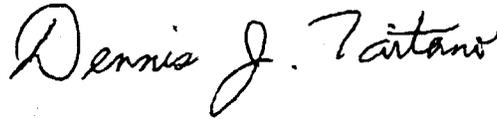


For: State and County Offices

Distributing FY 2004 BU-563R County Office Workload Reports

Approved by: Acting Deputy Administrator, Management



1 Overview

A Background

In April 2004, County Offices reported FY 2004 mid-year workload data on FSA-55-1 and transmitted to Kansas City - Application Development Center (KC-ADC) through the State Office. KC-ADC compiled the data and provided the National Office with the results for review and analysis. Following the National Office review and verification with State Offices, corrected data was provided to KC-ADC and FY 2004 COWM formulas were used for new and changed work items to generate output reports. These reports have been:

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

B Purpose

This notice informs State and County Offices of the following:

- mid-year review analysis
- report descriptions, uses, and distribution
- need for proration for shared management
- use of workload reports for staffing calculations.

Disposal Date	Distribution
December 1, 2004 6-28-04	State Offices; State Offices relay to County Offices

Notice AO-1307

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 the delivery of missing reports. Distribution of the reports will begin from KC-ADC the week of June 21, 2004.

D Contact

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 FY 2004 Mid-Year Review

A FY 2004 Mid-Year Review Analysis

The FY 2004 mid-year workload review was completed at the National Office level May 3 through May 14, 2004, with assistance from State and county level employees. The workload report file was transmitted back to KC-ADC on May 21, 2004, 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.

- “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 reported days or hours to the national work measurement average. The State Office review should make the same comparison within their State before transmitting the County Office reports. County Offices that exceed the validity are required to provide the State Office with justification or documentation to support the unit count entered, or State and County Offices should agree on a revised unit count more in line with that State’s work measurement average.

Notice AO-1307

2 FY 2004 Mid-Year Review (Continued)

A FY 2004 Mid-Year Review Analysis (Continued)

- 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-1302 instructed County Offices to review Notice FLP-341 before processing the workload queries to ensure that appropriate MAC data fields and WLS codes had been updated in the system. Also, a Work Item/Workload Scheduling Code Reference Guide has been posted on the WM/WL Homepage Toolbox for use by employees to assist in determining program activity and associated WLS code captured by the workload queries. Manual counts requested because information was not entered in the system are not allowed. Any FY 2004 activity not captured by the mid-year queries may still be updated in MAC or WLS to be captured by the queries for the year-end workload report.
- County Offices continue to report requests for aerial photographs and copies provided to crop insurance agents 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. 20) to capture the associated time and, therefore, unit counts should not be included in work item 112. Privacy Act requests where producers requested their own records are also being counted in error for work item 112.
- Environmental work items appear to be under-reported in work item 560 for Farm Program (FP) activity. Unit counts for this work item must be manually counted for FSA-850, FSA-852, or CPA-52 completed for the Farm Storage Facility Loan or Conservation Reserve Program. With the requirement for environmental evaluations for CRP, State Offices should verify if the activity is being completed and manually reported.
- Environmental work items appear to be under-reported in work items 562, 563, and 564 for Farm Loan Program (FLP) activity. Unit counts for these work items must be entered in Workload Scheduling to be captured by the workload queries. When compared to the number of direct and guaranteed loan eligibility determinations in work items 802 and 902, it appears that many units are not counted by the queries because WLS has not been completed.
- A number of County Offices reported frame relay costs in information work item 9134. All costs for frame relay expenses are to be submitted by State Offices to Kansas City for payment. If State or County Offices are paying or reimbursing another government agency for frame relay costs out of County Office funds, there is a possibility that the bills are being paid twice. State Offices should check the mid-year report for entries for this work item to determine what, if any, expenses were being reported and take corrective action as needed.

Notice AO-1307

2 FY 2004 Mid-Year Review (Continued)

A FY 2004 Mid-Year Review Analysis (Continued)

- Almost \$500,000 was reported by County Offices in either actual or estimated GIS compliance costs in information work item 9136. This work item captures expenses paid out of County Office funds for pilot, plane, and digital imagery CD's for compliance use. In all but rare cases, APFO is contracting the flights and providing the imagery to the County Offices at no cost. State Offices should check the mid-year report for entries for this work item to determine what, if any, expenses were reported and ensure that only valid entries are reported for year-end workload.
- The following problems were identified in the use of the automated Query Adjustment Worksheet provided on the WM/WL Homepage.
 - The Query Adjustment Worksheet was completed for each county 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. 20), 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. To request changes to a query count for a work item not included on the worksheet, instructions were provided in Notice AO-1302, subparagraph 3 C.
 - Some County Offices had trouble using the automated worksheet. BUD provided each State Office a copy of the worksheet by e-mail to forward to any County Office experiencing a problem opening the worksheet on the WM/WL Homepage.

Notice AO-1307

3 FY 2004 Workload Reports

A 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 updated FY 2004 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 Exhibits 1 and 2 to analyze staffing needs. The County Office may use this report to assist in distributing program assignments within the County Office.
- State Office:
 - Report 2, County Office Workload and Funding Report – Units Reported by Work Item Summary by State provides the State total of actual and estimated units and revised NWD totals for FY 2004 as compared to NWD's computed from the units estimated for FY 2004 on the FY 2003 year-end report. This report can be used to analyze Statewide 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 nation. The ranking is not completed 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. Since not all administrative funding items are required, the allocation section of the FY 2004 mid-year report should not be used.
- National Office – Report 3, County Office Workload Update Report Source Data – 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.

B Output Report Distribution

KC-ADC distributes copies of all State and County Office reports to the State Office. An extra copy of Report 1 will be provided to each State Office and **shall be distributed to each County Office.**

3 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, most general administrative activities are performed in the headquarters office, however, there may be some operations completed in the sub-office, such as attending strategic skills or management training or ordering supplies, etc. Operations for work item 101 should be reviewed and NWD's prorated on an individual County Office basis, as needed. Although automation activities and general program administration are completed in both offices, 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 manually 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 FP's and FLP's

It is important to note that the workload reports provide activity completed in each County Office without consideration for whom 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 among employees within the County Office.

4 Using Workload Reports (Continued)

C Prorating for FP's and FLP's (Continued)

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.**

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 County Offices.

The worksheet is designed to prorate certain work items by number of Federal and non-Federal employees in the County Office. 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 if the State or County Office determines circumstances exist that would cause the simple proration to skew the formula; 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.

Environmental work items that are associated with FLP's have been added to the proration worksheet. Again, circumstances in individual County Offices must be considered when prorating these work items. In some cases, GS employees may also be completing some environmental activities associated with FP's.

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 or BU-563R Report 1.	
1. Number of employees in Headquarters office.....	5
2. Number of employees in full time sub-office.....	3
3. Work Item 101 NWD's associated with Headquarters Office	100
4. Work Item 101 NWD's associated with sub-office	23
5. Work Item 111 NWD's in Headquarters office.....	92
6. Work Item 120 NWD's in Headquarters office.....	24
7. Headquarters office Report 1 Section A Total.....	947
8. Headquarters office Report 1 Total Workload NWD Guide.....	1,323
9. Full time sub-office Report 1 Section A Total.....	893
10. Full time sub-office Report 1 Total Workload NWD Guide.....	921
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SECTION B - Calculations	
1. Combined Section A total for Headquarters and full time sub-office.....	1,840
2. Combined Total NWDs for Headquarters and full time sub-office.....	2,244
3. Revised Work Item 111 NWD's associated with Headquarters office.....	58
4. Revised Work Item 120 NWD's associated with Headquarters office.....	15
5. Revised Work Item 111 NWD's associated with full time sub-office.....	35
6. Revised Work Item 120 NWD's associated with full time sub-office.....	9
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SECTION C - Revised Headquarters Report	
1. Revised Headquarters Section A Workload Total.....	881
2. Revised Headquarters Total NWD Guide Workload Total.....	1,257
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SECTION D - Revised Full Time Sub-office Report	
1. Revised full time sub-office Section A Workload Total.....	960
2. Revised Full time sub-office Total NWD Guide Workload Total.....	988

Example of Completed Workload Proration Worksheet

WORKLOAD PRORATION WORKSHEET				
PART 1 - Office Information				
STATE:	_____		COUNTY:	_____
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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	
507	2327	/	=	0.217877
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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 -				1,723
Work Item	NWD's		FLP FACTOR	FLP NWD's
				FP NWD's
562/563/564	1		=	1
800 Series	202		=	202
900 Series	50		=	50
1000 Series	16		=	16
101	154	x	0.217877	= 34
				120
103		x	0.217877	= 0
				0
111	104	x	0.217877	= 23
				81
120	30	x	0.217877	= 7
				23
9076	300	x	0.217877	= 65
				235
9077		x	0.217877	= 0
				0
561		x	0.750000	= 0
				0
1502	3	x	0.500000	= 2
				2
		x		= 0
				0
		x		= 0
				0
		x		= 0
				0
2110	25			10
				15
2159	10			
Balance FP				838
PRORATED TOTALS				409
				1,314
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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	409	/	260	= 1.57
FP	1,314	/	260	= 5.06