Clock In/Out Self-Hired Supported Employment (SEMP)

eVeroMobile App

SEMP (Supported Employment) a service delivered with direct and indirect activities associated with helping a person get a job and gain skills necessary to retain the job

- This provides assistance for an individual to obtain, maintain, or advance in self-employment or in competitive, integrated employment in the general workforce (compensated at or above minimum wage)
- The goal of SEMP service is a sustained competitive wage job that meets the individual's personal and career goals

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 Supported Employment 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 'Services Performed-Allowable Services' Section of the eVeroMobile app (NYS Medicaid requirement for quality documentation)

- SEMP notes include a checklist of individual outcomes and a section for typing required shift notes

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:

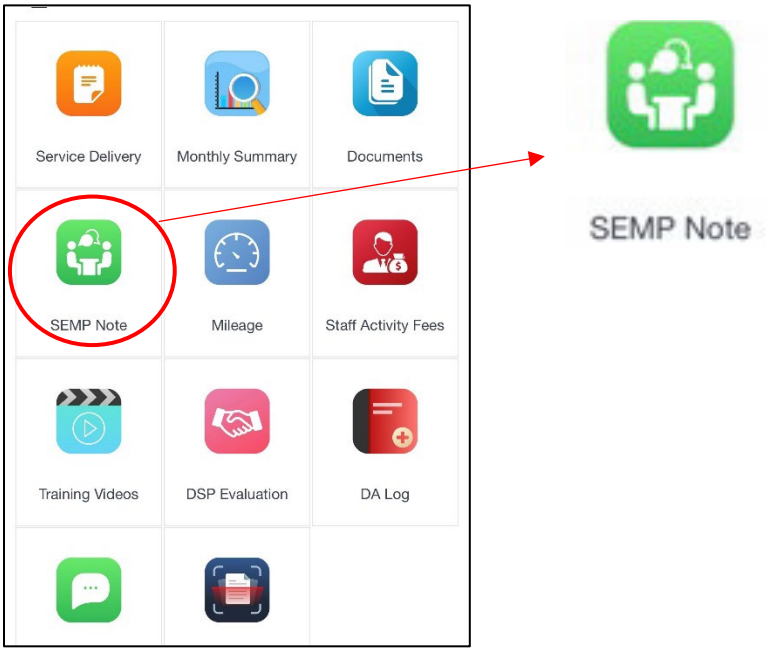
- Staff are clocked in providing services real time
- The expenses/fees are mentioned in quality note authored by staff
- Itemized receipt and proof of payment for staff expenses in the community are included

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

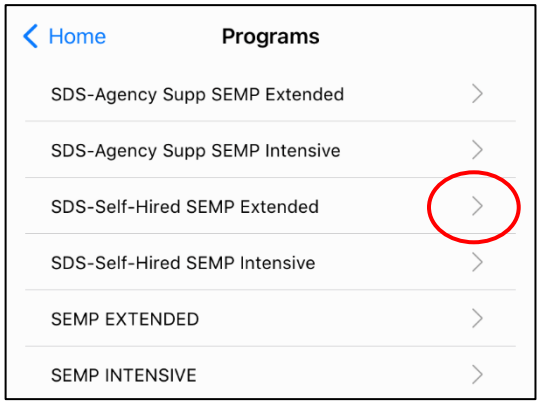


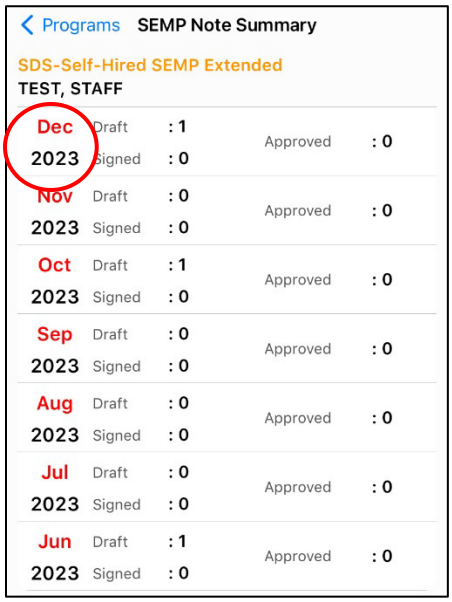
Forgotten User/Password: Select ‘Forgot your username’ or ‘Forgot your password’ or ‘Forgot your login information’ (blue hyperlinks on right-hand side or bottom center) and follow onscreen instructions for Username or Password

3. Select ‘SEMP Note’ (green icon top right)

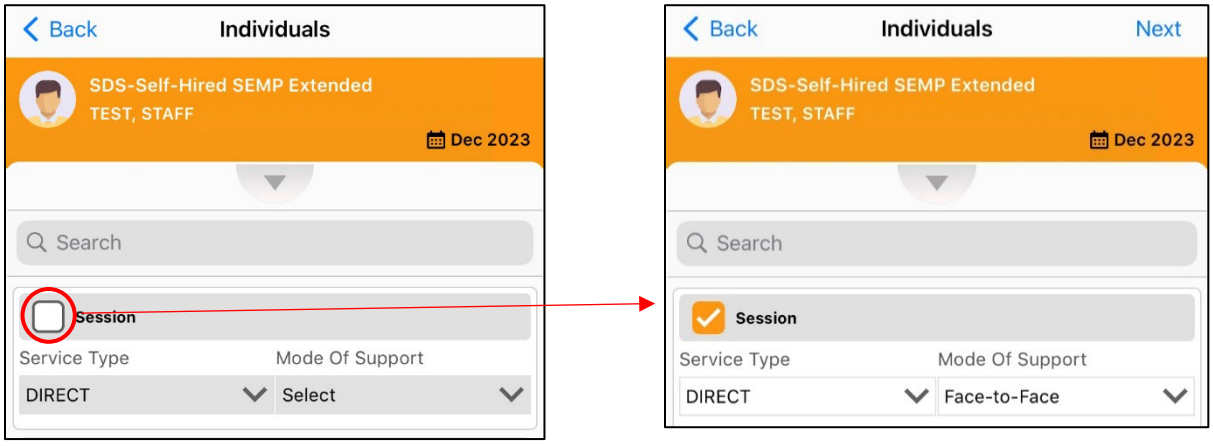


4. Select SEMP Program and proceed to Punch in from the 'Attention Screen' by selecting 'OK'
5. Under 'SEMP Note Summary' select the current month

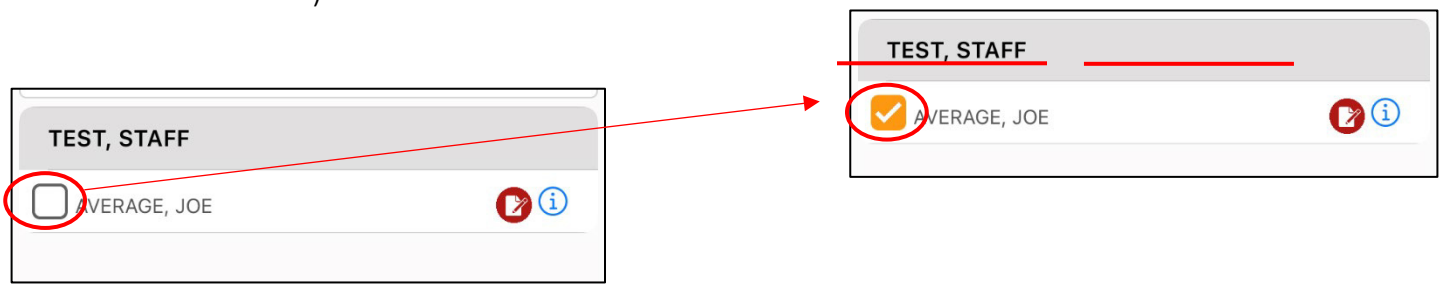




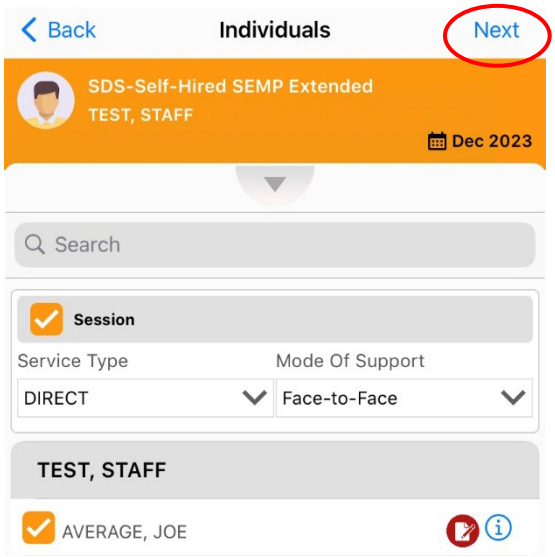
6. Select 'Session' by clicking empty checkbox (selection indicated by orange checkmark); verify Service Type (Direct) and Mode of Support (Face-to-Face)



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



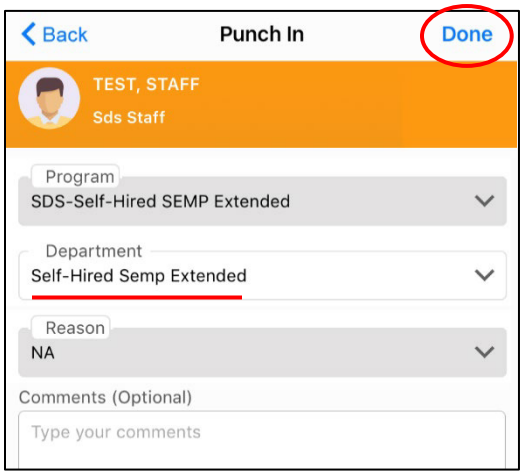
8. Select ‘Next’ (upper right-hand corner)



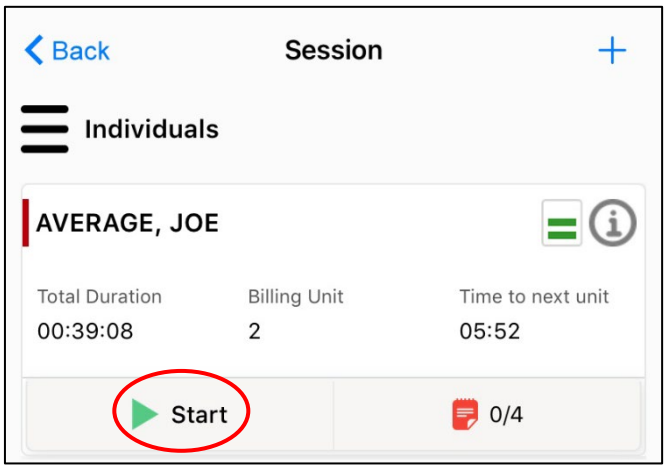
9. Select ‘Department’ (grey arrow) from dropdown



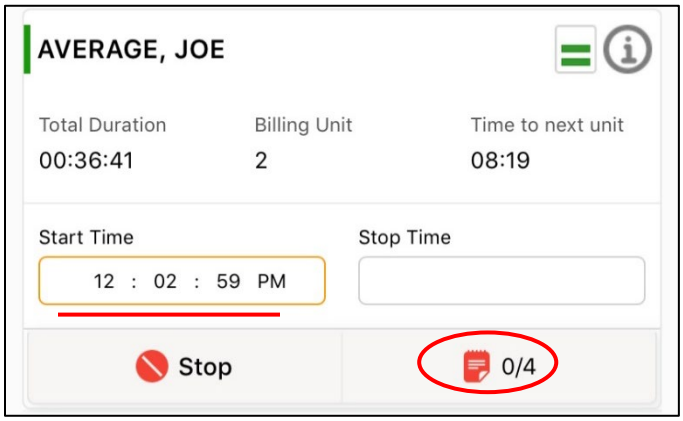
10. Verify information is correct on ‘Punch In’ screen (comments are optional); select ‘Done’ (upper right-hand corner)



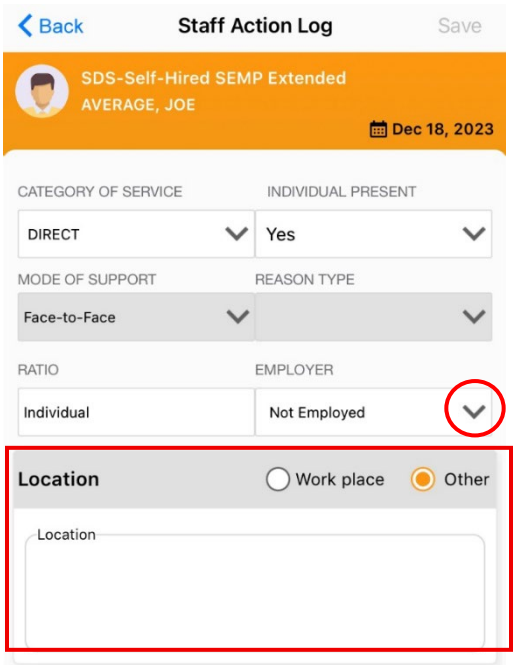
11. To begin face-to-face session press ‘Start’ (green play icon)



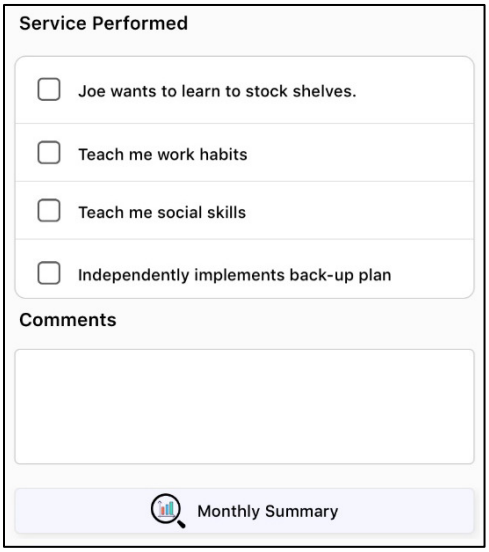
12. Select red notepad (indicated by ‘0/4’) to open ‘Staff Action Log’ page which will expand **all current** goals/valued outcomes



13. From ‘Staff Action Log’ select Employer and Location; Enter Location Description

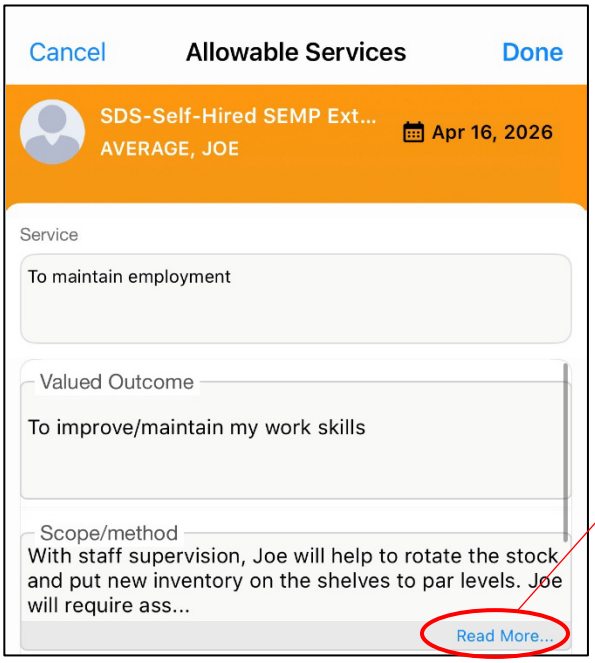


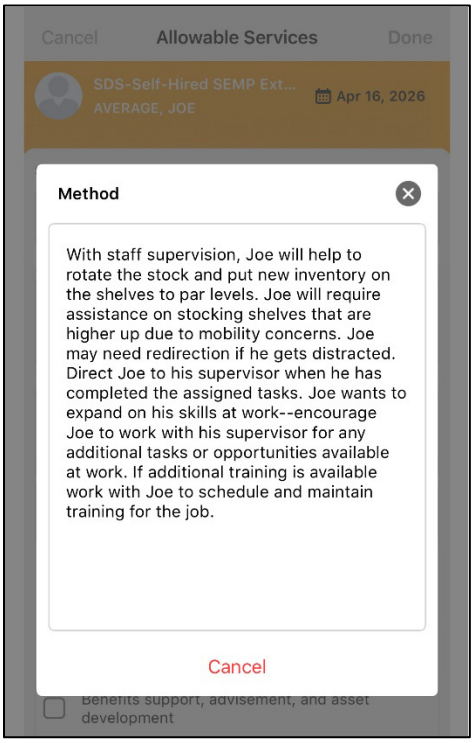
14. Under ‘Services Performed’ will be active services



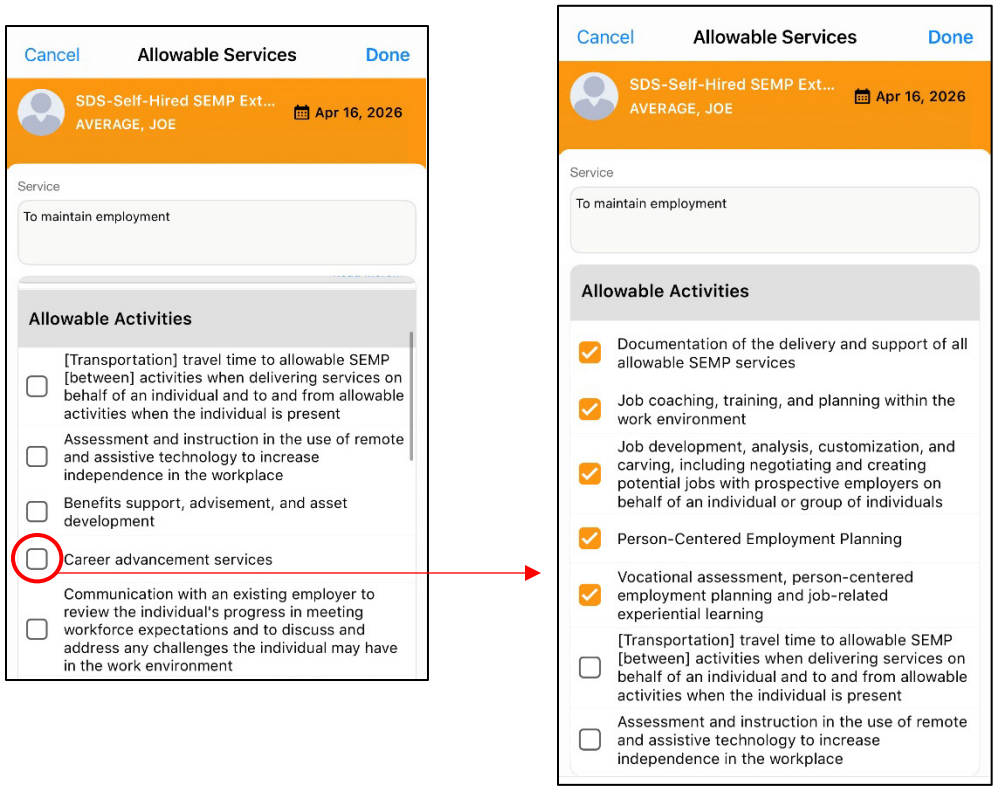
15. ‘Allowable Services’ screen will open where the user will review the following:

- Service
- Valued Outcome
- Scope/Method

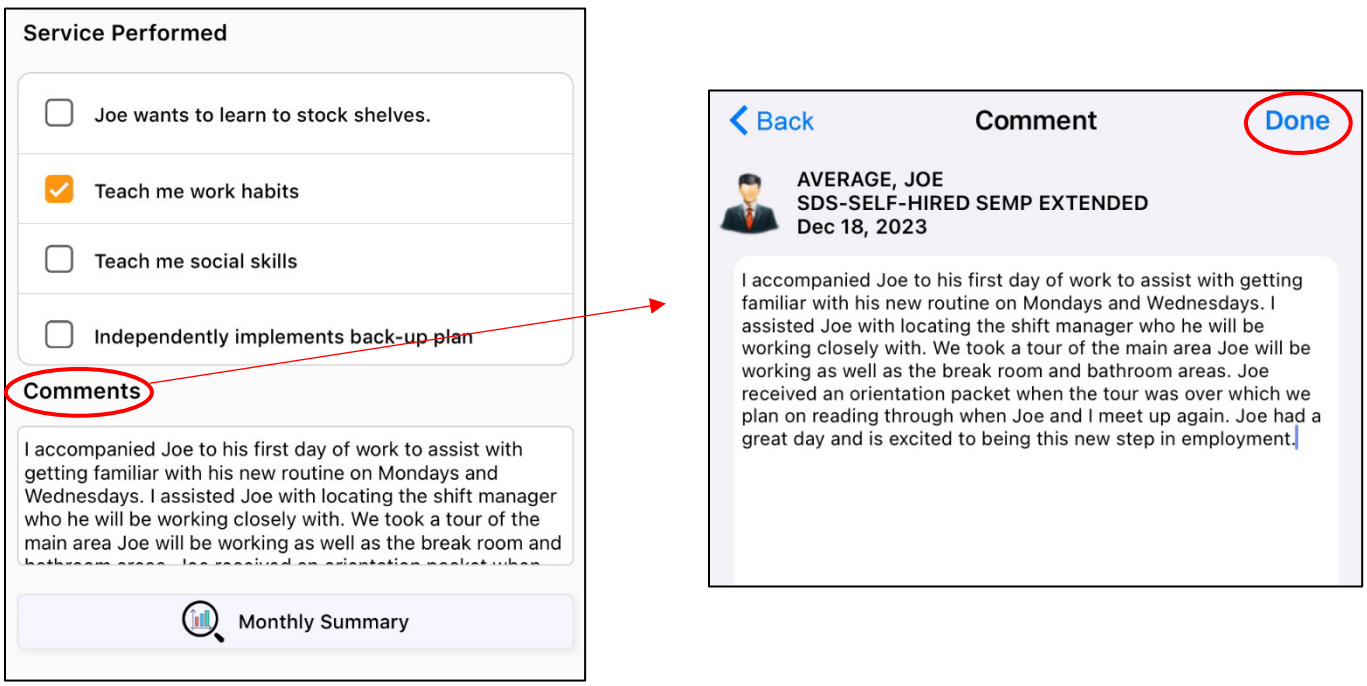




16. Under ‘Allowable Services’ select any/all allowable activities that apply (selection indicated by orange checkmark)
17. Select ‘Done’ (upper right-hand corner)



18. Enter SEMP shift note in ‘Comments’ section; select ‘Done’ (upper right-hand corner)



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:**

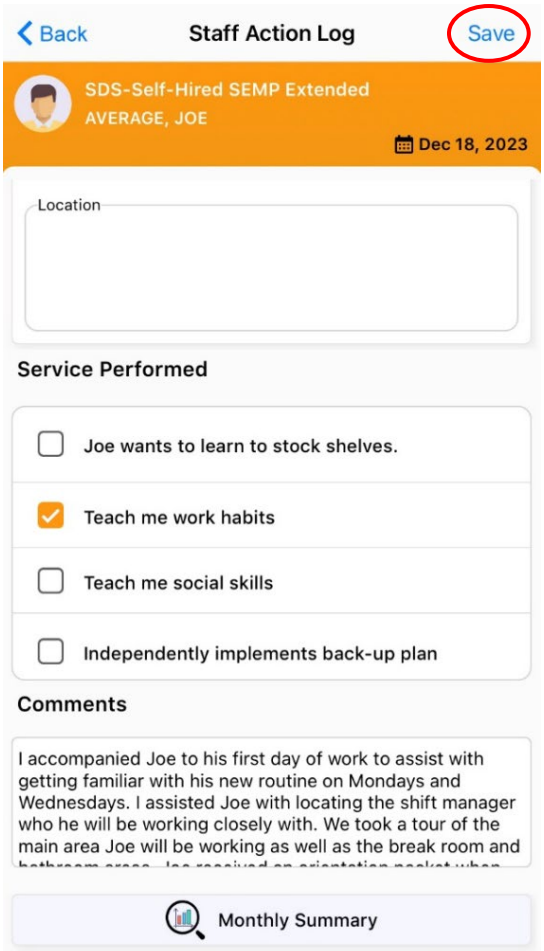
- Where staff went/what staff did during the support
- How the staff supported the person self-directing (methods of supports)
- How the person self-directing responded to the support provided to them

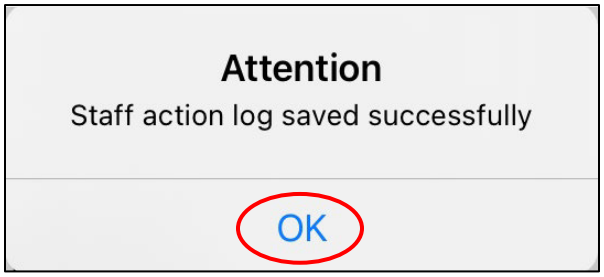
Staff Reimbursements

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)

19. To save 'Staff Action Log' select 'Save' (upper right-hand corner)
20. Attention Screen will indicate staff action log saved successfully; Select 'OK'

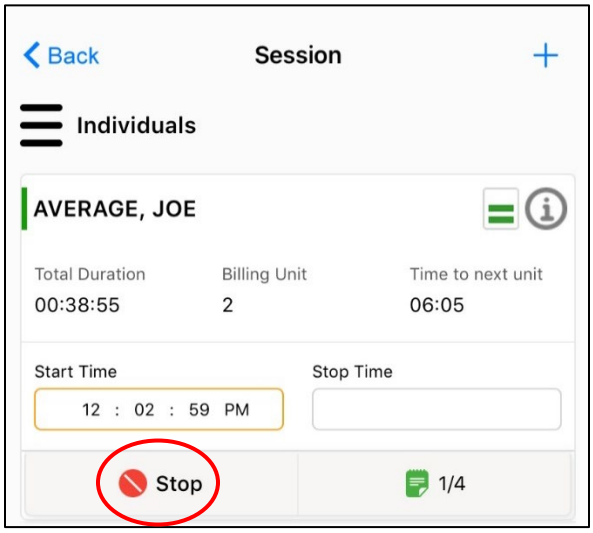


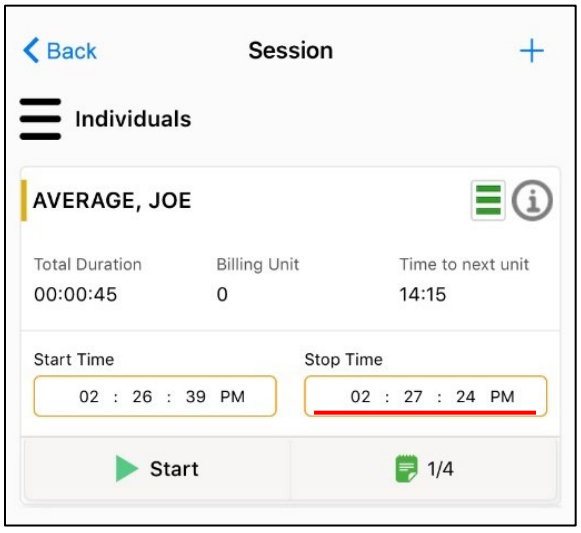


21. ‘Session’ page will reflect 1/4 goals documented (indicated by green notepad with 1/4)

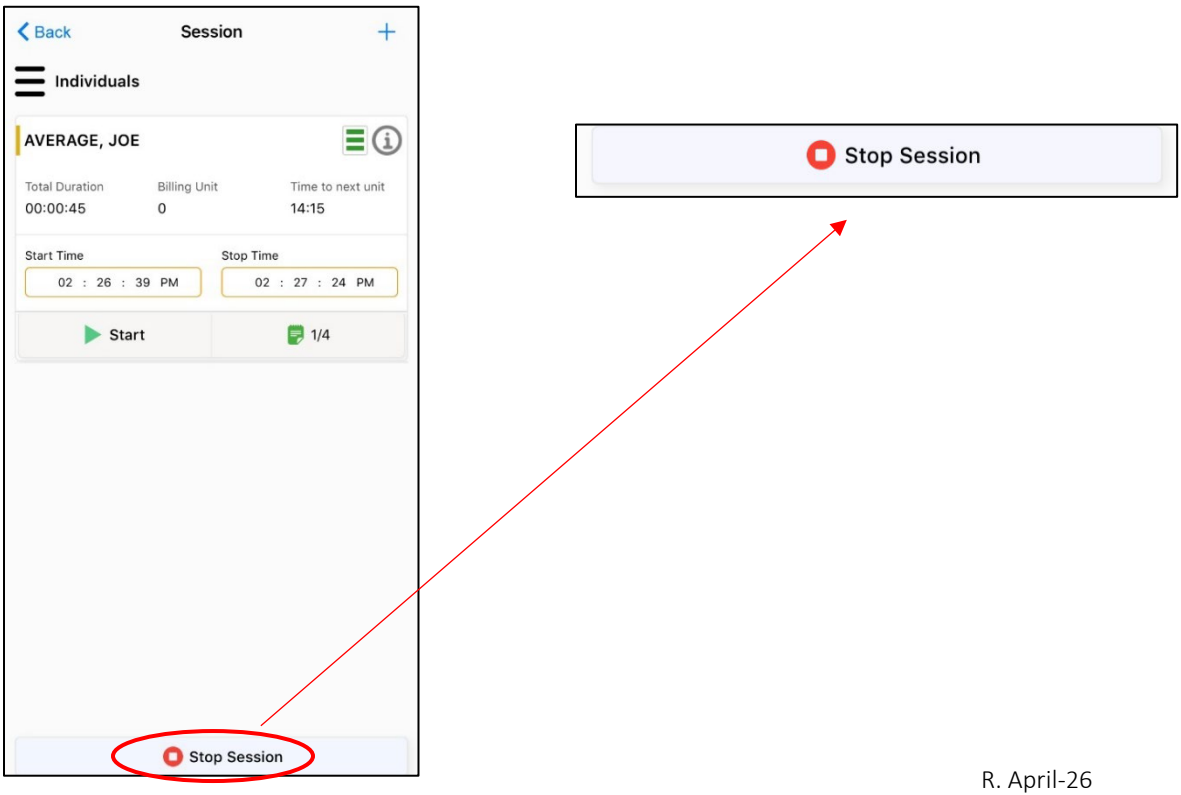


22. To stop face-to-face session, select ‘Stop’ (indicated by a red circle)
23. Once selected, a ‘Stop Time’ will populate

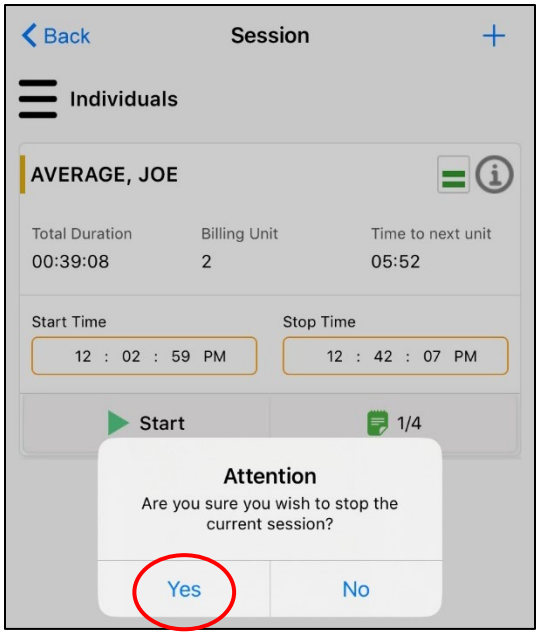




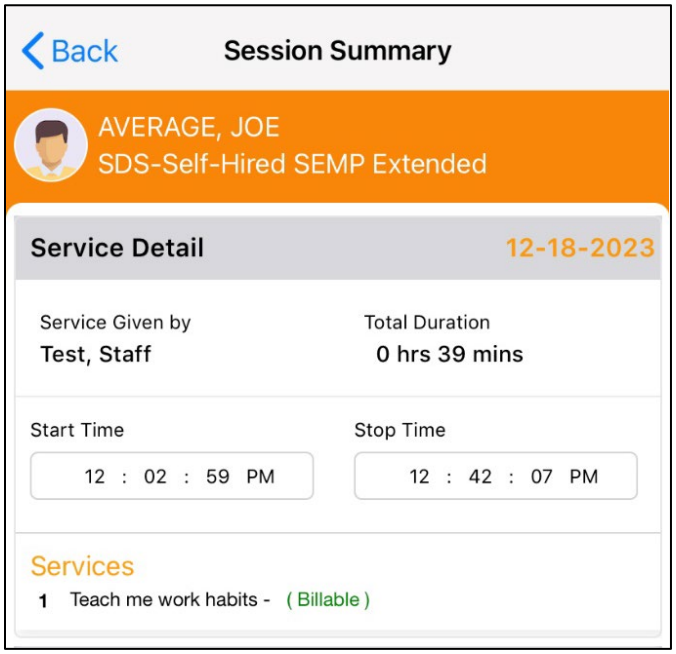
24. To end current session successfully, select ‘Stop Session (indicated by red circle at the bottom of session screen)



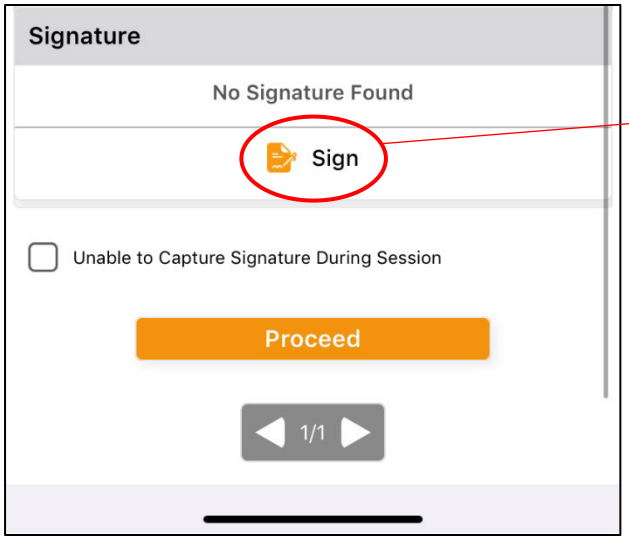
25. ‘Attention Screen’ will verify if you wish to clock out to stop the current session; select ‘Yes’



26. ‘Session Summary’ screen will show a report of date, times, total duration of shift, and services provided



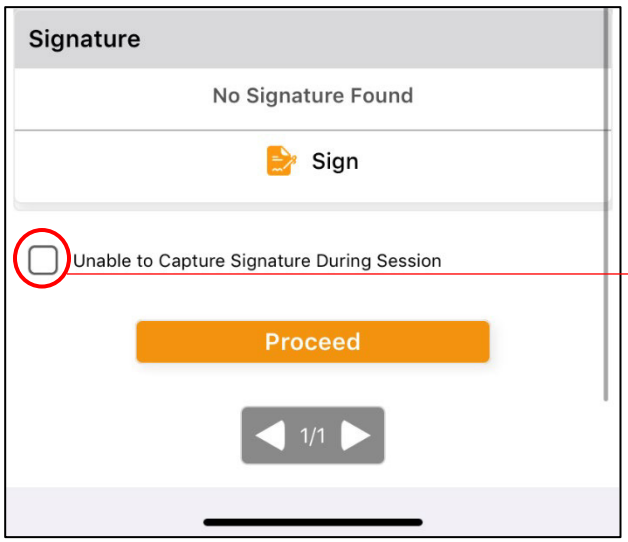
24. Individuals/Reps may require a signature after each shift; to sign select ‘Sign’ (indicated by an orange paper at the bottom middle of screen)
25. Signature screen will prompt the type of signature, name, and title of signer; sign by using finger on the signature pad; select ‘Done’

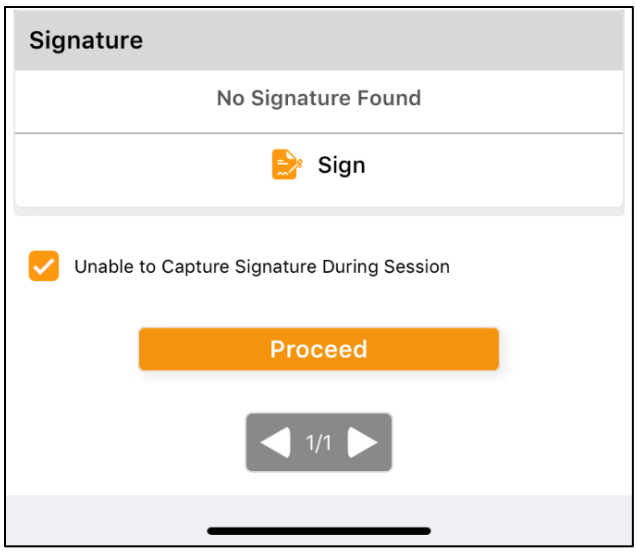




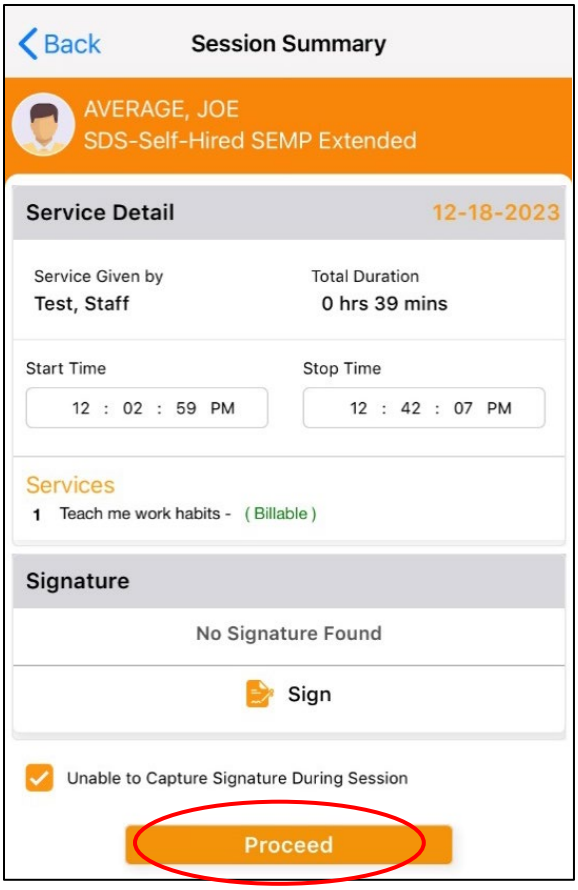
OR

26. 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)





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



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



Self-Hired Supported Employment **Billable Note Example**

eVeroMobile App

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- SEMP notes include a checklist of individual outcomes and a section for typing required shift notes

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

- Service Performed
- Allowable Services
- Example of a Billable Note
- Staff Tips for Quality Documentation and Reimbursement Requests (if applicable)

Service:	Teach me work habits
Valued Outcome:	To be more independent at work
Scope/Method:	Staff will provide cues, reminders, and modeling to Joe to practice social skills in the workplace. Staff will work with Joe to learn the skills necessary to complete his duties at work to the fullest of his ability. Staff will help Joe to troubleshoot areas where he struggles and ways to reduce his barriers. Staff may need to help Joe develop routines; make signs, checklists or other cueing systems in the workplace to ensure he has the guidance necessary to complete his duties when staff is not with him

Quality Note Example:

I accompanied Joe to his first day of work to assist with getting familiar with his new routine on Mondays and Wednesdays. I assisted Joe with locating the shift manager who he will be working closely with. We took a tour of the main area Joe will be working as well as the break room and bathroom areas. Joe received an orientation packet when the tour was over which we plan on reading through when Joe and I meet up again. Joe had a great day and is excited to being this new step in employment.

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