

Right-Sizing Extends the Benefits of Public Housing to More New Yorkers

During the week of April 18, NYCHA sent letters to more than 1,500 residents in extremely under-occupied apartments, launching a major right-sizing initiative to “[free] up currently under-occupied units for larger households in need”—as outlined in the NextGeneration NYCHA 10-year strategic plan.

“We understand that moving can be difficult under any circumstance,” said Management Services Department Director Lillian Harris, who is spearheading the initiative. “However, we need to transition families to appropriately-sized units to ensure the maximum number of New Yorkers benefit from public housing.”

Residents in apartments with two or more rooms than are required by the family, and who are already approved for a right-sizing transfer, are eligible—and the first 400 families who relocate successfully will receive a \$5,000 incentive. Signing up for the pilot program is voluntary.

NYCHA requires residents to reside in an apartment of the appropriate size based on family composition. Residents in extremely under-occupied apartments, who do not have

a reasonable accommodation or grievance, are placed on a transfer list and must relocate when they are selected by the Tenant Selection and Assignment Plan (TSAP). These residents may choose to be placed on a transfer waiting list within their own develop-



Small team for a big job! From left, in the Management Services Department, are Zobeira Martinez, senior administrator; Irlanda Fernandez, community coordinator; Angela Blanco, project coordinator; and Michael Duckett, community coordinator.

ment, another development, or a borough-wide waiting list. In order to expedite transfers, residents who participate in the right-sizing pilot program must select a borough preference and accept an apartment from that borough's waiting list only. In general, tenants on borough-wide wait lists transfer much faster than those on development lists.

In addition to the \$5,000 incentive, the first 400 participants will have their moving

expenses paid if they use a NYCHA-authorized mover. Moreover, NYCHA will waive the security deposit upgrade and other rental fees for residents not on public assistance. (Those on public assistance will obtain a new security deposit voucher from the Human

Resources Administration.)

To participate in the pilot program, residents must sign up on the [NYCHA website](#) or visit NYCHA's [Self-Service Portal](#) by May 13, 2016. Residents without Internet access can visit their local property management office for assistance or use a computer in one of NYCHA's digital vans. Once matched to right-size units, residents will receive two apartment offers. If both offers are de-

clined, they will be re-instated to their development waiting list, with the original certification date.

Webinar Training

Prior to the launch, the Management Services Department delivered a series of webinar training sessions for more than 600 property managers, assistant property managers, and housing assistants who will help implement the program. Facilitated by Alan Pelikow, assistant director, and Zobeira Martinez, senior administrator, in the Management Services Department on April 12 – 14, the training provided an overview of the pilot program and the role and responsibilities of property management staff in making the right-sizing initiative a success.

In response to questions, Mr. Pelikow noted that the \$5,000 incentive will not be counted as income and will not result in higher rent.

A small team of right-sizing coordinators will assist residents and property management staff throughout the process. Management Services Department Chief Irlanda Fernandez will serve as primary right-size coordinator.

CONTENTS

VOL. 2 APRIL 2016 NUMBER 4

2 NYCHA Notes:

NYCHA NAACP Launches Adopt a Development Campaign

Hispanic Association's New Executive Board

Batei Tsubur's Purim Celebration

3 Release of NextGeneration NYCHA Sustainability Agenda

NGN 2016 First Quarter Rept.

4 Gender Diversity Training

5 Executive Support Staff Training

6 Construction Group Meeting Stresses Safety and Training

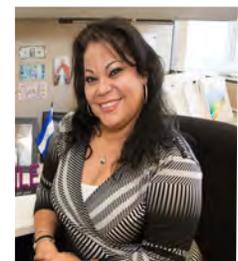
7 Why Civil Service Works

New REES Referral on Self-Service Portal

8 News to Use:

Retirement Planning Week

Alcohol Awareness Month



Edith Irizarry-Oviedo

See why Civil Service works on p. 7.

NYCHA Notes

NYCHA's NAACP Branch Launches New Campaign



Lynn Spivey

NYCHA's branch of the National Association for the Advancement of Colored People (NAACP) has invited members of college fraternities and sororities to "adopt" public housing developments, where they will positively impact public housing residents and the surrounding community. The volunteers will help provide a series of programs geared toward economic development, civic engagement, health and education, and the criminal justice system.

"Partnering with the NAACP provides these organizations and other

non-profit groups with an opportunity to advance their public service mission while creating real change in public housing communities," said Lynn Spivey, president of the NYCHA NAACP branch, who came up with the idea. "Many of these organization members are also former public housing residents," she noted. "In doing this, we are also introducing success models to our residents, making them aware of greater possibilities for a better future."

The Adopt a Development Campaign extends partnership opportunities offered by the national NAACP in conjunction with the National Pan-Hellenic Council, Inc., a collaborative organization of nine historically African American, Greek-lettered fraternities and sororities. The new initiative will reach out to all fraternal organizations, as well as churches and other non-profit organizations.

To participate or for additional information, please call 347-669-2421.

A Safe and Secure Workplace

All NYCHA personnel are responsible for notifying the Office of Safety and Security (OFSS) of any violent incidents or threatening behaviors, including threats they

have witnessed, received, or know that another person has witnessed or received. Any unsafe conditions or practices should also be reported to the OFSS at 212-306-8800.

Hispanic Society Newly Elected Board Members



The Hispanic Society's Executive Board held a "meet and greet" membership meeting following their recent election at 90 Church Street on April 13. From left are: Evelyn Ortiz, Business Agent; Nancy Ramos, 2nd Vice President; Fernando Pagán, 1st Vice President; Ligia Santiago, Sgt.-at-Arms; Jose Ortiz, President; and Edith Irizarry-Oviedo, Recording Secretary. For information about the Hispanic Society, please call Jose Ortiz at (646) 420-8354 or Fernando Pagán at (212) 306-4068.

Purim Celebration



Batei Tsibur (NYCHA's branch of the Council of Jewish Organizations in civil service) celebrated the festival of Purim on March 24 with a Megillah reading from the Book of Esther—and delicious hamantashen cookies. The Jewish festival celebrates events in ancient Persia, as recorded in the Scroll of Esther that is traditionally read on the holiday. Purim's themes of freedom of religion and association hold true to the present day. Sholom Ber Piekarski, coordinator at the Jewish Learning Institute, led the Megillah reading. For more information about Batei Tsibur, please contact Mr. Pelikow by email or call 212-306-5220.

NYCHA Skyliners Softball League

Calling all sports fans! Spring is here and the NYCHA Skyliners are ready to show the co-ed New York City Government Softball League (NYCGSL) who's *the real Authority* on fun! Now in our third season, we welcome all NYCHA employees to join us—as a team member or part of our cheering squad!

For more information and to sign up, please email softball@nycha.nyc.





New York City Housing Authority
 Department of Communications
 250 Broadway | 12th Floor
 New York, NY 10007

212-306-4384
NYCHANow@nycha.nyc.gov

NYCHA's First-Ever Sustainability Agenda



NYCHA released our first-ever comprehensive agenda for healthy and energy-efficient public housing on April 21. [The NextGeneration NYCHA Sustainability Agenda](#) expresses the Authority's commitment to create "healthy and comfortable homes that will withstand the challenge of climate change." The agenda also provides for NYCHA's compliance with the City's greening and sustainability initiative by achieving

a 30 percent reduction in building emissions by 2025, to meet the first milestone of the Mayor's One City: Built to Last energy-efficiency and emission-reductions plan.

The agenda identifies 17 10-year strategies that NYCHA will undertake, from obtaining funds for the development of commercial-scale solar projects to implementing a comprehensive mold response plan; and from designing resiliency plans for developments in the 100-year floodplain to connecting residents to green jobs.

"As we work to curb the impacts of climate change across our communities, NYCHA's Sustainability Agenda furthers our commitment to improving quality of life for residents and preserving public housing for this and the next generation," said Chair

The Sustainability Agenda's strategies include:

- Implement a comprehensive mold response plan
- Improve heating and hot water systems
- Meter water usage in all developments by 2018
- Install recycling infrastructure at all developments by 2016
- Develop resiliency retrofit plans for all developments in the 100-year floodplain
- Launch an "ideas marketplace" for resident- and community-led sustainability initiatives

and CEO Shola Olatoye.

NYCHA's residents are particularly vulnerable to the impact of climate change and the negative environmental consequences of air pollution. Ten percent of developments are located within the 100-year floodplain, and many others are located in areas with the highest asthma-related emergency room visits in the city.

Through the sustainability agenda NYCHA, working with sister agencies and commu-

nity partners, aims to achieve the following goals by 2025:

- Public Safety: Eliminate root causes of mold;
- Eliminate overheating and heat and hot water outages;
- Start on the path to reducing greenhouse gases 80 percent by 2050;
- Account for climate resiliency in all capital planning; and
- Incorporate sustainability into day-to-day management of all properties.

NextGeneration NYCHA 2016 First Quarter Report

The Authority released its Next-Generation NYCHA (NextGen) First Quarter 2016 Report to update progress made on our 10-year strategic plan. Upon release of the historic NextGen initiative last May, NYCHA committed to quarterly reports to show progress as well as areas in need of improvement. After laying the groundwork in 2015 for NextGen's 15 strategies to transform the way NYCHA does business to create safe, clean, and connected communities, 2016 is focused on implementation.

"In many areas of our business we are breaking with the past and making bold and tough choices because that's the only way to move the Authority forward and to pre-

serve public housing," Chair and CEO Shola Olatoye said in the report.

In a letter to stakeholders, Chair Olatoye highlighted the following accomplishments, which are discussed in the report.

- **Community engagement:** NYCHA continued to bring residents at the first two NextGen Neighborhoods developments, Wyckoff Gardens and Holmes Towers, into the planning process to develop affordable housing and generate revenue for critical repairs.

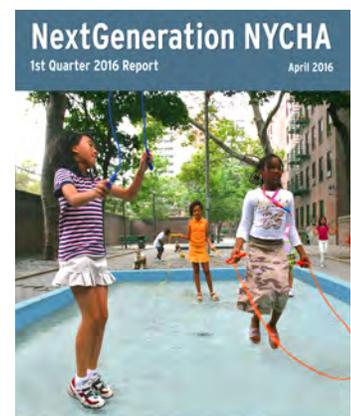
- **Digital Technology:** Technology solutions are transforming business operations to improve customer service, management of maintenance and repairs in the field, and

increase transparency.

- **Public Safety:** A Public Safety Advisory Committee comprised of residents, staff and agency partners, was established to develop a plan that will combine current safety measures with new strategies to address crime, safety and other quality-of-life issues.

- **Rental Assistance Demonstration (RAD):** NYCHA released a Request for Proposals for developers to upgrade approximately 1,400 public housing units at Ocean Bay (Bayside) Apartments. RAD will enable NYCHA to create a public-private partnership to access additional funding for infrastructure repairs by leveraging the Section 8 program.

"We are continuing to make



a real difference in the lives of our residents, and in the way the Authority operates," Chair Olatoye said. The entire report may be reviewed at <https://www1.nyc.gov/assets/nycha/downloads/pdf/NextGeneration-NYCHA-Quarterly-Report-2016-Q1.pdf>.

Training to Support Single-Sex Facility Access Policy

As of March 7, 2016, per Mayoral Executive Order No. 16, all employees of City agencies and all members of the public using City services must be allowed to use the single-sex facility within facilities owned or operated by the City that most closely aligns with their gender identity or expression. This order protects the rights of every New Yorker to use the facility consistent with their gender identity and mandates that City agencies provide training on the range of gender expression and the equal access rights of all individuals, including transgender persons.

On March 22, approximately 80 NYCHA managers attended a training session provided by the NYC Commission on Human Rights (NYCCHR) and the LGBT

Community Center in the Ceremonial Room at 90 Church Street. Facilitated by NYCHA's Department of Equal Opportunity (DEO), the training also included suggestions for implementation of the facility access policy across NYCHA and training methods for frontline staff.

"As a non-Mayoral agency, NYCHA is not legally included in the executive order," noted DEO Assistant Director Maurice Q. Robinson. However, NYCHA has "agreed in spirit to adhere to the order and we are working to beat or meet the one-year deadline to train managerial staff. We also are working in partnership with the NYC Department of City-wide Administrative Services' (DCAS) Citywide Department of Equal Employment Opportunity," he said, "and we have

also reached out to NYCHA's LGBTQ employee organization



DEO Director Celeste Segure welcomed managers to the training session. NYCCHR training director Vanessa Ramos is at right.

and other communities that are most effected."

The order provides access to bathrooms, locker rooms, lounges and other areas without requiring individuals

to show identification, medical documentation, or other forms of proof of gender.

Additional training sessions will be scheduled for managerial and executive staff. In addition, all frontline staff must be trained within two years of the order's effective date. The training requirement can also be met through classes available from DCAS. Enrollment information on the DCAS classes is available from NYCHA's Agency Training Liaisons, Cherry McCutchen and Gil Mazon. Completion of the DCAS training satisfies the training requirement.

The hotline for NYCHA's DEO for questions about Executive Order No. 16 or any other equal opportunity matters is 212-306-4468.

GENDER IDENTITY • EXPRESSION

In New York City, it's illegal to discriminate on the basis of gender identity and gender expression in the workplace, in public spaces, and in housing. The NYC Commission on Human Rights is committed to ensuring that transgender and gender non-conforming New Yorkers are treated with dignity and respect and without threat of discrimination or harassment.

This means individuals have the right to:

- Work and live free from discrimination and harassment due to their gender identity/expression.
- Use the bathroom or locker room most consistent with their gender identity and/or expression without being required to show "proof" of gender.
- Be addressed with their preferred pronouns and name without being required to show "proof" of gender.
- Follow dress codes and grooming standards consistent with their gender identity/expression.

GENDER IDENTITY

One's internal, deeply-held sense of one's gender as male, female, or something else entirely. A transgender person is someone whose gender identity does not match the sex they were assigned at birth.

GENDER EXPRESSION

External representations of gender as expressed through, for example, one's name, pronouns, clothing, haircut, behavior, voice, or body characteristics. Society identifies these as masculine and feminine, although what is considered masculine and feminine changes over time and varies by culture. Many transgender people align their gender expression with their gender identity, rather than the sex they were assigned at birth.

Courtesy 101:

- If you don't know what pronouns to use, ask. Be polite and respectful; if you use the wrong pronoun, apologize and move on.
- Respect the terminology a transgender person uses to describe their identity.
- Don't make assumptions about a transgender person's sexual orientation.

If you believe you have been discriminated against or would like more information about your rights and responsibilities under the law, please contact the NYC Commission on Human Rights by calling 311 or visiting nyc.gov/humanrights.



Executive Support Staff Train to Plan More Effective Meetings



Staff met in small groups to practice and role play strategies.

Executive Assistants and other support staff who help manage the day-to-day operations of their departments attended professional development training sessions in the executive Board Room on April 4. The training introduced staff, who also work closely with Executive team members, to some of the same strategies for planning effective meetings that were introduced to senior managers at the last Quarterly Leadership Meeting in December. The meeting preparation framework is based on Purpose, Outcomes, Stakeholders, Decision-Making, and Agenda (POSDA).

"The 'A' in "agenda" comes at the end of POSDA," explained Fiona Kanagasingam, "because the purpose why we are meeting decides

who to invite. Lead with the purpose and desired outcome of the meeting to help you decide who to invite and what will be on the agenda." Ms. Kanagasingam later described the agenda as "the roadmap showing how to get to the meeting's desired outcome."

In addition to the structured training, there were many tips offered to help the support staff deal with common problems. For example, to encourage responses to invitations and attendance at meetings, "tell each person beforehand what their role will be," Ms. Kanagasingam suggested.

Class participants also shared some of their common problems. These included: unavailability of meeting rooms, not being authorized to reserve rooms, not being

Task Clarification List

- ✓ **PURPOSE:** What is the purpose of meeting? (E.g., "a regular / one-off executive meeting to develop quality assurance measures for every NYCHA unit")
- ✓ **OUTCOMES:** What are the desired outcomes of the meeting? (E.g., "the desired outcomes are a list of QA measures by department")
- ✓ **STAKEHOLDERS:** Who needs to be there? Whose attendance is a prerequisite? What is the role of each stakeholder related to the meeting, including those who may not be in attendance (e.g., who needs to prepare documents)? Should/can I liaise directly with external stakeholders?
- ✓ **DECISION-MAKING:** How do you intend to facilitate decision-making? Is the meeting for communication, consultation, consensus?
- ✓ **AGENDA:** How long do you need for the meeting – can you do it in half an hour? Who will craft the agenda?
- ✓ **Others:**
 - When and where will the meeting be?
 - What logistics should I prep for (refreshments, etc.)
 - What other information do I need to start planning meeting?



informed of the meeting's purpose, and not knowing beforehand what materials will be needed.

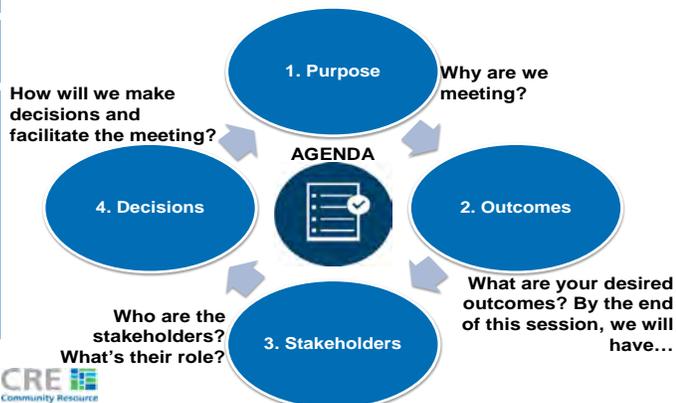
"Now emails that I send out for meetings will help people more because I know in advance what questions to ask my manager," said Desiree Brown, an administrative manager in the Bronx Property Management Department.

Bessie Pratt, a secretary in the Emergency Services Department, mentioned the importance of "including the purpose and objective of

meetings in email invitations," and was looking forward to using more of the helpful techniques she had learned.

So the next time you attend a meeting at a convenient location, that has a clear purpose, with the right stakeholders in attendance, and an agenda that leads to the desired outcome, you can appreciate all the planning and preparation made by executive support staff—especially since this year Administrative Professionals Day is celebrated on April 27.

POSDA



Construction Group's Quarterly Meeting Stresses Safety



Director of Construction Patricia Zander holds quarterly meeting with Capital Projects' Construction Group.

The Capital Projects Division's Construction Group held its staff meeting for the second quarter of 2016 in the Ceremonial Room on April 4. More than 80 project managers, assistant project managers, construction managers, and construction field supervisors from CPD's largest unit were in attendance. During the one-hour session, Director of Construction Patricia Zander emphasized the importance of safety-first procedures, and discussed key performance indicators along with 2016

"The first order of safety is to make sure that you, yourself, are safe."

Patricia Zander
Director of Construction

goals and metrics.

These staff are the technical experts who oversee major construction work performed by contractors to ensure compliance with NYCHA's and the City's standards, and completion within budget and on time. This is a particularly busy period

for the Construction Group, which is monitoring over 100 active capital projects throughout the five boroughs. Much of the work is funded through federal dollars, with additional mixed funding through City and State sources.

"We do it all—brickwork, roofing, MEP [mechanical, electrical and plumbing], boilers, gas piping, major renovations, and more," Ms. Zander said before the meeting, which was held after a weekend with 40 - 50 mile-per-hour winds that affected scaffolding and sidewalk sheds at many construction sites. Fortunately, no serious incidents occurred and areas hit were secured the same day.

"The first order of safety is to make sure that you, yourself, are safe," Ms. Zander said, reminding staff to always wear hard hats, along with safety vests, boots and glasses. This "leading by example" also sends a strong message to other staff at the construction sites. Ms. Zander also reminded the field managers

and supervisors to discuss safety reporting requirements with staff and site personnel at weekly project site "tool box" meetings—and don't forget to circulate meeting attendance sheets! Supervisors must respond to all reported safety issues within one hour, which is the industry standard, or sooner when warranted, and ensure that issues are corrected and reported back as such.

"You are great practitioners," Ms. Zander told the group. "You know what you're doing—but you need to improve safety reporting response time and follow-through." All Construction Group staff are required to complete mandatory safety training by the end of the year. The safety training was one of 10 training courses required for staff this year, reflecting the Authority's commitment to the safety of our employees.

See box below.

Construction Group Meeting Ends with a Call for Photos!

A special request made at the end of the Construction Group's meeting (see above) has NYCHANow excited. Director of Construction Patricia Zanger asked the group to send photographs of NYCHA staff overseeing or inspecting construction work in visually interesting environments to include in this publication. Just one day later, the first photo has arrived (see right). NYCHANow looks forward to sharing more photos in future issues along with construction project updates!



Checking connections for the new walkway lighting installation at Ingersoll Houses.

“ Two of Capital Projects' Quality Assurance Inspection Unit's finest are licensed electrician Frank Cazzola (left) and mechanical field inspector Maksim Kordysh (right), seen here checking the connections in the electrical closet for the new walkway lighting installation at Ingersoll Houses to ensure that installation and contract compliance are acceptable. ”

Photo and caption by Gordon Vinci, Quality Assurance Field Inspector, Licensed NYS Code Enforcement Officer, Capital Projects

Why Civil Service Works: Secure Your Future with Permanent Status

by Edith Irizarry-Oviedo, Assoc. Staff Analyst, Human Resources

I began my career with the New York City Housing Authority in a manner that most would find unorthodox. In 1989 I was 19 years old, in my second year of college, when I abruptly decided to quit. At the time who was my mother dating but a NYCHA employee! Back in those days you didn't want to acknowledge even knowing someone who worked for the City, let alone work for a City agency yourself. Nonetheless, with my mother's "encouragement," I soon found myself trekking down to 250 Broadway to take a typing test in the Personnel Office, while thinking of ways to fail. Instead, I passed and was called a few weeks later to begin my tenure at Bayview Houses in Canarsie, Brooklyn, as an Office Aide T-1. Two years later, I was promoted to Bookkeeper with the Technical Services Department.

From day one I felt camaraderie with the staff, especially the "veterans" who were always taking the newcomers like me under their wing. I was constantly told not to "idle," not to wait until someone offers you the next promotion. Strive to accomplish something on your own, they advised, by continuing your education and taking civil service exams.

When I left college, I was only a few credits away from my associate's degree, so I looked into the continuing education program from College of New Rochelle, which held classes at DC 37 headquarters in Manhattan and in Brooklyn. Through perseverance and drive, I completed my degree just in time to qualify for the first of many civil service exams to come: Claims



Edith Irizarry-Oviedo

Specialist. Passing the exam would be an ideal foundation to jump start the career I was looking for by making me eligible for a job in Central Office, where I felt I could contribute more.

In 2005, I took the examination that greatly altered my career, Staff Analyst. Not only was it a difficult and challenging exam but also one that no one I knew was interested in taking. To my surprise, I squeaked through and this qualified me to take the next exam, promotionally, for associate staff analyst. Once again, I encouraged my peers to no avail; I urged them to take exams, warning that no matter how long they were at this agency, if they did not have permanent status in a job title, they could someday lose their job.

Well, you guessed it—the Long Beach ruling became law and layoffs of "pure provisional" employees were occurring all over the Authority. Employees were scrambling to take any civil service exam just to establish permanent civil service status. This worked for many but some lost the only job they ever had. Some staff had to retire or resign earlier

than expected, taking major penalties in their pension or other plans.

Now in my 27th year with NYCHA, I have just taken what is hopefully my final exam, Administrative Staff Analyst. I hope those "veterans" are proud of me once more.

To share your experience about how the civil service has helped shape and secure your career, please send your story to NYCHANow@nycha.nyc.gov.

NYCHA Teamwork Adds REES Referral to Residents' Self-Service Portal

NYCHA's popular [Self-Service Portal](#), where residents and Section 8 tenants can conveniently check and update their NYCHA information, now has a new feature called [Opportunity Connect](#), where they can also sign up for financial counseling. Users ages 18 and up can log onto Opportunity Connect to make a self-referral for a one-on-one session with a certified financial counselor at a neighborhood Financial Empowerment Center through the NYC Office of Financial Empowerment.

"This is the first time that

the self-service portal is offering a REES referral service to public housing residents and Section 8 tenants," noted Project Manager Charisse Jamroz.



VP for Strategy and Partnership Sideya Sherman is seated at right, Project Manager Charisse Jamroz is seated at left, REES Assistant Manager Tischelle George is next to Ms. Jamroz, and to her right is IT Manager Venkata Chitrapunot. Not pictured is Project Manager Aaron Trauring.

The team that worked with REES for three months on the project included Project Manager Aaron Trauring, IT Manager Venkata Chitrapu,

and IT staff (standing from left in photo) Uma Shekar, Toney Burnham, Gaurav Sharma, and Anitha Narasimhaiah.

"This year, REES and IT will roll out additional referral options, including employment assistance and adult education," said REES Director Shanna Castillo. "This partnership required a good amount of work at both ends and we are very proud of the final product."

Opportunity Connect is part of Doorways to Opportunity—a \$1.4 million investment in New York City public housing residents by Citi Community Development.

News to Use

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. 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.

Employees may notify their supervisor that they would like to speak to an NYC EAP counselor, without indicating the reason why, or they may call the NYC EAP without notifying their supervisor, and request permission to use their own leave time.

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 by calling 212-306-7660 or e-mailing the EAP at eap@olr.nyc.gov. Confidentiality laws and regulations protect the personal information that may be discussed with the EAP.

Upgrade to Internet Explorer (IE) 11

All Desktop Users:

NYCHA adopted Internet Explorer (IE) 11 as our standard desktop browser in 2015. Microsoft has discontinued support for all other IE browsers and will only provide security updates and bug fixes for IE 11 browsers. Some NYCHA workstations may not have been upgraded (due to computers not left on during the upgrade). Using an out-of-date browser puts NYCHA at risk of malware and cyber-attacks.

Effective March 31, if you have a network-connected computer that is NOT updated and running IE 11, you will receive the following pop-up message whenever you connect to NYCHA's intranet home page. If your browser is out of date, please email svctr@nycha.nyc.gov or call the Service Center at 212-306-7000 immediately to request an upgrade to IE 11.

Thank you,
Office of the CIO for
Information Technology

National Retirement Planning Week



Have you begun planning for your retirement?

This year, National Retirement Planning Week was celebrated from April 11 – 15. 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 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.

Approaching Retirement?

Approximately three months prior to retirement, employees should schedule an appointment with NYCHA's retirement coordinator at 212-306-8000. Prior to the appointment, you must visit the New York City Employees' Retirement System (NYCERS) to obtain a printout of your pension estimate.

NYCERS is located at 340 Jay Street in Brooklyn and is open weekdays from 8:00 a.m. – 5:00 p.m. No appointment is necessary.

For additional information, you may visit NYCERS' website at www.nycers.org or call 347-643-3000.

Free Financial Counseling

All At the City's Financial Empowerment Center, you can meet one-on-one with a professional financial counselor or who can help you:

- Tackle debt
- Improve your credit
- Create a budget
- Open a bank account
- Save and plan for your future
- And much more.

Call 311 to schedule a free one-on-one financial counseling appointment.