2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 08/18/2020

Presented by

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

SMEs: Letitia Jones, Tammy Adams

Shape your future START HERE >

United States Census 2020

Pre-decisional - Internal Only - Not for Public Distribution

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

Shape your future START HERE >
Pre-decisional - Internal Only - Not for Public Distribution
United States Census 2020

DRB Approval Number: CBDRB-FY21-DSEP-002

Milestone Schedule

As of: 08/18/2020

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) - 43

Shape your future START HERE >
United States Census 2020
Pre-decisional - Internal Only - Not for Public Distribution

DRB Approval Number: CBDRB-FY21-DSEP-002

Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/17/2020
Source: Unified Tracking System
*Data are aggregated for all ACOs regardless of soft launch cycle.

Status:
On Track

Data current as of:
August 17, 2020

Start Date:
July 16, 2020

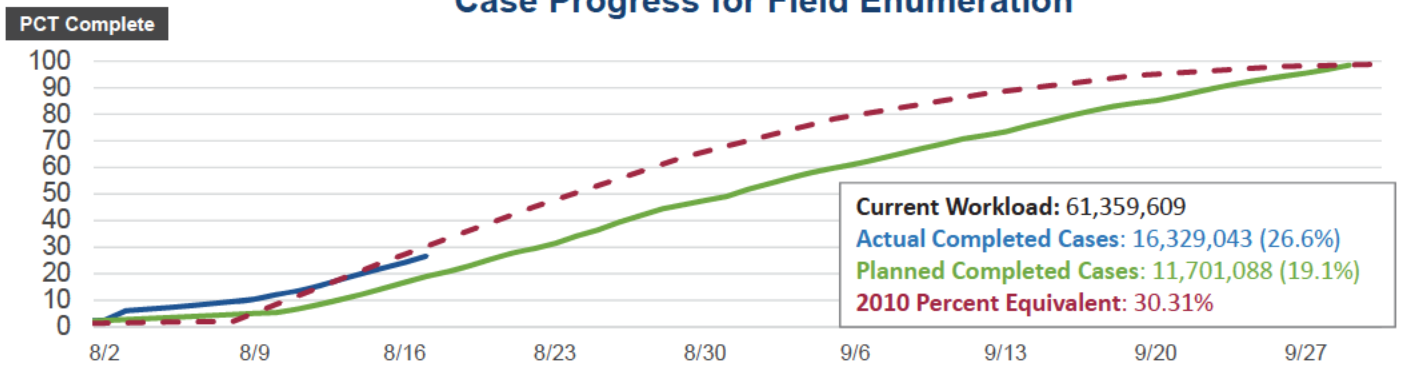
Completion Date:
September 30, 2020

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

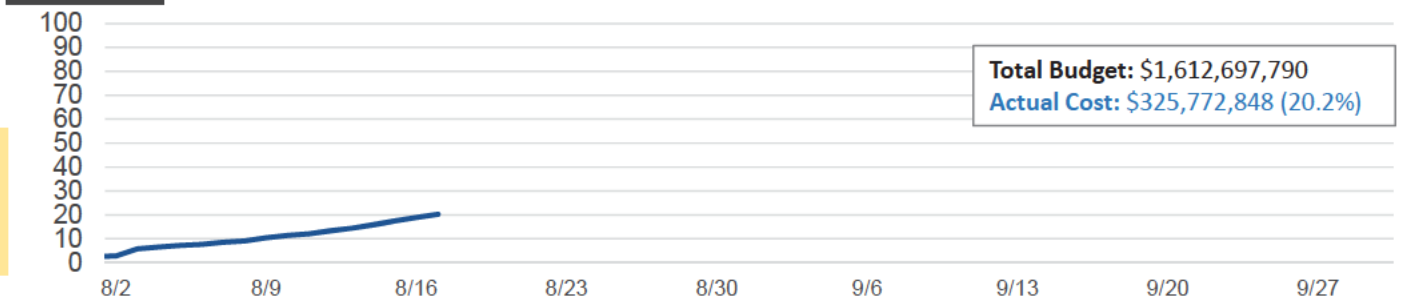
Cases Completed by Self-Response:
3,628,811 (22.2% of completed cases)

Remaining Workload:
45,030,566 cases

Case Progress for Field Enumeration



Actual Total Cost



Shape your future
START HERE >

United States Census 2020

Pre-decisional - Internal Only - Not for Public Distribution

DRB Approval Number: CBDRB-FY21-DSEP-002

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	9,734,686	1,622,923	16.67%	6.72%	4.45%	0.50%	2,759,467	28.35%	22.22%
Philadelphia	9,441,868	1,689,584	17.89%	5.84%	5.57%	0.33%	2,798,257	29.64%	21.67%
Chicago	8,846,735	1,611,971	18.22%	5.62%	5.39%	0.41%	2,622,549	29.64%	23.40%
Dallas	11,432,394	1,611,923	14.10%	5.92%	3.85%	0.46%	2,782,507	24.34%	17.24%
Los Angeles	9,175,885	1,939,956	21.14%	7.05%	6.42%	0.61%	3,232,132	35.22%	18.16%
Atlanta	12,728,041	1,184,837	9.31%	4.72%	2.35%	0.39%	2,134,131	16.77%	14.05%
Total	61,359,609	9,661,194	15.75%	5.91%	4.51%	0.45%	16,329,043	26.61%	19.07%

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	13,154	329	57	13,540	535	91
Percent of All CFS Areas	97.1%	2.4%	0.4%	100%	4.0%	0.7%

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

Shape your future START HERE >
United States Census 2020
Pre-decisional - Internal Only - Not for Public Distribution

DRB Approval Number: CBDRB-FY21-DSEP-002

Periodic Performance Management Reports

Enumerator Productivity

Data as of: 08/17/2020
Source: MOJO

Status:
On Track

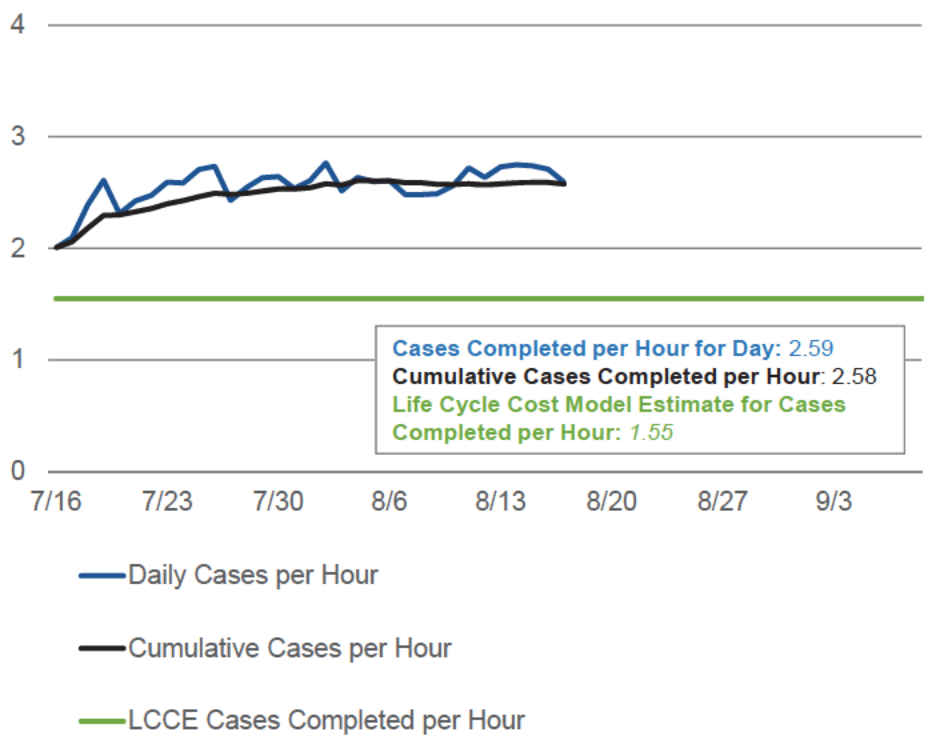
Data current as of:
August 17, 2020

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	2.68	2.69
Philadelphia	2.72	2.64
Chicago	2.64	2.62
Dallas	2.48	2.46
Los Angeles	2.40	2.47
Atlanta	2.70	2.64
Total	2.59	2.58

Shape your future START HERE >
United States Census 2020
Pre-decisional - Internal Only - Not for Public Distribution

DRB Approval Number: CBDRB-FY21-DSEP-002

Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/18/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

Cycle	Hired	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
Cycle 1A	441	710	617	544	465
Cycle 1B	406	501	418	384	328
Cycle 2	2,410	3,337	2,749	2,380	2,032
Cycle 3	2,590	3,182	2,528	2,549	2,178
Full Launch	11,723	14,891	12,912	11,732	10,020
Total	17,570	22,621	19,224	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	12,881	11,638	9,591	11,966	9,300	7,464	4,693	4,258
Cycle 1B	8,743	7,892	6,651	8,465	6,560	5,726	3,557	3,449
Cycle 2	54,828	49,104	40,940	52,201	40,640	37,160	23,733	21,777
Cycle 3	52,011	44,542	30,686	55,644	42,980	27,086	17,212	17,099
Full Launch	216,334	189,035	143,449	319,459	248,780	128,626	83,862	83,424
Total	344,797	302,211	231,317	447,735	348,260	206,062	133,057	130,007

Shape your future START HERE >
United States Census 2020
Pre-decisional - Internal Only - Not for Public Distribution

DRB Approval Number: CBDRB-FY21-DSEP-002

As of: 08/18/2020

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

Shape your future START HERE >
Pre-decisional - Internal Only - Not for Public Distribution
United States Census 2020

DRB Approval Number: CBDRB-FY21-DSEP-002

Questions?

Thanks!

Shape your future START HERE >
Pre-decisional - Internal Only - Not for Public Distribution
United States Census 2020

DRB Approval Number: CBDRB-FY21-DSEP-002

Back Up Slides

Shape your future START HERE >
Pre-decisional - Internal Only - Not for Public Distribution
United States Census 2020

DRB Approval Number: CBDRB-FY21-DSEP-002

Periodic Performance Management Reports

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

Data as of: 08/17/2020
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 17, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

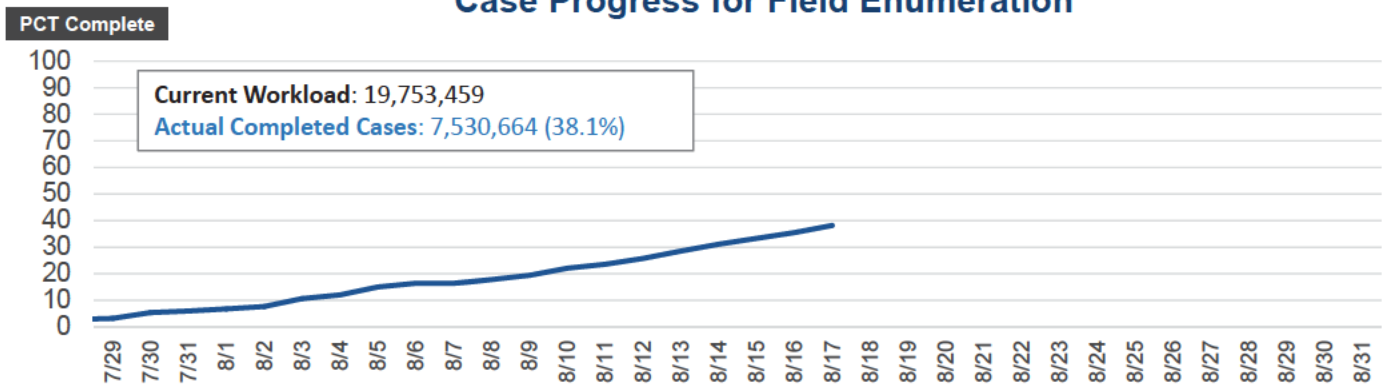
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

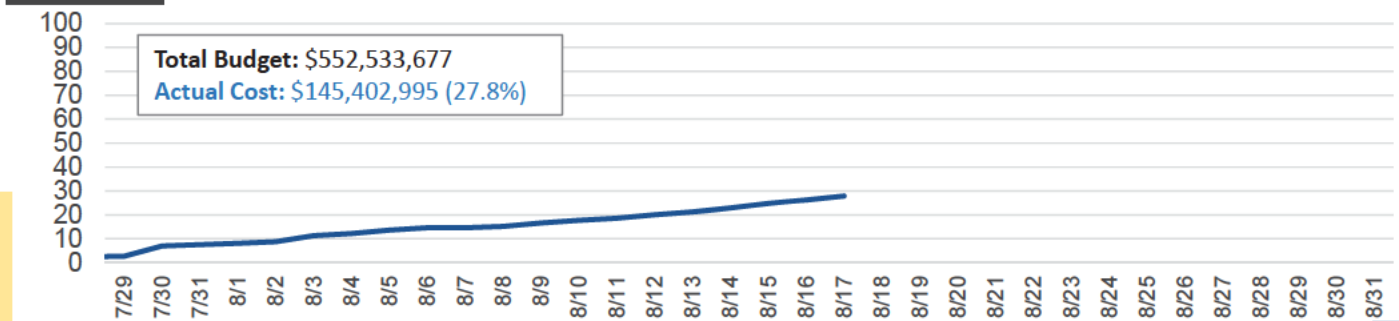
Cases Completed by Self-Response:
1,352,903 (18% of completed cases)

Remaining Workload:
12,222,795 cases

Case Progress for Field Enumeration



Actual Total Cost



Shape your future
START HERE >
United States Census 2020
Pre-decisional - Internal Only - Not for Public Distribution

DRB Approval Number: CBDRB-FY21-DSEP-002

NRFU Progress Management

NRFU Production Case Completion by State

Data as of: 08/17/2020
Data Source: Census Data Lake and Unified Tracking System.
Percentages may not sum to 100% due to rounding.

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Prior Day	% HUs Enumerated Current Day	Daily Change
U.S. Total	63.9%	6.7%	69.7%	70.6%	0.9%
Alabama	61.2%	3.2%	63.6%	64.4%	0.8%
Alaska	51.3%	16.8%	66.4%	68.1%	1.7%
Arizona	60.4%	3.0%	62.8%	63.5%	0.6%
Arkansas	58.4%	7.8%	64.7%	66.1%	1.4%
California	65.6%	7.7%	72.2%	73.4%	1.2%
Colorado	67.3%	6.6%	73.1%	73.9%	0.8%
Connecticut	67.9%	11.0%	77.9%	78.9%	1.0%
Delaware	61.4%	5.9%	66.2%	67.2%	1.0%
District of Columbia	60.3%	6.8%	66.1%	67.1%	1.0%
Florida	60.6%	3.6%	63.5%	64.3%	0.8%
Georgia	59.4%	3.8%	62.5%	63.3%	0.7%
Hawaii	60.9%	15.2%	74.9%	76.1%	1.2%
Idaho	68.3%	21.1%	88.7%	89.3%	0.7%
Illinois	68.9%	10.1%	78.2%	79.0%	0.8%
Indiana	68.1%	10.1%	77.2%	78.2%	1.0%
Iowa	69.1%	0.8%	69.6%	69.9%	0.3%
Kansas	67.9%	13.2%	80.1%	81.0%	0.9%
Kentucky	66.4%	4.3%	69.8%	70.7%	0.9%
Louisiana	57.8%	8.4%	65.3%	66.2%	0.8%
Maine	56.2%	21.6%	76.6%	77.8%	1.2%
Maryland	68.3%	9.1%	76.5%	77.4%	0.9%
Massachusetts	66.2%	9.0%	74.2%	75.3%	1.1%
Michigan	69.3%	2.4%	71.0%	71.7%	0.7%
Minnesota	73.0%	4.8%	76.9%	77.8%	0.9%
Mississippi	58.3%	4.8%	62.3%	63.1%	0.9%
Missouri	63.8%	11.2%	74.0%	75.0%	1.0%
Montana	57.3%	5.1%	61.6%	62.4%	0.8%
Nebraska	69.4%	4.5%	73.0%	73.9%	0.9%
Nevada	62.9%	3.6%	65.8%	66.5%	0.7%
New Hampshire	63.7%	3.7%	66.2%	67.4%	1.2%
New Jersey	65.8%	4.5%	69.4%	70.3%	0.8%
New Mexico	54.2%	4.0%	57.4%	58.2%	0.8%
New York	59.7%	5.6%	64.2%	65.3%	1.0%
North Carolina	59.8%	3.5%	62.5%	63.4%	0.8%
North Dakota	63.2%	10.8%	73.0%	74.0%	1.0%
Ohio	68.1%	5.9%	73.1%	74.0%	0.9%
Oklahoma	58.4%	9.2%	66.7%	67.6%	0.9%
Oregon	66.6%	10.5%	76.0%	77.0%	1.1%
Pennsylvania	66.8%	7.9%	73.8%	74.7%	0.9%
Rhode Island	61.6%	5.8%	66.3%	67.4%	1.1%
South Carolina	57.9%	4.1%	61.1%	62.0%	0.9%
South Dakota	64.7%	4.3%	68.1%	69.0%	0.9%
Tennessee	63.2%	6.2%	68.3%	69.4%	1.1%
Texas	59.0%	6.1%	64.2%	65.2%	1.0%
Utah	68.1%	5.4%	72.7%	73.5%	0.9%
Vermont	57.5%	6.7%	62.8%	64.2%	1.4%
Virginia	68.6%	5.7%	73.5%	74.3%	0.8%
Washington	70.1%	11.7%	80.8%	81.8%	0.9%
West Virginia	55.3%	25.8%	80.1%	81.1%	1.0%
Wisconsin	70.3%	7.0%	76.2%	77.3%	1.1%
Wyoming	58.2%	6.2%	63.3%	64.4%	1.0%
Puerto Rico	30.4%	19.7%	48.4%	50.0%	1.6%

*Some states participated in the NRFU "Soft Launch," so percent of HUs enumerated in NRFU" could be higher due to more time in the field.

Shape your future
START HERE >
United States Census 2020
Pre-decisional - Internal Only - Not for Public Distribution

DRB Approval Number: CBDRB-FY21-DSEP-002

NRFU Progress Management

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.
Percent of HUs that Self-Responded	The number of self-responding housing units as reported in the response rate map.
Percent of HUs Enumerated in NRFU	The percent of the total housing units that have been resolved in the field during NRFU (excludes self-response). This rate does not reflect the progress within the NRFU operation as it is relative to total housing units and not just the NRFU workload.
% HUs enumerated Prior Day	The cumulative percent of total housing units enumerated via self-response or in the NRFU operation as of yesterday's date. This count should always increase.
% HUs Enumerated Current Day	The cumulative percent of total housing units enumerated via self-response or in the NRFU operation as of today's date. This count should always increase. The goal is for this count to reach 99%.
Daily Change	The percentage point difference between the percent enumerated in the prior day's report and today's report.

Draft

Shape your future START HERE >
Pre-decisional - Internal Only - Not for Public Distribution
United States Census 2020

DRB Approval Number: CBDRB-FY21-DSEP-002