



December 2023

Transaction Supervisors' Forum Notes

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SURVEY QUESTIONS:

The following questions are submitted prior to the forum via [Survey Monkey](#).

Question: This question is regarding the Personnel Specialist (PS) Recruitment and Retention (R&R) Pay. The pay differential states the R&R is payable 30 days following the completion of 12 consecutive qualifying pay periods. If our PS started on 9/22 and had 12 qualifying months (8/23 would be the 12th), would we key on 9/30/23 or 10/1/23 (on the 30th day or after)? Are we keying it for the 8/23 pay period or the 9/23 pay period? With the R&R being revised effective 10/1/23, the pay differential does not state what was revised, making it look like the rates of pay (\$3,000 and up) go back to being effective 1/1/2001. When are we applying the increase for the PS, if their 12th qualifying month hit on 10/2023?

Answer: The pay differential says it is payable 30 days following the completion of 12 months. Thirty days after 08/23 would be payable by the end of the September pay period.

The pay letter provides the revision date. At the top of the pay differential, it provides the revision dates. The effective date is the revised date shown on the pay letter and the pay differential, which is 10/01/2023. Additionally, the vertical dark lines on the right indicate what is new, the horizontal lines indicate the places where something was removed. This methodology applies to all pay differentials and old information is not retained in the pay differential once it is changed.

Question: What document should be used to enter employee's gender on Personnel Action Request (PAR) item 440 - sex? Should the gender code for item 440 be taken from employee ID or CalHR 1070 form? I have a situation where the employee's gender on their ID is different than self-identification on CalHR 1070. Employee has mentioned they identify themselves as stated on 1070.

Answer: Per CalHR Civil Rights, the information should always be taken from the CalHR 1070 form.

Question: Can you explain how the new payment schedule for Pay Differential 240 works? If the continuity of service in an eligible class is broken by a permanent separation, do we restart the clock from the time of reinstatement? And what about temporary separations does the clock need to be restarted?

Answer: If an employee has a permanent separation from the classification either by taking another position or separating from state service, the clock would restart, same as now. The criteria is consecutive qualifying pay periods. Temporary separations such as a leave of absence would stop the accumulation, but then would restart where the employee left off when they return to work.

Question: Does SCO still publish the Monthly Payroll Cut-off dates for the entire year? It used to be in the Personnel Action Manual (PAM), but I think the last update was from 1997.

Answer: Please review [Section D 200](#) of the Payroll Procedures Manual (PPM).

Question: There have been some mixed communications from other departments about employees General Salary Increases (GSIs) being processed for December's pay period. This is an addition to the union notification on their website.

Answer: Timing of the implementation of the new contracts depend on many factors. SCO is working to process the remaining salary increases over the next two weeks. CalHR and SCO are closely collaborating to ensure that state employees receive their increases as timely as possible.

Question: For employees (EEs) that separated from their department after July 1 and prior to the special salary adjustment, how will they receive their 3% pay increase?

Answer: Employees who separated from state service without fault prior to the effective date of the salary increase with lump sum pay extending beyond July 1, 2023, and who were eligible for the General Salary Increase (GSI) at the time of the separation, should have their lump sum adjusted to reflect the salary increase. Departments must identify and manually process the GSI transactions for separated employees, as applicable. To assist departments in identifying these employees, SCO will provide a ViewDirect report. A subsequent Personnel Letter will be released when this report is available.

CalHR – Office of Civil Rights – Kyra Bogert (Contact: Workforce.Analysis@calhr.ca.gov)

- CalHR 1070 Form Update
 - Government Code Section [8310.6](#) (Senate Bill 189 – 2022).
 - State Employee Race/Ethnicity Questionnaire (Form CalHR 1070) has been updated to include additional categories for Black or African American race/ethnicity.
 - Effective in 2024, employees may choose the following options when completing Form CalHR 1070:
 - A descendant of a person or persons who were enslaved in the United States.
 - Not a descendant of a person or persons who were enslaved in the United States, including, but not limited to, African Black, Caribbean Black, or other Black.
 - Descendant status is unknown or choose not to identify.

SCO – Business Systems Enhancement (BSE) Section – Jennifer Robinson (Contact: [Statewide Customer Contact Center](#) (916) 372-7200)

- Senate Bill 189-Expansion of Ethnicity Categories
 - The Affordable Care Act System (ACAS) Ethnicity screen has been expanded to two screens to accommodate the new selections.
- New Categories (codes)
 - Keying into ACAS will be the same with the new codes. Only one value of Y, N, or O, can be keyed together but can be combined with other ethnic selections.
 - Code Y - A descendant of a person or persons who were enslaved in the United States.
 - Code N - Not a descendant of a person or persons who were enslaved in the United States, including, but not limited to, African Blacks, Caribbean Blacks, and other Blacks.
 - Code O - Descendant status is unknown or choose not to identify.
- Repurposed Codes
 - The following outdated codes will be repurposed to accommodate the new selections.
 - Eskimo (N)
 - Aleut (O)
 - Laotian (Y)
 - Note:** Codes N and O will be moved to H (American Indian or Alaska Native). Code Y will be moved to V (Laotian)
- Updated Resources
 - Management Information Retrieval System (MIRS) will be updated to reflect the new codes.
 - Contact ppsdmir@scs.ca.gov with any questions.
 - Reference materials will be updated upon implementation.
 - Education: [User Guide for Keying Ethnicity into ACAS](#).
 - [Employee Race or Ethnicity FAQs](#).
 - A Personnel Letter with more information will be forthcoming

SCO KEY INITIATIVES:

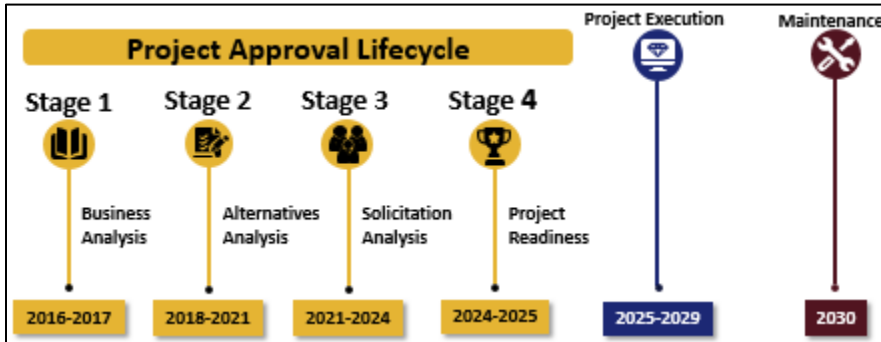
SCOConnect: Cal Employee Connect (CEC) Project/ConnectHR – Moe Adam (ConnectHRhelp@sco.ca.gov)

- Cal Employee Connect (CEC)
 - CEC Phase II – Employee Service features
 - Multifactor Authentication (MFA) ([MFA User Guide](#)):
 - Now available to all Cal Employee Connect (CEC) users
 - As of 12/11/2023: 55,624 employees have enabled MFA
 - Direct Deposit:
 - 95% of departments statewide have been deployed
 - As of 12/11/2023: CEC has received 19,930 direct deposit transactions
 - Address Change:
 - 95% of departments statewide have been deployed
 - As of 12/11/2023: CEC has received 4,475 address change requests
 - Withholdings Change:
 - Wave A and B departments have been enabled
 - As of 12/11/2023, CEC has received 618 withholdings change requests
 - Wave C departments will have a demonstration on 12/13/2023
 - eTimesheet Feature:
 - As of 12/11/2023:
 - 21 agencies have been using this feature
 - Note:
 - This feature is available to agencies who do not have a Time and Attendance system or wish to decommission their current system.
 - Limited work schedules and leave benefits. Please email us for additional information.
 - 2023 W-2 Paperless Feature:
 - As of 12/11/2023:
 - 55,783 employees have opted-in (16% adoption rate)
 - Opt-in deadline expired; employees will have to wait until 02/01/2024 to opt-in.
- ConnectHR
 - Accounts Receivable (A/R) 035 Deduction Collection Feature:
 - This feature has been made available to all agencies
 - As of 12/11/2023:
 - Total of 61,093 A/R 035 deductions have been processed via this feature
 - Total of \$13,725,475 has been collected
 - As of 12/11/2023
 - 95% of departments/agencies have been enabled
 - SCO is unable to cancel or modify submitted and worked A/R 035s. HR offices will need to send a STD. 674 to either reverse or refund the deduction after monthly payroll

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

– Status Updates/Progress:

- New Project Director Announced 11/30/2023-Congratulations Jennifer Burkett!
- Confidential Discussions concluded and updates made to Project Approval Lifecycle Stage 3 documents.
- Modernizing Pay Day action planning continues as communication activity structure is developed.
- Technical team designing project dashboards for schedules, tasks and risks.



BENEFITS ADMINISTRATION:

SCO – Affordable Care Act – Korinn Revelino (Contact: acasupport@sco.ca.gov)

- CalHR November ACA Quarterly Compliance Review (Contact: ACA.Policy@calhr.ca.gov)
 - Departments who were notified of their outstanding ACAS errors as part of CalHR’s Quarterly Compliance Review are to correct and certify these errors have been corrected by returning the *Quarterly ACA Compliance Notification* to ACA.Policy@calhr.ca.gov by December 15, 2023.
- Detailed Safe Harbor Outreach (Contact: ACA.Policy@calhr.ca.gov)
 - CalHR reached out to departments earlier this month with errors observed on the Detailed Safe Harbor Report for the state’s full-time employees who are eligible for health benefits, but the health benefits status data in the Affordable Care Act System reflects otherwise. Correction instructions were provided.
- Information Reporting Penalties (IRP)
 - The State is subject to IRP based on changes of benefit status data reported on the Form 1095-C to the IRS and the employee through the SCO corrections process. Below are some facts about the IRP we, as a State, will now be assessed beginning as early as 2024.
 - IRP's compound over time, increasing annually. The breakdown for the 2023 IRP amount is as follows:
 - A total penalty of \$620 may be assessed for each updated record in the ACAS resulting in a corrected 1095-C for 2023:
 - A \$310 penalty for each correction reported to the IRS
 - A \$310 penalty for each corrected 1095-C furnished to the employee
 - If the correction impacts the employee's history in the ACAS dating back as far as 2021, the IRP will potentially compound and increase the penalty assessed to the department responsible.
- ACA Updates & Reminders
 - ACAS Virtual Training
 - Training dates for 2024 will be posted on the [SCO's Affordable Care Act Training](#) webpage soon.
 - Please email PPSDACATraining@sco.ca.gov to register your staff for training.
 - Reminder that ACAS users are expected to complete Part I and Part II of the ACAS virtual trainings prior to keying in the system.

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

- Open Enrollment Form Counts – December 12, 2023
 - Dental STD. 692
 - Received: 15,500
 - Completed: 15,500
 - FlexElect Cash Option STD. 701C
 - Received: 2,900
 - Completed: 2,900
 - Consolidated Benefits Cash Option STD. 702
 - Received: 1,200
 - Completed: 1,200
 - FlexElect Reimbursement STD. 701R
 - Received: 8,800
 - Completed: 8,800
- Updates
 - Open Enrollment team working on CalPERS Health File
 - Most of team back on regular benefits workloads
 - Expect to see catch up on [Weekly Processing Dates](#)
 - Thank you for your patience and timeliness through this 2023 Open Enrollment Season!

CalHR – Benefits Division

- Open Enrollment (OE) – (Contact: OpenEnrollment@calhr.ca.gov)
 - Updates
 - The 2023 Benefits Open Enrollment period was September 18 – October 13, 2023, and has officially ended
 - Open Enrollment occurs annually for State of California employees to make changes to their Health, Dental, Vision, & Voluntary Benefits such as Consolidated Benefits, FlexElect, Legal, Long-Term Disability, & Supplemental Life Insurance.
 - Changes made during Open Enrollment will be effective January 1, 2024.
 - For information regarding the submission and deadlines of Open Enrollment forms, please view the [2023 Instructions for Completing Open Enrollment Forms](#).
 - Post Open Enrollment Survey
 - If you did not receive the survey via email, you can find it on the Benefits website.
 - HR Professionals: [State HR Professionals | Cal HR \(benefitsprograms.info\)](#)
 - State Employees: [State Employee | Cal HR \(benefitsprograms.info\)](#)
 - The survey will remain open until January 8, 2024.
 - To sign up for future surveys, Open Enrollment information and updates, please subscribe to the Open Enrollment subscription list on the Benefits website. You can find the subscription box on the HR Professionals webpage: [State HR Professionals | Cal HR \(benefitsprograms.info\)](#)

- Contact
 - Department Personnel Offices can send OE related questions via email to OpenEnrollment@calhr.ca.gov.
 - Current response time is five (5) business days.
- Resources
 - [CalHR Benefits](#) website
- Dependent Re-Verification (DRV) – (Contact: DRV@calhr.ca.gov)
 - DRV Updates
 - CalHR automated the DRV process for Dental and Premier Vision effective January 2023.
 - The current health Dependent Eligibility Verification (DEV) process through CalPERS and the MyCalPERS system will remain unchanged.
 - Departmental personnel offices are required to update Dental and Premier Vision dependent re-verifications through the Family Connect Portal (FCP).
 - All state agencies must establish an administrative account, who is at the supervisor or above class, in the Family Connect Portal (FCP) to manage each agency's authorized user accounts to update DRV transactions.
 - Department compliance with DRV regulation will be monitored and addressed with Health Benefit Officers and FCP Department Administrators.
 - March 2023 & June 2023 cycle: HR offices must take necessary steps to remove unverified dependents from dental and Premier Vision benefits.
 - September 2023 cycle: Departmental personnel offices must process all DRV documents submitted on or before the end of August in FCP.
 - December and January birth month cycle have overlapping notices for employees that were mailed October 2nd.
 - December birth month cycle 60-day notice
 - January birth month cycle 90-day initial notice
 - 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 from BAM, FCP Manual, and Human Resources Manual.
 - 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/or Premier Vision benefits only.
 - Departmental personnel offices can send DRV and FCP related questions via email to DRV@calhr.ca.gov.
 - Current response time is five (5) business days.

- DRV Resources for State HR Professionals
 - All DRV & FCP procedures, manuals, and FAQs have been posted in the DRV section of the Benefits Administration Manual (BAM) on the CalHR Benefits Website.
 - Resources:
 - [DRV – Benefits Administration Manual \(BAM\)](#)
 - [FCP Manual for State HR Professionals](#)
 - [CalHR Human Resources Manual 1424- Dependent Re-verification \(DRV\)](#)
 - The password for the State HR Professionals page is 2021StateHRP
- Affordable Care Act – (Contact: ACA.Policy@calhr.ca.gov)
 - November CalHR ACA Quarterly Compliance Review
 - Departments who were notified of their outstanding ACAS errors as part of CalHR’s Quarterly Compliance Review are to correct and certify the errors were corrected by returning the *Quarterly ACA Compliance Notification* to ACA.Policy@calhr.ca.gov by December 15, 2023.
 - Reminder emails were sent to outstanding departments earlier this month reminding them of the December 15 date to certify the corrections of outstanding ACAS errors.
 - Detailed Safe Harbor Outreach
 - CalHR reached out to departments with errors observed on the Detailed Safe Harbor Report for the state’s full-time employees who are eligible for health benefits but the health benefits status data in the Affordable Care Act System reflects otherwise. Correction instructions will be provided.
 - December Monthly Compliance Reports
 - The December Monthly ACA Compliance Reports will be available on ViewDirect on December 1. All errors on the reports, as well as any detailed safe harbor errors, need to be corrected in the ACAS by December 29, 2023, to ensure accurate reporting to the IRS and reduce the state’s exposure to information reporting penalties. CalHR reached out to all departments with errors on the December monthly compliance reports and provided a summary of the errors along with a reminder of the December 29, 2023, deadline to correct to avoid any potential information reporting penalties.
 - As a reminder, the ACA Compliance Reports pick up most, but not all errors in the ACAS. Departments are expected to utilize other reports available on SCO’s Management Information Retrieval System (MIRS) and the COGNOS reports in myCalPERS to monitor their ACA compliance.
 - The state may be subject to information reporting penalties for failure to file a correct information return with the IRS and failure to furnish a correct 1095-C statement to employees.
 - Information Reporting Penalties
 - For the 2023 reporting year, the state may be assessed a \$310 penalty for each failure to file a correct information return with the IRS. Additionally, the state may be assessed a \$310 penalty for each failure to furnish a correct 1095-C statement to an employee.
 - All necessary corrections to an employee’s health benefit status data in ACAS needs to be updated before December 29, 2023, even if the update results in a corrected 1095-C for prior reporting years. By making the updates now, this will reduce the compounding of information reporting penalties that cross multiple reporting years.

- ACA Training
 - CalHR and SCO are coordinating training dates with SCO for 2024 and the dates will be posted on SCO's "Affordable Care Act Training" webpage soon.
 - Departments should send their requests for training to SCO at: ppsdacatraining@sco.ca.gov.
- Dental Program Updates – (Contact: Dental@calhr.ca.gov)
 - Program is current and within 30 days
 - Total Inquiries Received to Date:
 - 5,888 in 2023
 - 238 in November
 - Appeals
 - 1,491 Appeals received in 2023
 - 236 January, highest month of appeals
 - Incomplete appeals received
 - Appeals Average Processing Time (complete appeals packages)
 - 8 days
 - 49 Appeals received in November
- Pre-Tax Parking Program Updates – (Contact: Pre-taxparking@calhr.ca.gov)
 - Program is current and within 30 days
 - Total Inquiries Received to Date:
 - 1077 in 2023
 - 71 in November
 - Top Inquiries
 - 441 Benefit Questions in 2023
 - Appeals Average Processing Time (complete appeals packages)
 - 8 days
- Vision Program Updates – (Contact: Vision@calhr.ca.gov)
 - Program is current and within 30 days
 - Total Inquiries Received to Date:
 - 2,135 in 2023
 - 174 in November
 - Top Inquiries
 - 1,341 Benefit Questions
 - Appeals Average Processing Time (complete appeals packages)
 - 7 days
- Flex Elect Program Updates – (Contact: FlexElect@calhr.ca.gov)
 - Program is current and within 45 days
 - Total Inquiries Received to Date:
 - 1,199

- Top Inquiries
 - 304 Benefit Questions
 - 818 Appeals
- Appeals Average Processing Time (complete appeals packages)
 - 14 days
 - 14 Appeals received in November
- General Program Updates or Reminders
 - A Complete Appeals Package includes:
 - Justification Memo explaining appeal
 - Complete and error-free forms
 - Written confirmation that the employee acknowledges accounts receivable 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.
 - Training Recommendations
 - Benefits Administration Manual Training – online CalLearns
 - Employee Benefits Orientation Training – online CalHR Webpage
 - Benefits Premiums
 - Premiums cannot be waived for months when services are not used.
 - Open Enrollment – Voluntary Plan Benefit Changes
 - Life, Legal, LTD, and Vision are the programs where employees could make their own changes directly with the vendors.
 - Employees should review their December 2023 pay warrant to confirm open enrollment changes for Life, Legal, LTD, and/or Vision took effect.
 - Each program provided confirmation receipts during open enrollment. Employees should provide this to departmental personnel if an appeal is required because open enrollment changes did not take effect.
- Customer Service & Support Project Updates
 - Improved VSP Membership Profiles for Basic Vision
 - Profiles will include all demographic information
 - SCO, CalHR and VSP are currently testing demographic files process.
 - Anticipated completion by Spring 2024.
 - Website Updates
 - CalHR Benefits Team is updating CalHR Benefits webpages to reflect plan and premium changes for 2024.
 - Appeals Project
 - CalHR is working on developing an online appeal submission process for departmental personnel to submit appeals.
 - CalHR is developing the project in 2024 with implementation rollout projected for 2025.

– CalHR Benefits' Resources

- Websites

- CalHR Benefits Website: <https://calhr.benefitsprograms.info/>
 - Password for State HR Professionals: 2021StateHRP
 - This password and page are confidential. Please do not share outside of State HR Professionals groups
- Healthier U Connections: <https://www.calhrwellness.com/en/welcome-california-state-employees/> (Registration Code: Wellness2021)
- Human Resources: calhr.ca.gov/state-hr-professionals
- State Employees: calhr.ca.gov/employees
- HR Manual: hrmanual.calhr.ca.gov/Home/ManualItem

- Contacts

- ACA Program ACA.Policy@calhr.ca.gov
- BAM Training Questions BAMTraining@calhr.ca.gov
- Dependent Re-verification (DRV) Program DRV@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 LifeliInsurance@calhr.ca.gov
- Group Legal Grouplegal@calhr.ca.gov
- Third Party Pre-Tax Parking Pre-TaxParking@calhr.ca.gov
- Open Enrollment OpenEnrollment@calhr.ca.gov
- Virtual Benefits Fair BenefitsInquiries@calhr.ca.gov

PROGRAM UPDATES:

Statewide Payroll Program – Renee McClain (Contact: [Statewide Customer Contact Center](#) (916) 372-7200)

- Lump Sum Reminders
 - [Payroll Letter #23-015](#)
 - Deadline for 1st Tax Year Personnel Action Requests (PARs) to be submitted timely was 12/08/23
 - November 2nd Tax Year PARs must be submitted 12/11/23 - 12/22/23
 - December 2nd Tax Year PARs must be submitted 12/28/23 - 01/12/24
 - PAR packages received by SCO after the dates specified could result in charges assessed by CalHR to the department (as stated in [section 1802](#) of the CalHR Manual) and/or a corrected Form W-2 for the 2023 tax year.
 - Please be sure the coversheet, PAR, and Election Form are uploaded as a package and clearly identify the tax year being submitted.
 - 1st Tax Year PAR = Lump Sum pay and Savings Plus contributions issue in 2023
 - 2nd Tax Year PAR = Lump sum pay and Savings Plus contributions issue in 2024

Statewide Tax Support Program – Monique Perez (Contact: PPDSTSP@sco.ca.gov)

- Verification of Employees Identified as Nonresident Aliens
 - [Personnel Letter 23-016](#) – Verification of Employees Identified as Nonresident Aliens
 - All agencies are required to submit the verification forms bi-annually, even if your agency does not have any Nonresident Aliens. Forms should be submitted on a flow basis to indicate any Additions or Deletions to the report.
 - SCO will contact the department chiefs if forms are not received by September 15, 2023.
- Reporting Compliance 2023
 - January - June
 - Civil Service: 29%
 - July - December
 - Civil Service: 70%
- Reporting Compliance 2022
 - January - June
 - Civil Service: 32%
 - July - December
 - Civil Service: 32%
- Deceased Employee and Designee/Beneficiary Reporting (Contact: PPSDW2MiscDed@sco.ca.gov)
 - Payroll Letter released November 1
 - [Payroll Letter #23-019](#)
 - [Form PPSD 21, Deceased Employee Data Form](#)
 - 2023 Tax Year reporting due December 6
 - Education: [Payroll Procedures Manual \(PPM\), Section I 902](#)

- Salary Advance Initial/Offset Reporting – Year End
 - Payroll Letter released October 31, 2023
 - [Payroll Letter #23-018](#)
 - [STD. 422, Salary Advances Paid/Offset Report](#)
 - Incorrect Form W-2
 - Failing to report timely will cause incorrect Form W-2s for employees.
 - Issuance of a Corrected Wage and Tax Statement Form, W-2C.
 - [Form W-2C: Corrected W-2 FAQ](#)
- Document Cutoff Dates for 2023 Calendar Year End Processing
 - [Payroll Letter #23-017](#): Document Cutoff Dates for 2023 Calendar Year-End Processing
 - Released on October 18, 2023
 - Review Cutoff Dates for the following forms listed below to ensure accurate Form W-2 reporting:
 - Form STD. 676V: Non-USPS Adjustment Request - Vouchers
 - Form STD. 676P: Non-USPS Adjustment Request - Payments
 - Form STD. 674 Non-Resident Alien With Tax Treaty Exemptions
 - Form STD. 674 LC4800 / LC4811
 - Form STD. 674D: Industrial/Non-Industrial Disability Pay Request
 - Form STD. 422: Salary Advances Paid/Offset Report
 - Form STD. 675: Non/Qualified Moving Expenses
 - Form STD. 995A: Non-USPS-Agency Collection Accounts Receivable
 - Form STD. 995R: Non-USPS Refund of Overcollections
 - Form PPSD21: Deceased Employee Data Form
- Update Withholdings
 - Submit [STD. 686, Employee Action Request \(EAR\)](#)
 - Cal Employee Connect (CEC) portal
 - This new CEC feature will be rolled out to agencies and available to employees in a wave approach beginning this month.
 - Direct Employees to the IRS [Tax Withholding Estimator](#)
 - Helps employees ensure the correct amount of federal income tax is withheld
 - Review the [Tax Withholding Estimator FAQs](#) for further questions

Business System Support and Maintenance Section – Tracy Gutierrez (Contact: [Statewide Customer Contact Center](#) (916) 372-7200)

– Implementation of New Contract Provisions

- CalHR and SCO have a record-setting amount of contract implementation to perform
 - General Salary Increase (GSI) for most of the 14 units recently ratified
 - More than 600 Special Salary Adjustments (SSA)
 - Changes to more than 90 Pay Differentials
- SCO and CalHR are working in close collaboration
 - CalHR has provided technical documentation (Pay Letter drafts)
 - SCO is analyzing Pay Letter drafts in preparation for numerous mass updates
- It is too early to say when most increases may begin appearing in paychecks
 - The goal is to have as many of the remaining mass updates done by SCO before the end of the year
- We are working toward completing the mass updates for SEIU in December
 - These updates are the largest and most complex
 - SCO allowed as much time as possible to be as accurate as possible
- SCO processed a Salary Adjustment for Bargaining Unit 12 on November 2
 - [Personnel Letter #23-024](#)
- SCO processed a General Salary Increase for Bargaining Unit 6 on November 27
 - [Personnel Letter #23-026](#)
- SCO processed a General Salary Increase for Exempt employees on December 7
 - [Personnel Letter #23-029](#)
- Please read Personnel Letters carefully
 - Many updates are retro to July 1
 - There will be significant out of sequence transactions that require manual keying
 - Most bargaining units are impacted by this
 - MIRS reports are available to identify OOS; details are in Personnel Letters for each bargaining unit
 - Some updates will be keyed at department level based on complexity or volume
 - Please make sure to address any appointments with expirations prior to mass updates
- Be aware of other impacts of retroactivity and multiple mass updates
 - Review supplemental pay that has issued
 - Some situations may require you to submit a STD. 674 for pay to issue
 - It is likely that some Special Salary Adjustment (SAL) updates will occur after Payroll Cutoff
 - December warrants may not include full contract implementation
 - Please do not redeposit warrants unless all processing for the employee is complete
 - PPSD takes additional actions after mass updates that may impact some records
- Please use all available references to seek answers to your questions

Executive Office (EO) Inquiries – Natalia Saferson (ppsdeoinquiry@sco.ca.gov)

- What are EO Inquiries?
 - Inquiries that constituents send to SCO using the [Contact Us](#) webpage on the SCO website
 - [Email Inquiry Form](#)
- Top inquiries: November 2023
 - Paycheck: 31
 - Taxes & W-2: 11
 - Direct Deposit: 9
 - 41% of our November inquiries from current employees were sent back to their HR office
- Top inquiries: January-November 2023
 - Taxes & W-2: 151
 - Paycheck: 199
 - Direct Deposit: 72
 - Verification of Employment: 55
 - 43% of our 2023 inquiries from current employees were sent back to their HR office
- How can you help?
 - Inform your employees by sharing [employee bulletins](#)
 - We ask that HR offices make employees aware of resources available to them such as [SCO State Employees Webpage](#), [California Public Employees' Retirement System](#), [California Department of Human Resources](#), and [Cal Employee Connect](#).
- Our responses
 - We provide the employee with contact information for a Personnel Specialist/Supervisor within their departmental HR office. We copy Transactions Managers and the HR Chief. BCC the department's universal email inbox (Personnel Transactions).
 - Encouraged to review/update the [California Personnel Office Directory](#) (CPOD)
 - Access the [Statewide Customer Contact Center](#) (SCCC) and [Escalation Email](#) should you need assistance from the SCO.

Human Resources (HR) Suggestions – Natalia Saferson (ppsdHRSuggestions@sco.ca.gov)

- We received seven (7) HR suggestions in the last three months.
- We were unable to implement any of the suggestions; however, if we can implement any of these suggestions we will share at the forum.
- Remember to submit your HR suggestions to the SCO HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov.

Reminder: Our Promise Campaign 2023

- The campaign lasts from October 1 to December 31, 2023.
- Any California state employee can pledge a new donation, change their monthly payroll deduction, or make a one-time gift to support a nonprofit of their choice through [Our Promise](#).
- You can donate to any 501(c)(3) nonprofit organization. You can search among these [Certified Nonprofits](#) on [Our Promise](#) website.
- To donate online visit [Cal Employee Connect](#).
 1. Once you are logged in, click on your name at the top right-hand corner and select “User Profile” from the dropdown.
 2. Scroll down and at the bottom of your screen you will see the Our Promise Campaign banner and a link to donate below.
 3. When you click on the link, it will then prompt you to copy your Employee ID (UEID) before proceeding to the link to the Our Promise page to register for an account and start your donation.

PPSD General Reminders

- When you reconcile payroll, check that these *details* are correct:
 - Withholdings and deductions
 - Employer taxes
 - Hours worked, including overtime, vacation time, sick days, etc.
 - Wages and salaries
 - Make sure the numbers recorded are reasonable. Look at past payrolls to see if current pay period is similar. If there is a large difference, learn the cause. Then, make sure each transaction you entered is correct.
- [Transaction Supervisors’ Forum](#) 2024 dates are posted
- The Security Monitor and Authorizing Official of all agencies must certify that they comply with the PPSD Decentralized Security Program by January 31, 2024, by completing the [PSD041](#). Please see [Personnel Letter #23-027](#) for additional information.
- Utilize ConnectHR to submit documents or upload data
- 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 our 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.
- HR offices calling the [Statewide Customer Contact Center](#) (916-372-7200) must listen to the prompts carefully and patiently to select the appropriate program area who may best assist with their inquiry.
- 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 Administration (DSA) & 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 ppsdmir@sco.ca.gov
- [Statewide Customer Contact Center \(SCCC\)](#) (916) 372-7200

FORUM QUESTIONS:

The following questions were submitted during the forum:

Question: The effective date of the revised Personnel Specialist (PS) retention is October 1, 2023. If the PS was eligible in September for a payment in October, would they receive the old rate or the new rate?

Answer: They will be paid the old rate. Employees who meet their 12 months in October 2023 will be eligible for the new rate.

Question: If an employee is issued a Pay Differential in September 2023, and is paid in October 2023, do they get the new rate, or do they receive the \$2400?

Answer: They will be paid the old rate. Employees who meet their 12 months in September 2023 will be eligible for the new rate. The determination is when they qualify for the pay differential, not when it is paid.

Question: To clarify, if an employee received their Recruitment and Retention (R&R) Differential Pay from July to September 2023, then they do not need an adjusted R&R, correct?

Answer: Correct, they are not eligible for an adjustment.

Question: Can you specify which pay period the Recruitment and Retention (R&R) would be keyed for? The employee reached 12 months in August 2023; we waited 30 days prior to processing the R&R. Do we process the R&R for August 2023 or September 2023?

Answer: Please review the Pay Differential language below for clarification:

“Shall be eligible for this recruitment and retention pay differential, payable thirty (30) days following the completion of every twelve (12) consecutive qualifying pay periods.”

Question: Will the mass update automatically adjust the salaries for transactions already keyed after July 1, 2023?

Answer: This information is included in the [Personnel Letters](#) (2023) on SCO website.

Question: Regarding Lump Sum Adjustments, we are to submit a 215 Personnel Action Request (PAR), and no longer using a STD. 674, correct?

Answer: This information is included in the [Personnel Letters](#) (2023) on SCO website.

Question: What is the name of the form that includes state employee race/ethnicity questionnaire?

Answer: Form CalHR 1070.

Question: We have recently been getting direct deposit confirmations for self-enrollment in Cal Employee Connect (CEC) for separated employees. It is my understanding that separated employees cannot have a direct deposit set up, has this changed or is this incorrect?

Answer: This question seems to be a unique situation and further review may be needed. This may be due to a timing issue when the separation transaction is keyed for the employee in question. Currently, employees should be using a secured state approved Virtual Private Network (VPN) connection to submit a direct deposit request via CEC.

If the employee has separated and turned in all state equipment, then the employee should not be able to submit a direct deposit request. The direct deposit tile on their CEC profile will be greyed out.

If the separated employee managed to login via another State employee's secure VPN connection, then technically, yes, the employee will be able to submit a request via CEC. However, once the direct deposit submission goes through our internal audits, the request will produce an error if the employee's status is separated. If the employee's separation transaction was keyed in a timely manner, then the direct deposit submission will not be processed. If the separation transaction was not keyed timely, the submission will be processed.

Question: Has there been an issue with people being able to enroll in direct deposit? Our new employee has a greyed out area for direct deposit in Cal Employee Connect (CEC). I tried to update mine and it was greyed out as well.

Answer: There is no issue with the direct deposit feature, employees should be using a secured state approved Virtual Private Network (VPN) connection to submit a direct deposit request via CEC. The CEC's direct deposit feature has audits in place to detect the IP address of only authorized state VPN IP addresses.

Each state agency has its own discretionary network guidelines for employees who are teleworking. Sometimes, employees who are teleworking can connect to their own internal drives without being logged into a secure VPN IP address. If employees are logged into their agencies VPN connection, and still are having issues, please have your IT network team email us at ConnectHRhelp@sco.ca.gov, and we will help your agency obtain access.

Question: Is there a disclaimer to the employee when they process a direct deposit request that a paper warrant will be issued until processing is complete?

Answer: The confirmation email provided to the employee when submitting an electronic direct deposit form lets the employee know that processing time can take up to 40 days after approval.

Question: Is there a way to enable a "rescind" button in ConnectHR for Accounts Receivable 035?

Answer: Not at this time.

Question: Is there a Management Information Retrieval System (MIRS) report that indicates employees without an ethnicity code in Affordable Care Act System (ACAS)?

Answer: Yes, Common Library report COM003 identifies employees with missing or erroneous information, including ethnicity. Please review [MIRS'](#) webpage on the SCO website for further details.

Question: Can you provide the general blank Timesheet for the upcoming 2024 calendar year for those that are not registered in Cal Employee Connect and/or are new to state service?

Answer: All agencies who are using the eTimesheet feature have been provided with a generic spreadsheet. If you need a copy, please feel free to email ConnectHRhelp@sco.ca.gov.

Question: Regarding Cal Employee Connect, I have employees that still cannot enroll in direct deposit even though they are signed in to the work network. How do we get this fixed?

Answer: This is due to security. Please work with your departmental Decentralized Security Administration (DSA) representatives and ConnectHR team. If the employees are on their Virtual Private Network (VPN) or work network and still do not have access, please have your IT reach out to ConnectHRHelp@sco.ca.gov.

Question: If we receive direct deposit forms, are we able to submit the information via the Electronic Funds Transfer (EFT) portal? Or is it required to have the employee submit via their Cal Employee Connect portal moving forward?

Answer: Employees should be directed to Cal Employee Connect (CEC) to enroll or make changes to their direct deposit enrollment. Employees who do not have access to the Department network, (i.e., Correctional Officers) may submit a STD. 699 Direct Deposit Enrollment form to their HR Specialist for submission through ConnectHR.

Question: Is Cal Employee Connect (CEC) accessible from overseas? We had an employee who was travelling on vacation that said they were not able to access the home CEC login webpage.

Answer: To ensure the security of the site, access to CEC must come through a United States (US) IP (internet protocol) address; therefore, it is not accessible outside of the US. The employee will need to be signed into a US based VPN to be able to access CEC from abroad.

Question: How do we find out if we can process a document through the code 035?

Answer: If you are processing 035 deductions and need to have access to the 035 Feature, please contact your agency's Security Monitor to obtain access. As of December 2023, 99% of the agencies have been enabled with 035 Feature access.

Question: Is it recommended that we first key the S70 and then submit an S70C for the first tax year?

Answer: Yes.

Question: If the first Personnel Action Request (PAR) was submitted late, then will it not be processed?

Answer: It will be processed based on the received date.

Question: Is there an example in the Lump Sum toolkit that explains what to do if an employee wants to defer half of their lump sum to Savings Plus?

Answer: For clarification, please review the [Lump Sum Separation Toolkit](#) and [Lump Sum Separation Process eLearning Series](#) on the SCO website.

Question: If we submit an S70 Personnel Action Request (PAR) package and key the S70, then will SCO update the package to S70C without sending it back as incorrect?

Answer: Yes.

Question: What is the response time for Statewide Tax Support Program? I sent a question last week and have not received a response.

Answer: Per our guidelines, you should receive a response within two (2) business days. However, due to the end of the year, there could be a delay. Please feel free to contact PPSDSTSP@sco.ca.gov again regarding your inquiry.

Question: Is there any kind of training for Nonresident Alien (NRA) reporting?

Answer: Unfortunately, there is not a training available at this time. Please reach out to PPSDSTSP@sco.ca.gov if you have any questions. You may also refer to the Employer Resource Federal Withholding FAQs or Nonresident Alien Federal Tax Withholding Procedures FAQs on [SCO's](#) website for further clarification.

Question: Personnel Letter #23-029 states that we should see the update issue on 12/11/23. We did not see anything issued for our employee's in R03 or R20. Will it be issued at a later date?

Answer: All mass updates have been processed by SCO. Each Personnel Letter gives instruction to departments for additional processing. There are certain scenarios not captured in the mass update process and that are the responsibility of the department to process. If you have employees that require updates, please process accordingly and verify any pay that issues. In the event that you cannot process an update, contact the [Statewide Customer Contact Center \(SCCC\)](#) for assistance.

Question: Should we key the Special Salary Adjustment (SALs) for R07/S07 prior to monthly payroll cutoff?

Answer: Please know that all mass updates have been completed.

Question: Bargaining Unit 07 General Salary Increase (GSI) took employees (EEs) to the maximum salary; however, Personnel Letter #23-032 states some EEs will receive a 5% Special Salary Adjustment (SAL). This would be over the max currently showing in Civil Service/Exempt PayScale's (CSP). Is CSP going to be updated again to reflect a new max salary?

Answer: SAL CSP increases are forthcoming.

Question: There are Specialists and Supervisors who had their retention in July of 2023, will they receive the increased Recruitment and Retention (R&R)?

Answer: The Pay Differential is effective October 1, 2023; hence, employees are not eligible for the new rate until they meet eligibility on October 1 or after.

Question: Departments should wait for the SCO pay letter before processing a new Pay Differential, correct?

Answer: Yes, you cannot process Pay Differentials until a Pay Letter is released by CalHR.

Question: At the Department of Food and Agriculture (CDFA) we have indeterminates in Bargaining Unit 07 that have special salaries that did not process correctly in the mass updates. Who should I contact to work on the new salaries?

Answer: If SCO did a mass update to the pay, then contact SCO. If you need to process the update manually, then have your departmental designated contacts email psb@calhr.ca.gov.

Question: Does Bargaining Unit 12 have a Management Information Retrieval System (MIRS) report?

Answer: MIRS report writers may extract data for any employee(s) for whom they have access, including Bargaining Unit 12 employees, as appropriate.

Question: When can Pay Differential 468 be keyed?

Answer: CalHR's Pay Letter 23-32 established Pay Differential 468. The document's instruction is as follows: "Effective 10/01/2023, departments are responsible for processing earnings ID 9HC4, 9HC5 or 9HC6 for a one-time payment via PIP for eligible employees. Departments must submit a STD 674 to the Premium Pay Unit via ConnectHR for payments that are unable to be keyed via PIP."

Question: When will Bargaining Unit 07 General Salary Increase (GSI) be reflected in the Personnel Information Management System (PIMS)?

Answer: PIMS has been updated to reflect this change.

Question: Did Bargaining Unit 12 only get a special salary adjustment (SSA) or a General Salary Increase (GSI)?

Answer: Please refer to [Personnel Letter #23-024](#) for clarification.

Question: Personnel Letter #23-030 stated that a mass update ran yesterday on December 12, 2023, but our "EXCLUDED DEPT" was not updated. It also states that departments are responsible to key employees with an 'E' Employee Collective Bargaining Identification Designation (CBID) and may begin keying General Salary Increase (GSI) on 12/21/23. Is there a reason we cannot key our Excluded department by 12/19/23 cut-off?

Answer: Departments can begin keying GSI for Excluded employees in Bargaining Units 05, 07, 16 and 19 designated CBID E today (12/13/23).

Question: When can employees expect an amended Form W-2 due to delayed processing of the General Salary Increases (GSIs) and Special Salary Adjustments (SALs)?

Answer: An amended Form W-2 will not be issued as the Form W-2 reporting is based on issue date.

Question: We are looking for confirmation on the pay period in which the Recruitment and Retention (R&R) Differential Pay issued. Is it issued within the pay period that it is earned (when the employee meets the 12 qualifying pay periods) or is it issued within the pay period in which we key it (30 days after the 12th qualifying pay period is met)?

Answer: It is keyed within the 13th month.

Question: If the General Salary Increases (GSIs) and Special Salary Adjustments (SALs) run on 12/27/2023, then pay would issue on 01/02/2024, correct?

Answer: If it was processed in a mass transaction on 12/27/2023, then that is correct. The adjustment file is not processed until the next payroll cycle on 01/01/2023 with a 01/02/2024 issue date. According to our calendar, 12/28/2023 and 12/29/2023 are no cycle days. The first cycle in January is 1/02/2024; therefore, the issue date is the following day, 1/03/2024.

Question: Regarding the Recruitment and Retention (R&R) Differential Pay issued between July and September 2023, is an adjustment due considering the new rates?

Answer: No, the employees were paid correctly. The new rates are effective October 1, 2023.

Question: Will there be an update regarding the new regulations for Parent-child relationships (PCRs)? When will CalHR 781 form be updated?

Answer: CalHR is currently in the process of updating the CalHR 781 form based on the new Parent-Child Relationship regulations.

Question: Will there be communications regarding the Management Information Retrieval System (MIRS) report for Bargaining Unit (BU) 12?

Answer: Yes, we will revise the Personnel Letter for Bargaining Unit 12 with the Management Information Retrieval System (MIRS) reporting information.

Question: The STD. 701C and STD. 702 forms have not yet been updated to reflect the removal of the 3-year dental restriction rule. When can we expect for them to be updated?

Answer: The STD. 701C form online does not include the 3-year requirement. Employees that utilize the STD. 702 Consolidated Benefits (CoBen) form do not fall under the 3-year commitment.

Question: Can deferrals already submitted be amended to include the General Salary Increase?

Answer: Regarding retroactive transactions, we would implement the following steps to determine if this is doable for employee. First, we would check to see if their departmental systems are able to systematically make this possible. Then, it would be based on the elections the employee has on file at the time the funds would have been earned had the GSI been in place for the respective pay. See details below.

- Contributions: A flat dollar contribution cannot be increased retroactively. However, percentage of pay, yes, if the systems are able, then we would accept those funds.
- Lump Sum: We will not allow for the form to be altered to account for the increase, but if there was still "room" for additional contributions based on what the employee included on their initial election, then yes, we would accept these funds and we would consider when the General Salary Increase (GSI) funds were available and processed when evaluating for late deposit.

Question: Is there a General Salary Increase (GSI) for employees in Bargaining Unit 12?

Answer: There is no GSI for Bargaining Unit 12 employees. Please review [Personnel Letter #23-024](#).

Question: Can someone provide a scanned copy of the Personnel Transaction Manual (PTM) that provides guidance on holidays and dock? As well as provide a copy of the instructions that they provide to their Personnel Specialists?

Answer: The PTM is no longer used as a reference guide and has not been updated for at least 30 years. The manual should not be referenced unless specifically advised to by CalHR.

Question: Is the 2023-24 Leave Buy-Back canceled?

Answer: Please refer to the [Budget Letter 23-27](#) for clarification.

Question: If an employee transfers from a Personnel Supervisor II to a Manager, then are they entitled to a pro-rated Recruitment and Retention (R&R) Differential Pay?

Answer: Please see the criteria of the Pay Differential for clarification. Have your departmental designated contact email psb@calhr.ca.gov for any further questions.

Question: What date(s) do agencies usually key there Out of Class pay? Is there a formal date in writing?

Answer: There is no formal date; however, departments should be keying this at the beginning of the month.