

School Employer Advisory Committee

May 1, 2019

Payrate Increase Review Most Common Payrate Findings

Chris Wall

Office of Audit Services

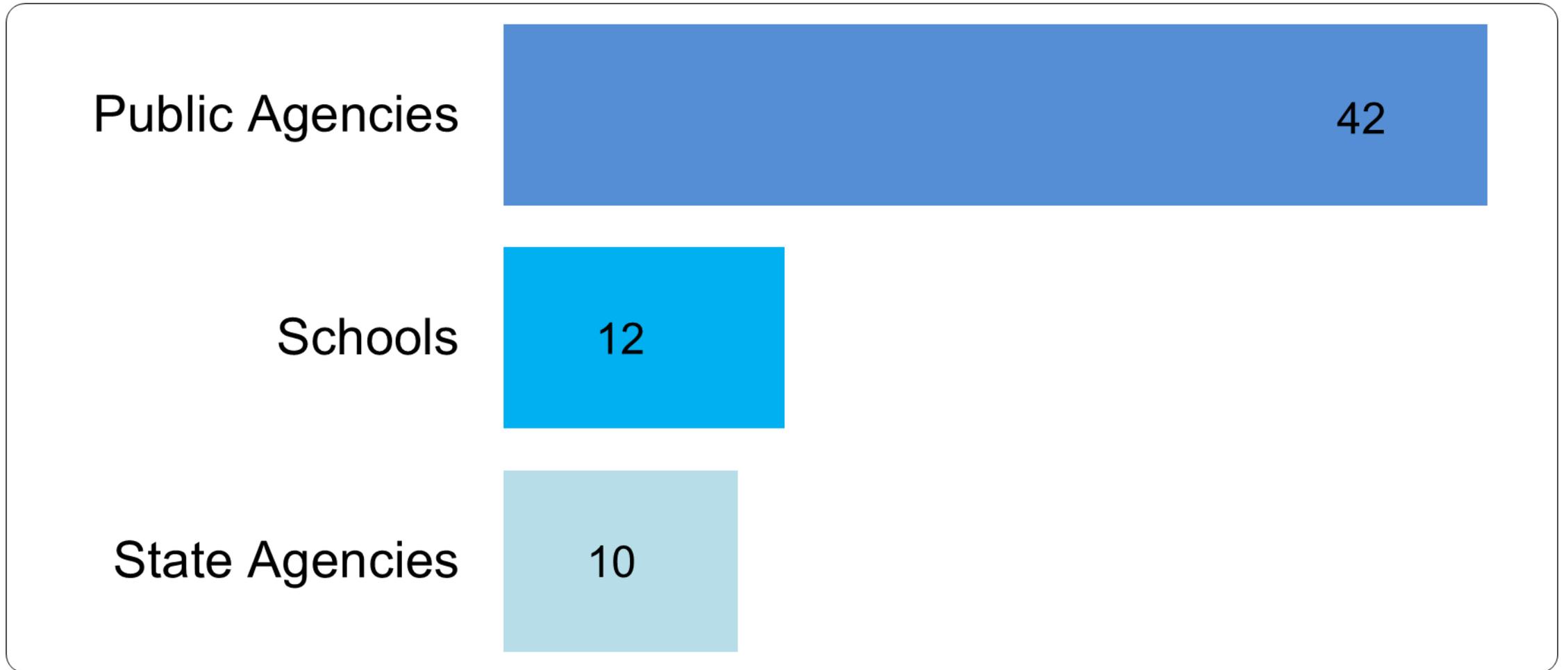
Office of Audit Services Agenda

- Objective
- Breakdown of Sampled Agencies
- Pay Schedules
- Full-Time Payrates for Classified Employees
- Full-Time Service Credit for Certificated Employees
- Reported as Earned
- Retro-Active Salary Adjustments

Objective

- To determine whether increases to member payrates were granted and reported to CalPERS in compliance with the Public Employees' Retirement Law (PERL) and the California Public Employees' Pension Reform Act of 2013 (PEPRA).

Breakdown of Sampled Agencies



Pay Schedules

- Most Common Issues
 - Did not include timebase (Hourly, monthly, etc.)
 - Did not include the correct full-time payrate
 - Was not properly approved
 - Did not have an effective date
 - Did not have a revision date
 - Did not include all position titles

Full-Time Payrates for Classified Employees

- Government Code Section 20636.1 states, “Payrate” means the normal monthly rate of pay or base pay of the member paid in cash to similarly situated members of the same group or class of employment for services rendered on a full-time basis during normal working hours. For purposes of this part, for classified members, full-time employment is 40 hours per week.

Full-Time Service Credit

Certificated Employees

- Government Code Section 20962 specifies school employees who are certificated members, under the terms and conditions prescribed by the board shall earn one academic year of service for persons employed on an academic year.

Reported as Earned

- Government Code Section 20630 (b) states, “when compensation is reported to the board, the employer shall identify the pay period in which the compensation was earned regardless of when reported or paid.
- Most Common Issues
 - School employees are contracted to work an average of 10 or 11 months in an academic year.
 - During the review we found the 10 month employees frequently perform work in 11 months of the year and 11 month employees typically perform work in 12 months.

Retro-Active Adjustments

- Retroactive salary adjustments
 - Public Agency & Schools Reference Guide
 - Retroactive Salary Adjustment – To capture a salary increase covering a single or multiple earned period(s)

Most Common Issues

- Wrong Payrate
 - Old Payrate
 - New Payrate
 - Averaged Payrate
- Wrong Earned Period
 - Entire Adjustment reported in one earned period.
 - Entire Adjustment added to the reported earnings in the current earned period.

Retractive Special Compensation Adjustment

- Public Agency & Schools Reference Guide
 - Retroactive Special Compensation Adjustment – To report or correct special compensation covering a single or multiple earned period(s).

Common Issues

- Most Common Issues for Retroactive Special Compensation Adjustments:
 - Wrong payrate used for the adjustment
 - Old payrate, new payrate, averaged payrate
 - Adjustment was not reported as a separate transaction
 - Adjustment was not reported for the correct earned period
 - Added to another earned period reporting or reported in one earned period

Good News!!

- Circular Letter No: 200-021-17
 - New my|CalPERS functionality effective June 17, 2017 that will remove the requirement to report both Pay Rate Type and Pay Rate when reporting new Retroactive Special Compensation Adjustments (RSC).
- Retroactive Special Compensation Adjustment still needs to be reported in the correct earned period.

Additional Resources

- Circular Letter No: 200-021-17
- Computer Based Training
 - Making Adjustments to Posted Records in my|CalPERS
 - Reporting & Adjusting Special Compensation
- Student Guide
 - Course 204, Units 3 & 4
 - www.calpers.ca.gov/docs/course-204.pdf

Legislative Update

Andrea Peters

Legislative Affairs Division

Schools Pool Valuation and Employer/Employee Contribution Rates

Kurt Schneider
Actuarial Office

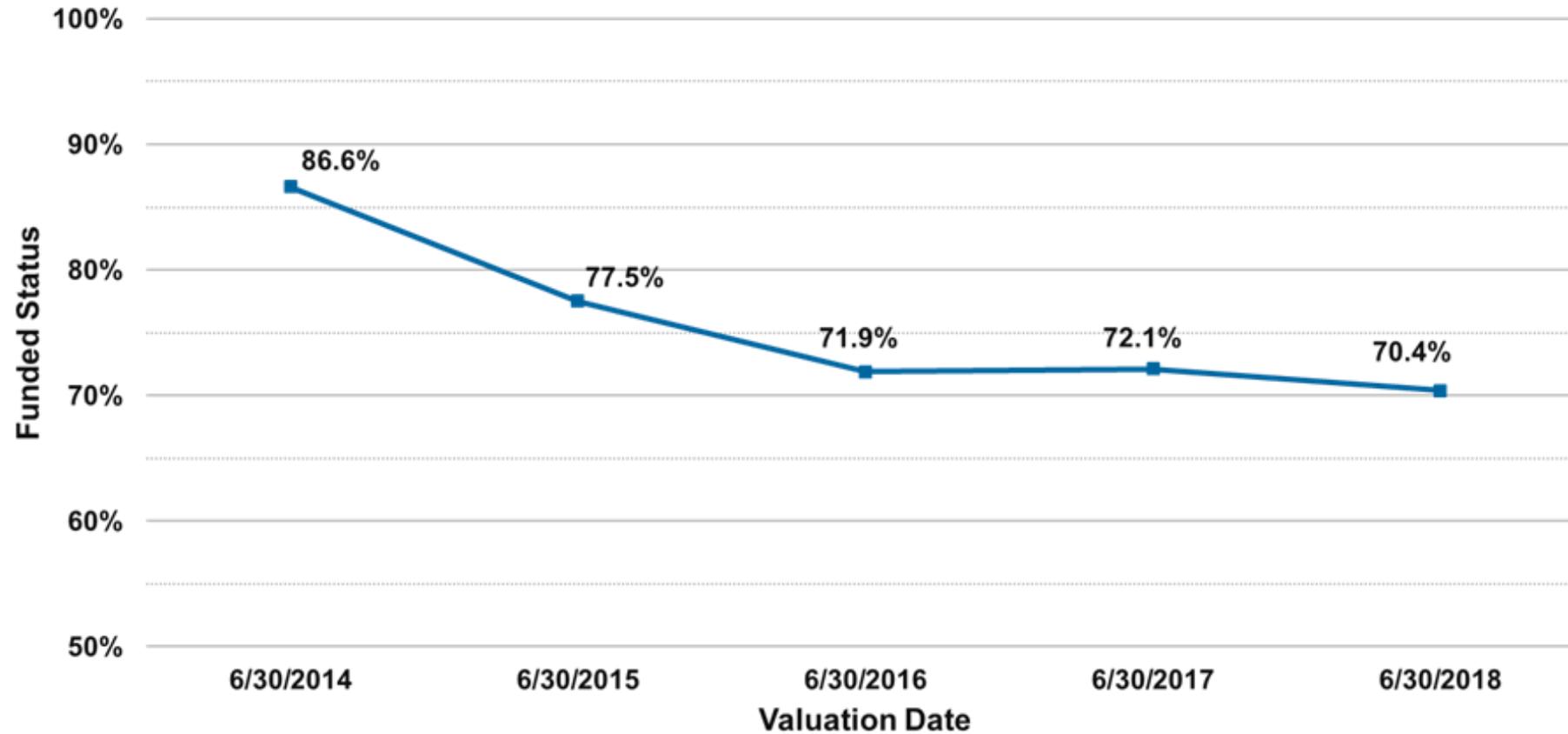
Significant Events Since June 30, 2017 Valuation

- Investment return of 8.6% for FY ending June 30, 2018
- Changes to assumptions adopted by the Board in December 2017
 - Reflected in this valuation (delayed one year compared to State valuations)
 - Demographic assumptions (e.g., retirement rates, mortality, etc.)
 - Inflation assumption
- Changes to the amortization policy were adopted by the Board in February 2018. Due to the June 30, 2019 implementation date, these changes have no impact on the June 30, 2018 valuation.
- The Actuarial Valuation System was redesigned and enhanced resulting in more accurate measurement of liabilities.

Current and Prior Year Contributions (\$ in millions)

Employer Contribution Rate	Fiscal Year 2018-19	Fiscal Year 2019-20
Employer Normal Cost Rate	8.739%	8.992%
Unfunded Rate	9.323%	11.741%
Required Employer Rate	18.062%	20.733%
Expected Employer Contribution Dollars	Fiscal Year 2018-19	Fiscal Year 2019-20
Employer Normal Cost	\$1,196	\$1,280
Unfunded Cost	\$1,267	\$1,671
Required Employer Cost	\$2,472	\$2,951

Funded Status Recent History



PEPRA Contributions

- As of June 30, 2018 the payroll for PEPRA members is \$4.15 billion (31% of active payroll)
 - Currently saves employers 0.8% of active payroll due to the lower cost of PEPRA benefits
- Current PEPRA member contribution rate is 7.0%
- Since the PEPRA normal cost rate did not change by more than 1%, the PEPRA member contribution rate will remain at 7.0% for the 2019-20 fiscal year

Projected Employer Contribution Rates

Assumes 7.25% return for 2018-19 and 7.00% thereafter

Valuation Date	Fiscal Year Impact	Discount Rate	Projected Employer Contribution Rate
6/30/2019	2000-21	7.00%	23.6%
6/30/2020	2021-22	7.00%	24.9%
6/30/2021	2022-23	7.00%	25.7%
6/30/2022	2023-24	7.00%	26.4%
6/30/2023	2024-25	7.00%	26.6%
6/30/2024	2025-26	7.00%	26.5%

Reporting Out-of-Class Hours Worked

Tim Herrback

Employer Account Management Division

Government (Gov.) Code section 20480

- Defines “Out-of-Class” as an appointment to an upgraded, vacant position or higher classification due to a limited duration vacancy.
 - A “vacant position” is one that is vacant during a recruitment for a permanent appointment. It is not temporarily available due to a leave of absence.

Government (Gov.) Code section 20480 (cont'd)

- A penalty will be assessed on all appointments that exceed 960 hours in each fiscal year.
 - Amount equal to 3 times the employee and employer contribution amount that otherwise would be reported to CalPERS in accordance with a publicly available pay schedule.
 - Applied for the entire period the employee works in an out-of-class appointment.
 - Employers will also be responsible for a \$200 fee to cover administrative expenses.

New myCalPERS functionality

The system will allow you to:

- Certify there are out-of-class hours to report
- Submit records for employees who meet the out-of-class hours worked criteria
- Associate labor agreements and salary schedules to an out-of-class record
- View penalties that may be assessed in accordance with Gov. Code section 20480
- View receivables and pay invoices for assessed penalties

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Home Participant Business Partner Reporting Admin Workflow my Toolbox

Manage Reports Billing and Payment Summary Payroll Schedules Out-of-Class Validation Service Credit Purchase Health Reconciliation Retirement Appointment Reconciliation

Common Tasks **Name:** Sacramento County Schools **CalPERS ID:** 3942347265

Out-of-Class Validation
 Select a Fiscal Year and click the Display button to view a previous Out-of-Class report.
Fiscal Year: 2018/2019
For the Fiscal Year, are there out-of-class appointments to report? Yes No
Created by User: A. KIDDY / B **Updated by User:** A. KIDDY / B
Created On: 04/12/2019 12:15 PM **Updated On:** 04/12/2019 12:15 PM
 Save & Continue

Search or Add New Record to the Report
 To search for a record in the existing report, enter or select values from the drop-down list and click Search. To add a new Out-of-Class record for a participant, enter a CalPERS ID or SSN and click Add New. To upload an Out-of-Class data file, select the Upload File link.
SSN:
CalPERS ID:
Division:
Record Status: [Upload File](#)
 Search Clear Add New

Records Present in the Report
 Only records with a status of Reported, Reviewed-Invalid, or Error can be deleted. Please contact the CalPERS Customer Contact Center for assistance deleting records with any other status type.
[Select All](#) Delete
 Show 25 entries
 Showing 1 to 9 of 9 entries

	SSN	CalPERS ID	Business Partner	Name	Out-of-Class Position Title	Reporting Period	Total FY Hours Worked	Penalty	Record Status
<input type="checkbox"/>	xxx-xx-6877	6534133057	Elk Grove Unified School District	FUHS, SANTANYA R.	Superintendent of Schools	07/03/2018 - 06/30/2019	2080.0	82704.60	Reviewed-Valid
<input type="checkbox"/>	xxx-xx-9822	6475310682	Elk Grove Unified School District	KIDDY, Angeli Denae D.	District Instructional Materials Technician	01/06/2019 - 03/06/2019	990.0	2255.58	Reviewed-Invalid
<input type="checkbox"/>	xxx-xx-9822	6475310682	Elk Grove Unified School District	KIDDY, Angeli Denae D.	Maintenance Lead Worker	01/01/2019 - 03/01/2019	1040.0	7518.60	Pending Validation
<input type="checkbox"/>	xxx-xx-4062	3677393157	Elk Grove Unified School District	Kono, Kizito M.	Secretary III	01/07/2019 - 03/07/2019	754.0	0.00	Reported

Required Field

▼ Maintain Out-of-Class Record Details

Participant

SSN: xxx-xxx-9822

CalPERS ID: 6475310682

Participant Status: Retired

Name: KIDDY, Angeli Denae

Record

Record Status: Reviewed-Invalid

Created by User: CTB-8030-DD-01 / S

Updated by User: A. KIDDY / B

Created On: 04/12/2019 12:16 PM

Updated On: 04/12/2019 12:23 PM

▼ Out-of-Class Appointment Validation

Answer the following questions to validate record criteria for reporting an Out-of-Class appointment.

Is the Out-of-Class Appointment a vacant position?: * Yes No

Is the Out-of-Class Appointment in a recruitment?: * Yes No

▲ Maintain Record Details

▲ Associated Documents

Save & Exit

Delete

[Return to View Records](#)

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▼ Maintain Record Details

Provide the date range for the Out-Of-Class appointment and then select Display.

Begin Date: * 01/06/2019 **End Date:** * 03/06/2019 Display

Appointment: * 92536556 : Sacramento County Schools - Elk Grove Unified School District - Miscellaneous - 08/21/2017

Active Appointment

Position Title: * Library Media Technician MS/HS **Pay Rate:** * 4044.44

Pay Rate Type: * Monthly **Total Earnings:** * 24927.12

Member Contributions: 1779.88 **Employer Contributions:** 4592.59

Out-of-Class Appointment

Position Title: * District Instructional Materials Technician **Pay Rate:** * 4351.39

Pay Rate Type: * Monthly **Total Earnings:** * 27927.12 **Total Paid Temporary Upgrade Pay:** 499.70

Member Contributions: 1989.88 **Employer Contributions:** 5134.45

Out-of-Class Hours Reported

Report all Out-of-Class hours worked and any additional hours reported for which the participant received compensation (i.e. Vacation or Sick Leave).

Total Out-of-Class Hours Worked for this Period: * 990,0

Penalty

Select the Calculate button to verify hours reported and to calculate any Out-of-Class penalties that may apply. Once calculated, you can select Save & Exit to return to the Out-of-Class summary page.

Penalty: 2255.58

▼ Associated Documents

Compensation reported for Out-of-Class appointments are subject to the statutes and regulations of the California Public Employees' Retirement Law (PERL) and relevant California Code of Regulations. To ensure compliance, please select the Add New button to provide a salary schedule and a written labor policy or agreement so that we may substantiate reported pay rates and/or special compensation.

Select All	Document Name	Document Type	Associated By	Associated Date
<input type="checkbox"/>	Elk Grove USD Executive 2018 Board Approved MOU.pdf	Labor Agreement/Policy	A. KIDDY / B	04/12/2019
<input type="checkbox"/>	ContractSalaryExecutiveFY18-19.pdf	Pay Schedule	A. KIDDY / B	04/12/2019

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Document Search

Use the search criteria below to identify required documents to associate to an Out-of-Class appointment. If a documentation is not found, select Upload Document and add the required document prior to associating it to the Out-of-Class appointment.

Employer: Sacramento County Schools

Division:

Effective Date: to

Document Type: Pay Schedule

Document Status: Active

Position Title/Group:

Search Results

[Upload Document](#)

<u>Document Name</u>	<u>Document Type</u>	<u>Effective Date</u>	<u>Upload Date</u>	<u>Document Status</u>	<u>Position Title/Group</u>
<input type="checkbox"/> SCOE.Classified.PaySchedule.07012018.pdf	Pay Schedule	07/01/2018	07/05/2018	Active	
<input type="checkbox"/> ContractSalaryExecutiveFY18-19.pdf	Pay Schedule	07/01/2018	01/02/2019	Active	
<input type="checkbox"/> SCOE Management Team Salary Allocation 2018&19.pdf	Pay Schedule	07/01/2018	03/05/2019	Active	
<input type="checkbox"/> SCOE Management Team Salary Allocation 2018&19.pdf	Pay Schedule	07/01/2018	12/27/2018	Active	
<input type="checkbox"/> EGUSD18-19ConfidentialandSupervisory22.pdf	Pay Schedule	07/01/2018	10/29/2018	Active	
<input type="checkbox"/> LRCEA.Interim.2018-19.pdf	Pay Schedule	07/01/2018	12/27/2018	Active	

School Employer Advisory Committee Meeting

Home
Profile
Reporting
Person Information
Education
Other Organizations

Manage Reports
Billing and Payments
Payroll Schedule
Out-of-Class Validation
Member Requests
Health Reconciliation
Retirement Appointment Reconciliation

Common Tasks *Required Fields

Menu

- Organization Search
- Adjustment Reports
- Search Payroll Records by Participant
- Maintain Payroll Records
- Preprocessing Area
- File Upload History
- Retirement Contract Summary
- Maintain DA Deductions
- Current DA Errors
- Unresolved Historical DA Errors
- Maintain Employer Supporting Documents

Name: Sacramento County Schools **CalPERS ID:** 3942347265

Document Search

Use search criteria below to identify required documents. If a document is not found, select the Upload Document link to add a required document.

Employer: Sacramento County Schools

Division:

Effective Date: to

Document Type:

Document Status:

Position Title/Group:

Search Results

[Upload Document](#)

Document Name	Document Type	Effective Date	Upload Date	Document Status	Position Title/Group
<input type="checkbox"/> ElkGroveUSD.Management.PaySchedule.07012017.pdf Update Details	Pay Schedule	07/01/2017	03/06/2018	Active	
<input type="checkbox"/> ElkGroveUSD.AFSCME.PaySchedule.07012016_07012017.pdf Update Details	Pay Schedule	07/01/2016	01/25/2018	Active	
<input type="checkbox"/> ElkGroveUSD.PaySchedule.ConfSupe0701201607012017.pdf Update Details	Pay Schedule	07/01/2016	07/07/2017	Active	

Notifications

- Circular Letter – end of May early June
 - Includes links to training materials and FAQs
- Annual notice – June
 - Informs all employers to verify and report out-of-class appointments by July 30th for prior fiscal year
 - Sent to all public agencies and school employers – including school districts
- Failure to comply notice – August
 - Informs non-compliant employers that CalPERS has yet to receive information and penalties and/or administrative fees may be assessed
 - Only sent to public agencies and County Offices of Administration (schools)

Out-of-Class Reporting Questions



my|CalPERS System Enhancements

Meghan Korte

Employer Account Management Division

Current and Future Enhancements

- Health Enrollment Process
- Nonbinary Gender Designation
- Retirement Appointment Reconciliation
- Payroll Reporting

Health Enrollment Process

- Improved health enrollment process by streamlining system navigation and usability
- Reduce redundancy within the health enrollment process
- Increase efficiency in processing - added features
- Improve transparency for employers

Nonbinary Gender Designation

- All applicable screens will be updated to include “Nonbinary” within the gender drop-down menus
- File reporting changes – All interfaces will allow for the value of “N” for nonbinary

Retirement Appointment Reconciliation

- Recent Updates (April 2019)
- Multiple pay schedule enhancements
- Upcoming Updates (June 2019)
- Ability to 'Confirm Unposted Payroll' for multiple employees
- 'View Appointment' and 'Transaction History' links

Enhancements Zero Payroll Records

- Ability to report in lieu of 'Confirm Unposted Payroll'
- Actives and Retired Annuitants
- Available via online or file upload

Resources

- Online Student Guides
 - my|CalPERS Contributions Projection
 - my|CalPERS Payroll Reporting
 - my|CalPERS Retirement Appointment Reconciliation
 - my|CalPERS Retirement Enrollment
 - my|CalPERS Health Enrollment
- Email: Employer_Technical_Support@calpers.ca.gov

Retired Annuitant Fees

Brad Hanson

Employer Account Management Division

Retirement Appointment Reconciliation

- To avoid late fees:
 - Report payroll for all active appointments
 - Confirm unposted payroll
 - Maintain participant appointments
- Action must be taken prior to earned period due date
- Now shows future earned periods
 - Use filters to search for specific earned periods or specific participants

Zero Payroll Records

- Report in lieu of confirming unposted payroll
- Can be done via file upload or online entry
- Can be reported for both Active Employees and Retired Annuitants

Active Employee XML Reporting

```
<n1:Participant>
  <n1:ParticipantInfo>
    <n1:ParticipantsCalPERSId>3878546897</n1:ParticipantsCalPERSId>
    <n1:FirstName>Cal</n1:FirstName>
    <n1:LastName>Pers</n1:LastName>
  </n1:ParticipantInfo>
  <n1:ParticipantRecordDetails>
    <n1:EarnedPeriodDetails>
      <n1:RecordPeriodBeginDate>2019-03-01</n1:RecordPeriodBeginDate>
      <n1:RecordPeriodEndDate>2019-03-31</n1:RecordPeriodEndDate>
    </n1:EarnedPeriodDetails>
    <n1:Payroll>
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      <n1:AppointmentId>6881111</n1:AppointmentId>
      <n1:PayRateType></n1:PayRateType>
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      <n1:ScheduledFullTimeHoursPerWeek>0</n1:ScheduledFullTimeHoursPerWeek>
      <n1:TaxDeferredMemberPaidContributionOrDeduction>0</n1:TaxDeferredMemberPaidContributionOrDeduction>
      <n1:TaxDeferredEmployerPaidMemberContribution>0</n1:TaxDeferredEmployerPaidMemberContribution>
    </n1:Payroll>
  </n1:ParticipantRecordDetails>
</n1:Participant>
```

Retired Annuitant XML Reporting

```
<n1:Participant>
  <n1:ParticipantInfo>
    <n1:ParticipantsCalPERSId>3878546897</n1:ParticipantsCalPERSId>
    <n1:FirstName>Jill</n1:FirstName>
    <n1:LastName>Pers</n1:LastName>
  </n1:ParticipantInfo>
  <n1:ParticipantRecordDetails>
    <n1:EarnedPeriodDetails>
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      <n1:RecordPeriodEndDate>2019-03-31</n1:RecordPeriodEndDate>
    </n1:EarnedPeriodDetails>
    <n1:Payroll>
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      <n1:PayRateType></n1:PayRateType>
      <n1:PayRate>0</n1:PayRate>
      <n1:ReportableEarnings>0</n1:ReportableEarnings>
      <n1:ScheduledFullTimeHoursPerWeek>0</n1:ScheduledFullTimeHoursPerWeek>
      <n1:TotalHoursWorked>0</n1:TotalHoursWorked>
    </n1:Payroll>
  </n1:ParticipantRecordDetails>
</n1:Participant>
```

Online Reporting

- Fields that must have data entered:
 - Begin Date
 - End Date
 - Appointment (radio button must be selected)
 - Transaction Type
 - Earned Period Reporting
 - Prior Period Adjustment
 - Earned Period No Contribution and No Service
 - Prior Period No Contribution and No Service
- All other fields must be left blank

Testing

- Test environment will be available to test XML reports
- CalPERS can answer questions regarding XML specifications

Social Security Update

Jennifer Rocco

State Social Security Administrator Program



Agenda

- Compare Federal and State Law
- Section 218 Agreement Coverage
- Mandatory Coverage



Compare Federal and State Law

Federal Law

- Is there an employer-employee relationship?
- Who is an employer?
- What type of earnings are reportable as Social Security wages?
- Who is a retirement system member for the purposes of Social Security coverage?

[SL 10001.130 & 31.3121\(b\)\(7\)-2\(d\)4\(ii\)](#)



Compare Federal and State Law

Federal Law

- Federal definition of a member:
 - Employee who is actively contributing to the retirement system
 - Retired from the retirement system
 - Receives a pension or annuity from the retirement system

[26 CFR Section 31.3121\(b\)\(7\)-2\(d\)4\(ii\)](#)



Compare Federal and State Law

State Law

- What is an entity's legal status, function, or political subdivision?
- What positions are covered under a retirement system?
- Which employees are eligible for membership in a retirement system?

S.L 10001.130



Compare Federal and State Law

State Law

- CalPERS definition of a member:
 - 1,000 hours
 - Full time employment
 - Part-time over 20 hours per week
 - Prior CalPERS member
- Membership terminates upon retirement

Govt. Code: 20305 & 20300



Section 218 Agreement Coverage

Who is covered?

- Section 218 Agreements cover positions, not individuals
- All positions are covered unless specifically excluded
- The most commonly excluded positions (optional):
 - Part-time, students, and elected officials
- The most commonly excluded positions (required):
 - Non-resident aliens with F-1, J-1, M-1 and Q-1 visas
 - S.L. 30001.355



Section 218 Agreement Coverage (cont'd)

Who is covered?

- If an individual is hired into a position that is covered under the agency's Section 218 Agreement, then the individual is covered for Social Security
- If an individual is hired into a position that is excluded under the agency's Section 218 Agreement, then we need to look at mandatory law for Social Security coverage
S.L. 30001.355



Next Steps



State Social Security Administrator Resources



How to contact the SSSA Office

- E-mail: SSSA@calpers.ca.gov
- Direct Phone: (916) 795-0810
- Mail: CalPERS
- State Social Security Administrator
- P.O. Box 720720
- Sacramento, CA 94229



Employer Resources

- Social Security State and Local Government
 - www.ssa.gov/slge
- Tax Information for Federal, State, and Local Governments
 - www.irs.gov/government-entities/federal-state-local-governments
- Social Security & Medicare Webpage
 - www.calpers.ca.gov/sss
 - Subscribe to the SSSA Program Newsletter



Upcoming Webinar Schedule

- Schools Social Security and Medicare
 - Wednesday, May 29, 10:00am-11:00am
- Section 218 Agreement Overview
 - Wednesday, June 26, 10:00am-11:00am
- Register at: www.calpers.ca.gov/sssa



Questions



Payroll Projections

Jonathan Hensley

Financial Reporting & Accounting Services Division

Payroll Projections Agenda

- Introduction to Projections
- Benefits of Projected Contributions
- Earned Period Receivable Life Cycle
- Retirement Appointment Reconciliation
- Available Resources

Introduction to Projections

- Projections identify any active appointments missing payroll
- my|CalPERS projects member and employer contributions missing payroll to current earned period receivables
- my|CalPERS uses the highest earnings recorded within the last 90 days from the earned period end date
 - no earnings equals no projections

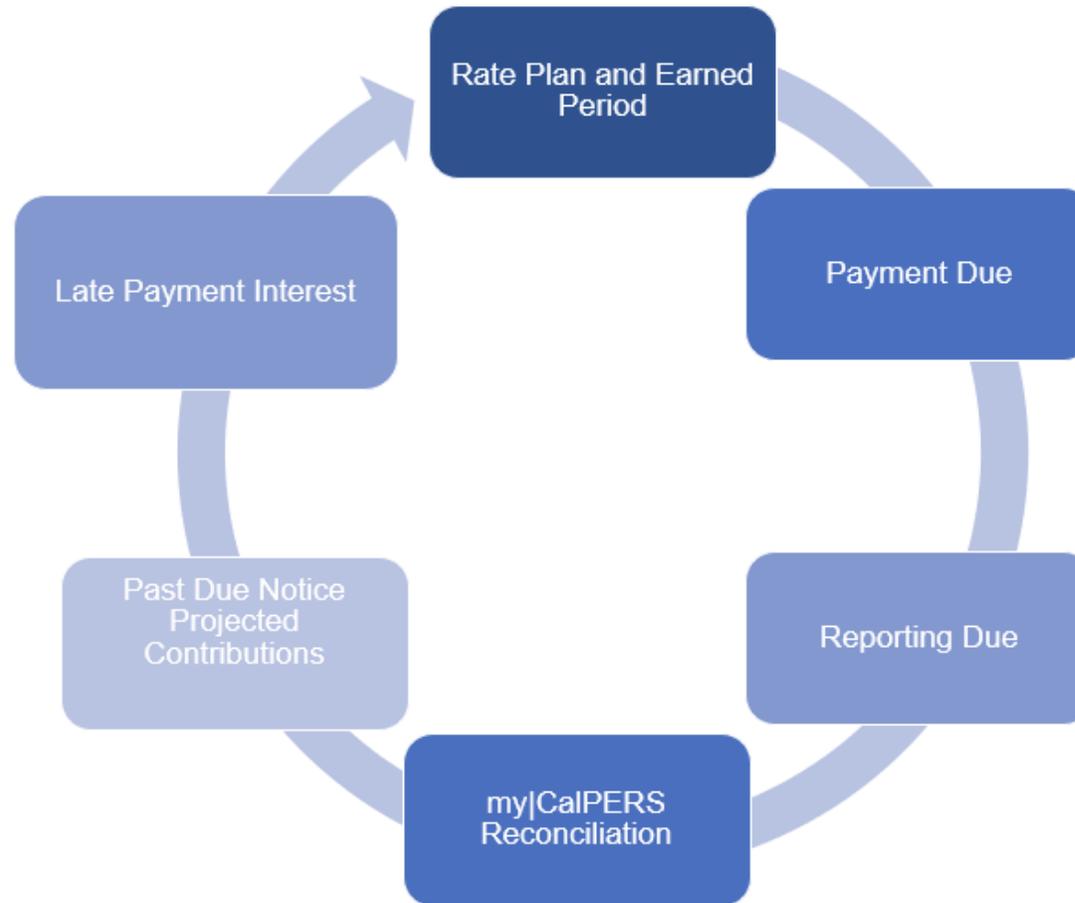
Introduction to Projections (cont'd)

- Reporting, maintaining enrollments and/or confirming unposted payroll for active appointments before the payroll due date, will prevent projected contributions
 - Reporting zero payroll will prevent projections
- Projected contributions will reverse when payroll is reported, appointment status is separated, and/or payroll is confirmed unposted
 - Reporting zero payroll will reverse projections
- Projected contributions will not post to the employee's payroll record

Benefits of Projected Contributions

- Provides accurate accounting of member and employer contributions
- Ensures that the member's pension is properly funded
- Improves pension accounting and financial reporting
- Establishes accurate participant appointment details
 - Human Resources and Accounting Office Coordination

Earned Period Receivables Life Cycle



Earned Period Receivables Life Cycle (cont'd)

- Payment due within 15 calendar days of earned period end date
- Payroll reporting due within 30 calendar days of the earned period end date
- Past due notice is produced for contributions that are projected and applied to receivables 31 calendar days after the earned period end date
 - \$200 late reporting fee will be assessed if projections are created
- Late payment interest of 10% will be assessed every 30 days after the due date on delinquent balances

Payroll Retirement Appointment Reconciliation

- Maintain Enrollment
 - Allows the separation of an active appointment
- Confirm Unposted Payroll
 - Allows confirmation of unposted payroll records that are not reportable
- my|CalPERS will not project payroll once the appointment is separated or payroll confirmed unposted

Available Resources

- my|CalPERS [Contributions Projection Student Guide](#) on the CalPERS website
- Circular Letter
 - [200-003-17 – Retirement Appointment Reconciliation](#)
 - [200-013-18 - Retirement Contribution Projection for Active Members](#)
- Employer Technical Support team
 - Email us at: employer_technical_support@calpers.ca.gov
- For additional questions, please contact our CalPERS Customer Contact Center at (888) CalPERS (or 888-225-7377)