



Transaction Supervisors' Forum

Presented By: Natalia Saferson

Contact: SCOTransactionSupervisors@sco.ca.gov

Office of State Controller Malia M. Cohen

May 16, 2024

Survey Questions





Question

Presenter: Christina Campbell

Contact: [Statewide Customer Contact Center](#) (916) 372-7200

We have had a couple of non-HR employees call the SCO contact center and obtain status information on pending transactions/pay. Based on the information the employees provide us (HR), it seems that they are being provided with information regarding payroll/personnel documents that were submitted by the Personnel Specialist regarding their pay. Our agency was unaware that employees were able to obtain information if they called the SCO contact center, has there been a change in that process?

Answer: The State Controller's Office will refer your employees back to your agency for assistance.



Question

Presenter: Christina Campbell

Contact: [Statewide Customer Contact Center](#) (916) 372-7200

Can you please address the response window for Ding Notices when SCO employees are working on Saturdays, as well as when the notice is sent out at 5 PM? That notice will not be received at the department until Monday (or next business day). We should be afforded the full 48 hours/2 business days to respond.

Answer: PR250 - Ding Notices must be responded to within two (2) business day of receipt along with the PR250 included.



Question

Presenter: Kim Herlache

Contact: PSB@calhr.ca.gov

Are Limited Examination and Appointment Program (LEAP) employees entitled to personal holidays?

Answer: Government Code 19854 provides that after completing six (6) months of a probationary period an employee is entitled to a Personal Holiday. LEAP employees are limited term during the Job Examination Period (JEP) and limited term employees do not serve a probationary period. Once the employee in a classification with a probationary period, they earn a Personal Holiday.



SCO KEY INITIATIVES



SCOConnect: Cal Employee Connect/ConnectHR

Presenter: Moe Adam

Contact: ConnectHRHelp@sco.ca.gov

Cal Employee Connect:

As of 05/13/2024:

Feature	Deployment Status	Stats
Multifactor Authentication (MFA)	100%	More than 83,000 employees, nearly 28% adoption rate
Direct Deposit	95%	Processed more than 37,000 submissions
Address Change	95%	Processed more than 9,000 submissions
Withholdings	95%	Processed more than 20,000 submissions
eTimesheet	100%	22 agencies currently use this feature
Leave Center	100%	Available to agencies who use California Leave Accounting System (CLAS)
Paycheck Calculator	50%	Available to 22 pilot agencies + Wave A and B agencies
W-2 Paperless Opt-In	100%	More than 116,000 employees, 30% adoption



SCOConnect: Cal Employee Connect/ConnectHR

Presenter: Moe Adam

Contact: ConnectHRHelp@sco.ca.gov

ConnectHR:

Accounts Receivable (A/R) 035 Deduction Collection Feature:

- 100% departments/agencies have been enabled
 - As of 05/06/2024:
 - **Total of 81,570** A/R 035 deductions have been processed via this feature
 - **Total of \$18,463,850** has been collected
- SCO is unable to cancel or modify submitted and worked A/R 035s. HR offices will need to send a STD. 674 to either reverse or refund the deduction after monthly payroll.

What's New Section on CEC:

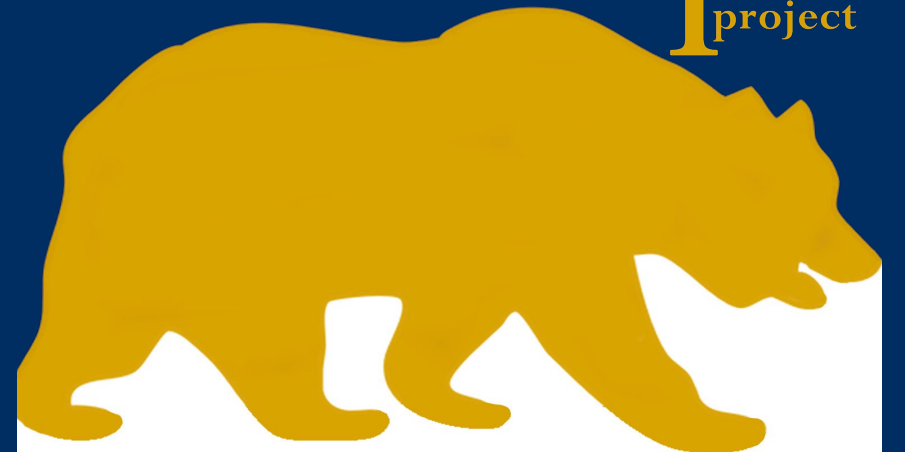
- Updates to new features and reminders
 - e.g., Reminder to use your Personal Development Days (PDD) before 6/30/2024.

CSPS Project Update – May 2024

Presenter: Jeana O'Ferrall

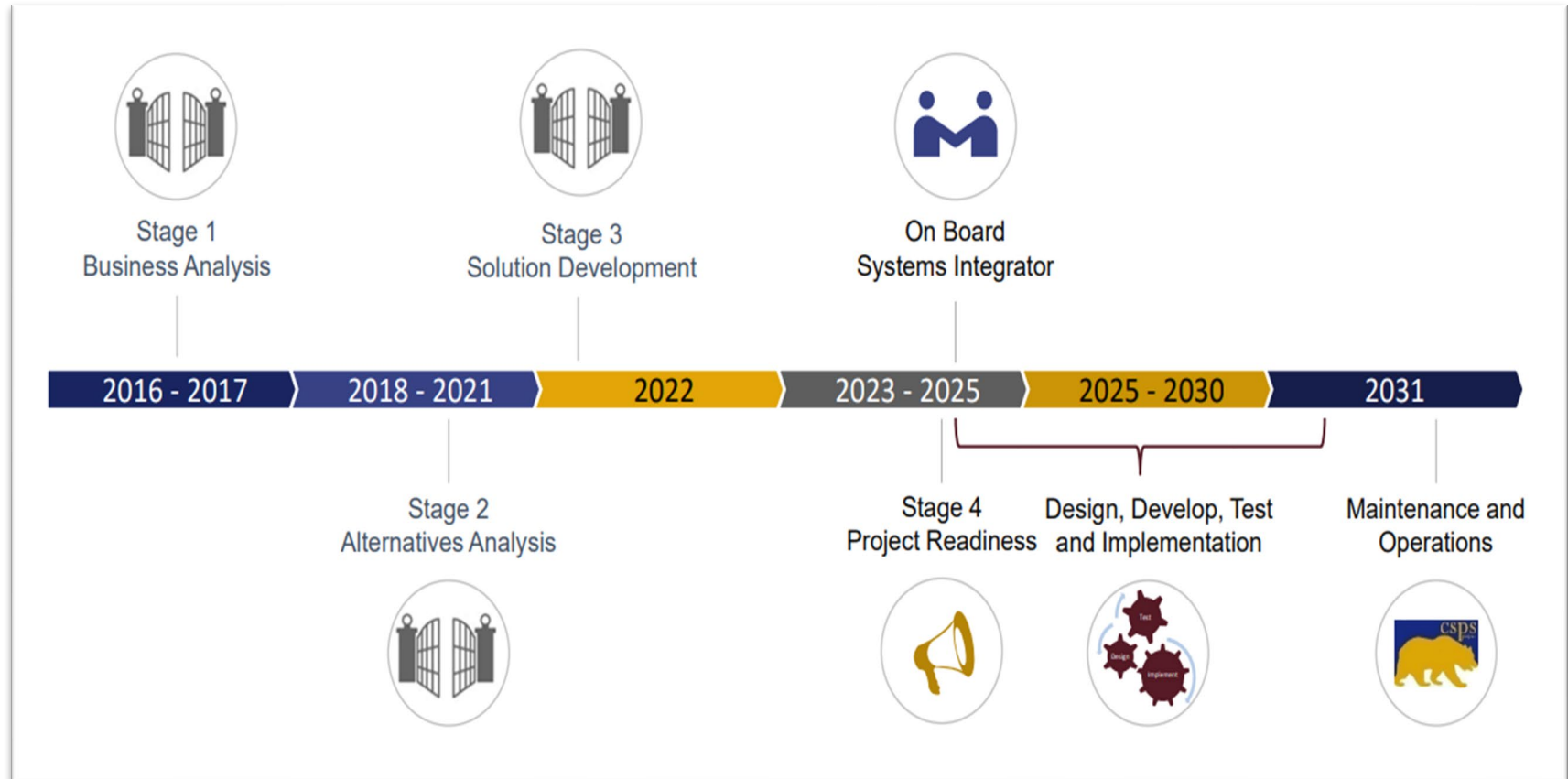
Contact: CSPSHelp@sco.ca.gov

CSPS
project



Project Information:

- **Objective:** To modernize and integrate the State’s Human Resource and Payroll systems
- **Goals:** Manager and Employee Self-service, Reduction in manual/paper submissions, Improved reporting capabilities, Efficiencies in processes/workflow



Project Scope:

- CSPA has defined six (6) Main Business Capabilities (MBCs) to be in-scope of the project.
- We will do a deep dive into each of the MBCs for the CSPA Project over the next six (6) months.
- Today we will be covering information on Personnel Administration MBC.



Personnel Administration

Scope consists of three (3) categories:

1. Manage employee records
2. Manage personnel actions
3. Manage status changes





Status Updates

- Procurement Team released Addendum 6 and 7 in April and have held confidential bidder discussions.
- California State Payroll System Project Team are conducting interface workgroup sessions in partnership with Personnel Payroll Service Division (PPSD) and Information System Division (ISD) to collect data for the Interface Inventory list.
- Organizational Change Management began conducting Stakeholder Connect training sessions with their Department Agency Readiness Teams. Stakeholder Connect is the project's stakeholder communications management platform.
- Organizational Change Management leadership is working with SCO public affairs to collaborate and align with SCO website plans.



STATEWIDE BENEFITS ADMINISTRATION

Underfunded Savings Plus Accounts

What is an underfunded account?

Definition: [Human Resources Manual Section 1803](#)

A participant's account can be considered underfunded when:

- There is a delay in posting a participant's contributions or lump sum separation pay; or
- A reversal of a Savings Plus contribution occurs and there are insufficient funds in the account to cover the reversal (think: "overdrawn" - a negative account balance)
 - Both can happen due to delayed and/or corrective payroll actions

Background

When a negative contribution comes into the Plan via payroll, we may see a positive contribution to offset the negative

- If we do not see the positive as part of the current payroll file, we may contact your payroll office to confirm if there will be additional corrections, and/or positive amounts coming in future payroll files to offset the negatives received
- We continue to track the account

If a positive contribution does offset the negatives in a timely manner, we consider the participant's account to be unaffected

- No further action is required by payroll or the Plan

Background, continued

When a negative contribution is received and the participant's account is negative, and a positive contribution does **not** follow, the account is now underfunded

- This is the scenario we will address today

What happens next?

If a subsequent corrective payroll is **not** forthcoming, or is for a lesser amount, Savings Plus will recoup the costs associated with the underfunded Savings Plus participant account directly from the entity responsible for the error.

- HR Manual Section 1803
- \$500 administrative fee

We are here to help!

We want to be a valuable partner to you in helping Californians save and plan for retirement.

The Savings Plus team is preparing tools, trainings, and resources to help departments understand and avoid transactions that may negatively impact participant accounts.

We are collaborating with the SCO and sharing these updates across various forums, webinars, and more.

If you have questions or concerns, please contact us at SPPOpsLiaison@calhr.ca.gov or call us at 916-909-3717.

CalHR Transaction Supervisors' Forum Update



CalHR Benefits Division

May 16, 2024

CalHR Benefits Division

The Benefits Division is responsible for the design, acquisition, and oversight of the various statewide benefit programs administered by CalHR offered to state employees, retirees and dependents. Our goal is to ensure access to competitive, quality and affordable benefits. Successful delivery of these responsibilities enables the state, as an employer, to offer optimal benefits packages for recruiting and maintaining a top-performing workforce.

Benefits Project Updates



CalHR Benefits Division
May 16, 2024

Benefits Open Enrollment (OE)

Presenter: Bobby Saetern

Contact: OpenEnrollment@calhr.ca.gov

Open Enrollment Updates

- The Open Enrollment (OE) season has officially kicked off with all OE Project stakeholders.
- The 2024 OE period will take place September 16 to October 11, 2024.
- State employees and retirees have the option to enroll, change, or remove benefit options for health, dental, vision, Flex, COBRA, Long-Term Disability and legal insurance.
- All changes made during the 2024 OE period will be effective January 1, 2025.

Open Enrollment Listserv

- To sign up for future OE information and updates, please subscribe to the OE subscription list on the HR Professionals webpage: [State HR Professionals | Cal HR \(benefitsprograms.info\)](#)

Benefits Open Enrollment (OE)

Presenter: Bobby Saetern

Contact: OpenEnrollment@calhr.ca.gov

Open Enrollment Events

- The CalHR Benefits Team is collaborating with stakeholders to plan, prepare and host OE events for the 2024 season.

In-Person Fairs

- Northern CA
- Southern CA
- Central CA
 - Locations, dates, and times are currently being finalized.

Virtual Benefits Fair

- Two consecutive days, Sept. 11–12, 2024.
- The same information is shared across both days.

Virtual Lunch and Learn Sessions

- The audience for these sessions will be for HR Professionals, to provide an additional forum to help prepare for OE enrollments.

Benefits Open Enrollment (OE)

Presenter: Bobby Saetern

Contact: OpenEnrollment@calhr.ca.gov

Benefits Calculator

- The [CalHR Benefits Calculator](#) has been modernized and now includes the following enhancements:
 - An enhanced [User Guide](#).
 - The option to populate both the Dental Plan Enrollment Authorization ([STD-692](#)) and Vision Plan Enrollment Authorization ([STD-700](#)) enrollment forms.
 - Updated enrollment forms to include the dependent options for Parent-Child Relationship (PCR) and Disabled Child (DC).
 - STD-692: Dental Plan Enrollment Authorization

Dependent Type:							
S - Spouse	DP - Domestic Partner	C - Child	SC - Stepchild	DC - Disabled Child			
DPC - Domestic Partner Child				PCR - Parent-child Relationship			

- STD-700: Vision Plan Enrollment Authorization

Dependent Type:	S - Spouse	DP - Domestic Partner	C - Child	SC - Stepchild	DPC - Domestic Partner Child	PCR - Parent-child Relationship	DC - Disabled Child
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- Calculate benefits and compare two different benefit scenarios side by side (i.e. two different bargaining units or different plans.)

Open Enrollment (OE)

Presenter: Bobby Saetern
Contact: OpenEnrollment@calhr.ca.gov

Contact

- Departmental personnel offices can send OE related questions via email to OpenEnrollment@calhr.ca.gov.
- Current response time is five (5) business days.

Resources

- [CalHR Benefits website](#)
- [CalHR Benefits Calculator](#)

Benefits Program Updates



CalHR Benefits Division
May 16, 2024

Dependent Re-Verification (DRV)

Presenter: Delia Baulwin, Project and Compliance Manager
Contact: DRV@calhr.ca.gov

What is DRV

The Dependent Re-Verification (DRV) is the process of re-verifying the eligibility of employees' spouses, domestic partners, children, stepchildren, and domestic partner children (family members) enrolled in state health, dental, and Premier Vision benefits. Departmental personnel offices are required to process re-verifications on a triennial basis.

Government Code section 19815.9 mandates re-verifying the eligibility of these family members for health benefits. Government Code section 22959 authorizes extending this review to family members enrolled for dental and Premier Vision benefits. The bargaining unit contracts specify that family member eligibility for dental and Premier Vision benefits shall be the same as that prescribed for health benefits.

Dependent Re-Verification (DRV)

Presenter: Delia Baulwin, Projects and Compliance Manager
Contact: DRV@calhr.ca.gov

DRV Updates

- CalHR automated the DRV process for dental and Premier Vision effective January 2023.
- The current health Dependent Eligibility Verification (DEV) process through CalPERS and the MyCalPERS system will remain unchanged.
- Departmental personnel offices are required to update dental and Premier Vision dependent re-verifications through the Family Connect Portal (FCP).
- All state agencies must have an administrative account, who is at the supervisor or above class, in the Family Connect Portal (FCP) to manage each agency's authorized user accounts to update DRV transactions.
- Department compliance with DRV regulation will be monitored and addressed by Health Benefit Officers and FCP Department Administrators.

Dependent Re-Verification (DRV)

Presenter: Delia Baulwin, Project and Compliance Manager
Contact: DRV@calhr.ca.gov

DRV Updates

- CalHR 781 Dependent Eligibility Checklist and CalHR 025 Affidavit of Parent-Child-Relationship (dental/vision) have been updated to comply with CalPERS documentation revisions provided in the December 1, 2023, Circular Letter #600-046-23, Eligibility Criteria for Dependents in a Parent-Child Relationship.
- CalHR has officially launched FCP Enhancements for Disabled Dependent and Parent-Child Relationship certifications.
 - Dependents enrolled in dental and/or Premier Vision only who require certification as a disabled dependent or PCR, will be processed by CalHR's DRV unit.
- The CAHP and CCPOA enrollment data in FCP is still pending.

Dependent Re-Verification (DRV)

Presenter: Delia Baulwin, Project and Compliance Manager

Contact: DRV@calhr.ca.gov

DRV Birth Month Cycle Updates:

- March, June, September, December 2023 and January 2024 birth month cycles have been completed: departmental personnel offices must take necessary steps to remove unverified dependents from dental and Premier Vision benefits.
- April 2024 birth month cycle: All notifications have been mailed and all alerts must be processed by the end of May in FCP for all employees who have submitted their documents timely.
- July 2024 birth month cycle: 60-day notice was processed with DGS to be mailed on May 1st.

Dependent Re-Verification (DRV)

Presenter: Delia Baulwin, Project and Compliance Manager
Contact: DRV@calhr.ca.gov

Total notices mailed to date:

Birth Month Cycle	1st Notice 90 days before end of birth month	Total Mailings of 1st Notice	2nd Notice 60 days before end of birth month	Total Mailings of 2nd Notice	3rd Notice 30 days before end of birth month	Total Mailings of 3rd Notice	Total Mailings
March	N/A	N/A	Jan-2023	8,523	Feb-2023	8,219	16,742
June	Mar-2023	8,462	Apr-2023	7,511	May-2023	6,365	22,338
September	Jun-2023	9,822	Jul-2023	8,325	Aug-2023	6,582	24,729
December	Sept-2023	8,523	Oct-2023	8,379	Nov-2023	6,711	23,613
January	Oct-2023	8,330	Nov-2023	7,929	Dec-2023	6,475	22,734
April	Jan-2024	8,196	Feb-2024	7,862	Mar-2024	6,254	22,312
July	Apr-2024	8,783	May-2024	8,230	Jun-2024	N/A	17,013

*90 notice for March birth month cycle only included DRV notices for Health benefits.

Dependent Re-Verification (DRV)

Presenter: Delia Baulwin, Project and Compliance Manager

Contact: DRV@calhr.ca.gov

Disabled Dependent Certification

Review Dependent

FAMILY CONNECT
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

MAIN PAGE REPORTS ADMIN FAQ Logout Delia Baulwin

Settings

Dependent Type * Disabled Child	<input checked="" type="checkbox"/> Dependent Type Locked	
Status Status History Pending	Status Date 5/10/2023	Record Source Carrier File
First Name * [Redacted]	Middle Name [Redacted]	Last Name * [Redacted]
Birth Date * 04/04/1989	Re-verification Effective Date 05/01/2020	Re-verification End Date 04/30/2025
Dental Plan * Yes	Dental Plan Effective Date 01/01/2022	Dental Permitting Event -- Record Source --
Vision Plan * Yes	Vision Plan Effective Date 01/01/2024	Vision Permitting Event -- Record Source --

Delete Dependent

Comments
Added by Carrier File 2022-07-21

Save Cancel

Alerts

Dependent Re-Verification (DRV)

Presenter: Delia Baulwin, Project and Compliance Manager

Contact: DRV@calhr.ca.gov

Disabled Dependent Certification

Settings

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1 Year Notification: April 2019

Is Notified

Notified Date

Notified By

90 Day Notification: January 2020

Is Notified

Notified Date

Notified By

60 Day Notification: February 2020

Is Notified

Notified Date

Notified By

30 Day Notification: March 2020

Is Notified

Notified Date

Notified By

Certify Dependent

Certified

Document Received Date *

04/30/2020

Dependent Certified By

CalPERS

Re-certification Effective Date *

05/01/2020

Re-certification End Date *

04/30/2025

Date Coverage History

Certification Document List *

- Authorization to Disclose Protected Health Information (CalHR XXX) *
- Dependent Eligibility Verification Checklist (CalHR Form 781) *
- Disabled Dependent Member Questionnaire and Medical Report (CalHR XXX) *

Notes

Dependent Re-Verification (DRV)

Presenter: Delia Baulwin, Project and Compliance Manager

Contact: DRV@calhr.ca.gov

Parent-Child Relationship Certification

Review Dependent

Dependent Type *
Parent Child Relationship

Dependent Type Locked

Status Pending
Status Date 5/10/2023
Record Source Carrier File

First Name *
Middle Name

Birth Date * 09/10/2012
Re-verification Effective Date 10/01/2023

Dental Plan * Yes
Dental Plan Effective Date 01/01/2023

Vision Plan * Yes
Vision Plan Effective Date 01/01/2020

Last Name *
Re-verification End Date 09/30/2024

Dental Permitting Event -- Record Source --

Vision Permitting Event -- Record Source --

Delete Dependent

Comments
Added by Carrier File 2022-07-21

Save Cancel

Alerts

Dependent Re-Verification (DRV)

Presenter: Delia Baulwin, Project and Compliance Manager

Contact: DRV@calhr.ca.gov

Parent-Child Relationship Certification

CalHR Family Connect

fcpc.calhr.ca.gov/Verification/Verification/412912?emplid=150335&fromFormId=1&fromParentFormId=6&scAgencyCode=undefined&empDental=True&empVision=True

FAMILY CONNECT
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

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90 Day Notification: June 2023

Is Notified

Notified Date

Notified By

60 Day Notification: July 2023

Is Notified

Notified Date

Notified By

30 Day Notification: August 2023

Is Notified

Notified Date

Notified By

Certify Dependent

Certified

Re-certification Effective Date *

10/01/2023

Document Received Date *

09/30/2023

Re-certification End Date *

09/30/2024

Dependent Certified By

CalPERS

Date Coverage History

Certification Document List *

- Affidavit of Parent-Child Relationship (CalHR 025) *
- Dependent Eligibility Verification Checklist (CalHR Form 781) *
- Copy of first page of employee's federal or state income tax return such as IRS Form 1040 from the previous tax year listing child as a tax dependent (i)
- One Primary and two Secondary Supporting PCR Documents (see Supporting PCR Documentation on the CalHR 781) (i)

Notes

4:00 PM
5/3/2024

Dependent Re-Verification (DRV)

Presenter: Delia Baulwin, Project and Compliance Manager

Contact: DRV@calhr.ca.gov

Contact

- Before contacting the DRV Unit with policy and procedure related questions, please review all DRV resources from BAM, FCP Manual, and Human Resources Manual.
- Contact the DRV Unit at CalHR with questions and processes related to the Disabled Dependent and Parent Child Relationship benefits program for dependents enrolled in dental and/or Premier Vision benefits only.
- Departmental personnel offices can send DRV and FCP related questions via email to DRV@calhr.ca.gov.
- Current response time is five (5) business days.

Affordable Care Act (ACA)

Presenter: Lisa Hatten
Contact: ACA.Policy@calhr.ca.gov

Quarterly ACA Compliance Review

- The May Affordable Care Act (ACA) Quarterly Compliance Review is currently underway. Notices were sent to departments with errors in the ACAS older than 90 days.
- Departments with outstanding errors on the Quarterly ACA Compliance Reports have until **June 21, 2024**, to certify that all outstanding errors were corrected by returning the “Quarterly ACA Compliance Notification” document to ACA.Policy@calhr.ca.gov.
- Refer to the State Controller’s Office (SCO) “ACAS User Guide” and “Scenario-Based Job Aid for Updating the ACAS,” on the SCO’s website for information on how to correct the errors.

Affordable Care Act (ACA)

Presenter: Lisa Hatten
Contact: ACA.Policy@calhr.ca.gov

ACA SharePoint Site

- The ACA SharePoint site is a platform created to serve as a resource hub for all ACA-related policies, procedures and training documents for departmental personnel office staff.
- To request access to the site, send an email to ACA.Policy@calhr.ca.gov.

Affordable Care Act (ACA)

Presenter: Lisa Hatten
Contact: ACA.Policy@calhr.ca.gov

ACA Training

- The next ACA trainings are scheduled for:
 - Wednesday, May 22, from 9:00-10:30 a.m. (Part 1) and Thursday, May 23, from 9:00-11:30 a.m. (Part 2)
 - Wednesday, June 26, from 9:00-10:30 a.m. (Part 1) and Thursday, June 27, from 9:00-11:30 a.m. (Part 2)
- Departments can send an email to ppsdacatraining@sco.ca.gov to register for training.
- Additional training dates for 2024 are available on SCO's "Affordable Care Act Training" webpage.

CalHR Benefits' Resources

Websites

Benefits Website

<https://calhr.benefitsprograms.info/>

BAM Training Questions

BenefitsInquiries@calhr.ca.gov

Healthier U Connections

<https://www.calhrwellness.com/en/welcome-california-state-employees/>

Human Resources

<https://calhr.benefitsprograms.info/state-hr-professionals/>

State Employees

<https://calhr.benefitsprograms.info/state-employee/>

HR Manual

<http://hrmanual.calhr.ca.gov/Home/ManualItem>

CalHR Benefits' Resources Cont.

Contacts:

- ACA Program ACA.Policy@calhr.ca.gov
- BAM Training BAMTraining@calhr.ca.gov
- COBRA COBRA@calhr.ca.gov
- Dental Program dental@calhr.ca.gov
- Dental/Vision Authorization Portal VisionDental.Authorization@calhr.ca.gov
- Dependent Re-verification (DRV) Program DRV@calhr.ca.gov
- FlexElect/CoBen Program FlexElect@calhr.ca.gov
- Group Legal Grouplegal@calhr.ca.gov
- Life Insurance LifeInsurance@calhr.ca.gov
- Long Term Disability LTD@calhr.ca.gov
- Third Party Pre-Tax Parking Reimbursement Account Pre-TaxParking@calhr.ca.gov
- Vision vision@calhr.ca.gov
- Open Enrollment OpenEnrollment@calhr.ca.gov
- Virtual Benefits Fair BenefitsInquiries@calhr.ca.gov



BREAK



5 MINUTES



STATEWIDE PROGRAM UPDATES



System Activities Coordination and Support (SACS)

Presenter: Chuck Lucas

Contact: ppsdsacs@sco.ca.gov

SCHEDULE 8 (FISCAL YEAR-END) ACTIVITIES

- Test Files are available on [ViewDirect/Mobius View](#) under PD59 (REGULAR) and PD60 (SUPPLEMENTARY) as of May 3, 2024
- File Transfer Protocol (FTP) files were sent out to agencies for those that signed up, on May 14, 2024
- [Fiscal Year-End Letter #24-003](#) - Due June 3, 2024
- Preliminary Budget Memo (Fiscal Year-End Letter #24-005) will be posted to the SCO website on July 8, 2024
- Production Schedule 8 Reports will be available on ViewDirect/Mobius View on July 8, 2024, under PD59 (REGULAR) and PD60 (SUPPLEMENTARY)
- FTP files for those that signed up will be sent out on July 9, 2024



Statewide Audits Program

Presenter: Renee Menefee

Contact: [Statewide Customer Contact Center](#) 916-372-7200

Concurring Authorized Signature:

- Concurring authorized signature must be signed on the Personnel Action Request (PAR) by the current agency, to acknowledge and accept out of sequence changes to an employee's Employment History (EH) record.
 - PAR completion requirements: [Personnel Action Manual \(PAM\) Section 2.206](#)
 - Instructions for PAR documentation: [PAM Section 8.7](#)

Example: Employee transfers to a new agency and a corrective action to EH must be processed by the prior appointing power.

- Concurring and appointing power signature must be completed on the PAR

Employee transfers from Department of General Services (DGS) to Department of Corrections and Rehabilitation (CDCR)

- DGS needs to make corrections to employee's EH
- DGS must sign the appointing power signature on the PAR; CDCR must sign the concurring authorized signature
- CDCR submits the PARs to SCO



Statewide Audits Program

Presenter: Renee Menefee

Contact: [Statewide Customer Contact Center](#) 916-372-7200

Dual Social Security Number (SSN)/105 Transactions:

- Dual SSN and 105 Transactions processed for the month of April: 72
- Dual SSN and 105 Transactions processed this year as of May: 248
 - [PAM Section 10.9](#)
- Do not rekey to correct the SSN
 - Rekeying the correct SSN will create a Dual SSN for the employee on the EH database
- Do not key 105 Transactions
 - Submit to SCO for priority processing
 - SCO must delete the record from the EH database
 - 105 Transactions are keyed within 3 to 5 business days
 - Scheduled for Wednesdays and Fridays
- SCO will take 4 to 6 weeks to correct Dual SSNs
 - Submit PAR
 - Pay that issues for the incorrect SSN must be returned to SCO for redeposit
 - Data for the incorrect SSN must be removed from the EH and Payroll database

References: [Dual SSN Information](#)

[August 2022 Transaction Specialists Educational Forum Notes](#)



Statewide Training Program

Presenter: Siobhan Hallinan

Contact: PPSDTraining@sco.ca.gov

- Needs Assessment Participation
 - All staff participation
 - Training Coordinator feedback
- New trimester is here!
 - Needs assessment results
- Fall 2024 Virtual Instructor-Led Training (VILT) Courses
 - Fundamentals of Payroll
 - Payroll Input Process
 - Employment History Overview



Executive Office (EO) Inquiries

Presenter: Nastassja Johnson

Contact: PPSDHRSuggestions@sco.ca.gov

What are Executive Office (EO) Inquiries?

Inquires that constituents send to SCO using the [Contact Us](#) webpage on the SCO website

- [Email Inquiry Form](#)

April 2024: 133 Total

Top inquiries: April 2024

- Paycheck: 31
- Taxes and W-2: 23
- Direct Deposit: 17
 - 65% of our April inquiries from current employees were sent back to their HR office

Quarter 1 - Top inquiries: January to March 2024

- Paycheck: 98
- Taxes and W-2: 74
- General Information: 31
- Back Pay Issue: 11
 - 75% of our Quarter 1 inquiries from current employees were sent back to their HR office



Executive Office (EO) Inquiries

Presenter: Nastassja Johnson

Contact: PPSDHRSuggestions@sco.ca.gov

How Can You Help?

- Inform your employees by sharing [employee bulletins](#)
- We ask that HR offices make employees aware of resources available to them such as [SCO State Employees Webpage](#), [California Public Employees' Retirement System](#), [California Department of Human Resources](#), and [Cal Employee Connect](#).

Our Responses

- We provide the employee with contact information to a Personnel Specialist/Supervisor within their departmental HR office. We copy Transactions Managers and the HR Chief. BCC the department's universal email inbox (Personnel Transactions).
 - Encouraged to review/update the [California Personnel Office Directory \(CPOD\)](#)
 - Access the [Statewide Customer Contact Center](#) (SCCC) and [Escalation Email](#), should you need assistance from the SCO.



Human Resources (HR) Suggestions

Presenter: Nastassja Johnson

Contact: PPSDHRSuggestions@sco.ca.gov

- We received 10 HR suggestions in the last three (3) months.
- We were unable to implement any of the suggestions; however, if we can implement any of these suggestions we will share at the forum.
- Remember to submit your HR suggestions to the SCO HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov.



PPSD General Reminders

When you reconcile payroll, check that these *details* are correct:

- Withholdings and deductions
- Employer taxes
- Hours worked, including overtime, vacation time, sick days, etc.
- Wages and salaries

Make sure the numbers recorded are reasonable. Look at past payrolls to see if current pay period is similar. If there is a large difference, learn the cause. Then, make sure each transaction you entered is correct.

Resource: Payroll Procedures Manual (PPM) [Section M](#)

PPSD General Reminders

- Utilize ConnectHR to submit documents or upload data
- Include the employee's complete social security number (SSN) when sending documents through ConnectHR
- Check [Weekly Processing Dates](#) before sending inquiries
- Update [California Personnel Office Directory \(CPOD\)](#)
- All HR Offices must promptly address all email messages that come through their Departmental Universal Email established with SCO
- The [PPSD Register](#) – PPSD's Monthly Newsletter
- Check out our recommended Human Resources [subscriptions](#)
- HR offices calling the [Statewide Customer Contact Center](#) (916-372-7200) must listen to the prompts carefully and patiently to select the appropriate program area who may best assist with their inquiry.
- Share this information with your Human Resources Team!



SCO Resources

Websites:

- Human Resources (HR) https://sco.ca.gov/ppsd_state_hr.html
- State Employees https://sco.ca.gov/ppsd_se_payroll.html

SCO Key Initiatives:

- [SCOConnect](#)
- [California State Payroll System Project](#)

Contacts:

- Affordable Care Act (ACA) Email ACASupport@sco.ca.gov
- [Cal Employee Connect \(CEC\) Help and Feedback](#)
- [ConnectHR Help and Feedback](#)
- California Leave Accounting System (CLAS) Email CLAS@sco.ca.gov
- CS Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov
- Decentralized Security Administration & ViewDirect Access (916) 619-7234 or DSA@sco.ca.gov
- HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
- Management Information Retrieval System (MIRS) Email PPSDMIRS@sco.ca.gov
- [Statewide Customer Contact Center \(SCCC\)](#) (916) 372-7200

