

March 18, 2020

Dear Human Service Provider Partners,

Bill de Blasio
Mayor

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Director and
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Thank you for your service and commitment to the City of New York and our communities during these challenging days. Your partnership is essential, never more so than during this unprecedented time. Please know that we will be providing regular updates and adapting policies and guidance regularly to address this rapidly changing landscape.

HHS Staff are Essential Workforce

The City's declaration of a state of emergency opened up significant flexibility in programs, staffing, payment and location. Today the Mayor designated the 40,000-member HHS workforce serving in city-contracted programs as essential workers. This designation addresses pay, access to work supports and ability to travel.

Payment on Contracts

Providers and staff need reassurance that contract payments will continue, uninterrupted, during this period of uncertainty. We want to assure providers that as long as they are working with their contracting agencies on a plan to continue, modify or suspend services, they will get paid their contracted expenses.

On Friday, March 13 the Mayor declared a State of Emergency that creates flexibility on contract performance while maintaining organizational cash flow and financial security. We released Budget and Finance guidance to this end on March 14 (available at nyc.gov/coronavirus).

To be clear:

- The City will reimburse providers for contract expenses even if usual service delivery is suspended or modified, as long as this is done in consultation with their City agency.
- For service modifications that cost more to deliver than what was originally contracted, the City will pay the additional costs. Providers must keep records of all COVID-19 expenses.
- 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.

Said another way, 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.

Increased Cash Advances

We appreciate that extra cash on hand is critical to be nimble and responsive. Pursuant to the March 14 Budget and Finance guidance, we will be issuing additional advances starting today. As we move forward, we will continue to use cash advances to avoid unnecessary payment delays.



**Mayor's Office
of Contract Services**

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Audit Extensions and Postponement of New Audits

We know that at this moment your organization and staff are focused on the health and safety of the communities that you serve. As such, we are delaying all new audit engagements. For existing audits, we are extending deadlines for at least the next four weeks when we will reassess the environment and make a determination about how to proceed.

Reimbursement for and Access to Supplies

We appreciate that the nature of COVID-19, and guidance from the Health Department, may require greater disinfecting protocols and safety materials. 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.

Communication Channels

Agencies continue to serve as the go-to for guidance on your programs. Please check your Agency's website for information and updates. The City has also 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

We look forward to moving forward together in partnership. We thank you for your service to the City of New York and our communities.

Dan Symon
Director and City Chief Procurement Officer