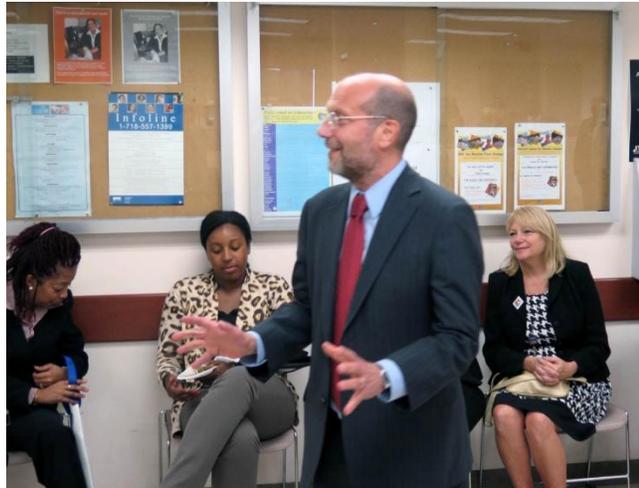




## HRA's Central Rental Processing Unit Earns Commendation from Commissioner Banks

New Yorkers facing eviction who turn to HRA for help will get emergency assistance faster thanks to HRA's Central Rental Processing Unit. The Unit, made up of staff from HRA's Family Independence Administration (FIA) and Investigation, Revenue and Enforcement Administration (IREA), has greatly increased the speed and efficiency with which HRA can issue checks to landlords to prevent eviction. On Wednesday, September 24, Commissioner Steven Banks paid a visit to the recently-created Central Rental Processing Unit to thank them for their hard work and considerable accomplishments in such a short time.



*Commissioner Steven Banks*

"You are making a real, positive change in the way we do things," said Commissioner Banks. "You are doing something about homelessness every day. One center worker I spoke to recently told me, 'instead of spending all day writing checks, I can focus on helping people when they walk in.'"

HRA's Management Information Systems was also instrumental in getting the Central Rental Processing Unit up and running, and is working on further improvements to allow direct electronic payments to landlords. The Unit is part of a new overall approach from HRA focused on preventing homelessness. The Agency is acting to reduce the number of unnecessary sanctions and case closings that could cause clients to lose housing.



*FIA Executive Deputy Commissioner James Whelan with Commissioner Banks*

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HRA staff from all program areas involved in the Central Rental Processing Unit received special recognition through the Commissioner's Excellence Initiative for all they've done to help New Yorkers avoid homelessness. Attendees also heard congratulations from FIA Executive Deputy Commissioner James Whelan, FIA Operations Deputy Commissioner Gary Jenkins, and Chief Program Accountability Officer Saratu Ghartey



*FIA Operations Deputy Commissioner Gary Jenkins with  
Commissioner Banks*

“Our clients don’t come to us because they want to,” said Deputy Commissioner Jenkins. “They come to us because they need to. I know this has been a big change, and hard to adapt to, so I want to thank you for all your hard work, and for all you do to help New Yorkers in need.”