



# 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.

**June 2024**

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State Controller's Office Personnel  
and Payroll Services Division



## Key Highlights This Month

- ✓ [Verification of Employment](#)
- ✓ [Executive Office Inquiries](#)
- ✓ [SCOConnect: ConnectHR Upload Reminder](#)
- ✓ [California State Payroll System Project Update](#)

### SCO KEY INITIATIVES

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

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

### CONTACT US

(916) 372-7200

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

## Verification of Employment

The Personnel and Payroll Services Division (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 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](#).
- **Statewide 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](#)

## Executive Office Inquiries

SCO receives Executive Office (EO) inquiries directly from CS and CSU employees via the [contact us](#) link on the SCO website. The most common inquiries we have received in 2024 are related to [Form W-2, Wage and Tax Statement](#) requests, paycheck errors, general information, back pay issues, and direct deposit. Of the inquiries received so far this year, 72% were sent back to the employee's Departmental HR Office to further assist the employee.

If we receive an inquiry from an employee that should be addressed by their HR office, SCO will provide them with contact information to a Personnel Specialist and Transactions Manager within 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 our responses. If you need to update your department's CPOD contacts, you may do so using the [CPOD update form](#).

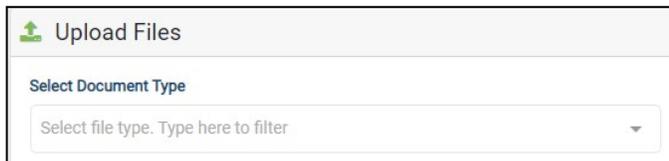
We ask that HR offices make employees aware of the resources available to them such as [SCO State Employees Webpage](#), [California Public Employees' Retirement System](#), [California Department of Human Resources](#), and [Cal Employee Connect](#).

## SCOConnect: ConnectHR Upload Reminder

To reduce [ConnectHR](#) uploads to the incorrect program area, PSD is sending error notifications to the department's Human Resources (HR) office. These error notifications are being sent to the department's respective HR universal email inbox.

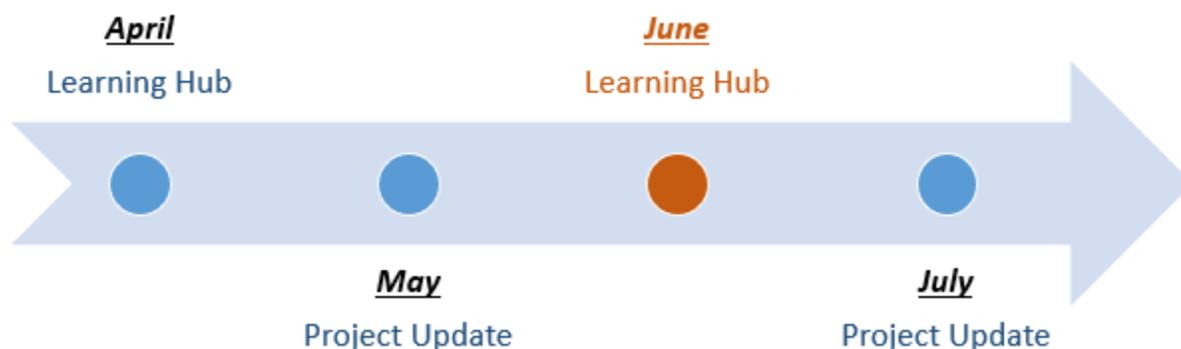
PSD encourages HR offices to refer to their universal email inbox regularly to identify any misrouted document error notifications so the documents can be uploaded to the appropriate program area and avoid further delays in processing. If you need to update your department's universal email, you may do so using the [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).



The screenshot shows 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 has a light gray background and contains the text "Select file type. Type here to filter" followed by a small downward-pointing arrow icon.

## California State Payroll System Monthly Snapshot



Comprehensive planning is crucial for Organizational Change Management (OCM) because it provides a roadmap for navigating complex transitions. During the planning process, potential obstacles are identified, along with possible risks. Understanding the impact these obstacles and risks cause allows OCM practitioners to allocate resources effectively and ensure alignment with organizational goals. Without comprehensive planning, change efforts can be chaotic, leading to resistance, confusion, and ultimately, failure. The roadmap to successful change follows this plan. A well-structured plan not only provides a sense of direction, but also serves as a reference point for all involved parties.

Let us take a deeper dive into five (5) important aspects of a comprehensive OCM plan.

- 1. Identifying Potential Obstacles:** Comprehensive planning involves assessing the current state of the organization and identifying potential barriers to change, such as lack of awareness and information leading to resistance from stakeholders, lack of resources, or conflicting priorities. By anticipating these obstacles, organizations can develop strategies to address them proactively. OCM practitioners for the CSPS project conducted in-depth organizational assessments planning early in the project. These assessments led to the development of several plans (e.g. OCM Plan, Communications Plan, Stakeholder Engagement Plan, Resistance Management Plan, and others) that are all linked together to create a comprehensive approach.
- 2. Mitigating Risks:** Change inherently involves risk, including potential disruptions to operations, financial impacts, or loss of morale. Through comprehensive planning, organizations can identify and analyze these risks, develop risk mitigation strategies, and establish contingency plans to minimize the negative impacts of change. The CSPS project team monitors risks regularly with an established risk and issue meeting cadence. When risks are identified, mitigation plans are developed and monitored closely.
- 3. Allocating Resources Effectively:** Change initiatives often require significant resources, including financial investment, time, and staff hours. Comprehensive planning helps organizations allocate these resources strategically, ensuring they are used efficiently to

support the change effort and maximize its chances of success. The CSPS Project team plans, estimates, budgets, funds, manages, and controls project costs based on an approved budget.

4. **Ensuring Alignment with Organizational Goals:** Change initiatives must align with the broader goals and objectives of the organization to be successful. Comprehensive planning involves clarifying these goals and ensuring that the proposed changes are consistent with the vision. This alignment helps maintain focus and ensures that change efforts support the organization's overall strategy. The CSPS project team engage with department representatives known as Business Process Owners and their advisory committees to understand the processes at the departments in relation to HR and payroll requirements.
5. **Managing Resistance:** Resistance to change is common and can disrupt even the most meticulously crafted initiatives. Comprehensive planning includes strategies for identifying and addressing resistance, such as communication plans, stakeholder engagement strategies, and change management processes that involve employees in the change process and address their concerns. A key aspect of addressing resistance is the understanding that many times people resist change because of fear of the unknown and lack of awareness and understanding of the need for change. CSPA Agency Change Experts (ACEs) work closely with departments through department liaisons and Department Agency Readiness Teams. ACEs play the role of trusted advisor, focusing on providing information and support for the departments and helping to minimize fear and resistance.

Overall, comprehensive planning provides a structured approach to change management, helping organizations anticipate challenges, leverage opportunities, and navigate transitions effectively.

We are dedicated to information sharing and continuing to keep you updated on progress and achievement of major 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 encourage you to explore our [California State Payroll System \(CSPS\) Project](#) website.