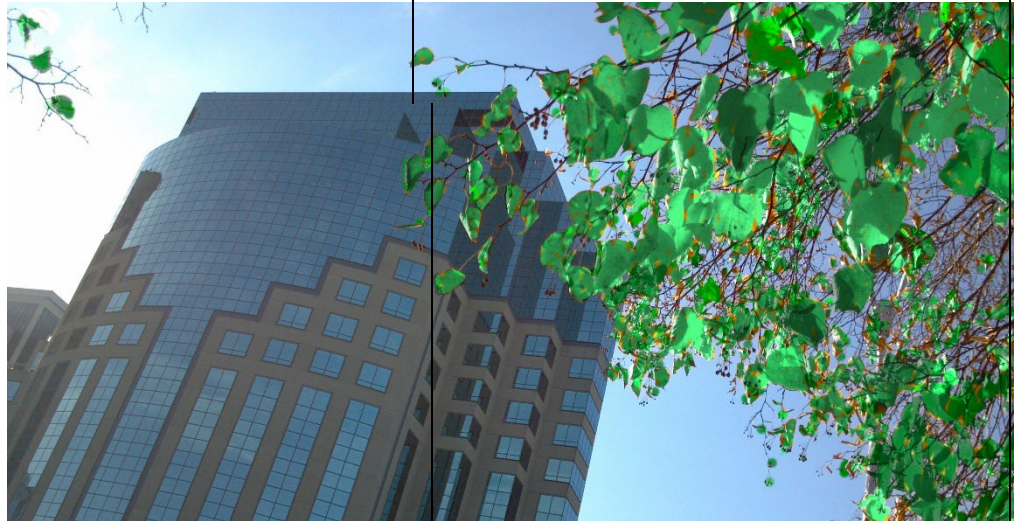# THE PPSD REGISTER

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

Key Highlights This Month

- ✓ Date of Entitlement Reminder

- ✓ 2023 Benefits Open Enrollment Reminder

- ✓ STD.699 Direct Deposit Enrollment Authorization Form Update

- ✓ Avoiding Phishing Scams

- ✓ 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

Date of Entitlement Reminder

In reference to Personnel Management Liaisons (PML) 2007-026 and the May 12, 2023, Department of Human Resources (CalHR) Announcement, the California Code of Regulations (CCR) 599.668 allows departments to make salary corrections up to one year from the time corrective action was initiated. This California Code references various salary rules.

Additionally, Government Code section 19815.8 limits the amount of time employees can seek relief concerning laws administered by CalHR. While we are working on a policy to address this, departments are not delegated to backdate pay beyond one year.

To request a backdate that changes an employee's salary or pay history, including pay differentials and merit salary adjustments beyond one year, please have your designated Personnel Services Branch (PSB) contact email psb@calhr.ca.gov. The request should include a summary of the issue, the employee's name, how the issue came to your attention, and what you are requesting.

SCO will not process documents that exceed 12 months without a CalHR-approval attached to the documents.

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 Reminder

The annual open enrollment period for health, dental, Premier Vision, Consolidated Benefits (CoBen), and all FlexElect accounts runs from September 18 to October 13. All open enrollment actions will be effective January 1, 2024. Please submit your documents to ConnectHR on a flow basis and use the 2023 Open Enrollment Resources.

For more information on 2023 Open Enrollment, check out the August 2023 PPSD Register. You may also contact the Statewide Customer Contact Center at (916) 372-7200 with questions. If you have any suggestions, please submit them to PPSDHRSuggestions@sco.ca.gov.

STD.699 Direct Deposit Enrollment Authorization Form Update

Effective November 1, the State Controller's Office (SCO) will no longer be accepting the hardcopy STD.699 Direct Deposit Enrollment Authorization forms for processing via ConnectHR. Changes to Direct Deposit will only be accepted through the Cal Employee Connect (CEC) Direct Deposit feature or use of the Enterprise File Transfer Protocol (EFTP) by the departmental HR office.

Please keep in mind the added security enhancements in place for updating Direct Deposit via CEC:
- CEC users will need to be on their agency network to submit a Direct Deposit request. Outside of their agency network will be view only and unable to access this Employee Services feature.
- The Direct Deposit feature will require the user to enter a confirmation code sent to the user's email on file to complete the request.
- Request to change an email address will have a 96-hour waiting period before access to Employee Services, such as Direct Deposit, becomes available.

For use of EFTP, agencies have the ability to request their Direct Deposit enrollments digitally using the 699 Excel Spreadsheet File Generator, and send the data in a text file to SCO. This allows for paperless processing of Direct Deposit documents, increases processing speed, and gives agencies an efficient way to document/transfer requests.

Refer to the SCO Website for additional information on the Direct Deposit Program and to sign up for EFTP.

Avoiding Phishing Scams

Taking data protection personally is essential, as personal data represents the digital DNA of people. When that information is compromised and/or altered, the damage done could lead to a long recovery. This is true in both your agency and your personal lives. Use this mindset daily, and consider the consequences of falling for a phishing scam or other cyberattack. Cybercriminals use a wide range of generic phishing attempts, knowing that all it takes is just one person to click on a link or download an attachment. Spot phishing attacks by being aware of common red flags such as poor

grammar and spelling, threatening or urgent language, suspicious links or attachments, and unrealistic promises of money or prizes. Not all phishing scams are obvious; therefore never assume someone is who they say they are. Treat all requests for information with skepticism. Keep these tips in mind as you and your employees utilize CEC.

- Do not trust messages that attempt to get you to reveal any personal information.
  - Be aware of pretexting. A pretext is a fictional scenario designed to trick someone into revealing their confidential information. A common example is a text message, phone call, or email that claims an account has been compromised and that you need to confirm your login credentials immediately to avoid deactivation.
  - CEC will never contact you via text messaging. The only communication from CEC to your employees comes from [ConnectHelp@sco.ca.gov.](mailto:ConnectHelp@sco.ca.gov)
  - [Enable Multifactor Authentication (MFA)](#) for your CEC account, and encourage your employees to do so as well.
- Do not respond to telephone calls or emails requesting personal financial information. If you are concerned, contact the financial institution directly, using the phone number that appears on the back of your credit card or on your monthly statement.
- Protect each of your accounts with a strong, unique password. The longer the password, the harder it is to hack. Make sure every account gets its own distinct password.
  - Never save your login information when you are using a web browser.
- Download software on your personal devices that can convey whether you are on a safe and secure or phony website.
  - If you utilize public WiFi, use a Virtual Private Network (VPN), which gives you an encrypted connection and averts criminal hackers from seizing your internet traffic and stealing your data.
- Pay close attention to URLs.
- Lock your devices when not in use.
- Keep your applications (apps) updated to ensure they have the latest security, including routine software updates and updating your MFA apps.

In the end, security and privacy will be determined by the individuals who are alert, identify threats, and report them instantly.

For additional information, please contact your department's Information Security Office (ISO).
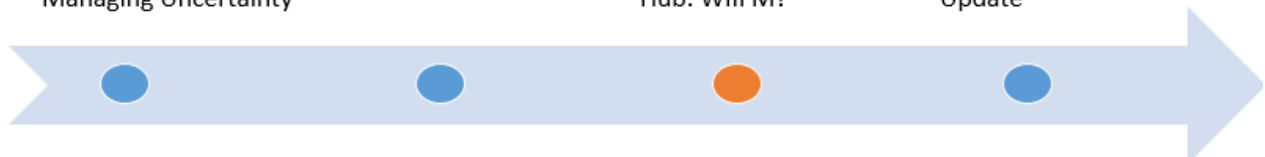
California State Payroll System Monthly Snapshot

July: Learning Hub: Managing Uncertainty

August: Project Update

September: Learning Hub: WIIFM?

October: Project Update

You have likely heard the term WIIFM in the past. WIIFM is an acronym that stands for "what's in it for me." WIIFM is one of the most powerful elements in the practice of Organizational Change Management (OCM). Highlighting the WIIFM for those impacted by change can help build support and uncover the benefits of changing. Understanding the benefits of change reduces uncertainty and helps commitment to change by increasing stakeholder understanding. WIIFM focuses on the individual, the key component to successful change.

Organizations are made up of people. When an organization goes through change, it is the individuals that make up the organization that are impacted. Organizations do not change, people change. WIIFM will be different for each individual because everyone on your team or department may be impacted differently. So, when considering the changes associated with the California State Payroll System (CSPS) project, it is important to keep in mind that change happens for a reason; the CSPS project is happening to provide modern, cloud-based HR and payroll platform for all state employees that will provide an increased level of self-service and access to personal payroll information and less arduous manual work for our HR and payroll professionals. In

other words, while CSPS will bring change, the aim is also to provide benefits for all state employees who will use the new system.

Identifying specific WIIFMs will become easier as the project matures and the future state comes into focus. Take the time right now, and ask yourself two questions. How might this project benefit me personally in my day-to-day operational work? How might this project benefit me as an employee of the state? For instance, if you are an HR professional, you may benefit from the reduction of manual processing time for re-work because the system will have the ability to validate entries as they are entered. As an employee of the State of California, having access to your HR-related information at your fingertips for the first time may be helpful. These are just a few examples of the various positive impacts modernizing our payroll and HR management systems will have. Stay tuned and find out more about what is in it for you.

We are dedicated to information sharing and will continue to keep you updated on progress and milestones. If any questions or should any 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 (CSPS) Project website.