

For: State and County Offices

Distributing FY 2002 BU-533R County Office Workload Reports

Approved by: Deputy Administrator, Management



1 Overview

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Background

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

- reviewed for reasonableness and accuracy of data reported and application of work measurement formulas
- released to State and County Offices.

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Purpose

This notice informs State and County Offices of the following:

- year-end review analysis
- report descriptions
- output reports distribution
- workload report uses
- availability of workload reports on Total Reports Management Solution (TRMS).

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Disposal Date	Distribution
July 1, 2003	State Offices; State Offices relay to County Offices

Notice AO-1276

1 Overview (Continued)

C

Action

State and County Offices shall:

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

Note: Timely notification will expedite delivery of missing reports.

D

Contact

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

2 FY 2002 Year-end Review

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FY 2002

Year-end Review Analysis

The FY 2002 year-end workload review was completed at National Office level November 4 through November 15, 2002, with assistance of State and County level employees. Workload report file was transmitted back to KC-ITSDO on November 26, 2002, after all corrections had been entered.

In general, many of the County Office workload reports were reviewed without question. This improvement in workload reports indicates State Offices are implementing more thorough reviewing methods.

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Notice AO-1276

2 FY 2002 Year-end Review (Continued)

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FY 2002 Year-end Review Analysis (Continued)

In many cases the work items that were in question are the same problem areas that continue to cause delays in the review process. They are as follow:

- “Time” work items 102, 117, 118, 203, 204, 345, 354, 532, 1207, 2002, 2019, 2102, 2104, 2105, 2106, 2110, 2111, 2112 and 2113 continue to be a reporting problem. Excessive time with no supporting documentation is being entered on workload reports. **Many County Offices simply enter the validity figure in the report.** State Offices should compare time for these work items in work measurement reports for the reporting period with workload County Office entries to ensure realistic time entries. County Offices should review operations included for these work items to verify what is included. When documentation is requested from County Offices it has been determined that many of activities that are being reported are operations included in program work items (for example, providing NRCS copies of FSA-156-EZ is **procedure** in 6-CP and not considered a Service Performed for Government Agencies in work item 102). Special situations should be documented as part of State Office review and forwarded to National Office for review. Information has been posted on Work Measurement/Workload Homepage of Budget Website with a table of all “time” work items, their unit count and a brief description of activity. A workload time tracking worksheet is also attached with an example of how to complete and a blank worksheet for County Office use.
- FOIA units requested in work item 112. Notices AO-1273 and INFO-22 were issued in October 2002. The notices were issued before final workload transmission, however, many County Offices unit counts were not revised due to clarification. The most common error seen at National review was County Offices counting units for copies of maps given out. Also, although Boll Weevil Eradication Program, FCIC, Phase II Tobacco Settlement, and Consent Decree are all valid FOIA requests, 12-AO has separate work items for all of these programs. **County Offices cannot count requests in work item 112 and then record time for providing information in another work item.** The annual FOIA report and work item 112 do **not** have to agree. Upon reviewing numerous County Office FSA-534’s, 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, while Privacy Act requests are recorded on FSA-534 log, they are not counted as a unit in work item 112.

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Notice AO-1276

2 FY 2002 Year-end Review (Continued)

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FY 2002 Year-end Review Analysis (Continued)

- County Offices over looked error messages that came up during workload query run process. Most error messages were result of “bad data dictionaries” which were caused by installation problems during a prior software release or a file name problem caused by a typing error when following instructions in an Information Bulletin. County Offices should do a screen print **anytime** an error message is displayed during workload query process and relay message to your State Office. The State Office should, in turn, contact BUD to report problem. BUD will work with KC-ITSDO and query team members for solutions to individual situations. If a common problem is being reported the solution will be posted on WM/WL Homepage in a Q&A.
- County Offices are attempting to report work done for State Offices in various workday work items. Workload reports are set up to capture County Office work. If State Offices make the management decision to use a County Office employee to complete a State Office function, it cannot be recorded in workload report. Some State Offices have County Offices provide a semi-annual report at workload time that lists all State Office support functions/training, etc., they have provided in the fiscal year. This information could be useful for administrative purposes when determining staffing and award distribution levels.
- Excessive estimated units were reported in some instances. It is just as important to report accurate estimates as it is to report accurate actual counts. County Offices should enter true amount of activity to be completed and not use a percentage increase.
- Work measurement entries did not match workload entries, especially on manually counted work items and workday or hour work items.
- Offices continue to forward incomplete information on workload AO notice, Exhibit 1 for manual counts to be added to query counts. County Office units were not updated if Exhibit 1’s were missing State or county code, explanation for adjustment of query count, or had an unjustifiable explanation for adjustment of query count. **County Offices submitting a combined workload report should also submit a single Exhibit 1 with all applicable County Office totals.**

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Notice AO-1276

2 FY 2002 Year-end Review (Continued)

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FY 2002 Year-end Review Analysis (Continued)

- Instructions issued in Notice AO-1270 for FY 2002 year-end workload were not followed when a County Office questioned a query count not listed in Exhibit 1 of that notice. Documentation must be provided to support manual count in order for a query count to be changed during National review. Documentation should consist of automated reports (for example, MAC Application reports, WLS reports, Active Agreement reports, Check History reports, or Loan Summary reports) in order to be considered.
 - Information was not kept up to date in AS400. This was most apparent in workload scheduling codes for FLP work items and final performance dates for EQIP. State Offices were informed at FY 2002 County Office Work Measurement and Workload Training that manual counts would not be accepted if reason was “didn’t load it in the system”. In addition, FLP divisions have made it clear that MAC should be kept current.
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3 FY 2002 Workload Reports

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Report Descriptions and Uses

The following reports are generated for year-end workload.

- County Office:
 - Report 1, County Office Workload and Funding Report - Units Reported by State and County provides updated workload by county and adjustments to allocation. This report may be used by State Office to analyze individual County Office workload and in conjunction with proration worksheet in Exhibit 1 to analyze staffing needs. County Offices may use this report to assist in distribution of program assignments within the County Office.
 - Report 14, County Office Workday Summary is an HRD report used for information purposes only.
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3 FY 2002 Workload Reports (Continued)

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Report
Descriptions
and Uses
(Continued)

- State Office:
 - Report 2 - County Office Workload and Funding Report - Summarized Work Items by State provides State total of units and NWD's for current and subsequent FY and can be used to analyze total workload.
 - Report 3 - County Office Workload and Funding Report Source Data - Units Reported County Summary by Work Item provides a list of workload units and NWD's by county within work items for State and can be used to analyze/compare workload by county within the State.
 - Report 7 - County Office Workload and Funding Report CFY 2002 Report and SFY 2003 Work Plan Counties Alphabetically by State provides a list of County Allocation for workload activities. Can be used to review County Office ranking with the Nation and also determine appropriate allocations by county. Allocations for counties involved in shared management will be inaccurate since all administrative work items are captured in Headquarters County Office.
 - Report 7A - County Office Workload and Funding Report Regular Measured Workload Counties Alphabetically by State is used by State Office as a guide in selecting work measurement counties.
 - Report 8 - County Office Workload and Funding Report FY 2002 Report and FY 2003 Work Plan - Counties Ranked by SFY NWD by State provides a list of county allocations for workload activities with supporting data ranked by subsequent FY. Can be used to compare past FY expenditures with new FY allocation guide.
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Output Report
Distribution

KC-ITSDO distributes copies of all State and County Office reports to State Office. Extra copies of Report 1 and Report 14 will be provided and **shall be distributed** to each County Office.

4 Using Workload Reports

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Report Uses

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.

If States use the workload reports as a tool to distribute staffing, it is extremely important that program specialists and DD's be consulted or included in the discussions. The workload reports provide a view of overall work completed in each County Office, no matter who completes the activity. Therefore, close analysis is required by each State before use.

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Prorating for Shared Management

The unit count for work items 101, 111, and 120 is pay status days. These unit counts are automatically pulled by KC-ITSDO and entered in headquarters County Office. In shared management offices, general administrative activities are performed in headquarters but automation activities and general program administration are completed in both offices. BUD worked with KC-ITSDO in an attempt to have pay status days entered by location but this was unable to be accomplished. As a result, for FY 2002 year-end reports, all of NWD's associated with work items 111 and 120 in shared management offices are located in the Headquarters County Office report, time associated with the sub-office must be prorated according to number of pay status days for sub-office employees. Those NWD's must be subtracted from Headquarters County Office workload report and added to sub-office workload report.

An Excel spreadsheet to perform calculations has been provided on the Work Measurement/Workload Homepage of the BUD Website. Access WM/WL Homepage at: <http://dc.ffasintranet.usda.gov/BD/BUD.htm>. An example of a completed worksheet is in Exhibit 1. Only those cells outlined require an entry.

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4 Using Workload Reports (Continued)

C Prorating for CO and GS

Because there exists separate payroll allotments and staff ceilings for Federal and non-Federal employees, it will be necessary to look at 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 considered and equitably distributed to various programs.

Several versions of a 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 to cover most general cases. **State and County Offices must be aware of individual situations that warrant exception to suggested work items and formulas provided in the worksheet.**

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

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

- review 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 when filling out the proration worksheet.

A revised GS/CO proration worksheet has been developed in Excel by BUD. It is on the BUD Website, Work Measurement/Workload Homepage. Access WM/WL Homepage at: <http://dc.ffasintranet.usda.gov/BD/BUD.htm>. This version should be used instead of the version provided at the FY 2002 County Office Work Measurement and Workload Training.

An example of a completed worksheet is in Exhibit 2. Only those cells that are outlined require an entry.

5 Total Report Management Solution

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**Availability of
Workload
Reports on
TRMS**

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

Workload reports available on TRMS may be printed if State Office has access to a remote printer. However, data can not be downloaded from the site.

Example of Completed Worksheet for Shared Management Workload Reports

CALCULATION WORKSHEET FOR SHARED MANAGEMENT WORKLOAD REPORTS	
SECTION A - Data Entry	
Entries are required in items 1 through 8. Use the most recent BU-533R Report 1.	
1. Number of employees in Headquarters office.....	5
2. Number of employees in full time sub-office.....	3
3. Work Item 111 NWD's in Headquarters office.....	126
4. Work Item 120 NWD's in Headquarters office.....	42
5. Headquarters office Report 1 Section A Total.....	2,218
6. Headquarters office Report 1 Total Workload NWD Guide.....	2,985
7. Full time sub-office Report 1 Section A Total.....	1,376
8. Full time sub-office Report 1 Total Workload NWD Guide.....	1,968
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SECTION B - Calculations	
1. Combined Section A total for Headquarters and full time sub-office.....	3,594
2. Combined Total NWDs for Headquarters and sub-office.....	4,953
3. Revised Work Item 111 NWD's associated with Headquarters office.....	79
4. Revised Work Item 120 NWD's associated with Headquarters office.....	26
5. Revised Work Item 111 NWD's associated with full time sub-office.....	47
6. Revised Work Item 120 NWD's associated with full time sub-office.....	16
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SECTION C - Revised Headquarters Report	
1. Revised Headquarters Section A Workload Total.....	2,155
2. Revised Headquarters Total NWD Guide Workload Total.....	2,922
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SECTION D - Revised Full Time Sub-office Report	
1. Revised full time sub-office Section A Workload Total.....	1,439
2. Revised full time sub-office Total NWD Guide Workload Total.....	2,031

Example of Completed Workload Proration Worksheet

WORKLOAD PRORATION WORKSHEET				
PART 1 - Office Information				
STATE: <u>Any state</u>		COUNTY: <u>Any county</u>		
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PART 2 - Determining the Administrative Proration Factor				
Divide federal workdays (work item 9065) by total workdays (work item 101 units).				
Work Item 9065	Work Item 101			
Workdays	Units		Factor	
<input type="text" value="865"/>	<input type="text" value="2484"/>	/	=	0.348229
<hr/>				
PART 3 - Separating Report 1 into FLP and FP related NWD's				
The basic work items that should be prorated by every office are listed. Consideration should be given to program operations specific to each office. Space has been provided for additional work items that would need to be split.				
Enter total workload Report 1 NWD's -				<input type="text" value="2,581"/>
Work Item	NWD's		FLP FACTOR	FLP NWD's
800 Series	<input type="text" value="399"/>		=	<input type="text" value="399"/>
900 Series	<input type="text" value="119"/>		=	<input type="text" value="119"/>
1000 Series	<input type="text" value="99"/>		=	<input type="text" value="99"/>
101	<input type="text" value="273"/>	x	0.348229	= <input type="text" value="95"/>
				<input type="text" value="178"/>
103	<input type="text" value="0"/>	x	0.348229	= <input type="text" value="0"/>
				<input type="text" value="0"/>
111	<input type="text" value="105"/>	x	0.348229	= <input type="text" value="37"/>
				<input type="text" value="68"/>
120	<input type="text" value="50"/>	x	0.348229	= <input type="text" value="17"/>
				<input type="text" value="33"/>
9076	<input type="text" value="358"/>	x	0.348229	= <input type="text" value="125"/>
				<input type="text" value="233"/>
9077	<input type="text" value="0"/>	x	0.348229	= <input type="text" value="0"/>
				<input type="text" value="0"/>
1502	<input type="text" value="76"/>	x	0.500000	= <input type="text" value="38"/>
				<input type="text" value="38"/>
		x		= <input type="text" value="0"/>
				<input type="text" value="0"/>
		x		= <input type="text" value="0"/>
				<input type="text" value="0"/>
		x		= <input type="text" value="0"/>
				<input type="text" value="0"/>
2110	<input type="text" value="35"/>			= <input type="text" value="0"/>
				<input type="text" value="35"/>
2159	<input type="text" value="0"/>			= <input type="text" value="0"/>
				<input type="text" value="0"/>
Balance FP				<input type="text" value="1,067"/>
PRORATED TOTALS				<input type="text" value="929"/>
				<input type="text" value="1,652"/>
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PART 4 - Converting Workload NWD's into Staffing Levels				
On average there are 260 workdays in a year. In order to convert NWD's into staff years, divide the NWD's by 260.				
Program Area	NWD's		Days Per Staff Year	Staff Years
FLP	<input type="text" value="929"/>	/	<input type="text" value="260"/>	= <input type="text" value="3.57"/>
FP	<input type="text" value="1,652"/>	/	<input type="text" value="260"/>	= <input type="text" value="6.35"/>