



# Self-Directed Services Employee Handbook

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Human Resources  
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## WELCOME

Self-Direction is based on the underlying principles of self-determination, person-centered planning and practice.

Self-Direction is the practice of empowering people with developmental disabilities to manage the support and services they receive, determine who provides the support, and how and where they are provided. In Self-Direction the person with developmental disabilities chooses the mix of support and services that work best for them, how and when they are provided, and the staff and/or organizations that provide them. The Self-Direction participant accepts responsibility for co-management of their support and services. The amount of responsibility varies depending on the level of authority the participant chooses to exercise.

### Purpose of This Handbook

This handbook is designed specifically for **Self-Direction Self-Hired Staff** working within the Self-Direction program. Its purpose is to provide you with clear guidelines, expectations, and resources to confidently carry out your role, promoting independence, choice, and dignity for the individuals you support.

- As a DSP, your role is essential in helping people achieve meaningful lives guided by their own goals, preferences, and interests. This handbook will assist you in:
- Understanding your roles and responsibilities clearly.
- Providing consistent, person-centered support aligned with each individual's Self-Direction plan.
- The following best practices to promote safety, respect, and well-being.
- Encouraging continuous learning and professional growth.
- We encourage you to use this handbook as a reference tool and guide, knowing that your dedication has a significant impact on individuals' lives. Thank you for choosing to make a positive difference every day!

## ABOUT YOUR EMPLOYMENT

### Co-Employer Dynamic

As a **Self-Direction Self-Hired Staff** working within a Self-Direction program, you operate within a co-employer model. This means that both the individual receiving services (or their designated representative) and the Fiscal Intermediary (FI) play distinct roles in your employment. Understanding this dynamic is essential for effectively fulfilling your role while ensuring compliance with policies and procedures.

## Roles and Responsibilities

### Individual/Designee

The individual receiving services (or their designee) acts as your **employer of record**. Their responsibilities include:

- Recruiting, hiring, and training DSPs to meet their specific needs.
- Setting your schedule, assigning tasks, and evaluating performance.
- Ensuring staff receive the work they were hired for, promoting fair and consistent employment opportunities.
- Providing guidance on how services should be delivered.
- Addressing concerns related to daily work performance and service quality.

### Fiscal Intermediary (Administrative Employer)

The Fiscal Intermediary (FI) serves as the **administrative employer** and is responsible for ensuring that employment processes align with labor laws and regulatory requirements. Their duties include:

- Processing payroll, including wage disbursement and tax deductions.
- Managing benefits, if applicable.
- Ensuring compliance with state and federal employment regulations.
- Providing necessary training related to compliance and workplace policies.
- Maintaining employment records and handling HR-related documentation.

### How This Impacts You as a DSP

- **Supervision & Daily Work Direction:** You report directly to the individual (or their designer), who guides your daily tasks and evaluates your performance.
- **Payroll & HR Policies:** Your paycheck, tax withholdings, and compliance with employment policies are managed by the FI.
- **Dispute Resolution:** If issues arise, they should first be addressed to the individual or designee. If additional support is needed, the FI can provide administrative assistance regarding employment matters.

## Employment At Will

All policies and procedures that apply to all staff are not intended to create, and do not create, an employment contract or guarantee of continued employment for any employee, nor does anything in any policy or work rule of PCCS alter the at-will employment relationship between PCCS and employees. PCCS and its employees have the right to terminate the employment relationship at any time, with or without cause or reason. If you have questions about Employment at Will, you may contact Human Resources Services at [hr@pccsny.org](mailto:hr@pccsny.org)

## Equal Employment Opportunity (EEO) Policy

We provide [Equal Employment Opportunities](#) to all individuals, regardless of several factors. This commitment encompasses all aspects of employment, including recruitment, training,

promotions, compensation, and benefits. Each Self-Directed employee at PCCS is responsible for upholding these principles. **Our Human Resources Department** oversees EEO compliance and promotes these practices throughout the organization. Employees and job applicants can report discrimination to Human Resources or through our corporate compliance hotline, and all concerns will be treated seriously and addressed promptly.

## Conflicts of Interest

As a **co-employer** of record, we prohibit employees from using their position for personal gain or giving advantages to themselves, relatives, or friends. Engaging in external interests that conflict with PCCS or compromise job integrity is discouraged. For more information regarding gifts please refer to our gift acceptance policy.

## Age Work Regulations

**In New York State**, strict regulations govern the employment of minors based on their age, type of work, and school attendance. Minors under 18 face limitations on work hours while school is in session, requiring written consent and academic standing certification to work past 10 PM. Minors aged 14-15 have specific restrictions on daily and weekly work hours, with different rules for school days and non-school days. Federal laws further limit work hours for minors in businesses engaged in interstate commerce. Visit the Department of Labor website for more information on [Hours of Work for Minors \(ny.gov\)](https://www.dol.gov/eis/volume1415/).

## Workplace Accommodations Policy

PCCS is committed to fostering an inclusive, equitable, and supportive work environment. We provide accommodations to meet the diverse needs of our employees, ensuring compliance with applicable laws such as the [Americans with Disabilities Act \(ADA\)](#), [Family and Medical Leave Act \(FMLA\)](#), and [Title VII of the Civil Rights Act](#). Below is an outline of the accommodation available to our employees.

1. **Workplace Accessibility (ADA)**

PCCS ensures compliance with the [ADA and ADAAA](#) by accommodating employees or candidates with disabilities. Accommodation may include modifications to the work environment, equipment adjustments, or flexible work arrangements, enabling qualified individuals to perform essential job functions.

2. **Religious Practices**

PCCS accommodates employees sincerely held religious beliefs and practices unless doing so causes undue hardship. Accommodation may include schedule adjustments for religious observances, voluntary shift swaps, prayer space, or dress code modifications.

## Request Accommodation

Employees or applicants may submit accommodation requests via the Paycom system. **Navigate to Ask Here** → **Employee Request** → Select the applicable accommodation type (Workplace, Religious) and provide necessary details and documentation.

- Human Resources will engage in an interactive process to explore reasonable solutions, evaluate feasibility, and ensure compliance with operational needs.
- Requests will be reviewed on a case-by-case basis, and determinations will be communicated in writing within 15 days of receiving the required documentation, under extenuating circumstances.
- **Confidentiality** will be maintained throughout the process, and retaliation against individuals requesting accommodation is strictly prohibited.
- Employees are expected to actively participate in the process and submit requested documentation promptly.
- Designees and Human Resources will periodically review accommodation to ensure their continued effectiveness.

## Children in the Workplace Policy

PCCS is committed to maintaining a professional, safe, and respectful support environment for both Self-Direction Direct Support Professionals (DSPs) and the individuals they serve.

- While we recognize the importance of family-friendly practices, it is essential to maintain clear boundaries between work responsibilities and personal obligations.
- Children are not permitted to be present while DSPs are actively providing services.
- This policy ensures DSPs remain focused on delivering high-quality support and that the safety, privacy, and comfort of the individual receiving services are prioritized.
- For safety reasons, children are prohibited from:
  - Entering the home or personal space of the individual receiving support.
  - Being in high-risk areas, including transportation settings or community locations where services are provided.
- For questions or clarification, please contact your **Fiscal Intermediary Coordinator**.

## New Hire Information

All newly hired staff are expected to complete their mandatory new hire training plan prior to providing services. This training plan is distributed through Relias and includes essential training modules mandated by the regulations set by [NY State and The Office for People with Developmental Disabilities \(OPWDD\)](#), as well as PCCS-specific information that is relevant for all employees.

## Employee Referral Program Policy

The Employee Referral Program encourages current employees to refer to qualified candidates. New applicants must list their referrer during the application process or with HR during onboarding. A stipend of \$100 is offered to referring employees after the new hire completes their 90-day or 6-month probation (depending on the position). An additional \$200 stipend is

given when the referred employee completes one year with PCCS. Active employees during the stipend period are eligible for this incentive. The program aligns with the organization's code of conduct standards.

## Employment Classification

All Self-Direction Self-Hired Staff under the Self-Direction program are classified based on the nature of their employment. Your classification determines your eligibility for certain benefits, work hours, and overtime pay.

### **Full-Time Employees**

- Scheduled to work 40 hours per week **for a single family/individual.**
- Eligible for agency-sponsored benefits, including health insurance, medical and dental
- Must comply with agency policies regarding availability and overtime.

### **Full-Time Equivalent (FTE) Employees**

Employees are hired to work 30-39 hours per week on a regular basis.

May be eligible for medical insurance under the [Affordable Care Act \(ACA\)](#).

Expected to maintain regular work hours and adhere to agency guidelines.

### **Part-Time Employees**

Scheduled to work less than 40 hours per week for a single family/individual.

Eligible for voluntary, employee-paid benefits only (no employer-sponsored medical, dental, or retirement benefits).

### **Per Diem (On-Call) Employees**

Work on an as-needed basis without a fixed schedule.

No guarantee of regular hours; work is based on family/person supported needs.

Policy Requirement: Must work at least one shift within a 90-day period to remain active in the system.

### **ACA-Eligible Employees**

[Under the Affordable Care Act \(ACA\)](#), employees who work an average of 30 hours per week (or 130 hours per month) are considered full-time and are eligible for employer-sponsored health benefits. To determine eligibility, PCCS uses a measurement period to track hours worked. If an employee qualifies full-time, they remain eligible for benefits during a stability period, even if their hours fluctuate.

## OPPORTUNITIES FOR GROWTH AND DEVELOPMENT

### Performance Management

The **Self-Directed Participant (SDP)/Designee** is required to submit a **Self-Hired Staff** evaluation form for each **Self-Hired Staff** within the first 3 months of the hire date and then

annually based on hire date through their eVero portal. If assistance is needed to complete the evaluation, please contact the **Self-Hired Administrative Support Team** for help.

### Pay Raises:

Should you wish for a raise you must discuss this with the individual/designee. If agreed there must be a line of wage within the approved SD Budget or an SD Budget needs to be amended and approved by OPWDD prior to the raise going into effect. Raises will not be applied retroactively. [Link to Toolkit](#)

For more information: [Regional Centers for Workforce Transformation | Code of Ethics & Core Competencies for Direct Support Professionals](#)

## EMPLOYEE CONDUCT AND WORKPLACE POLICIES

### Direct Support Professional Code of Conduct

The Code of Conduct, as set forth in the Code of Conduct itself, sets forth a framework intended to assist impacted employees to help people with special needs “live self-directed, meaningful lives in their communities, free from abuse and neglect, and protected from harm,” in addition to the specific guidance provided by the agency’s policies and training.

#### **Person-Centered Approach**

My primary duty is to the people who receive support and services from this organization. I acknowledge that each person of a suitable age must have the opportunity to direct his or her own life, honoring, where consistent with agency policy, their right to assume risk in a safe manner, and recognizing each person’s potential for lifelong learning and growth. I understand that my job will require flexibility, creativity and commitment. Whenever consistent with agency policy, I will work to support the individual’s preferences and interests.

#### **Physical, Emotional and Personal Well-being**

I will promote the physical, emotional and personal well-being of any person who receives services and support from this organization, including their protection from abuse and neglect and reducing their risk of harm to others and themselves.

#### **Respect, Dignity and Choice**

I will respect the dignity and individuality of any person who receives services and supports from this organization and honor their choices and preferences whenever possible and consistent with agency policy I will help people receiving support and services use the opportunities and resources available to all in the community, whenever possible and consistent with agency policy.

### **Self-Determination**

I will help people receiving support and services realize their rights and responsibilities, and, as consistent with agency policy, make informed decisions and understand their options related to their physical health and emotional well-being.

### **Relationships**

I will help people who receive services and support from this organization maintain or develop healthy relationships with family and friends. I will support them in making informed choices about safely expressing their sexuality and other preferences, whenever possible and consistent with agency policy.

### **Advocacy**

I will advocate for justice, inclusion and community participation with, or on behalf of, any person who receives services and support from this organization, as consistent with agency policy. I will promote justice, fairness and equality, and respect their human, civil and legal rights.

### **Personal Health Information and Confidentiality**

I understand that people served by my organization have the right to privacy and confidentiality with respect to their personal health information and I will protect this information from unauthorized use or disclosure, except as required or permitted by law, rule, or regulation.

### **Non-Discrimination**

I will not discriminate against people receiving services and supports or colleagues based on race, religion, national origin, sex, age, sexual orientation, gender identity, economic condition, disability, or any other protected class under the law.

### **Integrity, Responsibility and Professional Competency**

I will reinforce the values of this organization when it does not compromise the well-being of any person who receives services and support. I will maintain my skills and competency through continued learning, including all training provided by this organization. I will actively seek advice and guidance of others whenever I am uncertain about an appropriate course of action. I will not misrepresent my professional qualifications or affiliations. I will demonstrate model behavior to all, including people receiving services and support.

### **Reporting Requirement**

As a mandated reporter, I acknowledge my legal obligation under [Social Services Law § 491](#), as may be amended from time to time or superseded, to report all allegations of reportable incidents immediately upon discovery to the Justice Center's Vulnerable Persons' Central Register by calling 1-855-373-2122.

## Non-Retaliation

All **Self-Direction Self-Hired Staff** must report suspected or known misconduct, including Medicaid fraud, abuse, neglect, minor and major injuries, behaviors of individuals receiving services, threats to health or safety, tampering with investigations, unethical policies or practices, workplace harassment, discrimination, sexual misconduct, and any unlawful activity.

- Failure to report may result in a Quality Management investigation and disciplinary action, up to and including termination of employment. In certain cases, failure to report may also be referred to law enforcement for further action.
- No fear of retaliation should prevent the reporting of information.
- PCCS adheres to Whistleblower Provisions provided by [OSHA](#), [DOL](#), [OPWDD](#), and Federal Laws to protect employees from retaliation.
- Reporting incidents should not be influenced by hierarchy, position, seniority, or relationships.

## Video and Photo Consent Acknowledgment

Upon hire, all employees are required to review and sign a Photo and Video Consent Form. Employees may update their consent preferences at any time by accessing Paycom: Paycom > Documents > Add Document > Video & Photo opt in/Out. **The Photo and Video Consent Form outlines the following:**

PCCS and affiliated families may record, videotape, or photograph employees for legitimate business purposes, including but not limited to security, time and motion studies, or other investigative processes. Employees will not receive special compensation for the use of their image or voice.

### **Promotional Use:**

The form also allows employees to opt in or out of their image being used for promotional purposes, including:

- PCCS website (internet)
- Company intranet
- Printed employee or agency newsletters
- Printed annual reports

## Internal Complaint Resolution Process

The Internal Complaint Resolution Process ensures that employees can address workplace issues without fear of retaliation. This process includes both a formal grievance procedure and an optional mediation process to promote constructive conflict resolution.

### Informal Resolution

Self-Direction Self-Hired Staff are encouraged to first attempt informal resolution by discussing concerns directly with the Self-Directed Participant and/or their Designee when appropriate.

Many workplace concerns can be resolved at this level through open communication and mutual understanding.

If an issue **remains unresolved**, the employee may escalate the concern by following the **Self-Direction chain of command**, which includes:

- **Self-Directed Participant/Designee**
- **Fiscal Intermediary (FI) Department**
- **Circle of Support Team** (Optional, available at PCCS or applicable organization)

This informal process encourages **collaboration and direct communication** between involved parties to seek a mutually agreeable solution.

### Formal Grievance Process

If an issue remains unresolved, employees may file a formal grievance by submitting a written complaint through Paycom under the “File a Grievance” section in the Ask Here portal. Grievances must be submitted within three (3) business days of the incident or the employee’s awareness of the issue to ensure a timely resolution.

Once grievance is submitted, HR and the Self-Direction Department will review the complaint, gather any necessary information, and schedule a follow-up meeting to determine next steps. In certain cases, a mediation process may be offered, where a neutral HR representative will facilitate a discussion to help resolve the matter. Mediation is voluntary and can be requested by employees, participants, designees, or HR.

### Filing a Grievance for Termination of Employment

If a **self-direction self-hired staff** believes their termination was wrongful, they have the right to file a grievance. The grievance must include a written statement explaining why they believe the termination was unjustified. This statement should be sent via email to [hr@pccsny.org](mailto:hr@pccsny.org) within three (3) business days of the termination letter date.

Human Resources will review the grievance, gather relevant information, and follow up as needed. All termination-related grievances will be managed promptly, and determination will be made based on the information provided.

### Corporate Compliance Hotline Program

The Corporate Compliance Hotline provides an anonymous, confidential way for employees to report violations of the Organization’s policies or standards. These violations may include theft, mistreatment of members, fraud, misuse of property or other violations of laws, regulations or

Organization policies and procedures. The compliance officer accepts calls and provides reports to the board of directors of PCCS. Employees may call the Hotline at (347-939-3273) or via email [DotheRightThing@pccsny.org](mailto:DotheRightThing@pccsny.org), 24 hours a day, 7 days a week. There is no need for

employees to identify themselves during a call and there is no retaliation against any employee who reports a violation in good faith. For anonymous reporting please use \*67 when calling.

## Confidentiality and Information Security

As an employer record, we prioritize utmost confidentiality regarding the personal information of members, their families, and employees, as well as data related to the organization and its funding sources. Access to such data is restricted and requires consent or specific authorization. Personnel and member files are securely stored and accessed only by authorized staff. Employees must exercise caution with computer access and passwords; sharing with unauthorized individuals is prohibited. Obtaining information protocols emphasizes respect and privacy.

## Paycom Security Standards

Paycom is committed to protecting the security and privacy of all customer information Paycom Will Never:

- Ask you to submit or change your account information through email,
- Ask for your online password,
- Ask you to log onto our site through email or email about a digital certificate to access the system. Any email addressing this should be considered suspicious and contain a virus.
- If you ever receive an email from Paycom that appears to be suspicious, please forward it to [itinfosec@paycomonline.com](mailto:itinfosec@paycomonline.com).

## Unethical Activity & Medicaid Fraud

When it is suspected or known that an employee of Person-Centered Care Services is involved in fraudulent activity, it must be reported to HR and Corporate Compliance Officer immediately upon discovery. The employees involved will be suspended, pending the outcome of an investigation. [Please click here](#) for more information regarding unethical activity.

Examples of Unethical Activity

- Billing for Medicaid services that were not provided. (*i.e. Service Time/Reimbursements*)
- Time theft.
- Extended or unauthorized breaks.
- Handling personal business during work hours
- Working for another job while clocked into PCCS.
- Documenting, submitting, and/or approving inaccurate time worked.
- Documenting, submitting, and/or approving inaccurate service delivery billing.
- Sleeping during work hours.
- Punching a coworker in or out/allowing a coworker to punch you in or out.
- Breaching confidentiality. (I.e., accessing, sharing and/or misusing personnel information pertaining to employees, people supported, and/or other affiliated persons for reasons unrelated to job expectations).

- Obstruction of an investigation process. (I.e., forewarning someone of an investigation/interview, sharing details of an investigation, etc.)
- Falsely reporting or failure to report instances of unethical conduct/activity.

### Reporting Mechanisms

As a **Self-Directed Self-Hired** employee, it is your responsibility to report any unethical or fraudulent activity that you know or suspect. Reporting should be done immediately upon discovery to a supervisor, Corporate Compliance Officer at [dotherightthing@pccsny.org](mailto:dotherightthing@pccsny.org) or Human Resources at [hr@pccsny.org](mailto:hr@pccsny.org)

**Failure to report any unethical activity may lead to disciplinary actions up to and including termination.** Failure to report could also lead to Law Enforcement involvement, based off severity of the information withheld.

### Internal Investigations

As a **Self-Directed Self-Hired** employee, you are required to cooperate in internal investigations related to security, compliance, and workplace policies. Investigations may involve compliance violations, incident management, policy adherence, or performance concerns. Failure to participate may result in disciplinary action, up to and including termination.

### Drug-Free and Alcohol-Free Workplace

Any involvement with illegal substances or alcohol during work hours or in the person supported' s home or environment is prohibited. Violations will lead to immediate corrective action, including dismissal. Employees are encouraged to report any suspected incidents of substance use in a confidential manner. Properly prescribed medications are allowed if they do not affect job performance or safety. Confidentiality of reports and information is respected.

### Smoke-Free Workplace

Smoking, including e-cigarettes and chewing tobacco, is prohibited in person supported home and/ and work areas.

### Workplace Violence Prevention

Physical confrontations and threatening behavior are strongly discouraged. Harassment, intimidation, and aggression towards any employee are prohibited. Prompt reporting of such incidents is essential, and no retaliation is tolerated. Engaging in violence will be prosecuted legally. Possession of weapons on company premises, including parking lots and vehicles, is forbidden. Violations may result in disciplinary action, including potential dismissal for the first offense.

## Sexual Harassment and Discrimination Prevention Policy

This policy applies to all employees, applicants, interns, and additionally covered individuals, including contractors, subcontractors, vendors, and consultants. Sexual harassment is prohibited, and individuals who engage in it may face disciplinary action, which will vary based on the severity of the harassment. Retaliation for reporting such incidents is prohibited and will be protected against. Discrimination, including sexual harassment, is a violation of company policy and is unlawful. Upon receiving a complaint, a prompt and confidential investigation will be conducted. All employees are encouraged to report any violations, and there are multiple avenues available for reporting. Managers and supervisors are required to report complaints or instances of harassment that they witness to the HR department. The policy must be provided to all employees when they are hired and are accessible in the workplace, including remote offices. For more information, please refer to the **Sexual Harassment Policy in Paycom**.

## HEALTH AND SAFETY

### Employee Assistance Program

The Employee Assistance Program (EAP) is a confidential resource for employees to address issues affecting their personal lives and work performance. PCCS encourages the use of EAP to achieve a balanced work-life. It offers counseling services, a 24-hour hotline 1-800-854-1446, and discounts on legal or financial services. All information shared during counseling sessions remains confidential. . [Click here](#) for more details.

### Authorized Driving

**Self-Directed Self-Hired Staff** may transport Participants to goal-related activities as outlined in their Staff Action Plan. When completing the Self-Hired Staff Information Form, it must be indicated whether the staff will transport Participants in their personal vehicle. In the event of an automobile accident, Self-Hired staff are responsible for any damages to their vehicle. Since they are not operating an agency vehicle, their personal auto insurance, or the insurance of the other driver, if applicable, will cover any damages or losses.

**Self-Directed Participant/Designees** have the option of enrolling their **Self-Directed Self-Hired Staff** in the DMV License Event Notification Service (LENS) through PCCS. The LENS program provides alerts regarding moving violations and license suspensions, allowing PCCS to quickly identify problem drivers and enhance safety. Moving violations include infractions such as speeding, running a red light or stop sign, and driving under the influence.

If a Participant or Self-Hired staff member is injured in an automobile accident while on shift, the Self-Hired staff may file a Workers' Compensation claim. Refer to the [Self-Direction Authorized Driving Agreement](#) for more information.

## WORK HOURS AND SCHEDULING

### Work Schedules

Work schedules for **Self-Directed Self-Hired Staff** are determined by the Self-Directed Participant or Designee based on service needs. DSPs are required to strictly follow the schedules provided and may only be present at the work site during their scheduled hours or for approved work-related matters. Any extended time before or after shifts must receive prior approval from the participant or designee

PCCS follows [New York State labor laws](#) regarding work schedules, ensuring compliance while promoting a healthy balance between work and personal time.

### Schedule Changes

Any changes to an employee's work schedule must be communicated by the **Self-Directed Participant/Designee or SD SHS Staff** to the Self-Direction Department as soon as possible. This ensures accurate leave accruals and prevents discrepancies. Changes to accrual types, such as switching from NYC Sick Leave to Personal Leave, may result in the loss of previously accrued time.

### Scheduling Rules

Employees are hired exclusively to work with their assigned participant and are not permitted to provide care for other individuals, such as siblings, unless approved by the Fiscal Intermediary Department. Staff may not work while a school-aged participant is in school or if the participant is home due to illness. However, services may be provided during holidays, school breaks (e.g., Christmas Break), or for homeschooled participants, provided that proper instruction is occurring. Staff are strictly prohibited from working with a participant who has been admitted to the hospital under any circumstances.

### Overnight Supports

Overnight services require pre-approval and must be justified in the participants' Life Plan. The only services permitted overnight are Self-Hired Respite or Family Reimbursed Respite, and staff must remain awake while providing these services. If the participant receives a housing subsidy and requires overnight respite, prior approval from the Office for People with Developmental Disabilities (OPWDD) is required.

### Loss of Work

If a **Self-Directed Self-Hired Staff** loses work with their **Self-Directed Participant/Designee**, they may request to work in a traditional PCCS program at a different pay rate or request that their resume be shared with other individuals seeking staff. Employees interested in continuing employment in another role should contact [SelfDirect@pccsny.org](mailto:SelfDirect@pccsny.org) for further assistance.

## Per Diem (On-Call) Employees

**Self-Direction Self-Hired Staff** classified as Per Diem (On-Call) Employees work on an as-needed basis without a fixed schedule. Work hours are determined by the needs of the **Self-Directed Participant/Designee**, and there is no guarantee of regular hours.

To remain active in the system, Per Diem employees must work at least one shift within a 90-day period. Failure to meet this requirement may result in inactivation and removal from the payroll system.

## COMPENSATION AND PAYROLL

### Payroll Actions

PCCS **compensates Self-Direction Self-Hired Staff directly** on a bi-weekly basis according to the payroll schedule. Worked hours must be recorded in Empower. If **Self-Direction Self-Hired Staff** neglects to enter hours or document services in the eVero app, they must contact the assigned FIC within 24 hours.

A "**Missed Time/Service Delivery Form**" is required from either the Self-Directed Participant/Designee or another member of the Circle of Support Team for manual correction in eVero. All worked hours must be approved by the Self-Directed Participant/Designee. Late timesheets will be processed in the next pay period. Failure to submit the "Missed Time/Service Delivery Form" promptly may cause delays in payment. It is recommended that the Self-Directed Participant/Designee reviews Self-Direction Self-Hired Staff activities daily or at the end of each week. The week is considered from Sunday to Saturday.

If a **Self-Direction Self-Hired Staff** repeatedly submits 3 or more forms within a certain period and the issue persists after attempts by the FI department to resolve it, the Quality Management (QM) department will be informed for further investigation. Any pattern of failure to document services in real time will be treated as potential Medicaid fraud and investigated as such.

### Overtime Policy

Self-Direction Self-Hired Staff working for multiple families must note that hours are counted separately per family. Work hours do not combine toward the 40-hour full-time or overtime threshold across multiple participants.

Overtime is calculated per individual/family and is paid 1.5 times the regular hourly rate for any hour exceeding **40 hours in a single week for one family**.

Paid leave, including holidays, paid time off (PTO), bereavement leave, and jury duty, does not count as time worked for overtime calculation purposes.

## Overtime (OT) Hours and Service Delivery Policy

PCCS strictly prohibits overtime unless explicitly pre-approved in emergency situations. This policy outlines the process for documenting any approved overtime that cannot be recorded in eVero and reinforces our commitment to eliminating overtime through proactive staffing and scheduling strategies.

- **No Unauthorized Overtime:** Overtime is not permitted without prior written approval from management. Any unauthorized overtime will not be compensated.
- **Emergency-Only Use:** Overtime may only be approved in true emergency situations where no alternative coverage is available. Routine staffing shortages or lack of planning do not qualify as emergencies.
- **Documentation Requirement:** In the rare cases where overtime is approved, employees must complete the designated overtime form, detailing the justification, service delivery, and steps taken to prevent future overtime. Supervisors must review and approve before submission to PCCS.
- **Prevention & Accountability:** Employees and supervisors are responsible for minimizing overtime by ensuring proper scheduling, cross-training staff, and addressing gaps proactively. Repeated reliance on overtime may result in corrective action.
- **Billing & Payroll Compliance:** Overtime Submission Policy: All overtime hours must be submitted in accordance with payroll and billing requirements. Any overtime that is not properly documented or justified will not be processed for payment until the submission form is completed with all necessary information. Overtime information must be accurate and include all required details to avoid delays in processing payments.
- **Overtime Hours:** Hours worked exceeding 40 hours in a week.
- **Designee:** An individual responsible for reviewing and approving the overtime details, including verifying the necessity of overtime and ensuring future staffing adjustments.
- **Fiscal Intermediary Coordinator (FIC):** A designated administrator within the organization who must preauthorize any overtime worked.
- **Overtime (OT) Hours and Service Delivery Template:** PCCS required form that is completed with each instance of overtime for billing & payroll to be processed.

### Employee Responsibilities for Overtime Compliance

Employees must adhere to PCCS' strict overtime policy, which limits overtime to preapproved emergencies.

- When overtime is worked, they must complete the first section of the *Overtime (OT) Hours and Service Delivery Template*, documenting total hours worked, including regular shift hours, and specifying whether the overtime is for late billing with regular hours or was blocked by eVero.
- Employees must confirm if the overtime was preauthorized by a Fiscal Intermediary Coordinator (FIC) and provide the FIC's name if applicable.
- If a designee requests overtime, the employee must report this request to the FIC before working the shift.

- They must also record the start and stop times of the overtime shift and list completed tasks.
- By submitting the form, employees certify the accuracy of the reported hours, confirm preauthorization, and acknowledge PCCS' expectation to minimize overtime

### Instructions for Completing the Overtime (OT) Hours and Service Delivery Template

This form documents overtime hours, reasons, preauthorization, service details, and strategies to reduce future OT. It ensures both the employee and supervisor acknowledge the necessity and agency expectations. Employees complete the first section, and the designee finalizes the second before submission to PCCS. Required for billing and payroll, it must be submitted for each overtime shift individually, including late pay sheets and cases where eVero blocked OT entry.

### Payable Hours vs. Non-Billable Hours

Hours worked are classified as billable and non-billable and both will be paid. It is important that time is properly differentiated between the two. Billable hours occur when the Self-hired staff provides a service directly to the participant such as working on the participant's goals or providing relief to the caregiver. Non-billable hours occur when the Self-hired staff is working but not providing a direct service to the participant such as during a medical visit, Circle of Support Meeting, Planning Team meeting, or training.

### Direct Deposit Service

PCCS offers the convenience of Direct Deposit to all employees. This allows for seamless depositing of employee pay into their designated checking or savings accounts. Employees have access to set up Direct Deposit using the Paycom system. It is the employee's responsibility to accurately input the direct deposit account information into Paycom and ensure its validity for the respective bank accounts. No necessary alterations to this information can only be made up to one week prior to the pay date. Requests for modifications received after this time will be processed in the subsequent pay cycle. PCCS will never email you for this info/etc. (regarding some of the fraud we have had with this)

### Payroll Accuracy and Error Resolution

PCCS is committed to ensuring accuracy in paychecks. Employees will receive bi-weekly notifications via our Paycom System to review and authorize their pay. In the event an employee identifies a potential error, prompt communication with the **Self-Directed Participant/Designee or assigned FIC** is encouraged. The adjustments required will be promptly communicated to the payroll department to ensure accurate corrections by the next regular pay day. Instructions on how to approve your pay can be accessed by [clicking here](#).

### Wage Garnishments and Support Orders

At PCCS, we place a high emphasis on adhering to legal requirements and promoting the well-being of our employees. When legally obligated, we handle wage garnishments efficiently and

maintain strict confidentiality while communicating all necessary information to affected employees.

## Bereavement Pay

At PCCS, we understand the emotional difficulty of losing a loved one. In the event of the death of an employee's immediate family member—**which includes a spouse, domestic partner, parent, grandparent, legal guardian, mother-in-law, father-in-law, sibling, or child**—Employees are entitled to **three days of paid bereavement leave**. This leave is provided to support employees during this challenging time and allow them to grieve, attend services, and handle necessary arrangements.

Bereavement leave covers the hours the employee **was scheduled to work** and is separate from the employee's Paid Time Off (PTO). These three days may be taken either consecutively or intermittently; however, they must be utilized within the same pay period in which the loss occurred.

To access bereavement, please email proof of event of death and relationship into your FIC or the HR department.

## Jury Duty Compensation

At PCCS, we value the importance of civic duty and ensure that our employees who actively participate in jury duty receive both support and appropriate compensation.

During the period of jury duty, employees are entitled to receive their regular salary. If employees are summoned to court as a juror or witness on behalf of the United States, the District of Columbia, a state, a local government, or PCCS, they will be granted necessary leave with pay, subject to specific conditions.

When employees receive an official notice to serve, they are required to promptly inform their program director. Employees will be paid for the duration of their required service if they can work during the off time of the trial or case. Hourly staff will be paid for up to 5 days, and for anything beyond that, they would need to use their PTO or take unpaid time off.

Employees are required to submit proof of jury participation for each day served to their supervisor and/or hr. in order to be paid.

## Paid Training Hours Policy

Employees will receive paid training hours for all required trainings as outlined in the [OPWDD 14 CRR-NY 633.8](#) and/or required by the organization. Training hours must be completed separately from direct service hours.

**Self-Direction Self-Hired Staff** should not complete training while providing direct service. If an employee completes training during scheduled work hours while providing services, that time will be considered paid training and will not be compensated in addition to direct service hours.

**Self-Direction Self-Hired Staff** who voluntarily enroll in elective training through Relias without prior approval from **the Self-Directed Participant/Designee** will not be eligible for compensation. Any questions regarding mandatory vs. elective training should be directed to the Self-Direction Department.

If the **Self-Directed Participant/Designee** is requiring an employee to do training all time must be approved by the FIC and considered paid time by law.

## Peer-to-Peer Recognition Program

At PCCS, we value and celebrate the hard work and dedication of our employees through the Peer-to-Peer Recognition Program. This initiative allows employees to acknowledge and appreciate their peers who demonstrate outstanding commitment to the organization and the individuals we serve. Employees can nominate themselves or a colleague who has exhibited exceptional dedication and commitment. Nominations can be submitted through the designated platform or process outlined by the organization.

Each month, selected winners will receive a certificate of recognition along with a \$100 stipend as a token of appreciation for their exemplary efforts. To further encourage participation, one nominator will be randomly selected each month to receive a \$25 gift card as a thank-you for their valuable contribution to the program. Please [click here to nominate!](#)

## TIME OFF AND LEAVES OF ABSENCE

### Holidays

PCCS observes designated holidays and provides paid time off to eligible employees. The following holidays are recognized for paid time off:

- New Year's Day
- Martin Luther King Day
- Willow brook Consent Decree (April)
- Memorial Day
- Juneteenth National Independence Day
- Independence Day
- Labor Day
- PCCS Wellness Day (2nd Monday of October)
- Thanksgiving Day
- Day After Thanksgiving
- Christmas
- New Year's Eve Day

## Holiday Pay Eligibility

Holiday pay is available to Self-Direction Self-Hired Staff working a minimum of 20 hours per week with one family. Holiday pay will be provided based on the following schedule:

- 40-hour per week employees: 8 hours of holiday pay
- 30–39-hour per week employees: 6 hours of holiday pay
- 20-29-hour per week employees: 4 hours of holiday pay

## Birthday Leave

PCCS recognizes an employee's birthday as a holiday. Eligible employees will receive paid time off on their birthday. If an employee wishes to use this time on an alternative date, they must coordinate with their supervisor for approval.

Eligibility for birthday holiday leave is contingent upon the employee maintaining their regular work schedule and fulfilling the hours for which they were hired. Employees whose schedules change or who do not work their designated hours may no longer be eligible for this benefit.

## Personal Leave

Self-Hired Staff (SHS) working through the Self-Direction program may accrue personal leave based on their average hours worked per week and their length of continuous employment with a single individual or family.

**Note:** SHS may be employed by more than one individual or family. Personal leave accruals are tracked separately per case/employer and cannot be combined or transferred between participants.

## Accrual Policy

- Personal leave begins accruing on the first payday after employment begins.
- Employees may accrue up to 100 hours of personal leave.
- Any hours that exceed the 100-hour limit at the end of the year require approval to carry over.
- Employees working less than 20 hours per week are only eligible for NYC Sick Leave under the [NYC Sick Leave Act](#).

## Accrual Calculations

Personal leave is calculated and accrued per pay period, based on:

- The average number of hours worked per week for a single individual/family
- The employee's length of continuous service in that particular case
- If your weekly hours change and affect your accrual rate, your current accrued hours will carry over, and the new accrual rate will apply moving forward.

## Accrual Rates Per Pay Period

Years	20-29 hours	30-39 hours	40 hours
Year 1	2.77 hours per pay period	4.15 hours per pay period	5.54 hours per pay period
Year 2	3.69 hours per pay period	5.54 hours per pay period	6.46 hours per pay period
Year 3	4.15 hours per pay period	6.23 hours per pay period	8.31 hours per pay period

### New York State Sick Leave (NYS Sick Leave)

Sick leave is earned at a rate of one hour for every 30 hours worked, with a maximum accrual of 56 hours. It is available for employees who work less than 20 hours per week. Additionally, any unused NYS sick leaves up to 40 hours can be carried over to the following year.

### Military Leave

PCCS fully supports employees' military obligations and complies with relevant federal and state laws regarding uniformed service leaves. Employees needing time off for such a service should promptly notify the HR department and their supervisor, who will provide specific leave details. If direct notification is not possible, a family member should inform the supervisor.

After completing military leave, employees are entitled to various rights such as reinstatement, seniority, compensation, and promotions, as required by applicable laws. Failing to report for work within the stipulated time after military service completion is considered voluntary termination. Employees entering military service can accumulate up to 5 years of total absence and still maintain their employment rights.

### Time Off for Voting

At PCCS, we support civic engagement and encourage all eligible employees to participate in federal, state, and local elections.

In accordance with New York City law, employees who are unable to vote outside their working hours or during early voting may request up to two consecutive hours of leave during polling hours to vote without loss of compensation.

To request voting leave, employees must submit their request through Paycom by navigating to: → Ask Here → Employee Request → Voting PTO Request.

**For any questions regarding voting leave, please contact Human Resources.**

### Short-Term Disability Insurance

[New York State's Disability Benefits Law \(DBL\)](#) provides short-term disability benefits for employees unable to work due to a non-work-related illness, injury, pregnancy, or childbirth.

- **Eligibility:** Employees must be employed or recently employed at the time of disability and must have exhausted sick leave accruals.
- **Benefits:** Employees receive 50% of their average salary for the eight weeks before disability, up to \$170 per week, for a maximum of 26 weeks. There is a 7-day waiting period before benefits begin.

- **Application Process:** Submit a request through the Paycom Ask Here System under Employee Request → Protected Leave Request Form.
  - An HR representative will contact you within 48 business hours.
  - Complete a New York State Disability Claim Form (DB-450) with your physician and submit it to HR.
  - Monthly supplemental forms may be required until recovery or the 26-week limit.
  - A physician's certification is required to return to work.

## Workers' Compensation

PCCS provides a comprehensive workers' compensation insurance program at no cost to all employees. This program covers any illness or injury sustained in the course of employment that requires medical, surgical or hospital treatment. Subject to applicable legal requirements, the workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately. Workers' Compensation leave runs concurrently with Family and Medical Leave. Any employee who sustains any type of work-related injury or illness should inform his or her supervisor immediately. It is important that an on-the-job injury be reported on the correct form(s) immediately, no matter how minor it may appear. This enables an eligible employee to qualify for coverage as quickly as possible.

[Please click here](#) to guide on what to do if you get injured on the job,

## New York Paid Family Leave

Overview [New York Paid Family Leave \(NY PFL\)](#) provides eligible employees with job-protected, paid time off to:

- Bond with a new child (birth, adoption, or foster care).
- Care for a family member with a serious health condition.
- Assist loved ones during a family member's active military duty abroad.

### Eligibility

- Employees working 20+ hours/week: At least 26 consecutive weeks of employment.
- Employees working <20 hours/week: At least 175 days of employment.

### How to Apply

- Submit Request via Paycom Ask Here System under Employee Request → Protected Leave Request Form.
- Provide 30 days' notice for foreseeable leave or as soon as possible for emergencies.
- Complete and submit required forms with supporting documentation (from HR).

### Additional Information

- Guaranteed job protection and right to return to same/comparable position.
- Health insurance is maintained if employees continue premium contributions.
- No retaliation or discrimination for taking NY PFL.

- NY PFL may run concurrently with FMLA but does not cover personal health conditions (use short-term disability instead).
- Questions? Contact the [HR Department](#) for assistance.

## Paid Prenatal Leave Policy

Starting January 1, 2025, the New York State Paid Prenatal Leave Law ([NYS Labor Law Section 196-b](#)) requires providing employees with 20 hours of Paid Prenatal Leave (PPL) each year. This benefit is available to all employees, including part-time and overtime-exempt employees, from the first day of employment.

### Eligible Uses

Paid Prenatal Leave can be used for prenatal health care appointments related to an employee's pregnancy. These include physical examinations, medical procedures, monitoring, testing, discussions with a health care provider, fertility treatments, and end-of-pregnancy care. Only the pregnant employee receiving care may use PPL. Prenatal visits for spouses, partners, or support persons, as well as post-pregnancy care, are not covered.

### Leave Availability

Employees are entitled to 20 hours of Paid Prenatal Leave during any rolling 52-week period, starting from the first date the leave is used. Unused hours do not carry over to subsequent periods and are not eligible for payout for unused hours upon separation from employment.

### Compensation

Paid Prenatal Leave is paid at the employee's regular rate of pay.

### Requesting Paid Prenatal Leave

To request Paid Prenatal Leave, log into the Paycom Employee Self-Service portal, go to Ask Here, and select Employee Request → New York Paid Prenatal Leave Request. Within 24 hours, access the time-off request section, choose "Prenatal" as the leave type, and submit your request. For assistance, contact Human Resources at [hr@pccsny.org](mailto:hr@pccsny.org).

### Increments of Use

Employees may take PPL in hourly increments to accommodate their specific appointment needs.

### Confidentiality and Protection

PCCS will not request personal or confidential health information as a condition for using PPL. This policy ensures compliance with New York State law and provides employees with the necessary support for prenatal health care. For questions or assistance, please contact Human Resources at [hr@pccsny.org](mailto:hr@pccsny.org).

## New York Family and Medical Leave Act (FMLA) Policy

PCCS complies with the [Family and Medical Leave Act \(FMLA\)](#) and **New York Paid Family Leave (NY PFL)** to provide job-protected leave for qualifying family and medical reasons.

### Eligibility

- Worked for PCCS for at least **12 months** (not necessarily consecutive).
- worked **1,250 hours** in the past 12 months.

### Time

- Employees may take up to 12 weeks of unpaid leave in a 12-month period for:
- Birth, adoption, or foster care placement of a child.
- A serious health condition (self or immediate family).
- Military family exigencies or caring for an injured service member (**up to 26 weeks**).

### Employee Responsibilities

- Provide **30 days' notice** for foreseeable leave or **as soon as possible** for unforeseen leave.
- Submit required medical documentation within **15 days**.

### Job & Benefits Protection

- Health insurance continues under the same terms.
- Employees will be reinstated to the **same or equivalent position** upon return.
- FMLA runs **concurrently** with NY PFL, Workers' Compensation, and other leave policies.
- For more information or to apply for FMLA leave, contact [Human Resources](#).

## Lactation/Breastfeeding

PCCS supports nursing employees by providing reasonable break time and space to express breast milk for up to one year after childbirth, in compliance with [Labor Law Section 206-c](#)

### Breaks for Lactation

- SDS DSPs may take reasonable unpaid breaks to express milk.
- Whenever possible, lactation breaks should align with existing break periods.
- Paid break or mealtime may be used for lactation.

### Lactation Space & Coordination

Since SDS DSPs work in private homes or community settings, accommodations require coordination with the **designee and the individual receiving services**.

- **Private Homes:** The designee must provide a private, clean, non-bathroom space, shielded from view, with seating and an outlet if needed. If unavailable, alternative arrangements (e.g., a private bedroom) should be discussed.
- **Community Settings:** DSPs should plan accommodation with the designee. When available, employees may use designated lactation spaces in public facilities. If none are accessible, reasonable adjustments should allow the DSP to step away briefly.

### Employee Responsibilities

- DSPs must communicate lactation needs to the designee in advance.
- Employees are responsible for bringing their own lactation equipment and properly storing expressed milk.
- If refrigeration is unavailable, a personal cooler or insulated bag should be used.

### Non-Retaliation & Compliance

PCCS prohibits retaliation or denial of lactation rights. SDS DSPs who experience difficulty should report concerns to HR or their Fiscal Intermediary (FI) for support.

## BENEFITS

### Contributions

**Employer/Employee Contributions** - Premium costs for benefits designated as employer/employee contributions are shared between the company and employees through payroll deductions, with rates determined by salary tiers: less than \$50,000, \$50,000–\$100,000, and \$100,000+.

**Voluntary Insurance** we offer a variety of voluntary insurance options that are 100% employee-paid through payroll deductions.

**Employer-Paid Insurance** 100% employer-paid insurance options at no cost to employees.

### Effective Date:

Coverage begins the first of the month following 60 days of employment unless otherwise noted. If you are waiving your benefits through PCCS and wish to enroll at a later date or decide to change plans, you must have a **Qualifying Life Event** to do so outside of the Open Enrollment period. **Qualifying Life Events must be submitted within 30 days of the date of the event.**

- Loss of other coverage
- Marriage
- Legal separation
- Divorce
- Status change (PT to FT)
- Birth or adoption of a child
- Death of a spouse, child or other qualifying dependent
- Change in residence due to an employment transfer for you or your spouse
- Change in spouse's benefits or employment status

### Employer/Employee Paid Benefits

#### Medical, Dental, and Vision Insurance

PCCS offers Medical, Dental, and Vision coverage to all employees working 30 hours or more per week. Premium costs are shared between the employee and employer and are based on the employee’s annual salary range.

### Voluntary Insurance Options (100% Employee-Paid)

<b>Insurance Option</b>	<b>Description</b>	<b>Carrier</b>
Accident Insurance	Pay benefits for accidental injuries.	MetLife
Identity Protection	Monitors your identity in the event of theft	Aura / MetLife
Legal Assistance	Provides access to legal services	MetLife
Hospital Indemnity	Cash benefits for hospital stays.	MetLife
Pet Insurance	Covers pets visits, accidents, & illnesses	Pet Benefit Solutions
Short-Term Disability	Income during short-term leave	Mutual of Omaha
Permanent Life	Group whole life insurance with optional riders.	MassMutual
Critical Illness	Lump-sum benefit for medical conditions.	MetLife
Parking & Transit Reimbursement	Pre-tax reimbursement for qualified parking and transit costs.	OCA
Limited Purpose FSA	Pre-tax accounts for medical/dental/vision expenses	OCA
Dependent Care FSA	Pre-tax account for child or elder care expenses	OCA
Health Savings Account	Tax-advantaged savings for employees enrolled in the Cigna HSA plan.	OCA / Cigna
403(b) Retirement Savings Plan	Voluntary pre-tax or Roth retirement contributions (no employer match).	Voya

### Employer-Paid Benefits

#### **Employer-Paid Group Life & AD&D Insurance**

Provided through Mutual of Omaha for employees working 30+ hours. Eligibility begins the first of the month following 60 days of employment.

#### **Telemedicine Services**

Employer-paid telemedicine provided through UCM Digital Health. Available to self-direction employees working 30+ hours. Eligibility begins the first of the month following 60 days of employment.

### Additional Benefits & Policies

#### **Variable Hour Employees:**

Employees with varying hours throughout the year are measured using a 12-month lookback period. Those averaging at least 30 hours per week during this period are eligible for medical benefits for the next 12 months.

### **Continuation of Group Health Insurance (COBRA):**

COBRA allows continuation of health insurance coverage for employees and qualified dependents in case of specific qualifying events.

### **Unemployment Insurance**

PCCS pays applicable State and Federal Unemployment Insurance Taxes, and those benefits are available to separate employees who qualify.

## SEPARATION AND TERMINATION OF EMPLOYMENT

### Resignation

In your role as a Self-Directed Self-Hired Staff (SHS) providing Community Habilitation or Respite Services through an individual's Self-Directed Budget, we recognize that life circumstances may require you to leave your position. We ask that all resignations be conducted with professionalism, transparency, and consideration for the individuals and families you support.

### **Formal Resignation & Transition Process**

To maintain the quality of care and support continuity, all staff must follow the formal resignation and transition process outlined below:

- Minimum Notice
- A minimum of two (2) weeks' written notice is required.
- Additional notice is appreciated to help ensure a smooth handoff of responsibilities.

### **Who to Notify**

Submit your written resignation to all of the following:

- The Participant or Designee (Employer of Record)
- The Fiscal Intermediary (FI)
- The Support Broker and/or Care Manager, if applicable

### **During the Transition Period**

You are expected to:

- Continue working your scheduled shifts (unless otherwise advised)
- Submit all required documentation and final timesheets
- Support the individual and family in transitioning care (as appropriate)
- Maintain clear, respectful communication with all parties

**Note:** SHS may be employed by multiple individuals/families. A resignation must be submitted for each case individually. Improper resignation from one case may impact your eligibility for future employment in other Self-Direction roles.

### **Job Abandonment**

Failure to show up for a scheduled shift without notice is considered job abandonment, which may result in:

- Immediate termination of employment
- Ineligibility for reassignment to other Self-Direction cases
- Possible reporting to oversight agencies for potential neglect or abandonment

### **Personal Leave Payout Upon Resignation**

If the following conditions are met, you may be eligible for payment of one-half your accrued personal leave:

- You work 20 or more hours per week for a single family
- You provide proper written notice as outlined in this policy

### **Once a resignation is submitted:**

- You will no longer accrue personal leave
- You cannot request to use any new accrued hours
- Any previously approved leave will still be honored

## Termination of Employment

A Self-Directed Participant or their Designee has the right to terminate the employment of staff at any time, with or without cause or notice. PCCS, as the Fiscal Intermediary and co-employer of record, is committed to ensuring that all terminations are carried out fairly, respectfully, and in accordance with applicable policies and employment law.

Reasons for termination may include:

- Policy violations
- Performance concerns
- No longer being a good fit for the individual's support needs
- Budgetary or programmatic changes

## Benefits Upon Separation

### **Health Insurance**

- If enrolled in a PCCS-sponsored health or dental plan:
- Coverage will continue until the end of the month in which your employment ends
- You will receive information about your COBRA continuation rights

### **Life Insurance**

- If applicable, you may convert your group policy into an individual life insurance policy upon separation

### **Retirement Plan**

If enrolled in a retirement plan:

- You may leave your funds in the current plan
- Or choose to roll over the balance to a qualified plan or IRA
- Cash withdrawal is an option (may include taxes and penalties)

## Exit Interviews

Upon separation, an exit interview provides an opportunity to provide feedback about your experiences while working the **Self-Directed Participant/Designee**. All employees who voluntarily terminate their employment will be contacted through Paycom to complete a survey. Individual employee responses to the exit interview questionnaire will be kept confidential, and the responses will be analyzed at a department-level to identify trends and make efforts to improve employee retention.

## RESOURCES & FORMS

Forms/ Link	Used for
<a href="https://pccsny.org">pccsny.org</a>	PCCS Website/Forms
<a href="#">Self-Hired Staff PPT 08.2025</a> <input type="checkbox"/> VIDEO <a href="#">CH MSN PPT Review (05.2025)</a> <a href="#">Document: CH MSN Cheat Sheet</a> <a href="#">Document: SHS-CH Clock in Cheat Sheet</a>	Self-Hired Staff PowerPoint (with additional video/cheat sheets/resources)
<a href="#">Employee Time OFF Request</a>	If you want to take time off, ensure to request in Paycom, alongside have SDP/Designee review, sign, and send the form to the FIC for your case.
<a href="#">Missed Time/Service Delivery Form</a>	If you have issues with eVero punching in/out or documenting services, this would be provided to the SDP/Designee to provide to the assigned FIC to manually correct in eVero for you.
<a href="#">Remote: Missed Service Delivery Form</a>	If you provide Telehealth Services and have issues with eVero punching in/out or documenting services, this would be provided to the SDP/Designee to provide to the assigned FIC to manually correct eVero for you.
<a href="#">2025 Payroll Calendar</a>	This is where you can find the payroll schedule
<a href="#">eVero</a>	Digital Agency App; Punch in/out and Document Services; Input Travel and/or Staff Activity Fee
<a href="#">eVero Training Platform</a>	eVero ED
<a href="#">Paycom</a>	To review W-2; Timecards; Paystubs; and more..
<a href="#">Relias</a>	Training Platform – OPWDD Trainings; NH Training
<a href="#">PCCS Employee Handbook</a>	This is the agency wide PCCS Employee Handbook all ADMIN and DSP have to adhere to.
<a href="#">PCCS Employee Benefits Guide</a>	This is the agency wide PCCS Employee benefits all ADMIN and DSP.

<a href="#"><u>Mileage Reimbursement Form</u></a>	<p>If you are unable to input your mileage reimbursement request right into eVero, this form will be completed and provided to the SDP/Designee to assist with inputting this into the eVero system.</p>
<a href="#"><u>Self-Hired Employment Status Form</u></a>	<p>Should you no longer wish to work with the Self-Directed Participant, you may provide this form to the individual/designee and/or Self-Hired Staff.</p>
<a href="#"><u>Unethical Activity Procedures Pamphlet</u></a>	<p>This is a quick tool on the do's and don't when working with a Self-Directed Participant.</p>

## EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the **Self-Direction DSP Employee Handbook of Person-Centered Care Services**. I understand that it is my responsibility to **read, understand, and comply** with the policies outlined in this handbook.

I acknowledge that this handbook, along with all other written and oral materials provided to me, is **for informational purposes only** and does **not constitute an employment contract** or guarantee of continued employment. I understand that the policies, procedures, and benefits described in this handbook are subject to **interpretation, review, modification, or removal** at any time at the discretion of **Person-Centered Care Services** without prior notice.

I understand that as a **Self-Direction Self-Hired Staff**, **my employment is at-will**, meaning that either I or the **Fiscal Intermediary (FI)/Agency** may terminate my employment at any time, with or without cause or notice. I acknowledge that **no representative of the agency or Fiscal Intermediary** has the authority to create an employment agreement, guarantee specific terms or conditions of employment, or alter the at-will nature of my employment

By signing below, I confirm that I have received, read, and understood the **Self-Direction Self-Hired Employee Handbook** and that I agree to adhere to the policies and expectations set forth within.

**Employee Name (Printed):** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_