

# 2020 Census Nonresponse Followup Readiness

## Operational Delivery 10.0

Date: 09/17/2020

Presented by

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# Agenda

## Status Legend

Complete

On Track

Management Focus

Requires Attention

- Milestone Schedule
- Production Overview
  - Progress and Cost
  - Executive Overview of Progress
  - Enumerator Productivity
  - HU Enumeration Progress by State
  - NRFU RI Progress
  - Staffing
- Production System Update

# Milestone Schedule

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) – 14**

# Periodic Performance Management Reports

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

Data as of: 09/16/2020  
Source: Unified Tracking System

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

**Status:**

● On Track

**Data current as of:**  
September 16, 2020

**Start Date:**  
July 16, 2020

**Completion Date:**  
September 30, 2020

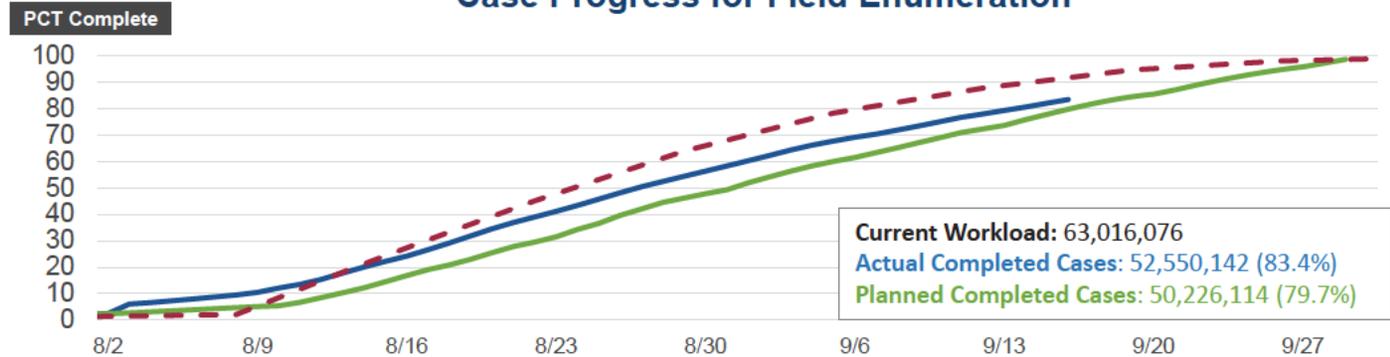
**Notes:**

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

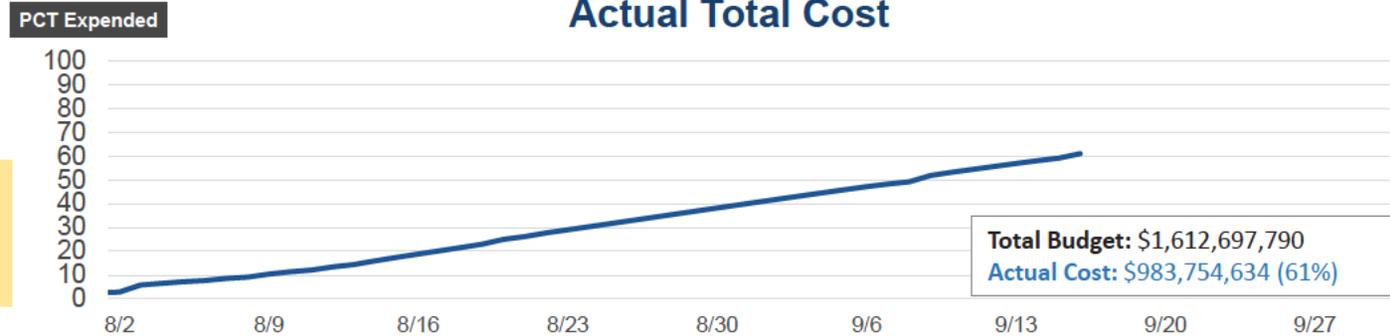
**Cases Completed by Self-Response:**  
6,046,754 (11.5% of completed cases)

**Remaining Workload:**  
10,465,934 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	10,075,034	6,511,548	64.63%	10.68%	11.52%	0.68%	8,816,634	87.51%	80.96%
Philadelphia	9,669,975	5,999,675	62.04%	8.96%	13.75%	0.32%	8,227,178	85.08%	80.69%
Chicago	9,066,465	5,779,141	63.74%	8.61%	14.29%	0.69%	7,917,168	87.32%	81.42%
Dallas	11,748,377	7,035,255	59.88%	10.22%	11.56%	0.68%	9,672,441	82.33%	78.98%
Los Angeles	9,442,344	6,099,468	64.60%	11.45%	12.58%	0.57%	8,422,500	89.20%	79.34%
Atlanta	13,013,881	6,731,035	51.72%	8.01%	12.30%	0.92%	9,494,221	72.95%	77.74%
<b>Total</b>	<b>63,016,076</b>	<b>38,156,122</b>	<b>60.55%</b>	<b>9.60%</b>	<b>12.59%</b>	<b>0.66%</b>	<b>52,550,142</b>	<b>83.39%</b>	<b>79.70%</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	4,446	2,726	6,368	13,540	1,103	7,494
Percent of All CFS Areas	32.8%	20.1%	47.0%	100%	8.1%	55.3%

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: 09/16/2020  
Source: MOJO

**Status:**

● On Track

**Data current as of:**

September 16, 2020

**Start Date:**

July 16, 2020

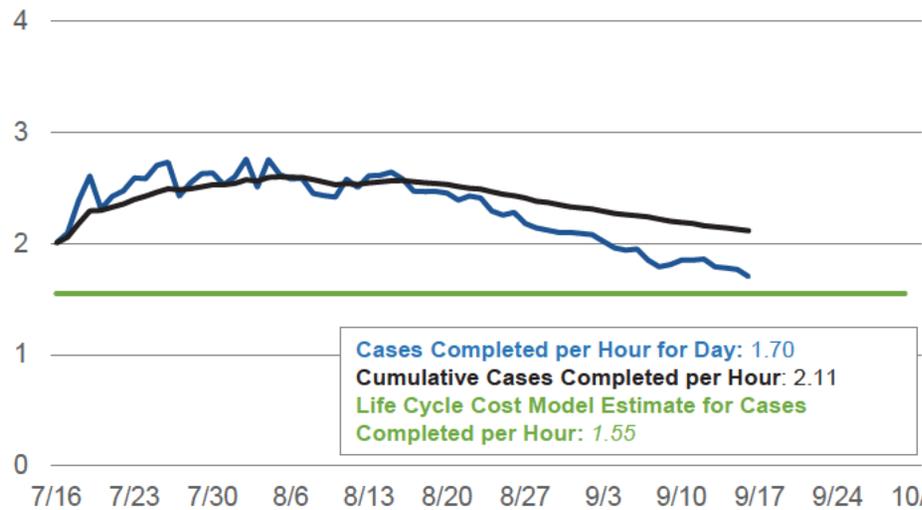
**Completion Date:**

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	1.58	2.11
Philadelphia	1.64	2.19
Chicago	1.58	2.17
Dallas	1.85	2.13
Los Angeles	1.45	1.95
Atlanta	1.91	2.17
<b>Total</b>	<b>1.70</b>	<b>2.11</b>

# 2020 Census HU Enumeration Progress by State

Data as of: 09/16/2020

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	66.0%	27.6%	93.6%	93.0%	0.6%
Alabama	62.6%	23.0%	85.6%	85.0%	0.5%
Alaska	53.6%	41.8%	95.4%	95.0%	0.4%
Arizona	62.9%	26.1%	88.9%	87.9%	1.0%
Arkansas	60.1%	36.8%	96.9%	96.4%	0.5%
California	68.4%	27.4%	95.8%	95.4%	0.4%
Colorado	69.2%	24.2%	93.4%	92.9%	0.5%
Connecticut	69.9%	27.5%	97.5%	97.2%	0.3%
Delaware	63.9%	28.2%	92.1%	91.4%	0.6%
District of Columbia	62.5%	29.5%	92.1%	91.4%	0.7%
Florida	62.8%	27.0%	89.8%	89.0%	0.8%
Georgia	61.5%	25.9%	87.4%	86.6%	0.7%
Hawaii	62.4%	36.4%	98.9%	98.6%	0.3%
Idaho	68.9%	30.8%	99.7%	99.6%	0.1%
Illinois	70.4%	25.4%	95.8%	95.5%	0.4%
Indiana	69.8%	28.1%	97.8%	97.5%	0.3%
Iowa	70.7%	20.8%	91.5%	90.8%	0.7%
Kansas	69.2%	28.6%	97.8%	97.6%	0.2%
Kentucky	67.7%	23.6%	91.3%	90.7%	0.6%
Louisiana	59.2%	27.7%	86.9%	86.2%	0.8%
Maine	57.8%	40.2%	98.0%	97.6%	0.3%
Maryland	70.2%	25.1%	95.2%	94.8%	0.5%
Massachusetts	68.5%	27.1%	95.5%	95.1%	0.4%
Michigan	70.7%	23.2%	93.9%	93.3%	0.6%
Minnesota	74.6%	22.3%	96.8%	96.5%	0.4%
Mississippi	59.5%	27.6%	87.1%	86.2%	0.9%
Missouri	65.3%	30.8%	96.0%	95.6%	0.4%

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Current Day	% HUs Enumerated Prior Day	Daily Change
Montana	59.3%	27.5%	86.9%	86.1%	0.8%
Nebraska	71.3%	23.4%	94.7%	94.2%	0.5%
Nevada	65.7%	27.7%	93.4%	92.9%	0.5%
New Hampshire	66.3%	29.2%	95.5%	95.0%	0.5%
New Jersey	68.3%	25.7%	94.0%	93.4%	0.6%
New Mexico	57.1%	31.5%	88.6%	87.8%	0.8%
New York	62.8%	31.2%	94.0%	93.4%	0.6%
North Carolina	62.1%	27.3%	89.3%	88.5%	0.8%
North Dakota	64.6%	30.2%	94.8%	94.2%	0.6%
Ohio	70.0%	25.5%	95.5%	95.0%	0.5%
Oklahoma	60.2%	31.3%	91.5%	90.8%	0.7%
Oregon	68.5%	28.2%	96.7%	96.6%	0.2%
Pennsylvania	68.6%	26.4%	95.1%	94.6%	0.4%
Rhode Island	64.3%	30.7%	95.0%	94.4%	0.6%
South Carolina	59.9%	27.7%	87.7%	86.9%	0.7%
South Dakota	66.6%	25.9%	92.4%	91.8%	0.6%
Tennessee	65.3%	29.3%	94.5%	94.0%	0.6%
Texas	61.6%	31.5%	93.2%	92.4%	0.8%
Utah	70.3%	25.4%	95.7%	95.2%	0.5%
Vermont	59.9%	37.3%	97.2%	96.7%	0.5%
Virginia	70.4%	23.6%	94.1%	93.6%	0.5%
Washington	71.8%	26.3%	98.0%	97.8%	0.2%
West Virginia	55.9%	43.7%	99.6%	99.5%	0.1%
Wisconsin	71.7%	25.9%	97.6%	97.3%	0.3%
Wyoming	60.3%	31.0%	91.3%	90.6%	0.7%
Puerto Rico	34.1%	61.7%	95.8%	94.9%	0.9%

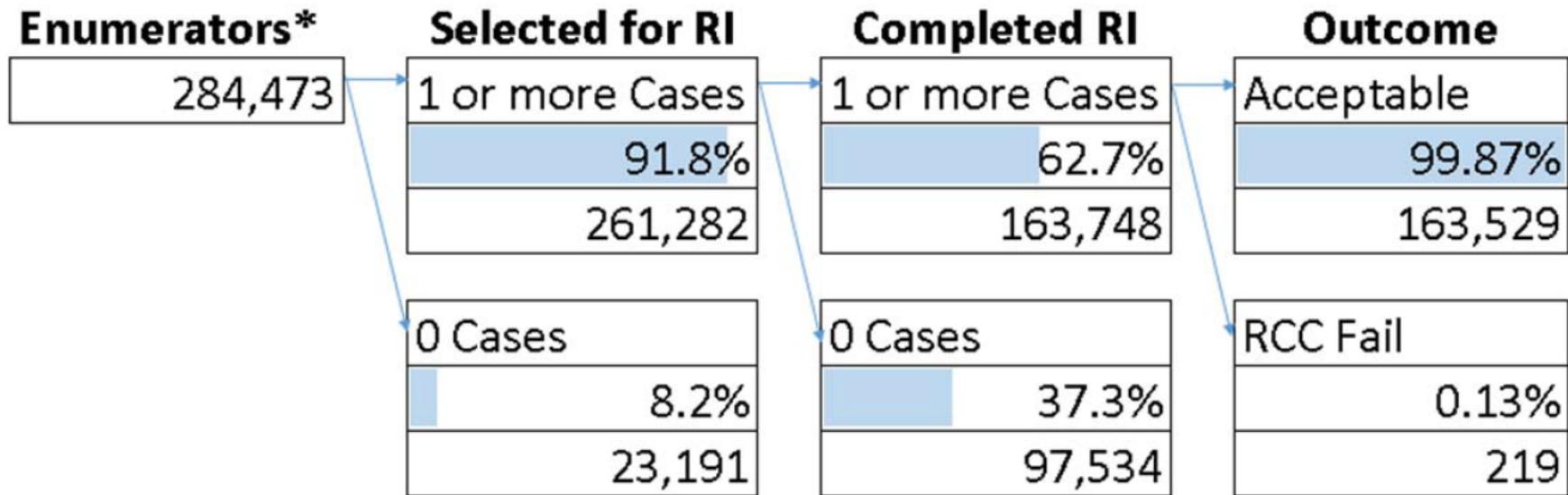
**Note:** Percentages may not sum due to rounding. A limited number of areas were part of the NRFU “soft launch” beginning July 16 and could have higher completion rates due to more time in the field. Percentages for the U.S. Total do not include housing units in Puerto Rico.

# 2020 NRFU Reinterview Overview

## NRFU Reinterview Progress – Enumerators

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

Data as of: 9/17/2020, 2 am  
Source: SMarCS



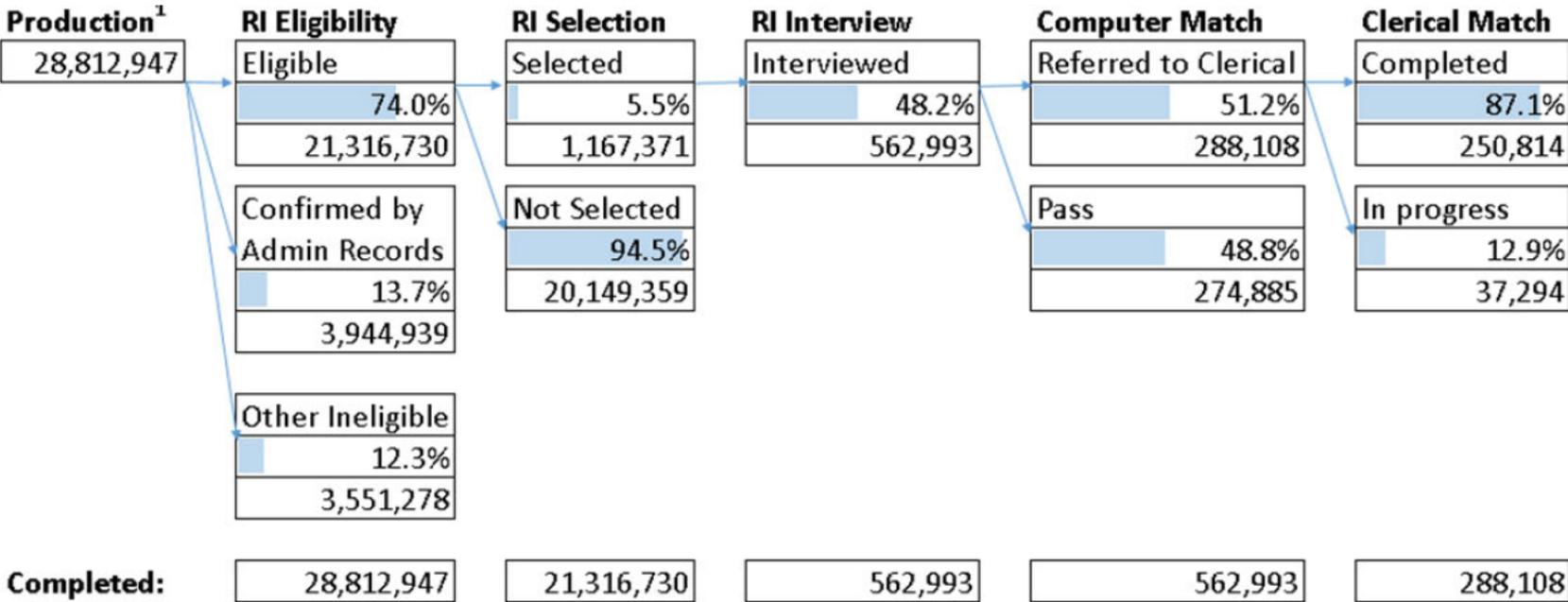
\*With at least one NRFU HH case completed.

# 2020 NRFU Reinterview Overview

## NRFU Reinterview Progress – Case Level

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

Data as of: 9/17/2020, 2 am  
Source: SMarCS



<sup>1</sup> 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: 9/17/2020, 2 am  
Source: SMarCS

NRFU RI Outcomes	Today		Last Week		Change Since Last Week
	Count	Percent	Count	Percent	Count
Total Cases Completed Coding	525,699	-	390,925	-	134,774
Passed	477,005	90.7%	355,433	90.9%	121,572
<i>Pass Computer</i>	274,885	57.6%	208,787	58.7%	66,098
<i>Pass Clerical</i>	202,120	42.4%	146,646	41.3%	55,474
Failed Clerical	48,613	9.2%	35,437	9.1%	13,176
Hard Fail Recommendation	81	0.02%	55	0.01%	26

# 2020 NRFU Reinterview Overview

## NRFU RI Clerical Resolution Progress

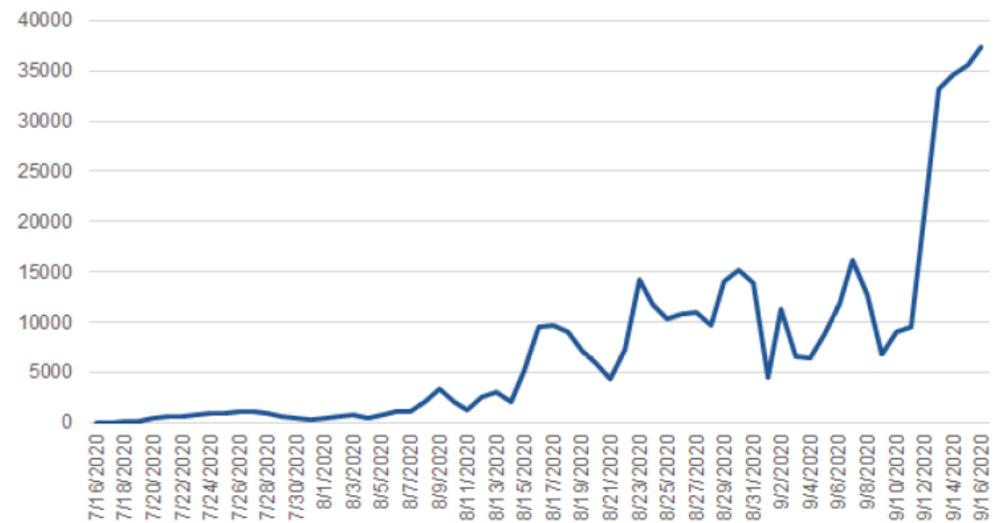
Note: These data may differ from other reports due to time lag.

Data as of: 9/17/2020, 2 am  
Source: SMarCS

Overall Progress	Overall
Total Clerical Cases	288,108
Cases Worked	250,814
Cases Remaining	37,294
Average Cases Per Day in the Last Week	9,811
Cases Worked Yesterday	15,425
Clerks <sup>1</sup>	369

<sup>1</sup> Any clerk who worked at least one case during the operation.

Remaining Clerical Cases



# Hiring Process for Field Staff – Regional Summary

Data as of: 09/17/2020  
Source: DAPPS, LMS, Hermes

## NRFU CFS

RCC	Hired	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed
New York	2,732	4,192	3,287	2,666
Philadelphia	3,029	3,584	2,538	2,267
Chicago	2,639	3,045	2,356	2,004
Atlanta	3,396	4,470	3,376	3,018
Dallas	3,323	4,403	3,366	2,774
Los Angeles	2,918	4,028	2,876	2,294
<b>Total</b>	<b>18,037</b>	<b>23,722</b>	<b>17,799</b>	<b>15,023</b>

## NRFU Enumerators

RCC	Assigned Training	Started Online Training	Completed Assessment	Core Number Needed	Active in FOCS	With Work Availability	With an Assignment
New York	81,153	72,790	62,737	53,320	46,407	24,696	19,049
Philadelphia	63,363	56,712	48,407	45,340	34,687	19,763	16,756
Chicago	60,099	53,625	46,714	40,080	34,160	18,972	16,505
Atlanta	71,350	63,418	54,715	60,360	40,919	26,066	24,379
Dallas	63,196	57,250	51,266	55,480	37,305	23,909	21,031
Los Angeles	69,684	62,746	55,563	45,880	26,838	16,786	14,119
<b>Total</b>	<b>408,845</b>	<b>366,541</b>	<b>319,402</b>	<b>300,460</b>	<b>220,316</b>	<b>130,192</b>	<b>111,839</b>

# Hiring Process for Field Staff – Soft Launch Summary

Data as of: 09/17/2020  
Source: DAPPS, LMS, Hermes

## NRFU CFS

Cycle	Hired	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed
Cycle 1A	446	733	538	465
Cycle 1B	412	506	361	328
Cycle 2	2,456	3,405	2,504	2,032
Cycle 3	2,661	3,408	2,540	2,178
Full Launch	12,062	15,670	11,856	10,020
<b>Total</b>	<b>18,037</b>	<b>23,722</b>	<b>17,799</b>	<b>15,023</b>

## NRFU Enumerators

Cycle	Assigned Training	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed	Active in FOCS	With Work Availability	With an Assignment
Cycle 1A	13,466	12,246	10,430	9,300	4,750	2,659	1,867
Cycle 1B	9,470	8,622	7,560	6,560	4,387	2,246	1,834
Cycle 2	62,190	56,501	49,648	40,640	31,034	17,179	13,455
Cycle 3	65,476	57,930	49,648	43,560	37,946	20,157	15,898
Full Launch	258,243	231,242	202,116	200,400	142,199	87,951	78,785
<b>Total</b>	<b>220,316</b>	<b>130,192</b>	<b>111,839</b>	<b>300,460</b>	<b>220,316</b>	<b>130,192</b>	<b>111,839</b>



# 2020 NRFU Production System Updates

No Incidents/Issues to report

# Questions?

Thanks!

# Back Up Slides

# Periodic Performance Management Reports

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

Data as of: 09/16/2020  
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 16, 2020

**Start Date:**  
July 16, 2020

**Completion Date:**  
September 30, 2020

**Notes:**

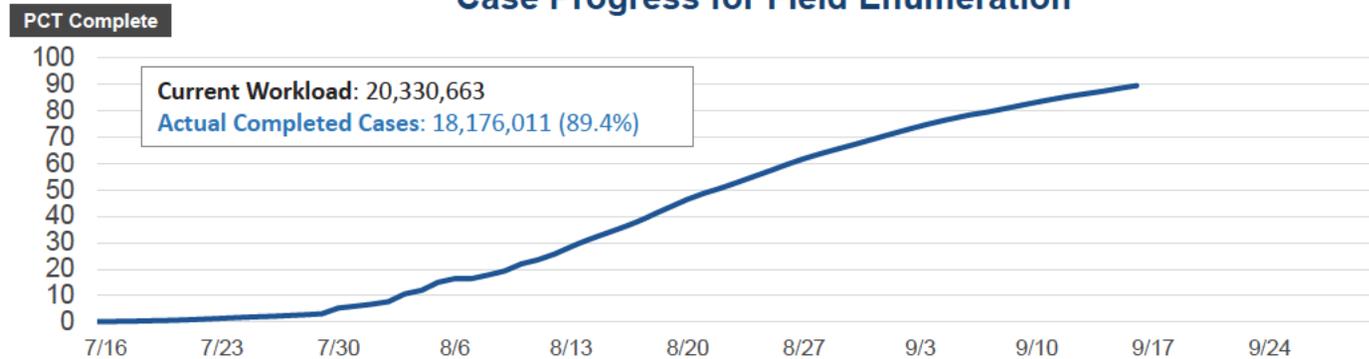
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

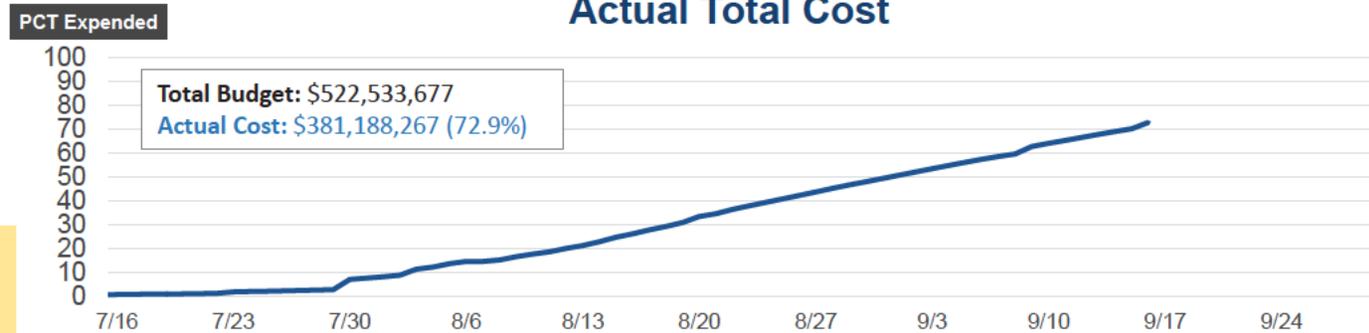
**Cases Completed by Self-Response:**  
2,027,994 (11.2% of completed cases)

**Remaining Workload:**  
2,154,652 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
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					
<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
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
<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>	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.
<b>Total NRFU Reinterview Workload</b>	<b>18</b>	<b>0</b>	<b>5</b>	<b>13</b>	<b>2,930,665</b>	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		
<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.

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# 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.

# Administrative Record Modeling

## 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 <sup>a</sup>

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.

# Administrative Record Modeling

## Additional September Modeling Results

	Previous September Delivery Status of 8/30 Universe
AdRec Determination	Housing Unit
Total	32,872,054
Vacant	4,425,108
Delete	1,166,973
Occupied	6,223,183
Closeout Occupied	920,307
Closeout Vacant	534,941
Closeout Delete	82,562
No Determination	19,518,980 <sup>a</sup>

September 4, 2020: Internal Revenue Service approved the use of sole-source information for population-count only enumeration usages

For the August 30th universe of 32,872,054:

- AR Modeling identified an additional 1,628,874 cases as closeout occupied
- In continuing to use additional multiple sources, this processing also used 2010 to 2018 ACS data to identify an additional 14,185 one-visit occupied and 3,612 closeout occupied cases.

Note: 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.