2020 Census Nonresponse Followup

Operational Delivery 10.0

Date: 08/24/2020

Presented by

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

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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: 08/23/2020

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) - 38

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Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/23/2020
Source: Unified Tracking System
*Data are aggregated for all ACOs regardless of soft launch cycle.

Status:
On Track

Data current as of:
August 23, 2020

Start Date:
July 16, 2020

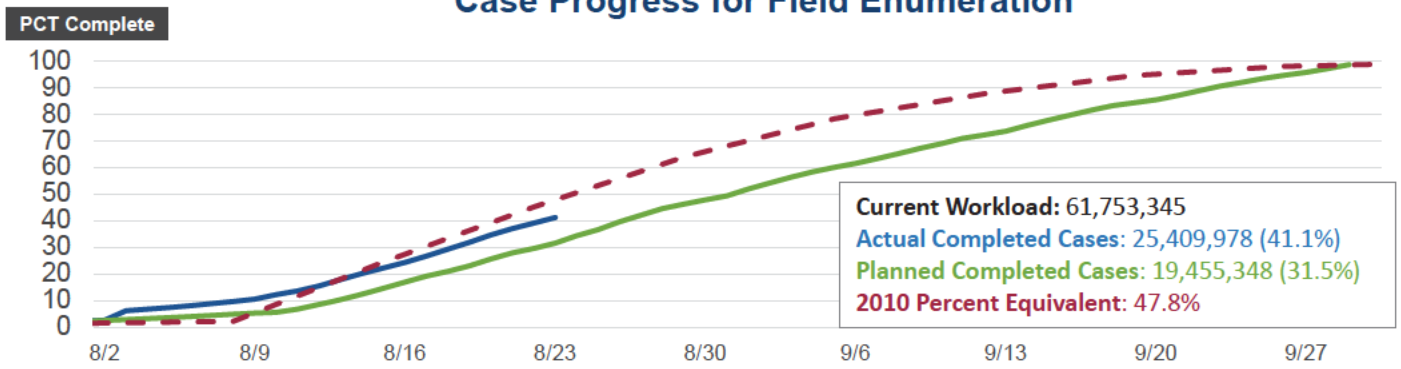
Completion Date:
September 30, 2020

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

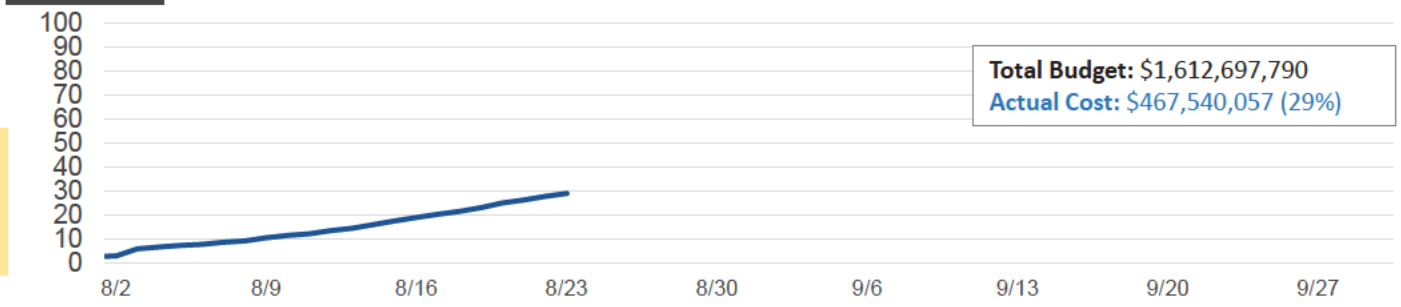
Cases Completed by Self-Response:
4,336,339 (17.1% of completed cases)

Remaining Workload:
36,343,367 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	9,831,154	2,731,916	27.79%	7.88%	7.37%	0.51%	4,282,394	43.56%	34.48%
Philadelphia	9,492,707	2,710,427	28.55%	6.79%	8.64%	0.36%	4,209,444	44.34%	33.94%
Chicago	8,895,831	2,673,367	30.05%	6.61%	8.76%	0.46%	4,080,941	45.87%	35.59%
Dallas	11,510,779	2,732,745	23.74%	7.16%	6.64%	0.55%	4,383,406	38.08%	29.77%
Los Angeles	9,231,992	3,054,037	33.08%	8.67%	9.49%	0.65%	4,790,154	51.89%	30.65%
Atlanta	12,790,882	2,236,838	17.49%	5.51%	5.21%	0.43%	3,663,639	28.64%	26.78%
Total	**61,753,345**	**16,139,330**	**26.14%**	**7.02%**	**7.50%**	**0.49%**	**25,409,978**	**41.15%**	**31.50%**

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	12,755	577	208	13,540	1,466	427
Percent of All CFS Areas	94.2%	4.3%	1.5%	100%	10.8%	3.2%

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: 08/23/2020
Source: MOJO

Status:
On Track

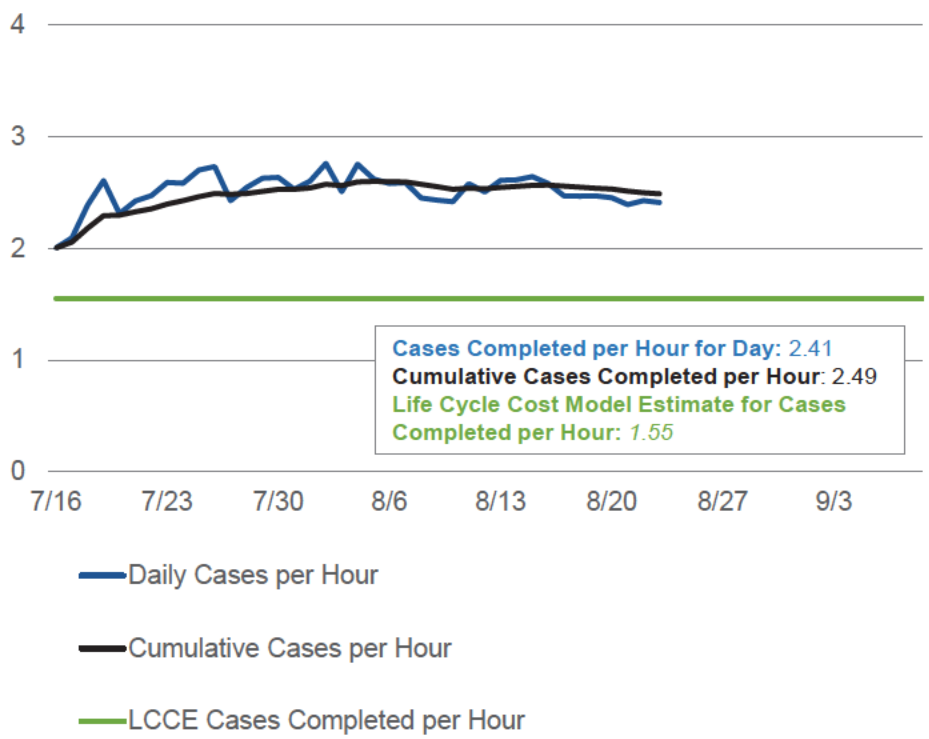
Data current as of:
August 23, 2020

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	2.40	2.56
Philadelphia	2.53	2.58
Chicago	2.50	2.55
Dallas	2.55	2.42
Los Angeles	2.07	2.33
Atlanta	2.51	2.53
Total	2.41	2.49

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2020 Census HU Enumeration Progress by State

Data as of: 08/23/2020
Data Source: Census Data Lake and Unified Tracking System.

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Current Day	% HUs Enumerated Prior Day	Daily Change
U.S. Total	64.4%	12.1%	76.5%	75.6%	0.8%
Alabama	61.5%	7.6%	69.1%	68.4%	0.7%
Alaska	52.2%	26.6%	78.8%	77.3%	1.5%
Arizona	60.8%	7.2%	68.1%	67.4%	0.7%
Arkansas	58.8%	16.5%	75.4%	74.2%	1.2%
California	66.4%	13.8%	80.2%	79.2%	1.0%
Colorado	67.8%	11.2%	79.0%	78.2%	0.8%
Connecticut	68.5%	16.9%	85.4%	84.4%	0.9%
Delaware	61.9%	11.2%	73.1%	72.2%	0.9%
District of Columbia	60.8%	13.0%	73.8%	73.1%	0.7%
Florida	61.1%	8.3%	69.4%	68.6%	0.8%
Georgia	59.8%	8.1%	67.9%	67.3%	0.7%
Hawaii	61.4%	22.4%	83.8%	82.7%	1.1%
Idaho	68.5%	25.5%	93.9%	93.5%	0.4%
Illinois	69.3%	14.8%	84.1%	83.4%	0.6%
Indiana	68.6%	15.9%	84.5%	83.7%	0.8%
Iowa	69.3%	4.3%	73.6%	72.9%	0.7%
Kansas	68.2%	18.3%	86.5%	85.8%	0.7%
Kentucky	66.7%	8.9%	75.6%	75.0%	0.7%
Louisiana	58.1%	13.3%	71.4%	70.7%	0.7%
Maine	56.6%	28.2%	84.8%	83.9%	0.9%
Maryland	68.8%	13.8%	82.6%	81.9%	0.6%
Massachusetts	66.7%	14.4%	81.1%	80.3%	0.8%
Michigan	69.6%	7.1%	76.7%	76.0%	0.7%
Minnesota	73.4%	9.8%	83.3%	82.6%	0.7%
Mississippi	58.6%	10.3%	68.9%	68.1%	0.8%
Missouri	64.2%	17.0%	81.2%	80.4%	0.8%

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Current Day	% HUs Enumerated Prior Day	Daily Change
Montana	57.7%	10.2%	67.9%	67.2%	0.8%
Nebraska	69.9%	9.5%	79.4%	78.7%	0.7%
Nevada	63.5%	8.1%	71.6%	70.7%	0.9%
New Hampshire	64.3%	9.9%	74.2%	73.1%	1.1%
New Jersey	66.3%	9.5%	75.8%	74.9%	0.9%
New Mexico	54.9%	9.6%	64.5%	63.5%	1.0%
New York	60.3%	12.0%	72.3%	71.1%	1.1%
North Carolina	60.2%	8.5%	68.7%	67.9%	0.8%
North Dakota	63.5%	16.0%	79.5%	78.8%	0.7%
Ohio	68.5%	11.2%	79.7%	78.9%	0.8%
Oklahoma	58.8%	14.7%	73.5%	72.7%	0.8%
Oregon	67.2%	17.0%	84.2%	83.2%	1.0%
Pennsylvania	67.2%	13.0%	80.2%	79.5%	0.7%
Rhode Island	62.2%	12.8%	75.0%	73.6%	1.4%
South Carolina	58.2%	9.5%	67.7%	67.0%	0.7%
South Dakota	65.1%	9.6%	74.7%	73.8%	0.9%
Tennessee	63.7%	12.6%	76.2%	75.3%	1.0%
Texas	59.6%	12.1%	71.8%	70.8%	1.0%
Utah	68.7%	10.8%	79.5%	78.9%	0.6%
Vermont	58.1%	15.1%	73.1%	71.5%	1.7%
Virginia	69.0%	10.1%	79.1%	78.4%	0.7%
Washington	70.7%	16.7%	87.4%	86.7%	0.7%
West Virginia	55.4%	32.6%	88.1%	87.2%	0.8%
Wisconsin	70.7%	13.5%	84.2%	83.2%	1.0%
Wyoming	58.7%	12.9%	71.6%	70.6%	1.0%
Puerto Rico	31.4%	30.7%	62.1%	60.5%	1.6%

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.

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Hiring Process for Field Staff – Regional Summary

Data as of: 08/21/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

RCC	Hired	Started Online Training	Completed Training – Still on Roster	Core Number Needed
New York	2,690	4,020	3,142	2,666
Philadelphia	2,981	3,505	2,623	2,267
Chicago	2,591	2,958	2,401	2,004
Atlanta	3,327	4,318	3,422	3,018
Dallas	3,242	4,228	3,392	2,774
Los Angeles	2,896	3,989	3,055	2,294
Total	**17,727**	**23,018**	**18,035**	**15,023**

NRFU Enumerators

RCC	Assigned Training	Started Online Training	Completed Training – Still on a Roster	Core Number Needed	Active in FOCS	With Work Availability	With an Assignment
New York	70,170	61,478	45,849	53,320	42,934	24,288	23,851
Philadelphia	55,869	49,123	37,225	45,340	35,014	20,454	20,051
Chicago	55,162	48,740	39,372	40,080	36,828	21,499	19,864
Atlanta	60,557	53,030	40,871	60,360	36,923	22,424	22,231
Dallas	55,342	49,538	39,444	55,480	36,773	22,394	22,304
Los Angeles	67,553	60,312	46,612	45,880	43,310	25,191	23,942
Total	**364,653**	**322,221**	**249,373**	**300,460**	**231,782**	**136,250**	**132,243**

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As of: 08/24/2020

2020 NRFU Production System Updates

Open Incidents

- INC000001058929 – Missing ~70M Administrative Records from August delivery - data refresh PEARSIS delivered on August 10 has not been included into the CAES & PEARSIS Web production systems processing. PEARSIS is generating a new Composite product with adjusted HH/Person de-duplication logic, and will delivery by 8/25. CAES & PEARSIS Web continue to use the July Composite for production processing, until the updated August refresh is available.

- INC000001069121 – SMaRCS batch failure generated duplicate FV QC and NRFU RI Cases. SMaRCS team is monitoring and working on the code change to prevent future duplication of cases.

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Questions?

Thanks!

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Periodic Performance Management Reports

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

Data as of: 08/23/2020
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 23, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

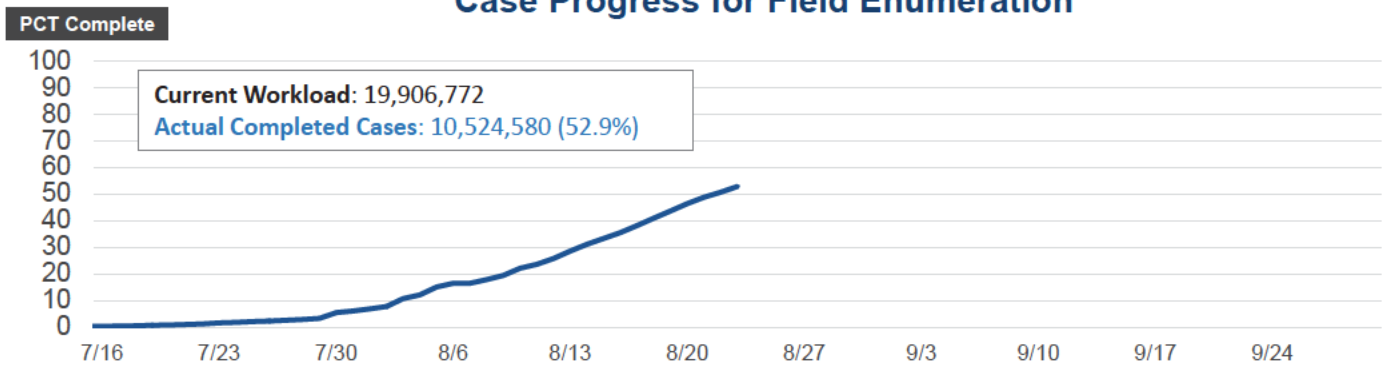
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

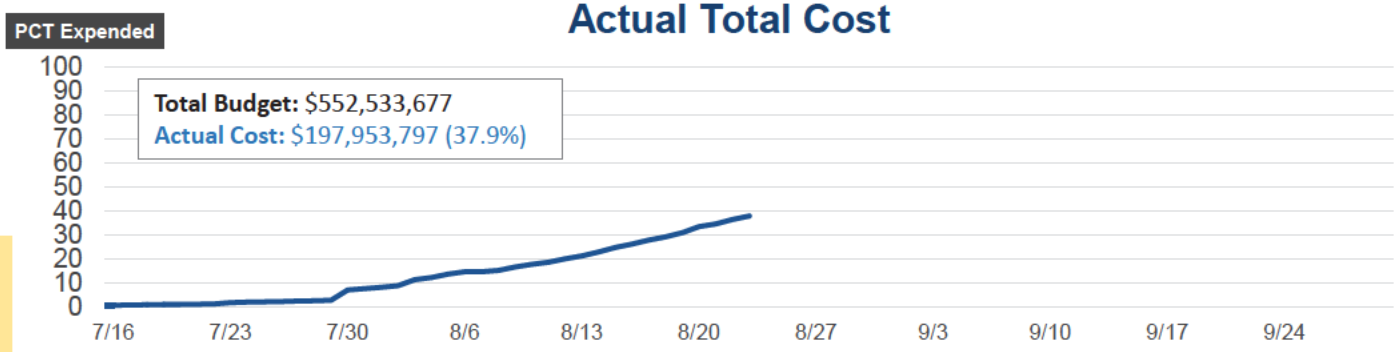
Cases Completed by Self-Response:
1,577,094 (15% of completed cases)

Remaining Workload:
9,382,192 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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