

# 2020 Census Nonresponse Followup

## Operational Delivery 10.0

Date: 10/07/2020

Presented by

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

SMEs: Tom Mule, Lefilia 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

# 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	TBD
NRFU Re-interview Ends	10/31/20

**Days Until NRFU End (10/31) – 25**

# Periodic Performance Management Reports

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

Data as of: 10/06/2020  
Source: Unified Tracking System

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

**Status:**

● On Track

**Data current as of:**  
October 6, 2020

**Start Date:**  
July 16, 2020

**Completion Date:**  
October 31, 2020

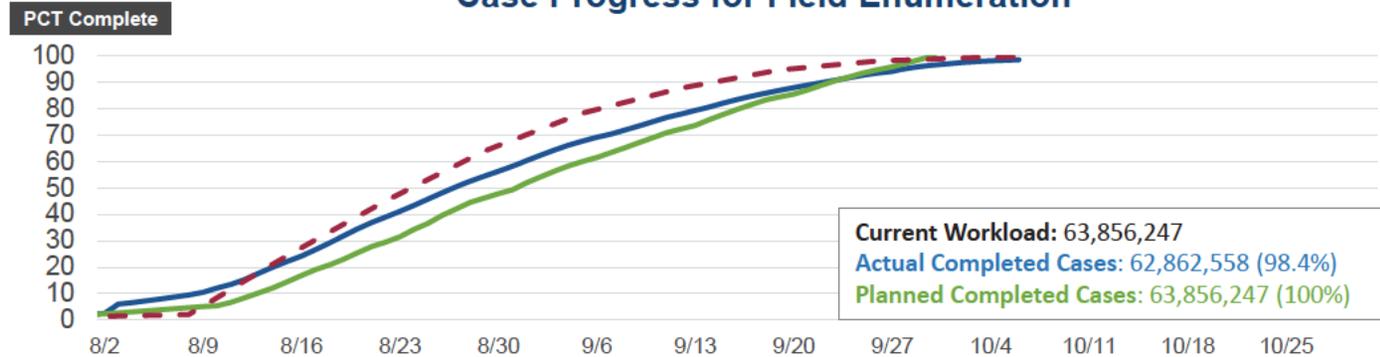
**Notes:**

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

**Cases Completed by Self-Response:**  
6,295,053 (10.0% of completed cases)

**Remaining Workload:**  
993,689 cases

### Case Progress for Field Enumeration



**Current Workload:** 63,856,247  
**Actual Completed Cases:** 62,862,558 (98.4%)  
**Planned Completed Cases:** 63,856,247 (100%)

### Actual Total Cost



**Total Budget:** \$1,612,697,790  
**Actual Cost:** \$1,313,676,944 (81.5%)

# 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	10,235,821	7,753,667	75.75%	10.78%	11.69%	0.51%	10,106,183	98.73%	100.00%
Philadelphia	9,797,444	7,337,556	74.89%	9.17%	14.24%	0.29%	9,659,106	98.59%	100.00%
Chicago	9,152,926	6,865,982	75.01%	8.81%	14.82%	0.32%	9,057,977	98.96%	100.00%
Dallas	11,883,824	8,996,085	75.70%	10.59%	12.13%	0.46%	11,751,287	98.88%	100.00%
Los Angeles	9,548,843	7,058,939	73.92%	11.60%	12.78%	0.51%	9,435,533	98.81%	100.00%
Atlanta	13,237,389	9,801,935	74.05%	8.46%	13.68%	0.90%	12,852,472	97.09%	100.00%
<b>Total</b>	<b>63,856,247</b>	<b>47,814,164</b>	<b>74.88%</b>	<b>9.86%</b>	<b>13.19%</b>	<b>0.52%</b>	<b>62,862,558</b>	<b>98.44%</b>	<b>100.00%</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	110	175	13,255	13,540	52	12,934
Percent of All CFS Areas	0.8%	1.3%	97.9%	100.0%	0.4%	95.5%

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

# Periodic Performance Management Reports

## Enumerator Productivity

Data as of: 10/06/2020  
Source: MOJO

**Status:**

● On Track

**Data current as of:**

October 6, 2020

**Start Date:**

July 16, 2020

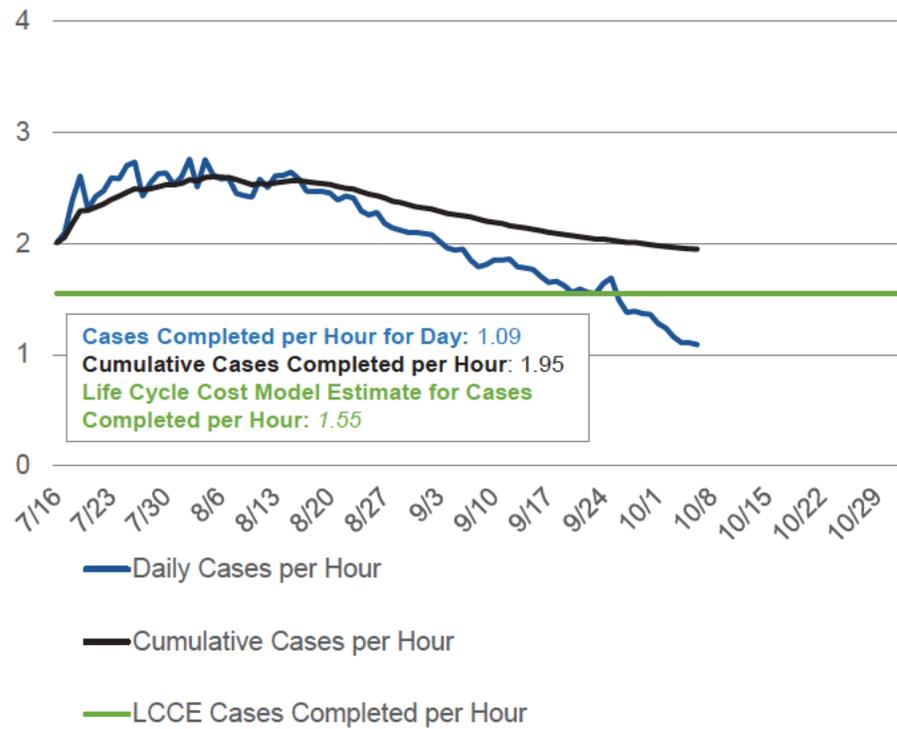
**Completion Date:**

October 31, 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	1.23	1.95
Philadelphia	0.92	1.98
Chicago	0.93	1.98
Dallas	0.90	1.94
Los Angeles	0.75	1.82
Atlanta	1.32	2.01
<b>Total</b>	<b>1.09</b>	<b>1.95</b>

# 2020 Census HU Enumeration Progress by State

Data as of: 10/06/2020

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
<b>U.S. Total</b>	66.7%	32.9%	99.7%	99.6%	0.1%
Alabama	63.4%	35.0%	98.4%	97.6%	0.7%
Alaska	54.4%	45.5%	99.9%	99.9%	0.0%
Arizona	63.9%	35.6%	99.5%	99.3%	0.2%
Arkansas	60.5%	39.4%	99.9%	99.9%	0.0%
California	69.3%	30.6%	99.9%	99.9%	0.0%
Colorado	69.8%	29.8%	99.5%	99.4%	0.2%

State*	% HUs that Self-Responded	% HUs Enumerated in NRFU	% HUs Enumerated Current Day	% HUs Enumerated Prior Day	Daily Change
Montana	60.2%	38.6%	98.8%	98.5%	0.4%
Nebraska	71.8%	28.1%	99.9%	99.9%	0.0%
Nevada	66.3%	33.6%	99.9%	99.9%	0.0%
New Hampshire	66.9%	33.0%	99.9%	99.9%	0.0%
New Jersey	69.2%	30.7%	99.9%	99.9%	0.0%
New Mexico	58.4%	41.2%	99.5%	99.4%	0.2%

Updates are forthcoming

Massachusetts	69.1%	30.8%	99.9%	99.8%	0.0%
Michigan	71.1%	28.6%	99.8%	99.6%	0.1%
Minnesota	75.0%	24.9%	99.9%	99.9%	0.0%
Mississippi	60.2%	38.1%	98.2%	97.9%	0.3%
Missouri	65.7%	34.2%	99.8%	99.8%	0.1%

Washington	72.2%	27.7%	99.9%	99.9%	0.0%
West Virginia	56.1%	43.8%	99.9%	99.9%	0.0%
Wisconsin	72.0%	27.9%	99.9%	99.9%	0.0%
Wyoming	60.9%	38.9%	99.8%	99.7%	0.1%
Puerto Rico	35.3%	64.6%	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.

# Hiring Process for Field Staff – Regional Summary

Data as of: 10/07/2020  
Source: DAPPS, LMS, Hermes

## NRFU CFS

RCC	Hired	Started Online Training	Completed Assessment – Still on Roster	Core Number Needed
New York	2,733	4,209	3,157	2,666
Philadelphia	3,040	3,630	2,407	2,267
Chicago	2,649	3,179	2,317	2,004
Atlanta	3,417	4,575	3,261	3,018
Dallas	3,327	4,510	3,238	2,774
Los Angeles	2,918	4,061	2,714	2,294
<b>Total</b>	<b>18,084</b>	<b>24,164</b>	<b>17,094</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	81,453	73,343	64,274	53,320	28,122	10,744	3,080
Philadelphia	65,416	58,858	50,914	45,340	24,311	11,369	5,249
Chicago	61,415	54,924	48,515	40,080	26,987	12,327	3,674
Atlanta	74,400	66,629	58,455	60,360	28,681	17,065	10,158
Dallas	64,655	58,875	53,333	55,480	22,935	11,415	3,066
Los Angeles	69,720	62,805	55,693	45,880	17,883	9,624	3,147
<b>Total</b>	<b>417,059</b>	<b>375,434</b>	<b>331,184</b>	<b>300,460</b>	<b>148,919</b>	<b>72,544</b>	<b>28,374</b>

As of: 10/7/2020 

# 2020 NRFU Production System Updates

No new 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: 10/06/2020  
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:**  
October 6, 2020

**Start Date:**  
July 16, 2020

**Completion Date:**  
October 31, 2020

**Notes:**

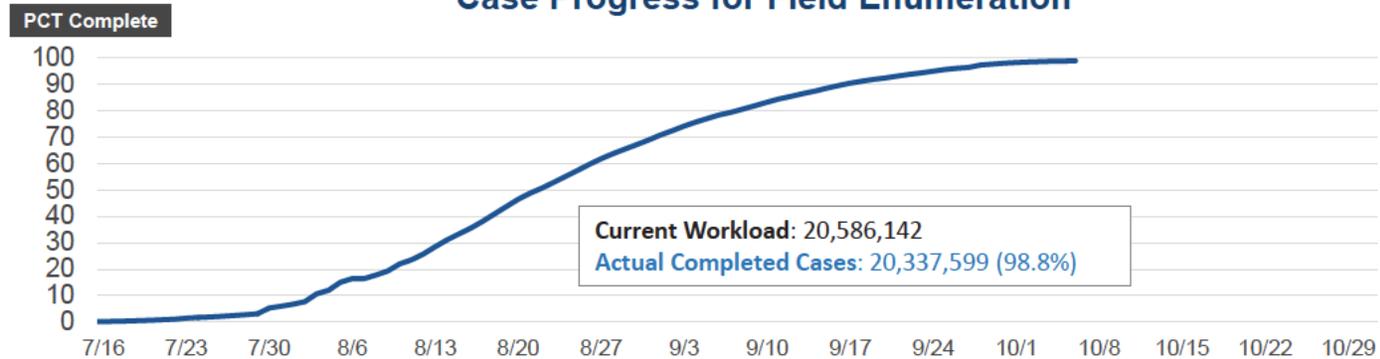
Current workload reflects all case types. Costs include training and production costs for NRFU Enumerators and CFS.

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

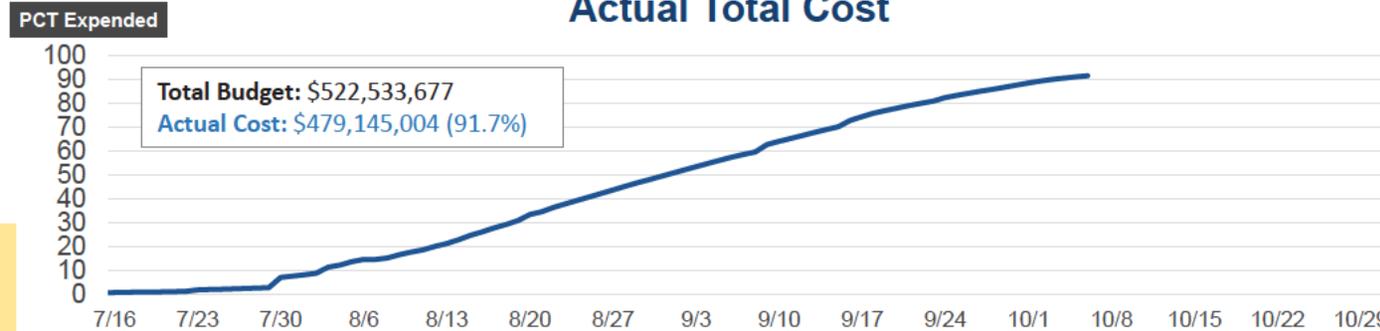
**Cases Completed by Self-Response:**  
2,075,977 (10.2% of completed cases)

**Remaining Workload:**  
248,543 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.