



## Enrollee FAQS – FEDERAL GOVERNMENT SHUTDOWN

**Purpose:** The frequently asked questions have been prepared to address some key areas to assist NEW Solutions enrollees during a federal government shutdown.

### **Q1: How does a government shutdown affect NEW Solutions enrollees?**

**Answer:** NEW Solutions is bound by the act of a government shutdown. During a government shutdown all NEW Solutions enrollees are furloughed, unless NEW Solutions receives communications from agency leadership, in writing, indicating that an enrollee's services or an enrollee's position is deemed an essential function of the U.S. Government.

### **Q2: What is a furlough?**

**Answer:** A furlough places enrollees in a temporary, non-duty, non-pay status because of lack of work, lack of funds, or other non-disciplinary reasons.

### **Q3: Will enrollees be paid during a government shutdown?**

**Answer:** Enrollees will be paid during the shutdown for hours worked prior to the shutdown date. Enrollees should report to work on Wednesday, October 1 and will be paid for time worked. Communication will be provided regarding scheduled workdays after October 1.

### **Q4: Will all NEW Solutions enrollees be affected if there is a government shutdown?**

**Answer:** Not necessarily. The government may decide to continue to fund certain programs. If NEW Solutions receives communications from agency leadership, in writing, indicating that an enrollee's services or an enrollee's position is deemed an essential function of the U.S. Government, then NEW Solutions will communicate directly with enrollees who are approved to continue working.

### **Q5: Will enrollees be paid retroactively for furlough time?**

**Answer:** Congress will determine if federal employees are paid during this time, however enrollees are not considered federal employees. NEW Solutions cannot guarantee that enrollees, who are not designated to work, will be paid for the period in which they are furloughed.



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### **Q6: Will my Enrollee Benefits be affected by the shutdown?**

**Answer:** Active enrollees with benefit coverage through NEW Solutions will have their coverage continue during the furlough. Any missed premiums will be caught up after the furlough ends.

### **Q7: Can enrollees take accrued paid leave (vacation, personal, sick leave) during the shutdown?**

**Answer:** No, enrollees may not take accrued paid leave during the shutdown.

### **Q8: Can enrollees file and collect unemployment insurance?**

**Answer:** Depending on their position, enrollees may be eligible for unemployment insurance. Unemployment insurance is regulated by the state. For information about unemployment insurance eligibility and the application process in your state, contact your state employment office or reference the Department of Labor's link below and click on your state: <http://www.servicelocator.org/OWSLinks.asp>

### **Q9: Will enrollees still qualify to receive state paid leave benefits or to continue unpaid FMLA leave?**

**Answer:** Yes, a federal furlough is not expected to impact state paid leave nor unpaid FMLA leave.

### **Q10: How will enrollees be notified if they need to report to work during the government shutdown?**

**Answer:** NEW Solutions will communicate with enrollee's monitor/technical advisor. The enrollee will be contacted promptly, via email, to receive a notice of a return-to-work order.

### **Q11: Who do enrollees contact if they have questions about their furlough?**

**Answer:** We encourage enrollees to contact his/her monitor or technical advisor, and/or NEW Solutions at [support@NEWSolutions.org](mailto:support@NEWSolutions.org).



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### **Q12: Can enrollees volunteer?**

**Answer:** No, enrollees are not permitted to work or serve as unpaid volunteers with the federal agency while furloughed.

### **Q13: Can enrollees take leave without pay during the shutdown?**

**Answer:** Yes.

### **Q14: Can enrollees work on projects that have been sitting on the back burner for a while?**

**Answer:** No, furloughed enrollees will be in a non-pay, non-duty status during the furlough, and are not permitted to work without agency and NEW Solutions approval.

### **Q15: How should enrollees handle timesheets?**

**Answer:** Enrollees should enter timesheets as usual for time worked prior to their furlough.