



# Transaction Supervisors' Forum

Presented By: Nastassja Johnson

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

Office of State Controller Malia M. Cohen

January 15, 2026

# Survey Questions





# Question

Presenter: Megan Vinson

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

According to Memorandum of Understanding (MOU) 18 semi-monthly employees, a part-time (1/2-time) employee is required to work 44 hours in each half of the pay period (11 workdays). In the first half of the period, the employee worked 60 hours; in the second half, the employee worked 64 hours. This results in a total of 36 hours worked more than the employee's time-based requirement. Should these 36 excess hours be compensated in accordance with Personnel Letter #18-026—keyed through Payroll Input Process (PIP) using Earnings ID “AP”—or should they instead be credited to the employee as excess hours in California Leave Accounting System (CLAS)?”

**Answer:** By definition, Excess Hours should be used for those employees who work a work week not consisting of the standard five, eight hours workdays (Alternative Work Week Schedule) and end up working more hours than is required of a “normal shift” employee. The 36 hours referenced in the above scenario are not Excess Hours as defined by CLAS and should therefore not be keyed into CLAS as such.

Reference: [CLAS Workbook](#)



# SCO KEY INITIATIVES

# CSPS Status – January 2026

Presenter: Dominick Mullane, ACE

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

# Project Information



**2026 Current Activities:** The Planning Phase of CSPS has officially been completed and the Project Team began work on Phase 1 activities and scope validation

**Objective:** To modernize and integrate the State’s Human Resource and Payroll systems

**Benefits:** Manager and employee self-service, reduction in manual/paper submissions, improved reporting capabilities, efficiencies in processes/workflow

# Status/Progress

- **Organizational Change Management** set plans in place to meet with departments to discuss their Human Capital Management (HCM) Systems and the requirements to interface with CSPS for timekeeping.
- **Functional Team** is developing workshops and instructions per the Planning Interval (PI)-1 readiness checklist.
- **Functional and Technical teams** continue Story point estimation and dependencies for PI-1.
- **Technical Team** is working with the California Department of Technology (CDT) to procure domain names to be used for new testing environments.

# Starting the Conversation: CSPS Stakeholder Insights

**1**

Share the benefits that  
resonate with you!

**2**

Listen carefully and show  
support!

**3**

Offer resources that can help  
answer questions or concerns!



# STATEWIDE BENEFITS ADMINISTRATION

# CalHR Transaction Supervisors' Forum Update



CalHR Benefits Division

January 15, 2026



JANUARY 15, 2026

# CalHR Benefits Division Updates

*Benefits for a  
Life Well Lived.*

# About the Benefits Division

## OUR MISSION

We administer benefits through stakeholder collaboration that empowers strategic partners to attract, retain and enhance the wellbeing of the State of California workforce.

## OUR VISION

A thriving State of California workforce that is empowered by high-quality, comprehensive and competitive benefit options to lead healthy, secure and prosperous lives.



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# New Benefits Newsletter

Presenter: Anna Burke

# New Benefits Newsletter

Presenter: Anna Burke - Project and Training Specialist

Email: [BenefitsCommunications@CalHR.ca.gov](mailto:BenefitsCommunications@CalHR.ca.gov)



- **What's New:** Starting in 2026, CalHR will launch a new monthly benefits newsletter. The newsletter will highlight state benefits, provide helpful reminders and tips, and share other valuable benefits information for employees.
- **Purpose:** Support departmental personnel offices by empowering them to help employees understand and make the most of their benefits. It also establishes ongoing communication with employees to keep benefits top of mind throughout the year.
- **Additional Resources:** Each newsletter links to a webpage with detailed content and helpful resources for employees.

# New Benefits Newsletter

Presenter: Anna Burke - Project and Training Specialist

Email: [BenefitsCommunications@CalHR.ca.gov](mailto:BenefitsCommunications@CalHR.ca.gov)

## How It Will Happen:

CalHR shares newsletter content with departmental personnel offices a few weeks before the send date.



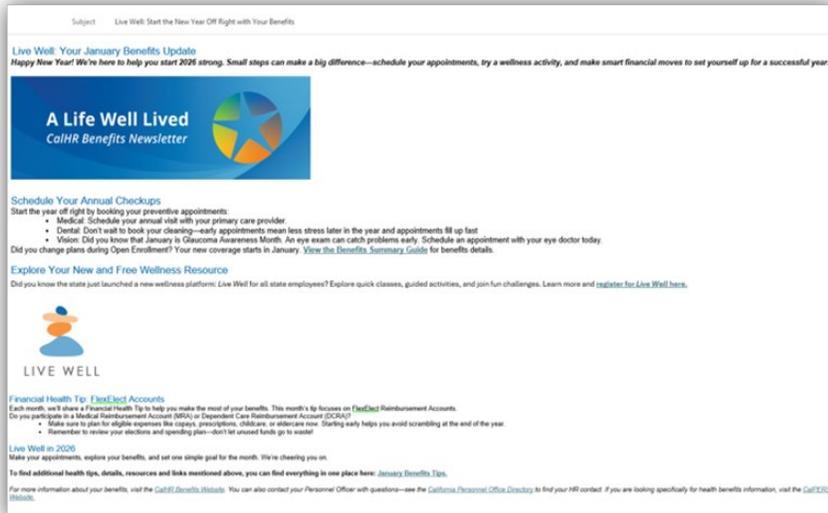
Departmental personnel offices customize the newsletter if desired and obtain any necessary approvals.



Departmental personnel offices send newsletter to employees



## What Employee Newsletter Will Look Like:



\*Make sure you coordinate within your departmental personnel office on roles and/or the approval process for sending out employee communications.

## How to Receive Newsletter Content:

- Make sure you are on the Personnel Officer listserv
- Sign up here if you're not already receiving Personnel Officers updates: [CalHR Subscriptions - CalHR Website](#)



# Benefits Administration Manual (BAM) Updates and Benefits Ambassador Training

Presenter: Anna Burke

# BAM Updates and Benefits Ambassador Training

Presenter: Anna Burke – Project and Training Specialist

Email: [BenefitsCommunications@CalHR.ca.gov](mailto:BenefitsCommunications@CalHR.ca.gov)

- **What is BAM?** The Benefits Administration Manual also referred to as BAM is a statewide resource that guides HR professionals in administering employee benefits accurately and consistently.
- As part of our ongoing efforts to improve the BAM, we are working to standardize content and make it a clearer, more user-friendly resource for HR professionals across the state.
- **In coordination with this refresh, launching in 2026**, CalHR will begin rolling out the Benefits Ambassador Training to strengthen engagement with HR professionals and benefits administrators. This includes a series of *BAM-focused trainings*.
- First training (early 2026): **BAM Basics & Navigation**
  - How to navigate the updated BAM structure using real HR scenarios.
  - Understand the goals of the BAM standardization effort.
  - High-level overview of state benefits.

To find updates on this training series visit:

<https://benefits.calhr.ca.gov/state-hr-professionals/benefits-ambassador-training/>



# Affordable Care Act Program Updates

Presenter: Lisa Hatten

# Affordable Care Act Program

Presenter: Lisa Hatten

Email: [aca.policy@calhr.ca.gov](mailto:aca.policy@calhr.ca.gov)

## Open Enrollment Transactions

- Employee elected to cancel their health coverage during the 2025 Open Enrollment:
  - Key a **5B** status code in ACAS, **effective 12/31/2025** (to indicate the employee voluntarily cancelled their health coverage but remains eligible for health benefits).
- Employee elected to enroll in health coverage during the 2025 Open Enrollment:
  - Key a **3A** status code in ACAS, **effective 1/1/2026** (to indicate the first of the month in which the employee's health coverage is effective).
- The "Health Event Transaction" COGNOS Report in myCalPERS can be helpful to identify ACAS updates for employees that have elected to enroll in health coverage and the effective date of the coverage.

# Affordable Care Act Program

Presenter: Lisa Hatten

Email: [aca.policy@calhr.ca.gov](mailto:aca.policy@calhr.ca.gov)

## Permanent Intermittent Employees

- Employees who were credited with a minimum of 480 paid hours in the July to December 2025 control period:
  - If the employee is newly eligible for health benefits, the employee's ACAS record should be updated to reflect the following ACA status codes:
    - **2D, effective 1/1/2026** (to indicate the employee is newly eligible for health benefits).
    - **1A, effective 2/1/2026** (to document an offer of health coverage – this date reflects the earliest day the employee is eligible to enroll in health benefits).
  - If the employee accepts or declines health coverage, the employee's ACAS record should be updated to reflect:
    - **3A, effective the first day of the month in which the employee's health coverage is effective, OR**
    - **4A, effective 2/1/2026** (to indicate the employee affirmatively declined health coverage by returning the CalPERS Health Benefits Plan Enrollment Form (HBD-12)) or **4B, effective the 61st day following the permitting event date** if no HBD-12 is received declining coverage (to document an administrative decline of health coverage).

# Affordable Care Act Program

Presenter: Lisa Hatten

Email: [aca.policy@calhr.ca.gov](mailto:aca.policy@calhr.ca.gov)

## Permanent Intermittent Employees

- Employees who were enrolled in health benefits and lost their health benefits eligibility because they were not credited with a minimum of 480 paid hours in the July to December 2025 Control Period (or 960 paid hours in two control periods):
  - The employee's ACAS record should be updated to reflect:
    - **5A, effective 1/31/2026** (to indicate the employee health benefits were administratively cancelled due to loss of eligibility).
    - **2B, effective 2/1/2026** (to indicate that the employee must be credited with a minimum of 480 paid hours in a Control Period to be eligible for health benefits).
    - **COBRA Offer (1B, 1C, 1D, or 1E), effective 2/1/2026** (to indicate that the employee and any dependents were eligible for and offered COBRA coverage).

# Affordable Care Act Program

Presenter: Lisa Hatten

Email: [aca.policy@calhr.ca.gov](mailto:aca.policy@calhr.ca.gov)

## Permanent Intermittent Employees

- Employees were not enrolled in health benefits and lost their health benefits eligibility because they were not credited with a minimum of 480 paid hours in the July to December 2025 Control Period:
  - The employee's ACAS record should be updated to reflect:
    - **2B, effective 2/1/2026** (to indicate that the employee is no longer eligible for health benefits until they are credited with a minimum of 480 paid hours in a Control Period to be eligible for health benefits again).

# Affordable Care Act Program

Presenter: Lisa Hatten

Email: [aca.policy@calhr.ca.gov](mailto:aca.policy@calhr.ca.gov)

## Reports to Monitor Benefits Eligibility for Permanent Intermittent Employees

- There are two reports in SCO's Management Information Retrieval System (MIRS) to help you identify Permanent Intermittent employees who may be newly eligible for or lost their health benefits eligibility:
  - **INT 001A Report:** Identifies Permanent Intermittent employees who are eligible for health benefits based on meeting 480 paid hours in a specific Control Period.
  - **INT 002A Report:** Identifies Permanent Intermittent employees and whether they are currently enrolled in health or dental benefits but have become ineligible for health benefits based on not meeting a minimum of 480 paid hours in a Control Period (or 960 paid hours in two consecutive Control Periods to continue their coverage).

# Affordable Care Act Program

Presenter: Lisa Hatten

Email: [aca.policy@calhr.ca.gov](mailto:aca.policy@calhr.ca.gov)

## Employer Notification Requirements

- Health Insurance Marketplace Coverage Options Notice
  - The Notice must be provided to all new employees within 14 days of their hire regardless of their health benefits eligibility.
  - Provides information about the Health Insurance Marketplace and premium tax credits that may be available to qualified individuals to help pay for their health coverage.
  - Identifies employees and dependents eligible for state-sponsored health coverage.
- Summary of Benefits and Coverage Notice
  - The Notice must be provided to employees who are newly eligible for health benefits, no later than the first day the employee is eligible to enroll in coverage.
  - Provides the links and contact information for all health plans available to eligible employees to assist them in making informed decisions about the coverage they choose.
- These notices are available on CalHR's [HR Net](#) and were updated for the 2026 plan year. Refer to CalHR's Human Resources Manual, Section 1402: Affordable Care Act for more information.

# Third-Party Pre-Tax Parking Reimbursement Account Program Updates

Presenter: Alex Smith

# Third-Party Pre-Tax Parking Reimbursement Account Program Updates

Presenter: Alex Smith

Contact: [Pre-TaxParking@calhr.ca.gov](mailto:Pre-TaxParking@calhr.ca.gov)

## Program Updates:

- For 2026, the **monthly maximum limit for a deduction** from an employee's income to pay for qualified parking is **\$340**. This is an increase of \$15 over the 2025 limit of \$325.

## Program Reminders:

- Who is best suited for this program?
  - State employees are eligible to enroll in the Third-Party Pre-Tax Parking Reimbursement Account Program if they **do not** participate in a department-sponsored parking program or a state controlled/owned parking program (Department of General Services [DGS], Department of Transportation [CalTrans], etc.).
- There is no open enrollment, eligible employees can enroll at any time of the year!
- Enrolled employees are eligible to claim reimbursements starting the first of the month after the first payroll deduction.

# Third-Party Pre-Tax Parking Reimbursement Account Program Updates

Presenter: Alex Smith

Contact: [Pre-TaxParking@calhr.ca.gov](mailto:Pre-TaxParking@calhr.ca.gov)

## Where can you learn more?

- [BAM - Pre-Tax Parking Program - CalHR Benefits Website](#)
- [Third Party Pre-Tax Parking Reimbursement Account Program - CalHR Benefits Website](#)
- [Human Resources Manual – CalHR](#)



# Dental Program Updates

Presenter: Susan Garrett

# Dental Program Updates

Presenter: Susan Garrett

Email: [Dental@calhr.ca.gov](mailto:Dental@calhr.ca.gov)

- If you received a 'ding notice' or correction request from SCO to correct a form you submitted for open enrollment, please send the correction back to SCO as soon as possible.
- All dental program questions and inquiries for CalHR must be sent to [dental@calhr.ca.gov](mailto:dental@calhr.ca.gov) for a response. Any emails sent to Benefits Division program staff will be returned to sender.
- Current response times:
  - Inquiries - 5 business days
- Dental appeals may only be submitted via RTS effective January 1. We are no longer accepting appeals sent to the dental program inbox.



# Request Tracking System (RTS)

Presenter: Susan Garrett

# Request Tracking System (RTS) Officially Launched January 1, 2026

Presenter: Susan Garrett

Email: [Dental@calhr.ca.gov](mailto:Dental@calhr.ca.gov), [FlexElect@calhr.ca.gov](mailto:FlexElect@calhr.ca.gov), [Vision@calhr.ca.gov](mailto:Vision@calhr.ca.gov)

- Dental, FlexElect and Vision appeals needing CalHR approval must be submitted to CalHR through RTS as 'Customer Service and Support Appeals Requests.'
- Departmental personnel offices may reach out to the appropriate inbox above to request resources, including a recorded system demo, FAQ's and a User Manual.
- **Beginning January 1, 2026, Dental, FlexElect, and Vision appeals must be submitted through RTS.**
  - Appeals submitted via the email inboxes will not be processed.
- **Important (for Dental, FlexElect and Vision Appeals):**
  - Please do not submit appeals through the program inboxes in addition to RTS, as this will cause delays in processing.
  - Justification memos must include the reason an appeal is necessary, not just a cover memo stating, 'Please see attached appeal.'
- [Link to RTS](#)



# Vision Dental Health Authorization (VDHA) List Update

Presenter: Susan Garrett

# Vision Dental Health Authorization (VDHA) List Updates

Presenter: Susan Garrett

Email: [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov)

- The Vision Dental Authorization (VDA) Portal housed in SharePoint has been decommissioned and replaced with the Vision Dental Health Authorization (VDHA) in the Family Connect Portal (FCP).
- The VDHA List identifies departmental personnel and CalPERS health benefit officers who are authorized to speak directly to vision, dental and health benefit carriers to make changes to state sponsored benefits for employees, retirees, and their dependents.
- Department Admin will be required to manage all VDHA List accounts by approving and removing access for the respective department/agency.
- Resources for this update will be available on the DRV Benefits Administration Manual (BAM).
- If you have questions or need assistance, please contact the email listed above on this slide.

# Vision Dental Health Authorization (VDHA) List Updates

Presenter: Susan Garrett

Email: [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov)

- Department Admin users are **automatically** included on the VDHA user list.
- The first VDHA Lists were provided to carriers on **December 22** and **January 5**.
- The next update will be provided to carriers on **January 20**.
- **Important:** Please ensure you have assigned the VDHA role to the people on your team who are authorized to speak to the benefits carriers by close of business **January 16**, to be included in the next update.
- Updates are currently provided to carriers on a biweekly schedule.
- [\*\*Family Connect Portal\*\*](#)

# Resources – CalHR Benefits Webpages

- [Benefits Website](#)
- [State HR Professionals](#)
- [State HR Professionals Benefits Toolkit](#)
- [State HR Professionals OE Resources](#)
- [HR Manual](#)
- [Open Enrollment](#)
- [CalPERS Open Enrollment for Active Members](#)
- [Virtual Library](#)
- [Benefits Calculator](#)
- [State Employees](#)
- [Health](#)
- [Dental](#)
- [Vision](#)
- [Insurance Benefits](#)
- [Consolidated Benefits \(CoBen\)](#)
- [FlexElect Reimbursement Account](#)
- [Life Insurance for Excluded Employees](#)
- [Group Legal Services](#)
- [Group Long-Term Disability Insurance \(LTD\) – Excluded Employees Only](#)
- [Work Resources](#)
- [Engagement Resources](#)

## Resources – CalHR Benefits Contacts

- ACA Program [ACA.Policy@calhr.ca.gov](mailto:ACA.Policy@calhr.ca.gov)
- BAM Training [BenefitsInquiries@calhr.ca.gov](mailto:BenefitsInquiries@calhr.ca.gov)
- COBRA [COBRA@calhr.ca.gov](mailto:COBRA@calhr.ca.gov)
- Dental Program [dental@calhr.ca.gov](mailto:dental@calhr.ca.gov)
- Dependent Re-verification (DRV) Program [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov)
- FlexElect Program [FlexElect@calhr.ca.gov](mailto:FlexElect@calhr.ca.gov)
- CoBen Program [CoBen@calhr.ca.gov](mailto:CoBen@calhr.ca.gov)
- Group Legal [Grouplegal@calhr.ca.gov](mailto:Grouplegal@calhr.ca.gov)
- Life Insurance [LifeInsurance@calhr.ca.gov](mailto:LifeInsurance@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/Dental Authorization Portal [VisionDental.Authorization@calhr.ca.gov](mailto:VisionDental.Authorization@calhr.ca.gov)
- Vision Program [vision@calhr.ca.gov](mailto:vision@calhr.ca.gov)
- Open Enrollment [OpenEnrollment@calhr.ca.gov](mailto:OpenEnrollment@calhr.ca.gov)
- General Questions [BenefitsInquiries@calhr.ca.gov](mailto:BenefitsInquiries@calhr.ca.gov)



# Statewide Benefits Program

Presenter: Michael Imbach

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

## Open Enrollment is Complete

- Approximately 32k documents submitted and processed.
  - Thank you to all for a successful open enrollment
- Ryan has joined CSPA and no longer in Benefits
  - All direct pending inquiries should be forwarded to the Civil Service Benefits email address above or the Statewide Customer Contact Center at (916) 372-7200



# STATEWIDE PROGRAM UPDATES



# Retirement & Reconciliation Program

Presenter: Gundy Pinero

Contact: Statewide Customer Contact Center (916) 372-7200

- The purpose of the Department Enrollment Error Resolution Project is to transition the role and responsibility of the clearing of enrollment errors in myCalPERS to all employers, the departmental Human Resources.
- The Department HR Staff are expected to take advantage of the following opportunities for education to clear the enrollment errors during their department's [Department Enrollment Error Resolution Project Immersion Period Schedule](#):
  - [myCalPERS Retirement Enrollment](#) (student guide with step-by-step actions)
  - [Business Rules & myCalPERS Classes | CalPERS](#)
  - [Retirement Enrollment Preprocessing Toolkit](#)
- SCO will give priority to department's inquiries submitted during their scheduled immersion period.
- Once the department's immersion period has ended, employers are expected to take full responsibility for clearing the enrollment errors in myCalPERS.



# Retirement & Reconciliation Program

Presenter: Gundy Pinero

Contact: Statewide Customer Contact Center (916) 372 -7200

- It is the employer's responsibility to enroll an employee into CalPERS membership within 90 days upon eligibility, [Government Code 20283](#).
- We ask HR staff to exhaust all the resources before reaching out for assistance.
- If you are unable to resolve the appointment issue due to contribution errors, please contact the Statewide Customer Contact Center at 916-372-7200 and follow the Retirement prompt.
- For all other inquiries, please contact CalPERS at 888-225-7377.

# CalPERS Resources

Christopher Vega

# Classes and Student Guides

- [Business Rules & myCalPERS Classes](#) webpage
  - Class differences and order
  - 2026 class schedule
- [myCalPERS Student Guides & Resources](#) webpage
  - [Introduction to myCalPERS for Business Partners \(PDF, 2.1 MB\)](#)
  - [myCalPERS Retirement Enrollment \(PDF, 2.4 MB\)](#)

# Contact Us

[CalPERS\\_Employer\\_Communications@CalPERS.CA.GOV](mailto:CalPERS_Employer_Communications@CalPERS.CA.GOV)





# Statewide Tax Support Program

Presenter: Monique Perez

Contact: [PPSDW2MiscDED@sco.ca.gov](mailto:PPSDW2MiscDED@sco.ca.gov)

## Form W-2 Reminders and Exempt Employees Information:

- **Form W-2 will be distributed by mail no later than January 31, 2026.**
  - Payroll Letter #25-016 was revised and released on 1/2/2026 regarding Direct Mailing of 2025 Form W-2 and Form 1095-C and Return address on the forms to Employees.
- **Cal Employee Connect**
  - Form W-2's and Corrected W-2's are available now on Cal Employee Connect
    - Download and printing are available for those who opted in to W-2 Paperless
  - If employees have not signed up for W-2 Paperless, enrollment will re-open on February 1, 2026
- **Service fee of \$1.45 for each paper Form W-2 mailed**
  - Form W-2s are now printed on two pages, per the IRS compliance requirements
  - Invoices will be mailed to agencies by April 2026



# Statewide Tax Support Program

Presenter: Monique Perez

Contact: [PPSDW2MiscDed@sco.ca.gov](mailto:PPSDW2MiscDed@sco.ca.gov)

## Employee Annual Withholding and Exempt Employees

- Annual Withholding
  - Employees should review their withholdings every year if they have any of the following:
    - Lifestyle – Marriage, divorce, birth or adoption of a child, or home purchase
    - Wage income – Increase in income, spouse starts or stops working
- **Exempt Employees**
  - Exempt employees who are filing exempt
    - New STD 686 (EAR) by February 16, 2026
    - Employees will be switched to single for standard withholdings which is equivalent to single and zero 0 for both Federal and State
    - Notices were sent to HR offices the beginning of January for those employees who were exempt as of December 2025
- **For additional information:**
  - Personnel Action Manual (PAM): Section 6 - EAR Processing
  - QuickStart Guide and EAR Samples
  - Internal Revenue Service - Tax Withholding Estimator



# Business System Enhancements Section

Presenter: Arlene Chambers

Contact: Statewide Customer Contact Center (916) 372-7200

## System Data Cleansing Reminders

- Employees with Blank EID but populated associated amount – Report name PDSQ0122
  - Departments must review the transactions listed on the PSDQ0122 every month and correct all records.
  - Emails were sent out to the Agencies' universal email address to request clean up by December 31, 2025. Please follow up on email requests.
  - Report PDSQ0122 may display employees who have transferred out of your department. Please coordinate with the current department to ensure that these records are corrected.
  - Refer to the Broadcast email dated August 18, 2025 and Personnel Letter #25-006 for further information.
  - For questions, contact the Statewide Customer Contact Center at 916-372-7200.
- SCO may be reaching out to departments regarding other issues identified through data cleansing efforts.
  - Important to review and respond timely, as these issues could have associated overpayments.



# Statewide Training Program

Presenter: Michael Berlanda

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

## Registration Management System (RMS)

- PPSD Training no longer supports Training Coordinator enrollment model
- All enrollments are employee-driven
- End-user guide – revision in-progress

# PPSD General Reminders



When you reconcile payroll, check that these *details* are correct:

- Withholdings and deductions
- Employer taxes
- Hours worked, including overtime, vacation time, sick days, etc.
- Wages and salaries

Make sure the numbers recorded are reasonable. Look at past payrolls to see if current pay period is similar. If there is a large difference, learn the cause. Then, make sure each transaction you entered is correct.

Resource: Payroll Procedures Manual (PPM) [Section M](#)

# PPSD General Reminders



- Utilize ConnectHR to submit documents or upload data
- Please do not email forms that include employees' social security number (SSN) to the ConnectHR Team. All attachments containing SSNs are automatically deleted.
- Check [Weekly Processing Dates](#) before utilizing the [Escalation Email](#) process
- Update [California Personnel Office Directory \(CPOD\)](#)
- All HR Offices must promptly address all email messages that come through their Departmental Universal Email established with SCO (e.g., Ding Notices, ConnectHR Direct Deposit Feature – Approval Required, etc.)
- The [PPSD Register](#) – PPSD's Monthly Newsletter
- Check out our recommended Human Resources [subscriptions](#)
- HR offices calling the [Statewide Customer Contact Center](#) (916) 372-7200 must listen to the prompts carefully and patiently to select the appropriate program area who may best assist with their inquiry.
- Share this information with your Human Resources Team!

# SCO Contacts

## Web Resources:

- HR Personnel | [Webpage](#)
- State Employees | [Webpage](#)

## Contacts:

- Affordable Care Act (ACA) | [Contact Email](#)
- Cal Employee Connect (CEC) | [Help and Feedback](#)
- ConnectHR | [Help and Feedback](#)
- California Leave Accounting System (CLAS) | [Contact Email](#)
- Civil Service Escalation Email (HR Supervisors and Managers) | [Contact Email](#)
- Decentralized Security Administration & ViewDirect Access | [Contact Email](#)
- PPSD HR suggestions (All HR Staff) | [Contact Email](#)
- Management Information Retrieval System (MIRS) | [Contact Email](#)

