



Ad Hoc Committee on Human Resources Forum

Presented By: Nastassja Johnson

State Controller's Office/Personnel and Payroll Services Division

Office of State Controller Malia M. Cohen

February 22, 2024



SCO KEY INITIATIVES: UPDATES

SCOConnect: Cal Employee Connect/ConnectHR

Presenter: Moe Adam

Contact: ConnectHRHelp@sco.ca.gov

Cal Employee Connect Phase II – features:

- **Multifactor Authentication (MFA):**
 - Now available to all Cal Employee Connect (CEC) users
 - As of 2/20/2024: 66,209 employees have enabled MFA
- **Direct Deposit:**
 - 96% of departments statewide have been deployed
 - As of 2/20/2024: CEC has received 27,098 direct deposit transactions
- **Address Change:**
 - 95% of departments statewide have been deployed
 - As of 2/20/2024: CEC has received 6,821 address change requests
- **Withholdings Change:**
 - 96% of departments statewide have been deployed
 - As of 2/20/2024: CEC has received 6,051 withholdings change requests



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Cal Employee Connect Phase II – features:

- **eTimesheet Feature:**

- As of 2/20/2024: 21 agencies have been using this feature
- Note:
 - This feature is available to agencies who do not have a Time and Attendance system or wish to decommission their current system.
 - Limited work schedules and leave benefits. Please email us for additional information.

- **2023 W-2 Paperless Feature:**

- As of 2/20/2024: 75,324 employees have opted-in (20% adoption rate)
 - The W-2 Paperless enrollment period runs yearly from February 1st to November 30th and allows employees the opportunity to receive their Form W-2 Statement electronically via CEC. The next opportunity to enroll in Form W-2 Paperless started February 1st and will allow users who have opted-in the ability to download PDF copies of all Form W-2s listed within CEC.



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ConnectHR:

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

- 100% departments/agencies have been enabled
 - As of 2/5/2024:
 - **Total of 67,066** A/R 035 deductions have been processed via this feature
 - **Total of \$15,287,248** 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.



CSPS Status – February 2024

Presenter: Paul Kudlacz, CSPS Project Manager, and
Taras Kachmar, CSPS Agency Change Expert

Contact: CSPSHelp@sco.ca.gov

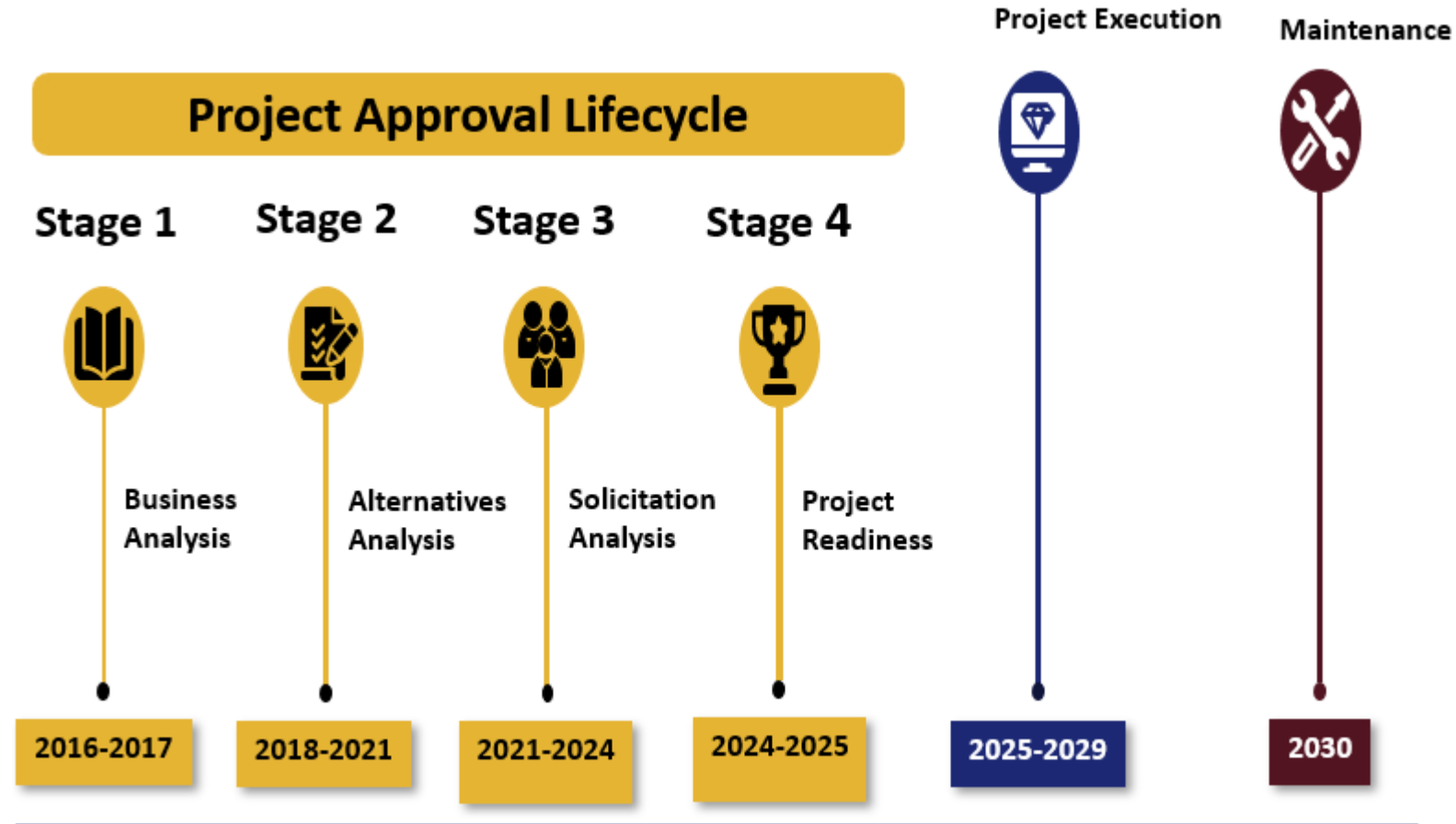


Survey Time!



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
- **Scope:** Personnel, Benefits, Position Control, Time & Attendance, Travel & Business Expense and Payroll





CSPS Status

Presenter: Taras Kachmar

Contact: CSPSHelp@sco.ca.gov

Updates

- State Controller's Office Legal and California Department of Technology completed review of Addendum five (5) documents
- Project Management Office finalized project schedule framework
- Organizational Change Management (OCM) team continues to make updates to the Modernizing Pay Day (MPD) communication plan and presentation
- OCM continues work toward a CSPS website and Modernizing the Bear campaign



STATEWIDE PROGRAM UPDATES



Statewide Benefits Program

Presenter: Ryan Baughman

Contact: ppsdcsbenefits@sco.ca.gov

Reconciling Employee Health Deductions with SCO

- CalPERS Cognos Report - State Active health Enrollment and SCO Health Deduction Discrepancy Report
- Presented on processes of running and reconciling report at the other forums this month. Full notes on the processes will be available soon on SCO's website under February 2024 [Transaction Specialists' Educational Forum Notes](#).
- Please encourage staff to run Cognos Reports monthly to address any discrepancies. This prevents significant Accounts Receivables being established for incorrect health deductions.



Statewide Tax Support Program

Presenter: Monique Perez

Contact: PPSDSTSP@sco.ca.gov

Nonresident Alien Compliance and Form W-2 Reminders

- Revised [Personnel Letter #24-001](#): Verification of Employees Identified as Nonresident Alien
 - Documents should be uploaded via ConnectHR
 - Any inquiries, please contact PPSD Tax Support Team at PPSDSTSP@sco.ca.gov



Statewide Tax Support Program

Presenter: Monique Perez

Contact: PPSDW2MiscDED@sco.ca.gov

Form W-2 Reminders and Exempt Employees

- Form W-2 Reminders
 - All Form W-2s have been mailed as of January 2024
 - Form W-2s are on Cal Employee Connect (CEC) as of 1/22/24
 - New look of Form W-2s
- Duplicate Form W-2s
 - Fee waiver until March 1st
 - Student Assistants
 - Any inquiries about Duplicate Form W-2s contact PPSDW2DupCor@sco.ca.gov
- Exempt Employees
 - New Employee Action Request (EAR) by February 15th



Executive Office (EO) Inquiries

Presenter: Nastassja Johnson

Contact: ppsdeoinquiry@sco.ca.gov

What are Executive Office Inquiries?

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

January 2024: 133 Total

- Top Inquiries:
 - Paycheck: 39
 - General Information: 17
 - Form W-2: 15
 - 73% of our January inquiries from current employees were sent back to their HR office



Executive Office (EO) Inquiries

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Contact: ppsdeoinquiry@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 Response

- 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 12 HR suggestions in the last three 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



- Remind HR staff to use ConnectHR to submit documents or upload data
- Update [California Personnel Office Directory \(CPOD\)](#)
- The [PPSD Register](#) – PPSD’s Monthly Newsletter
- Recommended [subscriptions](#)
- Review Communication from State Policy and Instructional Departments for Business Process impacts
- Review personnel and payroll reports to ensure accuracy of data
- 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.
 - SCO will respond to you within three (3) business days
 - If you are an active employee with questions regarding your payroll, benefits, or retirement, please contact your departmental HR Specialist
 - [SCO Weekly Processing Dates](#)
 - [Escalation Email Process](#)
 - [Helpful Tips for Departments](#)
- Share this information with your Human Resources Team!

SCO Resources



Websites:

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