

Audit of
Controls for Updating Employee Leave Records
Into the PeopleSoft System

October 15, 2021

Report #2021-10



MISSION STATEMENT

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Superintendent of Schools

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Audit of Controls for Updating Employee Leave Records Into the PeopleSoft System

EXECUTIVE SUMMARY

Pursuant to the *Office of Inspector General's (OIG) 2020-2021 Work Plan*, we have audited the controls for updating employee leave records into the PeopleSoft System. The primary objective of this audit was to determine if employees' leave and attendance records were accurately entered into the PeopleSoft System. The audit covered the period from July 1, 2018, through March 13, 2020. This audit concluded the following:

1. OIG Preliminary Review

We performed an analytical review that compared the full-day substitute teacher (substitute) requests data from the Substitute Locator (Sub-Locator) System to the attendance and leave records from the PeopleSoft System for the entire District. The goal was to match each substitute request to a corresponding absence record and determine if the appropriate paid leave hours were recorded in the PeopleSoft System. Our analysis revealed 235,708 potential paid leave hours (or 19% of substitute hours requested) did not have a matching absence record in the PeopleSoft System.

Based on the analytical review results, we selected a total of 100 employees for detailed examination, including ten employees each from the ten schools with the highest total hours in unmatched, full-day substitute requests. With Information Technology (IT) Department's assistance, we obtained copies of all *Temporary Duty Elsewhere/Leave of Absence (TDE) Forms* submitted electronically for each of the 100 employees. After comparing the *TDE Forms* to the PeopleSoft System, we compiled a list of exceptions and provided it to the schools' Principals for clarification. Subsequently, the Principals provided evidence for "exception days" that the employee was working when the employee received full compensation.

After considering the schools' evidence, we determined the 100 sample employees submitted a total of 1,000 full-day substitute requests totaling 7,212 hours wherein the employees received full regular compensation without evidence of work. Also, during our review of the *TDE Forms*, we found an additional 360 days totaling 2,268.50 hours of *TDE* leave requests were not recorded in the PeopleSoft System, and the employee received full regular compensation on those days.

2. Procedures for Recording Paid Leave Data Into PeopleSoft Need Improvement

During our District-wide analytical review and subsequent sampling of employees, we noted the following issues:

a. Inconsistent Documentation for Leave Application

We found inconsistencies among the schools as to how paid time-off by staff was requested and documented. Some schools required staff to use the electronic *TDE Form* found in the eForms System. The document was signed electronically and routed to a supervisor for electronic approval. At other schools, staff manually completed a printed *TDE Form* for supervisor approval. Payroll contacts¹ rely on the *TDE Form* (electronic or manual) to record absences in the PeopleSoft System.

To strengthen recordkeeping of employee leave, the District should develop uniform guidelines for completion and maintenance of leave requests.

*Management's Response: Management Concur*s - The District currently has 80+ departments and 3 schools using an online absence process in PeopleSoft, with a plan to roll out this process to all schools in early October and to a couple larger departments during this year. The phased pilot and roll out of this process has provided good feedback and system improvement prior to go live with the entire District. Once absence requests are solely in PeopleSoft, the District will have uniform guidelines for leave requests. (See page 12.)

b. Manual Process for Updating Leave Records

The District uses an exceptions-based timekeeping system. The PeopleSoft System automatically credits the employee with a full day worked unless the site payroll contact manually records an absence. An approved *TDE Form*, completed either electronically or manually, serves as the basis for the absence.

To improve consistency of processes for leave requests, the District should continue its efforts to integrate leave requests with the PeopleSoft Payroll System.

*Management's Response: Management Concur*s - The entire District will be using PeopleSoft to process absences at some point during this fiscal year. (See page 12.)

3. Detailed Review of Two Selected Schools

Our review of leave records for 100 sample employees at 10 selected schools revealed high error rates in recording leave requests into the PeopleSoft System. Subsequently, we reviewed the leave records for all employees at two schools with the highest number of unmatched substitute requests. Lake Worth High School and Lake Worth Middle School both had initial unmatched requests of 815 and 644, respectively.

¹ Payroll contacts are responsible for reporting into the PeopleSoft System time worked and absences taken by employees in their schools and departments.

Our review concluded:

- Lake Worth High School had 317 requests from 96 employees for a total of 2,344.75 leave hours not recorded in the PeopleSoft System. These unrecorded leave hours had an estimated value of \$78,832.43.
- Lake Worth Middle School had 329 requests from 73 employees for a total of 2,678 leave hours not recorded in the PeopleSoft System. These unrecorded leave hours had an estimated value of \$62,048.28.

a. *TDE Forms Missing, Incomplete, and Not Always Approved*

During our preliminary school-wide review of both schools, we found 68% of Lake Worth High and 73% of Lake Worth Middle substitute request hours not recorded in the PeopleSoft System did not have matching *TDE Forms*. Moreover, we observed that many of the available *TDE Forms* were incomplete. The forms lacked information such as dates of absences, number of leave hours, type of leave being requested (e.g., Personal, Sick, Annual, etc.), and the Principal's electronic or manual approval.

The District has designated the *TDE Form* as the primary document supporting employees' time-off entered into the PeopleSoft System. Leave taken by an employee must be supported by a *TDE Form* completed by the employee and approved by the immediate supervisor. The payroll contact should ensure that the type of leave, dates of leave, total number of hours taken, and supervisor approval are included on every request before entering the leave request into the PeopleSoft System.

Management's Response: Management Concur - Management has training and job aides to assist payroll contacts with their duties, however Management must rely on the Administrators at each worksite to ensure procedures are followed. Once the PeopleSoft absence requests is fully implemented district-wide the eForm / manual Form will no longer be used. The Online Absence Request process requires an approval from the employee's Manager in order for the request to be processed to the timesheet. (See page 13.)

b. Teacher Sign-in Sheets Inaccurate

For each unmatched substitute request date, we reviewed the available staff sign-in sheets to determine if the employee was absent or present. It appeared that some employees completed an entire pay-period at one time instead of each day upon arrival. For example, for the pay-period beginning December 15, 2019, there were only five working days during that two-week pay-period with the remaining days being part of the winter holiday. However, several employees initialed across the entire sheet including the blank columns for non-working days.

To exercise proper accountability and protect the best interests of the District, management should develop an accurate system of staff attendance that complies with labor laws and collective bargaining agreements. Periodic reconciliations of absences and timekeeping records should be performed to maintain the accuracy of recorded leave.

***Management's Response:** Management Partially Concur - Both the current and enhanced absence process management complies with labor laws and collective bargaining agreements. Principals are required to review and approve their payroll every two weeks. In addition, the Payroll Site Administrators section of the District Hub contains job aid "Leave Hours Taken Report" which assists in reviewing and reconciling leave information. Finally and most importantly, once the PeopleSoft absence requests process is fully implemented district-wide no manual input is needed to input the leave by the Payroll Site Administrators. (See page 13.)*



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MEMORANDUM

TO: Honorable Chair and Members of the School Board
Michael J. Burke, Superintendent of Schools
Chair and Members of the Audit Committee

FROM: Teresa Michael, Inspector General

DATE: October 15, 2021

SUBJECT: Audit of Controls for Updating Employee Leave Records Into the PeopleSoft System

PURPOSE AND AUTHORITY

Pursuant to the *Office of Inspector General's (OIG) 2019-2020 Work Plan*, we have audited the controls for updating employee leave records into the PeopleSoft System. The primary objective of this audit was to determine if employees' leave and attendance records were accurately entered into the PeopleSoft System.

SCOPE AND METHODOLOGY

We conducted this audit in accordance with *Generally Accepted Government Auditing Standards*. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

The audit covered the period from July 1, 2018, through March 13, 2020.² We interviewed related District and school staff and reviewed:

- *Florida Statutes*
 - *Section 95.11(3)(d), Fla. Stat.* – “An action to recover public money ...”
 - *Section 1012.22(2), Fla. Stat.* – “Adopt policies relating to personnel leave ...”
 - *Section 1012.61, Fla. Stat.* – Sick Leave
 - *Section 1012.65, Fla. Stat.* – Terminal pay for accrued vacation leave
 - *Section 1012.68, Fla. Stat.* – Records of Absences

² On March 16, 2020, because of the COVID-19 pandemic, the School District suspended on-campus classes and moved to remote learning for the remainder of the school year.

- ***School Board Policies***
 - ***3.02*** – Code of Ethics
 - ***3.20*** – Resignation and Termination of Employment
 - ***3.65*** – Assignment of Temporary Duty Elsewhere
 - ***3.80*** – Leave of Absence
- ***Collective Bargaining Agreement Between the School Board of Palm Beach County, Florida and the Palm Beach County Classroom Teachers Association***
- ***Administrative Policies and Procedures – Payroll/Accounting Services***
- ***Payroll and Time & Labor Training Manual***
- Employees’ leave and attendance records in the PeopleSoft System
- Sub-Locator database (records of requests for substitute teachers)
- Employees’ leave requests, i.e. *Leave of Absence/Temporary Duty Elsewhere (TDE) Application Forms*
- *Substitute or Temporary Time Report (PBSD 0113)*
- Employee sign-in rosters

Details of the audit findings and observations were discussed with and provided to staff during the audit. Draft findings were sent to the Office of Chief Financial Officer for review and comments. Management response is included in the Appendix. We appreciate the courtesy and cooperation extended to us by staff during the audit. The final draft report was presented to the Audit Committee at its October 15, 2021, meeting.

BACKGROUND

The District maintains all timekeeping records for District employees in the PeopleSoft System for payroll processing. The Payroll Section (Payroll) of the Accounting Services Department is responsible for processing the District’s payroll, and providing support and training to over 300 payroll contacts in schools and departments. A payroll contact is responsible for reporting time worked and absences taken into the PeopleSoft System for school and department employees. Payroll contacts at schools and departments use the Time & Labor module in PeopleSoft to enter attendance exceptions such as Leaves of Absence³ or Temporary Duty Elsewhere assignments.⁴ A backup timekeeper assigned at each site performs timekeeping functions if the regular payroll contact is absent. Payroll contacts are prohibited from entering their own work hours.

All documentation of an employee's time worked, including leave request forms, are maintained at the school or department. Corrections to previously reported time can be adjusted by the payroll contact online through the PeopleSoft System for one prior pay-period. Beyond one prior pay-period, corrections must be submitted to the Payroll Section using the *Payroll Time & Attendance Correction Form* (PBSD 0121).

³ Pursuant to ***School Board Policy 3.80***, “A leave of absence is permission granted by the Board, or allowed under its adopted Policies, for an employee to be absent from duty for specified periods of time with the right of returning to employment on the expiration of the leave.”

⁴ Pursuant to ***School Board Policy 3.65***, “Employees may be assigned temporarily to duties other than their regular duties and place of employment for the purpose of performing education services, including the participation in school surveys, professional meetings, study courses, workshops and similar assignments.”

Timekeeping Methods. Timekeeping methods depend on employee classification. For most non-instructional employees, the District uses a positive timekeeping system through the Time Collection Devices (a biometric time-clock system) to record employees' actual hours worked.

For supervisory staff and instructional employees, an exceptions-based timekeeping system is used. These employees are exempt from using the time-clock. The PeopleSoft System automatically records attendance as present unless a payroll contact manually enters an absence into the system. If an absence is not manually entered, then the absent employee will automatically receive regular pay for that day.

Additionally, for instructional employees, schools are inconsistent in recording their attendance. Pursuant to the *Article III, Section B.3, Collective Bargaining Agreement*,⁵ “Employees shall not be required to ‘clock-in’ or ‘out’ by hours and minutes.” Some schools use a daily sign-in sheet while others presume the employee is present unless a leave request is completed.

REFERRAL TO THE OFFICE OF PROFESSIONAL STANDARDS

On July 21, 2021, we referred the audit conclusions to the Office of Professional Standards for review and appropriate actions.

CONCLUSIONS

1. OIG Preliminary Review

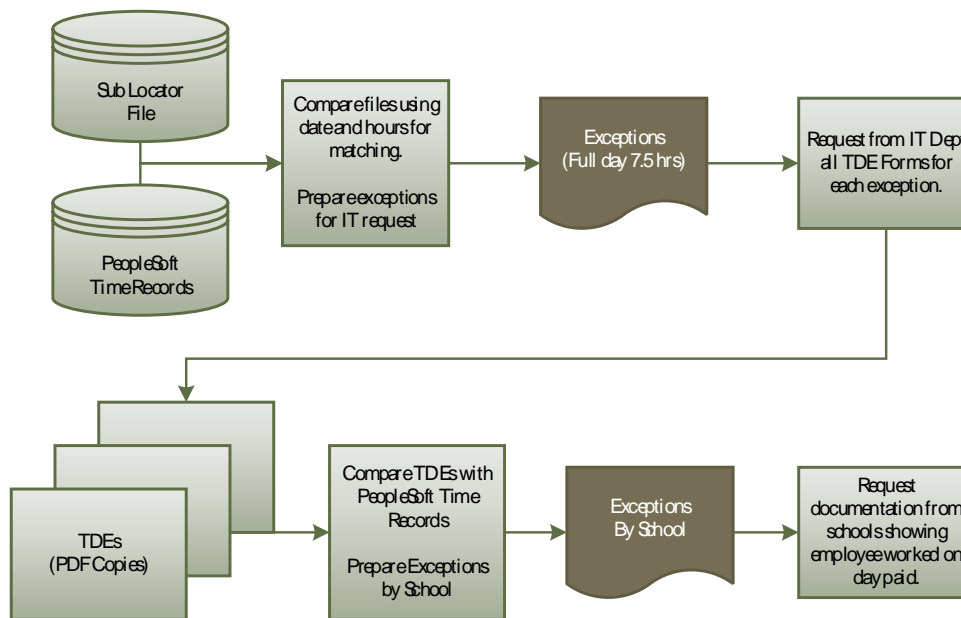
The OIG concluded, through prior audit work,⁶ the Time Collection Devices (TCDs) used by non-instructional employees accurately transmit collected data to the PeopleSoft System for payroll processing. This current audit focused on timekeeping and leave records of employees who are exempt from using the TCD and rely on the *TDE Forms* to report absences.

Methodology. Instructional employees use an automated Substitute Locator (Sub-Locator) System to request substitute teachers (substitute) for their classrooms. The OIG compared 100% of the District Sub-Locator records to the PeopleSoft Attendance and Leave Records for the period between July 1, 2018, and March 13, 2020. (See Figure 1.)

⁵ *Collective Bargaining Agreement* between The School Board of Palm Beach County, Florida and the Palm Beach County Classroom Teachers Association at page 54.

⁶ See OIG Report #2020-03 – Audit of School Police Overtime Payroll.

**Figure 1
Comparison Methodology**



The goal of this comparison was to match each substitute request to a corresponding absence record in PeopleSoft and determine if the appropriate paid leave hours were recorded in the PeopleSoft System. An unmatched record could potentially indicate an employee was compensated regular daily pay for an absence. Any unrecorded leave hours could result in an overpayment by the District for unused compensated leave at the time of employment separation (e.g., retirement, resignation, or termination).

Requests for Paid Time-off. Employees request paid time-off through the *Leave of Absence/Temporary Duty Elsewhere Application Form (TDE Form)*. Employees complete and sign *TDEs* either manually on paper or electronically through the eForms System. Principals or Department Heads approve *TDEs* manually or electronically.

Results of Preliminary Review. During the audit period, 180,912 requests for substitutes⁷ were submitted through the Sub-Locator for a total of 1,245,960 hours. Our analysis revealed 235,708 potential paid leave hours (or 19% of substitute hours requested) did not have a matching record in PeopleSoft and required additional review. (See Table 1.)

⁷ Only requests for full day (7.5 hours) absences were considered in this analysis. Partial day requests were not included.

Table 1
Summary of Preliminary Review of Substitute Request Records

7/1/2018 – 3/13/2020	Number of Requests	Total Hours Requested	Percent of Total Hours
Substitute Requests Agreed with PeopleSoft Leave Records	144,069	1,010,252	81%
Substitute Requests Did Not Agree with PeopleSoft Leave Records			
Unmatched Requests for Full Day (7.5 hours)	12,336	89,877	7%
Unmatched Requests for Partial Day (< 7.5 hours)	24,507	145,831	12%
Total Sub-Locator Database	180,912	1,245,960	100%

Source: Sub-Locator System and PeopleSoft System.

Schools Selected for Review. Ten schools with the highest total hours for full-day (7.5 hours) substitute requests that were not recorded in the PeopleSoft System were selected for detailed review. (See Table 2.)

Table 2
Schools Selected for Detailed Review
Sub-Locator Record During July 1, 2018, through March 13, 2020

School Name / Total Number of Employees 7/1/2018 – 3/13/2020		All Substitute Requests		Full Day Substitute Requests (7.5 hours)			
				Full Day Substitute Requests		Unmatched ^(a) Full Day Substitute Requests	
		# of Requests	Total Hours	# of Requests	Total Hours	# of Requests	Total Hours
Lake Worth High	287	2,015	14,863	1,881	13,904	815	6,143
Lake Worth Middle	135	1,379	9,570	1,224	8,537	644	4,649
Jerry Thomas Elementary	108	1,194	7,933	955	6,402	492	3,462
Loggers' Run Middle	119	1,289	8,951	1,194	8,238	395	2,818
Okeehelée Middle	141	1,283	8,620	1,161	7,977	340	2,384
J.C. Mitchell Elementary	141	1,223	8,151	944	6,353	301	2,160
Spanish River High	256	1,725	12,929	1,652	12,389	279	2,154
Forest Hill High	260	2,254	16,607	1,963	14,559	265	2,007
Western Pines Middle	103	882	6,161	778	5,445	260	1,822
Citrus Cove Elementary	137	1,055	6,936	929	6,187	245	1,755

Unmatched refers to the number of hours not recorded in the PeopleSoft System for each source.

We selected a total of 100 employees (ten from each school) with high unmatched requests and examined the related employee leave and attendance records. With assistance from the Information Technology (IT) Department, we obtained copies of all *TDE Forms* submitted electronically through the eForms System for each of the 100 selected employees. We compared the *TDE Forms* to the PeopleSoft Attendance and Leave Records and compiled a list of employees that received regular daily compensation when a full-day substitute was requested, a full-day *TDE Form* was submitted, or both.

Exceptions presented to schools. We provided the list of exceptions for the sample employees to each school’s Principal for clarification. Subsequently, the Principals provided evidence for “exception days” that the employee worked when the employee received full compensation. Evidence included, but was not limited to, initials / signatures on an attendance sign-in sheet, documentation that the leave request had been canceled, or that the employee was participating in professional development, school and District sponsored activities, etc.

Some school payroll files included manually executed *TDE Forms* instead of, or in addition to, the electronic *TDE Forms* on the eForms System. However, after reviewing the available *TDE Forms* for each sample employee, we noted some *TDE Forms* submitted by employees for paid leave hours were not recorded in the PeopleSoft System. Table 3 presents the final results of the detailed reviews after considering evidence provided by the schools of employees confirming their working on the questionable dates.

Table 3
Results of Detailed Review of Sub-Locator and *TDE* Requests
Sub-Locator Record During July 1, 2018, through March 13, 2020

School Name / Number of Sample Employees Reviewed		Regular Employee Compensation with:			
		Unmatched ^(a) Full-Day Substitute Requests		Unmatched ^(a) <i>TDE</i> Requests on Days Without Substitute Request	
		Number of Requests	Total Hours	Number of Requests	Total Hours
Lake Worth High	10	167	1,252.5	46	303.5
Lake Worth Middle	10	167	1,234.0	104	651.5
Jerry Thomas Elementary	10	99	754.5	72	470.5
Loggers’ Run Middle	10	140	1,050.0	8	51.0
Okeeheelee Middle	10	71	532.5	26	143.0
J.C. Mitchell Elementary	10	95	562.5	42	222.0
Spanish River High	10	77	427.5	2	0.0
Forest Hill High	10	43	337.5	17	116.5
Western Pines Middle	10	74	555.0	26	193.0
Citrus Cove Elementary	10	67	506.0	17	117.5
Totals	100	1,000	7,212	360	2,268.5

(a) *Unmatched* refers to the number of hours not recorded in the PeopleSoft System for each source.

2. Procedures for Recording Paid Leave Data Into PeopleSoft Need Improvement

During our District-wide analytical review and subsequent sampling of employees, we noted the following issues:

a. Inconsistent Documentation for Leave Application

Absences are manually recorded as exceptions to an employee's regular work hours. The payroll contact is responsible for recording time exceptions for employees that report in sick, are on annual leave, serving jury duty, etc.⁸ The adjustment to regular time is made on the PeopleSoft Elapsed and Punch Timesheets. Payroll contacts rely on approved *TDE Forms* as the source of exception hours to record on timesheets.

The *Payroll and Time & Labor Training Manual*, page 22, states, “Employees who have requested an absence for any purpose should complete Form PBSD0032 Leaves/TDE. Forms should be signed by the employee and the Principal/Director. ... Original forms should be maintained at the worksite location for a period of no less than three (3) years in accordance with District Records Retention requirements.”

We found inconsistencies among the schools as to how paid time-off by staff was requested and documented. Some schools required staff to use the electronic *TDE Form* found in the eForms System. Staff signed the document electronically and routed it to a supervisor for electronic approval. At other schools, staff manually completed a printed *TDE Form* and submitted it to their supervisor for approval.

On July 14, 2011, the District issued *Bulletin #P-13895-CIO* which “strongly encouraged” the use of web-based⁹ *TDE Forms* but did not make it mandatory. The eForms System, as used by the District, is only a routing program for PDF forms. As a result, payroll contacts must manually enter the leave information into the PeopleSoft System and then are required to print the electronic forms for the three-year record retention requirement.

In response to the *OIG Report #2020-01 - Special Review of Timekeeping Records at Gove Elementary*, the District has been piloting the PeopleSoft Leave Application Module since March 2021 and plans to roll out the new procedures beginning July 2021.

Recommendation

To strengthen recordkeeping of employee leave, the District should develop uniform guidelines for completion and maintenance of leave requests.

⁸ See *Payroll and Time & Labor Training Manual*, Section B2, at page 13.

⁹ LiquidOffice was the initial web-based forms application in 2011; it later became eForms, the current system.

Management's Response: Management Concur - The District currently has 80+ departments and 3 schools using an online absence process in PeopleSoft, with a plan to roll out this process to all schools in early October and to a couple larger departments during this year. The phased pilot and roll out of this process has provided good feedback and system improvement prior to go live with the entire District. Once absence requests are solely in PeopleSoft, the District will have uniform guidelines for leave requests. (See page 12.)

b. Manual Process for Updating Leave Records

Work time for most salaried employees is recorded using an exceptions-based time keeping system (i.e. the PeopleSoft System automatically credits the employee with a full day worked unless the site payroll contact records an absence.) An approved *Leave Request/TDE Form*, completed either electronically or manually, supports the absence. The payroll contact adjusts the employees' timesheet so that the PeopleSoft system can appropriately update their leave accrual balances.

Our review of timekeeping records at 10 schools indicated this manual process resulted in a range of 1,755 to 6,143 hours of employees' leave time not recorded in the PeopleSoft System. This unrecorded leave could potentially result in overpayments of accrued leave balances upon separation of employment (e.g. retirement, resignation, or termination).

The District's Technology Plan for 2017-2021 states on page 71:

"During the life of this plan the eForms system will be upgraded and enhanced to provide employees with user-friendly, streamlined access to their electronic forms as well as forms-related business processes. In addition, the leave request process will be fully migrated into an ERP process."

Staff indicated that the District intends to activate the PeopleSoft-integrated Leave Request system on or about July 1, 2021. Once activated, the eForms Leave Request system will be deactivated and access to any completed prior forms and data will be available only by special request through the IT Department.

Recommendation

To improve consistency of processes for paid leave requests, the District should continue its efforts to integrate leave requests with the PeopleSoft Payroll System. Additionally, to avoid data loss, guidelines should be crafted to maintain all leave-related data before activating the new system.

Management's Response: Management Concur - The entire District will be using PeopleSoft to process absences at some point during this fiscal year. (See page 12.)

3. Detailed Review of Two Selected Schools

Extended Review of Leave Records for Entire Staff at Lake Worth High and Lake Worth Middle. Based on the extent of unrecorded leave noted at the 10 sample schools, we expanded our review to include all leave records for all employees at the two schools with the highest number of unmatched substitute requests. Lake Worth High School and Lake Worth Middle School both had initial unmatched requests of 815 (44%) and 644 (54%), respectively. (See Table 2.)

We compared the Sub-Locator data with PeopleSoft Payroll System data to determine the preliminary number of days of unmatched, full-day substitute requests at Lake Worth High during July 1, 2019, through December 31, 2020, and Lake Worth Middle during July 1, 2019, through February 21, 2021. We then obtained electronic copies of all staff *TDE Forms* for each school through the IT Department and the paper copies of *TDE Forms* from the schools for the same time-periods. The results are shown in Table 4.

Our review concluded :

- Lake Worth High School had 317 substitute requests from 96 employees for a total of 2,344.75 leave hours not recorded in the PeopleSoft System. These unrecorded leave hours had an estimated value of \$78,832.43.
- Lake Worth Middle School had 329 substitute requests from 73 employees for a total of 2,678 leave hours not recorded in the PeopleSoft System. These unrecorded leave hours had an estimated value of \$62,048.28.

Table 4
Final Exceptions Comparing Sub-Locator Data to PeopleSoft Payroll System

Lake Worth High School July 1, 2019, through December 31, 2020	Number of Employees	Number of Days	Number of Hours	Estimated Value
Instructional	96	317	2,344.75	\$78,832.43
Lake Worth Middle School July 1, 2019, through February 28, 2021	Number of Employees	Number of Days	Number of Hours	Estimated Value
Instructional	73	329	2,439.00	\$62,048.28

Management’s Response: When teachers are absent from class, a substitute can be called in by the school. Teachers can be absent from class for many reasons other than when they are not working. A Substitute can be called in to cover a class while the teacher performs other duties on campus or attends training, so it is not only when a teacher is absent from work. Matching up the Sub Locator with Absences in PeopleSoft is not going to be a one for one relationship.

The sub locator is not expected to match teacher sick days entered in PeopleSoft for reasons other than a teacher being out sick including having a substitute cover a class while the teacher performs other duties on campus, attends training, or during testing. (See page 12.)

OIG Comment: In addition to comparing the Sub-Locator records with the PeopleSoft records, the OIG also (1) reviewed the Teacher Sign-in Sheets and TDE Forms submitted by employees and (2) provided the unmatched requests to the Principals for clarification.

a. TDE Forms Missing, Incomplete, and Not Always Approved

We found that 68% of Lake Worth High and 73% of Lake Worth Middle School’s substitute request hours not recorded in the PeopleSoft System did not have matching TDE Forms. (See Table 5.)

**Table 5
Sub-Locator Requests Without Matching TDE Forms**

Preliminary Unmatched Substitute Requests	Lake Worth High 7/1/2019 – 12/31/2020		Lake Worth Middle 7/1/2019 – 2/28/2021	
	Total Hours	%	Total Hours	%
With matching TDE Forms	952.50	32%	1,073.75	27%
Without TDE Forms	2,062.25	68%	2,957.25	73%
Totals	3,014.75		4,031.00	

Moreover, we observed that many of the available TDE Forms were incomplete and missing information such as dates of absences, number of leave hours, type of leave being requested (e.g., Personal, Sick, Annual, etc.), and the Principal’s approval, either electronic or manual.

Recommendation

The District has designated the TDE Form as the primary document supporting paid time-off entered into the PeopleSoft System. Each leave taken by an employee should be supported by a TDE Form completed by the employee and approved by the immediate supervisor. The payroll contact should ensure that the type of leave, dates of leave, total number of hours taken, and supervisor approval are included on every request before entering data into the PeopleSoft System.

Management’s Response: Management Concurs - Management has training and job aides to assist payroll contacts with their duties, however Management must rely on the Administrators at each worksite to ensure procedures are followed. Once the PeopleSoft absence requests is fully implemented district-wide the eForm / manual Form will no longer be used. The Online Absence Request process requires an approval from the employee’s Manager in order for the request to be processed to the timesheet. (See page 13.)

b. Teacher Sign-in Sheets Inaccurate

Instructional staff at both Lake Worth High and Lake Worth Middle recorded their attendance by initialing on a sign-in sheet upon arrival. Each sign-in sheet covered a two-week pay-period and included all instructional staff names with a column for each day for staff initials. We examined all available sign-in sheets for the periods July 1, 2019, through December 31, 2020, for Lake Worth High and July 1, 2019, through February 28, 2021, for Lake Worth Middle. Some pay-periods did not have sign-in sheets because the District switched to remote work due to the COVID-19 pandemic.

For each unmatched substitute request date we reviewed the staff sign-in sheets to determine if the employee was absent or present. If the sign-in sheet contained initials on the date of a Sub-Locator exception, we removed the exception from the preliminary unmatched records.

It appeared that some employees completed an entire pay-period at one time instead of each day upon arrival. For example, for the pay-period beginning December 15, 2019, there were only five working days during that two-week pay period with the remaining days being part of the winter holiday. However, several employees initialed across the entire sheet including the blank columns for non-working days.

Recommendation

To exercise proper accountability and protect the best interests of the District, management should develop a more reliable system of staff attendance that complies with labor laws and collective bargaining agreements. Periodic reconciliations of absences and timekeeping records should be performed to maintain the accuracy of recorded leave.

Management's Response: Management Partially Concur - Both the current and enhanced absence process management complies with labor laws and collective bargaining agreements. Principals are required to review and approve their payroll every two weeks. In addition, the Payroll Site Administrators section of the District Hub contains job aid "Leave Hours Taken Report" which assists in reviewing and reconciling leave information. Finally and most importantly, once the PeopleSoft absence requests process is fully implemented district-wide no manual input is needed to input the leave by the Payroll Site Administrators. (See page 13.)

– End of Report –

Management's Response



THE SCHOOL DISTRICT OF
PALM BEACH COUNTY, FL

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MICHAEL J. BURKE
SUPERINTENDENT

RECEIVED

SEP 15 2021

MEMORANDUM

TO: Teresa Michael, Inspector General

FROM: Heather Frederick, Chief Financial Officer 

DATE: September 15, 2021

SUBJECT: Response to IG Audit of Controls for Updating Employee Leave Records into the PeopleSoft System

INSPECTOR GENERAL

When teachers are absent from class, a substitute can be called in by the school. Teachers can be absent from class for many reasons other than when they are not working. A Substitute can be called in to cover a class while the teacher performs other duties on campus or attends training, so it is not only when a teacher is absent from work. Matching up the Sub Locator with Absences in PeopleSoft is not going to be a one for one relationship.

Management reviewed the Audit of Controls for Updating Employee Leave Records into the PeopleSoft System and has the following responses to recommendations.

1. To strengthen recordkeeping of employee leave, the District should develop uniform guidelines for completion and maintenance of leave requests

Management Concurs – The District currently has 80+ departments and 3 schools using an online absence process in PeopleSoft, with a plan to roll out this process to all schools in early October and to a couple larger departments during this year. The phased pilot and roll out of this process has provided good feedback and system improvement prior to go live with the entire District. Once absence requests are solely in PeopleSoft, the District will have uniform guidelines for leave requests.

2. District should continue its efforts to integrate leave requests with the PeopleSoft system.

Management Concurs – The entire District will be using PeopleSoft to process absences at some point during this fiscal year.

3. Detailed Review of Two Selected Schools

Table 4 indicates Exceptions between Sub-Locator and PeopleSoft

Management Response – The sub locator is not expected to match teacher sick days entered in PeopleSoft for reasons other than a teacher being out sick including having a substitute cover a class while the teacher performs other duties on campus, attends training, or during testing.

The School Board of Palm Beach County, Florida
A Top High-Performing A-Rated School District
An Equal Opportunity Education Provider and Employer

Management's Response

Page 2 of 2

Date: September 15, 2021

Subject: Response to IG Audit of Controls for Updating Employee Leave Records into the PeopleSoft System

- a. The District has designated the TDE Form as the primary document supporting paid time-off entered into the PeopleSoft System. Each leave taken by an employee should be supported by a TDE Form completed by the employee and approved by the immediate supervisor. The payroll contact should ensure that the type of leave, dates of leave, total number of hours taken, and supervisor approval are included on every request before entering data into the PeopleSoft System.

Management Concurs – Management has training and job aides to assist payroll contacts with their duties, however Management must rely on the Administrators at each worksite to ensure procedures are followed. Once the PeopleSoft absence requests is fully implemented district-wide the eForm / manual Form will no longer be used. The Online Absence Request process requires an approval from the employee's Manager in order for the request to be processed to the timesheet.

- b. To exercise proper accountability and protect the best interests of the District, management should develop a more reliable system of staff attendance that complies with labor laws and collective bargaining agreements. Periodic reconciliations of absences and timekeeping records should be performed to maintain the accuracy of recorded leave.

Management Partially Concurs – Both the current and enhanced absence process management complies with labor laws and collective bargaining agreements. Principals are required to review and approve their payroll every two weeks. In addition, The Payroll Site Administrators section of the District Hub contains job aid "Leave Hours Taken Report" which assists in reviewing and reconciling leave information. Finally and most importantly, once the PeopleSoft absence requests process is fully implemented district-wide no manual input is needed to input the leave by the Payroll Site Administrators.

HF/NS/mw