Hello, we look forward to getting you started working as soon as possible.

This is your guide to the Employee hiring process for Self-Directed Supports. Working on a New Employee Application is a team effort between yourself (the Employee) and your Employer and/or their Designated Representative (DR).

Errors made throughout the New Employee Packet are the most common reason for a delay in being able to start your employment. This guide is intended to help you eliminate the most common errors.

- Read this document carefully and follow all instructions. Keep it next to you for easy reference as you fill out the Packet. Take your time in filling out the packet. Work slowly so you don’t miss anything.
- Use the “New Employee Sample Packet” as your guide in filling out the Packet. It is found at: http://www.publicpartnerships.com/programs/missouri/sds/ under the header “Employee Forms” and “Employment Forms”. This can be a huge help as it shows how to fill out everything.
- Work closely with your Employer or DR while completing the Packet. There are portions of the packet that the Employer or DR must fill out or provide you with the information to fill it out.
- Once you have filled out the Packet, look back over it carefully to check for errors. If you find errors:
  o Mark through the incorrect information with a single line and initial beside line. Then write in the correct information. Avoid scribbling out errors. Do not use “White-out”. Paperwork that is corrected with “White-out” will not be accepted and will require you to fill out a new form.
  o If you need a new form, download it at: http://www.publicpartnerships.com/programs/missouri/sds/

A QUICK OVERVIEW OF THE PROCESS OF APPLYING FOR EMPLOYMENT:
1. Carefully read over this hiring guide before filling out the New Employee Packet.
2. Fill out the packet with your Employer’s or their DR’s help (be sure to check any information that might be pre-filled).
   a. Use our instructions and sample packet located on program page: http://www.publicpartnerships.com/programs/missouri/sds/
   i. Be sure to use our step-by-step instructions to complete the Form I-9 without any errors.
3. Send in the Packet with the supporting documents, such as certifications or trainings (be sure to include all pages) to Public Partnerships. Scan the Packet and attachments as one document and attach to the email. Sending the forms within the packet as separate files or emails can cause delays and confusion when processing corrections.
4. Check your email and phone messages regularly; Public Partnerships will notify you if corrections or additional information is needed to process your packet.
5. When all the steps in processing your packet are successfully completed, the Employer and/or their DR and you will receive the Good-To-Go email. Watch your email for the Good-To-Go email. It could possibly show up in a “Spam” or “Junk” email folder.

GETTING STARTED:
On page two (2) of this guide, the New Employee Packet forms and supporting documents are discussed. Use page two (2) as a checklist – check off the boxes to ensure you have completed all the paperwork and have attached all the required documents.
Enrollment Packet Information

If your Packet is partially pre-filled and you find any incorrect information: mark through the incorrect information with a single line and initial, then write in the correct information.

UNDERSTANDING THE REQUIRED FORMS IN THE PACKET:

☐ **Employee Application:** This form is an agreement between you and your employer. Read it carefully, especially the Employment Terms and Conditions. We must receive all pages of the Employee Application. Please pay close attention to these sections of the Application:
  - Authorization to Withhold City Payroll Tax
  - Pre-Employment Training
  - Application for Difficulty of Care Federal Income Tax Exclusion
  - Relationship Questionnaire
  - Service and Payment Information

Use the New Employee Sample Packet found on the Public Partnerships Missouri webpage.

☐ **Worker Registration Form:** This form is submitted by PPL to the Family Care Safety Registry to do the required background screening for all employees.
  - The registration fee listed on this form is paid by Public Partnerships.
  - If you are already registered in the Family Care Safety Registry, you can indicate so on this form. However, we will still need your signature as authorization to request the background check.

☐ **USCIS Form I-9 – Employment Eligibility Verification:** This form requires your employer to determine your eligibility to work in the United States. This form cannot be pre-filled. Please use the “Checklist to Complete the I-9” included in this packet to complete the Form I-9. Please also visit the Public Partnerships Missouri webpage to view step-by-step instructions to complete the Form I-9.

☐ **Form W-4:** This form is used to calculate Federal tax withholdings. All allowances should be recorded as a number even if that number is “0”. A person cannot claim both allowances and “Exempt” status. If you do not fully complete and submit this form, PPL will withhold taxes at the highest level.

☐ **MO W-4:** This form is used to calculate State tax withholdings. As with the IRS Form W-4 above, all allowances should be recorded as a number even if that number is “0”. Allowances and “Exempt” status cannot be claimed; it must be one or the other. If you do not fully complete and submit this form, PPL will withhold taxes at the highest level.
  - If an Employee lives outside of Missouri, they may complete the MO W-4A Form. This form can be found on the Public Partnerships Missouri webpage.

☐ **Post-Employment Training Verification Form:** This form must be completed within 30 days of employment. We encourage Employers or their Designated Representatives to complete this form and send it when the rest of the packet is sent in.
  - This verification form requires you read and review the Employee Handbook. The Employee Handbook can be found on the Public Partnerships Missouri webpage. The handbook answers many questions relating to the hiring process, day-to-day job questions, and much more.

After you have completed, signed, and checked the packet for errors, attach all the necessary documents that you must provide for your employment situation:

☐ A copy of the document that verifies the education requirement: High School Diploma, High School Transcript with Graduation Date, GED Certificate, College/University Transcript that shows attendance, or Educational Waiver from Regional Office. Any one of these documents is sufficient. (We cannot accept any other type of documentation as proof of education.)

☐ Copies of any documents for other training the Employer or Designated Representative requires.
  - These trainings cannot be expired and must be from a certified training source.

☐ A copy of the Abuse and Neglect Training Certificate. Only the certificate from online training can be accepted.

☐ Copies of documentation for the Employee Eligibility Verification Form I-9.
Depending on how your completed packet is submitted it may take one (1) to two (2) days for the packet to appear in BetterOnline™ for processing. Packets or forms are processed within one (1) to three (3) days after they appear in BetterOnline™. If errors are found or information is missing you will be sent a secure email, with the form(s) attached, and a request to correct and resubmit. In addition to an email, you will receive a phone call to review and assist you with making the necessary corrections. If packets are sent in multiple files, you may receive multiple calls or emails from customer service regarding corrections.

After you or your Employer have sent in your completed packet, you and your employer or designated representative will be able to track your hiring progress through the BetterOnline™ web portal. BetterOnline™ tracks all initial and on-going employee enrollment requirements. You will be able to see what forms have been processed and what items are still needed to become “Good-to-Go”.

If you have not received notice of “Good-To-Go” within three (3) to seven (7) days, we encourage you to check BetterOnline™ to verify the status of your application. You may also contact Customer Service to check your new hire status.

**IMPORTANT:** Public Partnerships will email you and your employer when you can begin working. This email is called the “Good-to-Go”. You cannot begin providing paid services until you and your employer receive the “Good-to-Go” email. This email is sent from cmosds@pcgus.com and will come by secure email from ZixMail. No other entity or source of information authorizes you to begin working.

### Program Requirements Information

Under the rules of Missouri Self-Directed Support program, workers **may not begin providing services and will not be paid for providing services** until **all** of the following are complete:

- You correctly complete all required paperwork, which is provided to you in this packet.
- You have successfully cleared the background check, completed the Abuse and Neglect Training and all other required trainings.
- Your employer receives the emailed “Good to Go” notification from Public Partnerships.

Once you are approved to work, you and your employer will receive notice of Good-to-Go. Within this notification, you will receive instructions on how to submit your timesheets and when.
Payroll Information

Public Partnerships is only authorized to issue payment for services after you have met all the necessary enrollment requirements and received notice of “Good-to-Go”.

Public Partnerships is committed to providing employees with payments electronically. Payment options include direct deposit to a checking or savings account or to a debit card. You will make your payment method selection on your employee application. **No matter what payment method you selected, your first one (1) or two (2) payments will be issued as a paper check while we setup your electronic payments.** After that, your chosen method of payment will start.

**If you chose to be paid by the Debit Card:** please know this card is supplied by ADP. It will come in the mail to you from ADP, not Public Partnerships. What you receive from ADP will not mention Public Partnerships. Please watch for this card and do not accidentally discard it. Additional information regarding the ADP debit card can be found Public Partnerships Missouri webpage.

Contact Information

**PUBLIC PARTNERSHIPS MISSOURI WEBPAGE:**
The best way to understand Public Partnerships technology, processes, and your day-to-day tasks as you work as a Self-Directed Employee is to spend time on our program webpage. We have written many helpful tools that explain processes and documents. On the website you will also find copies of all the documents that Employees and Employers or Designated Representatives need. We have even provided easy-to-read guides to things like registering for the BetterOnline™ web portal, how to do your timesheets, and how to use our Time4Care™ mobile application. Our guides provide you with screenshots of all the buttons to press, dropdowns to select.

Visit the Public Partnerships Missouri webpage: http://www.publicpartnerships.com/programs/missouri/sds/.

**CUSTOMER SERVICE:**
If you have questions, please work directly with your employer. It is your employer’s role to manage your employment. If you need additional help with payroll issues, we welcome and encourage you to call our Customer Service team at 1-844-735-7370 (**TTY:** 1-800-360-5899) during these hours: Monday through Friday, 9:00 a.m. to 6:00 p.m., Central Time. When you call Customer Service, you must supply the following information for Customer Service to be able to speak with you:

- Your First and Last Name
- Your PPL Employee ID. (Customer Service may call this your “Provider ID”.) If you don’t know this number, you will need to provide your full Social Security Number.
- The last 4 digits of your Social Security Number
- Your Date of Birth

If you would prefer, you can email Customer Service at csmosds@pcgus.com or you may email them from within BetterOnline™ from the “Contact Us” page. **When emailing please be sure to supply the same information listed above.**

If program materials are needed in alternative print format (for example, Braille, large print or another language), please contact our customer service team.

We look forward to working with you!