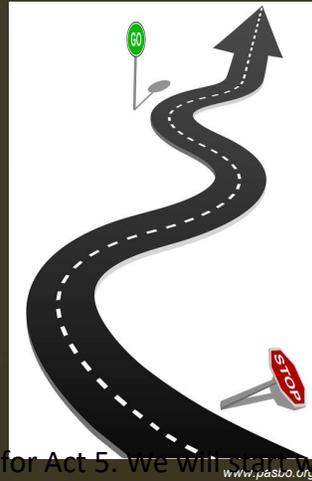Part I: Act 5 Implementation and COVID-19 Legislation

2020 Employer Workshop

Presented by PSERS' Employer Service Center
Spring 2020

Agenda

- What is Act 5?

- Implementation concerns
  - PSERS
  - Voya

- DC plan statistics for new membership classes

- Employer survey results

- Next steps for working with you

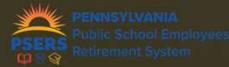- COVID-19 Legislation and Reporting Guidance

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Today, we will begin by reviewing the implementation effort for Act 5. We will start with an overview of what Act 5 did, then explain some of the implementation concerns that appeared at PSERS and Voya and the updates that have emerged since those concerns were realized. Next we will take a look at DC plan statistics for the new membership classes. In the fall, Voya conducted an employer satisfaction survey and I would like to share those results with you. We will discuss steps that PSERS and Voya are taking to close knowledge gaps, make finding information easier and more efficient, and to increase our engagement with our employers. We will close with on overview of the COVID-19 Legislation that was passed in March 2020.

Act 5 Reporting: One-Year Later

Act 5 created many interesting challenges. In large scale terms, the implementation of Act 5 was a success and we have over 16,000 participants being reported to Voya for a DC plan that was established less than a year ago. PSERS planned for as many situations as we could but there are always some unexpected challenges that pop up.

Act 5 of 2017 Refresher

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                    ┌──────────────────────────┐
                    │ 3 New Membership Classes  │
                    └──────────────────────────┘
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Class T-G (default)	Class T-H (elective)	Class DC (elective)
DB/DC hybrid plan	DB/DC hybrid plan	Defined Contribution (DC) plan

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New classes were effective July 1, 2019 for new employees who have never qualified for membership in PSERS previously. Upon enrollment, new hires will be enrolled in the default class, Class T-G, which provides the greatest guaranteed monthly retirement benefit. Once an employee has qualified for membership, the employee will receive a welcome packet and information about the two elective classes offered. Class T-H offers a lower DB member contribution rate with a comparable DC contribution rate, while Class DC contributes solely to the defined contribution plan. Members will be given a 90 day window to make this election. Part-time members will also have the opportunity to elect an enrollment waiver during the 90-day election timeframe.

Membership comparison snapshot

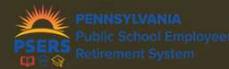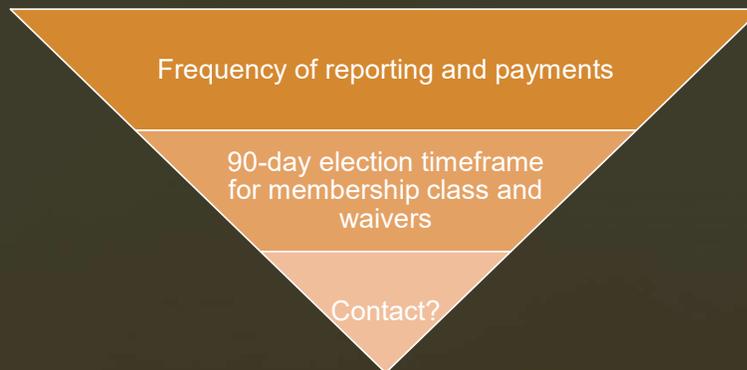|	Employer Contribution to DB	Member Contribution to DC	Member Contribution to DB	Total Member Contribution	Employer Contribution to DC	Total Current Member & Employer DC Contribution*
Class T-G (default)	34.29% *less* employer contribution already paid to DC	2.75%	5.50%	8.25%	2.25%	10.50%
Class T-H (elective)	34.29% *less* employer contribution already paid to DC	3.00%	4.50%	7.50%	2.00%	9.50%
DC Only (elective)	34.29% *less* employer contribution already paid to DC	7.50%	0.00%	7.50%	2.00%	9.50%

- The actual employer contribution rate will be blended so it is the same per member/participant, regardless of their Membership Class, and it is applied across total payroll.
- Member contribution rates (DB) can fluctuate due to shared risk/shared gain.

You may remember this cheat sheet of the contribution rates from last year. Member contribution rates are highlighted in yellow for each of the different classes. You can see that Class T-G has the highest rates with 8.25% member contributions and 2.25% employer contributions.

The DC member and DC employer contributions on the chart will be paid at the time of DC File submission, which are per pay cycle for your school. These payments will be reported to PSERS and you will see this as a credit toward your overall employer contribution due at the end of each quarter.

We are a cost sharing plan so PSERS uses a blended employer contribution rate to fund current benefits, unfunded liability and the DC plan. Rates set by actuary. The rate will be blended and based on % of total payroll. It doesn't matter if you have all Class T-D members or Class DC members, you will be paying the same contribution rate.

Changes with the most impact to you

Frequency of reporting and payments

90-day election timeframe for membership class and waivers

Contact?

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These new classes created a lot of work for business offices. Reporting to PSERS for the DB component remained the same by submitting a monthly work report due the 20th of the following month. Member payments are still due by the 10th of the month, and employer contribution payments are due quarterly. But the DC plan required reporting that was in synch with your pay dates, meaning most employers needed to get used to reporting twice as often to a separate entity. Additionally, employers needed to learn how to budget differently because payments for both member and employer contributions are paid at the time of file submission for the DC plan, from a single account.

Another big change was the lengthening of the election timeframe for members who wished to make a class election. Class T-E members only had a 45-day window to elect into Class T-F; for Class T-G member looking to elect into Classes T-H or DC, the election timeframe was extended to 90 days. At this same time, PSERS aligned the option for part-time members to elect an enrollment waiver with the election process. This was a big change because part-time members who wished to waived needed to qualify as members in order to elect their waiver opportunity.

Lastly, communication about reporting needed to change. Was the issue something to be addressed by PSERS or should it be addressed by Voya? And within those groups, who did the problem really belong to? With the addition of reporting to a third party entity, it became more difficult for employers to know how to begin to have issues resolved.

Let's begin by discussing some of the implementation issues that PSERS has worked through.

Reporting System Access

One form used for all access requests: *PSERS Employer Reporting Systems User* (PSRS 1270)

Use this form to <u>request</u> or <u>discontinue</u> system access in one or both of the following systems:

- ☐ PSERS Employer Self-Service (ESS) for DB reporting,
- ☐ Voya Sponsor Web for access (DC reporting)
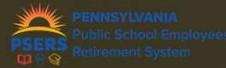- ☐ **Keep ESS contacts current!**

Voya inundated with new access requests at implementation

Registration link issues:

- Not received, even though they were on the list,
- Email filters blocked emails from being received

Voya does not have a contact list, to you when your employees' change.

GOAL: Two (or more) registered users for both systems per employer!

With the implementation of Act 5, users needed system access to Voya's Sponsor Web payroll reporting tool. This required getting many people access quickly. To start, the PSERS system access form was updated to include both systems and was designed to be used when requesting ESS or Voya Sponsor Web access for someone in your office, as well as discontinuing access for either or both systems.

Although PSERS had provided Voya with two names from each employer to be registered for implementation of Act 5, PSERS found that some of those registration emails were never received or had gone to someone that no longer worked at the school. Many schools requested access so multiple people could access one or both systems, which is a goal we share for every school!

Please keep in mind that Voya does not have a contact list—you must keep your PSERS ESS contacts current. Additionally, Voya cannot see member contract records. When you reach out to them for assistance, they cannot see inside our system to understand a specific member's record.

PSERS Membership Conversion Issues

Class T-G Conversion Issues

- Non-qualified members reclassified as Class T-G from Class T-E
- Timing issues with reporting/adjustments under accurate contribution rates
- Discovery of part-time employees who had active records but had not been reported to PSERS (Ex: Coaches)
- Confusion about contract dates—caused erroneous 4.75% rate error

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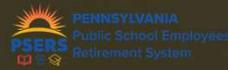
For employees who never qualified as a PSERS member prior to July 1, 2019, a conversion batch ran that reassigned them to the Class T-G membership class. This resulted in a change in their contribution rate of 7.5% down to 5.5%. If you were an employer that withheld contributions regardless of qualifying service, this likely created a good deal of confusion when reporting information over the summer.

Some member records needed to be changed back to Class T-E because they actually did reach 500 hours or 80 days by the end of June, and these contribution rates needed to be manually reset and adjusted.

Through this process, we discovered that coaches had not been reported properly, or not at all. This created clean-up projects to correct those accounts.

One of the unexpected concerns that emerged was an erroneous 4.75% contribution rate. The easiest way to convert these non-qualified Class TE accounts to the Class TG rate was to end-date the existing contract record and create a brand new contract record with a start date of 7/1/2019. If employers altered the previous contract, by removing end dates for example, it caused the system to display a 4.75% contribution rate because the start date of that contract had an earlier start date than the 7/1/2019 effective date for Class TG. These accounts had to be manually reset to the correct contribution rate so reporting could resume. Thankfully, this issue has been eliminated going forward with the assistance of our software developers.

Transfer of Information from PSERS to Voya

Demo File Export Timing for Voya

- Export runs weekly on Sundays; does not look for future-dated contracts
- Contracts starting on a Monday will be on following week file
- MSS Address updates—records created early
- Welcome Packet—demo file overlooks these members, need to be reset manually to be picked up
- Data error on the file, prohibiting Voya from uploading it.
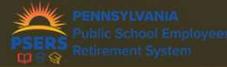
Probably one of the most challenging implementation issues experienced by employers is the timing of transferring demographic file information between PSERS and Voya. The process was created to provide continuity for both systems but has certainly suffered from some timing issues.

PSERS system looks for newly enrolled employees who have a qualifying contract records and members who have reached qualification in system batches on Sundays. The system gathers this information and sends it over to Voya on Monday morning on a demographic file export that needs to be loaded into their system. Loading the demographic file in Voya's system creates a participant record, so you will be able to report their salary and DC contributions.

This file does not look for future dated contracts, meaning that your new employee starting on Monday WILL NOT be sent to Voya to have a participant record created until the following week. For schools that pay employees very quickly after they start a job, this created a problem in reporting timely. PSERS demographic files are supposed to be uploaded into Voya's system by 3 PM on Monday. To play it safe, PSERS recommends waiting until Tuesday to report your weekly payroll file, if possible.

There were a few occasions where the name of a person was sent over prior to reaching qualification. Minor timing issues were caused when members created an MSS account before they qualified—this caused their demographic information to be sent to Voya too soon. To the other extreme, if someone had previously worked in the system and had received a welcome packet, a new packet was not being sent causing them to be omitted on the file sent to Voya to create a participant record. The system logic overlooked these members, but when discovered, they are manually added to the next file group. Nonetheless, this may have caused a delay in your ability to report for that member.

There were a few occurrences where there was some type of data error on the demographic file, so although it was received by Voya, it was unable to be loaded without confirming the correct data.

Adding to the confusion, there were weeks where the demographic file had successfully been exported to Voya

but a data error upon upload or failure to upload the file delayed the participant records from being created timely.

We will talk about employer feedback later, but we acknowledge that these implementation issues were some of the most difficult for employers to manage.

CROQ Report Issues

- System "bugs" identified after implementation
  - DC % rate for Class T-C through Class T-F
  - Incorrect 4.75% DC contribution rate
  - Account Updates displayed when an address was changed through the Member Self-Service (MSS) portal
  - Notification of "Account Update" for after-tax election showing 0%

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After Act 5 went live, there were a few issues discovered with the CROQ report and the data it was displaying. There were DC % rates for non-hybrid classes, and incorrect DC rate altogether at 4.75%, everyone showed the after tax as 0% etc.

Our software provider was able to correct the issues as they were identified and ensure that the data provided was accurate.

Enrollment Reminders

- MUST check for membership class to set correct contribution rates for newly hired employees!
- PT hourly/per diem employees need to qualify first. **Do not withhold DC contributions until qualification.**
- If you are a school that withholds from the beginning, check the banner or WR to know if you should withhold DB only or DB/DC.
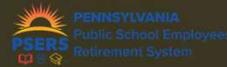
Our implementation lessons provided some key takeaways for PSERS DB reporting:
1. You must check for the membership class to be sure you are selecting the correct contribution rate for newly hired employees.
2. PT hourly and per diem employees must qualify before contributions can be withheld for the DC plan. Until they are a qualified member, contributions are not eligible to be part of their DC account.
3. You still have the option of withholding contributions from the beginning of employment or beginning to withhold once an employee qualifies. You must check the banner in the contract record screen or within the approved uploaded contract record file to see if you should be withholding DB contributions only or both DB/DC.

*Part-time employees may change employers in the future and have already qualified OR experienced a break in membership and need to requalify (Class TG and Class TH members need to requalify; only Class DC members do not need to requalify if they return). See Chapter 7 for more details.

Implementation Issues: Voya

- Gaining Voya system access
- System Validation Issues
- Submitting DC work order tips

Wow   Sad   Angry

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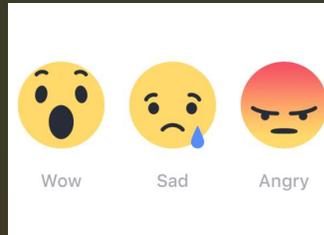
In reporting to Voya, employers reported concerns as well.

Gaining Voya System Access

- Employers need access to Voya's Sponsor Web, the payroll reporting portal for DC contributions.
- The access list was derived from the PSERS' ESS contact list:
  - Business Manager Contact
  - Monthly Reporting Contact
- Emails sent from Voya caught in spam or junk folders and could not be accessed by school employee's
- Time delay from when PSERS received form to when Voya completed registration task
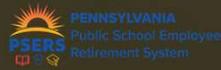
Employers need to access the Voya Data Gateway to report DC contributions. Initially, employer personnel given registration links were individuals who were listed as the business manager and monthly reporting person within the contacts tab inside ESS.

In some cases, the information on who should have access to the Voya system was out of date. The information was from April, but the links did not go out until July. The *PSERS Employer Reporting System User* form (PSRS-1270) needed to be submitted for other individuals at the school to gain access to Voya's system.

Another issue that came up was that Voya emails were being caught in spam or junk folders and the recipients of those emails were not getting them to complete the registration process with Voya.

After the Voya website went live, PSERS was inundated with *PSERS Employer Reporting System User* forms requesting access to Voya. Due to the lengthier procedure and an abundance of access requests, PSERS and Voya were not able to process the request as quickly as would have been ideal. There is no longer a backlog for access requests.

System Validation issues

- Voya is notified of class elections when you are notified through the CROQ Report

- Employers receive system errors for an incorrect rate

- Record is duplicated and charged twice through the system

- Work data transferred to PSERS may be inaccurate if Voya assisted in file approval
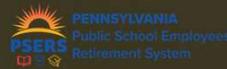
Voya is notified of class elections when you are notified through the CROQ report that someone has made a class election. Some employers have reported that the Voya Data Gateway system returns errors for an incorrect rate (either old or new rate) depending on the timing of when you are trying to report the work data. The Voya system should offer a grace period to report at either contribution rate for the week of payroll notification, plus the following payroll for an overall grace period of about 21 days before the new rate must be reported for DC accounts.

Sometimes the system will take the rate that you have entered, but it is realized after file submission that the record has been duplicated and charged twice.

Sometimes the system validation does not let you complete the transaction. If you contact Voya and one of there representatives manually assists in getting the system to accept the file, PSERS does not always get complete transactions which impact what you see when you are reviewing your account tab transactions in the PSERS ESS system.

These issues have been identified and Voya is working with their system developer to remedy these inconsistencies.

Submitting DC Work Order TIPS

- Use existing work orders populated when submitting work orders. Change due date instead of creating a manual work order.

- Late Contribution email notice will be sent to you in there is an unfulfilled work order for your school.

- Manual work orders should be used if you realize you missed someone but already reported your work order for that pay date.

- Only one record for a participant per pay date can be reported at a time. If multiple lines, please consolidate pay data.

- Don't forget to process or delete Child Work Orders!
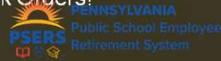
Use existing work orders populated by Voya Data Gateway when submitting work orders. You are able to change due date for these instead of creating a manual work order. If you create a manual work order but do not fulfill the existing work order, you will receive the **Late Contributions email notices for that unfulfilled work order.**

Many of you have commented that you do not like receiving the email notifications or that you submitted a report and do not understand why you continue to receive them. If an existing work order goes unfulfilled, the system will continue to send them until you satisfy that work order or you contact Voya to have that particular work order date stopped.

A manual work order may need to be submitted if you realize that you missed someone but already reported your work order for that date.

Only one record for a participant per pay date can be reported at a time on a work order. If you have someone who has multiple jobs at your school and they have two or more rows on your work order file, they must be consolidated into one row for all data to successfully come through. This is similar to the duplicate error received in ESS when you have two salaried rows for someone of your work report. Because Voya does not have contract records, even hourly or per diem rows musts be combined into one record for it to be accepted without losing information.

If you have errors that are placed on a Child Work Order, don't forget to process or delete those records.

PSERS DC Plan Statistics

Stats as of 4/13/2020
Total participant accounts: **16,500**
Class T-G members **15,620**
Members who elected into Class T-H **84**
Members who elected into Class DC **169**
Members who elected an After-Tax Contribution percentage **26.** Percentages range for additional 2% or 3% but there are participants who have elected to withhold additional amounts as high as 50% or 75%!
Most members have continued to leave their DC contributions in the Target Dates Trusts aligned with their projected normal retirement date.
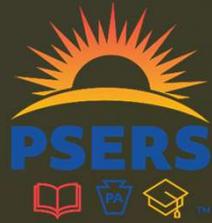
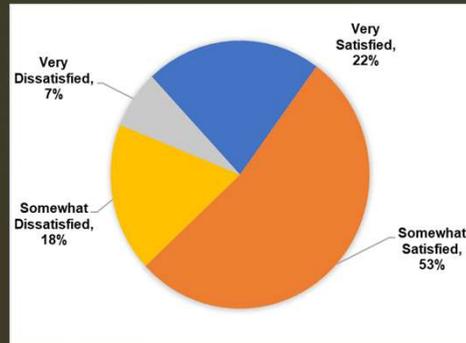Employer Satisfaction
Survey Results

206 Responses

25% Response Rate

Survey conducted Nov-Dec 2019

In the fall, 206 employers took time out of their day to respond to an Employer Satisfaction Survey. Although this only represents a segment of employers, PSERS gleaned some very useful information which will help us to assess what changes should be made in the future.
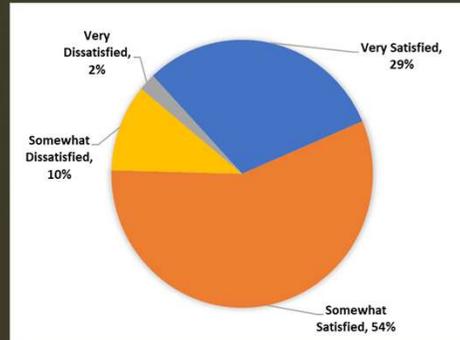
The overall satisfaction rate of 75%
There were a variety of responses received some of which were:
It was confusing at first but they system did get better with use.
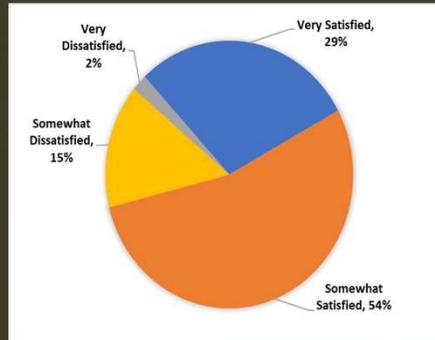Some wished the system was more user friendly or intuitive

Question 2

- ▪ Indicate the effectiveness of Voya's Payroll Upload Training for the PSERS DC Plan payroll submission process.

The effectiveness of the Voya payroll training where they were somewhat satisfied or above was 83%
A Comment that was entered relating to this was that the user guide tells you how to use system but not why something isn't able to be entered.
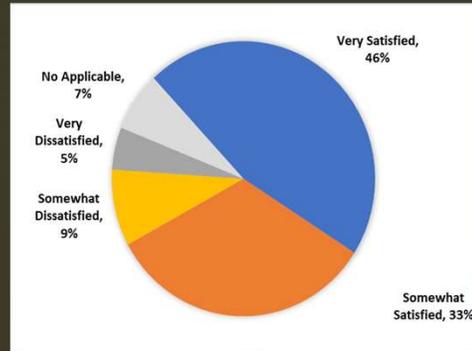
Question 3

- Indicate your overall satisfaction with the Voya payroll submission resources for the PSERS DC Plan.

Very Dissatisfied, 2%

Very Satisfied, 29%

Somewhat Dissatisfied, 15%

Somewhat Satisfied, 54%

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The overall satisfaction rate as it relates to the Voya payroll submission process was also 83%

Question 4

- Indicate your overall satisfaction of your interactions with Voya's payroll team.

No Applicable, 7%
Very Dissatisfied, 5%
Somewhat Dissatisfied, 9%
Very Satisfied, 46%
Somewhat Satisfied, 33%

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Overall satisfaction of the interactions with Voya's payroll team was 81%
It should be noted that when employers did connect with someone at Voya the comments indicated that the person assisting them was very friendly and would walk them through system issues if they were able.

Question 5

- Indicate your overall satisfaction with Voya's timeliness in responding to your inquiries.
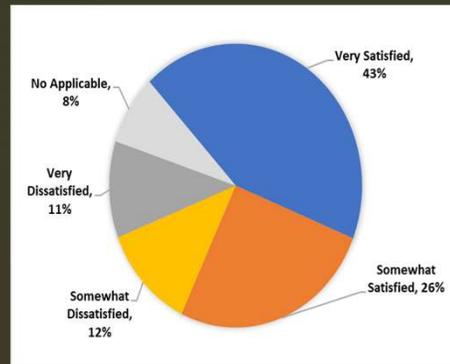
Indicate your overall satisfaction with Voya's timeliness in responding to your inquiries, this question received the lowest amount of satisfied responses at 71%
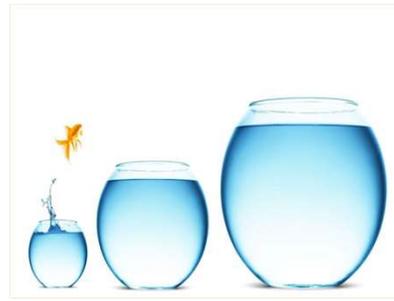Some of the comments included:
Difficulty reaching someone by phone,
Sent email to Voya to request assistance but did not receive a timely email back
Voya said they would respond but just didn't

Where do we go from here? We implemented, you gave it a try, and then you shared your feedback. Now we are looking at next steps to make the experience better for all of us.
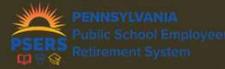
Voya Employer Support Center

- Voya Support Center Goals:
  - Improve customer service provided to employers
  - Decrease wait time to speak with a representative
  - Respond more efficiently to your emailed questions.
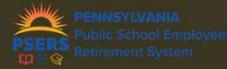
The Payroll Support Team allows employers to speak to or email a Voya payroll team representative for any questions related to payroll submission, participant data or any other payroll related questions. Voya representatives usually assist clients with more than one plan but they recognize that they can accomplish much more by making changes to their current set up. This will make reporting easier for you and them. Voya is creating a team of dedicated payroll representatives to improve customer service provided to employers. There is a focus to decrease wait times when you call the Employer Help line and to receive a more timely, efficient email response for your emailed questions.

Big changes tend to lead to employer personnel turnover, and we recognize that Act 5 was a big change. We have seen a number of employers hire someone new to handle work reporting and we know that having better training at hand is necessary to make this a smooth transition. PSERS is focusing on improving the employer tab on the public website to make finding resources easier. We are taking a look at our approach to training employers who are new to reporting to make sure they have the foundational pieces they need, and making sure our veteran employers have refreshers that are needed to keep them sharp also. Beginning with the workshops this spring, we will be looking for feedback from you about training focus areas. We would also like to survey for feedback about the format of the Employer Reference Manual to be sure it remains one of our most valued resources.

Details and Guidance from PSERS about Act 13 of 2020

C0VID-19 Legislation

We have great things on the horizon but PSERS recognizes that things are different this year. In this next section, we will provide an overview of the COVID-19 Legislation and review the questions and answers we've been asked most frequently.

PSERS Reporting
Guidance for Employers

- We recognize that the COVID-19 pandemic is a unique situation.

- Our goal is to provide you with the information you need to report correctly.

- ESC is available by email and skype.

We recognize that the COVID-19 pandemic is a unique situation. Our goal is to provide you with the information you need to report correctly. ESC is working from home and can address your concerns by email and skype sessions.

Legislation Overview

- **Act 13 of 2020, which addressed the impacts of the COVID-19 pandemic of 2020, provided 4 key directives:**
  - Waiver of the 180-day Instructional Requirement
  - Payment to School Employees
  - PSERS Service Credit/Contributions
  - Subsidy Payments

Let's start by discussing what the legislation provided. Act 13 of 2020 was signed into law by the Governor on March 27, 2020. This legislation addressed the impacts of the COVID-19 pandemic of 2020 by adding a new section to the Public School Code. This new section (Section 1508.1) provides 4 key directives:

1. Waiver of the 180-day Instructional Requirement
2. Payment to School Employees
3. PSERS Service Credit/Contributions
4. Subsidy Payments

PSERS provided an FAQ document in late March 2020 to assist in providing direction for how to correctly report members during this confusing time. A copy of this document was sent via email blast directly to employers but can also be found on the PSERS website for easy reference, under the Employer Tab, under the Employer News section.

General Payment to Employees

- **Question:**

  Is there a limit on the amount of service credit or salary that can be reported for a school employee?

- Answer: Any employee of a school entity cannot:

- Receive any more, or any less, salary,

- Earn any more of less service credit, or

- Contribute any more or less than they would have to PSERS had the COVID-19 pandemic not been a factor or the Secretary of Education not taken action.

Is there a limit on the amount of service credit or salary that can reported for a school employee?

Any employee of a school entity cannot:
Receive any more, or any less, salary,
Earn any more or less service credit, or
Contribute any more or less than they would have to PSERS had the COVID-19 pandemic not been a factor or the Secretary of Education not taken action.

Part-time employees

Question:

How should employers report part-time hourly and part-time per diem employees?

Answer:

The legislation does not specifically address how these employees should be reported to PSERS.

The employer is to pay and report compensation in an amount no more and no less than they otherwise were entirlted if they had been working.

How should employers report part-time hourly and part-time per diem emplolyees?

Section 1508.1 does not specifically address how part-time hourly and part-time per diem employees are to be reported to PSERS. In all cases, the employer is to pay and report compensation in an amount no more and no less than the employee would have been entitled to receive had the COVID-19 pandemic not occurred or the Secretary of Education had not taken action.

Part-time coaches

- **Question:**

  For part-time coaches how would this effect their reporting as it relates to salary and service?

- Answer:

- If the coach would have been working during the school closure and was or would have been paid, then the amount of service they should have earned during that closure should be reported to PSERS. If they are not paid, then nothing can be reported to PSERS.

For part-time coaches how would this effect their reporting as it relates to salary and services?

If the coach would have been working during the school closure and was or would have been paid, then the amount of service they should have earned during that closure should be reported to PSERS. If they are not paid, then nothing can be reported to PSERS.

Which employers?

- **Question:**

  Does the provision of Section 1508.1 regarding retirement credit pertain to all PSERS reporting units?

- Answer:

  No. The requirements do not apply to such employers as community colleges and universities.

Does this legislation regarding retirement credit apply to all PSERS reporting units?

Section 1508.1's requirements regarding the crediting of service and remitting of contributions apply to a "school entity" that is defined as "Any school district, intermediate unit, area career and technical school, charter school, cyber charter school or regional charter school a child attends in order to fulfill the compulsory attendance requirements of [the Public School Code]." Thus, the requirements would not apply to such employers as community colleges and universities.

Employees working remotely

Question:

If an employee is permitted to work remotely, can they be reported to PSERS?

Answer:

Regardless of the enacted legislation, employees reported to PSERS by the employer as rendering school service, whether remotely or onsite, are entitled to receive credited service.

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Regardless of the enacted legislation, employees reported to PSERS by the employer as rendering school service, whether remotely or onsite, are entitled to receive credited service

Additional expenses

▪ **Question:**

Will reimbursements for expenses incurred by working remotely, e.g. printing or copying from a personal Computer qualify as retirement covered compensation?

▪ Answer:

No. The definition for compensation remains unchanged in the Retirement Code, meaning that payments such as these are excluded as RCC.

Will reimbursements for expenses incurred by working remotely, e.g. printing or copying from a personal computer, qualify as Retirement covered compensation?

Section 1508.1 does not require such payment, nor does it amend the definition of "compensation" in the Retirement Code that excludes from RCC any reimbursements for expenses that are incidental to employment. Unvouchered expense allowances that may be paid are also excluded from being reporting as RCC.

Reporting Members on Unpaid Leave

- **Question:**

  If someone was on an unpaid maternity leave, would this time period be retirement covered?

- Answer:

- Regardless of the reason, an employee who was previously placed on an unpaid leave and who was not expected to work after March 13, 2020 is not entitled to service credit or contributions reported.

- Any payment the employer may decide to pay the employee would be considered non-retirement-covered compensation (NRCC) and is not reportable to PSERS.

If someone was on an unpaid maternity leave, would this time period be retirement covered?

Regardless of the reason, an employee who was previously placed on an unpaid leave and who was not expected to work after March 13, 2020 is not entitled to service credit or contributions reported under Section 1508.1. Thus, any payment the employer may decide to pay the employee would be considered non-retirement-covered compensation (NRCC) and is not reportable to PSERS.

See Chapter 10 of the Employer Reference Manual for more information about how to report diferent types of leaves.

Members on Sabbatical

- **Question:**

- **If an employee is on a contributing sabbatical during the school closure, how is the reporting of the employee's sabbatical for that time period affected and what happens with the return requirements?**

- Answer:

- The sabbatical is reported as if school was in session and the employee will receive the full PSERS credit the employee would have received regardless of the closure of the schools or the shortened school year. The return requirements were not changed by Section 1508.1 and remain in place for the member to get credit for the sabbatical.

If an employee is on a contributing sabbatical during the school closure, how is the reporting of the employee's sabbatical for that time period affected and what happens with the return requirements?

The sabbatical is reported as if school was in session and the employee will receive the full PSERS credit the employee would have received regardless of the closure of the schools or the shortened school year. The return requirements were not changed by Section 1508.1 and remain in place for the member to get credit for the sabbatical. More information on sabbatical reporting can be found in Chapter 10 of the Employer Reference Manual.

Changes to the School Calendar

- **Question:**

  With the requirements of 180 days being waived, what is the last day of employment for an employee for the school year?

- Answer:

- Schools not required to adjust their calendars.

- If the school does not adjust calendar, the last day the employee would have normally worked in the school year will be considered the last day of employment.

- If a school does extend its school year, then the last day of employment for a school year should reflect that extension.

With the requirements of 180 days being waived, what is the last day of employment for an employee for the school year?

The Pennsylvania Department of Education's (PDE) current guidance is that schools are not required to adjust their calendars. Unless a school does extend its calendar to provide for additional instructional days, based on PDE's current guidance, the last day of employment would then be the last day the employee would normally work in the school year. If a school does extend its school year, then the last day of employment for a school year should reflect that extension.

Should we still be entering updated contract records to include termination records during this time?

Yes, please continue to enter new or update current contract records as changes occur, especially termination records. Termination records should still be entered during the closure period if the effective dates have not changed. Processing retirement benefits is a critical function that continues even though PSERS offices are closed to the public.

Making Corrections to Reporting

The COVID-19 pandemic changed daily life for all of us and decisions needed to be made quickly. If you believe you need to correct something you reported intially, we're here to help. In this next section we will discuss some of the scenarios that you may need to fix now.

Here are several reasons why a school may need to make an adjustment for a employee's account based on how they reported them during the COVID-19 timeframe. For the first and second bullet point on the left, that would be corrected by using the uncredited school service reason code and reporting the salary that didn't have contributions withheld as WNC (wages no contributions) along with the service associated with the salary being reported.

For the remaining two bullet points on the right, the first bullet would be handled by doing a negative payroll correction adjustment and removing the salary and contributions from the employee's account. Then you'd need to refund the contributions back to the member. For the final bullet point where service was somehow over or under reported but everything else is ok, you'd use the service adjustment reason code to correct the employee's account with PSERS.

Mass Adjustment Template

- Allows you to make many adjustments at once.

- Submit as a file upload instead of manual, individual adjustments

The mass adjustment template can be very handy for those school's needing to adjust a large number of employee's account with PSERS. While it doesn't take away the need for data entry entirely it does allow some copying and pasting within pre filed fields in the template. It also allows mixed reason codes to be done together as well as different fiscal years if that was somehow needed. It is a more efficient method of making adjustments if you needed to adjust around 35 employee accounts or more.

If this is something you find yourself in need of, please contact your ESC Rep directly, let them know the situation and if needed they will provide the mass adjustment template to you along with a very specific set of instructions to guide you through using the template. If you run into trouble after all the data entry etc. let your Rep know and they can take a look at the template for you.

Better Times Ahead!

Thank you for working with us during this difficult time period caused by the COVD-19 pandemic!

Although most schools remained closed for the duration of the year, ESC is happy to assist you with your questions and training needs. Thank you for your patience while we transitioned to a work from home envirnoment. We are committed to serving you the besst we can and know that this challenge has allowed us to build new skills for us all.

Contact Information

PSERS contact info (DB)	Voya contact info (DC)
PSERS ESC Toll Free Phone: **866.353.1844** 8am-4pm	**Employer Payroll Help Line:** **877.806.5652** 9am-5pm
Email: **ContactESC@pa.gov**	Email: **ID-PSERSS@voya.com** Please reference 4-digit Employer Code within subject line
Email ESC Rep directly: Michael Chappuis, Supervisor Deanna Brown Katie Pajtis Scott Rainey Rachael Riddle Lynn Wadley	**"Contact Us" link on Voya's website will redirect you to the email account above.** *As of February 2020, the **PSERSVendors@voya.com** email address no longer exists

PENNSYLVANIA
Public School Employees'
Retirement System
PSERS
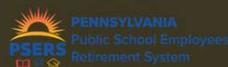
You may contact PSERS and Voya via phone during the hours listed or via email. When emailing, both PSERS and Voya ask that include the name of your school in your email to be sure that we are addressing the correct situation. *Update ESC staff list, depending on presentation dates

As of Feb 2020 the PSERSVendors email address is no longer valid, nor is it forwarding those emails to the new account.

Our Twitter and Facebook pages mainly feature retirement and investment information.
Follow us @PA_PSERS on Twitter and @PennPSERS on Facebook for news and updates that may affect you! This is a great way to find out when local FFYF presentations are happening and other helpful information.

Thank you for attending!

Please list your school district in the Q/A section of this Skype session.

Questions?

This Photo by Unknown Author is licensed under CC BY-SA-NC
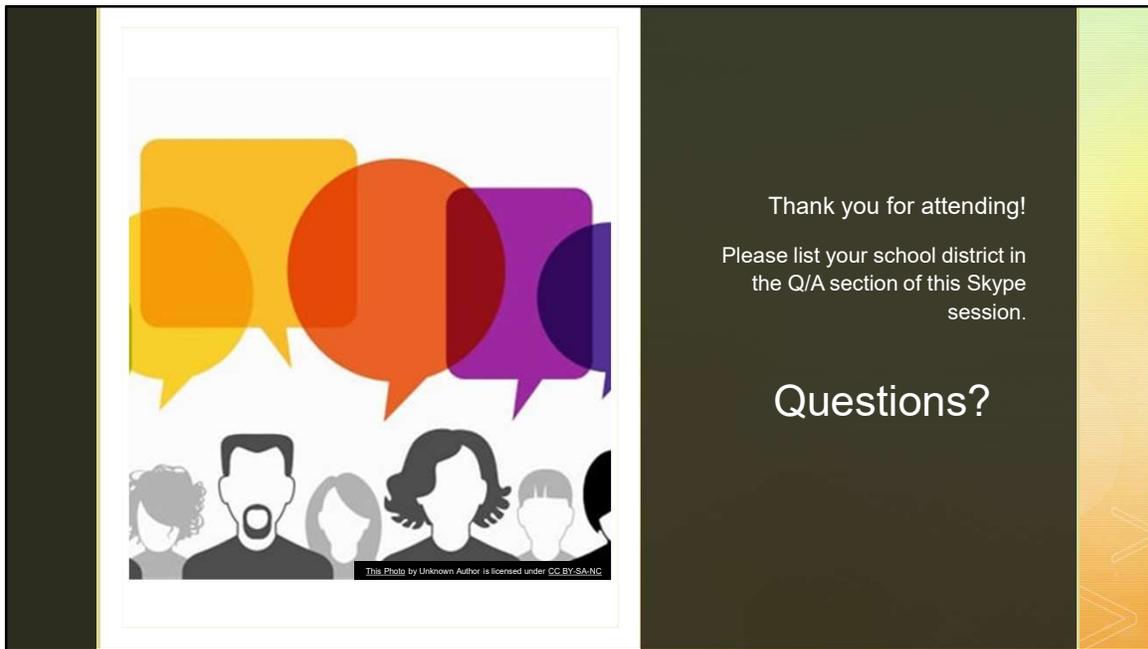
Thank participants for attending and welcome questions or feedback offered by the group.

If you haven't done so already, please list your school district in the Q/A section of this Skype, normally this is done through our sigh in sheets
 as that helps PSERS be aware of who has attended the workshops.