

# **HR-to-Pay Monthly Pay Report**

**Impact Assessment Agency of Canada (IAAC)**

***October 2020***

***Produced by: Policy, Planning and Analytics,  
HR-to-Pay Program Office,  
PSPC***

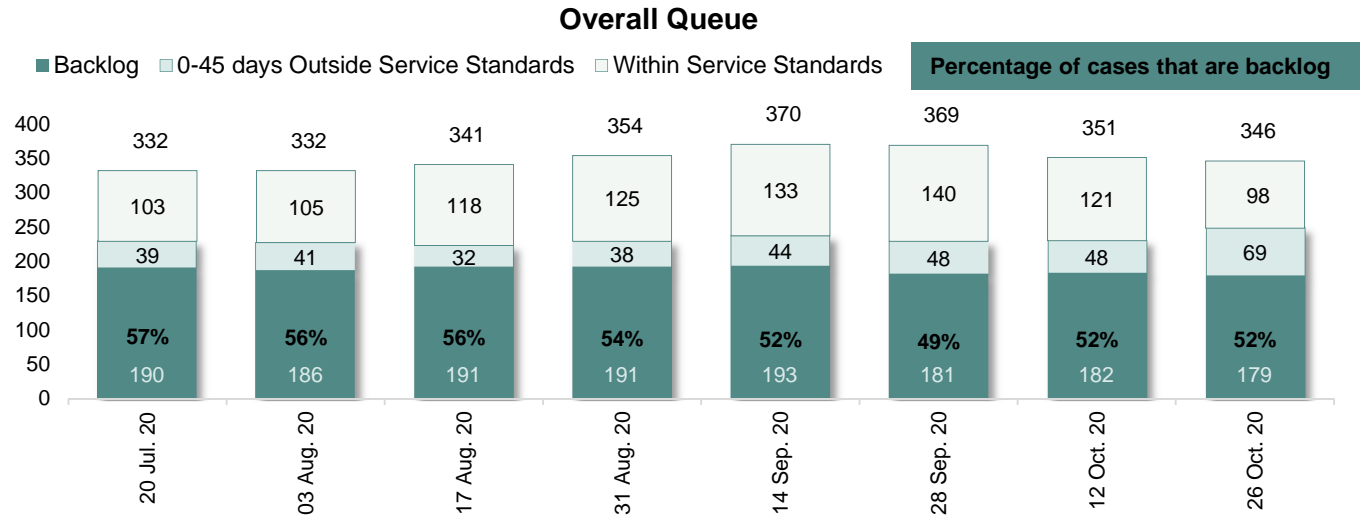
# IAAC - Pay Centre Workload Progress

## Graph Explanation:

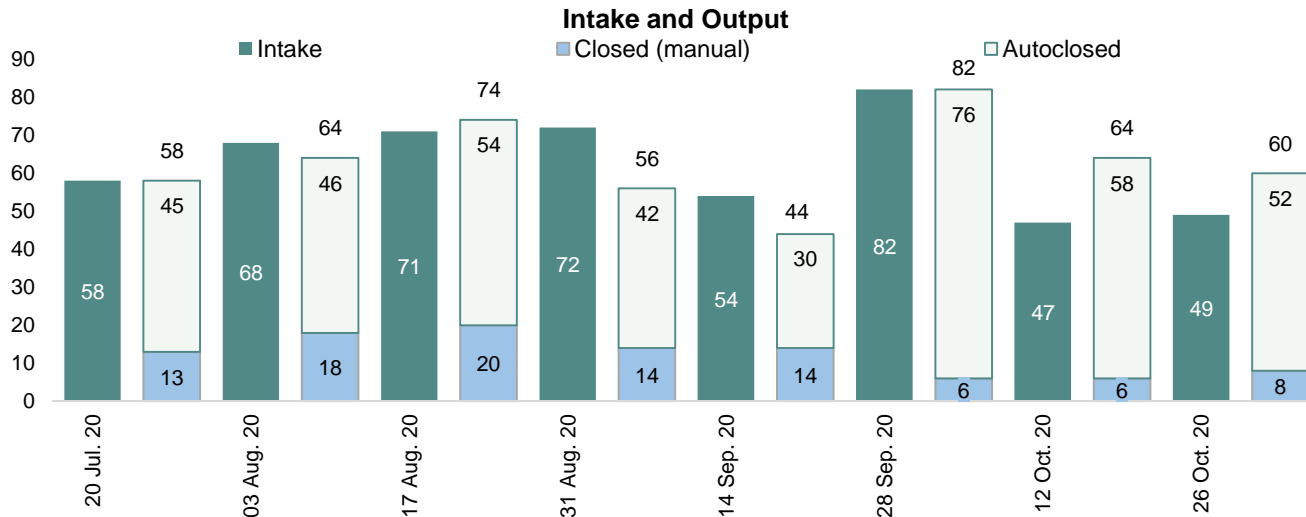
This graph shows the composition of cases to be resolved, as:

- Open cases still within Service Standards
- Cases still open within 45 days of Service Standards
- Cases still open more than 45 days past Service Standards ("Backlog")

**Note:** This excludes CAI Post Validation cases. Includes all work types, in all states, except closed/cancelled, future BF and invalid.



4% increase in the overall queue (number of cases) over the past 4 months, with 6% decrease in backlog.



## Graph Explanation:

### Intake:

- All cases open and activated from Bring Forward State cases during the reporting period.

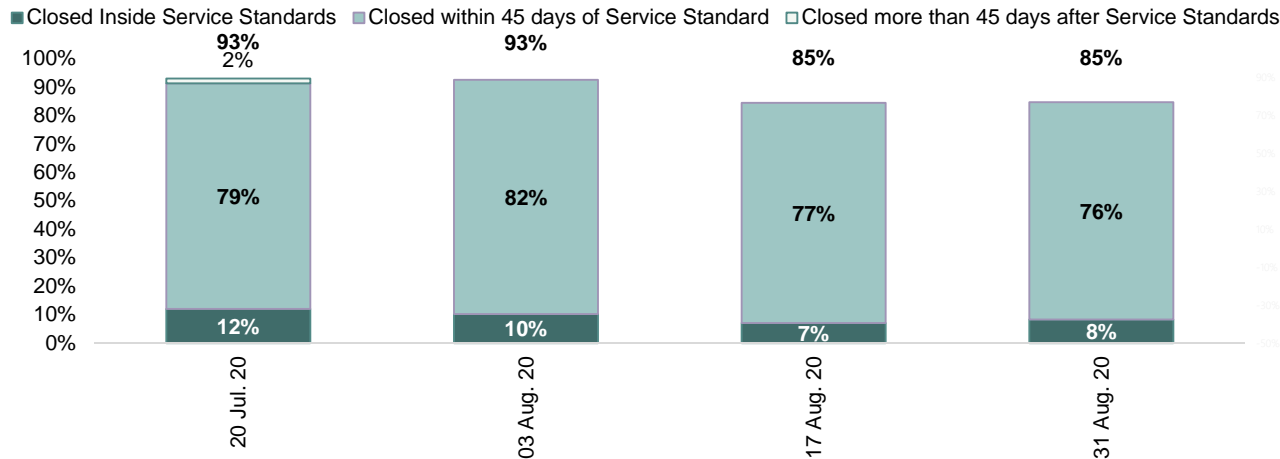
### Output:

- Cases closed and cancelled during the reporting period.

The average of input and output, over the last 4 months, are both 63%.

# IAAC - Pay Centre Workload Progress

## Managing New Intake - Percentage of Cases Closed and Cancelled



### Graph Explanation:

This graph reports on the percentage of:

- Cases closed and cancelled within Service Standards
- Cases closed and cancelled within 45 days of Service Standards and
- Cases closed and cancelled more than 45 days outside Service Standards

**Note:** This excludes CAI Post Validation cases.

IAAC has met service standards 7% to 12% within the past 4 months.

### Graph Explanation:

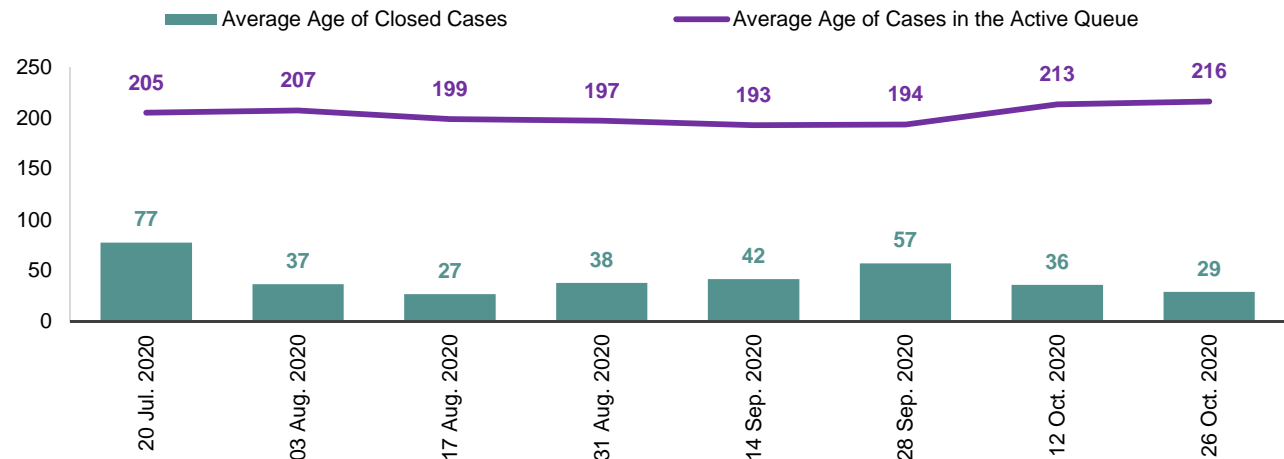
#### Average Age of Closed Cases:

- Average age of all cases closed during the reporting period.

#### Average Age of Cases in the Active Queue:

- Average age of all cases open on the last day of the reporting period.

## Average Age of Cases Closed and Cases in the Active Queue



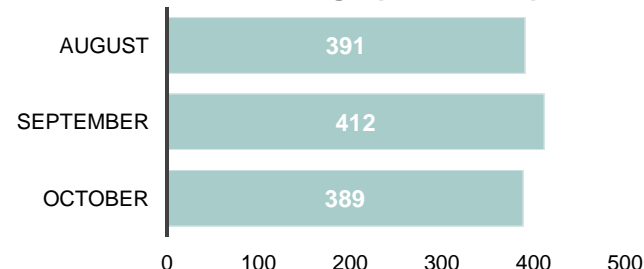
On average, IAAC has closed cases within 43 days within the past 4 months.

# ECCC and IAAC - Engaged Stakeholders - Client Contact

## Incoming New Enquiries

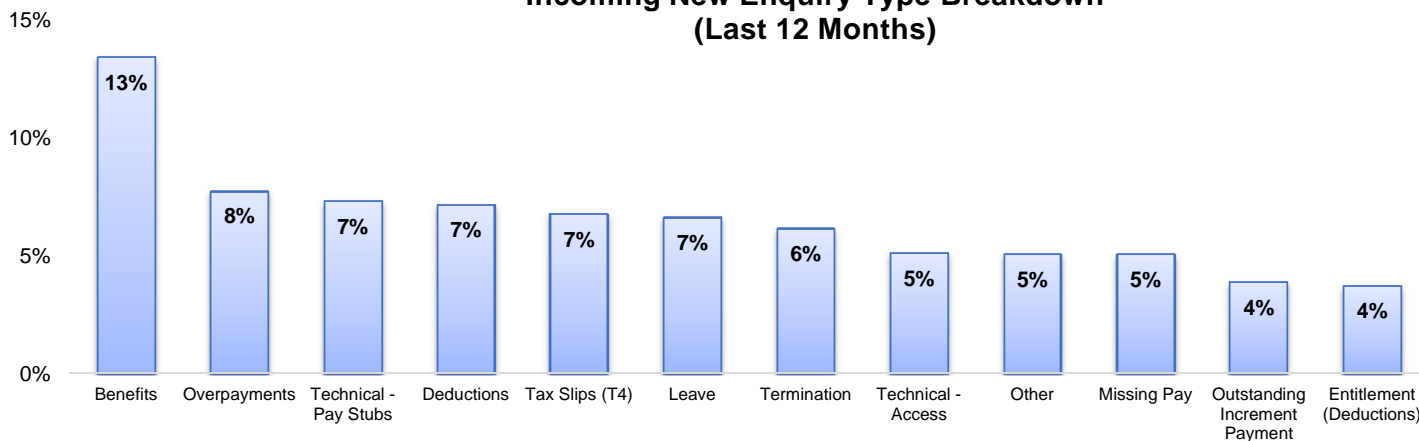


## Incoming Updated Enquiries



**In October 2020, there were 111 New Enquiry Calls and 303 Phoenix Feedback Forms submitted.**

## Incoming New Enquiry Type Breakdown (Last 12 Months)



## Top 5 Incoming New Enquiries - October 2020

Benefits	17%
Deductions	10%
Overpayments	7%
Termination	7%
Other	6%

**Data Source:** CCC Call Standard

**Note:** The Client Contact Centre reports Environment and Climate Change Canada and Impact Assessment Agency Canada as one organization.

### Graph Explanation:

Enquiries are Precases initiated by an employee of any department, either by calling the CCC or filling out a Phoenix Feedback Form on our website. All enquiries can be viewed by employees through their MyGCPay profile.

**New Enquiries** are Precases that were newly created in the CCC tracking system (CMT).

**Updated Enquiries** are Precases that were initiated by the employee resulting to an amendment to a pre-existing Precase.

### Key Highlights

- During Q2 2020-21, **90.0%** of calls were answered **within 3 minutes**; compared to 89.7% in Q1 2020-21.
- 0.97%** of calls received were **abandoned**.

# IAAC - Employee Snapshot



## Demographic Information

**Active Employee Population: 455**

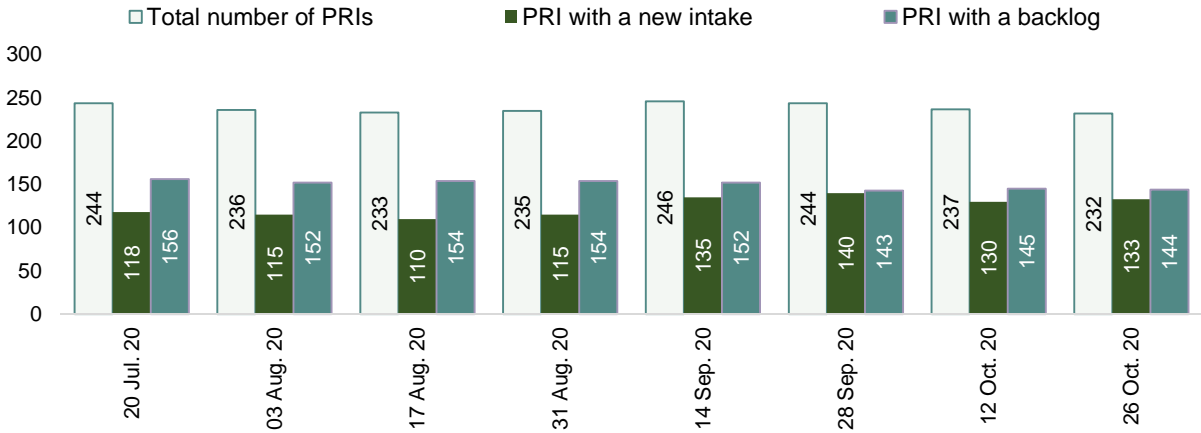
**Active Student Population\*: 0**

**Note:**

Employees with a pending transfer will be counted in the Active Population of the department they are transferring out of until the transfer has been completed.

*Data Source: Phoenix, as of October 31, 2020*

### Number of PRI in the queue



#### Graph Explanation:

This graph shows the total number of unique PRIs that have at least one case in the current workflow, the number of unique PRIs that have at least one backlog case and the number of unique PRIs that have at least one new intake case. The sum of PRI with a backlog and PRI with a new intake does not equal the total number of PRIs, as an employee can have a case in both categories.

**Note:** This excludes CAI Post Validation cases.

**232 (51%) employees have one or more cases in the active queue.**

**43% of the active population of departments served by the Pay Centre have one or more cases in the active queue.**

#### Students with a case in the queue

- 2** students had one or more cases opened in the last month.\*
- 1** of those cases were closed during the month.
- 6.0** is the average working days it took IAAC to close those cases.
- 12.0** is the average age of cases that remain open at the end of the month.

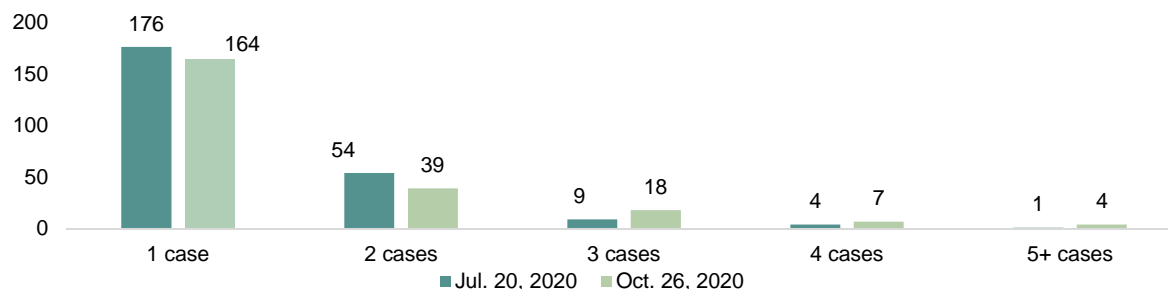
*\*Students with an open case in the queue may no longer be on strength, and therefore are not included in the active student population.*

#### Acting

- 43** employees have one or more acting cases in the queue.
- 37%** of those employees have more than 1 acting case in the queue.
- 1.6** is the average number of acting cases per employee with acting cases.
- 2.2** is the average number of acting cases per employee with acting cases for all departments served by the Pay Centre.

# IAAC - Employee Snapshot

**Number of employees per case count in the Active Queue**



**Graph Explanation:**

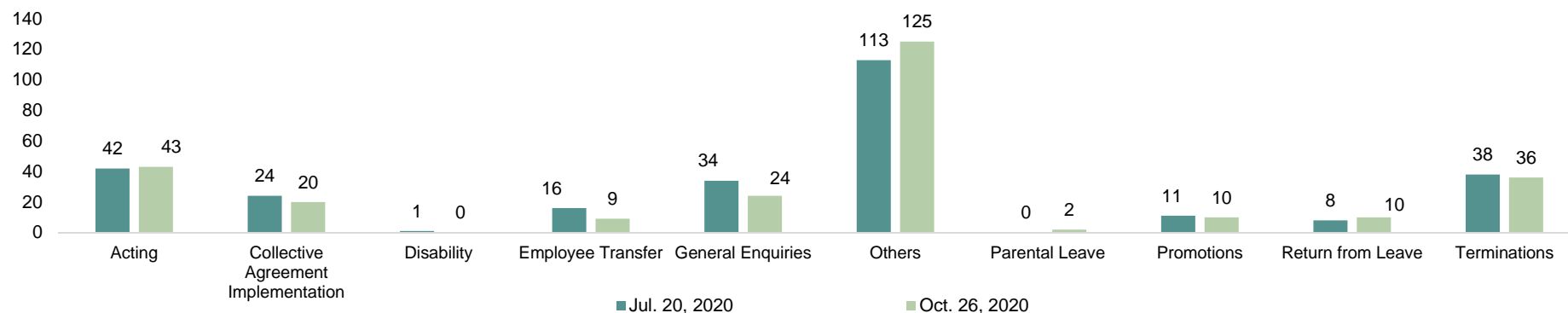
This graph shows the total number of unique PRIs, by amount of cases they have open in the queue on the reporting date.

**Note:** This excludes CAI Post Validation cases.

**1.5 is the average number of cases per employee that have at least 1 case at IAAC.**

**2 is the average number of cases per employee that have at least 1 case when looking at all Pay Centre Departments.**

**Employees with a case by Transaction Type in the Active Queue**



**Graph Explanation:**

This graph shows the total number of unique PRIs, by transaction type.

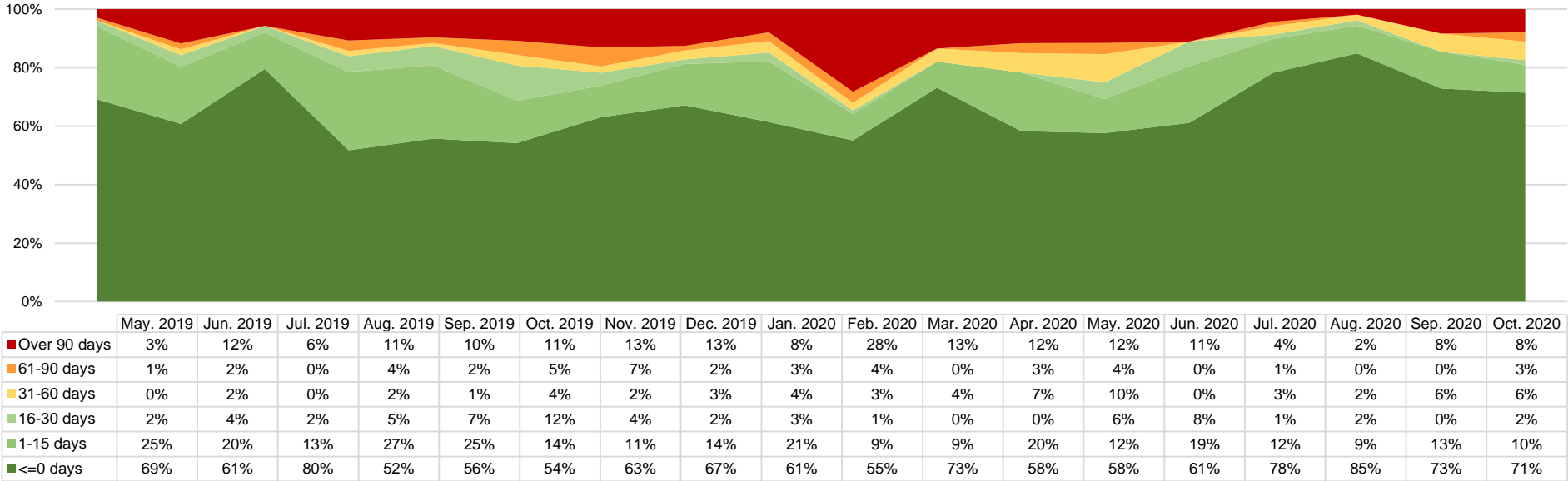
**Data Source:** Case Management Tool

**Top Transactions in the Other category (presented above)**

July 20, 2020		October 26, 2020	
Copy of pay file	21	Performance Pay	24
Recovery of Overpayments	13	Copy of pay file	21
LWOP > 5 Days – Other	8	Recovery of Overpayments	19
Pension Plan	7	Pension Plan	15
		EI - QPIP related maternity payment	8

# IAAC - Phoenix Data: Timely HR Data

Departmental Timing of Input into Phoenix (HR Transactions leading to pay\*)



**Graph Explanation:**  
The graph above depicts the percentage of HR transactions leading to pay that are received on or prior to the effective date, and within 15, 30, 60, 90, and beyond 90 days from the effective date.

Over 90 Days Late - October 2020 (5 transactions)	
Transfer into the organization	3
Actings	2

**\*HR Transactions leading to pay:**

- New Hire
- Terminations
- Transfer into the organization
- Transfer out of the organization
- Promotions
- Change in standard hours
- Actings
- Leave with Income Averaging
- Leave Without Pay
- PreRetirement Transition

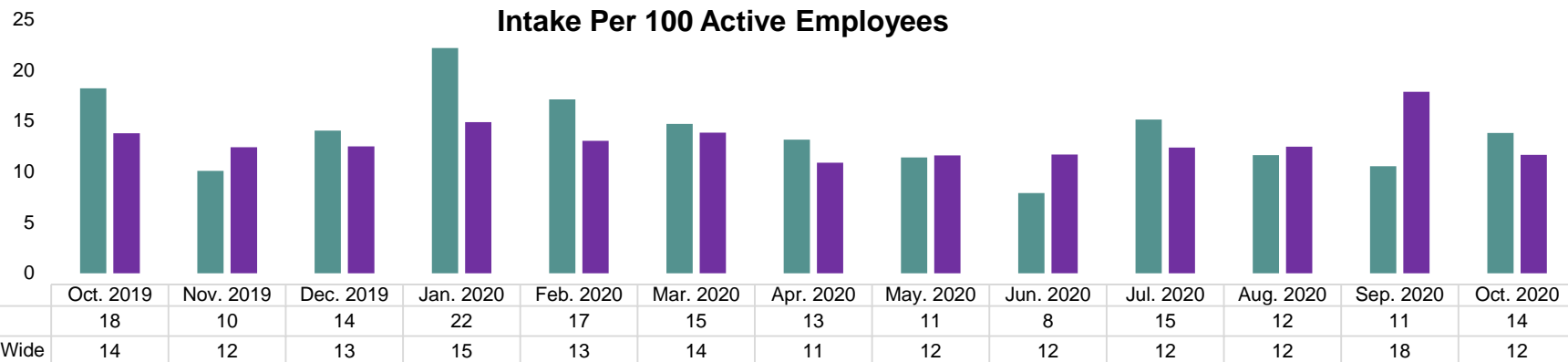
- New Hire – Students
- Disability
- Job Reclassification
- Demotion
- Seasonal – Recall
- Seasonal – Layoff
- Acting Extensions
- Parental Leave
- Actings – 1 day or less
- Rehire

The list of transactions will be revised to align with OCHRO reporting.

**Graph Explanation:**  
The target is to minimize the number of transactions received 90 days past the effective date. The table to the left breaks down the transaction types presented in the Over 90 days late category.

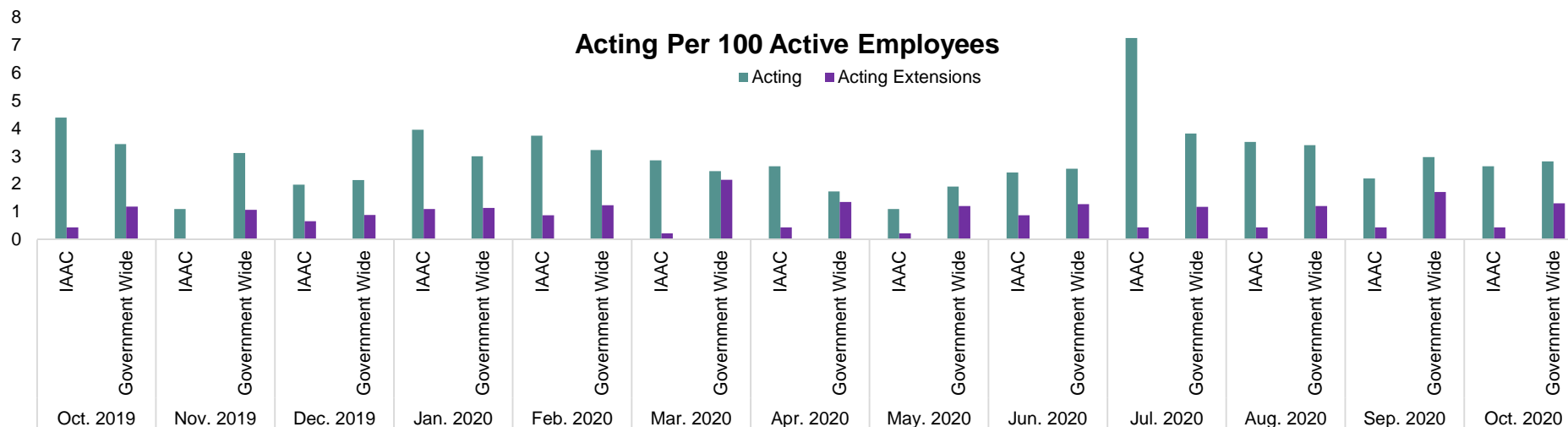
# IAAC - Phoenix Data: Intake

Intake Per 100 Active Employees



## Graph Explanation:

The Intake Per 100 Active Employees chart reflects the number of HR transactions per 100 employees in a department. This graph covers HR transactions leading to pay. Intake will vary by department, seasonality and classification. It will depend on the nature of a department's core business or operations and the collective agreements that govern the most common classifications in the organization. That said, intake can also be affected by HR and fiscal planning decisions. For example, choosing to do 4 separate 6-month term contracts can create 5-8 transactions, whereas a 2-year term contract creates 2 transactions.



## Graph Explanation:

This graph reports on actings and acting extensions across government, per 100 active employees. PSPC has developed pre-programmed reports in the Cognos Business Intelligence tool that are now available to Pay Centre departments. These reports highlight data points such as number of acting cases per PRI, number of acting cases submitted into Phoenix (intake) and repeat/sequential acting cases (interval between repeat actings).



# IAAC - Summary of CMT Transactional Data

## Transactions

Transaction	Intake (July 20, 2020 to October 26, 2020)	Number of Transactions in the Queue		Number (%) of Backlog Cases			
		July 20, 2020	October 26, 2020	July 20, 2020		October 26, 2020	
Promotions	6	11	11	5	45%	5	45%
New Hires/Rehires	10	10	15	1	10%	2	13%
Terminations	5	39	37	24	62%	24	65%
Disability	2	3	0	0	0%	0	-
Parental Leave	6	0	2	0	-	0	0%
Return from Leave	3	8	10	6	75%	6	60%
Acting	25	56	69	23	41%	32	46%
Employee Transfer	13	16	9	7	44%	0	0%
Other	36	131	149	80	61%	77	52%
General Enquiries	3	34	24	23	68%	14	58%
2014 -Collective Agreement Overpayments & Revisions	0	11	7	8	73%	6	86%
2018 -Collective Agreement Overpayments & Revisions	0	13	13	13	100%	13	100%

## Additional Transactions (Included within the Others transactions presented above)

Transaction	Intake (July 20, 2020 to October 26, 2020)	Number of Transactions in the Queue		Number (%) of Backlog Cases			
		July 20, 2020	October 26, 2020	July 20, 2020		October 26, 2020	
Leave Without Pay (LWOP)	5	12	7	5	42%	4	57%
Overpayments	1	13	19	10	77%	10	53%

Data Source: Case Management Tool

Lexicon: <https://qcconnex.qc.ca/file/group/51607596/all#64536162>