

2020 Census Nonresponse Followup

Operational Delivery 10.0

Date: 08/26/2020

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) - 36

Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/25/2020
Source: Unified Tracking System

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

Status:

● On Track

Data current as of:
August 25, 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.

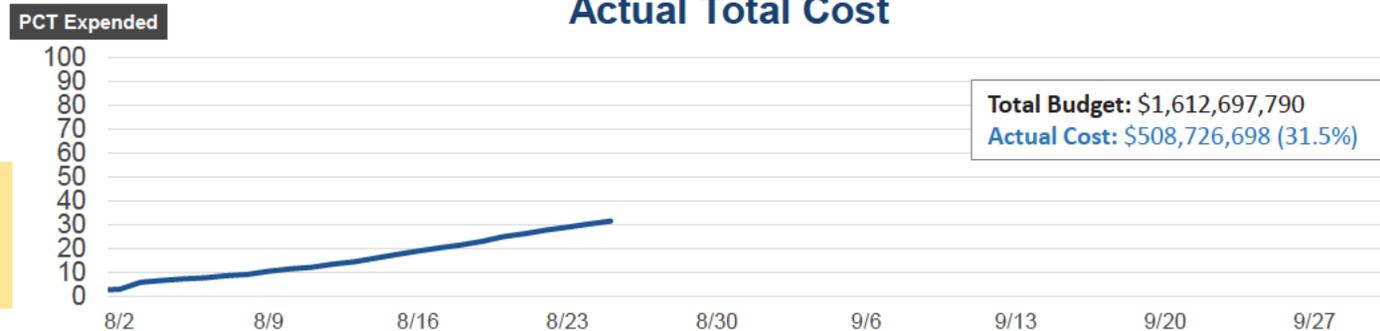
Cases Completed by Self-Response:
4,551,881 (16.1% of completed cases)

Remaining Workload:
33,594,044 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	9,860,135	3,110,904	31.55%	8.30%	8.11%	0.52%	4,780,343	48.48%	39.20%
Philadelphia	9,514,445	3,062,018	32.18%	7.11%	9.45%	0.38%	4,673,246	49.12%	38.76%
Chicago	8,921,543	3,032,865	33.99%	6.87%	9.58%	0.48%	4,543,769	50.93%	40.20%
Dallas	11,541,291	3,123,344	27.06%	7.47%	7.31%	0.59%	4,897,376	42.43%	35.02%
Los Angeles	9,256,071	3,418,218	36.93%	9.07%	10.16%	0.66%	5,259,202	56.82%	35.81%
Atlanta	12,819,219	2,590,175	20.21%	5.79%	6.03%	0.46%	4,164,724	32.49%	32.35%
Total	61,912,704	18,337,524	29.62%	7.35%	8.25%	0.51%	28,318,660	45.74%	36.57%

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	12,589	656	295	13,540	1716	701
Percent of All CFS Areas	93.0%	4.8%	2.2%	100%	12.7%	5.2%

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

Periodic Performance Management Reports

Enumerator Productivity

Data as of: 08/25/2020
Source: MOJO

Status:

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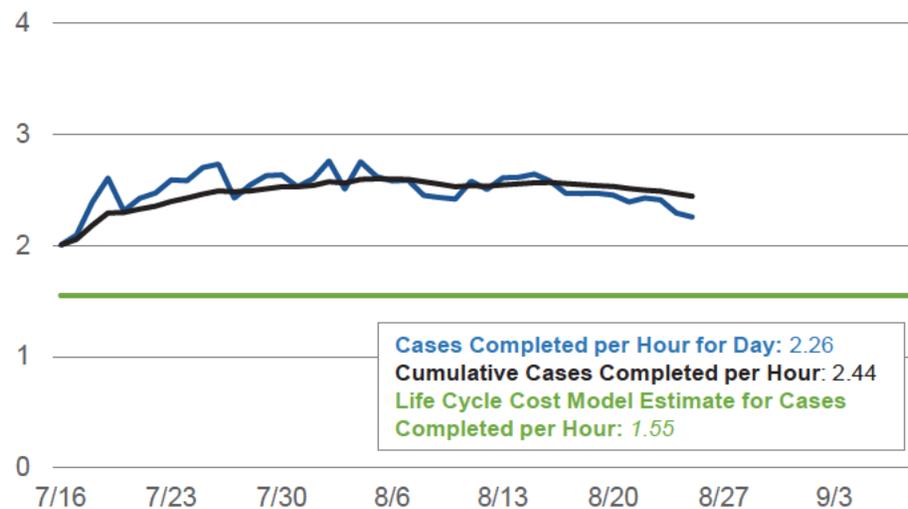
Completion Date:

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	2.27	2.51
Philadelphia	2.39	2.55
Chicago	2.34	2.51
Dallas	2.31	2.39
Los Angeles	1.96	2.28
Atlanta	2.33	2.48
Total	2.26	2.44

2020 Census HU Enumeration Progress by State

Data as of: 08/25/2020

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	64.6%	13.7%	78.3%	77.4%	0.9%
Alabama	61.6%	8.8%	70.4%	69.8%	0.6%
Alaska	52.5%	28.7%	81.2%	80.1%	1.1%
Arizona	61.0%	8.6%	69.6%	68.8%	0.8%
Arkansas	59.0%	19.1%	78.1%	76.7%	1.3%
California	66.7%	15.5%	82.2%	81.2%	1.0%
Colorado	67.9%	12.6%	80.5%	79.8%	0.8%
Connecticut	68.7%	18.4%	87.1%	86.2%	0.9%
Delaware	62.1%	13.0%	75.1%	74.1%	1.0%
District of Columbia	61.0%	15.0%	76.0%	74.9%	1.1%
Florida	61.2%	10.0%	71.2%	70.3%	0.9%
Georgia	59.9%	9.5%	69.4%	68.7%	0.7%
Hawaii	61.5%	24.3%	85.8%	84.8%	1.1%
Idaho	68.5%	26.4%	94.9%	94.4%	0.5%
Illinois	69.4%	16.0%	85.3%	84.7%	0.6%
Indiana	68.7%	17.7%	86.4%	85.4%	0.9%
Iowa	69.4%	5.7%	75.1%	74.4%	0.7%
Kansas	68.4%	19.8%	88.1%	87.3%	0.8%
Kentucky	66.8%	10.5%	77.3%	76.5%	0.8%
Louisiana	58.2%	14.3%	72.5%	71.9%	0.5%
Maine	56.7%	29.9%	86.6%	85.8%	0.9%
Maryland	69.0%	15.0%	84.0%	83.3%	0.7%
Massachusetts	66.9%	15.9%	82.8%	82.0%	0.8%
Michigan	69.7%	8.8%	78.5%	77.5%	0.9%
Minnesota	73.6%	11.3%	84.9%	84.1%	0.8%
Mississippi	58.7%	11.7%	70.3%	69.6%	0.7%
Missouri	64.3%	18.7%	83.1%	82.1%	0.9%

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Current Day	% HUs Enumerated Prior Day	Daily Change
Montana	57.9%	11.8%	69.6%	68.8%	0.8%
Nebraska	70.1%	10.7%	80.8%	80.2%	0.6%
Nevada	63.7%	9.8%	73.5%	72.5%	1.0%
New Hampshire	64.5%	11.9%	76.4%	75.4%	1.0%
New Jersey	66.5%	11.1%	77.6%	76.7%	0.9%
New Mexico	55.1%	11.5%	66.6%	65.5%	1.1%
New York	60.5%	14.0%	74.5%	73.4%	1.1%
North Carolina	60.4%	10.2%	70.6%	69.6%	1.0%
North Dakota	63.7%	17.5%	81.2%	80.3%	0.8%
Ohio	68.7%	12.9%	81.6%	80.7%	0.9%
Oklahoma	59.0%	16.2%	75.1%	74.3%	0.8%
Oregon	67.4%	19.0%	86.4%	85.2%	1.1%
Pennsylvania	67.4%	14.5%	81.9%	81.1%	0.9%
Rhode Island	62.4%	15.0%	77.4%	76.2%	1.2%
South Carolina	58.4%	11.1%	69.5%	68.5%	1.0%
South Dakota	65.3%	11.2%	76.5%	75.6%	0.9%
Tennessee	63.9%	14.5%	78.3%	77.3%	1.1%
Texas	59.9%	14.0%	73.8%	72.8%	1.0%
Utah	68.9%	12.3%	81.3%	80.4%	0.9%
Vermont	58.3%	17.3%	75.6%	74.4%	1.2%
Virginia	69.2%	11.6%	80.7%	79.9%	0.8%
Washington	70.8%	18.0%	88.8%	88.1%	0.7%
West Virginia	55.5%	34.2%	89.7%	88.9%	0.8%
Wisconsin	70.9%	15.4%	86.3%	85.3%	1.0%
Wyoming	58.8%	15.0%	73.8%	72.7%	1.1%
Puerto Rico	31.9%	34.0%	65.8%	63.9%	1.9%

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 Field Staff – Regional Summary

Data as of: 08/26/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

RCC	Hired	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed
New York	2,691	4,039	3,164	2,666
Philadelphia	2,991	3,506	2,621	2,267
Chicago	2,593	2,962	2,398	2,004
Atlanta	3,331	4,325	3,427	3,018
Dallas	3,248	4,251	3,394	2,774
Los Angeles	2,898	3,994	3,049	2,294
Total	17,752	23,077	18,053	15,023

NRFU Enumerators

RCC	Assigned Training	Started Online Training	Completed Assessment	Core Number Needed	Active in FOCS	With Work Availability	With an Assignment
New York	71,698	63,131	50,555	53,320	44,674	26688	25770
Philadelphia	56,635	50,114	41,200	45,340	35,713	22064	21394
Chicago	55,788	49,465	41,787	40,080	37,775	22642	20876
Atlanta	61,646	54,348	44,954	60,360	38,137	24933	24727
Dallas	56,093	50,485	43,626	55,480	37,522	23589	23259
Los Angeles	67,959	60,842	52,547	45,880	42,973	27934	25027
Total	369,819	328,385	274,669	300,460	236,794	147,850	141,053

2020 NRFU Production System Updates

Open Incidents

- 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. Teams working on deployment schedule.
- 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. A new composite product was created and both PEARSIS and CAES are using it in production.

Questions?

Thanks!

Back Up Slides

Periodic Performance Management Reports

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

Data as of: 08/25/2020
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 25, 2020

Start Date:
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Completion Date:
September 30, 2020

Notes:

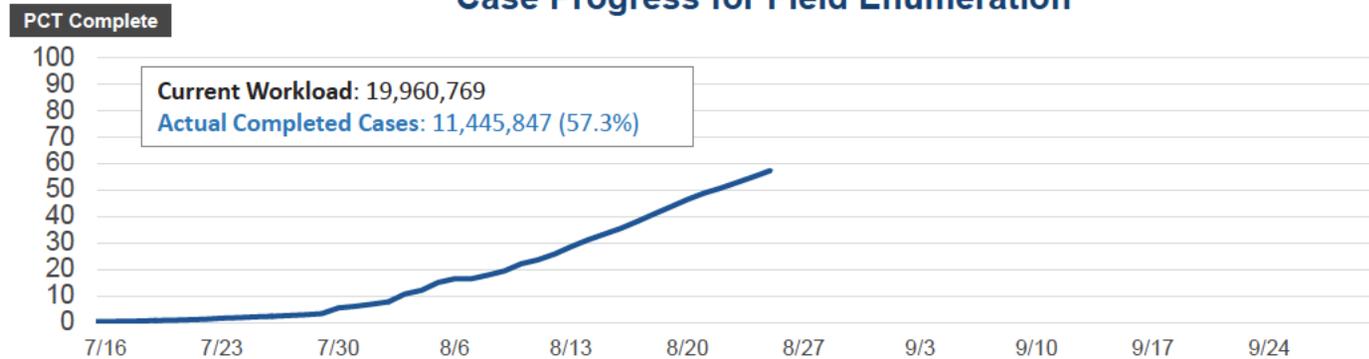
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

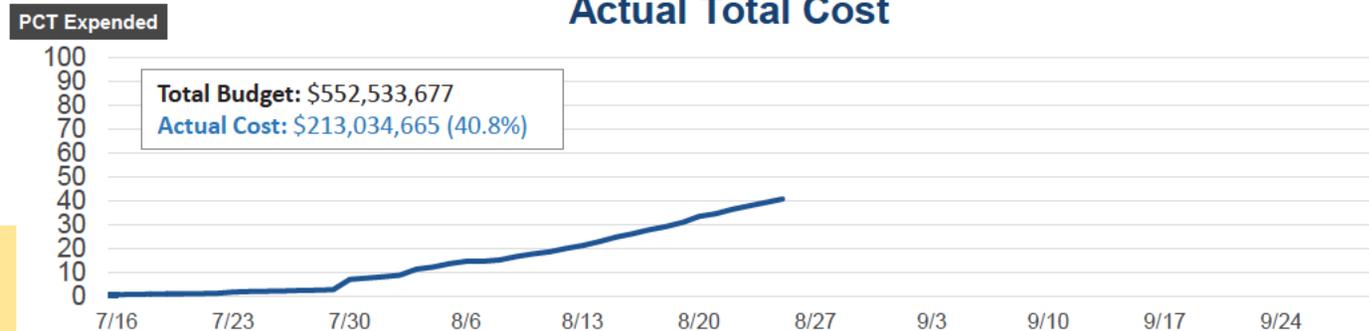
Cases Completed by Self-Response:
1,645,165 (14.4% of completed cases)

Remaining Workload:
8,514,922 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.