

Person Centered Care Services

Self-Hired Staff Training

Updated as of 07.2025



Our Mission and Vision

Our Mission: *Person Centered Care Services is a not for profit organization creating social change within communities by supporting people with disabilities on their search for identity and acceptance.*

Our Vision: *To reconfigure humankind. To be genuine and authentic human beings; disabled and non-disabled. Creating a society of belonging and helping one another to live a good life.*



Our Strategy and Impact

Our Strategy: *To help a person build comprehensive supports that will engage and propel them to lead the life they want to live.*

Our Impact- *Providing support to the Staten Island community and the greater NYC area to help create and facilitate relationships resulting in a more diverse community while providing services to people with disabilities to engage and be a part of their community.*



Our Core Values

support *Our responsibility as human beings is to support ourselves and one another.*

eQuity *To participate in community is to have active citizenship. To be a participating citizen, one must have opportunities which are equitable; which accommodate the differences all human beings have.*

aCCeptance *One of the most vital components of having a quality of life is love. It's okay to tell someone you love them; more importantly, it's okay to show them. To accept another for who they are and what makes them human can be a most validating experience; it is self-empowering.*



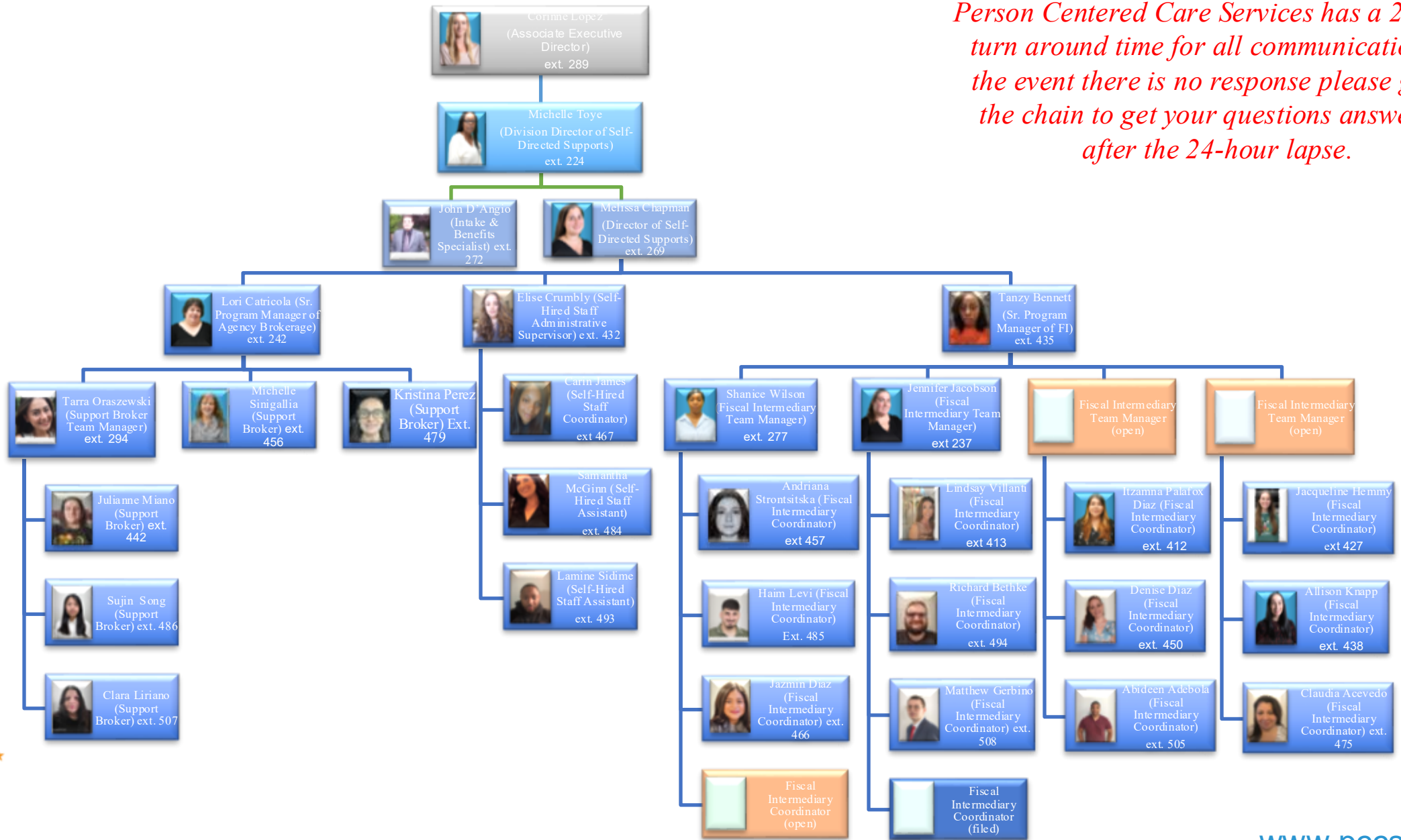
Agenda

Review eVero
system

Review Paycom
System

Other tools you
might need
within your
shift





Person Centered Care Services has a 24-hour turn around time for all communication. In the event there is no response please go up the chain to get your questions answered, after the 24-hour lapse.



ROLES AND RESPONSIBILITIES

“PCCS is the Employer of Record”

Self-Hired Staff

- Complete pre-hire requirements in a timely manner
- Clock in and out live time in eVero, as well as document service provided on a daily basis
- Complete Community Habilitation Monthly Summary Notes (if applicable) by the 10th of the following service month
- Follow Community Habilitation Staff Action Plan, and provide adequate supports to Self-Directed Participants
- Complete annual OPWDD training on Relias, mandated training, as well as the acknowledgement of all documents required by the Employer of Record (FI) in our Paycom system.
- Adhere to all PCCS, OPWDD, DOL, and OMIG policies and procedures.
- You are a Mandated Reporter, and therefore if you see something you MUST say something!



DSP Code of Conduct

Policy:

It is the policy of PCCS that certain rules and regulations regarding employee behavior are necessary for the efficient operation of PCCS and for the benefit and safety of all employees and program members. Conduct that interferes with operations, discredits PCCS and the Fiscal Intermediary department, or is offensive to program participants, families or fellow employees will not be tolerated.

- Reporting to work on time
- Wearing appropriate clothing to work
- Giving advance notice if you are unable to come to work/ unable to come to work on time

Unacceptable conduct

- X Reporting to work under the influence of alcohol or drugs
- X The use of profanity
- X Sleeping on the job
- X Documenting hours that have not been worked
- X Agreeing to work with/support Participants not agreed upon
- X Agreeing to perform tasks outside of your job description



Different Roles within the Dept.

- As a Self-Hired Community Habilitation (SH-CH) staff, you must do the following:
 - Review the Staff Action Plan – This is your Job Description alongside the one completed in Paycom.
 - Document Progress while working on those goals.
- As a Self-Hired Respite (SH-Respite) staff, you are providing relief to the caregiver, and therefore no goals need to be documented.

***Make sure to review your Job Descriptions within Paycom. As one Self-Hire Staff can provide both services at different shifts.*



Systems Use

eVero

- Self-Hired Staff, Self-Directed Participants/Designee, and Support Brokers have access.
- Self-Hired Staff clock in/out
- Document Services, either Daily or Monthly like Monthly Summary Notes
- Input of invoices for reimbursements (ex. Community Classes, FRR, and etc.)

Paycom

- Access only granted to Self-Hired staff
- Self-Hired staff can request time off
- Review accrual information
- View paystubs, past hours worked, direct deposit information, tax statements (w-2) and withholdings

Relias

- Self-Hired Staff only granted access
- This is used to complete OPWDD Mandatory Trainings, as well as any other required trainings such as Sexual Harassment Training.





What is the eVero aPP?

- Document Service Delivery (Clocking in/out)
- Ensuring Electronic Visit Verification (eVV)
- Complete Community Habilitation Monthly Summary notes
- Submit Reimbursements (Transportation/Staff Activity Fee)
 - Reviewing Timecards, prior to submission in Paycom
 - Reviewing/Approving DSP Evaluations
 - Training Video on eVero



How do I download it?

- On your device, please go to app store and download the eVero app or website <https://www.evero.com/apps/digitalagency-mobile/>
- Once you click go to the website you can download the app based off your device (i.e. Apple and Android)
- The website as well as the NH Manual, will provide you guidance on how to download and turn on certain features/permissions.
- **MAKE SURE** the APP is set to “Location ALWAYS on.” If not, this will be an issue with eVV.



You can use our industry-leading care management system right in the palm of your hand!

Access your data 24/7/365 and always know that you're HIPAA and HITECH Act compliant. Deliver quicker, higher quality care as digitalAGENCY™ Mobile helps to keep you in complete control of the electronic health records you manage.

With eVero, any mobile device turns into a care management tool that travels alongside you. You can communicate with your team, track accountability with staff in the field, optimize back-end logistics, and more. Capture data right at the point of care, and never worry about accuracy in reporting again.

digitalAGENCY™ Mobile brings your team into the 21st Century. Follow the links below to download dA™ Mobile for your appropriate operating system.



Newest Feature Update:
digitalAGENCY™ Mobile
Version 5.5

Minimum supported operating systems:
Android: 7.0 Nougat
Apple: iOS 12



How to clock in/out on eVero

Step 1 - Tap “Service Delivery”

Step 2 - Select “New” & then Dept. you are punching in to (SDS-CH or SDS-Respite)

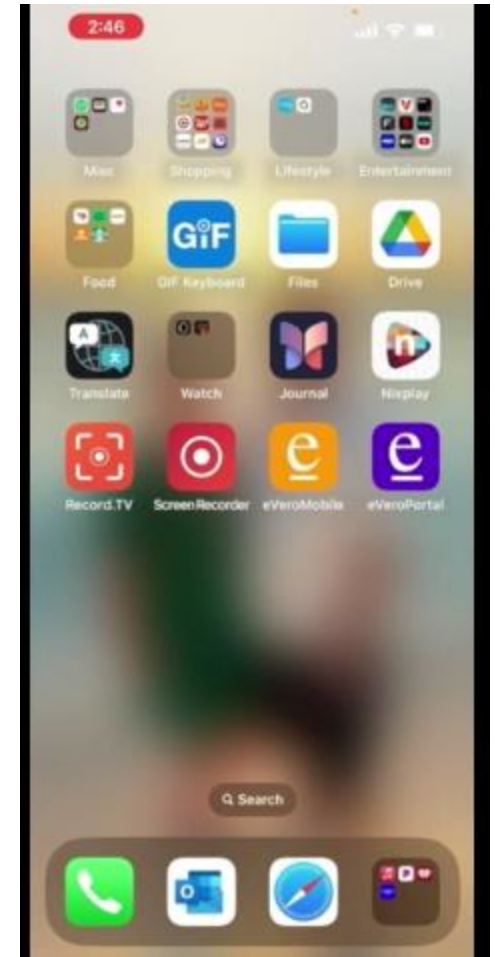
Step 3 - Select Mode of Support (i.e. Face-to-Face; Telehealth), also ensure the individual(s) name is checked off. Once completed hit **DONE**

Step 4- Click “Start” to begin the services. Once you hit **Start**.

Step 5- When your shift is over, you are going to select the paper icon. This is where you would document the services/ goals that were worked on during your shift, if you provided Community Habilitation Services. Please ensure all fields are completed and accurate. In the event you provided Respite service, please skip this step.


Step 6 - After completing services, click the **STOP** button. This will ask you if you want to stop the session. If your shift is ending you would hit **YES**. If you are documenting non-billable services, you would hit **NO**. If you hit **NO** please make sure once providing services again you go back to Step 4. If you clicked **YES**, please continue to Step 7.

Step 7 - Please review the screen shown which indicates location, start/stop time, service time, and goals. If all is correct, please have Self-Directed Participant /Designee sign the shift. In the event, they are unable to sign check off the box that states, “Unable to Capture Signature During Session.” Then hit **DONE**.



How do I correct an error made within eVero?

- ✓ Each shift is “LIVE,” and therefore if an error or glitch occurs a Missed Service Delivery Form may be used. ***This must be provided to the assigned FIC within 24-hours of the shift to correct manually, otherwise it can result in delay of payment.***
- ✓ This information will be accepted from the Participant/Designee and will not require signature on “Attendance Roster from the SDP/Designee.” However, if submitted by Support Broker or Self-Hired Staff directly, the Self-Directed Participant/Designee MUST approve in eVero before the end of payroll.
- ✓ This form MUST be filled out to avoid kick backs or delay of payment.
- ✓ In the event, that this form is submitted 3 or more times within a given 1-to-2 Pay Periods, there will be a request for a mandatory meeting or a re-training of Self-Hired Staff. If this still occurs, we must report this to our Quality Management Dept. for further investigation.

 **PCCS**
reconfiguring
humanity
Acceptance

"We are a not-for-profit organization creating social change within communities by supporting people with disabilities on their search for identity and acceptance."

Equity Support

Missed Time/Service Delivery Form

**** This form must be submitted to your FIC within 24-hours from staff's shift - this should be completed if staff failed to enter hours worked and/or document services in the eVero app. If not submitted within 24-hours, it can delay payment. ****

1. Self-Hired Staff Name: _____
2. Individual Name: _____
3. Date: _____
4. Punch In (AM/PM): _____ Start time (AM/PM): _____
5. End time (AM/PM): _____ Punch Out (AM/PM): _____
6. Start Time Service Location: _____
If Community, please provide the Location Name **AND** Address: _____
7. Stop Time Service Location: _____
If Community, please provide the Location Name **AND** Address: _____
8. Non- Billable Time **AND** Reason (if applicable): _____
9. Service Provided: _____

***SKIP QUESTION #10 IF YOU CHOOSE RESPITE FOR QUESTION #9. GO RIGHT TO QUESTION #11**

10. Service Action Goal(s) worked on – **PLEASE REVIEW THE STAFF ACTION PLAN (SAP)**
 - a. _____
Individual Response: _____
Staff Support Type/ # of Prompts: Physical/# Verbal/# Gestural/#
 Model/# Supervision/# Picture Card /#
 - b. _____
Individual Response: _____
Staff Support Type/ # of Prompts: Physical/# Verbal/# Gestural/#
 Model/# Supervision/# Picture Card /#
 - c. _____
Individual Response: _____
Staff Support Type/ # of Prompts: Physical/# Verbal/# Gestural/#
 Model/# Supervision/# Picture Card /#
11. Reason for missed punch or other related issues: _____

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www.pccsny.org
Updated 11.20.2024



Reasons I would need the Missed Service Delivery Form

- Forgot to Start/Stop Punch In
- Forgot to Start/Stop Service Time
- Forgot to Document Goals, if applicable
- The Service Time is 10min difference from the Start/Stop Time.
- No Cellphone/Wi-Fi Service
- The location of the service is incorrect

The screenshot shows a web browser window displaying the 'Missed Time/Service Delivery Form' in Adobe Acrobat Sign. The form is titled 'Missed Time/Service Delivery Form' and includes a PCCS logo and a mission statement: 'We are a not-for-profit organization creating social change within communities by supporting people with disabilities on their search for identity and acceptance.' The form contains the following fields and instructions:

1. Self-Hired Staff Name: _____
2. Individual Name: _____
3. Date: 12/01/2024
4. Punch In (AM/PM): _____ Start time (AM/PM): _____
5. End time (AM/PM): _____ Punch Out (AM/PM): _____
6. Start Time Service Location: *Select_____
- If Community, please provide the Location Name AND Address: _____
7. Stop Time Service Location: *Select_____
- If Community, please provide the Location Name AND Address: _____
8. Non-Billable Time AND Reason (if applicable): _____
9. Service Provided: *Select_____

***SKIP QUESTION #10 IF YOU CHOOSE RESpite FOR QUESTION #9. GO RIGHT TO QUESTION #11**

10. Service Action Goal(s) worked on – PLEASE REVIEW THE STAFF ACTION PLAN (SAP)

a. Individual Response: Select_____

Staff Support Type/ # of Prompts: Physical/# _____ Verbal/# _____ Gestural/# _____

Model/# _____ Supervision/# _____ Picture Card /# _____

b. Individual Response: Select_____

Staff Support Type/ # of Prompts: Physical/# _____ Verbal/# _____ Gestural/# _____

Model/# _____ Supervision/# _____ Picture Card /# _____

c. Individual Response: Select_____

Staff Support Type/ # of Prompts: Physical/# _____ Verbal/# _____ Gestural/# _____

Model/# _____ Supervision/# _____ Picture Card /# _____



When do I know it would be considered Non-Billable time?

Question you want to ask:

Am I assisting the person within the program? Am I providing a direct service working on the Valued Outcome? Is the individual in my presence?

*If the answer is **I am providing** direct services, then you can continue the shift as normal.*

*If the answer is **NO**, the individual is in a Community Class/Not in my presence. Then do the following:*

- Any non-billable time must be entered in the “comment” section of the Self-Hired staff eVero app. When documenting non billable time, the hours must be identified. If the Participant is in the Community Class from 2:00 – 3:00 pm, the non-billable time must be indicated as such.



Overtime Policy

- As of January of 2025, Self-Hired Staff will not be allowed to punch in eVero if they are about to hit Overtime. *More information to follow as the time gets closer.*
- The Self-Directed Participant/Designee MUST provide the assigned Fiscal Intermediary Coordinator with the justification, alongside the Missed Service Delivery Form.
- We require justification for anything more than 15 minutes within a week (Sunday – Saturday).
- The assigned Fiscal Intermediary Coordinator will place the approval within Paycom, and manually enter the time within eVero for your approval.
- This will be documented where SHS and you as the SDP/Designee will ensure this does not happen in the future. This can lead to disciplinary action if the Self-Hired Staff continues to receive Overtime.



Community Habilitation Monthly Summary Note (CH MSN)


- The CH MSN is due by the 10th of the follow service month but Self-Hired CH only.
- If any CH service was provided in the month one CH MSN is due. (i.e. If a SHS-CH worked 2 hours within the month; a whole note is needed)
- If the CH MSN, is not completed by the deadline the SHS can be written-up for not following policy and/or suspended until completion.
- If you have multiple SHS working, it is best practice to have them on a rotation or have the staff who works the most within the month to complete. Only one SHS has to complete within the month.
- Within the CH MSN, Self-Hired Staff are to capture the following:
 - Goals they worked on
 - Progress/Regression within goals
 - Behaviors/Resolutions
 - Plans for the next month
 - **CANNOT be a copy & paste from MONTH to MONTH**

***If for some reason the CH MSN does not explain in detail the month, it will get kicked back for the SHS to correct. If not corrected by deadline it can lead to disciplinary action.*



How do I complete a Community Habilitation Monthly Summary Note (CH MSN)?

9:56 signin.evero.com



Sign in to continue

Username [Forgot your username?](#)

Password [Forgot your password?](#)

[Forgot your login information?](#)

[Sign in with your Agency Code](#)



This is only showing the eVero APP version for the Website

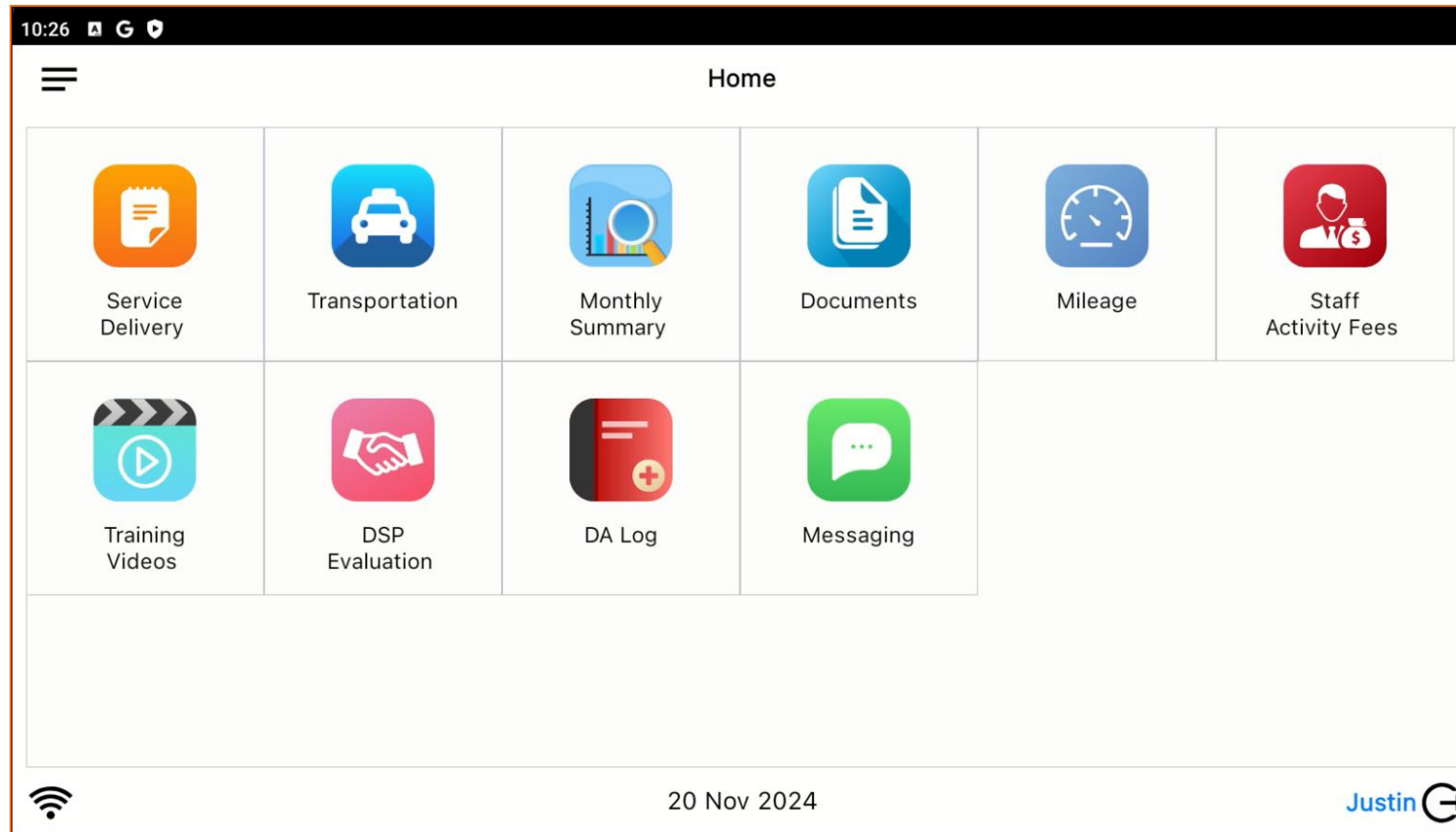
How do we review IDGS Transportation?

What is needed for a Transportation Review?

1. Date of Service within last date of invoice
2. Correct Category for this program is being used
3. “Paid To” is the correct person
4. Amount Matches Invoice, if applicable
5. Address Correct, with the mileage rate to and from
6. Is there any duplications that were submitted with other SHS or SDP/Designee?
7. Does the math make sense?
8. “Service Description,” does this relate back to a Valued Outcome within the Life Plan? Within Attendance Roster, did the SHS document within goals on where they are attending to relate this back to a Valued Outcome?
9. If asking for Out of State Travel, is this noted within Life Plan?
10. If asking for Out of State Travel, did you include ezPass or Toll receipts to back up travel. Does the eVV match the mileage being requested during the time of the shift?
11. Was Self-Hired Staff on shift?
12. Was this approved by the Self-Directed Participant/Designee?



How do I upload a Mileage Reimbursement in eVero?



This is only showing the eVero APP version for the Website

OTPS: Staff Activity Fee (SAF) Review

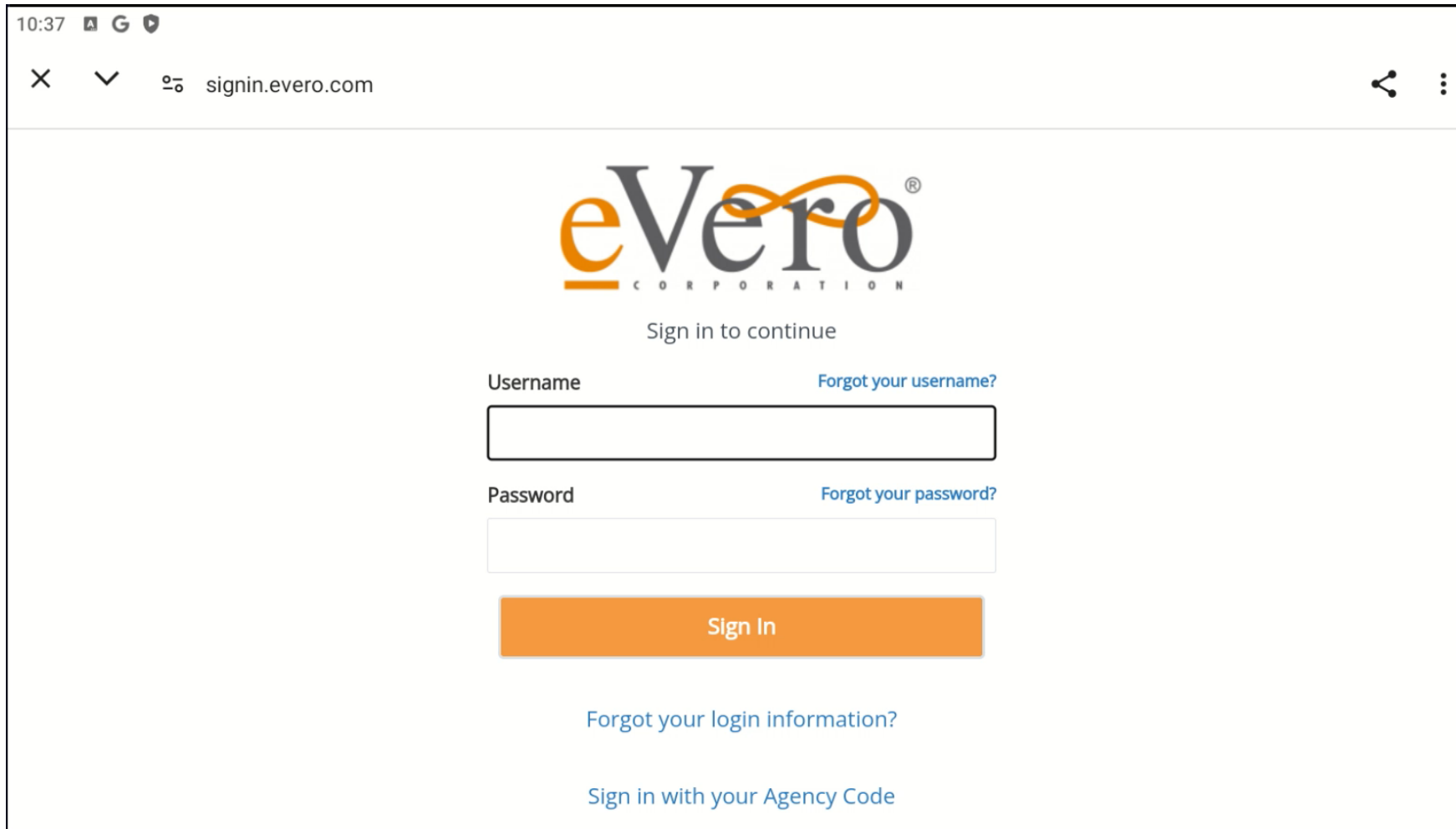
For staff activity fee reimbursements, you will be providing the receipts to the SD Participant/Designee to be uploaded into their portal or you can enter into your app for processing. This is for an expense you had to lay out to support the Self-Directed Participant with completing a goal. *For example, Movie Ticket – Valued Outcome, how to actual appropriately in a movie theater setting.*

What is needed for a Staff Activity Fee to be reimbursed?


1. Date of Service listed on the receipt (when it occurred)
2. Is the receipt Itemized? Item looking to be reimbursed should be circled/highlighted. This MUST be legible receipts.
3. Where you on shift when this was purchased?
4. Ensuring what is being reimbursed is ONLY for you?
5. Correct Category for this program is being used
6. “Paid To” is the correct person
7. Amount Matches Invoice, if applicable – Removing TAX for SHS
8. Does the math make sense?
9. Is this related to a Valued Outcome within Life Plan? Staff Action Plan?
10. Did we confirm that a CH MSN was completed for approved?
11. Does the eVV of staff location match to the invoice reimbursement for SAF?





How do I upload a SAF in eVero?



The screenshot shows a web browser window with the address bar displaying "signin.evero.com". The page features the eVero Corporation logo at the top center, with the text "Sign in to continue" below it. There are two input fields: "Username" and "Password". Each field has a corresponding "Forgot your [username/password]?" link. Below the password field is a prominent orange "Sign In" button. At the bottom of the form area, there are two more links: "Forgot your login information?" and "Sign in with your Agency Code".

10:37 

✕ ▾ 🔍 signin.evero.com  

eVero[®]
CORPORATION

Sign in to continue

Username [Forgot your username?](#)

Password [Forgot your password?](#)

Sign In

[Forgot your login information?](#)

[Sign in with your Agency Code](#)



This is only showing the eVero APP version for the Website

EVALUATIONS

- SHS Evaluations will be due based off their case management date. This is to ensure a productive evaluation, capturing actual dates of service and necessary evaluations when there are case management changes.
- If an SHS supports multiple siblings under the same designee, only a single evaluation between the designee and SHS will be required, unless the designee prefers/requests multiple evaluations.
- For SHS wage increases, an evaluation must be completed within the calendar year and an additional evaluation is not required, unless the designee requests additional evaluation to justify/have record of the increase.

****Please be advised, wages will not be changed in the middle of a pay period.**

Wages will not be paid retroactively**



Overview of the DSP eVero APP

11:13 [Navigation icons] signin.evero.com

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Sign in to continue

Username [Forgot your username?](#)

Password [Forgot your password?](#)

Sign In

[Forgot your login information?](#)

[Sign in with your Agency Code](#)



This is only showing the eVero APP version for the Website

Overview of Paycom

The screenshot shows the Paycom website homepage. At the top, there is a navigation bar with links for CAREERS, INVESTORS, and CONTACT. Below this is the Paycom logo and a secondary navigation bar with links for Our Solution, Who We Help, About Us, and Resources. There are also buttons for LOGIN and REQUEST MEETING. The main content area features a large green banner with the text "AUTOMATE DECISIONS SO YOU CAN FOCUS ON THE EXTRAORDINARY". In the center of the banner are three smartphones displaying the Paycom mobile app interface. The left phone shows a "Time-Off Requests" screen with a calendar. The middle phone shows a "My Pay" screen with a list of tasks. The right phone shows an "Ask Here" support screen with a search bar and a list of questions. Below the banner, the text "WITH HR AND PAYROLL FULL-SOLUTION AUTOMATION" is displayed. At the bottom of the page, there is a cookie consent banner with the text "We use cookies to customize experiences on our site. Additional information about data collection is available in our [privacy policy](#)." and an "ACCEPT COOKIES" button.



This is only showing the WEB version for the Paycom APP video's, please reach out to the department.

www.pccsny.org

EMPLOYEE TIME OFF REQUEST FORM



Self-Hired Staff Employee Time Off Request Form

Employer/Employee Information	
Participant/Designee Name: _____	
FI Self-Hired Staff Name: _____	
Service (Check One) <input type="checkbox"/> Self-Hired Community Habilitation <input type="checkbox"/> Self-Hired Respite	
Date(s) Requested:	
1. _____	6. _____
2. _____	7. _____
3. _____	8. _____
4. _____	9. _____
5. _____	10. _____
Total hours requested: _____	

Type of Request	
<input type="checkbox"/> COVID – 19 Pay	<input type="checkbox"/> NYC Sick Leave
<input type="checkbox"/> Personal	<input type="checkbox"/> Jury Duty (proof of service required)
<input type="checkbox"/> Birthday PTO	<input type="checkbox"/> Funeral/Bereavement (proof of attendance required)
<input type="checkbox"/> Other: _____	

Comments	

- Self-Hired Staff Time off Requests MUST be approved by Participant/Designee
- Time off Requests MUST be entered into Paycom
- Self-Hired Staff Time off Request Form MUST be submitted to Employer's Fiscal Intermediary Coordinator

Self-Hired Staff signature: _____

Participant/Designee approval: _____

- To be used for Self Hired staff to request off (NYC sick leave, personal time, jury duty, bereavement, birthday PTO)
- Hours requested are also to be placed in Paycom
- If form is not submitted at time request is placed in Paycom, the time requested off will be deleted
- Form must be signed off by both Participant/Designee and Self Hired staff.

****Please encourage staff to check accrual amounts to ensure they are eligible to be paid for the time off requested****



Self-Hired Staff Accrual Policy

- You are entitled to accrue hours based on the number of hours you are scheduled to work.
- Accrual of hours begins from your date of hire.
- You may roll over up to 100 hours to the next year ; any hours exceeding 100 will be forfeited.
- If you work less than 20 hours per week, you are only entitled to the NYC Sick Leave Act, which provides 1 hour of leave for every 30 hours worked.

Years	20-29 hours	30-39 hours	40 hours
Year One	6 hours per month	9 hours per month	12 hours per month
Year Two	7 hours per month	10.5 hours per month	14 hours per month
Year Three	8 hours per month	12 hours per month	16 hours per month
Year Four	9 hours per month	13.5 hours per month	18 hours per month



****SIDE NOTE: Please make sure to refer to the New Hire Manual/Employee Handbook for the most updated version.**

Holidays off

You are entitled to specific hours of Holiday Pay for the holidays listed below based upon how many hours you are scheduled to work:

20-29 hours per week- 4 hours of Holiday Pay
30-39 hours per week - 6 hours of Holiday Pay.
40 hours per week - 8 hours of Holiday Pay

Your **Self-Hired Staff Birthday** is consider a Holiday!!!

Holidays	Official Dates
New Year's Day	Wednesday, January 1, 2025
Martin Luther King, Jr.	Monday, January 20, 2025
Willow brook Day	Wednesday , April 30, 2025
Memorial Day	Monday, May 26, 2025
Juneteenth	Thursday , June 19, 2025
Independence Day	Friday , July 4, 2025
Labor Day	Monday, September 1, 2025
PCCS Wellness Day	Monday, October 13, 2025
Thanksgiving Day	Thursday, November 27, 2025
Thanksgiving	Friday, November 28 2025
Christmas Day	Thursday , December 25, 2025



Office for People with Developmental Disabilities/Medicaid/Dept. of Labor Rules

- Self-Hired Staff should ONLY be working with the individual(s) they were hired for, per the Self-Direction budget.
- Self-Hired Staff are NOT able to work while the school is in session. Fiscal Intermediary department has the most update to-date information. Please complete the attached *School Schedule form* and provide to the FI Coordinator yearly to update within eVero.
 - *Regardless, if the individual is home sick and/or scheduled for a doctor's appointment.*
- Self-Hired Staff are unable to work if a person is admitted to the hospital.
- Self-Hired Staff should not be used as a taxi/uber service. Therefore, pickup and drop off from school is not allowable. We are only able to reimburse for services that are related to a valued outcome within the Life Plan.
- Self-Hired Staff should punch in when in the presence of the Participant. Staff are not to clock in at another location prior to being in the presence of the Participant.
- If Self-Hired are going to work more than 12 hours within a given shift, please make sure to inform your FI Coordinator in as far in advance as possible. According to the Department of Labor regulations, within a 12 hour-period, staff are entitled to a 1-hour break, and 2-15 minute breaks in order to avoid burnout. To learn more, please review the website for more information. [Wages and Hours Frequently Asked Questions | Department of Labor \(ny.gov\)](#)
- Self-Hired cannot work more than 40 hours per week with one individual. Also, they should not be working 7 days straight per week. They should have a full 24-hour rest period before working the next shift. This will help prevent burnout of staff. Please review document for more information: [One Day Rest in Seven: Section 161 of the Labor Law \(LS611\) \(ny.gov\)](#)
 - *If Self-Hired Staff are working over 40hours within a week (Sunday-Saturday) with one family, please make sure to follow Person Centered Care Services Overtime Policy.*



Family Medical Leave Act (FMLA)

Under the federal Family & Medical Leave Act (FMLA), any employee that has worked for a period of at least 12 months and for a minimum of 1,250 hours during the 12 months right can be eligible for FMLA. Family medical leave is calculated based on a twelve-month rolling period, not on a calendar basis, beginning with the first day of an employee's qualifying FMLA leave.

Employees that are eligible may take up to 12 weeks of unpaid leave from work within a 12-month period. Family and medical responsibilities can include births, illnesses, or other serious health conditions that the employee or family member may have that prohibits performing the essential functions of your job.

It also includes time you need to take care of your spouse, child or parent with a serious health condition. In 2015, the regulations amended the definition of "spouse" under the FMLA so that eligible employees in legal same-sex marriages will be able to take FMLA leave to care for their spouse or family member, regardless of where they live.

PCCS, as the employer of record, requires medical certification to support a claim for leave for an employee's own serious health condition or to care for a seriously ill child, spouse or parent. For the employee's own medical leave, the certificate must include a statement that the employee is unable to perform the functions of his or her position. For leave to care for a seriously ill child, spouse or parent, the certification must include an estimate of the amount of time the employee is needed to provide care. It may be necessary to provide periodic recertification. At its discretion, PCCS may require a second medical opinion and periodic recertification.

Spouses who are both employed by PCCS are entitled to a total of twelve weeks of leave (rather than twelve weeks each) for the birth or adoption of a child or for the care of a sick parent.



Worker's Compensation

PCCS as the employer of record 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, 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.



DOL Guidelines for employees under age 18

- ▶ Full-time school is compulsory for minors under 16 years old. A community can require minors who are not employed to attend school until they reach age 17 or graduate. High school graduates, regardless of age, are not required to continue attending school. However, they must provide an employer with a Full-Time Employment Certificate until they reach their 18th birthday.
- ▶ There are certain exceptions to these rules and they are subject to the employment certificate regulations that follow:
- ▶ Minors not yet 14 may not be employed at any time, neither after school nor during vacation.
- ▶ Minors 14 and 15 years old may work after school hours and during vacations, but not in factory work. They may do delivery and clerical work in any enclosed office of a factory, and in dry cleaning, tailor, shoe repair, and similar service stores.
- ▶ Minors 16 and 17 years of age, if not attending school, may work full time throughout the year.
- ▶ Factory work is permitted for minors 16 years of age or older.



Covered Prenatal Health Care Services

Employees are entitled to take Paid Prenatal Leave for prenatal health care appointments during or related to their pregnancy. This **CANNOT** be denied.

Pregnancy-related health care appointments include:

- physical examinations
- end of pregnancy care
- medical procedures
- fertility treatment
- monitoring
- Testing
- discussions with a health care provider needed to ensure a healthy pregnancy

****Only the employee directly receiving prenatal health care may use Paid Prenatal Leave. A spouse, partner, or another support person attending prenatal appointments with a pregnant person is not entitled to Paid Prenatal Leave.**

Health care appointments after pregnancy are not covered by Paid Prenatal Leave.

More information to follow on the process of Self-Hired Staff requesting and getting paid for this time.

www.pccsny.org



Pregnancy Law

On Oct. 21, 2015, New York Gov. Andrew Cuomo signed the Protect Women from Pregnancy Discrimination bill, which requires employers to provide reasonable accommodations for pregnant employees. (The law is effective Jan. 19, 2016.)

With this law, New York joins a steadily increasing number of states and cities that require employers to provide accommodations to pregnant employees. In most cases, these laws are more expansive than federal law.

The Protect Women from Pregnancy Discrimination bill clarifies that employers must provide reasonable accommodations for pregnant employees. The bill amends the NYSHRL to make it “an unlawful discriminatory practice” for an employer to refuse to provide reasonable accommodations to the known “pregnancy-related conditions” of an employee, unless such accommodations would cause an undue hardship to the employer. The bill defines “pregnancy-related condition” as follows:

▶ *A medical **condition** related to pregnancy or childbirth that inhibits the exercise of a normal bodily function or is demonstrable by medically accepted clinical or laboratory diagnostic techniques; provided, however, that ... the term shall be limited to conditions which, upon the provision of reasonable accommodations, do not prevent the complainant from performing in a reasonable manner the activities involved in the job or occupation sought or held.*

This bill prohibits employment practices that discriminate against making reasonable accommodations for qualified employees affected by pregnancy, childbirth, or related medical conditions. *A qualified employee* is an employee or applicant who, with or without reasonable accommodation, can perform the essential functions of the position, with specified exceptions.



BREAK TIME FOR NURSING MOTHERS

- Section 7 of the FLSA was amended by the Affordable Care Act to provide nursing employees with:
- Reasonable break time to express breast milk
- A place, other than a bathroom, that may be used to express milk
- For up to 1 year after the child's birth
- Effective March 23, 2010



Driving Policy: Transporting Participants in the vehicle of a Self-Hired staff

- If required, Self-Hired staff can transport Participants in their vehicle to goal related activities outlined in their Staff Action Plan. When completing the Self Hired staff information form, you must indicate whether Self Hired Staff will transport Participants in their vehicle. If Self Hired staff are involved in an automobile accident, they are responsible for any damages that incur to their vehicle. Since the driver is not driving an agency vehicle, their personal insurance will cover damages/losses or the insurance of the other driver.
- SD participants and designees also have the option of having their Self-hired staff placed in DMV's License Event Notification Service (LENS) through PCCS. The LENS program alerts PCCS with moving violations and license suspensions.
- A moving violation occurs whenever a traffic law is violated by a vehicle in motion. Some examples of moving violations are speeding, running a stop sign or red light, and driving under the influence. LENS can quickly identify problem drivers and focus efforts to improve safety and decrease vulnerability.
- If the Participant/Designee or their Self Hired staff is injured in the automobile accident while on shift, the self-hired staff can then file a worker's compensation claim.



Americans with Disabilities Accommodations (ADA)

- Under [Title I of the Americans with Disabilities Act](#) (ADA), a reasonable accommodation is a modification or adjustment to a job, the work environment, or the way things are usually done during the hiring process. These modifications enable an individual with a disability to have an equal opportunity not only to get a job, but successfully perform their job tasks to the same extent as people without disabilities. The ADA requires reasonable accommodations as they relate to three aspects of employment: 1) ensuring equal opportunity in the application process; 2) enabling a qualified individual with a disability to perform the essential functions of a job; and 3) making it possible for an employee with a disability to enjoy equal benefits and privileges of employment.
- If Self-Hired Staff inform you that they need special accommodations, please reach out to your assigned FIC and they will connect you with our Human Resources Dept.
- You can refer to [Accommodations | U.S. Department of Labor](#) for more information.



Compliance Vs. Quality Issues

Disciplinary procedures are to inform all self-hired employees that they must adhere to all OPWDD and organizational regulatory compliance standards. PCCS as the employer of record, will provide fair warning and counseling so that the individual understands what is expected and to allow for the opportunity to complete any regulatory/compliance requirements. PCCS, as the employer of record, retain the right to administer disciplinary actions which can and will lead up to termination, if any self-directed self-hired staff do not complete these requirements when due.

We will address any concern within a Circle of Support Meeting and will adhere to the Employee Life Cycle Policy set by Person Centered Care Services should written warnings or write-up be needed.

PCCS as the Employer of record also works with the designated SD participant/designee to also assist with performance-based disciplinary concerns however, PCCS as the employer of record, directly addresses regulatory/compliance concerns with the self-hired staff.



Know your rights as an Employee

- If the Self-Directed Participant/Designee or any member of the Circle of Support make you feel uncomfortable/unsafe at all, please make sure to address with your assigned Fiscal Intermediary Coordinator or Human Resources.
- All Self-Hired Staff should feel safe and comfortable attending work and supporting the individual.



Schedule Changes

- The Self-Directed Participant (SDP)/Designee is the co-employer with the Fiscal Intermediary Agency (PCCS).
- Should you have an increase or reduced hours in work, please make sure you let the assigned Fiscal Intermediary Coordinator know. There is a Self-Hired Staff Status Form that needs to be completed and signed by you and the SDP/Designee.
- In the event, that you would like additional hours, please e-mail your resume to SelfDirect@pccsny.org. We will then share your resume with SDP/Designee looking for Self-Hired Staff. Make sure to include Name, Location you would like to work (i.e. Brooklyn, Staten Island), Days/Times you are available.



Resignation of Position

- Ensure you inform your person or family member of the resignation.
- Provide them with a written notice of when the last date of service will be.
- Please be considerate of those supported and provide at minimum 2-weeks' notice should you choose to resign.



Relias



[Relias - Person Centered Care Services \(PCCS\) \(reliaslearning.com\)](http://reliaslearning.com)

What is Relias?

Relias Learning, LLC provides training services. The Company offers live training management, tracking, reporting, automated compliance, and customized training plans services. This is how Person-Centered Care Services provides mandatory trainings to Direct Support Professionals, also known as Self-Hired Staff.

How do I sign on?

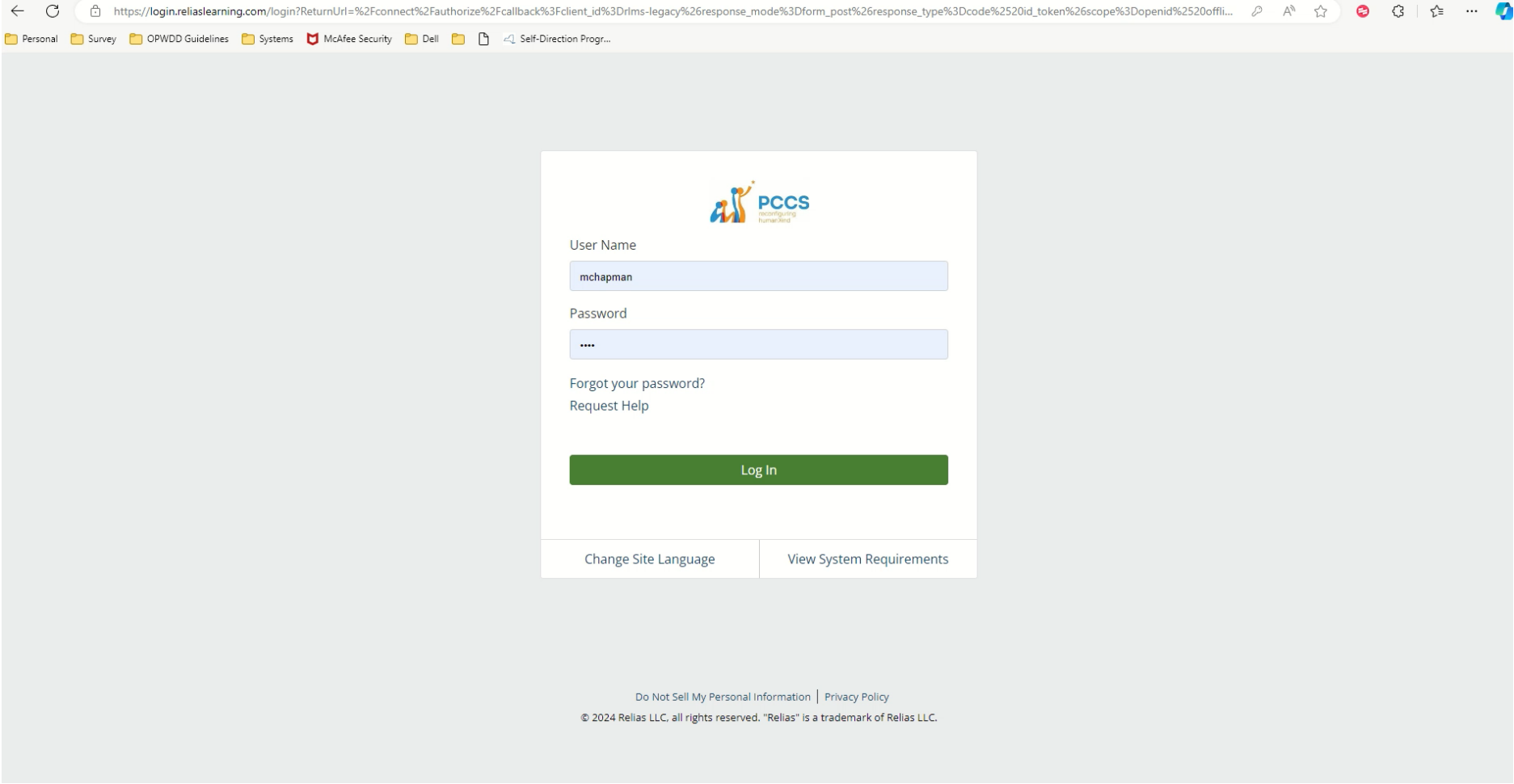
You should have received an e-mail from no-reply@alerts.reliaslearning.com. Please make sure to check your junk/spam folders. If you have not received the email alert, please notify Self-Hired Staff Administrative Supervisor, Elise Crumbly at Ecrumbly@pccsny.org.

Next Steps ...

Continue to complete your Relias Self-Hired Staff New Hire Orientation Training. **Please note** you are unable to start working until the Self-Hired Staff Team provides you with a clearance e-mail stating you can now work with the Self-Directed Participant.




Overview of Relias



https://login.reliaslearning.com/login?ReturnUrl=%2Fconnect%2Fauthorize%2Fcallback%3Fclient_id%3Drlms-legacy%26response_mode%3Dform_post%26response_type%3Dcode%2520id_token%26scope%3Dopenid%2520offli...

Personal Survey OPWDD Guidelines Systems McAfee Security Dell Self-Direction Progr...

 PCCS
reconfiguring
humanity

User Name
mchapman

Password
....

Forgot your password?
Request Help

Log In

Change Site Language View System Requirements

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This is only showing the WEB version for the Relias APP video's, please have Self-Hired Staff reach out to the department.

Resources

- [FI. Self-Hired Staff Guide](#)
- [PCCS Website \(pccsny.org\)](#)
 - *Within PCCS Website, please refer here for all the updated forms within the Self-Direction Team*
- [OPWDD Website \(OPWDD.ny.gov\)](#)
- [Regulations & Guidance | Office for People With Developmental Disabilities \(ny.gov\)](#)
- [OPWDD SD Guide March 2022](#)
- [Department of Labor](#)
- [Electronic Visit Verification \(EVV\) Resource Library \(ny.gov\)](#)
- [Medicaid](#)
- [Office of the Medicaid Inspector General \(OMIG\)](#)
- [Unethical Activity Procedures Pamphlet](#)
- [eVeroMobile - eVero's EHR Mobile App](#) – Self-Hired Staff APP for eVero
- [Continuing Education & Training - eVero Corporation](#) – eVero Training Videos





LEAVE A REVIEW
ON GOOGLE



SCAN THE QR CODE TO LEAVE PERSON
CENTERED CARE SERVICES A REVIEW!



PERSON CENTERED CARE SERVICES



Get
Rewarded
For Your
Referrals

Terms & Conditions Apply

Earn Up to:
\$300
For Every
Referral

How it works

This program is open to anyone within the agency to participate in. Existing employees who are promoted, transfer roles, or take on an additional role are not considered "new applicants".

New applicants:

- All new applicants applying to PCCS must list their referring employee in the online application.
- If for some reason you are unable to list the referring employee in the online application, it must be listed with the Human Resources Representative that is conducting your onboarding process.
- If the employee is not listed prior to beginning employment this will not be considered for the referral program.

Current Employees:

- Following the PCCS code of conduct standards current employees will receive incentive stipends to support the recruitment of new employees.
- For each referral you will receive \$100 when the new employee finishes their probation after 90 days for DSPs or 6 months for an Admin new hire.
- You will also be eligible to receive another \$200 for when that same employee reaches a year with PCCS.
- You must be an active employee with PCCS at the time the stipend would be given to receive it.

If you have any questions contact HR@pccsny.org

APPLY TODAY!



150 Granite Ave.
Staten Island, NY 10303
718-370-1088
www.pccsny.org

Connect with us!

@pccsny



BRIGHTEN SOMEONE'S DAY!

LEAVE A COWORKER OR PERSON SUPPORTED A

HAPPY NOTE

OR LEAVE US A

SUGGESTION

We want to hear from you. Describe your ideas
and what the benefits of your ideas are

★★★★★ IN OUR ★★★★★

HAPPY BOX

ENTER A NOTE TO HAVE A FREE TREAT!



www.pccsny.org

Agency Updates

Make sure to join us each month to:

- Participate in team building
- Hear updates from across the agency
- Share info interdepartmentally
- Announce the Peer-to-Peer winners & Staff Celebrations

DO NOT forget to Nominate another DSP or ADMIN staff who went above and beyond within their role. Both of you can win!!



The graphic features a dark blue background with yellow and white fireworks. At the top center is the PCCS logo, which includes the text 'PCCS reconfiguring human/land'. Below the logo, the words 'STAFF CELEBRATIONS' are written in large, bold, yellow capital letters, and 'Nomination Form' is written in a white cursive font. The main text is in white, with key terms like 'peers, community members, people supported, families' highlighted in yellow. A QR code is located in the bottom right corner of the graphic.

PCCS
reconfiguring
human/land

STAFF CELEBRATIONS

Nomination Form

Staff Nomination recognizes 2 employees who are nominated by their **peers, community members, people supported, families** they work with or want to nominate themselves, who have demonstrated dedication and hard work to PCCS and the people we support.

1. Staff Nominations for Stipends – 2 staff will be selected from the nominations each month and receive \$100 stipend for recognition of their great work
 - a. If you are nominator you also will be in the running for a \$25 gift card
2. Celebrations – this can just be any celebratory moment work or personal – someone graduated, got a new car or house, having a baby, got a certification etc.

Staff Celebrations will be announced each month on the Agency Update meetings!

Scan the QR code to submit your nominations!
<https://forms.microsoft.com/r/4td0QshCaY>



Together, We Can Do More

Stay connected to PCCS:



@PCCSNY

