



THE PPSD REGISTER

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

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Personnel and Payroll Services
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SCOCONNECT:

[CAL EMPLOYEE
CONNECT
CONNECTHR](#)

SCO KEY INITIATIVE

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

CONTACT US

(916) 372-7200
ppsdops@sco.ca.gov

2025 Benefits Open Enrollment Reminder

The annual open enrollment period for health, dental, Premier Vision, Consolidated Benefits (CoBen) and all FlexElect accounts runs from September 15 to October 10. All open enrollment actions will be effective January 1, 2026.

Please submit your documents to [ConnectHR](#) on a flow basis and use the [2025 Open Enrollment Resources](#). For more information on 2025 open enrollment, check out the [August 2025 PPSD Register](#).

Get Ready for Open Enrollment September 15 to October 10

Mark Your Calendars for Benefits Open Enrollment!

Life changes can require benefit changes. For state employees, open enrollment is the time to make changes to their benefits for a life well lived.

Open Enrollment: September 15 to October 10, 2025

During this time, employees can enroll, make changes, and/or cancel the following benefits:

- Health, dental and vision plans
- COBRA coverage
- FlexElect Reimbursement Accounts
- Cash options
- Legal insurance
- Long-term disability (LTD)
- Supplemental life insurance

How to Prepare for Departmental Personnel Offices:

Your employees rely on your departmental personnel office to spread the word and help them make informed choices about their benefits. CalHR is here to support you.

1. **Bookmark the website**

Use the [Open Enrollment website](#) and share it with your department for planning details and helpful resources, like the Benefits Summary Guide and Benefits Calculator.

HELPFUL TOOLS



[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](#)

SCO Forums

[Transaction Supervisors' Forum:](#)

September 18

October 16

[Transaction Specialists' Educational Forum:](#)

October 2

2. **Mark your calendar: Virtual HR Professional Lunch and Learn on September 25**
Get the latest updates from CalHR, SCO and CalPERS. Learn about benefit changes, enrollment tips and best practices—plus a live Q&A. **Registration coming soon.** Visit the [State HR Professionals webpage](#) for details.
3. **Stay in the loop**
Subscribe to the [Personnel Officers CalHR Subscription Listserv](#) for timely updates, resources and reminders to make your job easier.
4. **Update your contact information**
Make sure your contact information is correct on the [California Personnel Office Directory \(CPOD\)](#).
5. **Encourage employees to attend Benefits Fairs**
Employees can learn about benefits options and get answers virtually or in person. Dates and locations are posted on the [Open Enrollment Benefits Fairs webpage](#).
6. **Please share the information below with your department**
Please print, post, or email the [CalHR Benefits Open Enrollment Save the Date Flyer](#) to your employees.

For Your Department Employees:

Open enrollment is your chance to review and update your employee benefits. Make sure you have the right support for your physical, mental and financial wellbeing—for yourself and your loved ones—now and in the future.

1. **Review your current benefits:** Planning for medical procedures, financial changes, or other support for you or your family? Make sure your benefits meet your needs.
2. **Attend events:** Learn about benefits options and get answers virtually or in person. Visit the [CalHR Benefits Fairs webpage](#) for event details:
 - a. **Virtual Benefits Fair** | September 10 to 11, 2025. Join from anywhere and connect with carriers online.
 - b. **In-Person Benefits Fairs** | Find an event near you! Talk face-to-face with benefit experts.
3. **Explore your options:** Starting September 15, use the Benefits Summary Guide, [Benefits Calculator](#) and other resources on the [CalHR Open Enrollment](#) website to compare plans and costs.
4. **Make your changes by October 10:** Changes take effect January 1, 2026.

Contact your [departmental personnel office](#) for support.

Statewide Customer Contact Center: Escalation Email and Helpful Tips

At the Personnel and Payroll Services Division (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 PPCS, or seek additional information related to personnel or payroll, then please call the [Statewide Customer Contact](#)

[Center \(SCCC\)](#) at (916) 372-7200. Available on the SCO website is the [Call Directory](#) that can be used to locate the appropriate program area to contact. 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; this is 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 digits of the social security number (SSN).
 - Please do not include the full SSN in an e-mail or attachments unless you follow 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 or issue, and the date(s) you contacted them.
- 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.

See below the following insider tips from the knowledgeable SCCC team:

- Utilize your resources, such as the [SCO website search function](#), the [Payroll Procedures Manual \(PPM\)](#), and the [Personnel Action Manual \(PAM\)](#).
- Please remember to leave a detailed message to help our team better understand your issue and respond promptly.
- For HR offices trying to figure out a deduction or organization code, start by checking the PPM - Section B for the description before reaching out.
- HR offices should be familiar with Payment Types (PTs) and checking Employment History (EH) to help verify if the employee(s) was/were on disability (SDI/NDI) during

the pay period(s) in question. Understanding PTs and EH can help determine which SCCC area to contact for assistance.

- When verifying a Payroll Input Process (PIP) batch that did not issue, selecting a prior valid entry and toggling between batches is an easy way to help identify common differences or errors in key entries.
- A tool that should be utilized more is the TAXI (Year-To-Date-Information System) screen.

Meet the Team: Statewide Benefits Program

The Statewide Civil Service Benefits Program is part of the Personnel and Payroll Operations Bureau (PPOB), which is within PPSD. These teams are committed to serving California with excellence, accuracy, and high-quality customer service for all stakeholders.

The Statewide Civil Service Benefits Program is committed to accurately auditing and processing many of the benefits that CS employees are entitled to. Their scope includes health, dental, vision, FlexElect reimbursement accounts, Consolidated Benefits (CoBen), and Cash Options. One of the primary responsibilities of the Benefits Unit is the annual Open Enrollment (OE) project. From September through early December, the team processes approximately 30,000+ OE benefits forms. This project alone represents more than 20% of their annual workload.

The Benefits Unit has 16 staff in total. One Staff Services Manager I (SSM I) oversees three Senior (Sr.) Payroll Specialists, two Sr. Personnel Specialists, six Payroll Specialists, two Personnel Specialists and one Office Technician (OT). There is also one Associate Governmental Program Analyst (AGPA) dedicated to the Benefit Unit. This high functioning team collaborates with each other daily to ensure all processing is done accurately and timely.

In addition to processing tens of thousands of forms a year, the Benefits Program aids agencies by researching and correcting benefits-related discrepancies. Various reports for those enrolled also worked to ensure the correct benefits are established with accurate effective dates.

Cal Employee Connect: Multifactor Authenticator Tips

The following Cal Employee Connect (CEC) Multifactor Authenticator (MFA) tips can help your employees successfully enable and use [MFA](#) on their CEC account.

1. When selecting an MFA application (app), please make sure the app generates a 6-digit verification code otherwise the employee may lock themselves out of their account. Using an MFA app that does not meet CEC verification code requirements could lock employees out of their account.
2. If the employee has a work phone and a personal phone, we recommend they enable the CEC MFA app on their personal phone. Some work phone MFA apps require updates that may break the MFA connection with their CEC account, which will lock the employee's account.

3. Once the employee downloads the Authenticator App to their smartphone, do not delete the application. The MFA application will generate a verification code that they will need to log in to their account.
4. If the employee experiences MFA issues or loses access to their MFA app, the CEC team will need to turn off MFA on their account. Please have them contact the CEC team via the [CEC Help & Feedback](#) to submit their help inquiry using the following Problem Category & Type.

Help Submission Form

Problem Category:

Problem Type:

For a list of free MFA apps to use that have been tested and recommended, please refer to the CEC MFA User Guide in the [CEC Help and Feedback](#) page under “Resources”:

Resources

This area contains links to useful resources for state employees.

User Guides & eLearnings

- [Cal Employee Connect User Guide](#)
- [Multifactor Authentication \(MFA\) User Guide](#)
- [eLearning Paycheck Tutorial](#)
- [eLearning Tax Withholdings Change](#)
 - [Tax Withholdings Quick Start Guide](#)

Savings Plus: Empower Your Employees with the Virtual Experience

Support your employees in building a stronger financial future and even fuel your competitive side with a chance to win prizes! From September 8 to November 30, 2025, California state employees can participate in the Savings Plus Virtual Experience—an engaging, interactive event designed to educate and inspire retirement readiness.

Why You Should Promote This Event:

- **Boost Employee Financial Wellness**
The experience offers practical tools and resources to help employees understand and optimize their Savings Plus retirement plan.
- **Drive Engagement with Retirement Benefits**
Interactive challenges, webinars, and personalized support make retirement planning approachable and rewarding.
- **Hands-On Learning in The Fit Lab**
Employees can explore budgeting tools, retirement calculators, and educational content tailored to their needs.

- **Direct Access to Retirement Specialists**

Participants can connect with Savings Plus representatives for one-on-one guidance and support.

- **Inclusive and Accessible**

The experience is available in Spanish and designed to be accessible to all employees, regardless of their financial starting point.

How You Can Help:

- Share the event link: savingsplusnow.com
- Include it in internal newsletters, intranet posts, or team meetings
- Encourage managers to promote participation within their teams

Let us work together to build a financially confident workforce.

Help your employees take the next step toward retirement readiness with Savings Plus.



[Follow us](#) → Events, tips and resources



SPPOutreach@calhr.ca.gov → Free financial wellness services at your department

California State Payroll System Project Update

The CSPS Project Team is pleased to share an update on recent and upcoming project activities:

- **Project Management Office (PMO) Team** continues to review and approve several Deliverable Expectation Documents (DEDs) for deliverables on the Master Project Schedule. DEDs provide a record of what is expected from each project deliverable. This ensures everyone involved understands the scope, content, and quality standards expected for every deliverable.
- **Functional Team** began Scope Validation Sessions (SVS). These sessions are important because they ensure deliverables continue to align with requirements and stakeholder expectations throughout the life of the project. The Functional Team continues the development of the Software Development Lifecycle (SDLC) Methodology Plan. This plan outlines the processes, tools, roles, responsibilities, collaboration approach, and communications used during the CSPS Project implementation.
- **Organizational Change Management (OCM) Team** is working diligently to finalize the CSPS Project Education Series videos. This video series delivers a considerable amount of information about the CSPS Project in short segments. In addition, look out for a new video series that takes a closer look at Department

Agency Readiness Teams (DARTs), their importance, and function. Videos will be available on the [CSPS Project YouTube channel](#).

- **The Technical Team** released version 1.0 of the Holistic Enterprise Registry ManagEment System (HERMES), a centralized data exchange repository that will manage and track current interfaces between SCO and other agencies. At the time of writing, HERMES tracks over 1,100 active interfaces!

We are dedicated to sharing information 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 website at: [California State Payroll System \(CSPS\) Project](#).