Return to Work FAQ for Employers

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FAQ

*Please note that the state and federal guidance on these topics is shifting rapidly. While this FAQ will be updated periodically, please check regularly the government websites listed at the end of this FAQ for important updates.

When will New York State (NYS) regions and businesses reopen?

On May 11, Governor Cuomo announced plans for the phased reopening of regions and businesses, including nonprofits. For up-to-date guidance and information broken down by region and industry, visit: https://forward.ny.gov/. You can also use the NY Forward Business Reopening Lookup tool to help determine whether your business is able to reopen and to review the public health and safety standards with which your business must comply, at https://www.businessexpress.ny.gov/app/nyforward.

What should businesses looking to re-open (and permitted by the state) do first before returning to work?

NYS requires re-opening businesses to develop a Safety Plan outlining how its workplace will prevent the spread of COVID-19. NYS has released a plan template at
Businesses may fill out this template to fulfill the requirement, or may develop their own Safety Plan. The plan does not need to be submitted to a state agency for approval but must be retained on the premises of the business and must be made available to the NYS Department of Health or local health or safety authorities in the event of an inspection. It also must be posted in a conspicuous place.

Where can I find guidance for specific industries?

Business owners should refer to the State’s industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: forward.ny.gov. For guidance for office spaces, visit: https://forward.ny.gov/phase-two-industries. For guidance for arts, entertainment, recreation, and education, visit: https://forward.ny.gov/phase-four-industries. If your industry is not included in the posted guidance but your businesses has been operating as essential, your business can continue to operate under the State’s Essential Business Guidance and should adhere to the guidelines within the State’s template Safety Plan, which you must now create. Please continue to regularly check the New York Forward site for guidance that is applicable to your business or certain parts of your business functions.

What are some (not all) examples of what re-opening plans should include?¹

- **Screening measures** – mandatory health screening assessment (e.g. questionnaire or temperature check) before employees begin work each day and for essential visitors, asking about COVID symptoms. Must include plan for types of screening, who will be responsible for performing them, and how those individuals will be trained
- **Physical distancing measures** – 6 feet unless safety or core function of the work activity requires a shorter distance, at which point a plan must be put in place to ensure safety of employees
- **Remote working policies and on-site shifts** – plan for which staff will return, which will continue to work remotely, and how shifts will be staggered to limit risk of infection
- **Reasonable accommodations** – proposed reasonable accommodations for disabled or at-risk employees
- **Personal protective equipment** – types and amount of personal protective equipment that will be required and/or provided to employees (e.g. facemasks); plan for cleaning and replacing of this equipment
- **Sanitation measures** – frequency of hand washing; plan to ensure consistent sanitization of objects likely to be shared amongst employees
- **Hygiene and cleaning** – designate employee who will be responsible for maintaining a cleaning log; conduct regular cleaning and disinfection at least after every shift; provide

and maintain hand hygiene stations for personnel, including handwashing and sanitizer options

- **Communication** – post signage throughout the site to remind personnel to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols. Maintain a continuous log of every person who may have close contact with other individuals at the work site
- **COVID-positive response** – if a worker tests positive for COVID-19, he should be sent home for quarantine and employer must immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts (while maintaining confidentiality required by state and federal law). Plan must designate individual responsible for such notification
- **Contact tracing and disinfection of contaminated areas** – plan for cleaning, disinfection, and contact tracing in the event an employee tests positive for COVID-19
- **Confidentiality measures** – plan to ensure confidentiality of workers who report violations of safety plan or test positive for COVID-19
- **Training/dry run** – logistics for training, and a dry run to ensure plan can be implemented effectively

**According to the Occupational Safety and Health Administration (OSHA), what are the primary protection measures for the workplace, in order of effectiveness?**²

**Engineering controls**
Isolating employees from work-related hazards. In workplaces where they are appropriate, these types of controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective solution to implement. Engineering controls for COVID-19 include:

- Installing high-efficiency air filters
- Increasing ventilation rates in the work environment
- Installing physical barriers, such as clear plastic sneeze guards
- Installing a drive-through window for customer service
- Specialized negative pressure ventilation in some settings, such as for aerosol generating procedures (e.g., airborne infection isolation rooms in healthcare settings and specialized autopsy suites in mortuary settings)

**Administrative controls**
Require action by the worker or employer. Typically, administrative controls are changes in work policy or procedures to reduce or minimize exposure to a hazard. Examples for COVID-19 include:

- Encouraging sick workers to stay home
- Virtual meetings and telework, where possible
- Staggering employee shifts
- Discontinuing nonessential travel to high-risk locations

² [https://www.osha.gov/Publications/OSHA3990.pdf](https://www.osha.gov/Publications/OSHA3990.pdf)
• Providing ongoing training on COVID-19 risk factors and protective behavior, such as cough etiquette

**Safe Work Practices**
Types of administrative controls that include procedures for safe and proper work used to reduce the duration, frequency, or intensity of exposure to a hazard. Examples for COVID-19 include:

• Providing resources and a work environment that promotes personal hygiene. For example, providing tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces
• Requiring regular hand washing or using of alcohol-based hand rubs. Workers should always wash hands when they are visibly soiled and after removing any PPE
• Posting handwashing signs in restrooms

**Personal Protective Equipment (PPE)**
While engineering and administrative controls are considered more effective in minimizing exposure to COVID-19, PPE may also be needed to prevent certain exposures. Examples of PPE include: gloves, goggles, face shields, face masks, and respiratory protection, when appropriate. During an outbreak of an infectious disease such as COVID-19, recommendations for PPE specific to occupations or job tasks may vary. Employers should check the OSHA and Center for Disease Control (CDC) websites regularly for updates about recommended PPE. Employers are obligated to provide their workers with PPE needed to keep them safe while performing their jobs.³

**NYS is requiring employers to implement a health screening assessment before employees begin work each day. How should employers conduct this screening? Is such screening permissible under the ADA?**

Employers are required to implement a health screening assessment, such as a questionnaire or symptom check, before employees begin work each day. This requirement also applies to essential visitors, but does not apply to customers. The screening process must include asking about an individual’s (i) COVID-19 symptoms, (ii) positive COVID-19 test results, and (iii) close contact with confirmed or suspected COVID-19 cases, all during the preceding 14 days. Employers must document a daily process for reviewing the responses to these screening questions. If an employee confirms any of the three criteria, state guidelines provide additional steps to be taken.⁴

The ADA permits employers to exclude employees with a medical condition that would pose a direct threat to health or safety, which is to be determined based on the best available

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³ [https://www.osha.gov/Publications/OSHA3990.pdf](https://www.osha.gov/Publications/OSHA3990.pdf)
objective medical evidence. Guidance from CDC or other public health authorities is such evidence. Therefore, employers will be acting consistent with the ADA as long as any screening implemented is consistent with advice from the CDC and public health authorities for that type of workplace at that time.\(^5\)

Note that the time an employee spends undergoing screening procedures may be compensable working time under New York State law.

**How does the CDC recommend employers conduct screenings through temperature checks?**\(^6,7\)

The CDC outlines two options for on-site temperature check screenings. The first approach relies on barrier/partition controls and personal protective equipment (PPE) and the second approach relies exclusively on PPE.

Under the first approach, the screener stands behind a physical barrier, such as a glass or plastic window or partition. Using disposable gloves, the screener checks the employee’s temperature by reaching around the partition or through the window. It is critical that the screener’s face remain behind the barrier at all times during the screening.

Under the second approach, the screener uses a face mask, eye protection (goggles or disposable face shield that fully covers the front and sides of the face), disposable gloves and a gown (if physical contact with an employee is anticipated) when taking employees’ temperatures.

When conducting temperature checks on multiple employees, the screener should use a clean pair of gloves for each employee and ensure that the thermometer is thoroughly cleaned after each use. If the screener is using a disposable or non-contact thermometer (i.e., non-contact infrared thermometers, tympanic thermometers, and thermal scanners) and he or she does not make physical contact with the employee, then the CDC states that the screener need not change his or her gloves after each check.

Under either approach, the CDC confirms that employees found to have a temperature of 100.4 degrees or higher should be sent home immediately and instructed to promptly contact their doctor. Employers should follow up with employees who are sent home with additional information about any available benefits and return-to-work protocol. The CDC further recommends that employees maintain social distancing when waiting for their turn to be


screened, and to the extent possible, screening should take place before an employee enters the physical workplace.  

**Are employers allowed to require medical testing from a doctor and/or a doctor’s note before employees return to work, certifying fitness for duty?** 

Yes. The Equal Employment Opportunity Commission (EEOC) has addressed this question directly, stating that: “[s]uch inquiries are permitted under the ADA either because they would not be disability-related or, if the pandemic influenza were truly severe [as is COVID-19], they would be justified under the ADA standards for disability-related inquiries of employees.” 

The EEOC acknowledges that: “[a]s a practical matter, however, doctors and other health care professionals may be too busy during and immediately after a pandemic outbreak to provide fitness-for-duty documentation. Therefore, new approaches may be necessary, such as reliance on local clinics to provide a form, a stamp, or an e-mail to certify that an individual does not have the pandemic virus.”

**Can employers require antibody testing before permitting employees to re-enter the workplace?**

No. Referring to CDC guidelines that state that antibody test results "should not be used to make decisions about returning persons to the workplace," the EEOC has concluded that requiring an antibody test would violate the ADA. The EEOC has clarified that an antibody test is different from a viral test to determine if someone has an active case of COVID-19, which as stated above is permissible under the ADA.

**What if an employee looks sick?**

Employers may send an employee home if they have COVID-19 related symptoms. The EEOC has issued updated pandemic guidance in response to the current COVID-19 outbreak, which references CDC guidance saying that employees who become ill with symptoms of influenza-like illness at work during a pandemic should leave the workplace. The EEOC interprets CDC

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8 Id.
10 Id.
12 Id.
14 Id.
guidance on COVID-19 to mean an employer can send home an employee with COVID-19 or symptoms associated with it.\textsuperscript{15}

The CDC advises that employees with symptoms (which the CDC defines as fever or chills, cough, shortness of breath, difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea),\textsuperscript{16} should notify their supervisor and stay home.\textsuperscript{17}

**What if an employee does not feel comfortable coming back to work?**

Fear is not a sufficient reason to refuse to return to work, but the organization should still aim to make reasonable accommodations. Uncomfortable workers are likely to be distracted and less efficient. Moreover, OSHA may protect an employee who has a good-faith belief that the workplace is unsafe. Employees with anxiety or underlying medical conditions putting them at high-risk may require employers to let them work from home as a reasonable accommodation under the ADA.

**What if an employee brings a doctor’s note saying that returning to the workplace would place her at high risk?**

If the healthcare provider recommends that the employee self-quarantine \textit{and} if the employee cannot telework, then the first two weeks of leave would be covered under the Emergency Paid Sick Leave Act provisions of the FFCRA (assuming the employer was covered by the FFCRA and the employee was eligible).\textsuperscript{18} After the first two weeks, or if the FFCRA does not apply for a different reason, the employee could be eligible for traditional FMLA unpaid leave based on a serious health condition.\textsuperscript{19,20} Additionally, if the condition that puts the employee at risk is a “disability” within the meaning of the Americans with Disabilities Act or other disability protection law, an employer may be required to allow the employee to telework as a reasonable accommodation, or provide the employee with unpaid leave.\textsuperscript{21}

\textsuperscript{15} Id.
\textsuperscript{18} https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave
\textsuperscript{19} https://www.dol.gov/general/topic/benefits-leave/fmla
\textsuperscript{21} https://www.jdsupra.com/legalnews/back-to-business-after-covid-19-45081/
An employer requires returning workers to wear PPE and engage in infection control practices. Some employees ask for accommodations due to a need for modified PPE. Must an employer grant these requests?  

An employer may require employees to wear PPE, such as masks and gloves, and observe infection control practices such as regular hand washing and social distancing protocols. However, when an employee with a disability needs a related reasonable accommodation under the ADA (e.g. non-latex gloves or gowns designed for individuals who use wheelchairs), or a religious accommodation under Title VII (e.g. modified equipment due to religious garb), the employer should discuss the request and provide the modification or an alternative if feasible and not an undue hardship on employer under the ADA or Title VII.  

What does an employee need to do in order to request reasonable accommodation from her employer because she has one of the medical conditions that CDC says may put her at higher risk for severe illness from COVID-19?

The employee or a third party, such as the employee’s doctor, must notify the employer that she needs an accommodation due to a medical condition or pregnancy. This may be done verbally or in writing. The employer may then ask questions or seek documentation to help decide if the individual has a disability and if there is a reasonable accommodation, barring undue hardship, that can be provided.  

The CDC identifies a number of medical conditions that might place individuals at “higher risk for severe illness” if they get COVID-19. Can employers deny or delay the return to work of these employees? How does the ADA apply to this situation?  

If the employee does not request a reasonable accommodation, the ADA does not mandate that the employer take action. The ADA does not allow employer to exclude employee solely because the employee is high risk. Such action is prohibited unless employee’s disability poses a “direct threat” to his health that cannot be eliminated or reduced by reasonable accommodation.

The direct threat assessment is a high bar and must be individualized based upon reasonable medical judgment about employee’s disability, using the best available objective evidence. The ADA requires an employer to consider the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm.

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23 Id.  
24 Id.  
25 Id.  
26 Id.
Even if an employer determines that employee’s disability poses a direct threat to his own health, the employer still cannot exclude the employee from the workplace unless there is no way to provide a reasonable accommodation absent undue hardship. If there are not accommodations that permit the employee to return to the worksite, then an employer must consider accommodations such as telework, leave, or reassignment.

An employer may only bar an employee from the workplace if after going through all these steps, the facts dictate that the employee poses a “significant risk of substantial harm to himself [or others]” that cannot be reduced or eliminated by reasonable accommodation.28

What are examples of reasonable accommodations that may eliminate (or reduce to an acceptable level) a high-risk employee’s direct threat to self?

Accommodations may include additional or enhanced protective gowns, masks, gloves, or other gear beyond what the employer may generally provide to employees returning to the workplace. They may also include additional protective measures, such as barriers, elimination of marginal functions of a position, and modification of work schedules or work location. They may include elimination of non-essential, marginal functions of a job, temporary modification of work schedules, or moving the location of where one performs work. Employers and employees should communicate and remain creative and flexible in attempting to provide reasonable accommodation.29

Due to the pandemic, may an employer exclude an employee from the workplace involuntarily due to pregnancy?30

No. Sex discrimination under Title VII of the Civil Rights Act includes discrimination based on pregnancy. Even if motivated by benevolent concern, an employer cannot single out pregnant workers for adverse employment actions, including involuntary leave, layoff, or furlough.31

Can an employer send home or require to work from home an employee that is asymptomatic, but has been exposed to someone diagnosed with COVID?

Yes. An employer may take such precautions when the asymptomatic employee fits within certain exposure risk categories established by the CDC.32 The CDC recommends that an

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27 29 C.F.R. section 1630.2(r)
29 Id.
30 Id.
31 Id.
individual who is asymptomatic remain at home for a period of 14 days after the last exposure under any of the following circumstances:

1. The individual is a household member of a person with symptomatic COVID-19;
2. The individual is an intimate partner of a person with symptomatic COVID-19;
3. The individual “provides care in a household without using recommended infection control precautions” to a person with symptomatic COVID-19; or
4. The individual had “close contact (<6 feet) for a prolonged period of time” with a person with symptomatic COVID-19.

Being a person with symptomatic COVID-19 can mean the virus is laboratory-confirmed, clinically compatible with COVID-19, or in a state or territory with widespread community transmission.

These circumstances apply when the individual was exposed to a person with symptomatic COVID-19 during 48 hours before symptoms onset until the person meets the CDC’s criteria for discontinuing home isolation (72 hours after fever resolves and 7 days after symptoms first began, among other things).  

The CDC recommends that such exposed individuals stay home until 14 days after last exposure, during which time they should self-monitor for symptoms and follow CDC guidance if symptoms develop.

CDC advice on this varies for certain industries, such as critical infrastructure employees, and healthcare employees.

Can an employer send home or require to work from home an employee that is asymptomatic, but returning from travel?

Yes. The CDC recommends asymptomatic employees remain at home for a period of 14 days after arrival from travel on a cruise ship or river boat; or from a country with “ongoing community transmission,” per the CDC’s interactive map at https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notices.html.

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Can employees with COVID-19 file workers’ compensation claims?

Employees may file claims but it will generally be difficult to prove work-relatedness because occupational disease burdens usually exclude diseases to which the general public is exposed. New York has not yet specified whether COVID-19 qualifies as an “occupational disease.”

What kind of paid leave must employers provide to employees who cannot work for reasons related to COVID-19?

The amount of paid sick leave an employer is required to provide depends on the number of employees they have and the employer’s net annual income. For example, under NY State and federal law, for most employees who work for an employer with between 11-99 employees as of January 1, 2020, and a business net annual income greater than $1 million, the employer is required to provide the employee with at least five days of paid sick leave. For most employees who work for an employer with 100 or more employees as of January 1, 2020, as well as for all public employees, the employer must provide the employee with at least 14 days of paid sick leave for a COVID-19-related quarantine. For additional information and instructions for how to apply for Paid Family Leave and/or disability benefits while in quarantine, visit https://paidfamilyleave.ny.gov/if-you-are-quarantined-yourself.

If an employee is forced to stay home or only work part time due to the impact of COVID-19, what happens to her benefits?

The answer to this depends on the benefits plan documents. The plan documents dictate the criteria for eligibility for benefits. Some plans allow for coverage for part-time employees or for employees on a specifically defined leave of absence. It may be possible to amend the plan to expand eligibility.

What state and federal resources should employers check regularly for guidance & updates?

General Information

- New York State (NYS) Forward Website – Industry Guidance and Reopening
  - NYS’s phase-by-phase guidance and timeline for reopening by industry
- NYS Department of Health COVID-19 Website
  - State travel advisories, COVID-19 tracker, cleaning guidance
- Center for Disease Control (CDC) COVID-19 Website
  - Federal COVID-19 protection guidance and resources
- Occupational Safety and Health Administration (OSHA) COVID-19 Website
  - Federal COVID-19 guidance to ensure safe and healthy conditions in the workplace

39 https://paidfamilyleave.ny.gov/COVID19
40 https://paidfamilyleave.ny.gov/if-you-are-quarantined-yourself
**Workplace Guidance**
- **CDC Guidance for Businesses and Employers to Plan, Prepare and Respond to Coronavirus Disease 2019**
  - Federal COVID-19 prevention guidance for the workplace
- **OSHA Guidance on Preparing Workplaces for COVID-19**
  - OSHA’s official COVID-19 workplace guidance packet
- **CDC Discontinuation of Isolation Guidance**
  - Federal guidance outlining when it is safe to discontinue home isolation

**Personal Protective Equipment (PPE) Guidance**
- **NYS Department of Health (DOH) Interim Guidance on Executive Order 202.16 Requiring Face Coverings for Public and Private Employees**
  - NYS guidance outlining when and how employees are required to wear face coverings
- **OSHA Personal Protective Equipment**
  - Federal guidance outlining when and how to use PPE in the workplace

**Cleaning and Disinfecting Guidance**
- **NYS Department of Environmental Conservation (DEC) Registered Disinfectants of COVID-19**
  - List of NYS-registered disinfectants, based on EPA list
- **DOH Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19**
  - NYS guidance on proper techniques for cleaning and disinfecting public and private facilities
- **CDC Cleaning and Disinfecting Facilities**
  - Federal guidance on how to properly clean and disinfect facilities

**Screening and Testing Guidance**
- **DOH COVID-19 Testing**
  - NYS guidance for testing; tool for locating testing sites
- **CDC COVID-19 Symptoms**
  - Federal guidance on COVID-19 symptoms

**Benefits Guidance from U.S. Department of Labor**
- **Families First Coronavirus Response Act (FFCRA) FAQs**
  - Federal guidance interpreting the FFCRA, which applies to leave taken between April 1, 2020, and December 31, 2020
- **Fair Labor Standards Act (FLSA) FAQs**
  - Federal guidance interpreting the FLSA
- **Family and Medical Leave Act (FMLA) FAQs**
  - Federal guidance interpreting the FMLA
How about for guidance specific to New York City?

- **NYC Business/Small Business Services:**
  - Hotline, tools and marketplace

- **NYC City Agency Service Updates:**
  - Summary of COVID-19 updates for all City agencies

- **NYC Department of Health and Mental Hygiene:**
  - Public health guidance and tools for reopening NYC to support implementation of NY Forward requirements

- **NYC Department of Consumer and Worker Protection:**
  - Education and enforcement of worker health and safety mandates
  - Worker protection hotline

- **NYC Department of Transportation:**
  - Opens streets, sidewalks, and plazas for restaurants to operate outdoors

- **Mayor’s Office of Special Enforcement:**
  - Coordinates citywide, multiagency enforcement of NYS COVID mitigation reopening requirements

- **NYC Nonprofit Business Continuity**
  - Supports and provides updates on NYC nonprofits during COVID-19

- **Other NYC agencies:**
  - Find all City resources for COVID-19 on the City’s homepage

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This alert is meant to provide general information only, not legal advice. For additional information, contact Client Relations Associate Gina Pujols-Johnson at gpujols-johnson@lawyersalliance.org.

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