



December 2021

Ad Hoc Committee on Human Resources

California State Payroll System (CSPS) Project – Chris Maio – CSPSHelp@sco.ca.gov

- In Process:
 - Ancillary procurement activities for FY 21/22
 - Data cleansing
 - Onboarding new OCM Manager Kim Pablo
- Recent Progress:
 - Submitted draft solicitation to CDT Procurement for review
 - Submitted Stage 3 Part A to CDT
 - Conducted Executive Steering Committee meeting
 - Conducted quarterly Legislative Analyst Office briefing
- What's Next:
 - Revise Stage 3 Part B and solicitation based on initial CDT feedback
 - Begin the final stages of review for the main solicitation
- Our Ask:
 - Participate in "In Process" activities

Statewide Civil Service Benefits Program – Bryce Miller (BMiller@sco.ca.gov)

- Open Enrollment 2021
 - Received 12,712 Dental Enrollments
 - Received 9,263 Flex Elect Enrollments

Statewide Customer Contact Center – Christina Campbell (CCampbell@sco.ca.gov)

- The payroll, garnishment, and premium pay ACD (SCCC) team took over 2,419 calls in the 11/2021 pay period.
- Effective January 2022, every first Friday after the previous pay period an SCCC team member will identify the top five HR offices with calls related to training. Our team will send an email to the management team of these departments identifying how many calls we received and the inquiries.
- In November, we had the same agencies calling at minimum once a day.
- The questions we are receiving are due to a training need:
 - **Did my pay issue?** Before your staff call please have them check the warrant register.

- **Do you know why my pay didn't issue?** Yesterday was a no cycle date, you did not close your batch, EH is out of sequence, past 12 months and you will need to complete a Std. 674, and you keyed, etc incorrectly, you must certify all-time in the pay period.
- **How do I key pip for a pay differential?** Refer staff to [PPM Section K](#), [PPM Section G Miscellaneous Payments](#)
- **Do you know when my employee's garnishment was established?** If you do not have a copy of the garnishment, staff can review the payment deduction screen in pay hist and locate the garnishment establishment date. HR offices are required to maintain employees personnel/payroll documents. How do I complete a garnishment form? Please refer to [PPM Section Z](#), and [garnishment online training tool](#)
- **Can you send me a copy of my employee's form?** It is required by the [Secretary of State retention](#) policy that HR offices are to maintain all personnel and payroll documents. On an average day, the SCO can receive 1056 documents daily. We are not able to accommodate this request.
- **Can you verify my ConnectHR document was received?** Please use your file upload history to verify your document was successfully submitted
- **When will SCO work my document?** Please remind staff to view the weekly processing dates. Link: [CS Weekly Processing Dates \(ca.gov\)](#)
- **Reminders:**
 - If you need a document pulled due to an employee separation please contact the SCCC at (916)372-7200 and the staff will pull the document and send it to a specialist for processing.
 - Please do not contact specialist staff directly via phone or email. We are working diligently to get through the backlog. Please reach out to the SCCC for assistance.

Statewide Tax Support – Monique Perez (Mperez@sco.ca.gov)

- Reminders: Direct mailing of Form W-2 and document cutoff dates for 2021 calendar year-end processing
- Payroll Letter 021-014: [Direct mailing of 2021 form w-2 and 2021 form 1095-c return address on the forms to employees](#)
 - Tax Support email: PPSDSTSP@sco.ca.gov
- Payroll Letter 021-015: [Document cutoff dates for 2021 calendar year-end processing](#)
- STD 686 Withholdings.
 - EAR Quick Start Guide: https://sco.ca.gov/Files-PPSD/EAR_Quick_Start_Guide_ADA_version.pdf

Program Analysis and System Coordination Section – Tracy Gutierrez (TGutierrez@sco.ca.gov)

- Bargaining Unit 18 Retirement Contribution Updates for Safety Members

- Retirement contribution rates moving from 11% to 11.5%
- Impacts approximately 5600 records
- Those that can be automated will have 505 transactions posted on 12/13/21
- CalPERS Retired Annuitant Late Fee Invoices
- SCO and CalPERS researched root cause
 - October RA hours were included with November reporting file
 - November RA hours are also included with December reporting file
- SCO and CalPERS are collaborating on a long-term resolution
 - We are also working toward an interim process, pending the long-term resolution
- CalPERS requests that departments and campuses hold on to invoices, but not pay them
 - SCO is requesting fee waivers for October – December pay periods
 - SCO is also requesting refunds for any department or campus that has already paid invoice(s)

Communications – Nastassja Johnson (nxjohnson@sco.ca.gov)

- Redesigned [State Employee](#) Webpage

General Reminders

- Utilize ConnectHR to send documents.
- Include the employee's complete social security number (SSN) when sending documents through ConnectHR.
- Check [Weekly Processing Dates](#) before sending inquires.
- Update [California Personnel Office Directory \(CPOD\)](#).
- The [PPSD Register](#) – PPSD's Monthly Newsletter

SCO EMAIL SUBSCRIPTION SERVICE:

- To ensure you're receiving essential PPSD notifications, please subscribe to our email subscriptions listed below. Also, we invite you to share this information with anyone who would be interested in PPSD notifications.
 - [California Leave Accounting System \(CLAS\) Letters](#)
 - [State Controller's Office Letters \(Personnel / Payroll Operations\)](#)

CUSTOMER RELATIONS SURVEY:

How would you like to receive information from us during this time? Please send suggestions to our HR Suggestions Inbox at PPSDHRSuggestions@sco.ca.gov.

WEBSITES:

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

CONTACTS:

- [Statewide Customer Contact Center](#) (916) 372-7200
- HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
- Civil Service Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov

SCO KEY INITIATIVES:

- [Cal Employee Connect](#)
- [California State Payroll System Project](#)

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