

For: State and County Offices

Distributing FY 2003 BU-533R County Office Workload Reports

Approved by: Deputy Administrator, Management



1 Overview

A Background

In October 2003, County Offices reported FY 2003 year-end workload data on FSA-55 and transmitted to KC-ADC (Kansas City - Application Development Center) through the State Office. KC-ADC compiled data and provided the National Office with results for review and analysis. Following National Office review and verification with State Offices, corrected data was provided to KC-ADC and FY 2003 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.

B Purpose

This notice informs State and County Offices of the following:

- year-end review analysis
- report descriptions
- output reports distribution
- workload report uses.

Disposal Date	Distribution
July 1, 2004 1-29-04	State Offices; State Offices relay to County Offices

Notice AO-1296

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 2003 Year-End Review

A FY 2003 Year-End Review Analysis

The FY 2003 year-end workload review was completed at the National Office level November 3 through November 14, 2003, with assistance from State and County level employees. Workload report file was transmitted back to KC-ADC on November 21, 2003, after all corrections had been entered. In general, many of the County Office workload reports were reviewed without question.

The following items were problem areas that continue to cause significant delays in the review process.

- There seems to be a misunderstanding on what type of information to forward to the National Review. Some State Offices forwarded excess information and others did not provide the required information. In general, State Offices should not forward the Exception/Rejection Reports for the National Review, but rather keep them with the workload information for referral, if needed. Memorandums from County Offices requesting a change to a query count **must have some type of documentation attached to support the request or the change will not be made.** Instructions will be provided in the future to clarify what type of information should be forwarded to the National Review.
- Manual counts were requested for units not captured by the query when Workload Scheduling (WLS) or Management of Agricultural Credit (MAC) data entries were not completed. Notice AO-1288 instructed County Offices to review Notice FLP-305 before processing the workload queries to ensure that appropriate MAC data fields and WLS codes had been updated in the system. Manual counts requested because information was not entered in the system and the circumstances are **not** because of lack of software are not allowed.

Notice AO-1296

2 FY 2003 Year-End Review (Continued)

A FY 2003 Year-End Review Analysis (Continued)

- “Time” work items continue to be a reporting problem. Many County Offices simply enter the validity figure or higher in the report even though they had little or no activity related to the operations included in the work item. The National Review for some of these work items consists of a comparison of the workdays or hours entered in these work items to the national work measurement average. The State Office Review should make the same comparison before transmitting the County Office reports. County Offices should provide the State Office with justification or documentation during that time to support the unit count entered, or the State and County Offices should agree on a revised unit count more in line with that State’s work measurement average.
- County Offices continue to report requests for aerial photographs and copies made for crop insurance as unit counts for work item 112, FOIA Requests Where Fees Are Waived. Requests for Boll Weevil Eradication, Tobacco Settlement, and Consent Decree were also included in the unit counts in some County Offices. Each of these programs has a separate work item in 12-AO (Rev. 19) to capture the associated time and, therefore, unit counts should not be included in work item 112.
- Some County Offices reported a high number of field visits for work item 1416, Spot Checks and Nonacreage Determination Visits. However, upon questioning State Offices on some of the higher numbers, it was determined that County Offices were counting field visits for emergency and miscellaneous programs, such as CRP haying and grazing or livestock programs, such as MILC or those in the 2000 series work items. Spot checks for those programs are part of the operations included in the program work item and time for that activity is captured by work measurement in the program area and not in work item 1416. State Offices should question County Offices that report high unit counts for this work item. Work item 1416 will be clarified in a future 12-AO (Rev. 20) amendment.
- A number of County Offices were counting units in work item 1404, Planimetry From Ground Measurements, when no field visit had been completed. The unit for this work item only includes fields for which planimetry is required to **complete farm visit determinations**. These farm visits are the units that are counted in work items 1405 through 1408, Acreage Determinations From Farm Visit. No unit counts were allowed in work item 1404 if there were no unit counts in work items 1405 through 1408.
- It was evident that some State and County Offices did not review and follow instructions provided in 12-AO (Rev. 19), Exhibits 13 and 17, to complete or review the FSA-55 report. It was also apparent that instructions provided in Notice AO-1288 and the Q&A’s posted on the WM/WL Homepage were not followed since numerous query problems were identified during the National Review that should have been rectified before transmission of the reports. State Offices shall review 12-AO (Rev. 20), paragraphs 9923 through 9925, before each workload reporting period to ensure that all State Office responsibilities are being fulfilled for advance planning and preparation, training requirements, and reviewing reports.

Notice AO-1296

2 FY 2003 Year-End Review (Continued)

A FY 2003 Year-End Review Analysis (Continued)

- An automated Query Adjustment Worksheet was provided on the WM/WL Homepage to replace the previously used manual exhibit to report manual counts for specific queried work items. The following problems were identified in the use of the new worksheet.
 - The Query Adjustment Worksheet was completed for all offices in a combined county situation. In a combined county where only 1 workload report is transmitted, only 1 worksheet should be completed with the total unit counts for all counties included in the report.
 - The County Office did not provide an explanation or a valid explanation for the manual unit count being requested. The County Office should review 12-AO (Rev. 19), Exhibit 13 for Query Plus Manual work items and an explanation of manual unit counts that may be required. Some information was also provided in the Q&A's posted on the WM/WL Homepage.
 - Some County Offices made changes to the work items on the Query Adjustment Worksheet. The worksheet shall not be revised in the State or County Office. For requests for changes to a query count for a work item not included on the worksheet, instructions were provided in Notice AO-1288, subparagraph 3 B.
 - Several County Offices made entries for each work item even if they were not requesting a change; that is, query count 10 plus manual count 0 equals 10. Do not make entries for a work item unless a change is being requested.
 - Some County Offices had trouble using the automated worksheet. The State Office or another County Office that has successfully opened and used the worksheet may forward the worksheet, by e-mail, to any County Office experiencing this problem.

3 FY 2003 Workload Reports

A 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. This report may be used by the State Office to analyze individual County Office workload and in conjunction with proration worksheets in Exhibit 1 to analyze staffing needs. County Office may use this report to assist in distribution of program assignments within the County Office.

3 FY 2003 Workload Reports (Continued)

A Report Descriptions and Uses (Continued)

- Report 14, County Office Workload Summary is an HRD report used for information purposes only. Report 14 is only a partial workload report.
- State Office:
 - Report 2, County Office Workload and Funding Report – Summarized Work Items by State provides State total of units and normal workdays (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 2003 Report and SFY 2004 Work Plan Counties Alphabetically by State provides a list of County Allocation for workload activities. It can be used to review County Office ranking in the Nation and also determine appropriate allocations by county. Allocations for counties involved in shared management will be inaccurate since most administrative work items are captured in the Headquarters County Office.
 - Report 7A, County Office Workload and Funding Report Regular Measured Workload Counties Alphabetically by State is used by the State Office as a guide in selecting work measurement counties.
 - Report 8, County Office Workload and Funding Report FY 2003 Report and FY 2004 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. It can be used to compare past FY expenditures with new FY allocation guide.

B Output Report Distribution

KC-ADC distributes copies of all State and County Office reports to the 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

A Report Uses

Workload reports can be used as a tool to:

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

If States use Report 1 as a tool to distribute staffing, it is extremely important that program specialists and DD's be consulted or included in the process. 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.

B 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-ADC and entered in the 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. Since all NWD's associated with work items 111 and 120 are located in the Headquarters County Office report, time associated with the sub-office must be prorated and the workload report totals for both County Offices adjusted.

An Excel spreadsheet to perform calculations has been provided on the WM/WL Homepage. An example of a completed worksheet is in Exhibit 1. Only those cells outlined require an entry.

C Prorating for Farm Programs (FP) and Farm Loan Programs (FLP)

It is important to note that the workload reports provide activity completed in each County Office without consideration for who completed that activity. Employees, both CO and GS, are working together to provide service to their producers. However, because there exists separate payroll allotments and staff ceilings for Federal and non-Federal employees, it becomes 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.

This proration provides the State Office with a way to review total activity associated with FP and total activity associated with FLP as a starting point for distributing their Federal and non-Federal ceilings. An FP/FLP Proration Worksheet has been posted on the WM/WL Homepage. The worksheet as posted fits general cases and was created to simplify and expedite the process. **However, State and County Offices must be aware of individual situations that warrant exception to suggested work items and formulas provided in the worksheet.**

4 Using Workload Reports (Continued)

C Prorating for Farm Programs (FP) and Farm Loan Programs (FLP) (Continued)

NWD's from Report 1 shall be used when filling out the FP/FLP Proration Worksheet. Some State Offices have found that using an average of the last 2 years of workload rather than each individual year is more reflective of ongoing activity within the County Offices.

The worksheet is designed to prorate certain work items by number of Federal and non-Federal employees. Some State Offices, after completing an analysis of operations included in various work items, have elected to use another factor agreed upon by the State Office and employees involved instead of the factor built into the worksheet. Each State Office is responsible for making this decision; however, there must be some data to support alternative factors and not just the use of a random factor. For example, work measurement data could be used if the State Office feels that those County Offices are representative of the situation in most Type 1 offices.

Actual leave used by Federal and non-Federal employees may be used for work item 9076 instead of the worksheet factor or the State or County Office determines extenuating circumstances exist; that is, an employee was on extended sick leave. The same situation applies to work items 2110 and 2159 for detailed employees and consent decree details. There may be examples where Federal employees serve on an administrative or program task force or non-Federal employees participate on consent decree details.

An example of a completed worksheet is provided in Exhibit 2. If the worksheet will be used as is, only those cells that are outlined require an entry.

The entry for work item 1502 and the corresponding 50 percent FLP factor have been included on the worksheet **as an example of suggested work items and formulas**. In most County Offices, there are work items where both Federal and non-Federal employees contribute time to the associated operations. Often times FSFL is 1 of those programs; however, these program work items may vary from State to State and may vary widely within a single State.

Example of Completed Calculation 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 full time 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			
865	/ 2484	=		0.348229	
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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 -					2,581
Work Item	NWD's		FLP FACTOR	FLP NWD's	FP NWD's
800 Series	399		=	399	
900 Series	119		=	119	
1000 Series	99		=	99	
101	273	x	0.348229	=	95
103		x	0.348229	=	0
111	105	x	0.348229	=	37
120	50	x	0.348229	=	17
9076	358	x	0.348229	=	125
9077		x	0.348229	=	0
1502	76	x	0.500000	=	38
		x		=	0
		x		=	0
		x		=	0
		x		=	0
2110	35			20	15
2159	20				
Balance FP				<hr/>	<hr/>
PRORATED TOTALS				949	1,632
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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	949	/	260	=	3.65
FP	1,632	/	260	=	6.28