

CONTINUITY OF OPERATIONS PLAN
COVID-19 SUPPLEMENT TO THE PANDEMIC ANNEX
April 21, 2020

The State of Hawaii Department of Human Services (DHS) is taking aggressive and proactive actions to protect the health and safety of the individuals and families we serve by maintaining essential services to help the people of Hawaii during this COVID-19 crisis. The commitment of the DHS staff to ensure that processing times are as quick as possible and that the department is responsive to the needs of the community and questions they may have, is unparalleled.

DHS leadership took early action by developing the Pandemic Annex to the DHS Continuity of Operations Plan (COOP) that was submitted to the State and Senate on March 13, 2020.

The Annex provided guidance to DHS and served as the DHS plan for maintaining essential functions and services during a pandemic. By its very nature pandemics are constantly changing and the Annex meant to serve as a foundation on which specific actions would be based.

The challenges posed by the COVID-19 pandemic are unprecedented and required bold and creative planning and execution to ensure all DHS essential services are provided in an uninterrupted but modified manner, while maintaining social distance and working remotely. This meant limiting face-to-face contact with the public to protect the health and safety of everyone, especially vulnerable individuals, as well as DHS employees and providers.

Current workload increases due to the COVID19 Pandemic:

Med-QUEST:

QUEST applications in April 2019 vs April 2020

April 2019 = 9,626

April 2020 = 13,425

Percentage increase = 40%

QUEST Enrollment in April 2019 vs April 2020

April 2019 = 331,742

April 2020 = 342,205

Percentage increase in Enrollment = 3.15%

Average time to process: 1-2 days average

Website – medquest.hawaii.gov

SNAP/Financial Applications:

Between March 23-April 16, 2020

Applications Received = 7,528

Applications Approved = 7,238

Average time to process – 2 days average

Website – humanservices.hawaii.gov

DHS HAS TAKEN THE FOLLOWING ACTIONS TO ENSURE CONTINUITY OF SERVICES TO INCLUDE:**Vital Resources Amid COVID-19 listed on the DHS website homepage:**

Since March 9, 2020, there has been a COVID-19 information resource page on the homepage of the DHS website that is continually updated and supports community members, providers, vendors and contractors. In addition, the Director has consistently reached out to staff and the community at large to ensure DHS benefits and services would be offered uninterrupted.

Health Care Coverage:

Like all other health care services provided, there are no co-pays for services related to COVID-19 for Med-QUEST. We are encouraging the community to apply online if anyone is in need of health care insurance. If people do not have access to a computer to apply online, staff are available to help complete an application over the phone. Please note that due to the current situation, phone wait times are longer than usual. We also have drop boxes outside of our offices where individuals can drop off things if they have to.

More details with application links and contact phone numbers are available on Med-QUEST's website at <https://medquest.hawaii.gov/en/about/recent-news/2020/CoronaVirus.html>.

Med-QUEST has postponed implementing new contracts regarding health plans until further notice as we are fully devoted to responding to this public health crisis and making sure Med-QUEST beneficiaries continue to receive the care they need.

Eligibility for Medicaid/Medicaid Members:

We have suspended disenrollments from Medicaid during this public health emergency. If people do receive a notice that they will be disenrolled, they can be reassured that we will keep

them on/restore. They can call us if they are concerned. We are allowing people new to Medicaid to self-attest to their income and enroll even if our automated data checks show a discrepancy. We will give 90 days to provide their income information, up from 15 days. Additional time (120 days) to request fair hearing for beneficiaries.

Health Care Delivery System:

1135 Waiver Flexibilities:

Streamlined provider enrollment process.

Allowed waivers to some institutions such as Skilled Nursing Facilities or Hospitals to serve individuals in alternative settings.

Telehealth:

We have expanded what is allowable under telehealth. We are continuing to evaluate how we can expand even further, and if recommendations to suspend some state laws on telehealth may help

Federal Law did include an increase in the federal matching rate of 6.2 percentage points. It will help us meet the increase budget need due to the spike in our caseloads due to the increased number of people applying for Medicaid, and the suspension of disenrollments. We are currently analyzing to see if any additional monies of the 6.2 percentage points may off-set our SFY budget need.

To receive the enhanced FMAP for a given quarter, states must meet certain maintenance of effort requirements, which are:

Maintaining eligibility standards, methodologies, or procedures that are no more restrictive than those in effect on January 1, 2020;

Not increasing premiums above those in effect on January 1, 2020;

Maintain enrollment for individuals enrolled prior to the passage of this legislation and those enrolled after passage of this legislation through the end of the month in which the national emergency is in effect, unless the individual requests termination of eligibility or is no longer a

resident of the state (i.e. all individuals remain enrolled in Medicaid during the national emergency); and

The state must cover COVID-19 testing and treatments without cost sharing.

Health Insurance for currently unemployed:

CARES Act provides emergency grants and forgivable loans to make it easier for businesses to keep employees on their payroll and stay open in the near-term.

The currently unemployed residents will be able to get health insurance through the Federal Exchange or Medicaid based on their income, including UIB.

Adult Day Care Programs:

We did finally receive approval for our 1135 waiver request to allow retention payments as well as a change in scope for Adult Day Care programs that would allow them to provide some of their services via telehealth/telephonic.

Regarding care for our kupuna who have been impacted by the Adult Day Care centers that have already closed across the islands, we have been tracking this on our three times-a-week calls with our health plans.

Supplemental Nutritional Assistance Program (SNAP) and Financial Benefits:

The Benefit, Employment, and Support Services Division (BESSD) of DHS will continue to serve residents throughout the pandemic. There will be no face to face contact to protect the health safety of all involved.

The following changes have been implemented to protect clients and staff during this time:

- There is a reduction in staff at these administrative offices and processing centers, but they are working hard to manage the workload and provide reduced exposure for all.
- Telephone will be the primary means to contact BESSD processing centers and other offices.
- If residents visit a processing center, signage will instruct them to drop off forms in the drop box and to contact the office by phone. The phone number will be posted on a sign there for your convenience.

- Hawaii Electronic Benefit Transfer (EBT) cards will be mailed to the address provided in the application instead of being picked up in person. Please ensure that the address provided is correct.

First Time Applicants:

We have rolled out a “fillable” electronic application on the DHS website. We are encouraging first time applicants to use the “fillable” electronic application to apply for SNAP and Financial Assistance benefits. Once complete, applicants may print, sign, mail, or drop off the application at a processing center nearest to their home. Or, if applicants are unable to place their signature on the page, they may scan or take a photo of the application and send it as an attachment to the email address noted on the website:

BESSD.StatewideBranch@dhs.hawaii.gov.

Current Recipients of SNAP:

SNAP certification periods for recipients requiring six-month review or eligibility reviews during the months of March, April, and May will be extended an additional six months to ensure no lapse in benefits due to the pandemic. A notice will be sent to all recipients, at the last known address on file via U.S. Postal mail providing more details.

Due to this pandemic, the United States Department of Agriculture has also waived the Able-Bodied Adults Without Dependents Work / Education and Training requirement. This is in response to the decline in available work and closure of training courses due to the pandemic.

We have also received a waiver to accept verbal signatures in cases where the client is unable to sign the application to support fillable form.

FNS has also waived the requirement for Interviews at initial application and eligibility review.

Waiver to waive Part-time Students 20 hours per week work hours requirement was not approved.

Max Allotment—Waiver submitted to FNS; BESSD awaits authorization to allow all March and April SNAP recipients to receive the maximum allowable allotment. If clients did not receive maximum benefit for the household, a supplemental payment will be issued.

P-EBT: Reduced cost /meal replacement to kids out of school—BESSD is working with FIS (the EBT card provider) and has obtained the Dept of Education student list. We continue to work on this waiver to submit to FNS for approval.

Hot Meal Waiver—This would allow recipients to purchase “prepared to consume” meals. While not specific to any population, it will help seniors and homeless in a meaningful way. This waiver has been submitted to FNS for consideration.

SNAP On-Line –BESSD is exploring this waiver; however, the limitations to established vendors is a significant issue in Hawaii. We continue to research this waiver. As such, “curb-side” pick up (below) may be a solution for elderly / at risk and is being implemented at some local grocers.

Curb-side pick-up / Advanced phone orders with local grocers: BESSD will be exploring a more formalized approach to supporting social distancing opportunities to obtain groceries in the safest way. Some local vendors are providing this service currently.

Financial Assistance:

Stimulus payments to individuals and Unemployment Insurance will not be countable when determining eligibility for Financial assistance and Child Care.

BESSD is considering non-recurrent, short-term benefit (NRST) supported by TANF Reserve, and include eligibility for incomes up to 200%of poverty.

Governor has issued an Executive Order to suspend part of Section 346-71, HRS, to allow for a presumptive eligibility for the duration of the emergency; and HAR 17-659-11, the extension of the certification periods, and suspension of compliance checks. This change is warranted due to a reduction in CYRCA physicians available to conduct medical evaluations and assessments as well as limited physician availability for mandatory follow-up visits.

Treasury Offset Program:

The US Treasury will no longer be withholding SSA benefit payments until September 2020, in cases where we are recovering overpayments of public benefits.

More information will be provided on these and several other program enhancements geared to help residents during this difficult time. We encourage our recipients to please check the DHS website frequently.

LIHEAP:

BESSD/LIHEAP has drafted a COVID-19 Disaster plan which modifies our Energy Crisis Intervention program in the following ways for households that can demonstrate a decrease in

income directly related to COVID-19:

Modifications include:

- Increase of income limits from 150% FPL to 60% SMI.
- Increase of benefit maximum from \$650 to \$1,000.
- Eligible for ECI and EC in the same program year, however EC will be determined at current EC eligibility criteria.

Child Care:

Continued operations of DHS regulated child care facilities and homes are allowed under essential functions under all counties that have issued emergency rules or proclamations. Each individual child care facility or home is assessing whether it will continue to operate and offer services. Some facilities and homes are continuing to provide child care to essential workers during this time of need.

DHS, in partnership with the State Emergency Operations Center (EOC) and the Hawaii Department of Health (HDOH), is working to ensure child care facilities are safe for operations and minimize the spread of illness.

EOC and DOH the lead entities to identify if a case or person under investigation (PUI) is associated with a child care facility or home. If it is determined that anyone at a child care facility or home may have been exposed, EOC and HDOH will work closely with the affected child care facility or home to minimize the spread of the illness.

All child care facilities were given the HDOH and the Centers for Disease Control have guidance for schools and universities, which also applies to child care facilities and can be found at: <https://humanservices.hawaii.gov/provider-vendor-covid-19-information/> .

DHS is supporting the provision and availability of emergency child care for first responders and will be providing more updated information in the coming days. We are working alongside our community partners and stakeholders to ensure continued child care for essential workers in our community.

The Governor has issued an Executive Order to allow additional flexibilities to address the child care needs during this difficult time by suspending provisions in Chapter 346, HRS, Part VIII, child care, and related administrative rules (Chapters 17-891.1, 17-891-3, 17-892.1, 17-895, 17-896) for child care licensing and subsidies, to the extent necessary such that the Director of the Department of Human Services, in his sole discretion and for the purpose of assisting those

in need, may suspend fingerprinting requirements; suspend the requisite staffing configurations and the number of children per adult ratio for a child care establishment; suspend eligibility and other requirements for family units impacted by an emergency; disregard emergency related benefits in calculating child care subsidies; suspend application deadlines for child care subsidies; allow for re-determinations of eligibility and monthly payment amounts within the eligibility period; and suspend subsidy payments for longer than one month when a payment amount is determined to be zero.

- Provide direct payments to providers for caring for the children of essential employees (allowed under CCDBG).
- Help providers cover the costs of maintaining their operations safely during this time, including necessary sanitation equipment, supplies and services; substitute caregivers; paid leave for affected staff; copayments for coronavirus tests; grants to cover operational costs in the event of closure; and other expenses providers and educators

will occur as the result of coronavirus spread. We are still consulting with the AG's office get guidance related to our ability to issue grants.

For child care subsidy program:

- Disregard emergency related benefits in calculating child care subsidies.
- Suspend application deadlines for child care subsidies.
- Allow for re-determinations of eligibility and monthly payment amounts within the eligibility period.
- Suspend subsidy payments for longer than one month when a payment amount is determined to be zero.
- Expand eligibility for families and waive subsidy copayments for essential workers (allowed under CCDBG).
- Redefine work activity to include seeking employment and service to the community (allowed under CCDBG).
- Fund outreach to families not currently enrolled in child care subsidies, but eligible, due to school closure.

- Invest in child care programs for economic recovery. Subsidize programs after the coronavirus pandemic to ensure access for all working families. We had a severe shortage of child care programs before the pandemic and closures since March will make recovery harder.
- Considering use of state funding to assist in start-up costs.
- Provide technical assistance to providers and programs. Create a program to assist with administrative and personnel duties.
- Subsidize wages for providers and child care workers to entice people to enter and remain in workforce.

Child Care Licensing

- Suspend fingerprinting requirements.
- Suspend the requisite staffing configurations and the number of children per adult ratio for a child care establishment.
- Suspend eligibility and other requirements for family units impacted by an emergency.

Child Welfare and Adult Protective Services:

The health and safety of our families and employees are our first priority. Child Welfare Services and Adult Protective and Community Services Branch will continue to respond to reports of any instance of abuse, neglect, harm, or exploitation. We have advised our staff to adhere to social distancing when visiting homes (at least 6 feet) when they must travel in the community.

Due to strict social distancing, family visits between parents and children are being modified and arrangements are being arranged through video conferencing methods and other technological means.

Child and adult abuse and neglect reporting lines our open and staffed.

The **Division of Vocational Rehabilitation (DVR)** is continuing to support essential services statewide while implementing social distancing to mitigate community spread of COVID-19. Many DVR staff are working remotely to support continuity of services and can be reached during regular business hours by contacting the office nearest you by phone.

All **DHS funded homeless shelters and outreach programs** are also considered essential services. DHS Homeless Programs Office (HPO) is maintaining close contact with providers and are working with them to provide flexibility with contract requirements and have established weekly office hours for all providers in partnership with the Department of Health and Behavioral Health Services Administration. Homeless services outreach staff continue to make sure basic services are offered to unsheltered individuals.

Homelessness related efforts:

- DLNR has opened restrooms at small boat harbors and boat launches statewide in accordance with CDC guidelines recommending bathroom and shower facilities be kept open for unsheltered homeless individuals. DLNR State Parks also opened restrooms at Aiea Bay State Park, Sand Island State Recreational Area, and Kealakekua State Historical Park.
- GCH also worked with DOT to temporarily suspend encampment clearance operations in accordance with the same CDC guidance.
- Shelters, outreach, and permanent supportive housing are essential services and services are continuing.
- GCH, HPO and DOH Behavioral Health Division are working together and established a central forum to manage communications with contracted providers through the Behavioral Health and Homelessness Statewide Unified Response Group.
- GCH and DOH worked with the City and community providers to develop and launch the Kaaahi Street site for isolation and quarantine for homeless individuals:
 - Site is located at former TJ Mahoney building, and opened for service on April 1, 2020.
 - H4, I.H.S., and Local 5 are jointly operating the building, which will be open 24/7.
 - Homeless individuals who are tested and awaiting results may isolate at this site, as well as homeless individuals who test positive and need to quarantine.
 - Testing and urgent care services will also be provided (H4 will move their Chinatown Joint Outreach Center to this location).
- GCH and HPO are also looking at flexibility in contracts for rental assistance (e.g. CSHI) to address potential increased demand for these types of services.

CARES Act Funding:

For Hawaii, the State/HPO is the “Hawaii nonentitlement.” Our State breakdown for ESG is \$1,567,697, and \$39,007 for HOPWA.

The City & County of Honolulu’s share for ESG is \$2,429,569 and \$95,143 for HOPWA. The City & County is also receiving \$4,872,982 for CDBG. My understanding is that the City’s intention is to use a portion of the funding for overflow and additional sheltering capacity, and also to put

an emphasis on prevention funding. The City is consulting with PIC, but ultimately the City makes the decision.

The CDBG funds go directly to the neighbor island counties and are allocated for the neighbor islands as follows:

- Hawaii County: \$1,543,033
- Kauai County: \$412,929
- Maui County: \$1,104,173

HPO has been in discussion with Bridging the Gap and the three counties (Maui, Kauai, and Hawaii) regarding plans for the distribution of ESG-CV funds. There is agreement that funding will be split between the three counties with the following allocation:

- Hawaii County: 45%
- Maui County: 40%
- Kauai County: 15%

The funding will be provided directly to a master contract, Ka Mana O Na Helu (KMNH), as a way to quickly have the money flow out into the community. The needs identified for the use of these funds include a focus shelter – including the potential use of hotels and motels for non-congregate sheltering – as well as a heavy focus on financial assistance for prevention to support households at risk of homelessness and those who are newly homeless as a result of the economic fallout. In particular, we anticipate heavy demand for financial assistance in Maui County, which has experienced a higher rate of unemployment claims compared to the other neighbor island counties.

The providers have also been encouraged to use the additional ESG-CV funds to support outreach services to the unsheltered, particularly in rural areas like Kauai where emergency shelter space is extremely limited. DHS has also been in contact with **domestic violence shelters** and is working to ensure these essential services continue. DHS has prominently and proactively shared that the Domestic Violence Action Center’s Helpline has established a new number to respond to text messages from survivors. This information is on the DHS website and is part of the COVID-19 Resource page:

IMPORTANT UPDATE AMID THE COVID-19 CRISIS (3-27-20):

Due to COVID-19, Domestic Violence Action Center’s Helpline has established a new number to respond to text messages from survivors. Helpline can provide support, risk assessment, safety planning, resources and referrals to Domestic Violence Action Center’s advocacy and legal services to survivors who may be unable to talk on the phone while in quarantine.

Domestic violence, child and adult abuse and neglect has no place in our island state. If you are afraid in your home, if you are afraid for you or your loved ones safety, please know that help is available. You are not alone. Please visit our website for a listing of all domestic violence resources, statewide.

If you're unable to speak safely, you can text, (605) 956-5680 to chat with a helpline specialist Monday through Friday from 8:00 am till 5:00 pm. If you'd prefer to speak to someone over the phone you can call helpline at (808) 531-3771 or toll free at (800)690-6200 to speak to someone during these hours.

It's critical for your safety that you reach out when your partner is not around, whenever that is possible. If your partner does come home or walk in while you are talking to Helpline, text "STOP" and delete the text conversation so it cannot be discovered.

Abusive relationships are based on power and control, and an abusive partner is likely to react in anger as you take steps to regain control. On Helpline, a callers safety is our priority, so all phone calls and chats are completely confidential.

The Department of Human Services has compiled a list of important resources for anyone experiencing domestic violence or needing resources on domestic violence:

National Domestic Violence Hotline (<https://www.thehotline.org/>)

Available 24 hours a day, 7 days a week, 365 days a year.

1-800-799-SAFE (7233) TTY: 1-800-787-3224

Video calls for deaf callers: 1-855-812-1001 (M-F 9 a.m.-5 p.m. PST)

Live online chat is available 7 a.m.-2 a.m. CST daily

Hawaii State Coalition Against Domestic Violence (<https://www.hscadv.org/>)

The Hawaii State Coalition Against Domestic Violence is comprised of at least 20 domestic violence agencies and programs throughout the state of Hawaii, which accounts for the majority of domestic violence agencies and programs in the state. The coalition's website provides statewide resources for victims and survivors of domestic violence.

Child & Family Services Domestic Abuse Hotlines: Oahu: (808) 841-0822 /

West Hawaii: (808) 322-7233 /East Hawaii: (808) 959-8864.

Parents and Children Together also has resources available for anyone experiencing domestic violence.

Domestic Violence Action Center (<https://domesticviolenceactioncenter.org/>)

DVAC provides legal information, representation and resources to victims and survivors of domestic violence. Additionally, the organization provides advocacy and other support services for clients. The organization also provides a teen focused website (<https://www.tap808.org>) with additional resources. Information about Shelters, counseling and support is available on the DVAC website.

We have allowed our **purchase of service (POS) providers** to continue to provide human services in a modified manner and in compliance with the social distancing requirements and allowed them to provide services via telework and other remote methods. There will be no face to face interaction with recipients and applicants for our contracted services. Our fiscal staff in all divisions and DHS Fiscal Management Office are reporting to work to ensure issuance of timely payments to our providers.

Federal and State Funds for COVID19 response:

We have sufficient amount of State and Federal funds at this moment to continue our services. We will be receiving additional CCDBG and LIHEAP funds but we are not made aware of Hawaii's allocation. Medicaid will be receiving 6.2 % increase in the FMAP rate and SNAP will be receiving additional funds as well. SNAP is 100% federally funded. The enhanced or additional funding will be exclusively be used for COVID19 related benefits, programs and services and administrative cost.

Personal Protective Equipment:

On March 11, 2020, DHS submitted a Request for Assistance to Hi-EMA regarding PPE for all DHS Divisions. DHS personnel have direct face-to-face contact in many different aspects from social workers going out to check on children and kupuna to child care licensing. During the pandemic's effects on the economy and the resulting economic crisis, DHS personnel are first responders to ensure that the people of Hawaii can receive benefits to help them survive.

As of April 17, 2020, there has been no response regarding requested PPE. DHS realized that we would have to attempt to secure our own PPE and aggressively pursued a variety of venues. Due to the Director's commitment to protect the DHS staff and due to the generosity of Hawaii Public Housing Authority, as well as others, DHS has been able to supply minimal PPE to DHS staff, as well as homeless shelters.

Information Technology/ Internal Systems/ Virtual Desktop Infrastructure:

The PMO continues to work with our federal partners, our BESSD, MQD and SSD divisions to keep our IT modernization projects moving forward. The application team help with various requests for assistance including programming changes to our mainframe applications, ad-hoc data requests used for reporting. The infrastructure and security team continue to monitor, optimize, and support DHS IT infrastructure, systems and applications to ensure that the essential services provided by DHS continue to operate securely. The help desk and user support teams continue to support users that report into offices and provide additional help desk support for workers that are having problems working from home.

The department has several methods to remotely access DHS internal systems, applications, and data, including over 300 user connections through Virtual Private Network (VPN), and an additional 1000 users through Virtual Desktop Infrastructure (VDI). The VDI can be quickly scaled up to support 2000 users, as needed. Prior to the pandemic the number of VPN users averaged less than 50 concurrent users. During the pandemic we have helped the department onboard almost 200 new VPN users. In addition to dedicated the staff that continue to report into their state offices for work, we now see over 200 VPN and over 300 VDI users that are working from home.

We are also working with DHS FMO, DAGS, and ETS to develop an acceptable solution to quickly process invoice payments incorporating electronic signatures via Adobe e-Sign. The department has established a small working group to devise and implement a phone strategy in anticipation of an exponential growth of phone calls from the public.

We are working with Hawaiian Telcom and other technology providers to come up with solutions that can be quickly deployed ahead of the future call volumes. To assist DLIR, we have provided manpower to stand up the Hawaii Convention Center. In the coming weeks, DHS and our partner eWorldES will move SSD's Child Protective Services mainframe application over to the DHS mainframe that hosts HAWI and HARI. According to ETS, this will free up significant resources on the ETS mainframe so that DLIR can have more processing power to process UI claims.

Whether Financial Assistance Related to COVID-19 is Considered Income for Eligibility Determination of DHS Related Services/Benefits that are Income-Based

PROGRAM	TYPE OF FINANCIAL ASSISTANCE		
	State Unemployment Insurance	CARES Act Pandemic Unemployment Assistance/Pandemic Emergency Unemployment Benefits	Coronavirus Stimulus Check
Temporary Assistance to Needy Families (TANF)/Temporary Assistance for Other Needy Families (TAONF)	No	No/No/No	No
General Assistance (GA)	No	No/No/No	No
Assistance to Aged, Blind and Disabled (AABD)	No	o/No/No	No
Child Care subsidies	No	No/No/No	No
Supplemental Nutrition Assistance Program (SNAP)	Yes	Yes/Yes/Yes	No
Medicaid	Yes	Yes/No/Yes	No
Child Health Insurance Program (CHIP)	Yes	Yes/No/Yes	No
Vocational Rehabilitation (DVR)	No	No/No/No	No

*Section 2102 creates the Pandemic Unemployment Assistance program that provides benefits for eligible individuals who are self-employed, seeking part-time employment, or who otherwise would not qualify for unemployment benefits under state or federal law. To be eligible, among other requirements, individuals must demonstrate that they are otherwise able to work and available for work within the meaning of applicable state law, except that they are unemployed, partially unemployed, or unable or unavailable to work because of COVID-19 related reasons.

Section 2104 provides that, under the Federal Pandemic Unemployment Compensation program, eligible individuals who are collecting certain UI benefits, including regular unemployment compensation, will receive an additional \$600 in federal benefits per week for weeks of unemployment ending on or before July 31, 2020.

Section 2107 creates the Pandemic Emergency Unemployment Compensation program that allows those who have exhausted benefits under regular unemployment compensation or other programs to receive up to 13 weeks of additional benefits. States must offer flexibility in meeting eligibility requirements related to “actively seeking work” if an applicant’s ability to do so is impacted by COVID-19.