



May 2020

## Transaction Supervisors Forum Presentation

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### 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).

### State Controller's Office – Personnel and Payroll Services Division

#### **COVID-19 Update**

- ❖ The Personnel and Payroll Services Division (PPSD) is monitoring the [COVID-19](#) pandemic closely. At this time, PPSD is open for business as usual. PPSD will continue to stay on top of the latest COVID-19 information and update departments of any changes that may impact services to our customers. PPSD is updating the State Controller's Office (SCO) [State Human Resources](#) and [State Employees](#) webpages with service information as it becomes available. These webpages will be updated regularly, as necessary.
- ❖ SCO has developed [streamlined processes](#) to expedite financial transactions and reporting.
  - PPSD will accept electronic signatures. Please follow your electronic signature protocol.
- ❖ Updates have been made to the [COVID-19 Emergency Family Medical Leave Act \(E-FLMA\) calculator](#). Please be sure to use the most up to date version of the calculator.
- ❖ The State Controller's Office (SCO) has made a permanent decision to no longer impose restrictions identified in the Personnel and Payroll Services Division's (PPSD) [Decentralized Security Program Manual](#) and [Decentralized Security Guidelines](#) below:
  - Access and use of SCO's systems shall only be initiated from workstations that are owned or leased by the state agency and that are physically located within a facility that is owned or leased by the state agency and;
  - Access and use of SCO's Human Resource Management Systems shall only be initiated from workstations that are owned or leased by the state agency and that are physically located within a facility that is owned or leased by the state agency.
- Instead, agencies and campuses should review and adhere to the following policies and procedures for remote access of information systems.
  - [State Administrative Manual \(SAM\) 5305.5](#)
  - [State Administrative Manual \(SAM\) 5360.1](#)
  - [Statewide Information Management Manual \(SIMM\) 5360-A](#)

- Updates to PPSD's Decentralized Security Program Manual and Decentralized Security Guidelines to reflect this change in policy will be made as soon as practical.
- ❖ For more information, please access our [COVID-19 FAQs](#).

### 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 \(Personnel / Payroll Operations\)](#)

### Personnel and Payroll Operations Bureau (PPOB)

- ❖ **Statewide Position Control Program** – Karin Johnson-Anderson
  - Karin Johnson-Anderson is the interim manager for Direct Deposit and Position Control. She can be contacted information [kjohnsonanderson@sco.ca.gov](mailto:kjohnsonanderson@sco.ca.gov) or (916) 322-3497
  - Documents are being accepted via secure email to [PPSDTempOps@sco.ca.gov](mailto:PPSDTempOps@sco.ca.gov). Please include Position Control in the subject line to ensure documents are routed to the appropriate unit.
- ❖ **Statewide Disability Program** – Karin Johnson-Anderson
  - The Statewide Disability Program is continuing to utilize email to assist in expediting Std. 674 D - Industrial/Non-Industrial/State Disability/Adjustment Requests in need of correction. A Disability Specialist will email the PR 250 (irregularity notice) to the Agency Specialist and will accept the corrected document(s) returned via secure email, fax (916) 327-7205, or mail.
  - Documents are now accepted via secure email to [PPSDTempOps@sco.ca.gov](mailto:PPSDTempOps@sco.ca.gov). Include Disability in the subject line to ensure documents are routed to the appropriate unit.
  - If there are questions for further assistance is needed, please reach out to Karin Johnson-Anderson at (916) 322-3497 or [kjohnsonanderson@sco.ca.gov](mailto:kjohnsonanderson@sco.ca.gov).
- ❖ **Direct Deposit Initiative** – Jill Souza
  - In October 2019, the State Controller's Office launched an initiative to increase the number of employees participating in direct deposit.
  - Overall, Statewide participation in Direct Deposit has increased by 7.2% since October 2019.
  - Department specific enrollment data is available and can be requested by email to [jsouza@sco.ca.gov](mailto:jsouza@sco.ca.gov)
  - A Communications Toolkit was released in April to assist Human Resources offices with outreach efforts. See below:
    - For Employees:
      - [Suggested email message](#) to employees

- [Video](#) for employees
- For Department HR Staff:
  - [Video](#) for HR staff
- [Std.699 Direct Deposit Enrollment Authorization](#) forms can be sent to the SCO via secure email to [PPSDTempOps@sco.ca.gov](mailto:PPSDTempOps@sco.ca.gov). Include Direct Deposit in the subject line to ensure documents are routed to the appropriate unit.
- ❖ **Statewide Customer Contact Center (SCCC) – Nastassja Johnson**
  - The State Controller's Office (SCO) is committed to providing the highest level of customer service possible. With that, we would like to share the reminder that we are here to service Department's and Campus Human Resources (HR) Offices. Employees are best served by their own Department and Campus HR Office, as they have a direct relationship with the employee and can best address the employee's needs. We ask that the Department and Campus HR Offices do not share SCO's direct contact information with employees. If an employee requires HR-related assistance, please direct the employee back to his/her respective HR Representative. Following these guidelines will ensure that SCO can continue providing excellent customer service to Departments and Campus HR Office staff.
  - California Personnel Office Directory (CPOD):
    - Please update [CPOD](#) with current information.
  - The PPSD Register:
    - The PPSD Register team is currently in the process of reorganizing the publishing schedule of the newsletter. Please look out for the next issue of The PPSD Register in June.

### **California State Payroll System (CSPS) Project**

- ❖ **Project Update – Chris Maio and Bill Harrigan**
  - Please check out the [CSPS Project Newsletter – Issue 4!](#)
  - For questions and concerns please contact, CSPS Help at [cspshelp@sco.ca.gov](mailto:cspshelp@sco.ca.gov)

### **Cal Employee Connect (CEC)**

- ❖ **[Cal Employee Connect Implementation](#) – Stephan Higginbotham**
  - SCO has implemented the application to all but four departments;
  - The remaining departments (CDCR, DOR, PIA, and CCHCS) will be rolled onto the application in mid-June;
  - Additional communication will be sent to Wave B departments next week for release on pay day.
  - Wave A departments are encouraged to continue with pay day messaging, using what has been provided to tailor the message to their employee population; and
  - Wave C departments will receive their messaging materials the second week of June.
  - For questions or concerns, please contact [connecthelp@sco.ca.gov](mailto:connecthelp@sco.ca.gov)
- ❖ **Direct Deposit Advice (DDA) Suppression for Departments with CEC Access – Stephan Higginbotham**

- In response to COVID-19, SCO has temporarily suspended the printing of DDAs for departments with access to CEC – this includes all Wave A and Wave B departments, with a few exceptions;
- SCO will not reprint the DDAs that were skipped during the suspension;
- Departments are encouraged to direct employees to CEC for access to the PDF copy of their DDA;
- SCO is also exploring processes and means to implement permanent suppression of DDAs, but no timeline or additional information is available; and
- Please refer to [Cal Employee Connect Letter 20-002](#) for more information.

## Helpful Tools

- ❖ [Personnel and Payroll Services Division Subscriptions](#)
- ❖ [Payroll Procedures Manual \(PPM\)](#)
- ❖ [Personnel Action Manual \(PAM\)](#)
- ❖ [California State Payroll System Project \(CSPS\)](#)
- ❖ [Statewide Training](#)
- ❖ [Extended Keying Calendar](#)
- ❖ [Decentralized Payroll Calendars](#)
- ❖ [Civil Service Weekly Processing Dates](#)
- ❖ [CalHR Email Subscriptions](#)
- ❖ [CalPERS Email Subscriptions](#)
- ❖ [CalPERS State Reference Guide](#)
- ❖ [CalPERS Employer Education](#)
- ❖ [CalPERS Circular Letters](#): CalPERS has published circular letters for employers.
  - [200-015-20 – Governor's Executive Order](#)
  - [200-016-20 – COVID-19 Reporting Impacts to CalPERS Reporting Frequency - FAQs](#)
  - [200-017-20 – Employer Payments During COVID-19 Closures](#)
- ❖ Employers can visit the [CalPERS website](#) to find out their response to COVID-19.

## Contact

- ❖ [Statewide Customer Contact Center](#) (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)

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