

2020 Census Program
Monthly Status Report

April 2018



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
[census.gov](https://www.census.gov)

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2018 End-to-End Census Test

Key Activities and Accomplishments

30-Day Look Back

Peak Operations

- Internet Self-Response (including Non-ID Processing), Census Questionnaire Assistance (telephone response), and Paper Data Capture for the 2018 End-to-End Census Test continues in Providence County, Rhode Island. The fifth and final mailing—featuring an “It’s Not Too Late” postcard—began arriving in homes on April 23.
- As of April 30, mailings to approximately 277,000 households had been delivered, and 108,323 of those households had responded—a response rate of 39.2 percent. Of responding households, about two-thirds responded on the internet (68.8 percent), almost one-quarter mailed back a paper questionnaire (24.3 percent), and the remaining 6.8 percent responded by phone.
- 1,352 qualified candidates have been selected to perform Nonresponse Followup (NRFU) operations in Providence County, Rhode Island. As of April 30, fingerprints were collected from 1,149 candidates. 1,116 candidates were cleared, and 1,080 have been invited to training. Our goal is to deploy 1,049 to the field.
- As of April 26, more than three-fourths of the Non-ID Processing cases have been resolved (78.6 percent). Non-ID responses currently account for 4.2 percent of all self-response (and 5.3 percent of self-response from internet and phone).

30-Day Look Ahead

Peak Operations

- As of April 30, a total of 5,961 households had been selected for Coverage Improvement, which is designed to resolve potential erroneous enumerations and omissions in the initial census self-response data collection operation. As of May 1, 3,244 cases remain open.
- The onboarding process for NRFU is scheduled to end on May 3, and enumerator training will continue through May 10.
- NRFU operations will begin May 9 and run through July 24.
- NRFU Reinterview, an operation designed as a quality check of enumeration, has been delayed by integration testing for the NRFU operation, and to allow time for necessary defect resolution. The operation will begin on May 30 instead of May 10 as originally planned. The operation will end on schedule by July 31.
- Clerical Non-ID Processing is scheduled to begin at the National Processing Center on May 21. Automated Non-ID Processing will continue throughout the self-response portion of the test (planned end date: July 31).

2018 End-to-End Census Test

Key Activities and Accomplishments (continued)

30-Day Look Back

Peak Operations (continued)

- The Update Leave operation, which updates address information and census maps and hand-delivers census questionnaires to households in designated areas, began April 9 and concluded on April 13. As of April 30, 553 of these 1,799 households have responded—a response rate of 30.7 percent. Of those responding households, about three-quarters mailed back a paper questionnaire (76.1 percent), almost one-quarter responded on the internet (23.7 percent), and one responded by phone.
- As of April 30, 16,890 calls have been received in the Census Questionnaire Assistance operation, with 16,650 calls going initially through Interactive Voice Response (IVR) and 12,505 of the calls being routed to a Customer Service Representative (CSR). Of the callers, 92.7 percent spoke English, and 6.1 percent spoke Spanish. The top ranked contact reason is “Can you send me a paper questionnaire?”
- Self-response kiosks were placed in 30 of 33 post offices in Providence County. Each Kiosk provides a tablet connected to the Census Bureau’s website where respondents can access a questionnaire in order to respond. Through April 26, respondents had used 27 of the 30 kiosks, and 80 households have responded to the census test using a kiosk. Another 46 households have responded by using the Postal Service’s Informed Delivery service (which has approximately 14,000 subscribers in the Providence area).

30-Day Look Ahead

Peak Operations (continued)

- The three-day dry run of “just-in-time” training for Group Quarters Census Field Managers will conclude on May 3. Just-in-time training refers to information delivered to learners at the moment they need it and to the location they need.
- The Self-response Kiosks will remain in the post offices until July 31.

2018 End-to-End Census Test

Key Activities and Accomplishments (continued)

30-Day Look Back

Systems Readiness – Releases to Date

- Release D-2 Test Readiness Review (TRR) occurred on April 17. The operations that D-2 supports are Group Quarters eResponse, Group Quarters Enumeration, and Service-Based Enumeration.
 - TRRs assess readiness of systems to begin independent program-level testing.
- The Release E-1 (Tabulation and Dissemination - Residual Coding) Production Readiness Review (PRR) occurred on April 4 and was approved with contingencies. In preparation for Conduct Operation, the Release E-1 system and the security teams are executing plans to obtain the “authority to operate.”
 - PRR is a milestone review to assess program-level test results to ensure systems are ready for operational testing.

30-Day Look Ahead

Systems Readiness – Planned Releases

- Release C-3 (Group Quarters Workload/Advanced Contact/All Group Quarters Training) Production Readiness review (PRR) will be held on May 21.
- Release E-1 (Tabulation and Dissemination – Residual Coding) Conduct Operation will be held on May 1.

2020 Census

2020 Census Operational Readiness

30-Day Look Back

Operational Planning

- Space has been identified for all 40 Wave 1 area census offices: 29 have a lease award, five have an occupancy agreement signed, and six have space identified and a pending lease award, as of April 30.
- Of the 208 Wave 2 area census offices scheduled to have leases awarded by October 15, 11 have a lease award, nine have an occupancy agreement signed, 89 have space identified and a pending lease award, and 99 do not have space identified, as of April 30.
- On April 16, Dallas became the first of 6 regional census centers (RCC) to open. The New York and Philadelphia RCCs opened April 23, and the Chicago and Los Angeles RCCs opened April 30. The remaining office in Atlanta is scheduled to open in early May.

Redistricting Data Program

- “Phase 2 – The Voting District Project” has processed 579 counties out of a possible 3,215 through April 30. “Phase 4 – The Congressional and State Legislative District Collection” has confirmed 45 out of 52 states or state-equivalents having no changes and has processed the remaining seven.

30-Day Look Ahead

Operational Planning

- Printing of the administrative materials with kit delivery for the RCCs is expected in June 2018 as scheduled.
- The Decennial Research Objectives and Methods Working Group has received and reviewed final proposals for 2020 Census Evaluations and Experiments, and the final scope will be finalized and approved by May 30.
- Conduct RCC Management Overview Training:
 - Dallas/Los Angeles – May 15-17
 - Philadelphia/Atlanta – May 23/25
 - Chicago/New York – June 5-7
- The 60-day Federal Register Notice soliciting public comment for the 2020 Census information collection request is expected to be published June 8, 2018.

Redistricting Data Program

- Publish Federal Register Notice describing the final design of prototype P.L. 94-171 Redistricting Data File being produced from the 2018 End-to-End Census Test.
- Complete verification of the collection of 116th congressional and 2018 state legislative district boundaries from the states for inclusion in the MAF/TIGER database.
- The program will continue the collection/production process for “Phase 2 – The Voting District Project” part of the program, which will run through May.

2020 Census

2020 Census Operational Readiness (continued)

30-Day Look Back

Integrated Partnership and Communications

- The 2020 Census Barriers, Attitudes, and Motivators Survey (CBAMS) was designed to measure public knowledge, awareness, and perceptions about the decennial census. CBAMS ended on April 20 with approximately 50,000 households receiving a questionnaire. By that date, 36.6 percent responded, which was above the estimated response rate of 30 percent.
- In addition, 42 focus groups containing 308 participants met in 14 cities across the country. These groups included audiences of different races, ethnicities, languages spoken (Cantonese, Mandarin, Spanish, Vietnamese) and other characteristics such as low internet proficiency, rural, and “young & mobile.”

Local Update of Census Addresses (LUCA)

- Review materials for 11,496 entities have been assembled and shipped.
- As of April 26, 906 submissions have been received: 571 with changes, 276 with no changes, and 59 submissions requiring follow up with the entity to clarify the status.

30-Day Look Ahead

Integrated Partnership and Communications

- The results of the CBAMS are being processed and the focus groups content is being coded.

Local Update of Census Addresses (LUCA)

- There will be clerk training for processing and verification of LUCA participant submissions May 8-10 at the National Processing Center in Jeffersonville, Indiana.
- Puerto Rico materials will be mailed by June 1 to provide the island with more time to recover from Hurricane Maria.

2020 Census

2020 Census Operational Readiness (continued)

30-Day Look Back

Boundary and Annexation Survey (BAS)

- The response rate stands at 73.2 percent (28,647 of 39,133 entities), as of April 27. The goal is to reach an 80 percent response by the end of the third quarter, June 30. Of the 28,647 responding governments, 92.8 percent had no changes to report. The annual BAS is used to update information about the legal boundaries and names of all governments.

30-Day Look Ahead

Systems Readiness – System Requirements Reviews

- Release 1 (the systems supporting Recruiting for all positions/Address Canvassing Recruiting; Selection/Hiring/Training of Recruiting Assistants, Partnership Assistants, Office Operations Supervisors, and Clerks) Test Readiness Review (TRR) will be held on May 21.

2020 Census

Budget

30-Day Look Back

FY 2018 Funding

- FY 2018 Budget Execution is on target through March.
- The 2020 Census program committed or obligated over 51 percent of the total plan of \$987 million through the first 6 months of FY 2018.
 - As of March 31, there was a \$53 million or 9 percent variance against plan. This was made up of variances against plan in 2020 Census operations of \$53 million, in 2020 Census IT systems and operations of -\$2 million, and \$3 million for CEDCaP.
 - There were salary variances in each area, the largest of which was in the 2020 Census operations area, primarily because of misaligned planning of field and NPC staffing. These surpluses were being redirected to reduce operational risk by funding the highest priority unfunded requirements, or realigned to match actual staffing plans. Several operations were planned with straight-lined salaries beginning in October, when hiring realities or program plans did not require funding until later in the fiscal year. This generated salary surplus relative to the originally planned amounts. Where program managers informed cost managers that the full cost would be needed in a higher burn later in the fiscal year, the lapsed salary remained allocated to that project. Where the lapsed salary was truly surplus, the excess was redirected to fund other high priority unfunded requirements that arose in other areas of the program.
 - The variances in contracts and other purchases were generally timing issues (planned to post by the end of April, but are recorded in a future month for technical reasons.) There are no major concerns about program impacts due to these variances.

30-Day Look Ahead

FY 2018 Funding

- The FY 2018 appropriation for the Census Bureau includes a provision that requires a refresh of the CEDCaP spending plan (“50%”). This report was previously submitted to Congress for FY 2018 on February 8. The report must be submitted again before IT funds for the 2020 Census and CEDCaP can be obligated above 50 percent of the remaining IT appropriation available after the Continuing Resolution. This ceiling could be approached by mid-June.
- The refreshed report will be submitted to DOC for review on May 14. We are aiming for final delivery to the Hill within 60 days of the passage of the Omnibus.
-

FY 2020 Funding

- Reconciliation between the 2020 Census Cost Estimation (Program Office Estimate) team and the Department of Commerce Office of Acquisition Management (Independent Cost Estimate) team for the updated life cycle cost estimate for the 2020 Census starts on May 15. Preliminary figures and other data have been shared between the two teams.
- The FY 2020 Budget submission will align with the updates to the 2020 Census program office estimate and DOC independent cost estimate ahead of the **Milestone Review Board** meeting on July 17. While some data from the 2018 End-to-End Census Test will be available to inform these life cycle cost estimates by July, such as recruiting, other key cost-driving data, such as supervisory ratio and NRFU productivity, will not be available until September.

2020 Census

Major Contracts Status

Status	Contract
	Technical Integrator (TI) – T-Rex
	Decennial Device as a Service (dDaaS) – CDW-G
	Census Questionnaire Assistance (CQA) – GDIT
	2020 Enterprise Censuses and Surveys Enabling (ECaSE) Platform – immixGroup/Pega
	Integrated Communication Contract (ICC) – Y&R Team
	C-SHaRPS Recruiting and Assessment – CSRA
	C-SHaRPS Fingerprinting – Indrasoft
	Printing & Mailing – Cenvéo
	Field IT Deployment (FITd)

Pre-Award	On Track	Management Focus	Requires Attention
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Legend

2020 Census

Major Contracts (See Appendix A for Contracts Background)

30-Day Look Back

Technical Integrator (TI) ●

- On April 4, conducted Release E Production Readiness Review.
- On April 17, conducted Release D TRR.

Decennial Device as a Service (dDaaS) ●

- dDaaS contract awarded to CDW-G on June 29, 2017.
- Received multiple Windows 10 mobile devices via CDW-G. The assessment of the best Windows 10 mobile device solution is underway for use during the 2019 Address Canvassing, 2020 Update Leave, and potentially the 2020 Post Enumeration Survey operations.
- On April 17 delivered 111 iPhones and 5 iPads (devices for RCC office staff currently with GFE mobile devices).
- On April 25, delivered 1,166 iPhones for the NRFU enumerators, plus 103 spare iPhones to serve as backups and reserves to regional census center office staff.

30-Day Look Ahead

Technical Integrator (TI)

- The Technical Integrator contract cost variance was due to overtime needed to achieve ATO for systems and provisioning 2020 on-premise and cloud environments. We are tracking overtime and projecting future overruns, as well as working on mitigations to control cost.

Decennial Device as a Service (dDaaS)

- Continue support for production of 2018 End-to-End Test operations.
- Plan to deliver 156 iPhones for Group Quarters.
- Plan to order 200 Windows 10 devices for developers in preparation for 2020

2020 Census

Major Contracts (continued)

30-Day Look Back

Census Questionnaire Assistance (CQA) ●

2018 End-to-End Census Test

- Completed call center staff training (Inbound and Outbound -- Coverage Improvement [CI] only).
- Began Inbound and Outbound call center operations and Outbound in support of the CI operation.
- Through April 30, more than 17,000 calls have been received, with these calls being a mix of general assistance and phone enumerations.
- CQA customer service reps have experienced several issues with Internet Self-Response. While some have been identified as stemming from CQA, one has been positively identified as an ECaSE issue. This is a reauthentication problem that occurs when an agent's session becomes inactive and then later reactivated. Pega has been looking into this issue and has several fixes and tasks to mitigate this. The CQA, Technical Integrator infrastructure, and ECaSE teams continue to investigate to determine the root causes.

2020 Census

- Met with CQA modeling staff to review and revise the CQA call and staffing model that will be used to predict 2020 Census call volume.

30-Day Look Ahead

Census Questionnaire Assistance (CQA)

2018 End-to-End Census Test

- Continue Inbound CQA call support and Outbound call support for the CI operation.
- Complete testing of Outbound workload processing in support of NRFU Reinterview (NRFU-RI) operations.
- Begin training and Outbound calling operations for the NRFU-RI operation.
- CQA will conduct outbound calling in support of NRFU-RI, which is being delayed three weeks from its original May 10 start date.

2020 Census

- Continue early Phase 2 contract planning for the next option period of the CQA contract.

2020 Census

Major Contracts (continued)

30-Day Look Back

2020 Enterprise Censuses and Surveys Enabling (ECaSE) Platform ●

- Delivered ECaSE solutions per the 2018 End-to-End Census Test operational need dates, but some low level technical and scope blockers and late change requests have pushed functionality delivery past the Release C and D TRR dates. This allowed less time for project level testing before the TRR delivery and less time for program integration testing prior to production. This is being managed day to day with the staff and 2020 Census leadership.
- CQA customer service reps have experienced several issues with Internet Self-Response. While some have been identified as stemming from CQA, one has been positively identified as an ECaSE issue. This is a reauthentication problem that occurs when an agent's session becomes inactive and then later reactivated. Pega has been looking into this issue and has several fixes and tasks to mitigate this. The CQA, Technical Integrator infrastructure, and ECaSE teams continue to investigate to determine the root causes.

30-Day Look Ahead

2020 Enterprise Censuses and Surveys Enabling (ECaSE) Platform

- Continue support for production 2018 End-to-End Test operations.
- Begin development work on the additional functionality needed for the 2020 Census. (For example, adding additional languages for ISR.)

2020 Census

Major Contracts (continued)

30-Day Look Back

Field Enumeration (ENUM)

CURRENTLY IN PRODUCTION

- ENUM application provided to dDaaS on April 11.
- CFMs and CFSs have completed initial training and are using ENUM to report time and expense. Enumerator training started April 28.
- Apple's new iOS release (iOS 11.3) had a defect that caused issues for Pega and other customers. This defect would have made ENUM inoperable. We worked directly with Apple engineers who immediately acknowledged the issue. Apple fixed the problem and have already released a fix in the new iOS beta version (11.4b1). We are working with them to determine when they will deploy the fix to production. [Workaround deployed. Fix in testing]

ENUM Tiger Team

- The Tiger Team meets daily to review and prioritize for release any existing ENUM defects. Some low priority defects will get deferred until the 2020 Census.

Internet Self-Response (ISR)

CURRENTLY IN PRODUCTION

- Census Questionnaire Assistance (CQA) Customer Service Reps have experienced several issues. TI, CQA, and ECaSE teams are working closely together to identify root causes and fixes. Workarounds are in place and self-response is working in production.

30-Day Look Ahead

Field Enumeration (ENUM)

CURRENTLY IN PRODUCTION

- The NRFU operation begins on May 9. We will monitor the ENUM application throughout this key phase of the test.
- The Tiger Team will be taken down if the deployment of the ENUM is successful and no major additional issues are identified.

2020 Census

Major Contracts (continued)

30-Day Look Back

Fingerprinting ●

- The 2020 “authority to operate” process kick-off was held on April 23.

2020 Printing and Mailing Contract ●

Cenveo Petition for Reorganization Under Chapter 11

- Census’ concern is whether Cenveo has the financial resources to perform the work that Census plans to order for the 2020 Census in the summer of 2019.

30-Day Look Ahead

Fingerprinting

- Finalization of the schedule for the 2020 Deliverables is in process.
- Development of the 2020 deliverables, which were not included in the 2018 End-to-End Census Test, are the focus and include two interfaces.
- Vendor is sufficiently staffed for development. The next challenge will be hiring and training the Fingerprint site collectors to be prepared for an October 2018 start date.
- The fingerprint contract includes taking photographs for badges, which will be used by field personnel for the 2020 Census. The design of the interface with the Census Hiring Employment Check (CHEC) system is underway. This design will be used to help build the interfaces to transfer photographs in support of the badging system.

2020 Printing and Mailing Contract

Cenveo Petition for Reorganization Under Chapter 11

- Working closely with the Office of General Counsel, the Government Publishing Office, and the U.S. Attorney’s Office for the Southern District of New York to identify the best strategy to reduce risk to the 2020 Census in light of Cenveo’s bankruptcy.

2018 End-To-End Census Test

- Production is underway and distribution is scheduled to be completed on schedule.

2020 Census

Major Contracts (continued)

30-Day Look Back

Field IT Deployment (FITd) ○

- The FITd contract has not been awarded, and we are working on a contingency plan for early 2020 activities (e.g., IT equipment for Area Census Offices and remote workers, Paper Data Capture equipment) if the FITd RFP is not awarded by August 1 or receives a protest.
- FITd Technical Evaluation Team (TET) and Price Evaluation Team (PET) held proposal evaluations and consensus meetings from April 9 to 13.
- Executed Regional Census Center (RCC) IT Provisioning Mitigation Plan because of delays with the FITd RFP approval. This mitigation plan provides the RCC IT equipment outside of the FITd contract. Status of mitigation:
 - In March, IT provisioning completed for the Philadelphia, Dallas, Chicago, Los Angeles and Atlanta RCCs.
 - Completed IT provisioning for New York RCC on April 20.

30-Day Look Ahead

Field IT Deployment (FITd)

- We are working on a contingency plan for early 2020 activities to ensure we can mitigate problems in the event that the contract is not awarded by August 1, or it receives a protest. This includes making plans to purchase IT equipment for the Area Census Offices and remote workers, and the Paper Data Capture equipment (among other things) if we need to do so. The estimate for this process is being finalized.
- Working on contingency plan for early 2020 activities if FITd RFP not awarded by August 1 or receives a protest. Early 2020 Census activities include:
 - IT equipment for 40 area census offices
 - Paper Data Capture equipment for Authority to Operate (ATO) activities
 - IT equipment for remote workers

Periodic Performance Management Reports

Complete Listing of Reports

Status	Report Title	Slide Number
●	2018 End-to-End Census Test: Self-Response Mail Strategy FINAL	19
●	2018 End-to-End Census Test: Self-Response of Housing Units	20
●	2018 End-to-End Census Test: Non-ID Processing	21
●	2018 End-to-End Census Test: Census Questionnaire Assistance Inbound Calls	22-23
●	2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons	24
●	2018 End-to-End Census Test: Coverage Improvement	25
●	2018 End-to-End Census Test: USPS Partnership-Informed Delivery & Kiosks	26
●	2018 End-to-End Census Test: Nonresponse Followup Onboarding Status	27
●	Area Census Office Lease Status – Wave 1	28
●	Area Census Office Lease Status – Wave 2	29
●	Regional Census Center Space Acceptance & Opening Status	30
●	2020 Census Barriers Attitudes and Motivators Survey (CBAMS) FINAL	31
●	2020 Census Barriers Attitudes and Motivators Survey (CBAMS) Focus Group FINAL	32-33
●	Local Update of Census Addresses (LUCA) Returns	34

Legend

Completed	On Track	Management Focus	Requires Attention
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Periodic Performance Management Reports

2018 End-to-End Census Test: Self-Response Mail Strategy

Mail Strategy for Self-Response Type of Enumeration Area (TEA 1)

	Internet First	Internet First	Internet First	Internet Choice
	Cohort 1	Cohort 2	Cohort 3	N/A
Mailing 1	● 3/16/18	● 3/20/18	● 3/23/18	● 3/16/18
Mailing 2	● 3/20/18	● 3/23/18	● 3/27/18	● 3/20/18
Mailing 3*	● 3/30/18	● 4/3/18	● 4/6/18	● 3/30/18
Mailing 4*	● 4/12/18	● 4/16/18	● 4/19/18	● 4/12/18
Mailing 5*	● 4/23/18	● 4/26/18	● 4/30/18	● 4/23/18

Status:
● Completed

Data current as of:
April 30, 2018

Completion Date:
April 30, 2018

Notes:

- Dates shown are in-home dates
- Mailing 4 includes a questionnaire to all nonresponding housing units

* Targeted only to nonresponding housing units

Legend

Completed	On Track	Management Focus	Requires Attention
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Periodic Performance Management Reports

2018 End-to-End Census Test: Self-Response of Housing Units

Self-Response of Housing Units

Status:

● Management Focus

Data current as of:

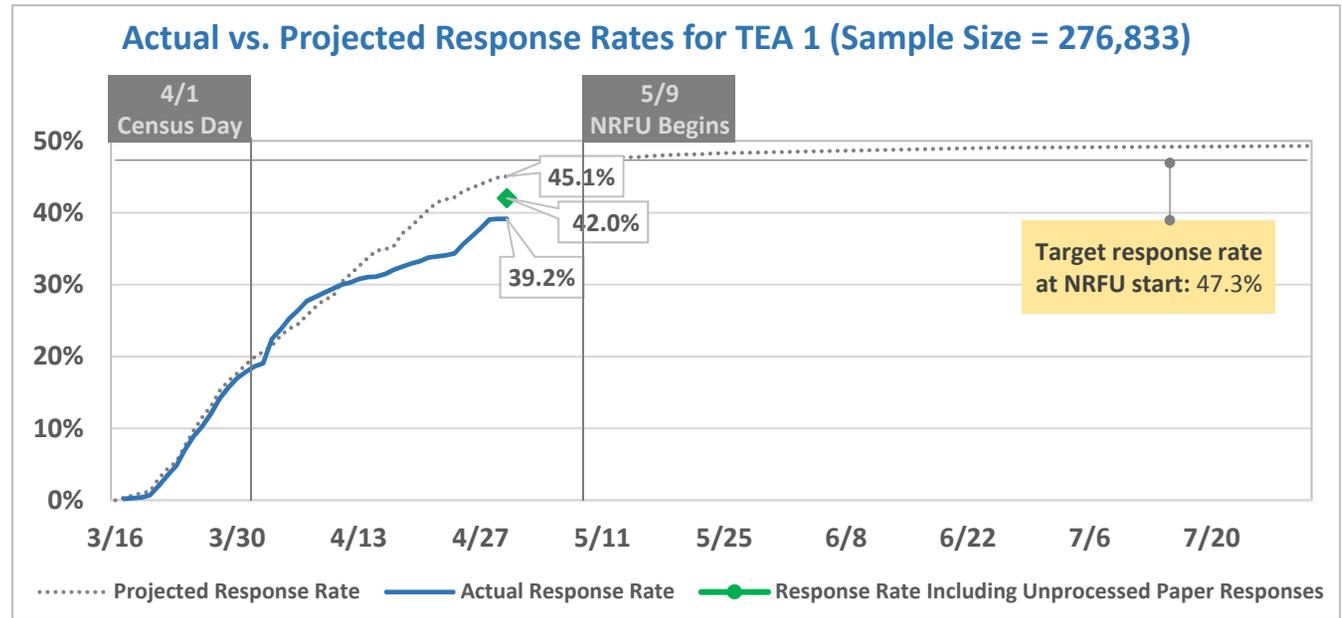
April 30, 2018

Completion Date:

July 31, 2018

Notes:

- Self-Response (TEA 1) began March 16, 2018.
- Update Leave (TEA 2) began April 9, 2018.
- The Response Rate is calculated using the number of responding households (unduplicated responses), which is 108,323.
- The initial housing unit workload in the Update Leave TEA was 1,799.



Response by Mode				
	TEA 1		TEA 2	
	Response Volume	Percent of TEA 1 Total Responses	Response Volume	Percent of TEA 2 Total Responses
Total Responses	110,069	100.0%	553	100.0%
Internet	75,751	68.8%	131	23.7%
Phone	7,529	6.8%	1	0.2%
Paper	26,789	24.3%	421	76.1%

Periodic Performance Management Reports

2018 End-to-End Census Test: Non-ID Processing

Non-ID Processing

Status:

● On Track

Data current as of:

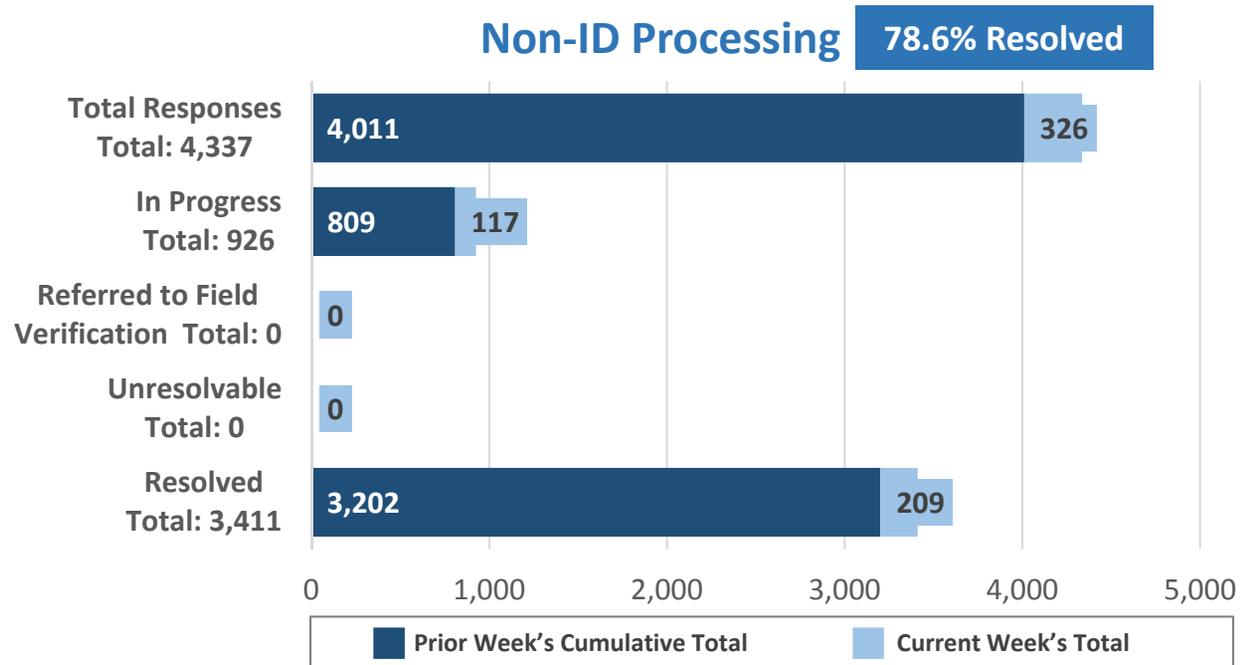
April 26, 2018

Completion Date:

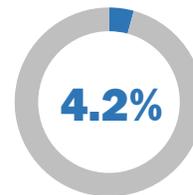
July 31, 2018

Notes:

- Total responses includes Coverage Improvement usual home elsewhere cases.
- Until Clerical Processing begins on 5/21, the "In Progress" category is expected to increase and the "Referred to Field Verification" and "Unresolvable" categories will remain at 0.
- Unresolvable are cases that have been processed through both Automated and Clerical but did not match to a Census address record and could not be assigned to a geographic tabulation area.



Proportion of self-response from all modes that were Non-ID



Proportion of self-response from internet and phone that were Non-ID



Periodic Performance Management Reports

2018 End-to-End Census Test: Census Questionnaire Assistance Inbound Calls

Census Questionnaire Assistance Inbound Calls

Status:
● On Track

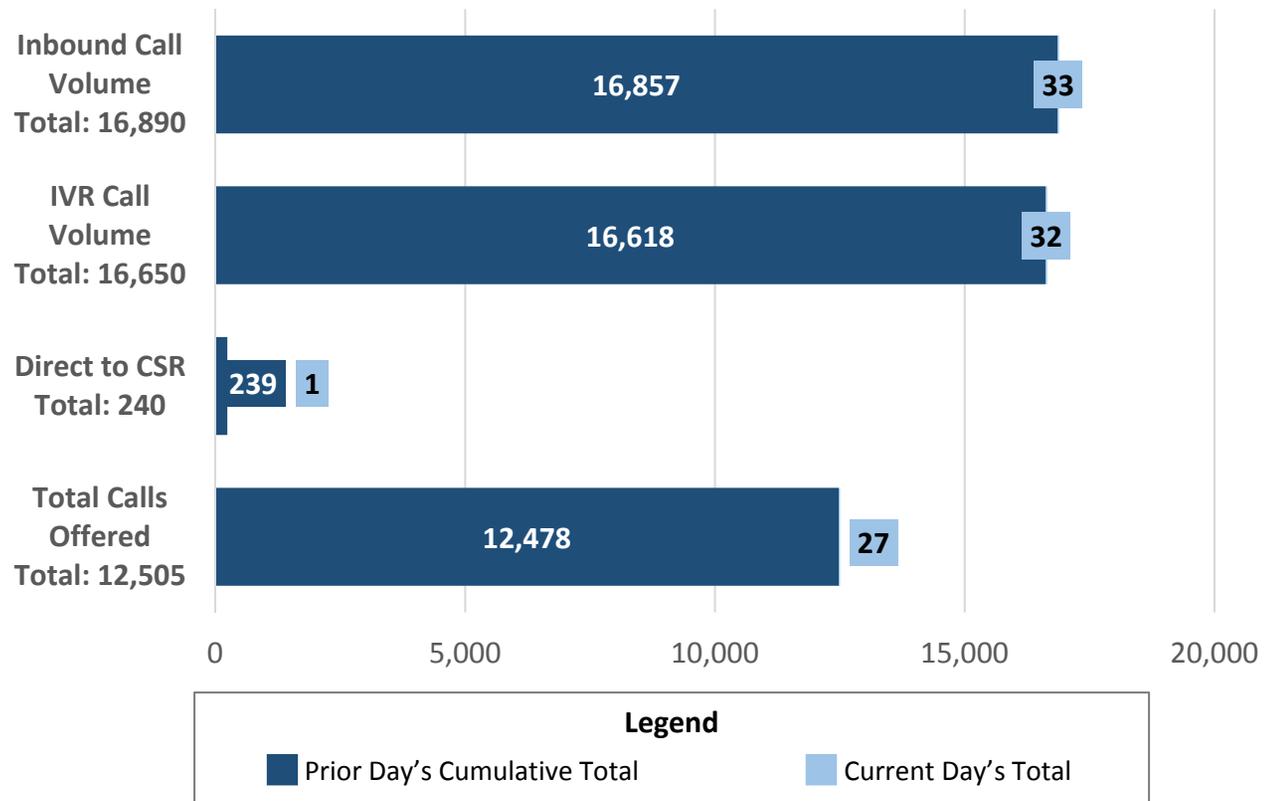
Data current as of:
 April 30, 2018

Completion Date:
 July 31, 2018

Notes:

- 'Total Calls Offered' includes 'Direct to CSR'

Inbound Calls Summary



Source: Daily Briefing Report: Census Questionnaire

Periodic Performance Management Reports

2018 End-to-End Census Test: Census Questionnaire Assistance Inbound Calls

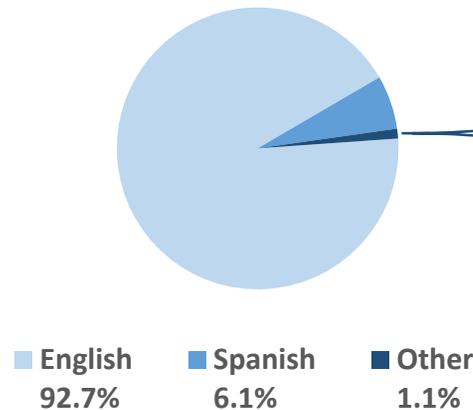
Inbound Calls Status

Status:
● *On Track*

Data current as of:
 April 30, 2018

Completion Date:
 July 31, 2018

Total Call Volume by Language



Other Languages	Total Call Volume
Chinese-Cantonese	6
Chinese-Mandarin	18
Korean	8
Arabic	5
Russian	15
Vietnamese	9
Tagalog	12
TDD	69

Notes:

The deflection rate is the percentage of the calls that are resolved by an automated Interactive Voice Response function and do not require speaking with a customer service representative.

Key Performance Metrics	Planned	Actual
Call Volume	16,651	12,505
Deflection Rate	30.0%	26.2%
Service Level – 30 Seconds	80%	98.9%
Avg. Handle Time	9:45	11:26

Source: Daily Briefing Report: Census Questionnaire

Periodic Performance Management Reports

2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons

Census Questionnaire Assistance Contact Reasons

Status:

 On Track

Data current as of:

April 30, 2018

Completion Date:

July 31, 2018

Notes:

Current Rank	Contact Reason	Cumulative Total
1 -	Can you send me a paper questionnaire?	1,434
2 -	Completing the ISR Race Screen - Job Aid	1,154
3 -	Completing the ISR Hispanic Screen - Job Aid	986
4 -	I am having computer/internet problems. Can you help me?	784
5 -	Where do I find my User ID?	695
6 -	I returned my complete questionnaire via mail, but I'm still receiving mailings/postcards. Why?	389
7 -	I submitted my completed questionnaire online, but I'm still receiving mailings/postcards. Why?	354
8 -	I completed my questionnaire over the phone with CQA, but I'm still receiving mailings/postcards.	316
9 -	Do I have to respond to the 2018 Census Test?	310
10 -	Where are you located?	307

Legend

- No Change from Prior Day

Source: Daily Briefing Report: Census Questionnaire Assistance

Periodic Performance Management Reports

2018 End-to-End Census Test: Coverage Improvement

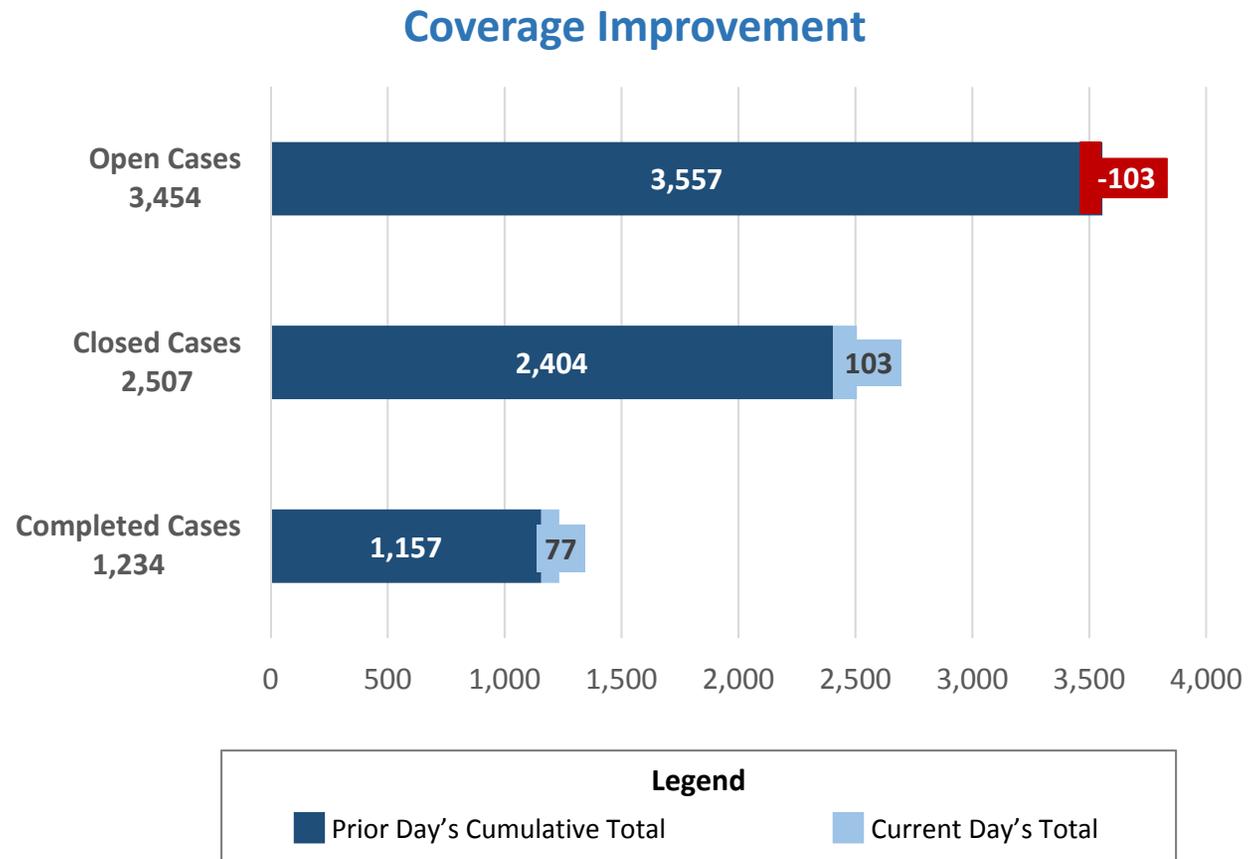
Coverage Improvement

Status:
● *On Track*

Data current as of:
April 30, 2018

Completion Date:
July 31, 2018

- Notes:**
- The total number of cases is 5,961.
 - There were 5,393 cases attempted which resulted in 15,869 call attempts.
 - Completed cases are a subset of the closed cases.



Source: *Daily Briefing Report: Census Questionnaire Assistance*

Periodic Performance Management Reports

2018 End-to-End Census Test: USPS Partnership Kiosks and Informed Delivery

USPS Partnership Kiosks and Informed Delivery

Status:

● *On Track*

Data current as of:

April 26, 2018

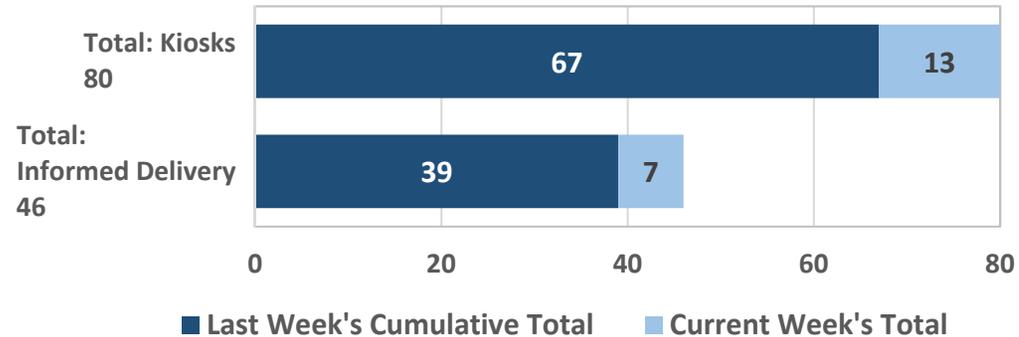
Completion Date:

July 31, 2018

Notes:

- Kiosks were installed on April 2, 2018.
- 30 of the 33 Post Offices in Providence County, RI have Kiosks.
- 27 of the 30 participating Post Offices have generated Kiosk activity.
- Informed Delivery outreach started March 16, 2018.
- There are ~14,000 Informed Delivery subscribers in Providence, RI.

Internet Self-Responses (ISR)



Informed Delivery Email

	Emails Sent	Emails Opened	Clicked 'Respond Now'	ISR Initiated	ISR Submitted
Mailing 1	7,445	5,273	317	25	3
Mailing 2	7,393	5,233	202	17	12
Mailing 3	6,246	4,239	133	21	15
Mailing 4	4,628	3,014	89	22	15
Mailing 5				2	1
Total	25,712	17,759	741	87	46

Periodic Performance Management Reports

2018 End-to-End Census Test: Nonresponse Followup Onboarding Status

Nonresponse Followup Onboarding Status

Status:

● Management Focus

Data current as of:

April 30, 2018

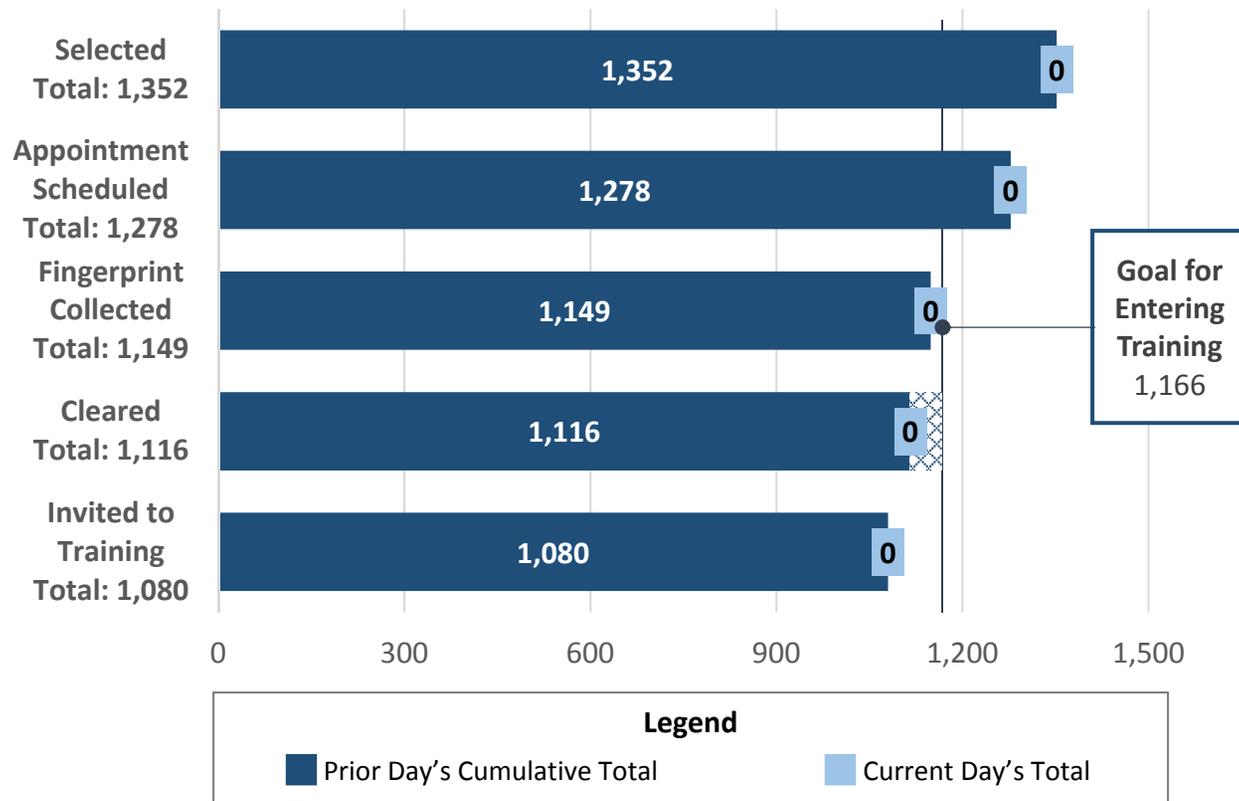
Completion Date:

April 30, 2018

Notes:

- Deployed to Field (goal): 1,049
- Core enumerators: 900
- Invited to Training: Decreasing as Trainees are now declining positions.

Nonresponse Followup Onboarding Status



Source: Selected: DAPPS D-424H, Selected Applicants by Position/Operation, Fingerprints Received/Cleared - CIS
 Cleared Status Report, Appointment Scheduled - IndraSoft (vendor) Daily Report

Periodic Performance Management Reports

Area Census Office Lease Status – Wave 1

Wave 1 Area Census Office (ACO) Lease Status

Status:

● *Requires Attention*

Data current as of:

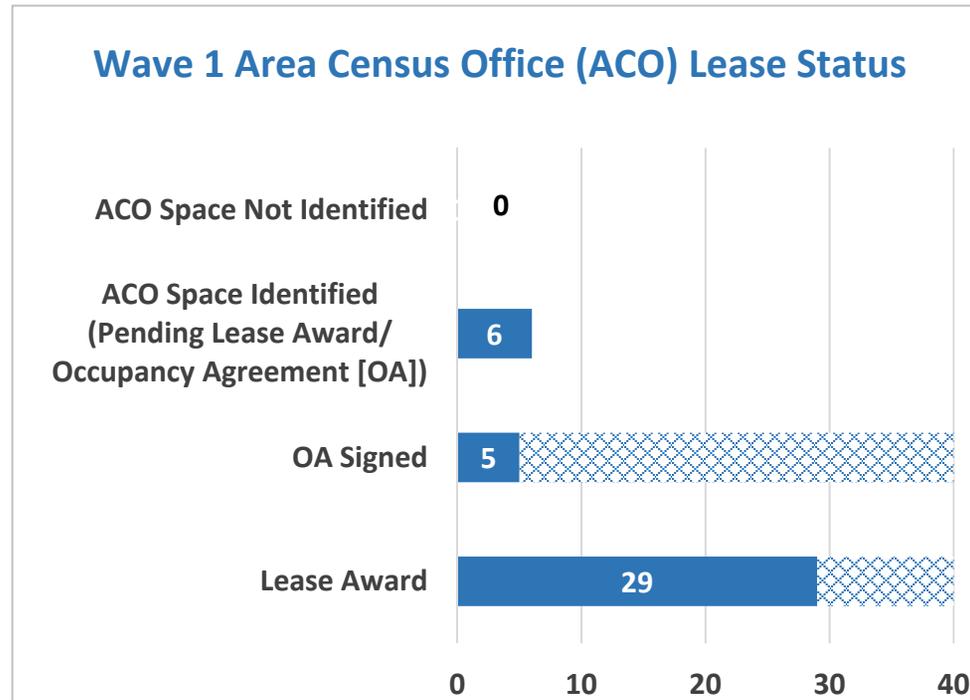
April 30, 2018

Completion Date (adjusted):

April 11, 2018

Notes:

The completion date was moved from March 31, 2018. All ACO Spaces were identified as of April 24, 2018.



Periodic Performance Management Reports

Area Census Office Lease Status – Wave 2

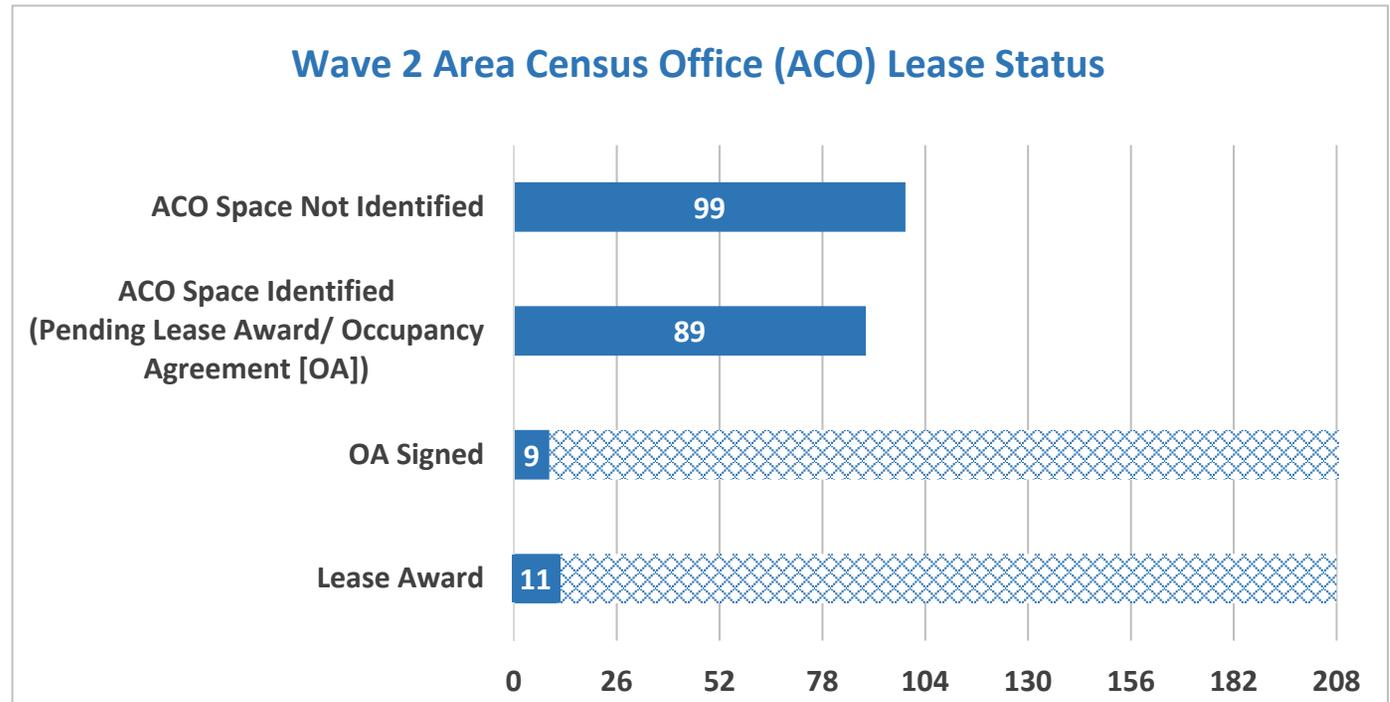
Wave 2 Area Census Office (ACO) Lease Status

Status:
● On Track

Data current as of:
April 30, 2018

Completion Date
(adjusted):
October 15, 2018

Notes:
The completion date was
moved from September 30,
2018.



Periodic Performance Management Reports

Regional Census Center Space Acceptance & Opening Status

Regional Census Center (RCC) Status



Status:

Management Focus

Data current as of:

April 30, 2018

RCC Open Dates:

April 16, 2018 (Dallas)
 April 23, 2018 (New York and Philadelphia)
 April 30, 2018 (Chicago and Los Angeles)
 May 7, 2018 (Atlanta)

	Buildout/ Space Accepted	Furniture/ Supplies/ IT Equipment Deployed	RCC Open
Philadelphia RCC			
Chicago RCC			
Dallas RCC			
Atlanta RCC			
Los Angeles RCC			
New York RCC			

Notes

Philadelphia, Chicago, Dallas, Atlanta, Los Angeles, and New York RCCs received ATOs for their phone systems on April 11, 2018.

Furniture and Supplies deployed at all 6 RCCs as of April 10, 2018.

Legend

Not Started
Completed
On Track
Management Focus
Requires Attention

Final Performance Management Reports

2020 Census Barriers, Attitudes, and Motivators Study - Survey

Status:

● Complete

Completion Date:

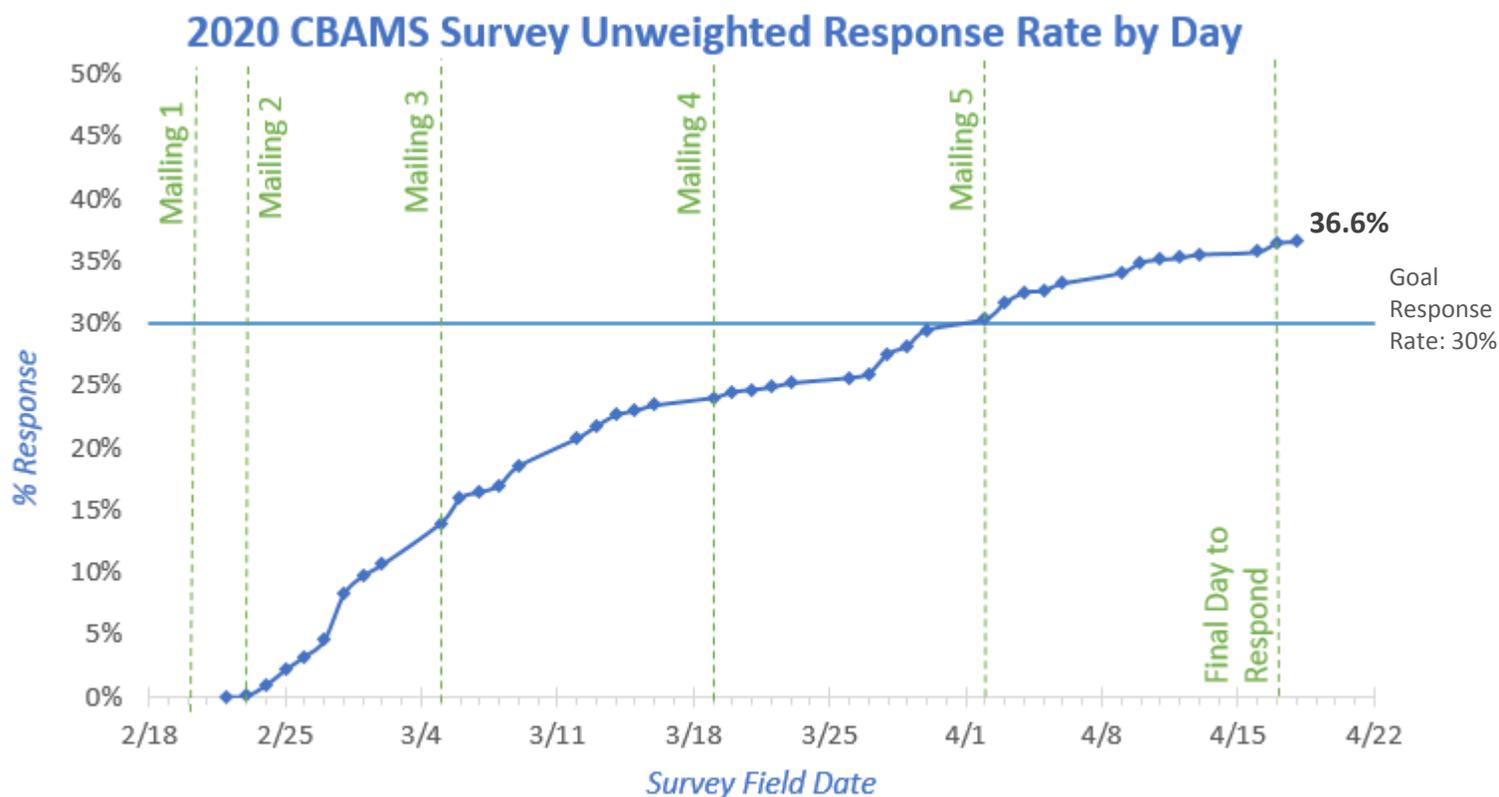
April 20, 2018

Sample Size:

50,000 Households

Notes:

Unweighted data



Final Performance Management Report

2020 Census Barriers, Attitudes, and Motivators Study - Focus Groups

Status:

● Complete

Completion Date:

April 20, 2018

Total # of Focus Groups:

42

Total # of Participants: 308

Completed Focus Groups

Date	Location	Audience	Recruited	Shown	Seated
3/14	Albuquerque 1	AIAN (Female)	11	11	8
3/14	Albuquerque 2	AIAN (Male)	10	8	8
3/15	Albuquerque 3	Low Internet Proficiency	12	11	8
3/15	Albuquerque 4	Low Internet Proficiency	12	12	8
3/19	New York 1	Vietnamese	11	11	6
3/19	New York 2	Vietnamese	11	10	8
3/20	Memphis 1	Low Internet Proficiency	12	12	8
3/20	Memphis 2	Low Internet Proficiency	12	10	7
3/20	New York 3	Mandarin	11	11	8
3/20	New York 4	Cantonese	11	11	8
3/22	Bristol 1	Rural	14	12	8
3/22	Bristol 2	Rural	14	9	7
3/27	New York 5	Spanish (Mainland)	14	13	8
3/27	Anchorage 1	AIAN (Female)	15	8	6
3/27	Anchorage 2	AIAN (Male)	15	9	6
3/29	South Dakota 1	AIAN (Female)	12	12	7
3/29	South Dakota 2	AIAN (Male)	12	6	6
4/2	Los Angeles 1	Spanish (Mainland)	11	9	8
4/3	Los Angeles 2	Cantonese	11	11	7
4/3	Los Angeles 3	Mandarin	11	11	8
4/3	Houston 1	Spanish (Mainland)	14	12	8
4/3	Houston 2	Spanish (Mainland)	14	11	8

Source: CBAMS Focus Groups Revised Schedule

Final Performance Management Report

2020 Census Barriers, Attitudes, and Motivators Study - Focus Groups

Final

Completed Focus Groups, continued

Date	Location	Audience	Recruited	Showed	Seated
4/4	Los Angeles 4	MENA	11	10	8
4/4	Los Angeles 5	MENA	12	12	8
4/4	Houston 3	Vietnamese	11	10	8
4/4	Houston 4	Vietnamese	11	9	7
4/5	Los Angeles 6	NHPI	11	10	8
4/5	Los Angeles 7	NHPI	10	8	6
4/9	Honolulu 1	NHPI	12	8	7
4/9	Honolulu 2	NHPI	11	7	7
4/10	Chicago 1	Young & Mobile	11	4	4
4/10	Chicago 2	Young & Mobile	13	7	6
4/11	Detroit 1	MENA	8	7	6
4/11	Detroit 2	MENA	14	12	8
4/12	Detroit 3	Black/African American	12	10	6
4/12	Detroit 4	Black/African American	12	9	8
4/16	Montgomery 1	Black/African American	12	8	7
4/16	Montgomery 2	Black/African American	12	11	8
4/18	San Juan 1	Spanish (Puerto Rico)	14	10	8
4/18	San Juan 2	Spanish (Puerto Rico)	14	11	8
4/19	Cayey 1	Spanish (Puerto Rico)	14	9	8
4/19	Cayey 2	Spanish (Puerto Rico)	14	13	8

Source: CBAMS Focus Groups Revised Schedule

Periodic Performance Management Reports

Local Update of Census Addresses (LUCA) Returns

LUCA Returns

Status:

● *On Track*

Data current as of:

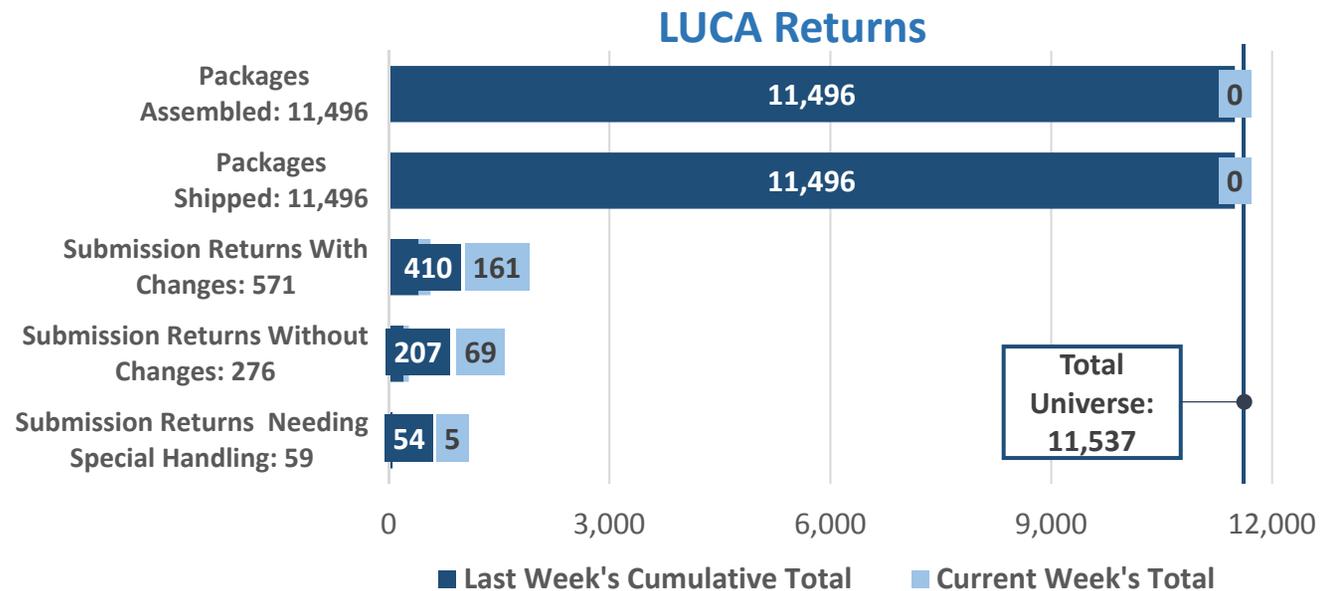
April 26, 2018

Completion Date:

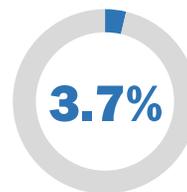
*For stateside, August 31, 2018
For Puerto Rico, October 15, 2018*

Notes:

Due to the impacts of Hurricane Maria, Puerto Rico's submission deadline is October 15, 2018.



Coverage Measures



Of the **population** covered

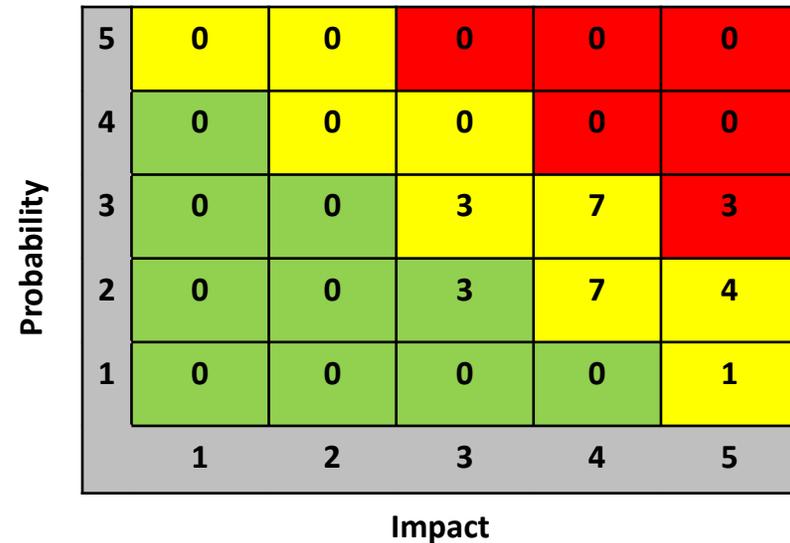


Of the **housing** covered

2020 Census

Portfolio Risk and Issue Management – Risk Register

Quadrant	Total Risks	%
RED	3	10.7%
YELLOW	22	78.6%
GREEN	3	10.7%
TOTAL	28	100%



The selected risks that follow represent the major concerns that could affect the design or the successful implementation of the 2020 Census.

- Cost Impacts of Late Changes (Probability 3, Impact 5) **RED**
- Public Perception of ability to Safeguard Response Data (Probability 3, Impact 5) **RED**
- Cybersecurity Incidents (Probability 3, Impact 5) **RED**

2020 Census Obligations and Commitments

As of March 31, 2018

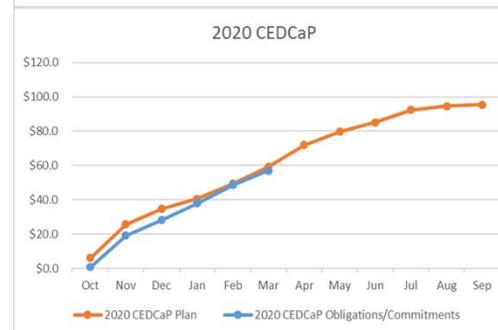
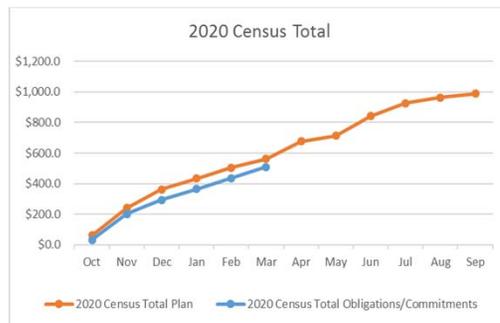
(Cumulative \$ Millions)	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2020 Census Total												
2020 Census Total Plan	\$62.1	\$241.6	\$362.9	\$433.0	\$504.7	\$562.5	\$677.5	\$714.2	\$842.2	\$926.8	\$964.0	\$987.2
2020 Census Total Obligations/Commitments	\$33.0	\$202.8	\$294.0	\$364.6	\$435.6	\$509.4						
2020 Census Total Variance Against Plan	\$29.1	\$38.8	\$68.9	\$68.4	\$69.1	\$53.1						
2020 Operations (Non IT)												
2020 Operations Plan	\$29.6	\$81.1	\$171.3	\$208.4	\$232.2	\$256.4	\$283.4	\$309.4	\$335.0	\$356.8	\$383.4	\$402.9
2020 Operations Obligations/Commitments	\$22.6	\$64.2	\$129.0	\$157.9	\$178.9	\$203.7						
2020 Operations Variance Against Plan	\$7.0	\$16.9	\$42.3	\$50.5	\$53.3	\$52.7						
2020 IT												
2020 IT Plan	\$26.3	\$134.5	\$156.7	\$184.0	\$223.1	\$246.8	\$322.1	\$325.2	\$422.0	\$477.4	\$485.7	\$488.6
2020 IT Obligations/Commitments	\$9.7	\$119.4	\$137.0	\$168.7	\$208.0	\$248.6						
2020 IT Variance Against Plan	\$16.6	\$15.1	\$19.7	\$15.3	\$15.1	(\$1.8)						
2020 CEDCaP												
2020 CEDCaP Plan	\$6.1	\$25.8	\$34.8	\$40.6	\$49.4	\$59.3	\$72.0	\$79.6	\$85.1	\$92.3	\$94.6	\$95.4
2020 CEDCaP Obligations/Commitments	\$0.8	\$19.3	\$28.2	\$38.0	\$48.7	\$57.1						
2020 CEDCaP Variance Against Plan	\$5.3	\$6.5	\$6.6	\$2.6	\$0.7	\$2.2						

The 2020 Census program committed or obligated 51.6 percent of the total plan of \$987 million in the first 6 months of FY 2018. There is a 9.3 percent variance against planned spending.

The variance of approximately \$53 million in 2020 Census operations is made up of \$26 million in salary lapse and \$27 million in contracts and other objects mostly due to delays in commitments.

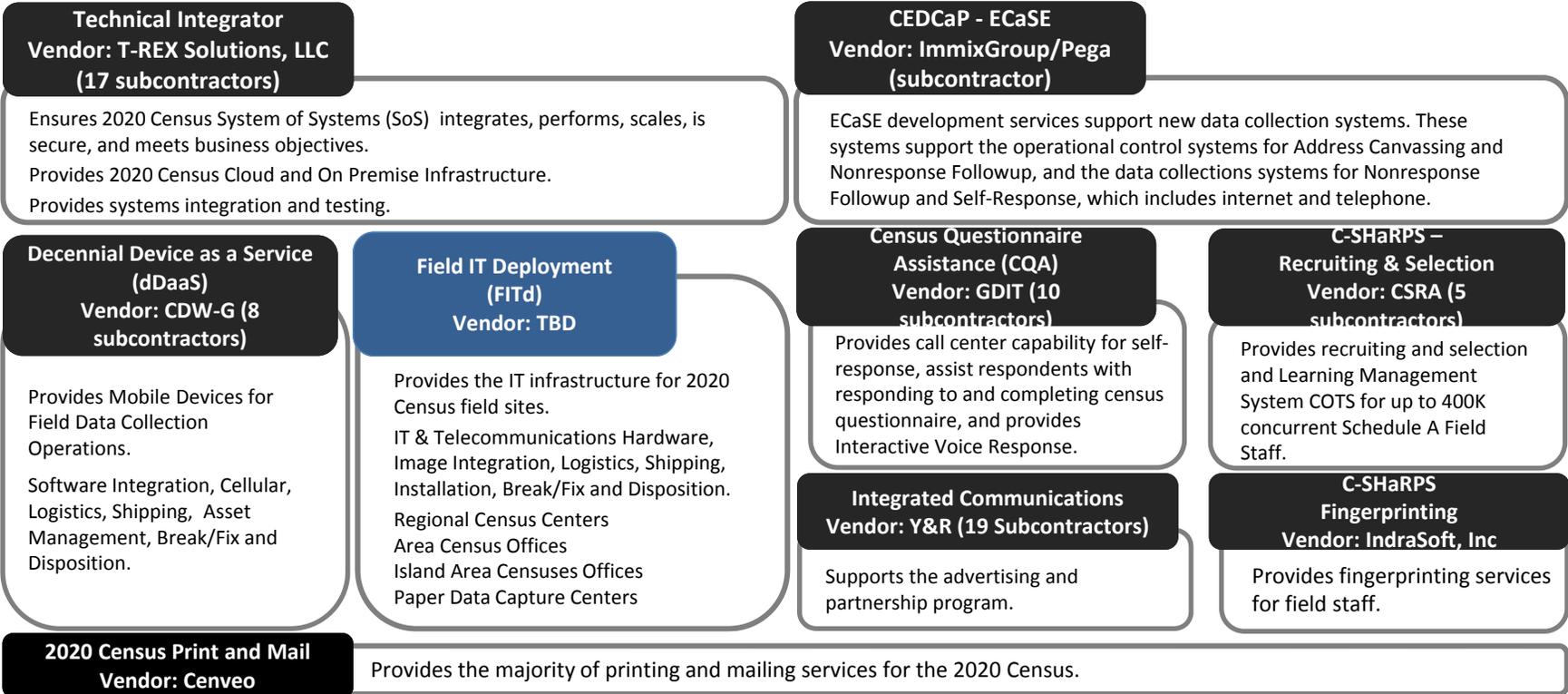
The variance of approximately -\$2 million in 2020 Census IT systems and operations is made up of \$2 million in salary lapse and -\$3 million in contracts and other objects due to the approval of critical, unfunded needs.

The \$2 million variance in CEDCaP is made up of salary lapse and differences in the planned and actual timing of contract obligations.



Appendix A: 2020 Census - Major Contracts*

Contract Status **Awarded** Pre-Award



Note: Decennial Service Center (DSC) is removed from DCEO contracts and functions will be fulfilled by other areas

*This slide represents the status of major contracts for the 2020 Census and is not an exhaustive list of contracts or contract opportunities

2020 Census

Major Contracts Overview

Integrated Communications Contract (ICC)

- Plan, design, integrate, produce, implement, monitor, and assess an integrated communications program for the 2020 Census
- By implementing an integrated communications campaign, it is anticipated that awareness of the decennial census will increase, promoting self-response, reducing Field workload for nonresponse follow-up operations, and improve response rates for targeted audiences
- **Awarded: August 24, 2016; Awardee: Young & Rubicam (Y&R)**

Census Questionnaire Assistance (CQA)

- Create, test and operate a multi-channel contact center to provides primary support for assistance in completing paper forms, and Internet Self-Response (ISR) and includes Interactive Voice Response (IVR)
- Enables respondents to complete the interview over the telephone and supports Census Outbound Operations to verify respondent information as a follow up activity for reinterview and quality checking
- **Awarded: July 11, 2016; Awardee: General Dynamics Information Technology (GDIT)**

2020 Census Printing and Mailing

- Provide primary print production and mailing services contract for the 2018 End-to-End Census Test and the 2020 Census; will print and distribute a variety of materials in support of self-response, Update Leave, and Nonresponse Followup operations
- Materials to be produced include questionnaires; letters inviting households to respond to the Census online, by phone, or by mail; reminder letters and postcards; and language inserts
- **Awarded: October 16, 2017; Awardee: Cenveo**

Census Schedule A Human Resources and Recruiting, Payroll System (C-SHaRPS) - Recruiting & Assessment (R&A)

- Through a combination of vendor-provided and legacy Census systems, the C-SHaRPS ecosystem will provide the following for Schedule A Field Staff for decennial operations:
 - Online Job Application and Assessment through the Recruiting and Assessment Solution
 - Automated Core Human Resources and Payroll functionality
 - Online Training provided by CSRA utilizing Cornerstone's Learning Management System
- **Awarded: November 10, 2016; Awardee: CSRA**

Census Schedule A Human Resources and Recruiting, Payroll System (C-SHaRPS) - Fingerprinting

- Collect fingerprints of selected applicants for Schedule A selectees during Decennial Census testing beginning in FY2018 and ultimately for the 2020 Census
- Additional options may include the collection of fingerprints from CQA contractor candidates and facial photography operations (both for Schedule A and CQA) during these periods
- **Awarded: November 21, 2017; Awardee: IndraSoft, Inc**

Decennial Device as a Service (dDaas)

- Provide a single integrated solution for mobile devices and related services to support the 2018 End-to-End Census Test, NRFU Operation, and 2020 Decennial Census
- Configure, provision, ship, manage, and decommission all mobile devices and provide reliable network coverage
- **Awarded: June 29, 2017; Awardee: CDW-G**

2020 Census

Major Contracts Overview cont'd

Field Information Technology Deployment (FITd)

- Provide and support IT equipment in the Regional Census Centers (RCCs) (Support Only), Area Census Offices (ACOs), Island Area Offices (IAOs), Paper Data Capture Centers (PDCCs), and Remote Workers
- Stage, provision, ship, install, track, maintain and decommission Field IT equipment
- Provide on-site help desk services and system administration support for Paper Data Capture Centers
- **Awarded: TBD; Awardee: TBD**

2020 Enterprise Census and Survey Enabling (CEDCaP ECaSE) Platform

- Design, develop, test, systems engineering, maintenance and operational support of an enterprise data collection and processing platform
- This solution includes the following 2020 Census capability areas: Internet Self Response (ISR), Operational Control System (Field OCS and Survey OCS) and Enumeration application
- **Awarded: June 19, 2017; Awardee: immixGroup, Inc.**

Technical Integration (TI)

- Support the 2020 Census Program to deliver a fully integrated Census System-of-Systems
- Ensure that the 2020 Census System-of-Systems integrates, scales, performs, is secure and meets 2020 Census business objectives
- **Awarded: August 26, 2016; Awardee: T-Rex Solutions, LLC**