or via self-response
<b>Subtotal ("Initial Production NRFU Workload" in Workload Estimate)</b>	<b>60,255,836</b>	<b>0</b>	<b>472,777</b>	<b>59,783,059</b>	<b>56,358,933</b>	Due to outcomes related to COVID-19 re-plan, manager visit cases will be closed prior to the start of the soft launch. All individual cases in these multiunits will be available for enumeration on 07/16/20.
SRQA Recollect	6,591	0	1	6,590	Not estimated at this level of detail.	Estimated total workload over the entire NRFU operation timeline = 170,000 cases.
<b>Total NRFU Reinterview Workload</b>	<b>18</b>	<b>0</b>	<b>5</b>	<b>13</b>	<b>2,930,665</b>	Estimated total workload over the entire NRFU operation timeline = 750,000 cases
NRFU RI (3210)	18	0	5	13	Not estimated at this level of detail. See summation above.	Reinterview workloads are ~5% of the corresponding production workload. These workloads are created daily.
NRFU Manager Visit Reinterview (3211)	N/A	0	0	N/A		
Field Verification QC (3206)	N/A	0	0	N/A		
<b>Total NRFU Workload</b>	<b>60,262,445</b>	<b>0</b>	<b>472,783</b>	<b>59,789,662</b>	<b>59,289,598</b>	Includes all components of the NRFU workload.

Pre-decisional - Internal Only - Not for Public Distribution

# Expected Workload - NRFU

As of: 06/12/2020

Initial Workload Creation	Total	Actuals in Green	
		TEA 1 (Mailable Housing Units)	TEA 6 (Hand Delivery Areas)
Initial Housing Unit Universe	149,681,571	142,865,554	6,816,017
Self-Response Projection on 08/10/20	63.6%	64.2%	51.1%
Subtotal - Initial NRFU Workload	54,476,166	51,145,868	3,330,298
<b>Additions Prior to NRFU Start</b>			
NRFU Supplemental Addresses	1,514,196	1,448,686	65,510
Self-Response Projection on 08/10/20	26.2%	25.0%	52.6%
Subtotal - NRFU Supplemental Additions	1,117,566	1,086,515	31,052
TEA 1 Unmailable Addresses	748,390		
NRFU Supplemental TEA 1 Unmailable Addresses	16,811		
<b>Total Additions Prior to NRFU Start</b>	<b>1,882,767</b>	<b>1,851,716</b>	
<b>Total Initial Production NRFU Workload (Cut Date 07/27/20)</b>	<b>56,358,933</b>	<b>52,997,584</b>	<b>3,361,350</b>
NRFU Reinterview Workload (5% of Production)	2,817,947		
NRFU Rework Workload (0.2% of Production)	112,718		
<b>Total NRFU QC Workload</b>	<b>2,930,665</b>		

# Soft Launch Overview – CFS Launch

As of: 07/08/2020

**Purpose:** The CFS Launch is a production check-out effort prior to the soft launch scheduled on 07/16/20.

**Planned Duration of Launch:** 07/01/20 – 07/06/20

**Summary:** Two CFS at each ACO identified below attempted to complete production, manager visit, recollect, and reinterview cases. Each CFS had approximately 20 cases each on 07/01. The following case types were successfully assigned: (a) NRFU Production, (b) Multiunit Manager Visit, (c) Administrative Record Vacant and Delete With and without a UAA, (d) SRQA Recollect, (e) Manager Visit Reinterview, and (f) NRFU Production Reinterview.

ACO #	RCC	City	State	Cases Completed			
				Production NRFU	Manager Visit (MV)	SRQA Recollect	Reinterview
2382	NY	Nashville	TN	26	0	0	5
3256	PH	Boise	ID	8	0	1	0

Data Source: Unified Tracking System – Executive Overview Report. Data as of 11:59PM on 07/05/20.

CFMs were able to successfully select cases in the Field Operational Control System (FOCS) and assign them to a CFS. CFS successfully used the device to locate the cases, attempt an interview, leave notices of visit where applicable, enumerate some cases, and create in-field additions to the NRFU workload.

# Administrative Record Modeling

As of: 05/27/2020

## May Modeling Results\*

AdRec Determination	Housing Units	Self-Response TEA1	Update/Leave TEA6
Vacant	9.30 M	8.29 M	1.02 M
Delete	3.11M	3.06 M	0.05M

\*The May modeling results were delivered on May 27, 2020 and only include the two administrative record determinations outlined above.

- AR Vacant or Delete addresses are eligible for one visit if the June 12th in-home postcard mailing is Undeliverable-As-Addressed.
- AR Occupied addresses will be identified before the start of the NRFU operation

# Administrative Record Modeling

As of: 06/22/2020

## June Modeling Results

AdRec Determination	Housing Units	Self-Response TEA1	Update/Leave TEA6
Vacant	8,761,927	7,762,187	999,740
Delete	2,903,054	2,857,988	45,066
Occupied	9,639,974	9,385,840	254,134
No Determination	40,836,117	37,628,313	3,207,804

Note: Addresses in table are addresses without validated data or had not mailed back a questionnaire as of May 18, 2020.

# Administrative Record Modeling

## July Modeling Results

	June	July
AdRec Determination	Housing Units	Housing Units
Vacant	8,761,927	8,762,817
Delete	2,903,054	2,903,119
Occupied	9,639,974	10,060,404
Closeout Occupied	-	887,251
No Determination	40,836,117	39,527,481

Note: Addresses in table are addresses without validated data or had not mailed back a questionnaire as of May 18, 2020.

## Decennial Service Center

- Completed training of RCC and ACO IT support staff in preparation for NRFU operations.
- Developed a library of Knowledge Base Articles (KBAs) related to NRFU support scenarios.
- Prepared to setup:
  - Support bridge calls between DSC and RCC IT support teams
  - A virtual “War Room” between DSC analysts and SMEs
  - Support bridge calls with system teams to monitor training and device enrollment.
- Evaluating staffing focus and available tools in the event of reduced DSC, RCC, or ACO IT staff or significant ticket volumes.
- Total DSC Staff for Peak Operations = 99

# Changes and Contingencies to Address COVID-19

As of: 06/15/2020

The Census Crisis Management Team continues to actively manage the current crisis. To date, the following changes and contingencies are being implemented for the NRFU operation:

- a) De-scoping of the Early NRFU component of the operation.
- b) Delay of the operation including administrative record modeling, phases of the contact strategy, training, and the soft launch of NRFU.
- c) Training updates to minimize in-person interaction and explain precautionary measures enumerators should adhere to.
- d) Updates to Administrative Record Postcard Mailing
- e) Addition of another round of administrative record modeling
- f) Workload estimate for the NRFU operation.
- g) Increased enumerator and CFS staffing levels

The NRFU Operational Delivery team is finalizing additional changes outlined below:

- a) Content of some reports including case completion goals and expected budget of the operation.
- b) Scope of soft launch

# Issue Updates Due to COVID-19

**NRFU Operation [Issue #4](#)** - In response to COVID-19 the NRFU operation is being delayed and other aspects of the operation are being re-tooled to adjust for that delay. The issue details many impacts including the key impacts outlined below:

- 1) Case resolution rate – Respondents and proxies may be less likely to answer their door. This may cause more cases to go unresolved during the NRFU operation and to require imputation.
- 2) Staffing and Training – We may see challenges with staffing up for the operation and training staff:
  - Retention of staff already selected
  - Hiring people to do in-person interviewing work
  - Developing training environment and device distribution process to minimize in-person interactions
- 3) Schedule – The re-plan of the NRFU schedule is complex and will affect training dates, phases of the contact strategy, timing of AdRec processing, and AdRec mailings.
- 4) Scope – The Early NRFU operation is being de-scoped and a change was needed to implement.
- 5) Recall bias - The new NRFU field dates have interviews taking place more than four months after April 1, 2020.

# Risk Updates Due to COVID-19

In response to the latest updates related to COVID-19, the following [NRFU risks](#)\* have been adjusted:

- (a) NRFU002 Natural Disasters – Exposure increased due to realized issue of COVID-19 and increased chances of natural disasters due to NRFU now taking place during hurricane season.
- (b) NRFU003 Workload Assumptions and Supplemental Operations – Updated descriptions to note developments in transformations of GQs to HUs and inclusion of some UE cases in the NRFU workload. Noted impact of increased self-response period before NRFU.
- (c) NRFU008 60-Day Hiring with Late Surge Need for 2020 Census – Exposure reduced given the current state of selections and hiring for the NRFU operation.
- (d) NRFU016 2020 Census - Decreased Self-Response Rate – Closed on 06/25/20.
- (e) NRFU018 Availability of Field Staff for the NRFU Operation during the 2020 Census – Updated explanation to note that the effect of COVID-19 is an unknown and that the NRFU operation will monitor staffing details for operations happening before NRFU.
- (f) NRFU023 Hiring of NPC Staff to Support 2020 NRFU RI Clerical Resolution - Closed on 06/25/20.
- (g) NRFU024 Late SRQA Recollect and NRFU Adds – Updated text of description and explanations to note the additional time now available for in-office adds since CFMs have had access to MaCS since March.

\*The following global updates to open risks and contingency plans were made and are not noted in this list: (1) The risk time frame has been updated to reflect the new operational dates. (2) Contingency strategies that included extending field operations is less optimal given the already delayed timeline. (3) The soft launch is a mitigating factor for many of the NRFU risks.

# Devices

As of: 05/19/2020

## Gold/Final Image

- Final NRFU content delivered to dDaaS on 01/07/2020.
- Provisioning of tablets and iPhones is currently underway (see details below)
- Provisioning began on 01/27/20

## Device Provisioning Schedule

Position	Week of Delivery	Phones	Tablets	Total
Early NRFU CFM & CFS	02/17/20A	4,744	4,744	9,488
Early NRFU Enumerator	03/16/20A**	73,653	NA	73,653
NRFU CFM & CFS	06/19/20	17,565	16,709	34,274
NRFU Enumerator	07/17/20*	427,634	NA	427,634
<b>Total</b>		523,596	21,453	545,049

\*If an ACO prefers deliveries to the UPS store, then those deliveries will begin on 7/27.

\*\*Early NRFU Enumerator devices completed delivery on 4/22/20. There was a large delay in these deliveries due to Puerto Rico offices being closed.

# Device Quantity by RCC

RCC	Original Order			New Order			Total
	Tablets	Phones	Subtotal	Tablets	Phones	Subtotal	
New York	2,834	70,561	73,395	1,327	27,334	28,661	102,056
Philadelphia	2,506	65,449	67,955	706	12,987	13,693	81,648
Chicago	2,274	59,695	61,969	486	8,428	8,914	70,833
Atlanta	3,150	82,511	85,661	998	18,483	19,481	105,142
Dallas	2,775	73,017	75,792	1,140	22,371	23,511	99,303
Los Angeles	2,416	63,957	66,373	841	18,803	19,644	86,017
<b>Total</b>	15,955	415,190	431,145	5,498	108,406	113,904	545,049

# Device Provisioning Progress

Date	Planned Output*	Planned Cumulative Total	Actual	Cumulative Total	Variance
Jan 27 – Feb 2	7,000	7,000	4,619	4,619	(2,381)
Feb 3 – Feb 9	16,000	23,000	19,756	24,375	1,375
Feb 10 – Feb 16	20,000	43,000	28,549	52,924	9,924
Feb 17 – Feb 23	40,000	83,000	53,689	106,583	23,583
Feb 24 – Mar 1	45,000	128,000	64,154	170,737	42,737
Mar 2 – Mar 8	45,000	173,000	75,978	246,715	73,715
Mar 9 – Mar 15	48,000	221,000	76,897	323,612	102,612
Mar 16 – Mar 22	48,000	269,000	45,666	369,278	100,278
Mar 23 – Mar 29	48,000	317,000	49,313	417,397	100,397
Mar 30 – Apr 5	48,000	365,000	15,332	433,923	68,923
Apr 6 – Apr 12	48,000	413,000	9,006	442,929	29,929
Apr 13 – Apr 20	42,000	454,779	2,643	445,572	(9,207)
Apr 21 – Apr 26			2,234	447,806	(6,973)
Apr 27 – May 3			3,289	451,095	(3,684)

\*The planned output in this table includes surplus devices

# Device Provisioning

- All iPhones and iPads originally planned for the NRFU operation have been provisioned as of 05/03/20 - Note that 3,685 of these devices were provisioned to Recruiting Assistants and staff supporting the Mobile Questionnaire Assistance effort.
- An additional 125,000 iPhones and 5,500 iPads were requested to support increased hiring efforts to address COVID-19. The provisioning progress of those phones and tablets is detailed below.

## Additional NRFU iPad (Phase 2) Provisioning Progress

Week Ending	Planned Output	Planned Total	Actual	Total	Variance
May 4 – May 10	1,000	1,000	1,769	1,769	769
May 11 – May 17	1,000	2,000	1,279	3,048	1,048
May 18 – May 24	1,500	3,500	1,408	4,456	956
May 25 – May 31	2,000	5,500	821	5,277	(223)
June 1 – June 7	N/A	N/A	219	5,550	0
June 8 – June 14	N/A	N/A	2	5,498	(2)

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# Device Deliveries

As of: 06/15/2020

## CFM/CFS Device Deliveries (Phase 1)

RCC	# of ACOs	# of ACOs Complete	# of Devices Scheduled	# of Devices Delivered	Scheduled Completion	Status
Atlanta	42	42	4,260	4,260	6/5	Completed
New York	45	45	3,526	3,525	6/8	Completed
Dallas	50	50	4,227	4,227	6/9	Completed
Philadelphia	36	36	3,341	3,341	6/10	Completed
Los Angeles	43	43	3,840	3,840	6/11	Completed
Chicago	32	31	3,230	3,230	6/12	Completed
<b>Total</b>	<b>248</b>	<b>247</b>	<b>22,423</b>	<b>22,423</b>		Completed

# Device Deliveries – Soft Launch Cycle 1A

## CFM/CFS Device Deliveries (Phase 1&2) – Soft Launch ACOs

RCC	# of Devices Scheduled	#of Devices Delivered	Scheduled Completion	Status
Nashville	153	153	6/15	Completed
Gardiner	219	219	6/15	Completed
Kansas City	229	229	6/15	Completed
Boise	153	153	6/17	Completed
Gulfport	223	223	6/17	Completed
Oklahoma Co	163	163	6/18	Completed
<b>Total</b>	<b>1,166</b>	<b>1,166</b>		

# Device Deliveries

## CFM/CFS Device Deliveries (Phase 2)

RCC	# of ACOs	# of ACOs Complete	# of Devices Scheduled	# of Devices Delivered	Scheduled Completion	Status
Atlanta	42	42	2,178	2,178	6/12	Production Ready
New York	45	45	2,655	2,655	6/15	Production Ready
Dallas	50	50	2,426	2,426	6/16	Production Ready
Philadelphia	36	36	1,536	1,536	6/17	Production Ready
Los Angeles	43	43	1,803	1,803	6/18	Production Ready
Chicago	32	32	1,131	1,131	6/19	Production Ready
<b>Total</b>	<b>248</b>	<b>248</b>	<b>11,729</b>	<b>11,729</b>		

Note: Production Ready = Enough devices delivered to covered training and most of the spares

An extra 730 NRFU tablets were requested and those are included in the counts and are scheduled for delivery on 6/19.

# Device Provisioning

- All iPhones and iPads originally planned for the NRFU operation have been provisioned as of 05/03/20 - Note that 3,685 of these devices were provisioned to Recruiting Assistants and staff supporting the Mobile Questionnaire Assistance effort.
- An additional 125,000 iPhones and 5,500 iPads were requested to support increased hiring efforts to address COVID-19. The provisioning progress of those phones and tablets is detailed below.
  - All additional iPads have been provisioned as of 06/14/20.
  - Provisioning of iPhones is detailed on the next slide.

# Device Provisioning

## NRFU Additional iPhone (Phase 2) Provisioning Progress

Week Ending	Planned Output	Planned Total	Actual	Total	Variance
May 4 – May 10	2,000	2,000	2,999	2,999	999
May 11 – May 17	5,000	7,000	15,078	18,077	11,077
May 18 – May 24	8,500	15,500	30,251	48,238	32,828
May 25 – May 31	7,500	23,000	17,815	66,143	43,143
Jun 1 – Jun 7	10,000	33,000	24,293	90,346	57,436
Jun 8 – Jun 14	15,000	48,000	9,727	100,163	52,163
Jun 15 – Jun 21	15,000	63,000	6,665	106,828	43,828
Jun 22 – Jun 28	15,000	78,000	8,034	114,862	36,862
Jun 29 – Jul 5	12,000	90,000	3,421	118,283	28,283
Jul 6 – Jul 12	15,000	105,000	1,167	119,450	14,450
Jul 13 – Jul 19	15,000	120,000	1,483	120,933	933
Jul 20 – Jul 26	5,000	125,000			

# Upcoming Device Delivery and Related Training Dates

As of: 07/01/2020

Operation	Date	Phones/Staff
NRFU Enum <b><u>Phase 1</u></b> Device Delivery	7/3	326,190
NRFU Enum <b><u>Soft Launch 1A</u></b> device delivery	6/29	12,802
Enum training for <b><u>Soft Launch 1A</u></b>	7/7	NA
NRFU Enum Soft Launch <b><u>1B</u></b> device delivery	7/6	14,972
Enum training for Soft Launch <b><u>1B</u></b>	7/14	NA
NRFU Enum <b><u>Cycle 2</u></b> device delivery PR	7/13	6,870
NRFU Enum <b><u>Cycle 2</u></b> device delivery	7/13	5,910
NRFU Enum <b><u>Cycle 2</u></b> device delivery to UPS for Peoria and Honolulu	7/15	1,650
NRFU Enum <b><u>Cycle 2</u></b> device delivery for Danbury, Quincy, Waltham, Worcester, Trenton, Buffalo	7/16	950
NRFU Enum <b><u>Cycle 2</u></b> training	7/21	NA
NRFU Enum <b><u>Phase 2</u></b> Device Delivery	7/6-7/17	120,000 minus early deliveries
UPS Store Deliveries for Enums (Duluth, Rochester (NY))	7/27	TBD

# Device Deliveries

## Enumerator iPhone Deliveries (Phase 1 & 2)

RCC	# of ACOs	# of ACOs Complete	# of Devices Scheduled	# of Devices Delivered	Scheduled Completion	Status
Atlanta (29)	42	42	79,467	79,467	6/19	Production Ready
Chicago (25)	32	30	57,438	54,768	6/19	In Progress
Dallas (31)	50	48	70,759	70,749	6/26	Production Ready
Philadelphia (23)	36	36	62,986	62,986	6/26	Production Ready
Los Angeles (32)	43	42	61,810	61,809	7/3	Production Ready
New York (22)	45	45	67,824	67,778	7/3	Production Ready
<b>Total</b>	<b>248</b>	<b>243</b>	<b>400,203</b>	<b>395,471</b>		

Note: Production Ready = Enough devices delivered to cover training and most of the spares

Duluth (2578) and Rochester (2580), have UPS delivery dates of 7/27.

## Enumerator Device Deliveries (Phase 1&2) Soft Launch ACOs

As of: 07/16/2020

RCC	# of Devices Scheduled	#of Devices Delivered	Scheduled Completion	Status
<b>Soft Launch 1A</b>				
Beckley	4,593	4,593	7/6	Production Ready
Gardiner	2,830	2,830	6/30	Production Ready
New Orleans	1,555	1,555	7/6	Production Ready
Kansas City	2,845	2,845	6/29	Production Ready
Boise	2,058	2,058	6/29	Production Ready
Oklahoma Co	2,005	2,005	6/29	Production Ready
<b>Soft Launch 1B</b>				
Hartford	1,852	1,852	7/6	Production Ready
State College	2,565	2,565	7/6	Production Ready
Evansville	2,073	2,073	7/6	Production Ready
Baton Rouge	1,980	1,980	7/6	Production Ready
Wichita	2,122	2,122	7/6	Production Ready
Tacoma	1,388	1,388	7/6	Production Ready
Nashville	2,254	2,254	6/30	Production Ready
Gulfport	2,781	2,781	6/30	Production Ready
Crystal City	854	854	7/6	Production Ready
<b>Total</b>	<b>33,755</b>	<b>33,755</b>		

Note: Production Ready = Enough devices delivered to cover training and most of the spares

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# Enumerator iPhones Deliveries – Cycle 2

As of: 07/16/2020

## Tentative ACO Locations Due Date 7/13

ACO #	RCC	City	Devices Scheduled	Devices Delivered	Status
2253	NY	*Danbury	1,453	1,453	Production Ready
2258	NY	*Quincy	614	614	Production Ready
2260	NY	*Waltham	650	650	Production Ready
2261	NY	*Worcester	925	925	Production Ready
2271	NY	*Trenton	628	628	Production Ready
2276	NY	*Buffalo	1,258	1,258	Production Ready
2293	NY	Guaynabo	5,347	5,347	Production Ready
2294	NY	Caguas	5,013	5,013	Production Ready
2295	NY	Mayaguez	5,118	5,118	Production Ready
2359	PH	Hanover	1,862	1,862	Production Ready
2361	PH	Hagerstown	1,441	1,441	Production Ready
2362	PH	Towson	1,514	1,514	Production Ready
2364	PH	Mansfield	1,554	1,554	Production Ready
2372	PH	Cranberry Township	2,227	2,227	Production Ready
2373	PH	Harrisburg	1,905	1,905	Production Ready
2377	PH	Pittsburgh	1,169	1,169	Production Ready
2559	CH	Chicago Central	1,472	1,472	Production Ready
2560	CH	Chicago Far Southwest	1,298	1,298	Production Ready
2561	CH	Chicago South	1,508	1,508	Production Ready
2562	CH	Cook County NW	1,453	1,453	Production Ready
2563	CH	Cook County South	1,442	1,442	Production Ready
2564	CH	DeKalb	1,466	1,466	Production Ready

ACO #	RCC	City	Devices Scheduled	Devices Delivered	Status
2565	CH	Oswego	1,260	1,260	Production Ready
2566	CH	Peoria	1,538	1,538	Production Ready
2567	CH	Skokie	873	873	Production Ready
2571	CH	Indianapolis	1,650	1,650	Production Ready
2572	CH	Lake County	1,871	1,871	Production Ready
2585	CH	Green Bay	1,718	1,718	Production Ready
2910	AT	Atlanta	1,359	1,359	Production Ready
2982	AT	DeKalb County	1,282	1,282	Production Ready
3154	DV	Aurora	1,134	1,134	Production Ready
3155	DV	Colorado North	1,594	1,594	Production Ready
3157	DV	Denver	1,210	1,210	Production Ready
3158	DV	Overland Park	1,118	1,118	Production Ready
3162	DV	Bismarck	904	904	Production Ready
3255	LA	Honolulu	2,144	2,144	Production Ready
3280	LA	San Francisco	1,676	1,676	Production Ready
3282	LA	San Mateo	1,007	1,007	Production Ready
3289	LA	Sunnyvale	963	963	Production Ready
3293	LA	Everett	1,790	1,790	Production Ready
3294	LA	Olympia	1,821	1,821	Production Ready
3295	LA	Seattle	1,705	1,705	Production Ready

Late ACOs: Honolulu (3255)

# Special Topic – Lesson Learned from CFS Launch

As of: 07/16/2020

## De-scoping Manager Visit Cases

As part of the re-plan of the operation, the grouping of individual cases into manager visit (MV) cases was conducted after the Administrative Record Vacant and Delete with and without a UAA workloads were created. As a result, the MV concept lost its effectiveness and those cases have been de-scoped.