



# Ad Hoc Committee on Human Resources

February 2021

## ❖ Statewide Benefits Program - Bryce Miller

- Benefits Reminders
  - Voicemails
  - Benefit related documents
  - [PPSDTempops@sco.ca.gov](mailto:PPSDTempops@sco.ca.gov)
  - CalHR 680-Domestic Partner Affidavit

## ❖ PPSD Executive Office (EO) Inquiries – Nancy Ayala

- Introduction and how SCO receives inquiries.
  - Employees go to the SCO website to send inquiries – Contact Us.
  - These inquiries are reviewed by the SCO Executive Office (EO). The EO determines which division should handle.
  - EO sends inquiries to appropriate division and the division responds.
- Why SCO receives inquiries.
  - Employee is frustrated that they have not been paid yet (mostly back pay issues).
  - Employee is frustrated that their Department's HR Office is not getting back with him\her about pay or benefits.
  - HR Office will contact the SCO to ask about an employee's pay or benefits.
- How SCO responds to employee.
  - SCO will research if employee is active and which agency employee belongs to.
  - SCO will review the Benefits Tracker, if necessary, as well as PIMS and POIS to determine if what the employee is saying matches what shows in the system.
  - HR Office is contacted to determine the name of the Personnel Specialist (PS) using CPOD and then will reach out to the PS to ask if they have sent documents to the SCO.
  - SCO will ask the HR Office to work directly with the employee and provide the employee with the current dates as provided on the SCO website if it's a backlog issue.
  - SCO will ask the Payroll Specialist (PS) if they can reach out directly to the Statewide Customer Contact Center (SCCC) or use the Escalation Email on behalf of the employee, if necessary.
  - The SCO responds to the employee with non-confidential information to answer the question that is being asked and the SCO will also provide the employee with the name of the PS in their HR Office.
  - If the employee uses the PPSD EO Inquiry more than once and SCO has already given the employee the HR Office contact, it is not the normal process for the SCO to respond again because the employee should be working directly with their PS.
- Sample inquiries:
  - Inquiry: Hi, I'm a state employee and was informed by my HR team that 2020 Open Enrollment forms for Flex reimbursement are backlogged. I have staff impacted by this, as well as myself. When will the backlog be cleared? We cannot request reimbursement

because ASI does not have us enrolled. Please provide some reassurance that this will be taken care of soon.

- Response: This responds to your inquiry regarding your Flex Elect Enrollment documentation. Our records indicate that the State Controller's Office (SCO) received the original Flex Elect Enrollment documentation on 10/16/20. The documentation was returned to your Departmental Human Resources (HR) Office for correction and the SCO received the corrected documentation on 12/31/20. The corrected documentation has been processed. Based on the information that I am able to review in our payroll database, a payroll adjustment was keyed on 1/26/21.
- Inquiry: I would like some information on how long before I will receive IDL back pay for Workman's Compensation. It was approved and I was notified of it about 3 weeks ago but my HR could not give me a time frame because she said it depends on who does it and it is no longer in their hands.
  - Response: In response to your inquiry regarding how long before you will receive IDL back pay for Workman's Compensation, all your payments have issued today; you will receive two deposits, one should deposit tomorrow and the other a couple of days later.
- What the HR Office can do to help reduce many of these inquiries.
  - If you work in an HR Office, please do not send your questions and concerns to the SCO by using the EO Inquiry. You will want to call the SCCC or use the Escalation Email.
  - Communicate with your employees and please do not tell them the problem is with the SCO and suggest that they reach out to the SCO directly. You can provide the current dates if it's a backlog issue. Most importantly, please let the employee know that the SCO will not pull the documents if they send the SCO an inquiry. SCO will key in the order the document was received from the HR Office. The HR Office Supervisor can use the Escalation Email if there are circumstances that they need to share with the SCO.
    - The SCCC information and the Escalation Email instructions are on the SCO website. The link to the SCO website [https://www.sco.ca.gov/contact\\_ppsd.html](https://www.sco.ca.gov/contact_ppsd.html)
- ❖ **Program Analysis & System Coordination Team – Tracy Gutierrez**
  - 2020 Employee Action Request (EAR) Std. 686 Form and Federal Withholdings Toolkit
    - Link to Toolkit:
    - [https://www.sco.ca.gov/ppsd\\_2020fedwithholdings.html](https://www.sco.ca.gov/ppsd_2020fedwithholdings.html)
    - FAQ
    - EAR Quick Start Guide
    - EAR Keying Guide
  - Developing e-learning
    - Class for HR shops, employees
- ❖ **2020 W-2 Cal Employee Connect CEC Update – Liz James**

- Connect Human Resources (HR) Portal Updates
- New Connect HR mailbox: [hrconnecthelp@sco.ca.gov](mailto:hrconnecthelp@sco.ca.gov)
  
- ❖ **Program Analysis Systems Coordination Section – Arlene Bailey**
  - Fiscal Year End Letters
  - Update Student Garnishment Suspension
  
- ❖ **California State Payroll System (CSPS) – Bill Harrigan**
  - Project Update
  - Contact: [CPSHelp@sco.ca.gov](mailto:CPSHelp@sco.ca.gov)
  
- ❖ **General Reminders – Nastassja Johnson**
  - Include specific program name in the subject line of emails to the [PPSDTempOps@sco.ca.gov](mailto:PPSDTempOps@sco.ca.gov) mailbox.
  - Utilize secure email to send documents rather than fax or mail.
  - Include the complete social security number when sending documents through secure email.
  - Visit Department of General Services (DGS) website for updated Standard (STD) forms that allow for a digital signature.
  - Update [California Personnel Office Directory \(CPOD\)](#).
  
- ❖ **SCO Resources – Nastassja Johnson (SCO)**
  - **Websites:**
    - Human Resources: [https://sco.ca.gov/ppsd\\_state\\_hr.html](https://sco.ca.gov/ppsd_state_hr.html)
    - State Employees: [https://sco.ca.gov/ppsd\\_se\\_payroll.html](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](mailto:PPSDHRSuggestions@sco.ca.gov)
    - CS Escalation Email (HR Supervisors and Managers) [PPSDOps@sco.ca.gov](mailto:PPSDOps@sco.ca.gov)
    - Cal Employee Connect Email [connecthelp@sco.ca.gov](mailto:connecthelp@sco.ca.gov)
    - Cal Employee Connect Feedback Email [connectfeedback@sco.ca.gov](mailto: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](mailto:PPSDHRSuggestions@sco.ca.gov)

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