

ECCC HR-to-Pay Stabilization Dashboard: November 2021

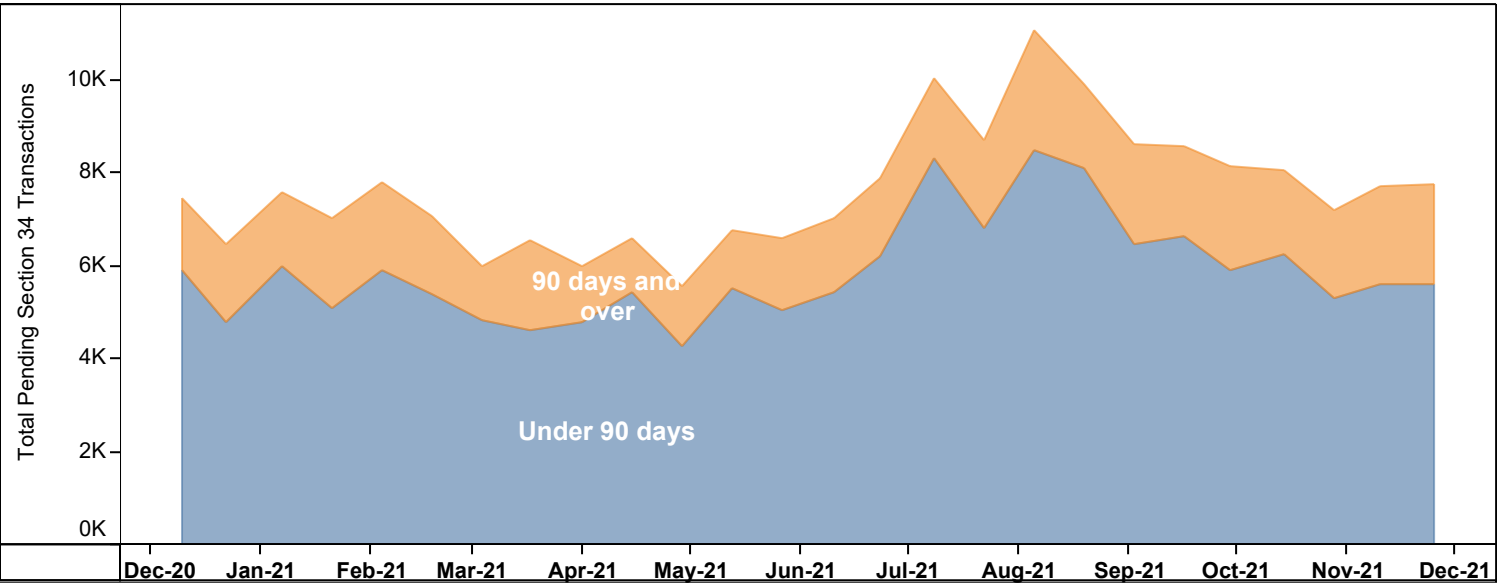
Timeliness / Data Entry

► A portion of these transactions are system-generated in error. PSPC implemented an automated monthly process to delete all erroneous, system-generated pending transactions.

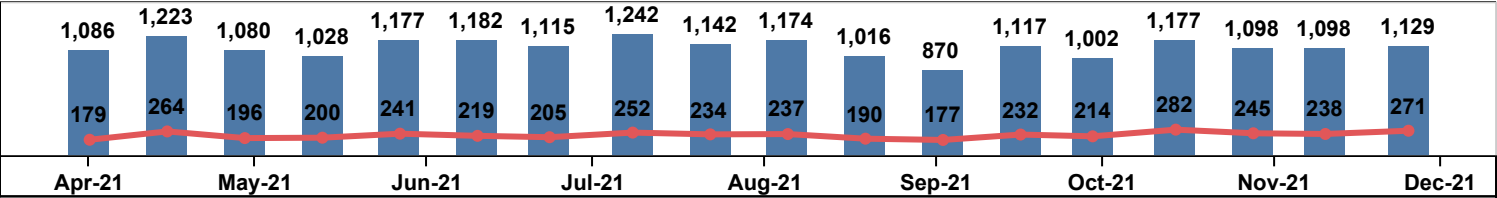
► All Acting transactions that have a start date during the month, regardless of My GCHR entry date.
► Monthly reports shared with Branch Heads.

► Methodology: requires data entry for HR action to be no later than effective date.
► Corporate commitment on timely and accurate pay: 80%
► Data include all transactions entered in My GCHR during the month, regardless of their start date.
► Monthly reports provided to Branch Heads.
► The transactions types are those for which one or more transactions occurred during the specified time period.

Phoenix Pending Transactions with Section 34 managers



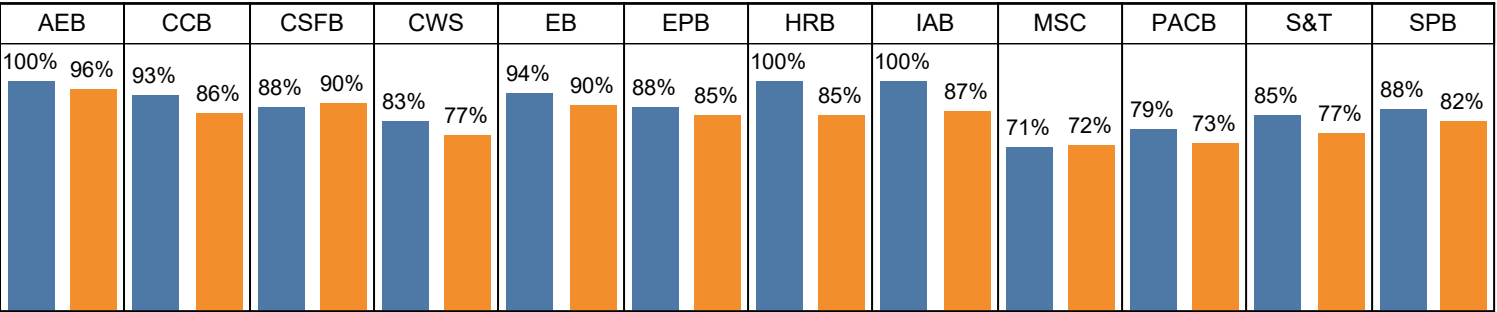
Pending Section 34 LWOP Transactions of Five Days or Less



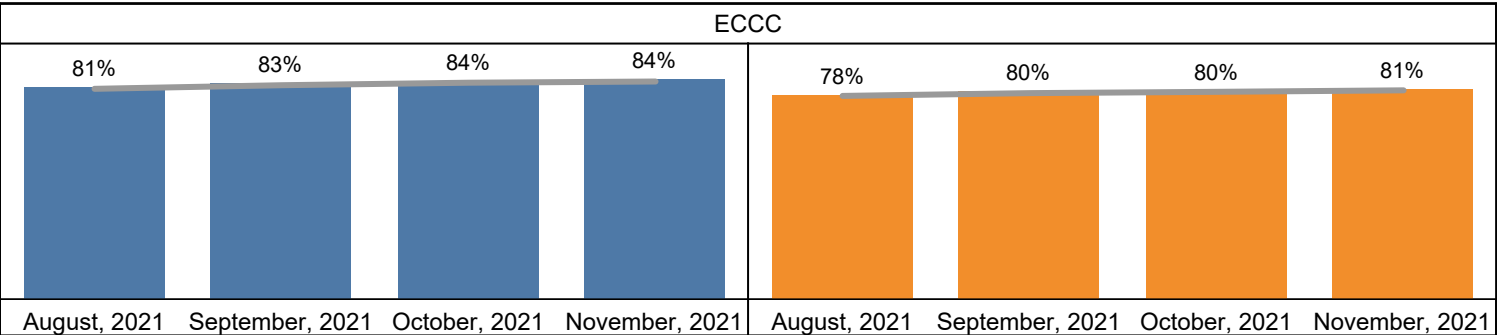
Change Management

► Individuals not currently in My GCHR (pending transfer), will not appear in this report although they may have registered for the training.
► Individuals that have already left ECCC (pending transfer) may still appear in the report as their file remains active in My GCHR.
► Monthly reports provided to Branch Heads.

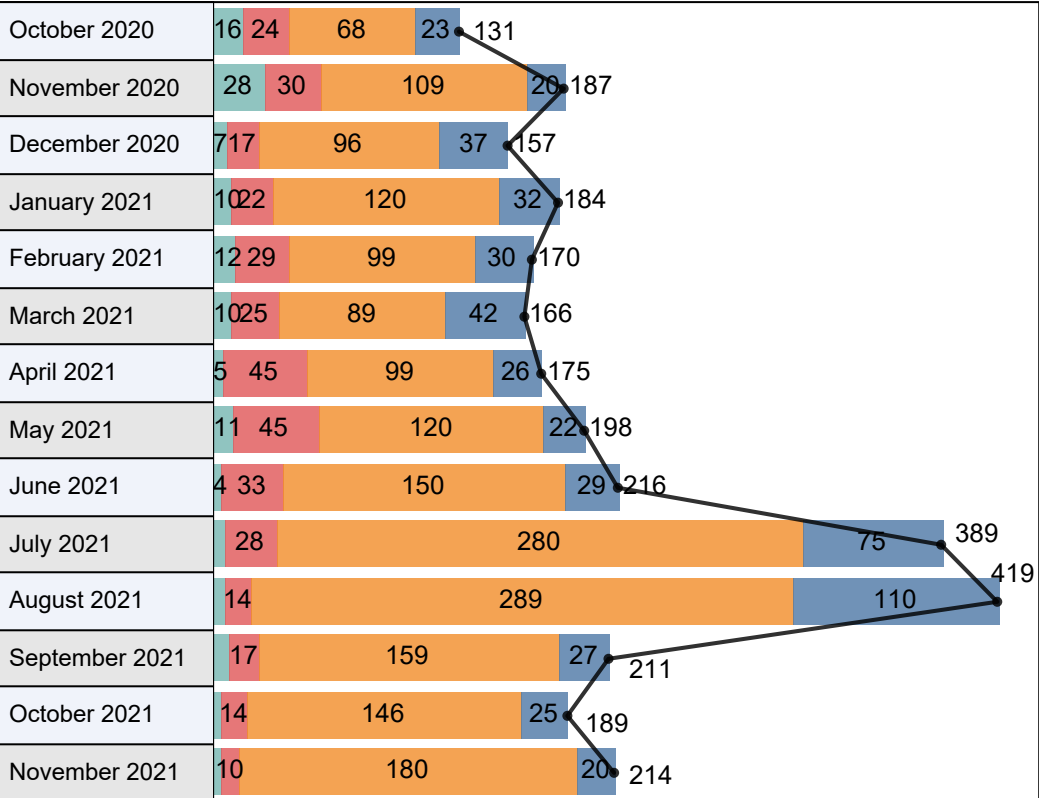
HR-to-Pay Mandatory Training Registration Rate as of (November 2021)



Total Registrations for HR-To-Pay Training for ECCC



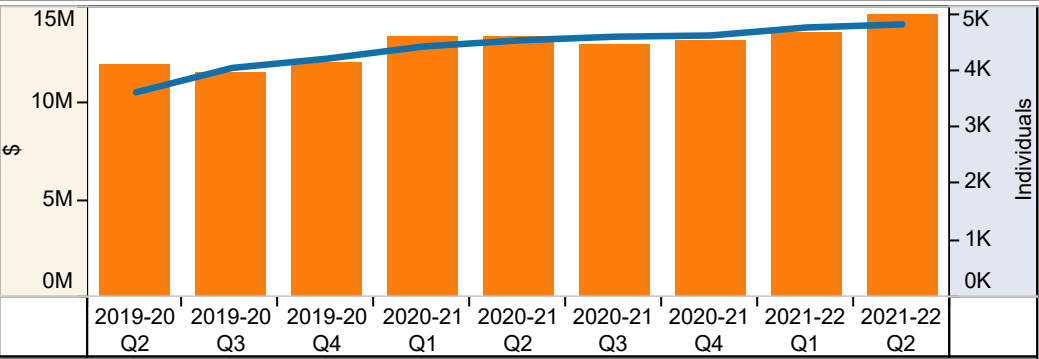
Actings



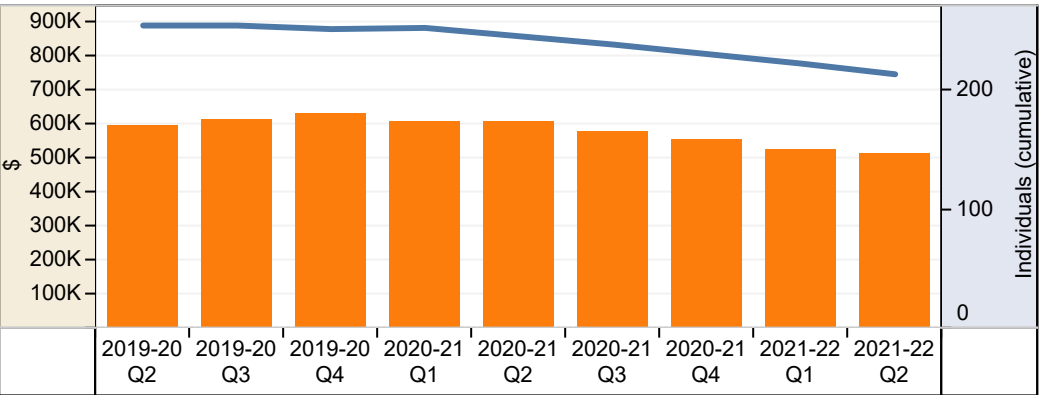
Over 1 Year 4 Months - 1 Year 1 Week - 4 Months 1-5 Days

Financial

Recognized Overpayments (cumulative)



Priority / ESA Payments (per Q)



Total Transactions	Total Percentage		
	On Time	1-30 Days Late	Over 30 Days Late
964	754 (78%)	129 (13%)	81 (8%)
Transactions	Percentage by Staffing Action		
	New Hire	New Hire - Students	Termination - Resignation
104	92 (88%) 10 (10%) 2 (2%)	52 (96%) 2 (4%)	6 (43%) 6 (43%) 2 (14%)
54	275 (99%) 1 (0%)	23 (88%) 3 (12%)	43 (66%) 10 (15%) 12 (18%)
14	12 (92%) 1 (8%)	171 (66%) 46 (18%) 43 (17%)	31 (47%) 17 (26%) 18 (27%)
277	41 (91%) 2 (4%) 2 (4%)	2 (100%)	2 (100%)
26	2 (100%)	1 (100%)	2 (100%)
65	2 (100%)	1 (100%)	2 (100%)
13	2 (100%)	1 (100%)	2 (100%)
260	1 (100%)	2 (100%)	2 (100%)
66	2 (100%)	1 (100%)	2 (100%)
45	2 (100%)	1 (100%)	2 (100%)
2	2 (100%)	1 (100%)	2 (100%)
2	2 (100%)	1 (100%)	2 (100%)
1	2 (100%)	1 (100%)	2 (100%)
2	2 (100%)	1 (100%)	2 (100%)
33	2 (6%) 31 (94%)		

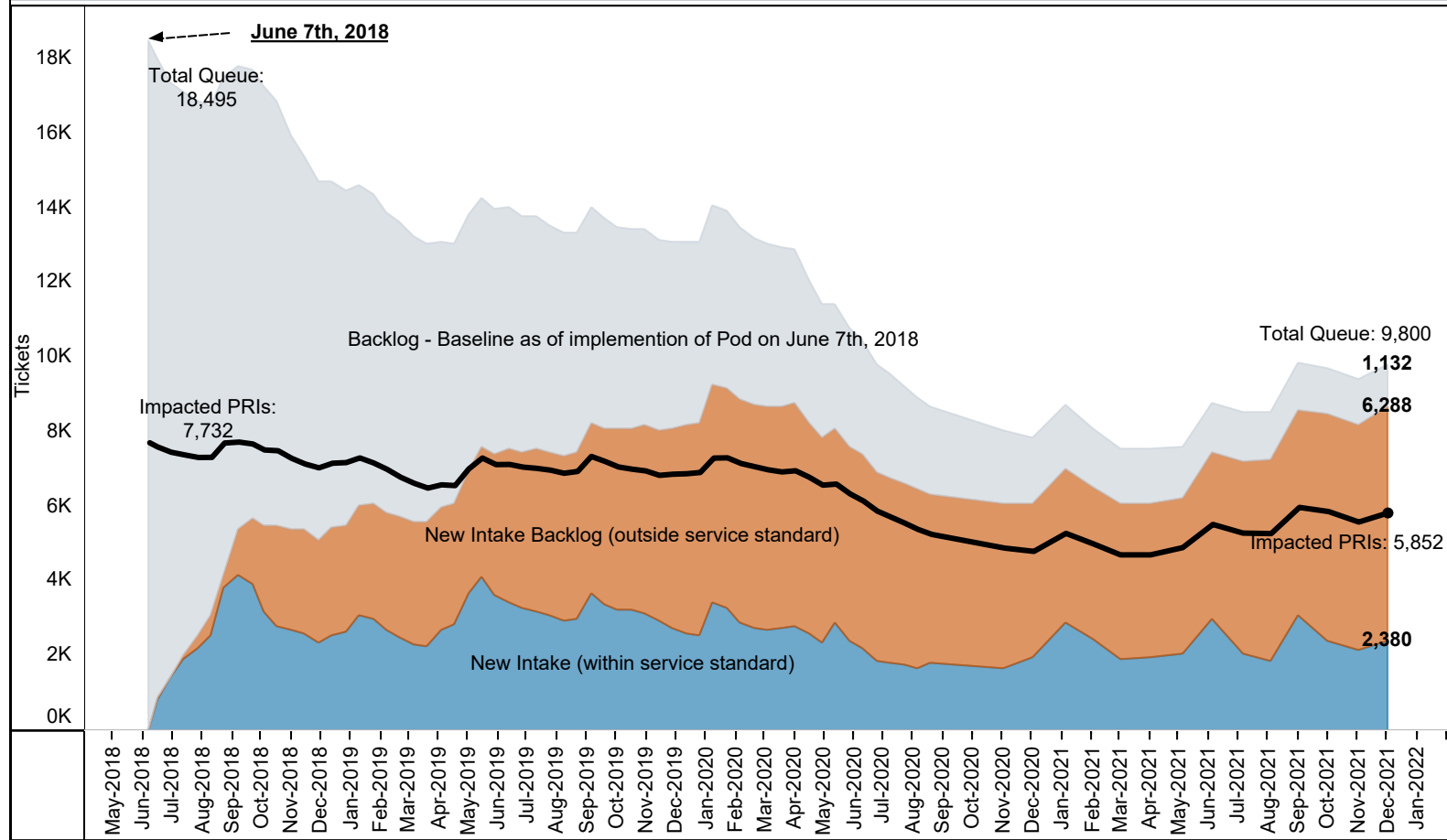
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Pod Backlog / Queue

► A proportion of new cases are not meeting service standards.

► The most common transaction types in our current queue are: Acting 1,675 and Terminations 769

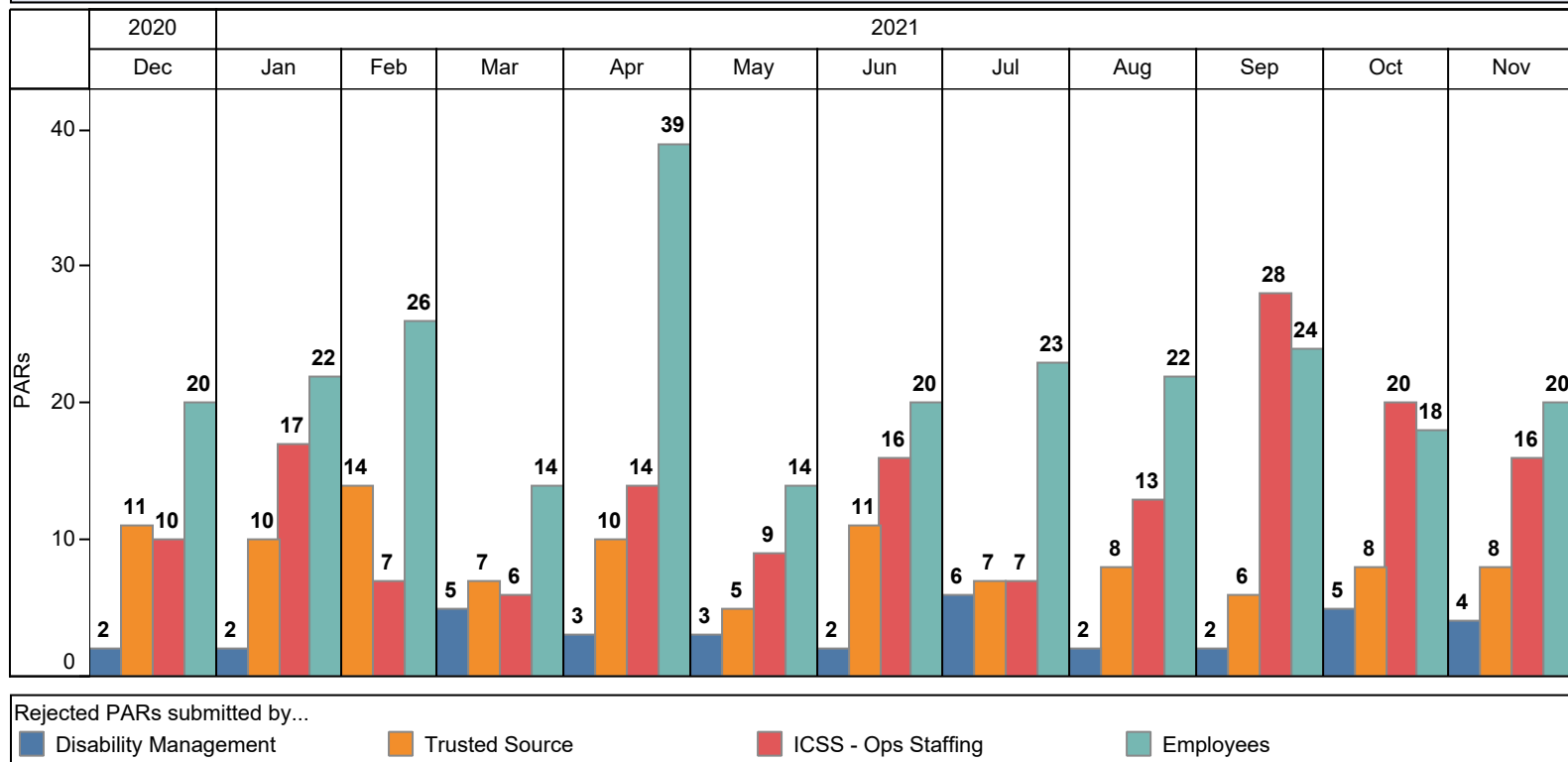
Pod Queue Breakdown and Impacted PRIs



PARs / Document Submission

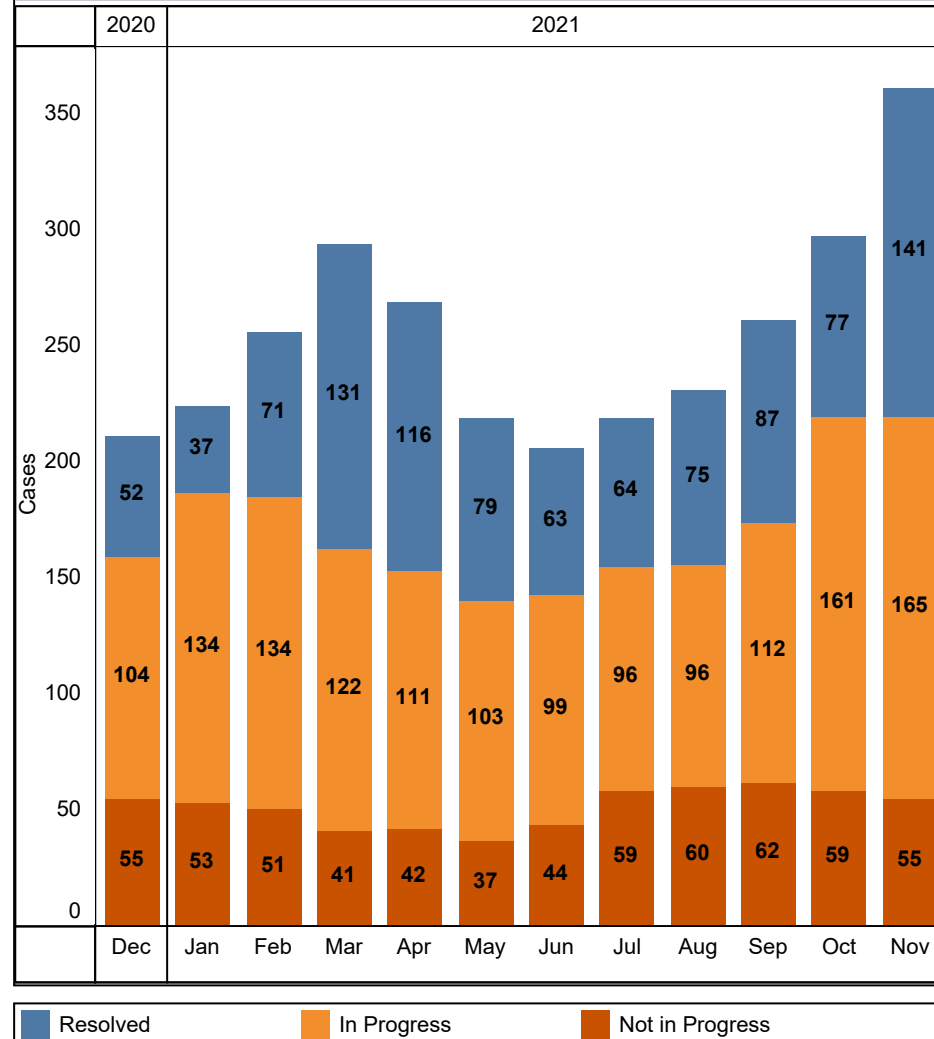
► ECCC routinely instructs employees to send *all* pay and leave related PARs to Trusted Source.

PAR Rejection Count

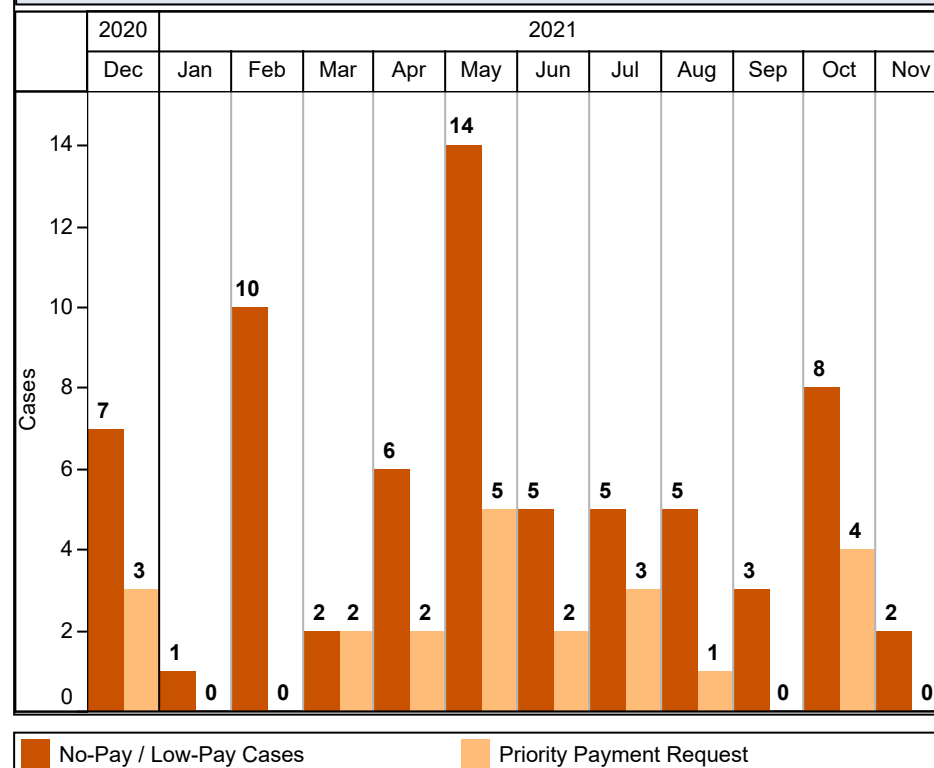


► The older the pay case gets, the more complex it becomes to resolve.
► Escalated Pay Cases refer to high impact/high risk cases (from a financial and/or personal hardship perspective) brought to the ECCC Pay Liaison team and that fall under the established priorities.

ECCC Pay Liaison Escalations



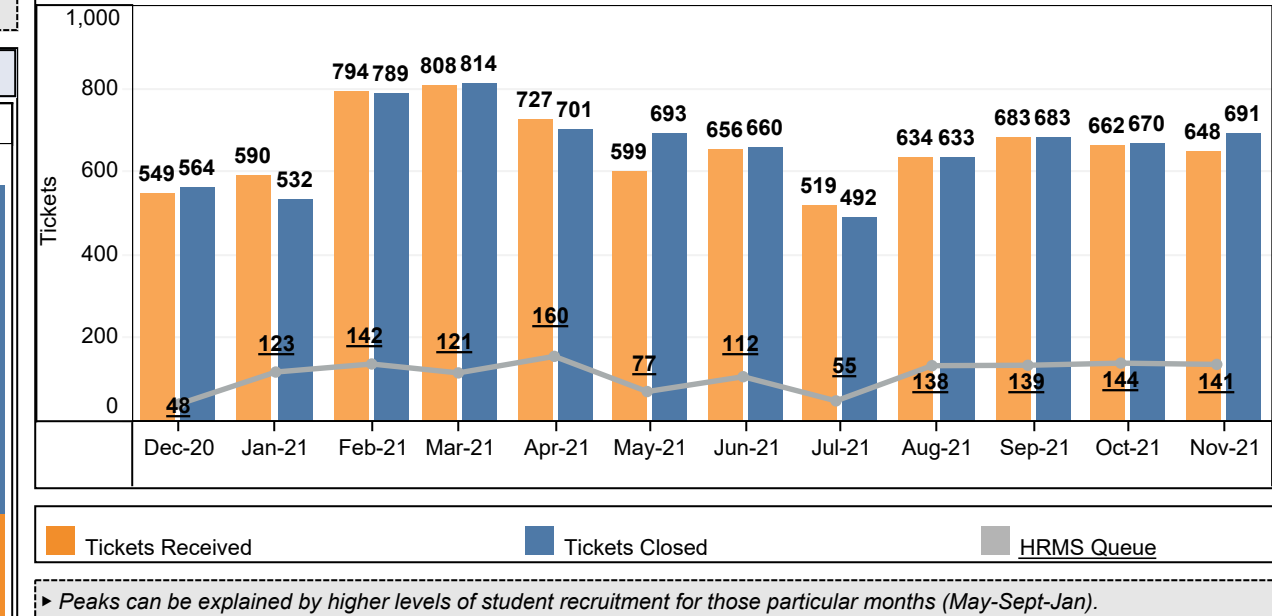
ECCC No-Pay / Low-Pay Cases



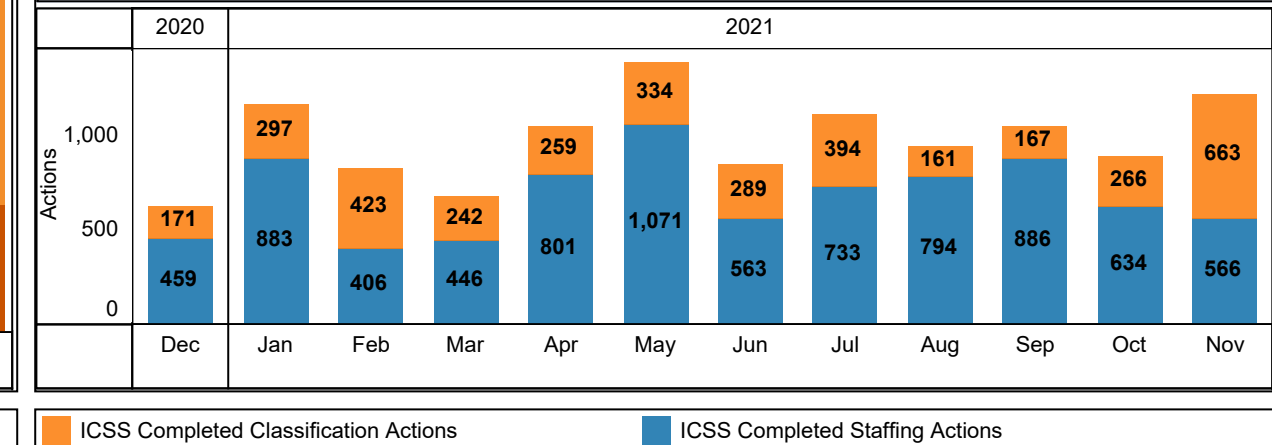
Service Delivery

► The weekly backlog is steady.

HR Management Systems Service Desk Volume Metrics



ICSS Classification and Staffing Transaction Volume Metrics



► Approximately 50% of the Pay Liaison open ticket queue is composed of pay cases that do not currently fall within the established priorities of Pay Liaison (non-escalated 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.

Pay Liaison and Trusted Source Service Desk Volume Metrics

