

For: State and County Offices

**FY 2006 Year-End Workload (WL) Reporting**

Approved by: Deputy Administrator, Management



**1 Overview**

**A Background**

Each WL cycle, instructions are provided by BUD for State and County Offices to perform WL reporting.

**B Purpose**

This notice informs State and County Offices that 12-AO contains the following updated information to complete FY 2006 year-end FSA-55's:

- access Exhibit 13 for instructions on completing FSA-55's, including specific information about each work item
- an FLP notice will **not** be issued for FY 2006 year-end reporting cycle
- access Exhibit 17 for information to assist in making projections for FY 2007
- access Exhibit 18 for display reference of FSA-55 format
- County Software Release No. 598 and State Software Release No. 466, containing FY 2006 updated FSA-55 and query software will be mailed overnight on **September 28, 2006**
- the query process **must** be run before installing County Release No. 599
- using web queries for year-end FSA-55's
- instructions for using the Workload Query Adjustment Worksheet (Worksheet)

|                      |  |
|----------------------|--|
| <b>Disposal Date</b> | <b>Distribution</b>                                  |
| December 1, 2006     | State Offices; State Offices relay to County Offices |

## Notice AO-1368

### 1 Overview (Continued)

#### B Purpose (Continued)

- instructions for running the query process
- State Office transmission deadline to Kansas City-Application Development Center (KC-ADC).

#### C Contact

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

- Carol Fleming, BUD, at 202-720-9865 for WL
- Bob McGrath, BUD, at 202-720-1082 for queries.

### 2 12-AO

#### A Exhibit 13

State and County Offices shall refer to 12-AO, Exhibit 13 when completing FSA-55 work items. Exhibit 13 contains the following information:

- State and County Office actions to complete FSA-55's
- whether the unit count is a query, web-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 FSA-55's.

#### B Exhibit 17

12-AO, Exhibit 17 has been updated to assist State and County Offices with estimates for FY 2007. The information provided in Exhibit 17 is for FY 2007 activity as compared to actual FY 2006 activity. Exhibit 17 should be provided to State Office program specialists for entry of additional recommendations applicable for County Offices in their State for FY 2007. An electronic version of the exhibit has been provided to each State Office WL specialist for this purpose.

## Notice AO-1368

### 2 12-AO (Continued)

#### C Exhibit 18

12-AO, Exhibit 18 provides a display reference of the FY 2006 FSA-55 software.

### 3 County Office Action

#### A County Office Responsibilities

CED's and Farm Loan Managers shall review 12-AO:

- paragraph 9918 for training requirements for all employees assisting with completion of FSA-55's
- paragraph 9914 for monitoring the Work Measurement (WM)/WL Home Page
- paragraph 9919 for combined county and Type 1 office reports
- paragraph 9920 to review FSA-55's
- paragraphs 9940 through 9951 for automation activities
- paragraph 9952 for processing work item queries
- Exhibit 13 for work item description and comparison instructions
- Exhibit 17 for estimates for FY 2007.

#### B Processing Work Item Queries

Before processing the work item queries, County Offices shall:

- install County Software Release No. 598 that should be sent by overnight mail from KC-ADC on September 28, 2006.
- ensure that all program data has been loaded in the system before running queries.

**Note:** Do **not** run the queries until **October 2, 2006**.

## Notice AO-1368

### 3 County Office Action (Continued)

#### B Processing Work Item Queries (Continued)

County Offices shall follow instructions in 12-AO, paragraph 9952 to process the work item queries for all county files located on the system. **County Offices should pay special attention to instructions provided in the paragraph for action to take if error messages are received during the link-unlink process.**

**Note: It is very important that County Offices do not ignore error messages.**

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. Whether using the option to run all queries or each individual query, **each query should be run only once**, unless otherwise instructed by Budget WL Reporting Information posted on the WM/WL Home Page.

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

Once the query process is complete, the unit counts for those work items will be automatically entered on FSA-55, column 2, except for work items that indicate web-query or query printout. Query printout units should be verified by County Offices and entered manually on FSA-55. County Offices may print a preliminary FSA-55's to review the query work item units. **The Query Book will not be posted on the WM/WL Home Page at year-end.**

#### C Web-Query Entries

BUD has historically queried units from files located on the System 36 and AS/400 for FSA-55 purposes. As more County Office processes move to a web environment, BUD considered necessary changes in the method of capturing unit counts for County Office FSA-55's. BUD has requested development of web-queries by KC-ADC to pull specific unit information by County Offices. These units will be downloaded into the individual County Office FSA-55 after transmission from the State Office on **October 19, 2006**. All information will be transmitted from KC-ADC to the National Office on or about **October 27, 2006**. For this reason, it is very important that County Offices adhere to the county transmission schedule provided by their individual State Office so a timely transmission of the State's FSA-55's is possible.

The units captured by the web-queries will **not** be available to State and County Offices until the year-end FSA-55's are released in December 2006. However, the units will be available to reviewers and will be discussed with WL contacts during the National Workload Review. BUD will soon begin the process of piloting the Activity Reporting System. During the migration period there may be situations where the WL process does **not** provide all information that the State and County Offices have had access to in the past. As the process is eventually migrated to a web environment, State and County Office's information will be available through a reports menu.

**Notice AO-1368**

**3 County Office Action (Continued)**

**D 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 12-AO, Exhibit 13 or BUD WL Reporting Information are required for a query count, County Offices shall use the Worksheet. The Worksheet will be posted on the WM/WL Home Page under the “Queries” option on or about October 10, 2006.

County Offices shall do the following to complete the worksheet.

| <b>Step</b> | <b>Action</b>  |
|-------------|--|
| 1           | Access the WM/WL Home Page according to 12-AO, paragraph 9914.   |
| 2           | CLICK “Query”.   |
| 3           | CLICK “Query Adjustment Worksheet”.  |
| 4           | Using the “File” options, save the Worksheet to a folder before making entries.  |
| 5           | Using the saved version of the Worksheet, select “State and county” from the drop-down box in the instruction area at the top of the screen.<br><br><b>Notes:</b> Only reporting offices shall prepare a Worksheet. The combined FSA-55 query and manual counts for all counties in the reporting office’s shall be used. On the Worksheet, <b>do not</b> make: <ul style="list-style-type: none"> <li>• changes to/or add additional work items</li> <li>• entries for a work item unless a change to the unit count is being requested.</li> </ul> |
| 6           | Enter the <b>original query</b> unit count displayed on FSA-55, if applicable.   |
| 7           | Enter the <b>manual count</b> to be added to the original query.<br><br><b>Note:</b> FSA-55 has been pre-filled with the generally accepted explanation for requesting a manually counted unit. If the manual counts for the work item are for a purpose other than provided for by the pre-filled explanation, the County Office should provide a memorandum with supporting documentation as described in Step 10.   |
| 8           | Save the document to a folder.   |
| 9           | When all adjustments have been made and verified, e-mail the completed worksheet to the designated State Office contact person by State Office designated date.<br><br><b>Note:</b> County Offices that experience difficulty in accessing the Worksheet shall request a copy by e-mail from the State Office.   |

**Notice AO-1368**

**3 County Office Action (Continued)**

**D Adjusting Query Counts (Continued)**

| <b>Step</b> | <b>Action</b>  |
|-------------|--|
| 10          | <p>If County Offices do <b>not</b> agree with query counts for work items or explanations <b>other than those allowed for on the Worksheet</b>, a memorandum must be prepared and sent through the State Office to the National Office for the National Review. The memorandum <b>must</b> contain the following information:</p> <ul style="list-style-type: none"><li>• State and county code</li><li>• original query unit count</li><li>• additional manual count being requested</li><li>• revised total unit count</li><li>• attached documentation to justify the revised unit count.</li></ul> <p><b>Note:</b> Adjustments to the query count will not be considered unless documentation supporting the revised unit count is provided.</p> |

**E Merging Combined County Office Reports**

Combined County Offices where a closed or part-time county is part of the combination shall follow the instructions in 12-AO, paragraph 9950 to create a data tape for the closed or part-time county WL files. The headquarters County Office shall follow the instructions in 12-AO, paragraph 9951 to load the data tape and generate a combined report. Additional information about combined county reports can be found in 12-AO, paragraph 9919.

County Offices that have a CMA file located on their System 36/AS 400 shall follow the instructions in 12-AO, paragraphs 9950 and 9951 to merge the CMA files into 1 FSA-55.

**F Adding or Modifying Entries on FSA-55**

County Offices shall follow instructions in 12-AO, paragraphs 9943 and/or 9944 to enter or revise manual unit counts and estimates on FSA-55. After updating the report PRESS F11 on the PC keyboard to save updated entries.

ITFlash 433 Bulletin (9/23/03) contained instructions for reconfiguring PC's to access FSA-55. Each PC that has successfully been reconfigured may access FSA-55 rather than using a System 36 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 Home Page under the "Workload" option.

**G Printing and Reviewing Reports**

County Offices should ensure that work item unit counts and estimates were completed according to information provided in 12-AO, Exhibits 13 and 17 and by the State Office WL Specialist. County Offices should follow instructions in 12-AO, paragraph 9946 to print the completed report.

## Notice AO-1368

### 3 County Office Action (Continued)

#### H Transmitting County Office Reports to State Office

County Offices shall follow instructions in 12-AO, paragraph 9948 to queue FSA-55 for transmission by the date provided by the State Office. Only headquarters and full-time sub-offices should queue FSA-55's. **Do not transmit reports for part-time or closed (B. file) counties.**

It is **extremely important** that County Offices verify on the next start-of-day after FSA-55 is queued to ensure that the XXxxxCF1 (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.**

#### I FLP Guidelines

Only Type 1 County Offices shall report FLP activity. See 12-AO, subparagraph 9919 C for further clarification. An FLP notice with instructions for completing data input before processing WL queries **will not** issued as in prior years. However, the work item information used in the previous year is still valid for the FY 2006 year-end FSA-55 cycle **with the following exceptions:**

- **MAC Data Field/WLS Code Revisions for 2006**
  - Work item 822 for all year-end analysis units should use WLS code 4025 even though a contractor may have done the data gathering for the year-end analysis (YEA).
  - Work item 828 now loads automatically on FSA-55.
  - Work item 923 is a System 36 query that will capture WLS code 4035.
  - Work item 924 is a System 36 query that will capture WLS code 4034.
  - Work item 1001 is the responsibility of each State Office WL Specialist to ensure that all unit counts are entered in **Type 1 offices only**. Entries in Type 2 and 3 offices will be removed during the National Workload Review.
- **MAC Report Revisions for 2006**
  - WL items 828, 835, 922, 923 and 1004, and 2166 should be added to items verified by MAC WL Scheduling Report UAA7006.

**Notice AO-1368**

**3 County Office Action (Continued)**

**I FLP Guidelines (Continued)**

- **Web AgCredit Revisions for 2006**

- Web-queries for work items 825, 830, 832 and 837 will be entered in column 2 by KC-ADC and no action is required by the County Office for these work items.
- KC-ADC will enter midyear WL units as of March 31, 2006 for work items 821, 831 and 921.
- Work items 829 and 836 will require County Office manual entry on FSA-55.

- **Web AgCredit Data**

- County Offices shall follow the following instructions Web AgCredit queries for unit counts for these work items. The following Web AgCredit AOCODES and associated outcomes are counted by BUD's FY 2006 end-of-year WL item web queries. The web-query results will be loaded to the FSA-55 by KC-ADC after transmission from State Offices.

| <b>Work Item</b> | <b>Description</b>  | <b>AOCODES and Associated Outcomes Counted by Queries</b>  | <b>AgCredit Query</b> |
|------------------|---|--|-----------------------|
| 829              | Inventory Property Management<br><br><b>Note:</b> Add the number of inventory properties held for FY to the AgCredit query results. | Manual count.<br><br>Acquisitions:<br><br>Outcome 1 of the following:<br><br><ul style="list-style-type: none"> <li>• <b>CBRV301</b> –Process Voluntary Conveyance (VC) offer and determine if VC can be accepted</li> <li>• <b>CBDT306</b> – Determine if FSA security acquired</li> <li>• <b>PPDT303</b> -Process VC offer and determine if VC can be accepted</li> <li>• <b>LPDT305</b> -Process VC offer and determine if VC can be accepted</li> <li>• <b>BPDT305</b> -Process VC offer and determine if VC can be accepted.</li> </ul> | 829                   |

**Notice AO-1368**

**3 County Office Action (Continued)**

**I FLP Guidelines (Continued)**

| <b>Work Item</b> | <b>Description</b>  | <b>AOCODES and Associated Outcomes Counted by Queries</b>  | <b>AgCredit Query</b> |
|------------------|---|--|-----------------------|
| 829<br>(Cntd)    | Inventory Property Management (Cntd)  | <p>Outcome 2 of <b>HPDT308</b> -Process VC offer &amp; determine if VC can be accepted.</p> <p>Outcomes 1 and 2 of <b>CEDT308</b> – Determine if bankruptcy cancellation needed.</p> <p>Sale of property:</p> <p>Outcome 1 of <b>HLP301</b> –Process cash sale.</p> <p>Outcomes 1 and 2 of <b>HLP302</b> – Process credit sale.</p> <p>Property held in inventory for the entire FY - Manual.</p>  | 829<br>(Cntd)         |
| 830              | <p>All Debt Settlement Activities</p> <p><b>Note:</b> Count 1 unit for cancellation, settlement, or non-approval.</p> | <p><b>CLPD301</b>, outcomes 2 and 3 - Debt settlement denied.</p> <p><b>CLDT305</b>, outcomes 1, 2, 3 - Treasury and State Office to determine if adjustment/ compromise is acceptable.</p> <p><b>CLW306</b>, outcomes 1, 2, 4, 5, 6 - Wait for State Office to approve debt settlement (approved or denied).</p> <p><b>CLW307</b> outcomes 1, 2 - Wait for the Department of Justice (DOJ) response (approved or denied debt settlement).</p> <p><b>CEPS301</b> outcome 1 - Wait for cancellation to be processed for bankrupt borrower (cancellation processed).</p> | 830                   |

**Notice AO-1368**

**3 County Office Action (Continued)**

**I FLP Guidelines (Continued)**

| <b>Work Item</b> | <b>Description</b>  | <b>AOCODES and Associated Outcomes Counted by Queries</b>   | <b>AgCredit Query</b> |
|------------------|---|---|-----------------------|
| 832              | Debt For Nature - Conservation Contract (CC) Unit is counted when borrower eligibility is determined. | <b>COQ301</b> -Determine eligibility for CC request (open or completed activity).   | 832                   |
| 836              | Farm Loan Programs Bankruptcy Cases   | <b>CEDT311</b> – Bankrupt – Select type of bankruptcy.<br><br><b>CAT150</b> – Bankruptcy.<br><br><b>CAT150</b> and <b>CATCPL</b> “category completion date” = blank . | 836                   |
| 837              | 1951-S Servicing Application Received   | <b>CCW301</b> – Outcomes 1, 2.<br><b>LTW301</b> – Outcomes 1, 2.<br><b>CBW301</b> – Outcome 3.<br><b>CGW301</b> – Outcome 3.  | 837                   |

- 825 – 1951-S Servicing Applications Sent
  - 829 – Inventory Property Management
  - 830 – All Debt Settlement Activities
  - 832 – Debt for Nature – Conservation Contract
  - 836 – Farm Loan Programs Bankruptcy Cases
  - 837 – 1951-S Servicing Applications Received
- Web AgCredit queries should be prepared as close to **October 2, 2006**, as possible but a slight delay (1-2 days) will not change the query results in most cases.

Employees completing the unit counts and estimates for FLP should also review information provided in 12-AO, Exhibits 13 and 17 and any ‘Workload Reporting Information’ postings on the WM/WL Home Page. Access the WM/WL Home Page according to 12-AO, paragraph 9914.

All Type 1 offices shall ensure that MAC data is up to date before running the workload queries. MAC data is **not only** used for FSA-55’s but is 1 of the critical data elements used to develop FLPRAs matrices. MAC data queried for FSA-55’s will also be queried at the same time to provide data for FLPRAs. When comparing FSA-55 query counts to system generated reports through AgCredit, MAC, or WLS; ensure that the reports are generated on the same day that FSA-55 queries are processed. However, it may be helpful to generate these comparison reports **before September 30, 2006**, to verify that all FY 2006 activity is updated in the system before running FSA-55 queries. The Work Item/WLS Code Quick Reference Guide posted on the WM/WL Home Page, “Toolbox” option may be helpful in identifying work item queries that are dependant on WLS codes.

## Notice AO-1368

### 4 State Office Action

#### A State Office Responsibilities

State Offices shall review 12-AO, paragraphs 9923 through 9925 to ensure that State Office responsibilities are being fulfilled.

The State Office WL Specialist shall ensure that:

- 12-AO, Amend. 7 has been distributed to County Offices
- they are advised that it should be incorporated into 12-AO before preparing WL reports.

Transmission dates and meeting dates, if applicable, should be provided timely so County Offices have adequate time to prepare and review FSA-55.

State Software Release No. 466 must be installed for County Offices to successfully transmit FSA-55's to the State Office.

#### B Monitoring WM/WL Home Page

It is imperative that State and County Offices are informed of the information posted on the WM/WL Home Page during the WL reporting period. Although both State and County Offices have access to the WM/WL Home Page, it is the State Office WL specialist's responsibility to ensure that all County Offices are advised of the information timely. Reporting corrections and clarifications will be posted under the "Workload" option on the WM/WL Home Page under the "Workload Reporting Information" option. New information may be updated daily at this web site.

#### C Verifying Receipt of County Office Transmissions

Before reviewing and transmitting FSA-55's to KC-ADC, State Offices shall follow instructions in 12-AO, paragraph 9969 to ensure that all Reporting County Office transmissions have been received.

#### D Reviewing and Adjusting Reports

It is vital the State Office WL specialist ensures that County Office data has been thoroughly reviewed **before** submission for the National Review according to instructions in 12-AO, paragraph 9925. When completing the review, it is important that **both** actual and estimated unit counts are reviewed for accuracy. Work items reported in hours or workdays shall be reviewed and compared to the National or State WM average for the applicable work item

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 FSA-55's. County Offices shall be given the option to provide justification to State Offices for questionable entries. State Offices shall keep justification with FSA-55's for possible use during the National Review.

## Notice AO-1368

### 4 State Office Action (Continued)

#### E Transmission Deadline Date

All State Offices shall transmit reports to KC-ADC according to 12-AO, paragraph 9970, on or before October 19, 2006. It is necessary for the WL 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 XX000CF3 file (XX = State abbreviation).

Verify successful transmission by printing an Outgoing Detail History Report through the telecommunication functions menu. Repeatedly queuing FSA-55's will **not** solve a missing transmission problem if there is an unknown system problem.

#### F Forwarding County Office Information to Headquarters

Worksheets and all other memorandums and supporting documentation for County Office FSA-55's shall be forwarded to the National Office for the National Review. State Offices shall forward these documents to BUD using FedEx at the following address **by October 24, 2006**:

USDA/FARM SERVICE AGENCY  
ATTN: CAROL FLEMING, ROOM 4724  
1400 INDEPENDENCE AVE, SW  
WASHINGTON, DC 20250-0500  
Telephone: 202-720-9865.

Do **not** forward County Office Worksheets by e-mail for National Review.