Transaction Supervisors Forum

August 2021

SURVEY QUESTIONS:

The following questions were submitted via the Transaction Supervisors' Forum survey. If you would like to submit a question for the next forum, please use the survey link that will be provided with the invite.

- **Question:** We missed March deadline for re-organization. What is the procedure we need to follow to add another division?
    - **Answer (Kim Herlache – CalHR):** If a department has questions about adding a Division please work with your departments designated Personnel Management Division (PMD) analyst.
- **Question:** Do employees still need to use Personal Leave Program (PLP) 2020 prior to any other leave balance except Sick Leave or Professional Development Days. CalHR Manual still reflects this to be in place, can you confirm?
    - **Answer (Kim Herlache – CalHR):** Employees represented by Service Employees International Union (SEIU) and employees excluded from bargaining may use PLP 2020 the same as vacation/annual leave and there is no restriction on using it first. All other Bargaining Units (BU) remain unchanged in terms of what leave must be used first. In addition, nothing has changed with PLP 2010, 2012, or furlough hours being used first regardless of BU or if excluded from bargaining. I cannot express enough how important it is for departments to develop a mechanism where they are enforcing this leave usage when the Memorandum of Understanding (MOU) does not restrict it. This may entail running reports for your Personnel Specialist (PS) when keying leave so they know who has these leaves so they can send the timesheet back to use the other leaves, or having attendance clerks and supervisors taking responsibility for ensuring the use first. The California State Payroll System Project (CSPS) project is relying on departments to utilize these leaves in accordance with policy prior to implementation.
- **Question:** When the last week of a month is split between pay periods, when is overtime to be paid for monthly employees?
    - **Answer (Kim Herlache – CalHR):** This question is relative to the department or even the employee's work week beginning and end. Remember employees on a 9/8/80 schedule have their work week begin and end 4 hours into their 8 hour day and Regular Day Off (RDO). When the pay period ends and the work week has not ended it is not known if additional hours worked is premium or straight time overtime. In these cases the overtime cannot be paid until it is known how to pay. Some departments have developed a mechanism to confirm how the hours should be paid early on in the pay period after the time is worked. Others hold onto the timesheet in a tickler file and pay everything when the following month's timesheet is submitted to verify how the hours should be paid.

- **Question:** We have found that PLP 2020 accruals were intermittently not posted to the employee's leave balances. There were no Leave of Absence (LOA) keyed, full pay warrants issued timely, etc. so we are not sure why the accruals did not post. Is anyone else having this issue or is there a report that can be run to show all employees who have had this happen?
  - **Answer (Megan Vinson – SCO):** Please verify that the employee did not use Alternative Time Office (ATO). Per the Leave Letters associated with those leave types, PLP 2020 will not post automatically when used. For specific questions, please call the CLAS Liaison Line at (916) 327-0756.
- **Question:** What SCO California Leave Accounting System (CLAS) code do departments generally use for excess when an employee is on an Alternate Work Week (AWW) Schedule (EX or EH)? Also, are departments allowing employees on an AWW Schedule to go negative excess hours when on an AWW Schedule?

  - **Answer (Megan Vinson – SCO**Both EX and EH are valid benefits. For departments that allow employees to go negative, use EH. Otherwise, EX is the appropriate benefit. If your department does not currently allow employees to go negative, then you should not start as the CalHR policy does not allow it.

    Generally speaking, CalHR is the authority on this policy and as a reminder HR offices should always refer to bargaining unit contracts for exceptions.

- **Question:** We have experienced significant delays in our documents being processed by SCO, including 2020 Open Enrollment documents. 1) When we submitted the documents electronically, SCO personnel states they haven't received the documents and other issues. For the upcoming Open Enrollment, has SCO worked out the issues and if so, what will be their preferred method of submitting documents for processing?
  - **Answer (Bryce Miller – SCO):** We encourage everyone to check the weekly processing dates on SCO's website every Monday afternoon to obtain the status of your documents. If you notice that we have passed the date that you anticipated this document to be completed, please call the statewide customer contact center or use the escalation email to alert us that your documents have not been processed and it is beyond the processing dates posted. Also, if your department has experienced encryptions issues in the past, there is a possibility that we have never received your documents in the first place and have no way of knowing that the document was not received by SCO unless you alert us. The SCO recognized the need for a better intake system, so this year all agencies will be able to upload documents during Open Enrollment through the ConnectHR portal. There are several benefits to using this portal, like viewable upload history that will show you information such as the document type, the employee's name and a date stamp displaying when the document was uploaded to the portal. This new way of submitting documents gives you the ability to track down a document if needed. This also is a solution to the encryption issues that were previously preventing documents from reaching us. Once your agency is set up with ConnectHR, this will be the only way to send in documents as SCO will no longer be accepting mailed, faxed or documents sent to the Temp Ops box.

- **Question:** We have employees wanting to take advantage of the special Flex Spending enrollment for their dependent care. Internal Revenue Services (IRS) has the new annual

maximum of $10,500, however, the Benefits Administration Manual (BAM) is still reflecting $5,000. We have employees who want to take advantage of the higher amount. When will CalHR come out with instructions/directions?

- o **Answer (Chiara Galloway – CalHR):** We have employees wanting to take advantage of the special Flex Spending enrollment for their dependent care. Internal Revenue Services (IRS) has the new annual maximum of $10,500, however, the Benefits Administration Manual (BAM) is still reflecting $5,000. We have employees who want to take advantage of the higher amount. When will CalHR come out with instructions/directions?
- **Question:** What is the status of the efforts CalHR and Delta Dental are doing to resolve this issue dropping of dependents?
  - o **Answer (Kim Herlache – CalHR):** CalHR has held meetings with Delta Dental as well as the other dental carriers to determine the root of the dependent issues. We are working on developing a strategy to prevent these issues in the future.

BENEFITS ADMINISTRATION

Statewide Civil Service Benefits Program – SCO – Rebecca Doctolero
Contact: RDoctolero@sco.ca.gov

- Benefits Updates
- Benefits Reminders

Vision Program – CalHR – Lisa Hatten
Contact: vision@calhr.ca.gov

- Contact Vision Service Plan directly for vision inquiries other than appeals at stateofca@vsp.com. Include employee's full name in the subject line.
- Remind employees to contact their own departmental personnel staff directly with benefits inquiries.
- Assist prospective retirees in completing the CalHR 695 form to continue vision benefits into retirement, as they have 60 days to elect coverage.
- Complete new vision forms for employees returning from a Leave of Absence and send to Vision Service Plan at stateofca@vsp.com.
- Vision Service Plan's mailstop has changed to **MS 229**. Use the latest forms on CalHR's website.
- Send vision appeals to CalHR at vision@calhr.ca.gov. Vision backlog is caught up to August 1, 2021.

COBRA – CalHR – Lisa Hatten
Contact: cobra@calhr.ca.gov

- Updated information regarding the COBRA premium subsidy relief is available in our COBRA BAM section 400 at Consolidated Omnibus Budget Reconciliation Act (COBRA) – CalHR. Further guidance on payments and the reimbursement process will be sent out very soon.
- You should send the Notice of Expiration of Period of Premium Assistance notifying AEIs that the COBRA subsidy expires September 30th . You must send the notice to AEIs no earlier than 45 days but no later than 15 days before the expiration date.

Dental – CalHR – Chiara Galloway
Contact: dental@calhr.ca.gov

- No dental backlog.

- Please respond to inquiries within 10 business days otherwise appeal will be closed. If you need additional time, please communicate with the analyst.
- Please confirm an employee's status with the carriers and SCO system before submitting an appeal. We have been receiving appeals for enrollments and cancellations which have already been processed.
- Please ensure all submitted enrollment forms are accurate before submitting an appeal.
- Accounts receivables (ARs) may be applicable for retroactivity on dental enrollments. Please be sure to inform employees prior to submitting an appeal request.

FlexElect and CoBen Programs – CalHR – Chiara Galloway
Contact: flexelect@calhr.ca.gov
- Backlog for FlexElect/CoBen appeals is approximately 90 days. For escalated appeals, please indicate "Escalation" in the subject line.
- Retroactive changes are not permissible under IRS guidelines. These are different than processing errors. If an employee completed a form but it was not processed timely, that may be grounds for an appeal; however, an employee requesting a retroactive change would not be permissible.
- Please ensure forms are completed correctly before submitting an appeal request. This helps the processing time.
- Please note appeals cannot exceed 36 months. Appeals outside of 36 months must go through the government claims program.

Benefits Open Enrollment – CalHR – Amber Neves
Contact: flexelect@calhr.ca.gov

- Reminder, Open Enrollment starts on September 20 and ends October 15, 2021.
- Official Open Enrollment HR announcement was released on August 16. Along with the announcement was the attached Open Enrollment Announcement for State Employees. Please shared the Open Enrollment Announcement for State Employees with your employees prior to the start of Open Enrollment.
- CalHR Benefits Division Website: https://calhr.benefitsportal.info/ . An announcement was sent on August 16 to introduce the new CalHR Benefits Division Website.
- **State Employee Open Enrollment Fair**
- First-ever state employee virtual Open Enrollment Fair will take place on the Healthier U Connections wellness portal on September 15.
- On September 15, from 8:00 a.m. – 5:30 p.m., view live and pre-recorded presentations from health, dental, vision, and voluntary program plan vendors. All content will continue to be **available on-demand through October 15**.
- Access direct links to OE webpages and resources for CalHR administered plans, plan websites and the CalPERS administered health plans.
- To attend the virtual Open Enrollment Fair, state employees will need to create or log into their Healthier U Connections account at www.calhrwellness.com, Registration Code: Wellness2021
- View the live webinar schedule on the CalHR Benefits webpage.

Virtual Open Enrollment Fair – CalHR – Emily Mah-Nakanishi
Contact: CalHR.Wellness@calhr.ca.gov
- Contact Vision Service Plan directly for vision inquiries other than appeals at stateofca@vsp.com. Include employee's full name in the subject line.

- Remind employees to contact their own departmental personnel staff directly with benefits inquiries.
- Assist prospective retirees in completing the CalHR 695 form to continue vision benefits into retirement, as they have 60 days to elect coverage.
- Complete new vision forms for employees returning from a Leave of Absence and send to Vision Service Plan at stateofca@vsp.com.
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Affordable Care Act (ACA) – CalHR – Monica Hernandez
Contact: ACA.policy@calhr.ca.gov
- Departments who were notified of their outstanding errors in the Affordable Care Act System as part of CalHR's August Quarterly Compliance Review have until September 10, 2021, to certify that the errors were corrected by returning the *Quarterly ACA Compliance Review Notification* document to: ACA.Policy@calhr.ca.gov.
- As we approach the end of the year, it is important that all errors on the monthly and quarterly ACA compliance reports are corrected. Information that is incorrectly reported to the IRS could result in information reporting penalties.
- CalHR and SCO will facilitate ACA Trainings in September. Departments should send their requests for training to SCO at: ppsdacatraining@sco.ca.gov.
  - ACA Part 1 and 2: September 1 (9am-10am) & 2 (9am – 11:30am)
  - ACA Part 1 and 2: September 8 (9am – 10am) & 9 (9am – 11:30am)
  - ACA Part 1 and 2: September 13 (9am – 10am) & 14 (9am – 11:30am)

Legal, Life, Long Term Disability (LTD) Updates – CalHR – Michelle Mitchell
Contact: Long Term Disability LTD@calhr.ca.gov, Life Insurance LifeInsurance@calhr.ca.gov, Group Legal Grouplegal@calhr.ca.gov

Legal Insurance Program
- During open enrollment, eligible employees may enroll or change coverage.
- ARAG, Group Legal Enrollment Authorization Forms have been streamlined from three to two forms and updated on the CalHR website.
  1. Group Legal Enrollment Authorization Form for Actives including full-time, part-time, and direct pay departments, Form #200849
  2. Group Legal Enrollment Authorization Form for Retirees, Form #200686

Life Insurance Program for Excluded Employees
- Remind eligible excluded employees they have the option to purchase additional supplemental life insurance any time.
- Supplemental insurance coverage options will also be included on the fall open enrollment announcements.
- Eligible excluded employees should visit the CalHR website under "supplemental life insurance" for enrollment information.

Long Term Disability Program for Excluded Employees
- During open enrollment, eligible excluded employees may enroll or change coverage.
- Enrollment information will be available in the upcoming open enrollment communications.

Health Enrollments Self Service Capabilities Project– CalPERS – Matthew Carson

Contact:

- Project Objectives:

  - Improve customer service and user experience for health eligible and health enrolled members by allowing them to submit health enrollment transactions and associated documentation online
  - Create efficiencies for State and Public Agency Human Resource Offices
  - Implement functionality in three phases
  - Provide ample communication and training to impacted stakeholders
- Project Scope:
  - Allow members to:
    - Enroll themselves or family into a CalPERS health plan and make changes throughout the year.
    - Upload required documentation associated to the specific health event transactions
    - Generate notification for employers to review transactions submitted by members
    - Replace the mailed health enrollment confirmation letters with electronic confirmations for transactions submitted online
- Phase 2 Project Scope:
  - Online health enrollment changes for Active members
  - This includes:
    - Add/remove/ dependents
    - Recertify Dependents (Parent/Child)
    - Cancel Coverage
    - Change Health Plans
    - (Excludes new enrollments, and Dependent Eligibility Verification).
- Accomplishments:
  - Phase 1 (7/10/21) – Completed
  - Phase 1 Training/Communication Plan Deliverables – Completed
  - Phase 2 – State Central Actives Design Sessions – Completed
- Project Phases:
  - Phase 1: New Contracting Public Agencies (includes Retirees/Survivors) new R9.5.1 - Completed
  - Phase 2: Online health enrollment changes for Active members -R9.8 – 12/4/21
  - Phase 3: Online health enrollments for remaining active members. R10.2 – 6/18/22
- Phase 2 Timeline:
  - Phase 2 State Active Design Sessions – 7/1/21 to 7/30/21
  - Phase 2 Enterprise Communication Plan – 7/1/21 – TBD
  - Phase 2 Communication/Training Matrix – 8/1/21 – TBD
  - UX Design (Wireframe and Content Documents) – 8/1/21 to 8/20/21
  - Phase 2 Development – 8/1/21 to 10/8/21
  - Testing (System – Includes Script Writing) – 9/10/21 – 11/05/21
  - User Acceptance Testing – 11/8/21 – 11/19/21
  - Regression Testing – 11/22/21 – 11/29/21
  - Phase 2 Implementation – 12/4/21 – 12/4/21

- 30 Day Look Ahead:
    - Phase 2 – State Central Actives Design Approval
    - Phase 2 – Communication Plan Draft
    - Phase 2 –Communication/Training Matrix Plan Draft

PROGRAM UPDATES

CalPERS Educational Forum– CalPERS – Toni Carlson
Contact: Toni.Carlson@calpers.ca.gov
- CalPERS Educational Forum
    - October 19-20, 2021
    - Free registration opens August 24, 2021
    - No travel required
    - Educational sessions
    - Exhibits and consultations
    - Spotlight on Excellence
- CalPERS Educational Forum Registration
    - Visit our website at www.calpers.ca.gov
- Question: Will the Education Forum be captioned or reasonable accommodations be available?
    - Answer: Yes, there will be closed captioning. It will be automatic for the sessions.
- Question: The website states registration begins on August 31st. Please confirm.
    - Answer: The date was recently changed to August 31st.

Reporting Sick Leave– CalPERS – Kristina Bozzo-Baldenegro
Contact: KBozzoBaldenegro@calpers.ca.gov
- Reporting Sick Leave:
    - Click on the Employer under Appointment History on the member's summary page.
    - Click on the Division link on the site change history page.
    - Click on the radial button for the Permanent Separation transaction on the Appointment Event History list. Hit Correct Event box.
    - Enter the days of sick leave in the Unused Sick Leave box. Hit Save.
- Resources
    - CalPERS Customer Contact Center
    - 888 CalPERS (or 888-225-7377)
    - Membership_Reporting@calpers.ca.gov
    - myCalPERS Retirement Enrollment Student Guide
    - myCalPERS System Access Administration
    - myCalPERS System Privileges for Business Partner Roles

Personnel Services Branch – CalHR – Kim Herlache
Contact: Kim.Herlache@calhr.ca.gov

- Other Post Employment Benefit (OPEB) deductions are based on a "salary look back" to the previous month. OPEB restoration was successfully implemented for the July pay period. July OPEB deductions ("CERBT" on pay warrants) were based on June salary, which did not include

the General Salary Increase (GSI). The August OPEB deductions, will be based on July salary which will be higher than June because of the GSI.

Business System Enhancements – SCO – Rehana Kausar and Hadiyeh Keissar
Contact: RKausar@sco.ca.gov & HKeissar@sco.ca.gov

- Other Post-Employment Benefits (OPEB)
  Automation Effective 9/1/21
- Background:
  - Other Post-Employment Benefits (OPEB) is the pre-funding of retiree benefits to offset rising health benefits cost.
  - OPEB is a mandatory contribution negotiated through bargaining contract agreements.
  - OPEB is paid for by contributions from:
  - Active Employees &
  - The Employer
  - Employees are eligible for OPEB if they are Health Benefit eligible.
  - Payments are subject to OPEB if they are "pensionable" aka subject to PERS.
  - Currently, OPEB only affects non CSU employees.
- OPEB Automation – OPEB CIBD
  - The Employment History (EH) system was modified on 1/31/2019 to include a new data element, OPEB CBID.
  - SCO processed an EH mass update to post a 126 transaction effective 1/31/19 for active and on leave records to add OPEB CBID values
  - OPEB CBID can be found on the PIMS Inquiry History Type A and B screens.
  - The Employment History (EH) system was modified on 1/31/2019 to include a new data element, OPEB CBID.
  - SCO processed an EH mass update to post a 126 transaction effective 1/31/19 for active and on leave records to add OPEB CBID values
  - OPEB CBID can be found on the PIMS Inquiry History Type A and B screens.
- OPEB Automation – Payroll:
  - There will be a new HIST layout effective 09/01/2021.
  - Currently, the OPEB contribution can be found in the Miscellaneous Deduction screen as a 354 deduction code.
  - For automation OPEB will reside in root segment of the payment.
  - Payment Detail screen has been modified to include OPEB.
- OPEB Automation – Arrears Adjustments
  - OPEB CBID identifies eligibility for OPEB.
  - If eligible, the OPEB CBID will have a value similar to the Employee CBID.
  - If not eligible, OPEB CBID will be 'NON'.
  - The OPEB CBID is computer generated whenever specific transactions are keyed in EH (i.e.: appointments, 120, 126, and 405 transactions).
  - For exceptions to the generated value, departments are required to submit a PAR document to PPSD/Civil Service Audits for key entry.
- OPEB Automation – Payroll
  - Year To Date (YTD) Totals screen has been modified to include two OPEB fields.
  - OPEB taxable gross (OPEB TAX GRSS)
  - OPEB EE withheld (OPEB EE WTHLD)
- Earnings Statements/Direct Deposit Advices:

- o The OPEB description on the warrant statements will be changed from OPEB/CERBT to OPED effective 9/2021.
- OPEB Max Compensation Integration:
  - o A Few changes were made to OPEB as a result of the Max Comp project going into production ahead of OPEB.
  - o OPEB deduction will stop when an employee reaches Retirement (RT) Max.
  - o OPEB field: EE W/H and ER W/H will display zeros (.00).
- OPEB Max Compensation:
  - o If an employee reaches RT Max mid-month, the recomputed RT gross will be used for OPEB calculation.
- Key Points to Remember:
  - o OPEB Automation is effective 09/2021 pay period.
  - o OPEB contribution will be applied to every eligible payment and adjustments.
  - o If an employee has reached RT max prior to 09/2021 pay period, OPEB withheld amounts on POIS will display zeros.
  - o All OPEB fields will be zero or blank if the pay period date is prior to the implementation date.
  - o The last OPEB Interim deduction will be applied to 08/2021 pay period.

Statewide Direct Deposit Program – SCO – Jill Souza

Contact: JSouza@sco.ca.gov

- Direct Deposit Automation

Statewide Training Program – SCO – Michael Berlanda

Contact: MBerlanda@sco.ca.gov

- Course Development
- Needs Assessment Reminder
- Training Number
- Webpage: SCO | Statewide Training (ca.gov)

Management Information Retrieval System (MIRS) – SCO – Angela Cipollone
Contact: ACipollone@sco.ca.gov

- MIRS Handbook:
  - o Combines MIRS resources into one location
  - o Designed to be user friendly in digital and paper format
  - o Downloadable from the MIRS webpage on the SCO website
  - o https://www.sco.ca.gov/ppsd_mirs_ref.html
  - o Contact MIRS Helpdesk with any questions ppsdMIRS@sco.ca.gov
- Master File Descriptions (MFD):
  - o PERSONAL
  - o CSEMPL – Current
  - o CSEMPL – Historical
  - o CSPMTS – Payments
  - o CSPMTS – Deductions
  - o CSLAS
  - o THLAS
  - o POSITION
- Additional Resources:
  - o Data Element Dictionary (DED)

- - DED Index
  - o Common Library Guide
  - o Common Library Index
  - o Instructions on copying reports
  - o Descriptions and examples of reports
  - o List of Benefits and Transactions
  - o Leave Benefits Transaction Codes and Names
  - o Leave Benefit IDs and Names
  - o PAR Transaction Codes and Names

SCO KEY INITIATIVES: PROJECT UPDATES

California State Payroll System (CSPS) – SCO – Bernadine Schultz

- Project Vision: The California State Payroll System (CSPS) Project will modernize the human resource management and payroll system used by 285,000+ state government employees in order to provide accurate and timely personnel and payroll service with quality customer service.
- In Process:
  - o Executive Steering Committee Meeting Aug 2
  - o Routing solicitation (SOW/RFP) documents for approval internally to SCO Legal
  - o Ancillary procurement activities for SFY 21/22
  - o Data Cleansing Strategy Planning (DCSP) sessions
  - o Agency/Department demographic survey
  - o Recruiting for multiple OCM positions
  - o Phase 0 Bidder's Survey
- Recent Progress:
  - o BPO kickoff complete
  - o Completed 3 DCSP sessions
  - o Completed initial SCO/CalHR solicitation review, addressing comments
- What's Next
  - o Schedule Stage 3 Solution Development (S3SD) synch up with CDT and CalHR
  - o Planning for transition from S3SD to Stage 4 Project Readiness Approval (S4PRA) phase
  - o Union Town Hall in September
  - o Submit Stage 3 Part A
  - o Process Advisory Committee (PAC) kickoff
- Our Ask

  - o Complete Departmental Demographic Survey by August 20
  - o Participate in "In Process" activities
  - o Provide SME support for questions
  - o Provide SME support for data cleansing sessions

Connect Human Resources Portal (ConnectHR) – SCO – Liz James
Contact: ConnectHelp@sco.ca.gov

- Complete Departmental Demographic Survey by August 20
- Participate in "In Process" activities
- Provide SME support for questions
- Provide SME support for data cleansing sessions

SCO General Reminders – SCO – Nastassja Johnson

Contact: Nxjohnson@sco.ca.gov

- Include specific program name in the subject line of emails when you submit forms to the PPSDTempOps@sco.ca.gov mailbox.
  - This inbox is not for questions or inquiries.
- Include your name and email on all documents submitted to the SCO.
- Submit one email for each specific program area.
  - If you need to check on the status of a document, please call the Statewide Customer Contact Center (916) 372-7200.
- When submitting EPSLA/SPSL please send forms to the designated mailbox ppsdepslaefmlaadj@sco.ca.gov and only one submission per email. do not group PDF.
- Utilize secure email to send documents rather than fax or mail.
- Include the complete social security number (SSN) when sending documents through secure email.
- Visit Department of General Services (DGS) website for updated Standard (STD) forms that allow for a digital signature.
  - STD674 and STD674 A/R have been updated to allow for an email address for the specialist. This allows SCO to contact the specialist in a timely regarding PR250's.
- Update California Personnel Office Directory (CPOD).
- Reciprocity e-mail: PPSDReciprocity@sco.ca.gov

RESOURCES

CalHR Benefits' Resources

- **Websites:**

  - Human Resources: https://www.calhr.ca.gov/state-hr-professionals
  - HR Manual: http://hrmanual.calhr.ca.gov/Home/ManualItem
  - State Employees: https://www.calhr.ca.gov/employees
- **Contacts:**

  - ACA Program ACA.Policy@calhr.ca.gov
  - Dependent Re-verification Program DependentRe-verificationProgram@calhr.ca.gov
  - Dental Program dental@calhr.ca.gov
  - FlexElect/CoBen Program FlexElect@calhr.ca.gov
  - COBRA COBRA@calhr.ca.gov
  - Vision vision@calhr.ca.gov
  - Dental/Vision Authorization Portal VisionDental.Authorization@calhr.ca.gov
  - Long Term Disability LTD@calhr.ca.gov
  - Life Insurance LifeInsurance@calhr.ca.gov
  - Group Legal Grouplegal@calhr.ca.gov

SCO

- **Websites:**
  - Human Resources: https://sco.ca.gov/ppsd_state_hr.html
  - State Employees: https://sco.ca.gov/ppsd_se_payroll.html
- **Contact:**

  - Statewide Customer Contact Center (916) 372-7200
  - HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
  - CS Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov
  - Cal Employee Connect Email connecthelp@sco.ca.gov
  - Cal Employee Connect Feedback Email connectfeedback@sco.ca.gov
- **SCO Key Initiatives:**
  - Cal Employee Connect Project
  - California State Payroll System Project

CUSTOMER RELATIONS SURVEY:

Please send suggestions to our HR Suggestions Inbox at PPSDHRSuggestions@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.