



January 2022

Transaction Supervisors' Forum Notes

SURVEY QUESTIONS:

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

- **Question:** It was recently discovered that the Weekly Processing Dates on State Controller's Office (SCO) website are not based on dates submitted/uploaded to ConnectHR, but based on when the SCO representative(s) pull the items to work. Is this correct?
 - **Answer** (Christina Campbell – SCO): Documents are worked based on the received date. For example, if payroll is working on documents received in May 2021, and you submit a document in December 2021, that document will have a received date in December and will not be worked until the other months are completed.
- **Question:** Can Notice of Personnel Action (NOPA) and turnaround Payroll Action Requests (PAR) be sent to departments electronically?
 - **Answer:** (Nastassja Johnson – SCO): PPSD is working with our Information Systems Division (SCO's technical team) to convert the NOPAs, turnaround PARS and Time and Attendance Form 672 to an electronic format. At this time, we do not have an estimated time of completion for this effort.
 - Other forms such as the PAR (STD. 680-A), Employee Action Request (STD. 686) and Payroll Adjustment Notice (STD. 674) are already available through the [California Statewide Forms Directory](#).
- **Question:** If a full-time and permanent employee who does qualify for benefits, works two days out of the month then separates, does the employee qualify for the health stipend?
 - **Answer:** (Kim Herlache – CalHR): If the scenario is asking about pay differential 440, the answer is yes. Any hours worked for the pay period makes the employee eligible for the pay differential.
- **Question:** Is there a statewide list of Catastrophic Time Bank (CTB) donations list? If not, how/if can we request a list of catastrophic leave requests from departments if one of our employees would like to make donations.
 - **Answer:** (Kim Herlache – CalHR): There is not a statewide list. The HR office where the donating employee resides can work with other departmental HR offices to determine who if anyone is in need of catastrophic leave donations.

- **Question:** When an employee is completely off on State Disability Insurance (SDI)/Leave of Absence and not working while on SDI, is the employee eligible for the Saturday Holiday credits? Specifically, December 25, 2021, and January 1, 2022?

- **Answer:** (Kim Herlache – CalHR): Employees who are on NDI or SDI are not entitled to holidays, this includes holiday credit for Saturday holidays.

- This question is regarding Regular Day Off (RDO) documentation on California Department of Corrections and Rehabilitation Electronic 998-A Timesheet. Per Timekeeping Manual: 4.) Reason for Absence or Schedule - The reason for absence or schedule modification must be noted in this column. Note the following entries - RDO for all regular days off - employees with an irregular work schedule/alternate work schedule must always clearly mark the RDO's to ensure appropriate credit is made for any holiday credit, excess hours or overtime.

Question: Interpretation: With several staff, they are NOT on an Alternate Work Schedule they are not required to document RDO's. Is there any other policy in place (I have searched and not been able to find) that states that RDO's are required for ALL employees?

- **Answer:** (Kim Herlache – CalHR): Please work with your headquarters HR office. This question is very specific about CDCR timekeeping system which is not used statewide.

- Can we get clarification from CalHR regarding Pay Differential 240 Annual Recruitment and Retention Pay Differential – Personnel Specialist (PS)/Supervisor and Payroll Specialist/Supervisor Series.

Question: If an employee resigns from state service as a PS and then reinstates as a PS, does the 12 months start over from the date of reinstatement or do we include the qualifying pay periods already earned, like we would for a Merit Salary Adjustment (MSA)?

- **Answer:** (Kim Herlache – CalHR): Please email this question to psb@calhr.ca.gov. Additional information is needed to answer this question.

- **Question:** How does the Human Resources/Transactions Office staff know if a managerial appointment is subject to Government Code (GC) 19570-19588 or GC 19590-19593 relating to disciplinary action to correctly complete Item 415 on the Personnel Action Request (NM or RM)?

- **Answer:** (Kim Herlache – CalHR): CalHR does not provide guidance on discipline. The department that is asking this question should work with their Classification and Pay analyst and/or their CalHR designated Personnel Management Division (PMD) analyst.

- **Question:** When an employee wants to make a change to their health benefits upon entering into retirement (still an active employee when they submit the form), do they complete the Health Benefits Plan Enrollment for Active Employees (Health Benefits Plan Enrollment for Active Employees (HBD-12)) or Health Benefits Plan Enrollment for Retirees and Survivors (Health Benefits Plan Enrollment for Retirees and Survivors (HBD-30)?)? We

are receiving conflicting information and want to ensure the information we are providing to employees is correct

- **Answer** (Nafisa Khan – CalPERS) It depends on who is being asked to process the change and even then, during the transition period from active to retired, either form can be used. Ideally, if the change will be processed by the employer, then the active employee should complete the HBD-12. The active employee who is retiring can also complete the HBD-30 and submit it to CalPERS for any changes they want done to their retiree health benefits. If this option is selected, I would advise that the HBD-30 is submitted 30 days prior to the retiree health effective date.
- **Question:** Do we need to obtain any documentation when an employee contacts us requesting a change to their gender designation? For example, a gender of Male on file at the time of my initial appointment, but I now want to be designated female, is any documentation required?
 - **Answer** (Christina Campbell – SCO): There is no plan to change the gender categories on the 1070 form at this time. You can take the employee’s word for it. Information from the form 1070 does not result in the issuance of any legal identification documents.

SCO KEY INITIATIVES: PROJECT UPDATES

SCO - California State Payroll System (CSPS) Project – Chris Maio (CSPSHelp@sco.ca.gov)

- In Process:
 - Revising solicitation based on CDT feedback
 - Conducting project overview with external departments
 - Data cleansing
 - Executing Phase 1 of the Data Cleansing Plan
- Recent Progress:
 - Proposed Transformational Opportunities
 - OCM working with BPOs on change impact analysis
- What’s Next:
 - Begin soliciting SCO and CalHR signatures for formal submission to CDT of Stage 3 Part B (Solicitation Package)
 - Notify Departments of Department Agency Readiness Teams (DART) responsibilities and required resources
 - Targeting solicitation release in February
- Our Ask:
 - Participate in “In Process” activities

SCO – SCOConnect – Grant Boyken and Liz James (Gboyken@sco.ca.gov) (Ljames@sco.ca.gov)

- Cal Employee Connect (CEC):
 - 2021 Form W-2s were made available in CEC on January 18, 2022
- ConnectHR:
 - **(pending)** [Telework Stipend Program](#) - PPSD is finalizing our business process which will allow Human Resources Offices to enter data on an Excel spreadsheet that will generate a data file to be uploaded via ConnectHR to produce payments

BENEFITS ADMINISTRATION:

CalHR - Benefits Division – Lisa Hatten (ACA.Policy@calhr.ca.gov)

Affordable Care Act Program – Updates in the Affordable Care Act System (ACAS)

- Open Enrollment Transactions
 - During Open Enrollment, for employees who elected to enroll in health benefits or cancel their health benefits, an update in the ACAS is required.
 - For employees who elected to enroll in health coverage during Open Enrollment, departments should key a 3A in the ACAS with an effective date of January 1, 2022.
 - For employees who elected to cancel their health coverage during Open Enrollment, departments should key a 5B in the ACAS with an effective date of December 31, 2021.
- Permanent Intermittent (PI) Employees
 - For Permanent Intermittent employees who were credited with at least 480 paid hours in the July to December 2021 Control Period and newly eligible for health benefits, their ACAS record should be updated to reflect:
 - 2D, effective 1/1/22
 - 1A, effective 2/1/22
 - 3A, effective the date the employee's health coverage is effective OR
 - 4A, effective 2/1/22, if the employee declines health coverage by returning the HBD-12 (or 4B, effective the 61st day following the permitting event date if no HBD-12 is received declining coverage)
 - For Permanent Intermittent employees who were enrolled in health benefits and lost their health benefits eligibility because they were not credited with at least 480 paid hours in the July to December 2021 Control Period (or 960 in two control periods), their ACAS record should be updated to reflect:
 - 5A, effective 1/31/22
 - 2B, effective 2/1/22
 - COBRA Offer (1B, 1C, 1D, or 1E), effective 2/1/22

- For Permanent Intermittent employees who were not enrolled in health benefits and lost their health benefits eligibility because they were not credited with at least 480 paid hours in the July to December 2021 Control Period (or 960 in two control periods), their ACAS record should be updated to reflect:
 - 2B, effective 2/1/22
- Reports to Assist Departments in Identifying Permanent Intermittent Employees who are Eligible for Health Benefits
 - Departments are encouraged to utilize reports available in SCO's Management Information Retrieval System (MIRS) to identify their Permanent Intermittent employees who may be newly eligible for health benefits or lost their health benefits eligibility.
 - INT 001A Report - Identifies Permanent Intermittent employees who are eligible for health benefits based on meeting 480 paid hours in a specified Control period.
 - INT 002A Report - Identifies Permanent Intermittent employees and whether they are currently enrolled in health or dental benefits but have become ineligible for benefits based on not meeting 480 paid hours in a specified Control Period (or 960 paid hours in two consecutive Control Periods to continue their coverage).

Benefit Programs – Carol Ormonde (Carol.Ormonde@calhr.ca.gov)

- Dental, Vision, FlexElect, CoBen, Third Party Pre-Tax Parking Reimbursement Account, COBRA, Group Legal and Long Term Disability
 - Appeals – backlog status
 - All programs are current, within 30 days
 - Program Updates or Reminders
 - Third Party Pre-Tax Parking
 - The IRS 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 is \$280.
 - HR Announcement was released December 16.
 - Review appeals before submitting them to CalHR.
 - We continue to receive Std 692 dental enrollment forms that are incomplete, incorrectly completed, or submitted on outdated versions of the form.
 - In the last month we've seen an increase in errors received: for example, departments attempting to enroll employees into dental plans that employees are not eligible to enroll in.
 - We also received several requests for dental enrollments for employees who are currently covered under their spouse's state plan.
 - REMINDER: the state does not allow for dual coverage of dental benefits.
 - Please send appeals via email instead of regular mail.

- Appeals must be submitted individually. Multiple appeals received within a single email will be returned.
- Ensure that appeals are submitted to the correct email boxes listed below under CalHR Benefits' Resources.
- Refer to the HR Online Manual and the BAM for processing details and requirements.
- 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.

Benefits Administration Manual (BAM) Training – Sarah Herrera
(Sarah.Herrera@calhr.ca.gov)

- The Benefits Administration Manual Training Class is intended for state HR Professionals responsible for administering state employee benefits. The class provides an overview of numerous benefit programs through scenario-based virtual training.
 - Now available on [CalLearns](#)
 - There is no cost to attend this class. You must go through your department's training request process to obtain the necessary approvals to attend class on state time.
 - On demand eLearning, 6 modules:
 - Health
 - Dental/Vision
 - CoBen
 - COBRA
 - Voluntary Benefits (FlexElect, Common Carrier, Long Term Disability, Group Term, Life Insurance, etc.)
 - Savings Plus/Retirement
 - For questions please contact BAMTraining@calhr.ca.gov

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
 - BAM Training BAMTraining@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 LifelInsurance@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 – Christina Campbell on behalf of Bryce Miller (BMiller@sco.ca.gov)

Helpful Tips to Avoid a Ding Notice (PR 250):

- Ensure forms are complete thoroughly
 - Employee Signature/Date
 - HR Signature/Date
 - Permitting event codes and dates are correct
 - Effective dates and pay periods are listed
 - Dentals-List all dependents, org codes listed
 - Type of action is listed (New, change or cancel)
 - Refer to the Benefits Administration Manual-CalHR website

PROGRAM UPDATES

CalPERS – Options at Separation and Refund Election Application – Dana Flores and Ai Le (Dana.Flores@calpers.ca.gov) (Ai.Le@calpers.ca.gov)

- Options at Separation
 - Retire (if retirement age and vested)
 - Refund member contributions and interest earned
 - Leave contributions on account
- Refund Election Application
 - New form available on CalPERS website
 - Form number my|CalPERS-1202
 - Form must be notarized
 - Unable to accept old forms like the STD 678 (Separation/Disposition of CalPERS Contribution)

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






- Bargaining Unit (BU) 18 Retirement Contribution Update
 - Effective retroactively to July 1, 2021
 - BU 18 Safety employees impacted
 - Moving from 11% to 11.5%
 - Processed 505 transaction mass update for 3,495 records on December 14, 2021
 - Employment History records that have transactions after July 1, 2021, that will create an out-of-sequence when updated, will require manual updates by Human Resources Offices
 - SCO will provide a ViewDirect report with necessary information on or around January 24, 2022

- CalPERS Retired Annuitant (RA) Late Fee Invoices:
 - SCO has implemented an interim process for reporting RA hours to CalPERS that temporarily resolves the timing issues we experienced with October and November 2021 reporting
 - SCO and CalPERS are collaborating on a long-term solution
 - CalPERS granted a fee waiver for October, November and December 2021, as well as temporarily halted the invoicing process, pending a joint solution

SCO – Program Management and Operational Readiness Assessment Project – Nastassja Johnson (Nxjohnson@sco.ca.gov)

Phase	Description	Date
Phase 1	<ul style="list-style-type: none"> • Established Division-wide Baselines by focusing on: <ul style="list-style-type: none"> • People • Processes • Technology • Developed effective business process strategies to create efficiencies in Phase 2 and 3 	01/01/2020 – 12/31/2020
Phase 2	<ul style="list-style-type: none"> • Utilized Lessons Learned from Phase 1 • Focused on Programs with the most backlogged workloads (Statewide Civil Service Benefits Programs) • Enhanced Internal and External Communication • Increased Department HR Training by developing and releasing eLearning Modules and offering Virtual Instructor Led training 	01/01/2021 – 12/31/2021
Phase 3	<ul style="list-style-type: none"> • Utilize Lessons Learned from Phase 1 & 2 • Focus on Programs with remaining backlogged workloads (Statewide Personnel and Payroll Programs) • Close Out and monitor and control all Program Management and Operational workloads 	01/01/2022 – 12/31/2022

- **Accomplishments:**

	Total 39 Identified Workloads	Status
Phase 1 (Completed)	Statewide Disability, Form W-2 and Position Control Programs: 16 Workloads	
Phase 2 (Completed)	Statewide Civil Service Benefit Programs: 12 Workloads	
Phase 3 (In Process)	Statewide Civil Service Personnel and Payroll Programs: 6 Workloads	
	Statewide Civil Service Personnel and Payroll Programs: 5 Workloads	
Backlog Timeline	13% of project timeline consumed 87% of backlogged workloads in compliance (34 of 39)	

Status Indicators

In Compliance



**Out of
Compliance**



- **Accomplishments – *Continued:***

- PPSD introduce the newly developed Human Resources (HR) Suggestion Business. This Business Process encourages State HR Office staff to submit suggestions to PPSD.
- PPSD introduced to Statewide Departments a new intake option to submit Direct Deposit Enrollments directly to the Uniform State Payroll System as well as allow for paperless submittal
- Cal Employee Connect, ConnectHR introduced a new File Upload Business Process for submitting payroll processing forms to SCO. This replaced the interim business process of department HR offices e-mailing payroll-processing forms to PPSD email boxes
- PPSD converted 45 printed-paper reports to Document/View Direct (online viewing capability) as part of the Controller’s Paperless Initiative as well as continued support of telework.
- PPSD made more than 50 eLearning’s available as well as new virtual training options—trainings cover a variety personnel and payroll topics as well as Affordable Care Act and California Leave Accounting System processing

- **Next Steps:**

- Started Phase 3 strong and have been hitting our milestones successfully

- Success in Phase 1 and Phase 2 have set us up for success in Phase 3
- We expect to meet our goals by the end of this year
- Check the [Weekly Processing Dates](#) to see our progress

CalHR – AB 532 Implementation – State Employee Race/Ethnicity Questionnaire Glenna Wheeler (Glenna.Wheeler@calhr.ca.gov)

- Summary of Assembly Bill (AB) 532 from Fiscal Year 15/16:
- New Government Code Section 8310.9
- New State Employee Race/Ethnicity Questionnaire (CalHR 1070) will say, “Please check one or more boxes that describe your race or ethnicity.”
- The Examination/Employment Application (STD. 678) is also being revised to comply with statute.

SCO – Business Systems Enhancement – Pliny Reynolds (Preynolds@sco.ca.gov)

- Transition of Ethnicity data from the Employment History (EH) to Affordable Care Act System (ACAS) database:
 - To comply with both, Assembly Bill (AB) 532 and Code of Federal Regulations Title 29 section 1602.13 (keeping racial or ethnic records separate from personnel/payroll systems), SCO will create a new Ethnicity screen within the ACAS.
 - Target date for implementing the new Ethnicity screen is scheduled for early March 2022.
- Revisions to SCO Security Authorization Form (PSD 125A):
 - The SCO Decentralized Security Administration Unit will be revising the PSD 125A forms to include security access to the Ethnicity screen in the ACAS.
 - The new Ethnicity application in ACAS will be identified as “ETH ACAS” on the PSD 125A form.
- Management Information Retrieval System (MIRS) and MarkIV Reporting
 - Changes are underway to expand the Ethnicity data in MIRS and MarkIV reports

SCO – Program Analysis and System Coordination – Arlene Bailey (Abailey@sco.ca.gov)

- Bargaining Unit (BU) 08 Employment History Update
 - On 1/13/2022, the Business Program Administration team processed mass SAL transactions for 5,137 employees in BU 08
- Personnel/Payroll Specialist/Supervisor Annual Recruitment and Retention Pay
 - The Business Program Administration unit is finalizing the Payroll Letter and is schedule to be released next week

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

- Holiday Credit in Lieu of Saturday Holiday
 - Both the December 25th and January 1st Holidays are included

- Employees who were on a temporary separation or had a non-qualifying pay period in the month of the holiday were affected
- Posted time that can be has been voided; please follow the instructions in Leave Letter 12-012 and post time for those employees who are due the Holiday Credit
- CLAS Letters: <https://sco.ca.gov/Files-PPSD-Letters/Clas/L21-012.pdf>

POLL:

- **Question:** If you are a user of the SCO’s California Leave Accounting System (CLAS), do you still use your annual Employee Statement of Leaves?
- **Results:** 80 Responses

YES	39
NO	35
My department does not use CLAS	6

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

- Deceased Employee Data (PPSD 21)
 - Deceased Employee in 2021
 - Keying
 - Submission of PPSD 21 form to SCO at PPSDW2MisDed@sco.ca.gov
- Form W-2 Reminders
 - Distribution no later than January 31, 2022
 - Duplicates will be ordered on February 1st, for years 2021-2018
 - No Form W-2 pick-ups
 - Departments are encouraged to have employees utilize the CEC for Form W-2's
 - Fee waiver for Duplicate W-2's not received through March 1st.
 - Inquiries about Duplicate Form W-2’s, please email PPSDW2DupCor@sco.ca.gov
- Salary Advances
 - Reporting
 - References:
 - Payroll Procedures Manual
 - Section N 103 – Salary Advances
 - Section N 109 - Instructions for completing the [Salary Advances Paid / Offset Report \(STD. 422\)](#)
 - Questions, please contact the Statewide W-2/Miscellaneous Deductions Program at PPSDW2MiscDed@sco.ca.gov

SCO – Statewide Payroll Program – Renee McClain (Rmcclain@sco.ca.gov)

- Lump Sum Reminders

- Departments should not send duplicate or corrected Personnel Action Requests (PAR)
 - Contact the Statewide Customer Contact Center (SCCC) – 916-372-7200 for assistance
- PARs are being submitted with the bottom of the turnaround PAR missing (not scanned).
 - Please verify your file before submitting.
- Pictures of documents will not be accepted; departments must resubmit if instructed to do so
- Contact the SCCC before redepositing lump sum pay
 - Payroll may have already transferred lump sum pay or processed other payroll transactions
 - A redeposit may not be necessary, or assistance can be provided to possibly resolve the issue

SCO – Statewide Training Program – Michael Berlanda (MBerlanda@sco.ca.gov)

- New Training Opportunities

SCO - Supporting Personnel and Payroll Services Through Remote Work – Nastassja Johnson (PPSDHRSuggestions@sco.ca.gov)

- Developed new eLearning and virtual training courses that cover Personnel, Payroll, ACA, Leave Accounting and MIRS
- Released ConnectHR to all Departments
- Enhanced Cal Employee Connect functionality
- Transitioned User Group Forums to Virtual Participation
- Established group email inboxes in place of fax machines for each Statewide Program Area
- Transitioned to digital/electronic signatures
- Refreshed our State Human Resources (HR) and Employee webpages
- Have included Contacts, our Key Initiatives (CEC/ConnectHR and CSPS) and the State HR and Employee webpages to our broadcast emails, SCO Letters and other methods of communication
- Updated the [California Personnel Office Directory \(CPOD\) - Contact PPSD](#)
- Developed a [Streamlined Document Submittal webpage](#) for SCO's Homepage (Website)

SCO – Calculators - Nastassja Johnson (NxJohnson@sco.ca.gov)

- [Enhanced Nonindustrial Disability Insurance Calculator](#)
- [Industrial Disability Leave Supplementation Calculator](#)
- [Leave Credit Calculator](#)
- [Lump Sum Pre-Tax Calculator](#)
- [Overtime Calculator](#)

- [Paycheck Calculator](#)
- [State Disability Insurance Supplementation Calculator](#)

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
- Recommended [subscriptions](#)
- Review Communication from State Policy and Instructional Departments for Business Process impacts

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

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 INITIATIVES:

- [Cal Employee Connect](#)
- [California State Payroll System Project](#)

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