MEMO

To: Self-Directed Participants/Designee and Support Brokers

From: Self-Direction Department

Date: Friday, December 19, 2025

Re: Mandatory Monitoring of Self-Hired Staff Hours & eVero Service Restrictions

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This memo serves as formal notice to all members of the Circle of Support Team regarding the shared responsibility to actively monitor the hours worked by Self-Hired Staff to ensure authorized funding is not exceeded.

Effective immediately, **Self-Hired Staff will not be permitted to provide services once authorized funds are exhausted**. The eVero system has been configured to **prevent Self-Hired Staff from punching in** when no remaining funds are available under **Self-Hired Community Habilitation and/or Self-Hired Respite** budget lines.

All Circle of Support Team members—including the Self-Directed Participant/Designee, Support Broker, and Fiscal Intermediary, must work collaboratively to:

- Regularly review authorized hours and remaining balances;
- Utilize available reports to monitor utilization;
- Communicate proactively about staffing schedules and service needs; and
- Take timely action to prevent the exhaustion of authorized funds.

Failure to monitor hours and funding may result in **immediate service interruptions** and could negatively impact the participant's continuity of supports. Preventing overutilization is a shared responsibility and is critical to maintaining compliance and ensuring uninterrupted services.

If you have questions or require clarification, contact your assigned Self-Direction Team member for assistance.

If you are unsure who to contact, you can always contact us at SelfDirect@pccsny.org or call (718) 370-1088.

CC: Michelle Toye, Division Director of Self-Directed Supports
Melissa Chapman, Director of Self-Directed Supports