MEMO

To: Self-Directed Participants/Designee, Support Brokers, and Self-Hired Staff

From: Self-Direction Department

Date: Tuesday, March 24, 2026

Re: Updated FI Self-Hired Staff Guide

We are pleased to share that the **Fiscal Intermediary (FI) Self-Hired Staff Guide** **has been updated**, effective April 2026.

This guide has been revised to improve clarity, strengthen compliance, and ensure all Self-Hired Staff and team members understand expectations related to service delivery, documentation, and employment responsibilities.

Key Updates Include:

- *System & Compliance Enhancements*
  - Introduction of eVero alerts (e.g., overtime, missed billing, PRA thresholds, authorized time limits)
  - Implementation of Multi-Factor Authentication (MFA) for system access
  - Expanded EVV options, including telephony and FOB tracking
- *Staff Action Plan (SAP)*
  - Staff may not work without a finalized and approved SAP (*09/01/2025 SAP Policy*)
- *Timekeeping & Overtime*
  - Overtime must be pre-approved
  - Increased monitoring and enforcement of timekeeping practices
- *Updated Resources*
  - PowerPoint Update 03.2026
  - Video for Training
  - Missed Service Delivery Form
  - PTO Request Form
  - Mileage Form
  - Payroll Calendar

All staff are expected to review the updated guide in full and adhere to the outlined requirements moving forward.

If you have questions or are unsure who to contact, please email **SelfDirect@pccsny.org** or call **(718) 370-1088**.