

UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

Notice AO-1853

For: FSA Employees

FY 2023 Farm Program Unaccounted for Workload Demand Surveys

Approved by: Deputy Administrator, Field Operations



1 Overview

A Background

A key component of workload management is the determination of FSA's total staffing needs. In alignment with FSA's strategic objective to make data driven workload decisions, FSA has enhanced its approach to calculating total need. The DAFO Business Analysis and Management Support Division (BAMSD), in consultation with the BAMSD Working Group, developed a multifactored approach to the total need calculation. One key component of this approach is to quantify Unaccounted for Demand (UFD). UFD is the work FSA is unable to complete because of insufficient staffing resources. BAMSD is continuing to collect annual data related to UFD through annual surveys when data from FSA systems are not available.

B Purpose

This notice provides information related to completing the following UFD surveys by October 31, 2023:

- **FY 2023 UFD Metric Quantity Survey** – to be completed by CED's
- **FY 2023 UFD Metric Cycle Time Survey** – to be completed by State Offices.

C Contact

For questions about this notice:

- County Offices will contact their State Office
- State Offices will contact BAMSD by email to ARSHelp@usda.gov.

Disposal Date	Distribution
June 1, 2024 9-20-23	All FSA Employees

2 FY 2023 Farm Program UFD Surveys

A General Information About the FY 2023 UFD Surveys

The Farm Program UFD Surveys provide FSA leadership with the data required to calculate FSA's staffing requirements. Capturing accurate and complete data is critical to determining the sum quantity of FSA's UFD. The collection of UFD data can answer questions about uncompleted tasks and tasks completed after deadlines because of increased backlog and overextended staff. This data is a key component of FSA's Total Need Tool.

FSA recognizes the competing demands for time among FSA employees and that this survey will impact those demands. It is very important that FSA staff dedicate the proper time to provide accurate and complete data. Accurate survey completion will assist State and County Offices in future surveys, as responses from the previous year are provided each year as reference.

This data is being collected for the sole purpose of determining additional required staffing resources necessary for FSA to complete its mission and **not** as a measurement of FSA's efficiency.

All questions related to this survey should be coordinated through designated State Office personnel. State Offices will monitor surveys to ensure that all surveys are completed by the established deadlines.

Surveys and user guides will be available through the BAMSD SharePoint site at <https://usdagcc.sharepoint.com/sites/fsa-dafops/SitePages/BAMSD.aspx>.

B FY 2023 UFD Metric Quantity Survey

The Metric Quantity Survey captures the outstanding number of workload items an office has at the time of survey completion. Users must complete every question on the survey.

Users will be able to view their FY 2022 responses in the first column and can use those values as reference when completing the FY 2023 survey with updated metrics. Users will enter the same number for FY 2023 for responses that have not changed. Data shown in the FY 2022 column is for reference only and cannot be altered.

This survey consists of 18 questions. If there are no metrics related to a question for the respective County Office, that question should be answered with a zero ("0"). All responses must be zero or positive whole numbers.

This survey is targeted to physical FSA office locations (excluding Urban Ag offices) and is required to be completed for each location by CED or acting CED of that respective office. The survey may be accessed multiple times to answer all questions. Users must click "Submit" after each session before exiting the survey to ensure that values entered are recorded in the system.

2 FY 2023 Farm Program UFD Surveys (Continued)

B FY 2023 UFD Metric Quantity Survey (Continued)

The UFD Metric Quantity Survey is completed on an annual basis. The FY 2023 survey will begin on **October 1, 2023**, and must be completed by **October 31, 2023**. State Offices will communicate with Field Office employees to ensure that the survey is completed within the designated timeframe.

C FY 2023 UFD Metric Cycle Time Survey

The UFD Metric Cycle Time Survey captures the number of minutes required to complete workload items associated with UFD. Users must complete every question on the survey.

Users will be able to view their FY 2022 responses in the first column and can use those values as reference when completing the FY 2023 survey with updated metrics. Users will enter the same number for FY 2023 for responses that have not changed. Data shown in the FY 2022 column is for reference only and cannot be altered.

The survey consists of 31 questions. If a question refers to a process that is not completed in the respective State, users should enter a value of zero ("0"). All responses must be zero or positive whole numbers.

This survey is completed by State Office staff and responses should be an average for the State. The survey may be accessed multiple times by multiple users to answer all questions. Users should coordinate responses to ensure that multiple users are not entering data for the same State at the same time and that final entries are correct. Users must click "Submit" after each session before exiting the survey to ensure that values entered are recorded in the system.

All Metric Cycle Time responses will only indicate the amount of FSA employee active work time required to complete a given task. FSA employee active work time is the time an FSA employee is actively working on a task and does not include time waiting for a producer or other government agency to return a document or complete an action.

The UFD Metric Cycle Time Survey is completed on an annual basis. The FY 2023 survey will begin on **October 1, 2023**, and must be completed by **October 31, 2023**.