

Memorandum

*Flex your power!
Be energy efficient!*

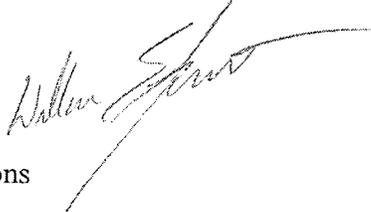
To: LYDIA LEWIS, Chief
Division of Human Resources

Date: July 29, 2013

TONY TAVARES, Chief
Division of Maintenance

File: P3000-411

From: WILLIAM E. LEWIS
Assistant Director
Audits and Investigations



Subject: **FINAL AUDIT REPORT OF EMPLOYEE LEAVE BALANCES**

Attached is Audits and Investigations' (A&I) final audit report on Employee Leave Balances. Your response has been included as part of our final report. As a matter of public record, this report and the status reports will be posted on A&I's website.

Please provide our office with status reports on the implementation of your audit finding dispositions 60-, 180-, and 360-days subsequent to the report date. If all findings have not been corrected within 360-days, please continue to provide status reports every 180-days until the audit findings are fully resolved.

We thank you and your staff for their assistance provided during this audit. If you have any questions or need additional information, please contact Laurine Bohamera, Chief, Internal Audits & Construction Claims, at (916) 323-7107, or myself at (916) 323-7122.

Attachment

c: Malcolm Dougherty, Director
Norma Ortega, Acting Chief Deputy Director
Chris Rojas, Deputy Director, Administration
Steve Takigawa, Deputy Director, Maintenance & Operations
Laurine Bohamera, Chief, Internal Audits & Construction Claims, Audits and Investigations
Moneline Castaneda, Office Chief, Office of Transaction Services, Division of Human Resources
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P3000-0411
Employee Leave Balances
July 2013

William E. Lewis
Assistant Director
Audits & Investigations
California Department of Transportation

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Summary

Audits and Investigations has completed an audit of the California Department of Transportation (Caltrans) Employee Leave Balances. The purpose of the audit was to determine whether policies, procedures, and internal controls are adequate to ensure employee leave balances are accurate and reconcile with the State Controller's Office California Leave Accounting System (CLAS).

The audit focused on the interfaces between the Integrated Maintenance Management System (IMMS), Staff Central, and CLAS systems in recording, generating, and reporting leave usage and balances. It should be noted that our audit did not include a review of employee leave balances in excess of the allowable cap.

Our audit identified the following issues:

- Division of Human Resources Needs More Comprehensive Desk Procedures
- Leave Errors Remain Uncorrected
- Unresolved Negative Furlough and 2010 Personal Leave Program Balances
- Control Weaknesses over Regional Maintenance Timekeeping

Background

Caltrans' Deputy Directive 108 states that Staff Central was approved by the Office of Technology Services and the Department of Finance as the method by which Caltrans would complete and maintain attendance records. Staff Central transmits information on hours worked, activities and projects charged, and leave usage to accounting and personnel systems. Regional Maintenance employees' time is reported via IMMS which is transmitted to Staff Central.

Official employee leave balances are maintained by the State Controller's Office CLAS system and are displayed on the employee's paycheck stub each month. Staff Central interfaces with CLAS monthly where leave usage reported on employee timesheets is transmitted to CLAS.

The Division of Human Resources (DHR) provides personnel services for Caltrans' employees. DHR consists of several offices, including the Office of Transaction Services (OTS) which administers the Staff Central system and is responsible for resolving employee leave issues. OTS has approximately 66 Personnel Specialists responsible for processing timesheets and correcting leave usage errors for nearly 20,000 employees.

Approximately 75% of Caltrans' employees self enter their time worked and leave usage directly into Staff Central. Once entered, the time recorded is reviewed and approved by employee supervisors. Leave usage is then transmitted from Staff Central monthly to CLAS. If leave

**Background
(Continued)**

balances are not entered correctly, or if the employee exceeds available leave balances, the CLAS system rejects the leave usage and generates a CLAS error. Caltrans' Personnel Specialists are responsible for reconciling between CLAS and Staff Central and making corrections when differences exist. Failure to correct the CLAS errors will result in discrepancies between leave balances reported in Staff Central, CLAS, and employee's pay stub.

Regional Maintenance employees account for approximately 25% of Caltrans' employees. For these employees, supervisors enter employee time directly into IMMS which interfaces daily with Staff Central. District Maintenance timekeepers are responsible for running a daily process that generates an IMMS/TOPSS Correction Report from the IMMS and Staff Central interface. The timekeepers are responsible for reviewing the report and resolving any errors. The IMMS/TOPSS Exception Report errors that are not corrected will be pushed into Staff Central, but may be rejected by CLAS. As noted above, the correction of CLAS errors are the responsibility of the DHR Personnel Specialists.

In 2001, the California State Auditor (CSA) performed an audit of Caltrans' leave balance records and identified a high rate of incorrect leave balances, including instances of negative balances. Caltrans concurred with the CSA's recommendation to ensure that Caltrans maintain and document accurate leave balance records and implement corrective actions to address weaknesses.

In preparation for the rollout of the new State-wide time reporting system originally planned for 2013, DHR initiated an Accurate Leave Balance Project. In February 2012, DHR mailed all employees a Statement of Leave Information requesting that they review and verify their leave balances. DHR's ultimate goal is to have employees' leave balances accurate prior to converting to the new system.

**Objectives, Scope
and Methodology**

The audit was performed in accordance with the International Standards for the Professional Practice of Internal Auditing. The objectives of the audit were to determine:

- If adequate policies and procedures exist for accurate employee leave balances.
- If the integrated timekeeping systems generate accurate leave balance reports.
- If accurate leave balance data transfers between IMMS and Staff Central.
- If leave balances reported on CLAS reconcile with Caltrans systems.
- The impact of un-submitted timesheets on leave balances.

**Objectives, Scope
and Methodology
(Continued)**

The audit covered the period of July 1, 2011 through April 30, 2012, and focused on internal controls and procedural compliance as they relate to employee leave balances. Our audit included a review of timesheets, procedures and processes from the IMMS and Staff Central systems. Leave records for employees tested were judgmentally selected from Districts 2, 6, and 8. The audit was performed between May 1, 2012 and September 17, 2012. Changes after September 17, 2012, were not tested, and accordingly, our conclusion does not pertain to changes arising after this date.

Conclusion

Our audit disclosed the following:

- DHR Needs More Comprehensive Desk Procedures
- Leave Errors Remain Uncorrected
- Unresolved Negative Furlough and 2010 Personal Leave Program Balances
- Control Weaknesses over Regional Maintenance Timekeeping

**Views of
Responsible
Officials**

We have requested and received responses from the Chief of the Division of Human Resources and the Chief of the Division of Maintenance. These officials have, in general, acknowledged the findings and recommendations. Please see attachments for complete responses.



WILLIAM E. LEWIS
Assistant Director
Audits and Investigations

May 22, 2013

FINDINGS AND RECOMMENDATIONS

**Finding 1 -
Division of Human
Resources Needs
More Comprehensive
Desk Procedures**

Our audit found that the Division of Human Resources (DHR), Office of Transaction Services (OTS) needs more comprehensive desk procedures and tools to ensure the accuracy of employee leave balances. Specifically, we found that desk procedures need to be updated for the following areas:

- Performing audits of leave time used by employees.
- Making corrections to the State Controller's Office (SCO) California Leave Accounting System (CLAS) errors when differences exist.
- Making Attendance Action Report adjustments to leave corrections of time previously submitted.

Without comprehensive desk procedures, the Personnel Specialists may not know how to properly perform leave audits and/or correct CLAS errors. In addition, comprehensive desk procedures are an essential tool for training new Personnel Specialists.

In addition, we found that the monthly error report from CLAS is not cumulative and will only report the current month's errors. We also found that the Personnel Specialists' supervisors do not track the number of CLAS errors issued and corrected by their staff, or have a monitoring tool to identify errors that are not resolved. As a result, there is no assurance that leave errors are corrected and employee leave balances are accurate.

OTS stated it has experienced high staff turnover and increased workload. As a result, they have not been able to dedicate adequate resources to develop comprehensive desk procedures and management tools to ensure the accuracy of employee leave balances.

The State Administrative Manual (SAM) section 20050 Internal Controls - states that each system an entity maintains to regulate and guide operations should be documented through flowcharts, narratives, desk procedures, and organizational charts. The ultimate responsibility for good internal control rests with management.

Recommendations

We recommend that OTS update desk procedures for:

- Performing employee leave audits.
- Making CLAS error corrections.
- Making Attendance Action Report adjustments.
- Tracking CLAS errors to ensure all CLAS errors are corrected.

Division of Human Resources' Response

DHR responded that they will develop job aids to resolve leave issues and provide training to staff in SCO CLAS, leave reconciliation, and Attendance Action Report processing.

**Finding 2 -
Leave Errors
Remain
Uncorrected**

Our tests of leave balances on the CLAS Usage Reconciliation report generated from Staff Central identified leave usage recorded in Staff Central that was rejected by CLAS. As a result, employee leave use was recorded in Staff Central, but was never recorded in CLAS. Most of the errors identified were for regional Division of Maintenance (Maintenance) employees whose leave originated from the Integrated Maintenance Management System (IMMS). Our testing of five agency/units from the CLAS Usage Reconciliation report identified 80 leave periods dating as far back as November 2010 that had been rejected by CLAS. DHR explained that some of the errors had been corrected, but could not provide evidence to support which errors were corrected and which were still outstanding. Of the five Maintenance employees tested who had rejected leave usage, four still had leave usage that had not been corrected.

Our audit identified the following causes for the errors:

- Maintenance employees entered timesheets with errors, such as exceeding their available leave balance, or entering hours worked that did not match their work schedule.
- Maintenance timekeepers in the districts failed to correct all errors on the IMMS/TOPSS Correction Report timely, which allowed the errors to be recorded into the Staff Central system.
- After the monthly interface between Staff Central and CLAS, the responsible Personnel Specialist failed to investigate and correct errors. As a result, the entire time period's leave usage remained unprocessed in Staff Central and was not reported to CLAS.
- As noted in Finding 1, Personnel Specialists' supervisors do not have a tool to determine if all CLAS errors are corrected before the errors drop off the CLAS system error report the following month.

The California Code of Regulations, SAM and Caltrans policy provide requirements for timekeeping as noted below:

- California Code of Regulations, title 2, section 599.665, requires departments to keep complete and accurate time and attendance records for each employee.
- SAM Chapter 8500, section 8539 requires that, "Agencies maintain complete records of attendance and absences for each employee during each pay period. These records will be properly certified." Staff Central was approved by the

**Finding 2 –
(Continued)**

Department of Information Technology (Office of Technology Services) and the Department of Finance as the method by which Caltrans would complete and maintain these attendance records.

- Deputy Directive (DD) 108 requires all employees to submit timely and accurate timesheets in the Online Time Reporting System.

Leave usage rejected by CLAS results in discrepancies between leave balances reported on the employee's pay stub and their leave balances in Staff Central. As a result, leave balances on an employee's pay stub may be higher than what is recorded in Staff Central. This could result in the employee taking leave in excess of their actual leave balance, ultimately resulting in the employee owing Caltrans for the overpayment of excess leave used.

Recommendations

We recommend that:

1. DHR work with Maintenance and Division of Information Technology (IT) to develop:
 - Roles and responsibilities for reconciling and correcting leave errors.
 - System edits to prevent errors from entering the timekeeping system.
 - A cumulative report of uncorrected leave errors for use by DHR and Maintenance personnel to make necessary corrections.
2. DHR research the rejected leave usage from the CLAS Usage Reconciliation Report and make any necessary corrections on the employee's leave balances.

**Division of Human
Resources' Response**

DHR implemented a system change to prevent timekeeping errors from occurring in Staff Central when interfacing with IMMS. In addition, DHR will use monthly worksheets for supervisors to document the reconciliation and will follow-up with IT on a cumulative report for uncorrected leave errors.

**Finding 3 -
Unresolved Negative
Furlough and 2010
Personal Leave
Program Balances**

Our review of a Staff Central ad-hoc report, dated 7/5/2012, identified 760 employees who exceeded their available leave balances. For the 760 employees, we identified negative furlough leave balances of 9,950 hours and negative 2010 Personal Leave Balances (PLP 2010) of 2,984 hours. The report showed some employees with balances as high as negative 240 for furlough and negative 91 for PLP 2010. In addition, we found that some of the employees are no longer with Caltrans, and some had exceeded the allowable negative balance cap.

DHR stated that Caltrans allows negative furlough balances up to 24 hours for furlough and 32 hours for PLP 2010 due to the timing of monthly leave accruals. However, our review found that 108 employees had negative furlough balances exceeding the cap; and 17 employees

**Finding 3 –
(Continued)**

exceeded the cap for PLP 2010. Our testing also determined that the negative furlough and PLP 2010 leave usage will not interface with CLAS, and that CLAS will not accept usage exceeding available leave balances.

In addition, during our review of the ad hoc report, we identified Maintenance employees that also had negative leave balances in other categories such as their vacation, sick leave, annual leave, ITO, and CTO because IMMS does not have edits in place to prevent employees from exceeding Staff Central balances. Furthermore, since CLAS does not accept usage exceeding available leave balances, the negative balances are not reported on employees' pay stubs. As a result, the employees may not be aware that their leave balances are incorrect and may use leave in excess of their actual available balances.

To illustrate, one Maintenance employee took 48 hours of furlough leave in January 2011, when only 24 hours was available. As a result, CLAS rejected the leave usage for the entire period. This resulted in a positive balance of 24 hours in CLAS, which was reported on the employee's pay stub, while Staff Central showed a negative 24 hours. Since Maintenance's IMMS allows employees to take leave in excess of available balances, and there is no monitoring of corrections performed, this employee was able to take another 48 hours of furlough leave in July 2012. This resulted in a total negative furlough balance of 72 hours in Staff Central, while CLAS and the employee's pay stub showed a positive 24 hours available.

The California Code of Regulations, title 2, section 599.665, requires departments to keep complete and accurate time and attendance records for each employee. In addition, California Government Code section 13401 declares that all levels of management at state agencies must be involved in assessing and strengthening administrative controls to minimize fraud, errors, and waste of government funds.

Typically DHR performs a leave audit and clears negative leave balances, if found, when an employee retires, separates, or returns from a leave of absence, instead of clearing negative leave balances as they occur. We found that this could be years in the future when records may not be readily available and the employees could dispute the results of the leave audit. Failure to resolve the negative leave balances timely may result in employees using more leave than they are entitled to, ultimately requiring them to repay the cost of excess leave time used.

Recommendations

We recommend that DHR:

1. Work with Maintenance to implement controls and/or edits to the IMMS and Staff Central systems to prevent employees from exceeding their available leave balances.

**Recommendations
(Continued)**

2. Perform leave audits of the individuals with the negative balances, within the statute of limitations, to promptly resolve their over-usage of furlough and PLP 2010 leave by either changing excess leave usage to vacation/annual leave or establishing an accounts receivable to recoup overpayments.

**Division of Human
Resources' Response**

DHR met with Maintenance and has implemented new system edits to prevent errors when IMMS interfaces with Staff Central. DHR will develop a leave reconciliation plan and begin the leave reconciliation of employees starting in July 2013.

**Finding 4 -
Control Weaknesses
Over Regional
Maintenance
Timekeeping**

Our review of the Maintenance timekeeping procedures noted the following control weaknesses:

- Lack of timely review and approval of timesheets submitted by Regional Maintenance Supervisors. We found that supervisor time is entered daily into IMMS, but is not reviewed and approved by their Superintendents until the end of the month. The timesheets, (M-33s), are only prepared and signed by the supervisors and the superintendents at this time. Our testing of 12 supervisor M-33s in Districts 2, 6, and 8 determined that seven were late (signed after the 15th of the following month) and three were not signed at all.
- Although Maintenance had desk procedures for timekeepers, the procedures did not cover the current time reporting system. It should be noted that Maintenance is currently in the process of revising its desk procedures, but they had not been finalized prior to the completion of the audit.
- IMMS allows employees to post leave in excess of their leave balances. In addition, the system allows employees to post daily leave usage in excess of their normally scheduled work hours. Our testing of one employee in District 2 determined that 16 hours of leave was submitted and approved for a regularly scheduled 8 hour work day.
- Timekeepers have the ability to adjust an employee's monthly leave usage without the review and/or approval from another staff. Our testing of two employees in District 2 determined that the timekeeper made changes to employees' leave usage. According to Maintenance, only supervisors are allowed to make the changes to timesheets. We also found that the timekeeper in District 2 was given similar system edit rights as those that are given to supervisors and/or Regional Administrative Officers.
- Timekeepers do not always clear all errors on the IMMS/TOPSS Correction Report generated from Staff Central. Items from the report that were not cleared are automatically recorded in Staff Central, but they may not interface with CLAS. In addition, there are no procedures to track or monitor all errors to ensure all items have been cleared.

**Finding 4 –
(Continued)**

SAM section 20050 states that, “GC 13403 defines internal accounting and administrative controls and sets forth the elements of a satisfactory system of internal control. As stated in GC 13403, internal accounting and administrative controls are the methods through which state entity heads can give reasonable assurance that measures to safeguard assets, check the accuracy and reliability of accounting data, promote operational efficiency, and encourage adherence to prescribe managerial policies are being followed.” In addition, Caltrans’ DD 108, ‘Timely Submission and Approval of Timesheets’, states, “Managers and Supervisors ensure that all timesheets are reviewed and approved no later than Tuesday of the week following the week the time was worked.”

Maintenance’s use of outdated time reporting procedures over submitting, reviewing, adjusting and approving time and leave reported may result in errors and misuse of leave.

Recommendations

We recommend that Maintenance:

1. Update and finalize it’s desk and procedures manual for timekeepers to include:
 - Timely review and approval of timesheets submitted by Maintenance supervisors.
 - Timely correction of timesheet errors.
2. Review Staff Central and IMMS systems’ rights for staff involved in time management to ensure rights granted provide for adequate separation of duties so no one person can enter time and corrections, and also approve them.
3. Meet with DHR and IT to:
 - Define time reporting roles, responsibilities, and accountability for each division and the associated time systems.
 - Identify and implement system edits to prevent leave usage from exceeding the available leave balance.

**Division of
Maintenance’s
Response**

Maintenance will:

- Develop a procedure manual to comply with Staff Central and IMMS “business rules” for timekeepers to include timely review, correction of errors, and approval of timesheets submitted by Maintenance Supervisors.
- Require Maintenance Field Supervisors to be responsible for inputting time and approving labor records in the IMMS.
- Require Regional Administrative Officers/Timekeepers to be responsible for reviewing timesheets and notifying Supervisors of timesheet errors and to make corrections in IMMS which interfaces with Staff Central.

DHR and IT have implemented system changes in Staff Central system to prevent leave usage errors from entering the time reporting system.

Audit Team

Laurine Bohamera, Chief, Internal Audits & Construction Claims
Kevin Yee, Audit Manager
David Wong, Auditor-in-Charge
Jackson Siphon, Auditor

ATTACHMENT

DIVISION OF HUMAN RESOURCES' RESPONSE
TO THE DRAFT REPORT

Memorandum

*Flex your power!
Be energy efficient!*

To: WILLIAM E. LEWIS
Assistant Director
Audits and Investigations

Date: July 11, 2013

File: P3000-0411

From: LYDIA LEWIS, Chief *for Moneline Castaneda*
Division of Human Resources

Subject: P3000-0411

The Audit Findings numbers 1, 2, and 3 pertain to the Division of Human Resources (DHR). The attached workplan identifies the recommendation/action items for each of these findings.

Finding 1: DHR Needs More Comprehensive Desk Procedures

DHR is in the process of updating its procedures for reconciling employee leave balances. DHR will provide ongoing training to Transaction Staff on Basic Leave Reconciliation. DHR will continue to enroll Transaction staff in available CLAS training provided by the State Controller's Office. DHR will continue to provide training on AAR processing.

Finding 2: Leave Errors Remain Uncorrected

DHR, the Division of Maintenance and Information Technology worked collaboratively to develop a system change edit (hard edit) to Staff Central to prevent uncorrected errors from IMMS to interface with Staff Central. The hard edit implemented in April 2013, requires accurate input of employees leave in IMMS.

Finding 3: Unresolved Negative Furlough and 2010 Personal Leave Balances

DHR is developing a plan to perform leave reconciliations on an ongoing basis and to develop an internal method of documenting that CLAS error messages and the "unsent" messages are processed timely.

If you have any questions, please contact Moneline Castaneda, Office Chief, Transactions Services at (916) 227-7406.

Attachments

cc: Tony Tavares, Chief
Division of Maintenance

Employee Leave Balances Audit
P3000-0411
Workplan for Division of Human Resources
07/19/13

Finding	Recommendation/Action Item	Responsible Party	Status/Deadline for Completion	Completed (show date)
#1	<ul style="list-style-type: none"> • Develop written desk procedures for Accurate Leave Balance <ol style="list-style-type: none"> 1. Develop Job Aids to resolve leave issues 2. Provide Training on AAR processing (TPM 03-01) • Training – Enroll Transactions staff in SCO CLAS Training (note: SCO training availability) • Provide Training on Basic Leave Reconciliation for Transactions employees (TPM 12-02) • Provide Training on AAR processing (TPM 03-01) 	<p>Division of Human Resources (DHR) - Transactions Services</p> <p>DHR – Transactions Services SUPERVISORS</p> <p>DHR – Transactions Services SUPERVISORS</p> <p>DHR – Transactions Services SUPERVISORS</p>	<p>October 2012</p> <p>October 2013</p> <p>Ongoing</p> <p>October 2013 (Ongoing)</p> <p>November 2013 (Ongoing)</p>	<p>Completed</p> <p>Ongoing</p> <p>Ongoing</p>
#2	<ul style="list-style-type: none"> • Met to discuss system changes • System change – Edits on Staff Central (SC) System was changed to a Hard Edit. The change prevents SC system from 	<p>DHR, IT, Maintenance</p> <p>DHR Staff Central, IT</p>	<p>Ongoing & Tested System</p>	<p>Completed October 2012</p> <p>Completed March 2013</p>

Employee Leave Balances Audit
P3000-0411
Workplan for Division of Human Resources
07/19/13

Finding	Recommendation/Action Item	Responsible Party	Status/Deadline for Completion	Completed (show date)
	<p>interfacing and receiving uncorrected errors from IMMS or receiving incorrect timesheets due to errors, overuse of leave or entering hours worked that does not match schedule. Hard edit prevents Timekeeping errors through IMMS and will be corrected prior to any SC interface.</p> <ul style="list-style-type: none"> • Met with Maintenance to discuss implementation of hard edit • DHR identified roles & responsibilities for accurate leave balances (TPM 12-02) <p>Maintenance role:</p> <ol style="list-style-type: none"> 1. Ensures timesheets, schedules and employee time worked is reported timely and correctly. 2. Corrects IMMS errors daily <p>DHR role: Ensures reconciliation of leave is performed monthly based on timesheets submitted by employees</p>	<p>DHR, IT, Maintenance</p> <p>DHR – Transactions Services</p>		<p>Completed April 2013</p> <p>Completed May 2013</p> <p>Completed October 2012</p>

Employee Leave Balances Audit
P3000-0411
Workplan for Division of Human Resources
07/19/13

Finding	Recommendation/Action Item	Responsible Party	Status/Deadline for Completion	Completed (show date)
	or maintenance staff, Cias error messages, AAR reports & Unsent reports. • Hard Edit - System implementation • Provide staff tools to ensure reconciliations are conducted monthly. DHR will establish Monthly Worksheet for Sups to document the reconciliations.	DHR, IT, Maintenance	May 2013	Completed
	• Modify the "Unsent report". The cumulative report reflects uncorrected leave errors. This report will provide another leave reconciliation tool for PS	DHR, IT	July 2013	Completed
#3	System Edits – see #2	DHR, IT, Maintenance	May 2013	Completed
	Leave Reconciliation Plan	DHR – Transactions Services Branch Chiefs	July 2013	Estimated completion Date - July 2014
	Leave Reconciliation - Semi-Monthly employees	DHR – Transactions Services Branch Chiefs	Begin July 2013	

ATTACHMENT

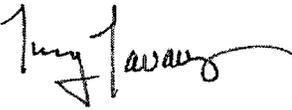
DIVISION OF MAINTENANCE'S RESPONSE
TO THE DRAFT REPORT

Memorandum

*Flex your power!
Be energy efficient!*

To: WILLIAM E. LEWIS
Assistant Director
Audits & Investigations
California Department of Transportation

Date: July 8, 2013

From: TONY TAVARES 
Division Chief
Division of Maintenance
California Department of Transportation

Subject: **RESPONSE TO DRAFT AUDIT REPORT REGARDING EMPLOYEE LEAVE
BALANCES - MAY 2013**

After reviewing draft Audit Report P3000-0411 and participating in the exit conference on June, 14, 2013, the Division of Maintenance will be taking and have taken the following steps to address the findings of the audit.

Division of Maintenance Work Plan:

Finding Number and statement:	Action:	Completion Date:	Area of Responsibility:
Finding 4.1 Control Weakness Over Regional Maintenance Timekeeping	Developing a procedures manual in accordance with both the Integrated Maintenance Management (IMMS) and Staff Central Systems' "Business Rules" for timekeepers' to include timely review, correction of error, and approval of timesheets submitted by Maintenance Supervisors.	August 2013	Division of Maintenance Office of Management Systems Studies
Finding 4.2 Control Weakness Over Regional Maintenance Timekeeping	Maintenance Field Supervisors are responsible for inputting time and approving labor records in the Integrated Maintenance Management System (IMMS) and Regional Administrative Officers/Timekeepers are responsible for reviewing timesheets and notifying Supervisors of timesheet errors to make corrections in IMMS which interface with Staff Central. Developing a procedures manual.	August 2013	Division of Maintenance Office of Management Systems Studies

WILLIAM E. LEWIS

July 8, 2013

Page 2

Finding Number and statement:	Action:	Completion Date:	Area of Responsibility:
Finding 4.3 Control Weakness Over Regional Maintenance Timekeeping	DHR and IT Staff Central developed the "hard edit" controls that restricted submittal of inaccurate timesheets (e.g., over use and inaccurate use of leave, incomplete hours in the work week, excess hours in the work week, etc.) into the Staff Central system. The implementation of the "hard edit" prevents leave usage errors from entering the time reporting system.	April 15, 2013	DHR IT Staff Central

Finding Number and statement:	Division of Maintenance Additional Efforts:	Completion Date:	Area of Responsibility:
Finding 4 Control Weakness Over Regional Maintenance Timekeeping	Maintenance hosted a Statewide teleconference on April, 20, 2013 with Region Maintenance Field staff to discuss and identify the implementation of the "hard edit" and the changes for timely review and approval of timesheets.	April 29, 2013	Division of Maintenance
Finding 4 Control Weakness Over Regional Maintenance Timekeeping	Maintenance hosted a Statewide teleconference on May, 1, 2013 with Regional Maintenance Timekeepers and Regional Administrative Officers to discuss and identify what timekeeping practices were currently being performed.	May 1, 2013	Division of Maintenance

Finding Number and statement:	Division of Maintenance Additional Efforts:	Completion Date:	Area of Responsibility:
Finding 4 Control Weakness Over Regional Maintenance Timekeeping	Maintenance is currently providing Statewide "hands-on" timekeeping training that includes timely review and approval of timesheets in the IMMS and Staff Central systems.	ongoing	Division of Maintenance

Progress reports will be provided on the status of the work plan findings in 60-day (August 28, 2013), 180-day (December 28, 2013), and 360-day (June 28, 2014) milestones.

If you have any questions, or need additional information, please contact Lucila Gonzalez, Administration Management Division of Maintenance, at (916) 651-2002.

c: Lucila Gonzalez
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