



October 28, 2021

Ad Hoc Committee on Human Resources Forum Notes

PROGRAM UPDATES:

- **SCO - Statewide Tax Support Program – Alita Rivas (MPerez@sco.ca.gov)**
 - Direct Mailing of 2021 W-2's & 2021 Form 1095-C Return Address:
 - Please make sure all addresses are correct per [Payroll Letter 21-014](#):
 - SCO will be issuing a Payroll Letter in December with the mailing date for the W-2's
 - SCO will mail all W-2's to employees current address.
 - Validate that your agency's return address to ensure it is correct. If the address is incorrect, the employee must submit an Employee Action Request Form (EAR), STD. 686, with their new address to their Personnel Office, not SCO.
 - If unsure that the return address is correct contact PPSD Tax Support Section at PPSDSTSP@sco.ca.gov
- **SCO – Statewide Payroll Program – Renee McClain (RMcClain@sco.ca.gov) and Christina Campbell (CCampbell@sco.ca.gov)**
 - ConnectHR demonstration and dropdowns
 - For all ConnectHR updates please visit our website [SCO | ConnectHR \(ca.gov\)](#)
 - SCO staff are monitoring misrouted documents. We will reach out to the HR offices to remind them of the document processing needs.
 - Review the stipulation process- Select Stipulations dropdown and submit all related documents as one package. Do not send 674's until the payroll stipulation team contacts you with direction.
 - Use the Stipulation Guide: [Stipulation guide for the departmental human resources guide \(ca.gov\)](#)
 - Escalation Email Instructions: Prior to sending an escalation email please ensure documents are accurate and were submitted to the correct program. Escalation Email Instructions link: [Escalation Email Instructions](#)
 - Lump Sum common errors
 - Lump Sum Pre-Tax Calculator demonstration
 - Lump Sum Toolkit: [SCO | Lump Sum Separation Toolkit \(ca.gov\)](#)
 - Civil Service Audits Payroll Action Requests (PAR) reminders
 - Reminders:
 - If you need a document pulled due to an employee separation, please contact the SCCC 916-372-7200 and the staff will pull the document and send 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.
 - The SCCC is tracking phone calls to determine if HR offices need additional training or technical assistance. If we receive multiple training related questions from an HR, we will reach out to the HR office and offer training assistance.
- **SCO – Statewide Customer Contact Center – Christina Campbell (CCampbell@sco.ca.gov)**
 - Frequently Asked Questions:
 - Why did my pay not issue?
 - Verify employees name, social security number, position number, time be paid is not more than allowable, and check Employee History (EH).
 - I keyed pay on a no cycle date and no pay issued the following day?
 - Use the [Decentralized Payroll Calendar](#) to verify cycle and no cycle days.
 - When will SCO work my document?
 - Please remind staff to view the [Weekly Processing Dates](#).

BENEFITS ADMINISTRATION

- **SCO – Statewide Civil Service Benefits Program – Bryce Miller (BMiller@sco.ca.gov)**
 - Open Enrollment Reminders:
 - Send documents through ConnectHR
 - Ding Notices (PR 250)
 - Select appropriate dropdowns in ConnectHR
 - Ensure Open Enrollment forms are completed thoroughly
 - Send Open Enrollment documents on a flow basis

SCO KEY INITIATIVES: PROJECT UPDATES

- **SCO – Connect Human Resources Portal – Liz James (LJames@sco.ca.gov)**
 - ConnectHR Update:
 - ConnectHR has been fully deployed
 - Add/delete users update
 - Additional updates
- **SCO – California State Payroll System Project – Bernie Schultz (BSchultz@sco.ca.gov)**
 - In Process:
 - Ancillary procurement activities for SFY 21/22
 - Recruiting for multiple project positions
 - Data cleansing
 - Finalize solicitation and submit to CDT by November

- Recent Progress:
 - SCO Legal completed solicitation review and found no issues
 - Obtained SCO/CalHR approval and signatures for Stage 3 Part A
 - Process Advisory Committee (PAC) kickoff
 - Union Town Hall complete
 - Positive and collaborative meeting
 - Evaluation of Phase 0 Bidder's Survey
 - Conducted bidder's conference
- What's Next:
 - Submit Stage 3 Part A to CDT with updates to Stage 1 and Stage 2
 - Executive Steering Committee meeting
 - Initial Legislative Analyst's Office briefing
 - Meet with CalATERS team and DGS to discuss CSPS project status and incorporating Travel and Expense management functions into project scope
- Our Ask:
 - Participate in "In Process" activities
 - Provide SME support for questions
 - Provide SME support for data cleansing sessions
- **SCO – General Reminders – Nastassja Johnson (NxJohnson@sco.ca.gov)**
 - Include your name on all documents submitted to the SCO.
 - Utilize ConnectHR to send documents rather than fax, email or mail.
 - Include the employees complete social security number (SSN) when sending documents through ConnectHR.
 - 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 (dings).
 - Update [California Personnel Office Directory \(CPOD\)](#).
 - The [PPSD Register](#) – PPSD's Monthly Newsletter
- **SCO – Resources – Nastassja Johnson (NxJohnson@sco.ca.gov)**
 - Websites:
 - Human Resources: 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
 - CS Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov
 - SCO Key Initiatives:

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

COVID-19 UPDATE:

- The Personnel and Payroll Services Division (PPSD) is monitoring the [COVID-19](#) pandemic closely. At this time, PPSD is open for business as usual. PPSD will continue to stay on top of the latest COVID-19 information and update departments of any changes that may impact services to our customers. PPSD is updating the State Controller's Office (SCO) [State Human Resources](#) and [State Employees](#) webpages with service information as it becomes available. These webpages will be updated regularly, as necessary.
- SCO has developed [streamlined processes](#) to expedite financial transactions and to report.
 - PPSD will accept electronic signatures. Please follow your electronic signature protocol.
- Updates have been made to the [COVID-19 Emergency Family Medical Leave Act \(E-FLMA\) calculator](#). Please be sure to use the most up to date version of the calculator.
- The State Controller's Office (SCO) has made a permanent decision to no longer impose restrictions identified in the Personnel and Payroll Services Division's (PPSD) [Decentralized Security Program Manual](#) and [Decentralized Security Guidelines](#) below:
 - Access and use of SCO's systems shall only be initiated from workstations that are owned or leased by the state agency and that are physically located within a facility that is owned or leased by the state agency and;
 - Access and use of SCO's Human Resource Management Systems shall only be initiated from workstations that are owned or leased by the state agency and that are physically located within a facility that is owned or leased by the state agency.
 - Instead, agencies and campuses should review and adhere to the following policies and procedures for remote access to information systems.
 - [State Administrative Manual \(SAM\) 5305.5](#)
 - [State Administrative Manual \(SAM\) 5360.1](#)
 - [Statewide Information Management Manual \(SIMM\) 5360-A](#)
 - Updates to PPSD's Decentralized Security Program Manual and Decentralized Security Guidelines to reflect this change in policy will be made as soon as practical.
- For more information, please access our [COVID-19 FAQs](#).

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.

Disclaimer: This publication is intended for reference only. It does not supersede current applicable laws or regulations, and it is not intended for purposes of providing legal advice.