



March 2022

## Transaction Supervisors' Forum Notes

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### SURVEY QUESTIONS:

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

- **Question:** Personnel Officers currently receive various communications they are expected to share with their staff; however many of us find that this is not happening. Examples include Exempt Pay Letters and ACA Reports. I would like to suggest both SCO and CalHR Transactions Managers be included in those emails, and they discontinue sending them to the Personnel Officer (PO) as the sole recipient.
  - **Answer** (Nastassja Johnson – SCO): Those Human Resources professionals interested in this type of information can subscribe to all of the relevant subscription lists. There is a list of recommended subscriptions for human resources and payroll information on the [SCO website](#).
- **Question:** Does CalHR have any plans to update the CalHR 1070 form to also include non-binary option for gender?
  - **Answer:** (Glenna Wheeler – CalHR): There are no plans at this time to update the CalHR-1070 Form, State Employee Race/Ethnicity Questionnaire, to include a non-binary option. However, thank you for the suggestion and it may be a possibility for the future.
- **Question:** When will the \$260 Healthcare stipend end? Per Service Employees International Union (SEIU) memorandum of understanding (MOU), it states that the payment will run from July 1, 2020, and expire with the June 2023 pay period. However, Pay Differential (PD) 440, states that the stipend will run from July 1, 2020, and expire after the June 2022, pay period. Please provide clarification.?
  - **Answer:** (Renee McClain– SCO): The \$260 monthly Improving Affordability and Access to Healthcare benefit will be removed on June 30, 2022, for all Service Employees International Union (SEIU) Local 1000 Represented

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employees and Excluded classes who are NOT enrolled in a state-sponsored health plan.

## TELEWORK STIPEND

**SCO – Benefits Division – Arlene Bailey** ([ABailey@sco.ca.gov](mailto:ABailey@sco.ca.gov) )

- Resources overview:
  - [Telework Stipend Toolkit and Excel Template](#)
- Excel Template Demo
- Frequently Asked Questions – Release Date March 25, 2022

**ConnectHR– Liz James** ([ljames@sco.ca.gov](mailto:ljames@sco.ca.gov) )

- ConnectHR:
- Telework Stipend (TWS) feature demo
- Payments processed via TWS feature as of:

TWS Feature	3/8/2022	3/9/2022	3/10/2022	3/11/2022	3/14/2022	3/15/2022	Total
Total records received	95	356	536	421	882	771	3061
Total records paid or payments issued	95	341	515	401	863	730	2945
Total employees paid	19	80	183	137	420	155	994

- TWS feature questions please contact: [ConnectHRhelp@sco.ca.gov](mailto:ConnectHRhelp@sco.ca.gov)
- Eligibility questions please email: [PSB@calhr.ca.gov](mailto:PSB@calhr.ca.gov)

## SCO KEY INITIATIVES: PROJECT UPDATES

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

- In Process:
  - Collaborating with CDT to prepare solicitation for release in April
  - In evaluation phase for Project Advisor procurement
  - Executing Phase 1 of the Data Cleansing Plan
  - Business Process Owner meeting for March
  - Executive Steering Committee meeting for March
  - Department Awareness Survey
- Recent Progress:
  - Submitted final solicitation and Stage 3 Solution Development (S3SD) to CDT
  - Outreach – project overview with DMV
- What's Next:
  - Receive approval of S3SD
  - Begin Stage 4 Project Readiness and Approval
  - Begin Procurement Phase 1
  - Notify Departments of Department Agency Readiness Teams (DART) responsibilities and required resources
- Our Ask:
  - Please complete the Department Awareness Survey, deadline for responses is March 11

- Submit questions to [cspshelp@sco.ca.gov](mailto:cspshelp@sco.ca.gov) if you're curious

## BENEFITS ADMINISTRATION:

**CalHR - Benefit Programs – Carol Ormonde and Amber Neves** ([Carol.Ormonde@calhr.ca.gov](mailto:Carol.Ormonde@calhr.ca.gov)  
– [Amber.Neves@calhr.ca.gov](mailto:Amber.Neves@calhr.ca.gov))

- Dental, Vision, FlexElect, CoBen, COBRA, Group Legal, Long Term Disability, and Third Party Pre-Tax Parking Reimbursement Account
  - Program Updates or Reminders
    - We are receiving calls from employees stating their personnel office directed them to call CalHR. Do not refer your employees to CalHR, employees must work with their personnel office regarding their benefits.
    - Review appeals before submitting them to CalHR and ensure that forms are accurate and complete.
    - Ensure that employees are enrolling in eligible plans.
    - The date an employee signs an enrollment form is not the permitting event.
    - Please send appeals via email instead of regular mail.
    - Appeals must be submitted individually. **Multiple appeals received within a single email will be returned.**
    - Allow 30 days before following up on the status of an appeal.
    - Before contacting CalHR on the status of an appeal, check SCO's payroll system to see if the request was processed.
    - If you receive notice from us that an appeal has been approved and we have submitted it to SCO for processing, please do not submit a copy of the appeal to SCO.
    - If you are unable to send an appeal via secure email, then we ask that you submit the appeal with the last four of the employee's SSN and follow up with a second email providing the first five of the employee's SSN.
    - Refer to the HR Online Manual and the BAM for processing details and requirements.
    - Ensure retiring employees are informed of all their benefit options before retirement, including Group Legal and Vision insurance.
    - Dental/Vision Authorization Portal
      - We recently revised the form for submitting updates to the portal.
      - Requests for updates to the portal must come from a departmental manager or supervisor currently on file with SCO's CPOD.
  - FlexElect Reimbursement Accounts
  - 2020 Grace Period – Extended to December 31, 2021
  - 2020 Claims Filing Deadline – Extended to June 30, 2022
  - Applies to both Medical Reimbursement Accounts and Dependent Care Reimbursement Accounts
- Special Open Enrollment

- The current Improving Affordability and Access to Healthcare monthly payment of \$260 will expire after the June 2022 pay period for SEIU represented employees and excluded employees tied to SEIU who are NOT enrolled in a state-sponsored health plan.
- A Special Open Enrollment for the FlexElect and CoBen Cash Options will be held for these employees from April 1 through April 30, 2022, to enroll in the FlexElect or CoBen Cash Options beginning July 1, 2022.
  - The HR Announcement can be viewed on the CalHR website using the following link: <https://www.calhr.ca.gov/state-hr-professionals/Pages/hr-announcements.aspx>
  - A memorandum to departmental personnel offices was posted on the Benefits Division website with an employee announcement. For a copy of the memorandum and employee announcement, please visit the HR Professionals page on the Benefits Division Website <https://calhr.benefitsprograms.info/>
  - State personnel offices must provide the employee announcement to ALL employees.

### CalHR Benefits' Resources

- Websites:
  - **Benefits Website:**  
<https://calhr.benefitsprograms.info/>
  - **BAM Training Questions:**
  - [BAMTraining@calhr.ca.gov](mailto:BAMTraining@calhr.ca.gov)
  - **HealthierU Connections:** <https://www.calhrwellness.com/en/welcome-california-state-employees/>
  - **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/Manualte>
- Contacts:
  - ACA Program [ACA.Policy@calhr.ca.gov](mailto:ACA.Policy@calhr.ca.gov)
  - BAM Training [BAMTraining@calhr.ca.gov](mailto:BAMTraining@calhr.ca.gov)
  - COBRA [COBRA@calhr.ca.gov](mailto:COBRA@calhr.ca.gov)Dental Program [dental@calhr.ca.gov](mailto:dental@calhr.ca.gov)
  - Dental/Vision Authorization Portal [VisionDental.Authorization@calhr.ca.gov](mailto:VisionDental.Authorization@calhr.ca.gov)
  - Dependent Re-verification Program [DependentRe-verificationProgram@calhr.ca.gov](mailto:DependentRe-verificationProgram@calhr.ca.gov)
  - FlexElect/CoBen Program [FlexElect@calhr.ca.gov](mailto:FlexElect@calhr.ca.gov)
  - Group Legal [Grouplegal@calhr.ca.gov](mailto:Grouplegal@calhr.ca.gov)
  - Life Insurance [LifelineInsurance@calhr.ca.gov](mailto:LifelineInsurance@calhr.ca.gov)
  - Long Term Disability [LTD@calhr.ca.gov](mailto:LTD@calhr.ca.gov)

- Third Party Pre-Tax Parking Reimbursement Account [Pre-TaxParking@calhr.ca.gov](mailto:Pre-TaxParking@calhr.ca.gov)
- Vision [vision@calhr.ca.gov](mailto:vision@calhr.ca.gov)

**SCO – Civil Service Benefits and Retirement - Rebecca Doctolero ([Rdoctolero@sco.ca.gov](mailto:Rdoctolero@sco.ca.gov))**

- Special Open Enrollment for FlexElect and CoBen Cash Options
  - As shared previously, the \$260 monthly Improving Affordability and Access to Healthcare benefit will be removed on June 30, 2022, for all Service Employees International Union (SEIU) Local 1000 represented employees and excluded classes who are NOT enrolled in a state-sponsored health plan.
  - CalHR will hold a special open enrollment from April 1-30, 2022, for eligible employees to enroll into the [FlexElect](#) or [Consolidated Benefits \(CoBen\)](#) cash option in lieu of health and/or dental benefits. This special open enrollment does NOT offer options to enroll in, cancel or make changes to health, dental or other benefits. More information regarding benefits is available on CalHR’s website at: <https://calhr.benefitsprograms.info/>.
  - All Special Open Enrollment STD 701C forms must be submitted to SCO no later than May 15, 2022, for timely processing. To submit documents through Connect HR use the dropdown “Benefits - STD. 701C Open Enrollment (OE) New” For CoBen Cash option STD 702 forms use the dropdown “Benefits - STD. 702 CoBen Cash Option Open Enrollment (OE).”

**PROGRAM UPDATES**

**SCO - California Leave Accounting System (CLAS) – Megan Vinson ([Mvinson@sco.ca.gov](mailto:Mvinson@sco.ca.gov))**

- Calendar Year Reset – Family Medical Leave Act (FMLA) and California Family Rights Act (CFRA)
  - The Calendar Year Reset originally took place on January 31, 2022, for Usage Only Benefits (Leave Accounting Letter #22-001: <https://www.sco.ca.gov/Files-PPSD-Letters/Clas/L22-001.pdf>)
  - Bargaining Units 5, 8, 9, and 16 were originally excluded from the FMLA reset.
  - Additional run of the Calendar Year Reset was conducted on March 14, 2022, to include FMLA for BUs originally excluded and CFRA for all.
  - Usages posted after the first of the year are not affected by this reset.

**SCO - Affordable Care Act (ACA) - Sarah Huggins ([SHuggins@sco.ca.gov](mailto:SHuggins@sco.ca.gov))**

- Auto Pop Updates
  - What: ACAS auto pop of ACA Status Codes 2A, 2B, and 2D
  - Why: To improve accuracy of data in ACAS
  - When: Spring 2022
  - Reminder: The auto pop program only works when an employee’s ACAS record is accurate

## SCO – Garnishments Warrants Pending Redeposits– Cameron Callaway

([Ccallaway@sco.ca.gov](mailto:Ccallaway@sco.ca.gov))

- A large volume of garnishment warrants are pending redeposit.
- Many requests for redeposit are not submitted to SCO timely. Delays can cause non-sufficient funds (NSF) in the [State Payroll Revolving Fund](#).
- Agencies must return the garnishment warrant whenever the payroll warrant is returned for redeposit.
- [Payroll Procedures Manual \(PPM\), Section H 305 states](#): “If, after 30 days from the date of the CD413, the garnishment amount is still outstanding, an account receivable will be established against the agency/campus (see [Government Code 17097](#)).”
- To avoid a potential NSF, Disbursements has revised the CD413 form, Garnishment Warrant Action Notice, to include the due date by which the funds need to be received
- Disbursements will no longer send a second reminder memo
- The revised CD413 will be effective April 1, 2022

## SCO – Business Systems Enhancement– Pliny Reynolds ([PReynolds@sco.ca.gov](mailto:PReynolds@sco.ca.gov))

- Assembly Bill (AB) 532 – Expansion of Race and Ethnicity Designation
  - In compliance with [AB 532](#) and [GC 8310.9](#), changes to move Ethnic Origin from Employee History (EH) to Affordable Care Act System (ACAS) were implemented in production on 3/7/22.
  - Related changes to Management Information Retrieval System (MIRS) were implemented on 3/11/22.
  - The following resource documents are available on the SCO Website:
    - [Personnel Letter #22-006 - Ethnic Origin – Moving From Employment History PIMS to the Affordable Care Act System](#)
    - [User Guide for Keying Ethnicity into ACAS](#)
    - [Employee Race or Ethnicity FAQ](#)
    - [MIRS Letter #22-001 - MIRS Updates for Multiple Race/Ethnicity Origins](#)

## SCO – Statewide Payroll Program – Renee McClain and Christina Campbell

([Rmcclain@sco.ca.gov](mailto:Rmcclain@sco.ca.gov) – [Ccampbell@sco.ca.gov](mailto:Ccampbell@sco.ca.gov))

- Payroll Reminders
  - ConnectHR Documents Misroutes
    - Do not send inquiries or duplicate documents. Please contact the Statewide Customer Contact Center (SCCC) for assistance at 916-372-7200
    - All misrouted documents are being manually moved HR offices must use the ConnectHR directory to assist with where to upload documents too.
    - Please be sure to use the document directory when uploading your documents. Documents are being misrouted which could delay your documents reaching the appropriate area and processed timely.
  - Supplemental Paid Sick Leave (SPSL)

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- SPSL 215 Documentation- Departments must document a start and end date for the SPSL. If they use it all the way through the expiration date a 215 should be documented with that date. This will ensure you are able to track the usage in Employment History, and the SCO can identify when the employee is entitled to any adjustments to their pay.
- Civil Service Audits Reminders:
  - PSD40 - Ding Notice
    - Incoming PARs - CS Audits is still receiving hard copy PARs in the mail. These must be submitted through Connect HR.
    - PSD 40s – Please respond to CS Audits email within 1 business day or the PAR will be cancelled.
    - When resubmitting your cancelled PAR, it must have the PSD40 attached in order for it to be processed when it is sent back (not placed in the backlog).

**SCO – Statewide Training Program – Michael Berlanda ([MBerlanda@sco.gov](mailto:MBerlanda@sco.gov) )**

- 2022 2nd Trimester Needs Assessment - Closing Date: 3/25
  - Due by COB 3/25
  - Be realistic in your requests
    - If your employees need an advanced class and not an Introduction class, sign them up for the advanced... as long as they meet the requirements to attend.
- New Course Offerings for 2nd Trimester
  - Corrective Actions
  - Fundamentals of Personnel
- Courses Under Development
  - Training Coordinator Job Roles virtual module

**SCO – Statewide Tax Support Program – Monique Perez ([Mperez@sco.ca.gov](mailto:Mperez@sco.ca.gov))**

- Assembly Bill (AB) 444, State and Local Employees
  - AB444 was passed on January 1st of 2022, due to employees often designating a person or entity that is not necessarily related to the employee, or does not share financial accounts, or is not legal fiduciary, which creates difficulties for the employee’s designated claimant to negotiate the warrant.
  - Although the warrant, upon release to the designated person, includes a stamp authorizing the designee to negotiate it, some financial institutions are not honoring SCO warrants issued to a deceased employee’s designee due to financial institutions’ internal third party check cashing policies.
  - This bill streamlined the process by state government employing agencies to reissue payment to the designated person.
  - Pay Warrants - Designees for payments on deceased employees has taken effect

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- Payments made to beneficiaries
  - This bill will require an appointing power to issue a check directly to a designated person instead of delivering employee warrants to the person.
- Deposit into Revolving fund
  - Upon sufficient proof of the designee’s identity, the bill would require the appointing power to endorse and deposit the warrant issued to a deceased employee back into the Treasury to the credit of the fund or appropriation upon which it was drawn as specified, and then a revolving fund check will be issued to the designated person in the original amount payable to employee.
- Reissue to beneficiaries
  - Updates to the SAM and PPM revisions are in process and should be posted by the end of March/April 2022.

**SCO – Executive Office Inquiries – Nastassja Johnson ([Nxjohnson@sco.ca.gov](mailto:Nxjohnson@sco.ca.gov))**

- What are EO Inquires?
  - Inquires that constituents send to the SCO
- Top EO Inquires:
  - [Verification of Employment](#)
  - [Form W-2](#), Wage and Tax Statement
- How you can help?
- Inform your employee by sharing Employee Bulletins
- Direct them to the resources on the [SCO State Employees](#) webpage

**SCO – Human Resources (HR) Suggestions – Nastassja Johnson ([Nxjohnson@sco.ca.gov](mailto:Nxjohnson@sco.ca.gov))**

- We received six (6) HR suggestions this past month
- Three (3) of those suggestions are being reviewed to see if there is something new that we can implement or change
- If we are able to implement any of these suggestions we will share at the forum
- Remember to submit your HR suggestions to the SCO's HR Suggestions Email (All HR Staff) [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov)

**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
- 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.
- 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](mailto:PPSDHRSuggestions@sco.ca.gov).

#### SCO RESOURCES

##### WEBSITES:

- Human Resources (HR): [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)

##### CONTACTS:

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

##### SCO KEY INITIATIVES:

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

##### FORUM QUESTIONS:

The following questions were submitted during the forum:

- **Question:** Are previous Exempt Pay Letters saved on CalHR Net? I can only find pay letters and PML's.
  - **Answer** (Christina Campbell – SCO): For assistance, please contact [Personnel Services Bureau \(PSB\)](#)
- **Question:** ACA reports are not subscriptions- can CalHR ACA confirm they will include Transactions Managers?
  - **Answer** (Lisa Hatten – SCO): Yes, reach out to [Lisa.Hatten@calhr.ca.gov](mailto:Lisa.Hatten@calhr.ca.gov) to update the contact list for ACA reports for your department.

- **Question:** Are there any plans to make a similar process for the Health Care Stipends through June 2023?
  - **Answer** (Christina Campbell – SCO): Not at this time. But something to put on our radar.
- **Question:** If an eligible employee transfers to another agency where they would still be eligible for the stipend. Which agency is responsible for paying the stipend or does the employee receive two stipends.
  - **Answer** (Christina Campbell – SCO): Contact [PSB](#) for clarification on the policy.
- **Question:** What are the cut off dates to submit (Health Stipends)?
  - **Answer** (Arlene Bailey – SCO): The cutoff time to submit a file is 5:00 pm each payroll cycle date. If submitted after 5:00 pm your file will be processed in the next available payroll cycle.
- **Question:** Is there a specific timeframe that SCO would expect to receive the Stipend info from agencies monthly? Ex: When should the payment info be sent to SCO for March 2022 payments?
  - **Answer** (Arlene Bailey – SCO): Payment for a pay period can't be issued until the following pay period. For example: March pay period Department can begin issuing payments in the first payroll cycle in April.
- **Question:** Should we use the way the name is issued in pay history?
  - **Answer** (Arlene Bailey – SCO): Yes
- **Question:** Do we include "Jr"?
  - **Answer** (Arlene Bailey – SCO): Use your 672's to assist with data input.
- **Question:** How do we enter multiple months, each one on a separate line?
  - **Answer** (Arlene Bailey – SCO): List each pay period on a separate line with all required data fields for each pay period an employee is eligible.
- **Question:** Is there a way to test our files or ensure our file is correct before sending? Our IT is programing the file from our HR Timecard and using the requirements from the template/Toolkit.
  - **Answer** (Liz James – SCO): Not at this time. Please use the toolkit and the Excel spreadsheet to assist you creating a Stipend file. For additional questions please contact [ConnectHRhelp@sco.ca.gov](mailto:ConnectHRhelp@sco.ca.gov)
- **Question:** Will the valid transaction pop up on each line if we copy and paste rows? This didn't come up for me when I pasted about 5,600 lines on the text file; is it inserting an extra zero between the position number and pay period??
  - **Answer** (Arlene Bailey – SCO): Yes, the valid transaction will appear if using the copy and paste function. Please give the template ample time to process the validation check as the valid transaction will not appear immediately.

- **Question:** When I tried to export, I got an error message.
  - **Answer** (Christina Campbell – SCO): Contact [connectrhhelp@sco.ca.gov](mailto:connectrhhelp@sco.ca.gov) for assistance.
- **Question:** On the Telework Stipend: What pay period should we start keying the stipend? Do we back date it and if yes, what month/pay period should we start/ use keying it?
  - **Answer** (Arlene Bailey – SCO): Payments for October 2021 through February 2022 can be process using the batch process. List each pay period on a separate line with all required data fields for each pay period an employee is eligible.
- **Question:** Where do we indicate if someone teleworks less than half of their time?
  - **Answer** (Arlene Bailey – SCO): The telework stipend spreadsheet is only used to issue payment for employee that are eligible for an office-centered or remote-centered payment based on the pay differential eligibility information. Department should have developed another tool to track eligibility of the pay differential for their employees.
- **Question:** Is there a maximum # of transactions allowable on one .txt file?
  - **Answer** (Arlene Bailey – SCO): Yes, the spreadsheet will only accommodate up to 10,000 transactions on one file. If departments need to process more than 10,000 transactions then generate a file for the first 10,000 transactions. Then clear the data on the template and reprocess for the remaining transactions repeating process until you have processed all payments.
- **Question:** Will SCO reject same pay period payment requests?
  - **Answer** (Arlene Bailey – SCO): Yes, only if in the same payroll cycle it will reject the duplicate payment. If process on separate payroll cycle no it will not reject as a duplicate payment.
- **Question:** If I didn't see the transaction valid on the excel spreadsheet, but the data in the text file looks correct, then can I feel confident that it has been entered correctly in the excel spreadsheet?
  - **Answer** (Arlene Bailey – SCO): Yes
- **Question:** For question #13 in the FAQ, would the losing agency be responsible for the telework stipend since the employee their employee?
  - **Answer** (Personnel Services Bureau (PSB) – CalHR): For assistance, please contact [psb@calhr.ca.gov](mailto:psb@calhr.ca.gov)
- **Question:** If an employee terminates their telework agreement do we enter that differently on the template?
  - **Answer** (Arlene Bailey – SCO): If the employee is no longer eligible you will not include them on your listing.
- **Question:** Should we use the way the name is issued in pay history?
  - **Answer** (Christina Campbell – SCO): Yes

- **Question:** To confirm, is the stipend taxable. This is based on the agreement?
  - **Answer** (Arlene Bailey – SCO): The telework stipend is compensation and is taxable
- **Question:** Can we submit a text file for different pay periods?
  - **Answer** (Arlene Bailey – SCO): Yes, you can submit a text file for different pay periods or you can combine multiple pay period in one file.
- **Question:** What is the most efficient way to determine what employee are eligible for the telework stipend?
  - **Answer** (Christina Campbell – SCO): CalHR is working on additional information to assist HR offices with these policy questions. Contact [psb@calhr.ca.gov](mailto:psb@calhr.ca.gov) for most up-to-date information.
- **Question:** When I tried to export, I got an error message. Called SCO on Monday, no call back as of today?
  - **Answer** (Christina Campbell – SCO): Contact [connecthrhelp@sco.ca.gov](mailto:connecthrhelp@sco.ca.gov)
- **Question:** We have uploaded documents in Connect HR and when we inquire why they have not been processed SCO has informed us that they can't find the documents were ever uploaded even though we have our confirmation sheet. Are you finding other glitches like this?
  - **Answer** (Christina Campbell – SCO): Please email your examples to [ccampbell@sco.ca.gov](mailto:ccampbell@sco.ca.gov)
- **Question:** When will Perm Intermittent employees be eligible to enroll in Flex Cash? Assuming they meet control periods, would the first opportunity be to submit a form during Open Enrollment, with the payment issuing in July 2023 for the control period Jan-Jun 2023?
  - **Answer** (CalHr Benefits – SCO): The policy is still under review. Please see the [CalHR Benefits](#) page for the latest update or contact [OpenEnrollment@calhr.ca.gov](mailto:OpenEnrollment@calhr.ca.gov).
- **Question:** Will BU2 employees who are represented by CASE be eligible to enroll into the FlexElect or CoBen cash option in lieu of health and/or dental benefits?
  - **Answer** (CalHr Benefits – SCO): There have been no changes to the excluded employees tied to Unit 2 enrollment process. You will want to review the HRmanual and the Benefits Manual for guidance of what the excluded employees are eligible to receive, and when open enrollment is available for the employees.
- **Question:** The communication states that the payment will be going away for employees that are NOT enrolled into health and dental. Will it continue for employees that are enrolled?
  - **Answer** (CalHr Benefits – SCO): If you are an SEIU or related excluded employee who is enrolled in a state-sponsored CalPERS health plan, you will continue to receive the \$260 monthly benefit payment through June 30, 2023. No action is required on your part.

- **Question:** For employees that were enrolled in FlexCash prior to the \$260 stipend, when they re-enroll, will they be required to adhere to the 3 year restriction before canceling to enroll in regular benefits?
  - **Answer** (CalHr Benefits – SCO): The policy is still under review. Please see the [CalHR Benefits](#) page for the latest update or contact [OpenEnrollment@calhr.ca.gov](mailto:OpenEnrollment@calhr.ca.gov).
- **Question:** For employees who are not enrolled in a health plan, is May 2022 the last pay period that they receive the \$260 stipend? For example, if they enroll in Flex Cash effective July 1, 2022, the June 2022 paycheck will show the Flex Cash, therefore the employee is not entitled to \$260 in June 2022. Is this correct? Does it apply to all un-enrolled employees or only those who sign up for Flex Cash?
  - **Answer** (CalHr Benefits – SCO): The \$260 payment ends with the June pay period, so the last payment of \$260 will show on the July 1, 2022 check.
  - The Flex Cash starts with the July pay period, so the first payment will show on the August 2, 2022 paycheck.
- **Question:** What is the submission date for the health stipend?
  - **Answer** (Christina Campbell – SCO): All forms must be dated 4/1/2022 to 4/30/2022 and submitted by May 15, 2022
- **Question:** Will the change to the Executive Order that suspended the 960 work hour limit be addressed today? I have been informed that as of 04/01/2022, and RA working under the EO will have a clean state of 0 hours and any hours worked as of 04/01/2022 will count toward the 960 hour limitation. Does this mean that the EO suspending the work limitation will be lifted and that RAs will no longer be approved for an exception? .
  - **Answer** (Christina Campbell – SCO): Contact CalHR and CalPERS. 916-372-7200
    - weekly processing dates: <https://sco.ca.gov/Files-PPSD/cswweeklyprocessingdates.pdf>
- **Question:** Regarding special open enrollment period for April 1 - 30, since the 30th is on a Saturday, is this date be accurate?
  - **Answer** (Christina Campbell – SCO): Yes, this end date is correct.
- **Question:** Does this special open enrollment (OE) have same rules as yearly OE? e.g. forms must be dated by employee between 4/1 and 4/30? HR must date the form received between 4/1 and 4/30?
- **Answer** (Christina Campbell – SCO): All forms must be dated 4/1/2022 to 4/30/2022
- **Question:** Similar to regular Open Enrollment (OE), will there be a special permitting event for employees who are currently on LOA and won't return until after 4/30?
  - **Answer** (Arlene Bailey – SCO): Yes
- **Question:** Do we still manually key PI's enrolled in health?
  - **Answer** (Arlene Bailey – SCO): Yes

- **Question:** For clarification: if we receive the OE document today, can the Personnel Office submit them now or wait to submit until 1st of April to SCO?
  - **Answer** (Rebecca Doctolero – SCO): Must wait to submit beginning April 1, 2022.
- **Question:** If we have last year's documents and we see that particular department is past that date. Do we resubmit with the original upload confirmation?
  - **Answer** (Christina Campbell – SCO): No, you must contact the [Statewide Customer Contact Center \(SCCC\)](#) for document status.
- **Question:** Can we send an inquiry through Cal Connect? Not the form but just an inquiry?
  - **Answer** (Christina Campbell – SCO): No, please call the [SCCC](#), we have to track all calls.
- **Question:** An issue we've encountered in the past is that we fill out the needs assessment and still can't get our staff into classes. This is often due to other agencies who do not submit the assessment, but then sign up staff. Is there a way for SCO to give priority to the agencies who complete the assessment?
  - **Answer** (Michael Berlanda – SCO): Thank you for your suggestion. We will consider whether it is possible to offer priority registration to the departments that participate in our Needs Assessment.
- **Question:** Is it possible to change the training classes from Adobe suite to TEAMS? The class I attended was glitchy no matter how many times I restarted my computer?
  - **Answer** (Michael Berlanda – SCO): We have found that issues with Adobe Connect are best addressed by your department's IT Support, as your experience cannot be adjusted on our end. In addition, the best result happens when the Adobe app is installed on your PC, instead of using the web version. We will continue to analyze other methods of presenting virtual training, to ensure you the best learning experience in the future.
- **Question:** Can some of the closed training classes be uploaded to the SCO training-eLearning? i.e. Advanced Salary Determination?
  - **Answer** (Michael Berlanda – SCO): Not at this time. For additional assistance, please email us at [ppsdtraining@sco.ca.gov](mailto:ppsdtraining@sco.ca.gov).
- **Question:** Is MIRS in line for training classes?
  - **Answer** (Sarah Huggins – SCO): MIRS is moving training to an online platform. The first two modules are available on the SCO website and additional modules are coming soon. See [MIRS Training](#).
- **Question:** For verification of employment (VOE), does the work number cost the departments' money to be on it?
  - **Answer** (Christina Campbell – SCO): No cost to the department
- **Question:** For verification of employment (VOE), how do you go about adding the department to work number?

- **Answer** (Arlene Bailey – SCO): If your Department or Campus would like to participate, please submit a memo requesting to participate (include your department/campus name, agency code(s) and Human Resources Director signature) to:
  - Email: PPSDWORKNUMBERSUPPORT@SCO.CA.GOV
  - Postal: State Controller's Office
  - Personnel/Payroll Services Division
  - Attn: Business Program Administration Unit
  - PO BOX 942850
  - Sacramento, CA 94250"
  
- **Question:** Since this document requires SSN#, instead of emailing the Verification of employees identified as noncitizens, can we upload to ConnectHR?
  - **Answer** (Alita Rivas – SCO): Tax Support Unit - Document Type Processing Need; Tax Support Unit - Noncitizen Add or Delete Noncitizen reporting compliance for tax withholding.
  
- **Question:** Regarding the revolving fund of the deceased EE, I heard payable to the employee from the revolving fund. Do you mean the designee?
  - **Answer** (Alita Rivas – SCO): Yes, the revolving fund check should be made payable to the Designee/Beneficiary.
  
- **Question:** Regarding the revolving fund of the deceased EE, is the check payable to the beneficiary?
  - **Answer** (Alita Rivas – SCO): Yes, revolving fund check is payable to designee.
  
- **Question:** Regarding the revolving fund of the deceased EE, do they still need to submit a notarized Request for Delivery of Warrant??
  - **Answer** (Alita Rivas – SCO): Yes, the process should still be same.
  
- **Question:** Regarding the revolving fund of the deceased EE, how about a W2 for a deceased EE?
  - **Answer** (Alita Rivas – SCO): The deceased will still receive a W2 for any wages issued before the date of death. Any payment issued after the date of death will be removed and reported on the 1099-MISC. In order to issue the 1099-MISC, a PPSD 21 must be submitted to SCO.
  
- **Question:** The beneficiary lost W2 for the deceased and would like to get a duplicate. Would the process for duplicate be the same for active employees?
  - **Answer** (Alita Rivas – SCO): Yes, the department can order on behalf of the beneficiary. If the beneficiary submits the request, they must provide a copy of the death certificate and power of attorney.
  
- **Question:** Supplemental Paid Sick Leave (SPSL) clarification question - Are the employees entitled to SPSL for appointments to be tested for COVID, or does the employee need to use their own leave for those situations?



- **Answer** (Christina Campbell – SCO): Refer to the [Covid-19 SPSL Toolkit](#) for the latest [FAQs](#) and guidelines. Or contact [psb@calhr.ca.gov](mailto:psb@calhr.ca.gov)