MEMORANDUM

TO: Honorable Chair and Members of the School Board
   Dr. Donald E. Fennoy, Superintendent
   Chair and Members of the Audit Committee

FROM: Lung Chiu, Inspector General

DATE: 9/4/2018

SUBJECT: Transmittal of Final Investigative Report
         Case # 18-781
         Payroll Discrepancy

In accordance with School Board Policy 1.092 we hereby transmit the above-referenced final report.

The report addresses the allegation that former District employee Dennis Ryan continued to receive paychecks from the District after his employment with the District was terminated.

The allegation is substantiated.

The report is finalized and will be posted on the Inspector General's website; www.palmbeachschoools.org/inspectorgeneral.
Case Number: 18-781  

Date of Complaint: 5/14/2018

Complainant: Dianne Howard, Director, Risk & Benefits Management

Subject: Dennis E. Ryan, Former Employee

Witnesses:  
LaToya Dixon, Principal, Village Academy  
Rebeca Doby-Robinson, Supervisor, Wage & Salary  
Dianne Howard, Director, Risk & Benefits Management  
Teri Jensen, Manager, Payroll  
Timothy (Tim) Kubrick, Human Resources Partner  
Verdnell Walker, Administrative Assistant, Village Academy

Type of Report: FINAL

**AUTHORITY**

*School Board Policy 1.092* provides for the Inspector General to receive and consider complaints, and conduct, supervise, or coordinate such inquiries, investigations, or reviews, as the Inspector General deems appropriate.

This investigation was conducted by Investigator Tanya Lawson, in compliance with the *Quality Standards for Investigations, Principles and Standards for Offices of Inspector General*, promulgated by the Association of Inspectors General.

**INTRODUCTION**

On May 14, 2018, the OIG received an email complaint from Risk Management Director Dianne Howard. Ms. Howard alleged that former District employee Dennis Ryan received District payroll checks after his employment with the District terminated.

**BACKGROUND**

Village Academy is located at 400 SW 12th Avenue, Delray Beach, FL 33444 in Palm Beach County, FL. Village Academy is a unique public school model that is designed to provide a
continuous and nurturing educational experience for students in a small environment. Village Academy enrolls students in kindergarten through grade 12.

**ALLEGATION**

Dennis Ryan continued to receive paychecks after his employment with the District was terminated. *Substantiated.*

**GOVERNING DIRECTIVES**

- Florida State Statute § 1012.28
- School Board Policy 3.20-Resignation and Termination of Employment
- PeopleSoft-Salary Information
- PBSD 1176-Employee Resignation/Termination
- The Patient Protection and Affordable Care Act of 2010 (PPACA)

**ALLEGATION: EVIDENCE & TESTIMONY**

*Allegation: Dennis Ryan continued to receive paychecks after his employment with the District was terminated.*

*Complaint Information:* Risk & Benefits Management Director Dianne Howard reported to the OIG via email that former employee Dennis Ryan was terminated from his temporary teaching position in December 2017; but Mr. Ryan continued to receive paychecks from the District until April 2018.

**Testimony of Risk & Benefits Director Dianne Howard**

On May 18, 2018, the OIG conducted an interview with Dianne Howard. Ms. Howard stated on April 30, 2018, a member of her staff discovered an irregularity with the start and end date for Dennis Ryan. Ms. Howard explained that data from PeopleSoft showed a termination date (April 27, 2018) entered by Human Resources, but the effective date of termination was December 15, 2017. The District was still paying Mr. Ryan after his employment ended. This resulted in an overpayment of $11,341.74 in insurance benefits. Ms. Howard referred the matter to the OIG for further review.

**Testimony of Village Academy Principal LaToya Dixon**

On May 30, 2018, the OIG conducted an interview with Mrs. LaToya Dixon. Mrs. Dixon stated she was not aware that Dennis Ryan was still on payroll with the District after his termination. Mrs. Dixon stated around April 24, 2018, she was notified by her secretary, Verdel Walker, that Dennis Ryan was still receiving paychecks, and accounting/payroll would provide guidance on the steps needed to remove Mr. Ryan from the system. Mrs. Dixon stated that she thought that because

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1 The OIG findings were determined using the standards that appear on the signature page at the end of this report.
Mr. Ryan was a temporary employee who was only covering for a teacher on leave, the temporary employee would automatically be dropped from the system without Dixon having to do anything. Mrs. Dixon stated Job Processing Supervisor Becky Robinson and Human Resources Partner Timothy Kubrick contacted her and told her that she needed to go into PeopleSoft and put an end date in the system. Ms. Dixon was also told to get a resignation/termination letter from Mr. Ryan, and need to upload it to PeopleSoft. The resignation/termination letter required Mr. Ryan’s signature therefore, Mrs. Dixon stated that her secretary mailed Mr. Ryan a certified resignation/termination letter for him to sign.

Mrs. Dixon stated that the last personal contact she had with Mr. Ryan was sometime in January 2018 when he emailed her seeking her help for a reference. Mrs. Dixon stated, although she provided the reference, she did not have contact with Mr. Ryan when he came on campus to pick-up the reference letter. Mrs. Dixon stated that Mr. Ryan did not mention in his emails that he was still receiving paychecks from the District in his emails.

On May 31, 2018, Mrs. Dixon amended her statement. Mrs. Dixon stated her secretary, Ms. Walker informed her today (May 31, 2018) that she neglected to mail the certified letter to Mr. Ryan as Ms. Dixon initially stated. Ms. Walker would send the certified letter out on May 31, 2018. As of June 7, 2018, there was one attempt made by the postal service to deliver the certified letter, but no one was available to accept the letter2.

Testimony of Village Academy Secretary Verdnell Walker

On May 30, 2018, the OIG conducted an interview with Verdnell Walker. Ms. Walker stated part of her job duties is to process payroll by entering the employee’s annual or sick leave when required. Ms. Walker stated the hours for each employee are automatically maintained on PeopleSoft and her job is to keep track of any leave so that it can be deducted from the employee’s leave balance. Ms. Walker stated she received a phone call from Ms. Becky Robinson and Tim Kubrick advising her that Mr. Ryan was still receiving paychecks after his employment was terminated. Ms. Walker stated she was not aware of need to remove a temporary employee from PeopleSoft. Ms. Walker said Mr. Ryan was at the school sometime in early 2018 seeking to pick up a reference letter from the principal. Ms. Walker stated Mr. Ryan did not mention that he was still receiving a paycheck from the District after his termination.

Testimony of Former District Employee Dennis E. Ryan

On June 1, 2018, the OIG contacted Mr. Ryan via telephone. Mr. Ryan stated he only checks his bank account once per month, and did not notice the paychecks from the District that had been directly deposited into his bank account. Mr. Ryan stated that he thought that the money was “back pay” from the District since his employment began in September 2017 instead of the start of the 2017/18 school year3. Mr. Ryan stated he did not know that he was being overpaid until he received a letter in the mail from Payroll Manager Teri Jensen in April 2018. Mr. Ryan stated if required, he will pay back the funds.

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2 USPS.com/tracking

3 August 14, 2017, was the first day of school for students in Palm Beach County
OIG Case #18-781
Page 4

Documentation Reviewed

The OIG received a copy of the initial (hard copy) payroll check received by Mr. Ryan from the District dated September 7, 2017 (Exhibit 1). The check was endorsed by Mr. Ryan, and posted on September 15, 2017. Mr. Ryan stated he thought the paychecks he received after the temporary assignment ended was back pay. However, this would be contrary to his endorsement on the initial paycheck that he received from the District.

The OIG received a copy of the salary overpayment letter mailed to Dennis Ryan by Payroll Manager Teri Jensen (Exhibit 2). The net salary overpayment amount is $7,441.17 after Federal Income Tax Withholding, FICA and Medicare taxes.

Based on the testimony and documentation reviewed, the OIG determined the allegation that Dennis Ryan continued to receive paychecks after his employment with the District was terminated is Substantiated.

ADDITIONAL INFORMATION

The OIG contacted Payroll Manager Teri Jensen who stated the school is to end the employment of an employee in PeopleSoft in order for payroll to stop processing payroll for that individual. On June 5, 2018, Teri Jensen contacted the OIG. Ms. Jensen stated that Mr. Ryan informed her that he did not feel that he should be required to reimburse the District.

The OIG contacted Human Resources Partner Timothy Kubrick who manages Village Academy. Mr. Kubrick stated that he does not usually run budgets, but did so on this occasion and noticed that the school had two employees listed for the same position. Mr. Kubrick stated that he then contacted Rebeca Doby-Robinson in Wage & Salary and together they contacted Verdell Walker and provided her with the steps needed in order to correct the situation.

On June 21, 2018, the OIG requested a status from Payroll Manager Teri Jensen. Ms. Jensen stated that on June 5, 2018, a message was left for Mr. Ryan asking him to contact payroll. As of June 21, 2018, Mr. Ryan had not returned Ms. Jensen’s phone call. Ms. Jensen verified that the District does not receive any notifications when payroll checks are deposited into employee bank accounts, but if the check was rejected, payroll would receive a notice from the bank. No rejection notices were received. All payroll checks were direct deposited into Mr. Ryan’s bank account without incident.

School District Administrative Policies & Procedures Payroll & Accounting Manual states the following with regards to overpayment:

Overpayment of wages and supplemental payments to the District occur through the payroll process on an ongoing basis. These overpayments occur for various reasons including: clerical errors, resignation/retirement/terminations dates are entered by personnel after paychecks have been received, late submission of attendance form a school or department, employees placed on unpaid leave and backdated, salary decreases or adjustments backdated, worker’s compensation
issues, and notification of an error of a submission of payment by a school or department that has been discovered. Every effort is made upon discovery or notification of the overpayment, to recover all the funds owed to the District.

The payroll department is in the process of attempting to recover the overpaid salary owed to the District by Mr. Ryan.

The Patient Protection and Affordable Care Act of 2010 (PPACA) prohibits the District’s ability to recover health insurance premiums. Specifically, “Plan sponsors and/or insurers cannot terminate coverage effective with a date in the past even if the member was covered in error.” Therefore, any insurance premiums paid, cannot be recovered.

On July 3, 2018, the OIG participated in a telephone conference with Manager Leaves and Retirement Compensation & Employee Information Services Ernie Camerino and Director Compensation & Employee Information Services Mark Mitchell. Mr. Mitchell and Mr. Camerino stated that principals are ultimately responsible for performing necessary job functions as their duties as principal are required. Mr. Mitchell stated principals are given tools to complete employees’ resignations/terminations. Mr. Camerino referred the OIG to School District Bulletin #PD 18-013, dated July 24, 2017 (Exhibit 3). The subject of the bulletin is New Online Resignation/termination Process. The bulletin announces the new process for resignations/terminations, and gives links to Human Resources information page in the PeopleSoft portal. Mr. Camerino stated that both principals and secretaries are given training tools necessary to perform their duties and responsibilities.

The OIG was able to review the webpage for the Office of Professional Standards. The webpage contains HR Job Aids (terminations/probationary release) to provide guidance for both employees and managers in the termination process. Specifically, the manual for managers (Online Termination Process-Processing Manager-Initiated Voluntary and Involuntary Employee Termination) provides step-by-step instructions on how to properly terminate an individual’s employment with the District (Exhibit 4).

Mr. Camerino acknowledged that although the training for principals is not mandatory, it is expected that individuals in leadership positions such as principals, will do what is necessary to maintain accurate records of staff.

School District approved job descriptions for job code 72760, states that part of the duties and responsibilities of a principal is:

Maintains appropriate records related to pupil attendance, FTE generation, instructional and non-instructional school-based personnel, and property inventories and ensures the accuracy and timeliness of all school reports.
CONCLUSION

The OIG has determined that due to Principal LaToya Dixon not completing the required process needed in order to cease payroll to Mr. Ryan, it caused a payroll overpayment of $7,441.17.

RECOMMENDATIONS

The OIG recommends that Principal LaToya Dixon and Secretary Verdnell Walker obtain the training necessary to understand the steps required in dealing with interim/temporary personnel.

The OIG recommends the District update Policy 3.20-Resignation and Termination of Employment to include the new online resignation/termination process (as per Bulletin #P 18-013).

The OIG recommends that this case be referred to the Office of Professional Standards for further review and take whatever action it deemed appropriate.

AFFECTED PARTY NOTICE

In accordance with School Board Policy 1.092 (8)(b)(iv), on 7/11/2018, LaToya Dixon and Dennis Ryan were notified of the investigative findings and provided with an opportunity to submit a written response to these findings.

On July 30, 2018, the OIG received a written response from Ms. Dixon (Exhibit 5). Ms. Dixon concurred with the findings and recommendations of this report.

The OIG did not receive a written response from Dennis Ryan by the 20-day deadline date.

DISTRIBUTION

Palm Beach County School Board Members
Donald E. Fennoy II, Superintendent
Audit Committee Members
Office of Professional Standards
OIG file
The evidentiary standard used by the School District of Palm Beach County OIG in determining whether the facts and claims asserted in the complaint were proven or disproven is based upon the preponderance of the evidence. Preponderance of the evidence is contrasted with “beyond a reasonable doubt,” which is the more severe test required to convict a criminal and “clear and convincing evidence,” a standard describing proof of a matter established to be substantially more likely than not to be true. OIG investigative findings classified as “substantiated” means there was sufficient evidence to justify a reasonable conclusion that the actions occurred and there was a violation of law, policy, rule, or contract to support the allegation. Investigative findings classified as “unfounded” means sufficient evidence to justify a reasonable conclusion that the actions did not occur and there was no violation of law, policy, rule, or contract to substantiate the allegation. Investigative findings classified as “unsubstantiated” means there was insufficient evidence to justify a reasonable conclusion that the actions did or did not occur and a violation of law, policy, rule, or contract to support the allegation could not be proven or disproven.
Check 3414731 - 995.78 USD

THE SCHOOL BOARD OF PALM BEACH COUNTY, FL
Date: 09/15/2017
Pay Amount: $995.78

TO THE ORDER OF
DENNIS EDWIN RYAN
Wells Fargo Bank, N.A.

Chairman Of The Board
Superintendent

Item Details:
Account Number 3414731
Account Name D-Payroll
Check 3414731
Amount 995.78 USD
Status Check Paid
Posting Date 09/15/2017

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last check read

REDACTED
May 1, 2018

Dennis Ryan
500 NE 1st Street Apartment 4
Pompano Beach, FL 33060

Employee Name: Dennis Ryan
Employee Identification #: 1128366

RE: Salary Overpayment

Dear Dennis Ryan,

After reviewing your 2017-2018 Payroll history, an overpayment situation has occurred. Due to Human Resources not updating your job screen in a timely manner you were paid in error. Your compensated/work days calculated were based on 196 duty days yet the actual number of workdays totaled 77 at the time of Termination/Retirement. Your wages earned totaled $16,451.82 but the payment amount issued was $25,376.76. Also, in accordance with state statute and board policy, you were advanced sick leave. However, you did not earn all the leave you used prior to your termination/retirement and accordingly these hours must be repaid monetarily for $640.98. This has caused you to be overpaid in the gross amount of $9,585.92 (Please see the details on the attached Reconciliation form).

In order to correct this error, it will be necessary to obtain the overpaid amount from you. Former employees of the School District will need to refund the net overpayment amount. The total net overpayment amount is $7,441.17 (after Federal Withholding, FICA and Medicare taxes).

Please mail a personal or cashier’s check in the amount of $7,441.17 payable to “The School District of Palm Beach County” with a copy of this letter no later than June 1, 2018 to the Accounting Services Department.

If no response is received, the School District may take further action.

Sincerely,

Teri Jensen
Payroll Manager
Department of Accounting Services
Attachment
July 24, 2017
Bulletin #PD 18-013 CHR

Contact(s):
Ernie Camerino, PX 48292
ernie.camerino@palmbeachschools.org

HR Customer Care Center (Resignation Questions)
561-434-8777 (locally) option 1
877-477-3722 (out of area) option 1

TO: All Principals and Directors

FROM: Gonzalo La Cava, Ed.D., Chief of Human Resources

SUBJECT: NEW ONLINE RESIGNATION/TERMINATION PROCESS

We are pleased to announce our new online Resignation/Termination process. As a part of continuous improvement efforts, this new online process will increase efficiency and was successfully piloted at several District schools. A voluntary exit survey will also be included for the employee to provide data to improve retention efforts. If needed, the PBSD 1176 Employee Resignation/Termination form will remain available until Sunday, December 31, through eForms.

1. Online Resignation Process – Employee Self Service
   Employees* resigning from the District will submit an online Resignation Request through PeopleSoft Self Service. The employee has the option of uploading a letter of resignation to their online Resignation Request. Once the employee submits the online Resignation Request, the request is routed to the employee’s Principal/Director, who acknowledges the request in the system and submits it for processing. The request is then electronically routed to the Human Resources Office for processing.

   *If the employee is no longer present at your School/Department, and has submitted (via mail or email) a letter of resignation, and you cannot reach the employee to complete the online process, the Principal/Director can submit the resignation via Manager Self Service in PeopleSoft.

To assist the employee, a new Resignations website has been created to assist District employees in learning about the Resignation process. A link to the website is also available on the Employee website.
II. **Online Termination Process – Manager Self Service**

The Principal/Director will enter a Termination Request for their employee(s) in Manager Self Service. The request will route to the HR Office for processing. The online Termination Process is to be used for the following Voluntary or Involuntary Termination Actions:

- Employee Resignations – Not submitted through Employee Self Service*
- Interim Terminations
- Probationary Terminations

*The Employee should be encouraged to submit their Resignation through Self Service. Principals/Directors should only enter the Resignation under extenuating circumstances. All documentation, such as Resignation letters or emails, Interim letters, or Probationary letters must be uploaded directly into the online Termination page in PeopleSoft. (Please note: This process IS NOT to be used for Non-Reappointments or Job Abandonments.)

**NOTE:** Processing timelines for the Resignations and Terminations may be impacted by Payroll processing periods. Additionally, this process is not for those employees who are retiring from the District. Retiring employees will continue to follow the same procedures.

**Training Information for Administrators**

Training manuals and presentations have been created to assist with using the new processes. These can be found on the Human Resources Information page on the My Help Center page in the PeopleSoft Portal.

RMA/GSL/MM/EC:lm

Approved: [Signature]

Robert M. Avossa, Ed.D., Superintendent
ONLINE TERMINATION PROCESS -
Processing Manager-Initiated Voluntary and Involuntary Employee Terminations

Palm Beach County School District - Human Resources

Manager Manual

DIVISION OF HUMAN RESOURCES
Compensation and Employee Information Services
3600 Coral Way, Suite 120
West Palm Beach, FL 33409
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*Manager Online Termination Process*

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**HR Customer Care Center**

Phone:
561-434-8777 [Option 1] or 877-477-3722 [Option 1]

Email: AskHR@palmbeachschoools.org
Overview

Online Termination Process

Schools or Departments terminating employees will enter a Termination through Manager Self Service in PeopleSoft. The PBSD 1176 Employee Resignation/Termination form will no longer be used for this process.

NOTE: This process is not to be used for Retirement processing. All Retirement Applications should be submitted directly to the Retirement Office in Human Resources.

Voluntary or Involuntary Terminations

The Online Termination Process is to be used for the following Voluntary or Involuntary Termination Actions:

- **Employee Resignations** - Not submitted through Employee Self Service*
- **Interim Terminations** - Unrelated to the End of Year Reappointment Process
- **Probationary Terminations**

*The Employee should be encouraged to submit their Resignation through Self Service. Managers should only enter the Resignation if there are extenuating circumstances.

All required documentation, such as Resignation letters or emails, Interim letters, and Probationary letters, must be uploaded directly into the Online Termination in Manager Self Service.

Navigation to Terminate Employee page

To enter an Online Termination, you will need to navigate to the Terminate Employee page in PeopleSoft Human Capital Management.

- Click on the NavBar icon
- Click on the Navigator icon
- Click on Manager Self Service
- Click on Job and Personal Information
- Click on PB Resignations
- Click on Terminate Employee
Entering Terminations

After clicking on Terminate Employee from the menu, the page will display with a list of the active employees under your management as of the current date.

<table>
<thead>
<tr>
<th>Name / Title / ID - Record</th>
<th>Office / Title</th>
<th>Status / Type</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee, Emily</td>
<td></td>
<td>Active</td>
<td>10009448</td>
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<tr>
<td>Martin, Jane</td>
<td></td>
<td>Active</td>
<td>10029641</td>
</tr>
<tr>
<td>Johnson, Amber</td>
<td></td>
<td>Active</td>
<td>10006000</td>
</tr>
</tbody>
</table>

To Search for an employee, you may choose from the options below:

- Click the Search Options arrow to access the Search your Employees window. Enter the name, then click Search.

- Click the Sort icon and choose Name from the Sort Menu to sort the list by name, close the Sort Menu, then search the list for the name.

Always verify the Employee ID number to ensure you have the correct employee.
To terminate an employee, locate the employee’s name on the list, verify the Employee ID number, then click the Arrow to the right of the employee’s name.

**NOTE:** If the employee has more than one job with your school or department, you will need to perform this process for each job you wish to terminate.

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### Employee’s Termination Page

When the Terminate Employee page appears:

- Enter the date of the Last Day Worked - This would be the Employee’s last physical day at work, unless on an approved Leave of Absence. (For employees on a Leave of Absence, contact the Leaves Office for the date.)

- Enter the Reason for Termination/Resignation - Choose from the dropdown menu.
  - For Employee Resignations - Use the reason that matches the reason in the employee’s resignation letter or email. (Examples: Relocation, Personal Reasons, etc.)
  - For Interim Terminations - Use Interim Position Completed
  - For Probationary Terminations - Use Term During Prob Period

- Click Next at the top of the page to move to the next step of the Termination Process.
The **Review and Submit page** will appear next. Please review the information on the page.

When entering a Voluntary or Involuntary Termination, a copy of the following **must be uploaded** to the page **prior to** submitting the Termination/Resignation:
- Employee's Resignation letter or email
- Interim Letter
- Probationary Letter

**Uploading Documentation**
To upload the documentation, click the **Add Attachment** button located in the bottom left corner of the page.

When the **File Attachment** window appears, you may do one of the following:
- Click the **Choose From My Device** icon, navigate to the letter, and choose it; or
- Drag the file (letter) to the file section on the **File Attachment** page.

Once the file name appears in the file section, click **Upload** to upload the file.

When the file has been uploaded, click **Done** in the upper right corner of the **File Attachment** window. The File will appear in the **File Name** section at the bottom of the **Terminate Employee** page.
Submitting Terminations

Submitting the Termination

When all the Termination information has been entered and is complete, click the Submit button located in the upper right corner of the Terminate Employee page.

A Submit Confirmation will appear.

Confirmation Emails

You will receive two emails. The first email will be a submittal confirmation:

Your requested Termination was submitted. This request requires administrator review before it will be saved to the database. You will be notified when it is processed.

Employee Name: Employee, Ernie
Employee ID: 1234567

The second email will be a confirmation that the Termination was processed:

Your requested Termination was successfully processed:

Employee Name: Employee, Ernie
Employee ID: 1234567
Need to Know Tips

Termination Process Timelines
Termination Processing timelines may be impacted by Payroll processing periods. Terminations cannot be processed while the system is down for Payroll processing. Terminations submitted during this time, will be processed once Payroll processing is complete.

District Property Returns
If the resigning employee has been assigned any District property, such as laptops, tablets, cellphones, keys, etc., ensure that the employee has returned these items prior to their last day.

Access Removal
All District access will be removed from the employee by the end of the day on the date of Resignation. They will no longer have access to PeopleSoft Self Service, District Email, or any other District Applications after the access has been removed.

HR Customer Care Center
If you have any questions regarding the Online Resignation Request process or any other HR topic, please contact the HR Customer Care Center:

By phone:
561 - 434 - 8777, Option 1 (locally)
877 - 477 - 3722, Option 1 (out of the area)

By email:
AskHR@palmbeachschools.org
Corrective Action Improvement Plan

School: Village Academy, 400 SW 12th Ave, Delray Beach Fl 33444

Management Response: I, LaToya Dixon, concur with recommendations and findings as noted in the investigative report for case number 18-1781

Corrective Actions/Comments: Principal and secretary will re-visit training materials to understand to required steps for interim/temporary personnel The following trainings will be completed: Annual HR Policies FY19; HR PeopleSoft Functions Overview HR PeopleSoft Functions Overview; HR PeopleSoft Functions Resource Center; Review Bulletin #PD-18-013 – New Online Resignation/Termination Process; Print and review the Payable Status Report at the end of every payroll week to verify that each employee and time reported is correct and valid.

LaToya Dixon
Principal’s Signature

7/26/18
Date