

PSERS Employer Bulletin

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Resources for New Employees

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Public School Employees' Retirement System

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As a public school employer, your employees look to you for their benefit information, which means that you have an important role in helping your employees understand their benefits, including the retirement benefits they receive through PSERS. The resources below, which can be found on PSERS' public website, can help you share accurate and timely information with your employees.

Information for New Employees Handout

Distributing the Information for New Employees handout is the first step in educating your employees about PSERS and helping them get started on the path to retirement readiness. The handout includes an overview of PSERS, information on the pension plans available, how to qualify for PSERS membership, a QR code linking to the class election calculator, and more!

Introduction to PSERS Email

At the beginning of each school year, PSERS provides business managers and monthly reporters with a template email to send to all new hires. The email introduces new employees to PSERS and highlights important information about their retirement benefits and available benefit elections. Now more than ever, it is important to educate our new members on their retirement benefits so they can begin their journey to a secure retirement.

PSERS Communications

Within the first few weeks after an employee qualifies for PSERS membership, they will receive a Welcome Packet and Class Election Packet from PSERS. These packets provide important information about PSERS membership, retirement benefits, and the membership class election process. The information is designed to assist new members in making certain time-restricted decisions with PSERS that will affect their future retirement benefit.

Retirement Estimate Calculator with Defined Contribution

To help members decide which membership class may be right for them, PSERS offers an online calculator to estimate the potential retirement benefits for each membership class based on their projected retirement date. Members simply enter their age, starting annual salary, and the number of years they plan to work. If members are unsure what to input, PSERS also has class election examples to review.

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Class Election Videos

PSERS offers three videos to help members better understand their retirement benefit and membership class options:

- [Understanding Your PSERS Benefit](#) – Provides a high-level overview of PSERS' retirement benefit options.
- [Membership Class Options](#) – Compares the three PSERS' membership classes: Class T-G, Class T-H, and Class DC.
- [How to Select a Membership Class](#) – Demonstrates how a member's benefit may differ in each membership class and explains how members can either remain in their current PSERS membership class or elect a new class.

Active Member Handbook

The [PSERS Active Member Handbook](#) is a valuable resource for both new and existing members, providing essential information about PSERS retirement benefits and services. Employers are encouraged to include a link to the handbook on their website to ensure all employees have easy access to this important information.

DC Reporting Training

DC Reporting training is coming in August 2026! These annual online training sessions are great for both new reporting personnel and experienced users looking for a refresher. If you have access to Voya's reporting system, you should have already received an email invitation. If you did not receive an invitation, contact your Employer Service Center (ESC) representative. Save the date on your calendar for one of these online training sessions:

- Tuesday, Aug. 4 at 11 a.m.
- Thursday, Aug. 6 at 10:30 a.m.
- Wednesday, Aug. 12 at 2 p.m.



The new PayerExpress system will be unavailable on Saturday, Aug. 22, from 5 a.m. to 1 p.m. for a system upgrade.

Fiscal Year 2026 Employer Summary Report

The Employer Summary Report is a cumulative report of member salary and service reported to PSERS within a fiscal year. The Summary Report allows you to check the accuracy of all salary and service information reported to PSERS for each member during the 2025-26 school year. The first step in providing accurate member Statements of Account starts with you using this report to review year-end totals and make adjustments to correct information previously reported, if needed.

Note that the Summary Report does not include DC contributions or 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 PayCloud (VPC).

PSERS encourages employers to begin reviewing the Summary Report throughout the summer rather than waiting until September. For instance, if 12-month employees do not have Balance of Contract wages being reported in July or August, their records can be reviewed after the June work report is submitted. Spreading out this work can help reduce year-end reporting workload and allow more time to resolve any discrepancies.

To generate a Summary Report in ESS, click on "Generate a Report" on the home page or "Run a New Report" on the Forms and Reports page. A Summary Report will show reported information for any fiscal year that you enter.

Notify PSERS of Errors in Member's Social Security Number (SSN)

Please notify PSERS immediately if you made an error in entering a member's SSN when enrolling them. Some employers create a second account with the correct SSN but do not notify PSERS to merge the records from the incorrect SSN account with the correct SSN account. As a result, a member's information may remain split across two accounts.

Notifying PSERS of the correct SSN as soon as possible allows PSERS to correct the member's account in both PSERS and Voya systems. Failing to timely correct and merge these accounts can result in members being placed in the wrong membership class or impact qualification for membership.

Reminder When Your Employees Start a New Position

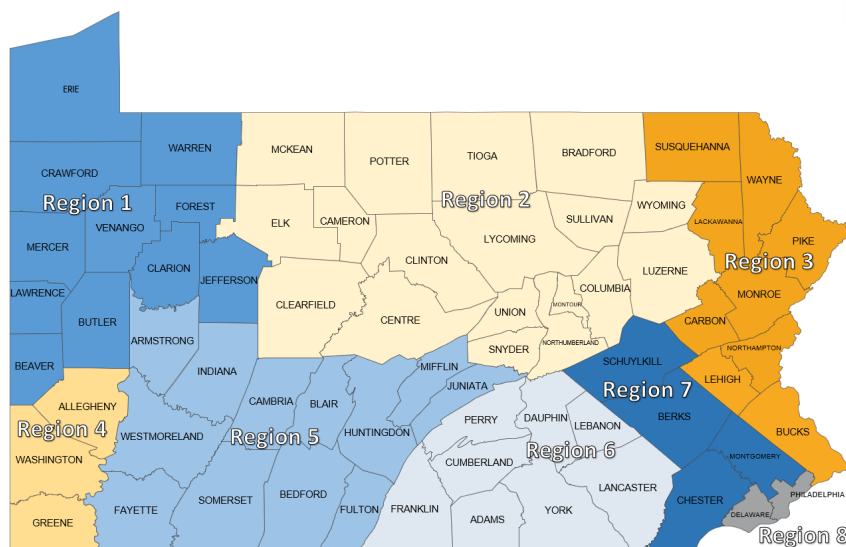
A Termination (TRMNTN) contract record should **only** be submitted when a member has completely terminated all employment. If a member leaves one position but continues working in another position, do not submit a Termination contract record. Instead, update the member's active Contract record by entering a work status End Date to reflect that the position has ended. If needed, create a new Contract record to reflect the member's continuing employment in the remaining or new position.

New Employer Service Center Regional Structure

We are pleased to announce an update to our ESC regional structure.

To enhance the support we provide to employers, ESC has expanded to eight regions supported by eight ESC Representatives. This new structure will improve communication, strengthen support, and ensure you receive timely, personalized assistance. The updated regional map identifies the new employer regional boundaries and the Employer Representative assigned to each region. Most employers will remain with their previously assigned Representative. If you have been assigned a new Representative or your county has moved to a different region, you should have received a welcome email from your new Representative. If you are uncertain of who your Representative is, our new map and contact information can be found on the [PSERS website](#).

If you have any questions about these changes, please don't hesitate to reach out. We look forward to continuing to service you under this enhanced regional structure.



ESC Welcomes Terrell Davenport

Terrell Davenport has joined the Employer Service Center as the new ESC Representative for Region 8. Terrell brings extensive knowledge of PSERS operations, with more than 15 years of experience in the Purchase of Service unit. Throughout his career, he has developed expertise in determining member eligibility in accordance with the Retirement Code and PSERS policies, as well as reviewing, calculating, and processing complex Purchase of Service requests that add service credit to members' retirement accounts once approved. During his time with the Purchase of Service unit, he served as the Purchase of Service Supervisor for six years leading staff, providing training, supporting process improvements, and helping ensure the timely and accurate processing of applications.

Outside of work, Terrell enjoys spending time with family and friends, DJing events, and staying active in the community. He is passionate about giving back through volunteer efforts, including providing meals and clothing to those in need whenever he can. Whether helping someone navigate a challenge or lending a helping hand, Terrell believes in treating people with kindness, building meaningful connections, and making a positive difference wherever he goes.

Terrell looks forward to building relationships and providing outstanding service to employers over the coming months. Please join us in welcoming Terrell to the ESC and wishing him continued success in his new role!