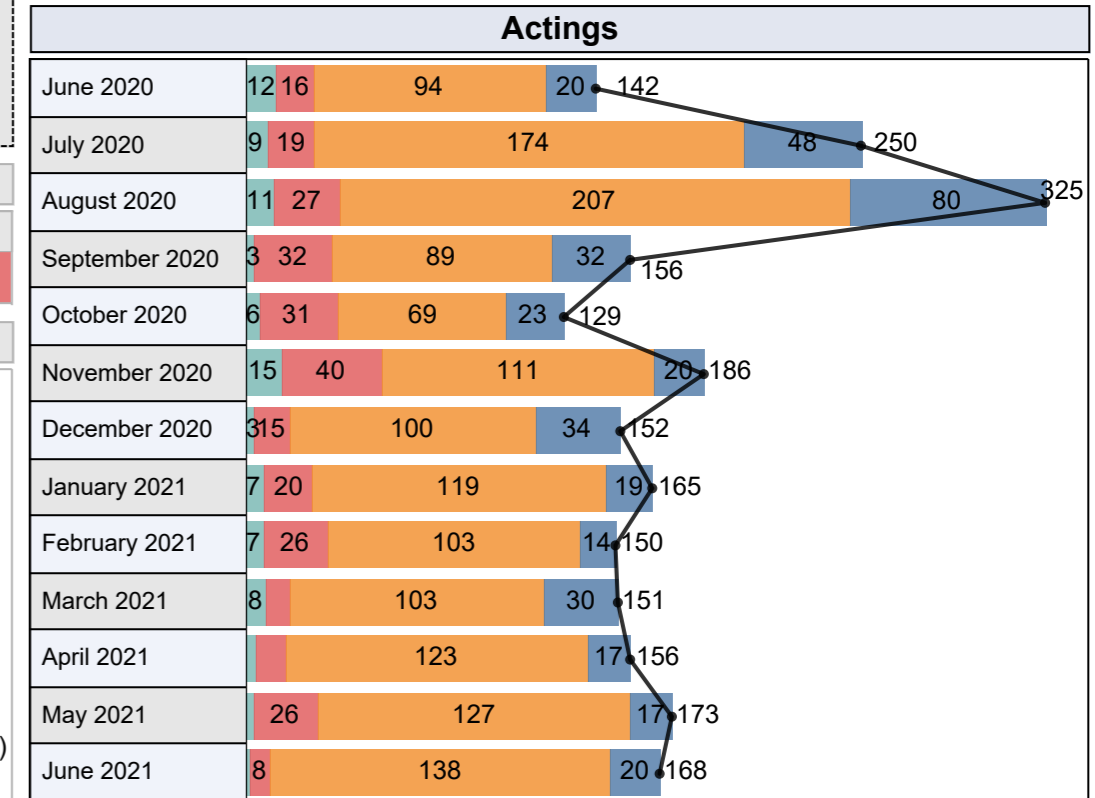


# ECCC HR-to-Pay Stabilization Dashboard: June 2021

## Timeliness / Data Entry

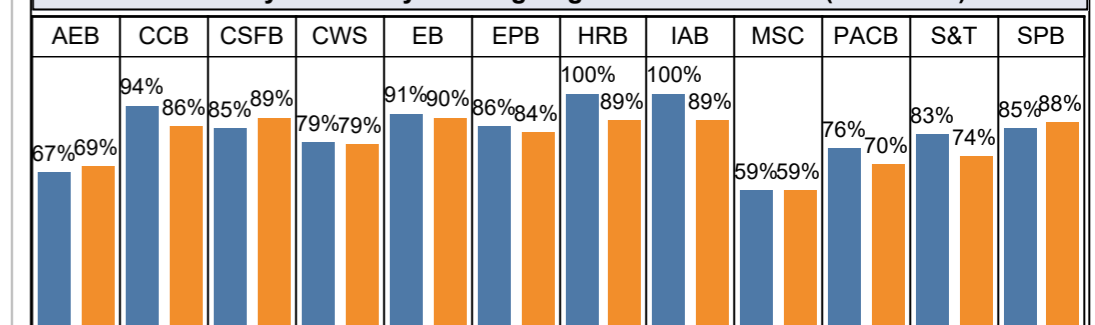
▶ Actings that have a start date within the month.



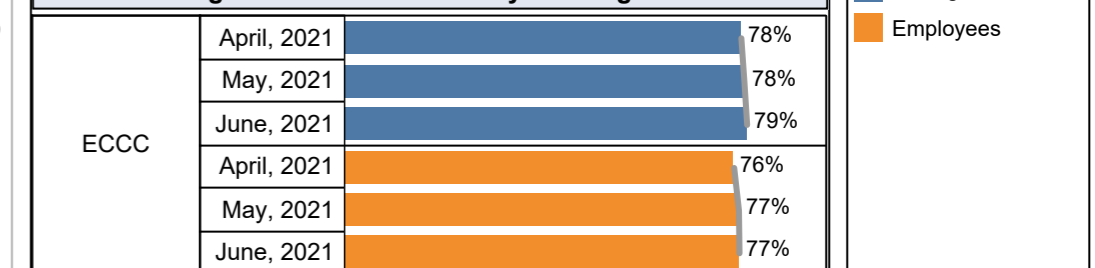
## Change Management

▶ 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 My GCHR (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 My GCHR.  
 ▶ Monthly registration metrics continue to improve for the Department.  
 ▶ System limitations may result in under-reporting.  
 ▶ Persistent system unavailability may also hinder metrics.  
 ▶ Monthly reports provided to Branch Heads.

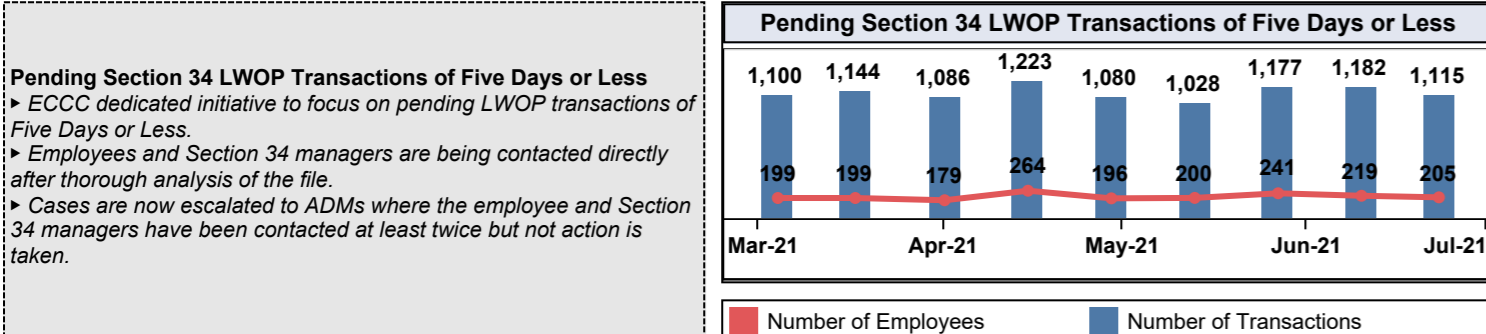
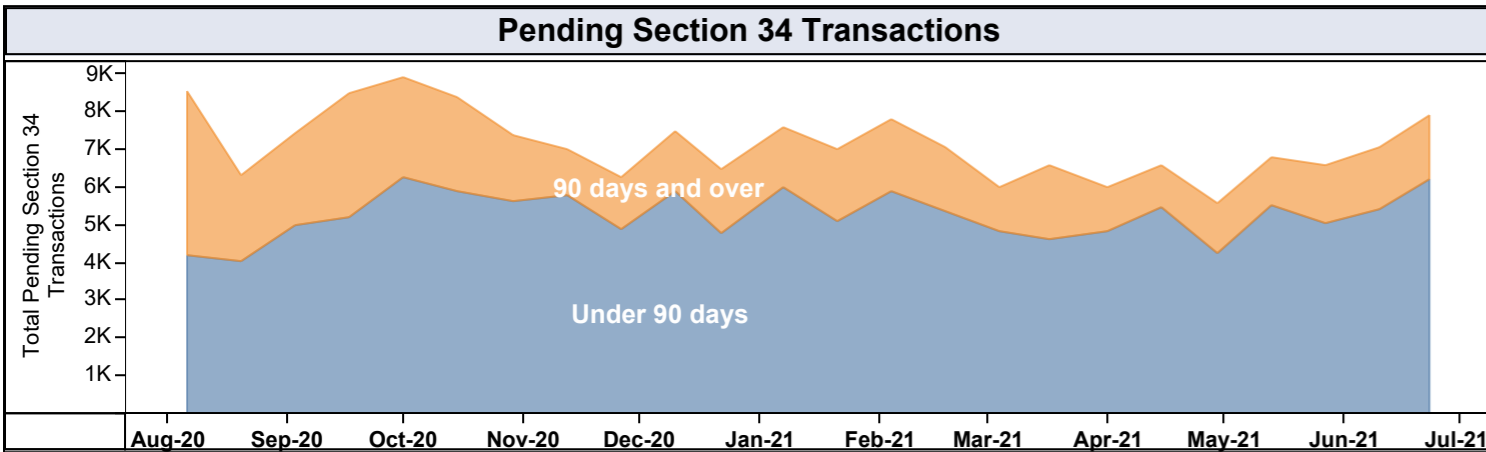
## HR-to-Pay Mandatory Training Registration Rate as of (June 2021)



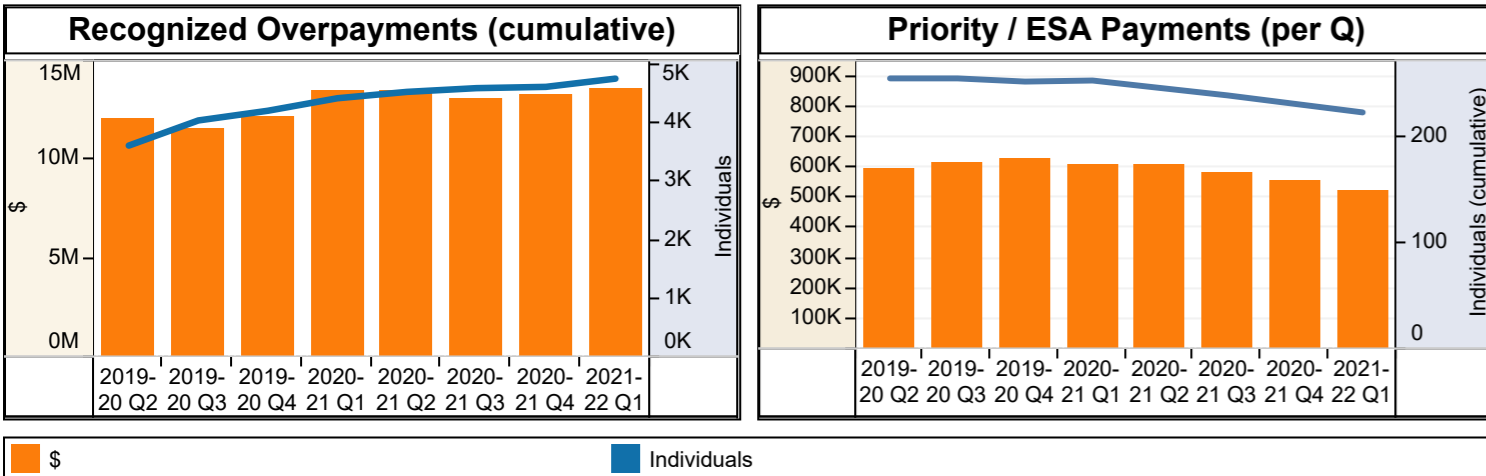
## Total Registrations for HR-To-Pay Training for ECCC



**Phoenix Pending Transactions with Section 34 managers**  
 ▶ A portion of these transactions are system-generated in error.  
 ▶ Starting on December 7, 2020, PSPC implemented an automated monthly process to delete all erroneous, system-generated pending transactions.  
 ▶ The total number is underestimated as it does not include transactions pending approval by timekeepers.



## Financial



## Outreach

**ECCC News / Section 34 messages / Priority Messages**

- ▶ Key information regarding new employees' onboarding
- ▶ PeopleSoft Pay System (Phoenix) 9.2 Upgrade
- ▶ New cut off-dates for pay periods 14 and 15: Timesheets
- ▶ Enjoy your vacation time!

▶ A New methodology requires data entry for HR action to be no later than effective date.  
 ▶ 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.

Total Transactions	Timely	1-30 Days Late	Over 30 Days Late
819	619 (76%)	107 (13%)	93 (11%)

Transactions	Percentage by Staffing Action
105	New Hire: 95 (90%), 7 (7%), 3 (3%)
33	New Hire - Students: 29 (88%), 4 (12%)
9	Termination - Resignation: 3 (33%), 3 (33%), 3 (33%)
166	Termination - End of Specified Term: 165 (99%), 1 (1%)
26	Termination - Retirement: 26 (100%)
53	Promotion: 32 (60%), 6 (11%), 15 (28%)
296	Acting: 186 (63%), 63 (21%), 47 (16%)
63	Acting Extensions: 26 (41%), 15 (24%), 22 (35%)
7	Change in Standard Hours: 4 (57%), 3 (43%)
11	Care of Family: 10 (91%), 1 (9%)
3	Personal Needs less than three months: 3 (100%)
3	Personal Needs more than three months but not exceeding one year: 2 (67%), 1 (33%)
4	Leave Without Pay - Other Reasons: 1 (25%), 1 (25%), 2 (50%)
36	Extension of the Period of Employment: 33 (92%), 2 (6%), 1 (3%)
2	Demotion: 2 (100%)
2	Relocation of Spouse: 2 (100%)



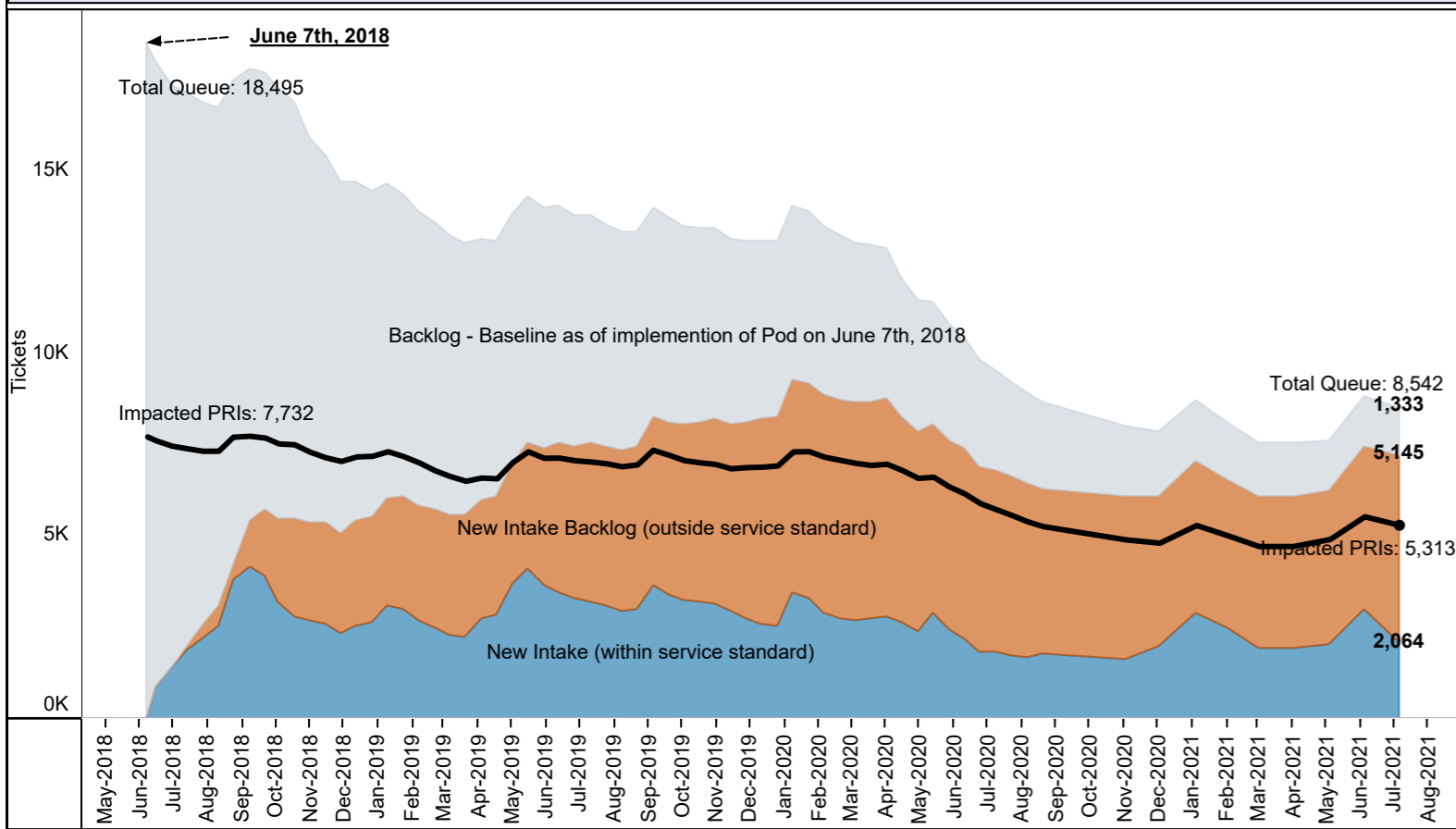
# ECCC HR-to-Pay Stabilization Dashboard: June 2021

## 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.  
 ► Cases have increased for December pay periods. This could be due to terminations of employment processed in the system at the end of the calendar year.

► The most common transaction types in our current queue are: **Actings 1,387** and **Terminations 689**

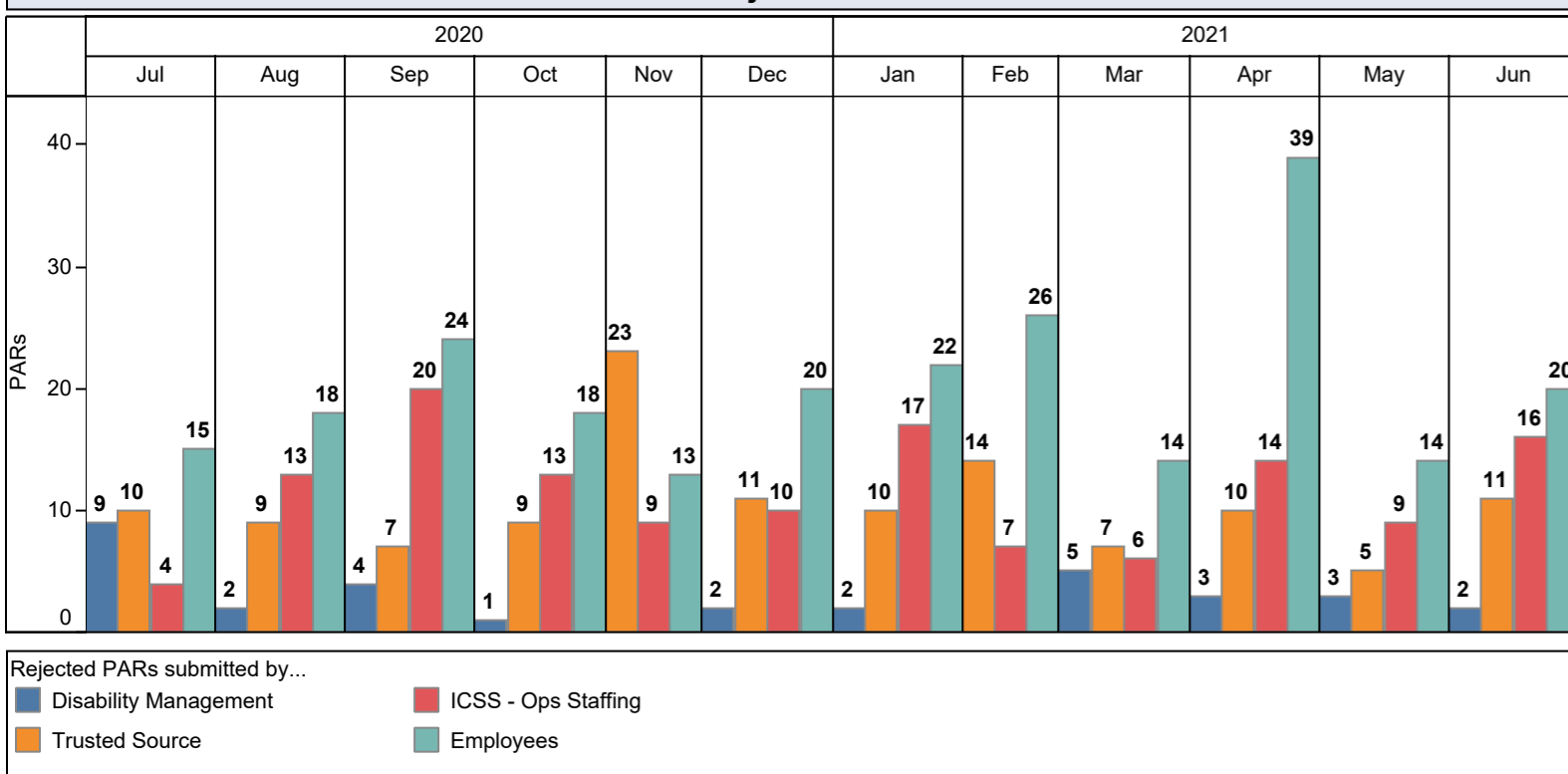
### Pod Queue Breakdown and Impacted PRIs



## PARs / Document Submission

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

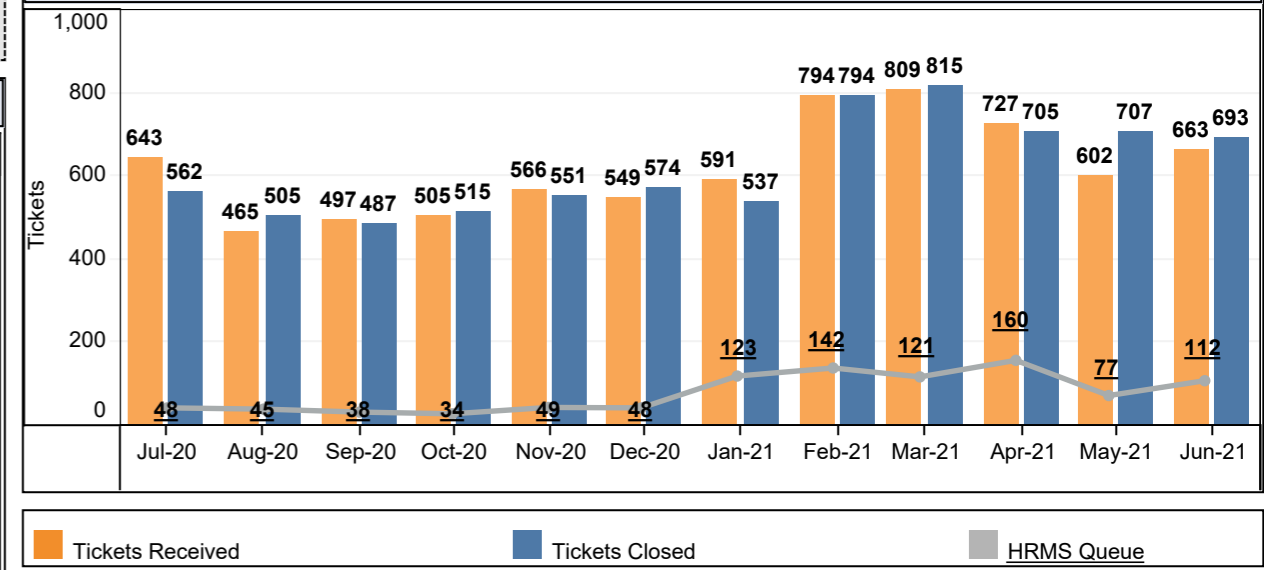
### PAR Rejection Count



## Service Delivery

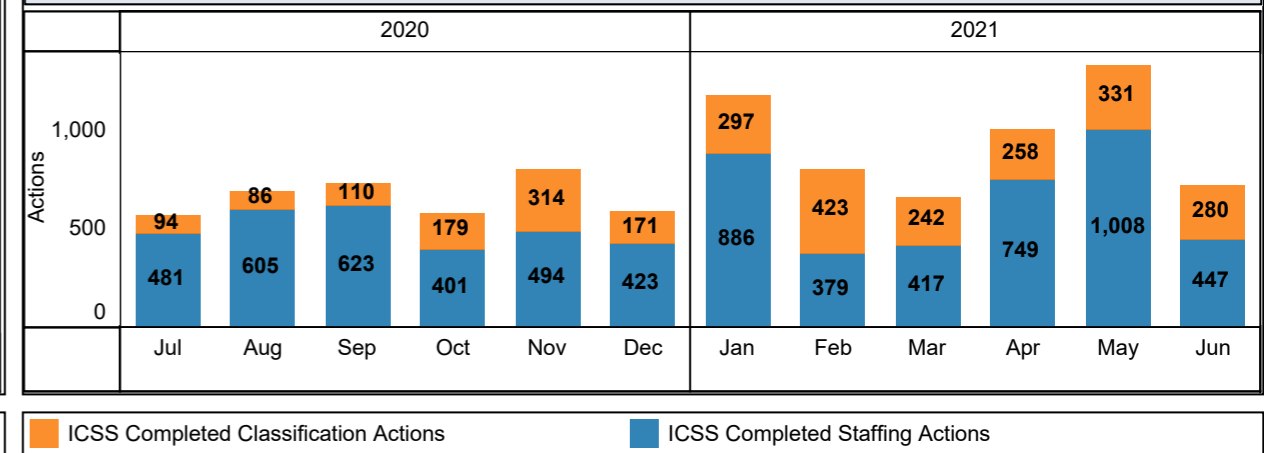
► The weekly backlog is steady.

### HR Management Systems Service Desk Volume Metrics

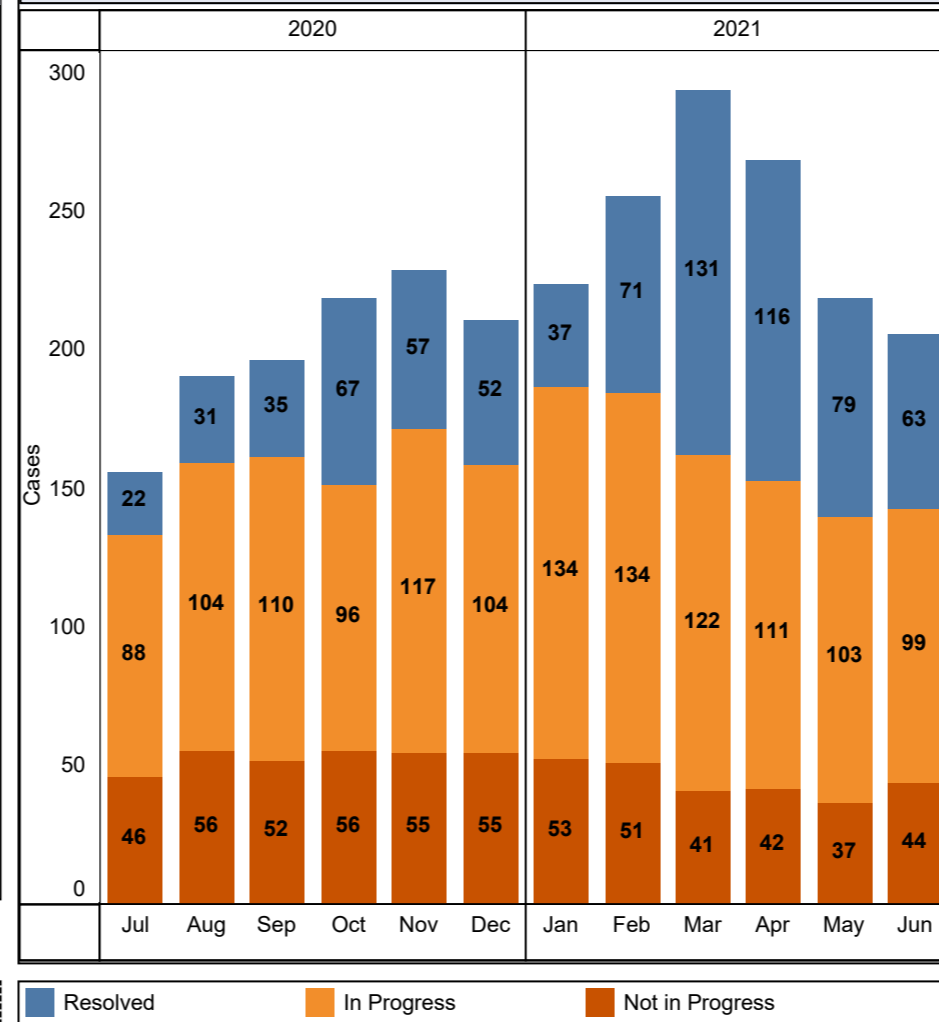


► Peaks can be explained by higher levels of student recruitment for those particular months (May-Sept-Jan).

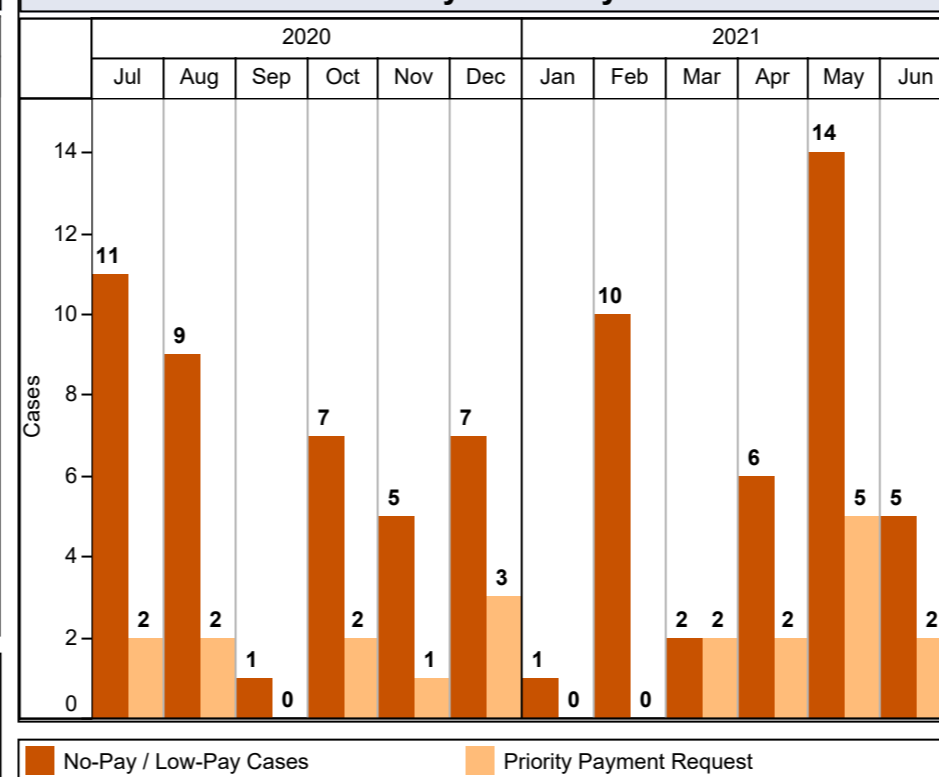
### ICSS Classification and Staffing Transaction Volume Metrics



### ECCC Pay Liaison Escalations



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



► 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

