

COUNTY OF ALBEMARLE

EXECUTIVE SUMMARY

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| AGENDA TITLE: Employee Pay Process Review | AGENDA DATE: February 5, 2014 |
| SUBJECT/PROPOSAL/REQUEST: Approval of appropriation to fund a review of the County's pay process system | ACTION: INFORMATION: |
| STAFF CONTACT(S): Foley, Davis, Letteri, and Burrell | CONSENT AGENDA: ACTION: X INFORMATION: |
| PRESENTER (S): N/A | ATTACHMENTS: No |
| LEGAL REVIEW: Yes | REVIEWED BY:  |

BACKGROUND:

The County implemented its Human Resource/Payroll (HRP) module of the Access Albemarle (AA) Project in April, 2012. In spite of our best planning efforts to align the software with our processes, the actual implementation of the Access Albemarle software system has revealed instances of process misalignment, or in some cases, opportunities to modify our current processes to achieve greater accuracy and to further leverage the use of these very sophisticated tools.

The County's history of the number of employee overpayments and underpayments could be deemed relatively minor in the context of the number of employees who are paid each month and the complexity of the compensation transactions processed. However, these errors have had a real impact on employees and have resulted in additional cost to the County. Several overpayment or underpayment mistakes have occurred over the last five years which may have been avoided with improved systems.

The purpose of this Executive Summary is to provide information to the Board to support staff's request for an appropriation to fund a consultant to review the County's pay process system.

STRATEGIC PLAN:

Goal 7: Promote a valued and responsive County workforce that ensures excellent customer service.

DISCUSSION:

The County has a complex pay process system that serves Local Government and School employees, including many complicated schedules and data inputs. There have been a number of problems with our employee pay processes that have become more apparent since the County started using the new HRP system. The lack of an automated time and attendance system and the reliance upon a decentralized, paper-based system of tracking employees' time and attendance is problematic.

Staff believes - given that we are now operating the new software - that we should immediately undertake a comprehensive review of the pay process system to identify necessary process improvements. Because of the complexity of handling pay processes for both local government and the schools and the critical importance of accurately handling employee pay, staff proposes that a consultant be engaged to identify pay process weaknesses and to make recommendations for improvements to the County's pay processes. Based on discussions with firms with expertise in the area of process improvements with governmental experience, the estimated cost of the desired services is approximately \$60,000.

BUDGET IMPACT:

A supplemental appropriation of \$60,000 is necessary to fund a consultant to undertake the review of the pay process system in this fiscal year. The funds are proposed to be appropriated from the Reserve for Contingencies Fund.

RECOMMENDATIONS:

Staff recommends that the Board approve Appropriation #2014079 on the February 5, 2014 FY14 Appropriation Request to fund the proposed review of the County's pay process systems.

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