

**For:** State and County Offices

**Distributing FY 2002 BU-563R County Office Workload Reports**

**Approved by:** Deputy Administrator, Management

**1 Overview**

**A**

**Background**

In April 2002, County Offices reported FY 2002 mid-year workload data on FSA-55-1 and transmitted to KC-ITSDO through the State Office. KC-ITSDO compiled the data and provided the National Office with the results for review and analysis. Following National Office review and verification with State Offices, corrected data was provided to KC-ITSDO and the FY 2002 COWM formulas were used to generate output reports. These reports have been:

- reviewed for reasonableness and accuracy of the data reported and the application of work measurement formulas
- updated to reflect current terminology and structure
- released to State and County Offices.

**B**

**Purpose**

This notice informs State and County Offices of the following:

- year-end review analysis
- report format changes
- report descriptions and uses

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<b>Disposal Date</b>	<b>Distribution</b>
January 1, 2003	State Offices; State Offices relay to County Offices

## Notice AO-1263

### 1 Overview (Continued)

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#### B

##### Purpose (Continued)

- output reports distribution
  - use of workload reports for staffing calculations
  - availability of workload reports on Total Reports Management Solution (TRMS).
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#### C

##### Action

State and County Office shall:

- review all output reports received
- notify BUD if a report was not received.

**Note:** Timely notification will expedite the delivery of missing reports.

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#### D

##### Contact

Direct questions about this notice to Vicki Larson, BUD at 202-720-2501.

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### 2 FY 2002 Midyear Review

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#### A

##### FY 2002 Midyear Review Analysis

The FY 2002 midyear workload review was completed at the National Office level May 6 through May 17, 2002, with the assistance of State and County level employees. The workload report file was transmitted back to Kansas City on May 24, 2002, after all corrections had been entered.

In general, the majority of the County Office workload reports were completed without question. Some State Offices have shown great improvement in the review process as the result of the following:

- National Work Measurement and Workload Training
  - implementing more thorough reviewing methods.
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## Notice AO-1263

### 2 FY 2002 Midyear Review (Continued)

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A

**FY 2002  
Midyear Review  
Analysis  
(Continued)**

Although limited, the problem areas that seem to continue to cause delays in the review process are the following.

- The actual column for work items 101 and 111 are pulled by KC-ITSDO from NFC but the estimate column must be entered by the County Office. Work items 101 and 111 are not being reviewed in some State Offices before forwarding to the National Office for review. Some County Offices reported a full year's workdays in the estimate column instead of April through September workdays. Because of the fact that is a time consuming process for the National Office to rectify and nearly impossible to catch the errors, a decision has been made that for year-end reporting KC-ITSDO will put the figure pulled for column 2, "Actual Pay Status Days" in column 3, "Estimated Pay Status Days".
- There was excessive time reported in "time" work items 102, 117, 118, 120, 203, 204, 532, 1207, and 2002 with no supporting documentation. Many County Offices simply enter the validity figure in the report. State Offices should compare the time for these work items in the work measurement reports for the reporting period against workload County Office entries to check for realistic time entries. County Offices should review the operations included for these work items to verify what is included. Some activities that are being reported are operations included in program work items. Special situations should be documented as part of the State Office review and forwarded to the National Office for review.
- FOIA units requested in work item 112 were incorrect. Although Boll Weevil Eradication Program, FCIC, and Phase II Tobacco Settlement are all valid FOIA requests, 12-AO (Rev. 18) has separate work items for all of these programs. **County Offices cannot count the requests in work item 112 and then count the time for providing the information in another work item.** The FOIA and workload reports for work item 112 do **not** have to agree. FSA-534 must be reviewed and reduced by the number of requests for information that is counted in another work item. Upon reviewing numerous County Office FSA-534's, the National Office also determined that requests are incorrectly being recorded on FSA-534 for transferring phone calls, giving out telephone numbers, LDP rates, or copies to producers of their own information. In addition, a Privacy Act request is not counted as a unit in work item 112. A forthcoming notice will clarify FOIA and Privacy Act requests and how they relate to workload.

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## Notice AO-1263

### 2 FY 2002 Midyear Review (Continued)

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#### A

#### FY 2002 Midyear Review Analysis (Continued)

- Work measurement entries did not match workload entries, especially on manually counted work items and workday or hour work items.
  - Incomplete information on Notice AO-1258, Exhibit 1 was submitted for manual counts to be added to the query counts. County Office units were not updated if Exhibit 1's were missing the State or county code, explanation for adjustment of query count, or had an incorrect explanation for adjustment of the query count. In addition to reviewing the individual State Office workload reports, the National Office was required to make numerous corrections to individual County Office workload reports during the review, including all changes requested on Exhibit 1. To keep the activity at a level that can be completed in the 2 weeks allowed, County Offices must have information as accurate as possible before transmitting.
  - Information was not kept up to date in the AS400. This was most apparent in workload scheduling codes for FLP work items and in FSA-237 and FSA-211 for work item 303 that had not been entered. State Offices were informed at the FY 2002 County Office Work Measurement and Workload Training that manual counts would not be accepted if the reason was "didn't load it in the system". In addition, FLP divisions have made it clear that MAC should be kept current.
  - Requests for manual counts for work item 201. State and County Office employees attending the FY 2002 County Office Work Measurement and Workload Training were informed that nonconcentration banking County Offices have the ability to enter program data separately for each request on CCC-257 even if all remittance data is entered on 1 money order. The query will count correctly if this procedure is followed. Concentration banking County Offices should deposit cash daily, so a manual count would not apply.
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## Notice AO-1263

### 3 FY 2002 Workload Reports

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#### A

#### Report Format Changes

BUD has completed a thorough review of the current workload report format and updates have been made to the reports. Some changes were report specific and will be covered in subparagraph B in the description of the individual reports. However, some changes affected the reports in general and are the following.

**Note:** 12-AO (Rev. 18), Exhibit 21 will be updated in a forthcoming amendment to reflect format changes.

- Work Item 9067 - NWD Adjustment for F/T Sub-Offices, is no longer a work item in the reports. Beginning in FY 2001, full-time sub-offices submitted individual workload reports. Headquarter County Offices no longer receive NWD adjustment for a full-time sub-office. Work item 9068 - NWD Adjustment for P/T or Closed Sub-Offices, still applies.
- Work Item 9065 - Federal Farm Loan Program (Workday), is no longer subtracted from the Total Workload NWD Guide. The exception is Report 4 that is used for the FY County Office allotment guide. The workload reports provide the Agency with units and time associated with work completed and the same information for work to be completed in each State and County Office without regard to who completes the work.
- References to "Ag Credit" have all been updated to the "Farm Loan Program".
- References to "combined counties" have been updated to "P/T" or "closed sub-offices".

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## Notice AO-1263

### 3 FY 2002 Workload Reports (Continued)

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#### **B Report Descriptions and Uses**

The following reports are generated for mid-year workload.

- County Office - Report 1, County Office Workload and Funding Report - Units Reported by State and County provides county unit and NWD totals for the first and second half of the current FY. This report may be used by State Offices to analyze individual County Office workload and in conjunction with the proration worksheet in Exhibit 1 to analyze staffing needs. County Offices may use this report in balancing program assignments within the office.
- State Office:
  - Report 2 - County Office Workload and Funding Report - Units Reported by Work Item Summary by State provides the State unit and NWD totals for the first and second half of the current FY and can be used to analyze State-wide program area workload.
  - Report 4 - County Office Workload and Funding Report - FY Work Plan Update Counties Alphabetically by State is used to review County Office ranking in the United States. The ranking is not done using the figures in any of the columns in this report, but rather it is based on the Estimated Total Workload NWD's taken from individual County Office reports. It also provides an FY allotment guide for State Office use when issuing County Office allotments. Several problems have become apparent with this report as the result of the full-time sub-office reporting workload. The report is set to calculate the work item cost and county allotment guide for each County Office. This figure is determined in part by using the average cost per non-Federal workday. In full-time sub-offices this figure may be zero. In this report, full-time sub-offices with no payroll allotments may have made entries in some of the administrative work items (postage meter rental, etc) and will show a small figure in the FY county allotment guide column. This figure should be added to the administrative headquarters county figure for the column if the State is using this report as an allotment guide. Another problem appears to be because of the number of GS employees payrolled in some County Offices (1 county in each district, etc.). When work item 9065 is subtracted out of the Total Workload NWD Guide, it may reduce the net non-Federal workload NWD's to an erroneous number. It will be determined at a future date if this report still provides valid information with the new reporting requirements and whether production of the report will be continued.

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## Notice AO-1263

### 3 FY 2002 Workload Reports (Continued)

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#### B

##### Report Descriptions and Uses (Continued)

- National Office - Report 3, County Office Workload and Funding Report - Units Reported Work Item - National Summary provides a list of workload units and NWD's by work item in a national summary and is used in the budget process.
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#### C

##### Output Report Distribution

KC-ITSDO distributes copies of all State and County Office reports to the State Office. Extra copies of Report 1 will be provided and **shall be distributed** to each County Office.

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### 3 Using Workload Reports for Staffing Calculations

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#### A

##### Proration of Program Activity

Workload reports can be used as a tool to:

- balance program activity within a County Office
- ensure that equitable distribution of staffing to County Offices within the State.

Because there exists separate payroll allotments and staff ceilings for Federal and non-Federal employees, it may be necessary to look at the proration of workload to ensure that:

- available employees are distributed fairly among County Offices
- program activity is distributed evenly within the County Office.

**Note:** There are several work items in which both CO and GS employees report their time and these shared items must be distributed to the various programs.

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### 3 Using Workload Reports for Staffing Calculations (Continued)

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#### **B Proration Worksheet**

Several versions of the proration worksheet have been provided by BUD over the last several years for use by State and County Offices. As program activity has changed, the worksheet has been revised in an attempt to apply in most general cases. **State and County Offices must always be aware of individual situations for which exceptions to the suggested work items and formulas must be made.**

**Example:** A CO employee who is detailed to the National Office for Consent Decree or a GS employee who has been assigned the responsibility of Farm Program activity in the County Office.

Since the FY 2001 County Office Work Measurement and Workload Training in the fall of 2001, it has been brought to our attention that GS employees may have the responsibility for some of the operations included for the Farm Storage Facility Loan Program. State and County Offices shall:

- review the operations included for work items 1501 through 1504 in 12-AO (Rev.18)
- prorate these work items among GS and CO NWD's as needed.

NWD's from Report 1 shall be used to calculate individual County Office staffing proration.

Exhibit 1 provides a revised proration worksheet developed by BUD. Several revisions have been made to the version that was provided at the FY 2002 County Office Work Measurement and Workload Training. An example of a completed worksheet has also been provided. Some State Offices have developed spreadsheets using the worksheet to expedite the calculation process.

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#### 4 TRMS

##### A

##### **Availability of Workload Reports on TRMS**

KC-ITSDO currently posts the workload reports to the TRMS system once the reports are processed. Reports have only been accessible to the National Office until now. KC-ITSDO is currently working on indexing the individual State reports for their access. To gain access to the workload reports, the State Office employee responsible for workload reports may request access to TRMS by:

- completing FSA-13-A
- requesting a NITC Logon ID with access to TRMS - COFA Reports.

The workload reports available on TRMS may be printed if the State Office has access to a remote printer. However, the data can not be downloaded from the site to use the figures for State Office functions.

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Workload Proration Worksheet

WI 9065 (WORKDAYS)	DIVIDED BY		WI 101 UNITS			
	÷			=		%
					*	
	<u>NWD'S</u>				<u>FLP NWD'S</u>	<u>FP NWD'S **</u>
WI 101	X	_____	%	=		
		*				
WI 103	X	_____	%	=		
		*				
WI 111	X	_____	%	=		
		*				
WI 120	X	_____	%	=		
		*				
WI 9076	X	_____	%	=		
		*				
WI 9077	X	_____	%	=		
		*				
WI _____	X	_____	%	=		
		*				
WI _____	X	_____	%	=		
		*				
WI _____	X	_____	%	=		
		*				
WI 2110 - WI 2159				=		
(FP) (FLP)						
			<b>SUBTOTAL</b>			(A)_____
			<b>TOTAL FLP NWD'S</b>			
			(WI'S 800 + 900 + 1000)			
			<b>TOTAL REMAINING FP NWD'S ***</b>			
			(Total NWD Guide minus A & B)			
			<b>TOTAL NWD'S</b>		<b>B</b> _____	
					÷ 260 =	÷ 260 =
					<b>FLP Staffing</b>	<b>FP Staffing</b>
<b>** NWD's remaining</b> <b>*** Workload NWD's Guide minus the sum of A and B - Total FP NWD's remaining</b>						

Workload Proration Worksheet (Continued)

<b>WI 9065 (WORKDAYS)</b>		<b>DIVIDED BY</b>		<b>WI 101 UNITS</b>	
_____ 865 _____		÷		_____ 2484 _____ = _____ .348 _____ %	
				*	
<u>NWD'S</u>				<u>FLP NWD'S</u>	<u>FP NWD'S **</u>
WI 101	_____ 273 _____	X	_____ .348 _____ %	=	_____ 95.0 _____
			*		_____ 178.0 _____
WI 103	_____ 0 _____	X	_____ .348 _____ %	=	_____ 0.0 _____
			*		_____ 0.0 _____
WI 111	_____ 105 _____	X	_____ .348 _____ %	=	_____ 36.5 _____
			*		_____ 68.5 _____
WI 120	_____ 50 _____	X	_____ .348 _____ %	=	_____ 17.4 _____
			*		_____ 32.6 _____
WI 9076	_____ 358 _____	X	_____ .348 _____ %	=	_____ 124.6 _____
			*		_____ 233.4 _____
WI 9077	_____ 0 _____	X	_____ .348 _____ %	=	_____ 0.0 _____
			*		_____ 0.0 _____
WI _____	_____ _____	X	_____ _____ %	=	_____ _____
			*		_____ _____
WI _____	_____ _____	X	_____ _____ %	=	_____ _____
			*		_____ _____
WI _____	_____ _____	X	_____ _____ %	=	_____ _____
			*		_____ _____
WI 2110 - WI 2159				=	_____ 0.0 _____
(FP)	(FLP)				_____ 35.0 _____
<b>SUBTOTAL</b>					_____ 273.5 _____
					(A) _____ 547.5 _____
			<b>TOTAL FLP NWD'S</b>		_____ 617.0 _____
			(WI'S 800 + 900 + 1000)		
			<b>TOTAL REMAINING FP NWD'S ***</b>		_____ 1143.0 _____
			(Total NWD Guide minus A & B)		
			<b>TOTAL NWD'S</b>	<b>B</b>	_____ 890.5 _____
				÷ 260 =	_____ 1690.5 _____
					_____ 3.4 _____
				<b>FLP Staffing</b>	_____ 6.5 _____
					<b>FP Staffing</b>
** NWD's Remaining					
*** Workload NWD's Guide minus the sum of A and B - Total FP NWD's remaining					