

For: State and County Offices

Distributing FY 2005 BU-563R County Office Workload Reports

Approved by: Deputy Administrator, Management



1 Overview

A Background

In April, County Offices reported FY 2005 mid-year workload on FSA-55-1 and transmitted data to the 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 2005 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
- using workload reports for staffing calculations.

Disposal Date	Distribution
December 1, 2005 6-21-05	State Offices; State Offices relay to County Offices

Notice AO-1335

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 20, 2005.

D Contact

Direct questions about this notice to either of the following:

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

2 FY 2005 Mid-Year Review

A FY 2005 Mid-Year Review Analysis

The FY 2005 mid-year workload review was completed at the National Office level May 2 through May 13, 2005, with assistance from State and county level employees. The workload report file was transmitted back to KC-ADC on May 18, 2005, after all corrections had been entered. State Offices did an exceptional job of providing timely responses to questions. 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. The National Office review continues to reveal that County Offices are entering more days in the workday work items than they have employees physically located in the County Office to expend if any other program work will be completed during the same timeframe. Specifically, work item 2113, Geographical Information System, was a work item that County Offices seem to misinterpret as to activities that should be captured. Clarification was posted on March 30, 2005, on the WM/WL Home Page FY 2005 Mid-year Workload Reporting Information on activities that should not be included in the workday count. 12-AO (Rev.21) Exhibit 13 will be modified in the next amendment to provide additional clarification to the workload reporting instructions. Other work items that many County Office entries appeared to be high were work item 118, Providing Information for Reinsured Companies, work item 532, Conservation Services Performed for NRCS, and work item 1208, Tobacco Transition Payment Program.

Notice AO-1335

2 FY 2005 Mid-Year Review (Continued)

A FY 2005 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-1328 instructed County Offices to review forthcoming Notice FLP-386 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 Home Page 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 2005 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 should review Notice FLP-386 as time allows before completing the upcoming year-end workload queries and reports in October 2005. Other areas County Offices should review and modify as needed for Farm Loan Programs (FLP's) are as follows.
 - Guaranteed Loan Reviews to ensure that SEL/CLP are workload scheduled using code 4035 and PLP using code 4034 before year-end.
 - Notice FLP-351 shall be reviewed for action required to update lender status codes in MAC and procedure to follow for initial GLS information downloaded to MAC. The workload queries are developed to capture the GLS download information rather than the manually entered data to avoid duplicate counts so County Offices should take care not to delete the downloaded records from MAC.
 - Some State and County Offices were not aware of how to run reports for work items that were captured by web-query. Additional instructions will be provided at year-end for running the web-queries for applicable FLP work items in the County Office.
 - Units for FLP work items should only be reported in Type 1 County Offices. State Office shall review and remove work items before transmission or request by memorandum removing work items that cannot be removed during the National Office review. This is most often in error for work item 1001, Banking and Collection Activities. Type 2 and 3 County Offices shall forward query results for this work item to their Type 1 servicing office.
- 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. 21) 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. It is **considered** a FOIA request if a producer gives permission for information to be provided directly to a 3rd party.

Notice AO-1335

2 FY 2005 Mid-Year Review (Continued)

A FY 2005 Mid-Year Review Analysis (Continued)

- Notice CP-591 was posted on May 26, 2005, and provided a list of States that were selected to receive NAIP imagery for 2005. All projected units for work item 1421, GIS – Acreage Determinations from Digital Imagery, were removed for States that were not selected. Projected units were also removed for all States that have not contracted for aerial slides with entries in work item 1410, Acreage Determinations From Aerial Slides, and work item 1412, Aerial Compliance Flights, since no additional funding is authorized for contracts.
- The web-queries developed by KC-ADC for payment limitation work items 339, 340, and 341 and sod/swamp work item 1402 will need additional development before they can be used for workload reporting purposes. Since they were not available for mid-year reports, BUD used the FY 2005 projected units and NWD's from the FY 2004 year-end workload reports for the FY 2005 mid-year units and NWD's. BUD and KC-ADC will continue to work together so the web-queries will be available for use for FY 2005 year-end.
- All projections were removed for work item 384, FCIC Data Reconciliation, since no plans have currently been made to complete that activity in FY 2005.
- The following problems were identified in using the automated Query Adjustment Worksheet provided on the WM/WL Home Page.
 - 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. 21), Exhibit 13 for Query Plus Manual work items and an explanation of manual unit counts that may be required. Some information about manual unit counts was also provided in the Workload Reporting Information posted on the WM/WL Home Page.
 - 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.** See Notice AO-1328, subparagraph 3 D to request changes to a query count for a work item not included on the worksheet.

3 FY 2005 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 2005 workload by county. This report may be used by the State Office to analyze individual County Office workload and in conjunction with the proration worksheet in Exhibit 1 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 2005 as compared to NWD's computed from the units estimated for FY 2005 on the FY 2004 year-end report. This report 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 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 2005 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**. Reports are schedule to be mailed beginning the week of June 20, 2005. State Office should contact BUD if reports are not received by June 30, 2005.

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 Farm Programs and Farm Loan Programs

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 among employees 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 Home Page. See 12-AO (Rev. 21) paragraph 9914 for instructions on accessing the web site. The worksheet is found under the "Tools" option. 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.

4 Using Workload Reports (Continued)

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

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 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.

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 1. If the worksheet will be used as is, only those cells that are outlined require an entry.

The entries for work items 561 and 1502 and the corresponding percentage 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 environmental and FSFL are programs where this situation exists; however, these program work items may vary from State to State and may vary widely within a single State.

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		Factor		
Workdays	Units				
385	1669	/	=	0.230677	
<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 (562 through 9077). Consideration should be given to program operations specific to each office. Space has been provided for additional work items that may need to be split such as work item 561 or 1502 and an example of a alternative factor.					
Enter total workload Report 1 NWD's -			1,712		
Work Item	NWD's		FLP FACTOR	FLP NWD's	FP NWD's
562/563/564	1			= 1	
800 Series	169			= 169	
900 Series	60			= 60	
1000 Series	10			= 10	
101	176	x	0.230677	= 41	135
103		x	0.230677	= 0	0
111	100	x	0.230677	= 23	77
120	34	x	0.230677	= 8	26
9076	270	x	0.230677	= 62	208
9077		x	0.230677	= 0	0
561	1	x	0.750000	= 1	0
1502	2	x	0.500000	= 1	1
		x		= 0	0
		x		= 0	0
		x		= 0	0
2110	1			0	1
2159					
Balance FP					888
PRORATED TOTALS				376	1,336
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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	376	/	260	= 1.44	
FP	1,336	/	260	= 5.14	