

2020 Census Program
Monthly Status Report

May 2018



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
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2020 Census

General Update

The 2018 End-to-End Census Test is now in peak operations and all systems are functioning smoothly. This is an important development. We learned last Fall that our reengineered approach to Address Canvassing is sound, and our automated field management systems—including full support of payroll and administration operations—functioned effectively in many different geographic situations including areas with low internet connectivity. Our public facing support systems supporting internet and telephone response also are working well, just as they did in the 2017 Census Test. The big news this month is that with Nonresponse Followup fully underway (since May 9), we can report that the field management systems for case management, including the delivery of NRFU workloads to the enumerators and the collection and transmission of data on the handled devices, have been deployed with only minor glitches.

One clear learning is that recruiting and hiring the field staff necessary to support NRFU and other operations will be challenging. We fell short of our goal of fielding 900 core enumerators, although the 700 we have in the field are the getting the job done. We will be looking closely at our recruiting and hiring strategies as we prepare for the 2020 Census because hiring the temporary staff we need is tougher than we expected due to the strength of the economy.

We face a second potential challenge in leasing the field offices (called Area Census Offices) necessary to manage our field operations. It is taking longer than we planned to secure leases for the 40 “wave 1” ACOs needed for early operations. These offices must be fully operational by January 2019. As of May 31, 34 have a lease award, two have an occupancy agreement signed, and four have space identified and a pending lease award. The Census Bureau is working closely with the General Services Administration in order

to obtain office space through all leasing processes that are available, up to and including the more time-intensive traditional leasing process. All 40 of the Wave 1 ACOs are scheduled to open between January and March 2019. The remaining 208 ACOs, “wave 2”, are scheduled to open between June and September 2019. The lease status for the Wave 2 ACOs is on track.

The other significant challenge we face is the Print Mail Contract. Cenveo, the vendor selected for this contract, filed Section 11 Bankruptcy late last year. While Cenveo has produced what we needed for the 2018 End-to-End Census Test, we are exploring potential alternatives to ensure that we have a viable vendor in place for the 2020 Census. All other major contracts are functioning smoothly.

Work on the Communications and Partnership program is beginning to heat up. The Census Barriers, Attitudes and Motivators Study (CBAMS) was completed successfully and analysis is well underway. With a response rate of 36.6% against a sample of 50,000 addresses, and 42 qualitative focus groups addressing specific population groups, this survey is far stronger than its equivalent in 2010. The learnings from CBAMS coupled with the response propensity models that have been under development all year will provide the strongest research foundation we have ever had for the outreach and promotion campaign. We are addressing language in the accompanying Explanatory Statement of the Consolidated Appropriations Act, that directed the Census Bureau to support the communications contract and the partnership program with funding and staffing in 2018 comparable to 2008.

2018 End-to-End Census Test

Key Activities and Accomplishments

30-Day Look Back

Peak Operations

- Teams are continuing work on readying all operations and systems for peak operations of the 2018 End-to-End Census Test, with the following major operational start dates (in 2018):
 - Self-Response – March 16
 - Paper Data Capture – March 16
 - Census Day – April 1
 - Update Leave – April 9
 - Nonresponse Follow-up (NRFU) – May 9
 - Nonresponse Follow-up Re-interview – May 30
 - Group Quarters Advance Contact – June 18
 - Group Quarters Enumeration – July 30
- Key response statistics as of May 31:
 - Self-Response mailings delivered – 276,833 households
 - Total Response – 138,062 (49.1%) (not including approximately 2,200 duplicate responses)
 - Internet – 84,318 (61.1%)
 - Paper – 44,552 (32.3%)
 - Telephone – 9,192 (6.7%)
- Responses continue to come in from the Update Leave operation (which updates address information and census maps and hand-delivers census questionnaires to households in designated areas):
 - Update Leave packages delivered – 1,799
 - Total Response – 584 (32.5%)
 - Internet – 157 (26.9%)
 - Paper – 426 (72.9%)
 - Telephone – 1 (0.2%)

30-Day Look Ahead

Address Canvassing

- Teams are continuing the development of the 2018 End-to-End Census Test Address Canvassing Evaluation Report detailing the analysis of the In-Office Address Canvassing results compared with the In-Field Address Canvassing results in the Providence test site.
- Teams are continuing the development of the 2018 End-to-End Census Test Address Canvassing Assessment Report detailing the results of the operation in all three test sites.

Peak Operations

- Peak operations are ongoing, including the Nonresponse Followup (NRFU), Internet Self-Response (including Non-ID Processing), Census Questionnaire Assistance (telephone response), and Paper Data Capture.
- The Update Leave Operation also continues, and nonresponding households in this operation will be included in NRFU.

2018 End-to-End Census Test

Key Activities and Accomplishments (continued)

30-Day Look Back

Peak Operations (continued)

- Non-ID Processing (when a respondent completes their census response without using a preassigned Census identification code) shows that as of May 31, 6,968 responses have been received, with 5,178 of the cases resolved (74.3 percent) and 1,790 still in progress. A total of 5.0 percent of self-response from all modes (internet, paper, telephone) were considered to be Non-ID. Clerical Non-ID Processing—conducted for Non-ID responses whose address did not match to the Census Bureau’s address inventory during automated processing—continues at the Census Bureau’s National Processing Center in Jeffersonville, IN.
- The Census Questionnaire Assistance call centers received 21,531 calls, as of May 31, with 21,254 calls going initially through Interactive Voice Response (IVR) and 15,985 of the calls reaching a Customer Service Representative (CSR). IVR initially greets English and Spanish callers (other language calls are routed directly to a CSR) and features recorded answers to frequently asked questions. Through May 31, 93.1 percent of callers spoke English, 5.9 percent spoke Spanish, and 1.1 percent spoke one of seven other languages or selected the TDD option.

30-Day Look Ahead

Peak Operations (continued)

- Continue Inbound CQA questionnaire assistance in support of the test. Operations began on March 16.
- Continue Outbound calling in support of the Coverage Improvement (CI) operation. Operations began on April 10.
- Complete testing of Outbound workload processing in support of Nonresponse Followup Reinterview (NRFU-RI) operation.
- Complete training and begin Outbound calling operations in support of the NRFU-RI operation.

2018 End-to-End Census Test

Key Activities and Accomplishments (continued)

30-Day Look Back

Peak Operations (continued)

- A total of 9,615 households have been selected for Coverage Improvement, which is designed to resolve erroneous enumerations and omissions from the initial census self-response data collection operation and all field enumeration and follow-up operations. As of May 31, 7,520 (78.2 percent) of the cases are closed, with 2,095 of those closed cases completed with added data.
- The Census Bureau, in partnership with the U.S. Postal Service, placed self-response kiosks in 30 of 33 post offices in Providence County. Through May 31, respondents used 27 of the 30 kiosks, and 106 responses were submitted to the census test using a kiosk. Additionally, the Postal Service's Informed Delivery service sent out more than 30,000 emails containing an image of the Census Bureau mail piece with a link to the online census questionnaire. About two-thirds of those emails were opened.
- As of May 31, 54 responses were submitted through the "Respond Now" link to the census questionnaire. Informed Delivery is a free notification service that allows subscribers to electronically preview their mail.

30-Day Look Ahead

Peak Operations (continued)

- The Group Quarters Advance Contact operation, where we contact institutions like nursing homes, college/university student housing, prisons, etc. to inform them of the upcoming enumeration operation and get their preferred timing and method for data collection, is scheduled to begin June 18. Group Quarters Enumeration itself is scheduled to start July 30.
 - Prepare training kits for the Group Quarters field staff for the 2018 End-to-End Census Test.
 - Conduct Group Quarters (GQ) training for RCC/ACO managers June 11-13.
 - Conduct Group Quarters Advance Contact (GQAC) training for clerks June 14-15.
 - Conduct Group Quarters Enumeration/Service Based Enumeration training for Census Field Supervisors June 25-28.

2018 End-to-End Census Test

Key Activities and Accomplishments (continued)

30-Day Look Back

Peak Operations (continued)

- Nonresponse Followup (NRFU) operations continues in Providence County, and case progress for field enumeration is ahead of schedule. Enumerators were expected to follow up with 142,795 households and close 51,948 cases through July 24. As of May 31, enumerators have already closed 53,519 cases. Work is underway to review detailed cost data, resolve questions pertaining to those data, with the goal of reporting total costs incurred in June.
- A total of 1,091 enumerators were invited to training, and a total of 917 were hired. As of May 31, 756 had completed training and 723 were deployed, which is significantly below planned targets. For the short term, we are training additional available staff to compensate. For the longer term, we are adjusting our staffing models to account for this decrease for the 2020 Census.
- Before we make a final decision to remove a housing unit from the nonresponse follow-up workload based on administrative records, we make one final mailing to that address. In-home delivery of the NRFU administrative records vacant/delete mailings began on May 17. During the 2010 Census, almost 30 percent of the 48 million nonresponding households were vacant or nonexistent units. Delivery of the NRFU administrative records occupied mailings began on May 24.

2018 End-to-End Census Test

Key Activities and Accomplishments (continued)

30-Day Look Back

Systems Readiness – Releases to Date

- Systems Engineering & Integration (SE&I), the Technical Integrator (TI), and systems teams are preparing for Test Readiness Reviews (TRR), Program Increments (PI), Release Train Planning Sessions, and program-level system integration tests in support of the 2018 End-to-End Census Test. TRRs assess readiness of systems to begin independent program-level testing. The Release Train is a rapid, iterative system development process consisting of 40-day Program Increments that are scheduled to meet a milestone date on the Integration and Implementation Plan spreadsheet. Program-level system integration testing assesses the systems' fulfillment of assigned business capability requirements:
 - Program Increment (PI) 26 concluded on May 16.
 - Program Increment (PI) 27 kick-off was held May 17.
 - The Release C-3 (Group Quarters (GQ) – Workload, Advanced Contact, and All GQ Training) Production Readiness Review (PRR) took place May 21.

30-Day Look Ahead

Systems Readiness – Planned Releases

- Release C-3 (Group Quarters Workload/Advanced Contact/All Group Quarters Training) Conduct Operations will be held on June 11. Conduct Operations means the system is operational.
- Release D-2 (Group Quarters eResponse/ Group Quarters Enumeration/Service-Based Enumeration) Production Readiness Review (PRR) will be held on June 11. The PRR evaluates the full, production-configured system to determine if it correctly and completely implements all system requirements.

2020 Census

2020 Census Operational Readiness

30-Day Look Back

Operational Planning

- Space has been identified for all 40 Wave 1 area census offices (ACOs): 34 have a lease award, two have an occupancy agreement signed, and four have space identified and a pending lease award, as of May 31. Space has been accepted at three sites: Beckley, WV; Seattle, WA; and Providence, RI. The Census Bureau is working closely with the General Services Administration (GSA) in order to obtain office space through all leasing processes that are available, up to and including the more time-intensive traditional leasing process. All 40 of the Wave 1 ACOs are scheduled to open between January and March 2019.
- Of the 208 Wave 2 area census offices scheduled to have leases awarded by October 15, 18 have a lease award, 27 have an occupancy agreement signed, 100 have space identified and a pending lease award, and 63 do not have space identified, as of May 31. These offices are scheduled to open between June and September 2019. This lease status is on track.
- Training for regional census center (RCC) management in Atlanta, Dallas, Los Angeles, and Philadelphia occurred in mid-May.

30-Day Look Ahead

Operational Planning

- Training for regional census center (RCC) management staff in Chicago and New York is scheduled for June 26-28.
- The 2020 Census Federal Register Notice published on 6/8/18, as scheduled by the Office of the Federal Register. The 60-day comment period will close on 8/7/18.

Count Review

- As part of the Count Review program, an announcement package will be sent to state representatives inviting each state to participate in the Federal-State Cooperative for Population Estimates (FSCPE) program. The FSCPE enables representatives from each state to contribute directly to the quality of the 2020 Census counts. The program capitalizes on the 50+-year relationship between the states and the Census Bureau exemplified through the FSCPE. Count Review was extremely effective in the 2010 Census, and given the improvements we are implementing for the 2020 Census, we again anticipate great success.

2020 Census

2020 Census Operational Readiness (continued)

30-Day Look Back

Redistricting Data Program

- “Phase 2 – The Voting District Project” has received updates or indications of no changes for 2,026 counties out of a possible 3,220. As of May 25, 1,063 of those county submissions have been processed (918) or had no changes (145) and have been provided to the Geography Division for application to the MAF/TIGER system. Phase 2 is on schedule.
- The 2020 Redistricting Data Program “Phase 4 – The Congressional and State Legislative District Collection” has confirmed 44 of the 52 states or state-equivalents have no changes. The remaining eight state or state-equivalent submissions for the collection of the 116th congressional and the 2018 state legislative districts have been processed. All eight states/state-equivalents have been provided verification materials as of May 6 and all eight have verified their updates as of May 18. The biennial collection of congressional and state legislative districts, Phase 4, is now complete.

30-Day Look Ahead

Redistricting Data Program

- In the next 30 days, we will complete the collection of voting districts as part of Phase 2 of the Redistricting Data Program. Processing of the Voting District files will continue through the summer.
- We will present this program to the National Black Caucus of State Legislators on June 13.

2020 Census

2020 Census Operational Readiness (continued)

30-Day Look Back

Integrated Partnership and Communications

- The results of the 2020 Census Barriers, Attitudes, and Motivators Survey (CBAMS) are being processed and the focus groups content is being coded.
- Census Bureau communications approved Team Y&R's creative design for the 2020 Census recruitment campaign.

Local Update of Census Addresses (LUCA)

- LUCA review materials for 11,496 entities have been assembled and shipped. As of May 29, 2,124 LUCA submissions have been received, 1,619 with changes (76.2 percent), 414 with no changes (19.5 percent), and 91 submissions requiring follow up with the entity to clarify the status (4.3 percent).

Boundary and Annexation Survey (BAS)

- The response rate for the 2018 Boundary and Annexation Survey (BAS) stands at 83.3 percent (32,584 of 39,139 entities) as of May 25, surpassing the goal of reaching an 80 percent response by the end of the third quarter. Of the 32,584 responding governments, 91.0 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

Integrated Partnership and Communications

- Team Y&R is refining the advertising content of the creative design for the 2020 Census recruitment campaign, including the selection of appropriate images for both U.S. mainland and Puerto Rico placement.

Local Update of Census Addresses (LUCA)

- Ship LUCA review materials to 41 governments in Puerto Rico on June 1. The shipping date was pushed back by request from our LUCA partners in Puerto Rico to allow them to focus on recovery efforts associated with the hurricane.
- There are four LUCA training workshops scheduled in Puerto Rico in the following municipios: Caguas (June 4), Aguadilla (June 5), Humacao (June 6), and Guayama (June 7).

Demographic Analysis

- On June 12, the Census Bureau will host internal and external demography experts to review proposed component methods for the 2020 Census Demographic Analysis.

2020 Census

Budget

30-Day Look Back

FY 2018 Funding

- FY 2018 Budget Execution is on target through April.
- The 2020 Census program committed or obligated over 62 percent of the total plan of \$987 million through 7 months.
 - As of the end of April, there was a \$69 million or 10 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 \$14 million and \$2 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 largely being redirected to reduce operational risk by funding the highest priority unfunded requirements, or realigned to match actual staffing plans.
 - The variances in contracts and other purchases were generally timing issues (planned to post by the end of April, but are now planned in a future month for technical reasons.) There are no major concerns about program impacts due to these timing 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 late spring.
- The refreshed report was submitted to the Appropriations Committees June 14.

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.

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) ●

- Technical Integrator (TI) contract awarded to T-Rex Solutions LLC on August 26, 2016.
- On March 14, Kicked-off Release D-1 Conduct Operation on schedule.
- On March 19, Kicked-off Training Release 2 Conduct Operation on schedule.
- On March 27, conducted Release C-3 TRR.
- On April 4, conducted Release E Production Readiness Review.
- On April 17, conducted Release D-2 TRR.
- On May 21, conducted Release C-3 (GQ Workload and GQ Advanced Contact) Production Readiness Review (PRR).
- On May 21, conducted Release C-3 (GQ Workload and GQ Advanced Contact) Production Readiness Review (PRR).

TI Corrective Action Status

- Technical Integrator Contract was protested September 2016. GAO dismissed the protest in November 2016 based on Census' plan to take corrective action in the form of re-evaluating proposals and issuing a new award decision. On May 30, 2018, the Census Bureau Acquisition Division announced the new award decision and notified T-Rex Consulting Group they were selected to receive the award of the 2020 Technical Integrator Work Order.

2020 Census

Major Contracts (See Appendix A for Contracts Background)

30-Day Look Back

Decennial Device as a Service (dDaaS) ●

- dDaaS contract awarded to CDW-G on June 29, 2017.
- A contract modification is underway to incorporate the selected laptop model that will be used for the 2019 Address Canvassing, 2020 Update Leave, and potentially the 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.
- Established the dDaaS Help Desk to support 2018 End-to-End Test operations.

30-Day Look Ahead

Decennial Device as a Service (dDaaS)

- Continue support for production of 2018 End-to-End Test operations.
- Preparing 156 smartphones and 16 tablets for the Group Quarters Enumerators. Shipments of these devices are scheduled between June 1 and July 13.
- Plan to order 200 Windows 10 devices for developers in preparation for 2020.
- Commit resources to development for the dDaaS dashboard.

2020 Census

Major Contracts (continued)

30-Day Look Back

Census Questionnaire Assistance (CQA) ●

2018 End-to-End Census Test

- Continued Inbound CQA call assistance for the test.
- As of May 24, CQA received and handled more than 20,000 calls. The call reasons are a mix of general assistance and phone enumerations.
- Continued Outbound calling support for the Coverage Improvement (CI) operation.
- Completed testing of Outbound workload processing in support of the Nonresponse Followup Reinterview (NRFU-RI) operations.
- Began training and Outbound calling support for the NRFU-RI operation, which was delayed three weeks from its original planned May 10 start date.
- In a recent contract modification, we updated the next phase of the contract's proposal delivery requirement, such that we will receive a proposal on or by July 6, 2018. The modification allows the government to formally begin contract negotiations.

2020 Census

- Met with CQA modeling staff to complete a revision of the CQA call and staffing model that will be used to predict the 2020 Census CQA call volume, facility, and staffing needs.
- Rebaselined to CQA operation and system's Integrated Master Schedule.

30-Day Look Ahead

Census Questionnaire Assistance (CQA)

2018 End-to-End Census Test

- Continue Inbound CQA questionnaire assistance in support of the test. Operations began on March 16, 2018.
- Continue Outbound calling in support of the Coverage Improvement (CI) operation. Operations began on April 10, 2018.
- Continue Outbound calling in support of the NRFU-RI operation.

2020 Census

- Continue early Phase 2 contract planning for the next option period of the CQA contract.
- Staff continue working with OIG auditors to provide requested program information and answer questions regarding their audit of the CQA program.

2020 Census

Major Contracts (continued)

30-Day Look Back

2020 Enterprise Censuses and Surveys Enabling (ECaSE) Platform ●

- ECaSE solutions delivered 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.

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.
- Continue to support the self response operation for the 2018 End to End test.
- Census Questionnaire Assistance (CQA) Customer Service Reps continue to use the ISR application for inbound calls and another version of the application for the outbound Coverage Improvement operation.

30-Day Look Ahead

2020 Enterprise Censuses and Surveys Enabling (ECaSE) Platform

- Continue support for production 2018 End-to-End Test operations.
- Continue development work on the additional functionality needed for the 2020 Census. For example, adding the additional languages for Internet Self Response and to functionality needed to support field operations not in the 2018 End to End Test, such as Update Enumerate.
- Support integration testing by TI for the Survey and Field OCS functionality needed for the 2018 End to End test Group Quarters operation. Training of field staff is scheduled to begin in June and other preparatory production activities begin in June with field work beginning in July.

2020 Census

Major Contracts (continued)

30-Day Look Back

Field Enumeration (ENUM) ●

CURRENTLY IN PRODUCTION

- Currently conducting Non-response Follow-up data collection with the ENUM and Field OCS. Pega is still assessing the time and expense syncing issue that occurred last month which impacted just about a dozen of the thousands of successful time and expense entries submissions. A workaround was deployed but investigation of the root cause is ongoing. Last week, Pega deployed a logging algorithm to collect data on the instances where it occurs.
- Apple's iOS release (iOS 11.3) had a defect that caused issues for Pega and other customers. This defect would have made ENUM inoperable. Worked with Apple engineers who immediately acknowledged the issue. Apple fixed the problem and have released a fix in the an iOS beta version (11.4b5). Still waiting to be informed about when Apple will deploy the fix to production. [Workaround deployed, Fix in testing]
- Census Questionnaire Assistance (CQA) Outbound NRFU Reinterview calling using a version of the ECASE ENUM application is scheduled to begin May 30.

ENUM Tiger Team

- The Tiger Team meets daily to review and prioritize for release any existing ENUM defects. Defects that are not impacting the collection of data in the test have been deferred until the 2020 Census.

2020 Census

Major Contracts (continued)

30-Day Look Back

Fingerprinting ●

- Preparations began for the Fingerprint Appointment Scheduling Application and the 2020 Census Fingerprint Collection activities scheduled to begin in October 2018.
- 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 start date.
- The fingerprint contract includes photographs for badges, which will be used by field personnel for the 2020 Census. More development on the interface is delayed until a final badging solution has been decided and funded.
- The design of the interface with the Census Hiring Employment Check (CHEC) system is underway.

30-Day Look Ahead

Fingerprinting

- Continue system development for the Fingerprint Appointment Scheduling Application and the 2020 Census Fingerprint Collection activities scheduled to begin in October 2018.
- Finalization of the schedule for the 2020 Deliverables.
- Continue development of the interface with the Hiring Employment Check (CHEC) system to transfer data and fingerprint images.
- Vendor is sufficiently staffed for development.
- Commence preparations for the hiring and training the Fingerprint site collectors to be prepared for an October start date.

2020 Census

Major Contracts (continued)

30-Day Look Back

Recruitment and Assessment ●

- Applications for the 2018 End-to-End Census Test Peak operations were successfully processed until the receipt of applications was closed on March 18, 2018.
- Selected applicants with a favorable background check utilized R&A to complete onboarding forms for NRFU.
- The LMS module is currently being utilized by NRFU employees to complete initial online training to support the blended training approach.

2020 Printing and Mailing Contract ●

Conveo Petition for Reorganization Under Chapter 11

- Census' concern is whether Conveo 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

Recruitment and Assessment

- Continue system development for the online 2020 Census Job Application and Assessments.
- Finalization of the schedule for the 2020 Deliverables.
- Continue developing required changes to the interface with the Decennial Applicant Personnel and Payroll System (DAPPS) to transfer completed applications, assessment scores, pre-background check forms and onboarding forms.
- Vendor is sufficiently staffed for development.
- Continue supporting 2018 End-to-End Census Test NRFU field data collection staff with the training modules in the Learning Management System.

2020 Printing and Mailing Contract

Conveo 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 Conveo'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) ○

- Completed FITd TET and PET reports.
- 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)

- Complete Best Value report
- Receive ACQ and OGC approval on TET, PET and Best Value reports.
- Working 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 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 of Housing Units	23
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●	2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons	27
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●	Local Update of Census Addresses (LUCA) Returns	35

Legend

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:

● On Track

Data current as of:

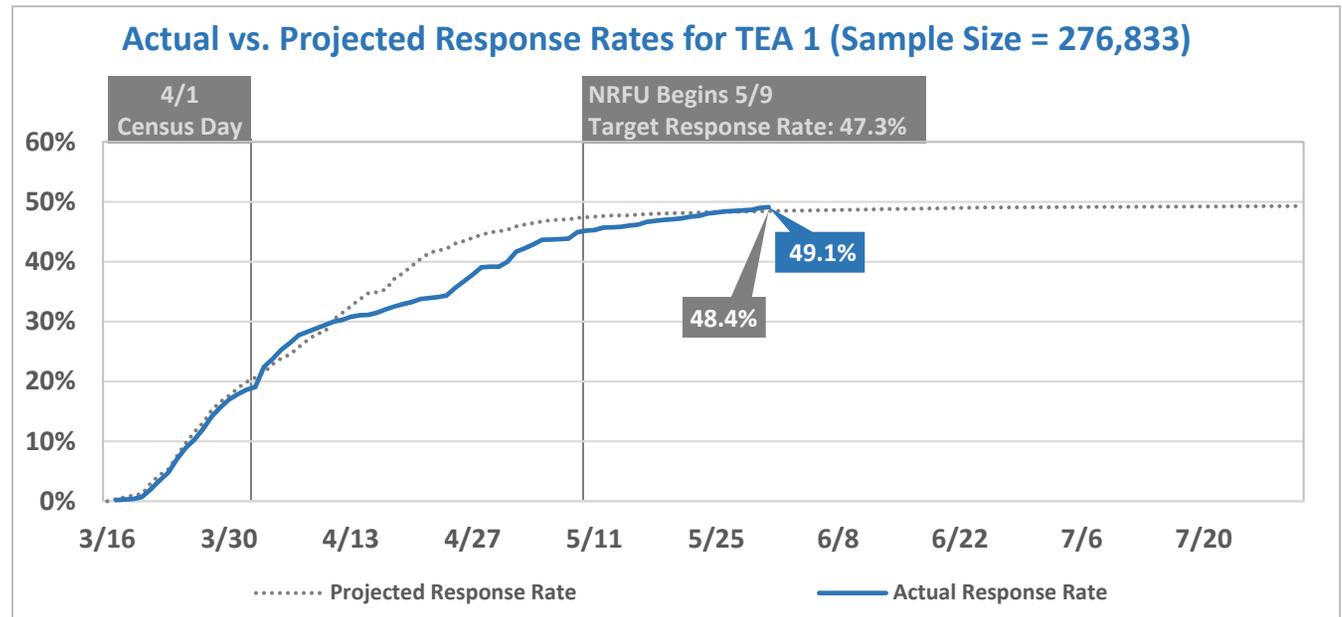
May 31, 2018

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 135,853.
- 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	138,062	100.0%	584	100.0%
Internet	84,318	61.1%	157	26.9%
Phone	9,192	6.7%	1	0.2%
Paper	44,552	32.3%	426	72.9%

Periodic Performance Management Reports

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

Non-ID Processing

Status:

● *On Track*

Data current as of:

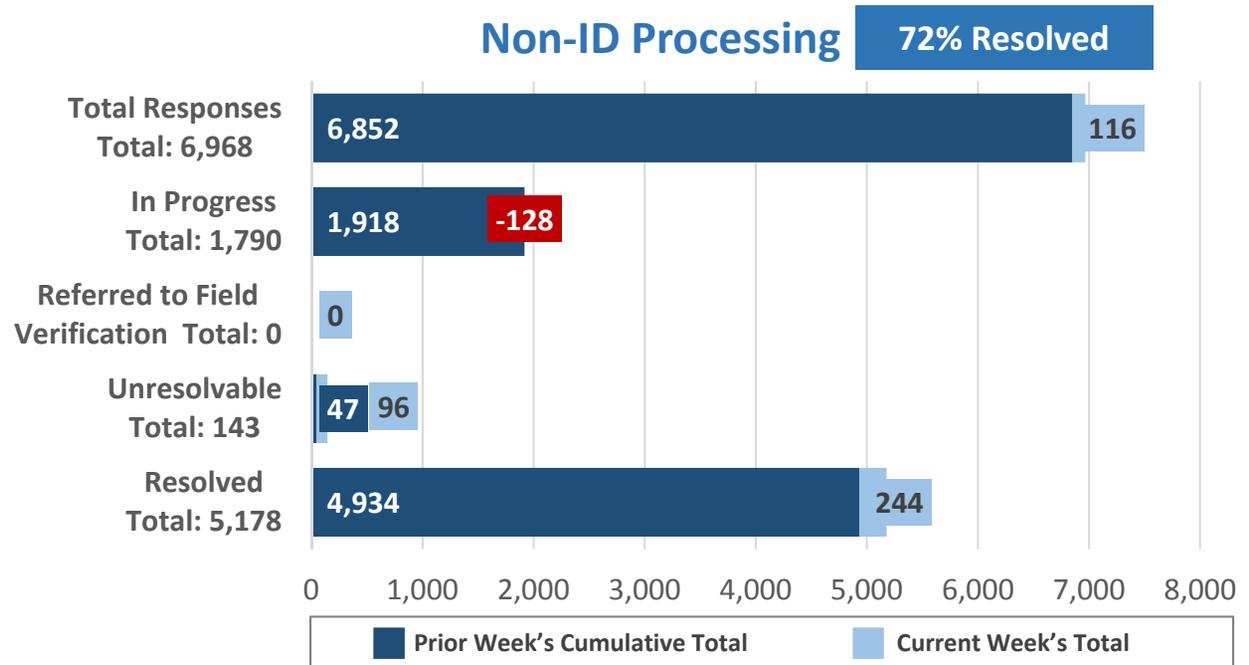
May 31, 2018

Completion Date:

July 31, 2018

Notes:

- Total responses includes Coverage Improvement usual home elsewhere cases.
- Clerical Processing began May 21. As of this report, no cases have been referred to field verification.
- 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

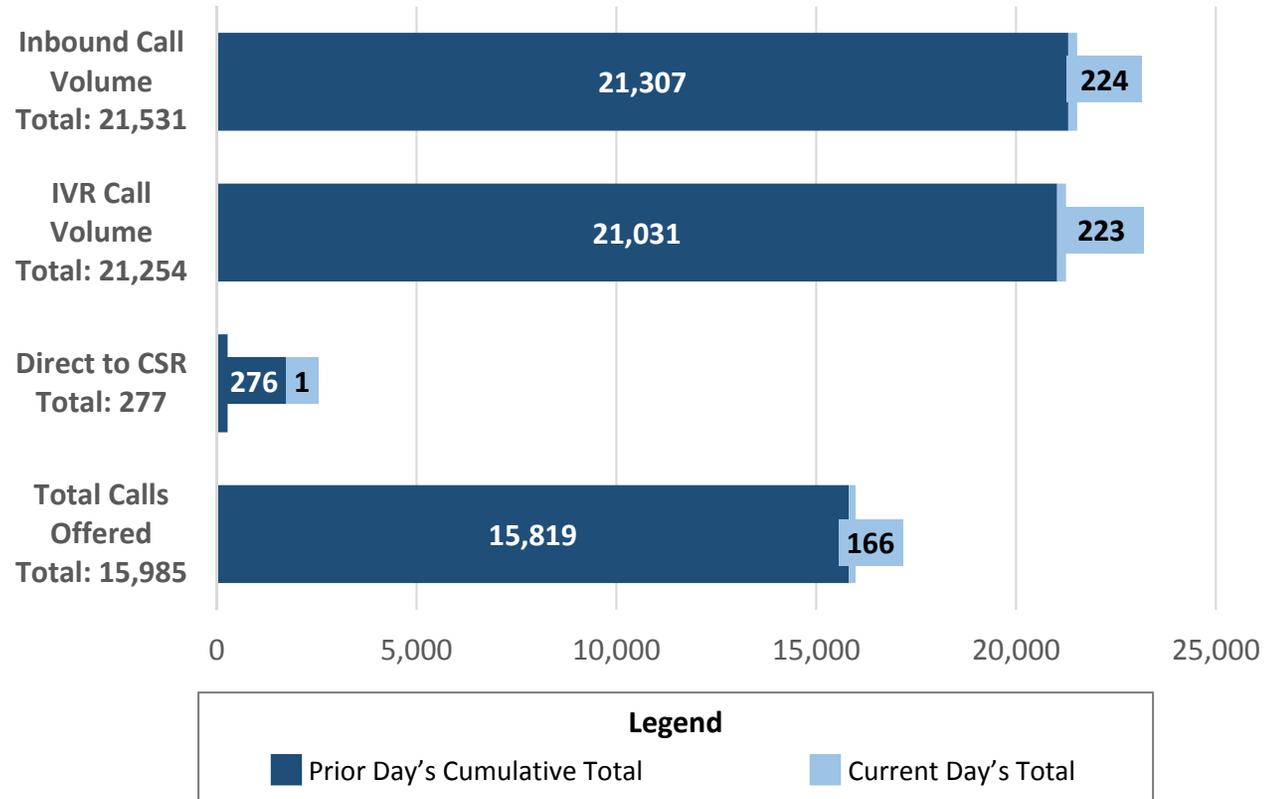
Data current as of: May 31, 2018

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*

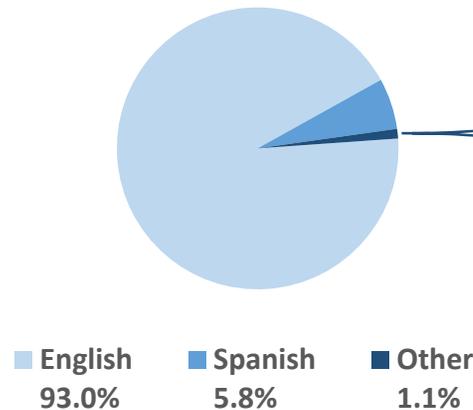
Data current as of:
 May 31, 2018

Completion Date:
 July 31, 2018

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.

Total Call Volume by Language



Other Languages	Total Call Volume
Chinese-Cantonese	9
Chinese-Mandarin	23
Korean	9
Arabic	10
Russian	22
Vietnamese	10
Tagalog	11
TDD	77 *

* Note: Only four of the 77 TDD calls were intentional; the majority were a result of people inadvertently dialing the number.

Key Performance Metrics	Planned	Actual
Call Volume	17,629	15,985
Deflection Rate	30.0%	25.90%
Service Level – 30 Seconds	80.0%	98.9%
Avg. Handle Time	9:45	11:29

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:

May 31, 2018

Completion Date:

July 31, 2018

Notes: Please note that there was a revision to the ISR Race Screen Job Aid that impacted these results. One version included mandatory text that was required to be read. The other did not require mandatory text to be read. A solution is being worked.

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 Race Screen – Job Aid	1,013
4 -	Completing the ISR Hispanic Screen - Job Aid	986
5 -	I am having computer/internet problems. Can you help me?	873
6 -	Where do I find my User ID?	858
7 -	Completing the ISR Hispanic Origin Screen – Job Aid	541
8 -	I returned my complete questionnaire via mail, but I'm still receiving mailings/postcards. Why?	539
9 -	I submitted my completed questionnaire online, but I'm still receiving mailings/postcards. Why?	465
10 -	I completed my questionnaire over the phone with CQA, but I'm still receiving mailings/postcards.	431

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

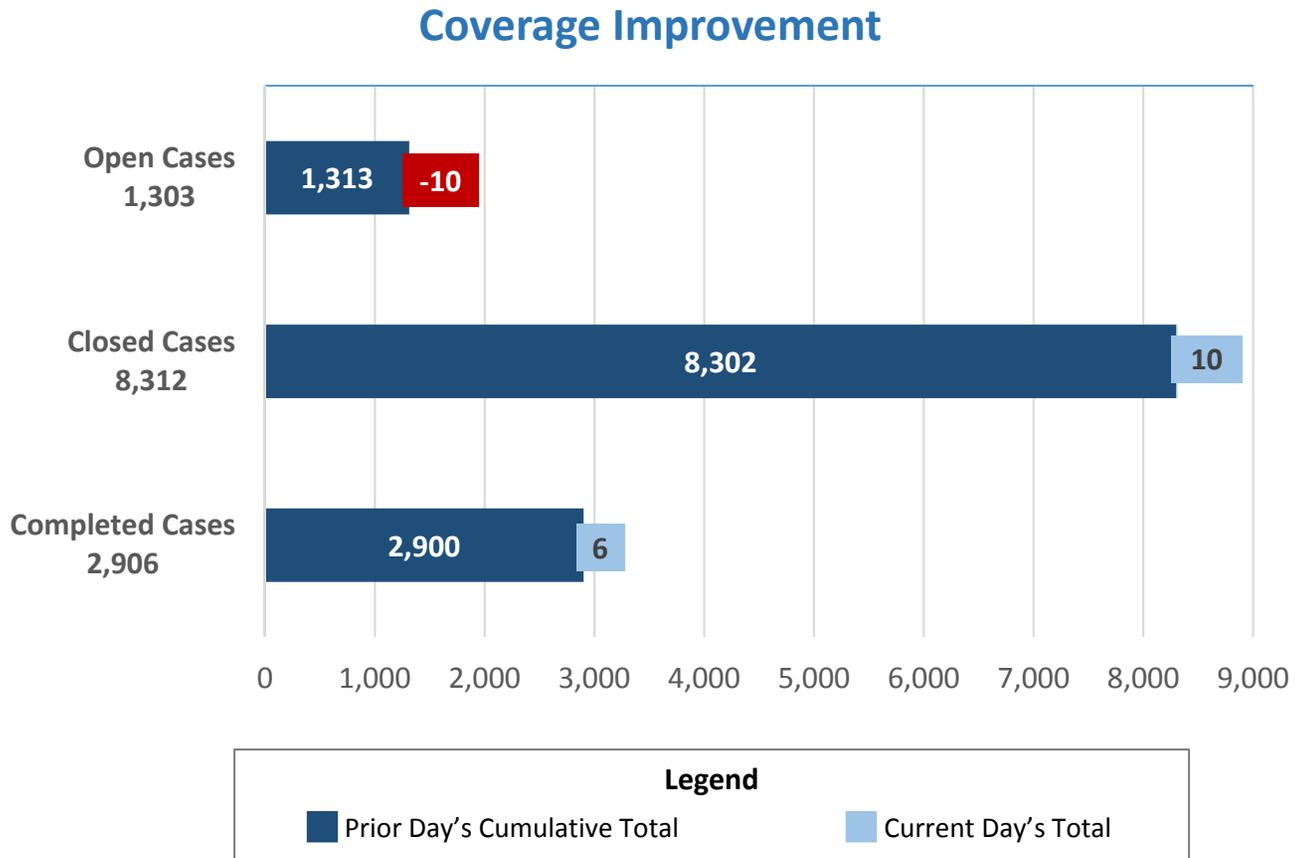
Coverage Improvement

Status:
● On Track

Data current as of:
 May 31, 2018

Completion Date:
 July 31, 2018

- Notes:**
- The total number of cases is 9,615.
 - There were 8,853 cases attempted which resulted in 43,197 call attempts.
 - Completed cases are a subset of the closed cases.
 - Note: There was not outbound dialing on May 28, Memorial Day.



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:

May 31, 2018

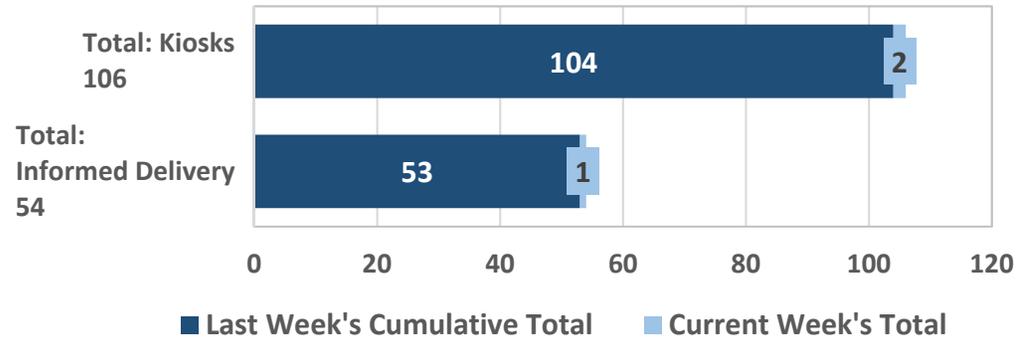
Completion Date:

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	23	16
Mailing 5	4,407	2,851	60	10	8
Total	30,119	20,610	801	96	54

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:

May 31, 2018

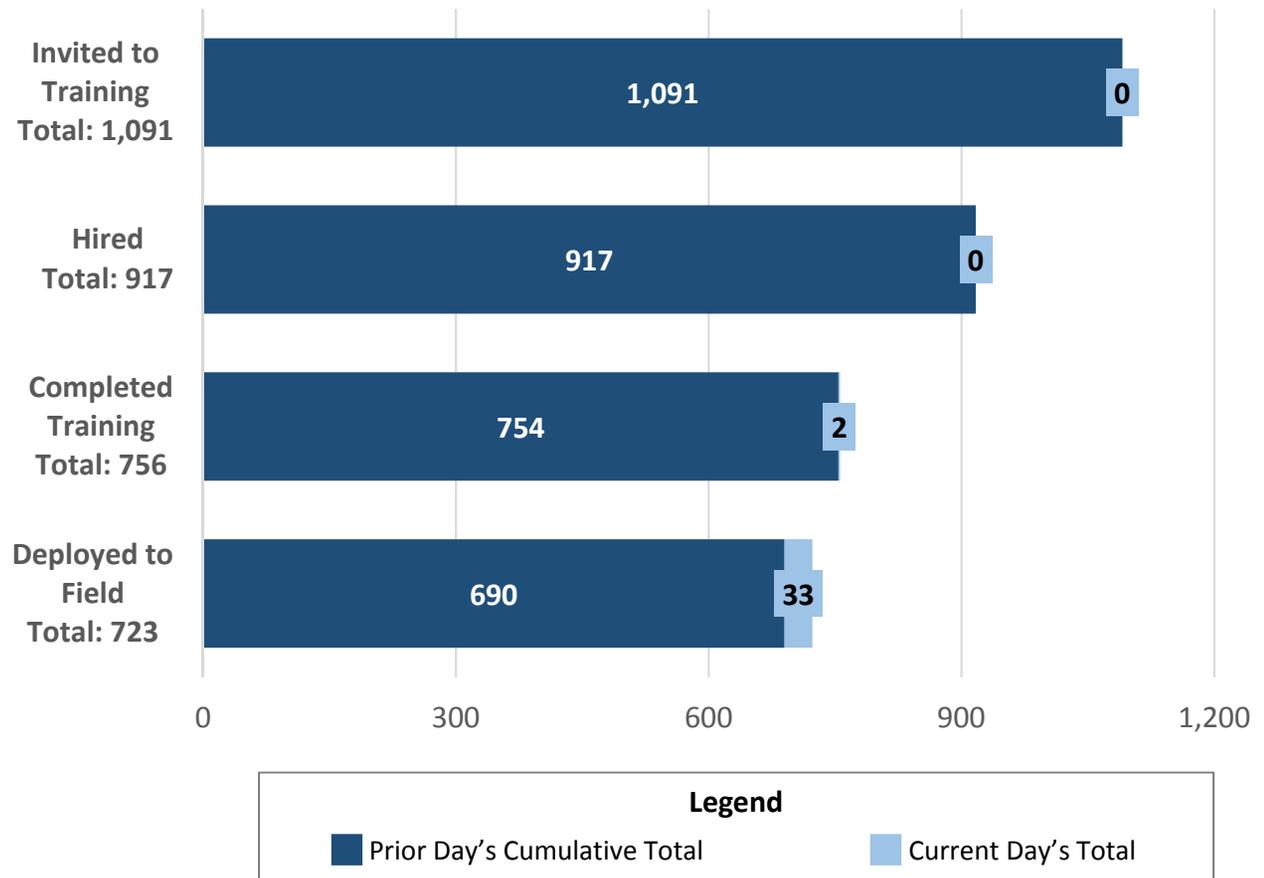
Completion Date:

May 20, 2018

Notes:

- Deployed to Field (goal): 1,049
- Core enumerators: 900
- The total number hired, 917, does not reflect resignations or terminations.
- To date, 158 people have resigned or been terminated.

Nonresponse Followup Onboarding Status



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

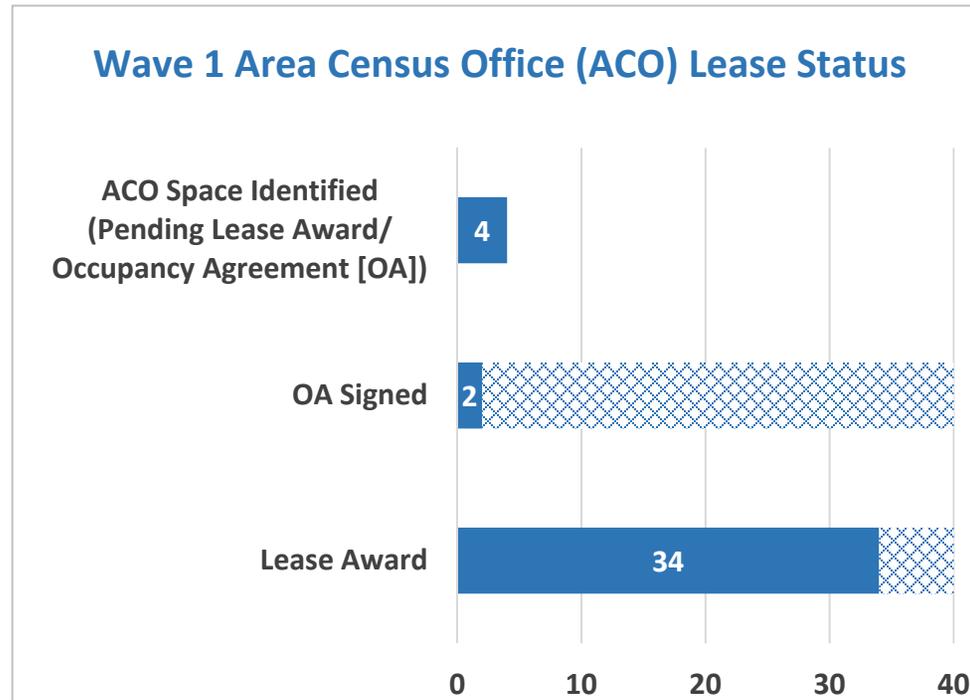
May 31, 2018

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 Construction and Deployment Status – Wave 1

Wave 1 Area Census Office (ACO) Construction and Deployment Status

Status:

 Management Focus

Data current as of:

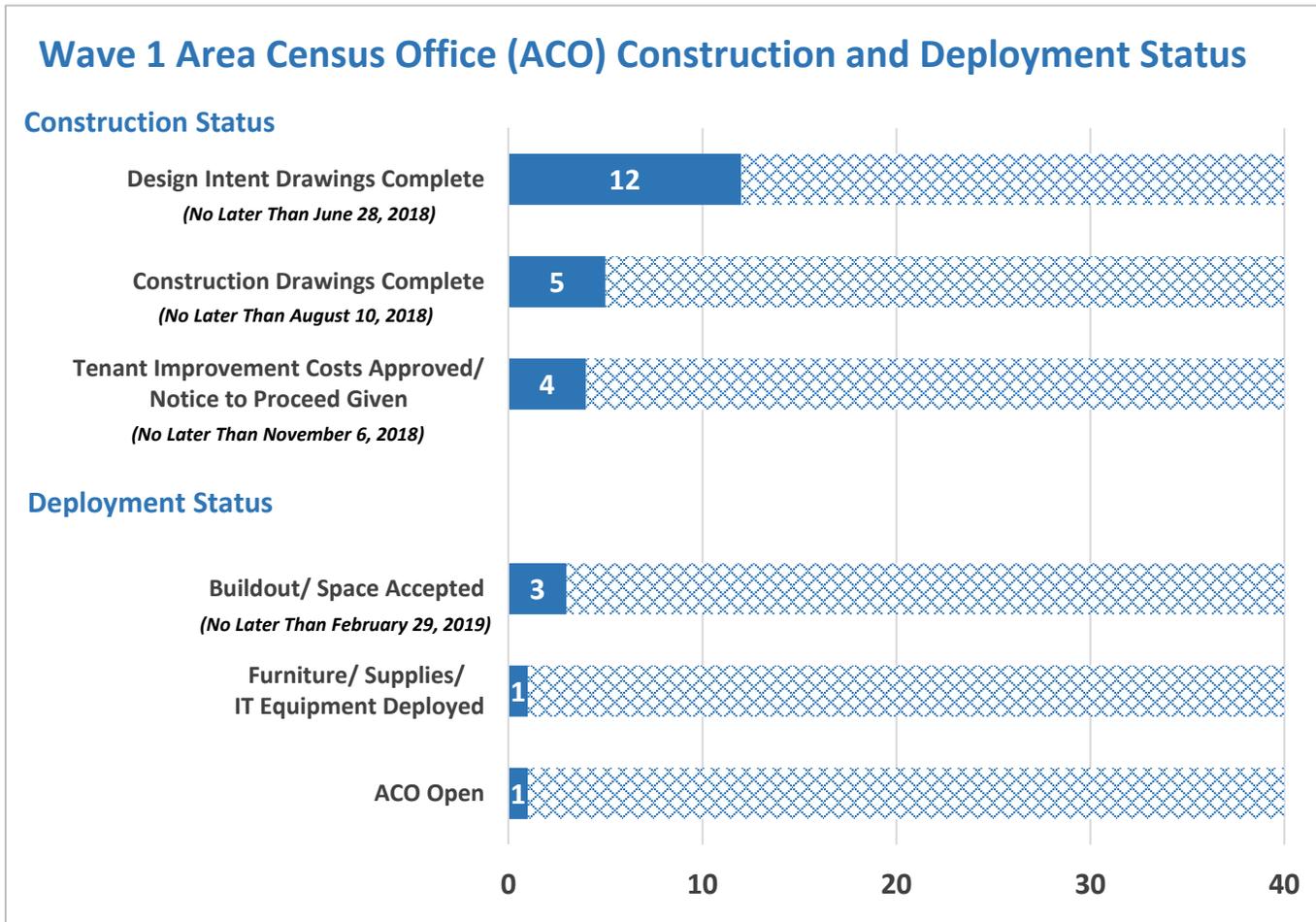
May 31, 2018

Wave 1 ACO Opening Timeframe:

January – March 2019

Notes:

The 3 Accepted ACOs are Beckley, WV; Seattle, WA; and Providence, RI. Providence is open for 2018 End-to-End Census Test peak operations.



Periodic Performance Management Reports

Area Census Office Lease Status – Wave 2

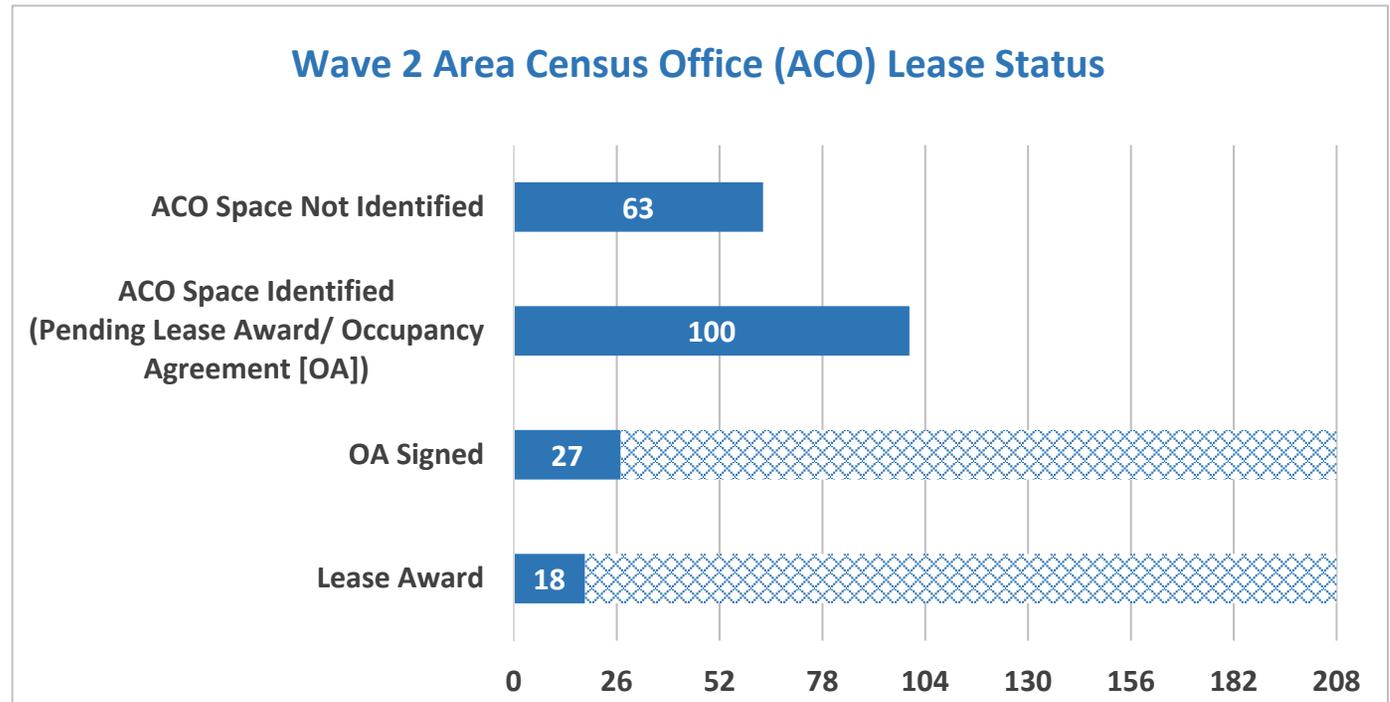
Wave 2 Area Census Office (ACO) Lease Status

Status:
● On Track

Data current as of:
May 31, 2018

Completion Date
(adjusted):
October 15, 2018

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



Periodic Performance Management Reports

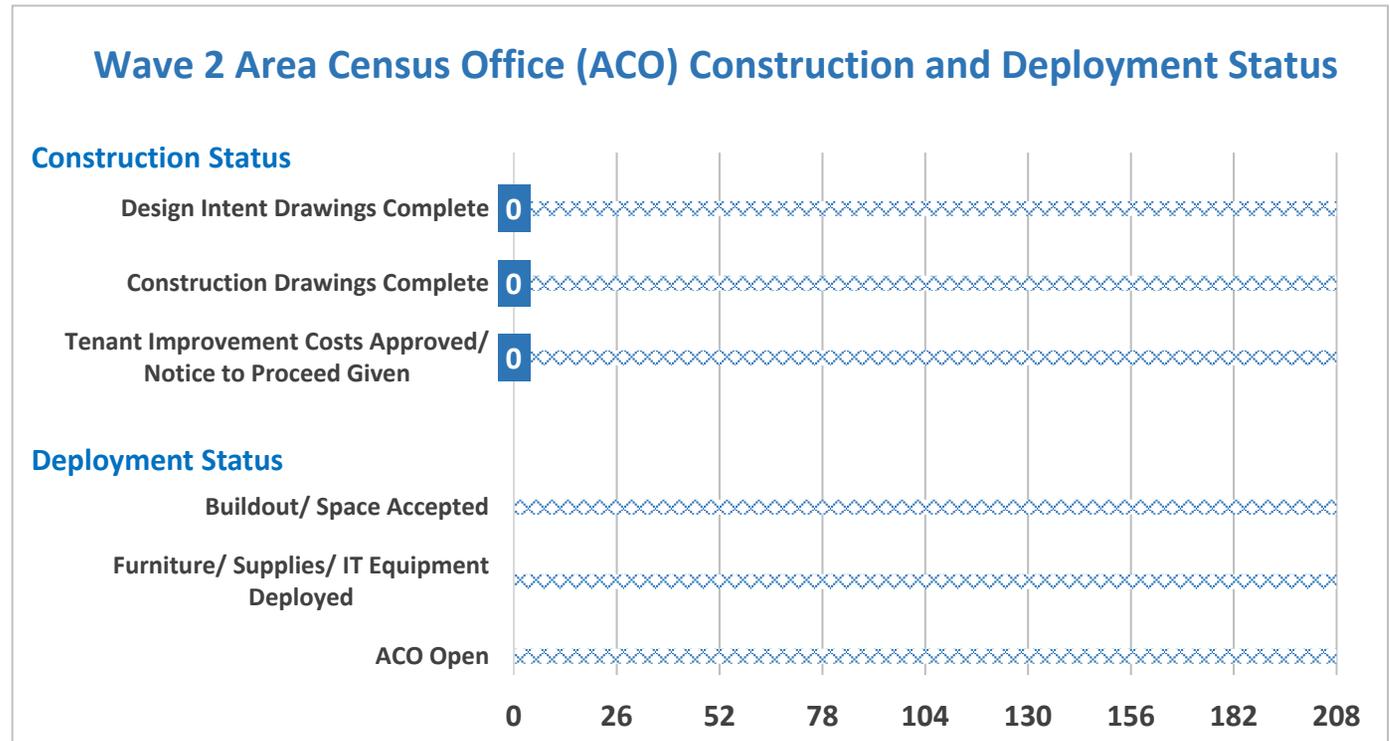
Area Census Office Status Construction and Deployment Status – Wave 2

Wave 2 Area Census Office (ACO) Construction and Deployment Status

Status:
● On Track

Data current as of:
May 31, 2018

Wave 2 ACO Opening
Timeframe:
June – September 2019



Periodic Performance Management Reports

Local Update of Census Addresses (LUCA) Returns

LUCA Returns

Status:

● *On Track*

Data current as of:

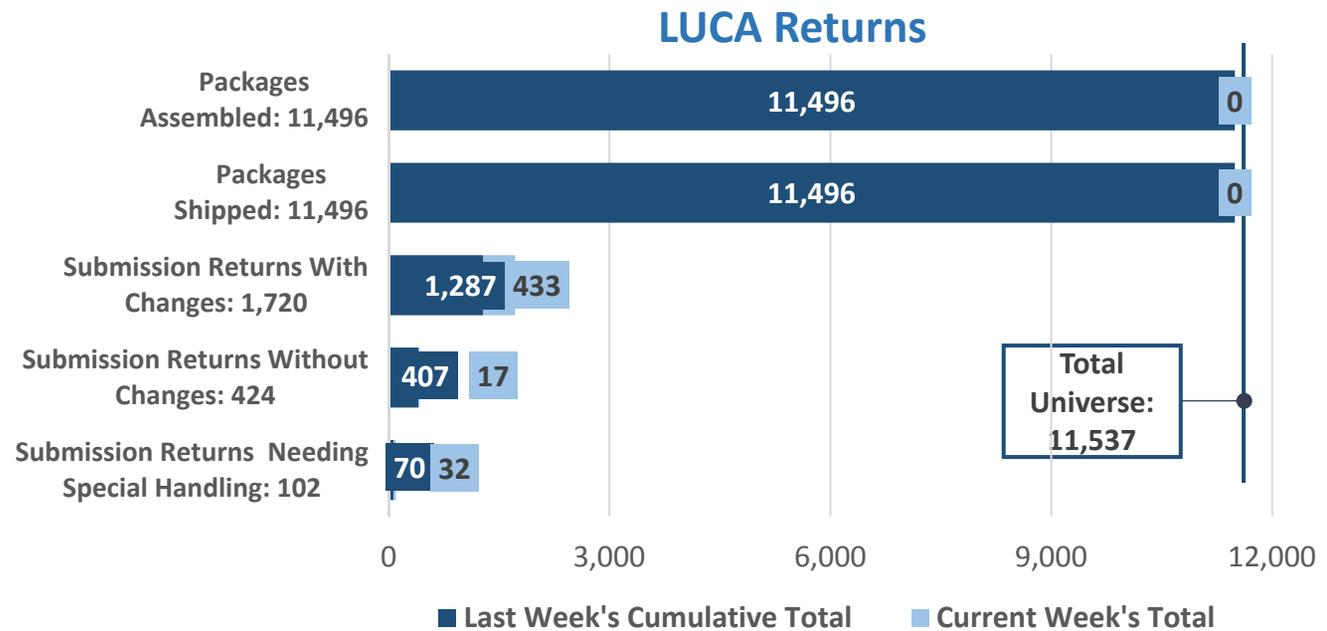
May 29, 2018

Completion Date:

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

Notes:

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



Coverage Measures



Of the **population** covered

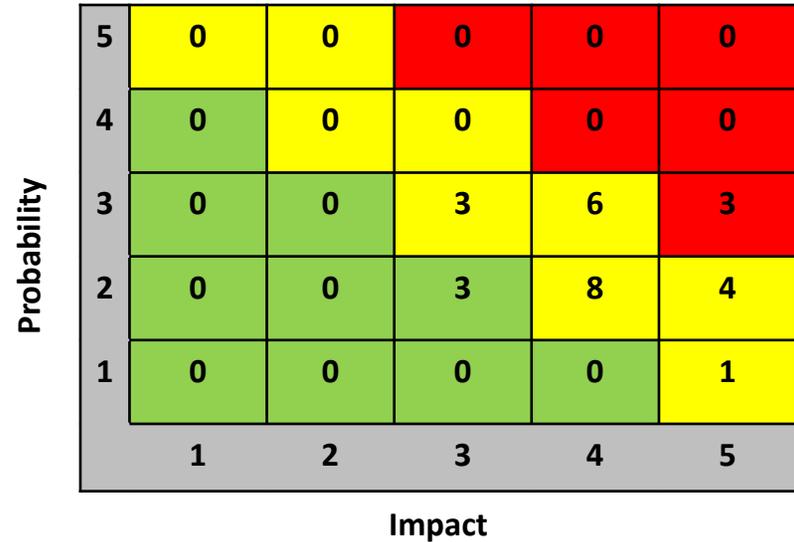


Of the **housing** covered

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 April 30, 2018

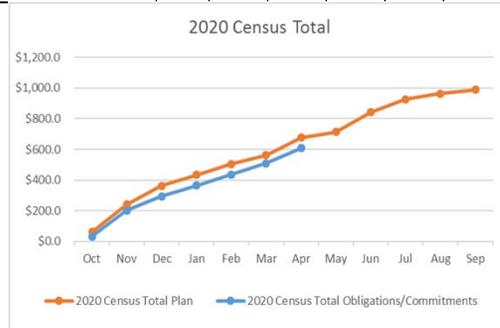
(Cumulative \$ Millions)	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2020 Census Total												
2020 Census Total Plan	\$62.1	\$241.6	\$362.9	\$433.0	\$504.7	\$562.5	\$677.5	\$714.2	\$842.2	\$926.8	\$964.0	\$987.2
2020 Census Total Obligations/Commitments	\$33.0	\$202.8	\$294.0	\$364.6	\$435.6	\$509.4	\$608.4					
2020 Census Total Variance Against Plan	\$29.1	\$38.8	\$68.9	\$68.4	\$69.1	\$53.1	\$69.1					
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	\$230.5					
2020 Operations Variance Against Plan	\$7.0	\$16.9	\$42.3	\$50.5	\$53.3	\$52.7	\$52.9					
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	\$308.3					
2020 IT Variance Against Plan	\$16.6	\$15.1	\$19.7	\$15.3	\$15.1	(\$1.8)	\$13.8					
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	\$69.6					
2020 CEDCaP Variance Against Plan	\$5.3	\$6.5	\$6.6	\$2.6	\$0.7	\$2.2	\$2.4					

The 2020 Census Program has committed or obligated 61.6 percent of the total plan of \$987 million in the first 7 months of the fiscal year. There is a 10 percent variance against planned spending.

The variance of \$53 million in 2020 Census operations is made up of \$30 million in salary lapse and \$23 million in contracts and other objects mostly due to delays in commitments.

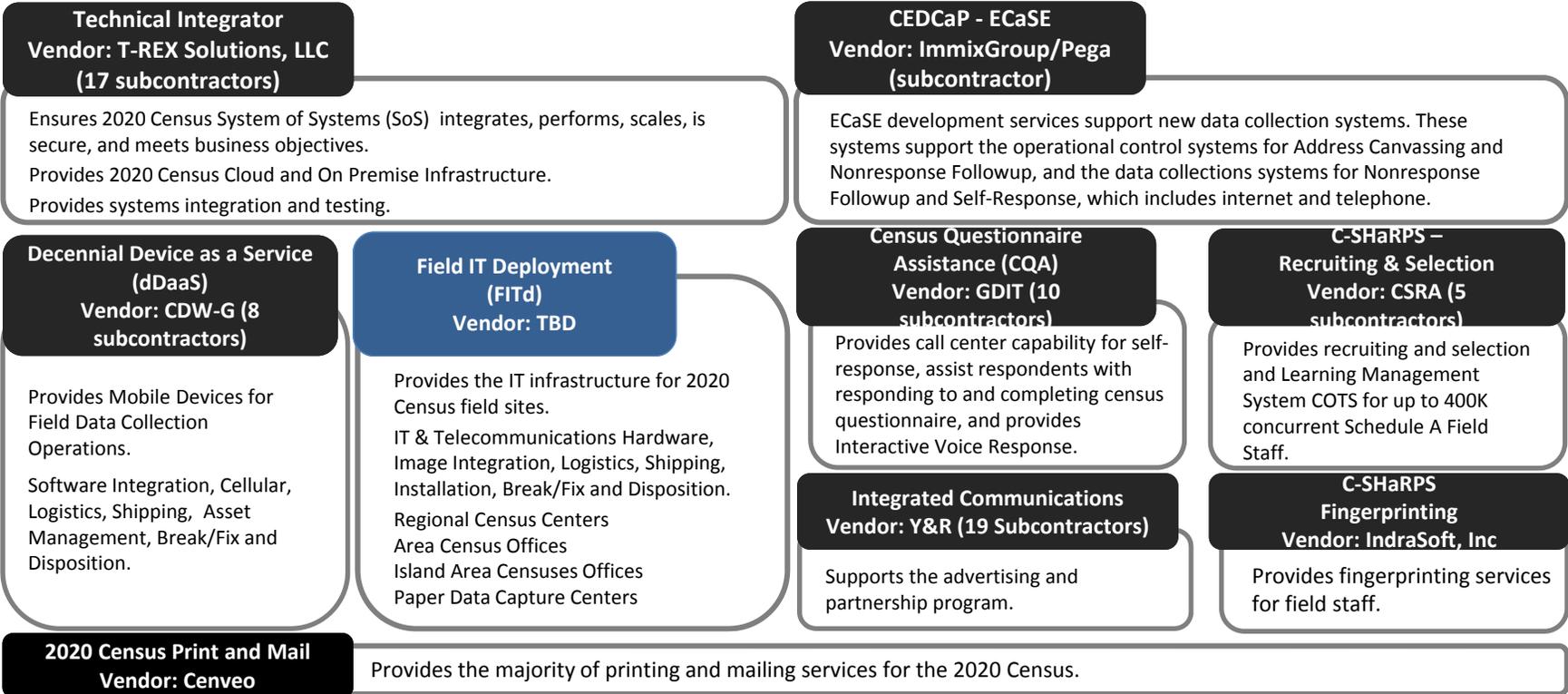
The variance of \$14 million in 2020 Census IT systems and operations is made up of \$2 million in salary lapse and \$12 million in contracts and other objects due to the delay in equipment purchases.

The \$2 million variance in CEDCaP is made up of salary lapse due to delays in hiring and fast attrition than was planned.



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**