

FLORIDA SENATE COVID-19 CONSTITUENT RESOURCES GUIDE

Updated April 15, 2020

FLORIDA RESIDENTS

CONSUMER SUPPORT

Automated Community Connection to Economic Self Sufficiency (ACCESS). Provides eligible low income families with state economic assistance, such as food assistance (SNAP), temporary cash assistance (TANF), and Medicaid. Families who are eligible should not experience any disruption in their services during this time. DCF has waived work requirements for individuals participating in the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) program and no Medicaid recipient will lose Medicaid eligibility during the state of emergency. DCF has also temporarily increased SNAP recipients' benefit amount to the maximum monthly allotment based on household size to assist families during this time. The U.S. Department of Agriculture (USDA) has approved a waiver request allowing Florida food stamp recipients to purchase their groceries online. USDA officials will still determine the parameters of that online program. SNAP households can purchase food online and pay using their EBT card at pickup, among other options. This reduces shopping risk from COVID-19.

Eligibility criteria: Families interested in applying can reach an agent at 850-300-4323, (TTY) 1-800-955-8771 or [visit website](#). DCF is also extending the timeframe for individuals applying for Medicaid, beginning with applications received in February 2020, to submit any necessary paperwork to 120 days from the date the application was received. If the Medicaid application is approved, the individual's Medicaid eligibility effective date will still be the first day of the month that the initial application was received.

Child Support Program. The Florida Department of Revenue (DOR) provides online resources to assist families in handling their child support case without visiting a local Child Support Office. For updates and case information, customers can call (850) 488-5437 (for all counties, except Miami Dade County). Miami Dade County residents should call 305-530-2600.

Community Action Survey – Stronger Than C-19. Florida residents are encouraged to do their part in helping Florida flatten the curve by anonymously answering questions that range from age and residency, to recent travel, to potential COVID-19 contact. The StrongerThanC-19 community action survey is designed to gather information to help the Department of Health track and slow the spread of COVID-19 in Florida; it is not a symptom checker designed to dispense medical advice. The StrongerThanC-19 community action survey is free to use and can be accessed by visiting: www.StrongerThanC19.com.

COVID-19 Call Center (24/7) & Updates. COVID-19 hotline: 866-779-6121 or email COVID-19@flhealth.gov. For the most up to date information on COVID-19 in Florida, please visit <https://floridahealthcovid19.gov/>. For federal updates related to COVID 19 in the US, please visit <https://www.usa.gov/coronavirus>.

Economic Impact Payments. As part of the federal CARES Act, economic impact payments have begun and will be distributed automatically, with no action required for most people. However, some taxpayers who typically do not file returns will need to submit a simple tax return to receive the economic impact payment.

Eligibility Criteria: Tax filers with adjusted gross income up to \$75,000 for individuals and up to \$150,000 for married couples filing joint returns will receive the full payment. For filers with income above those amounts, the payment amount is reduced by \$5 for each \$100 above the \$75,000/\$150,000 thresholds. Single filers with income exceeding \$99,000 and \$198,000 for joint filers with no children are not eligible. Eligible taxpayers who filed tax returns for either 2019 or 2018 will automatically receive an economic impact payment of up to \$1,200 for individuals or \$2,400 for married couples. Parents also receive \$500 for each qualifying child. For additional information, please visit the IRS website by [clicking here](#).

Mortgages. The Governor issued [Executive Order 20-94](#), providing targeted, temporary relief from certain mortgage foreclosures and evictions for 45 days, without relieving an individual's obligation to make mortgage payments and rent payments. If your ability to pay your mortgage is impacted, contact your mortgage servicer (the company where you send your monthly payments) as soon as possible to let them know about your current circumstances, as they may have options to assist you during this time. The telephone number and mailing address of your mortgage servicer should be listed on your monthly mortgage statement. HUD ordered a 60-day foreclosure moratorium for homeowners affected by coronavirus, effective as of March 18, 2020. Click [here](#) for

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HUD resources and Fact Sheets. Additionally, homeowners have the right to request a [forbearance](#) from their loan service providers for up to 180 days and to request one extension for another up to 180 days.

There will be no additional fees, penalties, or additional interest (beyond scheduled amounts) added to the account and no additional documentation is required to qualify other than a claim to have a pandemic-related financial hardship. Homeowners are recommended to make sure they understand the payment terms that occur after the forbearance ends; and to check credit reports – nonpayment during the forbearance is not supposed to be reported to the credit reporting agencies. Some provisions are applicable only to federally backed mortgages. Additional information may be found at this [link](#) and [here](#).

Rentals. For renters that rent from an owner who has a federally backed mortgage, the CARES Act provides for a suspension or moratorium on evictions. A landlord with a federally backed mortgage or multi-family mortgage cannot evict a renter nonpayment of rent for 120 days beginning on March 27, 2020. After the 120-day period is up, the landlord cannot require the tenant to vacate until providing a 30-day notice to vacate. Additional information may be found at this [link](#).

Housing Assistance. Local State Housing Initiative Partnership (SHIP) Programs may have strategies in place to allocate resources to eligible families that provide rental assistance not to exceed 12 months, mortgage assistance or other strategies to assist low income families during this time. To find your local government SHIP office's contact information and whether they have rental assistance available or any other local housing resource that may assist your family, please click [here](#).

Rental Housing Locator. Families searching for affordable housing rentals, please visit <https://www.floridahousingsearch.org/>.

Insurance. The Florida Office of Insurance Regulation (OIR) is encouraging all insurers it regulates to be flexible in collecting premium by extending grace or reinstatement periods, waiving late fees and penalties, and allowing payment plans to avoid cancelling insurance coverage. Some health insurers have announced that they will waive patient cost-sharing for COVID-19 testing or treatment. The recently passed Federal CARES Act and Family First Coronavirus Response Act included expanded insurance provisions related to COVID-19 testing and obtaining medical services through telemedicine. The OIR is encouraging insurers, HMOs, and other entities to broaden access to telehealth services. Please reach out directly to your insurance providers on any updates available to you policy related to COVID-19.

The OIR is also directing workers' compensation carriers to pay benefits to first responders, medical personnel, and others infected with COVID-19 while on the job. Florida's Chief Financial Officer is directing the Division of Risk Management to provide workers' compensation coverage to state employees who are fighting COVID-19.

The Insurance Commissioner has also strongly recommended that insurers seeking to perform inspections related to underwriting or claims use virtual options. The OIR is also encouraging health insurers, HMOs and pharmacy benefit managers use electronic auditing rather than in-person auditing, and is encouraging pharmacy benefit managers to extend audit deadlines during the public health emergency. For updates and information released by OIR, please [click here](#).

Insurance Consumer Helpline. The Insurance Consumer Helpline can be reached at 1-877-413-3089 and is available Monday through Friday (8am- 5pm EST) to address insurance related inquiries. The Florida Relay Service provides communications assistance to individuals with hearing, speech or vision disabilities and can be reached by dialing 711.

Price Gouging. The Attorney General's NO SCAM Price Gouging App can be downloaded free of charge through Apple and Android stores by searching NO SCAM. A price gouging hotline is available toll-free at: 1-866-9-NO-SCAM (866-966-7226). Frequently Asked questions about Price Gouging available are available online. Click [here for more](#) information.

Scam Alert. Anyone who suspects a scam or believes a product is being falsely marketed as protection against the virus should contact the Attorney General's Office at 1-866-9-NO-SCAM (866-966-7226) or by visiting MyFloridaLegal.com.

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ELDER CARE SUPPORT

Allowing Non-Congregate Meals. The United State Department of Agriculture (USDA) has approved Florida's waiver request to allow non-congregate meals and meals outside of set hours to be provided to clients in the Adult Care Food Programs (ACFP). The process may start immediately and allows providers to offer meals for pick-up, drive thru, or delivery to clients. This is especially important in the light of Adult Day Care closures throughout the state.

Eligibility Criteria: Centers eligible to participate in ACFP include private non-profit and certain for-profit centers, as well as some publicly funded centers. To be eligible, for-profit centers ensure that at least 25 percent of their participants receive Title XIX funding. All centers must provide services to adults age 60 or older, or to adults age 18 or older with a functional disability. Click [here for more](#) information or call 850-414-2000.

Doorstep Meal Delivery for All Seniors. The Department of Elder Affairs has partnered with the Department of Business Regulation and the Florida Restaurant Lodging Association to provide meal delivery services to older adults that are home bound. This initiative is separate from the Elder Food Program described below and available to all seniors. For those interested in obtaining this services, please reach out directly to your local Area Agency on Aging for more information. To locate a local area agency on aging, please click [here](#) or contact 1-800-963-5337.

Elder Food Programs. Florida's Older Americans Act funds provide a variety of services to seniors. Programs are coordinated through the 11 regional Area Agencies on Aging, which in turn contract with local service providers to individuals age 60 and older and their caregivers. One service is Home-Delivered Meals. This provides home-delivered meals and nutrition education to homebound individuals. [Click here](#) for your local Area Agencies on Aging or contact 1-800-963-5337.

Elder Affairs – General Helpline. The general helpline to services under the Department of Elder Affairs is 1-800-96-ELDER (1-800-963-5337).

Local Area Agency on Aging. To locate a local area agency on aging, please click [here](#) or contact 1-800-963-5337.

VITAL (Virtual Inclusive Technology for All) Project for Seniors. The Department of Elder Affairs and the Alzheimer's Association has created the VITAL project to use technology to relieve social isolation among residents in Assisted Living Facilities (ALF) and nursing homes. The program will distribute tablets to facilities to share with residents in order to bring families together virtually. The tablets will have video call connections, online support tools, and customized applications to allow residents to connect with their loved ones. During the initial pilot phase, project leaders will work with 150 facilities and supply two tablets per home along with virtual training on how to use the equipment, platform, and applications as well as proper sanitization of each tablet from resident to resident. Check with your local ALF or nursing home for availability. Please click [here](#) to read press release.

EDUCATION SUPPORT

Distance Learning Innovation Mini-Grant Program. Florida Education Foundation (FEF), a direct support organization under the Department of Education, with the help of several generous partners is providing an opportunity for school districts, traditional public schools, public charter schools, and non-profits to apply for innovation mini-grants up to \$5,000 to support Distance Learning through innovative initiatives and strategies. For eligibility and program criteria, along with more information on the grant, please [click here](#). The grant application opened April 8, 2020 and will close at 11:59 p.m. on April 17, 2020. All applications must be received on or before April 17, 2020 to be considered.

Remote Connection for K-12 School Districts. Following the closure of Florida's K-12 schools, in order to facilitate the remote connection between teachers and students, school districts are permitted to redirect unspent Title 2 funds to help low-income students purchase digital devices and establish Internet services. Click [here for more](#) information.

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Resources for Educators, Parents, and Students. The Florida Department of Education (DOE) established a resource website for educators, parents, and students to utilize free resources to help students with distance learning. Click [here for more](#) information. In addition, DOE has a [webpage](#) dedicated to information and resources related to COVID-19.

Virtual and Telephonic Mental Health Counseling Services. K-12 school districts are permitted to redirect unspent 2019-2020 funds from the Safe Schools and Mental Health allocations to virtual and telephonic mental health counseling services for students who need emotional support due to COVID-19. Click [here for more](#) information.

FOOD SUPPORT

Commodity Supplemental Food Program. Monthly distribution of food packages and nutritional information to elderly in need. Available in 20 counties.

Criteria for eligibility: Must be 60 years of age or older; household income must fall at or below 130 percent of the Federal Poverty Level; must reside in the county where their local distributing agency is located. Click [here for more](#) information.

Emergency Food Assistance Program. A US Department of Agriculture food distribution program that provides foods to low-income households and distributes food to participating food banks, food pantries, soup kitchens, and other feeding sites. Available in all 67 counties.

Criteria for eligibility: Organizations that distribute food for home use must determine household eligibility by applying income standards; organizations that provide prepared meals must demonstrate that they serve predominately low-income persons. Click [here for more](#) information.

Food Banks. To find a local food bank, please [click here](#).

Free Meals for School Age Children. Alternative meal spots available to students while school is out. Any child 18 or younger can come during meal times to receive a meal. Additional information on [website](#) or Dial 211 or text FLKIDSMEALS to 211-211.

HEALTH CARE SUPPORT

Abuse Hotline (24/7). The Florida Abuse Hotline accepts reports of known or suspected child abuse, neglect, or abandonment and reports of known or suspected abuse, neglect, or exploitation of a vulnerable adult. Report [online](#) or by calling 1-800-962-2873.

Early Prescription Refills. The Governor and the Insurance Commissioner have required all health insurers and HMOs that are licensed in Florida to authorize up to a 30 day supply of most prescription drugs and to waive time restrictions on prescription drug refills. Click [here for more](#) information.

Hospital Bed Capacity Dashboard. The Agency for Healthcare Administration launched a new hospital bed capacity [dashboard](#) to assist in COVID-19 response efforts throughout the state. The dashboard offers real-time, critical information on total hospital bed availability and ICU bed availability at both the county and hospital level.

Local County Health Department & Testing Sites. Consult with your referring healthcare provider on available testing site locations. However, you can search for your local county health department [online](#), where you can inquire about testing available at their location or elsewhere in the community (if known).

Suicide Prevention. If you or someone you know is thinking about suicide, please call 800-273-8255 right away. More crisis support information is also available [online](#).

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VOTER REGISTRATION SUPPORT

Voter Assistance Hotline. Available Monday through Friday from 8am to 5pm at 888-308-6739. Floridians can register to vote online at www.RegistertoVoteFlorida.gov and can check the status of their voter information.

FLORIDA BUSINESSES & EMPLOYEES

BUSINESS SUPPORT

Agricultural Business Support. The federal CARES Act has allotted resources for the USDA to address the economic effects of a COVID-19 downturn on sectors of agriculture ranging from livestock producers dealing with volatile markets to farmers who are losing business as states and localities close farmers markets and restaurants. The Act included other agricultural support dollars. Details on how to apply for those specific resources have not been released at this time, but support is available under traditional programs provided by the USDA. Please visit <https://www.usda.gov/> and <https://www.farmers.gov/coronavirus> for information and disaster resources they have available as a result of COVID-19.

Business Damage Assessment Survey. The Business Damage Assessment Survey is activated to assess the impact of COVID-19 on Florida's local business operations. The survey, managed by DEO, will evaluate businesses affected by COVID-19 and the impacts the virus has had on the local economy so actions to implement appropriate relief programs can begin. The Business Damage Assessment Survey can be taken online at <https://floridadisaster.biz/BusinessDamageAssessments>.

Business and Professional Regulation. For licensure renewals, emergency orders, protocols and information during COVID-19 for businesses and professions licensed by the Department of Business and Professional Regulation, please [click here](#).

Division of Corporations Annual Reports Filing Extension. The annual report filing deadline for Florida business entities has been suspended until June 30, 2020 per [Department of State Emergency Order 2020-01](#). This includes any corporation, limited liability company, limited partnership or limited liability limited partnership entities required to file an annual report with the Florida Division of Corporations. For more information, please visit the Division of Corporations [website](#).

Employee Paid Leave Rights. Effective April 1, 2020, the federal Families First Coronavirus Response Act requires private employers with 500 employees or less to provide employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19. Small businesses with fewer than 50 employees may qualify for exemption from the requirement to provide leave due to school closings or child care unavailability if the leave requirements would jeopardize the viability of the business as a going concern. For more information, please visit the U.S. Department of Labor (DOL) [website](#). Small and midsize employers can begin taking advantage of two new refundable payroll tax credits, designed to immediately and fully reimburse them, dollar-for-dollar, for the cost of providing Coronavirus-related leave to their employees. This relief to employees and small and midsize businesses is also provided under the Families First Coronavirus Response Act. For more information on relief, please [click here](#).

Express Bridge Loan Pilot Program (Federal). This pilot program allows SBA Express Lenders authority to deliver expedited SBA-guaranteed financing on an emergency basis for disaster-related purposes to eligible small businesses, while the small businesses apply for and await long-term financing. [Click here](#) for additional information.

Microfinance Guarantee Program (State). Program is designed to stimulate access to credit for entrepreneurs and small businesses with 25 employees or less in this state by providing targeted loan guarantees to lenders made to such businesses. This program provides guarantees up to 50% on loans of \$250,000 or less. Enterprise Florida, Inc., has recently suspended initial fees for the program. Interested businesses must apply through a local lender. For more eligibility criteria and information on the program please click [here](#).

Paycheck Protection Program Loan Guarantee (Federal). With the passage of the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act, \$350 billion was allotted for this new program where the federal Small Business Administration (SBA) backs small-business loans through local lenders. Small businesses and eligible nonprofit organizations, Veterans organizations, and Tribal

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businesses described in the Small Business Act, as well as individuals who are self-employed or are independent contractors, are eligible if they also meet program size standards.

Starting April 3, 2020, small businesses and sole proprietorships can apply for and receive loans to cover their payroll and other certain expenses through existing SBA lenders. Starting April 10, 2020, independent contractors and self-employed individuals can apply for and receive loans to cover their payroll and other certain expenses through existing SBA lenders. The Paycheck Protection Program will be available through June 30, 2020. In addition, the Governor, via [executive order](#), has suspended the collection of documentary stamp taxes for these loans.

Eligibility Criteria: Eligible recipients may qualify for a loan up to \$10 million determined by 8 weeks of prior average payroll plus an additional 25% of that amount. Loan payments will be deferred for six months. If you maintain your workforce, SBA will forgive the portion of the loan proceeds that are used to cover the first 8 weeks of payroll and certain other expense following loan origination. Click [here to learn](#) more. The application and further information is also available at this [link](#).

SBA Debt Relief Program (Federal). The CARES Act also provided for debt relief for small businesses with certain SBA loans. The principal, interest, and fees of new loans issued prior to September 27, 2020, will be paid as will the principal, interest, and fees of current loans for a period of 6 months. This assistance is automatic. Click [here to learn](#) more. Borrowers can also reach out to their lenders or contact a small business development center for more information. A link to find the local small business development center is located in this section for your convenience.

Eligible loans: An SBA 7(a) loan is a loan of up to \$5 million for borrowers who lack credit elsewhere and need access to versatile financing, providing short-term or long-term working capital and to purchase an existing business, refinance current business debt, or purchase furniture, fixtures, and supplies. A 504 loan is a loan up to \$5.5 million for small businesses that provides long-term, fixed-rate financing used to acquire fixed assets for expansion or modernization. A microloan loan is a loan up to \$50,000 to help small businesses and certain not-for-profit childcare centers to start up and expand. EIDL, Express Bridge Loans, and Paycheck Protection Loans are not eligible, but these programs already provide for deferred payments or loan forgiveness.

Short-Time Compensation Plans. Employers can work with DEO to enter into short-time compensation plans. Under such plans, employers reduce hours for a group of employees (no more than 40% reduction) instead of resorting to temporary layoffs. Partial benefits are paid to employees. Note: Employers with higher experience with the system may not chose this option because the employer's potential maximum rate increases to 6.4% when participating in this program.

The federal government's stimulus plan may provide for federal payment of benefits paid under the short-time compensation program. If the U.S. Department of Labor adopts guidelines for this program, it may help to keep employer tax rates down, especially for tax year 2021. Click [here for more](#) information.

Small Business Emergency Bridge Loans (State). The Florida Small Business Emergency Bridge Loan Program is now closed for additional applications; click [here for more](#) information. It is a program for small business owners located in all Florida counties statewide that experienced economic damage as a result of COVID-19. Over 1,000 applications have been awarded for the \$50 million allocated to the loan program. Applications post marked April 13, 2020, will continue to be reviewed. Applicants can check the status of their loans by visiting [this link](#).

Eligibility Criteria: Applications were accepted from qualified for-profit, privately held small businesses that maintain a place of business in the state of Florida. All qualified applicants must have been established prior to March 9, 2020, and suffered economic injury as a result of the designated disaster. Qualified small business applicants must be a business with 2 to 100 employees. Applicants may also contact the SBDC or DEO to find other open programs for assistance.

Small Business Administration Economic Injury Disaster Loan or Loan Advance (Federal). The SBA's Economic Injury Disaster Loan (EIDL) program provides small businesses with working capital loans of up to \$2 million that can provide vital economic support to small businesses to help overcome the temporary loss of revenue they are experiencing. The loan advance of up to \$10,000 will provide economic relief to businesses that are currently experiencing a temporary loss of revenue. Funds will be made available

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within three days of a successful application, and this loan advance will not have to be repaid. The recent passage of the federal CARES Act allots \$10 billion in additional funding for this program. If you have questions about this or other federal SBA programs please contact Customer Service Center at 1-800-659-2955 or (TTY: 1-800-877-8339), or email: DisasterCustomerService@sba.gov. More information can be found at: [SBA Disaster Loan Assistance](#). Click [here](#) for additional information about the EIDL Loan Advance.

Small Business Development Centers. Small businesses can reach out to local entities for assistance with programs listed above and other resources at:

Florida Small Business Development Center – find the local center at this [link](#).

Local Women’s Business Center – search for a local center at this [link](#).

Minority Business Development Agency Business Centers – find the nearest center at this [link](#).

REEMPLOYMENT SUPPORT

Employ Florida. Florida’s official [online resource](#) for employers and career seekers seeking recruiting, hiring, and training assistance.

Pandemic Unemployment Assistance (Federal). Under the CARES Act, individuals who are self-employed, independent contractors, and nonprofit employees, those that are otherwise ineligible for state Reemployment Assistance benefits and those that have exhausted state and federal benefits may be eligible for Pandemic Unemployment Assistance. As federal guidance is still under development, individuals are encouraged to apply for benefits from DEO – to see if the individual is eligible for a regular claim and to be positioned to receive PUA benefits, if eligible. DEO suggests that after the individual submits a claim, he or she should continue to check the CONNECT account for updates on what additional information is needed. DEO is implementing federal guidance for the program that was released on April 5 and taking the necessary steps to facilitate state participation in the program. Click [here for more](#) information.

Pandemic Unemployment Compensation (Federal). The CARES Act included provisions to provide individuals receiving Reemployment Assistance or receiving Pandemic Unemployment Assistance with payments of \$600 for weeks of unemployment through July 31, 2020. This is an “emergency increase” that is in addition to other benefit payments. An individual who files a new benefits claim or has an existing RA claim has to take no additional action to receive the additional benefits. Payments will be issued as they become available.

Personal Care Attendant Program. Agency for Health Care Administration launched a program to allow personal care attendants to temporarily perform additional duties. This program will provide nursing homes with an avenue to hire Floridians currently out of work to fill staffing shortages. Job listings will be available on the Florida Health Care Association’s [job board](#) or directly from [nursing homes](#) across the state.

Reemployment Assistance Program (State). If your employment has been negatively impacted as a result of the mitigation efforts in Florida to stop the spread of COVID-19, you may be eligible to receive Reemployment Assistance benefits, formerly known as unemployment compensation. During this time, DEO waived job search requirements for claimants (i.e., individuals who file for Reemployment Assistance) and waived the requirement for Floridians to wait a week to receive Reemployment Assistance benefits through May 8, 2020. For more information, review the Florida Department of Economic Opportunity (DEO) [Reemployment Assistance FAQs](#).

Reemployment Assistance benefits can be filed by accessing CONNECT online via <http://www.floridajobs.org/>, a mobile-friendly website at www.FloridaJobs.org/RAApplication, or by calling 1-800-681-8102. In addition, DEO is providing paper applications to Floridians who need to apply for Reemployment Assistance benefits. Paper applications may be downloaded [here](#) and mailed to Florida Department of Economic Opportunity; P.O. Box 5350; Tallahassee, FL 32314-5350. Paper applications are also available for pick-up from CareerSource one-stop centers (click [here to find](#) a local center), some local libraries, and FedEx is offering free printing and mailing of Reemployment Assistance paper applications at over 100 storefronts across the state. Please note paper applications may take longer to process. For more information, please visit <https://covid19.floridajobs.org/>. Some libraries may also have staff available by phone to help answer questions; click [here for updates on information](#) about library services and please contact your

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local library to see if those services are available in your area. Virtual assistance for claimants is available [here](#), and DEO has a chat box for general questions on its homepage (click chat box floating in lower right corner of the webpage).

Eligibility Criteria: If you have a history of wages in the state of Florida, you are actively able and available to seek and accept new employment, and you are currently unemployed or work reduced hours through no fault of your own, you may be eligible to receive Reemployment Assistance benefits. Eligibility may also include those who are quarantined by a medical professional or a government agency; those who are laid off or sent home without pay for an extended period by their employer due to COVID-19 concerns; and those who are caring for an immediate family member who is diagnosed with COVID-19.

Temporary Layoff Program (State). This is part of the Reemployment Assistance program. Individuals on a “temporary layoff,” which means a job separation due to lack of work which does not exceed 8 consecutive weeks and which has a fixed or approximate return-to-work date, may be eligible if they were temporarily laid off due to the virus and remain available to work. Click [here for more](#) information.

STATE EMPLOYEE SUPPORT

Building Closure. Due to COVID-19, some state and county government buildings may be closed to the general public. For updates on building closures, please call DMS Emergency Information Hotline at 888-FDMS-EIL (888-336-7345) or visit DMS [website](#).

Division of State Group Insurance. People First Contact: 866-663-4735 or 866-221-0268 TTY

Division of Retirement. Phone: 850-907-6500; Toll-free Phone: 844-377-1888; T.T.D. Phone: 800-955-8771; Fax: 850-410-2010; Email: retirement@dms.myflorida.com.

TAX SUPPORT

Federal Tax-Related Support. Under the federal Families First Coronavirus Response Act, small and midsize employers (fewer than 500 employees) can begin taking advantage of two new refundable payroll tax credits, designed to immediately and fully reimburse them, dollar-for-dollar, for the cost of providing Coronavirus-related leave to their employees. Click [here for more](#) information.

Federal Tax Extensions. The United States Treasury Department and the Internal Revenue Service extended the filing deadline and federal tax payments (regardless of amount) to July 15. Click [here for more](#) information.

State Tax-Related Support. Florida Department of Revenue (DOR) established a dedicated team to address tax-related issues pertaining to COVID-19 and created an email address, COVID19TAXHELP@floridarevenue.com, where taxpayers can send questions and concerns. The Department encourages all taxpayers to use e-services applications to file and pay taxes or contact the call center at 850-488-6800. In addition, the Department of Revenue has a dedicated [COVID-19 webpage](#) for tax-related questions and information.

State Property Taxes. DOR has extended the final due date for property tax payments for the 2019 tax year. The Department also extended the due date to file railroad, railroad terminal, private car and freight line and equipment company property tax returns. Property tax is normally due by March 31 in the year following the year the taxes are assessed. The Department waived the due date so that payments remitted by April 15, 2020, for the 2019 tax year will be considered timely paid. Property tax returns for railroad, railroad terminal, private car and freight line and equipment company property are normally due by April 1. Returns will be timely filed if filed by April 15, 2020. Property taxpayers should contact their [county property appraisers and tax collectors](#) for information.

State Sales Taxes. Taxpayers who have been adversely affected by COVID-19, have an extended due date to April 30, 2020, for sales and use tax, as well as other related taxes, collected in March. Taxpayers who were unable to meet the March 20 due date will have penalty and interest waived for taxes collected in February if the taxes are reported and remitted by March 31, 2020. Taxpayers who fall within the definition of adversely affected but who are able to file and pay on time are encouraged to do so. For more

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information, and to determine if your business calls under the formal definition of adversely affected, please visit floridarevenue.com.

ACTIVE DUTY MILITARY & VETERANS

MILITARY SUPPORT

Ongoing programs (subject to available private donations).

Air Force Aid Society. Financial Loan Assistance for all types of financial shortfalls Supports Air Force members. Click [here for more](#) information.

Army Emergency Relief. Financial Loan Assistance for all types of financial shortfalls. Supports Army members. Click [here for more](#) information or call 1-866-878-6378.

Coast Guard Mutual Assistance. Financial Loan Assistance for all types of financial shortfalls. Supports Coast Guard members. Click [here for more](#) information or call 1-800-881-2462.

Navy-Marine Corps Relief Society. Financial Assistance for all types of financial shortfalls. Supports Navy and Marine members. Click [here for more](#) information or call (800)-654-8364.

VETERAN SUPPORT

Veteran Employment Assistance. Veterans Florida provides resume assistance and job placement for veterans and spouses seeking employment in Florida. Typically, the jobs are full-time and permanent; however, due to COVID-19, Veterans Florida is working with employers who are retooling and seeking temporary help at this time, as well. Click [here for more](#) information.

Federal GI Bill Benefits. On March 21, President Trump signed into law SB 3503 which continue providing the same level of education benefits to students having to take courses online due to the coronavirus outbreak. Education Call Center at: 888-442-4551 between 8 a.m. - 7 p.m. Eastern Time, Monday-Friday.

Homeless Veterans. For a VA Homeless Veteran Coordinator in Florida, call toll free 1-800-827-1000.

Veteran Benefits. All Veterans Benefits Administration (VBA) Regional Offices are closed to the public. Veterans can continue to get information about benefits or file a claim for benefits by visiting www.va.gov. Veterans with claims specific or other questions may request information via Inquiry Routing & Information System (IRIS) or telephone at 1-800-827-1000.

Veteran Legal Help Line. 1-866-486-6161

Veteran Support Line. 1-844-693-5838

Virtual Appointments. VISN 8 facilities are transitioning to virtual appointments to the fullest extent to allow veterans to stay at home, avoid exposure to others and reduce their risk; Veterans with appointments will be contacted several days beforehand to discuss virtual appointment options available to them. Click [here for more](#) information.

This document was compiled by Professional Staff of the Florida Senate based on information available from federal and state executive agencies and other third party entities as of April 15, 2020. The document will be updated as additional information becomes available. Those in need of assistance should contact the referenced entities directly to confirm eligibility criteria and local availability of services.