

Employer Service Center Staff

Heather Seilhamer
Regional Office Administrator
heaseilham@pa.gov

Region 1 - DeAndre Albright
deaalbrigh@pa.gov
*Erie, Crawford, Warren, Forest,
Venango, Mercer, Lawrence,
Butler, Beaver, Jefferson, Clarion*

Region 2 - Deanna Brown
deabrown@pa.gov
*Mckean, Potter, Tioga, Bradford,
Cameron, Elk, Clearfield,
Centre, Clinton, Union, Snyder,
Northumberland, Schuylkill, Carbo,
Lehigh, Montour, Columbia,
Sullivan, Lycoming*

Region 3 - Daniel Tapia-Ortiz
dtapiaorti@pa.gov
*Susquehanna, Wayne, Wyoming,
Pike, Lackawanna, Luzerne,
Monroe, North Hampton, Bucks,
Montgomery*

Region 4 - Scott Rainey
scorainey@pa.gov
*Allegheny, Washington, Greene,
Fayette*

Region 5 - Katie Pajtis
kpajtis@pa.gov
*Armstrong, Indiana, Westmoreland,
Somerset, Cambria, Bedford, Blair,
Huntingdon, Mifflin, Fulton.*

Region 6 - Rachael Riddle
rariddle@pa.gov
*Juniata, Perry, Franklin,
Cumberland, York, Adams,
Dauphin, Lancaster, Lebanon,
Berks*

Region 6 - Lynn Wadley
lwadley@pa.gov
Chester, Delaware, Philadelphia

Reminders for Voya Reporting...Continued

- Review your records periodically throughout the year to make sure that what you reported to Voya and PSERS matches for your employees. Be sure to make corrections for the system(s) that have incorrect values.
- If you accidentally omitted a participant(s) from your DC payroll submission or misreported retirement-covered compensation, the reporting must be corrected with Voya, even if the member has since terminated employment with you. Please note that any negative adjustments made to a participant's account beyond one year will result in a credit with Voya applied to your next DC work order submission. You will be notified when this occurs.
- Voya sent out an employer communication in June to assist you in knowing which units to contact for assistance.
[Click here to Contact the Right Group for Your DC Plan Questions](#)
- Voya Data Gateway (VDG) Refresher Training is scheduled for August 17th and 19th at 11am. This training will provide a demonstration of how to navigate the system, how to correct Exception Work Orders, and other information to help employers become more comfortable using the VDG reporting tool. Invitations have been sent. If you are unable to attend, these sessions will be recorded and posted to the website.

Class T-G and Class T-H WNC Processing

Employers have two options when they enroll part-time hourly or per diem employees: you may choose to withhold Defined Benefit (DB) contributions from the employees at the start of employment, or you may choose to use the Wages No Contributions (WNC) field to report these employees until you are notified that the employee has qualified for membership. Once the employee qualifies, you should receive a purchase of service bill, or WNC bill, for that time period.

Recently discovered system limitations, however, prevented WNC bills from being processed for only Class T-G and Class T-H members who reached qualification within the last two fiscal years. The system has been fixed and is now able to process these bills. The backlog of qualifying fiscal year 2019-2020 WNC bills were processed July 4th. The qualifying fiscal year 2020-2021 WNC bills were processed the following Sunday, July 11th. Thus, the total employer contribution amount due may be larger than usual.

*Please note: Employer WNC bills for members who elected Class DC will not be generated until the Fall of 2021.

All of these bills provide a standard 90-day payment window and will be marked with a due date for payment. If you have questions, please reach out to your ESC Representative.

Fiscal Year 2021 Summary Reports

A Summary Report is a comprehensive report of salary and service earned and reported by the end of the fiscal year. Summary Reports allow you to check the accuracy of all salary and service information reported to PSERS for each employee during the 2020-2021 school year. Using this report to review year end totals and make adjustments to correct information previously reported, if needed, is the first step in providing accurate member Statements of Account.

The Summary Report does not include DC contributions and reporting. Please ensure that any corrections you make to a member's account is reflected in your reporting to both PSERS and Voya through ESS and the Voya Data Gateway.

Reminder: Jump Start Your Statement of Account Reporting. A Major Build is planned to come into ESS will come in November 2021

PSERS encourages employers to stagger work on Summary Reports so that all the work does not have to be done in September. For instance, work on 10-month employees can be completed in July or August, ahead of the Statement of Account season.

Statement of Account Training

Introducing: Just in Time Refresher training for Employers

Submitting your August 2021 Work Report completes the reporting for fiscal year 2020-2021, and our members will start receiving their Statement of Accounts in the Fall. We need your help to review your summary reports and ensure the information in members' accounts is accurate.

PSERS will hold a Just in Time Refresher training at the end of August to assist you with next steps. The training will go over how to:

1. Generate the Summary Report for the 2021 year.
2. Copy the Summary Report into the 2021 template which will show you which records you may need to review and correct the overall fiscal year salary and service previously reported.
3. Correct information in ESS by making the necessary adjustments.
4. Re-run the Summary Report to see if you still have rows that need to be corrected and after making adjustments, confirm or readjust to ensure that the values match your records.

Voya Data Gateway Training

Voya Financial is holding refresher trainings on the Voya Data Gateway on August 17th and 19th.

This training will cover the basics of how to access the Sponsor Website and submit/upload PSERS Defined Contribution (DC) Plan payroll files to Voya, as well as discuss validations, child work orders, making corrections and much more.

Introducing PSERS to Your New Employees

The responsibility to introduce PSERS to your new employees starts with you as their employer. Distributing the *Information for New Employees* handout is your first step in educating your employees about PSERS and to help them get started on the path to financial security.

This handout is on our website at psers.pa.gov. It is the first document at the top of the Employer Forms tab. The *Information for New Employees* handout includes information on what PSERS is, the plans we offer, how to qualify for membership, what actions they need to take as a new employee, and more! Within the first few weeks of members qualifying for membership, PSERS will send them a Welcome Packet and Class Election Packet with more information.



Requesting Approval for Emergency Return to Service Exceptions

By law, a PSERS retiree may not be employed by a Pennsylvania public school without risking the loss of his or her monthly retirement pension unless he or she qualifies for specific exceptions. In the *Return to Service Exceptions* handbook, we have provided guidance on distinguishing the two emergency exceptions—an “emergency” creating an increase in the workload and a shortage of personnel—including what constitutes a shortage of personnel, explaining that a shortage may be triggered by a vacancy or an absence, and streamlined the approval process for each.

To receive approval to hire a retiree under one of the emergency exceptions, PSERS has two processes: (a) the **School Year Approval Process**; and (b) the **Specific Member Approval Process**

The **School Year Approval Process**, which is an approval of the employer’s recruitment procedure rather than an approval of a specific retiree, may be used upon the occurrence of an absence, a vacancy with no advanced notice, or a vacancy stemming from a legal challenge. The **Specific Member Approval Process**, which is an approval to return a specific retiree, must be used for all other instances that do not qualify under the School Year Approval Process, including other vacancies, an emergency increase in workload, or the return of a retiree who retired within the last school year and who is filling a similar position from which the retiree retired. Complete details of the School Year Approval Process and the Specific Member Approval Process are in the *Return to Service Exceptions* handbook.

Need a School Year Approval?

PSERS provides a Short-Term Substitute Template Letter on our website under “Employers” and on the ESS Portal to assist you with completing the School Year Approval Process.

Changes Coming to the Employer Self-Service Portal!

We are pleased to share with you that the Employer Self-Service (ESS) Portal will be getting a new look this year. New improvements to user experience include better responsiveness to screen size and easier navigation.

Stay tuned. Training for the new ESS Portal will be available closer to the launch.