



# FAQs - Frequent Questions Received During the Shutdown & Helpful Resources

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## FAQs

### Your Timecard

1. **I'm having trouble accessing my timecard from home, what is the correct link?**

The correct ADP link is: <https://workforcenow.adp.com/workforcenow/login.html>

2. **Why was my January 1 holiday code changed to furlough code?** The EPA officially shutdown at midnight on December 28. December 31 was provided as a day to perform shutdown duties, up to 4 hours. All hours after December 31 must be coded as furlough. NOWCC Payroll did a bulk change in the ADP system to change the holiday code on January 1 to the furlough code. This step unexpectedly erased all your holiday hours. NOWCC made sure that the hours were added back prior to processing payroll. *Thank you for your patience and diligence while we worked hard to make sure all timecards were accurate.*

3. **What should I do about future timesheets?** Please complete your timesheets remotely. Enter the hours you would normally be working and select the furlough code from the Pay Code column. The next pay period ends this Friday, January 18. **Please enter your time no later than January 21.**

4. **What if my Monitor does not approve my timecard?** That's ok. Your timecard will still be processed (but no furlough hours will be paid at this time during the shutdown).

### Your PayCheck

5. **When can I expect my direct deposit for pay period ending Friday, January 4?** You can expect your direct deposit on Thursday, January 17. However, don't forget that this will be half pay because the first half of the pay period was not impacted by the shutdown, the second half of the pay period was furlough hours.

6. **Will SEE Enrollees be getting back pay?** Uncertain at this time, and the ultimate decision is up to the EPA. EPA SEE Program Office at EPA HQ will notify Grantee organizations whether we can process back pay. In the meantime, it's

important for you to enter your hours onto your ADP timesheets (hours you would normally be working) and enter the furlough code. Please note that SEE Enrollees are not contractors.

## **Unemployment**

7. **Can I apply for unemployment?** Absolutely. Enrollees may be eligible for unemployment insurance which is administered by the individual states. Unemployment benefits are determined and paid under the laws of the state in which the Enrollee works. Here is a link on how to get started:  
<https://www.careeronestop.org/WorkerReEmployment/UnemploymentBenefits/how-do-i-apply.aspx>
8. **Will I have to pay back any money received through unemployment if Enrollees receive back pay?** Yes, you will have to pay back any unemployment received if you receive back pay.
9. **When completing the unemployment forms, what address should I put down for NOWCC?** Please use NOWCC's headquarters address in Virginia. 3811 N. Fairfax Drive, Suite 900, Arlington, VA 22203.

## **W-2's**

10. **When can I expect my W-2?** NOWCC will be mailing W-2's by January 31. However, your electronic version is available now in the ADP pay system (same website as your timesheets) under the Pay tab. Click here to log into ADP:  
<https://workforcenow.adp.com/workforcenow/login.html>

## **Helpful Resources**

### **1. Counseling: Free through Aetna's Resources for Living Program**

*If you are enrolled in NOWCC's Aetna insurance, you have access to FREE counseling services through Aetna's EAP benefit called the [Resources for Living Program](#). This is available to you and members of your household at no cost (includes dependent children up to age 26, whether or not they live at home). Services are confidential and available 24 hours a day, 7 days a week.*

You have access of up to three counseling sessions, *per individual issue*, each year. You can call 24 hours/day for in-the-moment emotional well-being support. Counseling sessions are available face to face or online with televideo. Issues may include: relationship support, stress management, family issues, grief and loss, depression, anxiety, or substance misuse. Financial and legal support services are also provided.

To access Aetna's EAP benefit, call **1-888-238-6232**

***Please note: you must be enrolled in NOWCC's Aetna health insurance in order to access this benefit.***

### **2. Local Discounts & Resources**

Many restaurants, coffee shops and businesses are offering discounts to furloughed federal workers. A quick Google search can turn up discounts available to you in your area.

### **Make sure to bring your EPA badge!**

As an example, here are discounts and resources available in **Colorado**:

<https://www.thedenverchannel.com/money/consumer/these-colorado-businesses-are-helping-federal-employees-affected-by-the-government-shutdown>

City of Denver offers \$5,000 Mortgage Aid:

<https://www.routefifty.com/management/2019/01/denver-mortgage-assistance-federal-employees-shutdown/154201/>

### **Discounts/Resources in Washington, D.C./Maryland/Virginia Area**

<https://wtop.com/local/2019/01/shutdown-specials-dc-restaurants-offer-deals-to-furloughed-government-workers/>

<https://patch.com/district-columbia/washingtondc/government-shutdown-freebies-deals-federal-workers-dmv>

<https://www.arlnow.com/2019/01/15/county-plans-financial-workshop-substitute-teaching-job-fair-for-furloughed-workers/>

### **USA Today article on Deals for Furloughed Workers**

<https://www.usatoday.com/story/money/2019/01/10/government-shutdown-freebies-deals-and-help-furloughed-workers/2523404002/>

**3. Contacting Creditors:** OPM shared helpful tips below on contacting creditors. Please contact your individual providers directly for more information.

- Speak with your landlord, mortgage company, or creditor first before you write a letter. Just sending a letter may not be very effective as it will take a fair amount of time to get to the individual who needs to see it, if at all. Speaking with your creditors will enable you to work out the details of any payment plan that you can later confirm with your letter.
- Be sure to send the letter directly to the person to whom you have spoken to confirm your request for a reduced payment plan.
- Make sure that you have all the necessary information in your letter including account number, address of the property, and a telephone number where you can be reached.
- Be sure to keep a copy of the letter. In some situations, you may want to send the letter by certified mail. You may also want to fax the letter to the company.

Resource: <https://www.opm.gov/policy-data-oversight/pay-leave/furlough-guidance/>

### **4. Food banks**

Find your local food bank: <https://www.feedingamerica.org/find-your-local-foodbank>

### **5. Connect to Your City Services:**

In many cities like Washington, DC, Denver and San Francisco, you can dial **311** to be connected to a live person who can answer questions about city resources such as food banks and services. In Texas, this number is **211**.

## 6. Take Time for Yourself

We've heard from many of you that you are taking this time to finish a house project, get out your paint set and exercise. That's a great way to reduce stress! Below are a few resources that may be of interest:

- Find your local YMCA: <http://www.ymca.net/find-your-y/>
- Free online educational classes: [https://www.aarp.org/personal-growth/life-long-learning/info-01-2011/free\\_online\\_learning.html](https://www.aarp.org/personal-growth/life-long-learning/info-01-2011/free_online_learning.html)
- Free online art classes: <https://www.free-online-art-classes.com/>

[Click here for a printable PDF version of this information.](#)

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Phone: 703-558-4200

[www.NOWCC.org](http://www.NOWCC.org)  
[SEEPprogram.org](http://SEEPprogram.org)

Enrollee Relations:

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Western Field Office: Bridget Farley or Beth Stover

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