



November 2021

Transaction Supervisors' Forum Notes

SURVEY QUESTIONS:

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

- **Question:** Is a signed Social Security Card (SSC) absolutely required for verification prior to allowing the employee to start work at the department and key their new hire appointment into the State Controller's Office database? Is it ever acceptable that a department accepts a notarized letter from the Social Security Administration (SSA) with the details required to verify the new hire and a direct contact at SSA in lieu of the SSC with the promise that the cards are forthcoming (in the event that an employee has place an order for a duplicate)?
 - **Answer:** (Nastassja Johnson) Acceptable documents are listed on the I-9 Form.
 - [U.S. Citizenship and Immigration Services, I-9, Employment Eligibility Verification](#)
 - [Request for Public Input](#)

The name and social security number (SSN) should be verified using the official Social Security Administration (SSA) notice that may be provided from that administration to the employee acknowledging their social security card has been applied for and is being processed.

- **Question:** Can SCO processing dates pages be numbered? There are so many dates now. Is there a processing date for inquires that can be included in the processing dates? On Inquires do we still need to put "Inquiry" at top of page, re-sign and date?
 - **Answer:** (Cari Buenaventura) All inquiries should be directed to the Statewide Customer Contact Center at 916-372-7200. The Weekly Processing Date report is specific to forms previously received for specific workloads in the various program areas. If you have submitted a form and the weekly processing date has passed the date of submission customers should not submit another form, this will help avoid duplications. The Statewide Customer Contact Center can assist with providing a status on your form.

As for adding page numbers to the Weekly Processing Date report, we are happy to make this addition.

- **Question:** We audited the employees' overtimes and shift differential pays from December 2020 through the 1st half of October pay period and we discovered overpayments, incorrect shift differential pays or the employee did not receive her shift differential pays on different pay periods. Please advise on how we correct all these pays. Do you have assigned staff that we can call for advice?
 - **Answer:** (Cari Buenaventura) Std. 674 forms must be submitted to request pay adjustments to correct the rate of pay, or to request original payments. A Std. 674 A/R form must be submitted to establish an accounts receivable for overpayments. If assistance is required when completing these forms please call the Statewide Customer Contact Center at 916-372-7200. Once the forms are completed they must be uploaded through the ConnectHR portal using the appropriate drop down selection for the form type. Shift Differential pays should be sent to Civil Service Payroll – Premium Pay.
- **Question:** We seem to be noticing a pattern with employees' dependents being dropped from their dental plans with Delta Dental. This has been happening for quite a few months, even though the employees' deductions are correct. This has created a lot of frustration with our employees. Is SCO aware of this issue and is there a way to have this issue fixed aside from us having to call the carrier every month to fix the issue?
 - **Answer:** (Bryce Miller - SCO) SCO and CalHR are aware of the issue with Delta Dental dropping dependents. CalHR is working with Delta Dental to resolve the issue. Updates to follow.
- **Question:** Each month, I submit the Std. 674 D forms on the first green cycle after cutoff. In the past few months, some documents are not processed timely and forcing me to have my manager escalate it. Moving forward, what can we do to have documents processed timely?
 - **Answer:** (Karin Johnson-Anderson – SCO) Please contact kjohnsonanderson@sco.ca.gov
- **Question:** Due to Accounts Receivables not being established fast enough for VSP Premier, employees are being dropped from Premier Vision while on a leave of absence. This has caused financial hardships on employees as they must pay out of pocket for the cost. Moving forward, how can we avoid this from happening? What can we do differently to ensure these are processed timely, so their Premier Vision is not dropped?
 - **Answer:** (Bryce Miller – SCO) We hope the fact there are no longer backlogs in Benefits that this will no longer be an issue. With that being said, it is important to note that when submitting Std. 674 AR's for continuation of benefits, you must include all deductions on the form. Often times the Std. 674 AR's for continuation of benefits only has basic vision listed and Premier is left off. We cannot assume that they want to continue any benefits that are not listed on the form. In the future, please include all deductions on the Std. 674AR to ensure the deduction continues while the employee is out on leave. If the employee is not covered under Family and Medical Leave Act (FMLA) or any other qualifying leave, they may be required to go on Direct Pay. Please refer to the Benefits Administrative Manual (BAM) for further information on when an employee should be on Direct Pay.

- **Question:** When using a SCO paycheck calculator, trying to match up to pay history, the federal and state taxes will not match up. I have downloaded the newest paycheck calculator, but federal and state taxes are always off by a small amount. Is the paycheck calculator incorrect or is there something we are doing wrong? Can you provide instructions (if there are no instructions out there) to get pay history to match the paycheck calculator?
 - **Answer:** (Renee McClain – SCO) There are instructions for the [paycheck calculator](#) at the bottom of the spreadsheet. There may be something completed incorrectly in a field that is throwing your numbers off. Please contact me directly with the specific employee and pay period.
- **Question:** On Cal Employee Connect (CEC) when employees try to see their warrant stub, they have an option to print their warrant via PDF. This only works for employees on direct deposit. Employees who have live warrants, they do not have an option to print a PDF of their warrant stub. It's been verified, we do not have that option on ConnectHR. When will this be added to both CEC and ConnectHR?
 - **Answer:** (Grant Boyken) For employees who do not have direct deposit, the only option for creating a PDF of their warrant is to scan the paper version they receive in the mail. Even though paper warrants are still an option, employees should be encouraged to opt for direct deposit which is less costly, more efficient, more secure and less prone to disruption from wildfires and other disasters that affect postal service. The SCO does not plan to add the option to print PDFs of warrant stubs for employees who receive paper pay checks.

SCO KEY INITIATIVES: PROJECT UPDATES

SCO - Connect Human Resources Portal – Grant Boyken (GBoyken@sco.ca.gov), Dave Akins (DAkins@sco.ca.gov), Mailbox: (ConnectHRhelp@sco.ca.gov)

- Developing requirements for Cal Employee Connect (CEC) self-service features
- Survey to ask about departments' processes for employee address changes
- Look for the survey in the coming weeks and please respond!
- ConnectHR: Update on file upload usage and open enrollment
- Dave Akins with SCO's Information Services Division will share the latest data from ConnectHR

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

- In Process:
 - Ancillary procurement activities for FY 21/22
 - Data Cleansing
- Recent Progress:
 - Submitted draft solicitation to CDT Procurement for review
 - Submitted Stage 3 Part A to CDT
 - Conducted Executive Steering Committee meeting
 - Conducted quarterly Legislative Analyst Office briefing

- What's Next:
 - Revise Stage 3 Part B and solicitation based on initial CDT feedback
 - In December, being soliciting SCO and CalHR signatures for formal submission to CDT of Stage 3 Part B and solicitation
- Our Ask:
 - Participate in "In Progress" Activities

POLL:

- **Question:** Does your department need keying access for any of the 2022 State Holidays?
 - **Results:** 169 Responses

No	58
February 21 st , President's Day	19
March 31 st , Cesar Chavez Day	18
January 17 th , MLK Jr. Day	18
November 11 th Veteran's Day	17
September 5 th , Labor Day	13
July 4 th , Independence Day	13
May 30 th , Memorial Day	13

BENEFITS ADMINISTRATION:

CalHR - Benefits Division

- **Affordable Care Act Program**
 - The November CalHR Quarterly Compliance Review is currently underway. Departments who were notified of their outstanding errors have until December 10, 2021, to correct and certify that the errors were corrected in the ACAS by returning the *Quarterly ACA Compliance Review Notification* document to: ACA.Policy@calhr.ca.gov.
 - CalHR will reach out to departments in early December with errors observed on the Detailed Safe Harbor Report for the state's full-time employees who are eligible for health benefits but the ACAS record for the employee reflects otherwise. Correction instructions will be provided.

- The December Monthly ACA Compliance Reports will be available on ViewDirect on December 1. All errors on the compliance reports need to be corrected in the ACAS by December 30, 2021, to ensure accurate reporting to the IRS and reduce the state's exposure to information reporting penalties. ○ The state may be assessed a \$280 penalty for each failure to file a correct information return with the IRS and a \$280 penalty for each failure to furnish a correct 1095-C statement to employees for the 2021 reporting year.
- **Open Enrollment**
 - Open Enrollment Season has ended for CalHR as of October 15
 - Open Enrollment Post Project Survey will be available starting December 1, 2021. The survey will be located on the Benefits Division Website under the HR Professionals Tab. The survey will be available on the website for the month of December.
 - Website: <https://calhr.benefitsprograms.info/>
 - Subscribe for Benefits Updates: We have added two subscription boxes on the CalHR Benefits Division Website, one on the State HR Professionals page and one on the State Employee page, to collect emails for future updates and announcements that CalHR sends out in regards to Open Enrollment. We are working to build better communication between departments.
 - Open Enrollment Inbox: OpenEnrollment@calhr.ca.gov
 - CalHR Benefits Division has established an Open Enrollment inbox. You can email this box with questions related to Open Enrollment. We do ask that you still email program specific questions to the program email boxes. You can find program emails on the CalHR Benefits Division Contact Page: <https://calhr.benefitsprograms.info/state-hr-professionals/hr-pp-contact-list/> . I have added the Open Enrollment Inbox to the list.

SCO – Statewide Civil Service Benefits Program – Bryce Miller (BMiller@sco.ca.gov)

- Open Enrollment 2021
- Received 13,011 Dental Enrollments
- Received 8,888 Flex Elect Enrollments
- Reminders
- PR250's (Ding Notice)-Please ensure that the corrected document is returned along with the PR250 through ConnectHR

POLL:

- Question: Where do your Personnel Transactions staff work?
 - Results: 86 Responses
 - Telework: 8 (9%)
 - In the Office: 24 (28%)
 - Hybrid: 54 (63%)

PROGRAM UPDATES

CalPERS – Your Online Service Retirement Application – Leah Flores (Leah.Flores@calpers.ca.gov)

- Leah Flores from the Customer Education and Outreach Division of CalPERS provided a step-by-step guide for submitting a retirement application electronically through your myCalPERS account. Submitting an online retirement application is easy, and to assist our members through the process CalPERS offers a video on their YouTube Channel [Your Online Retirement Application](#). CalPERS also offers a class that may be taken virtually with an instructor or viewed online as a recording called Your Retirement Application and Beyond. The class is available in your member myCalPERS account, and it takes members through the online application process and offers important information for new retirees.

SCO – Statewide Disability Program – Karin Johnson-Anderson (Kjohnsonanderson@sco.ca.gov)

- Pay/Earnings Identifiers (EID) not locked into Payroll Action Request (PAR) for employees on Disability
- If listing on Std. 674D in box 11 please provide all needed information, including EID, Time and Dollar amount- we are working on updating the Std. 674D adding a portion of the 674 at the bottom to list EID's not locked into the PAR- more information to come
- We are updating ConnectHR drop down choices- adding a choice for Std. 674's for EID's not locked into the PAR in sending your request on a Std. 674
- ConnectHR Disability Drop down choice update:
- Added Disability Std. 674 Greencycle document choices for (IDL/NDI/SDI/TD) to assist us in processing Greencycle documents in a more organized timely manner
- Added Disability PR250 – please use when sending a corrected document that has been dinged back
- Added Disability Separation- please use when an Employee is separated, these will be worked as priority
- Batching option is disabled on ConnectHR, please submit one 674/674D per upload

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

- Lump Sum Reminders
- ConnectHR Document Directory
- Payroll Reminders
- Garnishment Forms
- Supplemental Paid Sick Leave (SPSL) with Voluntary Personal Leave Program (VPLP)

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

- Reminders: Direct mailing of Form W-2 and document cutoff dates for 2021 calendar year-end processing
- Payroll Letter 021-014: [Direct mailing of 2021 form w-2 and 2021 form 1095-c return address on the forms to employees](#)
- Tax Support email: PPSDSTSP@sco.ca.gov
- Payroll Letter 021-015: [Document cutoff dates for 2021 calendar year-end processing](#)
- STD 686 Withholdings.
 - EAR Quick Start Guide: https://sco.ca.gov/Files-PPSD/EAR_Quick_Start_Guide_ADA_version.pdf

SCO – Communications Program Nastassja Johnson (Nxjohnson@sco.ca.gov)

- Redesigned [State Employee Webpage](#)

SCO General Reminders

- Include your name on all documents submitted to the SCO.
- Utilize ConnectHR to send documents.
- Include the employees complete social security number (SSN) when sending documents through ConnectHR.
- Check [Weekly Processing Dates](#) before sending inquires.
- Allow 7-10 business days for processing PR250 documents.
- 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 (dings).
- Update [California Personnel Office Directory \(CPOD\)](#).
- The [PPSD Register](#) – PPSD's Monthly Newsletter

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.

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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