2020 Census Nonresponse Followup

Operational Delivery 10.0

Date: 10/01/2020

Presented by

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

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

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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
  - Staffing
- Production System Update

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Milestone Schedule

As of: 10/01/2020

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	Ongoing
NRFU Re-interview Ends	Ongoing

Days Until NRFU End – TBD

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Periodic Performance Management Reports

2020 Census: Nonresponse Followup Progress and Cost*

Data as of: 09/30/2020
Source: Unified Tracking System
*Data are aggregated for all ACOs regardless of soft launch cycle.

Status:
On Track

Data current as of:
September 30, 2020

Start Date:
July 16, 2020

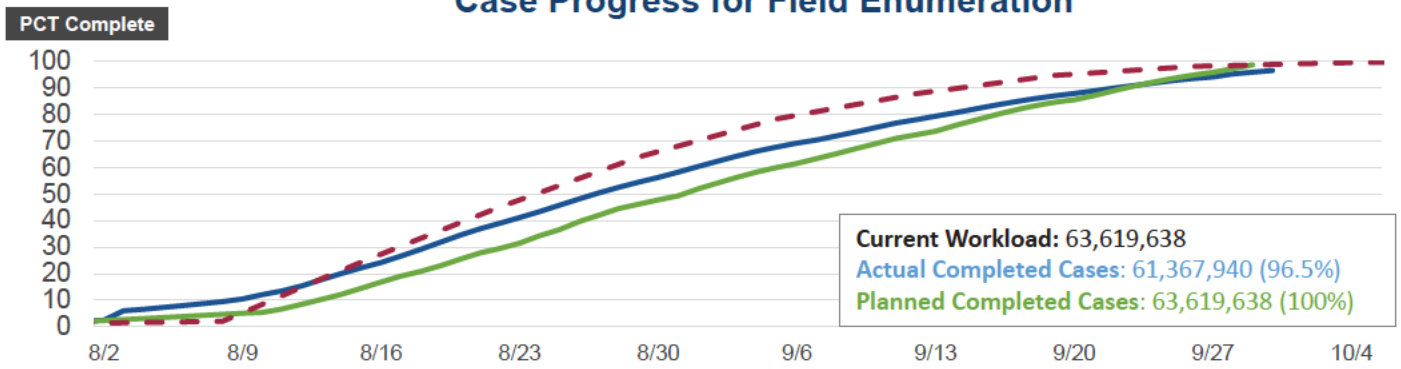
Completion Date:
TBD

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

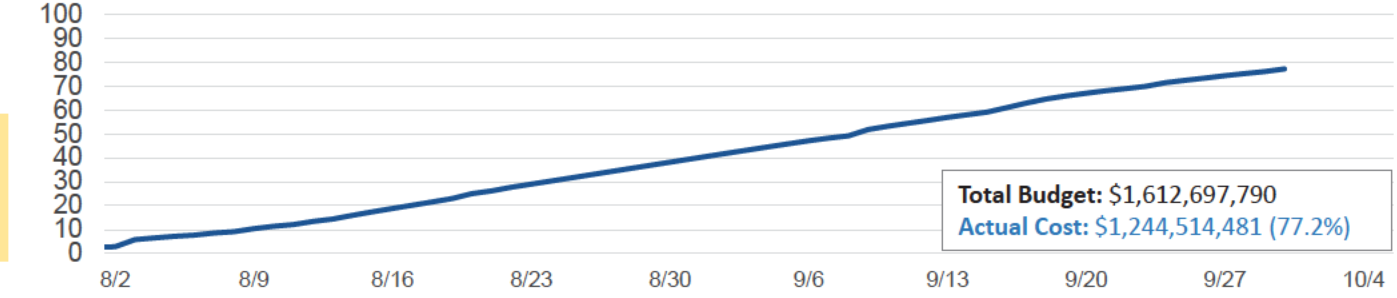
Cases Completed by Self-Response:
6,276,252 (10.2% of completed cases)

Remaining Workload:
2,251,698 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	10,188,820	7,570,794	74.30%	10.82%	11.75%	0.58%	9,976,876	97.92%	100.00%
Philadelphia	9,761,953	7,089,140	72.62%	9.18%	14.24%	0.29%	9,450,779	96.81%	100.00%
Chicago	9,127,575	6,676,688	73.15%	8.82%	14.84%	0.34%	8,912,804	97.65%	100.00%
Dallas	11,850,040	8,706,369	73.47%	10.59%	12.12%	0.46%	11,503,186	97.07%	100.00%
Los Angeles	9,517,304	6,896,310	72.46%	11.62%	12.83%	0.57%	9,333,060	98.06%	100.00%
Atlanta	13,173,946	9,136,009	69.35%	8.44%	13.54%	0.90%	12,191,235	92.54%	100.00%
Total	**63,619,638**	**46,075,310**	**72.42%**	**9.87%**	**13.18%**	**0.54%**	**61,367,940**	**96.46%**	100.00%

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	446	670	12,424	13,540	259	12,318
Percent of All CFS Areas	3.3%	4.9%	91.8%	100.0%	1.9%	91.0%

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: 09/30/2020
Source: MOJO

Status:
On Track

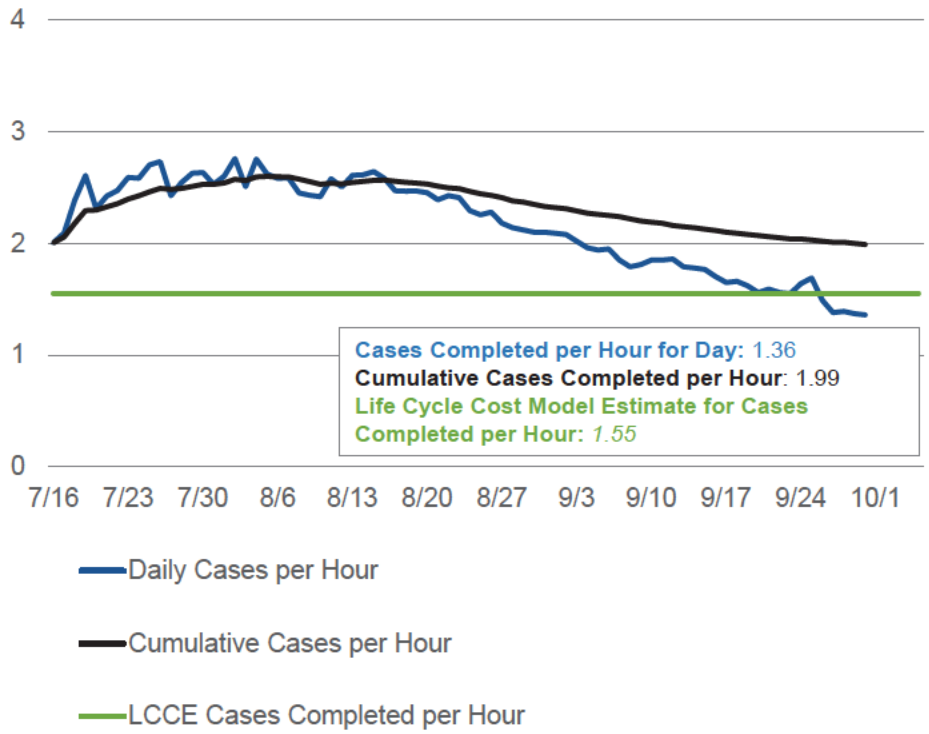
Data current as of:
September 30, 2020

Start Date:
July 16, 2020

Completion Date:
TBD

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	1.19	1.98
Philadelphia	1.18	2.03
Chicago	1.11	2.03
Dallas	1.33	1.98
Los Angeles	1.08	1.85
Atlanta	1.79	2.06
Total	1.36	1.99

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2020 Census HU Enumeration Progress by State

Data as of: 09/30/2020
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	**66.6%**	**32.3%**	**98.9%**	**98.7%**	**0.3%**
Alabama	63.2%	31.7%	94.9%	94.2%	0.7%
Alaska	54.3%	45.6%	99.9%	99.9%	0.0%
Arizona	63.7%	34.3%	98.0%	97.5%	0.5%
Arkansas	60.4%	39.5%	99.9%	99.9%	0.0%
California	69.1%	30.5%	99.6%	99.4%	0.2%
Colorado	69.7%	28.9%	98.6%	98.3%	0.2%
Connecticut	70.4%	29.5%	99.9%	99.8%	0.1%
Delaware	64.5%	34.4%	98.9%	98.7%	0.3%
District of Columbia	63.3%	35.1%	98.3%	98.0%	0.4%
Florida	63.4%	34.5%	98.0%	97.6%	0.4%
Georgia	62.4%	34.5%	96.8%	96.4%	0.4%
Hawaii	62.8%	37.2%	99.9%	99.9%	0.0%
Idaho	69.1%	30.8%	99.9%	99.9%	0.0%
Illinois	71.0%	28.4%	99.4%	99.2%	0.2%
Indiana	70.0%	29.8%	99.9%	99.8%	0.1%
Iowa	71.3%	27.8%	99.1%	98.8%	0.3%
Kansas	69.5%	30.3%	99.8%	99.7%	0.1%
Kentucky	68.0%	30.4%	98.4%	98.0%	0.4%
Louisiana	59.9%	36.0%	95.8%	95.4%	0.4%
Maine	58.0%	41.9%	99.9%	99.9%	0.0%
Maryland	70.8%	28.5%	99.3%	99.1%	0.2%
Massachusetts	69.0%	30.5%	99.4%	99.3%	0.1%
Michigan	71.1%	28.0%	99.0%	98.8%	0.2%
Minnesota	74.9%	24.7%	99.6%	99.5%	0.1%
Mississippi	60.0%	36.4%	96.4%	96.0%	0.4%
Missouri	65.6%	33.8%	99.4%	99.3%	0.2%

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Current Day	% HUs Enumerated Prior Day	Daily Change
Montana	60.1%	36.5%	96.6%	96.0%	0.5%
Nebraska	71.7%	27.9%	99.6%	99.4%	0.2%
Nevada	66.2%	33.3%	99.5%	99.2%	0.3%
New Hampshire	66.8%	33.2%	99.9%	99.8%	0.1%
New Jersey	69.1%	30.6%	99.6%	99.4%	0.2%
New Mexico	58.2%	39.9%	98.1%	97.5%	0.6%
New York	63.6%	35.7%	99.3%	99.1%	0.2%
North Carolina	63.0%	34.8%	97.8%	97.3%	0.5%
North Dakota	65.0%	34.6%	99.6%	99.5%	0.1%
Ohio	70.4%	28.9%	99.4%	99.2%	0.1%
Oklahoma	60.7%	37.9%	98.6%	98.2%	0.4%
Oregon	68.9%	30.6%	99.5%	99.3%	0.2%
Pennsylvania	69.2%	29.9%	99.1%	99.0%	0.2%
Rhode Island	65.1%	34.5%	99.5%	99.4%	0.2%
South Carolina	60.6%	35.9%	96.5%	95.9%	0.6%
South Dakota	67.2%	30.9%	98.1%	97.8%	0.3%
Tennessee	65.7%	33.2%	98.9%	98.7%	0.3%
Texas	62.4%	37.2%	99.5%	99.3%	0.2%
Utah	70.7%	29.2%	99.9%	99.8%	0.1%
Vermont	60.2%	39.7%	99.9%	99.9%	0.0%
Virginia	71.1%	28.1%	99.2%	99.0%	0.2%
Washington	72.1%	27.8%	99.9%	99.8%	0.1%
West Virginia	56.0%	43.9%	99.9%	99.9%	0.0%
Wisconsin	72.0%	27.8%	99.8%	99.7%	0.1%
Wyoming	60.8%	38.2%	99.0%	98.8%	0.2%
Puerto Rico	35.1%	64.9%	99.9%	99.9%	0.0%

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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2020 NRFU Reinterview Overview

NRFU Reinterview Progress – Enumerators

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

Data as of: 10/1/2020, 2 am
Source: SMaRCS

Enumerators*	Selected for RI	Completed RI	Outcome
295,200	1 or more Cases	1 or more Cases	Acceptable
	91.3%	69.8%	99.66%
	269,590	188,254	187,622
	0 Cases	0 Cases	RCC Fail
	8.7%	30.2%	0.34%
	25,610	81,336	632

*With at least one NRFU HH case completed.

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2020 NRFU Reinterview Overview

NRFU Reinterview Progress – Case Level

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

Data as of: 10/1/2020, 2 am
Source: SMaRCS

Production[1]	RI Eligibility	RI Selection	RI Interview	Computer Match	Clerical Match
35,270,481	Eligible	Selected	Interviewed	Referred to Clerical	Completed
	74.0%	6.3%	59.0%	58.2%	82.2%
	26,108,062	1,656,065	977,339	568,381	467,319
	Confirmed by Admin Records	Not Selected		Pass	In progress
	12.1%	93.7%		41.8%	17.8%
	4,260,950	24,451,997		408,958	101,062
	Other Ineligible				
	13.9%				
	4,901,469				
Completed:	35,270,481	26,108,062	977,339	977,339	568,381

[1] Cases completed and received by SMaRCS.

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2020 NRFU Reinterview Overview

NRFU Reinterview Outcomes

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

Data as of: 10/1/2020, 2 am
Source: SMaRCS

NRFU RI Outcomes	Today		Last Week		Change Since Last Week
	Count	Percent	Count	Percent	Count
Total Cases Completed Coding	876,277	-	686,081	-	190,196
Passed	792,432	90.4%	621,316	90.6%	171,116
Pass Computer	*408,958*	*51.6%*	*342,241*	*55.1%*	*66,717*
Pass Clerical	*383,474*	*48.4%*	*279,075*	*44.9%*	*104,399*
Failed Clerical	83,747	9.6%	64,677	9.4%	19,070
Hard Fail Recommendation	98	0.01%	88	0.01%	10

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2020 NRFU Reinterview Overview

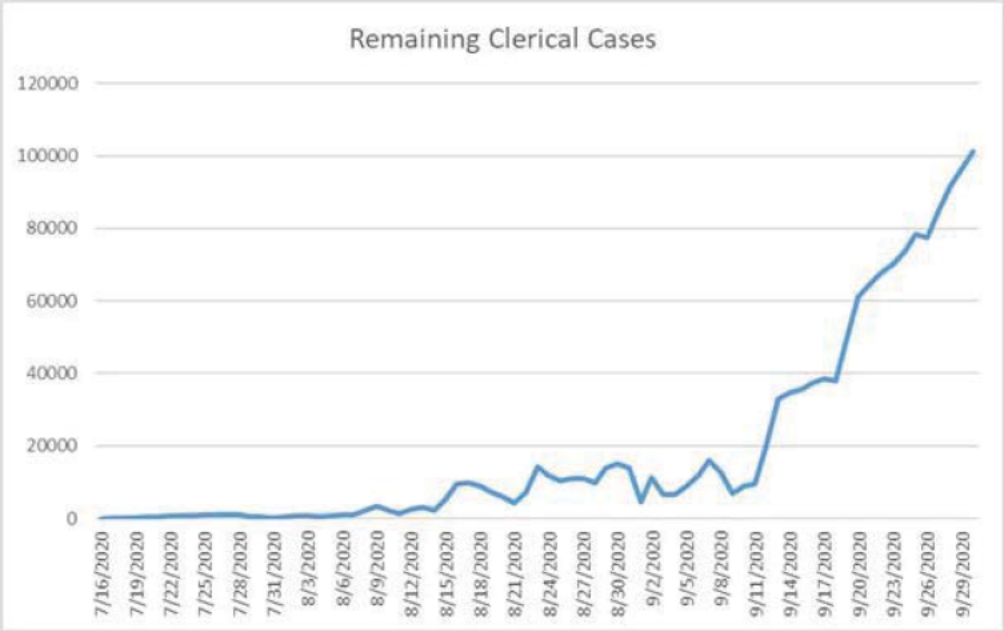
NRFU RI Clerical Resolution Progress

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

Data as of: 10/1/2020, 2 am
Source: SMaRCS

Overall Progress	Overall
Total Clerical Cases	568,381
Cases Worked	467,319
Cases Remaining	101,062
Average Cases Per Day in the Last Week	17,640
Cases Worked Yesterday	20,378
Clerks[1]	369

[1] Any clerk who worked at least one case during the operation.



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Data as of: 10/1/2020
Source: DAPPS, LMS, Hermes

Hiring Process for Field Staff – Regional Summary

NRFU CFS

RCC	Hired	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed
New York	2,733	4,204	3,207	2,666
Philadelphia	3,039	3,615	2,472	2,267
Chicago	2,648	3,150	2,327	2,004
Atlanta	3,417	4,573	3,312	3,018
Dallas	3,327	4,483	3,291	2,774
Los Angeles	2,918	4,062	2,781	2,294
Total	**18,082**	**24,087**	**17,390**	**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	81,421	73,309	64,236	53,320	32,913	14,273	6,763
Philadelphia	65,363	58,684	50,519	45,340	28,512	14,437	8,856
Chicago	61,265	54,678	48,169	40,080	29,854	14,722	8,321
Atlanta	74,341	66,437	57,994	60,360	33,847	20,940	16,500
Dallas	64,609	58,769	53,141	55,480	27,643	15,791	9,074
Los Angeles	69,717	62,801	55,681	45,880	20,586	12,110	6,811
Total	**416,716**	**374,678**	**329,740**	**300,460**	**173,355**	**92,273**	**56,325**

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Hiring Process for Field Staff – Soft Launch Summary

Data as of: 10/1/2020
Source: DAPPS, LMS, Hermes

NRFU CFS

Cycle	Hired	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed
Cycle 1A	446	739	516	465
Cycle 1B	412	510	352	328
Cycle 2	2,456	3,448	2,454	2,032
Cycle 3	2,668	3,438	2,458	2,178
Full Launch	12,100	15,952	11,610	10,020
Total	**18,082**	**24,087**	**17,390**	**15,023**

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	13,565	12,333	10,525	9,300	2,686	1,081	290
Cycle 1B	9,564	8,706	7,669	6,560	3,363	1,337	203
Cycle 2	62,689	56,966	50,576	40,640	21,209	10,109	5,075
Cycle 3	66,289	58,943	51,313	43,560	29,353	13,720	7,782
Full Launch	264,609	237,730	209,657	200,400	116,744	66,026	42,975
Total	**416,716**	**374,678**	**329,740**	**300,460**	**173,355**	**92,273**	**56,325**

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As of: 10/1/2020

2020 NRFU Production System Updates

New Incidents

INC000001371929 - SMaRCS Operation Override error due to SOA memory issue – SMaRCS RI cases delivery to OCS was interrupted and RI workload to FOCS was split. FOCS sent first workload to MOJO for optimization on time, the second workload was sent after MOJO optimization was already in process, and around 30K cases didn't get optimized by MOJO. Offices will be able to make manual assignments for the cases that didn't get optimized by MOJO. Field staff was informed of the issue.

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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: 09/30/2020
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 30, 2020

Start Date:
July 16, 2020

Completion Date:
TBD

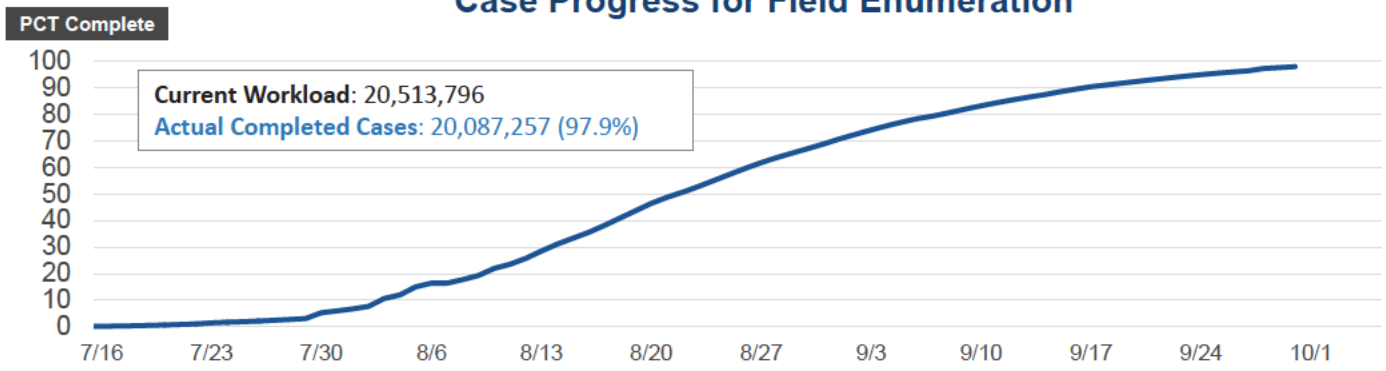
Notes:
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

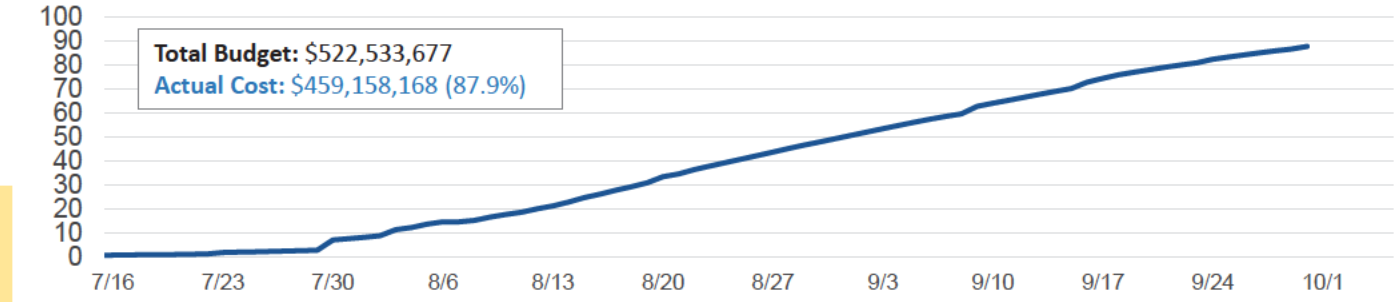
Cases Completed by Self-Response:
2,073,076 (10.3% of completed cases)

Remaining Workload:
426,539 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: On Initial Creation Date	Workload Size: Additions to Date	Data Source: UTS NRFU Executive Overview Report. As of 07/08/20: Completed to Date	Data Source: UTS NRFU Executive Overview Report. As of 07/08/20: Open Today	on 08/10/20 (estimated)	Notes
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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Administrative Record Modeling

As of: 09/03/2020

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.

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