



COUNTY ADMINISTRATIVE OFFICE
COUNTY OF HUMBOLDT
825 5th Street, Suite 112, Eureka, CA 95501-1153
Telephone (707) 445-7266
cao@co.humboldt.ca.us

INTEROFFICE MEMO

To: County Employees

From: County Administrative Officer Elishia Hayes and Auditor-Controller Karen Paz Dominguez

CC: Board of Supervisors

Subject: Nov. 19 Payroll Run

Dear County Employees,

We're writing to you tonight to let you know that county employees who receive direct deposits may receive their Nov. 19 paychecks later than usual. We still expect to have tomorrow's direct deposits out to employees by the end of the business day, however, we realize that employees typically receive this pay first thing in the morning and want to inform you about this as soon as we could.

What we know

While verifying information in the payroll system, staff realized some calculations involved in calculating pay, benefits, taxes and withholdings were not processing through our financial system normally for around half the county workforce. The calculation errors did not appear to have any consistent theme that allowed us to pinpoint a root cause. However, we had all of the information needed to issue paychecks and knew we could manually enter information if needed.

What we're doing

To issue payroll: The Payroll team involving the County Administrative Office – Information Technology Division, Auditor-Controller, and Human Resources worked through the evening and night to manually produce the payroll file needed and sent it to US Bank, where the county's funds are held, just prior to the bank's 10 pm deadline. We have no reason to believe the file was not received and processed as normal, however, the timing of receipt may affect the time when employees receive their pay.

To fix the core issue: The same Payroll team will be working tonight and with our various vendors tomorrow to pinpoint where things went wrong. The team will also be bringing in more resources and continue to improve the workflow, efficiency and timing of the various steps involved in issuing payroll.

What we want to stress

Issuing payroll to our employees is our top priority and we will spare no resource to ensure this critical function is carried out successfully. You are likely aware that there has been a lot of transition in our Payroll processes recently, but our county staff, leadership and vendors are working together tirelessly to make sure we have a functioning, sustainable payroll system.

As soon as we can get a hold of our banking partners in the morning, we will respectfully request they prioritize processing our payroll files as soon as possible. Because we manually entered payroll for many of the employees, your direct deposit receipts showing hours worked, taxes paid, time banks, etc, will not be immediately available. We also expect to have these ready by the end of the business day, however.

We will update county staff again in the morning by 11 am with more information.

Sincerely,



Elishia Hayes
County Administrative Officer



Karen Paz Dominguez
Auditor-Controller

J S
Jim Storm
Director, County Administrative Office-Information Technology Division