



Ad Hoc Committee on Human Resources

April 2021

❖ **Direct Deposit Automation – Jill Souza and Cameron DeLemos (SCO)**

- Direct Deposit Automation
- Allow agencies the ability to send direct deposit data electronically to SCO
- Access to the spreadsheet, Tool Kit and Security agreements will be available on the SCO website 05/03/2021
- Demonstration – Will return next month for the full demonstration.

❖ **California State Payroll System Project (CSPS) Stage Two Approval – Bill Harrigan (SCO)**

- We've been working on the Project Approval Lifecycle (PAL) process through California Department of Technology (CDT) and have just completed our Stage 2 approval which is significant for our development.
- The PAL process is comprised of four stages, each stage prepares you for bringing on that implementation team in order to eventually get to that product. This is essentially a procurement activity to solidify a strong approach as you move forward in implementation of the project.
- In Stage 1 we identified some of the opportunities, looked at the business case, made that case, and then was able to transition to Stage 2.
- In Stage 2, the first step we needed to do was take a look at our current processes and identify where and how those current processes would fit into a future state (accessing of the existing processes).
- We've also started some market research activities. As we talked with others, we continued to identify exactly how different California is. We conducted a 2 pronged market research approach. The first one is the interviews with external entities, by identifying 8 different states and local governments. We reached out to the vendor community, conducted multiple sessions where we discussed some of those activities and challenges. Out of this market research we identified 5 primary alternatives for our alternative analysis. Our findings suggested that the platform based (COTS solution) would be the best, it allows us the flexibility for implementation and an integrated system that is needed.
- We've developed our mid-level requirements and in fact, as we were doing that, we took the time and effort to also document our detailed solution requirements.
- In addition, we've started to look at some of our business rules that would help us get to the challenges that California has the ability to present.
- We have not selected a vendor, and there is no solution established at this time. What we have is a concept of which approach we would like to go forward with, which brings us to Stage 3.

- Stage 3 is the gathering of the actual procurement documents (Specifically the Statement of Work and Proof of Concept). A Proof of Concept will be presented to vendors.

❖ **Cal Employee Connect (CEC) Connect HR Update – Liz James (SCO)**

- The CEC team has been working really hard on the deployment of Connect HR.
- The issue we're facing is the IP address. Some of you have been prompted by email to submit to us your agency's IP address. The reason we're asking for this is because we are whitelisting the access of Connect HR, meaning that whenever your users are using Connect HR they can only access it if they are using the approved agency's IP address. This is an extra step of security.
- We've originally received a secure listing from CDT, however this wasn't complete.
- If you have any additional questions, please email us at ConnectHRhelp@sco.ca.gov.

❖ **Statewide Benefits Program Updates – Bryce Miller (SCO)**

- Benefits Program Reminders
 - Please ensure that when the benefits team is reaching out to the personnel specialists for additional information, correct information submitted on form. Please return the specialist's calls within a timely manner so we can expedite the processing of your documents or issue.
 - When leaving voicemails, please speak clearly and slowly; leaving the contact name, phone number, and email. Also please leave the employee's name, Social Security Number (SSN), and reason for your call so we can hopefully resolve the issue before we call you back.

❖ **Affordable Care Act and Payment History – Sarah Huggins (SCO)**

- Affordable Care Act (ACA) Virtual Training Pilot
- April 26: 1 hour of ACA Policy (CalHR)
- April 27: 2.5 hours of ACAS training (SCO)
- Enrollment cutoff: April 22nd
- To enroll: ACA.Policy@calhr.ca.gov
- Additional Trainings coming
- Check website for information:
https://sco.ca.gov/ppsd_affordable_care_act_training.html
- SSA vacancy will be posted soon – HR background welcomed!
- Payment History
- Payment History request process has been updated on SCO website:
https://sco.ca.gov/ppsd_requesting_pay_history.html

- Streamlined process changes processing time from 3-5 weeks to 2-3 weeks
- New form released

❖ **Supplemental Paid Sick Leave and Payroll Program Updates – Renee McClain and Christina Campbell (SCO)**

- Supplemental Paid Sick Leave (SPSL)
- Any questions regarding policy should go to CalHR. Christina and I (Renee) are here to guide you on submitting the related documentation.
- We are still working on our communication, this should be out in the next couple of days.
- It will be treated similarly to the EPSLA; we are going to require 215's be keyed for the PAR transactions to identify the effective date, the approved benefits start date, and the end date. This information will be posted in our SPSL FAQ. There is a toolkit on the SCO website with some information, but we will be updating it with additional information coming shortly. This will reference how to document your 215s as well as how to submit your 674s to SCO.
- Payroll Program Updates
- Recently we updated the escalation guidelines. We sent a blast out over a week ago, when we receive your escalation our team works very diligently to get your escalation acknowledged, responded to, and completed. We're noticing that HRs are sending these escalations, but unfortunately they are not responding to us when we need additional items. We are now asking that within 2 business days you respond to us with the requested items that we need. If we do not hear that response per the guidelines, we will close the inquiry. Please look at our weekly processing dates.

❖ **Operational Backlogs Project – Veronica Encinas and Lisa Dean (SCO)**

- Operational Backlog Project
- Our current PPSD leadership team started working together in 2020.
- We inherited some long standing backlog reports, which we immediately collaborated and took the opportunity during our first year to pilot various workload strategies challenging ourselves with thought provoking ideas.
- Since January of 2020, we first reduced and have now eliminated several backlogs in our statewide programs such as retirement, disability, positions control, and direct deposit.
- We used our lessons learned from these pilot projects to kickoff both the operational backlog and program management project beginning January 1st 2021. We're running this through December 31st 2022.

- We're automating different workloads that are currently manual in order to expedite processing and reduce errors (Internally/Externally).
- We have also been working to clean up and reconcile multiple project lists that we have by pulling them into one tool to manage as a portfolio.
- We've also been working to deliver new training opportunities for our customers that include E-Learning options or virtual training options as a result of the pandemic.
- We're excited to move these things forward so we can reach more people.

❖ **Max Compensation Project Update – Ashley Le on behalf of Arlene Bailey (SCO)**

- Max Compensation Project
 - **Goal:** To implement annual limits to stop retirement from being withheld when an employee reaches the limit.
 - **Method:** Each employee will be assigned an enrollment level indicator. This will allow the system to determine the membership level that will work in conjunction with the retirement account code to apply the correct limits.
 - **Update:** On 4/1/2021, the SCO will process mass R01 transactions, effective 5/1/2021, to assign enrollment level indicators and new account codes for employees who have a PEPR membership. A personnel and payroll letter was released yesterday, 4/28/2021. PPM and PAM updates will be released next week.

❖ **W-4 Updates, Retirement Enrollment Fees – Tracy Gutierrez (SCO)**

- 2020 Employee Action Request (EAR) Std. 686 Form and Federal Withholdings Toolkit:
- Link to Toolkit: https://www.sco.ca.gov/ppsd_2020fedwithholdings.html
- FAQ
- EAR Quick Start Guide – updated version in Toolkit next week
- EAR Keying Guide - recently updated
- Upcoming e-Learning:
- Currently in development
- Target Date - June 2021

- ❖ Include specific program name in the subject line of emails to the PPSDTempOps@sco.ca.gov mailbox.
 - This inbox is not for questions or inquires
 - Submit one email for each specific program area
 - Utilize secure email to send documents rather than fax or mail.
 - Include the complete social security number (SSN) when sending documents through secure email.
 - CEC – Do not send the full SSN to Connect HR
 - Visit Department of General Services (DGS) website for updated Standard (STD) forms that allow for a digital signature.
 - STD674 and STD674 A/R have been updated to allow for an email address for the specialist. This allows SCO to contact the specialist in a timely regarding PR250's.
 - Update California Personnel Office Directory (CPOD).

- ❖ **SCO Resources – Nastassja Johnson (SCO)**
 - **Websites:**
 - Human Resources: https://sco.ca.gov/ppsd_state_hr.html
 - State Employees: https://sco.ca.gov/ppsd_se_payroll.html
 - **Contact:**
 - [Statewide Customer Contact Center](#) (916) 372-7200
 - HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
 - CS Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov
 - Cal Employee Connect Email connecthelp@sco.ca.gov
 - Cal Employee Connect Feedback Email connectfeedback@sco.ca.gov
 - **SCO Key Initiatives:**
 - Cal Employee Connect Project
 - CalATERS Replacement Project
 - California State Payroll System Project

CUSTOMER RELATIONS SURVEY:

Please send suggestions to our HR Suggestions Inbox at PPSDHRSuggestions@sco.ca.gov

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