

NYC healthcare facilities with staffing needs can request assistance from both the City and the State. These systems are working in conjunction and can support in different ways. We encourage facilities to use all the resources available to them in order to meet their staffing needs.

## NYC Resources: NYC Health Care Surge Staffing Cell

This is available to all healthcare facilities in New York City. Details on how to submit a request are below. If you submitted a staffing request already, still have a need *and* your request is over two weeks old, we encourage you to submit a new request so that we have the most up-to-date information on your need.

### Where should I go to submit a request?

You may submit a request by using the form available [here](#) or by navigating to this link: <https://www.surveymonkey.com/r/XHLVZPN>

If the above links do not work, you can find the form to submit requests at the NYC Help Now website ([nyc.gov/helpnow](http://nyc.gov/helpnow)), and clicking “I Need Help” and then the section for Assistance for Organizations, followed by Assistance for Healthcare Facilities.

### What should my request include?

Your initial staffing request to the NYC Healthcare Surge Staff Support must include:

- *Specific professions needed*
- *Quantity of each profession/staff type*
- *Projected dates of need by profession/staff type*
- *Credentialing/orientation date, time & location*

### Why do I have to identify my facility type?

Due to the fluctuating availability of staff and differing care needs/skill sets in various facility types, identifying the type of facility in which staff will be required to work enables better and more appropriate placement of staff.

### How do I enter my request for staff in the form?

Question 4 in the form lists available professions to be requested. In the text box next to the profession(s) you are interested in requesting, enter the quantity followed by the projected start to ends dates of need with both sets of information separated by a comma. Example:

RN- ICU	3, 4/15-7/31
---------	--------------

*Only enter quantity & dates where need for that profession is 1 or greater*

### What if I need specific skills/positions not listed or have other notes on my request?

Question 5 in the form allows for the entry of any language proficiencies, professions not listed or any additional notes pertinent to placing staff with your organization.

### Why do I need to enter on-boarding information?

In order to expediate staff's ability to begin working, we ask for this information up-front and hope to reduce the need to re-contact you regarding details and logistics.

**What happens after I submit a request?**

Once reviewed, the point of contact listed on the submission may be contacted to provide further clarity on staffing needs.

**NYS Resources: New York State Health Professional Portal**

(<https://coronavirus.health.ny.gov/get-involved-how-you-can-help>)

This is available to nursing homes throughout the State.

Many nursing homes in NYC have been granted access to the NY State Volunteer Portal to reach out and recruit volunteer health professionals. In response to COVID-19, NYC Department of Small Business Services' Workforce1 is working with nursing home hiring managers to provide support in filling urgent staff needs at no cost. The Workforce1 Career Center System is a citywide network, including a center with experts focused on healthcare, that helps connect job seekers and employers at no cost. This includes:

- Sourcing for clinical healthcare candidates through access to the New York State Health Professional Portal and other candidate pools
- Sourcing for non-clinical healthcare workers through candidate databases, local partner organizations, and paid advertisements
- Screening candidates based on your hiring needs—referring the most qualified to your facility
- Scheduling interviews if applicable

Workforce1 may have already assigned an account manager to your organization but you can also access Workforce1's recruitment services, by creating an SBS Connect Account [here](#) to upload your job descriptions or you can contact Tony Tseng directly at [ATseng@sbs.nyc.gov](mailto:ATseng@sbs.nyc.gov).

**What happens next**

The point of contact listed on your submission may be contacted to

- Provide further clarity on the staffing need
- Connect you with potential volunteers
- Connect you with professional clinical staff
- Connect you with professional non-clinical staff
- Confirm details about the ability to onboard staff, including timing

These contacts may come from the NYC Staffing Cell, Huron Consulting Group, Workforce 1 staff, or representatives from New York State.

**Status of your request**

As detailed above, you likely will get follow-up calls about your staffing needs.

If you put in a staffing request through the NYC Staffing Cell and haven't heard anything, or haven't received the number of staff you've requested, it's important to remember that the staffing cell is primarily using volunteer resources to meet needs. The volunteer pool has been offered the opportunity to volunteer at your facility, but there are many facilities across the entire healthcare system with requests for staff. Volunteers choose where they want to work, deciding that based on their skills and experience, their comfort working at a facility, considerations of timing and location and other factors.

When volunteers choose to volunteer at your facility, the NYC Staffing Cell will reach out to your point of contact with the information about the volunteers and confirm other details.

All staffing requests are given equal importance. If you have concerns about your request, and want information about its status, please let your agency liaison know, and they will follow-up with the NYC Staffing Cell.

If you have questions about the NYS Portal or the Workforce1 program, those should be directed to NYS Department of Health. While NYC is sharing information with them, we cannot speak to the status of their programs.