

2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 08/07/2020

Presented by

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United States[®]
Census
2020

Pre-decisional - Internal Only - Not for Public Distribution

Agenda

Status Legend



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

Milestone Schedule

Activity	Date
Soft Launch	
Cycle 1A Enumeration Start	07/16/20A
Cycle 1B Enumeration Start	08/05/20A
Cycle 2 Enumeration Start	07/30/20A
Cycle 3 Enumeration Start	08/03/20A
Full Launch	
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
 2 days to NRFU start (08/09)

Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/06/2020
Source: Unified Tracking System

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

Status:

● On Track

Data current as of:
August 6, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

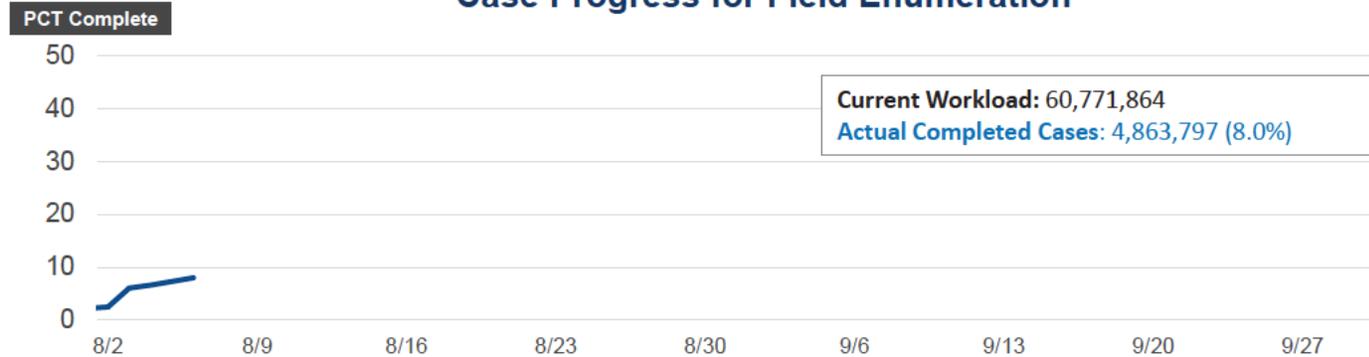
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

Cases Completed by Self-Response:
2,518,666 (51.8% of completed cases)

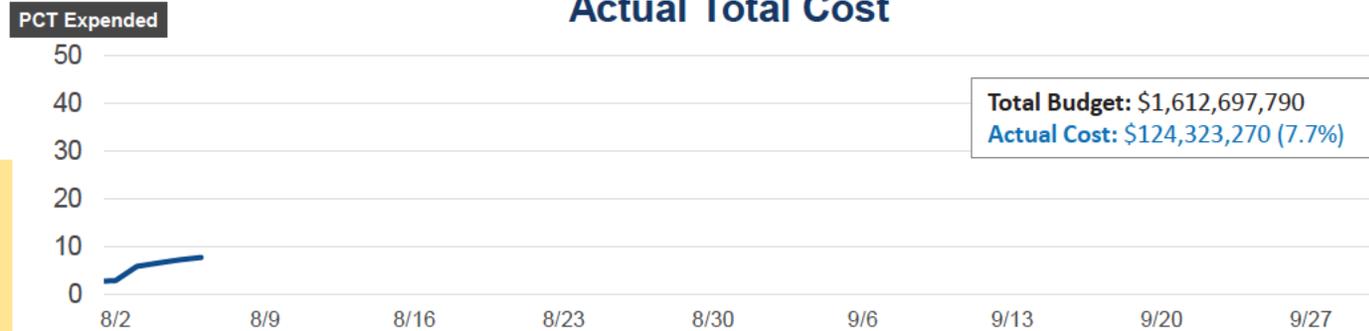
Remaining Workload:
55,908,067 cases

Active ACOs: 210 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: Multiple, see footnotes
 Source: Multiple, see footnotes
 *Data are shown for ACOs in Cycle 1A of the soft launch.

Case Completion by ACO

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2262	Gardiner, ME	393,086	89,501	22.77%	4.50%	5.68%	0.22%	130,397	33.17%
2390	Beckley, WV	491,288	143,671	29.24%	5.34%	5.22%	0.40%	197,535	40.21%
2581	Kansas City, MO	426,996	118,360	27.72%	4.84%	7.50%	0.52%	173,269	40.58%
2990	New Orleans, LA	181,155	55,773	30.79%	4.56%	6.32%	0.57%	76,521	42.24%
3167	Oklahoma County, OK	266,870	54,193	20.31%	4.89%	5.75%	0.52%	83,987	31.47%
3256	Boise, ID	303,138	109,710	36.19%	6.24%	7.48%	0.67%	153,318	50.58%
Total Cycle 1A		2,062,533	571,208	27.69%	5.08%	6.28%	0.46%	815,027	39.52%

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: 38.55%

NRFU Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	397	39	2	438	64	2
Percent of All CFS Areas	90.6%	8.9%	0.5%	100%	14.6%	0.5%

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

Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 1A*

Data as of: 08/06/2020

Source: MOJO

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

Status:

● On Track

Data current as of:

August 6, 2020

Start Date:

July 16, 2020

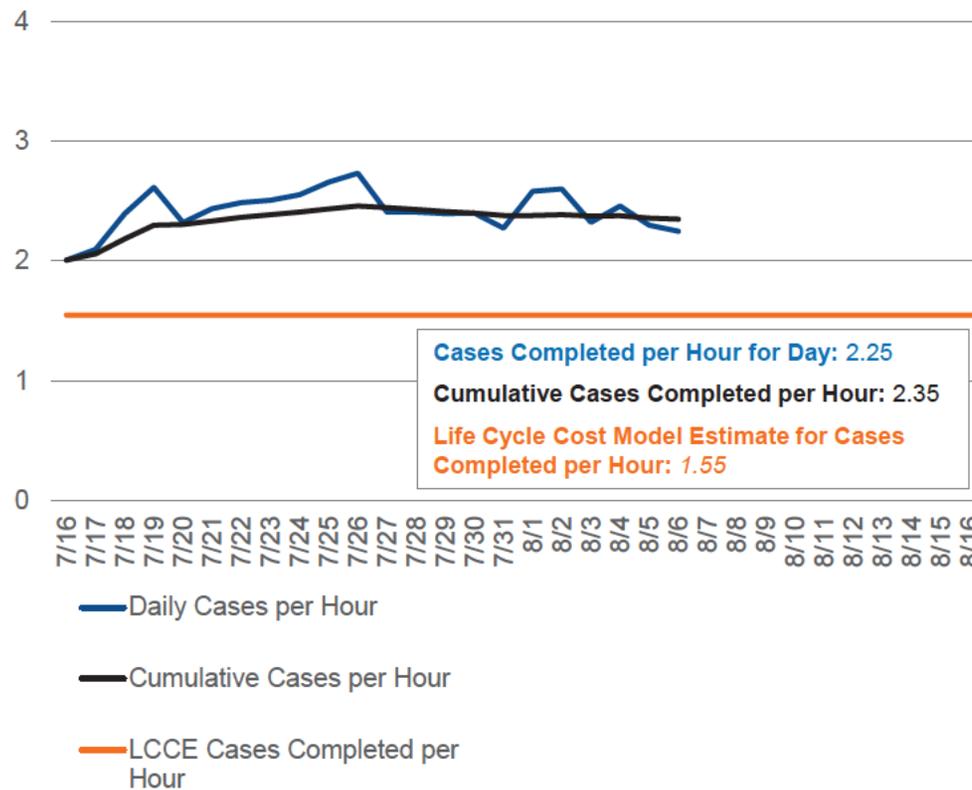
Completion Date:

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	2.46
2390	Beckley, WV	2.18
2581	Kansas City, MO	2.77
2990	New Orleans, LA	2.35
3167	Oklahoma County, OK	2.33
3256	Boise, ID	2.11
Cycle 1A		2.35

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 1B*

Data as of: Multiple, see footnotes
 Source: Multiple, see footnotes
 *Data are shown for ACOs in Cycle 1B of the soft launch.

Case Completion by ACO

ACO #	ACO Name	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
2254	Hartford, CT	223,033	39,443	17.68%	6.75%	7.91%	0.50%	73,258	32.85%
2379	State College, PA	332,999	41,988	12.61%	4.30%	3.16%	0.16%	67,365	20.23%
2384	Crystal City, VA	118,762	23,040	19.40%	7.40%	9.06%	0.71%	43,430	36.57%
2569	Evansville, IN	249,469	31,138	12.48%	4.62%	3.50%	0.31%	52,157	20.91%
3159	Wichita, KS	304,547	53,065	17.42%	4.27%	4.49%	0.41%	81,005	26.60%
3297	Tacoma, WA	171,880	26,968	15.69%	6.69%	6.24%	0.58%	50,171	29.19%
Total Cycle 1B		1,400,690	215,642	15.40%	5.30%	5.14%	0.39%	367,386	26.23%

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: 25.66%

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	3	1
Percent of All CFS Areas	99.7%	0.3%	0.0%	100%	0.9%	0.3%

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

Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 1B*

Data as of: 08/06/2020

Source: MOJO

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

Status:

● On Track

Data current as of:

August 6, 2020

Start Date:

July 23, 2020

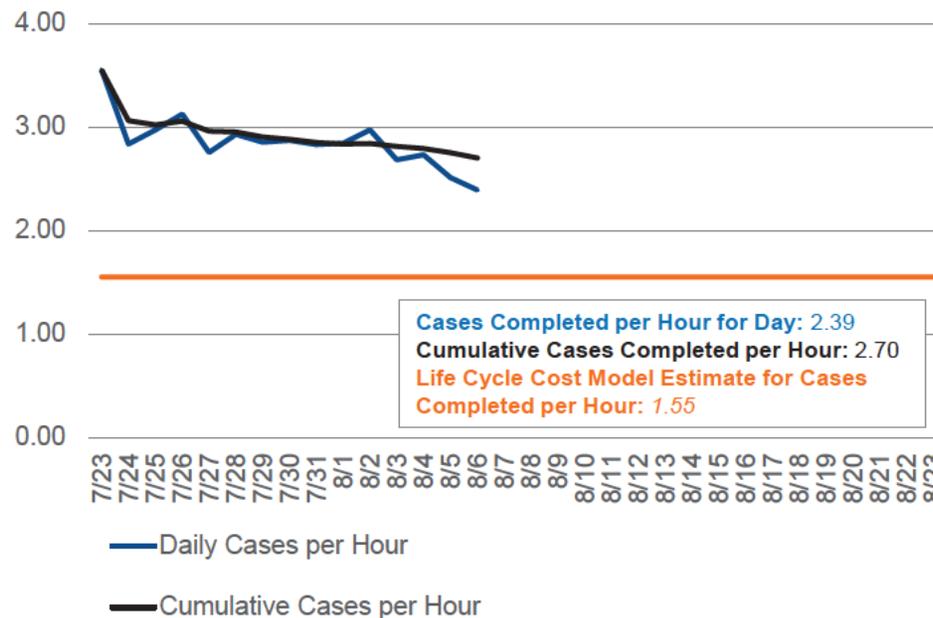
Completion Date:

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	2.74
2390	State College, PA	2.78
2581	Crystal City, VA	2.56
2990	Evansville, IN	2.91
3167	Wichita, KS	2.78
3256	Tacoma, WA	2.40
Cycle 1B		2.70

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 2*

Data as of: 08/06/2020
 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	117,491	18,722	15.93%	6.70%	9.10%	0.95%	38,398	32.68%
2562	Cook County NW, IL	132,756	16,281	12.26%	6.57%	8.25%	0.69%	36,856	27.76%
2260	Waltham, MA	217,846	27,564	12.65%	5.79%	6.39%	0.72%	55,671	25.56%
3295	Seattle, WA	201,829	25,502	12.64%	5.74%	5.59%	1.35%	51,085	25.31%
2364	Mansfield, OH	253,967	29,891	11.77%	5.03%	4.93%	0.28%	55,893	22.01%
2261	Worcester, MA	272,950	12,433	4.56%	4.90%	1.84%	0.36%	31,793	11.65%
2572	Lake County, IN	302,508	16,624	5.50%	4.08%	1.57%	0.22%	34,399	11.37%
2253	Danbury, CT	179,044	6,697	3.74%	4.93%	1.79%	0.48%	19,589	10.94%
3155	Colorado North, CO	269,183	8,955	3.33%	3.92%	0.89%	0.47%	23,169	8.61%
2566	Peoria, IL	307,892	10,858	3.53%	3.72%	0.87%	0.29%	25,855	8.40%
Total		8,320,209	635,667	7.64%	5.08%	2.62%	0.39%	1,308,291	15.72%

Completion Goal: 12.32%

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	2,434,828	177,741	7.30%	5.67%	1.43%	0.21%	355,921	14.62%
Philadelphia	1,623,729	131,152	8.08%	5.02%	3.52%	0.28%	274,363	16.90%
Chicago	2,456,729	177,767	7.24%	4.84%	3.08%	0.40%	382,048	15.55%
Dallas	834,104	42,925	5.15%	4.19%	2.06%	0.68%	100,769	12.08%
Los Angeles	970,819	106,082	10.93%	5.06%	3.39%	0.73%	195,190	20.11%
Total	8,320,209	635,667	7.64%	5.08%	2.62%	0.39%	1,308,291	15.72%

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: 08/07/2020
 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	5	4
Percent of All CFS Areas	100.0%	0.0%	0.0%	100%	0.2%	0.2%

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

Periodic Performance Management Reports

Enumerator Productivity – Soft Launch Cycle 2*

Data as of: 08/06/2020

Source: MOJO

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

Status:

● On Track

Data current as of:

August 6, 2020

Start Date:

July 30, 2020

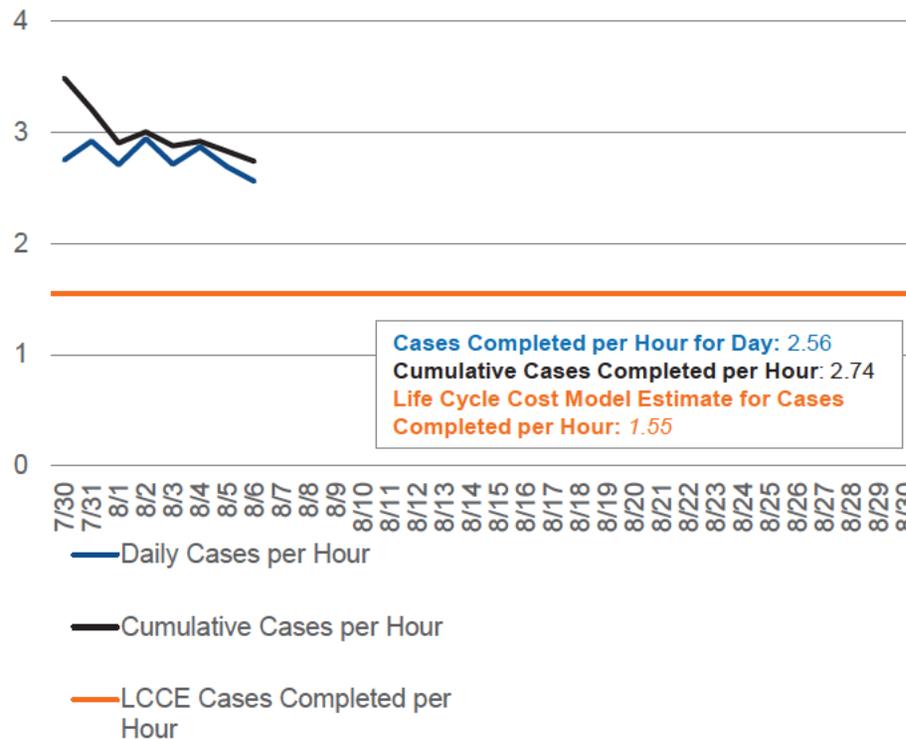
Completion Date:

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	3.40
2373	Harrisburg, PA	3.24
2364	Mansfield, OH	3.18
2258	Quincy, MA	3.11
2361	Hagerstown, MD	3.02
2294	Caguas, PR	2.32
2567	Skokie, IL	2.23
2561	Chicago South, IL	2.23
3255	Honolulu, HI	2.11
3162	Bismarck, ND	2.05
Total		2.74

NRFU Progress Management

Executive Overview of Progress – Soft Launch Cycle 3*

Data as of: 08/06/2020
 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	100,283	8,561	8.54%	7.23%	5.30%	0.52%	21,649	21.59%
2277	Central Queens, NY	110,329	2,309	2.09%	6.47%	0.92%	1.27%	11,863	10.75%
2374	Norristown, PA	169,977	5,216	3.07%	5.25%	1.94%	0.40%	18,106	10.65%
2579	Minneapolis, MN	149,512	3,026	2.02%	5.06%	0.58%	1.36%	13,487	9.02%
2284	Northeast Queens, NY	120,270	1,434	1.19%	6.15%	0.64%	0.86%	10,634	8.84%
2291	Syracuse, NY	367,469	701	0.19%	3.50%	0.04%	0.29%	14,763	4.02%
2376	Philadelphia-Penn, PA	154,645	394	0.25%	3.23%	0.22%	0.22%	6,076	3.93%
2272	Albany, NY	399,476	1,060	0.27%	3.27%	0.05%	0.19%	15,096	3.78%
2259	Taunton, MA	289,596	-	0.00%	3.50%	0.00%	0.25%	10,873	3.75%
2287	Rochester, NY	368,761	241	0.07%	3.40%	0.01%	0.24%	13,708	3.72%
Total		7,750,410	45,917	0.59%	4.35%	0.27%	0.58%	448,910	5.79%

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	4,960,441	9,537	0.19%	4.46%	0.08%	0.69%	269,010	5.42%
Philadelphia	2,133,357	33,100	1.55%	4.05%	0.75%	0.31%	142,103	6.66%
Chicago	656,612	3,280	0.50%	4.55%	0.15%	0.56%	37,797	5.76%
Total	7,750,410	45,917	0.59%	4.35%	0.27%	0.58%	448,910	5.79%

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: 08/07/2020
 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%	100%	0.0%	0.0%

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

Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/07/2020
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	429	691	595	544	465
Cycle 1B	427	392	402	498	409	384	328
Cycle 2	2,644	2,054	2,346	3,234	2,660	2,380	2,032
Cycle 3	2,832	2,692	2,521	2,906	2,338	2,549	2,178
Full Launch	13,038	12,003	11,508	14,308	12,408	11,732	10,020
Total	19,546	17,607	17,206	21,637	18,410	17,589	15,023

NRFU Enumerators

ACO	Total Goal to Hire	NRFU Goal to Hire	Hired	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed	Active in FOCS	With Work Availability	With an Assignment
Cycle 1A	13,485	11,973	10,278	10,790	8,418	11,966	9,300	7,047	4,217	4,092
Cycle 1B	9,512	9,158	7,469	7,201	5,576	8,465	6,560	4,972	2,791	2,715
Cycle 2	60,046	51,473	41,704	42,882	30,941	52,201	40,640	28,997	17,175	16,740
Cycle 3	62,215	60,893	37,995	27,635	6,560	55,644	42,980	5,188	2,705	2,596
Full Launch	360,631	340,120	159,226	121,571	27,111	319,459	248,780	21,362	11,049	10,375
Total	505,889	473,617	256,672	210,079	78,606	447,735	348,260	67,566	37,937	36,518

2020 NRFU Production System Updates

As of: 08/07/2020 

New Incidents

- INC000000879220 - Hard Fail Employee Alert - Hard Fail alerts being generated on all clusters. FOCS team is working on a fix.

Open Incidents

Active

- INC000000839128 – MOJO RO - Phase 2 Clustering is creating larger than desired clusters. Prod date: 8/7

Monitoring

- INC000000768993 - Multiple regions reporting IVR 109L or 2029L errors when calling 855-236-2020. AT&T made network adjustments. No incidents were reported on 8/7
- INC000000794995 - Decennial Field IT staff as well as the DSC has reported slowness when attempting to perform actions within Decennial Remedy. No incidents were reported on 8/7

Questions?

Thanks!

Back Up Slides

Periodic Performance Management Reports

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

Data as of: 08/06/2020
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 6, 2020

Start Date:
July 16, 2020

Completion Date:
October 31, 2020

Notes:

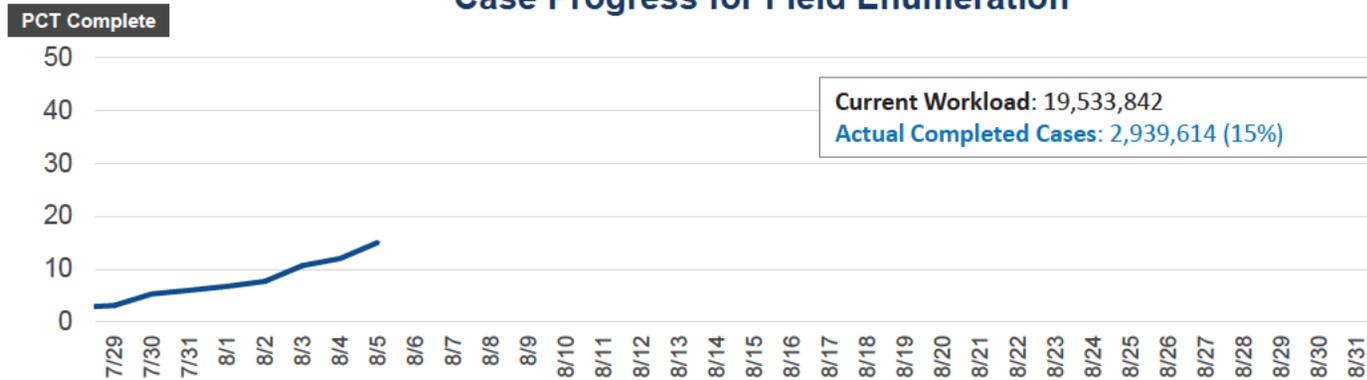
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

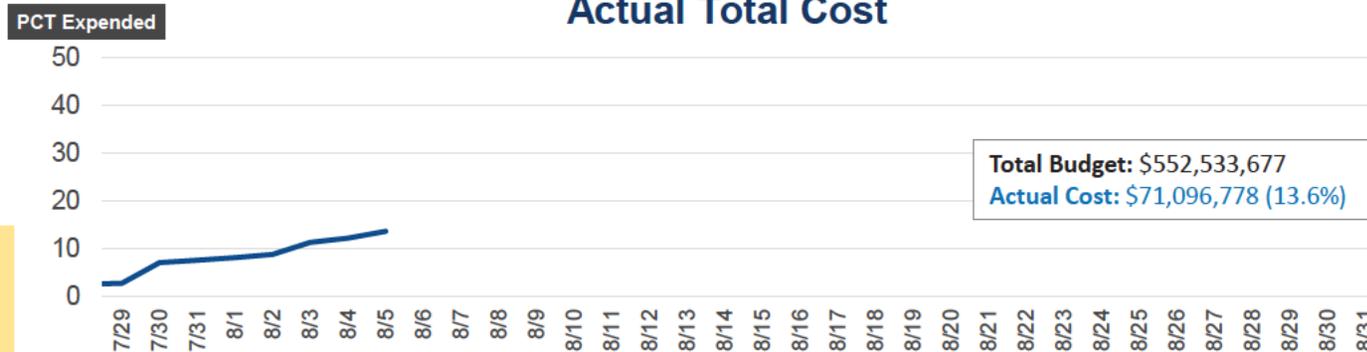
Cases Completed by Self-Response:
938,861 (31.9% of completed cases)

Remaining Workload:
16,594,228 cases

Case Progress for Field Enumeration



Actual Total Cost



NRFU Progress Management

Executive Overview of Progress

Data as of: Multiple, see footnotes
Source: Multiple, see footnotes

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	9,605,980	316,406	3.29%	4.78%	0.82%	0.50%	902,633	9.40%
Philadelphia	9,363,540	382,110	4.08%	4.15%	1.31%	0.30%	921,622	9.84%
Chicago	8,771,789	330,960	3.77%	4.05%	1.34%	0.38%	837,342	9.55%
Dallas	11,309,874	218,451	1.93%	4.02%	0.57%	0.41%	784,886	6.94%
Los Angeles	9,086,016	306,851	3.38%	4.64%	0.88%	0.59%	862,725	9.50%
Atlanta	12,634,665	57,178	0.45%	3.47%	0.10%	0.36%	554,589	4.39%
Total	60,771,864	1,611,956	2.65%	4.14%	0.79%	0.42%	4,863,797	8.00%

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 Contact Strategy Phase Progression

	Phase 1	Phase 2	Closeout	Total CFS Areas	Phase 2 Eligible	Closeout Eligible
Number of CFS Areas	13,344	40	2	13,386	72	10
Percent of All CFS Areas	99.7%	0.3%	0.0%	100%	0.5%	0.1%

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

NRFU Progress Management

Executive Overview of Progress

NRFU Production Case Completion by State

Data as of: 08/06/2020
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	295,491	106,129	35.92%	6.40%	7.67%	0.39%	148,866	50.38%
WV	481,744	138,686	28.79%	5.45%	5.33%	0.31%	192,080	39.87%
ME	386,863	87,090	22.51%	4.57%	5.78%	0.05%	127,311	32.91%
KS	481,394	62,382	12.96%	4.55%	3.57%	0.09%	101,922	21.17%
WA	1,150,351	101,690	8.84%	5.45%	3.27%	0.06%	202,560	17.61%
CT	566,053	43,374	7.66%	5.77%	3.69%	0.02%	97,021	17.14%
HI	262,722	26,832	10.21%	3.94%	2.33%	0.06%	43,471	16.55%
MO	1,220,934	115,398	9.45%	3.94%	2.63%	0.07%	196,452	16.09%
PR	1,319,961	104,253	7.90%	6.22%	0.00%	0.00%	186,419	14.12%
IL	1,934,135	119,463	6.18%	4.84%	2.89%	0.02%	269,423	13.93%
MD	920,339	46,659	5.07%	4.89%	2.83%	0.03%	118,019	12.82%
OK	873,511	55,912	6.40%	4.15%	1.84%	0.13%	109,400	12.52%
ND	164,448	11,624	7.07%	3.45%	1.88%	0.04%	20,450	12.44%
IN	1,067,032	63,926	5.99%	4.37%	2.03%	0.04%	132,543	12.42%
PA	2,203,187	105,849	4.80%	4.29%	1.65%	0.02%	237,181	10.77%
OR	718,841	35,904	4.99%	4.12%	1.16%	0.02%	74,027	10.30%
MA	1,185,610	43,906	3.70%	4.60%	1.85%	0.02%	120,588	10.17%
LA	1,024,537	53,890	5.26%	3.40%	1.12%	0.08%	100,998	9.86%

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: 08/06/2020
Source: Unified Tracking System



State	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
CO	971,341	30,324	3.12%	4.10%	1.46%	0.04%	84,685	8.72%
VA	1,308,798	34,834	2.66%	4.35%	1.35%	0.03%	109,864	8.39%
DC	168,810	3,142	1.86%	4.42%	0.62%	0.02%	11,693	6.93%
WI	919,158	19,284	2.10%	3.57%	0.75%	0.04%	59,299	6.45%
OH	1,902,811	30,927	1.63%	4.08%	0.69%	0.02%	122,067	6.42%
NJ	1,432,734	9,543	0.67%	4.42%	0.40%	0.01%	78,756	5.50%
AK	170,631	498	0.29%	5.03%	0.01%	0.03%	9,156	5.37%
TX	5,555,597	48,889	0.88%	4.12%	0.24%	0.06%	294,435	5.30%
NY	3,978,060	19,558	0.49%	4.59%	0.20%	0.01%	210,529	5.29%
CA	5,833,761	24,392	0.42%	4.65%	0.09%	0.03%	302,598	5.19%
DE	192,756	2,024	1.05%	3.42%	0.45%	0.03%	9,536	4.95%
VT	168,737	-	0.00%	4.81%	0.03%	0.05%	8,246	4.89%
UT	423,753	63	0.01%	4.59%	0.01%	0.05%	19,742	4.66%
MN	770,914	2,875	0.37%	3.99%	0.12%	0.03%	34,854	4.52%
MT	255,737	-	0.00%	4.19%	0.01%	0.05%	10,871	4.25%
WY	135,630	132	0.10%	4.05%	0.01%	0.05%	5,712	4.21%
RI	203,669	420	0.21%	3.91%	0.05%	0.01%	8,516	4.18%

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: 08/06/2020
Source: Unified Tracking System

State	Current Workload	Field Completed	%Field Completed	%Self-Response Completed	%AdRec Completed	%Other Completed	Total Cases Completed	%Total Cases Completed
TN	1,326,455	5,635	0.42%	3.61%	0.11%	0.03%	55,393	4.18%
NV	531,689	373	0.07%	3.85%	0.04%	0.06%	21,409	4.03%
NH	267,389	-	0.00%	3.97%	0.01%	0.03%	10,730	4.01%
MI	1,593,167	240	0.02%	3.83%	0.01%	0.03%	61,903	3.89%
NM	518,605	27	0.01%	3.82%	0.00%	0.03%	20,030	3.86%
AZ	1,384,136	2,124	0.15%	3.63%	0.03%	0.04%	53,382	3.86%
NE	292,476	-	0.00%	3.76%	0.01%	0.01%	11,076	3.79%
NC	2,199,469	465	0.02%	3.63%	0.02%	0.03%	81,556	3.71%
FL	4,328,818	109	0.00%	3.61%	0.01%	0.03%	158,097	3.65%
AR	703,046	401	0.06%	3.54%	0.02%	0.03%	25,668	3.65%
IA	490,379	-	0.00%	3.62%	0.01%	0.01%	17,835	3.64%
SD	161,161	-	0.00%	3.58%	0.02%	0.03%	5,849	3.63%
AL	1,079,430	-	0.00%	3.52%	0.01%	0.06%	38,781	3.59%
KY	783,417	1,096	0.14%	3.31%	0.05%	0.05%	27,846	3.55%
GA	2,097,087	582	0.03%	3.42%	0.01%	0.03%	73,147	3.49%
MS	652,451	68	0.01%	3.24%	0.00%	0.02%	21,413	3.28%
SC	1,167,937	138	0.01%	3.14%	0.02%	0.04%	37,416	3.20%

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.