



QUALITY ASSURANCE REVIEW FINDINGS REPORT NO.: 2023 - SP-01

W-2 Scorecard Report for CY 2023

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 EIC 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 throughout the calendar year from 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 EIC was 77.5%. Six months later in late August, this number has fallen significantly to 74.4%, a 3.1% decline. By the January Withholding Adjustment Date (last day to make elections), this number had fallen again another 0.8% to 73.2%.

Per the **February** RDS report, there are 107,113 W-2 records to be created. With 77.5% opting to receive it online, that left 24,106 PAPER W-2's for staff to potentially print and distribute.

Per the **August** RDS report, there are 122,973 W-2 records to be created. 74.4% opted to receive them online, leaving 31,553 PAPER W-2's for staff to print and distribute.

The final **January** RDS report on the WAD (Jan 2024), there are 137,602 W-2 records to be created. 73.2% opted to receive them online, leaving 36,810 PAPER W-2's for staff to print and distribute. When factoring in cover pages and envelopes we **added** over 38,000 pieces since February, to bring the total pieces to over 110,000 pieces of paper for staff to print, quality control, and distribute.

With the three highest employee participation rates, and all maintaining a rate over 80% for the calendar year 2023, BOSP would like to thank and recognize the following agencies for their consistent efforts to help this process remain efficient:

- DEPT. OF TRANSPORTATION
- FLORIDA DEPT. OF LAW ENFORCEMENT
- DEPT. OF REVENUE

The following page contains the data for all agencies for the calendar year 2023.

STATE AGENCY	2/3/2023	1/5/2024	DIFFERENCE
FLORIDA LEGISLATURE	62.75%	59.52%	-3.23%
JUSTICE ADMINISTRATIVE COMMISSION	73.41%	71.30%	-2.11%
STATE COURT SYSTEM	80.46%	80.91%	0.45%
EXECUTIVE OFFICE OF THE GOVERNOR	75.32%	74.14%	-1.18%
DEPARTMENT OF LOTTERY	82.68%	76.46%	-6.22%
DEPARTMENT OF ENVIRONMENTAL PROTECTION	75.00%	68.50%	-6.50%
DEPARTMENT OF COMMERCE	76.66%	73.98%	-2.68%
DEPARTMENT OF LEGAL AFFAIRS	78.91%	78.03%	-0.88%
FLORIDA GAMING CONTROL COMMISSION	78.26%	77.99%	-0.27%
DEPARTMENT OF AGRICULTURE & CONSUMER AFFAIRS	74.35%	72.49%	-1.87%
DEPARTMENT OF FINANCIAL SERVICES	74.03%	72.81%	-1.22%
DEPARTMENT OF STATE	68.27%	65.22%	-3.05%
FLORIDA DEPARTMENT OF EDUCATION	82.02%	78.83%	-3.19%
FLORIDA SCHOOL OF THE DEAF & BLIND	58.49%	56.96%	-1.53%
DEPARTMENT OF VETERAN AFFAIRS	61.21%	55.76%	-5.44%
DEPARTMENT OF TRANSPORTATION	87.54%	87.46%	-0.08%
DEPARTMENT OF CITRUS	66.67%	78.38%	11.71%
DEPARTMENT OF CHILDREN & FAMILIES	80.89%	74.73%	-6.17%
PUBLIC SERVICE COMMISSION	68.97%	69.20%	0.24%
DEPARTMENT OF MILITARY AFFAIRS	58.54%	45.68%	-12.86%
DEPARTMENT OF HEALTH	78.47%	75.90%	-2.57%
DEPARTMENT OF ELDER AFFAIRS	80.05%	82.44%	2.39%
AGENCY FOR PERSON WITH DISABILITIES	69.50%	65.10%	-4.40%
AGENCY FOR HEALTH CARE ADMINISTRATION	81.69%	80.48%	-1.21%
DEPARTMENT OF CORRECTIONS	77.63%	72.70%	-4.92%
FLORIDA DEPARTMENT OF LAW ENFORCEMENT	83.16%	83.88%	0.72%
DEPARTMENT OF MANAGEMENT SERVICES	75.17%	67.11%	-8.05%
DEPARTMENT OF ADMINISTRATIVE HEARINGS	77.95%	75.46%	-2.49%
DEPARTMENT OF REVENUE	85.45%	85.39%	-0.06%
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES	73.67%	74.95%	1.28%
FISH & WILDLIFE CONSERVATION COMMISSION	78.09%	74.37%	-3.71%
FLORIDA COMMISSION ON OFFENDER REVIEW	85.53%	83.85%	-1.67%
DEPARTMENT OF BUSINESS & PROFESSIONAL REGULATION	76.40%	75.68%	-0.72%
DEPARTMENT OF JUVENILE JUSTICE	77.66%	75.41%	-2.25%
STATEWIDE TOTALS:	77.49%	73.25%	-4.25%

RECOMMENDATIONS

With 2024 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 [Employees' Information Center \(EIC\)](#) and elect to receive electronic notification of their W-2 Tax Forms.

Employees have the opportunity to choose to receive their W-2 electronically up to the deadline on January 6th, 2025, after which the ability to change this designation will then be locked until February 1st, 2025.

All employees should create an EIC account as part of the onboarding process by registering at the EIC [Website](#).

- 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 6th, 2025.
- 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 3-4 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 the mail. There is also a reduced risk of W-2's getting lost or damaged if only available online.
 - *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.

2024

FLORIDA EMPLOYEE INFORMATION CENTER



The Employee Information Center portal provides current and former state employees the ability to view their payroll information.

- EIC gives current & former employees the ability to view 5 years of earnings statements, Form W-2's, & reimbursements (i.e., travel & flexible benefits).
- EIC allows employees to register for electronic delivery, allowing access to Form W-2's up to three weeks earlier than standard paper form delivery.
- EIC registration is instant and is a more secure way to access your tax information.
- Agency expenses are lower as printing and mailing costs of Form W-2's are significantly reduced.
- EIC provides verification of current employee's W-4 information as well as the employee's eligibility for the State of Florida's tuition waiver program.
- Electronic Form W-2's cannot be lost. Paper Form W-2's go through a 2+ week mail process. There is a higher risk of a tax form being lost in the mail.

REGISTER TODAY
ENROLLMENT ENDS
JANUARY 6th, 2025

Learn more at apps.fldfs.com/EIC/EmployeeInfoCenter