

NY PHC 2.0 Policy Summary

SSO Reference Document for NY DOH PHC 2.0 Supervisors/Managers with SSO direct reports - Internal Use Only			
<i>effective 03.06.2026</i>			
Topic	Important Contacts		
Benefits Questions Payroll Questions EAP Resources Employee Relations	Refer employee to SSOHR@pcgus.com		
Urgent HR Items	Urgent items should be sent to SSOHR@pcgus.com . You may also copy: Shelley Kelley at shkelley@pcgus.com or by phone (317) 721-2935 OR		
Orientation & Workplace Items			
Topic	SSO Policy	NY PHC Client Policy for SSO Contract Staff	Additional Notes
Onboarding	SSO conducts orientation online for all new hires. SSO Verifies employee completion of I-9 no later than Day three (3) - if not rec'd will cause work stoppage. Employee to complete new hire forms and trainings by Day 3 - No harassment, HIPAA and Info Security training by 30 days		
Equipment		Client provides.	Accommodation requests for special equipment should be referred to GTM leave administrator. SSOHR will review any requests with client mgmt.
Building access/badges	SSO employees are required to follow requirements established for the applicable work location. Employees to return badge upon separation.	Supervisor will initiate to have upon hire and collect at time of separation along with terminating access to client systems.	
Safety & Security	Follow on-site client protocols.		
Incident Reporting	Follow client protocol and alert SSOHR@pcgus.com for incident follow-up and to initiate Workers Comp claim if applicable.	Client site may have required forms for employee to complete.	

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Office Closure	<p>If a client's office where the employee is scheduled to work is closed, the employee should contact their immediate supervisor for instructions on where to report for work. Employees who work remotely and based fully from a home office are expected to work with no disruption to the normal day unless the client advises otherwise.</p> <p>If weather conditions prevent an employee from travelling safely to office that remains open, they should contact immediate supervisor for options to work remotely. If remote work is not an option employee will be required to use available time off or take unpaid.</p>	SSO employees should contact their client supervisor to determine if they are able to work remotely if the office is closed due to inclement weather or other reason.	<p>Supervisor to notify SSOHR@pcgus.com when the office is closed and impact to employees who have the ability to work remotely.</p> <p>SSOHR will advise SSO employees who are unable to work remotely due to office closure of how to record their hours on their time sheet.</p>
Infectious Disease (vaccinations)	SSO employees will follow client/state policies related to vaccination status as pertains to host sites who operate in clinical settings.		
COVID Policy regarding positive test results or exposure; this policy includes all infectious disease testing	Employees are to contact SSOHR@pcgus.com for latest information on protocols.	SSO employees are also required to follow client policies for reporting positive test results and determination of any quarantine status.	

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Telecommuting/ Telework	An SSO employee’s eligibility to participate in remote work is defined by client applicable policies. Additionally, the suitability of a remote work arrangement is generally evaluated based on such factors to include job responsibilities and job requirements. Telecommuting may be made available temporarily in certain circumstances; supervisors have the discretion to require staff to return to the office for business needs.	NY PHC positions are assigned to a work location. Eligibility for any remote work must be reviewed and authorized by client supervisor.	
Time Off, LOAs, Accommodations			
Holidays	Full-time and part-time employees hired to work 20 or more hours per week are eligible for the holidays observed by the NY PHC Project. Employees eligibility for holidays is outlined in their offer letter. Employees are eligible for a Personal Floating Holiday, which is a Personal Day of Choice.	If an employee is requested to work on a designated holiday, they will receive pay for time worked AND holiday pay if eligible.	
PTO	<p>Employees accrue PTO on a bi-weekly basis beginning date of hire.</p> <p>PTO encompasses NY state required sick leave. No additional accruals are provided.</p> <p>Employees may go into the negative by 20 hours of PTO.</p> <p>PTO should be scheduled in advance to provide adequate coverage of job and staff requirements.</p> <p>Employees enter PTO requests in Dayforce that are authorized by the designated supervisor.</p>	PTO requests are approved by SSO employee's supervisor/client.	

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Unpaid time off requests	Employees are required to use available PTO before requesting unpaid time off for time off that doesn't qualify for other authorized leave. Unpaid time off for non-authorized leave time is limited to extreme circumstances and approved in advance by HR. Employee requests for unpaid time off are to be sent to SSOHR@pcgus.com.		
Flex time	The employee must first discuss possible flextime arrangements with his/her client supervisor and the supervisor will then discuss the flextime request with SSOHR.		
Bereavement Leave	SSO provides regular full-time and part-time employees up to three (3) days leave upon the death of an immediate family member. Bereavement leave of up to five (5) days may be requested if out-of-state travel is required or if travel is in excess of a 4-hour drive time to attend services. For Part-time employees this time will be pro-rated based on the number of days worked per week.		

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Jury duty	Regular full-time and part-time employees who serve jury duty will be paid their regular rate of pay for up to the first five (5) days. Proof of serving as a juror and an indication of the specific jury duty days served is required as part of the time records submission for that period. Employees may request to use their PTO accrued benefit for any time unpaid while on Jury Duty. An employee who is excused from court for the entire day must report to work for the employee's scheduled work hours. If an employee is released early from jury duty on a given day and there are four or more hours remaining in the scheduled workday, the employee must report back to work.		Refer employee to SSO HR to provide documentation and to address any questions.
Military Leave	Employees are to contact SSOHR to initiate any military leave obligations.		
Leave of Absence (Consecutive, Intermittent, Medical leaves, caring for family member, military leave, personal), Accommodation Requests	SSO Employees are referred to GTM, leave administrator, to open a case.	Client supervisors/managers are updated by GTM of employee's leave status - approval, denial, timeframes, parameters for intermittent leave, work modifications and accommodations. Client supervisors approve accommodation requests in collaboration with SSOHR.	
Time Keeping	Employees must record all time worked in Dayforce. Timesheets are to be completed daily and authorized for supervisor review/approval at the end of each pay period (Fridays).	Monthly, timekeeping records will be sent to the client site supervisor for review and approval. If a discrepancy is identified in the timekeeping record, there will be a payroll reconciliation for correction.	Supervisors approve bi-weekly by the end of last day worked in the pay period. Timeframes are established with earlier timeframes for certain holidays that impact earlier pay processing. Refer to SSOHR with questions/corrections after submitted.

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Overtime	The SSO work week runs from 12:00 am Monday to 11:59 pm Sunday. All overtime must be approved by the client and PCG project leadership prior to deviating from the normal scheduled hours	Overtime is not available unless authorized in advance by the client site supervisor.	Non-exempt employees must record all hours worked in Dayforce for processing pay. Employees who work time that is not authorized will be paid for hours worked and may be subject to corrective action.
Meal periods	All SSO employees who work continuously for more than six (6) hours in a day are provided with a 30-minute uninterrupted, unpaid meal break		Client supervisors are responsible for ensuring that employees take the required meal breaks.
No call no show	Supervisor to attempt to reach employee by phone and email to inquire about status. Employees who fail to report to work without notification for 3 or more consecutive work days will be separated for job abandonment.		Email SSOHR@pcgus.com for each workday employee fails to report to work without notification.
Call-offs	Supervisor must be contacted directly prior to beginning of shift for any late arrivals or absences. Follow procedure established by Supervisor for how to notify.		Notify SSOHR for any absences that are 3 or more consecutive days.
Performance Reviews, Compensation, Position Changes			

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Performance Reviews	SSO employees may receive an annual review completed by client supervisor and reviewed by SSOHR prior to delivery. The annual review process begins with a self-evaluation from the employee who submits to their client supervisor/manager. Eligibility for a performance review and any compensation changes are outlined in the applicable county agreement.		
Employee Relations			
Employee concerns/workplace issues	Any employment related concerns from an employee are to be referred to SSOHR@pcgus.com	Employee concerns regarding employment matters brought to a client supervisor/manager should be directed to SSOHR@pcgus.com.	SSOHR will partner with employee's supervisor to address as appropriate.
Topic	SSO Policy	NY LHD Client Policy for SSO Contract Staff	Notes
Performance, Attendance, and/or Conduct Concerns	Any concerns related to an employee's performance, attendance, behavior or policy/procedure violations should be referred to SSOHR@pcgus.com.	Client supervisors/managers should alert SSOHR of any performance, attendance or behavioral concerns that need addressed. These should be raised immediately for review.	
Corrective Action	SSO intends to give employees reasonable opportunity to improve their performance whenever productivity, quality, efficiency, or behavior is below an acceptable level. When performance falls below an acceptable level, corrective action may be utilized. Corrective actions may include verbal warning, written warning, final warning, or termination.		SSO will partner with employee's supervisor to deliver any corrective actions. All corrective actions should be reviewed with HRSSO prior to delivery to an employee and co-presented.
Employee dress and appearance	All employees must maintain a personal appearance in a manner that reflects their work situation and client expectations. Employees may seek religious accommodation as necessary related to attire.		

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Investigations	All matters related to investigations of SSO employees must be addressed with SSO HR. Clients shall notify SSO HR of any requests for SSO employees to be interviewed, either as a person of interest or witness. SSOHR will be present during these interviews.		
Voluntary separations	Employees are asked to give two weeks notice for professional courtesy.		SSO HR will update the client on any resignations upon receipt of notice and will coordinate transition. Resignations by SSO employees received by the client should be directed to SSOHR@pcgus.com.
Involuntary separations	SSO HR will review all requests to end an employee's work assignment and will coordinate the communication to the impacted employee.	Client requests to end an SSO work assignment must be submitted to SSOHR@pcgus.com prior to any discussion with the SSO employee.	
Policies & Training			
Communication & Technology policies	Various policies exist in relation to these areas. Employees should be referred to the SSO handbook and SSOHR@pcgus.com with any questions.	SSO employees are also obligated to follow client specific policies. It is recommended SSO employees acknowledge these policies.	
No Harassment training	SSO employees receive no harassment training upon hire and annually. The training provided is in compliance with NY state regulations.		
Info Security & HIPAA training	SSO employees receive information security and HIPAA training upon hire.		

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Outside Employment	SSO prohibits its employees from engaging in any outside paid employment that could potentially conflict with SSO business, including interference with an employee's capacity to accommodate client deadlines and other needs. An employee who wishes to engage in or continue outside employment shall first review the nature and duration of the outside employment with the employee's SSO principal supervisor and SSOHR.		
Business Travel & Expense Reimbursement	Prior approval must be obtained. Policy details are outlined in the SSO handbook. Employees approved for travel: personal vehicle mileage, tolls and parking costs are reimbursed through Certify; other costs approved and allowable under the NYSPHC grant funding are reimbursed.	SSOHR should be notified of any client requests for employees to travel.	
Tuition Reimbursement	Eligibility and procedures are outlined in the SSO employee handbook. Employees should be referred to SSOHR@pcgus.com to initiate any requests.		
Employment Posters	Employees have access to federal, state, and local law employment information via electronic means.	Employees should be referred to SSOHR@pcgus.com for any questions on employment regulations.	