



April 2020

## Transaction Supervisors Forum Presentation

---

### Customer Relations Survey

How would you like to receive information from us during this time? Please send suggestions to our HR Suggestions Inbox at [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov).

### State Controller's Office – Personnel and Payroll Services Division

#### COVID-19 Update

- ❖ The Personnel and Payroll Services Division (PPSD) is monitoring the [COVID-19](#) pandemic closely. At this time, PPCS is open for business as usual. PPCS will continue to stay on top of the latest COVID-19 information and update departments of any changes that may impact services to our customers. PPCS is updating the State Controller's Office (SCO) [State Human Resources](#) and [State Employees](#) webpages with service information as it becomes available. These webpages will be updated regularly, as necessary.
- ❖ Departments should process all personnel and payroll transactions timely in preparation for potential reductions in workforce and office closures. Also, consider how to distribute earnings statements should your office close or reduce capacity. Departments using MIRS can run Report COM033A from the Common Library to help identify staff who are on direct deposit and those who are not.
- ❖ [Payroll Letter #20-004](#): Temporary Cancellation of Default Student Loan Garnishments
- ❖ [Payroll Letter #20-006](#): The Emergency Paid Sick Leave Act and the Emergency Family and Medical Leave Expansion Act
- ❖ [Leave Accounting Letter #20-003](#): Emergency Sick Leave/FMLA Transaction Codes
- ❖ For more information, please access our [COVID-19 FAQs](#).

#### Email Subscription Service

- ❖ To ensure you're receiving essential PPCS notifications, please subscribe to our email subscriptions listed below. Also, we invite you to share this information with anyone who would be interested in PPCS notifications.
  - [California Leave Accounting System \(CLAS\) Letters](#)
  - [State Controller's Office Letters \(Personnel / Payroll Operations\)](#)

## Personnel and Payroll Operations Bureau (PPOB)

### ❖ Statewide Disability Program

- We are utilizing email to assist in expediting Std. 674 D - Industrial/Non-Industrial/State Disability/Adjustment Requests in need of correction. A Disability Specialist will email the PR 250 (irregularity notice) to the Agency Specialist and will accept the corrected document(s) returned via secure email, fax (916) 327-7205, or mail.
- Documents are now accepted via secure email to [PPSDTempOps@sco.ca.gov](mailto:PPSDTempOps@sco.ca.gov). Include Disability in the subject line to ensure documents are routed to the appropriate unit.
  - **FORUM QUESTION:** Will electronic signatures be accepted on Std. 607 – Change in Established Positions?
    - Answer: Yes.
- If there are questions for further assistance is needed, please reach out to Karin Johnson-Anderson at (916) 322-3497 or [kjohnsonanderson@sco.ca.gov](mailto:kjohnsonanderson@sco.ca.gov).

### ❖ Direct Deposit Initiative

- In October 2019, the State Controller's Office launched an initiative to increase the number of employees participating in direct deposit.
- A Communications Toolkit has been developed to assist Human Resources offices with outreach efforts. See below:
  - For Employees:
    - [Suggested email message](#) to employees
    - [Video](#) for employees
  - For Department HR Staff:
    - [Video](#) for HR staff
- **FORUM QUESTION:** Does the Direct Deposit initiative have an impact on separation practices?
  - Answer: No. Please refer to [Section J 010 of the Payroll Procedures Manuel](#).
- If you have suggestions on how we can reach more employees and increase awareness of Direct Deposit, please reach out to Jill Souza at [jsouza@sco.ca.gov](mailto:jsouza@sco.ca.gov).

### ❖ Statewide Customer Contact Center (SCCC)

- The State Controller's Office (SCO) is committed to providing the highest level of customer service possible. With that, we would like to share the reminder that we are here to service Department's and Campus Human Resources (HR) Offices. Employees are best served by their own Department and Campus HR Office, as they have a direct relationship with the employee and can best address the employee's needs. We ask that the Department and Campus HR Offices do not share SCO's direct contact information with employees. If an employee requires HR-related assistance, please direct the employee back to his/her respective HR Representative. Following these guidelines will ensure that SCO can continue providing excellent customer service to Departments and Campus HR Office staff.

- California Personnel Office Directory (CPOD):
  - Please update [CPOD](#) with current information.
- ❖ **W2/Miscellaneous Program:**
  - **FORUM QUESTION:** Many of our employees are asking for refunds for parking due to telework. Can SCO assist departments in refunding these fees and halting deductions in a streamlined way?
    - **Answer:** We suggest that Employees cancel their parking deductions if they are not currently utilizing it. Otherwise the department will have to submit a [PPSD 360 Pre-Tax Parking Adjustment Notice](#) monthly for every employee that would need a refund. We advise this because this can be time consuming for SCO to process and for the departments to submit timely every month.

For mass parking cancellations/changes via FTP, please contact the SACS unit at [deductionsprogram@scoc.ca.gov](mailto:deductionsprogram@scoc.ca.gov). The vendors should submit a [Form CD88 – Payroll Deduction Authorization](#) double-spaced and listed, to the Miscellaneous Deductions Unit at [PPSDMiscDeduction@sco.ca.gov](mailto:PPSDMiscDeduction@sco.ca.gov). All forms submitted by email require secure encryption. SCO will be able to add, change or delete deductions. The [Form CD88 – Payroll Deduction Authorization](#) must be completed with proper information such as the client's name, deduction code, organization code, type of change, pay period, and "various" printed in the social security number, with no more than 50 SSN's per cover sheet, employee name, and deduction amount areas. If the same deduction amount applies to all listed employees, the amount needed only should be listed once on the cover CD88. Varying amount changes must be shown on the double-spaced list, where applicable.

- ❖ **The PPSD Register – Monthly Newsletter:**
  - [April 2020](#)

### **California State Payroll System (CSPS) Project**

- ❖ Please check out the [CSPS Project Newsletter – Issue 4!](#)
- ❖ For questions and concerns please contact, CSPS Help at [cspshelp@sco.ca.gov](mailto:cspshelp@sco.ca.gov)

### **Cal Employee Connect (CEC)**

- ❖ [Cal Employee Connect \(CEC\)](#) has begun an accelerated [implementation](#) of the application to provide an additional resource to employees who are not currently working in the office, due to COVID-19.
- ❖ All state employees will gain access to the CEC application over the next few months. To see when your department is getting access, visit: [https://sco.ca.gov/Files-PPSD/agency\\_by\\_wave\\_publication1.pdf](https://sco.ca.gov/Files-PPSD/agency_by_wave_publication1.pdf)
- ❖ Should you have questions or need assistance, please contact [connecthelp@sco.ca.gov](mailto:connecthelp@sco.ca.gov)

## Helpful Tools

- ❖ [Personnel and Payroll Services Division Subscriptions](#)
- ❖ [Payroll Procedures Manual \(PPM\)](#)
- ❖ [Personnel Action Manual \(PAM\)](#)
- ❖ [California State Payroll System Project \(CSPS\)](#)
- ❖ [Statewide Training](#)
- ❖ [Extended Keying Calendar](#)
- ❖ [Decentralized Payroll Calendars](#)
- ❖ [Civil Service Weekly Processing Dates](#)
- ❖ [CalHR Email Subscriptions](#)
- ❖ [CalPERS Email Subscriptions](#)
- ❖ [CalPERS State Reference Guide](#)
- ❖ [CalPERS Employer Education](#)
- ❖ [CalPERS Circular Letters](#): CalPERS has published circular letters for employers.
  - [200-015-20 – Governor's Executive Order](#)
  - [200-016-20 – COVID-19 Reporting Impacts to CalPERS Reporting Frequency - FAQs](#)
  - [200-017-20 – Employer Payments During COVID-19 Closures](#)
- ❖ Employers can visit the [CalPERS website](#) to find out their response to COVID-19.

## Contact

- ❖ [Statewide Customer Contact Center](#) (916) 372-7200,
- ❖ HR Suggestions Email (All HR Staff) [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov),
- ❖ CS Escalation Email (HR Supervisors and Managers) [PPSDOps@sco.ca.gov](mailto:PPSDOps@sco.ca.gov)

*Disclaimer: 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.*