

Human Resources Retirement Team Receives “Zero Error Rating”

The NSSC Human Resources (HR) Retirement Team recently received a “Zero Error Rating” from the Office of Personnel Management (OPM), for processing retirement packages for all NASA employees.

OPM had set a strategic goal to increase the number of retirement records that are complete and do not require development to more than 79% by the end of FY 2011. OPM audited agency retirement submissions during the period from May 2011 through June 2011. OPM reviewed agency retirement claims first processed during that period for completeness and accuracy and then documented the results. The initial results were very good and indicated that OPM easily met the FY 2011 goal of 79%. The NSSC results were much different.

The government-wide results of the final FY 2011 audit were provided in the table below:

Agency Totals	# of Cases Audited	Total errors	# of Cases w/Errors	Accuracy Rate
Government-wide	4,222	922	768	81.81%
NASA/NSSC	44	0	0	100%

There are 11 Civil Servants and Service Providers on the NSSC Retirement Team with a retirement package workload that increased by 40% for FY 2011. (Retirement Packages for FY 2010: 375; FY 2011: 609)

One of the Service Level Indicators for HR Benefits Processing is: Retirement Packages - 95% of routine retirement packages will be submitted to Department of Interior within 10 business days from the effective date of retirement. For FY 2011 to present, the HR Retirement Processing Team has been perfect in this metric. (FY 2011 through FY 2012 - 100% of packages submitted)!

The NSSC provides retirement counseling, including calculating retirement estimates for all NASA Civil Servant employees. You may submit a request for retirement counseling by completing the online Retirement Application or Estimate form or by calling the NSSC Customer Contact Center. The online Retirement or Estimate form can be accessed by going to <https://www.nssc.nasa.gov/benefits>. Under the Retirement and Benefits tab, click Retirement Application Processing. Your NSSC Retirement Counselor will provide you with ongoing assistance throughout your retirement application process.