

For: State and County Offices

FY 2004 Mid-Year Workload Reporting

Approved by: Deputy Administrator, Management



1 Overview

A Background

Because of heavy activity in the County Offices, the FY 2003 mid-year workload report, FSA-55-1, was modified to only include queried work items and selected informational work items. For FY 2004 mid-year workload report FSA-55-1, a full report will be completed. To assist in the completion of the mid-year workload report, 12-AO (Rev. 20) has been amended to include instructions for State and County Offices.

B Purpose

This notice informs State and County Offices:

- that 12-AO (Rev. 20), Amend. 3 will contain the following updated information to complete the FY 2004 mid-year workload report (FSA-55-1):
 - Exhibit 13, instructions for completing FSA-55-1, including specific information about each work item
 - Exhibit 14, display reference of the FSA-55-1 report format
 - Exhibit 17, information to assist in making projections for the remainder of the FY
- that County Software Release No. 534 and State Software Release No. 436, containing the FY 2004 updated FSA-55-1 report and query software, will be mailed on **March 29, 2004**
- the query process must be run before installing County Release No. 535
- of instructions for running the query process

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| Disposal Date | Distribution |
| October 1, 2004 | State Offices; State Offices relay to County Offices |

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1 Overview (Continued)

B Purpose (Continued)

- instructions for using the Workload Query Adjustment Worksheet
- of State Office transmission deadline date to Kansas City-Application Development Center (KC-ADC).

C Contact

State Offices should direct questions about this notice to either of the following:

- Vicki Larson, BUD at 202-720-2501
- Carol Fleming, BUD at 202-720-9865.

2 12-AO (Rev. 20) Amend. 3

A Exhibit 13

State and County Offices shall refer to Exhibit 13 when completing each work item on the FSA-55-1. Exhibit 13 contains the following information:

- whether the unit count is a query, query plus manual, query printout – query does not load, filled by KC-ADC, or manual count
- title
- unit of measure and when unit is complete
- specific information about a work item
- activities that may or may not be included in a work item, especially applicable to workday, hour, or manual unit counts
- comparison information that may be used in reviewing workload reports.

B Exhibit 14

This exhibit provides a display reference of the FY 2004 FSA-55-1 report software.

C Exhibit 17

Exhibit 17 has been updated to assist State and County Offices with estimates for the remainder of FY 2004. However, the information provided in the exhibit is for total FY 2004 activity as compared to actual FY 2003 activity. When entering estimates in column 3 of the FSA-55-1, County Offices must consider unit counts present in column 2 for activity already completed by March 31, especially when instructed to estimate an increase, decrease, or similar activity.

3 County Office Action

A County Office Responsibilities

CED's and FLM's shall review 12-AO (Rev. 20) paragraph 9918 for training requirements for all employees assisting with completion of FSA-55-1. In addition to the training information referenced in the paragraph, the following information should especially be emphasized:

- paragraph 9914 for monitoring the WM/WL Homepage
- paragraph 9919 for combined county and Type 1 office reports
- paragraph 9920 to review FSA-55-1
- paragraphs 9940 through 9951 for automation activities
- paragraph 9952 for processing work item queries
- Exhibit 13, work item description and comparison instructions
- Exhibit 17, estimates for FY 2004.

B Processing Work Item Queries

Before processing the work item queries, County Offices shall:

- install County Software Release No. 534, which should be sent by overnight mail from KC-ADC on March 29, 2004
- ensure that all program data has been loaded in the system before running queries.

Note: Do not run the queries until April 1, 2004.

County Offices shall follow instructions in 12-AO (Rev. 20), paragraph 9952 to process the work item queries for all county files located on the system, including instructions for action to take if error messages are received during the link-unlink process. County Offices shall do all of the following:

- use the official queries developed by the National Office

Note: Do **not** attempt to modify the queries.

- attach a copy of the query report to FSA-55-1
- have the query reports available for DD and COR reviews.

Note: Whether using the option to run all queries or each individual query, **each query should be run only once**, unless otherwise instructed by Budget Q & A.

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3 County Office Action (Continued)

B Processing Work Item Queries (Continued)

Once the query process is complete, the unit counts for those work items will be automatically entered on FSA-55-1, column 2. County Offices may print a preliminarily FSA-55-1 to review the query work item units.

County Offices are reminded that an explanation of each query and associated files and records used to count units is provided in the Query Book posted on the WM/WL Homepage.

C Adjusting Query Counts

Some query counts may require an adjustment for a manual count because certain activities are not captured by the query. When applicable adjustments according to Exhibit 13 or BUD Q&A are required for a query count, County Offices shall use the fillable Workload Query Adjustment Worksheet. The Workload Query Adjustment Worksheet will be posted on the WM/WL Homepage under the “Queries” option on or about April 8, 2004.

County Offices shall do the following to complete the worksheet:

- access the WM/WL Homepage according to paragraph 9914
- click on the Query option
- select State and County from the drop-down box

Notes: Only reporting offices shall prepare a Workload Query Adjustment Worksheet.

Do not make changes to add additional work items to the Query Adjustment Worksheet.

- enter the **original query** unit count displayed on FSA-55-1, if applicable
- enter the **manual count** to be added to the original query

Notes: The combined query and manual counts for all counties in the reporting office’s report shall be used.

Do not make entries on the worksheet for a work item unless a change to the unit count is being requested.

- enter the appropriate explanation for what manually counted unit is requested.

Note: “Manual Count”, “Query is wrong”, or “Information not entered in system” are not acceptable explanations and adjustments to the query will **not** be made when used.

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3 County Office Action (Continued)

C Adjusting Query Counts (Continued)

- save document to a folder
- when all adjustments have been made and verified, e-mail the completed worksheet to the designated State Office contact person.

Note: County Offices that experience difficulty in accessing the Query Adjustment Worksheet shall request a copy by e-mail from the State Office.

When County Offices do not agree with query counts for work items **other than those listed on the Query Adjustment Worksheet**, a memorandum must be prepared and sent through the State Office to headquarters for the National Review. The memorandum **must** contain the following information:

- State and county code
- original query unit count
- additional manual count being requested
- revised total unit count
- attached documentation to justify the revised unit count.

Note: Adjustments to the query count will not be considered unless documentation supporting the revised unit count is provided.

D Merging Combined County Office Reports

County Offices that have a combined County Office situation where a closed or part-time office is part of the combination, shall follow the instructions in 12-AO (Rev. 20), paragraph 9950 to create a data tape for the closed or part-time office workload files. The headquarters County Office shall follow the instructions in 12-AO (Rev. 20), paragraph 9951 to load the data tape and generate a combined report. Additional information concerning combined county reports can be found in 12-AO (Rev. 20), paragraph 9919.

County Offices that have a CMA file located on their AS/400 shall follow the instructions in 12-AO (Rev. 20), paragraphs 9950 and 9951 to merge the files into 1 report.

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3 County Office Action (Continued)

E Adding or Modifying Entries on FSA-55-1

County Offices shall follow instructions in 12-AO (Rev. 20), paragraphs 9943 and/or 9944 to enter or revise manual unit counts and estimates on FSA-55-1. Command 11 shall be completed following updates to the report to save updated entries.

ITFlash 433 Bulletin (9/23/03) contained instructions for reconfiguring PC's to access the FSA-55-1. Each PC that has successfully been reconfigured may access FSA-55-1 rather than using a 3180 or 3197 terminal. County Offices are advised to contact the State Office IT specialist to assist in the reconfiguration process. The bulletin is posted on the WM/WL Homepage under the Workload option.

F Printing and Reviewing Reports

County Offices should ensure that work item unit counts were completed according to information provided in 12-AO (Rev. 20), Exhibits 13 and 17 and by the State Office Workload Specialist. County Offices should follow instructions in 12-AO (Rev. 20), paragraphs:

- 9946 to print the completed report
- 9947 to perform the preliminary validation process.

If a Data Exception and Rejection Report prints, the County Office shall do either of the following:

- correct the unit count if the entry was in error
- provide justification and documentation to the State Office for any work item that will not be adjusted for applicable work item exceptions for those exceptions noted in 12-AO (Rev. 20), Exhibit 19.

Note: An exception/rejection report will not prevent the transmission of FSA-55-1.

G Transmitting County Office Reports to State Office

County Offices shall follow instructions in 12-AO (Rev. 20), paragraph 9948 to queue FSA-55-1 for transmission by the date provided by the State Office. Only headquarters and full-time sub-offices should queue the FSA-55-1 report.

It is **extremely important** that County Offices verify on the next start-of-day after FSA-55-1 is queued to ensure that the XXxxxCF2 (XX = State Abbreviation, xxx = county code) file is successfully bundled and listed on the outgoing transmission file. Report transmission problems immediately to the State Office for assistance.

3 County Office Action (Continued)

H FLP Guidelines

Only Type 1 County Offices shall report Farm Loan Program activity. See 12-AO (Rev. 20), subparagraph 9919 C for further clarification. County Offices shall review Notice FLP-341 to ensure that the appropriate MAC data fields and WLS codes have been updated in the system before processing the workload queries. However, 12-AO (Rev. 20), Exhibit 13 should be consulted for the updated information on whether work items are a query or manual count or whether the query may require a manual count.

When comparing workload query counts to system generated reports through MAC or WLS, ensure the reports are generated on the same day the workload queries are processed.

WLS not completed is not a valid explanation for adjusting query counts. Ensure that activity (appraisals, etc.) completed by State Office employees for the County Office is entered in WLS timely to be captured by query and not forwarded by memorandum for entry during the National Review.

A Work Item/WLS Code Quick Reference Guide has been developed and will be posted on the WM/WL Homepage under the Toolbox Option. County Offices may find it useful to print a copy as a desk reference for use when completing workload reports. The guide will remain posted on the Homepage throughout the year and will be monitored and updated as Work Items or WLS codes change.

I Instructions for Work Measurement

Work Measurement County Offices are reminded that no units shall be entered on FSA-54 during second quarter. KC-ADC will populate the work measurement (FSA-54) second quarter report with units reported on the FY 2004 midyear workload report (FSA-55-1). If units have already been reported in first quarter or entered in second quarter, there is no need to make corrections. KC-ADC will remove any reported units before entering the workload units in the report.

The transmission dates for Work Measurement have been revised for:

- County Offices to April 12, 2004
- State Offices to April 19, 2004.

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4 State Office Action

A State Office Responsibilities

State Offices shall review 12-AO (Rev. 20), paragraphs 9923-9925 to ensure State Office responsibilities are being fulfilled.

The State Office Workload Specialist shall ensure that 12-AO (Rev. 20), Amend. 3 has been distributed to County Offices and they are advised that it should be incorporated into the handbook before preparing workload reports. Transmission dates and meeting dates, if applicable, should be provided timely so County Offices have adequate time to prepare and review FSA-55-1.

State Software Release No. 436 must be installed for County Offices to successfully transmit FSA-55-1 reports to the State Office.

B Monitoring WM/WL Homepage

It is imperative that State and County Offices are informed of the information posted on the WM/WL Homepage during the workload reporting period. Although both State and County Offices have access to the Homepage, it is the State Office Workload Specialist's responsibility to ensure that all County Offices are advised of the information timely.

C Verifying Receipt of County Office Transmissions

Before reviewing FSA-55-1 and transmitting to KC-ADC, State Offices shall follow instructions in 12-AO (Rev. 20), paragraph 9969 to ensure that all County Office transmissions have been received.

D Reviewing and Adjusting Reports

It is vital the State Office Workload Specialist ensures County Office data has been thoroughly reviewed before submission for the National Review, according to instructions in 12-AO (Rev. 20), paragraph 9925. When completing the review, it is important that **both** actual and estimated unit counts are reviewed for accuracy. This review should include Program Specialists and/or DD's. In addition to the comparison report options provided in 12-AO (Rev. 20) paragraphs 9967 and 9968, supplemental queries and instructions have been developed with information and instructions posted on the WM/WL Homepage under the Query option. State Offices should review the information to determine which queries may supplement the menu driven comparison reports.

Work items reported in hours or workday shall be reviewed and compared to the National or State work measurement average for the applicable work item. State Offices shall review 12-AO (Rev. 20), Exhibit 19 for work items that exceed the system validity checks and request documentation from County Offices to justify the unit count.

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4 State Office Action (Continued)

D Reviewing and Adjusting Reports (Continued)

If, during the review process, it is determined that adjustments are required to County Office entries, State Offices shall inform County Offices of changes to their reports. County Offices shall be given the option to provide justification to State Offices for questionable entries. State Offices shall keep justification with the workload report for possible use during the National Review.

E Transmission Deadline Date

All State Offices shall transmit reports to KC-ADC according to 12-AO (Rev. 20), paragraph 9970, on or before April 22, 2004. It will be necessary for the Workload Specialist and IT staff to coordinate the queuing and end-of-day process on the day of transmission. Follow-up during the next start-of-day to ensure successful bundling and transmission of the XX000CF4 file (XX = State abbreviation).

Verify successful transmission by printing an Outgoing Detail History Report by taking option 4 through the telecommunication functions. Repeatedly queuing the workload report will **not** solve a missing transmission problem if there is an unknown system problem.

F Forwarding County Office Information to Headquarters

The query adjustment worksheet and all other memorandums and supporting documentation for County Office reports shall be forwarded to headquarters for the National Review. The State Office shall forward these documents to BUD using FedEx at the following address **by April 27, 2004**:

USDA/Farm Service Agency
Attn: Vicki Larson, Room 4720
1400 Independence Ave, SW
Washington, DC 20250-0500.

Do **not** forward to the National Review:

- by e-mail, reports of the County Office Workload Query Adjustment Worksheet
- copies of the Exception/Rejection Reports, **except** as directed in 12-AO (Rev. 20), Exhibit 19.