



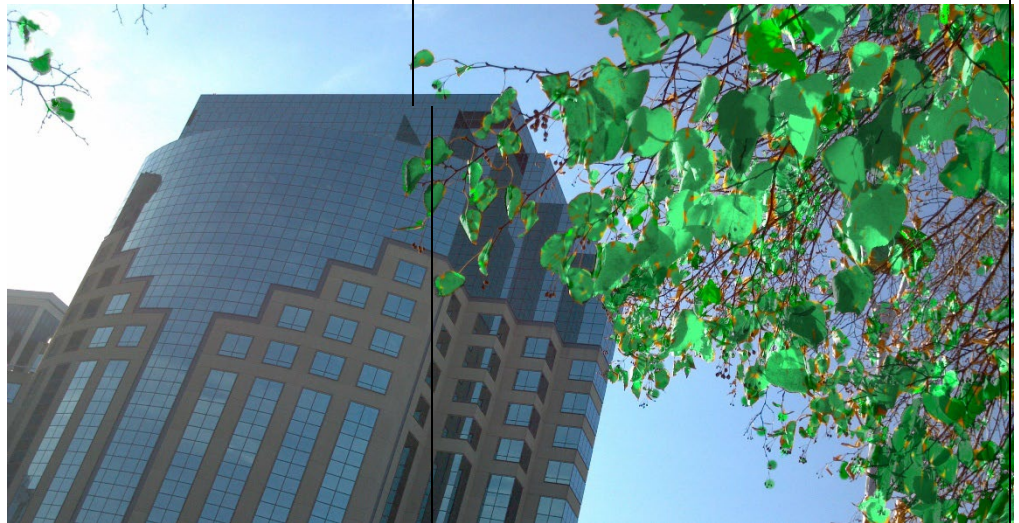
THE PPSD REGISTER

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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SCO KEY INITIATIVES

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

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

CONTACT US

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Verification of Employment

PPSD audits and processes all personnel and payroll transactions for individuals holding state Civil Service (CS), California State University (CSU), or exempt positions. Employees can obtain their Verification of Employment (VOE) using these options:

- **Work Number:** The Work Number is an automated service in which departments and campuses voluntarily elect to participate. There is no cost to departments to sign up for this service. Employees at participating departments or campuses can use this system to provide employment or income verification to organizations such as mortgage companies or rental agencies. Please view [The Work Number](#) webpage on the SCO website for more information regarding VOE.
- **Contact Departmental Human Resources (HR) Office:** For any information employees cannot obtain from The Work Number, reach out to their respective [Departmental HR Office](#).
- **State Locator:** To obtain employees' CS agency or CSU campus contact information, contact the Statewide Locator by phone at (916) 322-2760.

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](#)

Dental Enrollment Form Reminder

Effective May 1, SCO no longer accepts outdated versions of the STD. 692 Dental Enrollment form. Departments should confirm that all dental plan enrollments, cancellations, and changes are submitted to SCO on the most current version of the [STD. 692 Dental Enrollment form](#). The current version of the form can be accessed through the Benefits Calculator and features a revision date of 3/2021. Departments and employees are strongly encouraged to use the [Benefits Calculator](#) to fill out the Dental Enrollment form to ensure that the form is completed accurately. Please view the related [HR Manual Policy](#) on CalHR website for further clarification.

SCOConnect Enhancements

Cal Employee Connect (CEC)

- **Multifactor Authentication (MFA) Enhancements**

It is more important than ever to secure your CEC account, as well as all of your personal online accounts against unauthorized access. With an increase in suspicious personal account activity due to weak and/or reused passwords, as well as the same user IDs being used across multiple online accounts, we highly recommend state employees take immediate action to secure their personal identifiable information (PII).

CEC offers secure MFA through the use of an Authenticator App downloaded to your smartphone. It only takes few minutes to enable, and we encourage you to do so now.

Steps to Enable Multifactor Authentication:

1. Log into CEC and turn on MFA.
 - a. When turning on MFA, you will be prompted to download an authenticator application of your choice to your smartphone (preferably to your personal phone).
 - b. Through the respective app store (e.g., Google Play, Apple Store), choose one to install.
2. Update your password to a strong, unique password. Keep it different from any other accounts.
3. Regularly check the email you used to register with CEC for any communications detailing changes to, or transactions with your account.

SCO is reinforcing the importance and recommendation of implementing MFA on CEC.

The Enable MFA [user guide](#) provides additional guidance when users plan to implement. In addition, we strongly advise that you communicate with your IT and Human Resource departments before a notification is sent out, as there is a possibility MFA questions may inadvertently be directed to them.

If you have any questions, please contact your IT Support or refer to [CEC Help and Feedback](#).

ConnectHR

- **File Upload Feature Reminder**

To reduce [ConnectHR](#) uploads to the incorrect program area, PPSD is sending an error notification to the department's HR office. The error notifications are being sent to the HR's universal email inbox.

PPSD encourages HR offices to refer to their universal email inbox regularly to identify any misrouted document error notifications so the documents can be uploaded to the appropriate program area and avoid further delays in processing. If you need to update your department's universal email, you may do so on the California Personnel Office Directory (CPOD) [Update Form](#).

Reminder: Misrouted documents do not meet the criteria for an [escalation email](#) or expedited processing. Please ensure you are selecting the correct “Document Type” option before submitting your document(s).

A screenshot of a web interface for uploading files. At the top, there is a header with a green upload icon and the text 'Upload Files'. Below this is a section titled 'Select Document Type' which contains a dropdown menu. The dropdown menu is currently open, showing the text 'Select file type. Type here to filter' and a small downward-pointing arrow on the right side.

- **Accounts Receivable (A/R) Payroll Deduction (035) Feature**

The SCO ConnectHR team has successfully developed the new ConnectHR A/R 035 feature. The A/R 035 feature encourages HR staff to collect A/R payroll deductions directly via ConnectHR. This feature is used in lieu of the STD. 674 A/R form. Transactions submitted through this feature are processed on the next payroll cycle date, generally the next business day.

The A/R 035 feature is designed to establish one or more payroll deductions (035 deductions) to fulfill the entire net of an A/R. This feature can only fulfill the full amount of the A/R that may be collected, and does not accommodate partial collections or custom collection amounts month-to-month.

This new feature leverages modern technology to allow ultra-fast and accurate payroll processing. This feature is now available to all CS departments and CSU campuses. By the end of May 2023, more than 30,406 payroll deductions have been processed and over \$6,879,447.22 has been recovered.

Each HR office is responsible for identifying who will access to this feature and staff should work with their agency’s Security Monitor to request access. The Security Monitor will work with the [ConnectHR team](#) to permit access.

The A/R 035 feature is another example of SCO’s commitment to innovation and dedication to customer service.

For assistance or to share feedback, you may contact the SCO ConnectHR team at ConnectHRHelp@sco.ca.gov.

State Employee Inquiries

SCO receives inquiries directly from CS and CSU employees via the [contact us](#) link on the SCO website. The most common inquiries we have received so far in 2023 include W-2 requests, paycheck, benefits, deductions, and direct deposit questions. Of the inquiries received so far this year, 45% were sent back to the employee’s Departmental HR Office to further assist the employee.

If we receive an inquiry from an employee who does not believe they are receiving appropriate assistance from their HR office, SCO provides them with contact information for a Personnel Specialist and Transactions Manager at their department, as listed in the [California Personnel Office Directory \(CPOD\)](#). We copy the Personnel Specialist, Transactions Manager, HR Chief, and blind copy the department’s universal email box (Personnel Transactions) in all of our responses. If you need to update your department’s CPOD contacts, you may do so using this [CPOD update form](#).

We ask that HR offices make employees aware of resources available to them such as [SCO](#), [California Public Employees' Retirement System](#), [California Department of Human Resources](#), and [Cal Employee Connect](#).

A Shining Example towards the Future State

The goal of the Program Management and Operational Readiness Assessment Project, first introduced in January 2020, was to improve service levels for our customers by establishing efficiencies in business process and procedures while successfully managing specialized teams to meet established goals. SCO has been a leader in accurate, efficient, effective, and responsive personnel and payroll services. Although the third and final phase of the project concluded in December 2022, SCO embraced new and improved processes, introduced new technology, and adapted a customer-focused mindset leading to the elimination of workload backlogs. SCO has reached many accomplishments during this project and will continue to improve business processes and supporting a hybrid work model. We have numerous goals to accomplish throughout the remainder of 2023, including augmenting communication, education, and outreach.

The story of change at SCO represents the best of what can be done in state service, even in the most established of organizations. It starts with savvy, determined leadership; complete executive support; the knowledge of where you want to be and how you plan to get there; and the fortitude to see it all through, regardless of how much time and effort it takes. As this example demonstrates—even with the bureaucratic and political hurdles encumbering change in state service—nothing is impossible. The changes embodied by SCO prove public sector organizations can create the modifications they need to produce the results they desire.

Similar to her dedication in modernizing California's property tax system while in her previous role at the Board of Equalization, State Controller Malia M. Cohen will advance the state's payroll system by leading the CSPS Project to implementation. Executing essential details will enhance the work experience for all customers. Testing, tracking, and monitoring data will evolve into data analytics with the growth and modernization of the future state. Under Controller Cohen's leadership, both CEC and the CSPS project will continue their forward progress to achieve the vision set forth by her administration for these initiatives.

We encourage you to read the full article, [A Shining Example of Future-Focused Change at the State of California](#), on the SCO website.

CSPS Monthly Snapshot

April: Project Update

May: Learning Hub:
Change Curve

June: Project Update

July: Learning Hub:
Managing Uncertainty



Change can be difficult for some, especially when it comes to implementing a new HR and payroll system. We understand that state employees are eager to learn more about organizational changes once we transition to the future state. We have heard your questions and concerns, and we want to assure you that we are committed to keeping you informed every step of the way. It is understandable to want to know what's in store for you, and the PPSD Organizational Change Management (OCM) Team wants to assure you that we will work with your Department Agency Readiness Team's Liaison to help keep you informed of the training and knowledge transfer plans. Our goal is to make the transition to the future state as smooth as possible for all team members.

As reflected in the CSPA project timeline, we anticipate selecting a software solution and system integrator to help us build, test, and release our new system by late summer of this year. Once the system integrator is on board, we will enter a planning window that will last about six to nine months, followed by approximately one year of design, development, configuration, and testing of the software solution.

In addition to planning for impact to various roles, there may be organizational changes that may be made to ensure a successful transition to the future state. We want to reassure you that any changes will be made with the goal of improving our operations and creating a more efficient organization so we can continue to serve our customers at the highest level possible. A key benefit is the elimination of the need for paper processes and the associated rework. As we move forward, we will keep you informed of any changes that are being considered and how they may impact your role.

The project teams are currently working together to prepare for change. One example of this work is data cleansing, where business rules that govern the data are identified and corrections are prioritized and addressed. The project Technical Team aims to complete all medium-and high-priority data corrections by June 2023. Once the System Integrator is on board, a Future State Support Model will be developed to provide a roadmap for training to ensure all team members are prepared to successfully engage with the new system to fulfill their job roles. Moving away from the familiar can be difficult, but we are confident that with proper planning and communication, we can successfully transition to the future state.

Finally, we want to emphasize that we are committed to transparency throughout this process. We understand the importance of sharing information as soon as we know it, and we will continue to communicate with you regularly.

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. We also invite you to explore our [California State Payroll System \(CSPA\) 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.