



# Office of the Auditor-Controller COUNTY OF HUMBOLDT

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**Via electronic mail distribution**

**Date:** September 24, 2021

**To:** The Honorable Board of Supervisors, The Honorable Elected and Appointed Department Heads, and County Fiscal Staff

**From:** Karen Paz Domínguez, Auditor-Controller

**Subject:** Payroll Function Placement – Bi-Weekly Report No. 2

Dear Esteemed Board of Supervisors, Elected and Appointed Department Heads and County Fiscal Staff:

Thank you for the privilege of your time.

This bi-weekly report is related to the Board's decision to transfer the County's payroll function to the Office of the Auditor-Controller and covers work performed from September 11, 2021 through September 24, 2021.

**The Office of the Auditor-Controller has completed the following:**

- ✓ Trained and educated itself on system entry of data related to worker's compensation, disability integration, and timesheet corrections.
- ✓ Processed the 2102026 supplemental pay cycle for separated employees and short pay corrections.
- ✓ Processed the 2101019 regular pay cycle for 2,144 County employees, including:
  - Time entry of disability integration for 64 employees
    - Please note that this is due to the diligent work of our partners in the Department of Human Resources who cleared through the existing disability integration backlog and calculated integration amounts for these 64 employees.
  - Time entry and profile updates for 22 employees, including:
    - Employees returning from Leave of Absence
    - Employees going on Leave of Absence
    - Employees starting work in the middle of the pay period
    - Employees who separated from County employment
    - Employees on Unpaid Leave of Absence
  - Time entry corrections for 26 employees, including:
    - Employees who submitted Timesheet Correction Forms after the timesheet deadline
    - Employees whose time did not import correctly from Executime
  - Time entry of worker's comp integration for 8 employees
- ✓ Processed 1 catastrophic leave donation request.
- ✓ Created the County Payroll Team e-mail distribution group comprised of department heads and payroll points of contact.
- ✓ Distributed updated 2021 Payroll Calendar to all County departments.
- ✓ Distributed 2021 Finance Enterprise Time & Attendance Schedule to all County departments
- ✓ Developed "A-C Changes Log" to track special tasks performed for each payroll cycle
  - The "A-C Changes Log" for the 2101019 (9/24/21 payday) cycle is provided with this Bi-Weekly Report (attached to e-mail)
- ✓ Responded to approximately 150 employee e-mail and phone inquiries
- ✓ Developed "Task Delegation" matrix for HR and A-C to identify roles and responsibilities
  - The "Task Delegation" matrix is provided with this Bi-Weekly Report (attached to e-mail)

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### The Office of the Auditor-Controller has identified the following challenges:

- Lack of consistency in process followed by departments when submitting timesheets
- Some departments not submitting source documentation to A-C as required for record retention
- Lack of instructional materials for processing several payroll transactions
- Disorganized organizational communication resulting in duplicate requests, alerts of non-existent problems, and multiple repeat inquiries
- Staffing capacity – Payroll positions transferred to A-C still in recruitment or on leave.
- Department timelines not consistent with processing of payroll resulting in untimely submittals, premature running of reports, and premature alerts of errors
- Limited department support resulting in erroneous information provided to employees and misdirection of employees to the A-C office for resolution for items outside of A-C control

### The Office of the Auditor-Controller is currently developing:

- ✚ Flowchart of Payroll Life Cycle for distribution to County departments
- ✚ FAQ sheet / Road Map for distribution to County Employees (Who do I go to for help with \_\_\_\_?)
- ✚ A-C Training Series: Guide to The Payroll Process
- ✚ Updated County forms:
  - Timesheet Correction Form
  - Catastrophic Leave Donation Form

The payroll transition team holds firmly in its commitment to a seamless transition. As we continue to review and develop updated Standard Operating Procedures to modernize payroll, we recognize there will be many opportunities for improvements as well as corrections that needed to be completed. We ask for your continued support and patience during this transition.

Please note that our current priority is to stabilize the County's payroll function amidst a very challenging time for the County. Given limited staffing capacity and a robust payroll workload, non-urgent inquiries and requests received will be reviewed and followed up on during non-critical payroll processing times.

Thank you for your tremendous support during this transition.

Respectfully,

Karen Paz Domínguez  
Auditor-Controller