

State Controller's Office
Personnel and Payroll Services Division/Operations Bureau
Escalation Email Guidelines and Contact List

The Personnel and Payroll Services Division, Operations Bureau has established a central email inbox to escalate personnel and/or payroll inquiries for the Statewide Department Human Resources (HR). **Supervisors and Managers in HR Offices** can now direct their communication to PPSDOps@sco.ca.gov.

Please ensure you have attempted to contact the Operations Bureau, at one of the numbers listed below, prior to escalating an issue.

Examples of issues to escalate may include:

- Not receiving a return call after 2 business days
- Issues related to punitive actions
- Pay adjustments due to mid-month separations as directed by CalPERS.
- Employee grievances
- Personnel/payroll/benefit requests for Judges, Legislators and other Statutory employees

Examples of issues not to escalate:

- Backlog dates (please refer to the [CS Weekly Processing Dates](#) and [CSU Weekly Processing Dates](#))
- Requests to return documents (please call the Customer Contact Center)
- Verification of receipt of documents (please refer to the [CS Weekly Processing Dates](#) and [CSU Weekly Processing Dates](#) or call the Customer Contact Center)

When escalating an issue via email, please include the name of the Statewide Program within the Operations Bureau (i.e., benefits, disability, retirement, etc.) and provide the following information:

- Your name, title, department, and contact information;
- The name of the employee and the last 4 digits of the social security number (SSN). Please do not include the full SSN in e-mail or attachments;
- A clear detailed description of the issue;
- Your specific question;
- An outline of the research already conducted;
- The name of the area within the Operations Bureau you have already contacted at SCO, regarding your question/issue, and the date(s) you contacted them; and
- Any additional background necessary to research your question (i.e., the form number and original submission date).

Thank you in advance for your cooperation.

Please refer to the updated [PPSD Statewide Customer Contact Center Call Tree](#).

Other Important PPSD Contacts:

Unit	Point of Contact
Customer Contact Center	(916) 372-7200
ACA Application Support Group	(916) 323-3770
Duplicate W-2	(916) 445-2847
Reciprocity Line	(916) 319-9067