



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## FURLOUGHED STAFF FREQUENTLY ASKED QUESTIONS

### Q. What does furlough status mean?

A. A furlough is a temporary unpaid leave from work due to unique circumstances such as the one we are experiencing with COVID-19. A furloughed staff member is an inactive YMCA employee.

### Q. Can I get unemployment benefits?

A. Yes.

- File your claim with the state where you work
- Reason "Lack of work"
- Return to work date "Unknown"

### Q. Where do I apply for unemployment benefits?

A. If you work in the District of Columbia please use the link below to apply. <https://does.dcnetworks.org/initialclaims/>

A. If you work in Maryland please use the link below to apply. <https://secure-2.dllr.state.md.us/NetClaims/Welcome.aspx>

A. If you work in Virginia please use the link below to apply. <http://www.vec.virginia.gov>

### Q. What will happen to my accrued Paid Time Off (PTO)?

A. PTO balance will remain intact as we hope to bring all of our staff back to work.

### Q. Do I still have access to Dayforce to view my earnings statement?

A. Employees can still access Dayforce (in a limited capacity) and view their earnings statement.

### Q. Will our part-time staff have a job when all of this is over?

A. A layoff is the temporary suspension of employment of an employee or a group of employees due to business conditions. As we continue to navigate this global pandemic, we are uncertain when we will be able to reopen our facilities, resume programs, and rehire our part time staff. We are hopeful this will happen sooner rather than later, and will provide updates as they become available.

### Q. What should I do with the YMCA equipment I have?

A. The YMCA will make arrangements for equipment return and also for staff to pick up personal belongings once the local mandates regarding non-essential travel are lifted.

## Benefits

### Q. What will happen to employee benefits during furlough?

A. Benefits will remain in effect through the end of April 2020. If you are still furloughed after that the YMCA will provide you with COBRA information.

### Q. Can I access funds from my YMCA retirement fund?

A. The YMCA Retirement Fund is aware that on Friday, March 27th, the Coronavirus Aid, Relief, and Economic Security (CARES) Act was signed into law, providing financial relief to businesses and individuals who have been impacted by the economic fallout from the COVID-19 pandemic. The YMCA Retirement Fund is currently reviewing the new legislation, which contains provisions on retirement plan rules, and is establishing next steps to operationalize the plan rules that will be affected by the CARES Act. Continue checking their website for updates.

Continue checking their website for updates. Please reach out to the fund with questions at [info@ymca.org](mailto:info@ymca.org), call 1-800-738-9622, or visit <https://www.yretirement.org>.

## Learn More About Hardship Withdrawals

On January 1, 2020, amended hardship withdrawal rules went into effect making it easier for participants. The amended rules are as follows:

- Participants are no longer required to take a loan from the Savings Plan before they apply for a hardship withdrawal.
- Participants are no longer required to suspend contributions into the 403(b) Smart Account.
- All participants who were subject to suspension of contributions, should have received a letter from the Fund notifying them that they can restart contributions.
- Participants are no longer required to submit supporting documentation of their hardship to the Fund.

To view the updated qualifying rules to take a hardship withdrawal click below.

<https://www.yretirement.org/how-can-we-help-you/i-m-a-y-plan-administrator/top-plan-administrator-topics/loans-hardship-withdrawals>

## Retirement Fund Tips

On January 1, 2020, amended hardship withdrawal rules went into effect making it easier for participants. The amended rules are as follows:

- Employees that have a YMCA email address listed on their account record are asked to update it to their personal email address.
- If a participant is sending in a loan payment to the fund, please have them indicate that the check is for a loan payment and include their name, Fund ID number, or their last four digits of their social security number.
- Effective immediately all checks should be mailed to the following address:

YMCA Retirement Fund Newark Post Office  
P. O. Box 35551  
Newark, NJ 07913 - 5551

### Q. How can I access my medical plan?

**Kaiser Permanente and United HealthCare are providing information to support and encourage our employees to use video health services in the privacy of their own home during the coronavirus pandemic.**

A. If you have a Kaiser plan: Below is website link for registering. Use the customer service numbers for questions and if you need assistance.

- Register: <https://www.kp.org/newmember>
- Member Services: 301-468-6000 (DC. Metro Area)
- <https://www.kp.org>

More information on Kaiser benefits can be found [here](#).

A. If you have a United Healthcare plan: Below is link for registering. Use the customer service numbers for questions and if you need assistance. Please note there is an updated cost information for Coronavirus testing using United Healthcare.

- Register: <https://www.myuhc.com>
- Employee Service Center: 1-877-236-9622
- <https://ymca.welcometouhc.com>

More information on United HealthCare benefits can be found [here](#).

**Q. Who should I contact if I am feeling stressed or overwhelmed?**

A. The YMCA encourages all staff to practice self-care. The Employee Assistance Plan (EAP) provides mental health resources for employees enrolled in United HealthCare for FREE. Call 1.800-980-6921 (employees will need to identify their employer as YMCA of Metropolitan Washington).

Or, log on to <https://www.liveandworkwell.com>

Access code: 9622

Live and work well provides the following services:

- Counseling Services
- Financial and legal advice
- Family support
- Relationship help
- And more

## Information Technology

**Q. Do I still have YMCA network access during my furlough?**

A. Network access has been turned off for all furloughed employees. Please contact the help desk if you need access to personal files: [helpdesk@ymcadc.org](mailto:helpdesk@ymcadc.org)

**Q. Do I still have access to my YMCA email?**

A. Email access was turned off on Sunday night 4/5/2020.

**Q. Will my YMCA issue cellphone still work?**

A. All YMCA issued cellphones will be turned off on Wednesday 4/1/2020.

For any additional employee questions we can be reached at [ymcahealth@ymcadc.org](mailto:ymcahealth@ymcadc.org) or 202-459-4258.