



# PSERS Offers Online Resources to Assist Employers and Members

## PSERS Employer Resources

PSERS hopes you find the revamped “Employer” section on the PSERS website helpful!

To the right are some of the resources you will find on the PSERS website:

<b>Reporting Resources</b>	Employer Bulletin Archive Employer Forms Employer News Employer Reference Manual Employer Service Center Contact Info New Employee Resources Planning Calendar Return to Service Exceptions
<b>Employer Self Service</b>	Videos on how to use ESS PowerPoint presentations on common tasks ESS Terms and Conditions
<b>DC Plan/Voya Resources:</b>	Video on Payroll upload Voya Presentations Voya FAQ's/403b information Voya Data Gateway Link
<b>Employer Accounting</b>	GASB information Maximum earnings subject to contributions info PNC Cash Con instructions/FAQ Contribution Rate Info
<b>Prior Spring Workshops</b>	All workshop presentations for the last 5 years



## Employer Service Center Year in Review

In 2020, PSERS Employer Service Center:

- Received 5,507 Employer Service Center Calls
- Received 33,252 Emails
- Conducted Virtual Workshops with 1,255 Participants
- Conducted 247 Individual Webinars and 47 Group Webinars



## Employer Reference Manual Re-Design

We heard you in your responses to the Employer Reference Manual survey sent out last year! We are working on updating the Employer Reference Manual by splitting it into two separate manuals. One manual will cover PSERS' policies and rules, and the other will cover how to operate the Employer Self-Service (ESS) Portal. Breaking up the content will reduce the size of the manual and organize the material to remove duplicate information. Our goal is to make it easier for you to search for and use the information. Look for this in early 2022!

# PSERS Offers Online Resources to Assist Employers and Members (continued.)

## PSERS Member Resources

PSERS is pleased to offer new, remote resources for your employees to better understand their retirement benefits and improve financial wellness. These new resources are available from the comfort of their home, but PSERS retirement representatives are still on-call to assist your employees through Secure Messaging in their Member Self-Service (MSS) account, using the PSERS online contact form, and by phone.

- **Class Election Resources for New Class T-G Members:**
  - ◇ **Videos:** Three new videos are designed to help new Class T-G members understand their PSERS benefit and their membership class options. Class election videos are located on [psers.pa.gov](https://psers.pa.gov) under *Active Members>New to PSERS>Class Election Videos*.
  - ◇ **Live Webinars:** Newly qualified members will receive an email inviting them to a live webinar conducted by PSERS retirement representatives to personally guide them through understanding their class election.
- **Foundations for Your Future (FFYF) Presentation for Class T-C, Class T-D, Class T-E, and Class T-F Members:** PSERS highly recommends that members review the FFYF presentation, regardless of the position they hold or how near they are to retirement. The presentation covers a variety of retirement topics, answers questions about purchasing service before retirement, retirement milestones, retirement benefit calculations, and estimates. Recordings of the FFYF presentation are found on the PSERS website, which includes a PDF of the presentation under *Leaving Employment>Foundations for Your Future*.
- **Recorded Financial Wellness and Investment Presentations for Class T-G, Class T-H, and Class DC Members:** These recorded presentations are available through the employee's PSERS Defined Contribution (DC) online account and on [psers.pa.gov](https://psers.pa.gov). Employees can access their DC account through the MSS Portal. Topics for these recorded presentations include: *Voya Account Introduction, Target Date Investments, Budgeting Concepts, myOrangeMoney, Investment Concepts, and Voya Quarterly Statement*. While these presentations are designed for Class T-G, Class T-H, and Class DC members, the financial wellness and investment information is helpful to all PSERS members.
- **Retirement Exit Counseling Sessions:** To keep our members and staff safe, PSERS retirement representatives continue to conduct small-group Retirement Exit Counseling sessions online. These sessions are for anyone who is retiring within the next 12 months.



## Employer Service Center Staff

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## Understanding Certified & Non-Certified

PSERS conducts board elections for active, certified and non-certified members. It is important for the Voting Status field on the Contract Record to be entered correctly as it determines which election your employee will participate in to ensure representation on PSERS Board. If the voting status is wrong, it causes the member to receive incorrect Board Election voting material. This could lead to a vote or signature on a candidate's petition not being counted as eligible to participate.

To ensure that the employee's voting status is properly identified, select "Certified" if the employee's position requires certification through the Pennsylvania Department of Education (PDE), such as instructional teachers and school administrators. This includes employees who are currently certified or who are in the process of obtaining certification. Any other position that does not require certification from PDE is classified as non-certified.

**Please note that the voting status is associated with the position, not the employee.** If an employee holds multiple positions, each contract record must reflect the proper voting status for that position. It is possible that an employee may have a "Certified" status for one position and a "Non-Certified" status for another.

More information is found in "Chapter 4 – Member Contract Record" of the Employer Reference Manual. Some examples of certified employees are teachers, supervisors, principals, assistant principals, vice-principals, directors of vocational education, dental hygienists, visiting teachers, home and school visitors, school counselors, child nutrition program specialists, school librarians, and school nurses. For more details on which positions require certification, go to the Pennsylvania Department of Education website.

## Introducing Your New ESC Representative

PSERS is pleased to introduce DeAndre Albright as the new Employer Service Center Representative for Region 1. DeAndre served in the United States Navy for four years. As an Aviation Boatswains Mate, his duties included launching and recovering aircrafts off the flight deck of an air carrier. He was also part of the aircraft carrier's security task force. After his service, DeAndre graduated from York College of Pennsylvania with a B.A. in Political Science with a focus on Diversity. Outside of work, DeAndre enjoys hiking and video games.



DeAndre looks forward to working with employers and being a part of PSERS Employer Service Center!