



# Administrative Ad Hoc Forum

Presented By: Nastassja Johnson

State Controller's Office/Personnel and Payroll Services Division

Office of State Controller Malia M. Cohen

March 21, 2024

# CSPS Project Update

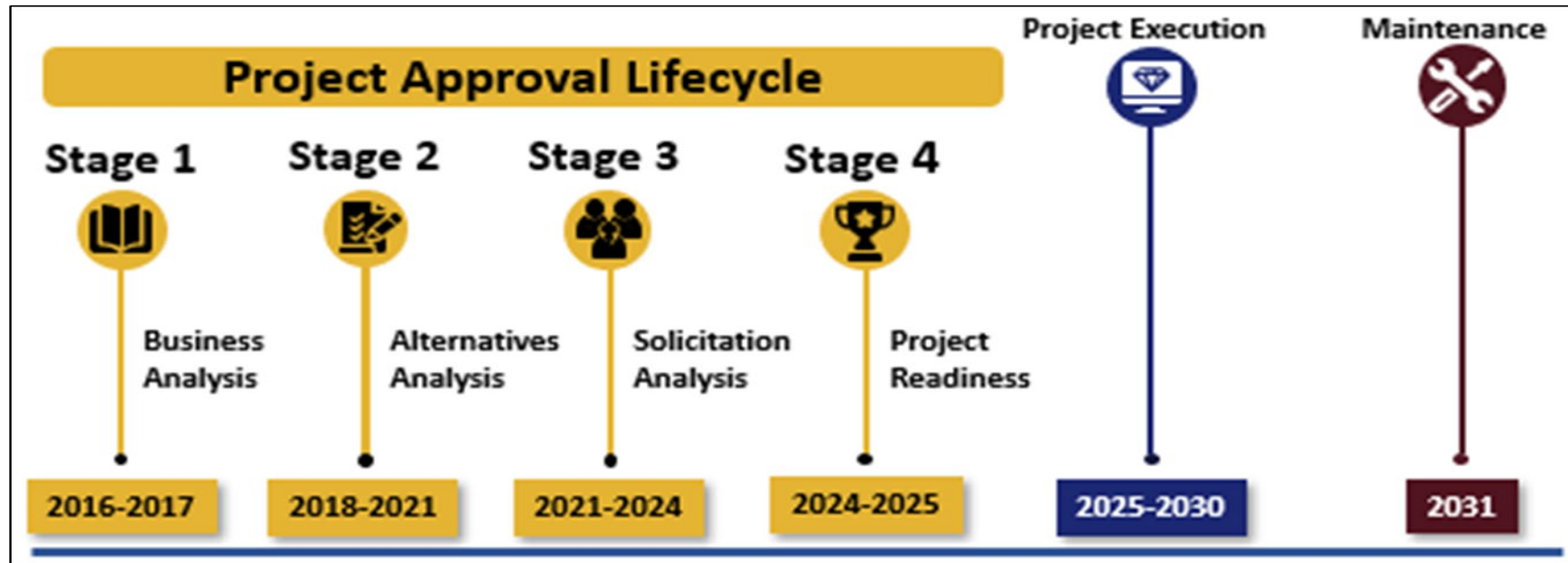
Presenter: Jennifer Burkett and Brandon Rutschmann

Contact: [CSPSHelp@sco.ca.gov](mailto:CSPSHelp@sco.ca.gov)



## 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:

### RECENT PROGRESS:

- Hired Paul Kudlacz as the new Project Manager
- Procurement Team held a 4th round of confidential discussions and incorporated feedback from CDT on Addendum 5 documentation
- Functional Team defined over 80 use cases in February for a completed total of 196
- Project Team conducted Main Business Capability (MBC) Pod Day

### CURRENT ACTIVITIES:

- Technical Team and PMO piloting Agile method in transitioning metrics dashboard into Power BI
- OCM to continue ACE Educational training sessions
- OCM to work on CSPA website and review draft logos for Modernizing the Bear campaign

### SCHEDULE:

Activities	Start	End	Status
Addendum 5	November 2023	March 2024	In Progress
Solicitation Phase 1	March 2024	April 2024	Not Started
Solicitation Phase 2	May 2024	August 2024	Not Started

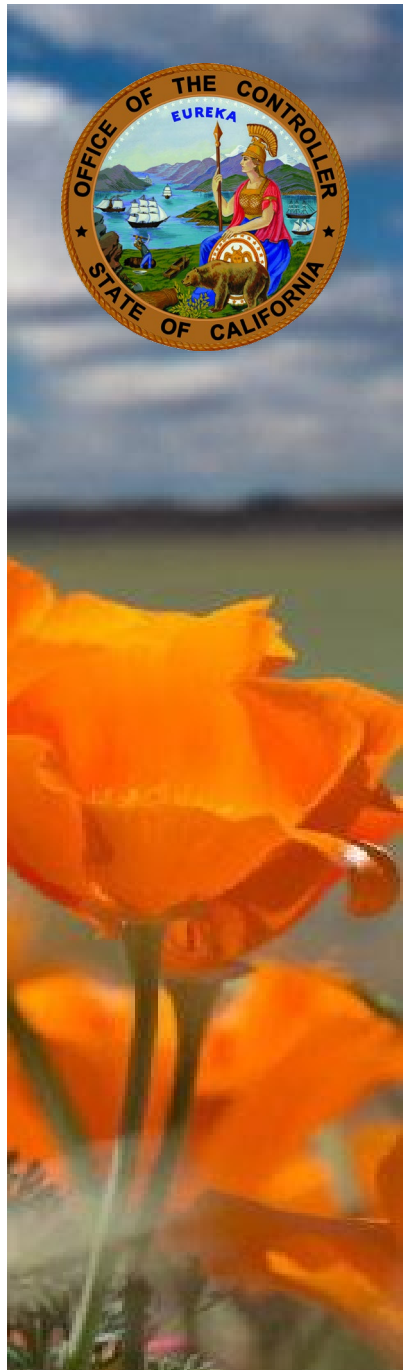
# SCOConnect: Cal Employee Connect (CEC)/ConnectHR

Presenter: Nastassja Johnson

Contact: [ConnectHRhelp@sco.ca.gov](mailto:ConnectHRhelp@sco.ca.gov)

## ConnectHR:

- **Accounts Receivable (A/R) 035 Deduction Collection Feature:**
  - This feature has been made available to all agencies
    - As of 3/04/2024:
      - 100% departments/agencies have been enabled
      - **Total of 71,337** A/R 035 deductions have been processed via this feature
      - **Total of \$16,180,147** has been collected



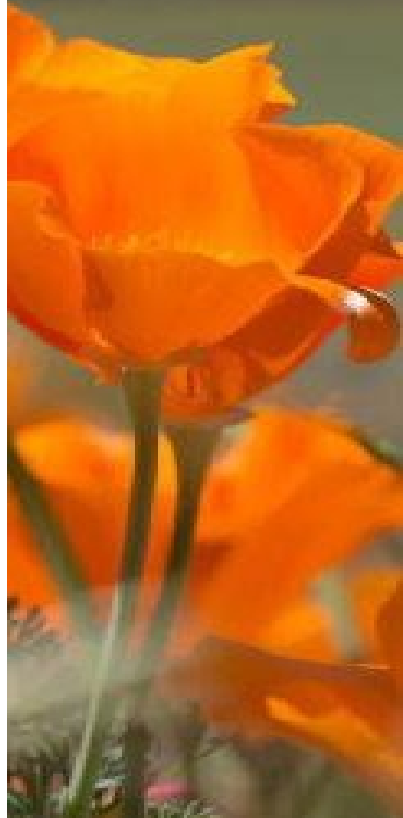
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## Cal Employee Connect Phase II – Employee Services features:

- **Multifactor Authentication (MFA):**
  - As of 03/19/2024: 72,234 employees have enabled MFA
    - Represents 19.5% of current registered users (6.5% growth in the last quarter)
- **Direct Deposit:**
  - 95% of departments statewide have been deployed
  - As of 3/19/2024: CEC has received 30,687 direct deposit transactions
    - 40% increase in utilization in the last quarter.
- **Address Change:**
  - 95% of departments statewide have been deployed
  - As of 03/19/2024, CEC has received 7,652 address change requests
    - Utilization of this feature nearly doubled in the last quarter.



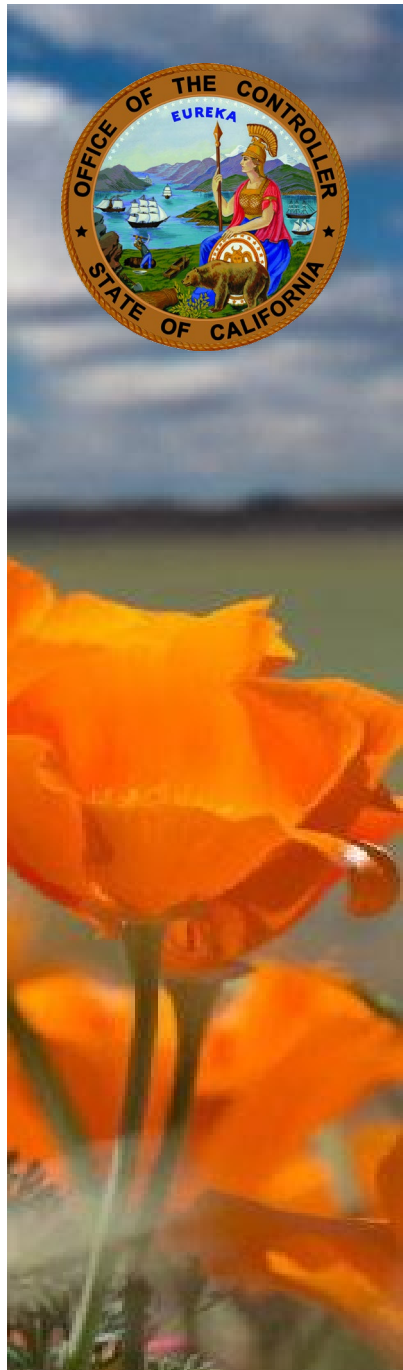
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## Cal Employee Connect Phase II – features:

- **Withholdings:**
  - As of 3/19/2024, CEC has received 11,037 withholdings change submissions.
    - Use of this feature increased five times in the last quarter.
- **eTimesheet Feature:**
  - As of 03/19/2024:
    - 22 agencies are now using this feature
    - We continue to have interest in this feature and offer demonstrations to agencies who do not have a Time and Attendance system or wish to decommission their current system.



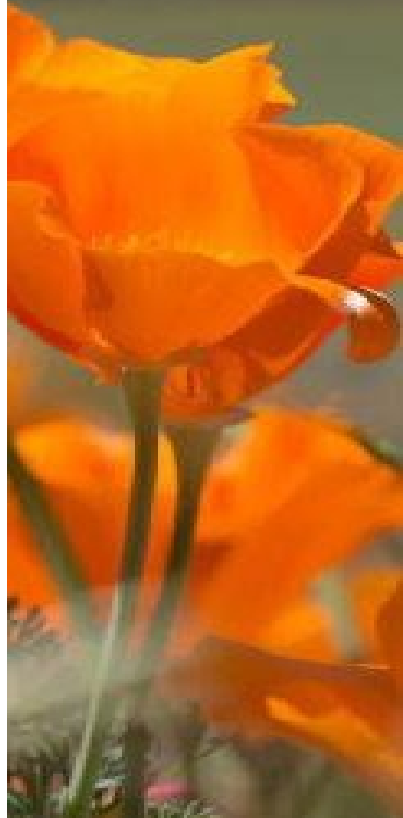
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## Cal Employee Connect Phase II – features:

- **2023 W-2 Paperless Feature:**
    - As of 03/19/2024:
      - 93,068 employees have opted-in
        - This represents a 25% adoption rate among registered users
        - Adoption nearly doubled since enrollment opened 02/1/2024
    - Total to date since launch date January 2024:
      - 500,850 views and 86,590 downloads to PDF\*
- \***Note:** total number of views and downloads does not represent total number of employees. If one employee viewed their W-2 three (3) times, they were included three (3) times in the total.







# Executive Office (EO) Inquiries

Presenter: Nastassja Johnson

Contact: [ppsdeoinquiry@sco.ca.gov](mailto:ppsdeoinquiry@sco.ca.gov)

## What are Executive Office Inquiries?

Inquires that constituents send to SCO using the [Contact Us](#) webpage on the SCO website  
[Email Inquiry Form](#)

## January 2024

- Total: 133
- Top Inquiries:
  - Paycheck: 39
  - General Information: 17
  - Taxes and Form W-2: 15
    - 73% of our January inquiries from current employees were sent back to their HR office



# Executive Office (EO) Inquiries

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## February 2024

- Total: 127
- Top Inquiries:
  - Taxes and Form W-2: 32
  - Paycheck: 20
  - General Information: 14
    - 70% of our February inquiries from current employees were sent back to their HR office



# Executive Office (EO) Inquiries

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Contact: [ppsdeoinquiry@sco.ca.gov](mailto:ppsdeoinquiry@sco.ca.gov)

## How can you help?

- We ask that your 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 to a Personnel Specialist/Supervisor within their departmental HR office. We copy Transactions Managers and the HR Chief. BCC the department's universal email inbox (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

Presenter: Nastassja Johnson

Contact: [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov)

- Submit your HR suggestions to SCO!
- SCO HR Suggestions Email: [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov)

# 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 Administration & 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 \(SCCC\)](#) (916) 372-7200





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