**December 2021**

**Transaction Supervisors' Forum Notes**

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

- **Question:** Payroll Letter 21-018, which is regarding Maximum Compensation Limits for CalPERS Members indicates that SCO is issuing refunds to employees for December 2020 who had reached the limits and over-contributed, however it also states: "If SCO's refund process inadvertently missed any employees then Agencies must send in a STD. 674 to request a refund after December 31, 2021." We have reviewed Payroll Letter 21-004 and Circular Letter #200-001-21, however neither of them address how we would identify those employees. PPM: Section H - Deductions states: "The SCO is responsible for monitoring when an employee meets or exceeds the limit. Once an employee reaches the compensation limit, the SCO must continue reporting compensation as earned; however, employer and employee contributions should no longer be reported for the rest of the calendar year." Can SCO please elaborate on how departments are supposed to identify those employees so that we know for whom to send a 674? Will CalPERS or SCO be contacting us? Is a MIRS report being created? I recall this being discussed at the November Sup Forum, however I do not recall if we were told how to identify the employees.

  - **Answer (Gundy Pinero – SCO):** Departments can run a Management Information Retrieval System (MIRS) report to identify those employees who were refunded in November of 2020 to ensure all those employees received a refund for December 2020.  If any payments were missed then they can submit a Std. 674. As of Nov 30, 2021—PPSD has completed the Dec 2020 refund activity.

- **Question:** Are HR offices required to view the Social Security Number (SSN) card to verify the Employee Action Request (EAR) and benefit enrollment forms are filled out correctly before processing? In some cases, the SSN card is not used to complete the I-9. Are we required to request a copy of the SSN card, or can we go off the information provided on the forms?

  - **Answer:**  (Cari Buenaventura – SCO) It is not a requirement to physically view the SSN card to confirm the EAR or benefit forms are completed correctly before keying, however HR offices may refer to the following for guidance on collecting supporting documentation:
    - U.S. Citizenship and Immigration Services, I-9, Employment Eligibility Verification

- **CalPERS State Health Benefits Guide** (www.calpers.ca.gov/docs/forms-publications/state-health-guide.pdf see pages 47 - 51)

- **Question:** We turned in several STD 674's for Accounts Receivable (A/R) establishment and transfer of funds prior to ConnectHR being available. Documents uploaded to ConnectHR are being processed before documents that were previously submitted through the PPSD mailbox. Is there anyway to add inquiry drop boxes for documents sent prior to ConnectHR? Is there a procedure for processing prior documents?
  - **Answer:** (Christina Campbell) Please contact the Statewide Customer Contact Center (SCCC) at 916-372-7200 and our team will look for the documents to process or provide you instruction for resubmission. The SCO is aware that there have been failed submissions due to encryption issues with our former mailboxes.

- **Question:** If we are uploading multiple 674 Accounts Receivable (AR) for an employee, and they are to be collected in a specific order or during specific pay periods, do we upload them as a package or should we still upload them individually?  For example, there are three AR's are to be deducted for two payments each over a six month period, do we upload them as one document, or three separate documents?

  - **Answer:** (Christina Campbell) Per the ConnectHR upload manual, you may upload documents as a package for one employee and if the documents are all to be worked by one unit. For example, you would not upload Std. 674AR for payment type K with Std. 674AR payment type 4.

- **Question:** Emergency Family Medical Leave Act (EFMLA), Emergency Paid Sick Leave Act (EPSLA) ,  Supplemental Paid Leave Act (SPLA) Std. 674 processing dates have gone from April 2021 back to March 2021 and now on May 2021. We had told our employee the back log was  six months but it has now extended past six months. Can you please explain the dates going back and forth? Also does SCO have an approximate time on completing the Std. 674s? Is SPSL still a priority and being processed prior to EFMLA/EPSLA? Will the Voluntary Personal Leave Program (VPLP) issue with EFMLA/EPSLA be addressed since SCO processed some employees who had VPLP while on EFMLA/EPSLA but has also sent ding notices for others?

  - **Answer:** (Renee McClain and Christina Campbell) The reason the dates continue to fluctuate is that several HR offices have submitted documents to the incorrect unit and various email boxes we are now receiving all the misrouted documents. Please use the ConnectHR directory to ensure your documents are routed to the appropriate area. SPSL ended 09/30/2021. The EPSLA/EFMLA ended 12/30/2020 and HR offices are still sending documents for those programs. The

EPSLA/EFMLA/SPSL is no longer being worked as a priority. However, staff continues to work on these documents daily.  Per our previous communication, [COVID -19 SPSL benefit FAQ](#) and CalHR when submitting SPSL documents the VPLP should not be included in the calculation. The SCO did not have clarification on the VPLP at the time the EPSLA/EFMLA benefit rolled out, now that we do, we are paying it without the VPLP.  If you need an adjustment to your calculation please submit a Std. 674 payment requests and calculator worksheet to ConnectHR. Please don't forget to update CLAS.

- **Question:** On 11/19, the day after cutoff in November we uploaded a STD 639 with a note asking that it be worked for the 11/21 pay period as the effective date was within the 11/21 pay period.  We stripped the pay and contacted SCO on Monday 11/22 to see if the garnishment had been worked.  On Tuesday 11/23, the pay redeposited, we contacted SCO again to see if the garnishment had been worked, someone from the  garnishment unit indicated that it wouldn't be worked until the following month and that we should reissue pay, which we did.  My question is, since we are legally required to begin deductions of garnishments within 10 business days of receipt and that effective date fell within the 11/21 pay period, but after master cut off, how can SCO refuse to work a garnishment thus putting the agencies at risk of not meeting the legal requirements, how should this have been handled?

  - **Answer:** (Renee McClain) Documents need to be submitted by noon on cut-off to ensure they are processed for Master.  Garnishments that are "New" must be sent to SCO Disbursements for keying, however the process outside of cut-off normally requires two days processing time.  In order for the garnishment to have been established for the November pay period, you should have contacted the SCCC on the 19<sup>th</sup> when you submitted your form to inform them of the situation so the Std. 639 could be processed while the warrant was being redeposited.  Since you contacted the Garnishment Unit on 11/22, there was not enough time to establish the garnishment and have it deducted from the warrant which wasn't redeposited until 11/23.  Since it was not deducted through the payroll system, the employee could write a check for the garnishment amount and you would submit a modified Std. 639 to reduce the total of the garnishment by the amount they paid outside of the payroll system.

- **Question:** If we find that open enrollment deductions did not work with the December monthly payroll, do we submit individual inquiries?

  - **Answer:**  (Bryce Miller) Once you submit documents through connect HR, you will get confirmation that your form was submitted successfully. The Benefits team then processes the open enrollment forms that were received. If you find that open enrollment deductions did not work for December's monthly payroll, please call the

Statewide Customer Contact Center at (916) 372-7200 and the Benefits team will pull these inquiries and work them as a priority.

- **Question:** The ScholarShare College Savings Plan technicians are directing employees to submit their direct deposit forms to their HR office for processing.  Is this a new process?
    - **Answer:**  (ScholarShare) State of California employees interested in setting up direct deposits from their paycheck to their ScholarShare 529 accounts would need to complete, sign, and mail in the [California State Employee Payroll Deduction Form](#) to the ScholarShare College Savings Plan at the address listed on the form.  This process hasn't changed in many years. This form would also be used to modify or stop an existing payroll deduction. For more information contact [Scholarshare@treasurer.ca.gov](mailto:Scholarshare@treasurer.ca.gov).
- **Question:** How does an agency that currently picks-up from SCO (warrants/prints/forms) go about getting on the SCO mail list?
    - **Answer** (SCO Disbursements) There is no mail list for SCO Disbursements. If there are any questions regarding warrant release such as, updating department Appointed Power Letter, Agency Contact Information, Courier Pick-up Approval (STD-8) or missing warrants should contact the Warrant Distribution Unit. For more information, please contact John Moreno – SCO Disbursement [JMoreno@sco.ca.gov](mailto:JMoreno@sco.ca.gov) – 916-322-7291

## SCO KEY INITIATIVES: PROJECT UPDATES

**SCO - California State Payroll System (CSPS) Project –** Chris Maio – [CSPSHelp@sco.ca.gov](mailto:CSPSHelp@sco.ca.gov)

- In Process:

    - Ancillary procurement activities for FY 21/22
    - Data cleansing
    - Onboarding new OCM Manager Kim Pablo
- Recent Progress:

    - Submitted draft solicitation to CDT Procurement for review
    - Submitted Stage 3 Part A to CDT
    - Conducted Executive Steering Committee meeting
    - Conducted quarterly Legislative Analyst Office briefing
- What's Next:

    - Revise Stage 3 Part B and solicitation based on initial CDT feedback
    - Begin the final stages of review for the main solicitation
- Our Ask:

    - Participate in "In Process" activities

- **Question:** If your agency has Personnel Specialists working a hybrid of telework and in the office, how many days a week are they expected to work in the office?

  - **Results:** 58 Responses

| | |
|---|---|
| 3 Days | 22 |
| 1 Day | 19 |
| 2 Days | 12 |
| 4 Days | 5 |

**BENFITS ADMINISTRATION:**

**CalPERS - Health Enrollments Self Service Capabilities Project Phase 2 – Matt Carson (MCarson@calpers.ca.gov)**

- Project Background
  - Business Problem
    - Cumbersome enrollment and maintenance process for employers
  - Resource constraints
    - Manual and paper driven process for members and employers
    - Lack of timeliness
- **Project Scope**
  - Allow members to enroll self/family via myCalPERS account
  - Upload required documentation easily online
  - Make changes with qualifying events via myCalPERS account
  - Generate notification for employers
  - Use electronic confirmations for transactions submitted online
- Key Benefits
  - Members
    - 24/7 online access to manage health enrollments
    - Smooth transition into retirement – dependent eligibility verification
  - Human Resources Offices
    - Reduces manual intervention
    - Replaces paper-driven process

| Phase | Description | Target Date |
|---|---|---|
| Phase 1 | New Contracting Public Agencies (includes Retirees/Survivors) Allow employees and retirees of public agencies with newly effective resolutions to submit their new health enrollment transactions online. | 7/10/21 |

| Phase | Description | Target Date |
|---|---|---|
| Phase 2 | Online health enrollment changes for State Central Active members This includes plan changes, add/remove dependents, parent-child relationships, and cancel coverage; excludes new enrollments and DEV | 12/4/21 |
| Phase 3 | Online health enrollments for remaining active members. New enrollments for state central active, all functionality for state noncentral active, all functionality for existing public agency members, including Open Enrollment. | 6/18/22 |

Phase 2 Functionality
- Online health enrollment changes for Active members (Excludes CSU and Non-Central)
    - This includes:
        - Add/remove/ dependents
        - Recertify Dependents (Parent/Child)
        - Cancel Coverage
        - Change Health Plans (excludes new enrollments, and Dependent Eligibility Verification)

Communication Activities
- Project Activity Target Date Employer Student Guide - myCalPERS Health Transaction Verification 12/3/21
- Member Video Instructs members how to submit changes online 12/3/21
- Update CalPERS Website - Employer and Member Page 12/6/21
- CalPERS Website Ads - Employer and Member 12/6/21
- Employer Bulletin Announces functionality is live, links to webpage and student guide 12/6/21 PERSpective Online Blog Links to webpage and member video 12/6/2
- Employer Email Brief overview with links to webpage and student guide 12/7/21
- Member News Email Blurb to promote new functionality, links to PERSpective blog 12/7/21 Employer News Small blurb, links to webpage 12/9/21
- Ad Hoc Committee on HR 12/9/21 Transaction Supervisor Forum – HESSC Update 12/16/21
- State Agencies Webinar 1/12/2

Additional Information

- Functionality is optional
- Process change for HR departments
- CalHR manual will be updated in January
- State Webinar – Jan. 12th

**CalHR - Benefits Division**

Affordable Care Act Program

- All errors on the monthly ACA Compliance Reports on SCO's ViewDirect must be corrected and keyed in SCO's Affordable Care Act System (ACAS) by December 30, 2021, to ensure accurate reporting to the IRS and reduce the state's exposure to information reporting penalties.
- The state/department may be assessed a $280 penalty for each failure to file a correct information return with the IRS and a $280 penalty for each failure to furnish a correct 1095-C statement to employees for the 2021 reporting year.
- Refer to SCO's ACAS User Guide and Scenario-Based Job Aid for Updating the ACAS for more information on how to access the ACA compliance reports and how to make updates in the ACAS.

Open Enrollment

- Open Enrollment Season has ended for CalHR as of October 15
- Open Enrollment Post Project Survey is now available on the Benefits Division Website under the HR Professionals Tab.
- Website: https://calhr.benefitsprograms.info/
- Subscribe for Benefits Updates: We have added two subscription boxes on the CalHR Benefits Division Website, one on the State HR Professionals page and one on the State Employee page, to collect emails for future updates and announcements that CalHR sends out in regards to Open Enrollment.
- Open Enrollment Inbox: OpenEnrollment@calhr.ca.gov
- CalHR Benefits Division has established an Open Enrollment inbox. You can email this box with questions related to Open Enrollment. We do ask that you still email program specific questions to the program email boxes. You can find program emails on the CalHR Benefits Division Contact Page: https://calhr.benefitsprograms.info/state-hr-professionals/hr-pp-contact-list/ . I have added the Open Enrollment Inbox to the list.

Benefits Administration Manual (BAM) Update

- CalHR Benefits Division has revamped BAM Training
- Transitioned to an eLearning platform
- Available on demand starting January 2022 on CalLearns
- Official announcement to go out end of December/beginning of January with more details Benefit Programs Dental, Vision, FlexElect, CoBen, Third Party Pre-Tax Parking Reimbursement Account, COBRA, Group Legal and Long-Term Disability
- Appeals – all programs are current, within 30 days
- Program Updates – the IRS has increased the monthly deduction for qualified parking for 2022 by $10. Effective January 1, 2022, the Third Party Pre-Tax Parking Reimbursement Account Program monthly deduction limit will be $280.

- Review appeals before submitting them to CalHR. We continue to receive appeals with Incomplete or incorrect information, and outdated versions of forms.
- Whenever possible, send appeals via email instead of regular mail.
- Refer to the HR Online Manual and the BAM for processing details and requirements.
- Ensure that staff submit appeals to the correct email boxes. Program email boxes are listed below under CalHR Benefits' Resources.
- Ensure that retiring employees are informed of all their benefit options before retirement, including Group Legal and Vision insurance. We continuously receive appeals from retirees who state they were not provided their benefit options or forms for benefits in retirement.

CalHR Benefits' Resources Websites:
- Human Resources: calhr.ca.gov/state-hr-professionals
- CalHR Benefits Website: https://calhr.benefitsprograms.info/
- HealthierU Connections: https://www.calhrwellness.com/en/welcome-california-stateemployees/
- State Employees: calhr.ca.gov/employees
- HR Manual: hrmanual.calhr.ca.gov/Home/ManualItem

Contacts:
- ACA Program ACA.Policy@calhr.ca.gov
- COBRA COBRA@calhr.ca.gov
- Dental Program dental@calhr.ca.gov
- Dental/Vision Authorization Portal VisionDental.Authorization@calhr.ca.gov
- Dependent Re-verification Program DependentRe-verificationProgram@calhr.ca.gov
- FlexElect/CoBen Program FlexElect@calhr.ca.gov
- Group Legal Grouplegal@calhr.ca.gov
- Life Insurance LifeInsurance@calhr.ca.gov
- Long Term Disability LTD@calhr.ca.gov
- Third Party Pre-Tax Parking Reimbursement Account Pre TaxParking@calhr.ca.gov
- Vision vision@calhr.ca.gov

**SCO – Statewide Civil Service Benefits Program – Bryce Miller ([BMiller@sco.ca.gov](mailto:BMiller@sco.ca.gov))**

- **Open Enrollment 2021**
  - Over 22,000 Open Enrollment documents received

## PROGRAM UPDATES
**SCO – Statewide Customer Contact Center – Christina Campbell ([CCampbell@sco.ca.gov](mailto:CCampbell@sco.ca.gov))**

- The payroll, garnishment, and premium pay ACD (SCCC) team took over 2,419 calls in the 11/2021 pay period.
- Effective January 2022, every first Friday after the previous pay period an SCCC team member will identify the top five HR offices with calls related to training. Our team will send an email to the management team of these departments identifying how many calls we received and the inquiries.
- In November, we had the same agencies calling at minimum once a day.
- The questions we are receiving are due to a training need:
  - **Did my pay issue?** Before your staff call please have them check the warrant register.
  - **Do you know why my pay didn't issue?** Yesterday was a no cycle date, you did not close your batch, EH is out of sequence, past 12 months and you will need to complete a Std. 674, and you keyed, etc incorrectly, you must certify all-time in the pay period.
  - **How do I key pip for a pay differential?** Refer staff to [PPM Section K](#), [PPM Section G Miscellaneous Payments](#)
  - **Do you know when my employee's garnishment was established?** If you do not have a copy of the garnishment, staff can review the payment deduction screen in pay hist and locate the garnishment establishment date. HR offices are required to maintain employees personnel/payroll documents. How do I complete a garnishment form? Please refer to [PPM Section Z](#), and [garnishment online training tool](#)
  - **Can you send me a copy of my employee's form?** It is required by the [Secretary of State retention](#) policy that HR offices are to maintain all personnel and payroll documents. On an average day, the SCO can receive 1056 documents daily. We are not able to accommodate this request.
  - **Can you verify my ConnectHR document was received?** Please use your file upload history to verify your document was successfully submitted
  - **When will SCO work my document?** Please remind staff to view the weekly processing dates. Link:[CS Weekly Processing Dates (ca.gov)](#)
  - **Reminders:**
  - If you need a document pulled due to an employee separation please contact the SCCC at (916)372-7200 and the staff will pull the document and send it to a specialist for processing.
  - Please do not contact specialist staff directly via phone or email. We are working diligently to get through the backlog. Please reach out to the SCCC for assistance.
  -

**SCO – Statewide Payroll Program – Renee McClain ([Rmcclain@sco.ca.gov](mailto:Rmcclain@sco.ca.gov))**
- [Lump Sum Election Form](#)

**SCO – Statewide Tax Support – Monique Perez (Mperez@sco.ca.gov)**

- **Payroll Letter #21-014:** The State Controller's Office (SCO) will mail all Form W-2s and Form 1095-Cs to the employee's current mailing address.
  - All undeliverable Form W-2 and Form 1095-Cs will be returned to the agency or campus for distribution to the employees.
  - Form W-2: Tax Support Program email: PPSDSTSP@sco.ca.gov
  - Form 1095-C: Affordable Care Act (ACA) Support Team email: ACASupport@sco.ca.gov
- **Payroll Letter #21-015:** Document Cutoff Dates for 2021 Calendar Year-End Processing
- If you are submitting documents for the W-2 and do not have access to ConnectHR, please send an encrypted email to PPSDW2Miscded@sco.ca.gov (Accounting Offices).
- **Deceased Employees:**
  - Passed in 2021
  - Wages issued *after* the date of death *and* provided to a beneficiary/designee.
  - PPSD21 – Deceased Employee Data form must be submitted to the State Controller's Office as soon as possible
  - SCO will prepare and release the Form W-2 and 1099-MISC by January 31, 2022.
- **References:** Payroll Procedures Manual
  - Section I 900 - Deceased Employee Wages
  - Section I 912 - Instructions for completing the PPSD21-Deceased Employee Data form
  - Section Z, I-10 - PPSD21 Form

**SCO – Communications Program Nastassja Johnson (Nxjohnson@sco.ca.gov)**
- Redesigned State Employee Webpage

**SCO – Program Analysis and System Coordination Section – Tracy Gutierrez (TGutierrez@sco.ca.gov)**

- Bargaining Unit (BU) 18 Retirement Contribution Update
  - BU 18 Safety employees impacted
  - Moving from 11% to 11.5%
  - Approximately 5600 records total
  - SCO posted automated 505 transactions to 3495 records on 12/14/21
  - The remaining records must be keyed by departments manually due to out of sequence transactions
  - SCO will provide a View Direct report
- Retired Annuitant (RA) Late Fee Invoices
  - SCO and CalPERS researched root cause
    - September RA hours were included with October reporting file
    - October RA hours are also included with November reporting file
  - SCO and CalPERS are collaborating on a long-term resolution

- We are also working toward an interim process, pending the long-term resolution
  - CalPERS requests that departments and campuses hold on to invoices, but not pay them
    - SCO is requesting fee waivers for September pay period forward
    - SCO is also requesting refunds for any department or campus that has already paid invoice(s) for September

## SCO- California Leave Accounting System (CLAS) – Megan Vinson (MVinson@sco.ca.gov)

- The annual purge of old data has been completed.  Refer to Leave Letter 21-011 for details.
- The CLAS Unit will be posting time for the two upcoming Saturday holidays.  Refer to Leave Letter 21-012 for details.
- The CLAS Unit will be posting time based on the Governor's authorization.  Refer to Leave Letter 21-013.
- We have posted a new eLearning: Civil Service Workbook Overview.
  - Find it here: https://www.sco.ca.gov/ppsd_clas_ref.html
  - Leave Letters: https://sco.ca.gov/ppsd_leave_acct_letters_2021.html

## SCO – Statewide Training Program – Michael Berlanda (MBerlanda@sco.ca.gov)
- Training Coordinator Panel Discussion
- Needs Assessment Deadline
- eLearning Numbers
- New Development for the next Trimester

## SCO General Reminders

- Utilize ConnectHR to send documents.
- Include the employee's complete social security number (SSN) when sending documents through ConnectHR.
- Check Weekly Processing Dates before sending inquires.
- Update California Personnel Office Directory (CPOD).
- The PPSD Register – PPSD's Monthly Newsletter

## 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.

**WEBSITES:**

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

**CONTACTS:**

- Statewide Customer Contact Center (916) 372-7200
- HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
- Civil Service Escalation Email (HR Supervisors and Managers)  PPSDOps@sco.ca.gov

**SCO KEY INIATIVES:**

- Cal Employee Connect
- California State Payroll System Project

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