



Transaction Supervisors Forum

May 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 (Q):** The CalHR HR Manual indicates the following: Personal Leave Program (PLP) 2020, 2012, 2010 and furlough leave credits accrued prior to the employee's separation date are not included in the lump sum projection. Does SCO have any guidance or materials to assist in calculating lump sum payments without using PLP 2020, 2012, 2010 in the projections?
 - **Answer (A):** The intent of Policy 2113 is the PLP may be cashed out and will be included in the lump sum, but the employee will not earn any further PLP accruals when running the lump sum projection. Please also reference payroll letter 20-012. (Renee McClain – SCO)
- **Q:** Previously, when an employee separated state service, if there was no lump sum deferral, any lump sum cash out of leave balances issued at the same time as any regular pay. Why did this process stop? Employees are waiting months to get their final pay.
 - **A:** We need additional information before we respond. (Renee McClain – SCO)
- **Q:** We have tried to Payroll Input Process (PIP) for Supplemental Paid Sick Leave (SPSL) and it will not go through. Will there be a sample for a PIP transaction?
 - **A:** HR offices cannot key the SPSL adjustment. HR offices will only key PIP if they have dock in that month. (Renee McClain – SCO)
- **Q:** For the new California Public Employees' Pension Reform Act (PEPRA) account codes: If an employee is off pay status but still working due to being on intermittent Family Care Leave (FCL), does the department need to key an 'R01' transaction effective 05/01/21 prior to the employee returning to pay status in Personnel information management system (PIMS)? The payroll letter instructs us to key the new code when we are returning them to pay status but if they are still getting paid full-time certain months, won't that cause problems?
 - **A:** R01 will need to be keyed. Send To SCO. (Renee McClain – SCO)
- **Q:** Since the R01 mass updates went into effect on 05/01/2021, we noticed that the account codes did not update for several employees and are still showing "2M" or "2C" instead of the "DM" or "DC". Is this something our department will need correct or will SCO correct that?
 - **A:** First check the PIMS RST screen if the employee's E-LVL indicator is "N", "C" or "S", then their retirement account code should have remained the same. If the E-LVL indicator was "P" or "B" and they do not have a new retirement account code assigned please contact the customer contact center with the employee's information to request the R01 to be corrected by Personnel and Payroll Bureau staff. Departments are asked not to correct the retirement account code on the R01 transaction. (Arlene Bailey – SCO)

- **Q:** Why does the Emergency Family Medical Leave Act (EFMLA) calculator unreduced hourly wage rate different from the standard rate we calculate (Base rate/173.33)?A5A4:A11A3:A11A2:A11A10A6:A11A3:A11?
- **A:** We need additional information before we respond. (Renee McClain – SCO)
- **Q:** Regarding the mass update for retirement codes - there were a lot of employees who had the R01 transaction but their retirement code was not updated, it remained the same. Was this an error and will SCO be fixing it?
- **A:** This was not an error. Not all employees would have a retirement account code change. Please check the PIMS RST screen if the employee's E-LVL indicator is "N", "C" or "S", then their retirement account code should have remained the same. (Arlene Bailey – SCO)
- **Q:** Is there a time frame as when Family Care Leave (FCL) will be offered to Rank file?
- **A:** There is no plan at this time to offer it to rank and file employees. Any changes for rank and file employees are done through the negotiation process. (Kim Herlache – CalHR)
- **Q:** Per CalHR Rule 599.785, if an employee is currently in a dock or absent without leave (AWOL) situation, they are not allowed to post another type of paid absence until they physically return to work. We are aware of exceptions for Family Medical Leave Act (FMLA) and California Family Rights Act (CFRA) absences, as well as Bereavement Leave (must be posted at start or end of Dock period). We are trying to determine if Administrative Time Off (ATO) is also an exception and can break the continuity of Dock. The type of ATO is not in reference to C19 Supplemental Paid Sick Leave (SPSL), but other ATO reasons (i.e. election poll workers, building closures, state of emergencies, etc.)?
- **A:** Unfortunately, there is not a one size fits all response as each situation can be unique. For election poll workers, the answer is if the employee is on DOCK they cannot post leave (ATO) as a poll worker and return to DOCK. For a building closure or a state of emergency situation it would depend on the exact situation. If an employee wouldn't otherwise report to work on a day that the building was closed due to vacation, calling in sick, on a leave of absence, etc. the employee is already off work and that time off would not be changed to ATO regardless of whether it was using leave or dock (because they have leave). If there is a current situation that a department needs to discuss please reach out to psb@calhr.ca.gov for guidance. (Kim Herlache – CalHR)

Project Updates

Cal Employee Connect (CEC) – SCO – Moe Adam

Contact: connecthrhelp@sco.ca.gov

- Connect Human Resources Portal (ConnectHR) Update
- Deployment
- Agency's outgoing public IP address verification

Benefits

Statewide Civil Service Benefits Program – SCO – Bryce Miller

Contact: BMiller@sco.ca.gov

- Backlog Update
- Benefits Program Reminders

Affordable Care Act (ACA) Program – SCO – Sarah Huggins

Contact: SHuggins@sco.ca.gov

- Virtual Training:
 - More classes are being added; all June dates are full
 - Continue checking the website (XXX) for more class dates
 - If you've already reached out to enroll, you'll hear back from CalHR as soon as additional classes are available
- ACAS Update:
 - SSN format is changing from XXX-XX-XXXX to XXXXXXXXX
 - Consistent with other systems
 - Ability to copy and paste SSNs
 - Personnel Letter to be released soon

ACA – CalHR – Wendy Yang

Contact: 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 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

- Reminder to personnel staff to contact VSP directly for vision inquiries other than appeals. Email VSP at stateofca@vsp.com. Be sure to include employee's name in the subject line.
- 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.
- We are working on a Retiree Flier to be uploaded on CalHR's and VSP's websites. Stay tuned!
- Complete new vision forms for employees returning from a Leave of Absence and send to VSP at stateofca@vsp.com.
- All vision forms have been updated to include drop-down boxes for dependent type and gender. Please be sure to use the latest forms.
- Send vision appeals to CalHR at vision@calhr.ca.gov. This is the most efficient way to contact the vision program. Please be sure to include the employee's name in the

subject line of the email. Please also attach the CalHR 774 vision form to the email for an appeal.

- Vision backlog is caught up to April 15, 2021.

COBRA – CalHR – Lisa Hatten

Contact: cobra@calhr.ca.gov

- American Rescue Plan Act of 2021

Dental, FlexElect and CoBen Programs – CalHR – Chiara Galloway

Contact: dental@calhr.ca.gov, flexelect@calhr.ca.gov

- Consolidated Appropriations Act of 2021 and IRS Notice 2021-15
- American Rescue Plan Act of 2021
- Appeals status updates
 - Dental is approximately 30 days
 - FlexElect/CoBen is approximately 90 days
 - dental@calhr.ca.gov or flexelect@calhr.ca.gov
- Reminders
- Resources
 - Benefits Administration Manual (BAM) and HR Manual

Program Updates

Program Management and Analysis Bureau – SCO – Arlene Bailey

Contact: ABailey@sco.ca.gov

- Max Compensation Project Implementation
 - Mass processed 264,020 R01 Transaction for Civil Service and California State University (CSU) employees.
 - Personnel and Payroll Services Bureau staff are working on the fallout population of approximately 4,500 employees that did not receive the R01 transaction.
 - Please refer to [Personnel Letter 21-009](#) for the new PEPPRA retirement account codes as Personnel Action Manual (PAM) Section 505 updates are still pending release.

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

Contact: Mcclain@sco.ca.gov and CCampbell@sco.ca.gov

- Supplemental Paid Sick Leave (SPSL)
- Payroll Program Updates

PPSD Executive Office (EO) Inquires – SCO – Nancy Ayala

Contact: NAyala@sco.ca.gov

- Introduction
- How SCO Receives Inquires
- Why SCO Receives Inquires

- How SCO Responds to Employee
- Sample Inquires
- What HR Offices Can Do to Help Reduce Inquiries

SCO General Reminders – SCO – Nastassja Johnson

Contact: 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
 - Dependent Re-verification Program: DependentReverificationProgram@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

SCO

- **Websites:**
 - Human Resources: https://sco.ca.gov/ppsd_state_hr.html
 - State Employees: https://sco.ca.gov/ppsd_se_payroll.html
- **Contact:**

- [Statewide Customer Contact Center](#) (916) 372-7200
- HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
- CS Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov
- Cal Employee Connect Email connecthelp@sco.ca.gov
- Cal Employee Connect Feedback Email 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

Disclaimer: This publication is intended for reference only. It does not supersede current applicable laws or regulations, and it is not intended for purposes of providing legal advice.