



# 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.*

## HELPFUL TOOLS

[COVID-19 FAQ](#)

[EPSLA/E-FMLA 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](#)

## SCO KEY INITIATIVES

[Cal Employee Connect](#)

[California State Payroll  
System Project](#)

## Statewide Civil Service Benefits Program: 2021 Open Enrollment is Here

The annual open enrollment period for health, dental, Premier Vision, and all FlexElect accounts runs from September 20 to October 15. All open enrollment actions will be effective January 1, 2022. The Statewide Civil Service (SCS) Benefits program processes approximately 30,000 dental ([Std.692](#)) and FlexElect forms ([Std. 701R/701C](#)) 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 the processing of forms sent to the State Controller's Office (SCO):

- Inform employees of the 2021 open enrollment period.
- Send reminders to employees to encourage the submission of open enrollment changes as soon as possible.
- Audit the open enrollment forms being submitted to ensure they are accurate and complete.
- No action is needed for the FlexElect Benefit Plan for employees entitled to Pay Differential 440 during the 2021 open enrollment period. Employees will continue receiving this differential until June 2022, per the provisions in their Memorandum of Understanding (MOU). Employees receiving Pay Differential 440 are not entitled to the FlexCash Benefit. The California Department of Human Resources (CalHR) and SCO will release additional information before discontinuation of Pay Differential 440.
- Submit open enrollment forms on a flow basis to SCO for processing through ConnectHR, or at [openenrollment@sco.ca.gov](mailto:openenrollment@sco.ca.gov) if your agency does not yet have ConnectHR access.
- Remind employees to use the [Benefits Calculator](#) provided by CalHR.
- Review the California Public Employees' Retirement System Board of Administration approved [health plan premiums](#) for the 2022 calendar year.
- Use SCO [Civil Service Benefits Open Enrollment Checklists](#).
- 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).

## PPSD Program Management and Operational Readiness Assessment Project

The Personnel and Payroll Services Division (PPSD) is committed to providing accurate and timely personnel and payroll services through quality customer service. In fact, it is our mission. In January 2020, PPSD embarked on a three-year journey to improve service levels for our customers by establishing efficiencies in business processes and procedures while effectively managing specialized teams to meet established goals. We call this effort the Program Management and Operational Readiness Assessment Project.

Several reasons drove our decision to develop and execute this project. Changing business requirements resulting from legislation and bargaining agreements often meant we were handling new and urgent workloads while still meeting obligations to you, our customer. We saw the need to place even greater value on customer service and embrace change. We wanted to move away from manual and paper-based processes, while doing a better job educating customers to reduce incomplete or incorrect documents and transactions.

The Program Management and Operational Readiness Assessment Project's methodology is to evaluate staff, business processes, and technology, while preparing a transition to the California State Payroll System Project's Human Resources Management System. This initiative will be managed in three phases over a period of more than three years:

- **Phase 1** (January 2020 through December 2020): During Phase 1, PPSD established a Service Level Portfolio and baseline expectations. We piloted workload strategies and developed projection models for every workload. We brought the disability programs within baseline service levels and documented lessons learned in order to use them in phases 2 and 3.
- **Phase 2** (January 2021 through December 2021): During Phase 2, our primary focus has been on SCS benefits programs. We have enhanced internal and external communication methods and increased customer training courses by developing e-learning modules and offering virtual instructor-led training.
- **Phase 3** (January 2022 through December 2022): During Phase 3, PPSD will focus on programs that remain outside of our service levels, such as our Statewide Personnel and Payroll Programs. For Phase 3, we plan to use lessons learned during phases 1 and 2.

Our ultimate goal is for you to recognize SCO as a leader in accurate, efficient, effective, and responsive personnel and payroll services. We are pleased with the progress made during Phase 1 of the project. We started Phase 2 strong and have been hitting milestones successfully. We expect to meet our goals by the end of this year. Thank you for your continued support as we work to eliminate our backlog.

### CONTACT US

(916) 372-7200

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

Newsletter Suggestions

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

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