2020 Census Nonresponse Followup

Operational Delivery 10.0

Date: 08/19/2020

Presented by

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SMEs: Letitia Jones, Tammy Adams

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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: 08/19/2020

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

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Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/18/2020
Source: Unified Tracking System
*Data are aggregated for all ACOs regardless of soft launch cycle.

Status:
On Track

Data current as of:
August 18, 2020

Start Date:
July 16, 2020

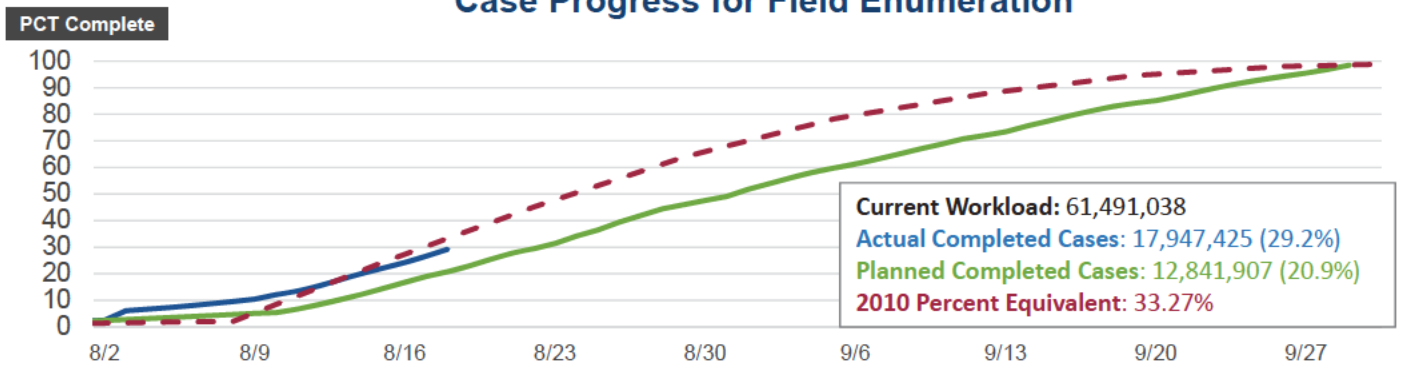
Completion Date:
September 30, 2020

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

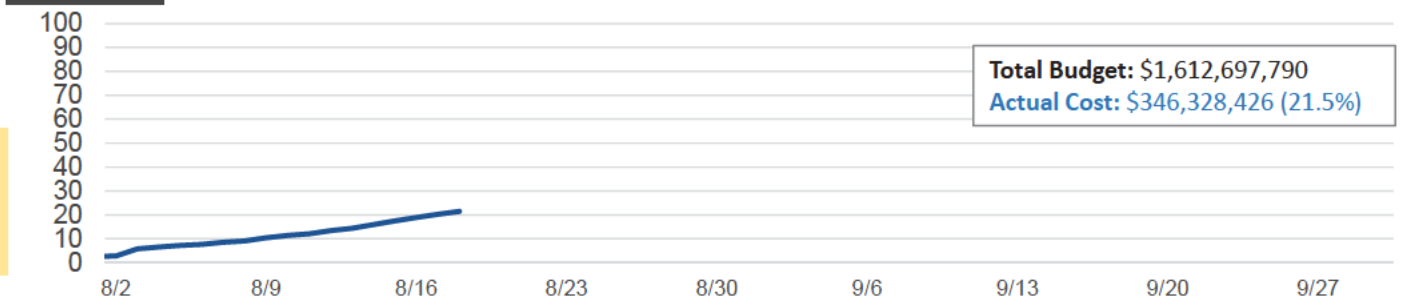
Cases Completed by Self-Response:
3,769,907 (21.0% of completed cases)

Remaining Workload:
43,543,613 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	9,757,895	1,816,999	18.62%	6.97%	4.99%	0.50%	3,032,488	31.08%	23.97%
Philadelphia	9,458,736	1,871,550	19.79%	6.04%	6.13%	0.33%	3,054,570	32.29%	23.44%
Chicago	8,861,817	1,807,414	20.40%	5.82%	5.94%	0.41%	2,886,314	32.57%	25.13%
Dallas	11,466,135	1,808,700	15.77%	6.13%	4.26%	0.48%	3,055,067	26.64%	19.09%
Los Angeles	9,193,160	2,139,319	23.27%	7.37%	6.98%	0.61%	3,514,551	38.23%	19.99%
Atlanta	12,753,295	1,372,922	10.77%	4.88%	2.81%	0.40%	2,404,435	18.85%	15.96%
Total	**61,491,038**	**10,816,904**	**17.59%**	**6.13%**	**5.01%**	**0.45%**	**17,947,425**	**29.19%**	**20.88%**

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	13,068	397	75	13,540	688	123
Percent of All CFS Areas	96.5%	2.9%	0.6%	100%	5.1%	0.9%

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: 08/18/2020
Source: MOJO

Status:
On Track

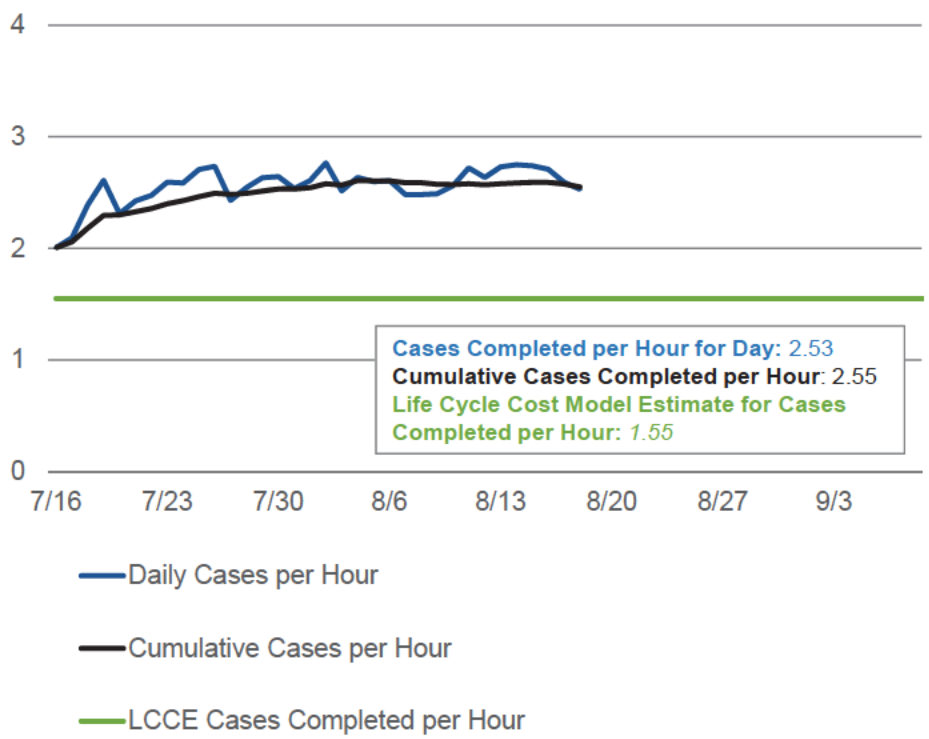
Data current as of:
August 18, 2020

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	2.61	2.67
Philadelphia	2.48	2.56
Chicago	2.57	2.59
Dallas	2.53	2.45
Los Angeles	2.37	2.45
Atlanta	2.70	2.63
Total	2.53	2.55

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2020 Census HU Enumeration Progress by State

Data as of: 08/18/2020
Data Source: Census Data Lake and Unified Tracking System.
Percentages may not sum 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	64.0%	7.6%	70.6%	71.6%	1.0%
Alabama	61.3%	3.9%	64.4%	65.2%	0.8%
Alaska	51.5%	18.4%	68.1%	69.9%	1.8%
Arizona	60.5%	3.7%	63.5%	64.2%	0.7%
Arkansas	58.5%	9.3%	66.1%	67.7%	1.6%
California	65.8%	8.8%	73.4%	74.5%	1.2%
Colorado	67.4%	7.3%	73.9%	74.7%	0.8%
Connecticut	68.0%	12.0%	78.9%	80.0%	1.1%
Delaware	61.5%	6.8%	67.2%	68.2%	1.0%
District of Columbia	60.4%	8.1%	67.1%	68.5%	1.4%
Florida	60.7%	4.4%	64.3%	65.1%	0.8%
Georgia	59.5%	4.6%	63.3%	64.1%	0.8%
Hawaii	61.0%	16.3%	76.1%	77.3%	1.2%
Idaho	68.3%	21.7%	89.3%	90.0%	0.6%
Illinois	68.9%	10.9%	79.0%	79.9%	0.9%
Indiana	68.2%	11.1%	78.2%	79.3%	1.1%
Iowa	69.1%	1.2%	69.9%	70.4%	0.4%
Kansas	67.9%	14.0%	81.0%	82.0%	0.9%
Kentucky	66.4%	5.1%	70.7%	71.5%	0.8%
Louisiana	57.8%	9.3%	66.2%	67.1%	0.9%
Maine	56.3%	22.6%	77.8%	78.9%	1.2%
Maryland	68.4%	9.9%	77.4%	78.3%	0.9%
Massachusetts	66.3%	10.0%	75.3%	76.3%	1.1%
Michigan	69.3%	3.2%	71.7%	72.5%	0.8%
Minnesota	73.1%	5.8%	77.8%	78.8%	1.0%
Mississippi	58.4%	5.7%	63.1%	64.1%	1.0%
Missouri	63.9%	12.2%	75.0%	76.1%	1.1%

*A limited number of areas were part of the NRFU "soft launch" beginning July 16 and could have higher completion rates due to more time in the field.

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Prior Day	% HUs Enumerated Current Day	Daily Change
Montana	57.4%	6.0%	62.4%	63.4%	1.0%
Nebraska	69.5%	5.3%	73.9%	74.9%	1.0%
Nevada	63.0%	4.3%	66.5%	67.3%	0.8%
New Hampshire	63.8%	4.7%	67.4%	68.5%	1.1%
New Jersey	65.8%	5.3%	70.3%	71.2%	0.9%
New Mexico	54.4%	4.8%	58.2%	59.2%	1.0%
New York	59.8%	6.6%	65.3%	66.4%	1.2%
North Carolina	59.9%	4.4%	63.4%	64.3%	1.0%
North Dakota	63.3%	11.8%	74.0%	75.1%	1.1%
Ohio	68.2%	6.8%	74.0%	75.0%	1.0%
Oklahoma	58.5%	10.1%	67.6%	68.6%	1.0%
Oregon	66.7%	11.6%	77.0%	78.3%	1.2%
Pennsylvania	66.9%	8.8%	74.7%	75.7%	1.0%
Rhode Island	61.7%	6.9%	67.4%	68.5%	1.2%
South Carolina	57.9%	5.1%	62.0%	63.0%	1.0%
South Dakota	64.8%	5.2%	69.0%	70.0%	1.0%
Tennessee	63.3%	7.3%	69.4%	70.6%	1.2%
Texas	59.2%	7.0%	65.2%	66.2%	1.0%
Utah	68.3%	6.4%	73.5%	74.6%	1.1%
Vermont	57.6%	8.0%	64.2%	65.6%	1.4%
Virginia	68.7%	6.4%	74.3%	75.0%	0.8%
Washington	70.2%	12.5%	81.8%	82.8%	1.0%
West Virginia	55.3%	26.8%	81.1%	82.1%	1.0%
Wisconsin	70.3%	8.2%	77.3%	78.5%	1.2%
Wyoming	58.3%	7.2%	64.4%	65.4%	1.1%
Puerto Rico	30.6%	21.3%	50.0%	51.9%	1.8%

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Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/19/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

Cycle	Hired	Started Online Training	Completed Training	Goal to Deploy	Core Number Needed
Cycle 1A	443	711	619	544	465
Cycle 1B	406	501	419	384	328
Cycle 2	2,426	3,340	2,751	2,380	2,032
Cycle 3	2,593	3,195	2,552	2,549	2,178
Full Launch	11,738	14,943	12,934	11,732	10,020
Total	17,606	22,690	19,275	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	12,904	11,669	9,705	11,966	9,300	7,401	4,633	4,259
Cycle 1B	8,774	7,929	6,747	8,465	6,560	5,776	3,565	3,388
Cycle 2	55,204	49,508	41,772	52,201	40,640	37,577	23,793	22,197
Cycle 3	52,911	45,320	32,655	55,644	42,980	28,776	17,852	17,666
Full Launch	218,698	191,716	150,120	319,459	248,780	133,344	86,605	86,087
Total	348,491	306,142	240,999	447,735	348,260	212,874	136,448	133,597

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As of: 08/19/2020

2020 NRFU Production System Updates

Open Incidents

- Delayed UTS Reports - CDL servers crashed this morning resulting in a lot of jobs that CDL had to restart, resulting UTS reports to be delayed

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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*

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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 18, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

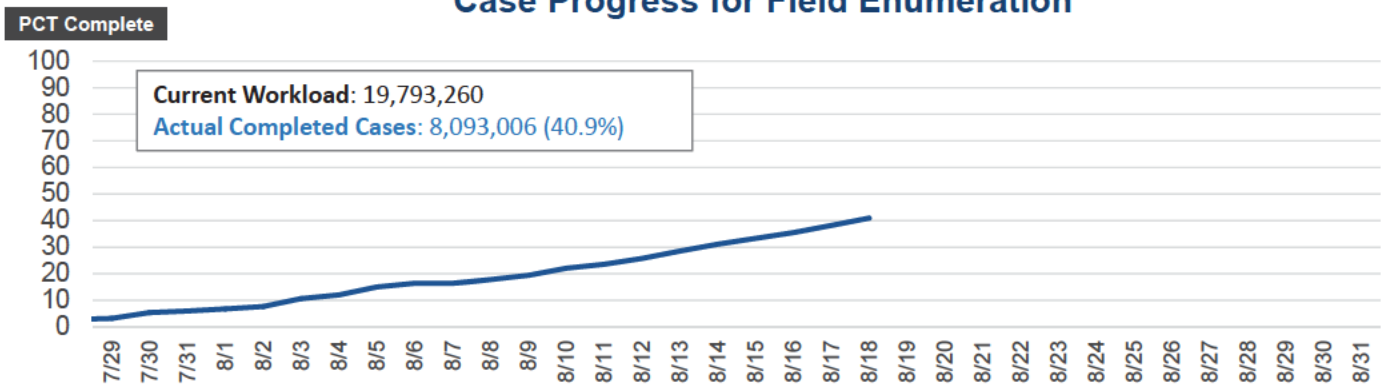
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

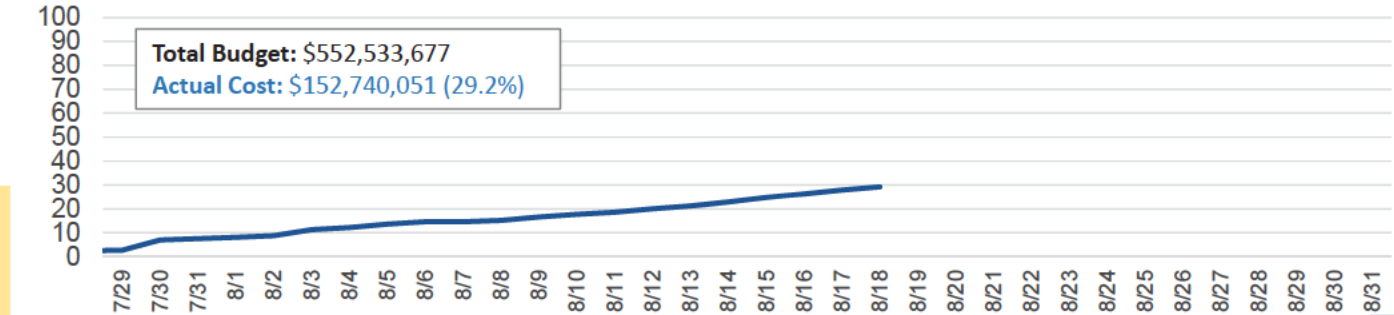
Cases Completed by Self-Response:
1,401,281 (17.3% of completed cases)

Remaining Workload:
11,700,254 cases

Case Progress for Field Enumeration



Actual Total Cost



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2020 Census HU Enumeration Progress 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 total housing units that have been resolved in the field during NRFU (excludes self-response). Cases completed in the field for Update Enumerate and Remote Alaska are included in this rate to ensure coverage of the full housing unit universe. 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 during the NRFU operation as of 11:59 p.m. two days prior to the reporting date. This rate will always increase.
% HUs Enumerated Current Day	The cumulative percent of total housing units enumerated via self-response or during the NRFU operation as of 11:59 p.m. of the previous day. This rate will always increase.
Daily Change	The percentage point difference between the percent enumerated in the prior day's report and today's report.

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