

2020 Census Nonresponse Followup

Operational Delivery 10.0

Date: 09/21/2020

Presented by

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SMEs: Tom Mule, Lelitia Jones, Tammy Adams, Donna Scheleur, RJ
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Pre-decisional - Internal Only - Not for Public Distribution

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
 - 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) – 10

Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 09/20/2020
Source: Unified Tracking System

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

Status:

● On Track

Data current as of:
September 20, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

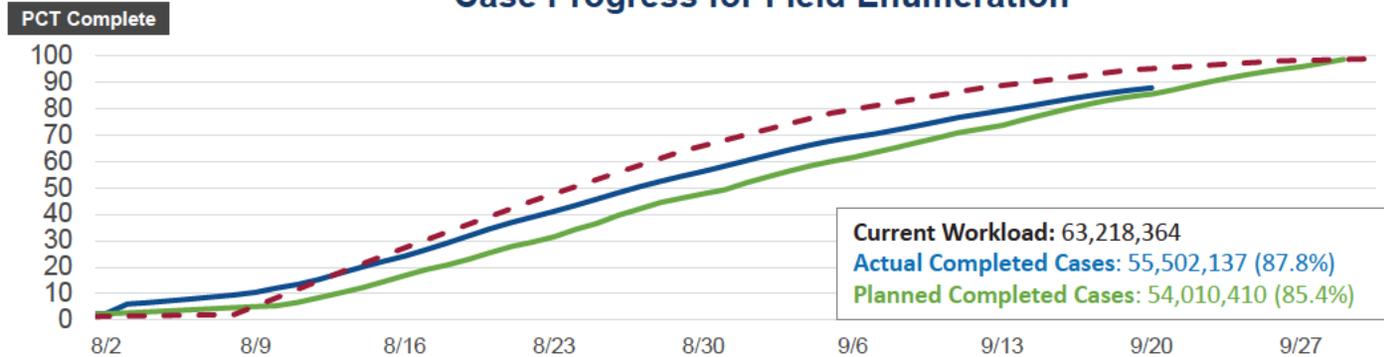
Notes:

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

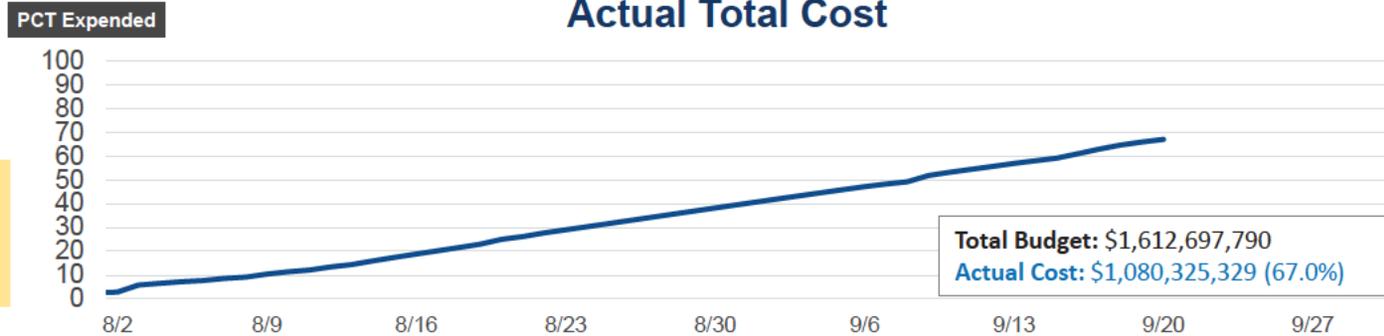
Cases Completed by Self-Response:
6,143,041 (11.1% of completed cases)

Remaining Workload:
7,716,227 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 | 10,112,499 | 6,904,330 | 68.28% | 10.77% | 11.58% | 0.69% | 9,233,981 | 91.31% | 86.56% |
| Philadelphia | 9,700,986 | 6,378,747 | 65.75% | 9.05% | 13.93% | 0.30% | 8,637,657 | 89.04% | 86.24% |
| Chicago | 9,089,495 | 6,100,549 | 67.12% | 8.69% | 14.44% | 0.63% | 8,261,086 | 90.89% | 86.94% |
| Dallas | 11,789,998 | 7,627,172 | 64.69% | 10.39% | 11.78% | 0.66% | 10,319,790 | 87.53% | 84.80% |
| Los Angeles | 9,467,868 | 6,366,925 | 67.25% | 11.54% | 12.59% | 0.51% | 8,700,240 | 91.89% | 85.12% |
| Atlanta | 13,057,518 | 7,474,291 | 57.24% | 8.18% | 12.82% | 1.03% | 10,349,383 | 79.26% | 83.75% |
| Total | 63,218,364 | 40,852,014 | 64.62% | 9.72% | 12.80% | 0.66% | 55,502,137 | 87.79% | 85.43% |

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 | 3,175 | 2,260 | 8,105 | 13,540 | 1,008 | 9,203 |
| Percent of All CFS Areas | 23.4% | 16.7% | 59.9% | 100.0% | 7.4% | 68.0% |

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

Periodic Performance Management Reports

Enumerator Productivity

Data as of: 09/20/2020
Source: MOJO

Status:

● *On Track*

Data current as of:

September 20, 2020

Start Date:

July 16, 2020

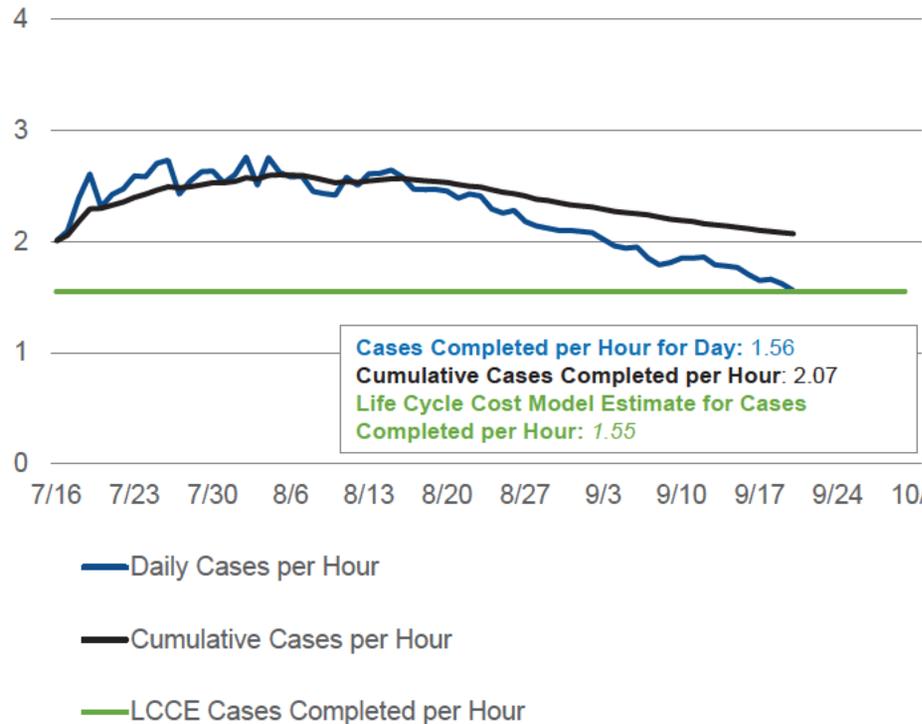
Completion Date:

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 | 1.36 | 2.06 |
| Philadelphia | 1.48 | 2.13 |
| Chicago | 1.46 | 2.12 |
| Dallas | 1.61 | 2.08 |
| Los Angeles | 1.28 | 1.92 |
| Atlanta | 1.89 | 2.13 |
| Total | 1.56 | 2.07 |

2020 Census HU Enumeration Progress by State

Data as of: 09/20/2020
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 | 66.1% | 29.2% | 95.4% | 95.0% | 0.4% |
| Alabama | 62.7% | 25.6% | 88.4% | 87.8% | 0.6% |
| Alaska | 53.8% | 43.2% | 97.0% | 96.7% | 0.4% |
| Arizona | 63.1% | 29.0% | 92.1% | 91.5% | 0.6% |
| Arkansas | 60.1% | 38.2% | 98.3% | 98.0% | 0.3% |
| California | 68.6% | 28.4% | 97.0% | 96.7% | 0.2% |
| Colorado | 69.3% | 25.8% | 95.1% | 94.7% | 0.3% |
| Connecticut | 70.1% | 28.2% | 98.3% | 98.1% | 0.2% |
| Delaware | 64.1% | 30.1% | 94.2% | 93.7% | 0.5% |
| District of Columbia | 62.7% | 31.2% | 93.9% | 93.6% | 0.3% |
| Florida | 62.9% | 29.6% | 92.5% | 92.0% | 0.6% |
| Georgia | 61.7% | 29.0% | 90.7% | 90.0% | 0.7% |
| Hawaii | 62.5% | 36.9% | 99.4% | 99.3% | 0.1% |
| Idaho | 69.0% | 30.8% | 99.8% | 99.8% | 0.0% |
| Illinois | 70.6% | 26.4% | 96.9% | 96.8% | 0.2% |
| Indiana | 69.8% | 28.7% | 98.6% | 98.4% | 0.1% |
| Iowa | 70.8% | 23.3% | 94.1% | 93.6% | 0.5% |
| Kansas | 69.3% | 29.3% | 98.6% | 98.4% | 0.2% |
| Kentucky | 67.8% | 25.6% | 93.4% | 92.9% | 0.5% |
| Louisiana | 59.4% | 30.4% | 89.8% | 89.1% | 0.6% |
| Maine | 57.9% | 41.0% | 98.9% | 98.7% | 0.2% |
| Maryland | 70.3% | 26.3% | 96.6% | 96.3% | 0.2% |
| Massachusetts | 68.6% | 28.2% | 96.8% | 96.5% | 0.3% |
| Michigan | 70.8% | 24.9% | 95.7% | 95.4% | 0.4% |
| Minnesota | 74.6% | 23.3% | 97.9% | 97.7% | 0.2% |
| Mississippi | 59.7% | 30.6% | 90.3% | 89.6% | 0.6% |
| Missouri | 65.3% | 31.8% | 97.1% | 97.0% | 0.2% |

| State* | % HUs that Self-Responded | % HUs Enumerated in NRFU | % HUs Enumerated Current Day | % HUs Enumerated Prior Day | Daily Change |
|----------------|---------------------------|--------------------------|------------------------------|----------------------------|--------------|
| Montana | 59.5% | 30.1% | 89.6% | 89.0% | 0.6% |
| Nebraska | 71.4% | 25.1% | 96.5% | 96.1% | 0.3% |
| Nevada | 65.9% | 29.6% | 95.4% | 95.0% | 0.4% |
| New Hampshire | 66.4% | 30.8% | 97.3% | 96.9% | 0.4% |
| New Jersey | 68.5% | 27.5% | 96.0% | 95.6% | 0.4% |
| New Mexico | 57.3% | 34.2% | 91.5% | 90.9% | 0.6% |
| New York | 63.0% | 32.9% | 95.9% | 95.5% | 0.4% |
| North Carolina | 62.3% | 29.5% | 91.8% | 91.3% | 0.6% |
| North Dakota | 64.7% | 32.0% | 96.8% | 96.5% | 0.3% |
| Ohio | 70.1% | 26.8% | 96.9% | 96.6% | 0.3% |
| Oklahoma | 60.3% | 33.5% | 93.8% | 93.3% | 0.5% |
| Oregon | 68.6% | 28.7% | 97.3% | 97.2% | 0.1% |
| Pennsylvania | 68.8% | 27.7% | 96.5% | 96.2% | 0.3% |
| Rhode Island | 64.5% | 32.2% | 96.7% | 96.3% | 0.4% |
| South Carolina | 60.1% | 30.1% | 90.2% | 89.6% | 0.6% |
| South Dakota | 66.7% | 27.5% | 94.2% | 93.8% | 0.4% |
| Tennessee | 65.4% | 30.8% | 96.2% | 95.9% | 0.3% |
| Texas | 61.8% | 33.8% | 95.6% | 95.2% | 0.4% |
| Utah | 70.4% | 26.9% | 97.4% | 97.1% | 0.2% |
| Vermont | 60.0% | 38.5% | 98.5% | 98.3% | 0.3% |
| Virginia | 70.6% | 25.1% | 95.7% | 95.3% | 0.4% |
| Washington | 71.8% | 26.7% | 98.5% | 98.4% | 0.1% |
| West Virginia | 56.0% | 43.9% | 99.8% | 99.8% | 0.0% |
| Wisconsin | 71.8% | 26.5% | 98.3% | 98.2% | 0.1% |
| Wyoming | 60.5% | 33.3% | 93.8% | 93.2% | 0.6% |
| Puerto Rico | 34.2% | 63.8% | 98.0% | 97.7% | 0.3% |

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.

Hiring Process for Field Staff – Regional Summary

Data as of: 09/21/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

| RCC | Hired | Started Online Training | Completed Assessment – Still on Roster | Core Number Needed |
|--------------|---------------|-------------------------|--|--------------------|
| New York | 2,733 | 4,193 | 3,262 | 2,666 |
| Philadelphia | 3,035 | 3,585 | 2,525 | 2,267 |
| Chicago | 2,640 | 3,049 | 2,355 | 2,004 |
| Atlanta | 3,408 | 4,490 | 3,377 | 3,018 |
| Dallas | 3,327 | 4,428 | 3,355 | 2,774 |
| Los Angeles | 2,918 | 4,028 | 2,848 | 2,294 |
| Total | 18,061 | 23,773 | 17,722 | 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 | 81,334 | 73,111 | 63,529 | 53,320 | 44,565 | 21364 | 14519 |
| Philadelphia | 64,099 | 57,349 | 49,064 | 45,340 | 33,667 | 17782 | 13720 |
| Chicago | 60,408 | 53,986 | 47,168 | 40,080 | 33,584 | 17132 | 13686 |
| Atlanta | 72,499 | 64,332 | 55,727 | 60,360 | 40,936 | 24855 | 22381 |
| Dallas | 63,745 | 57,860 | 51,980 | 55,480 | 36,194 | 20915 | 16745 |
| Los Angeles | 69,693 | 62,765 | 55,605 | 45,880 | 25,779 | 15019 | 11551 |
| Total | 411,778 | 369,403 | 323,073 | 300,460 | 214,725 | 117067 | 92602 |

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2020 NRFU Production System Updates

No production issues/incidents to report

Questions?

Thanks!

Back Up Slides

Periodic Performance Management Reports

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

Data as of: 09/20/2020
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 20, 2020

Start Date:
July 16, 2020

Completion Date:
September 30, 2020

Notes:

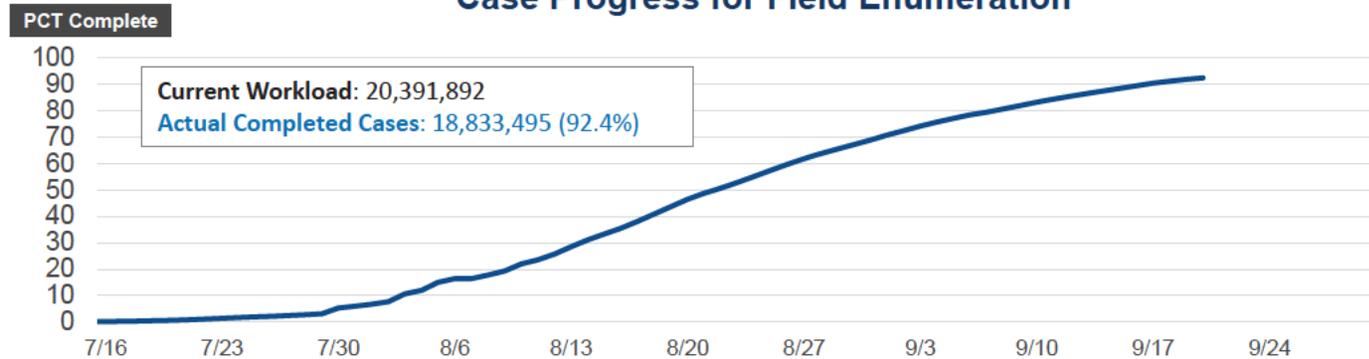
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

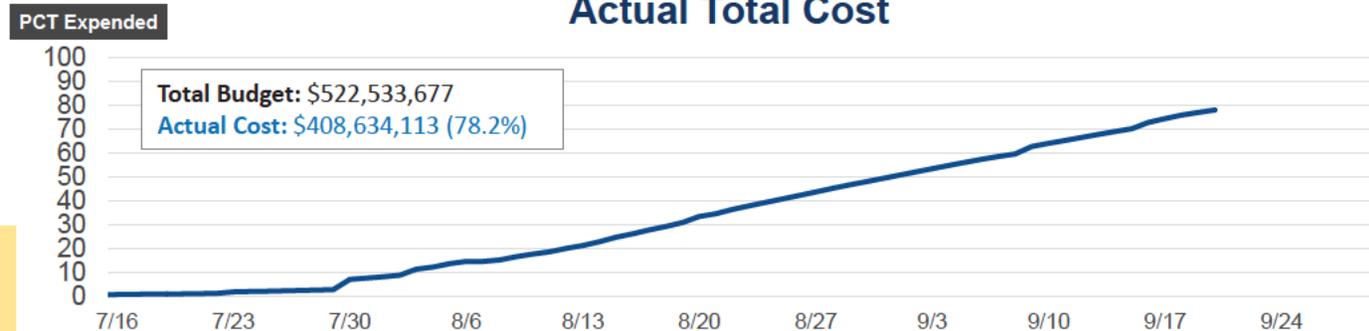
Cases Completed by Self-Response:
2,047,582 (10.9% of completed cases)

Remaining Workload:
1,558,397 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 (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. These cases receive a default of 6 visits. The UL operation may add cases which would appear in this workload. |
| Vacant/Delete W/UAA (3221) | 9,039,815 | | | | | |
| Vacant/Delete W/O UAA (3214) | 2,550,831 | | | | | |
| UL Cases in NRFU (3209) | 3,651,168 | 0 | | | | |
| 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) 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. |
| 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. |

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

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

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 ^a |

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.