



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. According to the World Health Organization, there is currently no evidence that people who have recovered from COVID-19 and have antibodies are protected from a second infection. See the [WHO website](#) 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. See NYSDOH Guidance on how to [Protect Yourself and Your Family from Coronavirus \(COVID-19\)](#) and [NYS Medicaid Prescriber Education Program](#) for more information.
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 by appointment only. Residents who believe they have been in close contact with a case and have symptoms, and would like to be tested can be

assessed by calling the COVID-19 hotline at 1-888-364-3065. See the [NYSDOH's website on drive-through testing](#) for more information.

- b. Find a testing site [here](#).
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. [The FDA](#) also has a list of authorized respirators. See the [CDC's Strategies for Optimizing the Supply of N95 Respirators: Crisis/Alternate Strategies](#) for more information.
7. Where can we find thermometer guns?
 - a. You can find thermometer guns at [Home Depot](#), the [Infrared Cameras website](#), and [Grainger](#).

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. The Small Business Administration's [Paycheck Protection Program](#) provides potentially forgivable loans for nonprofits with 500 or fewer employees at 2.5x your average month payroll, up to \$10M to 501(c)(3) nonprofits experiencing uncertainty in the current economic climate to help cover the costs of payroll and certain operational expenses. See [FMA's PPP Toolbox](#) 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 [Business Continuity During COVID-19 website](#) 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.
 - b. The Small Business Administration's [Paycheck Protection Program](#) provides potentially forgivable loans for nonprofits with 500 or fewer employees at 2.5x your average month payroll, up to \$10M to 501(c)(3) nonprofits experiencing uncertainty in the current economic climate to help cover the costs of payroll and certain operational expenses. See [FMA's PPP Toolbox](#) 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. 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.
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.
 - c. The Small Business Administration's [Paycheck Protection Program](#) provides potentially forgivable loans for nonprofits with 500 or fewer employees at 2.5x your average month payroll, up to \$10M to 501(c)(3) nonprofits experiencing uncertainty in the current economic climate to help cover the costs of payroll and certain operational expenses. See [FMA's PPP Toolbox](#) for more information.
12. Is there any push from the City, State or federal government to extend the census?
 - a. The 2020 Census has been extended until October 31st. See the [2020 Census Bureau Press Release](#) or 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. Enrollment has expanded to include all health and human services contracted essential staff. Providers should have received an enrollment form from their contracting agency. Foster parents who are essential workers also have access to

the RECs. See [the NYC Department of Education's webpage on Regional Enrichment Centers](#) and the [REC FAQs for CBOs](#) for more information.

14. 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.
15. 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. 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.
16. 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.
17. 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.
18. 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.
 - b. The Small Business Administration's [Paycheck Protection Program](#) provides potentially forgivable loans for nonprofits with 500 or fewer employees at 2.5x your average month payroll, up to \$10M to 501(c)(3) nonprofits experiencing uncertainty in the current economic climate to help cover the costs of payroll and certain operational expenses. See [FMA's PPP Toolbox](#) for more information.
19. 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.
20. 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.
21. 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.
22. 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.
23. 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.
24. Will the Charities Bureau extend the annual financial reports?

- a. The Attorney General's Charities Bureau currently grants an automatic six-month extension to charities required to file an annual financial report with the Charities Bureau. However, due to the COVID-19 pandemic, any organization whose filing deadline, including the automatic six-month extension, was originally after February 15, 2020, will be given an additional six-month extension to file its annual financial report. See the [Charities Bureau's Guidance for Charitable Nonprofit Organizations Facing the Challenges of the COVID-19 Pandemic](#) for more information.
25. I know that the CFR for calendar year filers has been extended. Is there any change, or talk of change, to the deadline for fiscal year filers?
- a. See the [Charities Bureau's Guidance for Charitable Nonprofit Organizations Facing the Challenges of the COVID-19 Pandemic](#) for more information.
26. How can we obtain a discount for Zoom?
- a. You can access a [Zoom discount through Techsoup](#). Please note you will need to sign and get approved by Techsoup first.
 - b. You can also sign up for [GoToMeeting for Emergency Work Kits](#) which would be free for 3 months.
27. Are there any updates on discretionary contracts?
- a. The City will be reimbursing discretionary contract expenses incurred on or before March 22. Please submit invoices to your contracting agency, per normal operating practices. For expenses incurred after March 22, the City will be reimbursing costs incurred for "essential work." Essential services will be considered by the Council on a case by case basis. Please send an email to discretionary@council.nyc.gov to confirm if eligible. See the [City Council's FAQ on Discretionary Funding for COVID-19 Related Issues](#).
 - b. NYS Budget Bulletin states agencies should hold all discretionary local aid grants and awards until further notice. All essential or statutory payments are subject to DOB review and approval prior to release and should be submitted to your budget examiner in a timely manner for review. See [the FY21 Spending Controls Budget Bulletin](#) for more information.
28. Has the City Council defined essential workers for discretionary contracts?
- a. Activities, programs or services outlined in the Executive Order that is deemed "[Essential Business](#)."
 - b. Any activity, program or service that can continue in the SAME way prior to the PAUSE starting on March 22, 2020.
 - c. Essential services will be considered by the Council on a case by case basis. Please send an email to discretionary@council.nyc.gov to confirm if eligible. See the [City Council's FAQ on Discretionary Funding for COVID-19 Related Issues](#).
29. Is there an update on the HEROES Act?
- a. See [Nonprofit NY's analysis of the HEROES Act](#) 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. Any New Yorker who wants one can get free meals at more than 400 Meal Hubs across the city. Meal Hub locations can be found at [here](#) or see the [Get Food NYC website](#) for food assistance.
 - b. NYS OTDA announced the Pandemic Electronic Benefit Transfer (EBT) program, which will provide eligible households with a total of about \$420 per child. See the [OTDA website](#) for more information.
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 the rest of the school year. Summer school will also be provided via remote learning. See [NYC Department of Education website](#) for more information.
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. See [NYC MOCS Letter to Providers](#) and [City Nonprofit Business Continuity Guidance](#) for more information.
 - b. FEMA has made cloth face masks available to National VOAD (Volunteer Organizations Active in Disaster) members and state VOADs. Complete [this form](#) to access PPE.
 - c. The New York Academy of Medicine have put together a [one-pager](#) that includes a helpful review of PPE resources in New York. The flyer includes information on how to request PPE, donate supplies, and guidelines on how to use the equipment safely.
10. Who can we contact if we are struggling to find cleaning supplies to keep the office safe?
 - a. The New York Academy of Medicine have put together a [one-pager](#) that includes a helpful review of PPE resources in New York. The flyer includes information on how to request PPE, donate supplies, and guidelines on how to use the equipment safely.
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. 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. Any New Yorker who wants one can get free meals at more than 400 Meal Hubs across the city. Meal Hub locations can be found at [here](#) or text NYC FOOD to 877-877.
 - b. See the [City's Feeding Plan](#) for more information.
 - c. NYS OTDA announced the Pandemic Electronic Benefit Transfer (EBT) program, which will provide eligible households with a total of about \$420 per child. See the [OTDA website](#) for more information.
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.](#)
 - c. The City will provide \$25 million in emergency funding to emergency food providers across New York City and this funding will cover critical immediate operating expenses such as increased food costs, additional staffing, new safety supplies, and the ability to deliver food items directly to seniors who are now homebound. See the [City's Feeding Plan](#) for more information about food assistance.
 - d. NYS OTDA announced the Pandemic Electronic Benefit Transfer (EBT) program, which will provide eligible households with a total of about \$420 per child. See the [OTDA website](#) for more information.
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. Any New Yorker who wants one can get free meals at more than 400 Meal Hubs across the city. Meal Hub locations can be found at [here](#) or see the [Get Food NYC website](#) for food assistance.
 - a. NYS OTDA announced the Pandemic Electronic Benefit Transfer (EBT) program, which will provide eligible households with a total of about \$420 per child. See the [OTDA website](#) for more information.

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?
- HSC is actively engaging the City and State on this issue.
23. Will there be free parking for essential workers?
- Parking passes will not be issued to essential human services workers because of the suspension of alternate side parking.
 - Uber will provide a **10% discount on rides and meals** through Uber's business platform for one month to HSC members. Beyond the initial month, organizations will continue to have **free access** to the business platform and service. Organizations can choose who they'd like to be eligible and manage all aspects of the program (controls, reporting, billing) using their own personalized dashboard. Onboarding is seamless and Uber's team of account managers is ready to assist. If you'd like to learn more and hear from Uber's team, please complete this [brief form](#) and Uber's team will reach out to you directly. Uber will be accepting new inquiries through April 17th.
 - 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?
- 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?
- 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?
- 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?
- As a parent you are allowed, by law, to designate another individual or individuals to care for your child in such situations. The form to complete in that circumstance is [OCFS Form 4940](#). Instructions are included at the end of the form. See [NYS OCFS](#) for more information.
28. Is the City and the State postponing RFPs with deadlines before the end of the fiscal year?
- 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?
- The New York Academy of Medicine have put together a [one-pager](#) that includes a helpful review of PPE resources in New York. The flyer includes information on how to request PPE, donate supplies, and guidelines on how to use the equipment safely.
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?
- 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?
- 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.
 - 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. People with confirmed COVID-19 (that is with a positive test) can be placed together in a small group (two to three people) in an enclosed room with private bathroom. People with CLI can be placed together two in a room with a private bathroom. At this stage of the outbreak, with limited COVID-19 testing, patients with CLI are considered to have COVID-19 and can be placed together. In situations where a private bathroom is not available, a shared bathroom can be used if proper cleaning occurs after the individual that is ill uses it. See [DHS Guidance for Homeless Shelters](#) for more information.
 - b. 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.**
 - c. 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 Resources Page](#) 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. Implement daily screening of all clients, residents and staff for CLI by asking them if they have any symptoms associated with CLI, where feasible and in particular in sites that had a COVID case. See "[Reduce the Spread of COVID-19 in](#)

- [the Facility](#)” for information on screening and how to manage people with COVID symptoms.
- b. On-site screeners should be trained by employer-identified individuals familiar with CDC, DOH, and OSHA protocols and wear appropriate PPE, including at a minimum, a face covering. See [NY Reopening Guidelines](#) for more information.
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. Communicate with staff and residents to keep everyone informed. Describe what actions the facility is taking to protect them, including answering their questions and explaining what they can do to protect themselves and their fellow residents. o Provide educational materials and information to residents and visitors in a way that can be understood by non-English speakers. See [COVID-19 Homeless Shelter Guidance](#) 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. See the [City’s Feeding Plan](#) for more information about food assistance.
39. Since SYEP is closed, are there any updates on COMPASS and summer camp?
- a. Summer programming has been suspended, including COMPASS, Beacons, and Cornerstones due to school closures (DYCD). See the [Citywide Savings Program](#) for more information.
40. What is the timing for NYC payment to COVID-19 expenses?
40. See the [Guidance for COVID-19 Invoice Submission](#) for more information.
41. Which route is a better path for COVID-19 expense reimbursement, FEMA or the City?
- a. HSC is actively engaging the City on this issue.
42. Is the City Council lumping Initiative funding with discretionary funding?
- a. See the [City Council Reimbursement Guidance](#) for more information.
43. Which organizations will be on the Fair Recovery Taskforce’s Sector Advisory Councils?
- a. See the [Mayor’s press release](#) for more information.
44. Is there more information about the Immigrant Emergency Relief Program and how funding will be allocated to nonprofits?
- a. HSC is actively engaging the City on this issue.
 - b. This initial funding will reach up to 20,000 undocumented workers and their families affected by COVID-19 related job loss and facing financial distress. The citywide network of community-based organizations and worker centers will disseminate one-time emergency relief payments to eligible New Yorkers in the following amounts:

1. \$400/individual
 2. \$800 for couple or single parent with children
 3. \$1,000 for family with multiple adults and children
 4. And/or where identified increased additional supports.
- c. This network of community partners will also connect and assist individuals with information or enrollment for other forms of relief and resources such as unemployment, SNAP, cash assistance, or emergency food delivery programs they may be eligible for on a case by case basis and more.
- d. See the [Mayor's press release](#) for more information.
45. Are there any resources for victims of domestic violence as it is difficult for them to get help while quarantined at home?
- a. In response to the rise in domestic violence incidents, Governor Cuomo announced a modernization of the state's domestic violence hotline with a new texting program and confidential online services to aid those experiencing abuse. Survivors can text 1-844-997-2121 or chat with a professional on the new [confidential website](#).
46. Since subways are closed from 1am-5am, what other transportation options are there for essential workers?
- a. During the overnight subway shutdown, the MTA plans to put an additional 344 buses — free to ride — into service. The MTA is also giving pre-dawn riders employed in key service jobs the opportunity to book on-demand rides with taxis and for-hire cars as part of its "[Essential Connector](#)" program.
47. How do human services organizations fit into the Governor's reopening plan?
- a. Using the [NY Forward Business Reopening Lookup Tool](#), human services organizations show up as open since they are an essential service. For organizations that want to go back to the office, speak to your city and state contacting agency about opening safely. Employers are also required to develop a site-specific [health plan](#) that is prominently visible on worksites. They will also be required to [submit and display an affirmation](#) to the State that they have read and understood the additional reopening requirements as required in the NYS Interim Guidelines. See [NYC Buildings website](#) for more information.
48. Is there a timeline for when NYC seniors will receive A/C units for the summer?
- a. The City is creating a \$55 million program to provide over 74,000 air conditioners to New Yorkers who are 60 years old and older and have income below 60 percent of the state median income, and do not have air conditioning at home. Eligible New Yorkers will be identified by NYCHA, DFTA, HRA and HPD, and city case managers will reach out directly to income-eligible seniors.
 - b. See [Access NYC's Cooling Assistance Benefit](#), which helps eligible households buy and install an air conditioner or fan up to a cost of \$800.
49. Will people with disabilities, who are not seniors, have access to the air conditioners?

- a. HSC, in partnership with its coalition partners, is developing a list of populations that should have access to this benefit and will reach out to City about this suggestion. See [Access NYC's Cooling Assistance Benefit](#), which helps eligible households buy and install an air conditioner or fan up to a cost of \$800.
50. Is there an update on PPP loan forgiveness?
- a. See the [PPP Loan Forgiveness Application](#) and [FMA's PPP FAQ](#) for more information.
51. Are there updates on City/State guidance on how to take advantage of the PPP loans while leveraging government contracts?
- a. The State is allowing accruals to be carried over to the next budget year so please reach out to your state agency about doing a carry over.
 - b. HSC is actively engaging the City on this issue.
52. If you have staff who can't work because they have to take care of a sick family member or because of childcare, how does it affect PPP loan forgiveness?
- a. See [FMA's PPP Toolbox](#) for more information.

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 Resources Page](#), 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 Resources Page](#) 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. [SIGN ON to HSC's open letter to City and State governments](#) asking them to create a Human Services Relief Package.
- 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 Resources Page](#) for more information.
 - b. See the [Order of Commissioner of Health for Isolation](#) 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](#), the [Order of Commissioner of Health for Isolation](#), and [Lawyer's Alliance COVID-19 Resources Page](#) 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. 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 Resources Page](#) 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 Resources Page](#) 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 Resources Page](#) for more information.
 - b. The New York Academy of Medicine have put together a [one-pager](#) that includes a helpful review of PPE resources in New York. The flyer includes information on how to request PPE, donate supplies, and guidelines on how to use the equipment safely.
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 Resources Page](#) 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 Resources Page](#) 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. The New York Academy of Medicine have put together a [one-pager](#) that includes a helpful review of PPE resources in New York. The flyer includes information on how to request PPE, donate supplies, and guidelines on how to use the equipment safely.
 - b. Please fill out our [HSC PPE Survey](#) 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. 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.
22. What is the difference between a termination, furlough and layoff?
- a. Termination: A termination marks the end of an employee's employment. Terminations can happen for any number of reasons, including lack of work, poor performance, misconduct, or a company closing.
 - b. Layoff: A layoff is a termination of employment for a period of time due to lack of work and a separation from payroll. Layoffs can be temporary or permanent. Temporary layoffs are most common when an employer is addressing slowdowns or closures that are expected to be relatively short term. Permanent

layoffs are most common when a company is closing and does not expect to rehire the employee or if a slowdown is expected to be long term.

- c. Furlough: A furlough is a temporary, leave of absence that continues employment but reduces scheduled hours or requires a period of unpaid leave. An employer may require all employees to go on furlough, or it may exclude some employees who provide essential services. Implementing a furlough could be an option for employers seeking to retain talent and reduce the cost of separation. See [Alliant's Coronavirus Compliance Guide](#) for more information.
 - d. See NYS DOL [Worker Adjustment and Retraining Notification](#) and [Lawyer's Alliance COVID-19 Resources Page](#) for more information.
23. 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 Resources Page](#) for more information.
24. 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](#).

25. 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. 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.
26. 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.
27. 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](#).
28. 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.
29. 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.
 - b. The NYS Office of Mental Health released [Infection Control Guidance for Reopening Public Mental Health System Sites](#).
 - c. The NYS Department of Health released [Interim Guidance for Office-Based Work During the Covid-19 Public Health Emergency](#). They also have [a summary sheet](#) with mandated requirements and recommended best practices.
 - d. HSC has gathered helpful resources on temperature checks and health screenings. See [HSC's Health Screening & Temperature Check Resources page](#) for more information.
30. 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.

31. 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](#).
32. 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](#).
33. 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.
34. 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?
 - a. 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.
 - b. 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 Resources Page](#) for more information.
35. Is there more information about the Shared Work Program?
 - a. See the [NYS DOL Shared Work Program website](#) for more information.
36. 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?
 - a. 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.

37. Is there more information about the Paycheck Protection Program?
 - a. See [FMA's PPP Act FAQ](#) for more information.
38. 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?
 - 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.
39. If staff take the new federal or state paid sick leave does that disqualify us from SBA loan to be forgiven?
 - a. 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 [FMA's PPP Act FAQ](#) for more information.
40. 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.
41. 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.
42. 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.
43. 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.
44. 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.
45. What are the requirements for the PPP loans to turn into a grant?
 - a. See [FMA's PPP Act FAQ](#) for more information.

46. Is there any disadvantage to applying for a loan for the CARES Act? What (if any) would be reasons to stay away from it?
- See the [National Council of Nonprofits' analysis](#) of the loans available through the CARES Act.
47. Do you know if there is any way to apply if your bank is not ready to accept applications yet?
- You can find a list of participating banks on the [NYC SBS website](#).
48. Federal Sick Leave - How will we be compensated as nonprofits with tax credits?
- See the [IRS COVID-19-Related Tax Credits for Required Paid Leave Provided by Small and Midsize Businesses FAQs](#) for more information.
49. How do we calculate the average payroll for the SBA loan?
- See [FMA's Paycheck Protection Program Toolkit](#) for more information and a calculator to calculate your loan amount.
50. Where can our workers go to sign-up for free Uber rides?
- Uber will provide a **10% discount on rides and meals** through Uber's business platform for one month to HSC members. Beyond the initial month, organizations will continue to have **free access** to the business platform and service. Organizations can choose who they'd like to be eligible and manage all aspects of the program (controls, reporting, billing) using their own personalized dashboard. Onboarding is seamless and Uber's team of account managers is ready to assist. If you'd like to learn more and hear from Uber's team, please complete this [brief form](#) and Uber's team will reach out to you directly. Uber will be accepting new inquiries through April 17th.
 - 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.
51. Is there more information about student loan forgiveness?
- See the [Federal Student Aid website](#) for more information.
52. Is there any funding for nonprofits with more than 500 employees?
- The Mid-Size Loan program 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. See [The National Council of Nonprofits](#) and [the National Law Review](#) for more information.
53. What we can do to make sure that nonprofits are not capped at an employee size of 500 or fewer for stimulus programs?
- HSC is advocating for the SBA to carve out funding for nonprofits and raise the 500-employee cap. To help support this change, call your Congressional representatives and [sign on to this letter](#) to New York's Congressional Delegation to show nonprofits are united in calling for federal economic relief.

54. In the next round of the federal stimulus, the Heroes Act might give incentive pay to essential workers. Will essential human services workers be included, and will this be defined at the State level?
- The House of Representatives passed a \$3 trillion stimulus bill, the [Health and Economic Recovery Omnibus Emergency Solutions Act \(HEROES Act\)](#), which includes a 'Heroes Fund' that would provide premium pay to these essential workers—the doctors and nurses, grocery store workers, transit workers, and more who are central to fighting this crisis—and would establish an incentive system to retain and recruit the workforce needed for the long months to come.
55. If an organization takes part in the Social Security Tax Deferral opportunity, can it take part in other CARES Act programs?
- Employers who have received a PPP loan may defer deposit and payment of the employer's share of Social Security tax that otherwise would be required to be made beginning on March 27, 2020, through the date the lender issues a decision to forgive the loan, without incurring failure to deposit and failure to pay penalties. Once an employer receives a decision from its lender that its PPP loan is forgiven, the employer is no longer eligible to defer deposit and payment of the employer's share of Social Security tax due after that date. However, the amount of the deposit and payment of the employer's share of Social Security tax that was deferred through the date that the PPP loan is forgiven continues to be deferred and will be due on the applicable dates. See the [IRS Coronavirus Tax Relief website](#) for more information.
56. Are there any resources for how we can manage staff trauma at an organizational level?
- See the NYC Nonprofits website for a list of [Mental Health Supports for Employers and Staff](#) and guidance on [Grief Support Among Colleagues](#).
57. Since NYS on PAUSE has been extended, is there an extension for incentive pay?
- HSC is engaging the City on this issue.
58. Is the sector doing any advocacy around DOL guidance that instructs states to bill certain tax-exempt employers immediately for 100 percent of the costs of unemployment benefits paid to employees laid off as a result of the COVID-19 pandemic?
- A bipartisan group of 10 senior Senators introduced the Protecting Nonprofits from Catastrophic Cash Flow Strain Act ([S. 4001](#)) on June 18, a bill to correct the Labor Department interpretation requiring reimbursing employers to pay 100 percent of unemployment claims upfront and get reimbursed later.
59. Can employees claim the tax deduction for working from home?
- See [Guidance from the IRS on Business Use of Your Home](#) for more information.
60. How do we get access to antibody testing?
- BioReference Laboratories and New York City (NYC) have partnered to expand access to COVID-19 antibody (serology) testing. Testing is available only to NYC

residents 18 years of age and over in all five boroughs. You can [make an appointment through this link](#).