



## Transaction Supervisors Forum

June 2021

### SURVEY QUESTIONS:

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

- **Question:** I've heard that SCO uses Cal Employee Connect (CEC) for electronic timesheets within the department. Is there any chance SCO would be willing to roll this out to other Departments, for a cost?
  - **Answer (Grant Boyken – SCO):** We are currently planning and developing new features for CEC and Connect HR to improve customer service and increase the efficiency of personnel and payroll transactions. Yes, the SCO recently began using CEC electronic timesheets to test this feature as a “proof of concept.” It is not yet available to other departments. We will continue to provide updates at future Transaction Supervisors' forums.
- **Question:** Are there any efforts to fix the issue that will not allow Bargaining Unit 18 employees to have their shift locked in?
  - **Answer (Arlene Bailey – SCO):** No, at this time there is not a plan to allow BU18 to lock in their shift EID. Due to BU18's shift payments are not subject to retirement and those supplemental payments are included in a quarterly program that refunds the retirement from payment type 2 back to the employee with the BU18 CBID.
- **Question:** For Limited Examination and Appointment Program (LEAP) terminations, when an employee exercises their right of return, do we still key transaction code S31 to terminate the LEAP appointment with no lump sum - similar to rejection on probation?
  - **Answer (Christina Campbell – SCO):** If the employee has a right of return and they want to end their LEAP appointment an S31 would not be necessary.
- **Question:** Can SCO clarify if an employee was on State Disability Insurance, Non-industrial Disability Insurance, Paid Family Leave, Family Care Leave and also used COVID-19 Supplemental Paid Sick Leave in the same pay period, do we send the adjustments on a Std. Form 674 D - Industrial/Non-Industrial Disability Pay Requestor a Std. 674 - Payroll Adjustment Notice?
  - **Answer (Christina Campbell – SCO):** SPSL time is submitted on a 674 to Payroll following the same process of EPSLA. SPSL is not included in NDI/SDI calculations. NDI should be reported on the 674D, and EPSL, EFMLA an SPSL should all be certified on a 674 and submitted to Payroll.

## SCO KEY INITIATIVES: PROJECT UPDATES

### California State Payroll System (CSPS) – SCO – Bill Harrigan

- Project Vision: The California State Payroll System (CSPS) Project will modernize the human resource management and payroll system used by 285,000+ state government employees in order to provide accurate and timely personnel and payroll service with quality customer service.
- In Process:
  - Developing Solicitation Documents – SOW/RFP
  - Procurement activities for SFY 21/22 in progress
  - Data Cleansing Strategy Planning (DCSP) sessions
  - Continuing to initiate engagement with BPO
- Recent Progress:
  - Proof of Concept (POC) scenario review sessions with CalHR, Business Process Owners (BPO) complete
  - Completed requirements review sessions with CalHR
  - OCM market research findings approved
- What's Next
  - Kickoff for Stage 3 Solution Development (S3SD)
  - BPO Kickoff
  - Executive Steering Committee Meeting
- Our Ask
  - Prepare to review and approve Solicitation Documents and S3SD in July or August
  - Participate in "In Process" activities
  - Provide SME support for questions
  - Provide SME support for data cleansing sessions

## BENEFITS ADMINISTRATION

### Statewide Civil Service Benefits Program – SCO – Bryce Miller

Contact: [BMiller@sco.ca.gov](mailto:BMiller@sco.ca.gov)

- Backlog Update:
  - Program Management and Operational Readiness Assessment Project
- Benefit Updates
- Pay Differential 440 Reminder

### ACA – CalHR – Wendy Yang

Contact: [ACA.policy@calhr.ca.gov](mailto:ACA.policy@calhr.ca.gov)

- CalHR May 2021 ACA Quarterly Compliance Review Currently Underway

- Departments who were notified of their outstanding ACAS errors as part of CalHR's quarterly compliance review are to correct and certify that the errors were corrected by returning the *Quarterly ACA Compliance Review Notification* document to CalHR at [ACA.Policy@calhr.ca.gov](mailto:ACA.Policy@calhr.ca.gov) by June 11.
- ACAS keying errors observed on the detail safe harbor reports were included in our outreach.

#### **Vision Program – CalHR – Lisa Hatten**

Contact: [vision@calhr.ca.gov](mailto:vision@calhr.ca.gov)

- Reminder to personnel staff to contact VSP directly for vision inquiries other than appeals. Email VSP at [stateofca@vsp.com](mailto:stateofca@vsp.com). Be sure to include employee's full name in the subject line and use the group number when checking eligibility.
- Please remind employees to contact their own departmental personnel staff directly regarding questions about their benefits.
- Reminder to assist prospective retirees in completing the CalHR 695 form if they wish to continue vision benefits into retirement, as they have 60 days to elect coverage. Send forms directly to VSP at [stateofca@vsp.com](mailto:stateofca@vsp.com).
- We are working on a Retiree Flier to be uploaded on CalHR's and VSP's websites. Stay tuned!
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#### **COBRA – CalHR – Lisa Hatten**

Contact: [cobra@calhr.ca.gov](mailto:cobra@calhr.ca.gov)

- Reminder that updated information regarding the COBRA premium subsidy relief is available in our COBRA BAM section 400 at [Consolidated Omnibus Budget Reconciliation Act \(COBRA\) - CalHR](#)

#### **Dental – CalHR – Parwana Mohabbat**

Contact: [dental@calhr.ca.gov](mailto:dental@calhr.ca.gov)

- Appeals status updates
  - Dental is approximately 30 days
- Reminders
  - Please do not submit multiple dental appeals in one email.
    - Please audit each Std.692 before submitting them to SCO or CalHR.

- Please communicate with your employees, about enrolment process, ARS, their rights and responsibilities.
  - Please do not submit Std.692 older than 2017 version to CalHR or SCO.
- Resources
  - Benefits Administration Manual (BAM) and HR Manual

### **FlexElect and CoBen Programs – CalHR – Michelle Mitchell**

Contact: [flexelect@calhr.ca.gov](mailto:flexelect@calhr.ca.gov)

- American Rescue Plan Act of 2021
  - Guidance on Dependent Care Reimbursement Account increase to \$10,500 expected to be released by June 30
- Appeals status
  - Backlog for FlexElect/CoBen appeals is approximately 90 days
- Resources
  - Benefits Administration Manual (BAM) and HR Manual

### **Program Updates**

### **Employment Certification for State Agencies– CalPERS – Kristina Bozzo-Baldenegro**

- When is an Employment Certification required?
  - Service Credit Purchase (SCP) requests initiated by:
    - Member through their myCalPERS account
    - Member submitting a paper request to their employer for upload and certification
  - Membership reviews initiated by:
    - CalPERS staff
    - Employer
    - Member
- Certification Requests
  - Select Reporting global navigation tab
  - Select the Member Requests local navigation link
  - Locate the member on the list
  - Select the Status link for the request you wish to complete
- Arrears Determination Options
  - If arrears is determined, the details are viewable in the employee's account
- Resources
  - CalPERS Customer Contact Center: 888 CalPERS (or 888-225-7377)
  - [Circular Letter 200-042-20](#)
  - [myCalPERS Employment Certification Functionality Student Guide](#)
  - [myCalPERS System Access Administration](#)
  - [myCalPERS System Privileges for Business Partner Roles](#)

**Specialized Statewide Services Section– SCO – Sarah Huggins**

Contact: [Shuggins@sco.ca.gov](mailto:Shuggins@sco.ca.gov)

- Payment History request process is available on the SCO website:  
[https://sco.ca.gov/ppsd\\_requesting\\_pay\\_history.html](https://sco.ca.gov/ppsd_requesting_pay_history.html)
  - Complete request Form PSD-003
  - Select “Employer Certification” in Section 3 if request is related to a CalPERS Service Credit Purchase
  - Submit to [ReportingOperations@sco.ca.gov](mailto:ReportingOperations@sco.ca.gov), via encrypted email
  - Processing time is 2-3 weeks

**California Leave Accounting System (CLAS) – SCO – Megan Vinson**

Contact: [Mvinson@sco.ca.gov](mailto:Mvinson@sco.ca.gov)

- Reminder: Voluntary Personal Leave Program (VPLP) enrollees who also use 2021 Supplemental Paid Sick Leave will need their VPLP posted manually.

**Statewide Tax Support Program– SCO – Monique Perez**

Contact: [MPerez@sco.ca.gov](mailto:MPerez@sco.ca.gov)

- W2\Miscellaneous Deductions and Tax Support Program Updates:
  - SCO no longer handles Group Legal and ScholarShare 529 forms.
  - All open enrollments and cancellations are handled directly by ARAG legal insurance company or ScholarShare 529.
  - Group Legal inquiries should go to [grouplegal@calhr.ca.gov](mailto:grouplegal@calhr.ca.gov) .
    - ScholarShare 529 inquiries should be directed to them via the instructions on the form. Ph: 1-800-544-5248 or [www.scholarshare529.com](http://www.scholarshare529.com)

**Program Management and Analysis Bureau – SCO – Arlene Bailey**

Contact: [ABailey@sco.ca.gov](mailto:ABailey@sco.ca.gov)

- R01 Mass update defect fix for the invalid data in the days and hours that carried forward in the 606 time to be paid field.
- July 2021 Salary and Employment History Changes

**Statewide Civil Service Payroll Program – SCO – Renee McClain and Christina Campbell**

Contact: [Mcclain@sco.ca.gov](mailto:Mcclain@sco.ca.gov) and [CCampbell@sco.ca.gov](mailto:CCampbell@sco.ca.gov)

- Payroll Program Updates

**Statewide Direct Deposit Program– SCO – Karin Johnson-Anderson**

Contact: [KJohnsonAnderson@sco.ca.gov](mailto:KJohnsonAnderson@sco.ca.gov)

- New Process to Submit Direct Deposit Enrollment Data

## SCO General Reminders – SCO – Nastassja Johnson

Contact: [Nxjohnson@sco.ca.gov](mailto:Nxjohnson@sco.ca.gov)

- Include specific program name in the subject line of emails to the PPSDTempOps@sco.ca.gov mailbox.
  - This inbox is not for questions or inquiries.
- Include your name and email on all documents submitted to the SCO.
- Submit one email for each specific program area.
- Utilize secure email to send documents rather than fax or mail.
- Include the complete social security number (SSN) when sending documents through secure email.
  - CEC – Do not send the full SSN to Connect HR
- Visit Department of General Services (DGS) website for updated Standard (STD) forms that allow for a digital signature.
  - STD674 and STD674 A/R have been updated to allow for an email address for the specialist. This allows SCO to contact the specialist in a timely regarding PR250's.
- Update California Personnel Office Directory (CPOD).

## RESOURCES

### CalHR Benefits

- **Websites:**
  - Human Resources: <https://www.calhr.ca.gov/state-hr-professionals>
  - State Employees: <https://www.calhr.ca.gov/employees>
  - HR Manual: <http://hrmanual.calhr.ca.gov/Home/ManualItem>
- **Contacts:**
  - ACA Program: [ACA.Policy@calhr.ca.gov](mailto:ACA.Policy@calhr.ca.gov)
  - Dependent Re-verification Program: [DependentReverificationProgram@calhr.ca.gov](mailto:DependentReverificationProgram@calhr.ca.gov)
  - Dental Program: [dental@calhr.ca.gov](mailto:dental@calhr.ca.gov)
  - FlexElect/CoBen Program: [FlexElect@calhr.ca.gov](mailto:FlexElect@calhr.ca.gov)
  - COBRA: [COBRA@calhr.ca.gov](mailto:COBRA@calhr.ca.gov)
  - Vision: [vision@calhr.ca.gov](mailto:vision@calhr.ca.gov)
  - Dental/Vision Authorization Portal: [VisionDental.Authorization@calhr.ca.gov](mailto:VisionDental.Authorization@calhr.ca.gov)

### SCO

- **Websites:**
  - Human Resources: [https://sco.ca.gov/ppsd\\_state\\_hr.html](https://sco.ca.gov/ppsd_state_hr.html)
  - State Employees: [https://sco.ca.gov/ppsd\\_se\\_payroll.html](https://sco.ca.gov/ppsd_se_payroll.html)
- **Contact:**
  - [Statewide Customer Contact Center](tel:9163727200) (916) 372-7200
  - HR Suggestions Email (All HR Staff) [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov)
  - CS Escalation Email (HR Supervisors and Managers) [PPSDOps@sco.ca.gov](mailto:PPSDOps@sco.ca.gov)

- Cal Employee Connect Email [connecthelp@sco.ca.gov](mailto:connecthelp@sco.ca.gov)
- Cal Employee Connect Feedback Email [connectfeedback@sco.ca.gov](mailto:connectfeedback@sco.ca.gov)
- **SCO Key Initiatives:**
  - Cal Employee Connect Project
  - California State Payroll System Project

#### **CUSTOMER RELATIONS SURVEY:**

Please send suggestions to our HR Suggestions Inbox at [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov)

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