



QUALITY ASSURANCE REVIEW FINDINGS REPORT NO.: **2022 - SP-01**

2022 W-2 Scorecard

SUMMARY

The Department of Financial Services (DFS) Post Audit Subsection has provided a limited scope review of the option to elect to receive electronic notification of an employee's W-2 readiness within the Employee Information Center (EIC) website. The Employee Information Center provides current as well as former employees access to up to four years of their earning statements, and up to five years of their federal W-2 tax forms.

The purpose of this summary is to bring awareness to the process and encourage agencies to educate their employees to further streamline the process and move away from printing and mailing tens of thousands of forms via mail couriers. The scope of this summary is from data recorded on February 18th and August 26th RDS reports (Q4B1), all 34 state agencies are included.

CONCLUSIONS

Statewide in February, the percentage of all state employees enrolled in electronic notifications for their W-2 through the Employee Information Center was 77.20%. Six months later in late August, and this number has fallen significantly to 73.98%, a 3.22% decline.

Per the **February** RDS report, there are 108,531 W-2 records to be created. With 77.20% opting to receive it online, that left 24,745 PAPER W-2's for staff to print and distribute.

Per the **August** RDS report, there are 123,087 W-2 records to be created. At 73.98% opting to receive them online, that leaves 32,027 PAPER W-2's for staff to print and distribute, an additional 7,282 paper W-2 forms since February for staff to print, quality control, and add 7,282 cover pages and 7,282 envelopes to stuff by hand. A lot of additional work hours, and nearly 22,000 additional pieces of paper.

Individually BOSP would like to recognize the agencies with the five highest percentages of employee participation rates, all maintaining a rate over 80% for the six month review.

- DEPT. OF TRANSPORTATION
- AGENCY FOR HEALTH CARE ADMINISTRATION
- FLORIDA DEPT. OF LAW ENFORCEMENT
- DEPT. OF REVENUE
- FLORIDA COMMISSION ON OFFENDER REVIEW

The following page contains the data for all agencies for the 6 month period.

Agency	2/18/22	8/26/22
FLORIDA LEGISLATURE	64.11%	61.46%
JUSTICE ADMINISTRATIVE COMMISSION	74.45%	71.28%
STATE COURT SYSTEM	79.69%	77.64%
EXECUTIVE OFFICE OF THE GOVERNOR	73.52%	71.19%
DEPT. OF LOTTERY	88.28%	79.74%
DEPT. OF ENVIRONMENTAL PROTECTION	73.22%	67.19%
DEPT. OF ECONOMIC OPPORTUNITY	71.29%	70.50%
DEPT. OF LEGAL AFFAIRS	80.24%	77.94%
FLORIDA GAMING CONTROL COMMISSION	33.33%	78.72%
DEPT. OF AGRICULTURE & CONSUMER AFFAIRS	74.15%	71.30%
DEPT. OF FINANCIAL SERVICES	73.73%	72.81%
DEPT. OF STATE	66.75%	63.08%
FLORIDA DEPARTMENT OF EDUCATION	81.52%	79.61%
FLORIDA SCHOOL OF THE DEAF & BLIND	56.43%	56.13%
DEPT. OF VETERAN AFFAIRS	62.39%	60.36%
DEPT. OF TRANSPORTATION	87.18%	86.45%
DEPT. OF CITRUS	81.48%	72.97%
DEPT. OF CHILDREN & FAMILIES	78.71%	73.85%
PUBLIC SERVICE COMMISSION	66.94%	67.31%
DEPT. OF MILITARY AFFAIRS	66.74%	60.72%
DEPARTMENT OF HEALTH	75.98%	73.99%
DEPT. OF ELDER AFFAIRS	78.55%	76.98%
AGENCY FOR PERSON WITH DISABILITIES	66.37%	63.27%
AGENCY FOR HEALTH CARE ADMINISTRATION	83.45%	80.61%
DEPT. OF CORRECTIONS	79.73%	75.55%
FLORIDA DEPT. OF LAW ENFORCEMENT	86.40%	84.53%
DEPT. OF MANAGEMENT SERVICES	68.07%	63.98%
DEPT. OF ADMINISTRATIVE HEARINGS	79.71%	78.32%
DEPT. OF REVENUE	86.48%	83.45%
DEPT. OF HIGHWAY SAFETY & MOTOR VEHICLES	73.19%	71.92%
FISH & WILDLIFE CONSERVATION COMMISSION	74.85%	71.15%
FLORIDA COMMISSION ON OFFENDER REVIEW	87.88%	83.43%
DEPT. OF BUSINESS & PROFESSIONAL REGULATION	74.59%	70.31%
DEPT. OF JUVENILE JUSTICE	80.20%	75.29%

RECOMMENDATIONS

With 2023 Tax season approaching us quickly the Bureau of State Payrolls (BOSP) wanted to reach out with some very important reminders. Also attached is a flyer as a reminder to encourage ALL employees to register for the Employee Information Center (EIC) and elect to receive electronic notification of their W-2 Tax Forms.

Employees have until January 5th, 2023 to elect to receive their W-2 electronically and will not be able to change their consent designation until February 1st, 2023.

The Employee Information Center (EIC) should be discussed and created with the employee as a part of the onboarding process. For new employees, please have them register as soon as possible at the State of Florida Employees' Information Center website: <https://apps.fldfs.com/EIC/EmployeeInfoCenter>.

- Please advise employees to verify their email address within the EIC, as well as the physical address they have on file within People First to ensure proper delivery of these important tax forms. These must be updated no later than January 5th, 2023.
- Increasing electronic W-2 participation will result in cost savings for agencies. Areas of cost savings include:
 - The cost of purchasing paper stock and envelopes
 - The cost of postage to mail paper forms
 - The employees time across multiple agencies spent preparing, sorting, and mailing paper forms
- Electronic W-2's are available 3+ weeks earlier than paper forms, can be accessed within a matter of minutes online via the EIC, and are more secure than sending important tax forms through snail mail. There is also reduced risk of W-2's getting lost or damaged in the mail.
 - *What percentage of mail is lost by the US post office?* Wikipedia says 3%, but measuring is difficult. Even the Government Accountability Office (GAO) says some post office assessment criteria are "unsuitable as benchmarks." In addition, the post office "does not measure and report its delivery performance for most types of mail." **Knowing this, how can employees be sure sensitive information, such as W-2 statements, arrive in a protected, confidential fashion?**
 - There is a small risk of package loss during transit, but damage is more common. One study found that up to 11 percent of packages are damaged during transit. Damage results by carrier vary, but the study found the USPS shows ten percent of packages are damaged during transit.

Please distribute the following flyer within your agency.

We would like 80+% participation at each agency in the future and we need your help to get there!



FLORIDA DEPARTMENT OF
FINANCIAL SERVICES
200 East Gaines Street,
Tallahassee, FL 32399

1-877-MY-FL-CFO
(850) 413-3190
MyFloridaCFO.com

The EIC provides current and former state employees the ability to make inquiries into their payroll information.

This includes:

- Current W-2 information
- Five years of earnings statements, W-2 forms and reimbursements (i.e. travel and flexible benefits)
- Verification of eligibility for tuition waiver program
- Electronic W-2 registration for faster and more secure access to tax information.

Follow DFS on Social Media!



Facebook (FLDFS)
Twitter (@FLDFS)

GET YOUR 2022 W-2 FORM ONLINE!



STATE OF FLORIDA EMPLOYEES' INFORMATION CENTER

- ⇒ **Electronic W-2's are available an average of 23-25 days BEFORE paper forms!**
- ⇒ **Access a copy of your W-2 via the Employee Information Center within minutes.**
- ⇒ **Electronic W-2 forms are more secure and protected for your benefit!**

REGISTER TODAY!

ENROLLMENT ENDS JANUARY 5, 2023!

To register, visit the State of Florida Employees' Information Center at:

<https://apps.fldfs.com/EIC/EmployeeInfoCenter>