



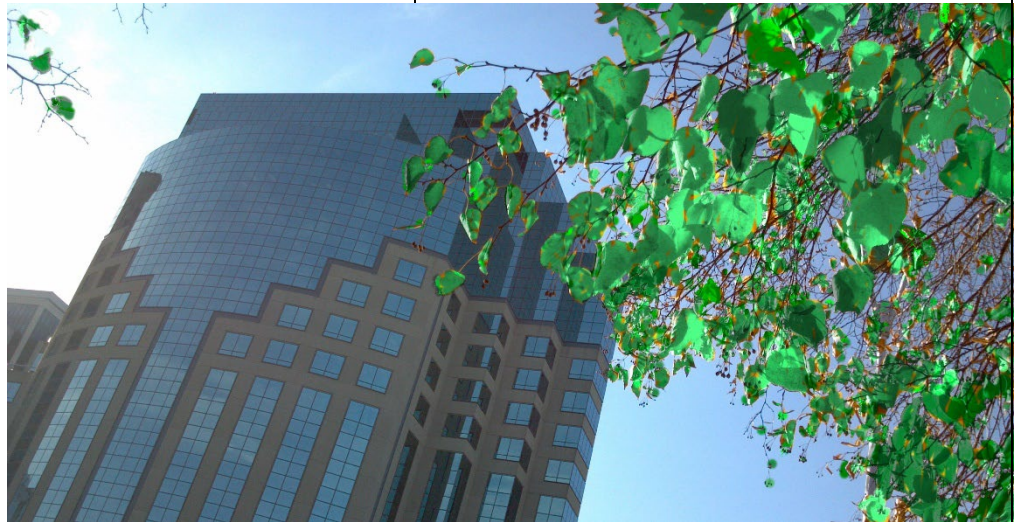
THE PPSD REGISTER

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

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State Controller's Office
Personnel and Payroll Services
Division



Key Highlights This Month

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- ✓ [Savings Plus Update](#)
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SCO KEY INITIATIVES

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

[CALIFORNIA STATE
PAYROLL SYSTEM
\(CSPS\) PROJECT](#)

CONTACT US

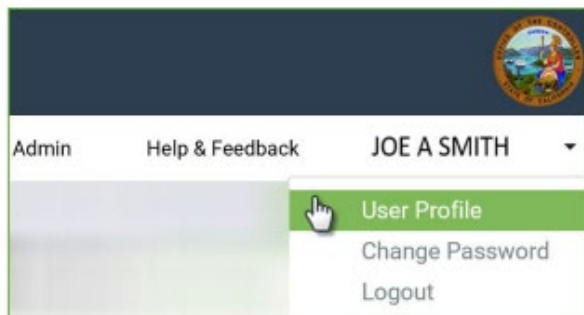
(916) 372-7200

ppsdops@sco.ca.gov

SCOConnect: Keep Your Email Address Updated

The SCOConnect Team would like to remind users to check their [Cal Employee Connect \(CEC\)](#) user profile to make sure their email address is up to date.

Employees can easily update their email by first logging in to their CEC account, clicking their name at the top right-hand side of the screen, and then selecting User Profile from the dropdown list.



Having a current email on file in CEC will ensure the employee will always have access to their account and all correspondence, including confirmation emails from CEC. If additional assistance is needed, please review the [CEC user guide](#).

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](#)

Savings Plus Update

The updated [Savings Plus Lump Sum Separation Pay Form](#) went into effect July 1. Separating or retiring employees can now select a “Do it for Me” option to defer 100% of their lump sum separation pay (up to the allowable limits set forth by the Internal Revenue Service annually). If an employee wishes to customize their deferrals, or defer only a portion of their leave balances, the updated form features a simplified and streamlined table to indicate their elections.

Also, effective July 1, a separating or retiring employee’s lump sum separation contribution elections are irrevocable. By signing the form, employees acknowledge their election is irrevocable once submitted to personnel. The form cannot be changed, amended, or revoked.

The Savings Plus Education and Outreach Team is prepared to assist with any questions you or your employees may have. You may also find it helpful to view the detailed and robust [Frequently Asked Questions](#). Savings Plus has partnered with the State Controller's Office (SCO) Instructional Design Program to enhance Lump Sum training modules for Personnel and Payroll Specialists.

Human resources (HR) representatives may contact Savings Plus directly at leaverollover@calhr.ca.gov or 916-909-3717. Please direct your employees to contact the Solutions Center at 855-616-4776.

2024 Benefits Open Enrollment is Here

The annual open enrollment period for health, dental, Premier Vision, and all FlexElect accounts runs from September 16 to October 11. All open enrollment actions will be effective January 1, 2025. 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 2024 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.
- Remind Permanent Intermittent (PI) employees that they must enroll in FlexElect/CoBen Cash Option each plan year during open enrollment. All other employees currently enrolled in FlexElect/CoBen Cash Option will be automatically re-enrolled for the 2025 plan year. 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 2025 calendar year.
- Use SCO Civil Service Benefits [2024 Open Enrollment Resources](#).
- Contact the Statewide Customer Contact Center at (916) 372-7200 with questions. If you have suggestions, submit them to PSPDHRSuggestions@sco.ca.gov.

National Payroll Week

[National Payroll Week](#) celebrates America's employees and the payroll professionals who ensure they get paid. This year, National Payroll Week is scheduled to run September 2 - 6.

At 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 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!

Statewide Customer Contact Center and Escalation Email

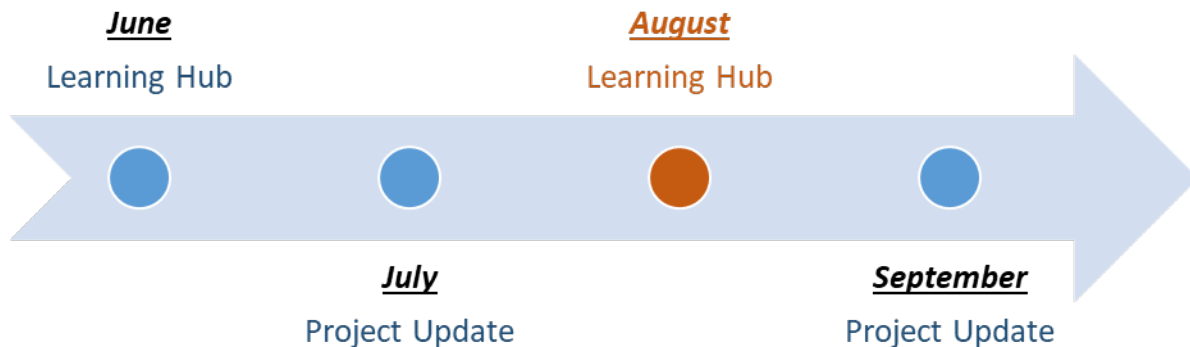
At PPSD we are dedicated to ensuring that HR offices have all the resources they need to succeed in their daily tasks, as well as assisting with their personnel and payroll inquiries. If you need to contact PPSD, or seek additional information related to personnel or payroll, then please call the [Statewide Customer Contact Center \(SCCC\)](#) at (916) 372-7200. The [Call Directory](#) to reach out to the appropriate program area is available on the SCO website. If your call is regarding the status of a document, please first check the [Weekly Processing Dates](#) at the bottom of the “What’s New” webpage for civil service (CS) and California State University (CSU) employees 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 48 hours.

If you are an HR Supervisor or Manager, and you have already attempted to contact the SCO Operations Bureau, then you can escalate your personnel or payroll inquiries to PPSDOps@sco.ca.gov. Please [review examples](#) of which types of inquiries warrant an escalation email and which do not prior to sending your escalation email. 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 (e.g., 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 (e.g., 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



Fundamentals of Change Management: Effective Communication

Communication is the lifeblood of Organizational Change Management (OCM). From the "why" to the "how," it is important to ensure that information is communicated clearly and consistently. Transparent communication builds trust and helps individuals understand the rationale behind the change. Let us look at how communicating about change is key to successful transitions and how the California State Payroll System (CSPS) Project is using communication to help enable change.

Aligning Vision and Goals

Clear communication ensures that all stakeholders (employees, managers, and sponsors) understand the reasons behind the change and how it aligns with the organization's vision and goals. The CSPS Project supports the State Controller's Office organizational goal to "deliver core services and products more effectively through innovative business processes and technology solutions." When individuals grasp the 'why' and 'what' of change, they are more likely to embrace it and contribute positively to its success.

Building Trust through Transparency

Transparent communication fosters trust among individuals impacted by change. During periods of change, uncertainty can lead to resistance and concern. Open dialogue and honest information-sharing builds awareness about the change and the expected impacts, reassuring stakeholders, and helping to prevent the spread of misinformation. The CSPS Project is committed to sharing information and providing project updates through various communication channels such as articles, newsletters, webpages and more.

Facilitating Engagement and Collaboration

Effective communication encourages engagement and collaboration. It invites people to participate in the change process, providing them with opportunities to offer feedback, ask questions, and suggest improvements. For example, the CSPS Project OCM Team invited and incorporated feedback from stakeholders during the development of the Stakeholder Connect Liaison Portal. This type of involvement not only enhances quality but also promotes a sense of ownership and commitment to the change initiative.

Mitigating Resistance and Overcoming Challenges

Resistance is a natural reaction to change for some people. Through clear communication, leaders can address concerns proactively, identify sources of resistance, and devise targeted strategies to overcome challenges. The CSPS Project follows a detailed resistance management plan lead by the OCM Team. This plan outlines the cycle of managing resistance beginning with recognizing it exists and diagnosing the cause, tracking and mitigation, measuring the success of the mitigation activities, and monitoring the resistance over time. By acknowledging doubts and addressing them openly, resistance to change can be reduced, resulting in a smoother transition.

Ensuring Consistency and Continuity

Consistent communication ensures that everyone receives timely updates and stays informed about the progress of the change initiative. It prevents confusion and minimizes disruptions to daily operations, thereby maintaining productivity and performance levels throughout the transition period. Ensuring consistent messaging is one of the more formidable challenges of managing change on the CSPS Project. The Department Agency Readiness Teams (DARTs) and their Agency Change Experts (ACEs) on the CSPS Project OCM Team are an integral component of our communications plan and are essential to consistent communication. ACEs deliver consistent and timely messaging across the DART structure. The DART Liaisons, in turn, relay that information to stakeholders in their departments or agencies.

In essence, effective communication is not merely a supportive element of OCM, it is its keystone. By fostering understanding, trust, engagement, and alignment, organizations can navigate change more smoothly and achieve sustainable success. OCM begins and ends with communication; through clarity and openness, transformation can be realized.

We are dedicated to information sharing and continuing to keep you updated on progress and milestones of the CSPS Project. Please feel free to reach out to the OCM Team at CSPShelp@sco.ca.gov with any questions or inquiries. We also invite you to explore our [California State Payroll System \(CSPS\) Project](#) website.