



Services Cannot Be Provided Without a Finalized Staff Action Plan

NeweVero Requirement September 1, 2025

TO All Direct Support Staff, People Supported, Advocates, Brokers
FROM PCCS Administration
DATE July 30, 2025
SUBJECT Services cannot be provided without a finalized staff action plan – New eVero Requirement Starts September 1, 2025

SIGNATURE REQUIRED

- Please be advised that a version of this memo requires DSPs and agency staff's signature in Paycom no later than Friday, August 22, 2025.
 - Failure to complete the required signature by the deadline **will result in suspension until signed.**
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KEY INFORMATION

- **Starting September 1, 2025**, PCCS will activate a new feature in the eVero system to help meet regulatory and billing requirements.
 - This feature will block staff from clocking in or delivering any services unless there is a finalized, approved Staff Action Plan (SAP) in place.
 - This policy ensures that everyone receiving services has a clear, person-centered plan in place, and that all services are properly authorized, documented, and billable. It's about protecting the people we support and maintaining compliance with state and federal regulations.
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FOR DIRECT SERVICE ROLES:

- You will not be able to work with a person supported if their Staff Action Plan is not finalized.
 - You won't be able to enter attendance or service notes in eVero without a current SAP.
 - Missed punch-ins or handwritten time sheets will not be accepted if there was no finalized SAP at the time of service because you are not authorized to work without an active SAP.
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You Cannot Work Without a Finalized Staff Action Plan

NewVero Requirement September 1, 2025

WHAT NEEDS TO HAPPEN:

- SAPs must be fully developed, approved, trained on, and shared before services can begin.
 - Teams should begin reviewing and preparing plans now to avoid any service delays.
 - Any delay in completing the SAP process could mean services can't be provided or recorded—and staff won't be paid for that time.
 - PCCS Supervisors, Brokers, Fiscal Intermediary Coordinator must actively monitor and finalize all pending SAPs to ensure staff are cleared to work.
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QUESTIONS?

- If you're unsure whether a Staff Action Plan is finalized or need support with this change, reach out to your PCCS supervisor right away.
 - Thank you for helping us ensure safe, timely, and person-centered care for all the people we support.
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