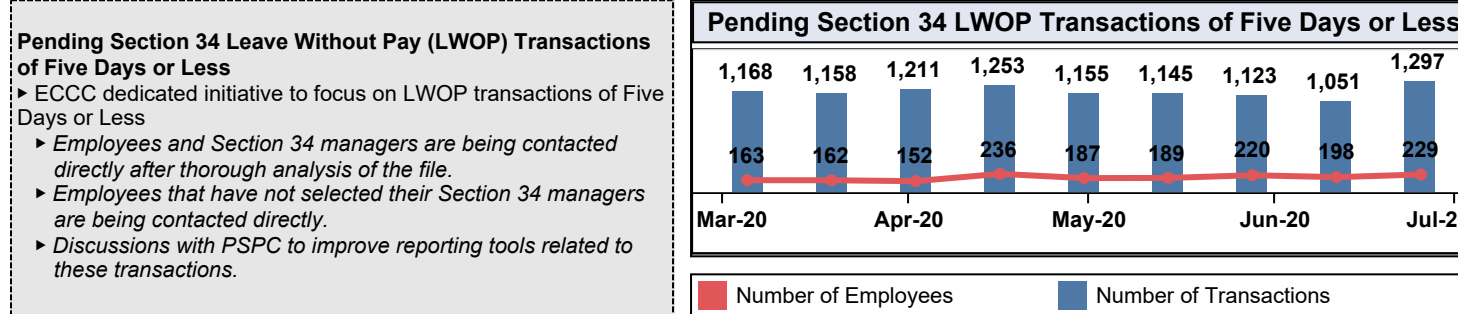
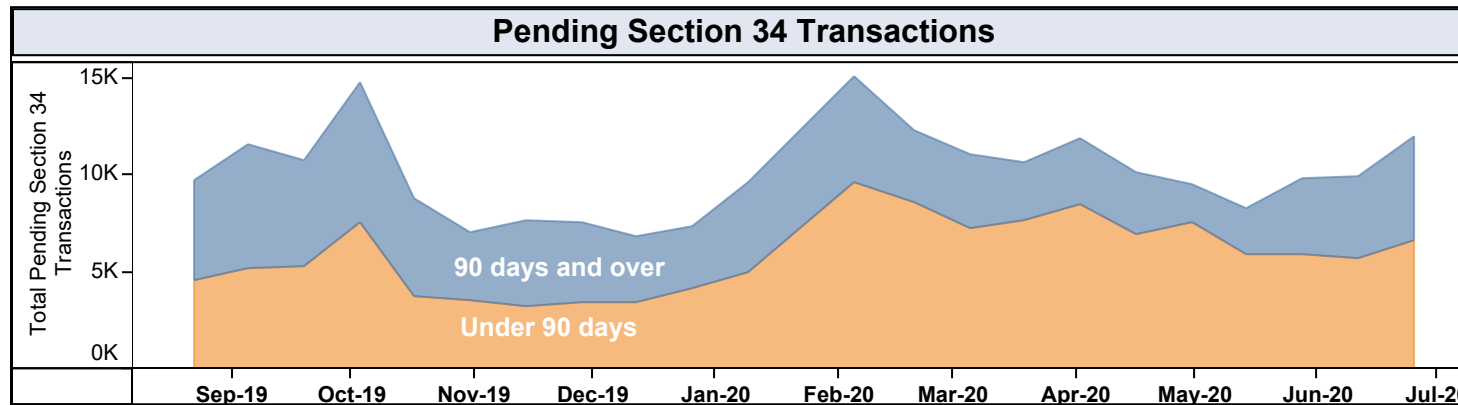


ECCC HR-to-Pay Stabilization Dashboard: June 2020

Timeliness / Data Entry

Phoenix Pending Section 34 Transactions

- A significant proportion of these transactions are system-generated in error.
- On October 7, 2019, PSPC implemented a system correction to delete all erroneous, system-generated pending transactions. A drop of 7,000 pending transactions followed.
- The February increase in pending transactions (10,000) is the result of the retroactive payout of the MT Night Shift Premiums and duplicate transactions.
- Almost all Night Shift Premiums transactions (4,500) have now been approved.
- A future system correction in Phoenix will remove approximately 5,000 "duplicate" transactions. Timeline for this correction has yet to be confirmed by PSPC.
- Number is underestimated as it does not include pending transactions with Time Keepers and Exceptions.



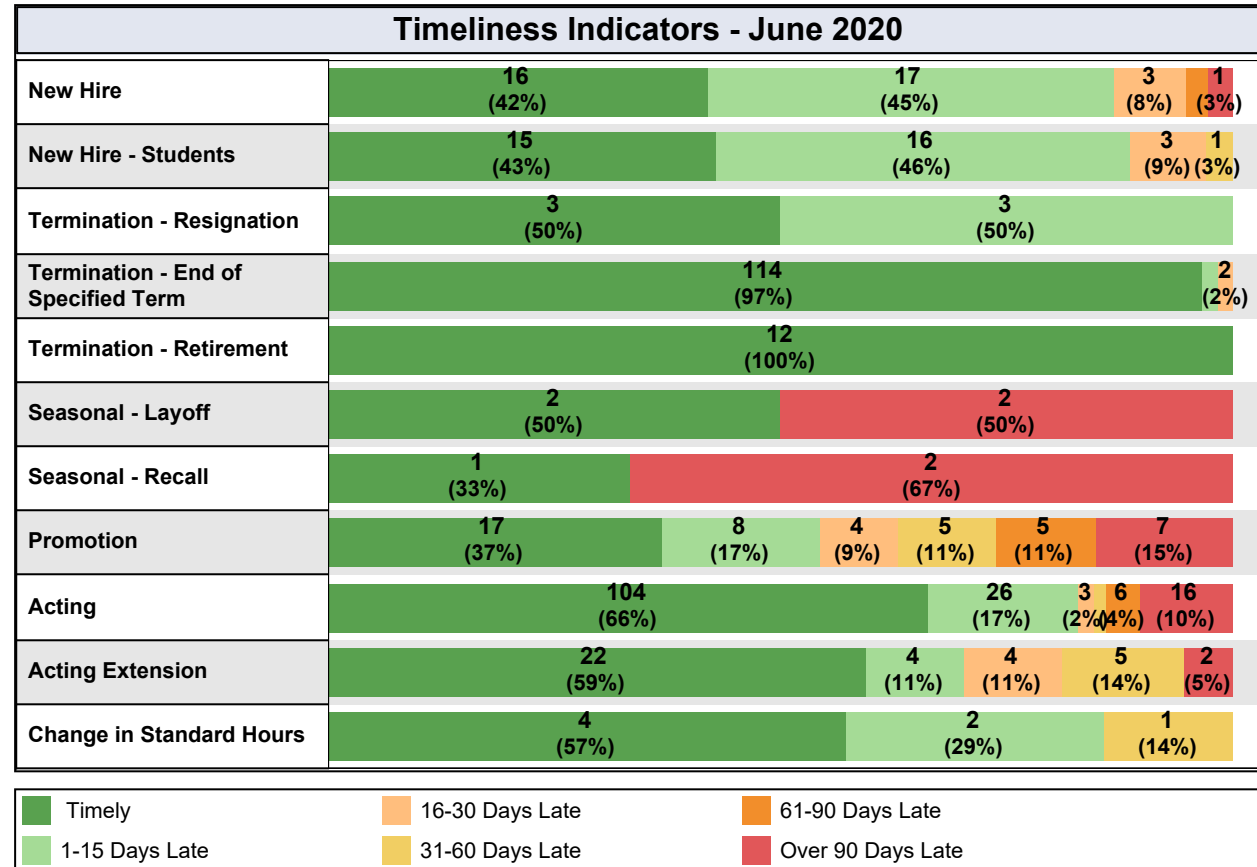
► Indicators proposed by TBS/OCHRO. Developed and approved through HR-to-Pay governance.

► Identified in EX performance agreements as part of corporate commitment on timely and accurate pay.

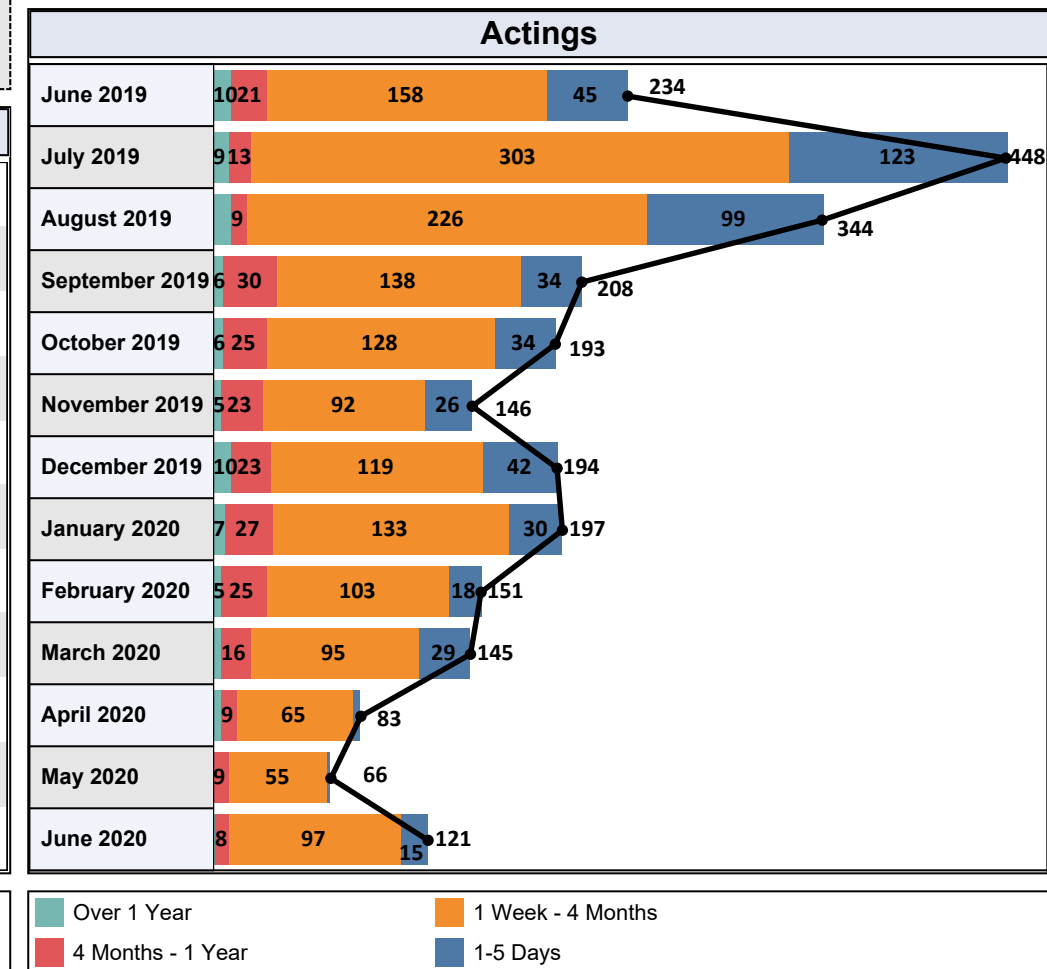
► Monthly reports shared with Branch Heads.

► ECCC HR guidelines (service standards) to support timeliness compliance (on the intranet).

► All transactions entered in My GCHR during the month, regardless of their start date.



► Actings that have a start date within the month.



Change Management / Outreach

► While all employees are encouraged to take courses 1-3, only Indeterminate, Seasonal, and Term > 3 month employees are tracked for registration rates.

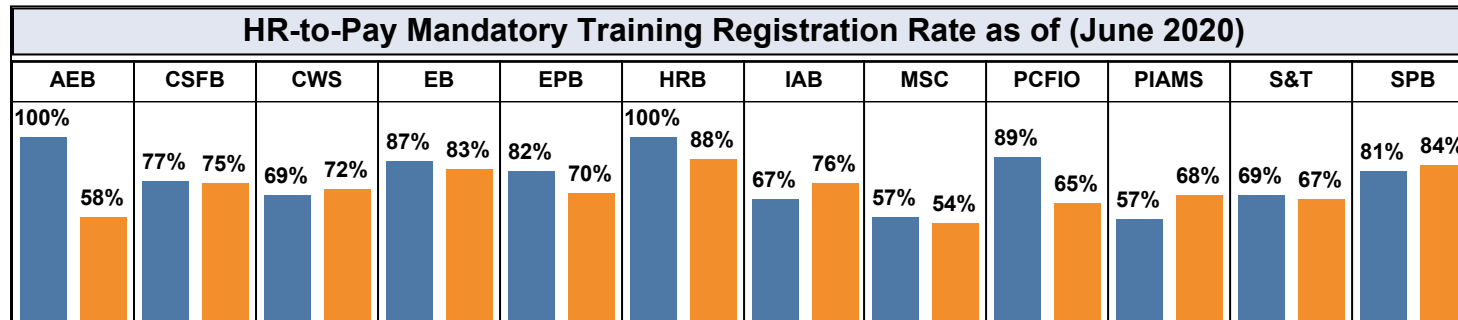
► While all managers are encouraged to take courses 1-4, only managers with Section 34 authority are tracked for Course 4.

► If an individual is not currently in MyGCHR (pending transfer), they will not appear in this report although they may have registered for the training.

► Individuals that have already left ECCC but have not yet been transferred may still appear in the report as their file remains active in MyGCHR.

► Monthly registration metrics continue to improve for the department.

► Monthly reports provided to Branch Heads.



ECCC News / Section 34 messages / Priority Messages

► Phoenix compensation (**1232 visits**)

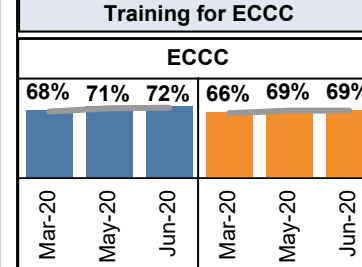
► Great-West Life is now Canada Life (**214 visits**)

► Public service Disability Insurance Plan premium rate (**402 visits**)

► Time to input your other paid leave (code 699) in My GCHR (**241 visits**)

► Have your say on the new MyGCPay pay stub (**233 visits**)

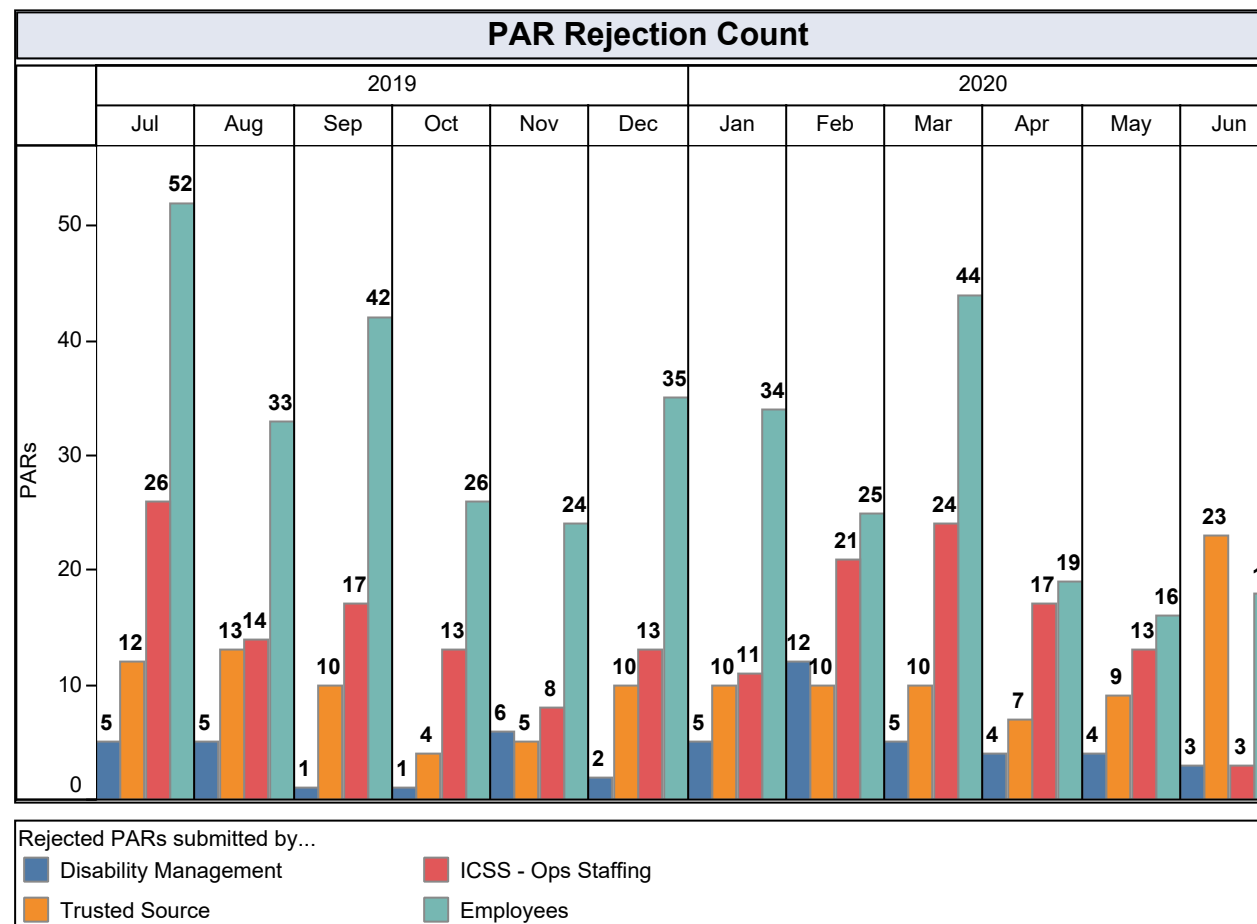
Total Registrations for HR-To-Pay Training for ECCC



Managers
Employees

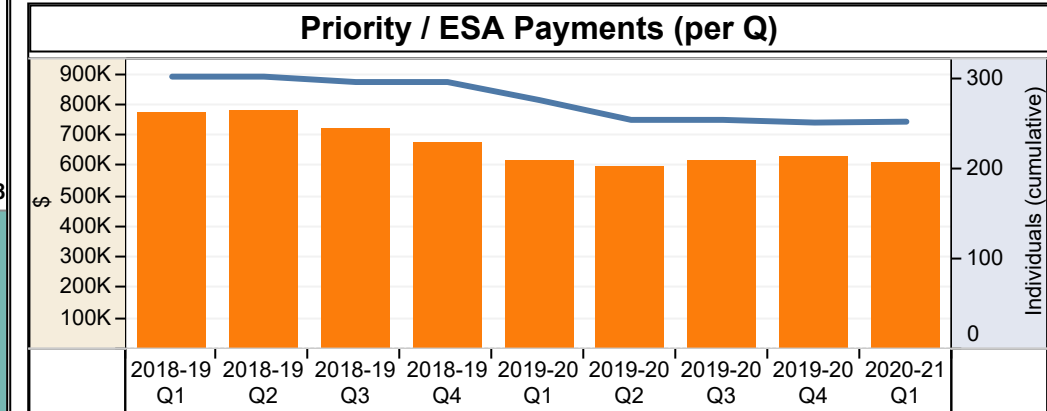
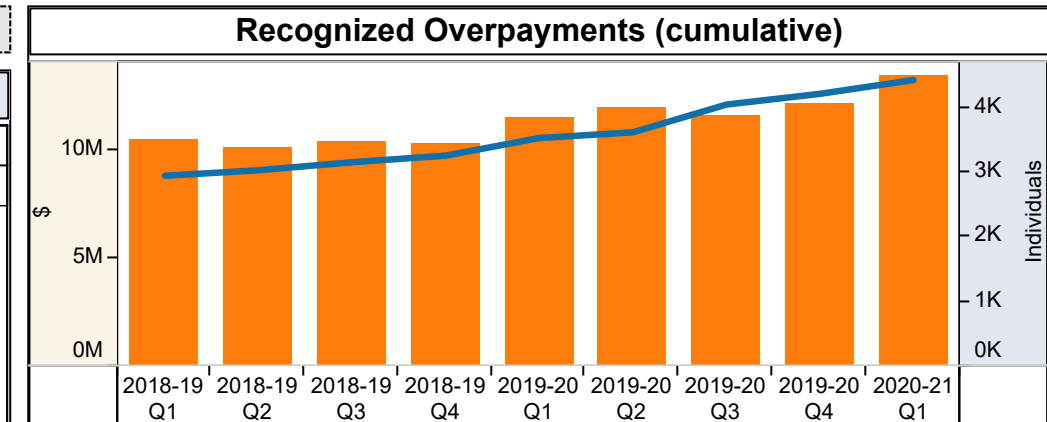
PARs / Document Submission

► ECCC routinely instructs employees to send all pay and leave related PARs to Trusted Source.



Rejected PARs submitted by...
Disability Management
ICSS - Ops Staffing
Employees
Trusted Source

Financial



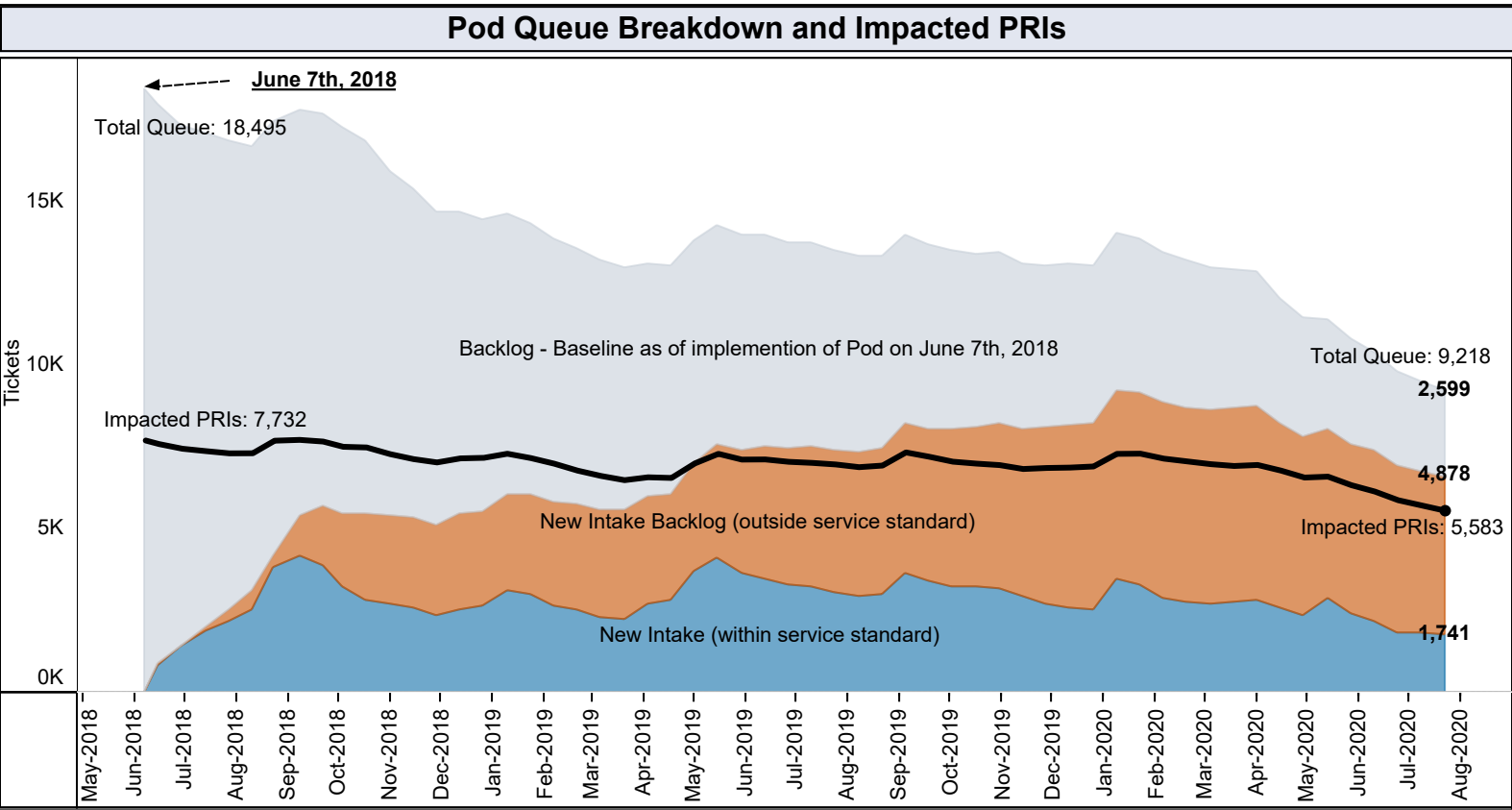
\$
Individuals

ECCC HR-to-Pay Stabilization Dashboard: June 2020

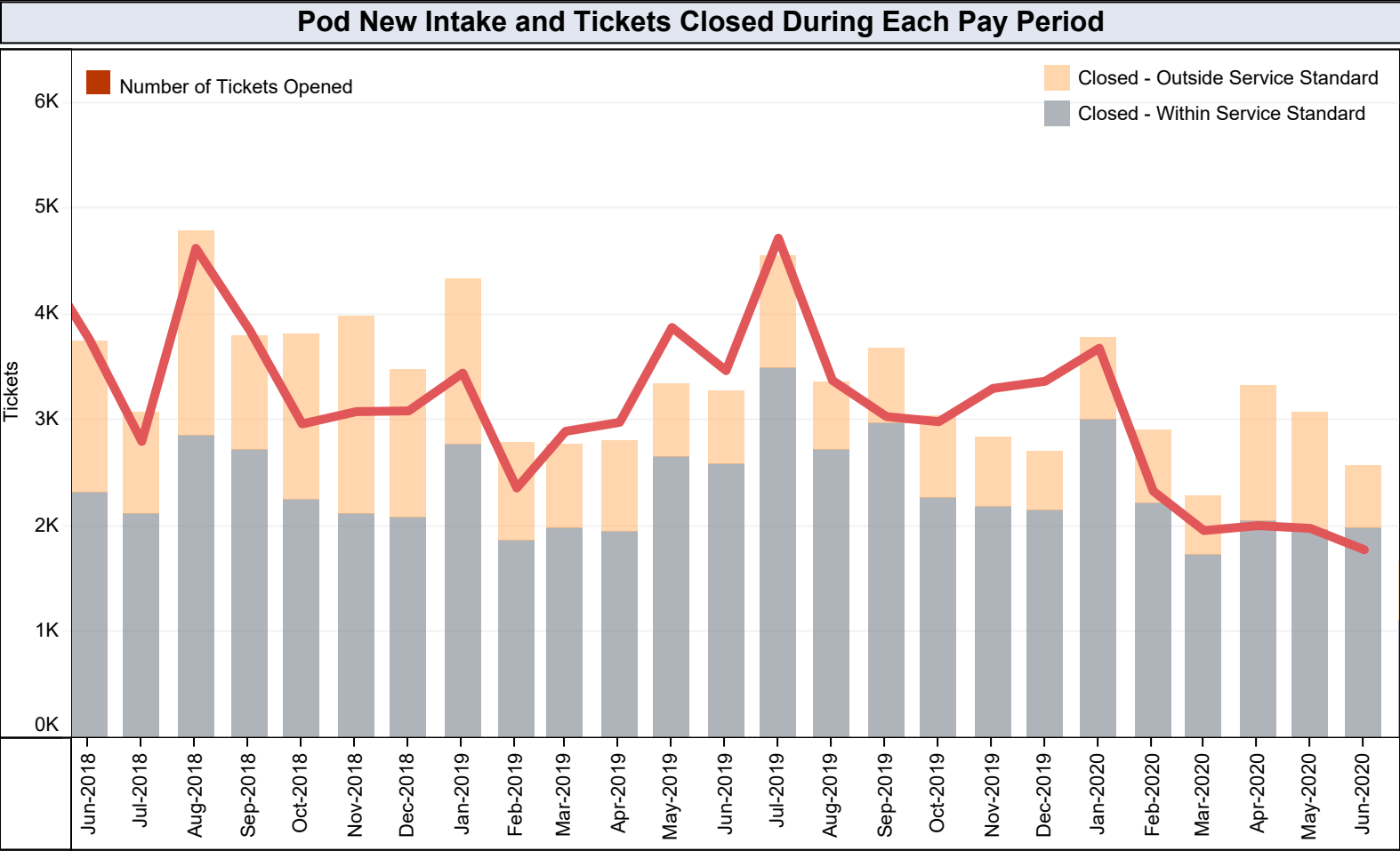
Pod Backlog / Queue

▶ Since the implementation of the PSPC Pay Pod model in June 2018, the overall number of open pay cases and impacted employees are steadily declining.
 ▶ However, a proportion of new cases are getting old.

▶ The most common transaction types in our current queue are: *Actings 1,718 and Overpayments - Collective Agreement Implementation 813*

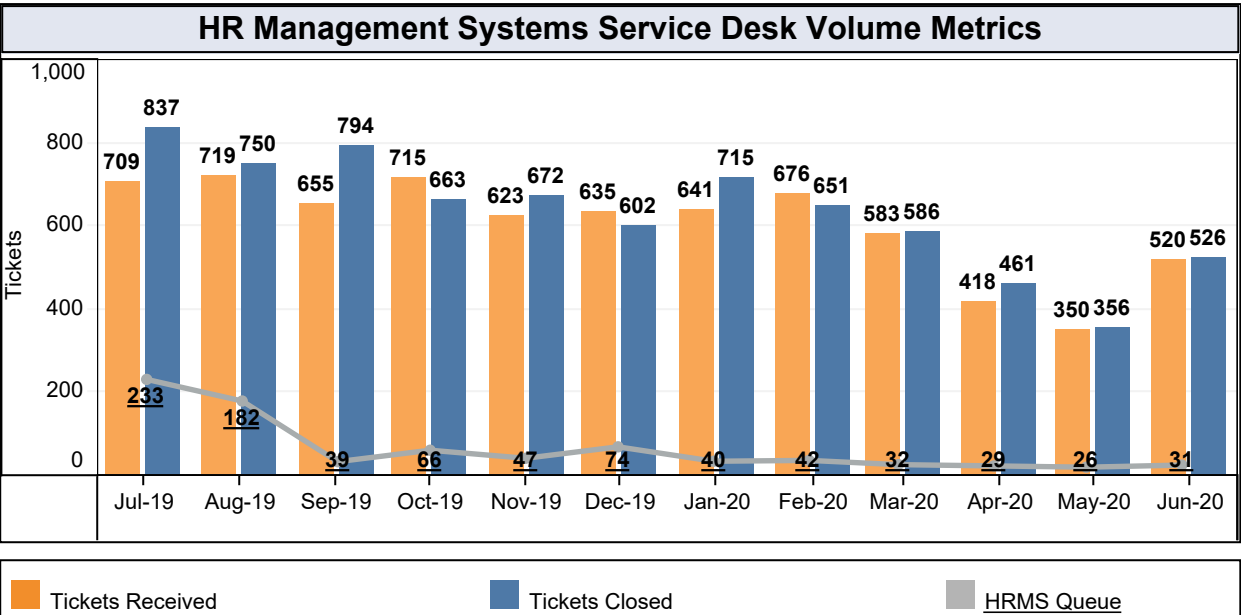


▶ A proportion of tickets are not being closed within service standards, which is increasing the size of the Pod's overall backlog.
 ▶ Tickets opened in April, May, and June 2020 are being closed within service standards. This is the first time this has occurred since the ECCC Pod was introduced in June 2018.

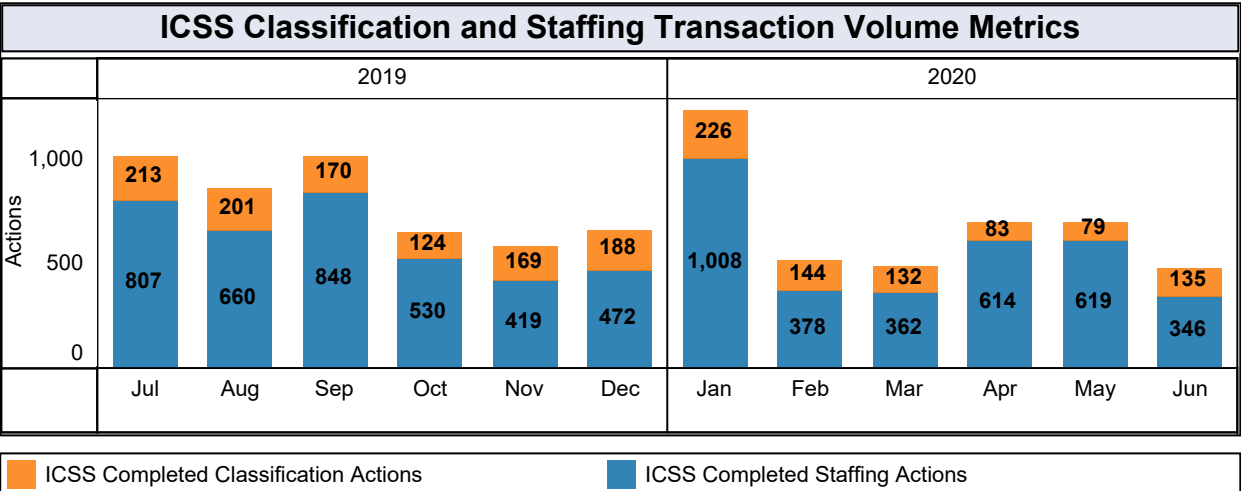


Service Delivery

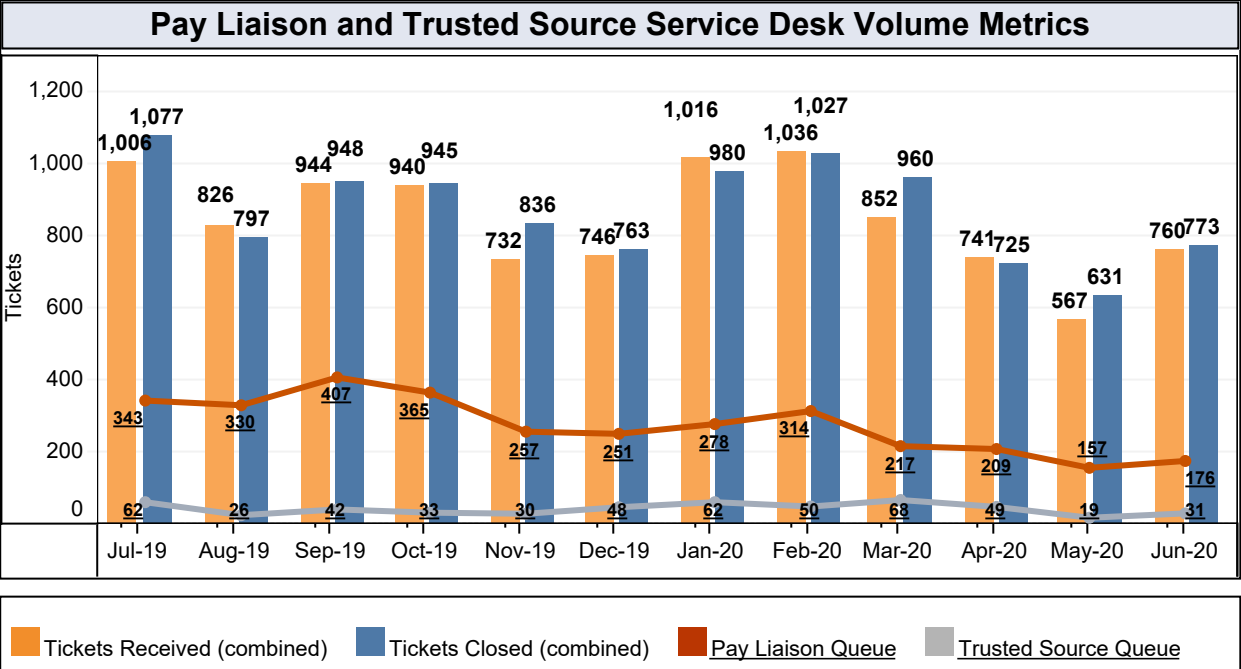
▶ The weekly backlog has reached steady state.



▶ Peaks can be explained by higher levels of student recruitment for those particular months (May-Sept-Jan).



▶ Approximately 50% of the Pay Liaison open ticket queue is composed of pay cases identified by ECCC employees that do not currently fall within the established priorities of Pay Liaison (non-escalated cases).
 ▶ Given the current limited capacity of Pay Liaison and its priority of addressing Escalations and No Pay/Low Pay cases, the non-escalated pay cases will have a tendency to accumulate in the overall queue, which explains why it is higher than the Trusted Source open ticket queue.



▶ The older the pay case gets, the more complex it becomes to resolve.
 * Escalated Pay Cases refer to high impact/high risk cases (from a financial and/or personal hardship perspective) in ECCC's backlog that are brought to the attention of the ECCC Pay Liaison team and that fall under the established priorities.

