



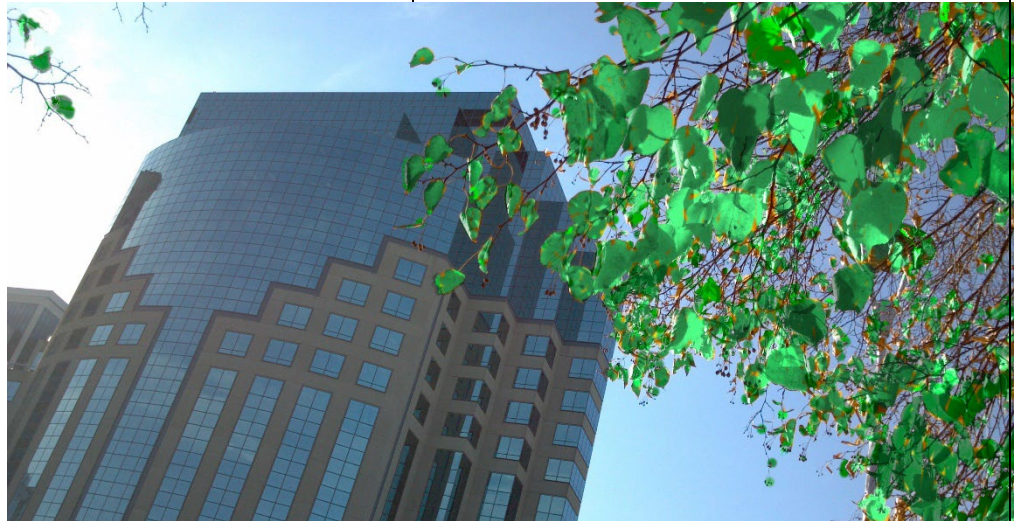
# THE PPSD REGISTER

It is the mission of the Personnel and Payroll Services Division to provide accurate and timely personnel and payroll services through quality customer service.

**August 2023**

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State Controller's Office Personnel  
and Payroll Services Division



## Key Highlights This Month

- ✓ [National Payroll Week](#)
- ✓ [2023 Benefits Open Enrollment is Here](#)
- ✓ [SCOConnect Enhancements](#)
- ✓ [Statewide Customer Contact Center and Escalation Email](#)
- ✓ [California State Payroll System Project Update](#)

## SCO KEY INITIATIVES

SCOCONNECT:  
[CAL EMPLOYEE CONNECT  
PROJECT/  
CONNECTHR](#)

[CALIFORNIA STATE PAYROLL  
SYSTEM PROJECT](#)

## CONTACT US

(916) 372-7200

[ppsdops@sco.ca.gov](mailto:ppsdops@sco.ca.gov)

[Type here]

## National Payroll Week

[National Payroll Week](#) celebrates America's employees as well as the payroll professionals who ensure they get paid. This year, National Payroll Week is scheduled to run September 4-8. At the State Controller's Office (SCO), we make it a priority to observe and recognize staff during the entire week. Previously, SCO planned several virtual events including trivia and team meetings. The Personnel and Payroll Services Division (PPSD) managers and supervisors also record words of appreciation into a video compilation for their teams. The National Payroll Week organization has a [variety of ideas](#) for celebrating your payroll professionals. After all, payroll staff play a critical part in providing accurate and timely personnel and payroll services through quality customer service. We encourage you all to celebrate this special week.

Thank you from SCO for your invaluable contributions to California state employees!

## HELPFUL TOOLS



[COVID-19 FAQ](#)

[Email Subscriptions](#)

[Civil Service Weekly Processing Dates](#)

[Decentralized Payroll Calendars](#)

[SCO Letters](#)

[Personnel Action Manual \(PAM\)](#)

[Payroll Procedures Manual \(PPM\)](#)

[Requesting Employment History](#)

[Requesting Pay History](#)

[Statewide Training](#)

[Payroll Flyers and Global Messages](#)

[Verification of Employment](#)

## 2023 Benefits Open Enrollment Is Here

The annual open enrollment period for health, dental, Premier Vision, and all FlexElect accounts runs from September 18 to October 13. All open enrollment actions will be effective January 1, 2024. The Statewide Civil Service (SCS) Benefits program processes approximately 30,000 dental ([Std.692](#)) and FlexElect ([Std. 701R/701C](#)) forms annually during the open enrollment period. This workload represents more than 20 percent of all forms processed by the SCS Benefits program each year.

As the SCS Benefits team ramps up for open enrollment season, here are some tips to help expedite processing of forms sent to SCO:

- Inform employees of the 2023 open enrollment period.
- Send reminders to employees encouraging submission of open enrollment changes as soon as possible.
- Audit submitted open enrollment forms to ensure they are accurate and complete.
- Employees currently enrolled in FlexElect/CoBen Cash Option will be automatically re-enrolled for the 2024 plan year. The exception is Permanent Intermittent (PI) employees, who must enroll each plan year during open enrollment. Refer to the [FlexElect Handbook](#) for more details.
- Submit open enrollment forms on a flow basis to SCO for processing through [ConnectHR](#).
- Remind employees to use the [Benefits Calculator](#) provided by CalHR.
- Review the California Public Employees' Retirement System Board of Administration's approved [health plan premiums](#) for the 2024 calendar year.
- Refer to SCO Civil Service Benefits Open Enrollment Checklists—Broadcast email with link coming soon.
- Contact the [Statewide Customer Contact Center](#) at (916) 372-7200 with questions. If you have suggestions, submit them to [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov).

## SCOConnect Enhancements

### Cal Employee Connect (CEC)

#### W-2 Paperless Feature

Make a statement; go paperless! Cut down on unnecessary paper by encouraging employees to opt-in to the 2023 W-2 paperless feature. Opting in to receive your 2023 W-2 Statement on [Cal Employee Connect \(CEC\)](#) helps save time and resources. Employees who opt-in get early access to their W-2 Statement and are able to download a free copy at any time, as well as the ability to download current and prior W-2s. Opt-in for paperless W-2s and help reduce our carbon footprint.

#### Address Change

We are happy to announce that CEC Employee Services has expanded to include an Address Change feature. The Address Change feature has been enabled as a self-service option to support the

paperless initiative and increase accessibility with those engaging in remote work. This feature will not replace any current procedures. Employees who already have a current address on file will not need to submit an Address Change request through CEC.

Benefits for your HR staff:

- No need to collect forms from the employee, verify signatures, and key address changes.
- Employees will be accountable for entering the correct information.
- Data submitted through CEC goes directly to the system for processing and seamlessly integrates with existing systems, ensuring the employee's updated address is reflected across personnel and payroll information\* and the Public Employees' Retirement System (CalPERS).

\*Changes made through CEC will not be reflected on any additional forms required by HR offices.

To access the Address Change feature, log into CEC, navigate to the Employee Services tab from the top navigation bar, and select the Address Change icon. If employees do not have an account, they can [register here](#).

Employees will need to ensure [Multifactor Authentication \(MFA\)](#) is enabled. If MFA is not already enabled, select *User Profile*, Click Turn-On MFA, and follow instructions within the application to download an authenticator app to your phone and enjoy an added layer of security to your CEC account.

Once your employees start using the feature, your agency will receive a copy of the Address Change Request Confirmation via your agency's universal email listed in the [California Personnel Office Directory](#).

Please note: CEC processes address change requests by close of business Monday through Friday. Please allow 24 hours for submitted changes to reflect in the users CEC account. If requests are submitted Friday evening through Sunday, changes will be processed the following Monday and will reflect in the user accounts as early as Tuesday morning.

If you have questions or need assistance, please email [ConnectHRHelp@sco.ca.gov](mailto:ConnectHRHelp@sco.ca.gov). If your employees are seeking assistance, they may email [ConnectHelp@sco.ca.gov](mailto:ConnectHelp@sco.ca.gov).

## Statewide Customer Contact Center and Escalation Email

If you need to contact PPSD, or seek additional information, please use the [Statewide Customer Contact Center](#) (SCCC). The SCCC can be reached at (916) 372-7200. The directory is also available [here](#). If your call is regarding the status of a document, please check the [Weekly Processing Dates](#) on the bottom of the "What's New" page for CS and California State University (CSU) to see which received dates are currently being processed. If you have left a voicemail, please keep in mind that PPSD staff will return all voicemail messages within 24 to 48 hours.

If you are an HR Supervisor or Manager, and you have attempted to contact the SCO Operations Bureau, you can now escalate personnel and/or payroll inquiries and communication to

[PPSDOps@sco.ca.gov](mailto:PPSDOps@sco.ca.gov). Please [review examples](#) first of inquiries to escalate and not to escalate. When escalating an issue via email, please include the following information:

- In the subject line, include the name of the Statewide Program within the Operations Bureau (i.e., benefits, disability, retirement, etc.);
- Your name, title, department, and contact information;
- The name of the employee and the last four (4) digits of the social security number (SSN). Please do not include the full SSN in e-mail or attachments unless following your agency's email encryption protocol;
- A clear detailed description of the issue;
- Your specific question;
- An outline of the research already conducted;
- The name of the area within the Operations Bureau you have already contacted at SCO, regarding your question/issue, and the date(s) you contacted them; and
- Any additional background necessary to research your question (i.e., the form number and original submission date).

When agencies receive a response from an SCO PPSD specialist asking for additional documentation, departments must submit the requested items within two (2) business days to the requesting specialist. If we do not receive the required documentation within two (2) business days we will consider this escalated inquiry closed.

## California State Payroll System Monthly Snapshot

**June:** Project Update

**July:** Learning Hub:  
Managing Uncertainty

**August:** Project Update

**September:** Learning  
Hub: What's in it For  
Me? (WIIFM)



As outside temperatures soar, the California State Payroll System (CSPS) Project team is diligently moving forward. Contract negotiations continue as the Project Management team reviews the Best and Final Offer (BAFO) from potential vendors. The Technical team has been reaching their goals. The team has cleansed almost all high priority data from current systems down to an error count of 55,000 at the beginning of July. Reducing data errors upfront allows for the highest quality information to be available when the new vendor(s) is brought onboard, setting the project up for success.

The Functional Team is having success as they onboard new business analysts to their team. They also started having preliminary discussions with CalHR about future interface needs for the new system. This cooperation will play a key role in making sure the new system design incorporates the system needs of our partners at CalHR to keep information flowing easily from one system to another.

The Organizational Change Management (OCM) Team has been busy with Agency Change Expert (ACE) outreach to the departments. The development of the Customer Relationship Management (CRM) Portal, dubbed “Stakeholder Connect,” continues. Stakeholder Connect is a platform enabling OCM to track and monitor the needs of each department and provides the Department Agency Readiness Teams (DARTs) a “one-stop-shop” portal for resources and information needed to further ready departments for CSPS system implementation.

We are dedicated to information sharing and will continue to keep you updated on progress and milestones. If any questions or inquiries arise, please feel free to reach out to us at [CSPShelp@sco.ca.gov](mailto:CSPShelp@sco.ca.gov). We also invite you to explore our [California State Payroll System \(CSPS\) Project website](#).

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.