# 2020 Census Nonresponse Followup Readiness

## Operational Delivery 10.0

Date: 08/12/2020

Presented by

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

SMEs: Letitia Jones, Tammy Adams, Donna Scheleur

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DRB Approval Number: CBDRB-FY21-DSEP-002

# Agenda

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

**Status Legend**

| Complete | On Track | Management Focus | Requires Attention |
|---|---|---|---|



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# Milestone Schedule

As of: 08/12/2020

| 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 | 08/09/20A |
| NRFU RI Begins | 08/10/20A |
| NRFU Production Ends | 09/30/20 |
| NRFU Re-interview Ends | 09/30/20 |

**Days Until NRFU End (09/30) - 49**



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# Periodic Performance Management Reports

## 2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/11/2020
Source: Unified Tracking System
*Data are aggregated for all ACOs regardless of soft launch cycle.

**Status:**
*On Track*

**Data current as of:**
*August 11, 2020*

**Start Date:**
*July 16, 2020*

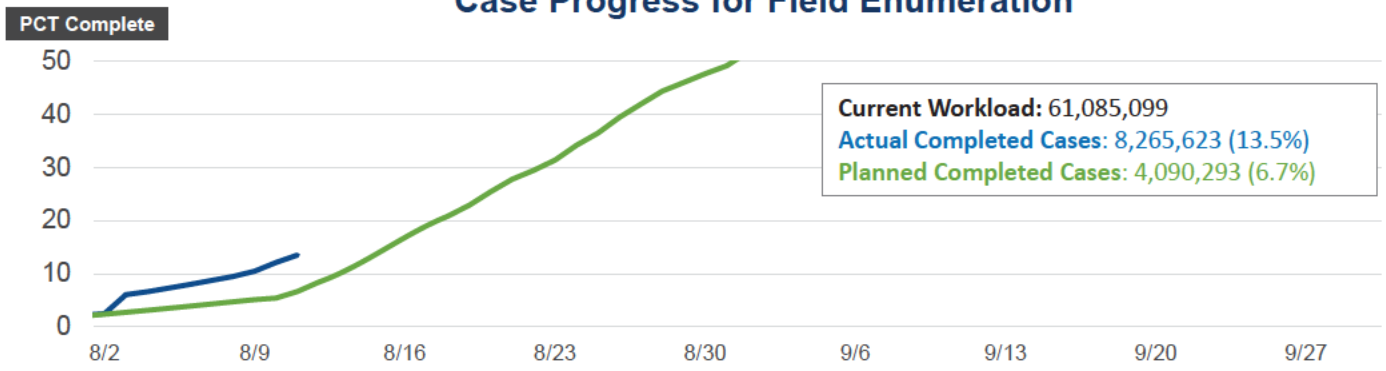
**Completion Date:**
*September 30, 2020*

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

**Cases Completed by Self-Response:**
2,960,983 (35.8% of completed cases)

**Remaining Workload:**
52,819,476 cases

### Case Progress for Field Enumeration




### Actual Total Cost

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# 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 | Case Completion Goal |
|---|---|---|---|---|---|---|---|---|---|
| New York | 9,672,281 | 709,717 | 7.34% | 5.54% | 1.85% | 0.49% | 1,472,332 | 15.22% | 9.65% |
| Philadelphia | 9,408,946 | 775,161 | 8.24% | 4.84% | 2.69% | 0.31% | 1,512,484 | 16.07% | 9.30% |
| Chicago | 8,809,311 | 684,600 | 7.77% | 4.69% | 2.56% | 0.38% | 1,356,995 | 15.40% | 10.81% |
| Dallas | 11,383,304 | 638,249 | 5.61% | 4.78% | 1.58% | 0.42% | 1,410,617 | 12.39% | 4.96% |
| Los Angeles | 9,123,493 | 822,949 | 9.02% | 5.58% | 2.54% | 0.60% | 1,618,076 | 17.74% | 5.84% |
| Atlanta | 12,687,764 | 282,717 | 2.23% | 3.96% | 0.51% | 0.36% | 895,119 | 7.05% | 1.85% |
| Total | 61,085,099 | 3,913,393 | 6.41% | 4.85% | 1.85% | 0.42% | 8,265,623 | 13.53% | 6.70% |

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 | 13,453 | 70 | 17 | 13,540 | 92 | 27 |
| Percent of All CFS Areas | 99.4% | 0.52% | 0.1% | 100% | 0.7% | 0.2% |

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



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# Periodic Performance Management Reports

## Enumerator Productivity

Data as of: 08/11/2020
Source: MOJO

**Status:**
*On Track*

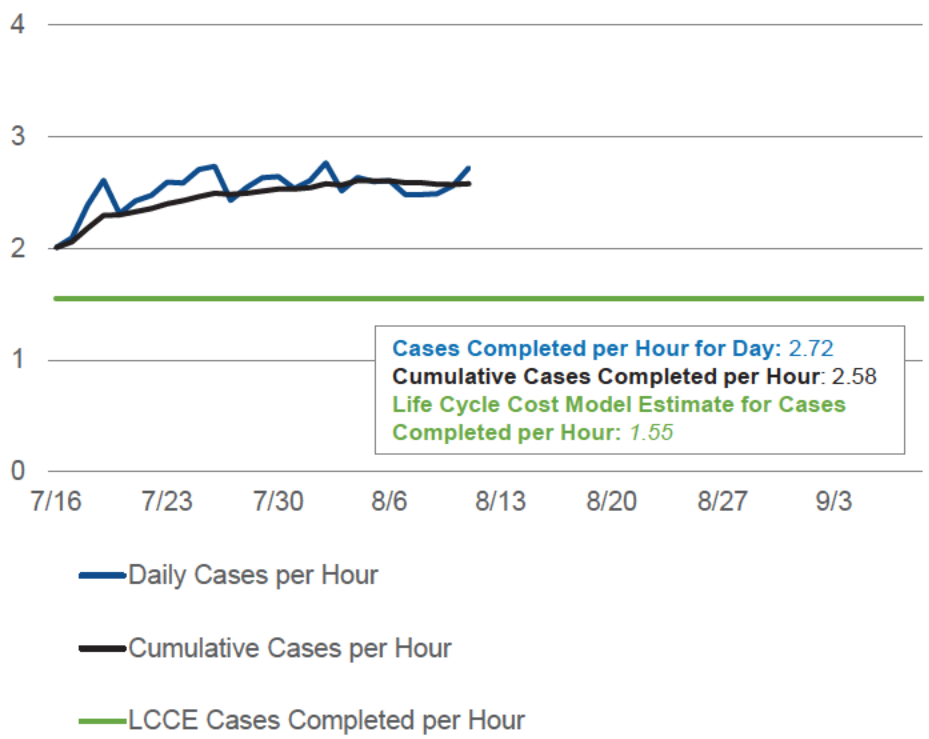
**Data current as of:**
*August 11, 2020*

**Start Date:**
*August 09, 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




### Cases Completed per Hour

| Region | Day | Cumulative |
|---|---|---|
| New York | 2.77 | 2.71 |
| Philadelphia | 2.77 | 2.63 |
| Chicago | 2.74 | 2.61 |
| Dallas | 2.61 | 2.46 |
| Los Angeles | 2.69 | 2.48 |
| Atlanta | 2.76 | 2.66 |
| Total | 2.72 | 2.58 |



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# 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 | 396,274 | 119,418 | 30.14% | 5.29% | 7.19% | 0.24% | 169,866 | 42.87% |
| 2390 | Beckley, WV | 495,548 | 186,098 | 37.55% | 6.21% | 6.47% | 0.42% | 251,026 | 50.66% |
| 2581 | Kansas City, MO | 429,148 | 156,181 | 36.39% | 5.48% | 9.43% | 0.55% | 222,503 | 51.85% |
| 2990 | New Orleans, LA | 181,856 | 74,417 | 40.92% | 5.22% | 8.03% | 0.59% | 99,576 | 54.76% |
| 3167 | Oklahoma County, OK | 267,628 | 69,628 | 26.02% | 5.68% | 7.02% | 0.56% | 105,106 | 39.27% |
| 3256 | Boise, ID | 305,219 | 136,911 | 44.86% | 7.17% | 8.67% | 0.96% | 188,210 | 61.66% |
| Total Cycle 1A | | 2,075,673 | 742,653 | 35.78% | 5.87% | 7.75% | 0.53% | 1,036,287 | 49.93% |

Completion Goal: 49.25%

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 | 365 | 59 | 14 | 438 | 60 | 11 |
| Percent of All CFS Areas | 83.3% | 13.5% | 3.2% | 100% | 13.7% | 2.5% |

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



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# Periodic Performance Management Reports

## Enumerator Productivity – Soft Launch Cycle 1A*

Data as of: 08/11/2020
Source: MOJO
*Data are aggregated for ACOs in Cycle 1A of the soft launch.

**Status:**
*On Track*

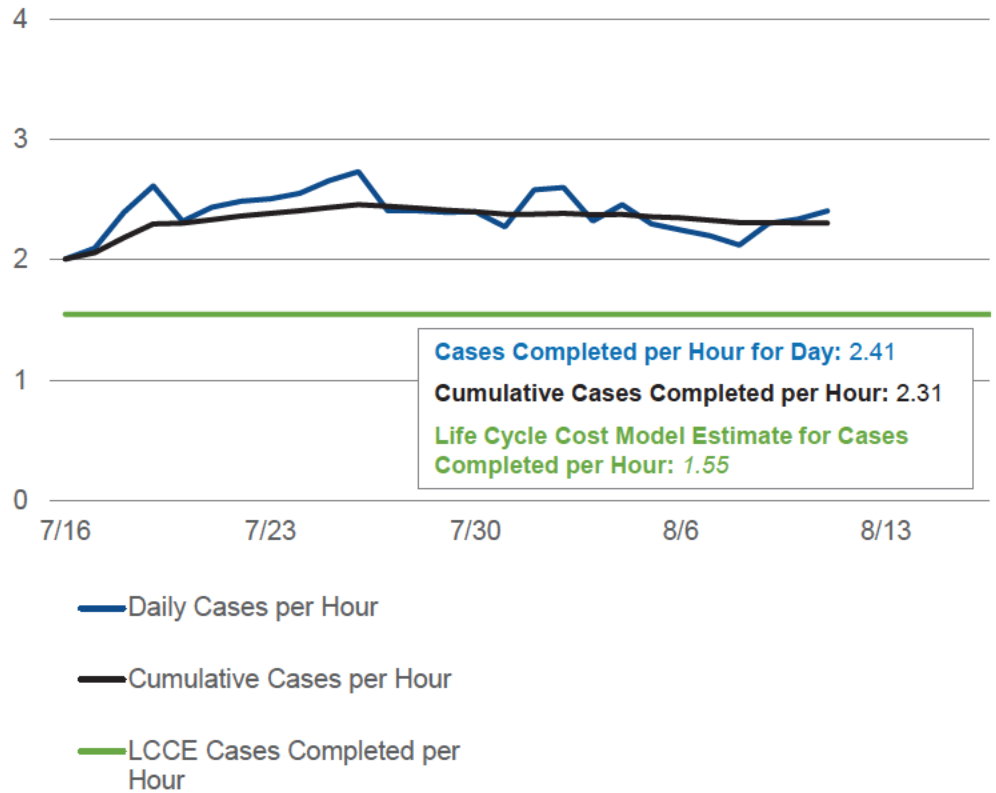
**Data current as of:**
*August 11, 2020*

**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 | 2.44 |
| 2390 | Beckley, WV | 2.17 |
| 2581 | Kansas City, MO | 2.72 |
| 2990 | New Orleans, LA | 2.27 |
| 3167 | Oklahoma County, OK | 2.29 |
| 3256 | Boise, ID | 2.04 |
| | Cycle 1A | 2.31 |



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# 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 | 224,637 | 58,566 | 26.07% | 7.70% | 10.99% | 0.49% | 101,656 | 45.25% |
| 2379 | State College, PA | 335,022 | 63,568 | 18.97% | 5.02% | 4.53% | 0.16% | 96,093 | 28.68% |
| 2384 | Crystal City, VA | 118,964 | 32,892 | 27.65% | 8.69% | 12.89% | 0.72% | 59,415 | 49.94% |
| 2569 | Evansville, IN | 250,653 | 52,825 | 21.07% | 5.50% | 5.70% | 0.31% | 81,685 | 32.59% |
| 3159 | Wichita, KS | 305,652 | 78,280 | 25.61% | 5.11% | 6.10% | 0.46% | 113,932 | 37.28% |
| 3297 | Tacoma, WA | 172,254 | 41,514 | 24.10% | 8.13% | 9.06% | 0.64% | 72,228 | 41.93% |
| Total Cycle 1B | | 1,407,182 | 327,645 | 23.28% | 6.24% | 7.37% | 0.41% | 525,009 | 37.31% |

Completion Goal: 37.83%

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 | 318 | 3 | 0 | 321 | 8 | 3 |
| Percent of All CFS Areas | 99.1% | 0.9% | 0.0% | 100% | 2.5% | 0.9% |

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



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# Periodic Performance Management Reports

## Enumerator Productivity – Soft Launch Cycle 1B*

Data as of: 08/11/2020
Source: MOJO
*Data are aggregated for ACOs in Cycle 1B of the soft launch.

**Status:**
*On Track*

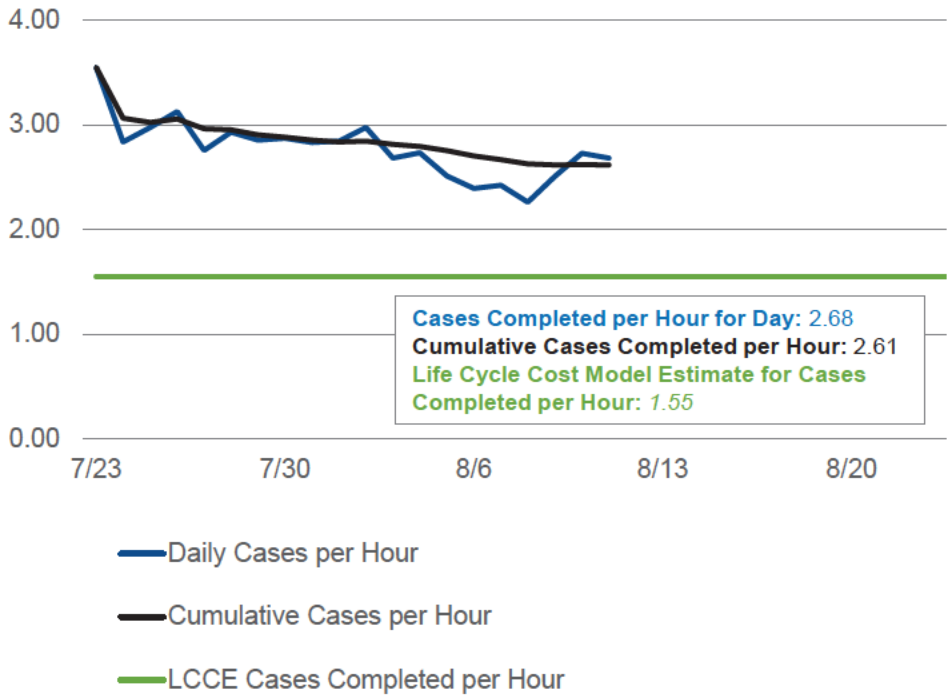
**Data current as of:**
*August 11, 2020*

**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 |
|---|---|---|
| 2254 | Hartford, CT | 2.61 |
| 2379 | State College, PA | 2.70 |
| 2584 | Crystal City, VA | 2.51 |
| 2569 | Evansville, IN | 2.80 |
| 3159 | Wichita, KS | 2.71 |
| 3297 | Tacoma, WA | 2.31 |
| Cycle 1B | | 2.61 |



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# NRFU Progress Management

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

Data as of: 08/11/2020
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 | 118,449 | 30,423 | 25.68% | 8.10% | 13.91% | 0.94% | 57,607 | 48.63% |
| 2562 | Cook County NW, IL | 133,284 | 29,115 | 21.84% | 8.27% | 13.55% | 0.93% | 59,438 | 44.60% |
| 2260 | Waltham, MA | 219,097 | 53,008 | 24.19% | 7.24% | 10.93% | 0.71% | 94,368 | 43.07% |
| 3295 | Seattle, WA | 202,417 | 47,485 | 23.46% | 7.26% | 10.48% | 1.34% | 86,091 | 42.53% |
| 3293 | Everett, WA | 257,914 | 59,618 | 23.12% | 7.08% | 7.25% | 0.68% | 98,326 | 38.12% |
| 2572 | Lake County, IN | 303,831 | 38,202 | 12.57% | 4.77% | 3.39% | 0.22% | 63,660 | 20.95% |
| 2362 | Towson, MD | 284,176 | 27,948 | 9.83% | 5.17% | 4.77% | 0.28% | 57,005 | 20.06% |
| 2253 | Danbury, CT | 179,970 | 16,860 | 9.37% | 5.68% | 4.30% | 0.48% | 35,691 | 19.83% |
| 3155 | Colorado North, CO | 271,295 | 30,166 | 11.12% | 5.03% | 2.99% | 0.48% | 53,239 | 19.62% |
| 2566 | Peoria, IL | 309,212 | 29,226 | 9.45% | 4.28% | 2.34% | 0.29% | 50,600 | 16.36% |
| Total | | 8,384,034 | 1,323,480 | 15.79% | 6.17% | 5.04% | 0.40% | 2,297,060 | 27.40% |

Completion Goal: 23.68%

### 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 | 2,471,143 | 405,943 | 16.43% | 6.83% | 2.84% | 0.21% | 650,087 | 26.31% |
| Philadelphia | 1,631,562 | 251,842 | 15.44% | 6.11% | 6.41% | 0.28% | 460,742 | 28.24% |
| Chicago | 2,468,032 | 359,263 | 14.56% | 5.75% | 5.99% | 0.41% | 659,306 | 26.71% |
| Dallas | 838,329 | 95,252 | 11.36% | 5.20% | 4.27% | 0.78% | 181,219 | 21.62% |
| Los Angeles | 974,968 | 211,180 | 21.66% | 6.45% | 6.62% | 0.73% | 345,706 | 35.46% |
| Total | 8,384,034 | 1,323,480 | 15.79% | 6.17% | 5.04% | 0.40% | 2,297,060 | 27.40% |

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.



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# NRFU Progress Management

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

Data as of: 08/12/2020
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 | 2,020 | 8 | 2 | 2,030 | 22 | 5 |
| Percent of All CFS Areas | 99.5% | 0.4% | 0.1% | 100% | 1.1% | 0.3% |

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



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# Periodic Performance Management Reports

## Enumerator Productivity – Soft Launch Cycle 2*

Data as of: 08/11/2020
Source: MOJO
*Data are aggregated for ACOs in Cycle 2 of the soft launch.

**Status:**
*On Track*

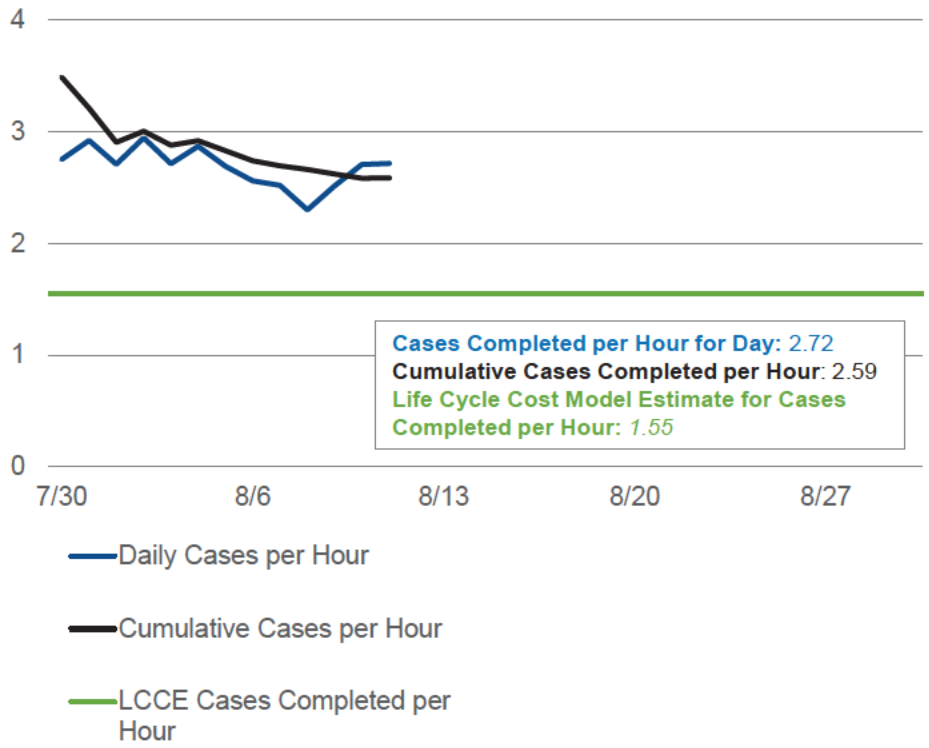
**Data current as of:**
*August 11, 2020*

**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 | 3.22 |
| 2258 | Quincy, MA | 3.16 |
| 2373 | Harrisburg, PA | 3.02 |
| 2571 | Indianapolis, IN | 2.98 |
| 2364 | Mansfield, OH | 2.98 |
| 2563 | Cook County South, IL | 2.30 |
| 2567 | Skokie, IL | 2.24 |
| 2562 | Cook County NW, IL | 2.18 |
| 2561 | Chicago South, IL | 2.11 |
| 3255 | Honolulu, HI | 1.97 |
| Total | | 2.59 |



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# NRFU Progress Management

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

Data as of: 08/11/2020
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 | 101,227 | 20,299 | 20.05% | 9.26% | 11.13% | 0.51% | 41,463 | 40.96% |
| 2374 | Norristown, PA | 171,140 | 16,971 | 9.92% | 6.44% | 6.03% | 0.48% | 39,120 | 22.86% |
| 2579 | Minneapolis, MN | 150,151 | 15,891 | 10.58% | 6.09% | 4.56% | 1.35% | 33,901 | 22.58% |
| 2277 | Central Queens, NY | 111,032 | 9,388 | 8.46% | 7.70% | 4.22% | 1.26% | 24,029 | 21.64% |
| 2284 | Northeast Queens, NY | 120,648 | 8,015 | 6.64% | 7.46% | 4.12% | 0.86% | 23,013 | 19.07% |
| 2259 | Taunton, MA | 290,882 | 4,416 | 1.52% | 3.98% | 0.34% | 0.25% | 17,706 | 6.09% |
| 2376 | Philadelphia-Penn, PA | 154,901 | 1,898 | 1.23% | 3.62% | 0.88% | 0.22% | 9,209 | 5.95% |
| 2287 | Rochester, NY | 370,298 | 4,620 | 1.25% | 3.85% | 0.25% | 0.24% | 20,693 | 5.59% |
| 2291 | Syracuse, NY | 368,699 | 4,069 | 1.10% | 3.99% | 0.18% | 0.29% | 20,532 | 5.57% |
| 2574 | Lansing, MI | 347,392 | 1,525 | 0.44% | 4.08% | 0.10% | 0.33% | 17,182 | 4.95% |
| Total | | 7,780,593 | 234,680 | 3.02% | 4.99% | 1.33% | 0.58% | 771,626 | 9.92% |

Completion Goal: 1.23%

### 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 | 4,978,379 | 104,346 | 2.10% | 5.07% | 0.95% | 0.69% | 438,086 | 8.80% |
| Philadelphia | 2,142,855 | 106,521 | 4.97% | 4.75% | 2.22% | 0.32% | 262,708 | 12.26% |
| Chicago | 659,359 | 23,813 | 3.61% | 5.19% | 1.38% | 0.56% | 70,832 | 10.74% |
| Total | 7,780,593 | 234,680 | 3.02% | 4.99% | 1.33% | 0.58% | 771,626 | 9.92% |

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.



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# NRFU Progress Management

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

Data as of: 08/12/2020
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 | 1 | 0 |
| Percent of All CFS Areas | 100% | 0.0% | 0.0% | 100% | 0.1% | 0.0% | |

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



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# Periodic Performance Management Reports

## Enumerator Productivity – Soft Launch Cycle 3*

Data as of: 08/11/2020
Source: MOJO
*Data are aggregated for ACOs in Cycle 3 of the soft launch.

**Status:**
*On Track*

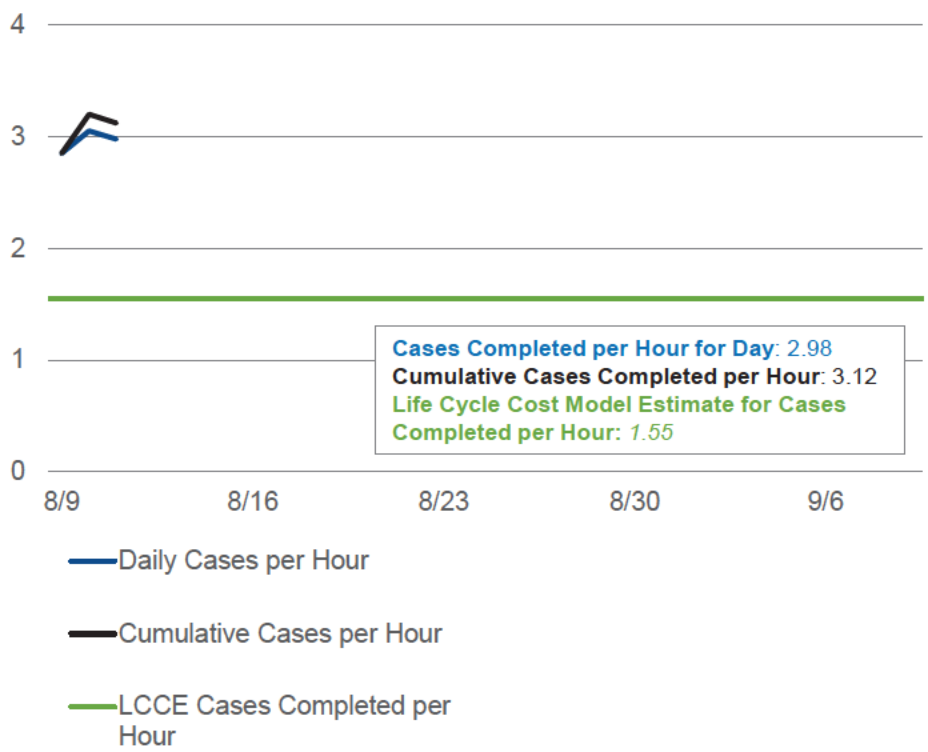
**Data current as of:**
*August 11, 2020*

**Start Date:**
*August 06, 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 |
|---|---|---|
| 2283 | North Brooklyn, NY* | 34.59 |
| 2292 | West Brooklyn, NY | 6.78 |
| 2274 | South Bronx, NY | 6.29 |
| 2281 | South Manhattan, NY | 5.96 |
| 2574 | Lansing, MI | 4.94 |
| 2263 | Concord, NH | 2.80 |
| 2266 | Edison, NJ | 2.73 |
| 2277 | Central Queens, NY | 2.71 |
| 2290 | Staten Island, NY | 2.66 |
| 2385 | Fairfax, VA | 2.62 |
| Total | | 3.12 |

*This ACO had 77 cumulative enumerator hours and 2,562 of the 2,672 completed cases were completed via self-response.



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# Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/12/2020
Source: DAPPS, LMS, Hermes

## NRFU CFS

| ACO | Hired | Started Online Training | Completed Training | Goal to Deploy | Core Number Needed |
|---|---|---|---|---|---|
| Cycle 1A | 430 | 695 | 606 | 544 | 465 |
| Cycle 1B | 404 | 499 | 416 | 384 | 328 |
| Cycle 2 | 2,372 | 3,287 | 2,711 | 2,380 | 2,032 |
| Cycle 3 | 2,553 | 3,047 | 2,417 | 2,549 | 2,178 |
| Full Launch | 11,595 | 14,611 | 12,637 | 11,732 | 10,020 |
| Total | 17,354 | 22,139 | 18,787 | 17,589 | 15,023 |

## NRFU Enumerators

| ACO | Assigned Online Training | Started Online Training | Completed Training | Goal to Deploy | Core Number Needed | Active in FOCS | With Work Availability | With an Assignment |
|---|---|---|---|---|---|---|---|---|
| Cycle 1A | 12,483 | 11,282 | 9,039 | 11,966 | 9,300 | 7,499 | 4,850 | 4,588 |
| Cycle 1B | 8,410 | 7,549 | 6,195 | 8,465 | 6,560 | 5,492 | 3,466 | 3,368 |
| Cycle 2 | 51,713 | 46,071 | 36,615 | 52,201 | 40,640 | 33,945 | 21,890 | 21,135 |
| Cycle 3 | 46,332 | 37,745 | 18,430 | 55,644 | 42,980 | 15,322 | 9,979 | 9,496 |
| Full Launch | 194,489 | 164,809 | 96,546 | 319,459 | 248,780 | 85,008 | 59,409 | 57,175 |
| Total | 313,427 | 267,456 | 166,825 | 447,735 | 348,260 | 147,266 | 99,594 | 95,762 |



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# 2020 NRFU Production System Updates

As of: 08/12/2020

**New Incidents**

- INC000000953458 – MOJO RO - Critical Volume on Node pr7mojopta93.prod.ti.census.gov

**Open Incidents**

- INC000000879220 - Hard Fail Employee Alert - Hard Fail alerts being generated on all clusters. Workaround is implemented, teams are working on test and deployment schedule.



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# Questions?

**Thanks!**



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# Back Up Slides



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# Periodic Performance Management Reports

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

Data as of: 08/11/2020
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 11, 2020*

**Start Date:**
*July 16, 2020*

**Completion Date:**
*September 30, 2020*

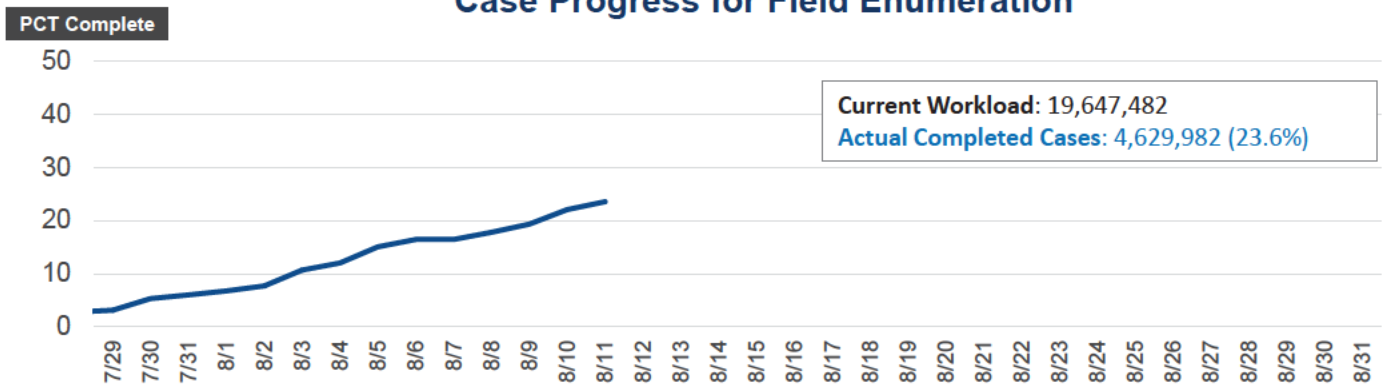
**Notes:**
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

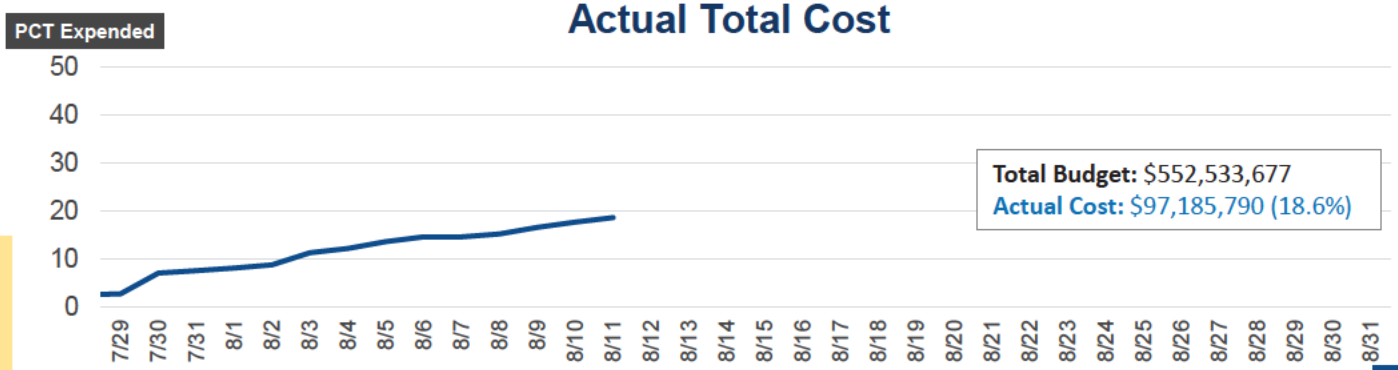
**Cases Completed by Self-Response:**
1,115,035 (24.1% of completed cases)

**Remaining Workload:**
15,017,500 cases

### Case Progress for Field Enumeration




### Actual Total Cost



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# NRFU Progress Management

Data as of: 08/11/2020
Source: Unified Tracking System

## Executive Overview of Progress

### NRFU Production Case Completion by State

| State | Current Workload | Field Completed | %Field Completed | %Self-Response Completed | %AdRec Completed | %Other Completed | Total Cases Completed | %Total Cases Completed |
|---|---|---|---|---|---|---|---|---|
| ID | 296,975 | 132,396 | 44.58% | 7.37% | 8.91% | 0.70% | 182,823 | 61.56% |
| WV | 485,513 | 179,571 | 36.99% | 6.34% | 6.60% | 0.33% | 244,020 | 50.26% |
| ME | 389,649 | 116,131 | 29.80% | 5.38% | 7.32% | 0.07% | 165,906 | 42.58% |
| KS | 482,516 | 101,121 | 20.96% | 5.50% | 5.60% | 0.12% | 155,252 | 32.18% |
| WA | 1,153,819 | 200,167 | 17.35% | 6.76% | 6.11% | 0.06% | 349,396 | 30.28% |
| HI | 263,972 | 52,849 | 20.02% | 5.12% | 4.08% | 0.06% | 77,273 | 29.27% |
| PR | 1,346,499 | 243,095 | 18.05% | 7.48% | 0.00% | 0.00% | 343,902 | 25.54% |
| CT | 568,659 | 74,217 | 13.05% | 6.55% | 5.90% | 0.02% | 145,109 | 25.52% |
| IL | 1,940,852 | 239,380 | 12.33% | 5.73% | 5.64% | 0.04% | 460,636 | 23.73% |
| MO | 1,226,453 | 175,405 | 14.30% | 4.53% | 3.53% | 0.08% | 275,280 | 22.45% |
| MD | 923,656 | 98,556 | 10.67% | 5.97% | 5.50% | 0.03% | 204,818 | 22.17% |
| ND | 165,569 | 22,410 | 13.54% | 4.32% | 3.44% | 0.45% | 35,990 | 21.74% |
| IN | 1,070,601 | 128,158 | 11.97% | 5.12% | 3.74% | 0.04% | 223,431 | 20.87% |
| OR | 720,377 | 90,291 | 12.53% | 5.04% | 3.01% | 0.02% | 148,427 | 20.60% |
| MA | 1,190,414 | 105,458 | 8.86% | 5.45% | 3.96% | 0.02% | 217,708 | 18.29% |
| OK | 876,749 | 89,693 | 10.23% | 5.09% | 2.56% | 0.14% | 157,948 | 18.02% |
| PA | 2,212,116 | 210,994 | 9.54% | 5.04% | 3.35% | 0.02% | 397,042 | 17.95% |
| CO | 975,322 | 76,285 | 7.82% | 5.07% | 3.21% | 0.05% | 157,543 | 16.15% |

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.



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# NRFU Progress Management

Data as of: 08/11/2020
Source: Unified Tracking System

## Executive Overview of Progress

### NRFU Production Case Completion by State

| State | Current Workload | Field Completed | %Field Completed | %Self-Response Completed | %AdRec Completed | %Other Completed | Total Cases Completed | %Total Cases Completed |
|---|---|---|---|---|---|---|---|---|
| LA | 1,028,484 | 88,669 | 8.62% | 3.92% | 1.57% | 0.08% | 145,903 | 14.19% |
| VA | 1,314,174 | 80,329 | 6.11% | 5.11% | 2.78% | 0.03% | 184,440 | 14.03% |
| DC | 169,033 | 8,964 | 5.30% | 5.14% | 2.15% | 0.02% | 21,316 | 12.61% |
| AK | 171,999 | 8,779 | 5.10% | 6.64% | 0.64% | 0.03% | 21,347 | 12.41% |
| CA | 5,850,652 | 300,451 | 5.14% | 5.54% | 1.68% | 0.03% | 724,335 | 12.38% |
| WI | 923,409 | 56,103 | 6.08% | 4.15% | 1.71% | 0.04% | 110,558 | 11.97% |
| OH | 1,910,789 | 89,499 | 4.68% | 4.69% | 1.78% | 0.02% | 213,465 | 11.17% |
| TX | 5,587,183 | 263,249 | 4.71% | 4.87% | 1.46% | 0.06% | 620,261 | 11.10% |
| MN | 773,802 | 29,992 | 3.88% | 4.66% | 1.16% | 0.03% | 75,293 | 9.73% |
| UT | 425,015 | 16,219 | 3.82% | 5.26% | 0.57% | 0.04% | 41,173 | 9.69% |
| TN | 1,330,604 | 53,600 | 4.03% | 4.19% | 1.02% | 0.03% | 123,206 | 9.26% |
| WY | 136,343 | 4,501 | 3.30% | 5.12% | 0.58% | 0.05% | 12,341 | 9.05% |
| NY | 3,988,479 | 103,953 | 2.61% | 5.25% | 1.17% | 0.01% | 360,660 | 9.04% |
| NJ | 1,442,233 | 38,476 | 2.67% | 5.01% | 1.35% | 0.01% | 130,365 | 9.04% |
| DE | 193,268 | 6,807 | 3.52% | 3.94% | 1.49% | 0.02% | 17,351 | 8.98% |
| VT | 169,569 | 3,709 | 2.19% | 5.51% | 0.36% | 0.05% | 13,744 | 8.11% |
| AR | 704,553 | 22,499 | 3.19% | 4.19% | 0.60% | 0.04% | 56,509 | 8.02% |

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# NRFU Progress Management

Data as of: 08/11/2020
Source: Unified Tracking System

## Executive Overview of Progress

### NRFU Production Case Completion by State

| State | Current Workload | Field Completed | %Field Completed | %Self-Response Completed | %AdRec Completed | %Other Completed | Total Cases Completed | %Total Cases Completed |
|---|---|---|---|---|---|---|---|---|
| RI | 204,283 | 4,584 | 2.24% | 4.42% | 0.98% | 0.01% | 15,653 | 7.66% |
| KY | 787,931 | 22,779 | 2.89% | 3.74% | 0.69% | 0.05% | 58,065 | 7.37% |
| SD | 161,742 | 4,313 | 2.67% | 4.20% | 0.45% | 0.03% | 11,886 | 7.35% |
| MS | 654,720 | 17,952 | 2.74% | 3.76% | 0.34% | 0.02% | 44,933 | 6.86% |
| NV | 533,400 | 8,530 | 1.60% | 4.46% | 0.52% | 0.05% | 35,380 | 6.63% |
| NM | 526,979 | 9,291 | 1.76% | 4.56% | 0.27% | 0.03% | 34,855 | 6.61% |
| AL | 1,082,253 | 23,309 | 2.15% | 4.04% | 0.32% | 0.05% | 70,992 | 6.56% |
| GA | 2,102,025 | 40,692 | 1.94% | 3.92% | 0.53% | 0.03% | 134,763 | 6.41% |
| MT | 257,716 | 3,202 | 1.24% | 5.02% | 0.07% | 0.05% | 16,451 | 6.38% |
| NE | 293,982 | 5,156 | 1.75% | 4.34% | 0.26% | 0.01% | 18,707 | 6.36% |
| AZ | 1,393,560 | 23,462 | 1.68% | 4.23% | 0.40% | 0.04% | 88,464 | 6.35% |
| NC | 2,210,790 | 34,466 | 1.56% | 4.21% | 0.42% | 0.03% | 137,532 | 6.22% |
| NH | 268,397 | 2,921 | 1.09% | 4.44% | 0.35% | 0.03% | 15,855 | 5.91% |
| FL | 4,348,107 | 52,271 | 1.20% | 4.07% | 0.42% | 0.02% | 248,124 | 5.71% |
| MI | 1,599,574 | 14,537 | 0.91% | 4.28% | 0.22% | 0.03% | 87,038 | 5.44% |
| SC | 1,170,658 | 16,504 | 1.41% | 3.59% | 0.32% | 0.03% | 62,745 | 5.36% |
| IA | 491,426 | 1,059 | 0.22% | 3.98% | 0.02% | 0.01% | 20,778 | 4.23% |

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