



COVID-19 FAQ

HSC is a designated point of contact with NYC and NYS for disaster preparedness. As such, we are in dialog with local and state governmental agencies with issues regarding COVID-19. While we may not have immediate answers, we note that we are asking provider questions, following up with them and tracking answers, which can be found in this FAQ and on our [COVID-19 Resources for Human Services Providers webpage](#).

COVID-19

1. If a person contracts the COVID-19 then recovers, can they contract the virus, again?
 - a. Although there have been news reports of the possibility that people may not be developing immunity to the new coronavirus, even after they have recovered, disease specialists state that currently there is not enough data to support that conclusion. See the [Novel Coronavirus Outbreak Factsheet](#) for more information.
2. When you self-quarantine, what medication can you take to alleviate the symptoms?
 - a. Use telephone, text, telemedicine or a patient portal to reach out rather than going to your doctor in person. You and your provider will decide if you need to come to medical care. If you need help finding a healthcare provider, call 311.
 - b. Also, see NYSDOH Guidance on how to [Protect Yourself and Your Family from Coronavirus \(COVID-19\)](#).
3. What should be our first point of contact in the event we suspect a client may have the virus?
 - a. Reports can be made by calling 311. See the [NYCDOHMH website](#) for more information.
 - b. Providers can also call NYSDOH Novel Coronavirus (COVID-19) Hotline: 1-888-364-3065. See [NYSDOH's website](#) for more information.
4. Is there guidance on whether to call 311 or the State DOH about COVID-19?
 - a. If you have a City contract, please call 311 and for State contracts, please call NYSDOH Novel Coronavirus (COVID-19) Hotline: 1-888-364-3065.
5. How do we get access to drive-through testing?

- a. Testing is free to all eligible New Yorkers as ordered by a health care provider or by calling the NYS COVID-19 hotline at 1-888-364-3065. See the [NYSDOH's website on drive-through testing](#) for more information.
- 6. We have suppliers offering masks KN95 masks. Are these acceptable substitutes for N95?
 - a. Other countries approve respirators for occupational use and approve respirators to these standards. These devices are expected to be suitable alternatives to provide protection during the COVID-19 response when supplies are short, which includes KN95 masks. See the [CDC's Strategies for Optimizing the Supply of N95 Respirators: Crisis/Alternate Strategies](#) for more information.

Nonprofit Contracting Issues

1. Will contracting agencies or government provide financial assistance for nonprofits to support employees who are part-time, low-paid hourly workers, with limited leave time, who must voluntarily shelter in place or who become ill and must remain at home for a long period of time?
 - a. HSC is actively engaging the City and State on this issue. See the [NYC MOCS Letter to Providers](#), [City Nonprofit Business Continuity Guidance](#), [HSC's Memo on New York State's Response to the COVID-19 Pandemic and Community-Based Organizations](#) and a sign-on letter to Congress: [Why Nonprofits Must Be Included in a COVID-19 Relief and Economic Stimulus Package](#) for more information.
2. Are we expecting slowdowns or delays in payments on contracts? If so, what processes are in place for the contracting agency to inform providers?
 - a. The City will be issuing additional advances and will continue to use cash advances to avoid unnecessary payment delays. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through c-19.hhsteam@mocs.nyc.gov. See the [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
3. If a nonprofit has one or more performance-based contracts or if programs/schools close how will they be protected if they are unable to perform at full or at all due to COVID-19 related issues?
 - a. If you work with your City contracting agency and agree to a plan for moving forward, you will get paid for executing on that plan. And, if that plan costs more money than the contracted services, you will get paid for the additional expenses. If the plan calls for a suspension of services, you will get paid your contracted expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
 - b. The [NYS Not-for-Profit Human Services Providers - Performance Requirements for Funding during COVID-19 Disaster Emergency](#) provides instructions to certain State agencies on funding eligibility for certain Not-for-profit human services

providers (Human Services NFPs) unable to meet performance requirements due to the outbreak of coronavirus disease 2019 (COVID-19).

4. How can we address access to credit/cash to handle disruptions in the financial markets impacting access to credit?
 - a. The City will be issuing additional advances and will continue to use cash advances to avoid unnecessary payment delays. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
6. Can the City suspend recouping advances?
 - a. HSC is actively engaging the City and the State on this issue. The City will be issuing additional advances and will continue to use cash advances to avoid unnecessary payment delays. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
7. Will agencies that normally allow for only quarterly invoicing, allow us to submit monthly invoices in order to ensure we have adequate cash flow?
 - a. If you work with your contracting agency and agree to a plan for moving forward, you will get paid for executing on that plan. And, if that plan costs more money than the contracted services, you will get paid for the additional expenses. If the plan calls for a suspension of services, you will get paid your contracted expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
8. With staff working from home, many finance/grants staff do not have easy access to copy, scan, etc. some information that is normally needed to justify invoices we submit for payment. In order to keep cash flowing, will contracting agencies be making temporary exceptions to the backup requirements and allow additional information to be submitted later or as part of the audit process?
 - a. The City is delaying all new audit engagements. For existing audits, the City is extending deadlines for at least the next four weeks when they will reassess the environment and make a determination about how to proceed. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
9. Governor Cuomo announced new sick-leave legislation. Will there be funding for it or will this be another unfunded mandate?
 - a. HSC is actively engaging the State on this issue and has sent a memo to NYS, including our three major asks related to paid sick leave for the state, a copy of which may be found in the [Advocacy Section of HSC's website](#).
 - b. To the extent practicable and allowable, the City will reimburse providers for paid time off associated with NYC Health Department protocols. All COVID-19 related staffing information must be appropriately documented. The City will be providing further guidance on documentation. See [City Nonprofit Business Continuity Guidance](#) for more information.
10. Will funding be made available to cover not just additional sick time, but also the additional coverage that is needed, potentially overtime?
 - a. The City will reimburse providers for additional personnel expenditures related to overtime and temporary staff to address shortages if staff cannot come to

work. This may include expenditures such as staff travel. Providers must keep records of all COVID-19 expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.

- b. HSC has also sent a memo to NYS, including our three major asks related to paid sick leave for the state, a copy of which may be found in the [Advocacy Section of HSC's website](#).
11. What financial and other resources can be leveraged to support organization sustainability, such as budget flexibility and more resources for overtime, temps or other workforce solutions to ensure coverage for critical services like food, medical, basic staffing?
 - a. If you work with your contracting agency and agree to a plan for moving forward, you will get paid for executing on that plan. And, if that plan costs more money than the contracted services, you will get paid for the additional expenses. If the plan calls for a suspension of services, you will get paid your contracted expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
 - b. The [NYS Not-for-Profit Human Services Providers - Performance Requirements for Funding during COVID-19 Disaster Emergency](#) states where an agency determines that a Human Services NFP is unable to meet such Performance/Reporting Requirements primarily as a result of the COVID-19 outbreak, the agency shall work with the impacted Human Services NFP to amend the respective contract to provide that the Human Services NFP will not be disqualified from receiving funding due to the failure to meet those requirements during the period of time that EO No. 202 remained in effect.
12. Is there any push from the City, State or federal government to extend the census?
 - a. The 2020 Census has been extended until August 14th. See the [2020 Census Operational Adjustments Due to COVID-19](#) for more information.
13. The regional enrichment centers will "accommodate school-aged children of first responders, health care workers, and transit workers, as well as students in need of the most intensive support. Will this be extended to human services providers, especially since the City designated its health and service nonprofit workforce as essential workers?
 - a. There will be 10% of seats reserved for children of people staffing the RECs. When a staffing assignment is confirmed, the staff person will be invited to enroll their children. Note, seats are not guaranteed for children of REC staff. Enrollment has expanded to include essential workers of ACS, DSS, DHS, DOC, DYCD, HRA, DOP and NYCHA. Parents can enroll through the [NYCDOE Regional Enrichment Center Enrollment Form](#). See [the NYC Department of Education's webpage on Regional Enrichment Centers](#) and the [REC FAQs for CBOs](#) for more information.
14. Has there been any discussion about suspending USPS?
 - a. HSC is actively engaging the City and State on this issue.
15. What can organizations do to collect funding for services provided for contracts that have been delayed? Are contracts still being registered?

- a. Contracts should still be registered. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through c-19.hhsteam@mocs.nyc.gov. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
16. For professionals with licenses, especially those with CEU requirements (think LMSW/LCSW) where only a limited number of CEUs can be earned via remote learning, will their licenses be extended since the required in-person CEU classes are being cancelled?
 - a. HSC is actively engaging the City and State on this issue. NYS OCFS has been granted the authority to waive certain background check and training requirements so that child care programs can onboard employees without those new employees completing the comprehensive background check process and the pre-service health and safety training requirements. See NYS [OCFS Emergency Childcare Employment Guidance](#) for more information.
17. Have the City and State indicated any kind of timeline for organizations to be held harmless for being able to provide services?
 - a. If you work with your contracting agency and agree to a plan for moving forward, you will get paid for executing on that plan. And, if that plan costs more money than the contracted services, you will get paid for the additional expenses. If the plan calls for a suspension of services, you will get paid your contracted expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
 - b. The [NYS Not-for-Profit Human Services Providers - Performance Requirements for Funding during COVID-19 Disaster Emergency](#) states where an agency determines that a Human Services NFP is unable to meet such Performance/Reporting Requirements primarily as a result of the COVID-19 outbreak, the agency shall work with the impacted Human Services NFP to amend the respective contract to provide that the Human Services NFP will not be disqualified from receiving funding due to the failure to meet those requirements during the period of time that EO No. 202 remained in effect.
18. Are the regional enrichment centers open during spring break?
 - a. See [the NYC Department of Education's webpage on Regional Enrichment Centers](#) and the [REC FAQs for CBOs](#) for more information.
19. What are the hours for the regional enrichment centers?
 - a. RECs will be open from 7:30am-6pm Monday-Friday. See [the NYC Department of Education's webpage on Regional Enrichment Centers](#) and the [REC FAQs for CBOs](#) for more information.
20. Many of the human services organizations owe significant dollars back to government as a result of past over payments/under spending on contracts. Has there been discussions about a debt forgiveness program?

- a. HSC is putting together an advocacy platform for key nonprofit issues, which includes this issue. You can find updates on [HSC's Advocacy Opportunities](#) section of the website.
21. Are the NYC SBS Business Continuity Loans available to nonprofits?
- a. See [Marks Paneth's website](#), the [SBA Business Loan Program Temporary Changes; Paycheck Protection Program](#) and the [National Council of Nonprofits' analysis](#) of the loans available through the CARES Act for more information.
 - b. Emergency Small Business Loans: Provides funding for special emergency loans of up to \$10 million for eligible nonprofits and small businesses, permitting them to cover costs of payroll, operations, and debt service, and provides that the loans be forgiven in whole or in part under certain circumstances. See the [US Small Business Administration's website](#) for more information.
 - c. See [NYC COVID-19 Response & Impact Fund](#), which was created to aid nonprofit service providers struggling with the health and economic effects of the coronavirus. Also, see [Robin Hood COVID-19 Relief Fund Application](#), and the [Facebook Small Business Grant Program](#) for more information.
22. Have the City and the State talked about giving hazard pay to staff who must work on a contract, especially the Regional Enrichment Centers?
- a. City agencies such as DYCD and ACS and congregate residential programs have discussed providing incentive pay to essential workers. Contracting agencies will be reaching out to providers on this issue.
23. Will there be childcare options available for employees of essential business that provide staffing coverage 24/7 for their programs?
- a. HSC is actively engaging the City and State on this issue.
24. The Mayor designated the staff of NYC nonprofits as essential workers, but the Governor's "pause" order seems to be much more restrictive as to which nonprofits are essential. Does the Governor's order supersede the City's?
- a. If you have been in contact with your contracting agency and have developed a plan to move forward with your programs, continue to do so. However, if you run into any issues, speak with your contracting agency or send an email to c-19.hhsteam@mocs.nyc.gov.
25. We heard at some point that the City was centralizing all Finance related inquiries. Do you know if this was operationalized and do you have the contact information?
- a. If you have finance-related questions about your City contracts, contact your contracting agency. If you run into any issues, send an email to c-19.hhsteam@mocs.nyc.gov.
 - b. For State contracts, agencies should contact their DOB budget examiners. For all other questions concerning this Budget Bulletin, please contact the Division of the Budget's Legal and Procurement Unit at LPU@budget.ny.gov or (518) 474-2334.

26. Considering current circumstances, is an allowance made for budget modifications such as monies from personnel to OTPS category?
 - a. Providers may automatically modify their health and human service contracts up to 10% without pre-approval or delays in invoicing. Modifications may be made between categories of Personnel Services (PS) and Other Than Personnel Services (OTPS), maximizing budget flexibility. See [NYC Nonprofits website](#) for more information.

HHS Program-Related Issues

1. Is there a mechanism for young people to get meals if programs shut down for COVID-19 related issues?
 - a. Meal hubs will operate from 7:30 AM- 11:30 AM for children and families and 11:30 AM- 1:30 PM for adults. Meal Hub locations can be found at [here or text NYC FOOD to 877-877](#).
 - b. The City is establishing a home-delivered meals program for people who do not have other means of accessing food. [The application for food delivery assistance is here](#). To deliver the meals, the NYC Taxi & Limousine Commission will be hiring licensed TLC drivers. [The application to become a driver in the programs is here](#).
2. How will Medicaid respond when programs are closed for virus-related reasons?
 - a. Medicaid cases are being extended and individuals will not be required to renew their Medicaid eligibility during the emergency period. All active Medicaid cases with authorization and coverage dates ending in March, April, May and June will be systemically extended for 12 months. See [Office of Health Insurance Programs Coronavirus \(COVID-19\) – Medicaid Eligibility Processes During Emergency Period](#) for more information.
 - b. To ensure that cost-sharing is not a barrier to testing, NYS Medicaid will cover services including testing for COVID-19 and for physician, clinic, and emergency visits without copays for members when the purpose of the visit is testing, evaluation, and/or treatment for COVID-19. See [New York State Medicaid Coverage and Reimbursement Policy for Services Related to Coronavirus Disease 2019](#) for more information.
3. Will the City/State expedite background clearances so that nonprofits can hire more staff in case of not having minimum staffing in place? What will the process be for that?
 - a. NYS OCFS has been granted the authority to waive certain background check and training requirements so that child care programs can onboard employees without those new employees completing the comprehensive background check process and the pre-service health and safety training requirements. See [NYS OCFS Emergency Childcare Employment Guidance](#) for more information.
4. What telehealth options are available for clients and are services covered under Medicaid?

- a. NYS Medicaid expanded coverage of telehealth services in 2019. See [NYS Comprehensive Guidance Regarding Use of Telehealth](#) for more information.
5. There is concern about making home visits to homebound clients for fear of introducing COVID-19 to them. Will standards/contract requirements be relaxed so that nonprofits can conduct assessments virtually or by phone?
 - a. If you work with your contracting agency and agree to a plan for moving forward, you will get paid for executing on that plan. And, if that plan costs more money than the contracted services, you will get paid for the additional expenses. If the plan calls for a suspension of services, you will get paid your contracted expenses. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
6. What should providers do regarding planning for upcoming events or gatherings for our clients?
 - a. Effective Sunday, March 22nd, at 8:00 PM, all non-essential businesses in New York City will be closed. Only businesses with essential functions will be permitted to operate. Also, all non-essential gatherings of any size for any reason are banned. See [New York State on PAUSE Executive Order](#) for more information.
7. With schools now closed, what are the plans regarding educating students and schools reopening?
 - a. The City will move towards a new Remote Learning Model for all school days until at least April 20. See [NYC Department of Education website](#) for more information.
8. What is the definition of “deep clean” for schools?
 - a. See [NYSDOH Interim Cleaning and Disinfection Guidance for Primary and Secondary Schools for COVID-19](#).
9. Will nonprofits be receiving supplies from the government (PPE, face masks, hand sanitizers, etc.) and if not, will they be reimbursed for purchasing these supplies, especially for organizations that do not operate health care sites and are therefore not equipped with such items?
 - a. Providers are encouraged to purchase their own PPE. The City will reimburse providers for additional costs of supplies necessary to comply with NYC Department of Health Guidance. Providers must keep records of all COVID-19 expenses. If a provider is unable to obtain necessary supplies from their sources, they should contact their contracting agency for assistance through the Office of Emergency Management process. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
10. Who can we contact if we are struggling to find cleaning supplies to keep the office safe?
 - a. According to NYC Emergency Management, most of the PPEs that they are getting are going to the City’s first responders first and foremost and other organizations who have applied for PPE materials have been subsequently denied. If there is truly a need, nonprofits should try reaching within their umbrella agencies to see if they could procure from them.

11. What can nonprofits do to ensure residents don't run out of medication if they are forced to be isolated or quarantined specifically at sites where there is no onsite medical staff?
 - a. Medicaid covers a 90-day supply for most prescription and over-the-counter (OTC) maintenance medications. Practitioners and pharmacists should consider 90-day supplies of long-term maintenance medications for individuals in quarantine. Medicaid Managed Care (MMC) questions regarding policy and billing guidance for 90-day supplies should be directed to the enrollee's MMC plan. For medication for pre-existing conditions, for those clients who are on Medicaid, see [NYSDOH Medicaid Pharmacy Guidance](#) for more information. For Methadone and MAT, see [OASAS Guidance on COVID-19](#). There is also more information in the [DHS Provider Guide](#).
12. What is the protocol in the event of a suspected case of exposure or infection of COVID-19 in residential facilities?
 - a. See [DHS Provider Guide](#), [NYS OTDA Guidance for Operators of Facilities Providing Housing to Individuals who are Homeless and Supportive Housing](#), and [NYCDOHMH Coronavirus Disease \(COVID-19\) Guidance for Congregate Settings](#) for more information.
13. How can we ensure that both the Mayor's Office, Governor's Office and contracting agencies are on the same page and communicating so that nonprofits are receiving consistent information?
 - a. The City has established central communication channels to support agencies and providers. Please check the [nyc.gov/coronavirus](#) website for new guidance on COVID-19 and the new email address at c-19.hhsteam@mocs.nyc.gov. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
14. Is there uniform guidance on visitor policy?
 - a. HSC is actively engaging the City and State on this issue. See [DHS Provider Guide](#), [OCFS Temporary Visitor Restrictions Within Residential Treatment Centers and Congregate Care Settings](#), [OCFS Guidance for Community-Based Visits and Visitor Screening](#), [NYSDOH's Guidance for Nursing Homes and Adult Care Facilities](#) and [Coronavirus Disease \(COVID-19\) Guidance for Congregate Settings](#) for more information.
15. How and when do organizations determine the closing of programs?
 - a. Any decisions to cancel programs or services should be made with your City contracting agency. City agencies will work with providers to support any modifications in programming, location and staffing as needed. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
16. What additional resources are available to families as they struggle with this pandemic?
 - a. See [NYC Emergency Management's COVID –19 Services and Resources Page](#), [ACCESS NYC website](#), and [NYC SBS Assistance & Guidance for Businesses Impacted Due to Novel Coronavirus](#) for more information.

17. There are concerns that food resources for food security organizations and supportive housing organizations are drying up as meal programs close and restaurant donations disappear. Will the City and State be addressing this need in any way?
 - a. Meal hubs will operate from 7:30 AM- 11:30 AM for children and families and 11:30 AM- 1:30 PM for adults. Meal Hub locations can be found at [here](#) or text NYC FOOD to 877-877.
 - b. The City is establishing a home-delivered meals program for people who do not have other means of accessing food. [The application for food delivery assistance is here](#). To deliver the meals, the NYC Taxi & Limousine Commission will be hiring licensed TLC drivers. [The application to become a driver in the programs is here](#).
 - c. [Foodbank NYC](#) has an interactive map with providers who have switched to “grab and go” meals and pantry bags to minimize the risk of exposure.
 - d. [HungerFree NYC](#) published “Neighborhood Guides to Food and Assistance”. These guides cover all neighborhoods in NYC by zip code and are available in multiple languages.
 - e. See NYS Health Foundation’s website on [COVID-19 Resources for Nonprofits and Community-Based Organizations](#).
18. Many government agencies are still holding large meetings with providers around contracting and/or programming and some are also still requesting hand delivery of contract documents. Given the Mayor’s guidance for social distancing, what is being done about this issue?
 - a. The City is allowing digital and email signatures, waiving notaries, and conducting virtual preproposal conferences. See [Letter to Providers Streamlined Practices](#) for more information.
19. Have there been any discussions with State and County governments?
 - a. The [NYS Not-for-Profit Human Services Providers - Performance Requirements for Funding during COVID-19 Disaster Emergency](#) states where an agency determines that a Human Services NFP is unable to meet such Performance/Reporting Requirements primarily as a result of the COVID-19 outbreak, the agency shall work with the impacted Human Services NFP to amend the respective contract to provide that the Human Services NFP will not be disqualified from receiving funding due to the failure to meet those requirements during the period of time that EO No. 202 remained in effect.
20. For DFTA, has there been discussion regarding the grab-and-go meals as that still puts the older adults at risk? Are they going to eventually increase city meals to support those seniors that are not homebound?
 - a. To prevent the spread of COVID-19, meals are being provided through a centralized meal delivery system. Call your local senior center with questions about how to receive delivered meals. You can also call Aging Connect at 212-Aging-NYC (212-244-6469) or 311. See [Senior Center Meal Provision FAQ](#) for more information.
 - b. The City is establishing a home-delivered meals program for people who do not have other means of accessing food. [The application for food delivery assistance](#)

- [is here](#). To deliver the meals, the NYC Taxi & Limousine Commission will be hiring licensed TLC drivers. [The application to become a driver in the programs is here](#).
21. We want to provide our medically compromised participants with a food pantry, delivery of meals and grab-and-go meals. Has the City and State considered food assistance to support this population?
 - a. Meal hubs will operate from 7:30 AM- 11:30 AM for children and families and 11:30 AM- 1:30 PM for adults. Meal Hub locations can be found at [here or text NYC FOOD to 877-877](#).
 - b. The City is establishing a home-delivered meals program for people who do not have other means of accessing food. [The application for food delivery assistance is here](#). To deliver the meals, the NYC Taxi & Limousine Commission will be hiring licensed TLC drivers. [The application to become a driver in the programs is here](#).
 - c. [Foodbank NYC](#) has an interactive map with providers who have switched to “grab and go” meals and pantry bags to minimize the risk of exposure.
 - d. [HungerFree NYC](#) published “Neighborhood Guides to Food and Assistance”. These guides cover all neighborhoods in NYC by zip code and are available in multiple languages.
 - e. See NYS Health Foundation’s website on [COVID-19 Resources for Nonprofits and Community-Based Organizations](#).
 22. What agency is coordinating organizations’ ability to maintain travel and non-compliance with restrictions and curfews for essential staff including childcare workers and staff in housing facilities? What will the process be?
 - a. HSC is actively engaging the City and State on this issue.
 23. Will there be free parking for essential workers?
 - a. Parking passes will not be issued to essential human services workers because of the suspension of alternate side parking.
 - b. Lyft is providing free Lyft rides to caregivers within NCOA’s network to deliver food and supplies to their homebound loved ones. For nonprofits who need transportation support, please apply for a LyftUp COVID-19 Community Grant [here](#). See [Lyft’s Supporting Our Community Blog](#) for more information.
 24. Given that we are advised to avoid mass transit, is it permissible to carpool with colleagues even though we’d be in a group of 2 or 3?
 - a. No, per the NYCDOHMH’s recommendation of social distancing, you should keep at least 6 feet of distance between yourself and others. See [NYCDOHMH’s website](#) for more information.
 25. Nonprofits are being asked to deliver services telephonically, but many of clients have only Medicaid phones which have limited minutes and little to no data. Has the State discussed this, and do we know if they can lift the limits allowing for more voice and video? If so, would they need the phones or is this something they can do globally?
 - a. To help ease the burden during the COVID19 virus all Assurance Wireless Lifeline customers, through May 20, 2020 will receive: free unlimited calls, free unlimited texts and an additional 6GB data free. See [OASAS Assurance Wireless Program](#) and [NYS Comprehensive Guidance Regarding Use of Telehealth](#) for more information.

26. What are the HIPAA compliance rules for telehealth services provided under the COVID-19 emergency standards?
 - a. OCR will exercise its enforcement discretion and will not impose penalties for noncompliance with the regulatory requirements under the HIPAA Rules against covered health care providers in connection with the good faith provision of telehealth during the COVID-19 nationwide public health emergency. See the [HHS Notification of Enforcement Discretion for telehealth remote communications](#) for more information.
27. Is there a protocol for situations where a single parent is infected with the coronavirus and has complications that warrant hospitalization?
 - a. HSC is actively engaging the City and State on this issue.
28. Is the City and the State postponing RFPs with deadlines before the end of the fiscal year?
 - a. Proposal due dates for open HHS RFPs have been extended. With a rapidly changing environment, the City will continue to assess these due dates and make any adjustments. Please consult HHS Accelerator for the latest information on HHS RFPs. Extensions will also be communicated through addenda posted on HHS Accelerator. See [Letter to Providers Streamlined Practices](#) for more information.
29. Nonprofits need assistance finding appropriate environmental cleaning facilities to disinfectant program sites, primarily senior centers. Is there a collective list of approved/vetted type of vendors be created?
 - a. HSC is actively engaging the City and State on this issue.
30. NYS Commission for the Blind has a once a week conference call with the Commissioner and the Commissioner of OCFS, will the City and State commit to have regular calls with providers as well?
 - a. HSC is actively engaging the City and State on this issue.
31. Staff is currently working remotely, however, there are moments that staff consisting of clinicians, attorneys and advocates may want/need to go to office and/or court for services. Our staff consists of clinicians, attorneys and advocates. Do we fall under essential services?
 - a. Yes, see [NYS Empire State Development's Guidance on Essential Workers](#), which lists the types of businesses deemed "essential" for more information. Each organization can designate essential employees within their organizations.
 - b. To reduce the spread of Coronavirus, beginning Thursday, March 26, 2020 the New York City Family Court will hear only essential/emergency cases. Emergency Family Court cases will be heard by judges by remote video appearances and/or by telephone. No cases will be heard in the courthouse. See the [NYC Family Court Notice](#) for more information.
32. We have residents sharing bathrooms and kitchens in which many are seniors. It would be impossible to quarantine someone who tested positive but didn't need to be

hospitalized at home because they still have shared spaces. Any advice on how that will be handled?

- a. If you have tried to find a way to quarantine clients within your own facilities, but have no other options, please contact your contracting agency. There are hotel quarantine options available, but the contracting agency must approve any move of clients from residential facilities to the hotels. Each contracting agency is working with NYC Emergency Management to determine the best solution. Please note that if a residential facility or shelter sends a person from their residence to a hotel room, **they must send a staff member with the individual to stay in the hotel too and continue to provide the services the program was offering.**
 - b. DHS has isolation capacity, and will be using these facilities only for symptomatic clients who are in congregate settings (i.e. shared dorm, bathroom, or kitchen). See the attached guidance that advises which clients would be appropriate for the isolation sites. In such instances, contact the SIU Hospital referral line at 212-361-5590, and email: AdultsCOVID19@dhs.nyc.gov. See [DHS Provider Guidance](#) for more information.
33. We have part-time staff, primarily teachers, should we continue to pay them or should they apply for unemployment?
- a. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through c-19.hhsteam@mocs.nyc.gov. See [NYC MOCS Letter to Providers](#), [City Nonprofit Business Continuity Guidance](#) and [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
34. Are contracts with DOE like UPK included in the City's guidance?
- a. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through c-19.hhsteam@mocs.nyc.gov. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
35. If resident can be isolated in a residential shelter, how does the facility safely monitor their health if there are no healthcare workers on staff? Who should be taking temperatures?
- a. HSC is actively engaging the City and State on this issue.
36. How should shelters respond to clients who refuse care or refuse to remain isolation?
- a. In these instances, please contact your Program Administrator. See [DHS Provider Guidance](#) for more information.
37. What is the correct response if we are asked whether a tenant in our supportive housing who has tested positive for COVID-19 is still in the building? Does the answer differ if they share kitchen and bath facilities?

- a. HSC is actively engaging the City and State on this issue. See [NYC DOHMH Guidance for Congregate Settings](#), [NYS DOH Supportive Housing Guidance](#), [NYS OMH FAQs for Supportive Housing Providers](#) and [NYS OTDA Guidance for Operators of Facilities Providing Housing to Individuals who are Homeless and Supportive Housing, or Organizations Making Referrals to Such Facilities](#) for more information.
38. The new city option for food delivery is proving to be a challenge for our clients who lack regular access to computers or even phones. Is there a way that an organization can register clients once to sign up, rather than on a regular basis?
- a. HSC is actively engaging the City on this issue.
39. Since SYEP is closed, are there any updates on COMPASS and summer camp?
- a. HSC is actively engaging the City on this issue.

Employer Regulations

1. What is the City and State's paid sick leave policy for contracted providers as it pertains to the novel Coronavirus?
 - a. See the [City Nonprofit Business Continuity Guidance](#), [NYC's Paid Safe and Sick Leave Law](#), [NYS Paid Family Leave and Other Benefits](#), [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#), and the [Office of the Attorney General's Guidance on Coronavirus Resources and Warnings about Consumer Scams](#).
2. Will the City commit to reimbursing providers for following this guidance of paid time off without charge to leave balances?
 - a. To the extent practicable and allowable, the City will reimburse providers for paid time off associated with NYC Health Department protocols. All COVID-19 related staffing information must be appropriately documented. The City will be providing further guidance on documentation. See the [City Nonprofit Business Continuity Guidance](#).
3. What is the telecommuting-to-work policy for nonprofits with government contracts? Can nonprofits allow employees to work from home, even if the City/State contract stipulates otherwise? Can nonprofits allow employees to work from home, even if the City contract stipulates otherwise?
 - a. Employees have the right, under OSHA, not to come to work if they have a reasonable fear for their health or safety. See [OSHA Guidance on Preparing Workplaces for COVID-19](#) and [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
 - b. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through c-19.hhsteam@mocs.nyc.gov. See the [City Nonprofit Business Continuity Guidance](#) for more information.

4. Will the City/State increase contract budgets to reimburse providers for the costs associated with accommodating employees so that they can work from home (e.g., costs for added VPN access, laptops/remote devices, individual employee bandwidth, etc.)?
 - a. HSC is actively engaging the City and State on this issue.
5. Would the City/State provide advances on contracts to ensure providers have the resources to meet payroll in the event of an extended period of quarantine/City/State shutdown?
 - a. The City will be issuing additional advances and will continue to use cash advances to avoid unnecessary payment delays. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
6. If an employee is quarantined by DOH, are we contractually obligated to provide 14 days of sick leave without charges to leave balances, especially if there are no telecommuting options?
 - a. To the extent practicable and allowable, the City will reimburse providers for paid time off associated with NYC Health Department protocols. All COVID-19 related staffing information must be appropriately documented. The City will be providing further guidance on documentation. See the [City Nonprofit Business Continuity Guidance](#) and [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
7. If a staff member is out with the fever and have not been tested for COVID-19, are there any guidelines around staff returning to work?
 - a. You can leave your home when it has been seven days after your symptoms started, you have not had a fever for three days without the use of fever-reducing drugs and your cough or sore throat symptoms have improved. See the [NYCDOHMH COVID-19 Prevention & Care website](#) and [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
 - b. Also, entities may allow healthcare personnel (HCP) who have been exposed to a confirmed case of COVID-19, or who have traveled internationally in the past 14 days, whether healthcare providers or other facility staff, to work if a number of conditions are met. See [NYSDOH Updated Protocols for Personnel in Healthcare and Other Direct Care Settings to Return to Work Following COVID-19 Exposure or Infection](#) for more information.
8. Some organizations have a probationary period for employees to receive health benefits. How do we offer those employees access to healthcare?
 - a. HSC is actively engaging the City and State on this issue. Check with your group health plan broker to see if that requirement can be waived somehow, or if the plan can be temporary amended.
 - b. If staff do not have a doctor or health insurance, they can visit an NYC Health + Hospitals facility. To find health care visit [NYC Health + Hospitals website](#) or call 311. See [General Guidance for Businesses and Non-Health Care Settings](#) for more information.

9. If a staff member has COVID-19, what are the procedures for the office in terms of cleaning, closures, staff quarantine, etc.?
 - a. Staff that have been out sick should not return until: (1) at least seven days after their symptoms began or (2) at least three days after symptoms have improved and fever has ended without the use of fever-reducing drugs such as Tylenol and ibuprofen, whichever is longer. You must inform coworkers that they have been exposed but may not reveal the name of the person who is ill. See [OSHA Guidance on Preparing Workplaces for COVID-19](#) and [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
 - b. See [General Disinfection Guidance for Businesses and Non-Health Care Settings and Guidance for Businesses and Non-Health Care Settings](#).
10. How should we handle persons who refuse to get screened or accept care?
 - a. You cannot force anyone to accept care, but you can make anyone with symptoms, or who has been exposed to the virus, leave the workplace. The ADA does not interfere with employers following this advice. See the [US Equal Employment Opportunity Commission website](#) and [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
11. Can we ask employees to work at the office if we lack the adequate supplies to keep the office appropriately clean?
 - a. All employers have a duty under OSHA to provide a clean and safe workplace. See [OSHA Guidance on Preparing Workplaces for COVID-19](#) and [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
12. If an employee is quarantined but not sick and can work remotely, can the employer require work during a quarantine?
 - a. Yes, you can ask the employee to work during quarantine. See the [US Equal Employment Opportunity Commission website](#) and [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
 - b. Also, according to [NYS Emergency COVID-19 Paid Sick Leave Policy](#), if you are not showing symptoms and are physically able to work through remote access or similar means you are not eligible for quarantine leave.
13. Will funds be made available to facilitate payment of non-clinical staff who do not come to work and cannot work from home?
 - a. For program-specific guidance and aligning to existing program-specific emergency plans, please consult your contracting agency directly or through c-19.hhsteam@mocs.nyc.gov. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
14. Can employees eligible for FMLA use FMLA for childcare during school closures, managing anxiety during this time, remaining at home if you have a pre-existing condition that makes you high risk for COVID-19?

- a. For NYS: If the school is closed due to a mandatory or precautionary quarantine or order of isolation issued by the State, department of health, local board of health, or government entity, you may be eligible to take paid family leave. If your child’s school closes for preventative social distancing, you may want to check with your employer to see if there are any benefits that may be available to you. See [NYS COVID-19 Paid Sick Leave Policy](#) for more information.
 - b. The NYC earned safe and sick time act states employers must give employees five days off (paid, if the employer has at least five employees) in the event that the workplace is closed by official order for a public health emergency, or if an employee must stay home to care for a child whose school or child care facility is closed for a public health emergency. See [NYC’s Paid Safe and Sick Leave Law](#) for more information.
 - c. Organizations with fewer than 500 employees as well as public agencies (including any government entity at the federal, state, local or interstate level), will be subject to the new Emergency Family and Medical Leave Expansion Act (“EFMLA”). EFMLA generally requires organizations to provide up to 12 weeks of job-protected leave to employees who have been employed for 30 days or more and who are unable to work because their child’s school, day care, or child care is unavailable due to a public health emergency. See [Lawyer’s Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
15. For the NYS new sick leave legislation, how do you define an organization with 100 staff? Does this include full-time, part-time, seasonal employees?
- a. See the eligibility criteria on the [NYS COVID-19 Paid Sick Leave Policy](#) website for more information.
16. Under the NYS on Pause Executive Order, does this include nonprofits that are classified as essential workers?
- a. Any essential business or entity providing essential services or functions shall not be subject to the in-person restrictions. See NYS [Guidance for Determining Whether a Business Enterprise Is Subject to a 75% Workforce Reduction](#), which lists the types of businesses deemed “essential” for more information.
17. If our staff has been told to stay home and have a remote work plan, can they be redeployed later when the City needs workforce for something?
- a. The Mayor’s declaration of a State of Emergency for NYC triggers Section 7.03 of the Standard Health and Human Service Contract. This section allows Contractor, at the request of and in a manner determined by the Department, to assist the Department in carrying out emergency procedures during the State of Emergency. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
 - b. However, you should also check any collective bargaining agreements and regulations regarding union workers while you contact your contracting agency.

18. Can we determine if essential staff designation includes immediate access to protective materials and priority access to testing?
 - a. According to NYC Emergency Management, most of the PPEs that they are getting are going to the City's first responders first and foremost and other organizations who have applied for PPE materials have been subsequently denied. If there is truly a need, non-profits should try reaching within their umbrella agencies to see if they could procure from them.
 - b. If you have closed a program and have extra supplies, please contact info@humanservicescouncil.org so that we can coordinate the disbursement of PPE.
 - c. Testing is free to all eligible New Yorkers as ordered by a health care provider or by calling the NYS COVID-19 hotline at 1-888-364-3065. See the [NYS DOH website on drive-through testing](#) for more information.
19. Any general guidance on potential lawsuits from staff if they get infected at work claiming unsafe workplace? Can you assist with the challenge of liability insurance? Will the City cover cost when employees begin suing agencies for failure to protect them from the virus?
 - a. HSC is actively engaging the City and State on this issue.
20. Do you have suggested language for informing staff members that someone they had contact with has tested positive?
 - a. HSC is actively engaging the City and State on this issue.
21. In terms of school coverage – is the City going to make nonprofits who have State contracts separate out City folks from State folks so that only City folks will be covered. When will they release their plan?
 - a. HSC is actively engaging the City and State on this issue.
22. How do employees access the additional paid leave time the governor has authorized, especially if their employer is unaware/unresponsive about it?
 - a. If you have been unlawfully denied sick leave or for more information, please visit the [NYC Department of Consumers Affairs](#) or the [Westchester County Earned Sick Leave resource page](#). If you have been unlawfully denied FMLA leave, or for more information, please visit the [U.S. Department of Labor](#).
 - b. If you believe your employer is requiring non-essential workers to go in to work, contact the [Office of the Attorney General through this form](#).
 - c. See [NYS Emergency COVID-19 Paid Sick Leave FAQs](#) for more information.
23. Can you provide more information about layoffs?
 - a. See NYS DOL [Worker Adjustment and Retraining Notification](#) and [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
24. Do essential employees still have the right to refuse to come to work if they have a "reasonable fear" (high risk of contraction, preexisting conditions, unsafe/unclean work environment)?

- a. All employers have a duty under OSHA to provide a clean and safe workplace. See [OSHA Guidance on Preparing Workplaces for COVID-19](#) and [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
25. With the new order from the Governor that only allows first responders and essential services workers to be outside and take public transportation, can we get confirmation from the City/State that showing an email version of an agency's letter is just as good as a physical copy in addition to work ID? Some of our staff don't have access to home printers.
- a. Currently, essential employees do not need a special credential in order to take public transportation, but just as a precaution, you can provide a letter with your organization's letterhead for your staff to state that this employee is an essential worker and staff should also carry a valid form of photo ID and their work ID.
 - b. You can use this sample language for letters for essential staff:

Please be advised that **EMPLOYEE NAME** ("Essential Worker") works for **AGENCY NAME** ("Employer"), as a **[Food Pantry Worker]**, and has been asked by his/her Employer to perform certain essential functions during the COVID-19 pandemic crisis. Employer is a provider of "*basic necessities to economically disadvantaged populations*", as such business category is referenced in Executive Order No. 202.6 (2020), and, it is the opinion of Employer that Essential Worker is also "Essential City Personnel", as such term has been designated by Mayor de Blasio for non-profit human services personnel during the COVID-19 crisis. Accordingly, the Essential Worker identified above is relieved from travel and other workplace restrictions at this time, in order for him/her to carry out Employer's essential functions.
 - c. ACS has also provided a sample letter for essential staff, which [you can find here](#).
26. We have essential employees over 70 years of age. Since the Governor has mandated anyone over 70 to stay at home, are they allowed to report to work or do they have to stay at home?
- a. HSC is actively engaging the City and State on this issue; however, if the employee has preexisting conditions or at high risk of contracting COVID-19, you can work with your employee to work remotely or provide other accommodations so that the employee is not at high risk of contracting the virus.
27. If someone refuses to come to work because they are fearful of transportation issues, is that covered under OSHA? Do they still get paid if they don't show up for work?
- a. This issue should be determined under the employer's discretion.
28. How can we advocate for staff who are being forced to come to work even when they're sick or with Matilda's Law in place?
- a. If you have been unlawfully denied sick leave or for more information, please visit the [NYC Department of Consumers Affairs](#) or the [Westchester County](#)

- [Earned Sick Leave resource page](#). If you have been unlawfully denied FMLA leave, or for more information, please visit the [U.S. Department of Labor](#).
- b. If you believe your employer is requiring non-essential workers to go in to work, contact the [Office of the Attorney General through this form](#).
29. Do we need to keep time logs as staff work remotely?
- a. Yes, employees should be compensated for all time spent working, and so it is imperative to track all compensable time.
30. Is there official guidance on being able to take everyone's temperature who is in your building, including employees, residents and program participants?
- a. The U.S. Equal Employment Opportunity Commission (EEOC) issued an [update to its guidance](#) that now expressly acknowledges that employers may implement temperature screening measures in response to the current COVID-19 pandemic. It is important for employers to recognize, however, that this guidance clarifies the ability to use temperature screening under the present circumstances of the COVID-19 pandemic, whereas normally such measures would be unlawful under the ADA. See the [US EEOC website](#) for more information.
31. How much information may an employer request from an employee who calls in sick, in order to protect the rest of its workforce during the COVID-19 pandemic?
- a. During a pandemic, ADA-covered employers may ask such employees if they are experiencing symptoms of the pandemic virus. For COVID-19, these include symptoms such as fever, chills, cough, shortness of breath, or sore throat. Employers must maintain all information about employee illness as a confidential medical record in compliance with the ADA. See the [US EEOC website](#) for more information.
32. We have a staff person being tested for COVID-19 and they have been working remotely, do you recommend hiring a cleaning service to disinfect the space?
- a. Yes, please disinfect the workspace according to the [NYCDOHMH General Guidance for Cleaning and Disinfecting for Non-Health Care Settings](#).
33. What documentation do staff need if they must quarantine themselves to qualify for time off without drawing down sick or vacation accruals?
- a. The [CDC's Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019](#) discourages requiring a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, in order to reduce the burden on busy healthcare providers.
- b. NYC DOHMH has provided a [Health Care Provider Note to Excuse Absence from Work](#).
34. What categories are covered by Matilda's law?
- a. Individuals age 70 and older, those with compromised immune systems and those with underlying illnesses. See [NYS on PAUSE Executive Order](#) for more information.

35. When a client has tested positive for COVID-19, should we share the name with staff or just state that a client tested positive and advise to follow precautionary observation and quarantine methods?
- Employers should inform employees if someone in the workplace has tested positive, without disclosing the person's identity, notifying them that individuals who the employer believes may have come into contact with the sick person have been individually reached out to, and that the workspace has undergone a deep cleaning.
 - In addition to notifying employees, employers are also encouraged to notify visitor or client if someone in the workplace has tested positive, without disclosing the person's identity. See [Lawyer's Alliance COVID-19: Guidance on Frequently Asked Employment Questions for Non-Profit Organizations](#) for more information.
36. Is there more information about the Shared Work Program?
- See the [NYS DOL Shared Work Program website](#) for more information.
37. Is there a law or statute that dictates remote work for formerly onsite employees that are not themselves impacted by COVID, nor are caring for a household member impacted by COVID, but instead care for a vulnerable elderly or immunocompromised family member?
- Organizations should follow CDC and WHO guidelines in assessing whether an employee poses a direct threat based on exposure risk categories when determining whether to require an employee to stay home. See the [CDC Guidance for Risk Assessment](#) for more information.
38. Is there more information about the Paycheck Protection Program?
- See [Marks Paneth's website](#), the [SBA Business Loan Program Temporary Changes; Paycheck Protection Program](#) and the [National Council of Nonprofits' analysis](#) of the loans available through the CARES Act for more information.
39. For the dollars that turn into a grant on the CARES loan, do they still turn into a loan if they are also reimbursed by a City or State grant contract?
- Organizations must state that they have not received funds for the same purposes from another source. See the [SBA Business Loan Program Temporary Changes; Paycheck Protection Program](#) for more information.
40. If staff take the new federal or state paid sick leave does that disqualify us from SBA loan to be forgiven?
- The Paycheck Protection Program imposes restrictions on the use of loan proceeds, which includes qualified sick and/or family leave wages since a credit is allowed under the Families First Coronavirus Response Act. See [Marks Paneth's website](#) for more information.
41. Since many organizations have done layoffs or are doing layoffs and other organizations are looking to hire, is there some way an agency doing layoffs could let people know who is hiring to help people not become unemployed?

- a. HSC is actively engaging the City and State on this issue.
42. Are PPP loans based on total organizational payroll or only payroll for staff not covered by specific agency grants?
- a. Organizations must state that they have not received funds for the same purposes from another source. See the [SBA Business Loan Program Temporary Changes; Paycheck Protection Program](#) for more information.
43. Under FFCR, “health care provider” may be excluded by their employer from paid sick leave and/or expanded family and medical leave. Does this exemption include a social service agency that runs a health care clinic as one of its services?
- a. HSC is actively engaging the City and State on this issue.
44. If incentive pay is not covered by a contracting agency, can that portion be forgiven with a CARES loan?
- a. HSC will acquire more information about incentive pay; however, applicable payroll costs include salaries, wages, commissions and similar compensation. See [Marks Paneth’s website](#) for more information.
45. The number of employees (e.g. whether less than 500 or more than 500) do seasonal employees count in that number?
- a. The 500-employee threshold includes all employees: full-time, part-time, and any other status. See [the US Chamber of Commerce Guidance on Coronavirus Emergency Loans](#) for more information.
46. We gave notice to an employee before April 1st. Would we need to hire this staff back to qualify for the SBA loan to be forgiven?
- a. Your loan forgiveness will be reduced if you decrease your full-time employee headcount. Your loan forgiveness will also be reduced if you decrease salaries and wages by more than 25% for any employee that made less than \$100,000 annualized in 2019. You have until June 30, 2020 to restore your full-time employment and salary levels for any changes made between February 15, 2020 and April 26, 2020. See the [PPP Information Sheet](#) for more information.
47. What are the requirements for the PPP loans to turn into a grant?
- a. SBA will limit how much of a loan can be forgiven based on how the borrower spends the money. Loan forgiveness requires at least 75 percent of the loan amount be spent on payroll and no more than 25 percent on other eligible expenses (rent/mortgage, utilities). This restriction isn’t in the statute but SBA says it is imposing the restriction to promote employment. SBA will issue additional guidance on loan forgiveness. See the [SBA Business Loan Program Temporary Changes; Paycheck Protection Program](#) for more information.
48. Is there any disadvantage to applying for a loan for the CARES Act? What (if any) would be reasons to stay away from it?
- a. See the [National Council of Nonprofits’ analysis](#) of the loans available through the CARES Act.

49. There is legislation being considered that would limit liability of healthcare providers in certain situations around COVID-19. Is anyone advocating for protection for human services providers in situations where we are being asked to provide services beyond the scope of our expertise or have staff work where they may have risk of exposure?
- a. HSC is actively engaging the City and State on this issue. Visit [HSC's Advocacy Opportunities](#) section of the website for updates.
50. Do you know if there is any way to apply if your bank is not ready to accept applications yet?
- a. You can find a list of participating banks on the [NYC SBS website](#).
51. Federal Sick Leave - How will we be compensated as nonprofits with tax credits?
- a. Eligible Employers that pay qualified leave wages will be able to retain an amount of all federal employment taxes equal to the amount of the qualified leave wages paid, plus the allocable qualified health plan expenses and the amount of the employer's share of Medicare tax imposed on those wages, rather than depositing them with the IRS. The federal employment taxes that are available for retention by Eligible Employers include federal income taxes withheld from employees, the employees' share of social security and Medicare taxes, and the employer's share of social security and Medicare taxes with respect to all employees. See the [IRS COVID-19-Related Tax Credits for Required Paid Leave Provided by Small and Midsize Businesses FAQs](#) for more information.
52. How do we calculate the average payroll for the SBA loan?
- a. On April 6, the Treasury Department issued an [FAQ](#) with additional guidance, particularly regarding the calculation of average monthly payroll.
 - b. For the purposes of calculating average monthly payroll costs, the \$100,000 cap applies to salary above \$100,000.
 - c. Nonprofit organizations can use **either last 12 months** or **calendar year 2019** to calculate annual monthly payroll.
 - d. The borrower **must attest to the accuracy of the payroll calculations**. As a result, nonprofit organizations should do their best to be as accurate as possible. Nonprofits should use payroll reports and the calculator provided by the lender.
 - e. **Clarifies FICA and Federal Tax rules** – “payroll costs are calculated on a gross basis without regard to (i.e. not including subtractions or additions based on) federal taxes imposed or withheld, such as the employee's share and employer's share of Federal Insurance Contributions Act (FICA) and income taxes required to be withheld from employees.”
 - f. See [FMA's Paycheck Protection Program Toolkit](#) for more information and a calculator to calculate your loan amount.
53. Where can our workers go to sign-up for free Uber rides?
- a. Lyft is providing free Lyft rides to caregivers within NCOA's network to deliver food and supplies to their homebound loved ones. For nonprofits who need

transportation support, please apply for a LyftUp COVID-19 Community Grant [here](#). See [Lyft's Supporting Our Community Blog](#) for more information.

54. Is there more information about student loan forgiveness?
- a. Under the CARES Act, the following student loans are eligible for the interest waiver and payment suspension: Direct loans; Loans from the Federal Family Education Loan (FFEL) Program owned by the U.S. Department of Education; Perkins loans owned by the U.S. Department of Education.
 - b. Interest rates set at 0%: From March 13 through Sept. 30, the interest rate on eligible federal loans will drop to 0%. Throughout this period, interest will not accrue on your student loans.
 - c. No payments due for six months: Payments are automatically suspended from March 13 through Sept. 30, meaning you don't have to pay your regular federal student loan bills. If you signed up for automatic payments, your loan servicer will disable auto debit. Suspended payments will count toward loan rehabilitation if your loans were in default and toward Public Service Loan Forgiveness if you're working toward it.
 - d. Collections activities suspended: Borrowers whose loans are in default will not be subject to collections activities, including tax refund withholding and Social Security offsets, through Sept. 30.
 - e. If you're not sure whether your loans qualify for the payment suspension or interest waiver, [contact your loan servicer](#). Additionally, your online account will automatically update to reflect the 0% interest rate, and the fact that there's no payment due, if you qualify.
 - f. See the [Federal Student Aid website](#) for more information.
55. Is there any funding for nonprofits with more than 500 employees?
- a. More information will be released about the [Mid-Size Business Assistance Program](#), which is a largely undefined loan program to be created by the Treasury Department to fill the gap between the Paycheck Protection Program for smaller employers and the industry stabilization loans to big business.
 - b. [The National Council of Nonprofits](#) also defined the different funding options available to nonprofits.
56. What we can do to make sure that nonprofits are not capped at an employee size of 500 or fewer for stimulus programs?
- a. HSC is advocating for the SBA to carve out a separate fund for nonprofits and raise the 500-employee cap. To help support this initiative, call your Congressional representatives and check back on the [HSC website for Advocacy Opportunities](#).