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May 9, 2011

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **DEPARTMENT OF HEALTH SERVICES – MARTIN LUTHER KING, JR. MULTI-SERVICE AMBULATORY CARE CENTER PAYROLL/ PERSONNEL REVIEW**

In 2007, based on issues noted in our review of payroll/personnel in one County department, your Board instructed the Auditor-Controller to develop a risk-based plan to audit payroll/personnel operations in all County departments. In accordance with the developed plan, we completed a review of the Department of Health Services' (DHS) Martin Luther King, Jr. Multi-Service Ambulatory Care Center's (MLK-MACC) compliance with County payroll policies, and their use of the Countywide Timekeeping and Payroll/Personnel System (CWTAPPS). Our review covered areas such as overtime controls, time and attendance recording, leave accounting and warrant distribution.

DHS Administration Human Resources (DHS HR) handles most payroll/personnel functions (e.g., entering data into CWTAPPS, monitoring leave accounting, processing terminations, etc.) for all DHS facilities. Each DHS facility, including MLK-MACC, is responsible for certain payroll/personnel functions, such as maintaining documents related to employees' leave of absence, monitoring overtime usage, approving time cards, etc.

In our payroll/personnel reviews of other DHS facilities, we have previously reported on the payroll/personnel functions that are performed centrally by DHS HR. With the exception of a few payroll functions performed centrally by DHS HR, this review focused

on the payroll/personnel functions performed by MLK-MACC. The recommendations in this report are directed to MLK-MACC management, unless specifically addressed to DHS HR.

Summary of Findings

We noted that MLK-MACC and DHS HR appropriately conduct annual payroll distribution payoffs, as required by the County Fiscal Manual. However, MLK-MACC and DHS HR need to strengthen their controls over other areas of payroll/personnel operations and their use of CWTAPPS. The following are examples of areas for improvement:

- MLK-MACC needs to ensure that overtime is properly approved and monitored. We noted that five (17%) of the 30 time cards reviewed had no approvals for overtime. In addition, we reviewed 20 employees with the highest number of overtime hours in calendar year 2009, and noted that overtime earnings for all 20 employees were more than 50% of their annual base salary. While there is no County policy limiting overtime to a specific percentage of an employee's base salary, the County has used 50% as an informal guideline to monitor employee overtime.

  We also noted that six (30%) of the 20 employees were consistently among the 20 employees who worked the highest amount of overtime hours for the last three years. Finally, two of the employees with high overtime earnings were two of the five time cards that did not have approvals noted earlier in this section.

  DHS' attached response indicates that they re-issued the Department's time reporting and overtime policies, and reminded managers to ensure all overtime is properly approved. In addition, the response indicates that DHS developed a monitoring tool to assist managers in monitoring and tracking overtime, so as not to exceed 50% of an employee's annual base salary without appropriate justification and authorization.

- DHS HR needs to maintain supporting documentation for all leave donations, and ensure that leave donations are appropriately used and accounted for in employees' benefit balances. We noted that six (21%) of 29 employees reviewed were paid incorrectly, resulting in potential overpayments totaling $2,200, underpayments totaling $1,000, and incorrect leave balances.

  DHS' attached response indicates that they have developed a monitoring tool to be used to track all leave donations. The response also indicates that DHS has designated a staff person to be responsible for coordinating leave donations, maintaining supporting documentation and ensuring leave is used properly.

- DHS HR and MLK-MACC need to ensure that the duties of entering, approving and processing electronic time cards are properly segregated, and that supervisors appropriately review employee time cards for accuracy. We reviewed 30 time cards and noted eight (27%) instances where one employee both prepared and approved the same time card as a proxy on behalf of the employees. In addition, five of these eight time cards were prepared and approved by proxies on days when time records show the employees were at work, indicating that use of proxies to complete the other employees' timecards was unnecessary and possibly inappropriate. We also noted that five (17%) of the 30 time cards were not appropriately completed. For example, some time cards did not have the correct leave codes.

  DHS' attached response indicates that they re-issued their time reporting and web-based time reporting policies, and reminded managers that they are responsible for reviewing employee time cards for accuracy. They also reminded managers that proxies should not approve the time cards they submit. The response also indicates that DHS has begun reviewing the CWTAPPS Audit Trail Report to identify proxies who have both submitted and approved the same time card, to remind those proxies that the functions should be segregated.

- DHS HR needs to ensure that designated staff and supervisors document the disposition of entries on the eCAPS exception reports, and ensure exceptions are resolved timely. We noted that MLK-MACC staff did not review and annotate four (67%) of the six reports reviewed. For the two remaining reports, the reviewer and supervisor did not sign and date the reports. As a result, we were unable to verify whether the reports were reviewed in a timely manner.

  DHS' attached response indicates that, on December 15, 2010, they issued a policy requiring staff to review exception reports each pay period, investigate entries, follow-up with the proxy/approver or the employee's supervisor as needed, annotate actions taken, and sign and date the reports. The policy also requires the project manager to review, sign and date the reports within 60 days of the report run date. DHS indicated that compliance with these procedures will ensure that eCAPS exception reports are reviewed and resolved timely.

As noted above, our review identified several possible overpayments, underpayments and incorrect leave balances. County policies do not specify when employees are required to repay overpayments because each overpayment is unique. DHS HR should research the individual cases in this report, and work with the Department of Human Resources, Auditor-Controller's Countywide Payroll Division and County Counsel to recover any confirmed overpayments, correct underpayments and/or adjust employee leave benefit balances.

Details of these and other findings and recommendations are included in the attached report (Attachment I).

Review of Report

We discussed our report with DHS HR and MLK-MACC management. DHS' attached response (Attachment II) indicates general agreement with our findings and recommendations.

We thank DHS HR and MLK-MACC management and staff for their cooperation and assistance during our review. Please call me if you have any questions, or your staff may contact Robert Campbell at (213) 253-0101.

WLW:JLS:RGC:MWM

Attachments

c: William T Fujioka, Chief Executive Officer
Sheila Shima, Deputy Chief Executive Officer
Mitchell H. Katz, M.D., Director, Department of Health Services
Miguel Ortiz-Marroquin, Chief Executive Officer, MetroCare Network
Cynthia Moore-Oliver, Chief Executive Officer, MLK-MACC
Audit Committee
Public Information Office

DEPARTMENT OF HEALTH SERVICES
MARTIN LUTHER KING, JR. MULTI-SERVICE AMBULATORY CARE CENTER
PAYROLL/PERSONNEL REVIEW

Background

The Department of Health Services' (DHS) Martin Luther King, Jr. Multi-Service Ambulatory Care Center (MLK-MACC) has approximately 1,000 employees. DHS Administration Human Resources (DHS HR) performs most payroll functions (e.g., entering data into CWTAPPS, monitoring leave accounting, processing terminations, etc.) for all DHS facilities. Each facility, including MLK-MACC, is responsible for other payroll functions, such as maintaining documents related to employees' leave of absence, monitoring overtime usage, approving time cards, etc.

MLK-MACC employees use the County's online accounting and purchasing system (eCAPS) eHR Time Collection application to input their time and electronically submit it for supervisory approval. MLK-MACC supervisors, at various pay locations, review the electronic time records for accuracy and approve them before the time records are interfaced with the Countywide Timekeeping and Payroll/Personnel System (CWTAPPS) for processing. DHS HR uses CWTAPPS to process personnel actions, such as hires/terminations, and maintain personnel data, including hire dates, social security numbers and County job history. CWTAPPS also maintains employee leave balances and industrial accident information.

Scope

We reviewed MLK-MACC's compliance with County payroll and personnel processing policies, including compliance with the County Fiscal Manual (CFM). Our review included interviews with staff, tests of overtime usage and controls, employee time records, warrant distribution, leave of absence records, and eCAPS exception reports. We did not review payroll/personnel functions that are performed centrally by DHS HR, since we have reviewed them in our previous payroll/personnel reviews. With the exception of some payroll/personnel functions performed centrally by DHS HR, our review focused on the functions performed by MLK-MACC.

COMMENTS AND RECOMMENDATIONS

Payroll Exceptions

Our review disclosed a number of errors, such as incorrect time cards, CWTAPPS input errors, and misapplication of County payroll rules and regulations. These errors have resulted in possible overpayments, underpayments and incorrect leave balances. Some of the errors may have only been documentation or procedural errors, and would not result in overpayments that would require employees to repay the amounts.

County policies do not specify when employees are required to repay overpayments because the facts of each overpayment are unique. DHS HR and MLK-MACC management should research the individual cases noted in this report, and work with the County Department of Human Resources (DHR), Auditor-Controller's (A-C) Countywide Payroll Division and County Counsel to recover any confirmed overpayments, correct underpayments and/or adjust employee leave benefit balances.

Recommendation

1. **DHS HR and MLK-MACC management research the exceptions identified throughout this report, and work with DHR, A-C Countywide Payroll Division and County Counsel to recover any confirmed overpayments, correct underpayments and/or adjust employee leave benefit balances.**

Overtime Controls

We reviewed MLK-MACC's overtime records and noted:

- **Overtime approval** – County and DHS policies require non-emergency overtime to be approved in advance. Emergency overtime should be approved immediately after the overtime is worked. We reviewed 30 time cards and overtime authorizations for 15 employees who worked emergency and non-emergency overtime in 2010, and noted that five (17%) time cards had no approvals. We also noted that non-emergency overtime is not always pre-approved, and emergency overtime is not always approved immediately after it is worked, as required. Two of employees with unapproved time cards are also high overtime earners discussed in the next section.

- **Excessive Overtime** – CFM Section 3.1.9 indicates that department management should routinely monitor/examine workload and overtime reports to determine the appropriateness of overtime worked, especially for employees working excessive overtime. There is no County policy limiting overtime to a specific percentage of an employee's base salary. However, the County has used 50% of an employee's base salary as an informal guideline to monitor employee overtime. We reviewed MLK-MACC's CWTAPPS overtime reports and noted 20 employees whose overtime earnings for calendar year 2009 were more than 50% of their annual base salary. We also noted that six (30%) of the 20 employees were consistently among the 20 employees who worked the highest amount of overtime hours for the last three years.

Recommendations

MLK-MACC management:

2. **Ensure all overtime is properly approved.**

3. **Consider developing and implementing additional policies and controls to monitor and limit excessive overtime.**

Leave Accounting

Leave Donation Processing

DHR Interpretive Manual Section 1.2.B.1 requires employees to exhaust all full-pay and part-pay leave before receiving donated leave. In addition, an employee receiving donated leave cannot use any full-pay leave earned while on extended leave, or any new allowance of part-pay sick leave if the employee's absence continues into the next calendar year, until the donated leave is exhausted and the employee returns to work.

We reviewed leave donation documents and CWTAPPS records for all 29 employees who donated or received donated leave from January 2007 to March 2010. We noted that six (21%) of the 29 employees were paid incorrectly, with multiple errors for some employees, resulting in potential overpayments totaling $2,200, underpayments totaling $1,000, and incorrect leave balances. Specifically:

- DHS could not provide documentation to support the leave hours donated to three (10%) employees. For example, according to CWTAPPS, 192 leave hours were donated to one of the employees. However, the Department only provided documentation showing 176 hours had been donated to this employee.

- Three (10%) donating employees' leave balances in CWTAPPS were not accurate. For example, we noted one employee donated 16 hours of leave, but the donation was not deducted from the employee's leave balance, resulting in an overstated leave balance.

- Two (7%) employees inappropriately used full-pay leave earned while on extended absence and/or used the new allowance of part-pay sick leave, after exhausting their donated leave, before they returned to work.

- Two (7%) employees' time cards did not appropriately reflect holiday time earned while the employees were using donated leave. Since the employees used donated full-pay leave the day prior to the holidays, the employees qualified for and should have been paid for the holidays. For these two employees, DHS did not pay them for the holidays, resulting in potential underpayments.

CFM Section 3.1.3 requires department management to review the CWTAPPS Leave Balance Audit Trail Report to verify the accuracy of any manual adjustments made to leave balances (e.g., crediting/deducting leave hours because of a donation, etc.). However, we noted that the same Payroll staff who adjust leave balances also review the Leave Balance Audit Trail Report. These functions need to be segregated to ensure the integrity of the review process. In addition, DHS HR and MLK-MACC do not keep a list of employees donating and receiving leave time. Some of the issues noted in our

review could have been avoided if the Department had kept a list of all donated leave and properly monitored leave donations.

Recommendations

DHS HR management:

4. **Maintain supporting documentation for all leave donations and ensure leave is used properly.**

5. **Review the CWTAPPS Leave Balance Audit Trail Report, and ensure that the duties of adjusting leave balances and reviewing the Leave Balance Audit Trail Report are segregated.**

6. **Maintain a list of employees donating and receiving leave time, and monitor leave donations to ensure employees' benefit balances are accurate.**

Bereavement Leave

County Code Section 6.20.08 allows full-time permanent employees who are absent from work because of the death of a qualifying relative to use up to three days of paid bereavement leave. If an employee has to travel more than 500 miles one way, the employee may use up to five days.

We reviewed a sample of five employees who used bereavement leave in calendar year 2009, and noted that, for two (40%) employees, the Department did not have documentation verifying the employees' relationship to the deceased. Subsequent to our review, the Department verified that the employees' relationships to the decedents qualified for bereavement leave. However, the Department should ensure that the deceased is a qualifying relative of an employee before paying bereavement leave. Not properly verifying relationships could result in inappropriate benefit payments and incorrect leave balances.

Recommendation

7. **MLK-MACC management maintain documentation for all bereavement leave and ensure the deceased is a qualifying relative of the employee before paying bereavement leave.**

Time and Attendance

Time Card Processing

CFM Sections 3.1.6 and 3.1.7 require that the duties of entering, approving and processing timesheets be assigned in a way that ensures adequate separation of

duties. For electronic time cards, this means that proxies (who prepare timecards for absent employees) should not approve the time cards they prepare as proxies. Employees should also review the time cards submitted on their behalf by proxies. In addition, time cards should include all required information (e.g., employee name, employee number, total hours worked each day, etc.). Supervisors should also verify the hours recorded on employees' time cards, and timesheet adjustments should be reported immediately to the Payroll Section on a Timesheet Correction Form, which should be signed by the supervisor attesting to the changes.

We compared a sample of 30 time cards for 15 employees to CWTAPPS, supporting documents (e.g., overtime authorization forms, etc.) and any subsequent adjustments, and noted eight (27%) instances where a single proxy both prepared and approved the same time cards. Additionally, five of these eight time cards were prepared and approved by proxies on days when time records show the employees were at work, indicating that use of the proxy function was unnecessary and possibly inappropriate. We also noted that five (17%) time cards were not appropriately completed. For example, some time cards did not indicate the correct leave codes.

We also compared ten time cards to the employees' work schedules and/or sign-in sheets to ensure the validity of hours reported on the time card, and noted discrepancies on six (60%) of the time cards. However, the work schedules/sign-in sheets did not always account for all hours worked by the employees. For example, we noted one employee whose time card indicated the employee worked an overtime shift of eight hours, but the employee's name did not appear on the sign-in sheet for that shift. In addition, the employee's manager confirmed that the employee only worked seven hours of overtime, but the time card showed eight.

It appears that some of the discrepancies noted resulted in incorrect payments and benefit balances. DHS HR should determine the amount of over/under payments made to these employees, if any, and adjust the employees' pay and benefit balances accordingly.

Recommendations

8. **DHS HR and MLK management, to the extent possible, ensure proxies do not approve the time cards they submit and that employees review the time cards submitted by proxies on their behalf.**

9. **MLK management ensure supervisors properly review employee time cards for accuracy.**

Payroll Distribution

CFM Section 3.1.12 indicates that Payroll staff should never be directly involved in handling warrants and notices of direct deposit. We noted that MLK-MACC Payroll staff receive, sort and distribute payroll warrants and notices of direct deposit.

Recommendation

10. DHS HR ensure staff with no payroll/personnel responsibilities receive, sort and distribute payroll warrants and notices of direct deposit.

eCAPS Exception Reports

CFM Section 3.1.7 requires Payroll staff to generate, review and document the disposition of each entry in the following eCAPS Time Collection Exception Reports each pay period, and immediately process any necessary adjustments.

- Single Approver Report
- Audit Trail Report
- Missing Timesheet Report

Staff should sign and date the reports to indicate their review of the exceptions. In addition, the supervisor should review, sign and date the Missing Timesheet Report.

DHS HR assigned the responsibility of reviewing the eCAPS Time Collection Exception Reports to the Department's internal eCAPS Time Collection Team. We reviewed the three exception reports for the two January 2010 pay periods (six reports total) and noted that staff did not review or annotate the four Single Approver or Audit Trail Reports, and that the reviewer and supervisor did not sign and date the two Missing Timesheet Reports. As a result, we were unable to verify whether the reports were reviewed in a timely manner.

Recommendation

11. DHS HR ensure that staff and supervisors document their review of eCAPS exception reports and ensure exceptions are resolved timely.

Health Services
LOS ANGELES COUNTY

Los Angeles County Board of Supervisors

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March 9, 2011

TO: Wendy L. Watanabe
Auditor-Controller

FROM: Mitchell H. Katz, M.D.
Director

SUBJECT: **RESPONSE TO AUDITOR-CONTROLLER'S REVIEW OF PAYROLL/PERSONNEL - MARTIN LUTHER KING, JR. MULTI-SERVICE AMBULATORY CARE CENTER**

Attached is the Department of Health Services' response to the recommendations made in the Auditor-Controller's report of its review of Payroll/Personnel at Martin Luther King, Jr. Multi-Service Ambulatory Care Center. We concur with and have taken or initiated corrective actions to address the recommendations contained in the report.

If you have any questions or require additional information, please let me know or you may contact Sharon Ryzak at (213) 240-7901.

MHK:sr

Attachment

c: John Schunhoff, Ph.D.
Miguel Ortiz-Marroquin
Cynthia Moore-Oliver
Gregory Polk
Sharon Ryzak

COUNTY OF LOS ANGELES – DEPARTMENT OF HEALTH SERVICES

RESPONSE TO AUDITOR-CONTROLLER PAYROLL/PERSONNEL REVIEW MARTIN LUTHER KING, JR. MULTI-SERVICE AMBULATORY CARE CENTER

AUDITOR-CONTROLLER RECOMMENDATION #1

Department of Health Services Human Resources (DHS HR) and Martin Luther King, Jr. Multi-Service Ambulatory Care Center (MLK-MACC) management research the exceptions identified throughout this report, and work with Department of Human Resources (DHR), Auditor-Controller (A-C) Countywide Payroll Division and County Counsel to recover any confirmed overpayments, correct underpayments and/or adjust employee leave benefit balances.

DHS Response:

We agree. DHS HR and MLK-MACC management completed its research of identified exceptions and will work with DHR, A-C Countywide Payroll Division and County Counsel as necessary to recover confirmed overpayments, issue supplemental warrants to correct underpayments, and/or adjust employee leave benefit balances as necessary. By March 31, 2011, letters will be sent to identified employees to recover confirmed overpayments, and supplemental warrants will be issued and employee benefit balances adjusted as necessary.

AUDITOR-CONTROLLER RECOMMENDATION #2

MLK-MACC management ensure all overtime is properly approved.

DHS Response:

We agree. At the December 22, 2010, MLK-MACC leadership meeting the audit findings and recommendations were discussed in detail and DHS Time Reporting Policy No. 610 and DHS Overtime Policy No. 753 were re-issued. Managers were reminded to ensure all overtime is properly approved.

AUDITOR-CONTROLLER RECOMMENDATION #3

MLK-MACC management consider developing and implementing additional policies and controls to monitor and limit excessive overtime.

DHS Response:

We agree. An overtime monitoring tool was developed to assist managers in monitoring and tracking overtime so as not to exceed 50% of an employee's annual base salary without appropriate justification and authorization, which was discussed and distributed

at the December 22, 2010, MLK-MACC leadership meeting along with DHS Policy No. 610 and DHS Policy No. 753.

AUDITOR-CONTROLLER RECOMMENDATION #4

DHS HR maintain supporting documentation for all leave donations and ensure leave is used properly.

DHS Response:

We agree. DHS Payroll Services developed a monitoring tool to be used for tracking all leave donations. Effective February 1, 2011, a designated DHS Payroll Services staff is responsible for coordinating leave donations for DHS, including maintaining supporting documentation, to ensure leave is used properly.

AUDITOR-CONTROLLER RECOMMENDATION #5

DHS HR review the Countywide Timekeeping and Payroll Personnel System (CWTAPPS) Leave Balance Audit Trail Report, and ensure that the duties of adjusting leave balances and reviewing the Leave Balance Audit Trail Report are segregated.

DHS Response:

We agree. Effective August 1, 2010, DHS Payroll Services began maintaining records pertaining to the CWTAPPS Leave Balance Audit Trail Reports. Time Collection and Change Management staff annotate all report entries and maintains supporting documentation of any balance adjustments for future reference. The responsible payroll supervisor reviews each report, initialing and dating them to document their review.

AUDITOR-CONTROLLER RECOMMENDATION #6

DHS HR maintain a list of employees donating and receiving leave time, and monitor leave donations to ensure employees' benefit balances are accurate.

DHS Response:

We agree. DHS Payroll Services has developed a monitoring tool to be used for tracking all employees donating and receiving leave time to ensure employees' benefit balances are accurate. Effective February 1, 2011, a designated DHS Payroll Services staff is responsible for coordinating leave donations for DHS, including maintaining supporting documentation, to ensure leave is used properly.

AUDITOR-CONTROLLER RECOMMENDATION # 7

MLK-MACC management maintain documentation for all bereavement leave and ensure the deceased is a qualifying relative of the employee before paying bereavement leave.

DHS Response:

We agree. At the December 22, 2010, MLK-MACC leadership meeting a copy of Personnel Administration Handbook Chapter 6.20 Leave of Absence, Section 6.20.080 was discussed and managers were reminded to maintain documentation for all bereavement leave and ensure the deceased is a qualifying relative before approving bereavement leave.

AUDITOR-CONTROLLER RECOMMENDATION #8

DHS HR and MLK-MACC management, to the extent possible, ensure proxies do not approve the time cards they submit and that employees review the time cards submitted by proxies on their behalf.

DHS Response:

We agree. At the December 22, 2010, MLK-MACC leadership meeting this audit finding and recommendation was discussed. DHS Time Reporting – Web-Based Time Collection System Policy No. 610.001 was re-issued and Managers were reminded that proxies should not approve timesheets they submit. Additionally, effective December 15, 2010, the DHS Time Collection and Change Management Section began reviewing the CWTAPPS Audit Trail Report to identify instances in which proxies submitted and approved timesheets and remind the proxies that responsibilities for submitting and approving timesheets must be separated. As of July 1, 2010, all DHS departments have implemented the eCAPS time collection system, which maintains electronic copies of timesheets for three or more years. A March 4, 2011 email announcement was sent to all DHS staff and informed staff that eCAPS timesheets may be accessed on-line and encouraged staff to review any timesheet that was submitted by a proxy. The email indicated that supervisors should provide this information to staff that do not have access to email. A March 4, 2011 email was also sent to all DHS Timekeepers and Proxies, which included the email to all staff and requested that timekeepers and proxies ensure that staff are aware of this issue.

AUDITOR-CONTROLLER RECOMMENDATION #9

MLK-MACC management ensure supervisors properly review employee time cards for accuracy.

DHS Response:

We agree. At the December 22, 2010, MLK-MACC leadership meeting this audit finding and recommendation was discussed. DHS Policy No. 610 and DHS Policy No. 610.001 were re-issued and managers were reminded that they are responsible for reviewing employee time cards for accuracy.

AUDITOR-CONTROLLER RECOMMENDATION #10

DHS HR ensure staff with no payroll/personnel responsibilities receive, sort and distribute payroll warrants and notices of direct deposit.

DHS Response:

We agree. DHS HR is exploring options for implementing the recommendation that staff with no payroll/personnel responsibilities receive, sort and distribute payroll warrants and notices of direct deposit. Compliance with this recommendation in DHS would require receiving (retrieving), sorting, distributing or otherwise handling approximately 19,000 payroll warrants and notices of direct deposit twice per month. While this recommendation has been difficult to implement due to the size and scope of the responsibility, as well as the level of coordination that is required for each pay period, DHS HR is working to identify a solution that will fully address this recommendation. In November 2010, DHS HR began piloting the employee online pay stub feature in the eCAPS Time Collection system, which we believe will further mitigate this issue by eliminating the need for personnel/payroll staff to handle the payroll notices of direct deposit.

AUDITOR-CONTROLLER RECOMMENDATION #11

DHS HR ensure that staff and supervisors document their review of eCAPS exception reports and ensure exceptions are resolved timely.

DHS Response:

We agree. DHS HR Time Collection and Change Management Section Processing Procedure No. 10-003, Time Collection Internal Control Reports, was issued and discussed with staff on December 15, 2010. Procedure No. 10-003 indicates exception reports will be reviewed during each pay period, staff will investigate entries, follow up with proxy/approver or employee's supervisor as needed, annotate actions taken, and sign and date report, while the project manager will review, sign and date the report within sixty days of report run date. Compliance with this procedure will ensure the eCAPS Time Collection Exception Reports are reviewed and resolved timely.