2020 Census Nonresponse Followup

Operational Delivery 10.0

Date: 09/08/2020

Presented by

Team of Four: Dominic Beamer (Sarah Gibb), Amy Fischer, Mariam Elisashvili

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

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DRB Approval Number: CBDRB-FY21-DSEP-002

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: 09/08/2020

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) – 23

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Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 09/07/2020
Source: Unified Tracking System
*Data are aggregated for all ACOs regardless of soft launch cycle.

Status:

On Track

Data current as of:
September 07, 2020

Start Date:
July 16, 2020

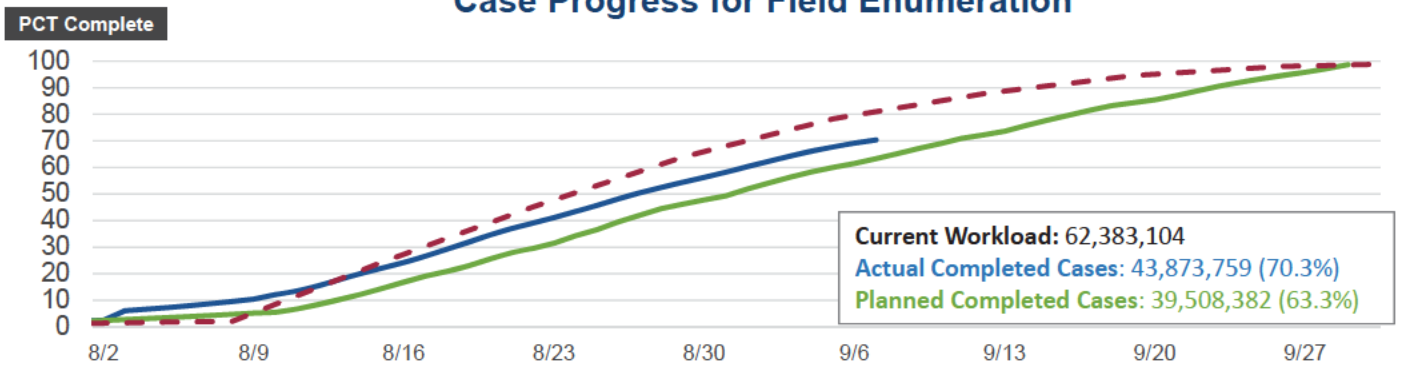
Completion Date:
September 30, 2020

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

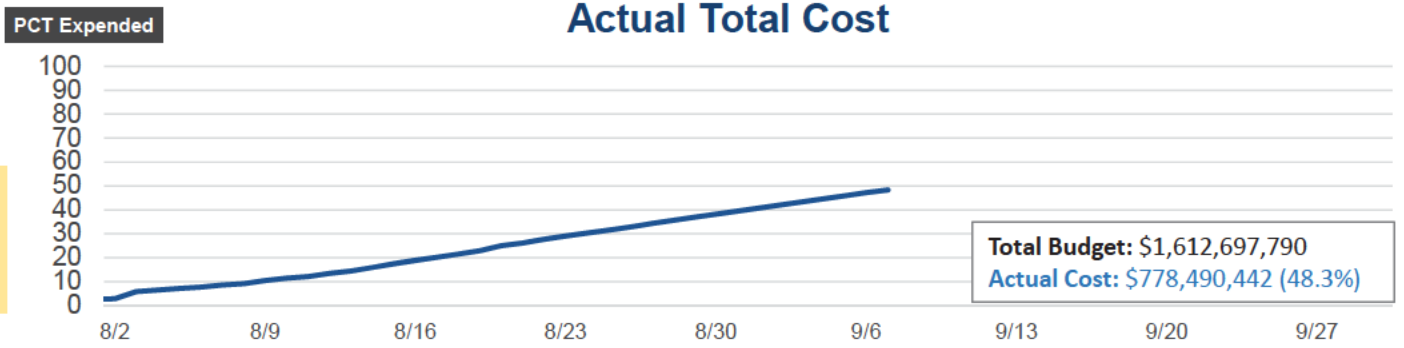
Cases Completed by Self-Response:
5,629,341 (12.8% of completed cases)

Remaining Workload:
18,509,345 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	9,957,133	5,286,018	53.09%	10.10%	10.96%	0.61%	7,443,831	74.76%	65.20%
Philadelphia	9,579,430	4,886,046	51.01%	8.47%	12.83%	0.37%	6,961,949	72.68%	64.90%
Chicago	8,984,649	4,817,962	53.62%	8.23%	13.48%	0.64%	6,825,997	75.97%	65.91%
Dallas	11,628,040	5,429,062	46.69%	9.51%	10.63%	0.70%	7,851,830	67.52%	62.24%
Los Angeles	9,342,187	5,203,281	55.70%	11.04%	12.58%	0.74%	7,479,108	80.06%	62.79%
Atlanta	12,891,665	4,932,883	38.26%	7.26%	10.51%	0.68%	7,311,044	56.71%	60.33%
Total	**62,383,104**	**30,555,252**	**48.98%**	**9.02%**	**11.70%**	**0.63%**	**43,873,759**	**70.33%**	**63.33%**

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	7,824	2,936	2,780	13,540	1,245	3,000
Percent of All CFS Areas	57.8%	21.7%	20.5%	100%	9.2%	22.2%

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: 09/07/2020
Source: MOJO

Status:
On Track

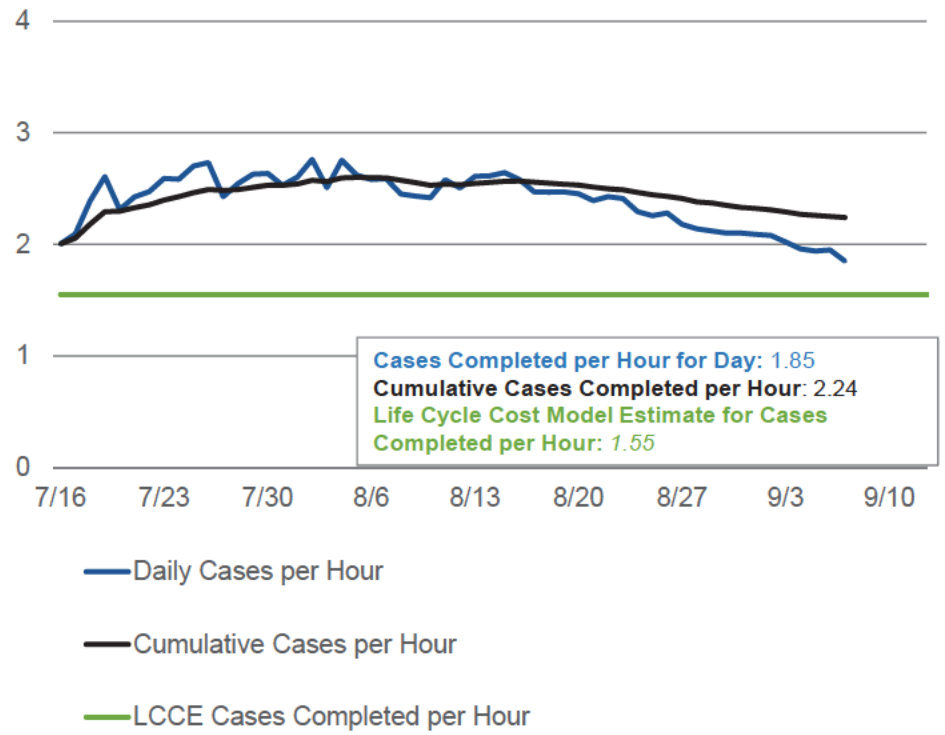
Data current as of:
September 07, 2020

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	1.77	2.24
Philadelphia	1.81	2.33
Chicago	1.90	2.32
Dallas	1.90	2.23
Los Angeles	1.61	2.05
Atlanta	2.04	2.28
Total	1.85	2.24

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2020 Census HU Enumeration Progress by State

Data as of: 09/07/2020
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	65.5%	22.7%	88.2%	87.6%	0.5%
Alabama	62.1%	16.9%	79.0%	78.5%	0.5%
Alaska	53.3%	37.4%	90.7%	90.1%	0.6%
Arizona	62.1%	18.0%	80.1%	79.4%	0.7%
Arkansas	59.7%	31.8%	91.5%	90.9%	0.6%
California	67.9%	23.7%	91.5%	91.1%	0.4%
Colorado	68.8%	20.2%	89.0%	88.6%	0.4%
Connecticut	69.5%	24.9%	94.4%	94.1%	0.3%
Delaware	63.2%	22.6%	85.8%	85.2%	0.5%
District of Columbia	61.9%	23.9%	85.8%	85.4%	0.4%
Florida	62.1%	20.4%	82.5%	81.8%	0.7%
Georgia	60.8%	18.6%	79.3%	78.7%	0.7%
Hawaii	61.9%	33.6%	95.6%	95.0%	0.5%
Idaho	68.8%	29.6%	98.4%	98.3%	0.1%
Illinois	70.0%	22.3%	92.4%	92.0%	0.3%
Indiana	69.4%	25.3%	94.7%	94.4%	0.3%
Iowa	70.2%	15.4%	85.6%	85.0%	0.6%
Kansas	69.0%	26.4%	95.3%	95.0%	0.3%
Kentucky	67.4%	18.7%	86.1%	85.6%	0.5%
Louisiana	58.6%	22.1%	80.8%	80.2%	0.6%
Maine	57.4%	37.6%	95.0%	94.7%	0.3%
Maryland	69.7%	21.1%	90.9%	90.6%	0.3%
Massachusetts	67.9%	23.7%	91.6%	91.1%	0.4%
Michigan	70.4%	17.8%	88.2%	87.8%	0.4%
Minnesota	74.3%	18.7%	93.0%	92.6%	0.4%
Mississippi	59.2%	20.9%	80.1%	79.6%	0.5%
Missouri	65.0%	27.2%	92.1%	91.7%	0.4%

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Current Day	% HUs Enumerated Prior Day	Daily Change
Montana	58.7%	21.1%	79.9%	79.4%	0.4%
Nebraska	70.9%	19.1%	90.0%	89.5%	0.5%
Nevada	65.0%	22.2%	87.2%	86.6%	0.6%
New Hampshire	65.8%	23.7%	89.4%	88.8%	0.7%
New Jersey	67.7%	20.2%	87.9%	87.3%	0.5%
New Mexico	56.4%	24.3%	80.7%	79.9%	0.8%
New York	61.9%	25.3%	87.3%	86.6%	0.7%
North Carolina	61.4%	20.7%	82.1%	81.5%	0.6%
North Dakota	64.3%	24.9%	89.2%	88.6%	0.6%
Ohio	69.5%	21.1%	90.6%	90.3%	0.3%
Oklahoma	59.7%	25.5%	85.3%	84.6%	0.6%
Oregon	68.3%	26.7%	94.9%	94.6%	0.3%
Pennsylvania	68.2%	22.4%	90.6%	90.3%	0.4%
Rhode Island	63.7%	25.8%	89.4%	88.9%	0.6%
South Carolina	59.4%	21.3%	80.7%	80.1%	0.6%
South Dakota	66.1%	20.6%	86.7%	86.3%	0.4%
Tennessee	64.8%	24.3%	89.1%	88.6%	0.5%
Texas	61.0%	24.9%	85.9%	85.2%	0.7%
Utah	69.9%	21.2%	91.1%	90.7%	0.5%
Vermont	59.4%	31.9%	91.3%	90.4%	0.9%
Virginia	70.0%	19.3%	89.3%	88.8%	0.5%
Washington	71.5%	24.7%	96.2%	95.9%	0.3%
West Virginia	55.8%	41.6%	97.3%	97.1%	0.3%
Wisconsin	71.5%	23.5%	94.9%	94.5%	0.4%
Wyoming	59.8%	25.8%	85.6%	85.2%	0.5%
Puerto Rico	33.1%	53.2%	86.4%	85.1%	1.3%

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: 09/08/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

RCC	Hired	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed
New York	2,726	4,169	3,299	2,666
Philadelphia	3,014	3,567	2,584	2,267
Chicago	2,634	3,036	2,373	2,004
Atlanta	3,379	4,417	3,418	3,018
Dallas	3,293	4,357	3,409	2,774
Los Angeles	2,918	4,022	2,932	2,294
Total	**17,964**	**23,568**	**18,015**	**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	78,803	70,232	58,780	53,320	48,474	25,712	21,997
Philadelphia	61,083	54,438	45,961	45,340	36,539	20,754	18,745
Chicago	58,485	52,168	45,257	40,080	37,301	20,448	18,164
Atlanta	67,911	60,097	51,209	60,360	41,282	26,247	24,954
Dallas	60,869	55,127	48,684	55,480	38,702	23,341	21,778
Los Angeles	69,575	62,602	55,064	45,880	28,818	18,763	17,031
Total	**396,726**	**354,664**	**304,955**	**300,460**	**231,116**	**135,265**	**122,669**

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As of: 09/08/2020

2020 NRFU Production System Updates

No Incidents/Issues to report

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Questions?

Thanks!

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Back Up Slides

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Periodic Performance Management Reports

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

Data as of: 09/07/2020
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:
September 07, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

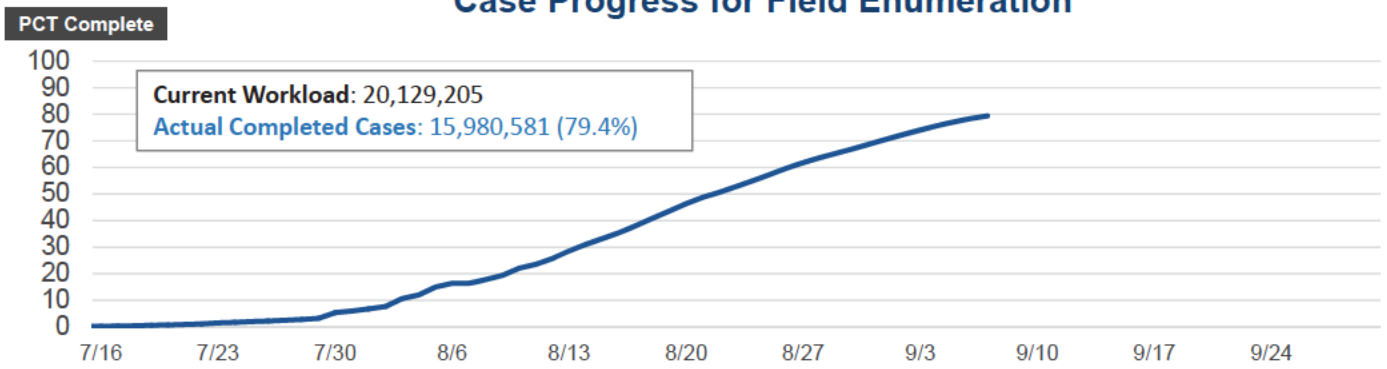
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

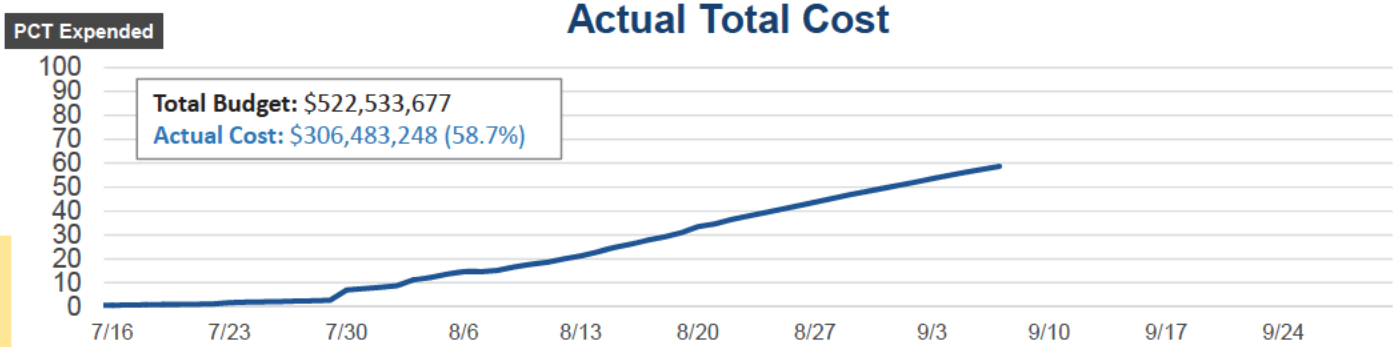
Cases Completed by Self-Response:
1,929,945 (12.1% of completed cases)

Remaining Workload:
4,148,624 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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NRFU Workload Summary

As of: 07/08/2020

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) Addtions can occur from reverse check-ins and NRFU Adds
Vacant/Delete W/UAA (3221)	9,039,815					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/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					
Subtotal ("NRFU" cases in UTS)	60,024,053	0	472,732	59,551,321		(a) Includes AdRec Occupied and No-Determination Cases (b) Addtions 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.
Subtotal ("Initial Production NRFU Workload" in Workload Estimate)	60,255,836	0	472,777	59,783,059	56,358,933	
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
Total NRFU Reinterview Workload	18	0	5	13	2,930,665	
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.

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Expected Workload - NRFU

As of: 06/12/2020

Actuals in Green

Initial Workload Creation	Total	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		

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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

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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 Determintation	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.

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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.

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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.

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Administrative Record Modeling

As of: 09/03/2020

September Modeling Results

	August Statuses of 7/30 universe	Additional Cases 7/30 universe in September	September Statuses of 7/30 Universe	September Status of 8/30 Universe
AdRec Determination	Housing Units	Housing Units	Housing Units	Housing Unit
Total	56,955,559		56,955,559	32,872,054
Vacant	9,121,807	+2,355	9,124,162	4,425,108
Delete	3,410,521	+1,469	3,411,990	1,166,973
Occupied	9,067,999	+89,218	9,157,217	6,223,183
Closeout Occupied	1,595,700	+30,417	1,626,117	920,307
Closeout Vacant	908,595	+25,370	933,965	534,941
Closeout Delete	159,724	+3,116	162,116	82,562
No Determination	32,691,213	-151,945	32,539,268	19,518,980[a]

Note: 7/30 universe addresses are based on addresses without validated data or had not mailed back a questionnaire as of July 30, 2020. (7/30 3501 workload)
8/30 universe addresses are based on addresses without valid data or resolved NRFU event codes (8/30 3503 workload)
Footnote a: 384,756 vacant and 379,505 delete addresses with low occupancy rates identified in August and September in this row will have an administrative record response generated since part of closing these cases was making them self-response vacant.

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