

How to Approve Staff Attendance

eVero Portal App and Web

Staff Payroll Information and AIM Policies

***Self-Hired Staff Supports-** Community Habilitation, Respite or Supported Employment (SEMP)

- Staff are required to submit timesheets via the eVero app at the time the support is being delivered
- Benefit Information will be offered to all applicable staff (offered to Part-Time and Full-Time employees)

***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

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

***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 billed at time and a half)

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

***eVero Payroll** (everopayroll@aimservicesinc.org) - Assists with processing payroll, time off approval, and communications with staff on shift updates/corrections in accordance to AIM Payroll Schedule

Payroll Processing Schedule:

Individual/Rep must review and approve timesheets *no later than 12p on Sundays*

(Please see page 2 of this resource for Annual Payroll Schedule)

Additional AIM Supports:

AIM Self-Direction Web Portal- <https://www.aimservicesinc.org/services/self-direction/>

AIM Self-Direction Team-

- Self-Direction Coordinator-
 - Assists with general team communications, documentation, eVero questions
- HR Coordinator-
 - Assists with general HR questions, employee benefits as applicable, leave of absence
- Bookkeeper-
 - Assists with reimbursement requests and policies
- Payroll- everopayroll@aimservicesinc.org
 - Assists with payroll processing, payroll documentation, and time off (PTO)
- SD Support- SDSupport@aimservicesinc.org
 - Assists with additional team supports as needed
 - SD Support Team hosts weekly live staff trainings via Zoom; reach out to SD Team for more information on scheduling

[To Register for Trainings, Click Here](#)

*** eVeroPortal-** utilized by individuals or representatives to submit attendance approval for staff shifts
Attendance approval can be submitted on the mobile app or website

Note: this document is designed to show individuals, families, and advocates how to review/approve staff attendance for payroll payments

2024 Pay Schedule

Pay Period Starting	Pay Period Ending	Timesheet Approved by	Pay Date
12/10/2023	12/23/2023	12/24/2023	1/5/2024
12/24/2023	1/6/2024	1/7/2024	1/19/2024
1/7/2024	1/20/2024	1/21/2024	2/2/2024
1/21/2024	2/3/2024	2/4/2024	2/16/2024
2/4/2024	2/17/2024	2/18/2024	3/1/2024
2/18/2024	3/2/2024	3/3/2024	3/15/2024
3/3/2024	3/16/2024	3/17/2024	3/29/2024
3/17/2024	3/30/2024	3/31/2024	4/12/2024
3/31/2024	4/13/2024	4/14/2024	4/26/2024
4/14/2024	4/27/2024	4/28/2024	5/10/2024
4/28/2024	5/11/2024	5/12/2024	5/24/2024
5/12/2024	5/25/2024	5/26/2024	6/7/2024
5/26/2024	6/8/2024	6/9/2024	6/21/2024
6/9/2024	6/22/2024	6/23/2024	7/5/2024
6/23/2024	7/6/2024	7/7/2024	7/19/2024
7/7/2024	7/20/2024	7/21/2024	8/2/2024
7/21/2024	8/3/2024	8/4/2024	8/16/2024
8/4/2024	8/17/2024	8/18/2024	8/30/2024
8/18/2024	8/31/2024	9/1/2024	9/13/2024
9/1/2024	9/14/2024	9/15/2024	9/27/2024
9/15/2024	9/28/2024	9/29/2024	10/11/2024
9/29/2024	10/12/2024	10/13/2024	10/25/2024
10/13/2024	10/26/2024	10/27/2024	11/8/2024
10/27/2024	11/9/2024	11/10/2024	11/22/2024
11/10/2024	11/23/2024	11/24/2024	12/6/2024
11/24/2024	12/7/2024	12/8/2024	12/20/2024
12/8/2024	12/21/2024	12/22/2024	1/3/2025
12/22/2024	1/4/2025	1/5/2025	1/17/2025

- Staff are required to enter timesheets via the eVero app
- Individual/Family review and approval of timesheets are due every Sunday by 12PM
- Timesheets may be due early due to extenuating circumstances (i.e. Holidays)
- Submit any late time to eVeropayroll@aimservicesinc.org

For the App:

1. Log into eVeroPortal
*Username and Password selected by user
2. 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



Sign in to continue

Username [Forgot your username?](#)

Password [Forgot your password?](#)


[Sign In](#)

[Forgot your login information?](#)

3. eVeroPortal App user will review 'Dashboard' screen and select close

Dashboard [Close](#)

AVERAGE, JOE



Budget Summary

Total Budget Amount
\$133810.00


Spent Year to Date
\$0.00


Remaining Balance: **\$133810.00**

100 % >


Rejections

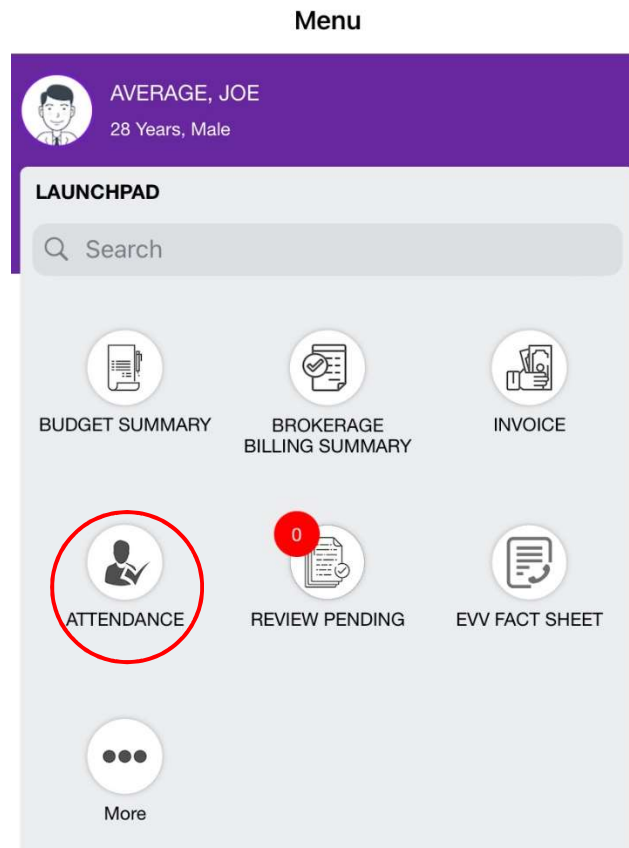
Transportation	0 >
Individual Summary Note	0 >
Invoice	1 >


Review Pending


Paid


Transportation	0 >
Invoice	0 >

- Select the attendance widget on the 'Launchpad' Menu screen



- Select the program and month intended for attendance review/approval

[< Back](#) **Attendance** [Save](#)

 **AVERAGE, JOE**
28 Years, Male

ATTENDANCE


Program: Pathway to Employment Filter: All

Month/Year: Nov/2023 From Day: To Day:

[Attendance](#) [Indirect Hours](#)

NO DATA FOUND

[< Back](#) **Attendance** [Save](#)

 **AVERAGE, JOE**
28 Years, Male

ATTENDANCE

Program: SDS-Self-Hired Community Habilitation Filter: All

Pathway to Employment To Day:

SDS-Agency Supp Community Habilitation

SDS-Self-Hired Community Habilitation

SDS-Self-Hired Respite

6. Once the program has been selected the staff attendance dates will populate on the screen; see below for individual and batch attendance approval methods:

Please note:

to review services/comments by staff prior to attendance approval select the buttons 'Service' or 'Comments' to see detailed information of the shift worked:



Attendance

Back Save

AVERAGE, JOE
28 Years, Male

ATTENDANCE

Program: SDS-Self-Hired Community Habilitation Filter: All

Month/Year: Nov/2023 From Day: To Day:

Attendance Indirect Hours

SDS-Self-Hired Community Habilitation Review All ☐

11-15-2023 FF Reviewed ☒

TEST, STAFF

Staff Duration	Staff Rate	Services
00:24:24	\$20.00	1/5
Punch In	Punch Out	
04:14 PM	04:41 PM	
Start Time	Stop Time	
04:15:59 PM	04:40:23 PM	
Attendance Status	Payment Status	
Draft	Not Paid	

Services Comments

11-27-2023 FF Reviewed ☐

TEST, STAFF

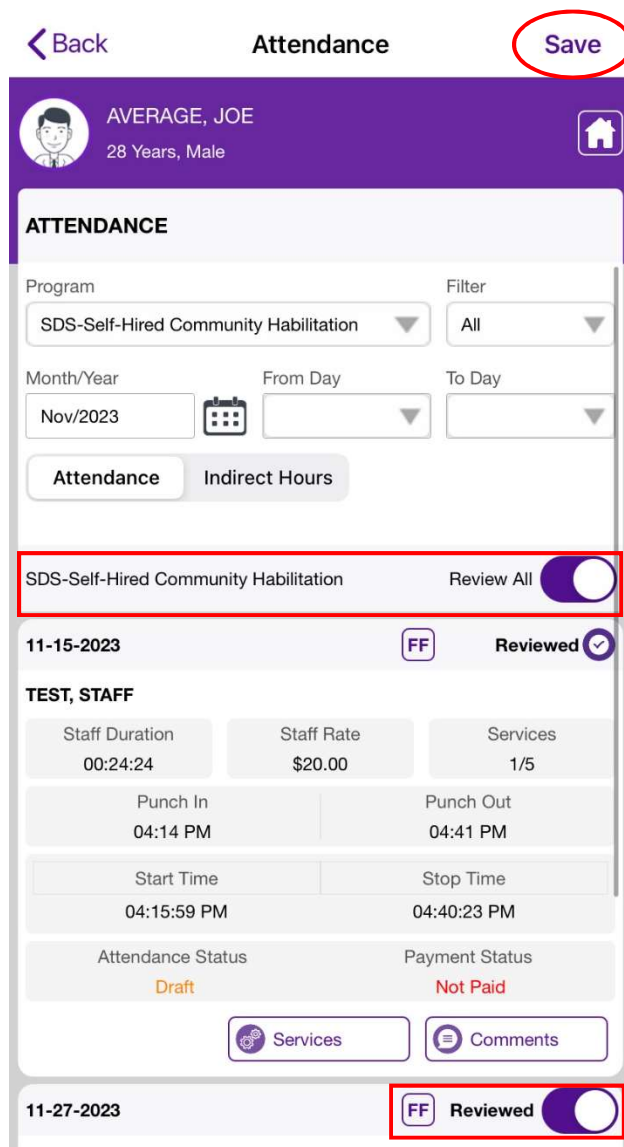
Staff Duration	Staff Rate	Services
00:00:58	\$20.00	1/5
Punch In	Punch Out	
01:32 PM	01:34 PM	
Start Time	Stop Time	
01:33:07 PM	01:34:05 PM	
Attendance Status	Payment Status	
Draft	Not Paid	

Services Comments

To approve all program attendance, select 'Review All' (top right-hand side of attendance screen)

To individually approval program attendance, select 'Reviewed' (upper right-hand corner of individual shift) for each shift approved

- Once attendance dates have been selected for approval select 'Save' (upper right-hand corner)



Attendance

Program: SDS-Self-Hired Community Habilitation | Filter: All

Month/Year: Nov/2023 | From Day: | To Day: |

Attendance | Indirect Hours

SDS-Self-Hired Community Habilitation | Review All ☐

11-15-2023 | FF | Reviewed ☒

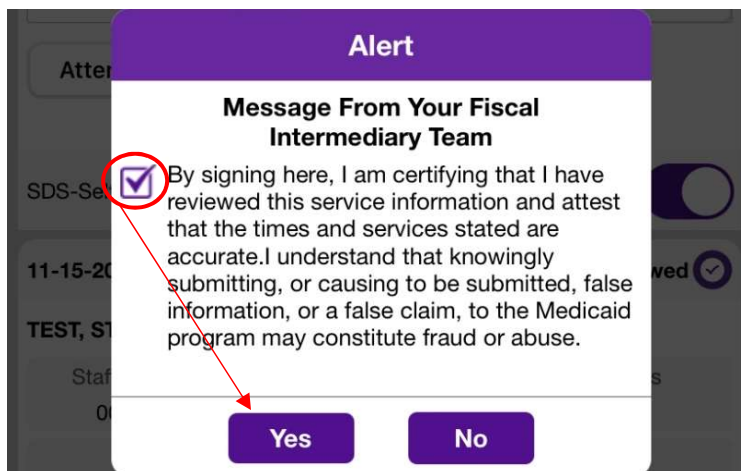
TEST, STAFF

Staff Duration	Staff Rate	Services
00:24:24	\$20.00	1/5
Punch In	Punch Out	
04:14 PM	04:41 PM	
Start Time	Stop Time	
04:15:59 PM	04:40:23 PM	
Attendance Status	Payment Status	
Draft	Not Paid	

Services | Comments

11-27-2023 | FF | Reviewed ☐

- Once saved an alert to confirm selections will require user to agree by checking the purple box and selecting 'Yes' (bottom left of screen)



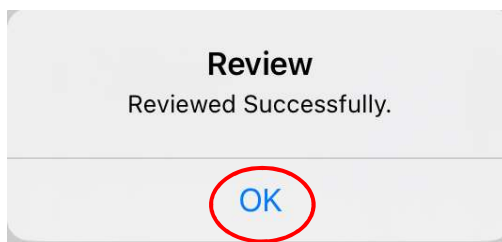
Alert

Message From Your Fiscal Intermediary Team


☒ By signing here, I am certifying that I have reviewed this service information and attest that the times and services stated are accurate. I understand that knowingly submitting, or causing to be submitted, false information, or a false claim, to the Medicaid program may constitute fraud or abuse.

Yes | No


9. Once alert has been submitted attendance will save successfully; select 'OK'
10. Attendance will reflect as 'Reviewed' by user (upper right-hand side of individual shift)



◀ Back
Attendance
Save



AVERAGE, JOE
28 Years, Male



ATTENDANCE

Program

SDS-Self-Hired Community Habilitation

Filter

All

Month/Year

Nov/2023

From Day

To Day

Attendance


Indirect Hours

SDS-Self-Hired Community Habilitation

Review All ☒


11-15-2023


FF

Reviewed 

TEST, STAFF


Staff Duration	Staff Rate	Services
00:24:24	\$20.00	1/5
Punch In	Punch Out	
04:14 PM	04:41 PM	
Start Time	Stop Time	
04:15:59 PM	04:40:23 PM	
Attendance Status	Payment Status	
Draft	Not Paid	

 Services

 Comments


11-27-2023


FF

Reviewed 

TEST, STAFF

Staff Duration	Staff Rate	Services
00:00:58	\$20.00	1/5
Punch In	Punch Out	
01:32 PM	01:34 PM	
Start Time	Stop Time	
01:33:07 PM	01:34:05 PM	
Attendance Status	Payment Status	
Draft	Not Paid	

 Services

 Comments

For the Website:

1. Log into eVeroPortal at signin.evero.com
*Username and Password selected by user
2. Select 'Sign In'



Sign in to continue

Username [Forgot your username?](#)

Password [Forgot your password?](#)

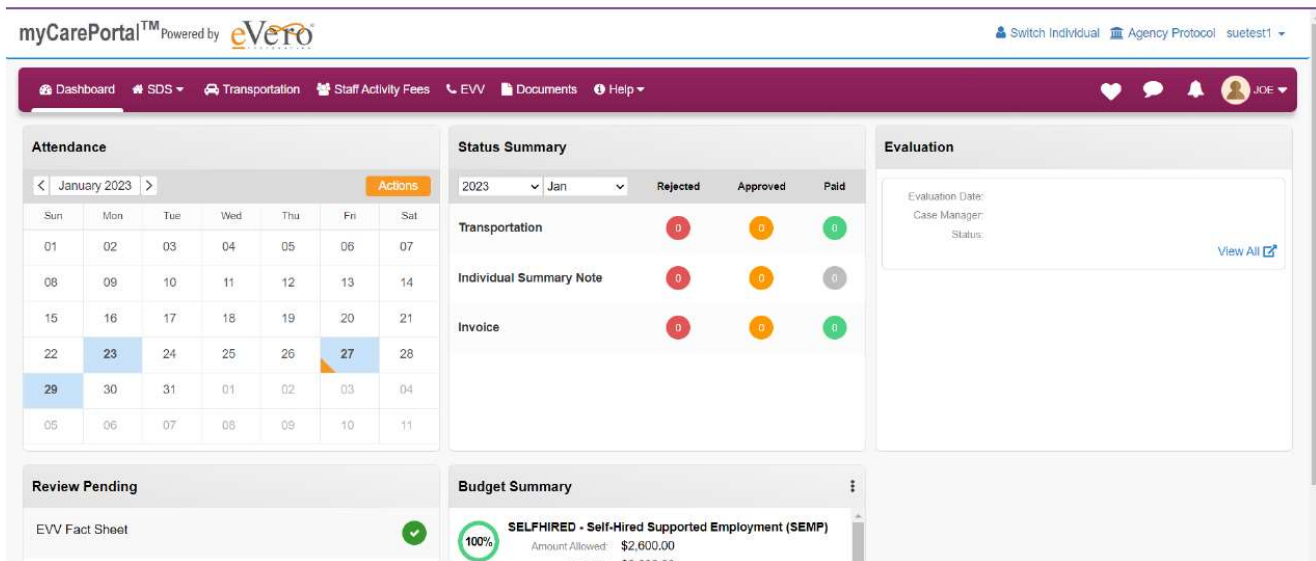
[Sign In](#)

[Forgot your login information?](#)

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. Once signed in, the user will be shown the account dashboard page



myCarePortal™ Powered by eVero

Switch Individual Agency Protocol suetest1

Dashboard SDS Transportation Staff Activity Fees EVV Documents Help

Attendance

< January 2023 > Actions

Sun	Mon	Tue	Wed	Thu	Fri	Sat
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	01	02	03	04
05	06	07	08	09	10	11

Review Pending

EVV Fact Sheet

Status Summary

2023 Jan Rejected Approved Paid

	Rejected	Approved	Paid
Transportation	0	0	0
Individual Summary Note	0	0	0
Invoice	0	0	0

Evaluation

Evaluation Date:
Case Manager:
Status:

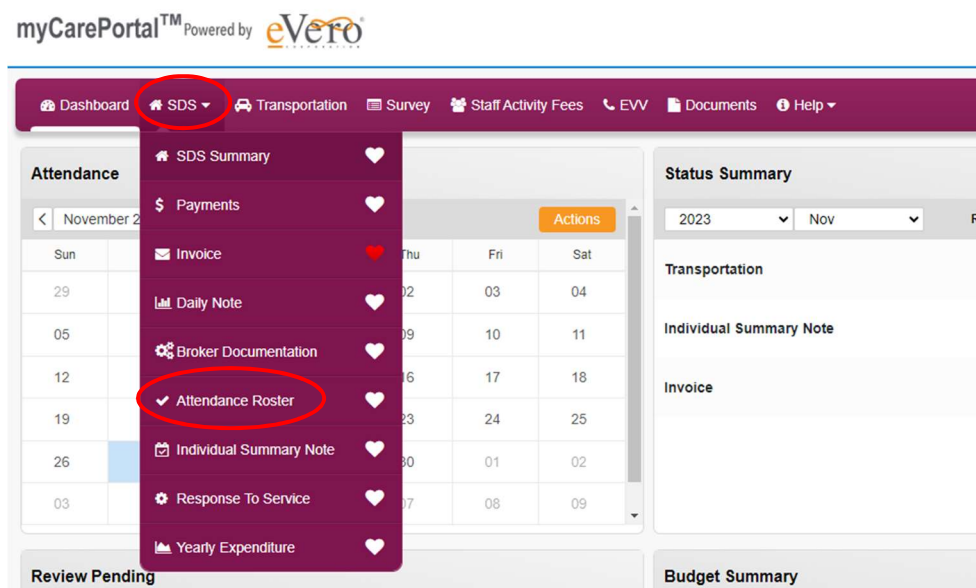
View All

Budget Summary

100% SELFHIRED - Self-Hired Supported Employment (SEMP)

Amount Allowed: \$2,600.00
Balance: \$2,600.00

4. Select 'SDS' Dropdown
5. Select 'Attendance Roster' to review and approve staff shifts



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Dashboard SDS Transportation Survey Staff Activity Fees EVV Documents Help

Attendance

< November 2023 > Actions

SDS Summary

Payments

Invoice

Daily Note

Broker Documentation

Attendance Roster

Individual Summary Note

Response To Service

Yearly Expenditure

Status Summary

2023 Nov Rejected Approved Paid

Transportation

Individual Summary Note

Invoice

Budget Summary

7. Select the program and month intended for attendance review/approval; select 'Refresh'

Dashboard SDS Transportation Survey Staff Activity Fees EVV Documents Help

Switch Individual Agency Protocol suetest1

Attendance Roster

Attendance

Program: --Select--
 Select
 Indirect
 SDS-Self-Hired Community Habilitation
 SDS-Self-Hired Respite
 SDS-Self-Hired SEMP Extended
 SDS-Support Brokerage
 Non-active Programs

From Date: 11/20/2023 To Date: 11/27/2023 Filter: All Refresh

No.	Date	Stop	Emp Start	Emp Stop	Duration	Actual Duration	Units	Service Count	Staff Rate	Payment Status	Approve	Individual Review
No records found.												

7. Review populated shifts worked by staff

Attendance Roster Review Cancel

Attendance

Program: SDS-Self-Hired Community Habilitation From Date: 11/01/2023 To Date: 11/27/2023 Filter: All Refresh

Attendance Indirect Hours

No.	Date	Staff Name	Start	Stop	Emp Start	Emp Stop	Duration	Actual Duration	Units	Service Count	Staff Rate	Payment Status	Approve	Individual Review
1	11/27/2023	Test, Staff	01:33:07 PM	01:34:05 PM	01:32:PM	01:34:PM	00:00:00	00:00:58	0	1/5	\$20.00			FF

Please Note:

- to review services/comments by staff prior to attendance approval select the buttons 'Service Count' to see detailed information of the shift worked:

Service Count
1/5

- to read more detailed information select 'View' in order to expand staff supports, individual response, and staff comments:

Service

Service	Service Type	Staff Support	Individual Response
1 - I would like to improve my daily living skills. - On Going [VO: I would like to improve my daily...]	Habilitative Goal	M8	Fully Engaged View

Staff/Service Action

Service: I would like to improve my daily living skills. - On Going
 Valued Outcome: I would like to improve my daily living skills.
 Method: Staff will assist with skills in the kitchen to ensure safety and daily living skills like laundry and cleaning.

Response/Location

Individual Response: Fully Engaged
 Location of Staff:

Service Location: At Home
 Specify:

Staff Support

Staff Support Type	Prompt
Physical	1
Verbal	4
Gestural	2
Supervision	1

Comments

Comments: STAFF SHIFT NOTE joe and i worked on laundry. i verbally prompted him to switch the washed clothes to the dryer. joe was engaged and able to complete his goal. after laundry we decided to make lunch. I gestured to Joe how to hold the knife when he cuts his sandwich and verbally prompted him to get a napkin to wipe his face. Once joe was finished with lunch we talked about our plans for next week. it was a great day.

Comments by: stest

8. Once all information has been reviewed user will check the 'Individual Review' box on specific shifts or select 'Individual Review' box in blue to select all shifts

Attendance Roster

Attendance

ProgramSDS-Self-Hired Community Habilitation

From Date11/01/2023

To Date11/27/2023

FilterAll

Refresh

Attendance

Indirect Hours

No.	Date	Staff Name	Start	Stop	Emp Start	Emp Stop	Duration	Actual Duration	Units	Service Count	Staff Rate	Payment Status	Approve	Individual Review	
1	11/27/2023	Test, Staff	01:33:07 PM	01:34:05 PM	01:32:PM	01:34:PM	00:00:00	00:00:58	0	1/5	\$20.00			<div><input type="checkbox"/></div> <div><input type="checkbox"/></div>	

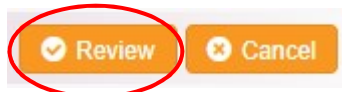
Individual Review:

Approve	Individual Review	
	<input type="checkbox"/>	
	<input checked="" type="checkbox"/>	FF

Select all shifts:

Approve	Individual Review	
	<input checked="" type="checkbox"/>	
	<input checked="" type="checkbox"/>	FF

9. User will select 'Review' to process attendance approval (orange button upper right-hand corner of screen)



10. User will be required to agree to the attendance submission by checking the box and then selecting 'Yes'

Attendance Roster

Message From Your Fiscal Intermediary Team

Are you sure you want to review this selected attendance?

☒ By signing here, I am certifying that I have reviewed this service information and attest that the times and services stated are accurate. I understand that knowingly submitting, or causing to be submitted, false information, or a false claim, to the Medicaid program may constitute fraud or abuse.

Yes No

11. Once alert has been submitted attendance will show 'Reviewed Successfully'

Attendance Roster

Reviewed Successfully

Ok

- Reviewed/approved attendance will populate with a green checkmark under 'Individual Review' box

Attendance Roster															Review	Cancel	
Attendance																	
Program: SDS-Self-Hired Community Habilitation																	
From Date: 11/01/2023 To Date: 11/27/2023 Filter: All Refresh																	
Attendance Indirect Hours																	
No.	Date	Staff Name	Start	Stop	Emp Start	Emp Stop	Duration	Actual Duration	Units	Service Count	Staff Rate	Payment Status	Approve	Individual Review			
1	11/27/2023	Test, Staff	01:33:07 PM	01:34:05 PM	01:32 PM	01:34 PM	00:00:00	00:00:58	0	1/5	\$20.00			<input checked="" type="checkbox"/>			

Approve		Individual Review	
Reviewed By : Test, Sue on 11/27/2023 03:42 PM			
			