

For: State and County Offices

Update Information for FY 2002 Farm Loan Program (FLP) Workload

Approved by: Deputy Administrator, Farm Loan Programs



1 Overview

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Background

In May 2002, the FY 2002 midyear workload review was completed at the National Office level with assistance of State and County Office employees. As a result of this review, several deficiencies were noted in FLP workload reporting.

This notice includes information used by BUD to perform County Office workload reviews and comparisons of work items. State and County Offices shall follow this notice to ensure that:

- workload data is accurate
- estimated workload is realistic.

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Purpose

This notice provides State and County Offices with information that can be used to assist in the yearend County Office workload.

Note: The website address is <http://dc.ffasintranet.usda.gov>.

- Click on subweb "BD".
- Click on "WM/WL Homepage".

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Disposal Date	Distribution
December 1, 2002	State Offices; State Offices relay to County Offices

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1 Overview (Continued)

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Contact

Direct questions about:

- workload and/or workload or work measurement queries to either of the following:
 - Vicki Larson, BUD, at 202-720-2501
 - Heidi Ware, BUD, at 202-720-4483
 - program-related issues to Polly Anderson, LSPMD, at 202-720-2558.
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2 General Information

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Items Needed to Perform Review

The following is a list of items necessary to perform the review:

- 12-AO (Rev. 18)
 - Notice AO-1270
 - Notice FLP-245.
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Reviewing Workload Reports

This notice provides clarification of several FLP work items and general observations to use in completing the FY 2002 yearend workload. These should be used in conjunction with 12-AO (Rev. 18), Notice AO-1270, and the knowledge of programs and functions in each County Office.

Each office must rely on knowledge of the programs administered by the office and the extent of the program activity. Estimated unit counts are critical at yearend reporting. Estimated unit counts must be realistic and in line with work accomplished and remaining. Additionally, State Office reviews should include the Farm Loan Chief or designee to ensure that FLP data has been reported accurately and consistently.

Management of Agricultural Credit (MAC) reports:

- **should be run the same day as the workload queries**
 - **will provide the most accurate check of the query unit counts**
 - **could serve as documentation for request of an adjustment to the query unit count.**
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3 County Office Action

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FLP Guidelines

Query counts will only reflect activity completed that has been updated in MAC. **Manual unit counts for queried work items will not be allowed if FLP work items have been completed but not updated to MAC.**

All offices need to consider existing caseload as well as any anticipated increase in loan making and loan servicing activity for both direct and guaranteed loans when entering estimated unit counts in column 3 of the workload report.

Notice FLP-245:

- should be reviewed to ensure that County Office information is being updated timely for FLP activity captured by workload queries
 - has been posted on the BUD WM/WL Homepage.
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Additional Work Item Information

The following table contains additional work item information.

Work Item	Title	Description
821	Routine Loan Servicing for All Direct Loan Borrowers	This unit is counted once annually on March 31 st . If the borrower is not active on March 31, 2002, the unit count will not be captured until March 31, 2003. Estimate an increase in loan servicing activity if loan making estimates increased. Estimated unit counts are entered in column 3.
822	Financial Analysis and Specialized Direct Loan Servicing Activities	To ensure accurate reporting of estimated units, the County Office should review the most recent 540 report. Every operating loan, chattel secured loan, and/or limited resource borrower needs a yearend analysis completed each year. Real estate secured loans need a yearend analysis completed every 2 years. The number of borrowers who should receive a yearend analysis should be entered into column 3. Estimate an increase in loan servicing activity if loan making estimates increased.
823	Field Visits for Direct Loan Servicing Activities	Multiple counts per borrower are allowed, but multiple services performed during the same visit count as 1 unit and should be entered into MAC with the same completion date. Estimate an increase in loan servicing activity if loan making estimates increased.

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3 County Office Action (Continued)

**B
Additional Work
Item Information
(Continued)**

Work Item	Title	Description
824	1951-T Servicing Activities	Count 1 unit for each borrower being sent a 1951-T letter. Do not include multiple unit counts when there is more than 1 disaster designation included on the same 1951-T letter. Only 1 count is allowed per borrower for each separate 1951-T letter sent. Multiple counts per borrower may occur throughout the year. Estimate an increase in loan servicing activity if loan making estimates increased.
825	1951-S Servicing Actions	The query count will reflect all activity completed when Ag Credit codes have been updated in MAC. An error in Notice FLP-245 omitted codes for CCS322, CGS301, and CES304. The query, however, is correct and captures all applicable codes. Estimate an increase in loan servicing activity if loan making estimates increased.
826	Subordination of Chattel Security	See Exhibit 1 for Data Element/WLS Code changes for this work item. Estimate an increase in loan subordination activity if loan making estimates increased.
827	Real Estate Subordinations, Partial Releases, and Consent Activities	See Exhibit 1 for Data Element/WLS Code changes for this work item. Estimate an increase in loan subordination and release activity if loan making estimates increased.
902	Program Eligibility Determinations for Guaranteed Farm Loan Programs Except PLP	FLP offices can print the eligibility report for guaranteed loans to determine the accuracy of eligibility count for work item 902.
905	Loan Closing for All Guaranteed Loan Processing	If the FLP office is aware that a lender has closed a loan, but the lender has not submitted the loan closing paperwork back to the office, the FLP office should: <ul style="list-style-type: none"> • contact the lender for the closing date • update the data to MAC before running the queries.
922	Feasibility Determinations for Guaranteed Loan Servicing Activities	A borrower should receive no more that 1 unit count per year. Estimated units shall include all: <ul style="list-style-type: none"> • interest-assistance borrowers • borrowers who have a line of credit with a standard eligible lender (SEL) • guaranteed loan restructure requests, existing but not completed, and anticipated restructure requests that will require agency approval. <p>Assume an increase in loan servicing activity for the estimated unit count.</p>

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3 County Office Action (Continued)

**B
Additional Work
Item Information
(Continued)**

Work Item	Title	Description
923	Guaranteed Loan Servicing - Lender File Reviews for SEL and CLP	Estimated units are the total number of lender file reviews required for SEL and Certified Lender Program (CLP) lenders during the upcoming FY 2003. Assume an increase in loan servicing activity for the estimated unit count.
924	Guaranteed Loan Servicing - Lender File Reviews for PLP	Estimated units are the total number of lender file reviews required for PLP lenders during the upcoming FY 2003. Assume an increase in loan servicing activity for the estimated unit count.
925	Servicing Guaranteed Loan Borrowers Through Liquidation or Bankruptcy and Processing Loss Claims	A borrower should receive no more than 1 unit count per FY. Assume an increase in loan servicing activity for the estimated unit count.
1002	Real Estate Appraisals Performed by FSA Employees	<p>When the State Office appraiser completes an appraisal for a work measurement office, the time associated with completing the appraisal will be reported to the National Office by memorandum. The State Office shall include the following in the memorandum:</p> <ul style="list-style-type: none"> • County Office name • State and county codes (reporting county) • time to complete appraisal. <p>Note: State Offices shall submit the memorandum to the National Office at the address listed in Notice AO-1270, subparagraph 5 A, step 4.</p> <p>State Office appraisers need to report the number of appraisals completed to each County Office so the office can update the workload scheduling code in MAC before running the queries.</p> <p>County Offices may need to remind State Office appraisers to submit workload unit counts and work measurement time to the appropriate office.</p> <p>Assume an increase in appraisal activity if loan making and servicing estimates increased for the estimated unit count.</p>

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3 County Office Action (Continued)

**B
Additional Work
Item Information
(Continued)**

Work Item	Title	Description
1004	Reviewing Real Estate Appraisals Performed by Lenders, Contract Appraisers, or Third Parties for Direct or Guaranteed Loan Making or Servicing	<p>When the State Office appraiser completes an appraisal review for a work measurement office, the time associated with completing the appraisal review will be reported to the National Office by memorandum during the appropriate reporting period. The State Office shall include the following in the memorandum:</p> <ul style="list-style-type: none"> • County Office name • State and county codes (reporting county) • time to complete appraisal review. <p>Note: State Offices shall submit the memorandum to the National Office at the address listed in Notice AO-1270, subparagraph 5 A, step 4.</p> <p>State Office appraisers need to report the number of appraisals completed to each County Office so the office can update the workload scheduling code in MAC before running the queries.</p> <p>County Offices may need to remind State Office appraisers to submit workload unit counts and work measurement time to the appropriate office.</p> <p>Assume an increase in appraisal activity if loan making and servicing estimates increased for the estimated unit count.</p>
1005	Reviewing Chattel Appraisals Performed by Lenders, Contract Appraisers, or Third Parties for Direct or Guaranteed Loan Making or Servicing	<p>When the State Office appraiser completes an appraisal review for a work measurement office, the time associated with completing the appraisal review will be reported to the National Office by memorandum during the appropriate reporting period. The State Office shall include the following in the memorandum:</p> <ul style="list-style-type: none"> • County Office name • State and county codes (reporting county) • time to complete appraisal review. <p>Note: State Offices shall submit the memorandum to the National Office at the address listed in Notice AO-1270, subparagraph 5 A, step 4.</p> <p>State Office appraisers need to report the number of appraisals completed to each County Office so the office can update the workload scheduling code in MAC before running the queries.</p> <p>County Offices may need to remind State Office appraisers to submit workload unit counts and work measurement time to the appropriate office.</p> <p>Assume an increase in appraisal activity if loan making and servicing estimates increased for the estimated unit count.</p>

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4 State Office Action

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SED Action

SED's shall ensure that all:

- data listed in this notice that is counted for workload is entered in MAC on the System A36/AS400 by the appropriate Field Offices
- National Office-created workload scheduling (WLS) codes are used by Field Offices to the extent possible to track their work
- State Office appraisal staff report workload unit counts to the appropriate County Office before workload queries being run
- State Office appraisal staff report the time associated with conducting appraisals or appraisal reviews, by memorandum, to the National Office

Note: Time associated will only be captured for designated work measurement offices. Memorandums shall be submitted to BUD timely and according to Notice AO-1270, subparagraph 5 A.

- FLM's attend the district workload review
 - Farm Loan Chiefs or designees are included in the State Office workload review process to assist in verifying FLP data submitted is accurate and consistent.
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Data Element/WLS Code Changes

BUD has revised the following workload queries for end of the FY as follows.

Note: Changes are in bold print.

Work Item	Work Item Title	Data Element/WLS Code	MAC Screen
826	Subordination of Chattel Security	<ul style="list-style-type: none"> • Request Type = “S” or “B” • Request Date is entered • Application Completed Date is entered • Final Disposition Date and/or Final Disposition Date After Appeal is entered • Final Disposition Action and/or Final Disposition After Appeal = A, R, or W • Security Service Code = 1, 2, 3, 4, 6, or 9 	UAA35205
827	Real Estate Subordinations, Partial Releases, and Consent Activities	Same as work item 826, except: <ul style="list-style-type: none"> • Request Type = “B”, “C”, “P”, or “S” • Security Service Code = 5, 7, or 8 	UAA35205
921 <u>1/</u>	Routine Guaranteed Loan Servicing and Maintaining Lender Records Note: This work load count (WLC) item is a count of all unduplicated guaranteed borrowers who have at least 1 loan outstanding as of March 31. The borrower is counted if the: <ul style="list-style-type: none"> • loan payoff date (DPYOFD) is absent or greater than March 31 • loan amount (LONAMT) is greater than zero • loan closing date (LNCLDT) is equal to or less than March 31 of the current FY. Note: This unit is counted once annually.	<ul style="list-style-type: none"> • MAC’s LND database • Database fields: <ul style="list-style-type: none"> • LPYOFD (loan payoff date) • LONAMT (loan amount) • LNCLDT (loan closing date) • Previously a manual count 	Reports from Main Menu Screen UAA90001, Unduplicated Borr Caseload

1/ This new WLC item query will produce a printout that can be used to compare with a manual count of the total outstanding guaranteed loan borrowers. The query will become a standard query for midyear 2003 if no problems are encountered at 2002 yearend that cannot be resolved.