



September 2023

## Admin Ad Hoc Notes

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### [SCO KEY INITIATIVES:](#)

**SCOConnect: Cal Employee Connect (CEC) Project/ConnectHR** – Tiffany Fong-Mao ([ConnectHRhelp@sco.ca.gov](mailto:ConnectHRhelp@sco.ca.gov))

Cal Employee Connect (CEC)

– CEC Phase II – Employee Service features

- Multifactor Authentication (MFA):
  - As of 09/18/23: 44,019 employees have enabled MFA
  - Represents 13% of our current registered users
  - In preparation to adhere to Government Code 11546.1, registered users will be required to enable MFA in order to log into their CEC account. Therefore, we will be introducing by 12/31/2023 an email-based MFA to meet this code. More information will be coming in December.
- Direct Deposit:
  - 95% of departments statewide have been deployed
  - As of 09/18/23: CEC has received 12,743 direct deposit transactions
  - Effective 11/01/23: SCO will no longer accept STD. 699 on ConnectHR
    - Processing options:
      - CEC employee self-service feature
      - Electronic File Transfer Protocol (EFTP) for existing EFTP clients
- Address Change:
  - 95% of departments statewide have been deployed
  - As of 09/18/23, CEC has received 2,799 address change requests

ConnectHR

– Accounts Receivable (A/R) 035 Deduction Collection Feature:

- This feature has been made available to all agencies
  - As of 09/18/23:
    - 89% departments/agencies have been enabled
    - The ConnectHR team will continue to reach out to the remaining agencies via their Security Monitors and Universal Email

- As of 08/31/23:
  - **Total of 46,400** A/R 035 deductions have been processed via this feature
  - **Total of \$10,463,254** has been collected
- Cal Employee Connect Phase II— Features:
  - eTimesheet Feature:
    - As of 09/18/23:
      - 20 agencies have been using this feature
  - 2023 W-2 Paperless Feature:
    - As of 09/19/23:
      - This feature has been deployed statewide
      - 22,460 employees have opted-in
        - This represents 6.7% of total registered users
    - Demo
  - Upcoming Features:
    - Leave Center- Will be available statewide by end of week
    - Withholding- currently in Beta testing with SCO

**SCO – [California State Payroll System \(CSPS\) Project](#)** – Chris Maio (Contact: [CSPSHelp@sco.ca.gov](mailto:CSPSHelp@sco.ca.gov))

It is with great disappointment that I am here today to report that we have concluded vendor negotiations without awarding a contract.

The procurement remains active, so I am restricted from sharing specific details. What I can say is that we were unable to come to terms agreeable by the state and the vendor. I can only assure you this was the right thing to do, and this decision was in the state’s best interest, and our steering committee agreed without dissent.

On September 6<sup>th</sup>, after meeting with the bidder, we immediately met with the Legislative Analyst’s Office (LAO) and the Legislative consultants from the Senate and Assembly. And while this was disappointing for them to hear, I was encouraged by their comments, especially hearing they too agreed that we did the right thing.

And while this decision is difficult to bear and will result in some delay, we are already finding ways to re-use the bulk of our procurement documents to reduce the delay as much as possible. As we do with all other facets of the project, we will learn from our observations and incorporate relevant bidder feedback to modify our solicitation requirements and structure. Moving as quickly as possible, we will re-cast this solicitation to the bidder community and re-engage in the procurement process.

The project remains alive and well and this is just the latest loop on the roller coaster ride that these massive projects can be. But rest assured we will continue charging ahead, all of us, to continue preparing for the eventual implementation of a new personnel and payroll system.

With that, I have my co-director Brandon Rutschmann from CalHR and my project manager Jennifer Burkett with me today should you have any questions.

## PPSD General Reminders

- Utilize ConnectHR to submit documents or upload data – include SSN
- Include the employee's complete Social Security number (SSN) when sending documents through ConnectHR
- Check [Weekly Processing Dates](#) before sending inquiries
- Update [California Personnel Office Directory \(CPOD\)](#)
- The [PPSD Register](#) – PPSD's Monthly Newsletter
- Check out recommended Human Resources [subscriptions](#)
- Review Communication from State Policy and Instructional Departments for Business Process impacts
- 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 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](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 & 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

## FORUM QUESTIONS:

The following questions were submitted during the forum:

**Question:** Should we be pushing our staff to enroll in Multifactor Authentication (MFA), or will there eventually be a hard stop to force them to enable?

**Answer:** Yes, we highly encourage all registered users of Cal Employee Connect (CEC) to enable MFA. This will be required by the end of the year in order to log into CEC.

**Question:** Can employees request a hard copy of their W-2 after opting into the paperless W-2?

**Answer:** Yes, as they can today, a duplicate copy from SCO/PPSD can be requested for a fee if they are unable to print their electronic copy from CEC. They may also request a copy from their Human Resources Office since they will also have access to an electronic copy, and at their discretion, may be able to print a copy for the employee.

**Question:** Is there an opportunity to have a member of SCO provide an overview/training of CEC to show staff all the functions and benefits to using the platform?

**Answer:** Yes, we will include an overview during the December Admin Ad Hoc forum. HR offices can also reach out to [ConnectHRHelp@sco.ca.gov](mailto:ConnectHRHelp@sco.ca.gov).

**Question:** Can employees change their direct deposit on CEC?

**Answer:** Yes, changing and enrolling in Direct Deposit on CEC is available today. MFA must be enabled. User guides are available and the SCOConnect team is available to help your employees at [ConnectHelp@sco.ca.gov](mailto:ConnectHelp@sco.ca.gov).

**Question:** Any word on when the General Salary Increase (GSI) will be processed by SCO?

**Answer:** Pay letters are provided by the Department of Human Resources (CalHR). SCO is awaiting the pay letter for the General Salary Increase (GSI). For more information, contact CalHR at (916) 324-0455. Additional contact information can be found [here](#).

**Question:** What is the timing from SCO for pay letters for new contracts?

**Answer:** Pay letters are provided by CalHR. For more information, contact CalHR at (916) 324-0455. Additional contact information can be found [here](#).