

2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 08/20/2020

Presented by

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United States[®]
Census
2020

Pre-decisional - Internal Only - Not for Public Distribution

Agenda

Status Legend

Complete

On Track

Management Focus

Requires Attention

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

Milestone Schedule

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) - 42

Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/19/2020
Source: Unified Tracking System

*Data are aggregated for all ACOs regardless of soft launch cycle.

Status:

● On Track

Data current as of:
August 19, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

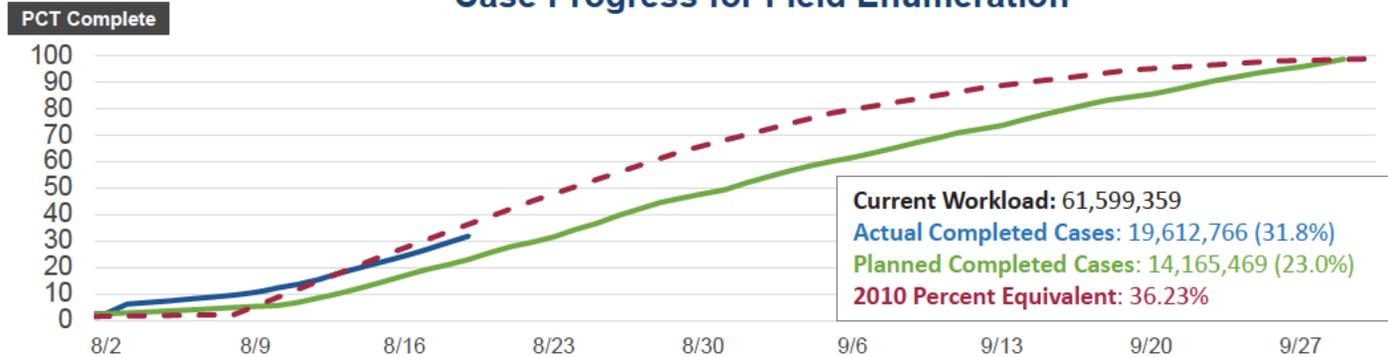
Notes:

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

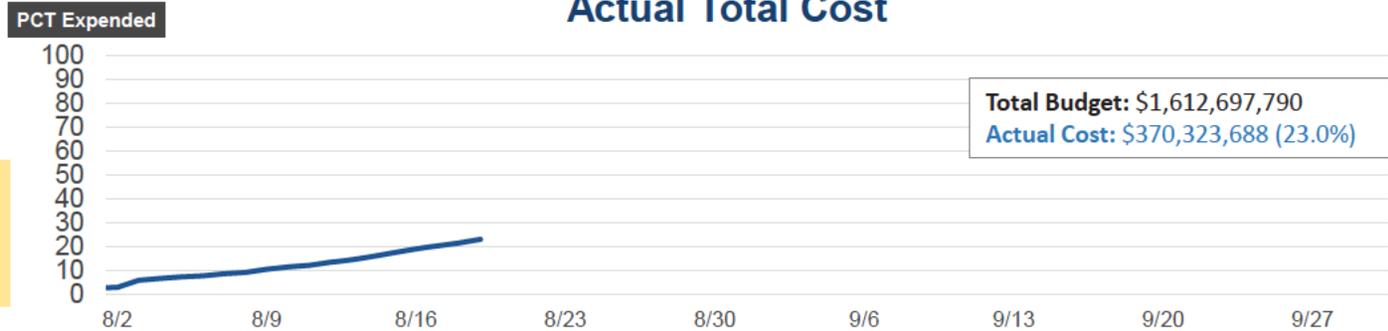
Cases Completed by Self-Response:
3,907,594 (19.9% of completed cases)

Remaining Workload:
41,986,593 cases

Case Progress for Field Enumeration



Actual Total Cost



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	9,779,269	2,012,525	20.58%	7.20%	5.53%	0.51%	3,307,543	33.82%	25.99%
Philadelphia	9,473,330	2,055,267	21.70%	6.23%	6.75%	0.34%	3,317,766	35.02%	25.50%
Chicago	8,875,615	2,005,007	22.59%	6.01%	6.58%	0.42%	3,159,252	35.59%	27.13%
Dallas	11,489,189	2,008,470	17.48%	6.36%	4.75%	0.49%	3,341,476	29.08%	21.25%
Los Angeles	9,210,003	2,344,245	25.45%	7.66%	7.55%	0.62%	3,801,748	41.28%	22.13%
Atlanta	12,771,953	1,558,724	12.20%	5.04%	3.38%	0.41%	2,684,981	21.02%	18.19%
Total	61,599,359	11,984,238	19.46%	6.34%	5.58%	0.46%	19,612,766	31.84%	23.00%

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	12,983	463	94	13,540	844	163
Percent of All CFS Areas	95.9%	3.4%	0.7%	100%	6.2%	1.2%

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

Periodic Performance Management Reports

Enumerator Productivity

Data as of: 08/19/2020
Source: MOJO

Status:

● On Track

Data current as of:

August 19, 2020

Start Date:

July 16, 2020

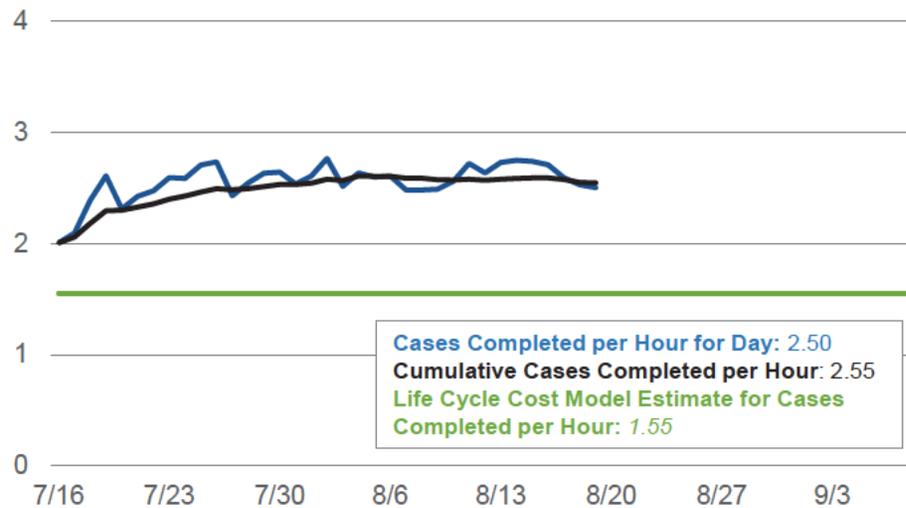
Completion Date:

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



- Daily Cases per Hour
- Cumulative Cases per Hour
- LCCE Cases Completed per Hour

Cases Completed per Hour

Region	Day	Cumulative
New York	2.60	2.65
Philadelphia	2.60	2.61
Chicago	2.41	2.57
Dallas	2.50	2.45
Los Angeles	2.33	2.43
Atlanta	2.63	2.62
Total	2.50	2.55

NRFU Progress Management

Proxy Enumerations and Overall Housing Unit Status

Data as of: 08/19/20
Source: UTS Field Resolved Report

Proxy and Household Respondent Completions by Region

Region	Enumerated Via Proxy	Enumerated Via HH	Total Occupied	Percent Proxy Responded	Percent HH Responded
New York	117,590	928,544	1,046,134	11.24%	88.76%
Philadelphia	127,000	795,384	922,384	13.77%	86.23%
Chicago	134,398	707,693	842,091	15.96%	84.04%
Dallas	118,041	820,804	938,845	12.57%	87.43%
Los Angeles	141,479	1,053,516	1,194,995	11.84%	88.16%
Atlanta	65,238	561,811	627,049	10.40%	89.60%
National	703,746	4,867,752	5,571,498	12.63%	87.37%

Data Source: Unified Tracking System – Field Resolved Report. Data as of 11:59PM yesterday. Includes progress for NRFU production cases completed by field enumeration only.

Housing Unit Status of Completed Cases by Region

Region	Deleted	%Deleted	Vacant	%Vacant	Occupied	%Occupied	Field Resolved
New York	392,554	20.06%	518,226	26.48%	1,046,134	53.46%	1,956,914
Philadelphia	530,753	26.46%	552,636	27.55%	922,384	45.99%	2,005,773
Chicago	560,198	28.57%	558,568	28.49%	842,091	42.95%	1,960,857
Dallas	504,394	25.82%	510,446	26.13%	938,845	48.06%	1,953,685
Los Angeles	650,773	28.64%	426,728	18.78%	1,194,995	52.59%	2,272,496
Atlanta	457,290	30.13%	433,242	28.55%	627,049	41.32%	1,517,581
National	3,095,962	26.54%	2,999,846	25.71%	5,571,498	47.75%	11,667,306

Data Source: Unified Tracking System – Field Resolved Report. Data as of 11:59PM yesterday. Includes progress for NRFU production cases completed by field enumeration only.

2020 Census HU Enumeration Progress by State

Data as of: 08/19/2020

Data Source: Census Data Lake and Unified Tracking System.

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Prior Day	% HUs Enumerated Current Day	Daily Change
U.S. Total	64.1%	8.7%	71.6%	72.8%	1.2%
Alabama	61.3%	4.8%	65.2%	66.1%	0.9%
Alaska	51.7%	20.6%	69.9%	72.2%	2.4%
Arizona	60.6%	4.4%	64.2%	65.0%	0.8%
Arkansas	58.6%	11.0%	67.7%	69.5%	1.8%
California	65.9%	10.0%	74.5%	75.9%	1.4%
Colorado	67.5%	8.3%	74.7%	75.8%	1.1%
Connecticut	68.1%	13.4%	80.0%	81.5%	1.5%
Delaware	61.6%	7.9%	68.2%	69.4%	1.2%
District of Columbia	60.5%	9.4%	68.5%	70.0%	1.4%
Florida	60.8%	5.3%	65.1%	66.1%	1.0%
Georgia	59.6%	5.4%	64.1%	65.0%	0.9%
Hawaii	61.1%	18.1%	77.3%	79.2%	1.8%
Idaho	68.4%	23.4%	90.0%	91.7%	1.8%
Illinois	69.0%	12.0%	79.9%	81.1%	1.2%
Indiana	68.3%	12.4%	79.3%	80.7%	1.4%
Iowa	69.2%	1.7%	70.4%	70.9%	0.6%
Kansas	68.0%	15.2%	82.0%	83.2%	1.3%
Kentucky	66.5%	6.0%	71.5%	72.5%	1.0%
Louisiana	57.9%	10.3%	67.1%	68.2%	1.1%
Maine	56.4%	24.6%	78.9%	81.0%	2.0%
Maryland	68.5%	11.0%	78.3%	79.5%	1.2%
Massachusetts	66.4%	11.1%	76.3%	77.6%	1.3%
Michigan	69.4%	4.1%	72.5%	73.5%	1.0%
Minnesota	73.2%	6.9%	78.8%	80.0%	1.2%
Mississippi	58.4%	6.9%	64.1%	65.3%	1.2%
Missouri	64.0%	13.5%	76.1%	77.5%	1.4%

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Prior Day	% HUs Enumerated Current Day	Daily Change
Montana	57.5%	7.0%	63.4%	64.5%	1.1%
Nebraska	69.6%	6.4%	74.9%	76.0%	1.1%
Nevada	63.1%	5.1%	67.3%	68.2%	0.9%
New Hampshire	63.9%	5.9%	68.5%	69.8%	1.3%
New Jersey	66.0%	6.3%	71.2%	72.2%	1.0%
New Mexico	54.6%	5.8%	59.2%	60.3%	1.2%
New York	59.9%	7.8%	66.4%	67.7%	1.3%
North Carolina	60.0%	5.3%	64.3%	65.3%	1.0%
North Dakota	63.3%	13.1%	75.1%	76.4%	1.3%
Ohio	68.2%	7.9%	75.0%	76.1%	1.1%
Oklahoma	58.6%	11.3%	68.6%	69.9%	1.2%
Oregon	66.8%	13.0%	78.3%	79.8%	1.6%
Pennsylvania	67.0%	9.9%	75.7%	76.9%	1.2%
Rhode Island	61.8%	8.0%	68.5%	69.8%	1.3%
South Carolina	58.0%	6.1%	63.0%	64.1%	1.1%
South Dakota	64.9%	6.1%	70.0%	71.0%	1.1%
Tennessee	63.4%	8.6%	70.6%	71.9%	1.4%
Texas	59.3%	8.2%	66.2%	67.5%	1.3%
Utah	68.4%	7.6%	74.6%	75.9%	1.3%
Vermont	57.7%	9.5%	65.6%	67.2%	1.7%
Virginia	68.7%	7.4%	75.0%	76.1%	1.1%
Washington	70.3%	13.8%	82.8%	84.1%	1.4%
West Virginia	55.3%	29.1%	82.1%	84.5%	2.4%
Wisconsin	70.4%	9.5%	78.5%	79.9%	1.4%
Wyoming	58.4%	8.6%	65.4%	66.9%	1.5%
Puerto Rico	30.8%	25.7%	51.9%	56.5%	4.6%

Note: Percentages may not sum due to rounding. 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. Percentages for the U.S. Total do not include housing units in Puerto Rico.

Hiring Process for NPC Staff – NRFU Reinterview

As of: 08/20/2020 

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	14	14	13
Wave 2	07/07/20A – 07/17/20	Matching Technician	200+	51	51	50	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	85		75
Total			360+	350	350	350	167	315*

¹The 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.

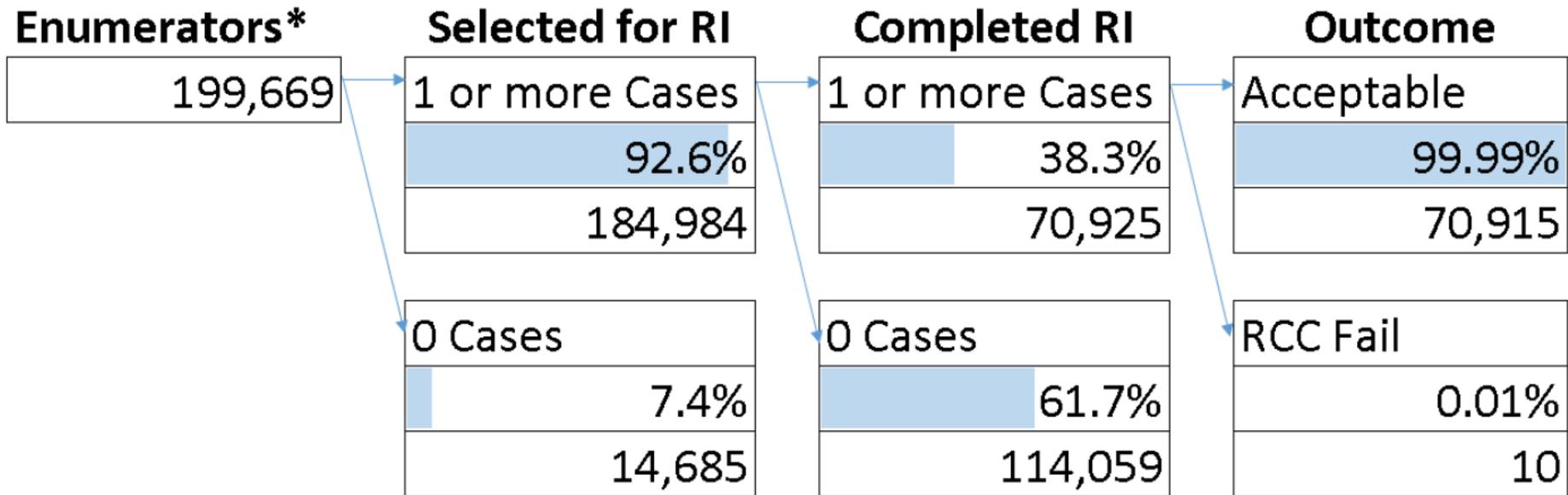
In cautious response to COVID-19 the training waves will be delayed to meet the new timing of the NRFU operation.

2020 NRFU Reinterview Overview

NRFU Reinterview Progress – Enumerators

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

Data as of: 8/20/2020, 2 am
Source: SMarCS



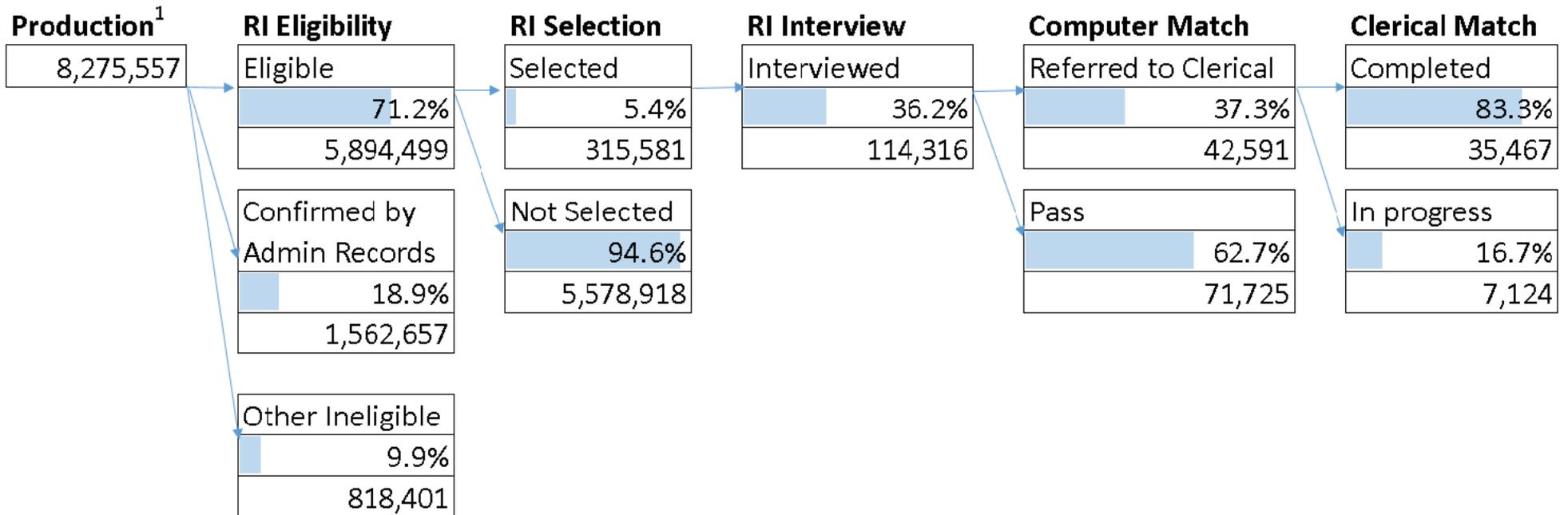
*With at least one NRFU HH case completed.

2020 NRFU Reinterview Overview

NRFU Reinterview Progress – Case Level

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

Data as of: 8/20/2020, 2 am
Source: SMarCS



¹ Cases completed and received by SMarCS

2020 NRFU Reinterview Overview

NRFU Reinterview Outcomes

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

Data as of: 8/20/2020, 2 am
Source: SMarCS

NRFU RI Outcomes	Today		Last Week		Change Since Last Week
	Count	Percent	Count	Percent	Count
Total Cases Completed Coding	107,192	-	40,408	-	66,784
Passed	100,779	94.0%	37,850	93.7%	62,929
<i>Pass Computer</i>	71,725	71.2%	28,271	74.7%	43,454
<i>Pass Clerical</i>	29,054	28.8%	9,579	25.3%	19,475
Failed Clerical	6,401	6.0%	2,546	6.3%	3,855
Hard Fail Recommendation	12	0.01%	12	0.03%	0

2020 NRFU Reinterview Overview

NRFU RI Clerical Resolution Progress

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

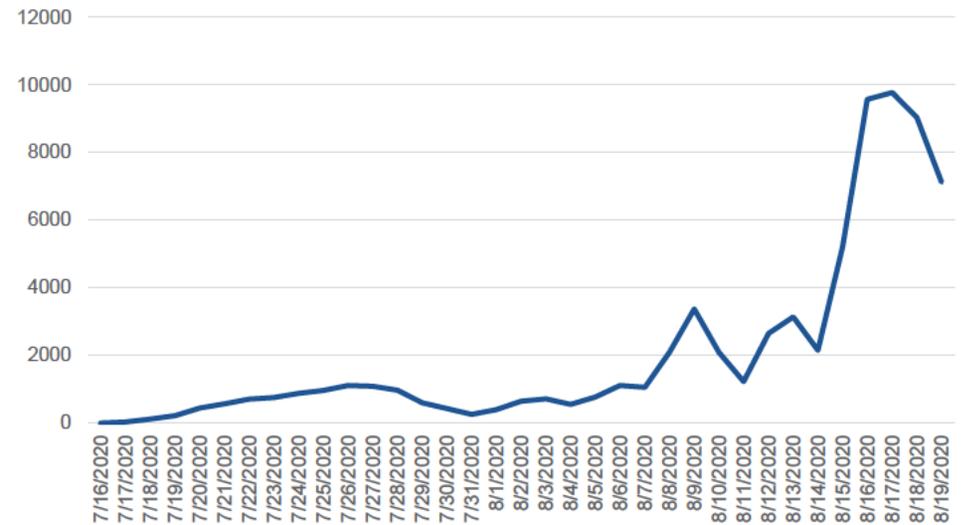
Data as of: 8/20/2020, 2 am
Source: SMarCS

Overall Progress	Overall
Total Clerical Cases	42,591
Cases Worked	35,467
Cases Remaining	7,124
Average Cases Worked Per Day ¹	1,108
Clerks ²	254

¹ Starting from 7/18/2020

² Any clerk who worked at least one case during the operation.

Remaining Clerical Cases



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: 8/20/2020, 2 am
Source: SMarCS 

FV QC Case Level Progress	FV	
	Count	Percent
Completed Production	31,819	-
Selected for QC	1,664	5.2%
Completed QC and Computer Match ¹	535	32.2%
Passed	451	84.3%
Failed ²	71	13.3%

Notes:

1. Pass and Fail counts may not add to the total number of computer matches due to QC cases going out for a second QC.
2. The MAF will get data from the FV QC case when the case fails QC.

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	2,677	3,939	3,219	3,124	2,666
Philadelphia	2,966	3,480	2,878	2,650	2,267
Chicago	2,583	2,953	2,534	2,347	2,004
Atlanta	3,300	4,277	3,693	3,533	3,018
Dallas	3,230	4,182	3,639	3,249	2,774
Los Angeles	2,889	3,949	3,385	2,687	2,294
Total	17,645	22,780	19,348	17,589	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	66,809	58,203	44,049	69,220	53,320	38,818	24,448	24,296
Philadelphia	54,050	47,335	37,154	58,154	45,340	32,929	21,068	20,741
Chicago	53,988	47,499	38,100	51,167	40,080	35,048	22,399	21,155
Atlanta	57,908	50,816	39,919	77,196	60,360	34,327	22,757	22,506
Dallas	53,432	47,576	39,385	71,521	55,480	34,608	23,144	23,055
Los Angeles	66,266	58,818	49,225	58,941	45,880	43,546	28,216	26,612
Total	352,453	310,247	247,832	386,198	300,460	219,276	142,032	138,365

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	444	713	620	544	465
Cycle 1B	407	502	419	384	328
Cycle 2	2427	3345	2755	2,380	2,032
Cycle 3	2608	3222	2581	2,549	2,178
Full Launch	11759	14998	12973	11,732	10,020
Total	17645	22780	19348	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	12,965	11,716	9,778	11,966	9,300	7,447	4,666	4,221
Cycle 1B	8,806	7,961	6,791	8,465	6,560	5,868	3,641	3,466
Cycle 2	55,723	49,894	42,322	52,201	40,640	37,838	24,192	22,002
Cycle 3	53,780	46,184	34,138	55,644	42,980	30,354	18,925	18,705
Full Launch	221,179	194,492	154,803	319,459	248,780	137,769	90,608	89,971
Total	352,453	310,247	247,832	447,735	348,260	219,276	142,032	138,365

2020 NRFU Production System Updates

No production incidents/issues to report

Questions?

Thanks!

Back Up Slides

Periodic Performance Management Reports

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

Data as of: 08/19/2020
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 19, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

Notes:

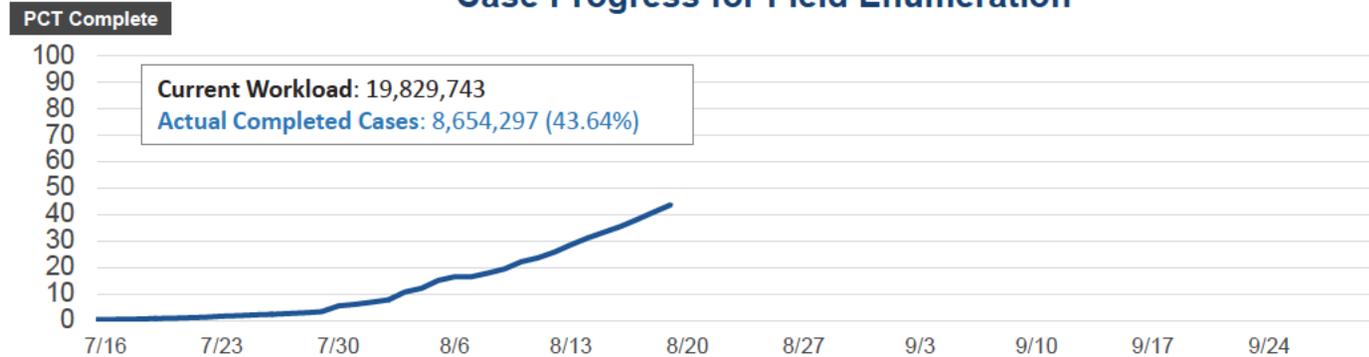
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

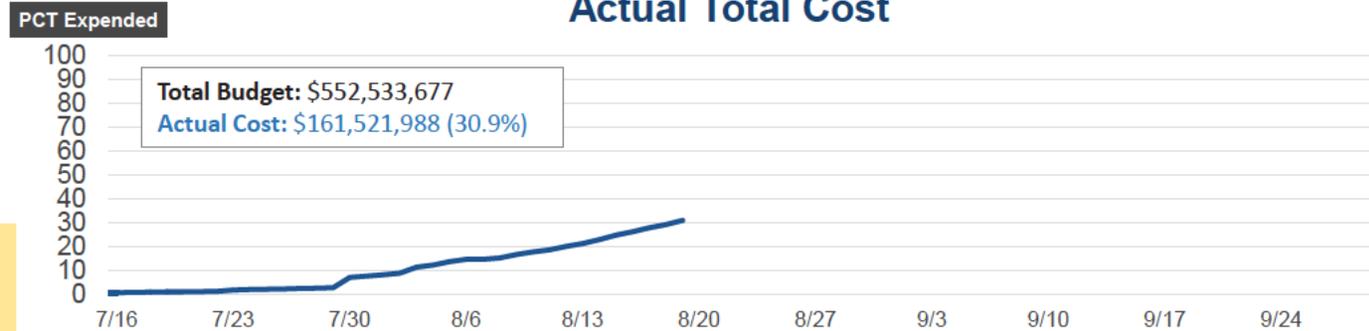
Cases Completed by Self-Response:
1,447,272 (16.7% of completed cases)

Remaining Workload:
11,175,446 cases

Case Progress for Field Enumeration



Actual Total Cost



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.

NRFU Workload Summary

Workload Component (ID)	Workload Size					Notes
	On Initial Creation Date	Additions to Date	Data Source: UTS NRFU Executive Overview Report. As of 07/08/20		on 08/10/20 (estimated)	
			Completed to Date	Open Today		
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
Vacant/Delete W/UAA (3221)	9,039,815					(b) Additions can occur from reverse check-ins and NRFU Adds
Vacant/Delete W/O UAA (3214)	2,550,831					These cases receive a default of 1 visit unless the enumerator finds signs of occupancy. If so, the case receives 6 visits.
UL Cases in NRFU (3209)	3,651,168	0				These cases receive a default of 6 visits.
NRFU Supplemental (3215)	1,077,387					The UL operation may add cases which would appear in this workload.
Subtotal ("NRFU" cases in UTS)	60,024,053	0	472,732	59,551,321		(a) Includes AdRec Occupied and No-Determination Cases
NRFU Manager Visit (3203)	231,783		45	231,738		(b) Additions can occur from reverse check-ins and NRFU Adds
Field Verification (3205)	N/A	0	0	N/A		(c) Completions can occur in the field or via self-response
Subtotal ("Initial Production NRFU Workload" in Workload Estimate)	60,255,836	0	472,777	59,783,059	56,358,933	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.
SRQA Recollect	6,591	0	1	6,590	Not estimated at this level of detail.	Estimated total workload over the entire NRFU operation timeline = 170,000 cases.
Total NRFU Reinterview Workload	18	0	5	13	2,930,665	Estimated total workload over the entire NRFU operation timeline = 750,000 cases
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.

Pre-decisional - Internal Only - Not for Public Distribution

Expected Workload - NRFU

As of: 06/12/2020

Initial Workload Creation	Total	Actuals in Green	
		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		

Administrative Record Modeling

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

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 Determination	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.

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.

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.