



February 2023

## Ad Hoc Committee on Human Resources Forum Notes

### Table of Contents

[SURVEY QUESTIONS](#)

[SCO KEY INITIATIVES](#)

[BENEFITS ADMINISTRATION](#)

[PROGRAM UPDATES](#)

[SCO RESOURCES](#)

### **SURVEY QUESTIONS:**

The following questions are submitted prior to the forum via [Survey Monkey](#).

**Question:** For Government Code section 19853 amendment, exchanging personal holiday (PH) for holiday credit (HC), why is the new transactions code only for excluded employees? Why don't we have to track when rank and file chooses to exchange their PH for HC? Is it because excluded employees can only do it once per year and rank and file can do it multiple times?

**Answer:** Originally, this was only for excluded employees. The original Leave Letter ([Leave Letter 22-008](#)) was amended to make it clear that it was for everyone regardless of representation.

This benefit can only be used once per year for everyone.

### **SCO KEY INITIATIVES:**

**SCOConnect: Cal Employee Connect Project/ConnectHR** – Michelle Robinson ([ConnectHRhelp@sco.ca.gov](mailto:ConnectHRhelp@sco.ca.gov))

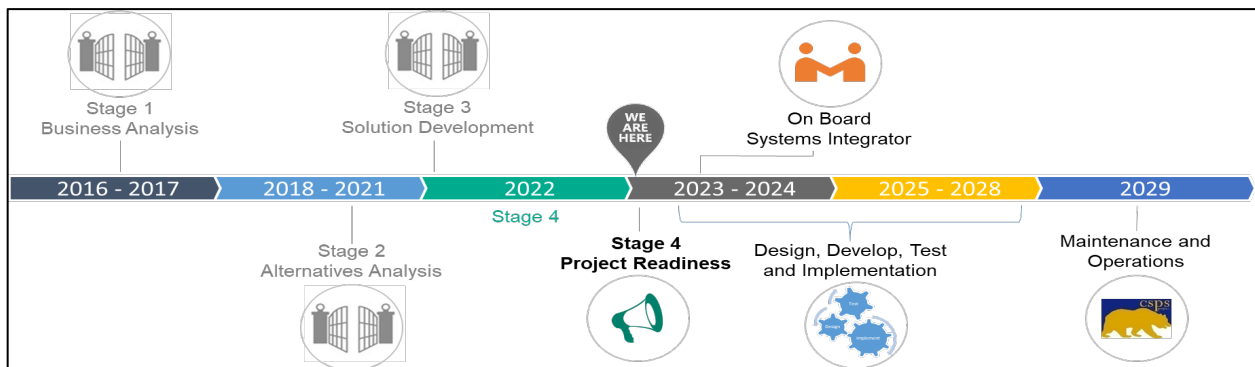
– CEC Phase II: Employee Services Features

- Multifactor Authentication (MFA) feature is now available to all CEC users
  - As of 2/31/23: 7,393 employees have enabled MFA
- Direct Deposit feature
  - Wave I (107 civil service and 8 CSU campuses), and Wave II departments (47 civil service and 8 CSU campuses) have been deployed for the Direct Deposit feature
  - Wave III department deployment is underway
  - As of 2/21/23: CEC has received 3,838 direct deposit transactions
- Address Change feature demo

**SCO – California State Payroll System (CSPS) Project – Taras Kachmar ([CPSHelp@sco.ca.gov](mailto:CPSHelp@sco.ca.gov))**

- OCM-The People Side of Change
  - Helping the people affected by the change transition from the way we do HR and payroll today to the way we will do it in the new system.
  - Getting people ready.
  - Communication and engagement – key to success.
  - Brings awareness of the project to enhance understanding of the changes it will bring.
  - Leverages the Department Agency Readiness Teams (DARTs) to facilitate project readiness, acceptance and commitment to using the new system.

- 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
  - **Why CSPS:** Current system is 50 years old and not integrated; current system does not reflect or incorporate IT, HR, PR innovations over past 50 years.
  - **Who will this impact:** State HR and Payroll staff and all state employees



- Status Updates / Progress:
  - We are currently evaluating bids from potential vendors for the CSPS Project
  - We are holding a meeting with the DART Sponsors in Liaisons in early February to help them better understand the DART Coordinator and SME roles
  - The OCM Agency Change Experts will be conducting initial outreach meetings with their departments in late February/early March

## **BENEFITS ADMINISTRATION:**

**SCO – Statewide Benefits Program** - Ryan Baughman ([ppsdcsbenefits@sco.ca.gov](mailto:ppsdcsbenefits@sco.ca.gov))

### – Updates

- Weekly Processing Dates - Civil Service Benefits
  - We are catching up! STD 701R, STD 701c, & STD 702 forms expected to reach within 30 days of current date by end of next week.
  - Going to be focusing on Dental and STD. 674AR workloads. Higher volume but progress will be seen.
  - Please remind staff to check [Weekly Processing Dates](#) prior to calling Statewide Customer Contact Center.
  - For emergent inquiries, please have supervisor or manager utilize the [Escalated Email Instructions](#) found on SCO website.

## **PROGRAM UPDATES:**

**System Activities Coordination and Support (SACS)** – Chuck Lucas ([ppsdcsacs@sco.ca.gov](mailto:ppsdcsacs@sco.ca.gov))

### – Schedule 8 File Transfer Protocol Sign-Ups And ViewDirect Report

- Schedule 8 is coming up fast. Fiscal Year-End (FYE) 23-001 is the first of 5 memos that will be posted to listserv to help agencies complete their SCH 8 process
- Agencies can receive only the Regular SCH 8 files via the FTP portal, the supplementary file is not available via FTP. You can receive a test file in May and the production file in July (each file cost is \$72.00)
- Agencies can also get the files through [ViewDirect \(Mobius\)](#). File PD59 for Regular file and file PD60 for Supplementary file (This is Free)
- [FYE Letter #23-001: Schedule 8 File Transfer Protocol Sign-Ups and ViewDirect Report](#)
- Return filled out forms to [ppsdcsacs@sco.ca.gov](mailto:ppsdcsacs@sco.ca.gov)
- To sign up for the notifications go to [https://sco.ca.gov/ppsd\\_email.html](https://sco.ca.gov/ppsd_email.html)
- Information on ViewDirect or Mobius: [https://sco.ca.gov/ppsd\\_viewdirect.html](https://sco.ca.gov/ppsd_viewdirect.html)

**Business Analysis & System Coordination** – Tracy Gutierrez (SCCC (916) 372-7200)

### – Fee Letters from CalPERS

- PPSD is aware of departments receiving fee letters from CalPERS
- PPSD is developing a Frequently Asked Questions (FAQ) page to address fee letters
- It will include:
  - Answers to questions we have received
  - Samples of fee letters you may receive
  - Tips and Tricks for avoiding fees
  - Contact information for assistance with resolution
  - Links to resources

- Under Government Code (Gov. Code) [section 20283](#), employers have 90 days to establish membership and report retirement contributions to CalPERS.
  - Enrollments later than 90 days result in liability for both member and employer contributions, as well as a \$500 administrative fee.
- Under Government Code (Gov. Code) [section 21220](#), an employer shall enroll a retired member within 30 days of the effective date of hire.
  - Enrollments later than 30 days result a fee of two hundred (\$200) dollars will be assessed per month until the retired annuitant is enrolled in [my|CalPERS](#).
- If your department needs SCO assistance with an invoice, please provide it as an attachment to the PPSD Civil Service Retirement Inbox; the address is in the chat.
- [Circular Letter #200-009-20](#) has details regarding Gov. Code 20283
- [Circular Letter #200-049-21](#) has details regarding Gov. Code 21220
- It is a best practice to verify that new appointments have been added to [my|CalPERS](#) the day after they are keyed, as part of your appointment routine.
  - If a transaction did not result in a record being added to [my|CalPERS](#), please contact the [Statewide Customer Contact Center \(SCCC\)](#) at (916)372-7200.
  - This will assist in avoiding late assessment fees.
- It is critical to address fee letters as soon as you receive them.
  - Response beyond 30 days can result in additional fees and the inability to request a waiver.
  - If you have concerns about the accuracy of fees, contact SCO at the SCCC as soon as possible.
- Retired Annuitant (RA) Reporting Reminders
  - Please make sure to separate ([S31](#)) any RA that is no longer working.
  - RA pay must be keyed by the 15th of each month to avoid late reporting fees.

**Executive Office (EO) Inquiries** – Shelley McCarthy ([ppsdeoinquiry@sco.ca.gov](mailto:ppsdeoinquiry@sco.ca.gov))

- What are EO Inquiries?
  - Inquiries that constituents send to SCO using the [Contact Us](#) webpage on the SCO website
    - [Email Inquiry Form](#)
- Top inquiries—January 2023
  - Taxes & W-2: 24
  - Paycheck: 12
  - Benefits: 8
  - Update Address: 7
    - 49% of our January inquiries were sent back to the HR office
- Top inquiries—2022
  - Paycheck: 171
  - Taxes & W-2: 142
  - Verification of Employment: 79

- 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 for a Personnel Specialist/Supervisor within their departmental HR office. We copy Transactions Managers and the HR Chief. BCC the department's universal email box (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** – Natalia Saffold ([ppsdhrsuggestions@sco.ca.gov](mailto:ppsdhrsuggestions@sco.ca.gov))

- We received 13 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's HR Suggestions Email (All HR Staff) [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov)

**PPSD General Reminders**

- We have moved - [300 Capitol Mall, Suite 701 Sacramento, CA 95814](#)
- 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
- It is recommended that the Human Resources (HR) staff follow [Section M](#) of the Payroll Procedures Manual (PPM) for certifying payroll, which requires HR staff to validate that both mandatory and voluntary deductions have been withheld appropriately and to certify the employee's payroll is accurate.
- Share this information with your Human Resources Team!

## SCO RESOURCES:

- Websites:
  - Human Resources (HR): [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)

## SCO KEY INITIATIVES:

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

## CONTACTS:

- Affordable Care Act (ACA) Email [acasupport@sco.ca.gov](mailto: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](mailto:CLAS@sco.ca.gov)
- CS Escalation Email (HR Supervisors and Managers) [PPSDOps@sco.ca.gov](mailto:PPSDOps@sco.ca.gov)
- Decentralized Security & ViewDirect Access - (916) 619-7234 or [DSA@sco.ca.gov](mailto:DSA@sco.ca.gov)
- HR Suggestions Email (All HR Staff) [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov)
- Management Information Retrieval System (MIRS) Email [ppsdmirs@sco.ca.gov](mailto:ppsdmirs@sco.ca.gov)
- [Statewide Customer Contact Center](#) (916) 372-7200