April 2023

Transaction Supervisors' Forum Notes

SURVEY QUESTIONS:

The following questions are submitted prior to the forum via Survey Monkey.

Question: Can Payroll Reporting Units (PRU) please be added to the "ding" notices that SCO sends?

Answer: Unfortunately, SCO is unable to update PR250 trackers to reflect this request. This will be discussed in a future rollout.

Question: The SCO Transaction Staff Training Forum was scheduled this month during our only three days to process overtime. Is there any chance that these meetings can be scheduled for a time that is less impacting to pay? These trainings are so beneficial for our staff, but they are only able to half listen due to overtime processing.

Answer: Thank you for your feedback, SCO will discuss this request.

Question: Regarding the Accounts Receivable (A/R) link on ConnectHR. Where or how does a department find out what wave or phase they are in?

Answer: The Accounts Receivable Deduction Collection (035) is now available to all departments and agencies. We have notified all departments and agencies via their Security Monitor, and universal emails to send us the required list of authorized users. Please contact ConnectHRHelp@sco.ca.gov if you still need to send the ConnectHR Team your list of authorized users.

SCO KEY INITIATIVES:

SCOConnect: Cal Employee Connect (CEC) Project/ConnectHR – Mason Duarte (ConnectHRhelp@sco.ca.gov)

Cal Employee Connect (CEC)

– CEC Phase II – Employee Service features

- Multifactor Authentication ([MFA User Guide](#)):
    o Now available to all Cal Employee Connect (CEC) users
    o As of 4/17/23: 20,357 employees have enabled MFA

- Direct Deposit:
    o 90% of departments statewide have been deployed
    o As of 4/17/23: CEC has received 5,770 direct deposit transactions

- Address Change:
    o Deployment has begun in wave approach
    o As of 4/17/23, this feature has been enabled in pilot mode to 10 agencies
   o CEC has received 34 address change requests

ConnectHR

– Accounts Receibable (A/R) 035 Deduction Collection Feature:

- This feature has been made available to all agencies
- As of 4/17/23:
    o The ConnectHR team sent notice of the feature availability to all remaining agencies via email to Security Monitors and Universal Email
    o 70% of departments/agencies have been enabled
    o Total of 26,635 A/R 035 deductions have been processed via this feature
    o Total of $5,260,055 has been collected

SCO – [California State Payroll System (CSPS) Project](#) – Jeana O'Ferrall (Contact: CSPSHelp@sco.ca.gov)

– Organizational Change Management (OCM) and Department Agency Readiness Teams (DARTs)

- In OCM our focus is on the people side of change
- OCM teams is actively working to support departments in building their DART teams
- Four objectives carried out by DART teams:
    1. Voice
    2. Partnership
   3. Collaboration
    4. Communication

- Project Information:
  - **Objective:** To modernize and integrate the State's Human Resource and Payroll systems
  - **Goals:** Manager and Employee Self-service, Reduction in manual/paper submissions, Improved reporting capabilities, Efficiencies in processes/workflow
  - **Scope:** Personnel, Benefits, Position Control, Time & Attendance, Travel & Business Expense and Payroll
  - **Why CSPS:** Current system is 50 years old and not integrated; current system does not reflect or incorporate IT, HR, PR innovations over past 50 years.
  - **Who will this impact:** State HR and Payroll staff and all state employees
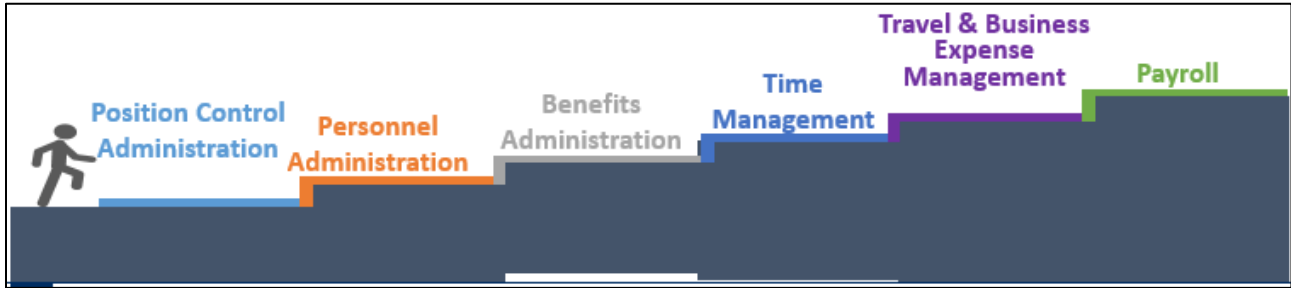
- Status Updates:
  - We are currently evaluating bids from potential vendors for the CSPS Project
  - Technical team has been busy cleaning up the legacy system
  - Departments have until the end of May to identify Subject Matter Experts (SMEs) and Coordinators to their assigned Agency Change Expert (ACE)
  - The OCM Agency Change Experts (ACEs) have been conducting initial outreach meetings with their departments over the last couple of weeks
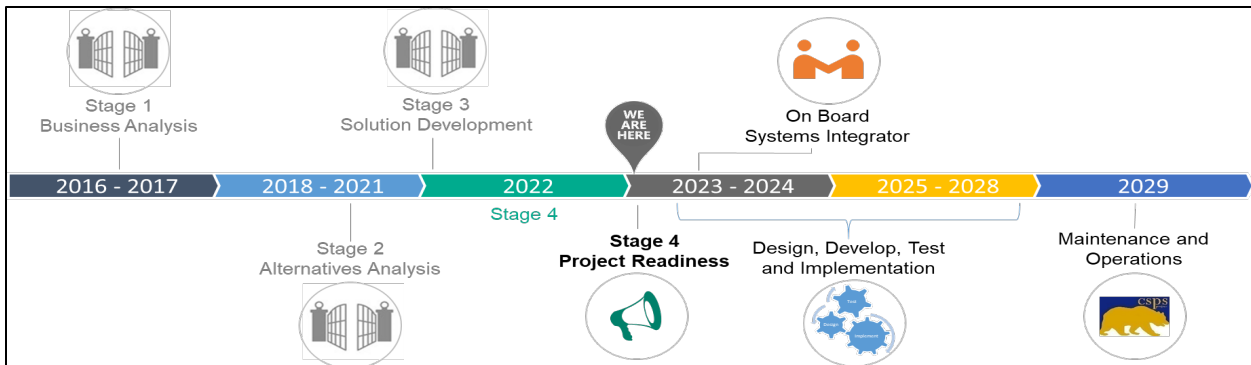
BENEFITS ADMINISTRATION:

CalHR – Benefits Division

− Affordable Care Act Program – Lisa Hatten (ACA.Policy@calhr.ca.gov)

- Quarterly Compliance Review
  - o The February Affordable Care Act (ACA) Quarterly Compliance Review notices were sent to departments in early February who had errors in the ACAS that were older than 90 days.
  - o Departments who were notified of their outstanding errors have until <u>March 17, 2023</u>, to certify that all outstanding errors were corrected by returning the "Quarterly ACA Compliance Notification" document to ACA.Policy@calhr.ca.gov.
  - o Departments should refer to the State Controller's Office (SCO) "ACAS User Guide" and "Scenario-Based Job Aid for Updating the ACAS," available on the SCO's website for information on how to correct the errors.
  - o To date, we still have 20 outstanding departments that need to send in their signed certifications to avoid penalty.
- ACA Training
  - o CalHR and SCO will facilitate the next ACA training in May. Departments should send their requests for training to SCO at: ppsdacatraining@sco.ca.gov.
    - ➢ Tuesday, May 16 from 9 to 10 a.m. (Part I Module)
    - ➢ Wednesday, May 17 from 9 to 11:30 a.m. (Part II Module)
    - ➢ Additional training dates are continuously updated and posted on SCO's Affordable Care Act Training webpage.

− Dependent Re-Verification (DRV) – Nafisa Khan (DRV@calhr.ca.gov)

- What is DRV: The Dependent Re-verification (DRV) is the process of re-verifying the eligibility of your employees' spouses, domestic partners, children, stepchildren, and domestic partner children (family members) enrolled in state health and dental benefits.

  Government Code section 19815.9 mandates re-verifying the eligibility of these family members for health benefits. Government Code section 22959 authorizes extending this review to family members enrolled for dental benefits. The bargaining unit contracts specify that family member eligibility for dental benefits shall be the same as that prescribed for health benefits.

- DRV Updates
  - o CalHR automated the DRV process for Dental and Premier Vision effective January 2023
  - o CalHR mails out DRV notices to employees with dependents enrolled in dental and/or premier vision who require re-verification at 90, 60 and 30 days before the employees' birth month
    - ➢ CalHR contracts with DGS to mail out DRV notices
    - ➢ March 2023 cycle: HR offices have until 4/30/23 to process all timely submitted DRV documents
    - ➢ June 2023 cycle: 30-day Health (CalPERS), Dental and Premier Vision (CalHR) *final/cancellation* DRV notices will be mailed out on 5/1/23.
  - o Department Personnel Offices have started processing dental and premier vision dependent re-verifications through the Family Connect Portal (FCP)
  - o The current health DRV process through CalPERS will remain unchanged

- With this launch, department compliance with DRV regulation will be monitored through Family Connect Portal (FCP)
- The DRV Unit will provide HR offices with guidance and assistance with the Family Connect Portal and all tasks related to DRV
- Contact the DRV Unit at CalHR with questions and processes related to the Disabled Dependent and Parent Child Relationship benefits program for dependents enrolled in dental and vision benefits only.
- The CAHP and CCPOA enrollment data in FCP is still pending.

- Contact
  - Before contacting the DRV Unit with policy and procedure related questions, please review all DRV Resources provided
  - Department Personnel Offices can send DRV related questions via email to DRV@calhr.ca.gov
  - Current response time is five (5) business days

- Open Enrollment (OE) Updates – Bobby Saetern OpenEnrollment@calhr.ca.gov
  - The OE team at CalHR is actively meeting with Benefit Vendors and Program Subject Matter Experts (SMEs) to collaborate, plan and prepare for a successful 2023 OE.
  - Similar to 2022, CalHR will be hosting a Virtual Benefits Fair this year.
  - Contact
    - Before contacting the OE Unit with policy and procedure related questions, please review all OE Resources on the CalHR Benefits website at https://calhr.benefitsprograms.info/.
    - Departmental Personnel Offices can send OE related questions via email to OpenEnrollment@calhr.ca.gov.
    - Current response time is five (5) business days.

- Benefits Programs – Jennilee Betz
  - Dental
    - Program is current and within 30 days.
    - Appeals Issues
      - Dual coverage is not permissible.
      - Open enrollment permitting dates are September 19, 2022, to October 14, 2022.
      - With retroactive enrollments, prior to submitting appeals to CalHR, departments must ensure that employees are aware of the responsibility to pay retroactive premiums and that accounts receivables will be established to recover these premiums if applicable.
      - Enrollment is not on a current basis.
  - A Complete Appeals Package includes:
    - Justification memo explaining appeal
    - Complete and error free STD 692
    - Written confirmation that the employee acknowledges accounts receivables will be established for retroactive enrollment (if applicable)
      - Once an appeal is approved by CalHR and processed by SCO, we will not cancel or reverse the appeal.
  - Special Announcement:
    - Effective May 1, 2023, in order to improve the accuracy of the provider enrollment files, departments are expected to use the most current version of the STD. 692 Dental Enrollment Form. Effective May 1, 2023, CalHR and the SCO will reject any outdated STD. 692 Dental Enrollment forms. You can access the most current STD. 692 Dental Enrollment Form here [Dental plan enrollment authorization (ca.gov)](ca.gov).
  - Third Party Pre-Tax Parking (PTP) Reimbursement Account
    - Program is current and within 30 days.
    - Reminders for personnel specialists:
      - Use the SCO database to check the status of an approved refund prior to emailing CalHR to inquire on the status.
      - Prior to enrolling an employee in PTP, the personnel specialist needs to ensure the employee is not already paying into a state-sponsored parking program.
      - When submitting the required memo for a refund request, please include ALL of the information requested within the memo requirements, including the cancellation form submitted to SCO.
        - Incomplete memos without the proper cancellation form will delay processing.

- Vision
  - Program current and within 30 days.
  - Form submission – Send forms directly to VSP:
    - CalHR 774 (Premier Vision Enrollment)
    - COBRA
    - CalHR 695 (Retiree Enrollment)
  - Do not send multiple enrollments in one email; this can cause errors with data entry for VSP.
  - Recommended subject line language for email submissions
    - Premier Vision Enrollment -Employee Name (Last Four)
    - Retiree Vision Enrollment -Retiree Name (Last Four)
  - Child Dependent Age Check
    - Dependents over age of 26 are being submitted on vision forms without indication of disabled dependent.
  - Appeals
    - Prior to sending an appeal, confirm employee information in SCO miscellaneous deductions.
    - Complete Appeals Package includes:
      - Justification Memo explaining appeal
      - Copy of completed forms submitted and any confirmation documents that were received at time of submission.
      - Written confirmation that the employee acknowledges accounts receivable for retroactive enrollment (if applicable).
  - VSP Contact Information
    - Phone Number: 800-400-4569
    - Email: stateofca@vsp.com
    - Fax: 916-389-8304
    - Employee Website: https://stateofcaemployee.vspforme.com/
    - Retiree Website: https://stateofcaretiree.vspforme.com/
- Vision Dental Authorization Portal
  - Requests are current and within 30 days.
  - Reminder to make a change to the authorization portal the request must come from a supervisor or manager listed on SCO's CPOD.
  - Information to provide when adding an authorized user:
    - Agency Code (this is often missed).
    - Agency Name (as listed on CPOD).
    - Personnel Specialist's first and last name.
    - Personnel Specialist's telephone number using this format (123) 456-7890
    - Personnel Specialist's email address
    - Reason for request – Add, Delete or Update
  - Do not send requests to the Dental or Vision program general email boxes.
  - Send requests to visiondental.authorization@calhr.ca.gov

- FlexElect
  - FlexElect is currently at 60 days for processing appeals.
  - Reminder to only submit one appeal per email.
  - Please check SCO Pay Hist for updates approximately 14 business days after you receive the determination from the Flex Unit.
  - For questions regarding an employee's ASI account, the employee should contact ASI directly via phone at (800) 659-3035 or email at asi@asiflex.com.
- General Program Updates or Reminders
  - Training Recommendations
    - Benefits Administration Manual Training – Online CalLearns
    - Employee Benefits Orientation Training – Online CalHR Webpage
  - Reminders for Open Enrollment Changes
    - Check pay history to verify open enrollment changes were processed.
    - Employees should check their pay warrant for Vision, Legal, and LTD open enrollment changes.
  - Benefits premiums cannot be waived for months where services are not used.
  - We continue to receive calls and emails from employees stating their personnel office directed them to call CalHR. Do not refer your employees to CalHR, employees must work with their personnel office regarding their benefits.
- Statewide Engagement Program Updates
  - Benefits Summary Guide – Posted on Benefits Division Website
    - Trifold brochure of benefit programs
  - Subscribe! Department Coordinator Subscription Box
    - Statewide Engagement Program Toolkit
    - State HR Professionals Tab – Password: 2021StateHRP
  - Check back to Benefits Division Website for upcoming events!
- Public Service Recognition Week
  - Public Service Recognition Week will be celebrated May 7 – May 13, 2023
  - You can visit Statewide Engagement Toolkit to find additional resources and virtual backgrounds:
    - Statewide Engagement Toolkit
    - State HR Professionals Tab – Password: 2021StateHRP
  - Departments should be on the lookout for:
    - Refresher training is scheduled for April 25, 2023 at 10am or April 27, 2023 at 2pm
      - Communication will be coming soon with registration details
  - For questions please email:
    - Michelle Blair-Medeiros at engagement@calhr.ca.gov

– CalHR Benefits' Resources
  - Websites
    o CalHR Benefits Website: https://calhr.benefitsprograms.info/
    o BAM Training BAMTraining@calhr.ca.gov
    o Healthier U Connections: https://www.calhrwellness.com/en/welcome-california-state-employees/
    o Human Resources: calhr.ca.gov/state-hr-professionals
    o State Employees: calhr.ca.gov/employees
    o HR Manual: hrmanual.calhr.ca.gov/Home/ManualItem
  - Contacts
    o ACA Program ACA.Policy@calhr.ca.gov
    o Dependent Re-verification (DRV) Program DRV@calhr.ca.gov
    o Dental Program dental@calhr.ca.gov
    o FlexElect/CoBen Program FlexElect@calhr.ca.gov
    o COBRA COBRA@calhr.ca.gov
    o Vision vision@calhr.ca.gov
    o Dental/Vision Authorization Portal VisionDental.Authorization@calhr.ca.gov
    o Long Term Disability LTD@calhr.ca.gov
    o Life Insurance LifeInsurance@calhr.ca.gov
    o Group Legal Grouplegal@calhr.ca.gov
    o Third Party Pre-Tax Parking Reimbursement Account Pre-TaxParking@calhr.ca.gov

SCO – Statewide Benefits Program – Ryan Baughman (Contact: ppsdcsbenefits@sco.ca.gov)

– Updates
  - STD. 692 Dental Enrollment Form – Must Use Most Current Version
    o Starting in May 2023, the Civil Service Benefits Unit will begin sending back outdated versions of STD. 692 Dental forms for correction.
    o The current version date is 03/2021 and can be found here on the Department of General Services website.
    o An autofill version is available for employees on CalHR's benefits calculator website.
  - Weekly Processing Dates – Civil Service Benefits
    o Dental News, Changes, & Cancels back to within Service Level Agreement (30 days).
    o Going to be focusing on STD. 674AR Payroll Deduction & Continuation of Benefits workloads.
    o If you have the 035 ConnectHR feature set up, please use it!

PROGRAM UPDATES:

Statewide Position Control Program – Chuck Lucas | Jill Souza (Contact ppsdsacs@sco.ca.gov | ppsdpositioncontrol@sco.ca.gov

- Updates
  - Reorganization
    - Fiscal Year-End Letter #23-002 - Due 05/01/23
      - ➤ Extensions (if needed) by 04/21/23
  - Annual Payroll Header Report Form PR421
    - Fiscal Year-End Letter #23-004 - Due by 05/01/23
  - Change in Established Positions Form STD. 607
    - Fiscal Year-End Letter #23-003 - Due by 06/02/23
  - Forms located on the SCO website: Fiscal Year End Letters 2023

PPSD General Reminders

- Utilize ConnectHR to submit documents or upload data – include SSN
- Include the employee's complete social security number (SSN) when sending documents through ConnectHR
- Check Weekly Processing Dates before sending inquiries
- Update California Personnel Office Directory (CPOD)
- The PPSD Register – PPSD's Monthly Newsletter
- Check out recommended Human Resources subscriptions
- Review Communication from State Policy and Instructional Departments for Business Process impacts
- It is recommended that the Human Resources (HR) staff follow Section M of the Payroll Procedures Manual (PPM) for certifying payroll, which requires HR staff to validate that both mandatory and voluntary deductions have been withheld appropriately and to certify the employee's payroll is accurate.
- Share this information with your Human Resources Team!

SCO EMAIL SUBSCRIPTION SERVICE:

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

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.

SCO RESOURCES:

- Websites:
    - Human Resources (HR): https://sco.ca.gov/ppsd_state_hr.html
    - State Employees: https://sco.ca.gov/ppsd_se_payroll.html

SCO KEY INITIATIVES:

- SCOConnect
- California State Payroll System Project

CONTACTS:

- Affordable Care Act (ACA) Email acasupport@sco.ca.gov
- Cal Employee Connect (CEC) - Help and Feedback
- ConnectHR - Help and Feedback
- California Leave Accounting System (CLAS) Email CLAS@sco.ca.gov
- CS Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov
- Decentralized Security & ViewDirect Access - (916) 619-7234 or DSA@sco.ca.gov
- HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
- Management Information Retrieval System (MIRS) Email ppsdmirs@sco.ca.gov
- Statewide Customer Contact Center (916) 372-7200

FORUM QUESTIONS:

The following questions were submitted during the forum:

Question: Once we submit the list of employees, how long until they become active?

Answer: All user access is processed as soon as possible. Please direct all Cal Employee Connect (CEC) questions to [Connect-Help and Feedback](#).

Question: Will the Affordable Care Act (ACA) training be online?

Answer: The Affordable Care Act (ACA) Training modules are available on [SCO website](#).

Question: Can dependents be added to health and dental benefits without having a Social Security Number (SSN)?

Answer: Yes, dependents can be added without Social Security Number (SSN); however, once they receive the SSN they are to contact CalPERS and Dental to update the dependents SSN.

Question: Is there a better phone number for HR offices to contact Vision Service Plan (VSP) other than the 800-400-4569 number?

Answer: That is the main number for Vision Service Plan (VSP); however, it is much more efficient to contact them via email at stateofca@vsp.com.

Question: We were told by CalPERS that only newborns without Social Security Number (SSN) could be added to health with the expectation that we will be going back to add the SSN later on, but any other dependents need a SSN. However, it was just mentioned that dependents could be added without a SSN. Can we get clarification on this please?

Answer: *Dental Department* - You may enroll a dependent who has not yet been issued a Social Security Number (SSN). If this occurs, note the reason for the missing SSN in Section E Box 18. The employee has 60 days from the event date to provide a copy of the social security card to their personnel office. The personnel office will contact the carrier directly to update the dependent's SSN in the system. It is the responsibility of the department to ensure a copy of the social card is received and the SSN is updated with the carrier.
Vision Department - Newborns may be added to vision benefits without a Social Security Number (SSN) and once an SSN is provided, the employee or agency should call Vision Service Plan (VSP) and provide the SSN. The employee must provide a birth certificate, official hospital birth record, adoption certificate, or court document demonstrating that the employee is the legal parent of the child. Birth certificates must be reviewed to verify that the employee is listed as one of the birth parents on the birth certificate. If the name of the birth parent has changed since the birth certificate was issued, additional supporting documentation must be submitted to validate the name change.

For employees who submit a hospital birth record, they are required to provide a copy of the official birth certificate within 60 days after the effective date. It is the responsibility of the department to create a follow-up process to ensure that the official birth certificate is obtained from the employee within this time period.

Question: We are told misspelled names in Dependent Re-Verification (DRV) came from the provider; however, when I check with the provider their information is correct. How do we correct these?

Answer: If you confirm with the carriers that the name is misspelled or has the incorrect Date of Birth (DOB) on their end, then send an email to the DependentRe-VerificationProgram@calhr.ca.gov so we can reach out to our internal contacts.

Question: On the Family Connect Project (FCP) website, for the 26 year old deletes, the fields to mark that notifications were sent are not fillable.

Answer: They are fillable during the month that you will be mailing/emailing out the notices to employees. No changes will be done in these fields.

Question: Can we print the slides being used for this meeting?

Answer: You may print the slide. All slides will be posted on the forum notes on SCO website.

Question: We are still having issues with dependents being added to the dental enrollment. This applies to Open Enrollment (OE) and new enrollments. I contacted the staff that was recommended last month, but no one ever got back to me. Is there any way to correct this disconnect? Our team is extremely small and it causes a lot of extra work, as well as very frustrated employees.

Answer: Please email to dental@calhr.ca.gov and we can assist.

Question: Please provide the updated STD. 692 link in the chat.

Answer: Here is the updated link to the STD. 692. Revision date is 03/2021.

Question: I had submitted an appeal for Flex for S Vang. I have not heard back. Is there a way I can help with that?

Answer: Flex is currently at 60 days for processing appeals. We appreciate your patience as we work to complete appeals in the order they are received.

Question: Department of Transportation (DOT) has about 20 agency codes, are we to list all of these agency codes when we send requests to vision/dental authorization portal?

Answer: Departments are to use the primary agency code for their department (usually applies to the larger departments). Using the primary code helps with the organization within the portal for CalHR.

Question: We had an employee separate and elected Consolidated Omnibus Budget Reconciliation Act (COBRA) to continue Flex Reimbursement. Documents and payment were sent in late March, how long does it take for the separated employee to receive a COBRA confirmation approved letter. Inquiries have been sent via email; however, we received no response.

Answer: Please email COBRA@calhr.ca.gov with the information for this case. We can have someone review and check.

Question: Do we need to submit the written confirmation when an employee confirms they will pay the appeal Accounts Receivable (A/R)? Or is it just something the Human Resources (HR) office needs to confirm?

Answer: Written confirmation from the employee is preferred as this documents the employee's acknowledgement.

Question: Our agency has Flex appeals nearing the 120 day mark. Is there an escalation inbox?

Answer: Looking in the FlexElect inbox right now, I do not see anything beyond 60 days. Would you please send an email to flexelect@calhr.ca.gov with the appeals that you are referring to that are far beyond 60 days?

Question: The email statewideengagement@calhr.ca.gov is on the Human Resources (HR) Professionals webpage, is that correct or should it be engagement@calhr.ca.gov?

Answer: To clarify, there are two emails. At this time, please direct all questions, including Public Service Recognition Week (PSRW) questions, to Engagement@calhr.ca.gov.

Question: On the STD. 692 form, the dependents' Social Security Numbers (SSNs) are cut off. Is there a way to fix that?

Answer: It does appear to be cut off when entering on the browser and printing appears to be cut off too. When you save the form and open in PDF, the Social Security Numbers (SSNs) do not seem to be cut off. Please follow up with General Services (DGS) regarding the browser and printing cut off.

Question: Is 10/2019 the updated version date for both STD. 701C and STD. 702? Also, I cannot find STD. 701C listed.

Answer: Both STD. 701C and STD. 702 most current version is 10/2019. When searching for STD. 701C, just search for 701, do not include the "C" in the search.

Question: Are departments able to request an extension on the Annual Payroll Header Reports PR421?

Answer: Send an email to ppsdpositioncontrol@sco.ca.gov with agency code and unit numbers, along with your proposed extension date not to exceed May 15.

Question: Regarding Accounts Receivable (A/R) 035 feature: I have an employee with multiple A/Rs, and I tried to set up the payroll deductions but I get the error that the amount exceeds the disposable gross (even though it does not). The system suggests increasing the number of payments; however, even increasing to the maximum number of payments it still will not let me schedule it. Is there someone I can contact about this, or should I just send the 674A/Rs via ConnectHR?

Answer: Please email to ConnectHRhelp@sco.ca.gov.

Question: Employee worked four (4) months, separated, and returned two (2) months later. Does the first four (4) months of state service count towards the six (6) month waiting period for Personal Holiday (R02 Bargaining Unit)?

Answer: Because the initial probationary period was not completed prior to separation, the six-month waiting period for a Personal Holiday would reset upon reinstatement.

Question: Can we have a contact number for the Disbursements unit for stopping payment and reissue? 916-445-7789 number plays music then ultimately disconnects.

Answer: 916-445-7789. Stop Payment Desk 445-3903.

Question: 2023 Excluded Leave Buy Back, the form itself indicates that employees "who do not elect to participate must also submit a form" but the HR Manual, Section 2104, CalHR only provides the following direction, "Eligible excluded employees who wish to participate in the Program must submit an Excluded Employee Leave Buy-Back Request form to an individual designated by the department." It does NOT indicate that all employees are required to submit a form. We just need confirmation if all or just participating employees need to submit one?

Answer: All employees should submit a form whether participating or not. This gives the agency a record to look back at in the event an employee claims after the deadline that they requested to participate in the program.

Question: Regarding Leave Election open enrollment, if employee started in 02/23 choosing Vacation/ Sick Leave (VA/SL) and now wants to change to Annual Leave (AL) as part of open enrollment, are all hours available to them without any waiting period?

Answer: If the employee enrolls in Annual Leave (AL) during open enrollment, they do not have to complete the waiting period. However, departments should always refer to the Memorandum of Understanding (MOU) for rank and file employees. Please see [Personnel Service Branch FAQs](#) (see sections 1.2 and 1.10) for further clarification.

Question: I received Chapter 13 Bankruptcy for one of our employee's on STD. 639, which Garnishment Type do I select please?

Answer: Please review Garnishment Basics on [SCO website](#).

Question: If an employee separates and is rehired several years later, what is the best way to verify their state service? Would that go through California Leave Accounting System (CLAS) or CalHR?

Answer: CalHR would do this verification through the 690 form.

Question: If the Leave Buy Back (LBB) is approved by our Director, is it required to notify all employees by United States mail or can we send out a memo to all staff?

Answer: A memo to all staff is sufficient. However, for employees who are on leave, or may not have access to receive the memo, they should be mailed a copy.

Question: At Cal Employee Connect (CEC), we did not require employees who did not participate to submit Leave Buy Back (LBB) forms.

Answer: All employees need to submit a form, this keeps a paper trail. Especially if someone follows up later asking where their pay is, you have a trail knowing who turned forms in. I also believe the policy states everyone needs to submit a form, whether or not they want to participate.

Question: Is SCO going to continue to print Accounts Receivable (A/R) half sheets, or will they be available on Mobius only?

Answer: We believe the Accounts Receivable (A/R) half sheets you are referring to are accounting half sheets that do not contain Social Security Numbers (SSNs), and will continue to be printed and disbursed. The payroll half sheets that contain SSNs are available on Mobius and are not printed and disbursed.

Question: When was the last date SCO sent paper Personnel Action Requests (PARs) and Notice of Personnel Actions (NOPAs) to the agencies?

Answer: Last date was April 3, 2023.

Question: Would there be a possibility to adjust the FlexElect effective date rule (must be submitted to SCO by the 10th) to match health and dental (1st of month after HR Office receives form)? Our team cannot always get to these forms by the 10th because it can be hard to find them when we have 100+ emails in our inbox. It is not the fault of the employee, but it also creates more work to send appeals each time this happens. We try our hardest to get to these as quickly as possible, but sadly our team is just not staffed enough to catch all of them by the 10th.

Answer: CalHR and SCO will be meeting to discuss FlexElect effective date. We will provide an update after CalHR and SCO have discussed the matter.

Question: We have employees who live in state owned housing and have the deductions currently coming out of their pay; however, they owe for months prior to the pay period the deduction was established. We have been trying to setup Accounts Receivables (A/Rs) for them, but are not sure if we are completing the 674AR correctly. We submitted forms at the end of January, and can only wait to see if they are dinged or processed. Is there someone I can call for direction?

Answer: You can send an email to Christina Campbell at CCampbell@sco.ca.gov with first and last name of employee. Please know that if a fixed maintenance deduction is usually processed. Please see PPM: Section H – Deductions, section H 650 to process a variable Maintenance (012) as that will be a one-time deduction. No Account Receivable (A/R) is established for fixed Maintenance. Contact PPSDW2MiscDed@sco.ca.gov for further clarification.

Question: When will SCO update the 505 section of the Personnel Action Manual (PAM), and is there any specific training SCO offers for retirement codes?

Answer: It is currently being reviewed and will be updated soon. Item 505 Retirement Codes eLearning training is available on SCO website.

Question: I heard from the staff attending the Transaction Specialists Educational Forum, that there will be a military leave training coming soon. Any info you can share about this? Who is administering, how sign-ups will be handled, etc.

Answer: Please subscribe to the forum by accessing the Personnel and Payroll Services Email Subscription Service to receive updated communications regarding the forum. If you have any questions regarding the forum, please submit them in the survey.

Question: How can we add current employees to ConnectHR? Why do some not show? This is not for a new employee.

Answer: Please email to ConnectHRhelp@sco.ca.gov.

Question: How long does it take for the Transaction Supervisors Forum meeting notes to be posted?

Answer: Our goal is to have notes posted within 2-3 weeks after forum date.

Question: Is there a way to add "request Notice of Personnel Action (NOPA)" on ConnectHR? When I read the Personnel Action Manual (PAM), we have to send a written request to SCO.

Answer: There are no plans for this feature at this time. Notice of Personnel Actions (NOPAs) on Mobius View are retained for a year and can be accessed at any time.

Question: How do we submit an inquiry or suggestion related to Human Resources to SCO?

Answer: Email to HR Suggestions (for all HR staff) at PPSDHRSuggestions@sco.ca.gov.

Question: Are Personnel Action Requests (PARs) also available for one year in Mobius View?

Answer: Yes, one year for both Personnel Action Requests (PARs) and Notice of Personnel Actions (NOPAs).