Frequently Asked Questions Regarding Remote Program Services

This FAQ is for Providers funded by the New York City Department of Youth and Community Development providing program services remotely in whole or in part. DYCD may update and revise this FAQ.

Can DYCD-funded program services be provided remotely?

Yes, if approved by DYCD as part of your workscope (which may also include in-person services), program services may be provided remotely using video-conferencing applications. Providers should use their discretion in determining whether their program services can be provided remotely, taking into consideration the nature of the services and whether program participants have the ability to access services through the internet.

What are some recommended best practices for hosting remote program services?

DYCD recommends that you always create a password for your remote meeting. DYCD also recommends that you designate a moderator for your remote meeting. The moderator should be able to control participants' ability to mute/unmute and share screens and enable/disable private chats between participants. Finally, DYCD recommends that you create a waiting room for your remote meeting, from which the moderator can admit participants into the meeting.

Can remote DYCD-funded program services be recorded?

Recording of remote program services is permitted if all meeting participants are notified that the meeting will be recorded both in advance of the meeting (i.e. in the meeting invitation) and during the meeting itself (i.e. through an on-screen notification displayed at the beginning of the meeting). Participants must be given the option to turn off their video feed if they do not wish to be recorded.

Should parents/guardians be notified if youth are participating in remote program services?

Yes, providers should notify parents/guardians if participants under the age of 18 are participating in remote program services. Such notification should occur in advance of the remote meeting and should state the purpose and schedule of the meeting (or recurring meetings), and if it will be recorded. Notification can be done via email.

Are there any other special considerations for remote program services?

Yes. DYCD recommends that providers create and distribute a standard of online behavior for meeting participants. This includes prohibiting profanity, nudity, cyber-bullying, and sexual harassment. The meeting moderator should remove any participant who fails to comply with the standard of online behavior. Providers must also ensure that meeting participants know how to use basic functionalities such as turning their camera on/off and muting/unmuting their microphones. Additionally, providers must continue to comply with DYCD's Incident Reporting Policy and Social Media Policy.

Do the City's records retention and audit requirements apply to remote program services?

Yes, any records created during remote program services are subject to the audit and records retention requirements of your City contract. This includes any recording of remote program services.

Does the City's Identifying Information Law apply to remote program services?

Yes, remote program services must comply with the City's Identifying Information Law. Be very mindful of sharing personal identifying information or other sensitive and/or confidential information during remote program services.