

# 2020 Census Nonresponse Followup

## Operational Delivery 10.0

Date: 08/28/2020

Presented by

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# Agenda

## Status Legend

Complete	On Track	Management Focus	Requires Attention
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- Milestone Schedule
- Soft Launch Overview
  - Expected Workload
  - Schedule
  - Summary
  - Staffing
- Production System Update

# Milestone Schedule

As of: 08/28/2020 

Activity	Date
<b>Soft Launch</b>	
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
<b>Full Launch</b>	
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) - 34**

# Periodic Performance Management Reports

## 2020 Census: Nonresponse Followup Progress and Cost\*

Data as of: 08/27/2020  
Source: Unified Tracking System

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

**Status:**

● On Track

**Data current as of:**  
August 27, 2020

**Start Date:**  
July 16, 2020

**Completion Date:**  
September 30, 2020

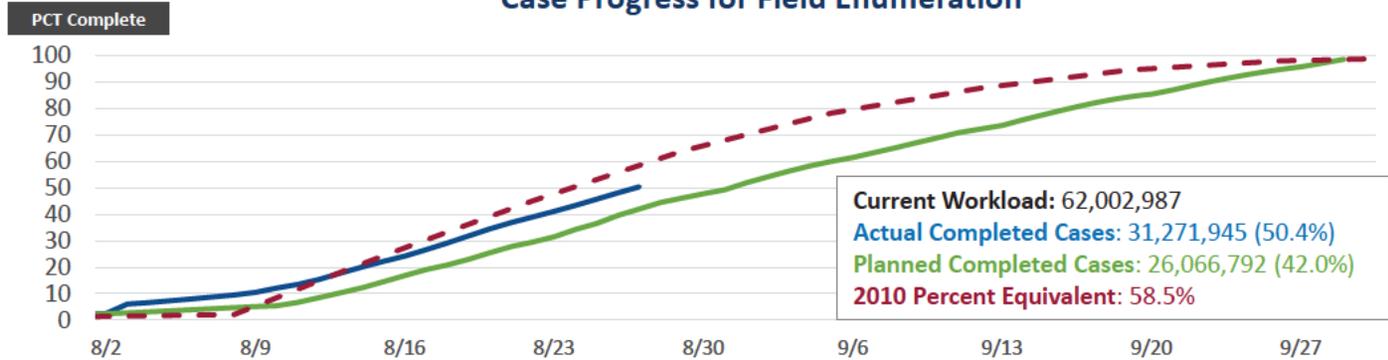
**Notes:**

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

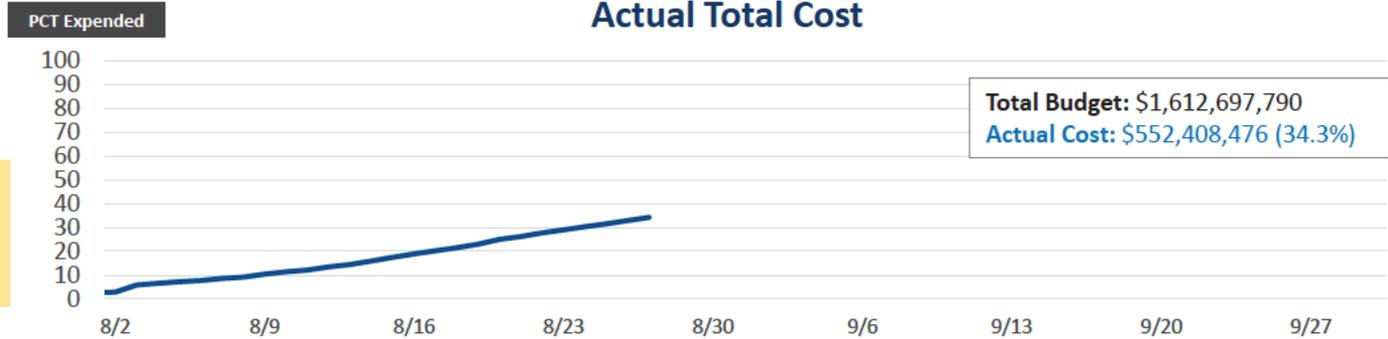
**Cases Completed by Self-Response:**  
4,789,183 (15.3% of completed cases)

**Remaining Workload:**  
30,731,042 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	9,878,643	3,500,096	35.43%	8.69%	8.79%	0.53%	5,278,928	53.44%	44.40%
Philadelphia	9,526,693	3,422,731	35.93%	7.42%	10.23%	0.38%	5,140,345	53.96%	44.05%
Chicago	8,935,007	3,381,177	37.84%	7.19%	10.42%	0.52%	5,001,034	55.97%	45.30%
Dallas	11,557,496	3,504,020	30.32%	7.92%	7.98%	0.63%	5,413,971	46.84%	40.66%
Los Angeles	9,273,576	3,789,495	40.86%	9.54%	10.82%	0.68%	5,741,004	61.91%	41.36%
Atlanta	12,831,572	2,964,147	23.10%	6.09%	6.93%	0.49%	4,696,663	36.60%	38.23%
<b>Total</b>	<b>62,002,987</b>	<b>20,561,666</b>	<b>33.16%</b>	<b>7.72%</b>	<b>9.01%</b>	<b>0.54%</b>	<b>31,271,945</b>	<b>50.44%</b>	<b>42.04%</b>

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	12,254	874	412	13,540	1,985	1,095
Percent of All CFS Areas	90.5%	6.5%	3.0%	100%	14.7%	8.1%

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

# Periodic Performance Management Reports

## Enumerator Productivity

Data as of: 08/27/2020  
Source: MOJO

Status:

● On Track

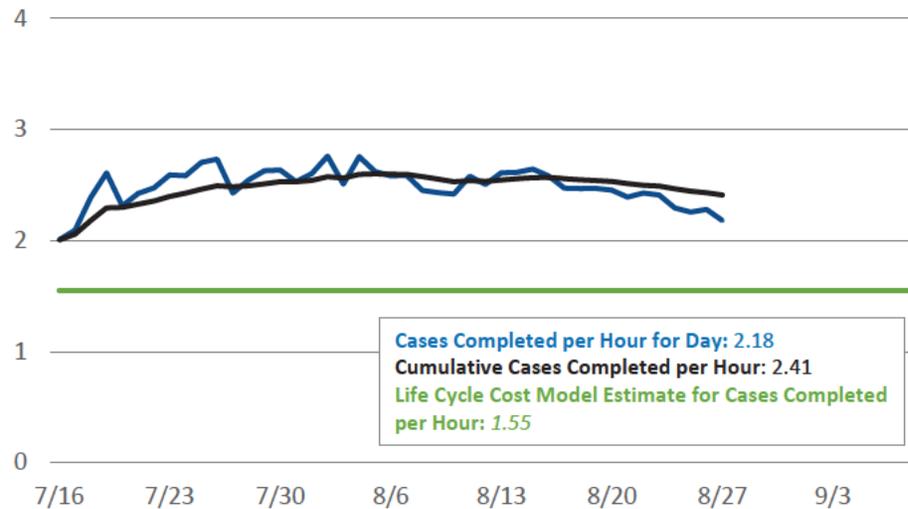
Data current as of:  
August 27, 2020

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	2.15	2.46
Philadelphia	2.30	2.52
Chicago	2.25	2.48
Dallas	2.31	2.37
Los Angeles	1.91	2.23
Atlanta	2.24	2.44
<b>Total</b>	<b>2.18</b>	<b>2.41</b>

# 2020 Census HU Enumeration Progress by State

Data as of: 08/27/2020  
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	64.7%	15.4%	80.1%	79.2%	0.9%
Alabama	61.7%	10.0%	71.7%	71.1%	0.6%
Alaska	52.7%	30.8%	83.5%	82.4%	1.1%
Arizona	61.2%	10.1%	71.3%	70.5%	0.8%
Arkansas	59.2%	21.5%	80.6%	79.6%	1.0%
California	66.9%	17.3%	84.3%	83.3%	1.0%
Colorado	68.1%	14.0%	82.1%	81.3%	0.8%
Connecticut	68.9%	19.7%	88.5%	87.9%	0.6%
Delaware	62.2%	14.7%	77.0%	76.1%	0.9%
District of Columbia	61.1%	17.2%	78.4%	77.2%	1.1%
Florida	61.4%	11.7%	73.1%	72.2%	1.0%
Georgia	60.1%	11.1%	71.1%	70.3%	0.9%
Hawaii	61.6%	26.2%	87.9%	86.9%	1.0%
Idaho	68.6%	27.3%	95.9%	95.4%	0.4%
Illinois	69.5%	17.1%	86.6%	86.0%	0.6%
Indiana	68.9%	19.4%	88.2%	87.3%	0.9%
Iowa	69.6%	7.3%	76.8%	76.0%	0.9%
Kansas	68.5%	21.2%	89.8%	89.0%	0.8%
Kentucky	66.9%	12.1%	79.1%	78.2%	0.9%
Louisiana	58.2%	15.0%	73.3%	72.9%	0.4%
Maine	56.9%	31.7%	88.5%	87.6%	0.9%
Maryland	69.1%	16.3%	85.4%	84.7%	0.7%
Massachusetts	67.1%	17.4%	84.5%	83.7%	0.8%
Michigan	69.8%	10.5%	80.3%	79.4%	0.9%
Minnesota	73.7%	12.8%	86.6%	85.8%	0.8%
Mississippi	58.8%	13.3%	72.0%	71.2%	0.8%
Missouri	64.5%	20.6%	85.0%	84.0%	1.0%

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Current Day	% HUs Enumerated Prior Day	Daily Change
Montana	58.0%	13.6%	71.6%	70.6%	1.0%
Nebraska	70.3%	12.2%	82.5%	81.6%	0.8%
Nevada	63.9%	12.0%	76.0%	74.7%	1.3%
New Hampshire	64.8%	14.0%	78.8%	77.6%	1.2%
New Jersey	66.7%	12.7%	79.4%	78.6%	0.9%
New Mexico	55.3%	13.7%	69.0%	67.9%	1.2%
New York	60.8%	16.0%	76.8%	75.7%	1.1%
North Carolina	60.6%	12.0%	72.6%	71.6%	1.0%
North Dakota	63.8%	19.0%	82.8%	82.0%	0.8%
Ohio	68.9%	14.6%	83.4%	82.5%	0.9%
Oklahoma	59.1%	17.8%	76.9%	76.0%	0.9%
Oregon	67.6%	20.9%	88.5%	87.4%	1.0%
Pennsylvania	67.6%	16.2%	83.7%	82.9%	0.8%
Rhode Island	62.6%	17.1%	79.8%	78.7%	1.0%
South Carolina	58.6%	13.0%	71.6%	70.5%	1.1%
South Dakota	65.4%	13.0%	78.4%	77.4%	1.0%
Tennessee	64.0%	16.5%	80.5%	79.4%	1.1%
Texas	60.1%	15.8%	75.8%	74.8%	1.0%
Utah	69.1%	14.1%	83.3%	82.3%	1.0%
Vermont	58.5%	19.8%	78.3%	77.0%	1.3%
Virginia	69.3%	13.0%	82.4%	81.6%	0.8%
Washington	71.0%	19.3%	90.3%	89.6%	0.7%
West Virginia	55.6%	35.9%	91.5%	90.6%	0.9%
Wisconsin	71.0%	17.3%	88.3%	87.3%	0.9%
Wyoming	59.0%	17.3%	76.3%	75.0%	1.3%
Puerto Rico	32.1%	37.5%	69.6%	67.8%	1.8%

**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: 08/28/2020  
Source: DAPPS, LMS, Hermes

## NRFU CFS

RCC	Hired	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed
New York	2,712	4,080	3,247	2,666
Philadelphia	2,997	3,516	2,613	2,267
Chicago	2,598	2,977	2,389	2,004
Atlanta	3,340	4,335	3,424	3,018
Dallas	3,254	4,273	3,408	2,774
Los Angeles	2,906	4,005	3,046	2,294
<b>Total</b>	<b>17,807</b>	<b>23,186</b>	<b>18,127</b>	<b>15,023</b>

## 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	73,342	64,541	49,239	53,320	46,205	26,379	25,012
Philadelphia	57,476	50,908	38,514	45,340	36,137	20,788	20,007
Chicago	56,290	50,025	40,565	40,080	38,131	21,709	19,797
Atlanta	62,689	55,281	43,264	60,360	39,233	24,819	24,162
Dallas	56,948	51,345	41,059	55,480	38,041	23,532	23,056
Los Angeles	68,482	61,344	46,189	45,880	41,848	26,613	23,407
<b>Total</b>	<b>375,227</b>	<b>333,444</b>	<b>258,830</b>	<b>300,460</b>	<b>239,595</b>	<b>143,840</b>	<b>135,441</b>

# 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: 08/27/2020  
 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 27, 2020

**Start Date:**  
 July 16, 2020

**Completion Date:**  
 September 30, 2020

**Notes:**

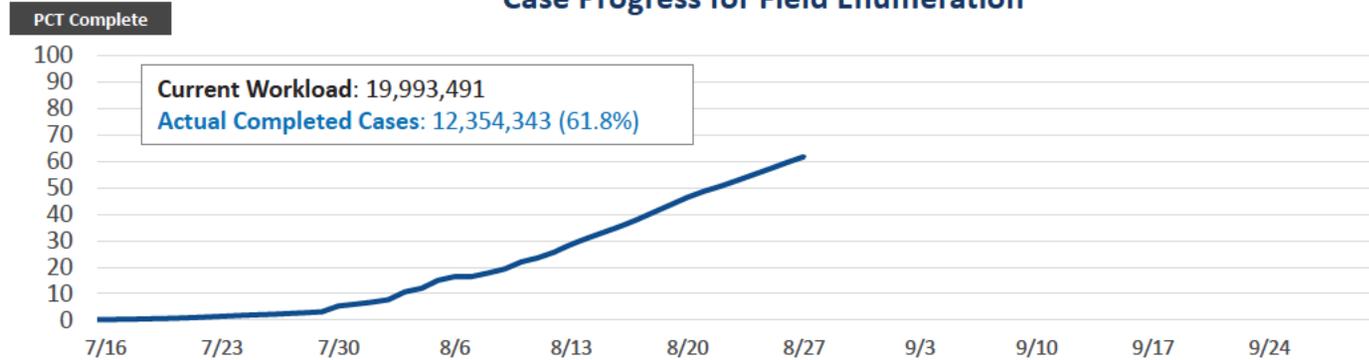
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

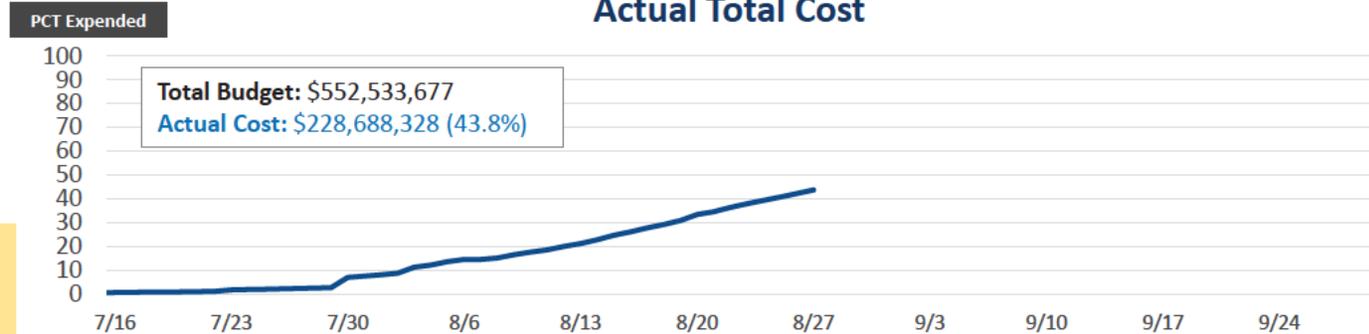
**Cases Completed by Self-Response:**  
 1,710,478 (13.8% of completed cases)

**Remaining Workload:**  
 7,639,148 cases

### Case Progress for Field Enumeration



### Actual Total Cost



## 2020 Census HU Enumeration Progress by State – Column Definitions

<b>State</b>	Column includes Puerto Rico and the District of Columbia. The U.S. total excludes data for PR.
<b>Percent of HUs that Self-Responded</b>	The number of self-responding housing units as reported in the <a href="#">response rate map</a> .
<b>Percent of HUs Enumerated in NRFU</b>	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.
<b>% HUs enumerated Prior Day</b>	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.
<b>% HUs Enumerated Current Day</b>	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.
<b>Daily Change</b>	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 (b) Additions can occur from reverse check-ins and NRFU Adds These cases receive a default of 1 visit unless the enumerator finds signs of occupancy. If so, the case receives 6 visits.
Vacant/Delete W/UAA (3221)	9,039,815					These cases receive a default of 6 visits.
Vacant/Delete W/O UAA (3214)	2,550,831					These cases receive a default of 6 visits.
UL Cases in NRFU (3209)	3,651,168	0				The UL operation may add cases which would appear in this workload.
NRFU Supplemental (3215)	1,077,387					
<b>Subtotal ("NRFU" cases in UTS)</b>	<b>60,024,053</b>	<b>0</b>	<b>472,732</b>	<b>59,551,321</b>		(a) Includes AdRec Occupied and No-Determination Cases (b) Additions can occur from reverse check-ins and NRFU Adds (c) Completions can occur in the field or via self-response
NRFU Manager Visit (3203)	231,783		45	231,738		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.
Field Verification (3205)	N/A	0	0	N/A		Estimated total workload over the entire NRFU operation timeline = 170,000 cases.
<b>Subtotal ("Initial Production NRFU Workload" in Workload Estimate)</b>	<b>60,255,836</b>	<b>0</b>	<b>472,777</b>	<b>59,783,059</b>	<b>56,358,933</b>	
SRQA Recollect	6,591	0	1	6,590	Not estimated at this level of detail.	Estimated total workload over the entire NRFU operation timeline = 750,000 cases
<b>Total NRFU Reinterview Workload</b>	<b>18</b>	<b>0</b>	<b>5</b>	<b>13</b>	<b>2,930,665</b>	
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		
<b>Total NRFU Workload</b>	<b>60,262,445</b>	<b>0</b>	<b>472,783</b>	<b>59,789,662</b>	<b>59,289,598</b>	Includes all components of the NRFU workload.

# 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
<b>Additions Prior to NRFU Start</b>			
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		
<b>Total Additions Prior to NRFU Start</b>	<b>1,882,767</b>	<b>1,851,716</b>	
<b>Total Initial Production NRFU Workload (Cut Date 07/27/20)</b>	<b>56,358,933</b>	<b>52,997,584</b>	<b>3,361,350</b>
NRFU Reinterview Workload (5% of Production)	2,817,947		
NRFU Rework Workload (0.2% of Production)	112,718		
<b>Total NRFU QC Workload</b>	<b>2,930,665</b>		

# 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.