2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 08/14/2020

Presented by

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

SMEs: Tom Mule, Letitia Jones, Tammy Adams, Donna Scheleur, RJ Marquette, Kristine Roinestad

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DRB Approval Number: CBDRB-FY21-DSEP-002

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: 08/14/2020

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) - 47

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Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/13/2020
Source: Unified Tracking System
*Data are aggregated for all ACOs regardless of soft launch cycle.

Status:
On Track

Data current as of:
August 13, 2020

Start Date:
July 16, 2020

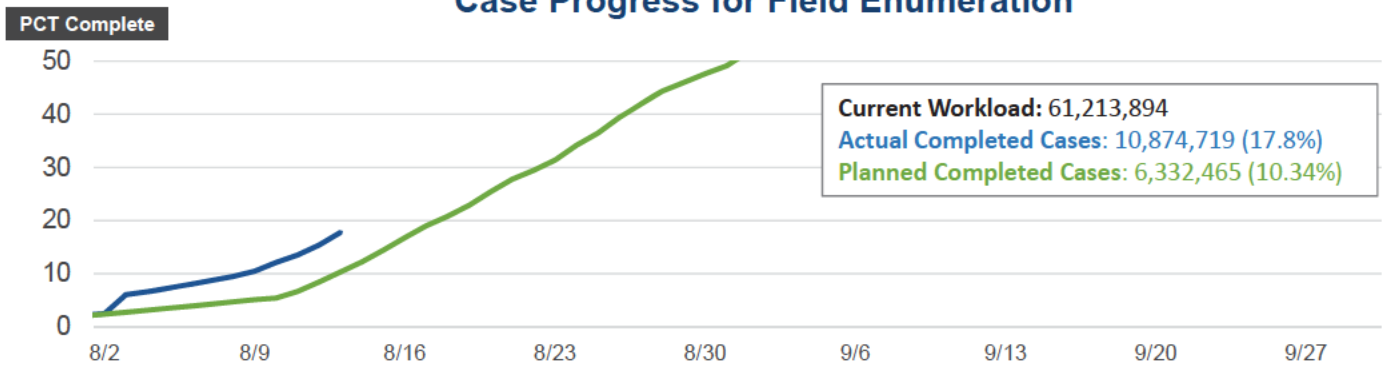
Completion Date:
September 30, 2020

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

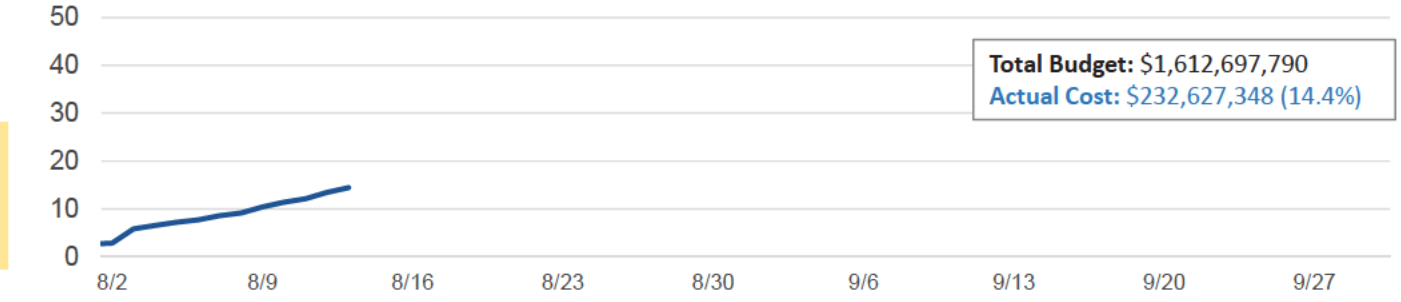
Cases Completed by Self-Response:
3,200,530 (29.4% of completed cases)

Remaining Workload:
50,339,175 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	9,708,196	994,484	10.24%	5.97%	2.66%	0.49%	1,880,788	19.37%	13.48%
Philadelphia	9,420,315	1,071,464	11.37%	5.20%	3.61%	0.31%	1,931,409	20.50%	13.02%
Chicago	8,825,159	986,064	11.17%	5.04%	3.39%	0.39%	1,763,964	19.99%	14.68%
Dallas	11,407,533	957,866	8.40%	5.21%	2.25%	0.43%	1,858,842	16.29%	8.51%
Los Angeles	9,147,923	1,217,022	13.30%	6.09%	3.82%	0.61%	2,178,962	23.82%	9.43%
Atlanta	12,704,768	549,277	4.32%	4.21%	1.03%	0.36%	1,260,754	9.92%	5.27%
Total	61,213,894	5,776,177	9.44%	5.23%	2.67%	0.43%	10,874,719	17.77%	10.34%

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	13,404	106	30	13,540	178	41
Percent of All CFS Areas	99.0%	0.8%	0.2%	100%	1.3%	0.3%

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: 08/13/2020
Source: MOJO

Status:
On Track

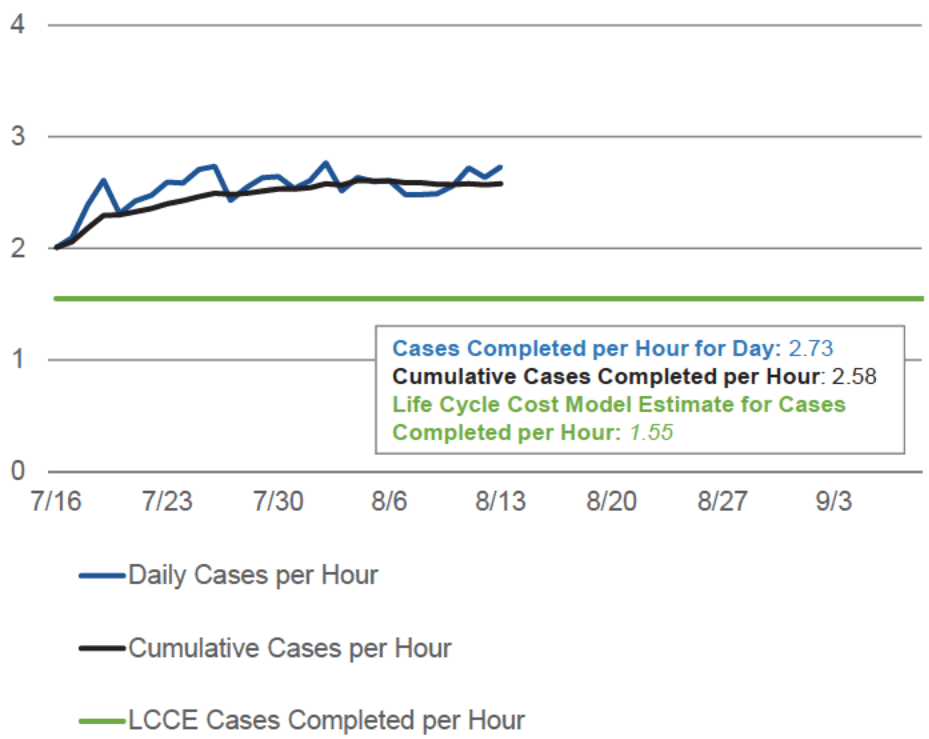
Data current as of:
August 13, 2020

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	2.88	2.72
Philadelphia	2.84	2.64
Chicago	2.72	2.61
Dallas	2.63	2.45
Los Angeles	2.63	2.48
Atlanta	2.79	2.65
Total	2.73	2.58

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Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/14/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

Cycle	Hired	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
Cycle 1A	434	696	614	544	465
Cycle 1B	405	501	417	384	328
Cycle 2	2395	3307	2729	2,380	2,032
Cycle 3	2569	3118	2460	2,549	2,178
Full Launch	11649	14729	12746	11,732	10,020
Total	17452	22351	18966	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	12,657	11,382	9,268	11,966	9,300	7,624	4,599	4,446
Cycle 1B	8,542	7,692	6,385	8,465	6,560	5,625	3,301	3,290
Cycle 2	53,122	47,194	38,290	52,201	40,640	35,673	21,671	21,211
Cycle 3	49,086	40,546	23,631	55,644	42,980	20,782	12,811	12,747
Full Launch	204,151	174,593	118,003	319,459	248,780	106,248	69,606	69,299
Total	327,558	281,407	195,577	447,735	348,260	175,952	111,988	110,993

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As of: 08/14/2020

2020 NRFU Production System Updates

New incidents

- INC000000976574 – SMaRCS slow batch process issue - incident resolved, monitoring in progress

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: 08/13/2020
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 13, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

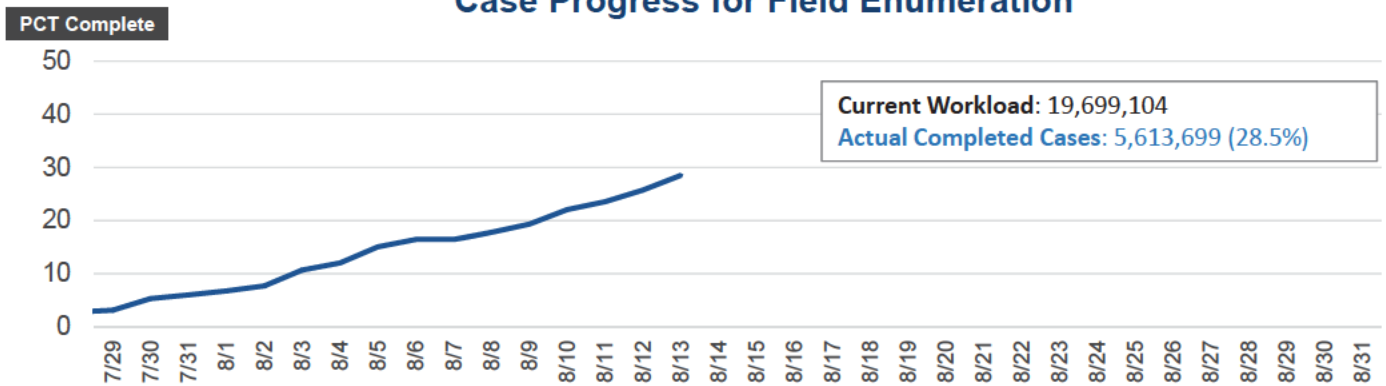
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

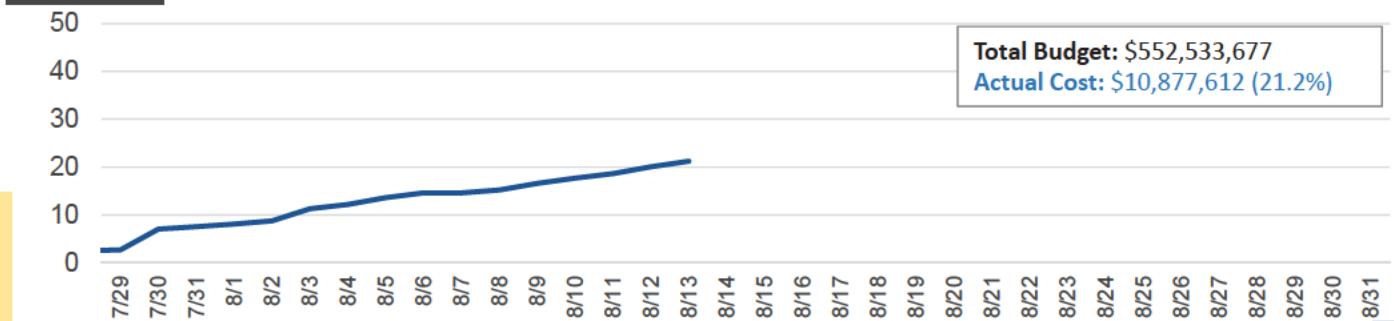
Cases Completed by Self-Response:
1,204,226 (21.5% of completed cases)

Remaining Workload:
14,085,405 cases

Case Progress for Field Enumeration



Actual Total Cost



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NRFU Progress Management

Executive Overview of Progress

NRFU Production Case Completion by State

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.

Data as of: 08/13/2020
Source: Unified Tracking System

State	Total Housing Units	HUs that Self-Responded	Percent of HUs that Self-Responded	HUs in NRFU Workload	HUs Resolved in NRFU Workload	Remaining NRFU Workload	Total HUs Resolved	% HUs Enumerated Prior Week	% HUs Enumerated Current Week	Weekly Change
U.S. Total	**149,678,766**	**94,438,292**	**63.1%**	**55,240,474**	**6,413,508**	**48,826,966**	**100,851,800**	**66%**	**67%**	**0.9%**
Alabama	2,552,570	1,524,700	59.7%	1,027,870	50,244	977,626	1,574,944	61%	62%	0.6%
Alaska	345,094	165,106	47.8%	179,988	46,134	133,854	211,240	59%	61%	1.9%
Arizona	3,266,613	1,944,499	59.5%	1,322,114	53,164	1,268,950	1,997,663	61%	61%	0.6%
Arkansas	1,559,877	895,138	57.4%	664,739	55,127	609,612	950,265	60%	61%	1.3%
California	15,276,224	9,862,881	64.6%	5,413,343	675,583	4,737,760	10,538,464	68%	69%	1.3%
Colorado	2,643,580	1,746,232	66.1%	897,348	136,848	760,500	1,883,080	70%	71%	0.9%
Connecticut	1,588,422	1,065,785	67.1%	522,637	126,748	395,889	1,192,533	74%	75%	1.0%
Delaware	467,440	283,420	60.6%	184,020	14,574	169,446	297,994	63%	64%	0.8%
District of Columbia	384,252	225,123	58.6%	159,129	17,653	141,476	242,776	62%	63%	1.0%
Florida	10,335,202	6,207,687	60.1%	4,127,515	155,954	3,971,561	6,363,641	61%	62%	0.6%
Georgia	4,846,446	2,847,155	58.7%	1,999,291	93,018	1,906,273	2,940,173	60%	61%	0.6%
Hawaii	594,742	357,139	60.0%	237,603	69,541	168,062	426,680	70%	72%	1.4%
Idaho	799,796	540,178	67.5%	259,618	159,427	100,191	699,605	87%	87%	0.9%
Illinois	5,668,444	3,871,809	68.3%	1,796,635	435,149	1,361,486	4,306,958	75%	76%	1.0%
Indiana	3,084,602	2,083,487	67.5%	1,001,115	211,995	789,120	2,295,482	73%	74%	1.0%
Iowa	1,493,840	1,025,405	68.6%	468,435	4,737	463,698	1,030,142	69%	69%	0.2%
Kansas	1,352,804	908,018	67.1%	444,786	146,003	298,783	1,054,021	77%	78%	1.0%
Kentucky	2,152,795	1,403,314	65.2%	749,481	52,453	697,028	1,455,767	67%	68%	0.8%
Louisiana	2,275,247	1,302,993	57.3%	972,254	133,331	838,923	1,436,324	62%	63%	0.8%
Maine	787,552	432,373	54.9%	355,179	147,187	207,992	579,560	72%	74%	1.2%
Maryland	2,632,097	1,777,614	67.5%	854,483	173,189	681,294	1,950,803	73%	74%	0.8%
Massachusetts	3,181,038	2,076,646	65.3%	1,104,392	194,327	910,065	2,270,973	70%	71%	1.1%
Michigan	4,825,508	3,312,794	68.7%	1,512,714	44,809	1,467,905	3,357,603	69%	70%	0.4%
Minnesota	2,594,287	1,874,019	72.2%	720,268	72,097	648,171	1,946,116	74%	75%	0.9%
Mississippi	1,467,002	843,800	57.5%	623,202	37,434	585,768	881,234	59%	60%	0.8%
Missouri	3,096,205	1,952,330	63.1%	1,143,875	260,901	882,974	2,213,231	70%	71%	1.1%

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NRFU Progress Management

Executive Overview of Progress

NRFU Production Case Completion by State

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.

Data as of: 08/13/2020
Source: Unified Tracking System

State	Total Housing Units	HUs that Self-Responded	Percent of HUs that Self-Responded	HUs in NRFU Workload	HUs Resolved in NRFU Workload	Remaining NRFU Workload	Total HUs Resolved	% HUs Enumerated Prior Week	% HUs Enumerated Current Week	Weekly Change
Montana	570,386	336,659	59.0%	233,727	8,657	225,070	345,316	60%	61%	0.7%
Nebraska	887,686	611,122	68.8%	276,564	16,148	260,416	627,270	70%	71%	0.8%
Nevada	1,328,747	828,848	62.4%	499,899	23,078	476,821	851,926	63%	64%	0.7%
New Hampshire	667,740	420,832	63.0%	246,908	7,703	239,205	428,535	64%	64%	0.5%
New Jersey	3,877,596	2,527,140	65.2%	1,350,456	88,381	1,262,075	2,615,521	67%	67%	0.6%
New Mexico	1,016,822	567,376	55.8%	449,446	20,953	428,493	588,329	57%	58%	0.9%
New York	9,091,396	5,361,390	59.0%	3,730,006	246,018	3,483,988	5,607,408	61%	62%	0.8%
North Carolina	5,089,345	3,000,006	58.9%	2,089,339	87,809	2,001,530	3,087,815	60%	61%	0.6%
North Dakota	406,883	254,680	62.6%	152,203	34,249	117,954	288,929	70%	71%	1.2%
Ohio	5,522,670	3,722,054	67.4%	1,800,616	182,981	1,617,635	3,905,035	70%	71%	0.8%
Oklahoma	1,913,543	1,107,696	57.9%	805,847	130,428	675,419	1,238,124	64%	65%	0.9%
Oregon	1,955,745	1,284,582	65.7%	671,163	146,423	524,740	1,431,005	72%	73%	1.3%
Pennsylvania	6,062,056	4,001,368	66.0%	2,060,688	337,782	1,722,906	4,339,150	71%	72%	0.8%
Rhode Island	497,023	303,547	61.1%	193,476	11,537	181,939	315,084	63%	63%	0.8%
South Carolina	2,605,939	1,487,307	57.1%	1,118,632	46,942	1,071,690	1,534,249	58%	59%	0.7%
South Dakota	418,441	270,253	64.6%	148,188	9,279	138,909	279,532	66%	67%	0.7%
Tennessee	3,302,179	2,041,444	61.8%	1,260,735	120,169	1,140,566	2,161,613	64%	65%	1.1%
Texas	12,359,549	7,171,671	58.0%	5,187,878	493,719	4,694,159	7,665,390	61%	62%	0.9%
Utah	1,212,634	821,016	67.7%	391,618	35,760	355,858	856,776	70%	71%	1.0%
Vermont	355,719	202,673	57.0%	153,046	9,492	143,554	212,165	58%	60%	1.2%
Virginia	3,783,083	2,555,958	67.6%	1,227,125	149,996	1,077,129	2,705,954	71%	72%	0.7%
Washington	3,354,971	2,313,488	69.0%	1,041,483	317,867	723,616	2,631,355	77%	78%	1.2%
West Virginia	981,227	557,254	56.8%	423,973	196,090	227,883	753,344	76%	77%	1.3%
Wisconsin	2,855,747	1,989,428	69.7%	866,319	115,625	750,694	2,105,053	73%	74%	1.0%
Wyoming	289,960	170,855	58.9%	119,105	8,795	110,310	179,650	61%	62%	1.0%
Puerto Rico	1,562,001	577,838	37.0%	984,163	193,184	790,979	771,022	48%	49%	1.8%

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NRFU Progress Management

Data as of: 08/13/2020
Source: Unified Tracking System

Executive Overview of Progress

NRFU Production Case Completion by State Column Definitions

State	Column includes Puerto Rico and the District of Columbia. The U.S. total excludes data for PR.
Total Housing Units (HUs)	The number of self-responding housing units plus the number of housing units in the NRFU workload. For the most part, this count should always increase.
HUs that Self-Responded	Count of all self-responses including self responses from TEA 1 and 6 areas, NRFU supplemental, and self-responses for cases that were previously in the NRFU workload. This count excludes Non-ID cases that were not matched during RTNP or ASYNCH matching. Cases not matched in those processes require matching and geocoding before they are confirmed as an in-census address. This number will not match the number in the self-response map since the map excludes the NRFU Supplemental universe and added units from UL. For the most part, this count should always increase but may decrease due to reverse check-ins.
% HUs that Self-Responded	The percent of the total housing units that have self responded (ratio of the two columns above)
HUs in NRFU Workload	All housing units in the NRFU workload that did not self-respond after the workload was created. This count includes all cases from the Remote Alaska and Update Enumerate operations. The count excludes NRFU in-field adds and NRFU in-mover adds. These add types require matching and geocoding before they are confirmed as an in-census address. For the most part, this count should always increase but may decrease due to reverse check-ins and removal of cases in the NRFU workload that self-responded.
HU Resolved in NRFU Workload	The number of cases completed in the NRFU workload. A case is considered complete if it is enumerated in the field, closed by ACO or HQ management, or completed using administrative records. This count also includes cases resolved in the Remote Alaska and Update Enumerate operations. This count should always increase.
Total HUs Resolved	The sum of housing units that self-responded and were resolved in the NRFU workload.
% HUs enumerated Prior Week	The cumulative percent of total housing units enumerated via self-response or in the NRFU operation as of the week. This count should always increase.
% HUs Enumerated	The cumulative percent of total housing units enumerated via self-response or in the NRFU operation as of the today's data. This count should always increase. The goal is for this count to reach 99%.
Weekly Change	The percentage point difference between the percent enumerated in the prior week and current week columns

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