

ECCC HR-to-Pay Stabilization Dashboard: November 2020

Timeliness / Data Entry

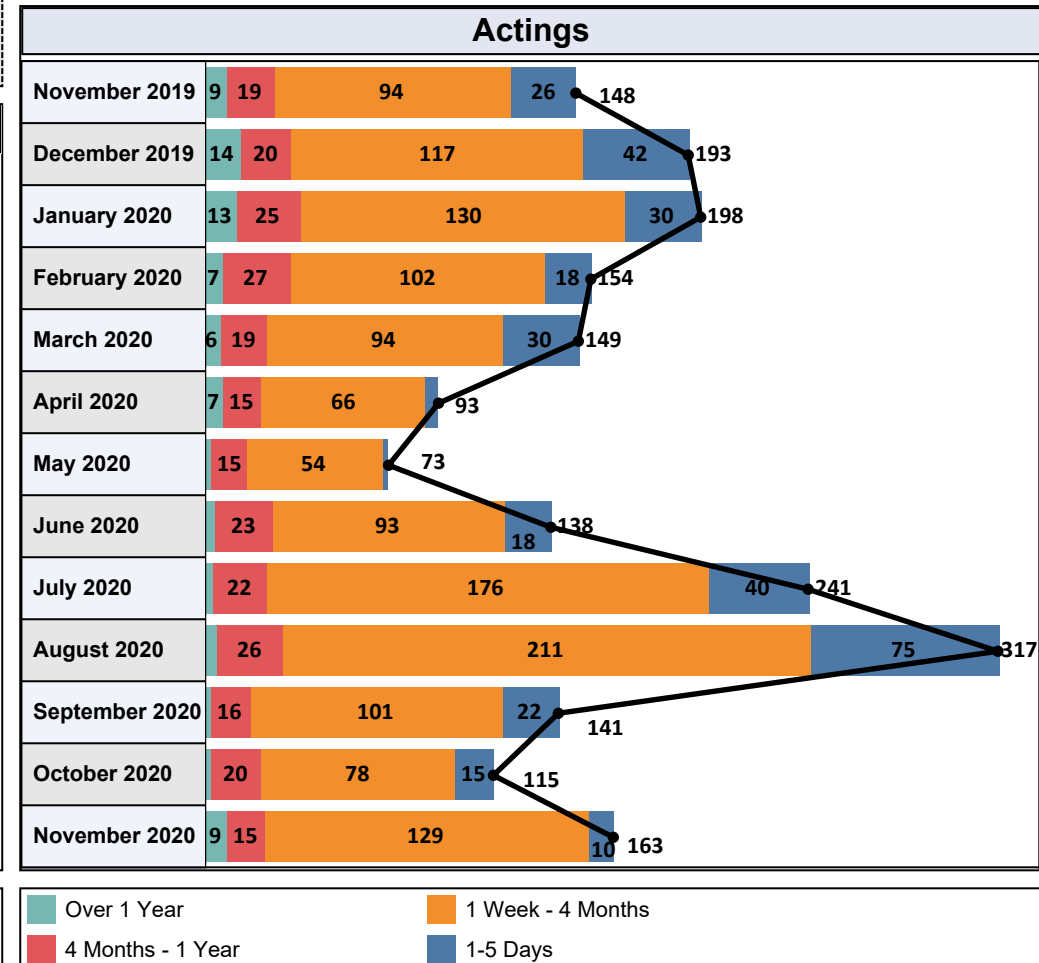
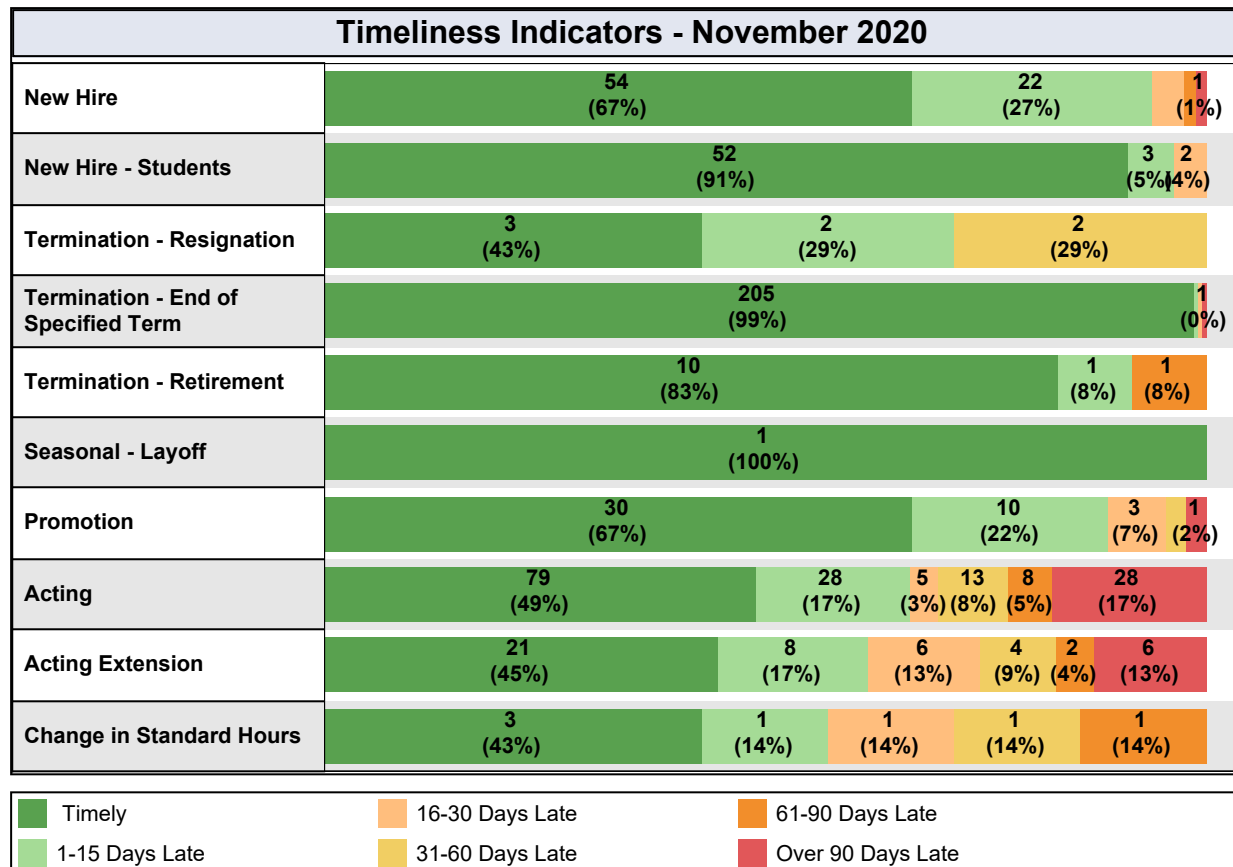
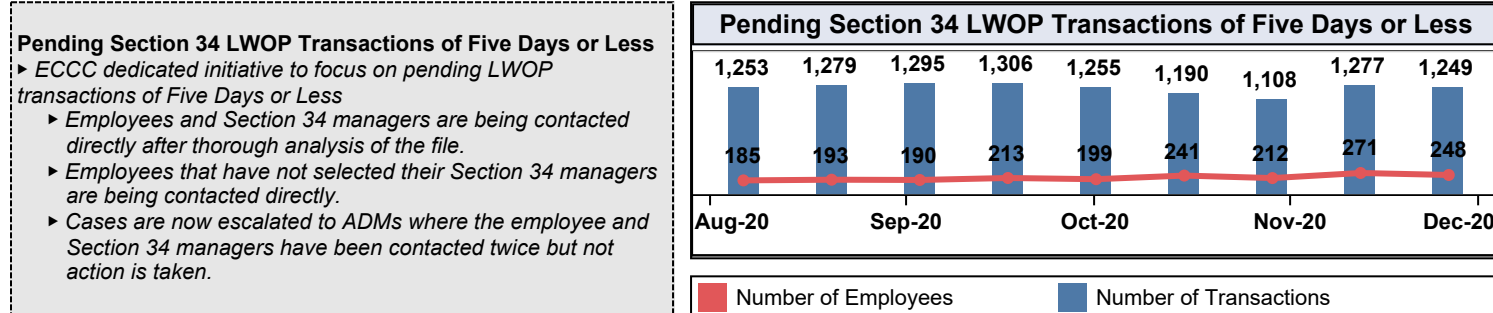
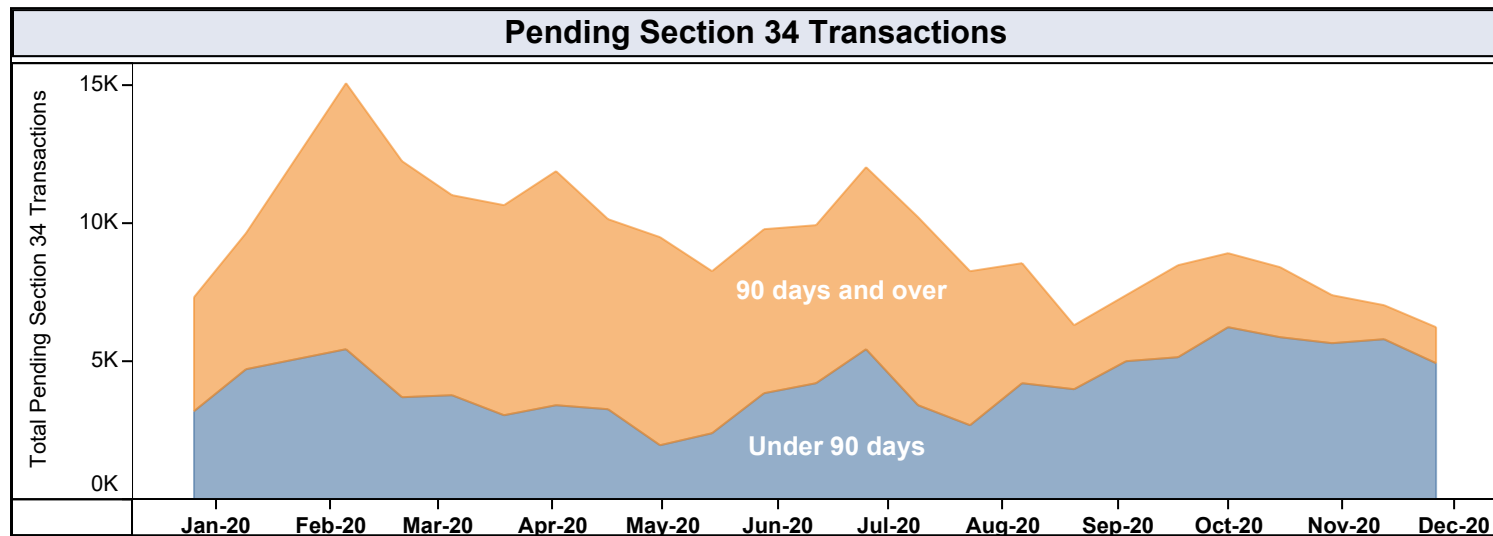
Phoenix Pending Transactions with Section 34 managers

- An important portion of these transactions are system-generated in error.
- On August 13, 2020, PSPC implemented a fix to remove 3,500 pending transactions generated in error.
- Starting on December 7, 2020, PSPC will implement an automated monthly process to delete all system-generated pending transactions in error.
- The total number is underestimated as it only includes pending transactions with section 34 managers, but excludes transactions with Timekeepers.

► 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.

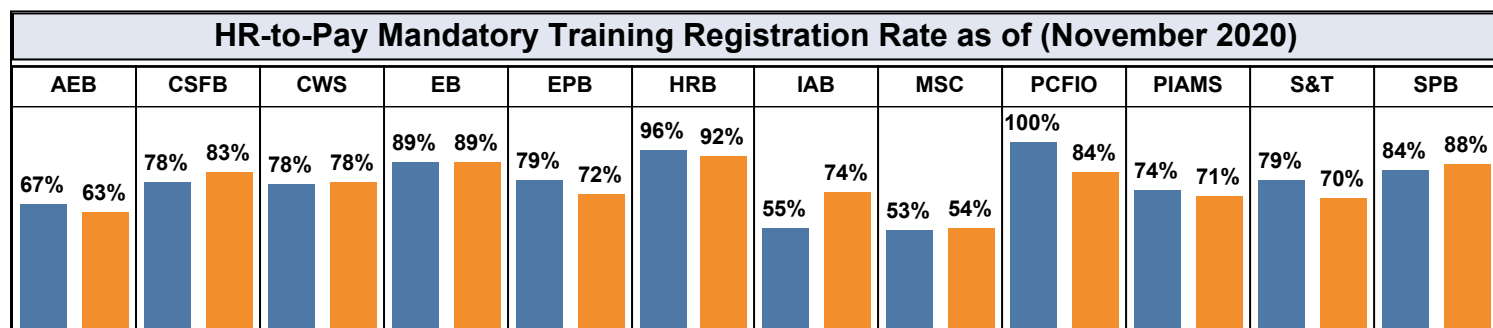
► While all managers are encouraged to take courses 1-4, only managers with Section 34 authority are tracked for Course 4.

► 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.

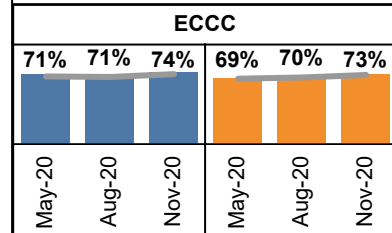
► Monthly reports provided to Branch Heads.



ECCC News / Section 34 messages / Priority Messages

- New pay rates and implementation timelines for collective agreements (PSAC)
- Find out about the new MyGCPay stub
- Vacation and compensatory leave cash-out postponed to 2022
- Changes to how retroactive payments are processed in Phoenix
- Receive the latest news about your pension and benefits by email

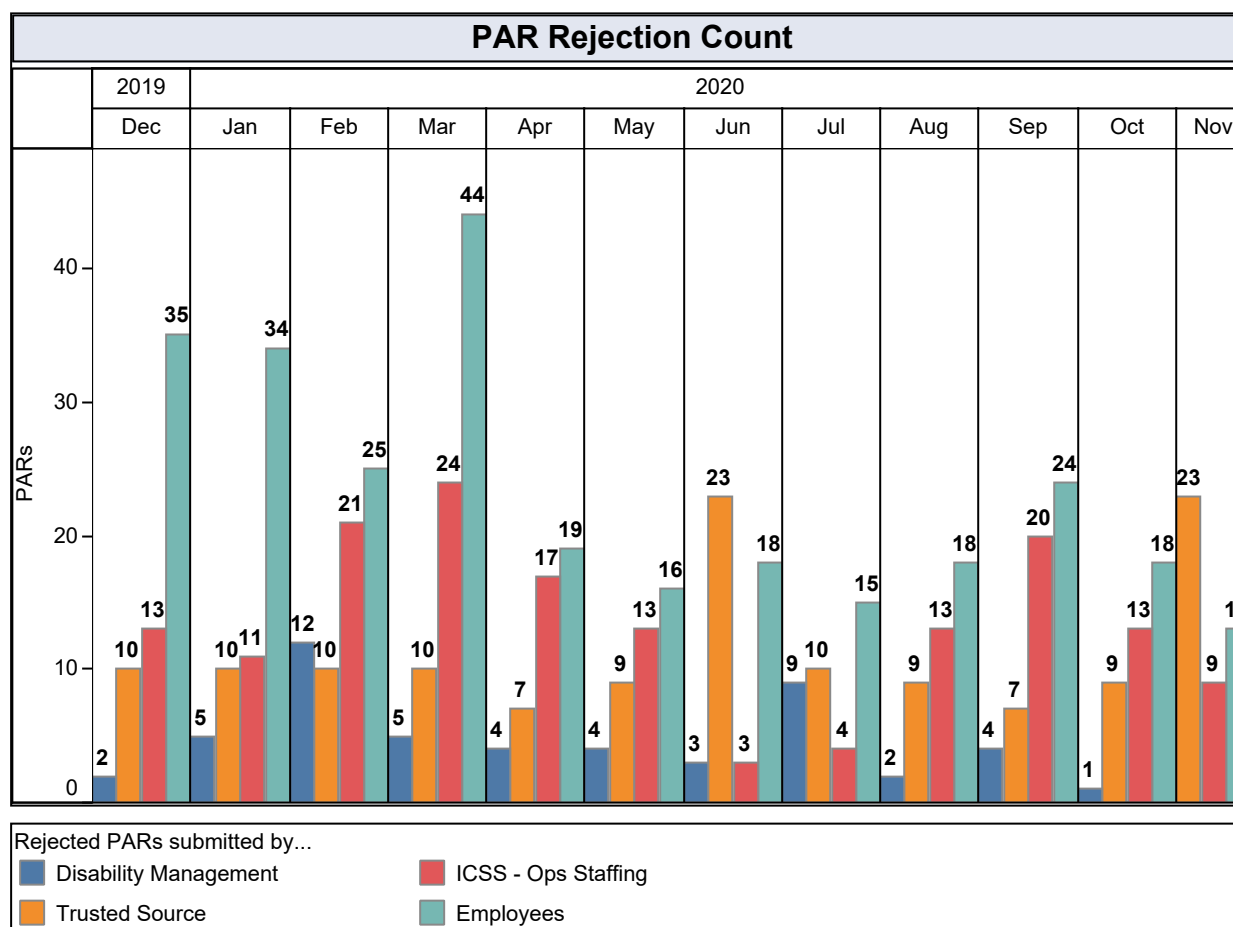
Total Registrations for HR-To-Pay Training for ECCC



Managers
Employees

PARs / Document Submission

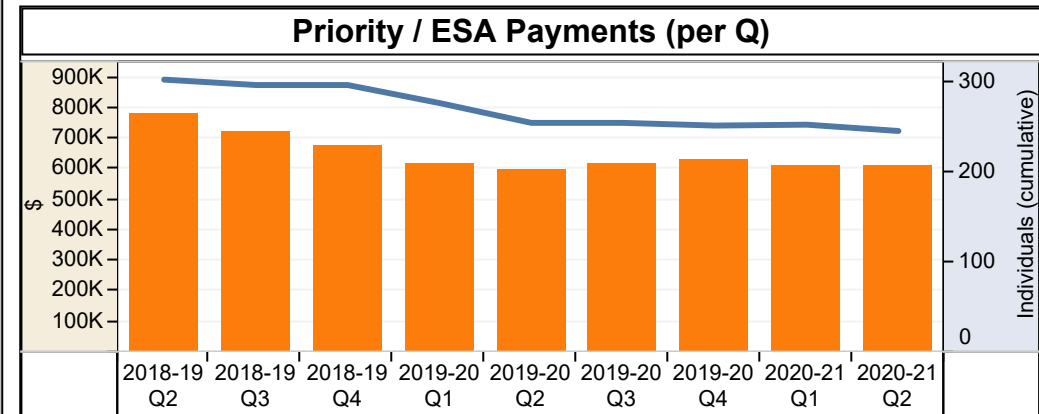
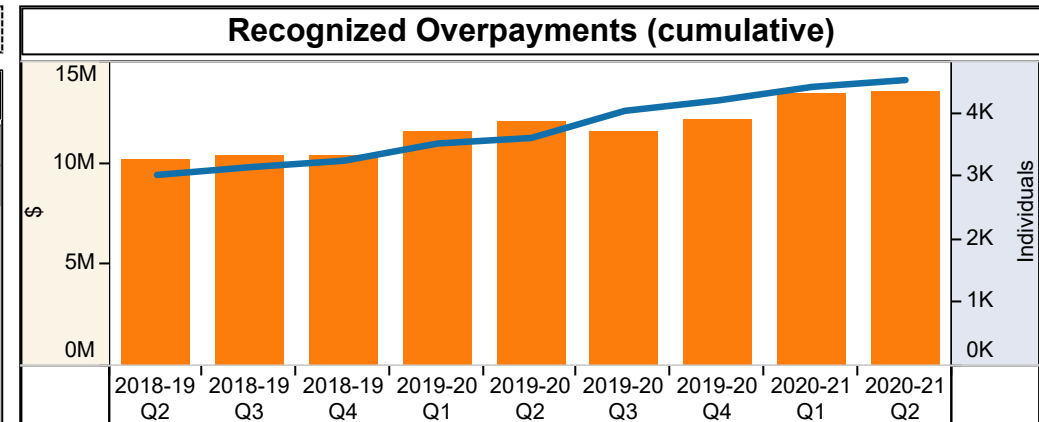
► ECCC routinely instructs employees to send all pay and leave related PARs to Trusted Source.



Rejected PARs submitted by...

Disability Management
ICSS - Ops Staffing
Trusted Source
Employees

Financial



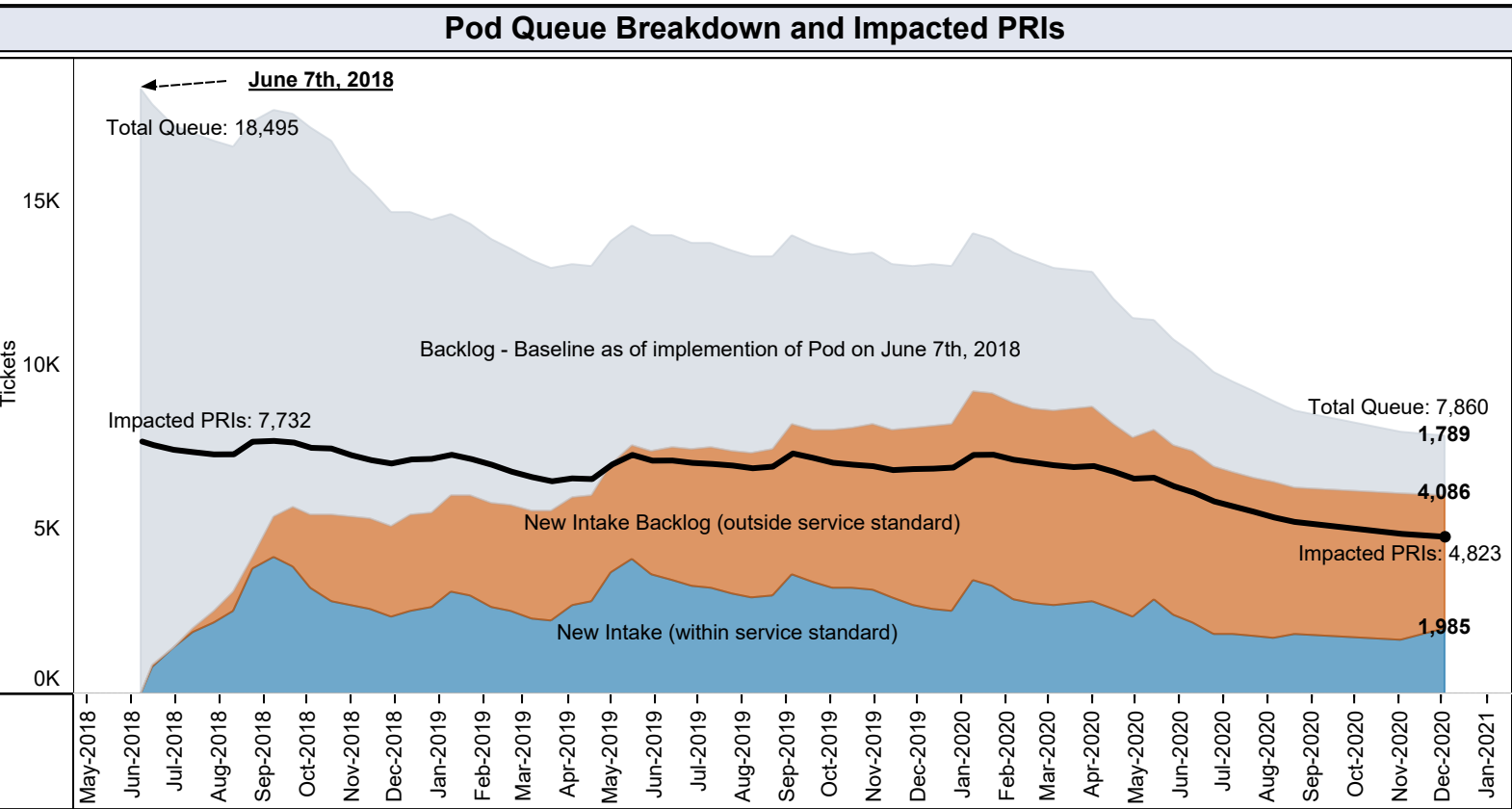
\$
Individuals

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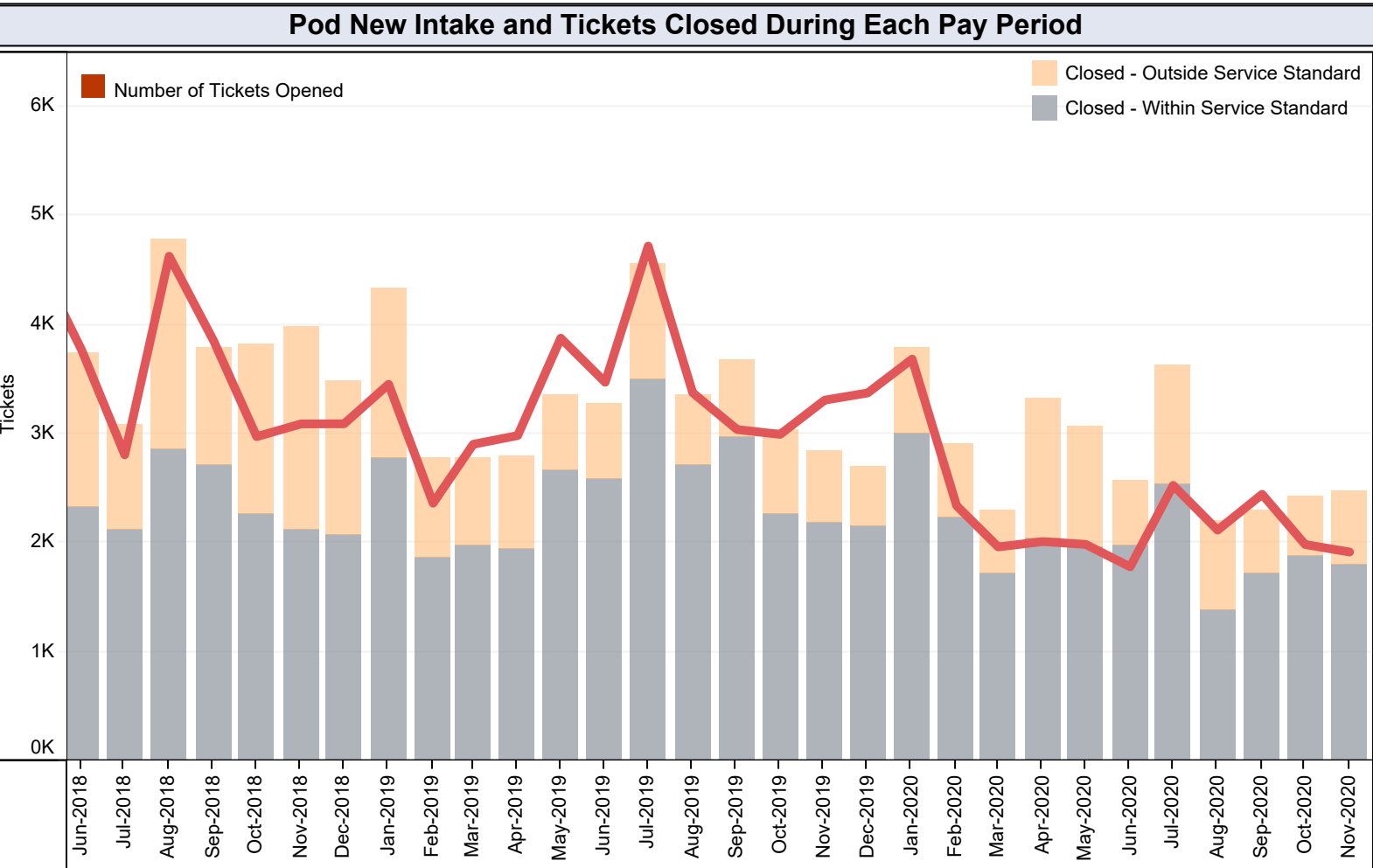
Pod Backlog / Queue

► Since the implementation of the PSPC Pay Pod model in June 2018, the overall number of opened pay cases and impacted employees are steadily declining.
► However, a proportion of new cases are not meeting service standards.

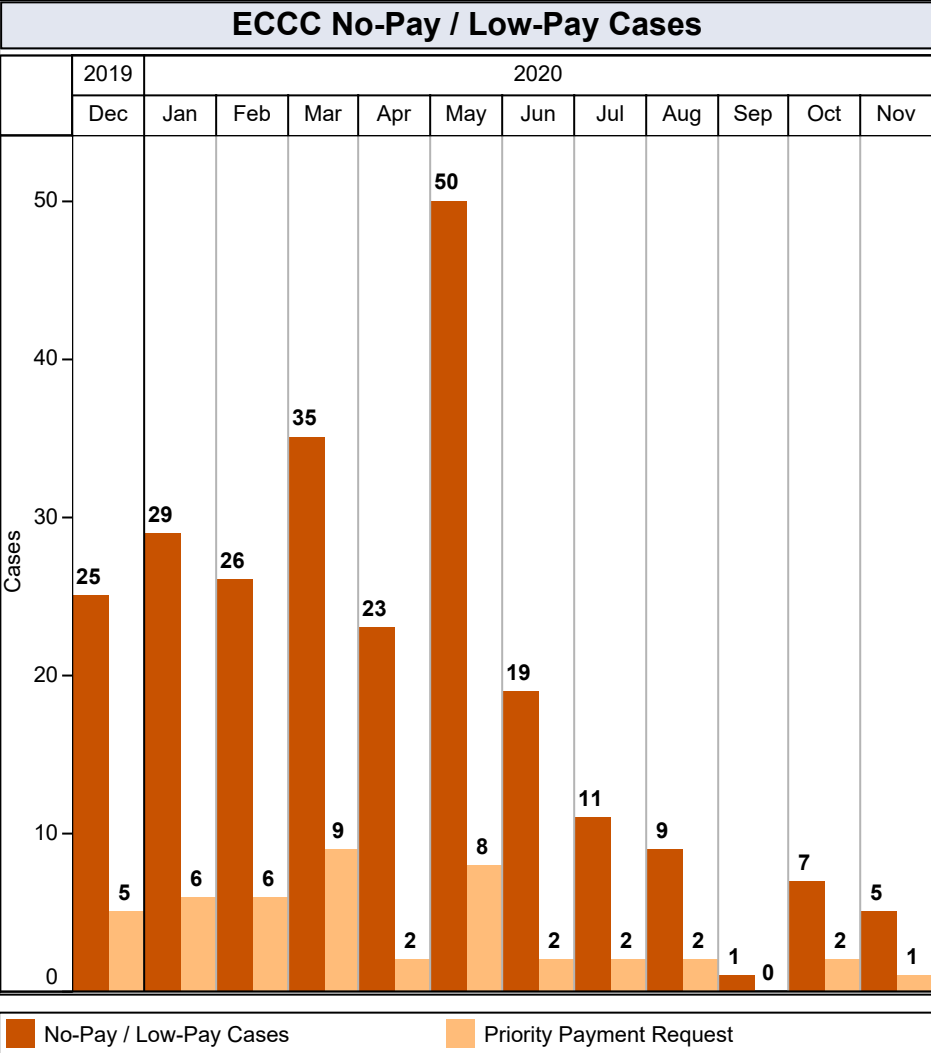
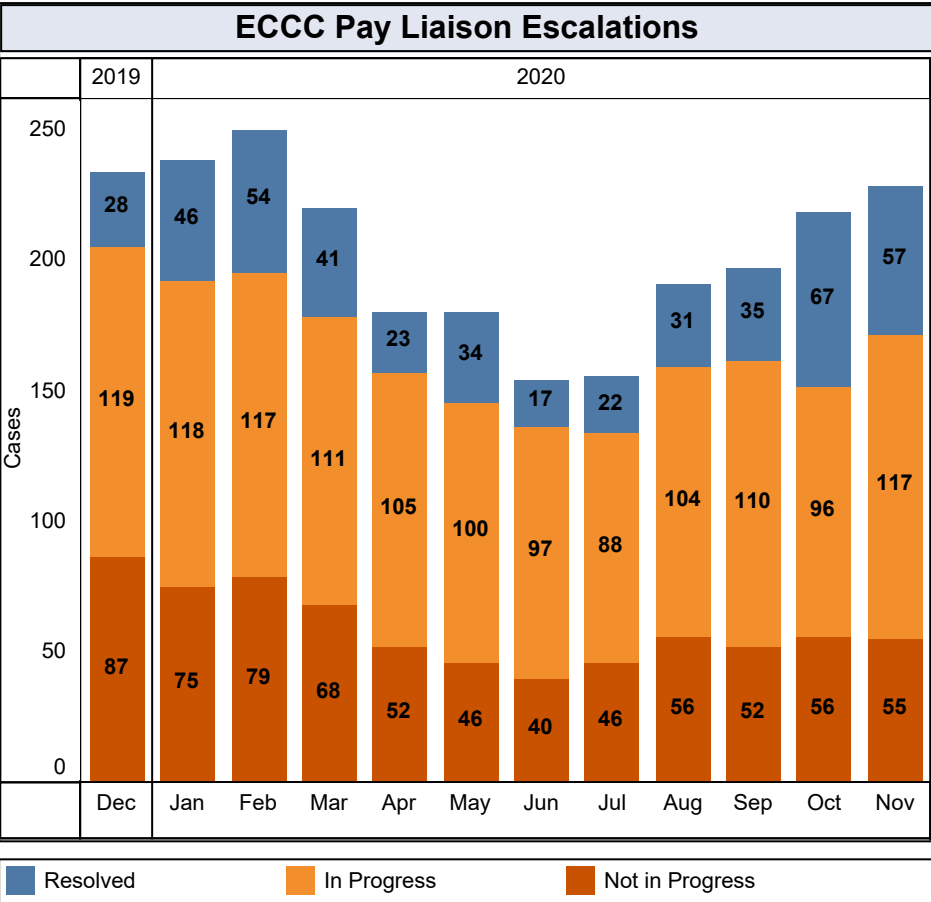
► The most common transaction types in our current queue are: **Actings 1,375** and **Terminations 548**



► A proportion of tickets are not being closed within service standards, which is increasing the size of the Pod's overall backlog.

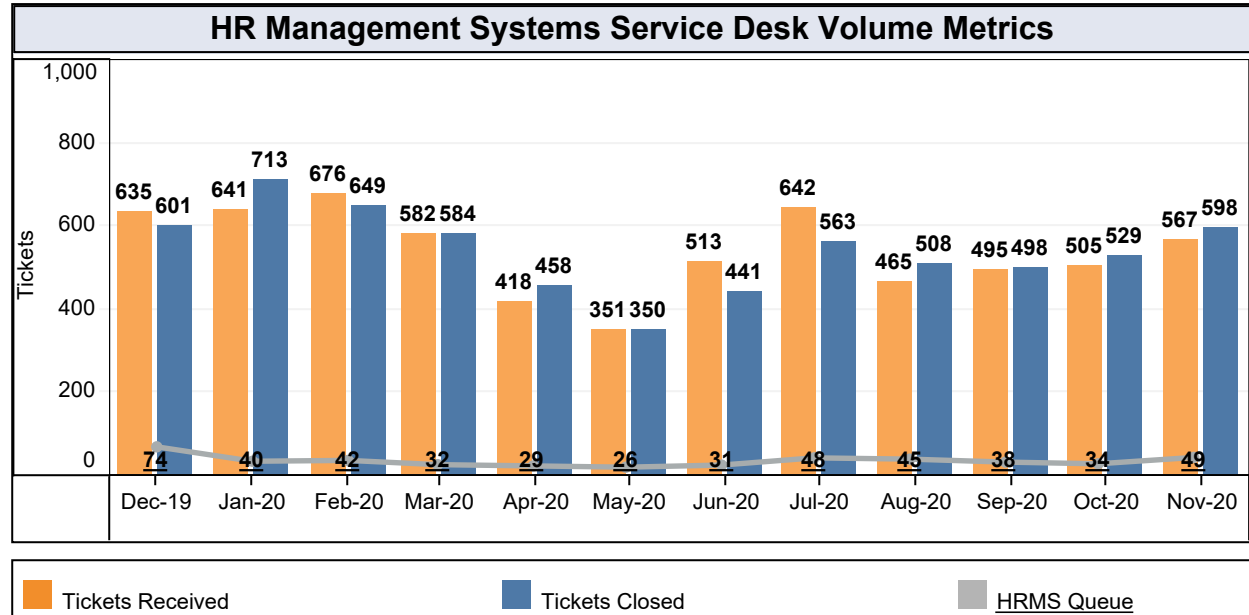


► The older the pay case gets, the more complex it becomes to resolve.
* Escalated Pay Cases refer to high impact/high risk cases (from a financial and/or personal hardship perspective) in ECCC's backlog that are brought to the attention of the ECCC Pay Liaison team and that fall under the established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

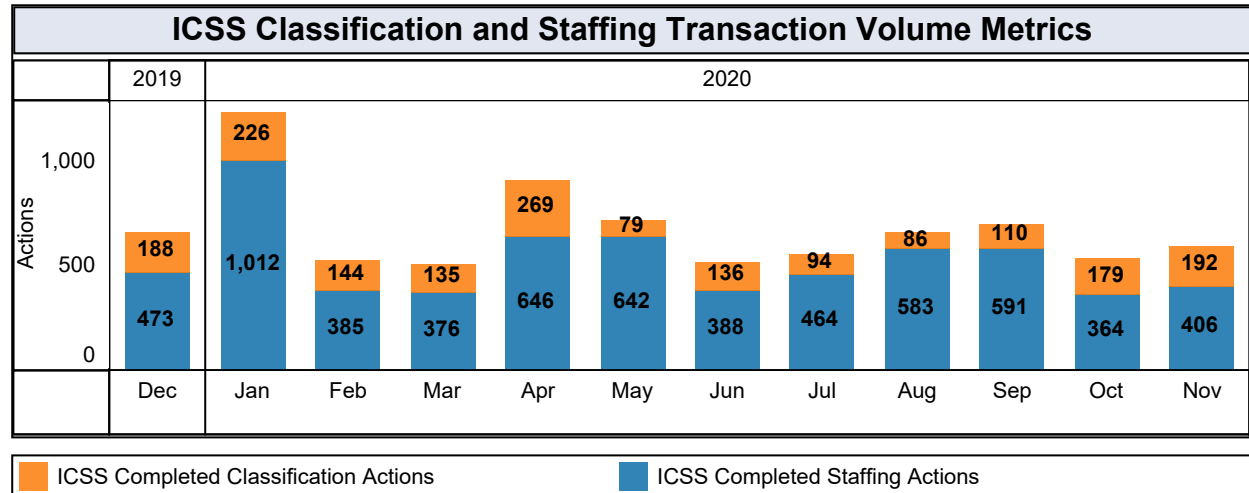


Service Delivery

► The weekly backlog is steady.



► 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.

