

2020 Census Nonresponse Followup Readiness

Operational Delivery 10.0

Date: 08/27/2020

Presented by

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

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

Shape
your future
START HERE >

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

As of: 08/27/2020 

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) - 35

Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 08/26/2020
Source: Unified Tracking System

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

Status:

● On Track

Data current as of:
August 26, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

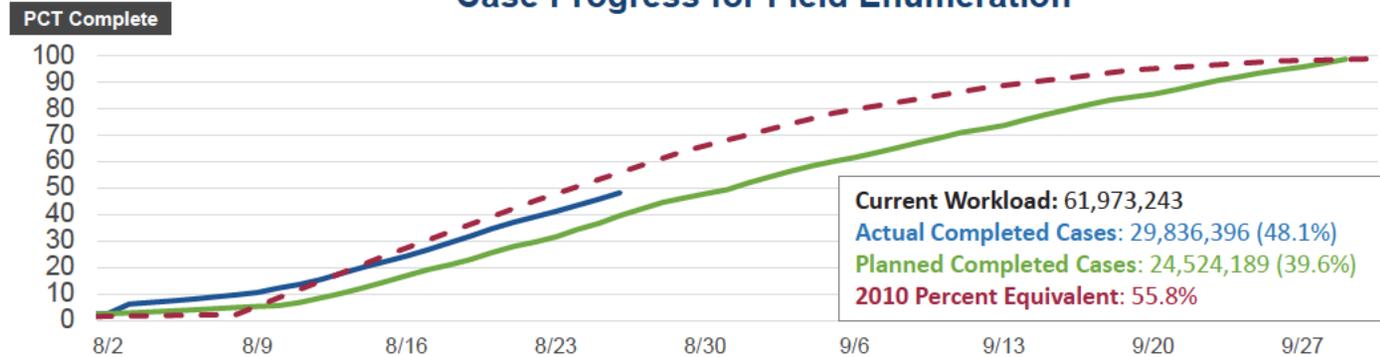
Notes:

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

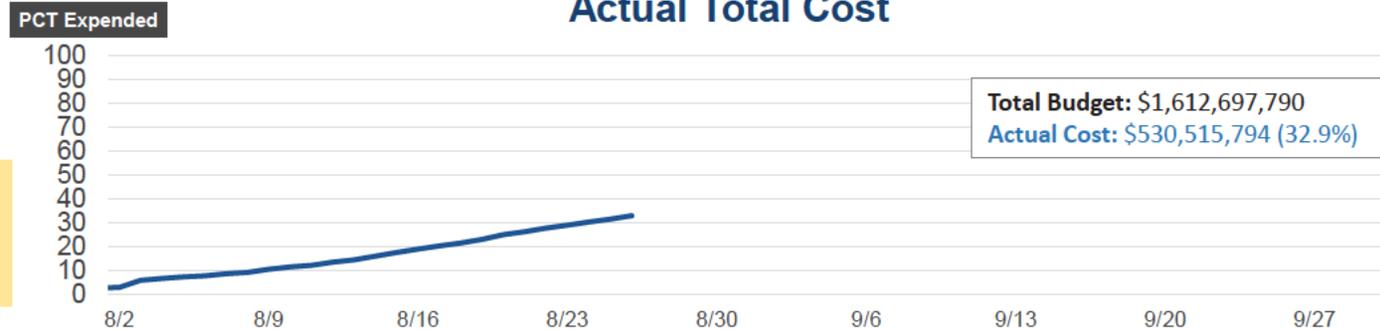
Cases Completed by Self-Response:
4,675,282 (15.7% of completed cases)

Remaining Workload:
32,136,847 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	9,872,721	3,317,347	33.60%	8.50%	8.48%	0.52%	5,045,306	51.10%	42.03%
Philadelphia	9,522,510	3,246,125	34.09%	7.27%	9.86%	0.38%	4,913,503	51.60%	41.65%
Chicago	8,930,594	3,212,994	35.98%	7.03%	10.01%	0.51%	4,780,012	53.52%	42.96%
Dallas	11,552,274	3,313,694	28.68%	7.70%	7.65%	0.61%	5,158,307	44.65%	38.14%
Los Angeles	9,267,338	3,605,604	38.91%	9.31%	10.50%	0.67%	5,504,243	59.39%	38.86%
Atlanta	12,827,806	2,781,530	21.68%	5.94%	6.48%	0.47%	4,435,025	34.57%	35.62%
Total	61,973,243	19,477,294	31.43%	7.54%	8.65%	0.53%	29,836,396	48.14%	39.57%

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	12,457	731	352	13,540	1,872	892
Percent of All CFS Areas	92.0%	5.4%	2.6%	100%	13.8%	6.6%

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

Periodic Performance Management Reports

Enumerator Productivity

Data as of: 08/26/2020
Source: MOJO

Status:

● *On Track*

Data current as of:

August 26, 2020

Start Date:

July 16, 2020

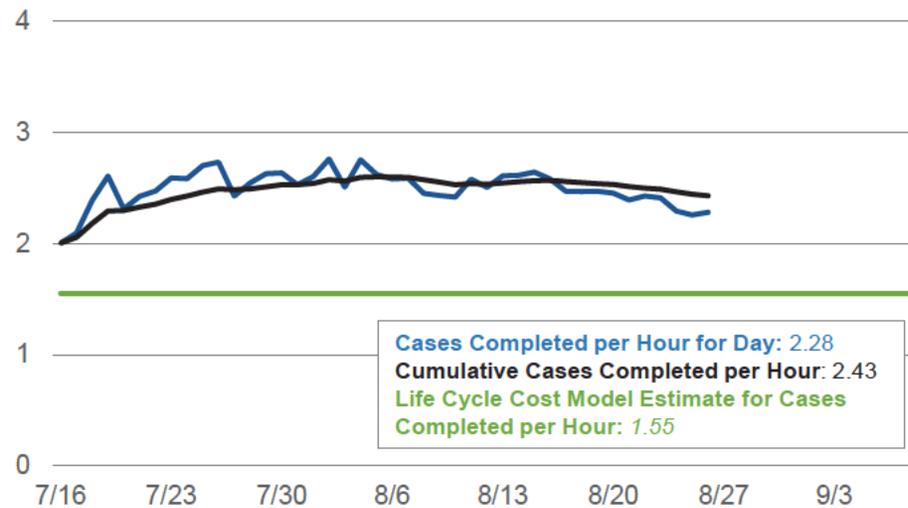
Completion Date:

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	2.27	2.49
Philadelphia	2.41	2.53
Chicago	2.37	2.50
Dallas	2.39	2.38
Los Angeles	1.97	2.25
Atlanta	2.33	2.46
Total	2.28	2.43

2020 Census HU Enumeration Progress by State

Data as of: 08/26/2020

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%	14.6%	79.2%	78.3%	1.0%
Alabama	61.6%	9.5%	71.1%	70.4%	0.7%
Alaska	52.6%	29.8%	82.4%	81.2%	1.2%
Arizona	61.1%	9.3%	70.5%	69.6%	0.8%
Arkansas	59.1%	20.5%	79.6%	78.1%	1.5%
California	66.8%	16.4%	83.3%	82.2%	1.0%
Colorado	68.0%	13.3%	81.3%	80.5%	0.8%
Connecticut	68.8%	19.2%	87.9%	87.1%	0.9%
Delaware	62.2%	13.9%	76.1%	75.1%	1.0%
District of Columbia	61.1%	16.2%	77.2%	76.0%	1.2%
Florida	61.3%	10.9%	72.2%	71.2%	1.0%
Georgia	60.0%	10.3%	70.3%	69.4%	0.8%
Hawaii	61.6%	25.3%	86.9%	85.8%	1.1%
Idaho	68.6%	26.9%	95.4%	94.9%	0.5%
Illinois	69.5%	16.5%	86.0%	85.3%	0.7%
Indiana	68.8%	18.5%	87.3%	86.4%	0.9%
Iowa	69.5%	6.5%	76.0%	75.1%	0.8%
Kansas	68.5%	20.6%	89.0%	88.1%	0.9%
Kentucky	66.9%	11.3%	78.2%	77.3%	0.9%
Louisiana	58.2%	14.7%	72.9%	72.5%	0.5%
Maine	56.8%	30.8%	87.6%	86.6%	1.0%
Maryland	69.1%	15.7%	84.7%	84.0%	0.7%
Massachusetts	67.0%	16.7%	83.7%	82.8%	0.9%
Michigan	69.8%	9.6%	79.4%	78.5%	0.9%
Minnesota	73.7%	12.1%	85.8%	84.9%	0.8%
Mississippi	58.7%	12.5%	71.2%	70.3%	0.9%
Missouri	64.4%	19.7%	84.0%	83.1%	1.0%

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Current Day	% HUs Enumerated Prior Day	Daily Change
Montana	57.9%	12.7%	70.6%	69.6%	1.0%
Nebraska	70.2%	11.5%	81.6%	80.8%	0.9%
Nevada	63.8%	10.9%	74.7%	73.5%	1.2%
New Hampshire	64.6%	13.0%	77.6%	76.4%	1.2%
New Jersey	66.6%	11.9%	78.6%	77.6%	1.0%
New Mexico	55.3%	12.6%	67.9%	66.6%	1.3%
New York	60.7%	15.1%	75.7%	74.5%	1.2%
North Carolina	60.5%	11.1%	71.6%	70.6%	1.0%
North Dakota	63.7%	18.3%	82.0%	81.2%	0.8%
Ohio	68.8%	13.7%	82.5%	81.6%	0.9%
Oklahoma	59.0%	17.0%	76.0%	75.1%	0.9%
Oregon	67.5%	19.9%	87.4%	86.4%	1.1%
Pennsylvania	67.5%	15.4%	82.9%	81.9%	1.0%
Rhode Island	62.5%	16.2%	78.7%	77.4%	1.3%
South Carolina	58.5%	12.0%	70.5%	69.5%	1.0%
South Dakota	65.3%	12.1%	77.4%	76.5%	1.0%
Tennessee	64.0%	15.5%	79.4%	78.3%	1.1%
Texas	60.0%	14.9%	74.8%	73.8%	1.0%
Utah	69.0%	13.2%	82.3%	81.3%	1.0%
Vermont	58.4%	18.6%	77.0%	75.6%	1.4%
Virginia	69.2%	12.3%	81.6%	80.7%	0.8%
Washington	70.9%	18.7%	89.6%	88.8%	0.8%
West Virginia	55.5%	35.1%	90.6%	89.7%	0.9%
Wisconsin	70.9%	16.4%	87.3%	86.3%	1.1%
Wyoming	58.9%	16.1%	75.0%	73.8%	1.2%
Puerto Rico	32.0%	35.8%	67.8%	65.8%	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 NPC Staff – NRFU Reinterview

As of: 08/27/2020 

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	117	75
Wave 4	08/05/20 – 08/14/20	Matching Technician	0	82	82	82	77	75
Wave 5	08/18/20 – 08/28/20	Matching Technician	0	85	85	85	85 ²	75
Total			360+	350	350	350	341	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 Matching Techs complete Wave 5 Training 8/28/2020, and then will be released to work production.

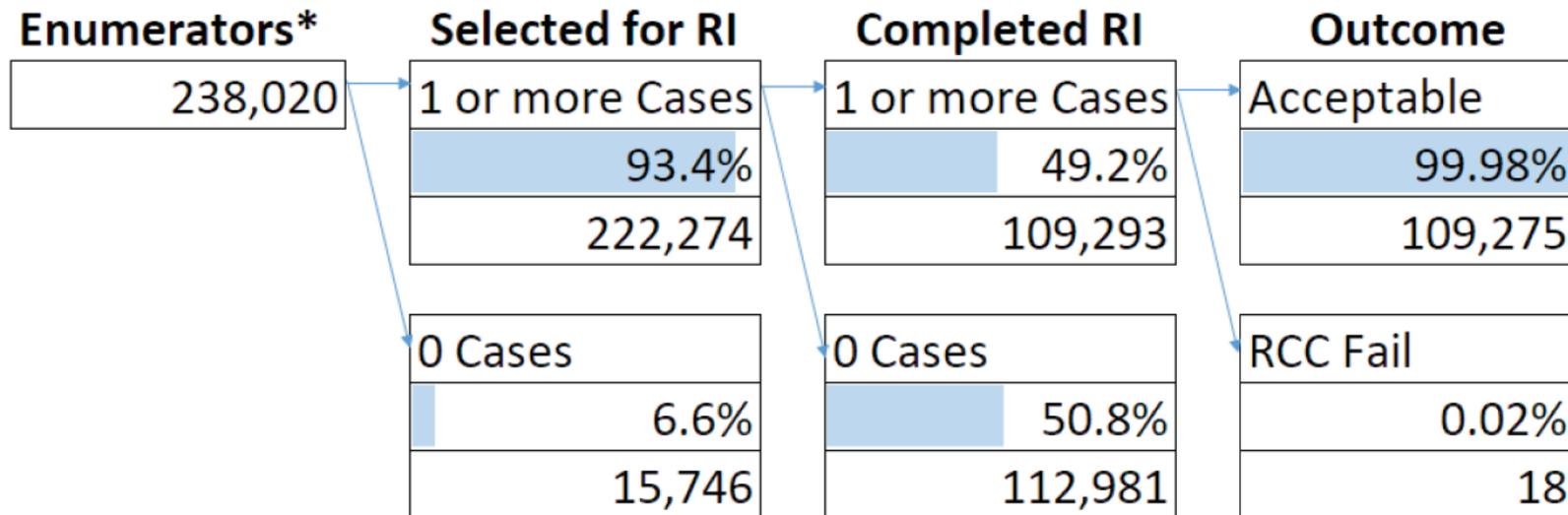
In cautious response to COVID-19 the training waves will be delayed to meet the new timing of the NRFU operation.

2020 NRFU Reinterview Overview

NRFU Reinterview Progress – Enumerators

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

Data as of: 8/27/2020, 2 am
Source: SMarCS



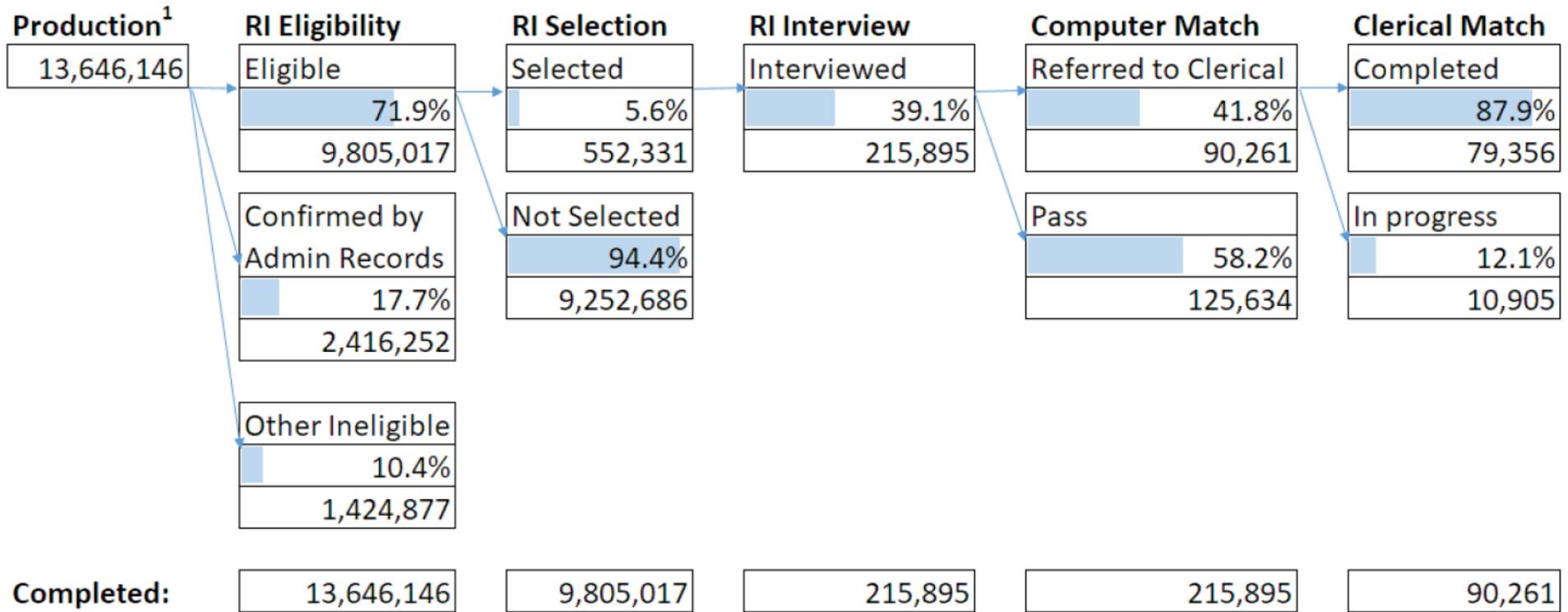
*With at least one NRFU HH case completed.

2020 NRFU Reinterview Overview

NRFU Reinterview Progress – Case Level

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

Data as of: 8/27/2020, 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: 8/27/2020, 2 am
Source: SMarCS

NRFU RI Outcomes	Today		Last Week		Change Since Last Week
	Count	Percent	Count	Percent	Count
Total Cases Completed Coding	204,990	-	107,192	-	97,798
Passed	191,174	93.3%	100,779	94.0%	90,395
<i>Pass Computer</i>	125,634	65.7%	71,725	71.2%	53,909
<i>Pass Clerical</i>	65,540	34.3%	29,054	28.8%	36,486
Failed Clerical	13,796	6.7%	6,401	6.0%	7,395
Hard Fail Recommendation	20	0.01%	12	0.01%	8

2020 NRFU Reinterview Overview

NRFU RI Clerical Resolution Progress

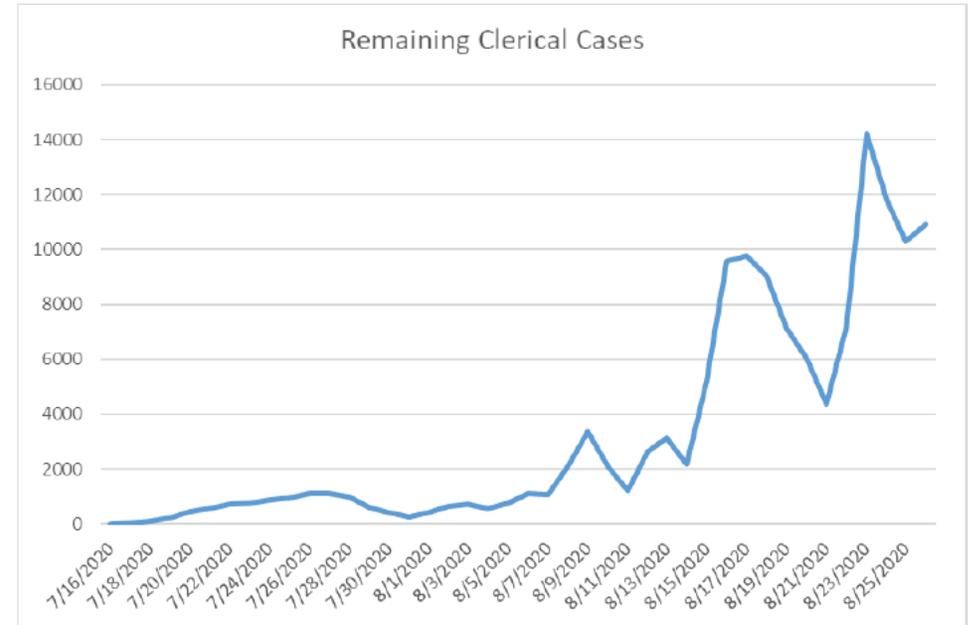
Note: These data may differ from other reports due to time lag.

Data as of: 8/27/2020, 2 am
Source: SMarCS

Overall Progress	Overall
Total Clerical Cases	90,261
Cases Worked	79,356
Cases Remaining	10,905
Average Cases Worked Per Day ¹	2,035
Clerks ²	258

¹ Starting from 7/18/2020.

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



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: 8/27/2020, 2 am
Source: SMarCS 

FV QC Case Level Progress	FV	
	Count	Percent
Completed Production	130,129	-
Selected for QC	6,565	5.0%
Completed QC and Computer Match ¹	3,805	58.0%
Passed	2,991	78.6%
Failed ²	311	8.2%

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: 08/27/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

RCC	Hired	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed
New York	2,710	4,066	3,230	2,666
Philadelphia	2,993	3,513	2,617	2,267
Chicago	2,596	2,974	2,388	2,004
Atlanta	3,338	4,332	3,430	3,018
Dallas	3,252	4,260	3,401	2,774
Los Angeles	2,903	4,001	3,050	2,294
Total	17,792	23,146	18,116	15,023

NRFU Enumerators

RCC	Assigned Training	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed	Active in FOCS	With Work Availability	With an Assignment
New York	72,575	63,831	48,629	53,320	45,562	26,971	25,821
Philadelphia	57,079	50,516	38,323	45,340	36,019	22,523	21,780
Chicago	55,972	49,755	40,270	40,080	37,956	23,115	21,155
Atlanta	62,117	54,840	42,833	60,360	38,763	25,548	25,329
Dallas	56,693	50,903	40,888	55,480	37,627	22,945	22,517
Los Angeles	68,276	61,136	46,691	45,880	42,767	28,380	25,255
Total	372,712	330,981	257,634	300,460	238,694	149,482	141,857

Hiring Process for Field Staff – Soft Launch Summary

Data as of: 08/27/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

Cycle	Hired	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed
Cycle 1A	446	717	558	465
Cycle 1B	410	505	380	328
Cycle 2	2442	3376	2561	2,032
Cycle 3	2637	3317	2534	2,178
Full Launch	11857	15231	12083	10,020
Total	17,792	23,146	18,116	15,023

NRFU Enumerators

Cycle	Assigned Training	Started Online Training	Completed Training	Core Number Needed	Active in FOCS	With Work Availability	With an Assignment
Cycle 1A	13,147	11,932	8,301	9,300	7,112	4,354	4,027
Cycle 1B	9,023	8,168	6,110	6,560	5,548	3,369	3,105
Cycle 2	57,617	51,983	40,698	40,640	37,620	23,284	19,782
Cycle 3	58,617	50,865	38,779	43,560	36,338	21,309	20,435
Full Launch	234,308	208,033	163,746	200,400	152,076	97,166	94,508
Total	372,712	330,981	257,634	300,460	238,694	149,482	141,857

2020 NRFU Production System Updates

Open Incidents

- INC000001069121 – SMarCS batch failure generated duplicate FV QC and NRFU RI Cases. SMarCS team is monitoring production; the code change is being tested to prevent future duplication of cases. Production deployment by 8/29.

Questions?

Thanks!

Back Up Slides

Periodic Performance Management Reports

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

Data as of: 08/26/2020
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 26, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

Notes:

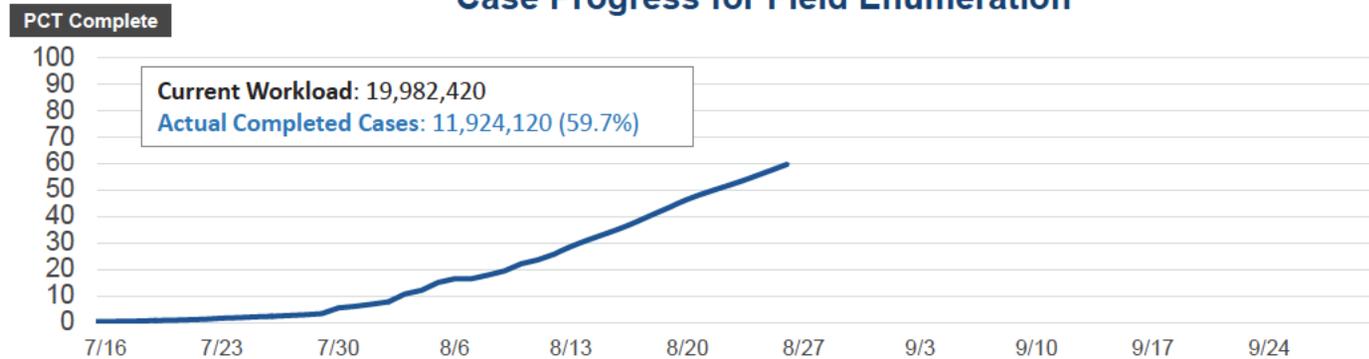
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

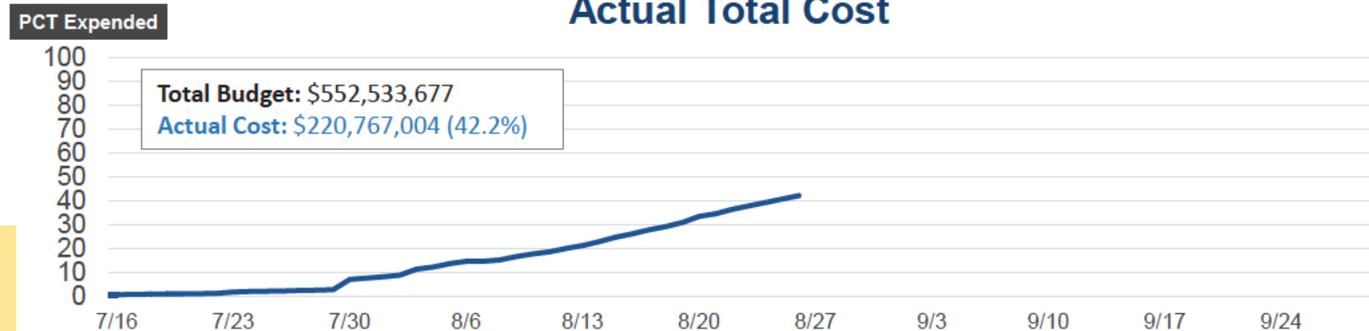
Cases Completed by Self-Response:
1,679,491 (14.1% of completed cases)

Remaining Workload:
8,058,300 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

As of: 05/27/2020

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.