2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 08/13/2020

Presented by

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

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Agenda

- Milestone Schedule
- 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: 08/13/2020

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) - 48

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Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/12/2020
Source: Unified Tracking System
*Data are aggregated for all ACOs regardless of soft launch cycle.

Status:
On Track

Data current as of:
August 12, 2020

Start Date:
July 16, 2020

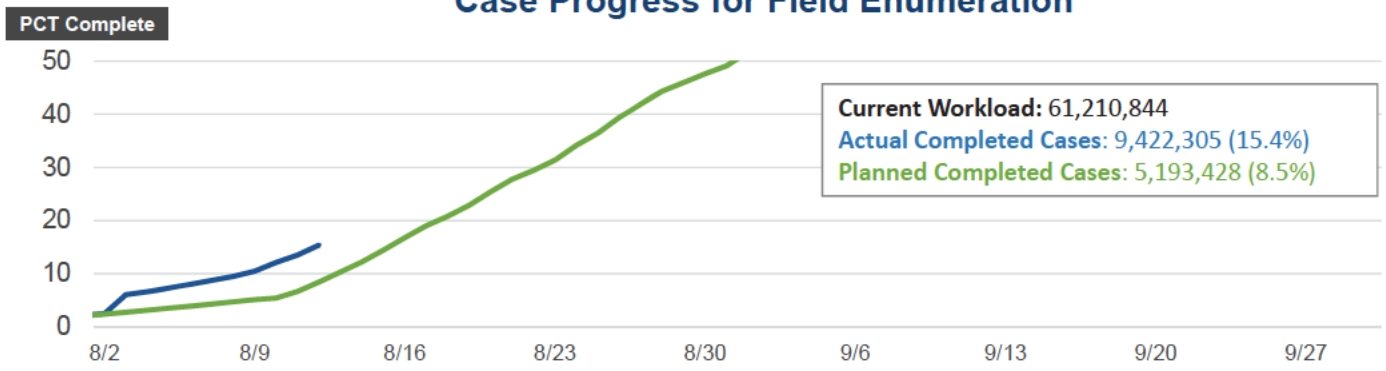
Completion Date:
September 30, 2020

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

Cases Completed by Self-Response:
3,077,331 (32.7% of completed cases)

Remaining Workload:
51,788,539 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	9,707,555	828,186	8.53%	5.73%	2.21%	0.49%	1,646,999	16.97%	11.57%
Philadelphia	9,419,990	906,904	9.63%	5.02%	3.11%	0.31%	1,701,415	18.06%	11.12%
Chicago	8,824,518	813,489	9.22%	4.85%	2.95%	0.38%	1,535,652	17.40%	12.75%
Dallas	11,407,063	776,218	6.80%	4.99%	1.90%	0.43%	1,611,118	14.12%	6.68%
Los Angeles	9,147,283	992,649	10.85%	5.82%	3.16%	0.60%	1,869,619	20.44%	7.59%
Atlanta	12,704,435	398,020	3.13%	4.08%	0.75%	0.36%	1,057,502	8.32%	3.50%
Total	61,210,844	4,715,466	7.70%	5.03%	2.24%	0.43%	9,422,305	15.39%	8.48%

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	13,436	83	21	13,540	136	32
Percent of All CFS Areas	99.2%	0.6%	0.2%	100%	1.0%	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: 08/12/2020
Source: MOJO

Status:
On Track

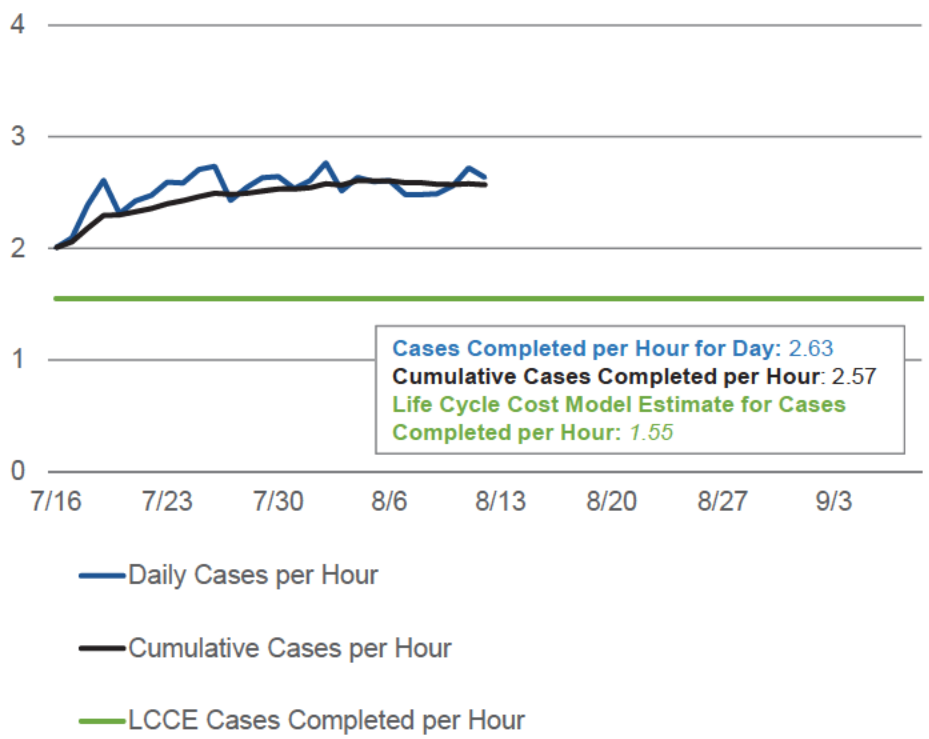
Data current as of:
August 12, 2020

Start Date:
July 16, 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	2.76	2.70
Philadelphia	2.75	2.63
Chicago	2.63	2.60
Dallas	2.52	2.44
Los Angeles	2.54	2.47
Atlanta	2.68	2.64
Total	2.63	2.57

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Administrative Record Modeling

As of: 08/10/2020

August Modeling Results

	July status using 5/18 universe	July statuses using 7/30 universe	Additional Cases in August	August Statuses of 7/30 universe
AdRec Determination	Housing Units	Housing Units	Housing Units	Housing Units
Total	62,141,072	56,955,559	-	56,955,559
Vacant	8,762,817	8,502,671	+619,136	9,121,807
Delete	2,903,119	2,889,038	+521,483	3,410,521
Occupied	10,060,404	8,371,284	+696,715	9,067,999
Closeout Occupied	887,251	769,759	+825,941	1,595,700
Closeout Vacant	-	-	+908,595	908,595
Closeout Delete	-	-	+159,724	159,724
No Determination	39,527,481	36,422,807	-3,731,594	32,691,213

Note: 5/18 universe in table are addresses without validated data or had not mailed back a questionnaire as of May 18, 2020.
7/30 universe addresses are based on addresses without validated data or had not mailed back a questionnaire as of July 30, 2020.

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Hiring Process for NPC Staff – NRFU Reinterview

As of: 08/13/2020

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[1]	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	105	75
Wave 4	08/05/20 – 08/14/20	Matching Technician	0[2]	82	82	82		75
Wave 5	08/18/20 – 08/28/20	Matching Technician	0[2]	85	85			75
Total			360+	350	350	267	167	315*

[1]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.

[2] 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.

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2020 NRFU Reinterview Overview

NRFU Reinterview Progress – Enumerators

Note: These data may differ from other reports due to time lag.

Data as of: 8/13/2020, 2 am
Source: SMaRCS

Enumerators*	Selected for RI	Completed RI	Outcome
123,713	1 or more Cases	1 or more Cases	Acceptable
	87.9%	25.4%	99.99%
	108,698	27,617	27,614
	0 Cases	0 Cases	RCC Fail
	12.1%	74.6%	0.01%
	15,015	81,081	3

*With at least one NRFU HH case completed.

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2020 NRFU Reinterview Overview

NRFU Reinterview Progress – Case Level

Note: These data may differ from other reports due to time lag.

Data as of: 8/13/2020, 2 am
Source: SMaRCS

Production[1]	RI Eligibility	RI Selection	RI Interview	Computer Match	Clerical Match
3,128,959	Eligible	Selected	Interviewed	Referred to Clerical	Completed
	71.6%	6.5%	29.3%	34.3%	82.2%
	2,239,530	146,689	43,030	14,759	12,137
	Confirmed by Admin Records	Not Selected		Pass	In progress
	19.3%	93.5%		65.7%	17.8%
	603,348	2,092,841		28,271	2,622
	Other Ineligible				
	9.1%				
	286,081				
Completed:	3,128,959	2,239,530	43,030	43,030	14,759

[1] Cases completed and received by SMaRCS

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2020 NRFU Reinterview Overview

NRFU Reinterview Outcomes

Note: These data may differ from other reports due to time lag.

Data as of: 8/13/2020, 2 am
Source: SMaRCS

NRFU RI Outcomes	Today		Last Week		Change Since Last Week
	Count	Percent	Count	Percent	Count
Total Cases Completed Coding	40,408	-	13,985	-	26,423
Passed	37,850	93.7%	12,928	92.4%	24,922
Pass Computer	*28,271*	*74.7%*	*9,863*	*76.3%*	*18,408*
Pass Clerical	*9,579*	*25.3%*	*3,065*	*23.7%*	*6,514*
Failed Clerical	2,546	6.3%	1,048	7.5%	1,498
Hard Fail Recommendation	12	0.03%	9	0.06%	3

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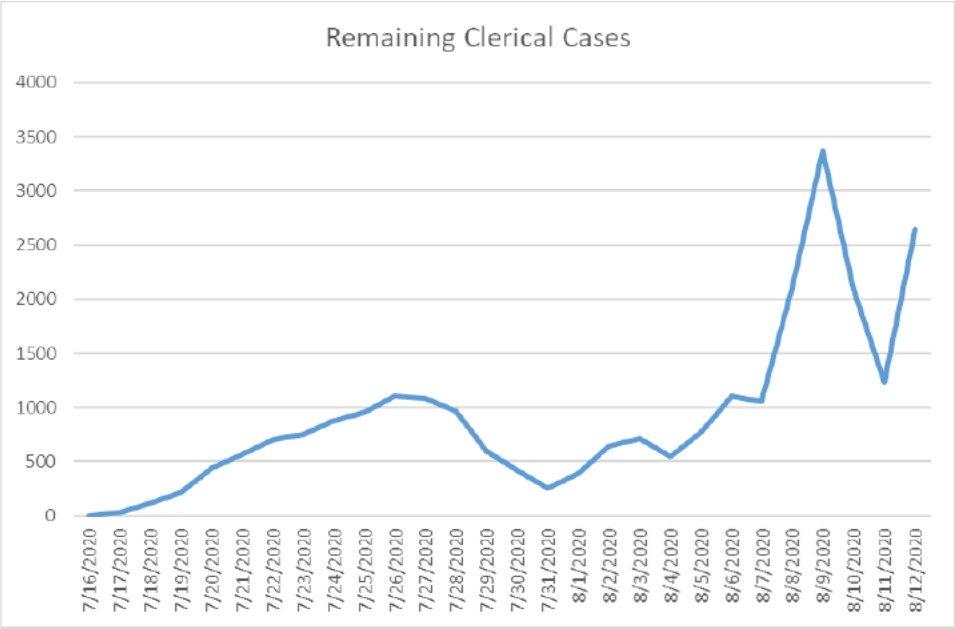
2020 NRFU Reinterview Overview

NRFU RI Clerical Resolution Progress

Note: These data may differ from other reports due to time lag.

Data as of: 8/13/2020, 2 am
Source: SMaRCS

Overall Progress	Overall
Total Clerical Cases	14,759
Cases Worked	12,114
Cases Remaining	2,645
Average Cases Worked Per Day[1]	485
Clerks[2]	169



[1] Starting from 7/16/2020
[2] Any clerk who worked at least one case during the operation.

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2020 NRFU Reinterview Overview

NRFU FV QC Results – Case Level

Note: These data may differ from other reports due to time lag.

Data as of: 8/13/2020, 2 am
Source: SMaRCS

FV QC Case Level Progress	FV	
	Count	Percent
Completed Production	11,122	-
Selected for QC	560	5.0%
Completed QC and Computer Match[1]	502	100.0%
Passed	413	82.3%
Failed[2]	61	12.2%

Notes:
1. Pass and Fail counts may not add to the total number of computer matches due to QC cases in progress.
2. The MAF will get data from the FV QC case when the case fails QC.

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Hiring Process for Field Staff – Regional Summary

Data as of: 08/13/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

RCC	Hired	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
New York	2,613	3,719	3,058	3,124	2,666
Philadelphia	2,931	3,432	2,841	2,650	2,267
Chicago	2,553	2,910	2,469	2,347	2,004
Atlanta	3,259	4,190	3,617	3,533	3,018
Dallas	3,193	4,082	3,543	3,249	2,774
Los Angeles	2,864	3,894	3,340	2,687	2,294
Total	17,413	22,227	18,868	17,590	15,023

NRFU Enumerators

RCC	Assigned Training	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed	Active in FOCS	With Work Availability	With an Assignment
New York	58,809	50,194	30,652	69,220	53,320	26,526	17,445	17,152
Philadelphia	49,294	42,274	28,110	58,154	45,340	25,536	16,921	16,858
Chicago	49,844	42,399	27,811	51,167	40,080	25,635	17,066	16,927
Atlanta	51,838	43,899	26,387	77,196	60,360	22,087	15,395	15,209
Dallas	48,077	42,311	31,053	71,521	55,480	27,128	19,077	19,038
Los Angeles	62,756	53,937	38,609	58,941	45,880	34,692	24,211	23,121
Total	320,618	275,014	182,622	386,198	300,460	161,604	110,115	108,305

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Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/13/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

Cycle	Hired	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
Cycle 1A	430	695	612	544	465
Cycle 1B	405	499	417	384	328
Cycle 2	2,394	3,293	2,719	2,380	2,032
Cycle 3	2,557	3,079	2,434	2,549	2,178
Full Launch	14,184	17740	15,120	11,732	10,020
Total	19,970	25,,306	21,302	17,589	15,023

NRFU Enumerators

Cycle	Assigned Training	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed	Active in FOCS	With Work Availability	With an Assignment
Cycle 1A	12,512	11,336	9,153	11,966	9,300	7,615	4,968	4,831
Cycle 1B	8,482	7,627	6,288	8,465	6,560	5,587	3,604	3,590
Cycle 2	52,498	46,624	37,516	52,201	40,640	34,889	22,745	21,517
Cycle 3	47,522	39,254	21,070	55,644	42,980	17,921	11,750	11,625
Full Launch	199,604	170,173	108,595	319,459	248,780	95,592	67,048	66,742
Total	320,618	275,014	182,622	447,735	348,260	161,604	110,115	108,305

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As of: 08/13/2020

2020 NRFU Production System Updates

Open Incidents

- INC000000879220 - Hard Fail Employee Alert - Hard Fail alerts being generated on all clusters. Workaround is implemented, fix going to production on 8/19

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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: 08/12/2020
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 12, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

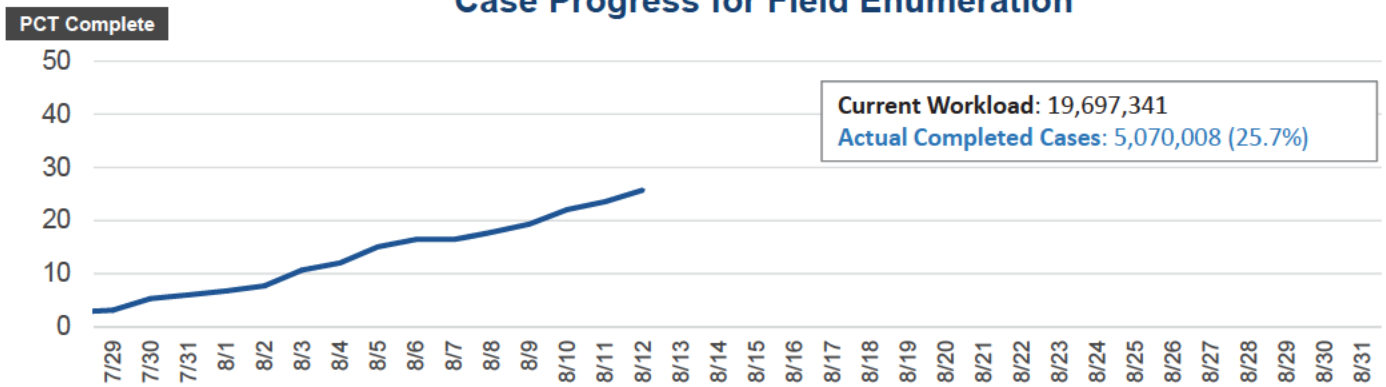
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

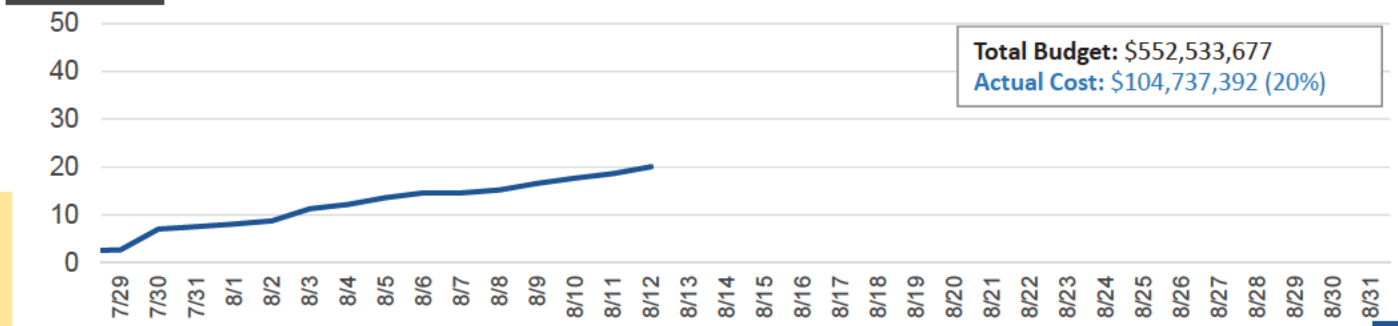
Cases Completed by Self-Response:
1,158,551 (22.9% of completed cases)

Remaining Workload:
14,627,333 cases

Case Progress for Field Enumeration



Actual Total Cost



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NRFU Progress Management

Data as of: 08/12/2020
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	297,000	138,156	46.52%	7.56%	9.18%	0.81%	190,267	64.06%
WV	485,525	189,436	39.02%	6.59%	6.86%	0.36%	256,479	52.83%
ME	389,717	123,361	31.65%	5.61%	7.63%	0.07%	175,236	44.96%
KS	482,543	110,477	22.89%	5.71%	6.01%	0.14%	167,723	34.76%
WA	1,153,934	224,307	19.44%	7.08%	6.70%	0.06%	384,027	33.28%
HI	263,986	58,902	22.31%	5.38%	4.37%	0.06%	84,801	32.12%
PR	1,346,506	271,590	20.17%	7.90%	0.00%	0.00%	378,037	28.08%
CT	568,748	83,180	14.63%	6.74%	6.50%	0.03%	158,635	27.89%
IL	1,941,033	272,827	14.06%	5.92%	6.28%	0.04%	510,464	26.30%
MO	1,226,692	196,467	16.02%	4.69%	3.84%	0.09%	302,217	24.64%
ND	165,607	25,708	15.52%	4.52%	3.78%	0.46%	40,225	24.29%
MD	923,715	109,418	11.85%	6.21%	5.93%	0.03%	221,865	24.02%
OR	720,414	106,673	14.81%	5.28%	3.58%	0.02%	170,621	23.68%
IN	1,070,672	147,375	13.76%	5.31%	4.21%	0.04%	249,738	23.33%
MA	1,190,523	123,189	10.35%	5.66%	4.54%	0.02%	244,899	20.57%
PA	2,212,247	242,544	10.96%	5.23%	3.81%	0.03%	443,042	20.03%
OK	876,760	99,922	11.40%	5.38%	2.78%	0.15%	172,735	19.70%
CO	975,344	89,766	9.20%	5.33%	3.66%	0.06%	177,989	18.25%

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: 08/12/2020
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
AK	172,002	12,921	7.51%	7.29%	1.10%	0.03%	27,410	15.94%
LA	1,028,501	102,427	9.96%	4.03%	1.78%	0.08%	163,055	15.85%
VA	1,314,208	95,353	7.26%	5.31%	3.16%	0.03%	207,145	15.76%
CA	5,850,941	405,126	6.92%	5.79%	2.41%	0.03%	886,677	15.15%
WI	923,450	73,541	7.96%	4.33%	2.20%	0.04%	134,145	14.53%
DC	169,038	10,747	6.36%	5.29%	2.59%	0.02%	24,121	14.27%
OH	1,910,847	115,428	6.04%	4.85%	2.25%	0.02%	251,609	13.17%
TX	5,587,335	328,925	5.89%	5.06%	1.83%	0.07%	718,280	12.86%
UT	425,028	24,433	5.75%	5.54%	1.04%	0.04%	52,569	12.37%
MN	773,842	42,245	5.46%	4.86%	1.65%	0.03%	92,809	11.99%
TN	1,330,630	74,308	5.58%	4.36%	1.46%	0.03%	152,060	11.43%
WY	136,349	6,401	4.69%	5.54%	0.80%	0.05%	15,112	11.08%
NY	3,988,692	139,808	3.51%	5.42%	1.58%	0.01%	419,597	10.52%
DE	193,270	8,718	4.51%	4.07%	1.89%	0.02%	20,267	10.49%
NJ	1,442,287	51,143	3.55%	5.16%	1.75%	0.01%	151,037	10.47%
AR	704,561	33,912	4.81%	4.37%	0.89%	0.05%	71,286	10.12%
VT	169,581	5,983	3.53%	5.78%	0.69%	0.05%	17,043	10.05%

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NRFU Progress Management

Data as of: 08/12/2020
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
KY	787,958	34,588	4.39%	3.87%	1.05%	0.05%	73,761	9.36%
SD	161,746	6,187	3.83%	4.66%	0.70%	0.03%	14,906	9.22%
RI	204,293	6,296	3.08%	4.58%	1.42%	0.01%	18,580	9.09%
MS	654,733	25,741	3.93%	3.87%	0.51%	0.02%	54,625	8.34%
NE	293,994	8,881	3.02%	4.58%	0.51%	0.01%	23,870	8.12%
NV	533,405	12,931	2.42%	4.65%	0.85%	0.05%	42,569	7.98%
NM	527,703	13,776	2.61%	4.73%	0.45%	0.03%	41,295	7.83%
MT	258,408	5,815	2.25%	5.26%	0.17%	0.05%	19,985	7.73%
AL	1,082,285	32,868	3.04%	4.16%	0.48%	0.05%	83,660	7.73%
GA	2,102,048	57,916	2.76%	4.03%	0.76%	0.03%	159,372	7.58%
AZ	1,393,850	33,754	2.42%	4.38%	0.60%	0.05%	103,850	7.45%
NC	2,210,836	52,284	2.36%	4.36%	0.68%	0.03%	164,389	7.44%
FL	4,348,149	87,702	2.02%	4.20%	0.69%	0.02%	301,545	6.94%
NH	268,406	4,416	1.65%	4.67%	0.54%	0.03%	18,455	6.88%
SC	1,170,677	27,646	2.36%	3.70%	0.57%	0.04%	78,147	6.68%
MI	1,599,596	25,106	1.57%	4.42%	0.41%	0.03%	102,675	6.42%
IA	491,431	2,516	0.51%	4.06%	0.06%	0.01%	22,808	4.64%

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 Workload Summary

As of: 07/08/2020

Workload Component (ID)	Workload Size: On Initial Creation Date	Additions to Date	Data Source: UTS NRFU Executive Overview Report. As of 07/08/20: Completed to Date	Open Today	on 08/10/20 (estimated)	Notes
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 (b) Addtions can occur from reverse check-ins and NRFU Adds
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					
Subtotal ("NRFU" cases in UTS)	60,024,053	0	472,732	59,551,321		(a) Includes AdRec Occupied and No-Determination Cases (b) Addtions can occur from reverse check-ins and NRFU Adds (c) Completions can occur in the field or via self-response
NRFU Manager Visit (3203)	231,783		45	231,738		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.
Field Verification (3205)	N/A	0	0	N/A		Estimated total workload over the entire NRFU operation timeline = 170,000 cases.
Subtotal ("Initial Production NRFU Workload" in Workload Estimate)	60,255,836	0	472,777	59,783,059	56,358,933	
SRQA Recollect	6,591	0	1	6,590	Not estimated at this level of detail.	Estimated total workload over the entire NRFU operation timeline = 750,000 cases
Total NRFU Reinterview Workload	18	0	5	13	2,930,665	
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		
Total NRFU Workload	60,262,445	0	472,783	59,789,662	59,289,598	Includes all components of the NRFU workload.

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Expected Workload - NRFU

As of: 06/12/2020

Actuals in Green

Initial Workload Creation	Total	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
Additions Prior to NRFU Start			
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		
Total Additions Prior to NRFU Start	1,882,767	1,851,716	
Total Initial Production NRFU Workload (Cut Date 07/27/20)	**56,358,933**	52,997,584	3,361,350
NRFU Reinterview Workload (5% of Production)	2,817,947		
NRFU Rework Workload (0.2% of Production)	112,718		
Total NRFU QC Workload	2,930,665		

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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

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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 Determintation	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.

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Administrative Record Modeling

As of: 07/15/2020

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.

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