

# ECCE HR-to-Pay Stabilization Dashboard: September 2019

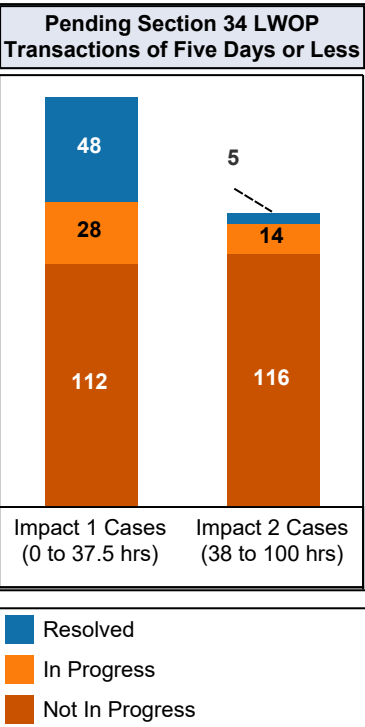
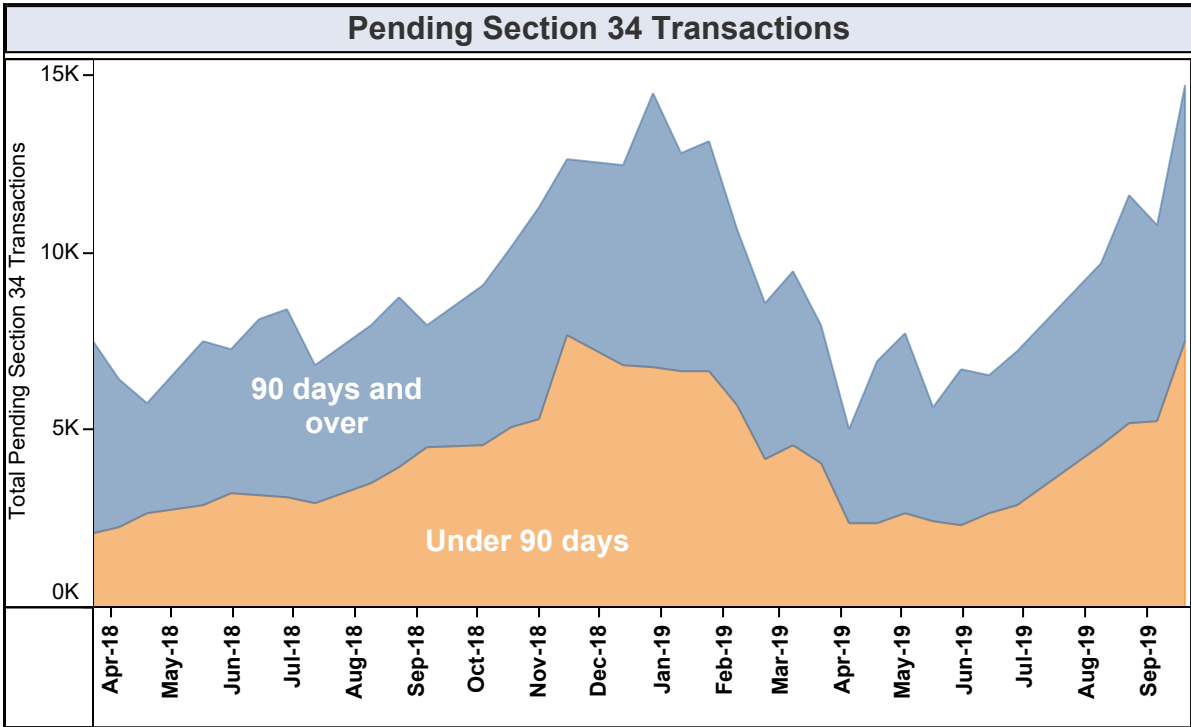
## Timeliness / Data Entry

**Pending Section 34 Transactions**

- Action: ongoing project to review and reduce number of pending transactions.
- On October 7, 2019, PSPC has implemented a fix through Phoenix to delete all erroneous, system-generated pending transactions, and results should show a significant transaction drop in October.

**Pending Section 34 Leave Without Pay (LWOP) of Five Days or Less**

- Managers are being contacted by HRB to follow up on high impact transactions.

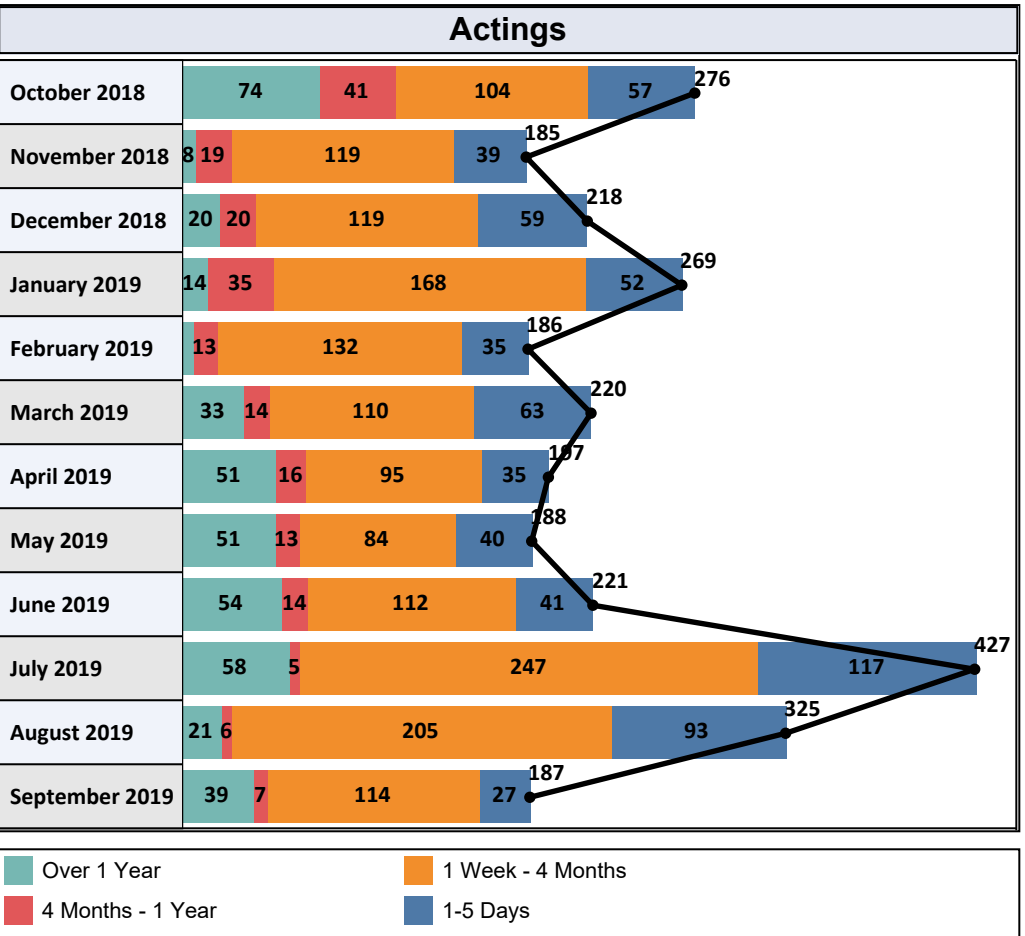
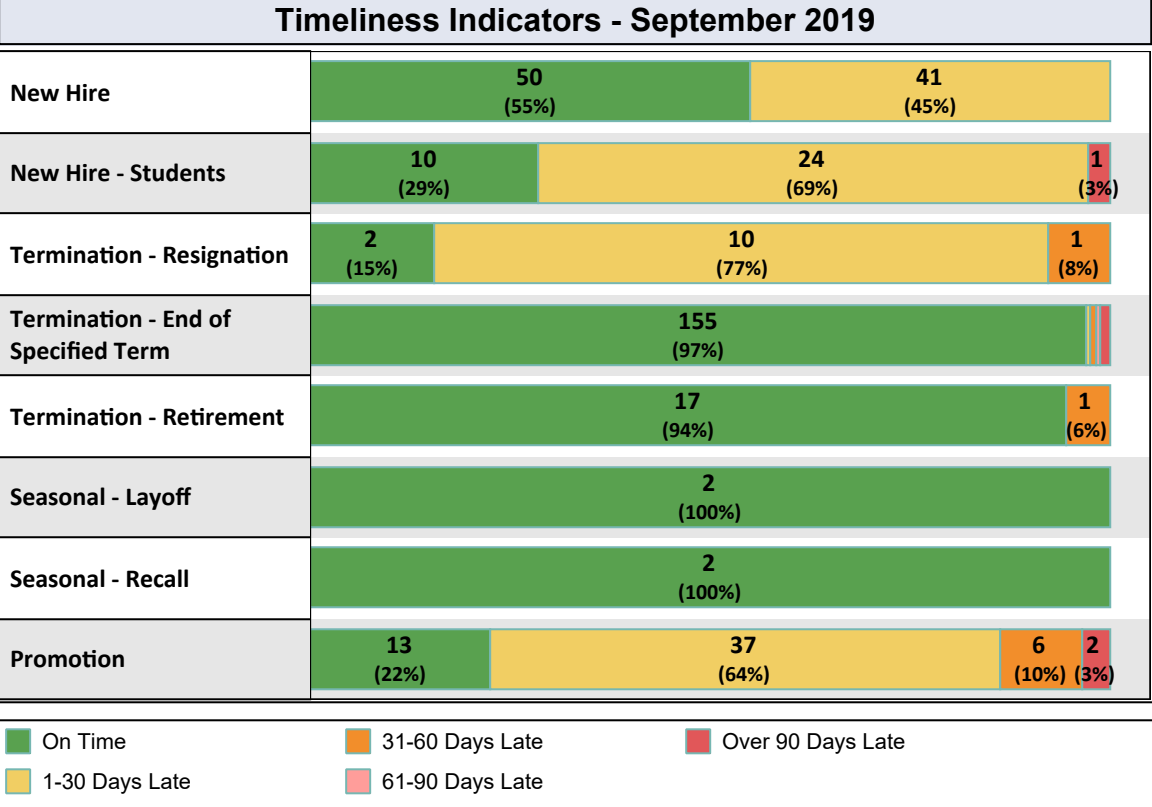


► New indicators introduced by TBS/OCHRO. Developed and approved through HR-to-Pay governance.

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

► Monthly reports shared with Branch Heads.

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



## Change Management / Communication

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

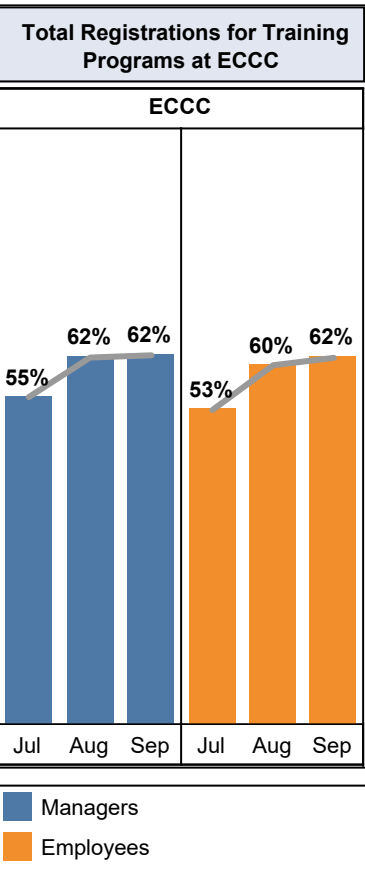
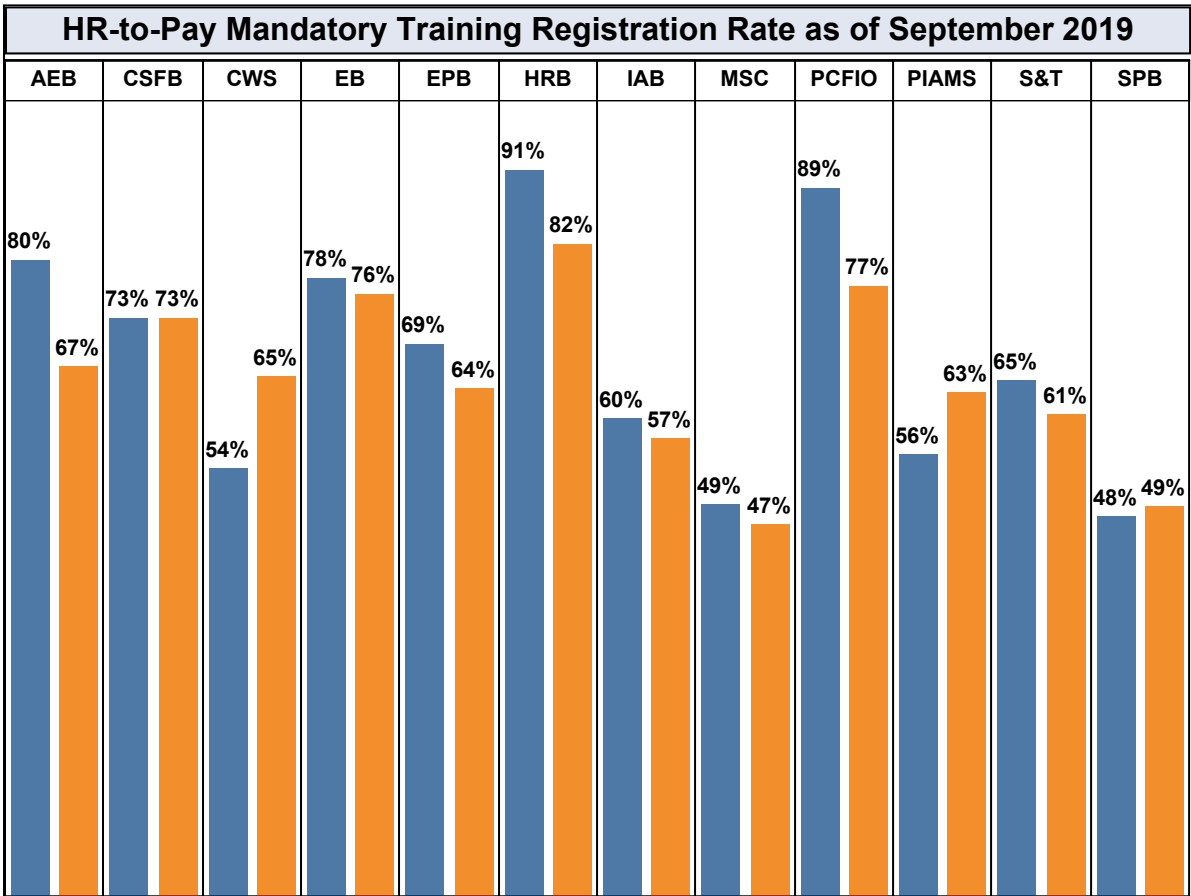
► While all managers are encouraged to take courses 1-4, only managers with Section 34 authority are tracked for Course 4.

► 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 ECCE 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.

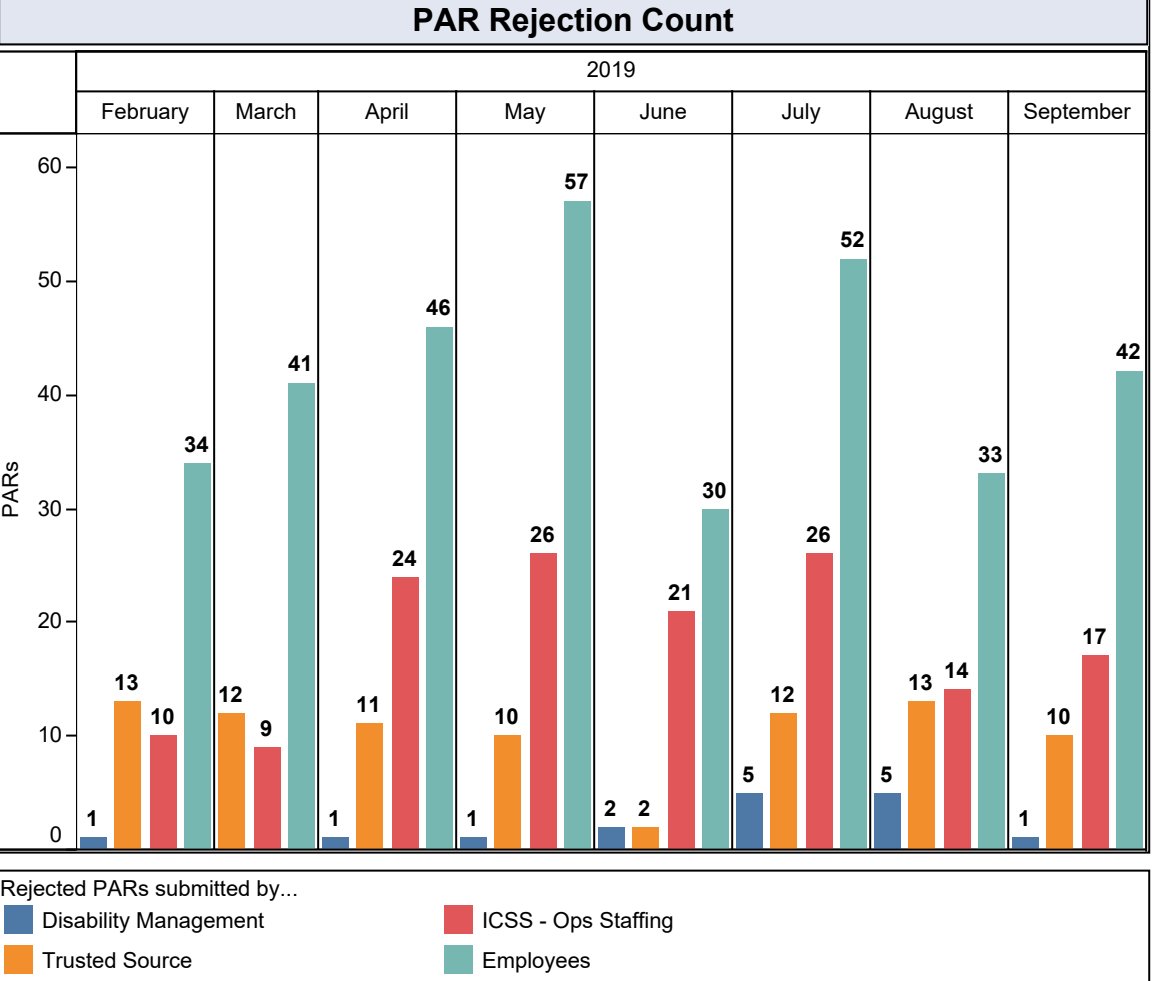
► Monthly reports provided to Branch Heads.



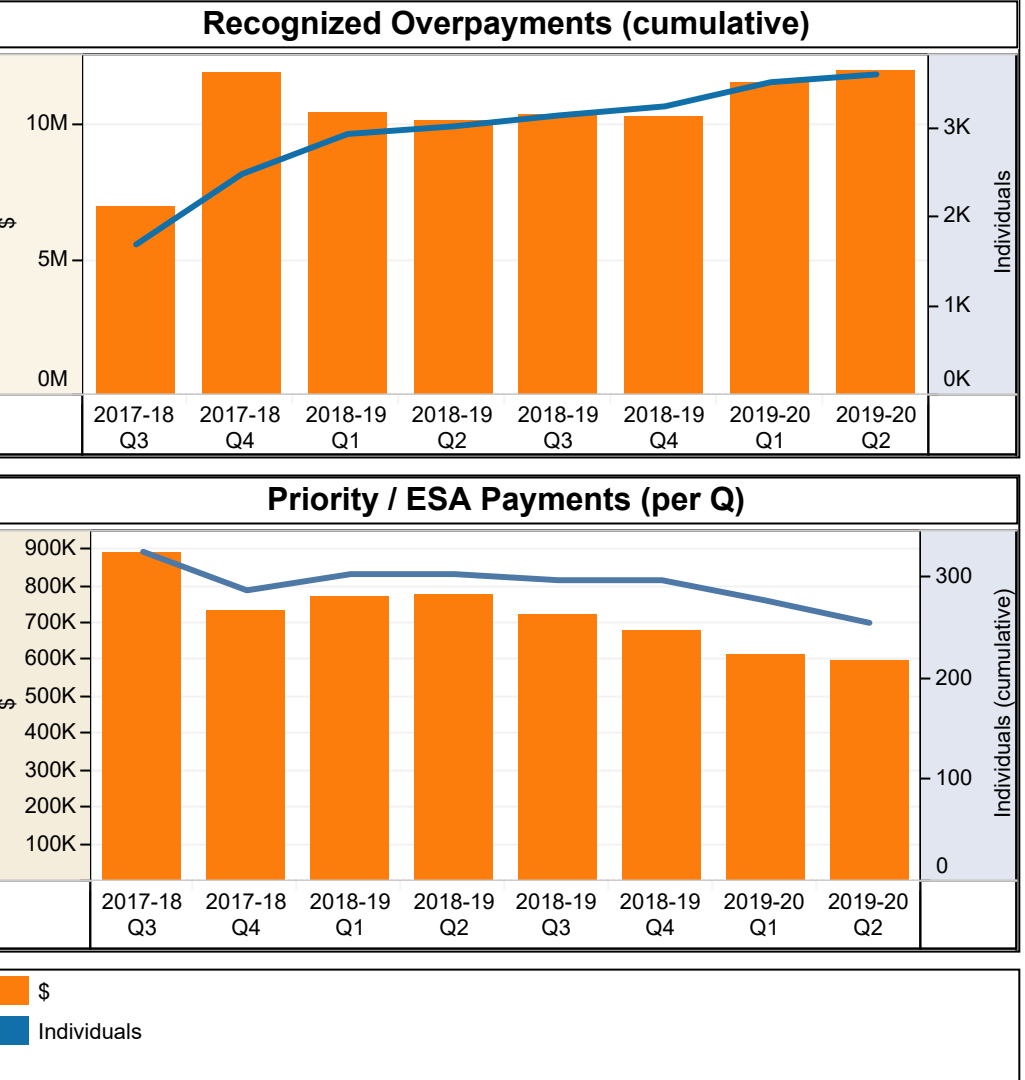
## PARs / Document Submission

► PARs sent through the ECCE centralized Trusted Source are rarely rejected (1.1% rejection rate of 1,400 transactions).

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



## Financial



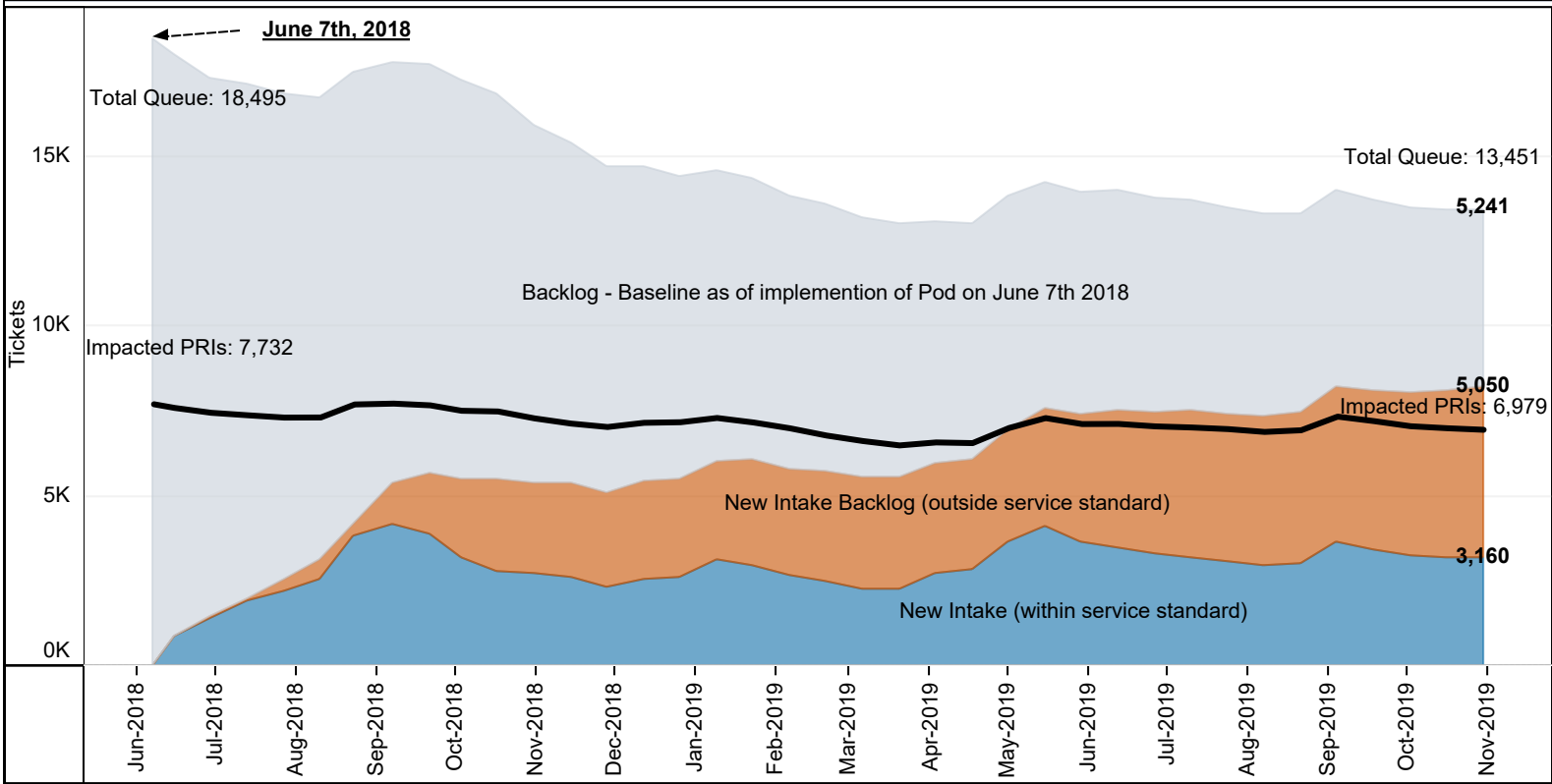
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## Pod Backlog / Queue

► 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.  
► In addition, a proportion of new cases are getting old.

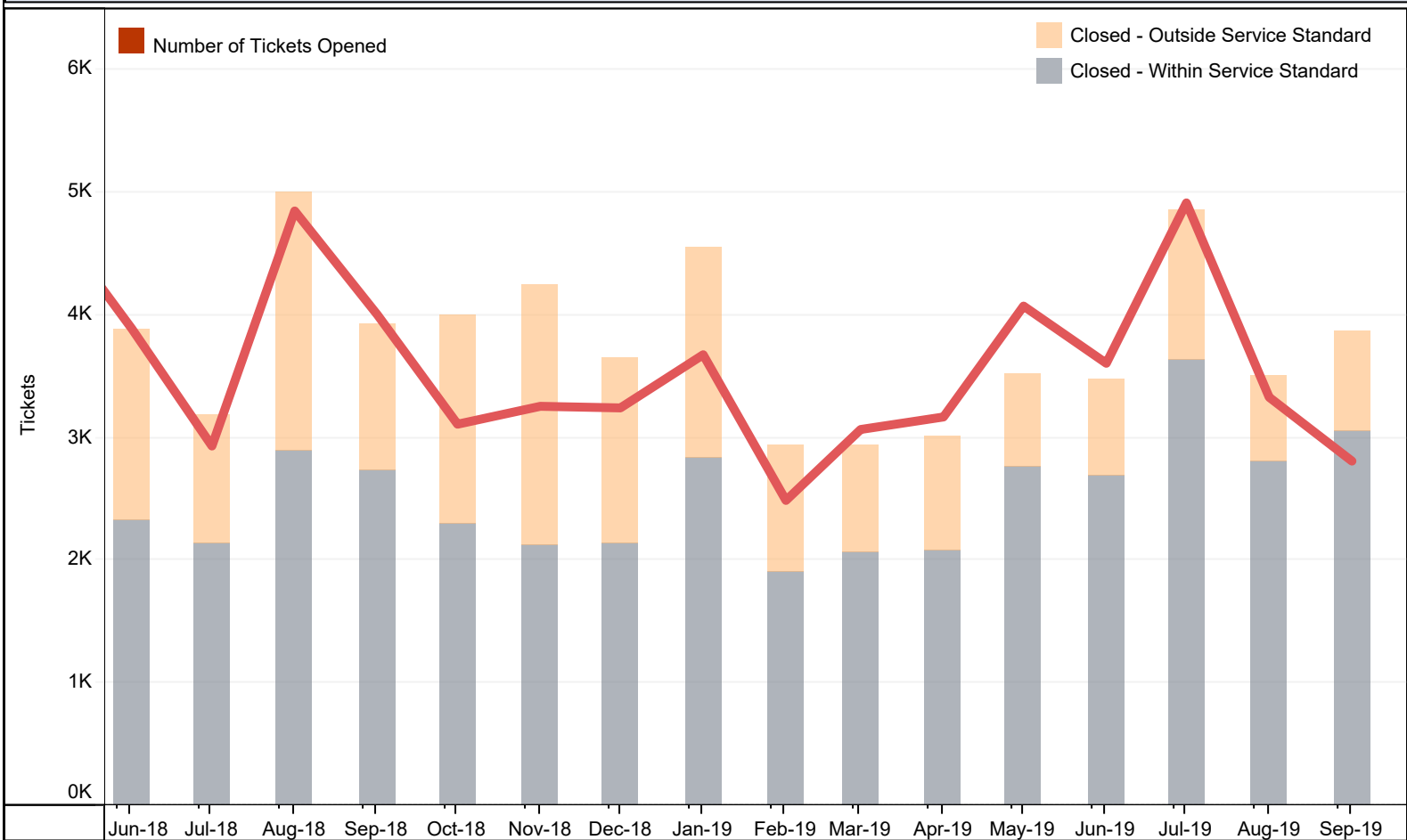
► The most common transaction types in our current queue are: **Actings 3,666** and **Terminations 1,393**

### Pod Queue Breakdown and Impacted PRIs



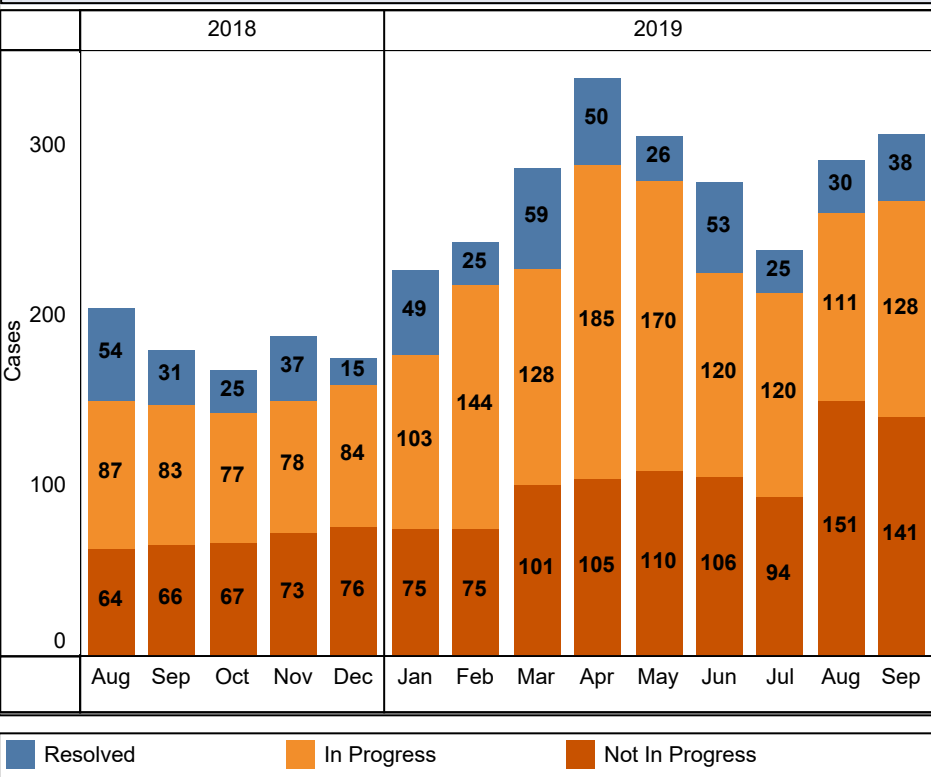
► A proportion of tickets are not being closed within service standards, which is increasing the size of the Pod's overall backlog.

### Pod New Intake and Tickets Closed During Each Pay Period

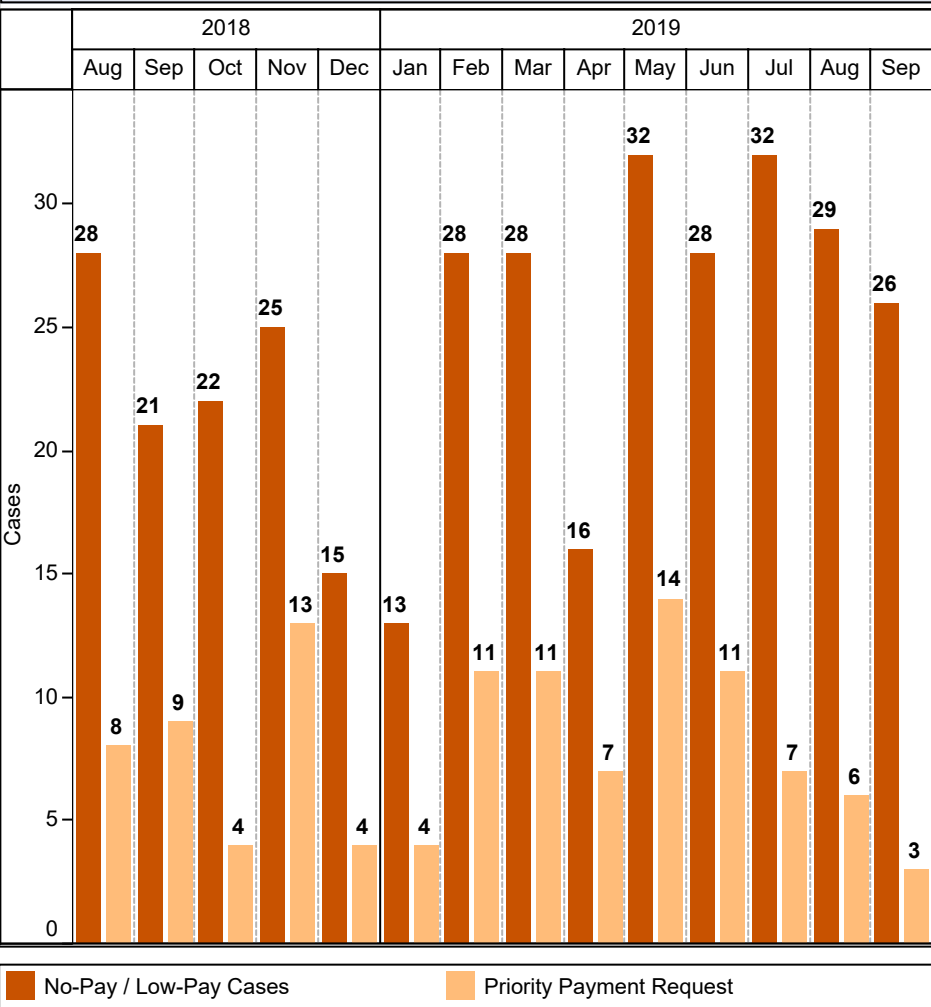


► Since August 2018, the overall number of escalated pay cases is generally increasing.  
► The older the pay case gets, the more complex it becomes to resolve.  
\* Escalated Pay Cases refer to high impact/high risk cases (from a financial and/or health perspective) in ECCC's backlog that are brought to the attention of the ECCC Pay Liaison team and that fall under the established priorities.

### ECCC Pay Liaison Escalations



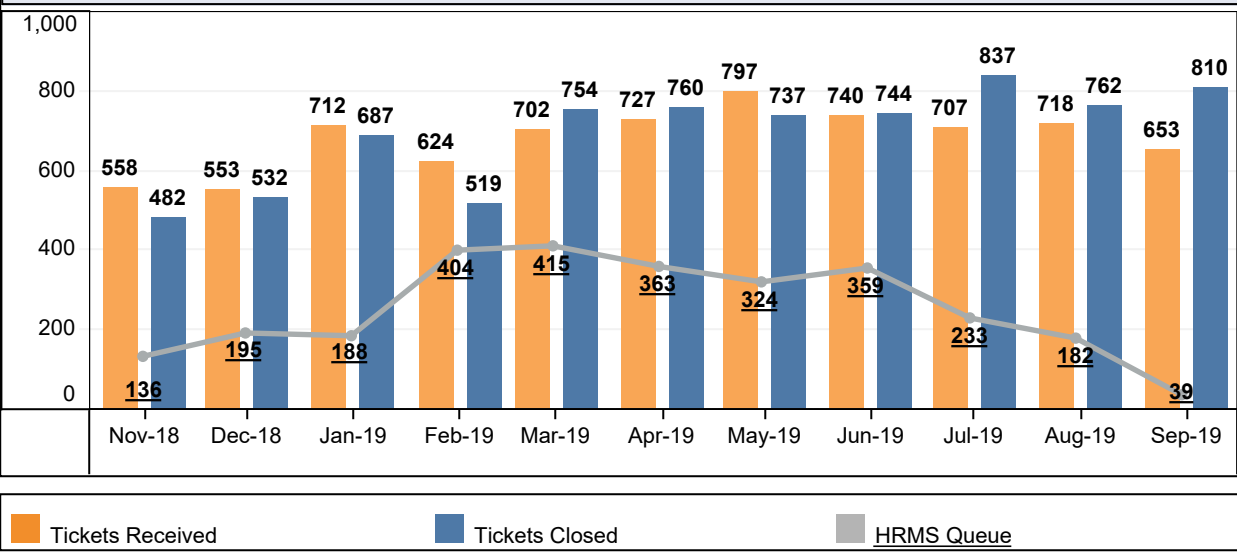
### ECCC No-Pay / Low-Pay Cases



## Service Delivery

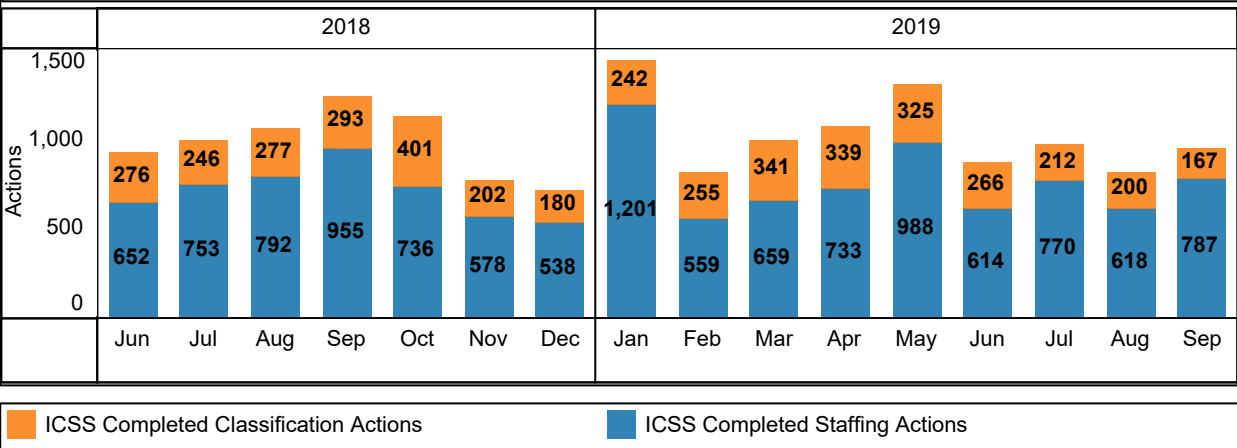
► The weekly backlog is steadily decreasing.

### HR Management Systems Service Desk Volume Metrics



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

### ICSS Classification and Staffing Transaction Volume Metrics



► 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.

### Pay Liaison and Trusted Source Service Desk Volume Metrics

