# Clock In/Out Self-Hired Community Habilitation

## eVeroMobile App

Community Habilitation a service delivered in the community to facilitate inclusion, integration, skill and relationship building

eVeroMobile app software app utilized by self-hired staff to document services when providing NYS Medicaid supports including but not limited to timekeeping, shift notes, and monthly documentation of staff services provided

Quality Notes staff will enter daily shift notes when providing Community Habilitation services. Notes should include important details of the supports provided during that shift. This should directly relate to the individual's goals/valued outcomes as indicated in the 'Methods' Section of the eVeroMobile app (NYS Medicaid requirement for quality documentation)

On-Demand 'How to' eVero Videos Link: https://www.youtube.com/@aimservicesinc/playlists

### AIM Payroll Information

eVero Payroll Assists with processing payroll, time off approval, and communications with staff on shift updates/corrections in accordance to AIM Payroll Schedule (Bi-weekly schedule paid on Fridays)

Staff Attendance All shifts must be documented real-time by staff via the eVeroMobile App on an electronic device per federal (EVV) Electronic Visit Verification mandates. Any missed shifts or shift corrections must be submitted by staff to eVero Payroll at everopayroll@aimservicesinc.org utilizing the manual payroll template

- Manual Payroll Templates may be submitted via AIM Self-Direction https://www.aimservicesinc.org/self-direction/staff-tools/manual-payroll-submissions/
- Please reach out to SD Team if the staff needs a manual payroll template
- Submissions must be timely to avoid delays in payment

Overtime Policy Overtime must be requested and confirmed by AIM team to ensure sufficient support in the budget prior to staff providing services (overtime is paid at time and a half)

- Overtime cannot be scheduled using the AIM Notice of Employment form

### Staff Note for Reimbursement Requests (if applicable)

Mileage When a person self-directing needs transportation to/from a service-related activity. Transportation costs and mileage must be related to a Medicaid reimbursable service within the Self-Direction budget. delivered by Self-Hired staff would be considered allowable reimbursable costs.

AIM will verify staff reimbursement requests for IDGS mileage in accordance with AIM Reimbursement Policy:

- Staff are clocked in providing services real time
- Self-Directing person is in the vehicle real time with staff
- The location/destinations are mentioned in quality note authored by staff

Staff Activity Fees (SAF) staff activities fees to cover meals, admissions, fees, transportation or other costs incurred by staff when providing support to the self-directing person for opportunities that support a valued outcome

AIM will verify staff reimbursement requests for OTPS staff activity fees in accordance with AIM Reimbursement Policy:

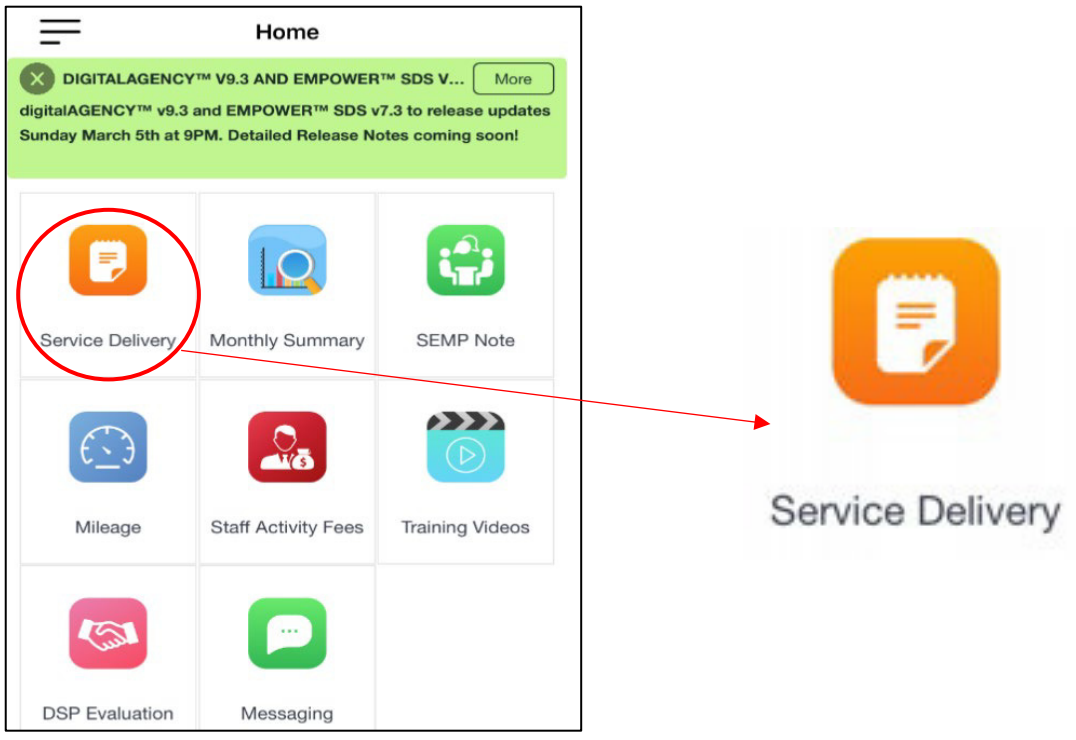
- Staff are clocked in providing services real time
- The expenses/fees are mentioned in quality note authored by staff
- Itemized receipt and proof of payment for staff expenses in the community are included

1. Select ‘Click Here to Log In’ and proceed to ‘eVero Sign In’ screen
2. Enter username and password; Select ‘Sign In’

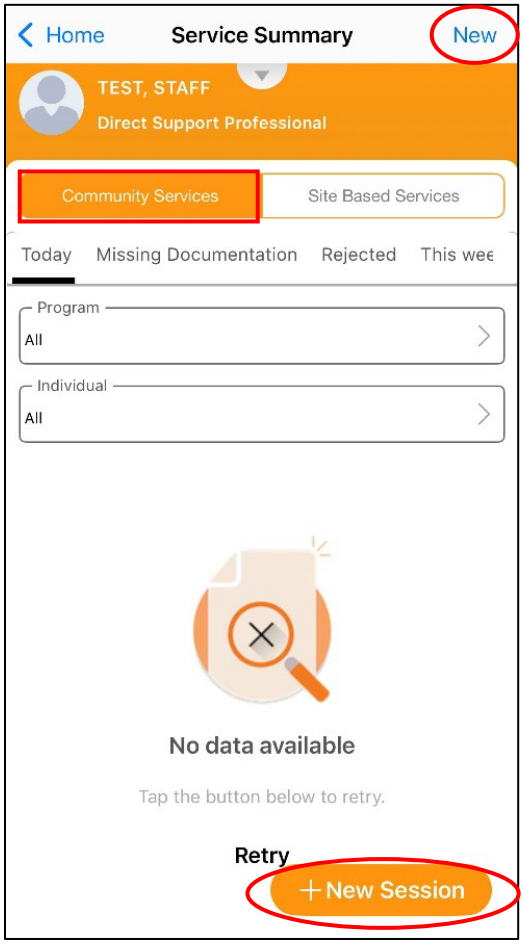



Forgotten User/Password: Select ‘Forgot your username’ or ‘Forgot your password’ or ‘Forgot your login information’ (blue hyperlinks on right-hand side or bottom center) and follow onscreen instructions for Username or Password

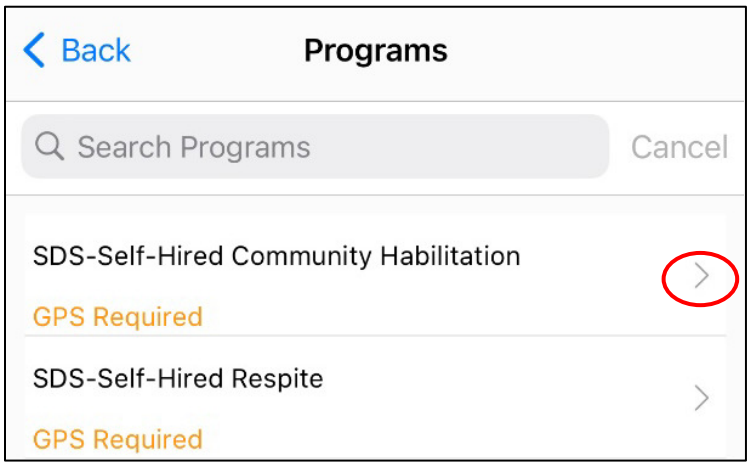
3. Select ‘Service Delivery’ (orange icon top left)



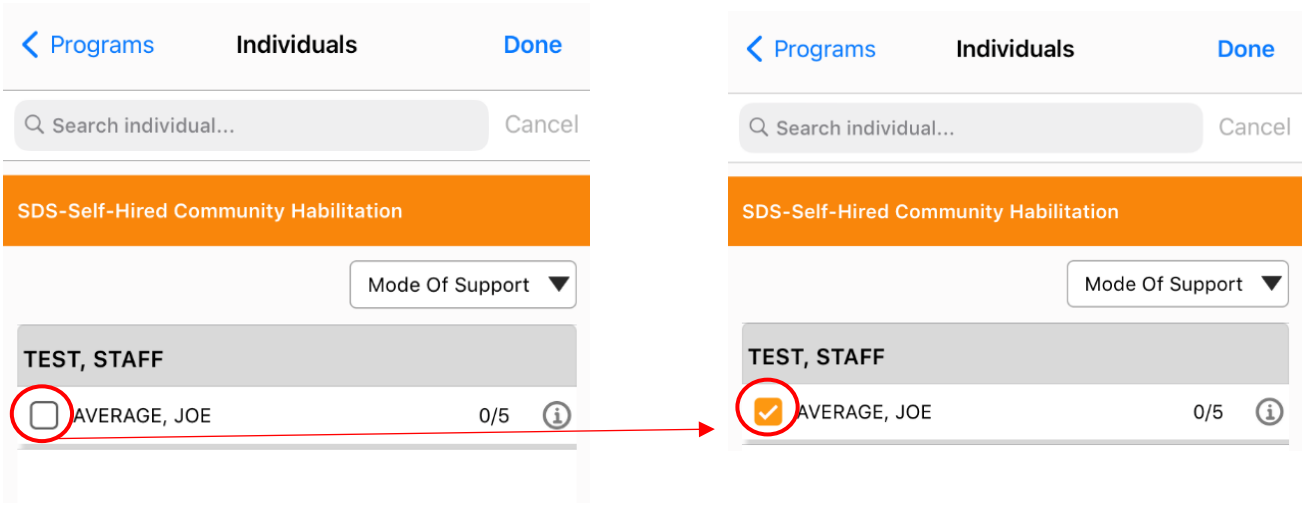
4. Confirm ‘Community Services’ is toggled to orange
5. Select 'New’ (upper righthand corner of screen) or ‘New Session’ (bottom right hand corner of screen)



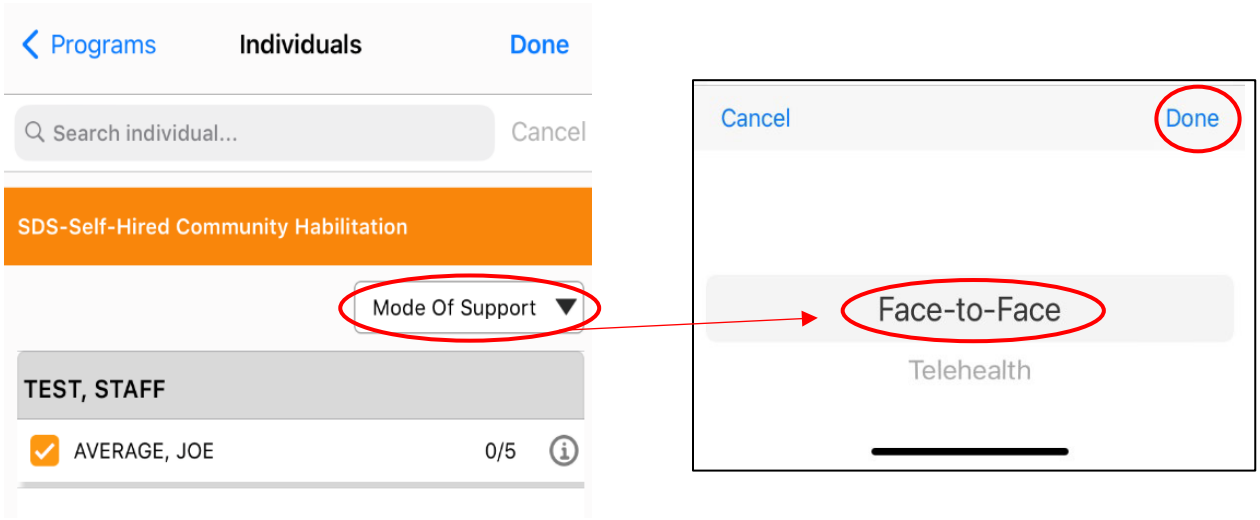

6. Select ‘SDS-Self-Hired Community Habilitation (grey arrow) and proceed to next screen



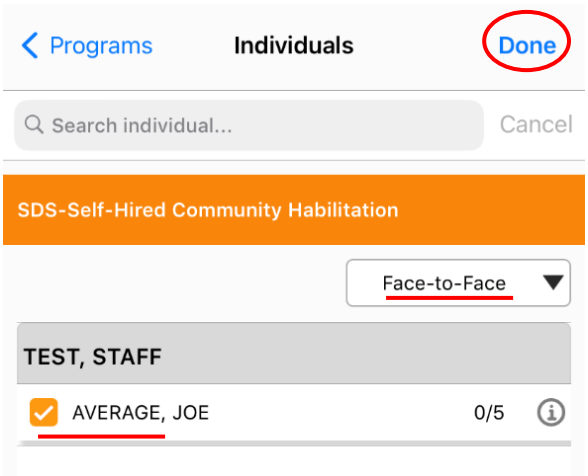
7. Select Individual by clicking empty checkbox (selection indicated by orange checkmark)



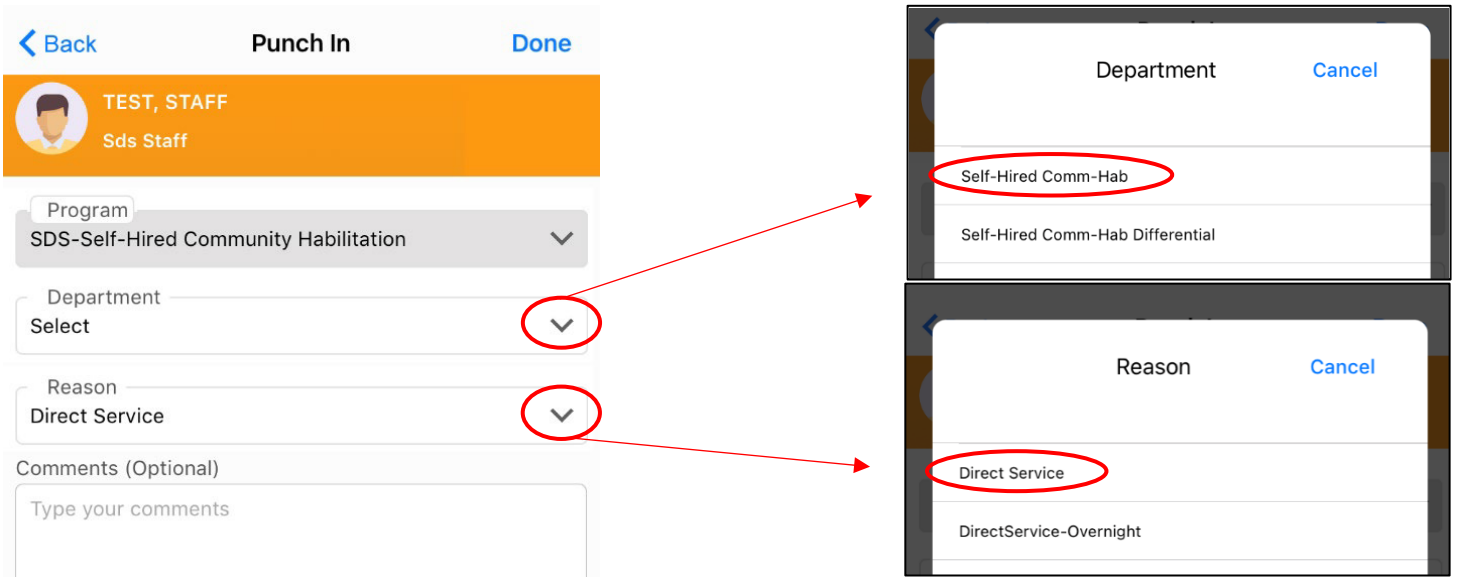

8. Select 'Mode-of-Support' (upper right-hand corner); Select 'Face-to-Face' supports from dropdown. Select 'Done' (upper right-hand corner) to return to 'Individuals' screen



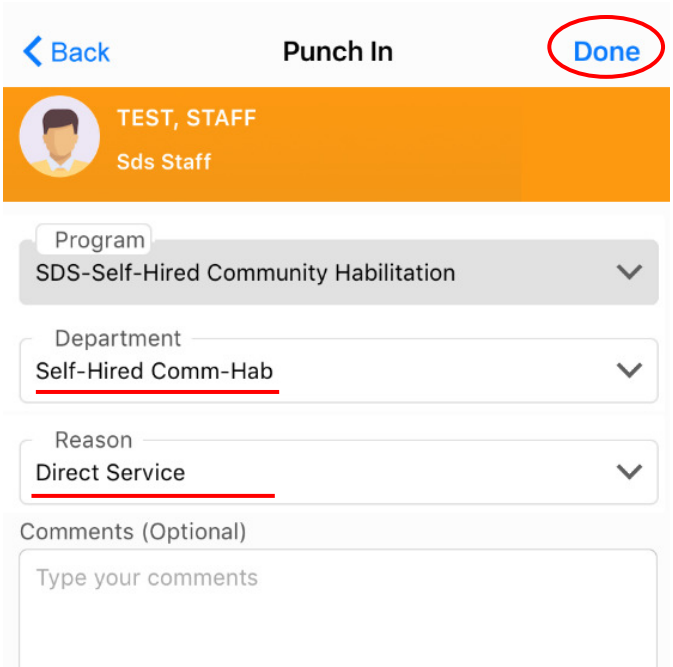

9. On 'Individuals' screen, select 'Done' to proceed to 'Session'



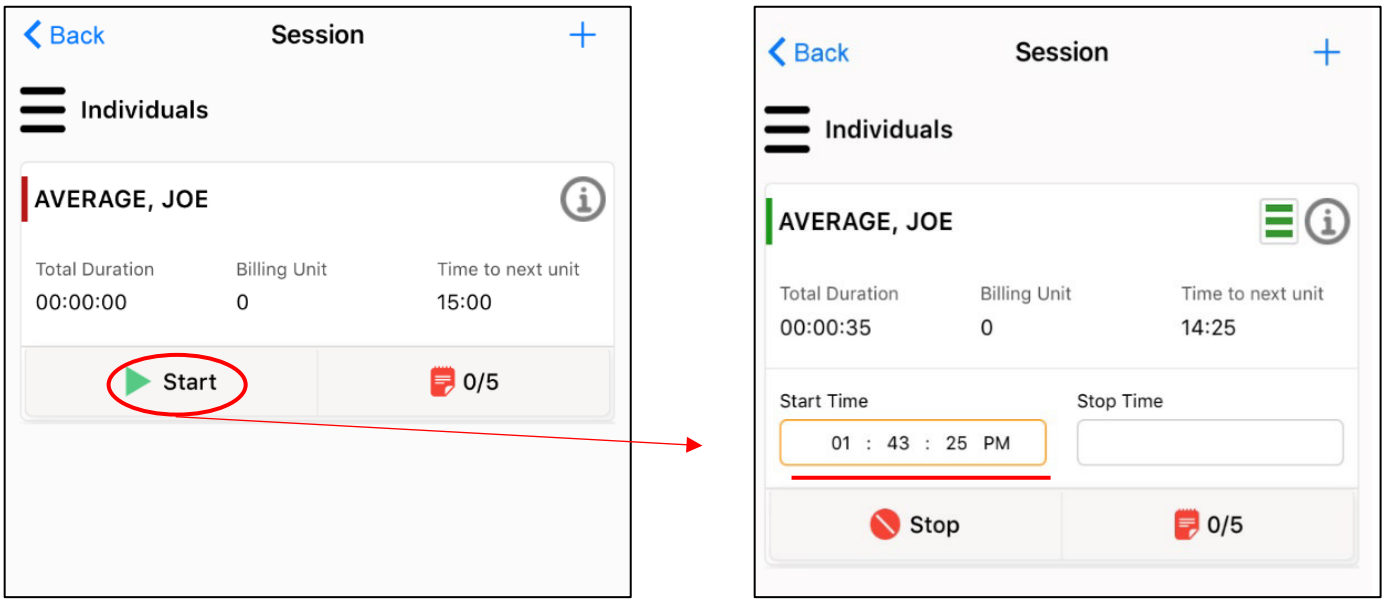
10. Select ‘Department’ (grey arrow); select ‘Self-Hired Comm-Hab’ from dropdown
11. Select ‘Reason’ (grey arrow); select ‘Direct-Service’ from dropdown



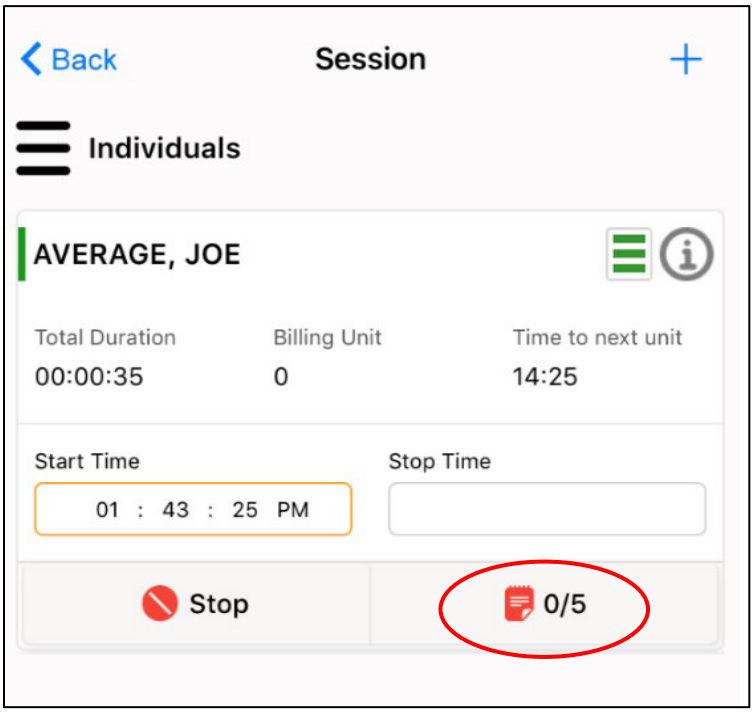

12. Verify information is correct on ‘Punch In’ screen (comments are optional); select ‘Done’ (upper right-hand corner)



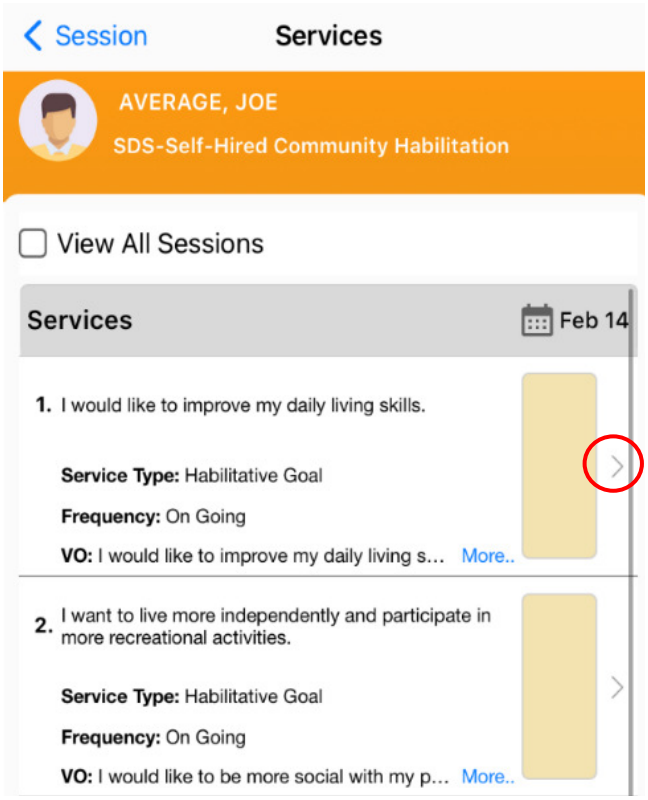
13. Press ‘Start’ (green play icon) to proceed to session and begin Face-to-Face supports (indicated by ‘Start Time’ stamp)



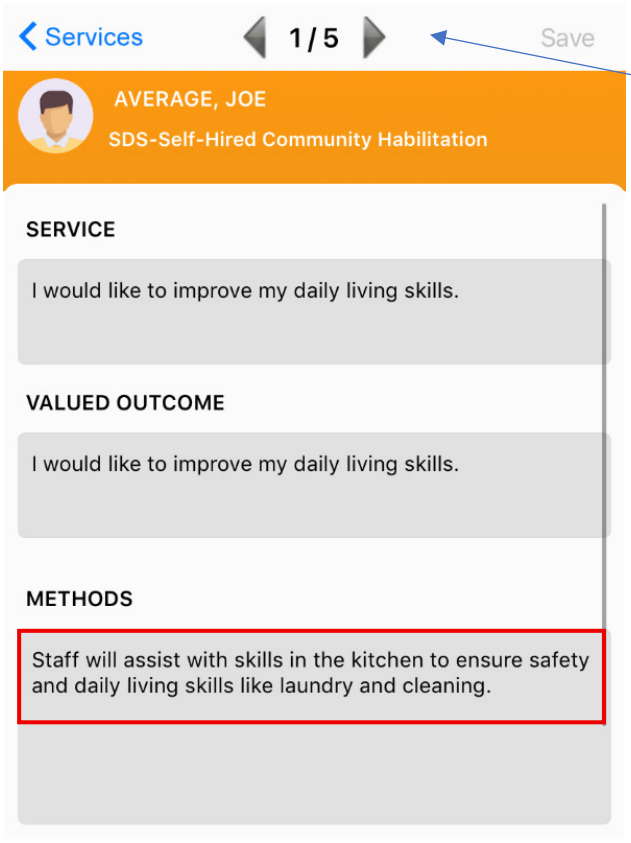

14. Select orange notepad (indicated by ‘0/5’) to open ‘Services’ page which will expand **all current** goals



15. Select grey arrow (right-hand side of screen) to expand and review **one** goal

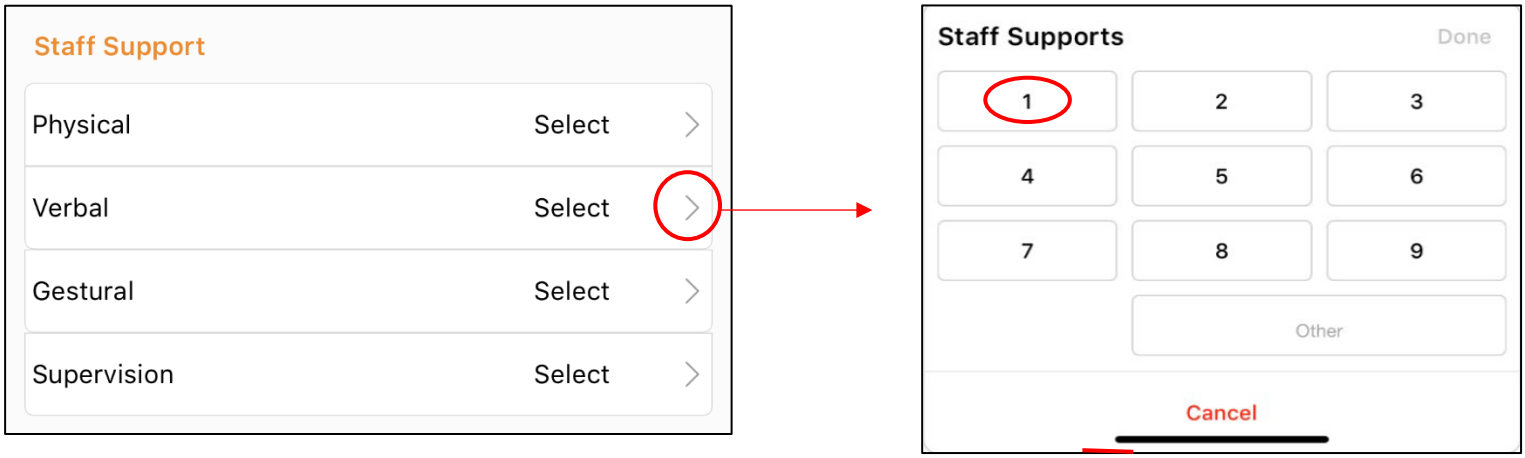



16. Review 'Methods' section of selected goal (this is how staff will assist/support individual)

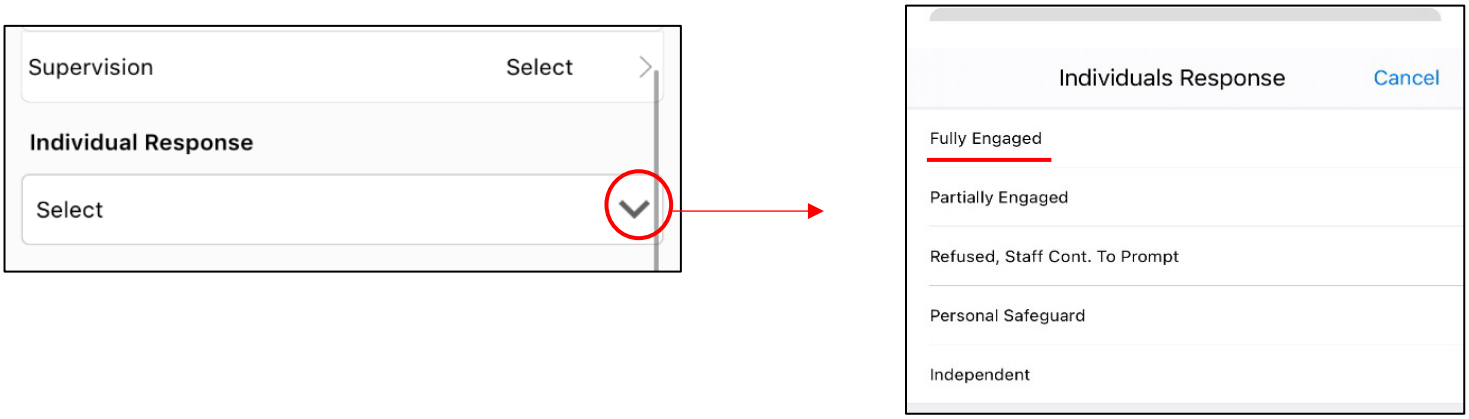



Note: review methods for all goals by using the grey set of arrows (top middle of screen)

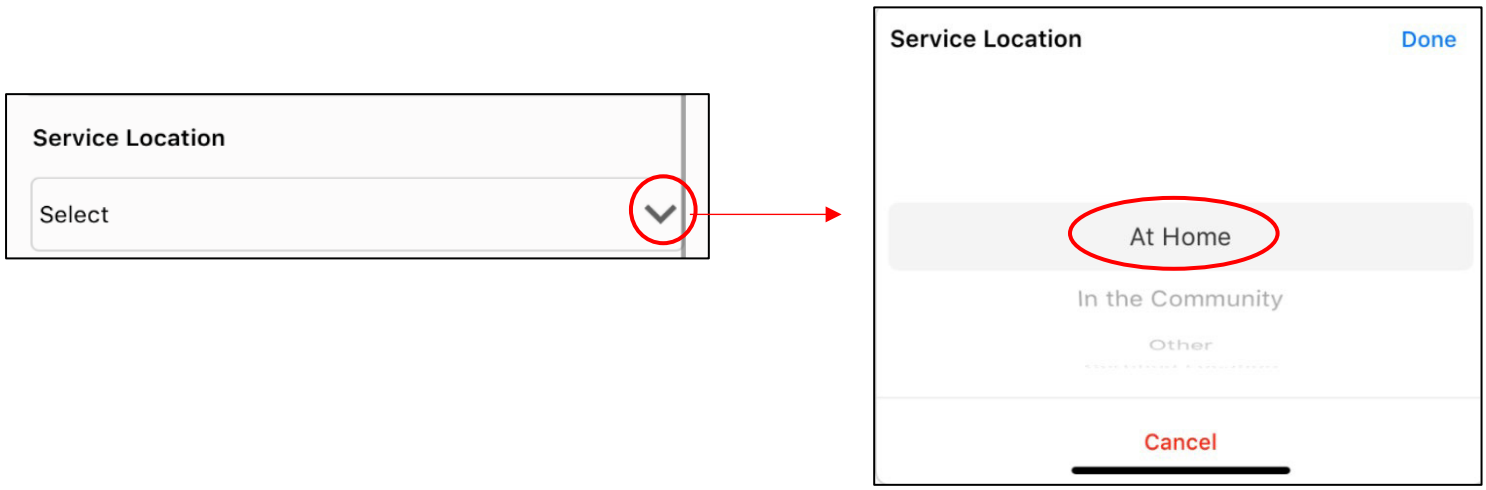
17. Under ‘Staff Support’ select grey arrow (right-hand side of screen) for at least one staff support: Physical, Verbal, Gestural, Supervision; indicate number of times the staff support was provided then select ‘Done’



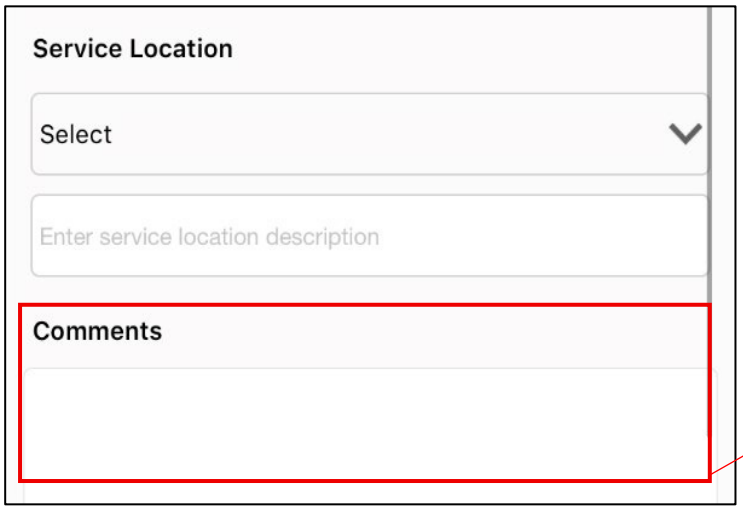

18. Select ‘Individual Response’ (grey arrow); choose from dropdown and select ‘Done’

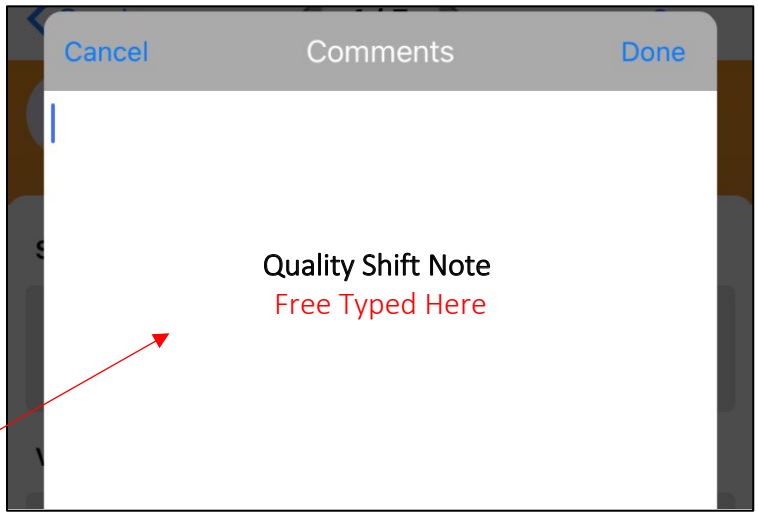



19. Select ‘Service Location’ as either **Home** or **Community** and select ‘Done’



20. Select 'Comments' box to enter community habilitation quality shift note then select 'Done'




## Quality Notes Expectations for Self-Hired Staff

Self-Hired staff are required to meet NYS Medicaid standards for documenting staff supports and services by providing quality notes on methods used during supports which directly relates to the person self-directing's goals/valued outcomes as outlined in their service plan. **Staff should be including important details such as:**

- Where staff went/what staff did during the support
- How the staff supported the person self-directing (methods of supports)
- How the person self-directing responded to the support provided to them

## Staff Reimbursements

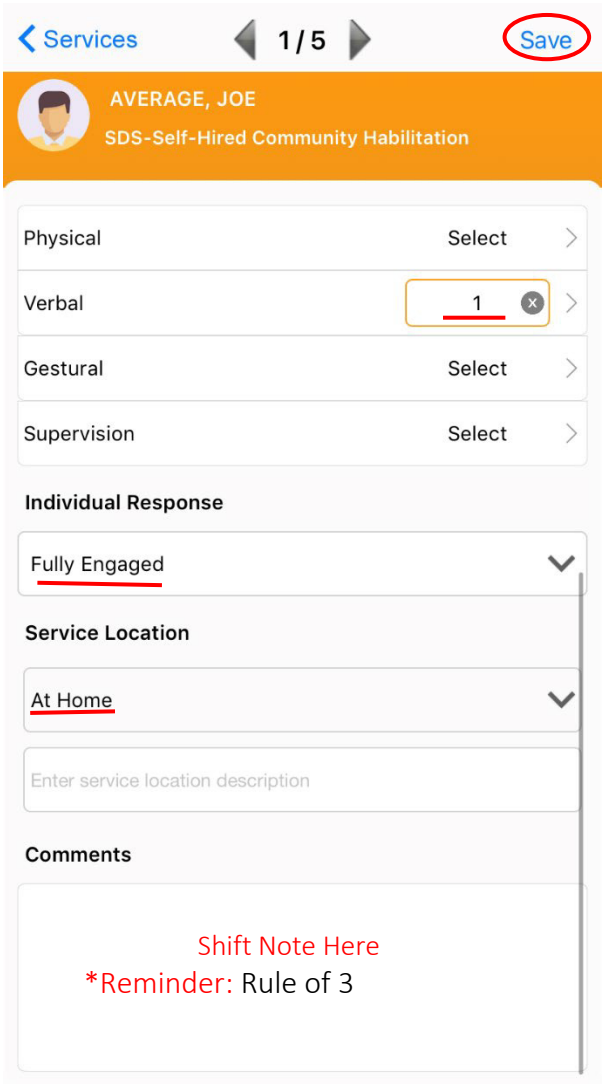
Reimbursements may be available to self-hired staff. It is an expectation that staff include this information in their quality notes documentation and additionally follow reimbursement request policies and timelines to ensure smooth reimbursement back to staff. **Staff must meet the following criteria for reimbursement requests:**

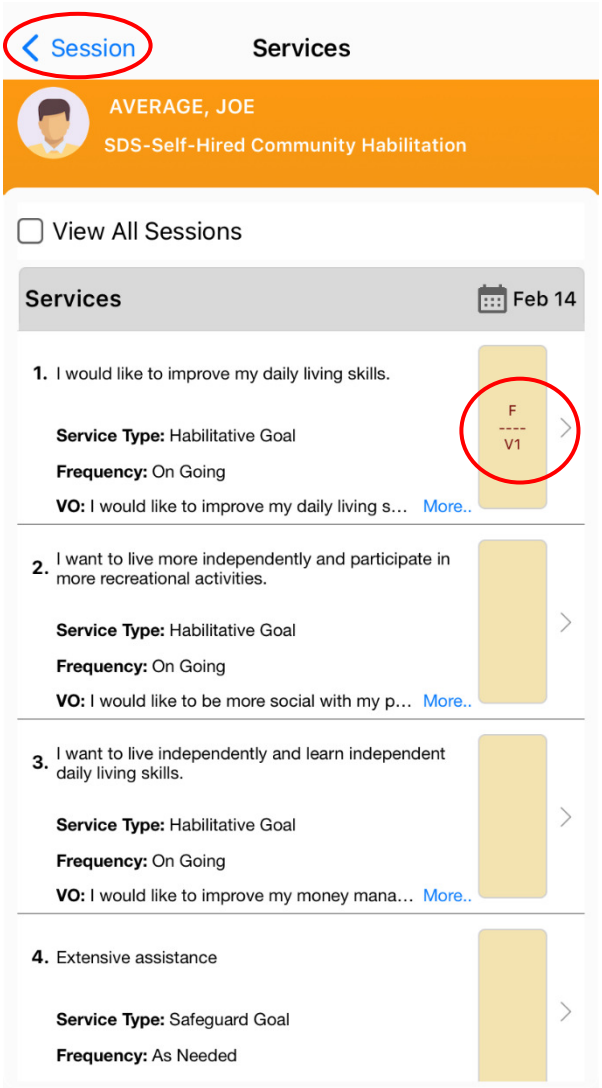
- Self-Direction Budget has available/open funding for staff reimbursements (mileage/SAF)
- Staff must be clocked in and providing services in person **and** in real-time
- Itemized receipt **and** proof of payment for staff expenses in the community are provided by staff
- Staff have provided quality shift documentation of supports and services prior to submitting staff reimbursement requests (this outlines justification for Staff Activity Fees and Staff Mileage reimbursement requests)

21. Verify all information entered on screen is correct and select 'Save' (top right-hand corner)

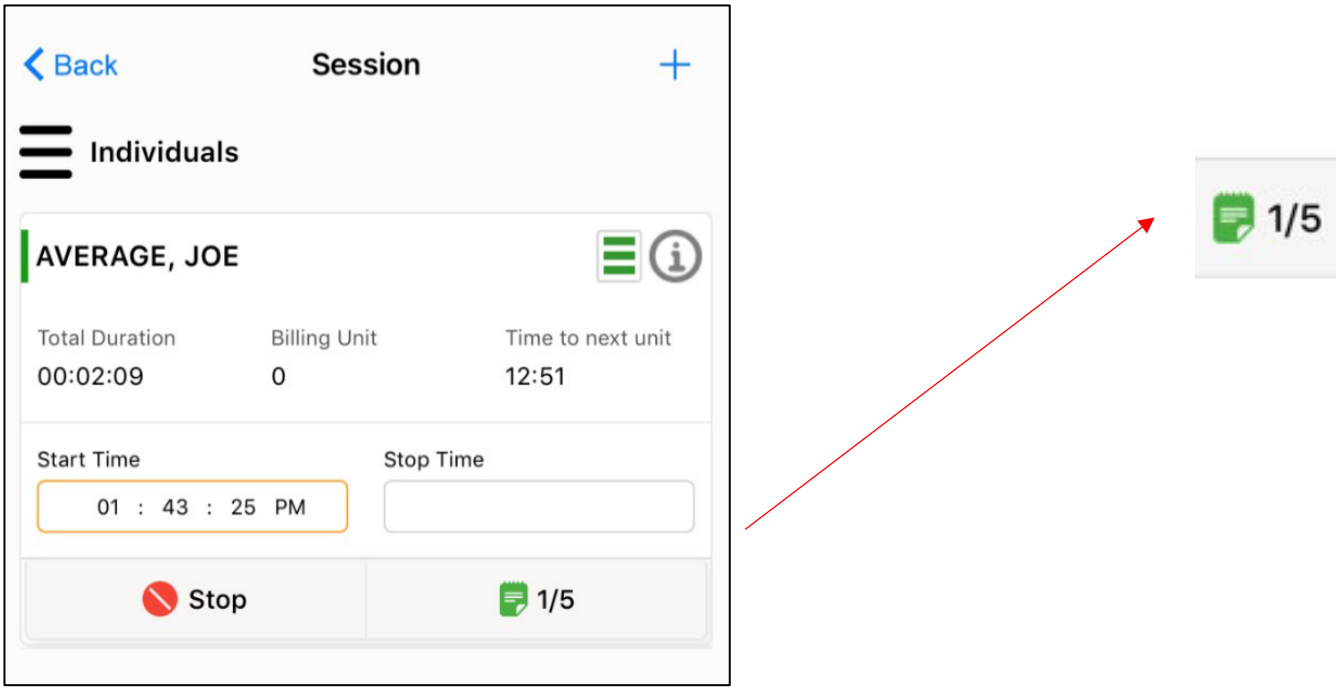
Note: on 'Services' screen saved documentation will show in the yellow box next to the selected goal

22. Select 'Session' (upper left-hand corner) to return to 'Session' screen

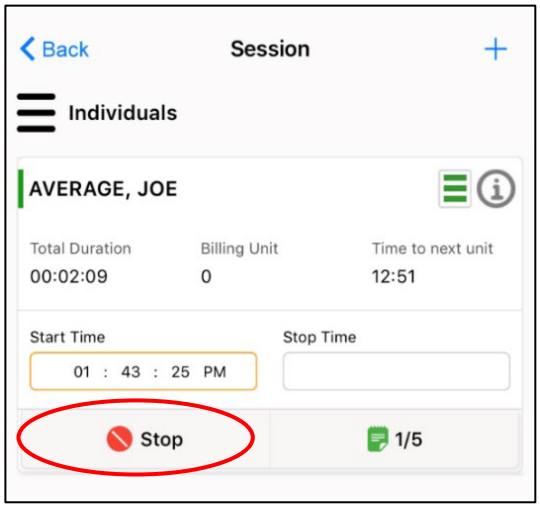


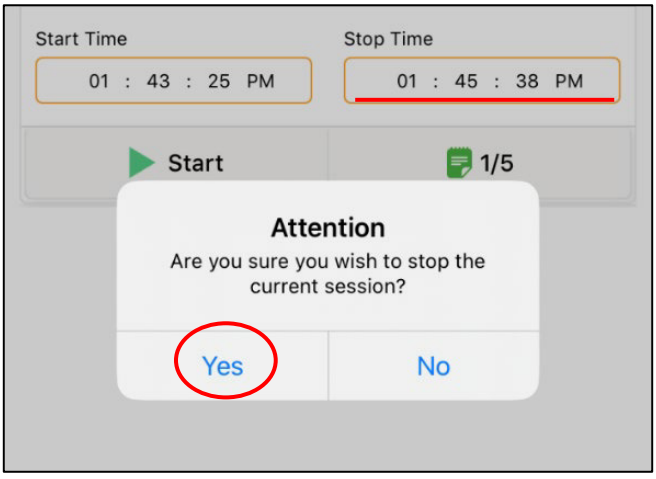
23. ‘Session’ page will reflect 1/5 goals documented on (indicated by green notepad with 1/5)



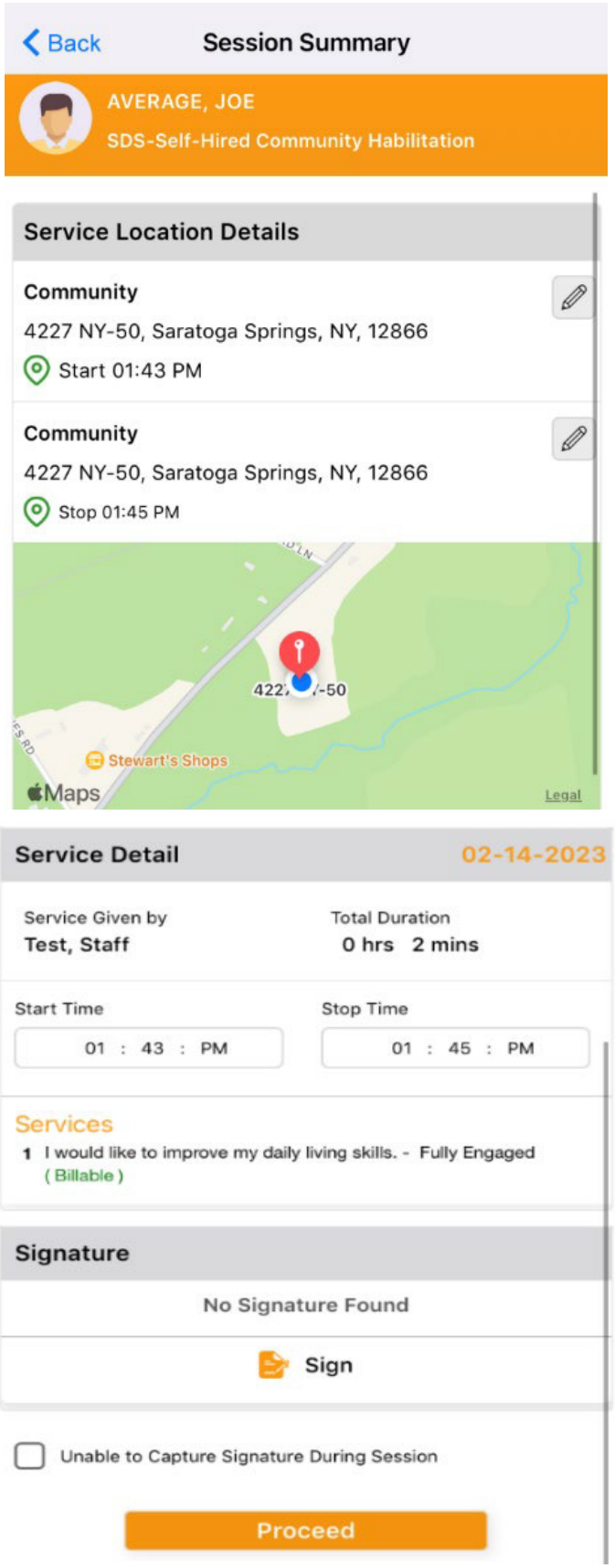

25. Stop session by selecting ‘Stop’ (indicated by a red circle)




26. ‘Attention Screen’ will verify if you wish to clock out to end current session; select ‘Yes’ to end current session (indicated by ‘Stop Time’ stamp)

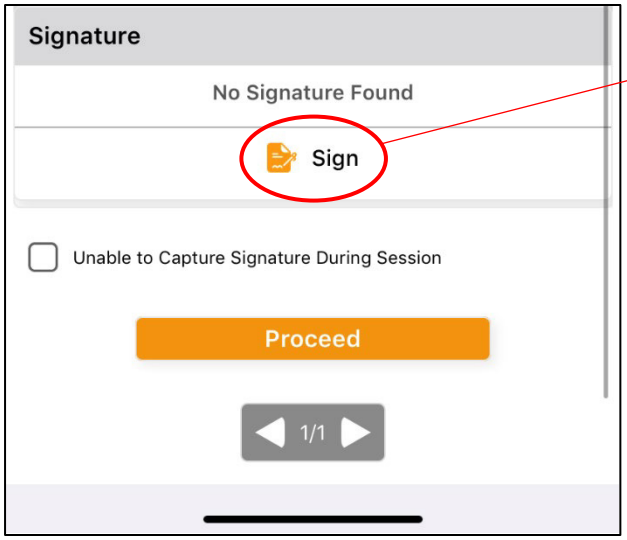


27. Under ‘Session Summary’ screen this will show a report of service location, date, times, total duration of shift, and services billed



28. Individuals/Reps may require a signature after each shift; to sign select 'Sign' (indicated by an orange paper at the bottom middle of screen)

29. Signature screen will prompt the type of signature, name, and title of signer; sign by using finger on the signature pad; select 'Done'

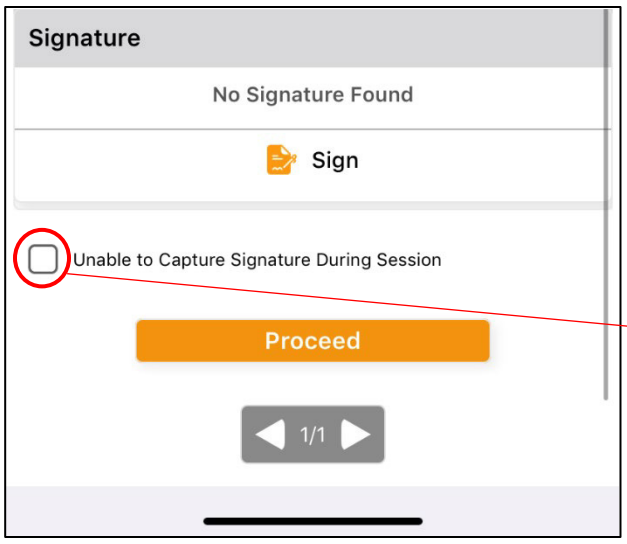


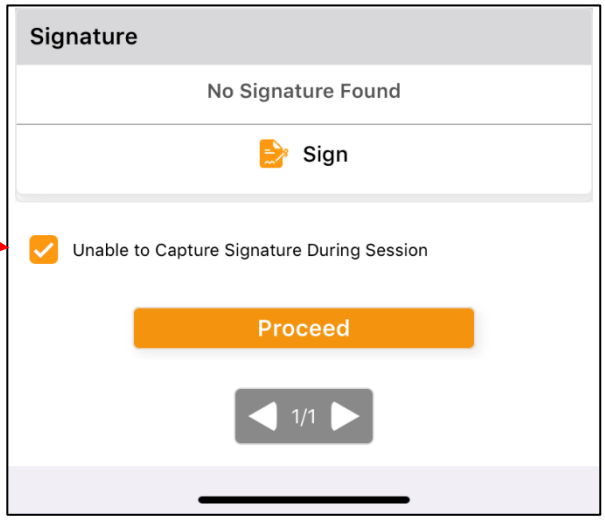




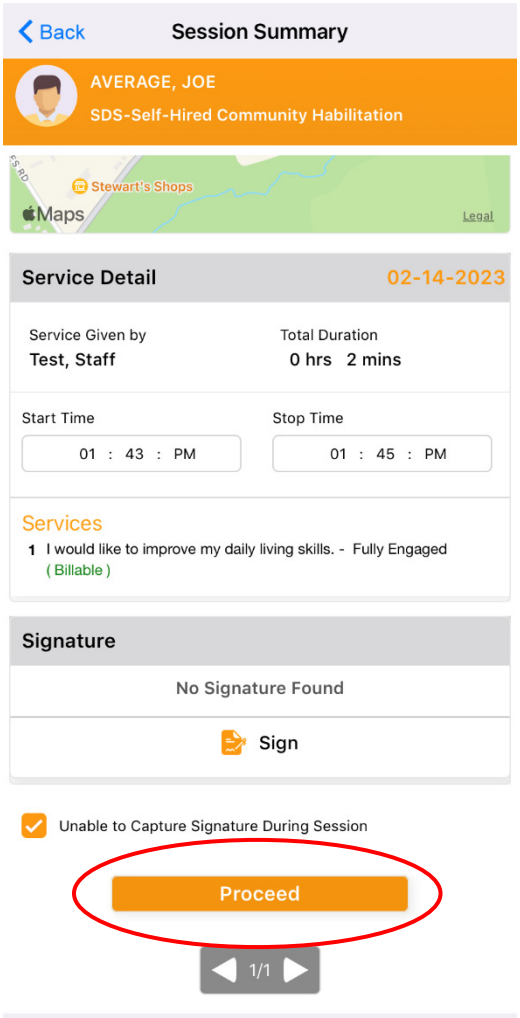
OR

30. If Individual/Rep is unable to sign after a shift is complete, select the empty checkbox 'Unable to Capture Signature During Session' (selection indicated by orange checkmark)

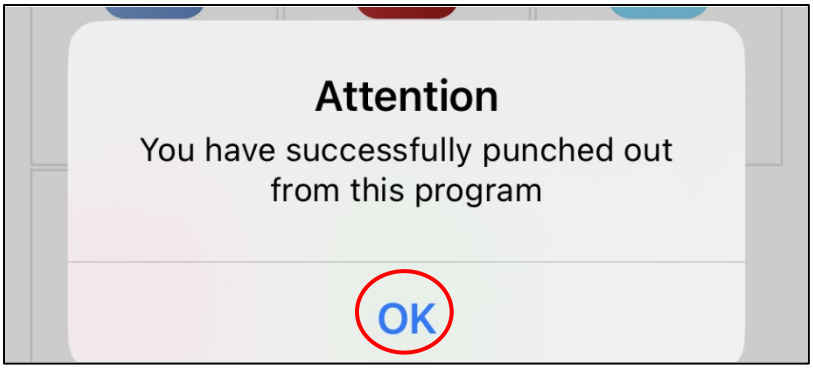


31. Select ‘Proceed’ (orange button at bottom middle of screen) to successfully punch out of the program




32. ‘Attention’ screen will indicate that you have successfully punched out from the program



# Self-Hired Community Habilitation Quality Note Example

## eVeroMobile App

Community Habilitation a service delivered in the community (i.e., non-certified settings) to facilitate inclusion, integration, and relationship building

Quality Notes staff will enter daily shift notes when providing Community Habilitation services. Notes should include important details of the supports provided during that shift. This should directly relate to the individual's goals/valued outcomes as indicated in the 'Methods' Section of the eVeroMobile app (NYS Medicaid requirement for quality documentation)

Please note this is a sample habilitative goal from a community habilitation service plan to include examples of:

- Assigned Habilitative Goal
- Staff Methods/Supports
- Example of a Billable Note
- Staff Tips for Quality Documentation and Reimbursement Requests (if applicable)

**Assigned Goal:** Joe would Like to Improve his Money Management (G)

**Staff Methods:** Staff will assist with budgeting household expenses and grocery shopping

**Quality Note Example:**

I went to the grocery store with Joe to get items to prepare lunch. On the way home Joe wanted to stop for ice cream. (*Where and What covers Mileage and Staff Activity Fee*).

I assisted Joe with using the correct change when paying for ice cream. When making lunch I helped Joe cut his sandwich in half safely (*Staff Support).*

Joe had a great day. He loved his ice cream and lunch *(Individual Response)*

### Quality Note Rule of 3:

1. Where staff went and what staff did outlines quality justification for Staff Activity Fees and Staff Mileage reimbursement requests
2. Staff Support outlines quality descriptions of supports provided by staff
3. Individual Response outlines further detail of progress of the person supported