

Chair Olatoye Announces New Partnership to Save Public Housing



Chair Shola Olatoye at the National Association of Housing and Redevelopment annual meeting on March 27.

On March 27, Chair & CEO Shola Olatoye addressed more than 900 affordable housing leaders at the National Association of Housing and Redevelopment (NAHRO) annual meeting in Washington. She announced that NYCHA and NAHRO have banded together to build a national movement of PHAs and their advocates and partners. The coalition will lobby at the local, state and national levels for increased investment in public housing as a critical public health measure. Here is an excerpt of her address.

I'll be honest, when the President proposes a \$6.2 billion cut to HUD's budget and a reported two-thirds slash to the capital fund—you have to wonder if public housing will even have a tomorrow, let alone a "better" one. Luckily, where I'm from, we don't take these kinds of threats lying down.

Public housing authorities and housing administrators have embraced private investment not as a last resort but as a bridge to a 21st

century business model. As public housing is faced with a fundamental shift in funding, programs like RAD (the Rental Assistance Demonstration) have been a lifeline for many PHAs, including New York City, as a long-term, public-private solution to address unmet capital needs and to preserve affordable units.

Even with the success of RAD and other financial tools, we're going to need more from Washington. The quality and condition of our housing

stock has dramatically declined, impacting the health and well-being of public housing residents across the country, from rural and Indian housing in Wisconsin to WWII-era housing in North Carolina. We know poor housing conditions contribute to poor health outcomes, especially among vulnerable populations, such as children, seniors, and the disabled.

million Americans. Our efforts will be focused on (1) investing in capital and health investments while pushing hard against any and all attempts to gut public housing with capital and operations cuts; and (2) collaborating with new and unlikely voices to target and move legislation and opportunities for targeted investments, such as a potential infrastructure bill.

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The president proposes a \$6.2 billion cut to HUD. Luckily, where I'm from we don't take these kind of threats lying down.

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Chair Shola Olatoye

This is simply unacceptable. Housing, like medicine, should "do no harm."

That's why I'm proud to announce a new collaboration between the New York City Housing Authority and NAHRO. In bringing together a diverse coalition across sectors, such as labor, construction, business, and health, and with PHAs from across the country, we hope to send a powerful message to Capitol Hill and the administration: Public housing infrastructure is crucial to the health of 2.6

Perhaps in our favor is a HUD Secretary with a career in medicine. There is no one better positioned than Secretary Carson to not only understand the health impacts of deteriorating housing but to actually do something about it.

Margaret Mead said never doubt the ability of a small, thoughtful group to bring about change. Well, we represent a combined 2.6 million Americans, so I expect big things!

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Sylvia Carattini
La Guardia Houses

Why were women employees photographed with signs like this?

See p. 2.

NYCHA Notes

NextGen Office is Coming

Beginning this month, IT will install new computers for all field and central office users. The computers will include new software such as Windows 10, Office 365 and the instant messaging (IM) capability of Skype for Business.

Check out these links for more information on everything that Office 365 can do.

- [Office 365 Overview](#)
- [Office 365 Improvement Examples](#)
- [Office 2016 Quick Starts](#)

Have questions or ideas? Click [here](#) to share them with the NextGen Office project team.

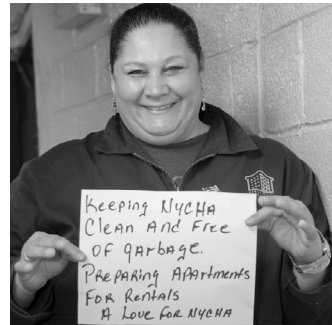
Thank You to Staff



Winter Storm Stella couldn't prevent Emergency Services Department Maintenance Workers Rastislav Kovalcik and Estaben Cadiz from reporting to work on March 14 and responding to emergencies despite snow conditions and slippery roads. More than 3,100 snow removal staff worked in frigid temperatures on March 14 to keep sidewalks, stairs and public spaces safe for residents, and 90 percent of development staff made it to work despite transit difficulties.

NYCHA Celebrates International Women's Day

In celebration of International Women's Day on March 8, NYCHA photographed female employees for #nychawomenwork with signs they made to express why they do their job. #NYCHA-womenrock!



Sylvia Carattini
La Guardia Houses, Manhattan



Cathy Russo, Capital Projects
250 Broadway



Patricia Bethune, NGO
1200 Waters Street, Bronx



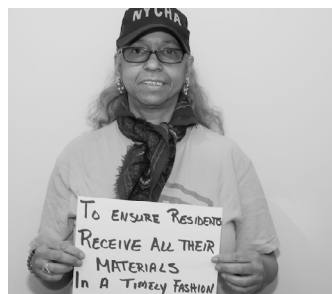
Maritza Hernandez, Family Partnerships,
1200 Waters Street, Bronx



Tracy Tomer, Resident Engagement Department,
LIC, Queens



Lillian Perea, REES,
787 Atlantic Avenue, Brooklyn



Beverly Cunningham, Materials Management,
LIC, Queens



Nichole Johnson, Resident Engagement,
LIC, Queens



New York City Housing Authority
Department of Communications
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NYCHA Takes the Carbon Challenge

NYCHA doesn't shy away from challenges—and the [NYC Carbon Challenge](#) is no exception. The Authority announced on February 2 that it pledges to reduce its buildings' greenhouse gas emissions by 30 percent over the next 10 years as part of the Carbon Challenge. NYCHA is the largest organization to participate in the Challenge, joining 20 of the City's top residential property managers, owners, and developers.

"As the nation's largest housing authority and residential landlord, we can have a major impact on curbing the effects of climate change, which affects us all," remarked Chair and CEO Shola Olatoye.

"By joining the NYC Carbon Challenge, we are doing our part to not only meet the City's greenhouse gas emissions reduction goals but to also protect both health and quality of life for this and the next generation of New Yorkers."

The work is already un-

derway at NYCHA to meet the goals of the Carbon Challenge and the Mayor's OneNYC plan to reduce citywide greenhouse gas emissions 80 percent by 2050. Through NextGeneration NYCHA initiatives like energy performance contracts and other energy-efficiency programs, the Authority is investing \$300 million to upgrade heating, hot water, interior and exterior lighting,

ed to generate approximately 90 Section 3 jobs for residents and community members.

"Since the release of NYCHA's Sustainability Agenda last April, we have been working closely with sister agencies and industry leaders to launch an ambitious energy-efficiency retrofit program," said Bomee Jung, NYCHA's Vice President of Energy and Sustainability. "The NYC Carbon Challenge allows us to express how these investments that deliver brighter lighting and more comfortable and reliable heating also contribute toward mitigating the future impacts of climate change."

NYCHA's pledge to reduce greenhouse gas emissions by 30 percent over the next 10 years will eliminate 330,200 metric tons of carbon dioxide—the equivalent of taking about 70,000 cars off the road for one year.

derway at NYCHA to meet the goals of the Carbon Challenge and the Mayor's OneNYC plan to reduce citywide greenhouse gas

and ventilation systems in buildings across the city. In addition to creating a healthier and safer environment, these investments are project-

Sustainable NYCHA: Energy Initiatives Connect NYCHA to A Cleaner Future



Daphne Boret-Camguilhe, Senior Advisor to the VP for Energy and Sustainability in Capital Projects, with a copy of NYCHA's Sustainability Agenda.

What is your role at NYCHA?

I started at NYCHA more than a year ago. My first task was coordinating the development of the Sustainability Agenda, which was released last year on Earth Day. There are a lot of initiatives that came out of the Sustainability Agenda that are new to this

agency that I've been helping to unfold since May, such as open data, call for innovations, and solar.

The solar program will install solar panels on roofs to generate green energy. We have a huge asset in our

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We want to train residents in green technology because the solar industry is a fast growing industry that could lead to long-term jobs for them.

”

Tell us more about the initiatives you are working on.

Open data is pretty simple; it's complying with our commitment to be transparent about our energy data in terms of our buildings' use of gas, electricity, and oil for heating, hot water and cooking purposes. With the Mayor's NYC Open Data Portal, we put our data on the system so that people can access it whenever they want.

buildings as most of them have flat roofs and not a lot of shading because of their height. We can't put a solar installation on a roof that hasn't been recently replaced, so we will roll out our program in parallel with the roof replacement program. We want to earn revenue from using our roofs for solar installations, but we also want to train residents in green technology because the solar

industry is a fast growing industry that could lead to long-term jobs for them.

Call for innovations is a new process we set up in partnership with the Mayor's Office for Technology and Innovation as a way to, in full transparency, tell whatever industry that is concerned that we have an opportunity to test a pilot installation in one of our buildings, and we want to learn from the installation and, if it makes sense, procure it later.

How does your work relate to NextGeneration NYCHA?

I see my job as connecting NYCHA to the future and its challenges, including climate change. I work on new processes and technical projects. As a critical agency for New Yorkers, we need to keep up-to-date with the industry and future considerations, not lag behind.

Employee Voices: Transforming Business Opera-

by Chloe Gutelle, Senior Administrator,



Chloe Gutelle describes the Business Process Redesign at a Senior Leadership Meeting.

Last year, NYCHA residents made over 2.8 million requests for repairs. Over half of open repair requests are for skilled trades. In some cases, residents wait months for even one trade to service their

apartment. The wait to complete a repair increases when two or three skilled trades must be sequenced to complete the job.

In the Business Improvement Division within Management Services, we're applying a Business Process Redesign, or BPR, to address inefficiencies in the skilled trades repair

process by conducting an end-to-end review. To date, we've completed reviews of exterminators and plumbers, and we're moving to painting and plastering this spring.

BPR has three phases: analyze the problem (including time motion studies and meeting with staff); identify

solutions that simplify and improve the process; and implement those solutions.

We started the skilled trades review with exterminators, which appeared to be adequately staffed but had an increasing backlog. By assessing the operation, we identified ways to better utilize staff to provide a higher level of service to residents.

One year later, the Implementation Team, spearheaded by Project Manager Elena Tenchikova, has applied a variety of solutions to improve extermination services—from reinstating routine exterminations to redesigning resident communications.

In the review of plumbing,

a trade that is in great demand, we identified issues related to supplies, information about the kind of repair needed, and apartment access. Solutions for this project focused on improved training for staff on what information to include on a work ticket to properly sequence a job; changing our policies and communication to residents about scheduled appointments; and working with procurement on innovative solutions to help staff secure the supplies they need.

Through these changes, we've seen increased productivity, which translates to better service to our residents.

Employee Voices: One-Stop Kiosks Put the Customer in Control

by Alexandra Henry, Project Manager, and Jenny Roman, Compliance Analyst, Management Services Department



From left are Saint Nicholas Houses Housing Assistant Cyvella Maxwell, Secretary III Yolanda Brooks, Asst. Superintendent Stanley Ortiz, Property Manager Vivian Sifontes, Resident Building Superintendent Hector Maisonet, and Housing Assistant Lakeisha Bennet.

NYCHA's residents, Section 8 tenants and other customers now have more access to information and self-service features thanks to approximately 150 one-stop kiosks installed in property management offices (and soon to be installed in customer walk-in centers in Brooklyn and the Bronx).

The kiosks increase access to NYCHA's ever-growing list of online services by allow-

ing residents to interact with NYCHA's Self-Service Portal. They can also connect customers to HUD and the Social Security Administration websites to perform functions related to these agencies.

Available weekdays from 8:30 a.m.-4:30 p.m., the kiosks enable residents, applicants, Section 8 voucher holders, Section 8 landlords and others to perform an impressive array of tasks. They can

apply for a public housing apartment, pay rent, put in a work order, complete their annual recertification, submit a self-referral for REES programs, print out their social security benefit letter, apply for programs through HUD, and get screened for benefits through ACCESS NYC.

In addition to providing internet access, the kiosks are equipped with a printer and scanner to allow customers to submit their relevant documents to complete requests, such as online annual recertification, faster. This and other services are provided in a user-friendly digital environment with helpful icons that guide users through various tasks and staff available for assistance.

The kiosks also bring important benefits for staff while increasing the efficiency of business operations. By

reducing the amount of time staff dedicate to basic functions such as providing information, processing documentation, and completing repair requests, the kiosks make more time available for more productive meetings with residents. Providing residents with easy access through kiosks to information they need also increases transparency for both you and the customer!

New digital technology like the kiosks also reduces reliance on paper. This makes tasks more efficient and less time consuming for staff to complete. By learning new skills through technology, you can work smarter and not harder and have more time to focus on providing better service to customers.

#NYCHAWomenWork: Across the Authority, Women Are Making A Difference!

Wyckoff Houses Property Manager Shelisa Reid



“ I was raised in Breukelen Houses, where I still live. Our property manager then was Melania Allen, now director of the Bronx Property Management Department. She encouraged me to join the Housing Youth trainee program, and I was hired full-time in 1994, even before I completed my training. Living in public housing makes it easier to relate to residents, because I understand the frustration and hardship they face and I’m fighting for the same things. I’ve worked under Melania as I came up through the ranks from secretary, and I’ve had other mentors, too. ‘Each one teach one, each one reach one’ is my motto. I’ve tried to also help others who want to advance here. It’s good to take pride in other people’s accomplishments, not just your own. ”

REES Assistant Director Tischelle George



“ Growing up with a single mom in a Section 8 home, the subject of money was taboo because we didn’t have a lot. But I learned a lot from how my mom managed our finances and appreciate the love of learning she fostered in me. As Assistant Director of Asset Building and Financial Literacy in REES, I’m grateful to be able to help residents reach their financial goals of saving, decreasing debt and pursuing homeownership. The highlight of my career was being recognized with a 2016 Hundred Year Association of New York Public Service Award for doing the work I love to do, which is helping residents invest in themselves by obtaining higher education with support from the NYCHA-CUNY Resident Scholarship Program. Education has provided me with financial security and I want to see the same thing happen for our residents. ”

“ I previously worked as deputy director of the then-Brooklyn Community Operations Department for nine years and was ready for a career change. Then I had the chance to work with residents in the aftermath of Hurricane Irene, and I felt that I could make a difference in the area of emergency management. In the Emergency Services Department [ESD], you confront a lot of difficult situations and sometimes have to be prepared for the worst. My dedicated staff responds to high-level emergencies like fires, floods and collapses, which can have fatalities, and also gas disruptions, electric outages and more common problems which affect our residents greatly. Although I am the first female director of ESD, and most of my counterparts in the field are men, I never think about being a woman. I just do the work to the best of my ability. ”

Emergency Services Department Dir. Erenisse Tavarez



“ My family was personally affected by Hurricane Sandy, which first made me interested in working with City programs to rebuild stronger and more resilient than before. The recovery work that NYCHA is doing affects the lives of tens of thousands of families and will also make future generations safer. Right now, both the largest FEMA [Federal Emergency Management Agency] grant in history and Hurricane Sandy project in the City are being overseen by four women: Chair Olatoye, EVP for Capital Projects Deborah Goddard, VP for Recovery and Resilience Joy Sinderbrand (my boss) and myself. Most of this work is in the predominantly male-oriented construction field. If someone like me, who is new to construction, can flourish in this field, then women can do anything. ”

Recovery and Resilience Director Michele Moore



IT News and Notes *A monthly series on technology in the workplace*

Protecting the Privacy of Our Customers

Some NYCHA employees handle documents or files that contain personally identifiable information (PII) about applicants, residents, Section 8 participants, and other customers.

If this information is lost, compromised, or disclosed without the individual's permission, it could be used to substantially harm their reputations, violate their privacy, and put their assets at risk. Federal law requires NYCHA to protect and keep confidential information that can distinguish or trace an individual's identity.

Personally identifiable information is located in resident and employment applications (electronic or paper);

NYCHA-owned or operated database systems (e.g., Siebel, Maximo, Primavera, and HRdb); and database systems licensed to NYCHA (e.g., Lexis-Nexis and Westlaw). It may also be contained in email, backup tapes, images, audio, video, and microfilm.

Items like name, place of birth, phone number or an email address can be combined with data from other sources to trace an individual's identify and violate his or her privacy. Information that could be used to substantially harm an individual is called "sensitive PII" and includes Social Security and driver's license numbers, financial account numbers, and medical records.

Rules for Handling Personally Identifiable Information

All NYCHA employees, consultants, contractors and vendors must:

- Only access personally identifiable information as part of your job duties;
- Collect only what information is necessary to accomplish the intended business purpose;
- Provide minimum necessary access to this information for other employees;
- Disclose only the minimum information necessary to the requester, checking his need to have that information before you release it;
- Safeguard information in transit and storage;

- Secure physical equipment and resources; and
- Dispose of information securely.

Incidents

Employees are required to report incidents such as non-authorized access, improper use, or lost files, as dictated by the NYCHA Privacy Breach Response Handbook. Please immediately notify your supervisor if you inadvertently gain access to or distribute personally identifiable information. Visit the Privacy and Information Technology Security Portal on Connect to access the handbook and find other pertinent information.

Hispanic Society Invites ESD Director to Celebrate Womens' History Month

NYCHA's Hispanic Society held a general membership meeting on March 8 in the Ceremonial Room at 90 Church Street, where guest speaker Erenisse Tavarez, Director of the Emergency Services Department (ESD), provided an overview of its operations.

A critical aspect of ESD's mission is to address high-priority emergencies during after-hour operations, such as weekends and holidays, when regular development staff are not on duty.

In responding to emergencies, ESD works closely with multiple NYCHA departments as well as City agencies such as the NYPD, the NYC Fire Department and its Bureau of Emergency Medical Services, the Department of Environmental Protection, and New York City



Erenisse Tavarez, Director of Emergency Services

Emergency Management.

Ms. Tavarez emphasized the importance of building cooperative relationships with property management and NextGeneration Operations staff to effectively coordinate all available resources,

particularly at a time of vastly reduced funding.

In the spirit of International Women's Day, Ms. Tavarez also spoke about the important work that women do throughout NYCHA. (For additional comments by Ms. Tavarez and other female employees about their experiences at the Authority, please see p. 5.)

Also showing a concern for young people, Ms. Tavarez encouraged members and guests to support the Hispanic Society's longstanding scholarship dinner-dance coming up in October. Proceeds of the dance are used to provide deserving college students with funds to help pay for books and other college-related expenses.

A question and answer

period followed the formal presentation. For membership and other information about the Hispanic Society, please call Jose Ortiz at 646-420-8354 or Fernando Pagán at 212-306-4068.



ESD Maintenance Worker Alberto Fellicia recently made an emergency replacement of a rotted pipe to stop a leak until plumbers were able to respond.

Championing Women in the Workplace

As part of NYCHA's celebration of International Women's Day, Chair & CEO Shola Olatoye encouraged employees to "champion women's achievements in the workplace" by writing to *NYCHANow* about female colleagues they admire. Following is just a sample of messages from men and women about women colleagues held in high esteem.

Dawn Blake

I'd like to take a moment to reflect on my partner, Assistant Super Dawn Blake. At Fire Safety, which serves all five boroughs, she is the standpipe coordinator's assistant, where she has proved time and again her determination and ability to overcome obstacles and accomplish what is required per job assignment as each one is different.

She has climbed roof top towers in the dead of winter and has ventured into crawl spaces to see what the problems are and how to go about resolving them. She is reliable and has always put the safety of others before all else and provides thorough assistance to all who need it. She interfaces with staff and management from all boroughs and guides them as needed. Ms. Dawn Blake is an absolute asset to our entire unit.

Joseph Nieves, Supervisor of Mechanical Installations & Maintenance, *Technical Services Department*

Housing Assistant Allison McLean

I would like to recognize Assistant Property Manager Allison McLean at Marcy Houses for the great work that she has been doing. She goes above and beyond to help others. Moreover she is great at her work, is very knowledgeable, and what she does is always to the best of her ability.

Elaine Brown, Housing Assistant
Marcy Houses

Maribel Johnson

I am recognizing Maribel Johnson, a store room worker in the General Services Department. She does a great job with everything, from ordering to communicating with employees. She is a very polite individual. She should be recognized for International Women's Day.

Steven Ali, Maintenance Worker
Mixed Finance Property Management Department

Aisha Rosa, Pamela Hutchinson, Gerri Ashear and Shelisa Reid

I just want to use this opportunity to commend four fabulous women that I work with and whose work ethic I admire.

1. Aisha Rosa: Ever ready and cool housing assistant aka "resident social worker;"
2. Pamela Hutchinson: Meticulous time keeper aka "fine tooth comb;"
3. Secretary Gerri Ashear: Housing Assistants' "eyes and ears;" and
4. Property Manager Shelisa Reid: "Go-getter extraordinaire."

Wyckoff Gardens Rock!

Oluleke Awoyomi, Housing Assistant
Wyckoff Gardens | Atlantic Terminal Houses

Melissa Renwick

In honor of International Women's Day, I want to champion the achievement of my colleague, Melissa Renwick. Melissa works in the Law Department as an agency attorney whose work focuses on defending NYCHA in litigation involving Section 8 participants.

Melissa is an expert in the Section 8 program and an invaluable resource to me and my colleagues. In her work, Melissa often endures harsh criticism of NYCHA from judges, legal advocates, and others, but she responds with grace and never loses sight of the bigger picture. Her passion and commitment to NYCHA and affordable housing in NYC are inspiring.

Lauren Esposito, Agency Attorney
Law Department | Civil Litigation

Erneste Pierre Louis

I want to acknowledge Ms. Erneste Pierre Louis for her great work ethic and selfless ways of educating her staff. I joined General Services in 2009 and had the opportunity of working alongside Ms. Pierre who diligently taught me how to produce effective and efficient work. Her knowledge and understanding of the agency's goals is translated thoroughly and precisely to her staff. I appreciate her patience, guidance, and execution of what is expected of her and her staff.

Mimose Julien, Procurement Analyst
Procurement Department

News to Use

Is Drinking a Problem for You?



ALCOHOL AWARENESS

MONTH

Do you often drink more than you planned, or seem to become a “different person” when you drink? Do you need alcohol just to feel normal or relaxed? These are some of the signs of a developing or existing alcohol problem that should not be ignored.

To learn about available treatments, call the NYC [Employee Assistance Program](#) at 212-306-7660 or email eap@olr.nyc.gov. NYC EAP is a professional service that can provide free, confidential referrals for employees and their family members for a variety of problems, including alcoholism, drug abuse, marital or family conflict, mental or emotional stress, and family difficulties.

The NYC EAP is located at 250 Broadway - 28th Floor, in Manhattan, and is open weekdays from 9:00 a.m.–5:00 p.m. Employees and their family members can receive services. Confidentiality laws and regulations protect the personal information that may be discussed with the EAP.

Find Out About Free Pre-Diabetes Programs

[The Office of Labor Relations](#) offers two programs for New York City employees with pre-diabetes or diabetes:

- **National Diabetes Prevention Program (NDPP):** This program helps people who are overweight and have pre-diabetes take important steps to delay or avoid developing diabetes in the future. Pre-diabetes occurs when your blood glucose (sugar) level is higher than normal but not yet high enough to be called diabetes. There are more than 1.3 million adults in NYC who have pre-diabetes, many of whom might not know they have it. A national study found that only 1 out of 10 people who have pre-diabetes know it. The WorkWell NYC NDPP is offered at the workplace at no cost for eligible employees.

Find out your estimated pre-diabetes risk with the CDC risk calculator and discuss your results and risk reduction strategies, including the NDPP, with your health provider.

- **Case Management Program:** This is a program for City Health Plan enrollees* living with diabetes, including gestational diabetes.** The program gives people the tools, information, and support for healthy living with diabetes by involving nurse case managers and social workers. They help make sure people living with diabetes get the best care possible.

National Retirement Planning Week



Have you begun planning for your retirement? This year, National Retirement Planning Week will be celebrated from April 3–7. One-third of American workers have no retirement savings plan besides Social Security. Fortunately, NYCHA and other City employees can become members of the [New York City Employees' Retirement System](#) (NYCERS), the largest municipal public employee retirement system in the United States.

NYCERS' defined benefits plan guarantees members a set amount based on their age, years of service, salary and other factors—not on the condition of the stock market on the day you retire. In addition to a guaranteed pension, NYCERS also offers many other benefits to its members, including retirement planning, loans, disability payments, and death benefits.

For more information, including the enrollment application, please visit www.nycers.org. You can also call NYCERS at 347-643-3000.

Ethics Inquiries

Information about the NYC Conflicts of Interest Law is available from the NYC Conflicts of Interest Board at 212-442-1400 and from NYCHA's Law Department at 212-306-3355.

Whether or not you participate in either program, the following activities can help you reduce your risk for diabetes, and manage your condition if you already have diabetes:

- Exercise regularly;
- Maintain a healthy weight; and
- Eat a balanced diet that is high in fruits and vegetables and low in saturated fat, sugar and salt .

WorkWell wants to help you and your family stay healthy. For more information on these and other resources for New York City employees, visit the [WorkWell NYC](#) page or contact workwell@olr.nyc.gov.

*This program is only open to individuals covered by EmblemHealth.

**Pregnant women who have never had diabetes before but who have high blood sugar (glucose) levels during pregnancy are said to have gestational diabetes.