

NextGen NYCHA: A Year of Progress



Architect's rendering of Dumont Commons, 100 percent affordable housing to be privately constructed at Van Dyke Houses, in the Brownsville section of Brooklyn. The proposed development includes 188 affordable apartments, a walk-in urgent care center and a wellness center.

Last May, we released Next-Generation NYCHA, our 10-year strategic plan to preserve public housing for the more than 400,000 people who call NYCHA home and to protect it for our next generation of residents. I want to thank you; the plan was developed with your input, and over the past year you've worked hard, beginning to fulfill Next-Generation NYCHA's four goals.

These goals include generating more capital and operating dollars for the Authority; improving property management and customer service; repairing and rebuilding our existing buildings and

develop new housing; and connecting residents to more life-changing opportunities.

I'd like to highlight some of our achievements over the past year.

We are making our developments safer and more secure. At Polo Grounds, we installed 341 energy-efficient exterior lights as part of a \$4.8 million project; similar work is underway at eight developments. At 31 developments, we installed nearly 1,000 cameras, along with layered access, thanks to \$18 million from the City Council and the State. At 15 high-crime

developments, we installed 184 temporary light towers, CCTV, lighting, and layered access. And we started the Public Safety Advisory Committee, which brings together residents, NYCHA staff, and partners to develop community safety plans.

We are making critical repairs. We began an \$87 million project to replace roofs at Queensbridge Houses' 26 buildings, an important way to combat leaks and mold. With a \$300 million investment from Mayor de Blasio, we will replace an estimated 267 roofs over the next several years, making our buildings stronger for nearly 64,000 residents. And I'm pleased to report that we met our goal to cut the average wait time for routine repairs to less than seven days.

We are building more affordable housing while exploring new ways of generating revenue. Developers have been selected to build new 100 percent affordable housing at Ingersoll, Mill Brook, and Van Dyke Houses. We launched NextGen Neighborhoods—our plan to generate funds through the

development of half market-rate, half affordable housing units—and have been engaging residents at the first two locations, Wyckoff Gardens and Holmes Towers, in the process. We also started the Fund for Public Housing, a non-profit organization that will raise funds to connect residents to partners and opportunities.

We are becoming a more modern, digital organization, through valuable customer service tools such as MyNYCHA, online Section 8 annual income recertification, and a third Digital Van.

It has been a year defined by tough choices, significant action, and real progress in our commitment to be a better landlord. No one said that this would be easy—true transformation and progress never are—but with your support, I know that we will create the safe and decent housing our residents deserve and improve the quality of life for thousands of New Yorkers. Thank you for your partnership.



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Bob Nordman

What did this man do 100 times in all 50 states? See p. 3.

NYCHA Notes

Congratulations on the following recent appointments and promotions.



Josephine Russo, former Associate General Counsel, was appointed Vice President for Supply Management and Procurement in April 2016. Ms. Russo plans and directs the implementation of NYCHA's procurement operations, oversees the Supply Management Department, and is responsible for procurement, materials management, warehousing and distribution for all NYCHA locations.



Tricia Roberts, CIA, former Director of Risk Management and Compliance at the Church Pension Group, was appointed Director of Internal Audit in April 2016. Ms. Roberts provides guidance and recommendations to NYCHA management on internal controls and risk management, and serves as liaison to federal, State and City entities with regard to external audits. Her extensive background in City government includes serving as senior financial consultant at the

Health and Hospitals Corporation and supervising budget analyst at the Office of Management and Budget.



Barbara Turkewitz, former Director of Strategic Priorities, was appointed Director of Optimal Property Management Department (OPMD) Policy & Program Development and Senior Advisor in April 2016. Ms. Turkewitz is responsible for supporting, assessing, organizing, and overseeing work related to improving the operation of alternatively managed developments and expanding the OPMD portfolio.

(cont. p. 3)



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Board Member Appointed



Mayor Bill de Blasio has appointed Nnenna Lynch to the NYCHA Board, effective April 26, 2016. She will attend her first Executive Board meeting on May 25.

A seasoned leader in affordable housing and urban affairs, Ms. Lynch has a strong track record in urban policy and economic development, and is currently

Director of Development at The Georgetown Company, a real estate development and management company. Prior to that, she served as Senior Policy Advisor to former Mayor Michael Bloomberg for six years. Ms. Lynch helped develop and implement economic development policies and projects such as the redevelopment of Atlantic Yards, which has resulted in the creation of thousands of new jobs with the opening of the state-of-the-art Barclays Center, as well as the construction of new housing and commercial space.

"Nnenna's expertise in housing and economic development will make her a great addition to the NYCHA Board," said Mayor Bill de Blasio. "I am confident that she will serve the best interests of New York City public housing residents."

"We're pleased to have Nnenna on our team as we move forward with implementing our NextGeneration NYCHA plan," said NYCHA Chair and CEO Shola Olatoye. "Her commitment to neighborhoods and New York will help us as we work to create safe, clean and connected communities for our residents."

"I am honored to have been asked to serve on the NYCHA board," said incoming NYCHA Board Member Nnenna Lynch. "Chair Olatoye has put together an ambitious plan in NextGen NYCHA. I look forward to doing what I can to assist with its implementation—a critical endeavor for NYCHA residents and our city."

A born-and-raised New Yorker, Ms. Lynch graduated from Hunter College High School, has a B.A. in sociology from Villanova University, and earned a Masters in Social anthropology at Oxford University as a Rhodes Scholar. She is a Trustee of Villanova University, a board member of the Association of American Rhodes Scholars and the New York Road Runners club, as well as a member of the Robin Hood Foundation's Housing Advisory Board.

Chair Olatoye also thanked outgoing NYCHA Board member Richard D. Baron for his service. His expert counsel in matters relating to affordable housing development was a great asset for the Authority, as one of the main goals of NextGeneration NYCHA is expanding and preserving public and affordable housing.

FlexOps Model to Launch This Summer

Chair and CEO Shola Olatoye and General Manager Michael Kelly recently announced that NYCHA and the Teamsters Local 237 union have reached an agreement to deploy Flexible Operations (FlexOps): Expanded Service Hours, at 12 developments, for a four-month trial period. The model Joint Initiative will improve customer service and address employee engagement.

The Joint Initiative is outlined in a Memorandum of Understanding (MOU) between NYCHA, the New York City Office of Labor Relations, and Teamsters Local 237.

Initiative Features

- The expanded hours for caretakers and maintenance workers will be worked by volunteers and new hires only.
- Expanded hours will be Monday through Friday, 6:00 a.m. to 8:00 p.m.
- Property management staff on a rotating basis will work one day out of the week from 11:30 a.m. to 8:00 p.m. Saturdays will not be included in this initiative.
- Bonuses will be available only to incumbent staff volunteers.
- Shift differentials are available to new hires and incumbent staff volunteers who work outside of the 8:00 a.m. to 4:30 p.m. schedule.

Incentives and Compensation

- Incumbent caretakers and maintenance workers who volunteer for the expanded hours shifts will receive a one-time, taxable \$250 bonus.
- Caretakers and property management staff who volunteer for the expanded hours shifts will receive a 10 percent shift differential for all hours worked outside of the 8:00 a.m. to 4:30 p.m. schedule. This includes property managers, assistant housing managers, resident building superintendents, assistant resident building superintendents, supervisors of caretakers, supervisors of grounds, and housing assistants.
- Maintenance workers who volunteer for the new shifts will earn a differential of \$3.94 per shift.

Safety Enhancements

- Caretakers assigned to work between the hours of 6:00 a.m. to 8:00 a.m. and 4:30 p.m. to 7:00 p.m. will always be assigned to work in teams of two.
- All staff at FlexOps sites will be assigned working radios, flashlights, and reflective vests.
- Door locks, windows, lighting, and security cameras remain operational and functioning.
- Radio dead-zones at each development will be mapped and shared with employees.

FlexOps Trial Developments

Bronx

- Forest Consolidation (Forest Houses, McKinley Houses, and Eagle Avenue – East 163rd Street)
- Marble Hill Houses

- Mott Haven Houses
- Murphy Consolidated (Murphy Houses and 1010 E. 178th St.)
- Pelham Parkway Houses

Brooklyn

- Glenwood Houses
- Wyckoff Gardens Consolidated (Wyckoff Gardens, Atlantic Terminal Site 4B, and 572 Warren Street)

Manhattan

- Chelsea-Elliott Houses (including Chelsea Addition)
- Dyckman Houses
- Isaacs Consolidation (Isaacs Houses, Holmes Towers, and Robbins Plaza)

Queens

- Hammel Consolidated (Hammel Houses and Carleton Manor)
- Ravenswood Houses

NYCHA Notes (cont.)

Congratulations, Fast Bob



Bob Nordman at his 100th marathon.

On May 1, NYCHA Running Team co-captain Bob Nordman, computer specialist in IT, completed the Long Island Marathon. Successfully completing an arduous 26.2 mile footrace is a notable accomplishment. But for “Fast Bob” (as he is known across the country), this race had special significance—it was the culmination of

Bob’s long-held goal of running 100 marathons!

Last December, Bob reached another milestone he long had in his runner’s sights: completing a marathon in every state. Not bad for a fellow who started running 36 years ago to lower his blood pressure. Now it’s time to relax. That is, until June, when Fast Bob and seven members of NYCHA’s running team will compete in the Chase Corporate Run in Manhattan. Then there’s Bob’s 19th NYC Marathon in November. So it’s clear that Fast Bob has no plans to hang his running shoes on the wall any time soon.

“When I started running, I was more concerned with the competition, and I won several races in my age group. Now I run just to stay fit. Running is great for your physical and mental health, and I recommend it to everyone,” Bob said.

Congratulations, Fast Bob— may you have many more miles ahead of you!

NYCHA Extends Business Opportunities to All New Yorkers

NYCHA hosted its 2016 Minority-and Women-owned Business Enterprise (M/WBE) and Section 3 Business Concerns (S3BC) Trade Show at BNY Mellon in Manhattan on April 19. More than 300 vendors, contractors, and consultants were in attendance—excited about the opportunities to provide some of the \$1 billion of materials, supplies, and services NYCHA purchases each year.

Guests learned about business opportunities at more than 30 other participating government agencies and prime contractors, including Con Edison, the Metropolitan Transit Authority, and the United States Small Business Administration.

In her opening remarks, Vice President for Supply Management and Procurement Josephine Russo noted, “We are very proud that, beginning this year, our annual trade fair is welcoming Section 3 business concerns—which are resident-owned or resident-employing businesses—to the trade show.”

Many resident entrepre-

neurs attended, including Red Hook Houses West resident Karen Blondel, whose non-profit business refers residents and others to training and apprentice opportunities that can lead to employment in unionized construction and related fields.

“Our development has \$240 million for flood mitigation and resiliency work from FEMA, including new boilers. We are working in conjunction with NYCHA’s Office of Resident Economic Empowerment and Sustainability (REES) and community-based organizations to leverage and facilitate more hiring through Section 3,” Ms. Blondel said.

“City procurement is a powerful tool,” said EVP and Chief Administrative Officer Kerri Jew. “We are committed to ensuring that M/WBE and Section 3 business concerns have opportunities to make our developments a better place for residents to live.”

In order to participate in NYCHA’s procurement opportunities, businesses must register with iSupplier, a free online portal, where



General Manager Michael Kelly, standing center, at NYCHA’s information table, with executives and staff from the Risk Finance, Procurement, Supply Management and Leased Housing Departments and the Offices of Safety and Security and the Chief Administrative Officer.

they can submit bids. In Fiscal Year 2015, NYCHA awarded \$274,458,250 in contracts to City-certified M/WBEs.

“I attended last year’s trade show and found an opportunity with NYCHA to restore exterior walls, and an environmental firm that we sub-contracted with to help perform the work,” said Evelyn Buhler of Buhler Superstructure.

Briefly outlining aspects of NextGeneration NYCHA—our 10-year strategic plan to create safe, clean and connected communities—

Chair and CEO Shola Olatoya remarked: “As we work to be a better landlord and change the way we do business, we need your help by bring our values of excellence and accountability to your work.”

During the afternoon, NYCHA staff from various departments held workshops on how to navigate NYCHA procurement processes, including registering with iSupplier, and financial experts discussed bonding requirements.



At left, PMO Program Safety Manager Jamie Fernando and Sandy Contract Monitor Jimmy Eng reach out to residents interested in Sandy-related job opportunities.

Careers in Construction Resource Fair

NYCHA’s Superstorm Sandy Recovery Program, in partnership with the Office of Resident Economic Empowerment and Sustainability (REES), hosted the first-ever Careers in Construction Resource Fair at Hamilton-Madison House in Lower Manhattan on May 10. Hundreds of residents interested in various construction careers learned first-hand from carpentry, plumbing, painting and electrical union representatives about training and apprenticeship opportunities that could lead to union membership and full-time employment. Information was also available on how to earn a GED, job readiness training, and free OSHA 10 classes, all preliminary steps to joining a construction union.

NYCHA’s dedicated Disaster Recovery Section 3 Team is working to train and connect as many residents as possible with the upcoming repair work at Sandy-affected developments.

Single-Sex Facility Access Policy Provides Equal Rights Protections

In New York City, all City employees and members of the public using City services are legally allowed to use the single-sex facility they choose based on their gender expression. Gender expression is the external representation of an individual's gender identity and can be expressed through names, hairstyles, behaviors and choice of clothing that may be considered masculine or feminine or neither.

That means, for example, that an individual who identifies as a woman, regardless of the gender the individual was assigned at birth, is allowed to use the women's restroom at any City-operated facility.

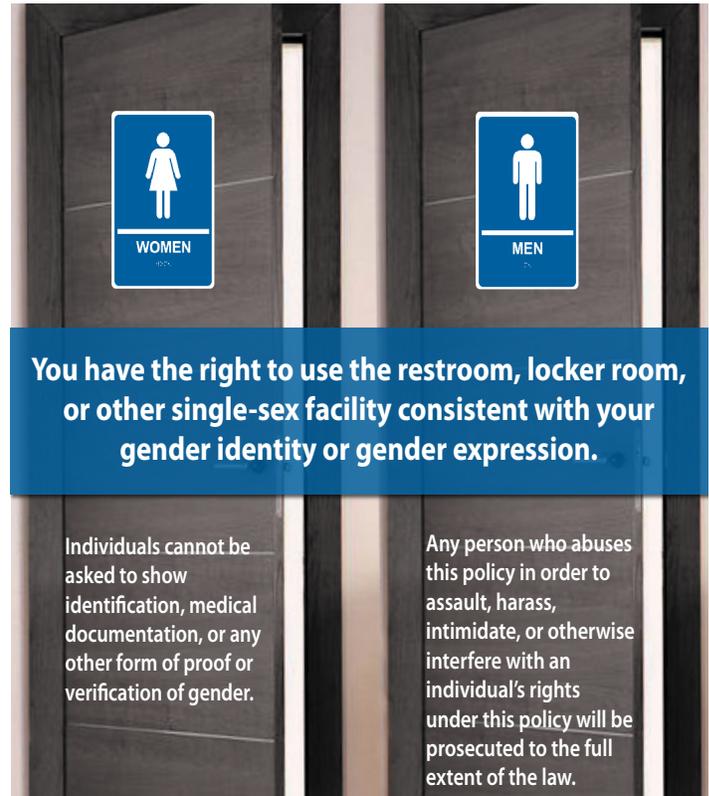
NYCHA's Single Sex Facility Policy states that no one needs to prove their gender by showing identification, medical documentation or any other form of proof of gender in order to use any single-sex facility in any of our buildings or the facilities

we manage, including NYCHA-run community centers. It covers the use of bathrooms, locker rooms, waiting areas, lounges and living spaces.

This policy protects conduct in the workplace, not personal beliefs. Employees do not need to change their beliefs. They do need to make sure that every individual is entitled to equal treatment in the workplace, free from discrimination. Any individual who interferes with another's right to use the single-sex facility of his or her choice is subject to disciplinary action.

Any employee who has a concern about an individual who has used a single-sex facility should not confront that person. Instead, he or she should speak to a supervisor or a member of NYCHA's Department of Equal Opportunity.

The hotline for NYCHA's DEO is 212-306-4468.



In compliance with Executive Order No. 16, NYCHA will post the above flyer on bulletin boards, near time clocks, and in other locations throughout both central offices and field offices. Executive Order No. 16 protects the rights of every New Yorker to use the facility consistent with their gender identify.

NYCHA Wastes No Time Preparing to Meet Recycling Goals

Thirty-five property management supervisors and caretakers were busy in the Ceremonial Room on April 19 placing plastic water bottles, metal cans, milk cartons and a cardboard pizza box in the proper blue or green receptacles. Green was for containers holding mixed paper and cardboard, and blue was for metal, rigid plastic, glass, and cartons.

This exercise was a small part of the in-depth training on NYCHA's recycling initiative hosted by NYCHA and the NYC Department of Sanitation for more than 400 development staff in 10 sessions



Project Manager Elena Tenchikova provides information on NYCHA's recycling initiative to staff who will be instrumental to its success.

conducted in March and April. "We conducted the classes to prepare staff for our recycling program that will bring NYCHA into compliance with the NYC Recycling Laws by 2016 and meet the

City's Zero Waste goal by 2030," said Elena Tenchikova, the Management Services Department project manager spearheading this initiative. "Training property management staff is a key component

to successfully introducing recycling at every development," Ms. Tenchikova said.

In spring of 2015, NYCHA launched recycling training with classes for approximately 250 borough property management staff co-presented by GrowNYC and Resident Engagement. NYCHA's systematic approach to deploying the recycling program is based on an evaluation of prior efforts and a study of privately managed locations and innovative programs.

Kick-off meetings are held with residents before recycling requirements begin at each development.

NYCHA Recognized as Leader in Information Technology



IT managers with awards for their respective teams: Mark Lontsman for MyNYCHA mobile app, Venkata Chitrapu for NYCHA Self-Service Portal, and Harriet Granderson for the mobile Digital Van initiative.

Three innovative digital initiatives by the IT department have received awards for Outstanding Achievement in Administrative Innovation at the Middle Atlantic Regional Council Conference of the National Association of Housing and Development Officials (MARC NAHRO) in Atlantic City, New Jersey, on April 28.

"We are extremely proud that NYCHA is being rec-

ognized for the hard work of both IT and our business partners in delivering these NextGen solutions," said Chief Information Officer Bob Marano. "These initiatives are both transformative to our business processes and empowering to the residents NYCHA serves."

Award-Winning Initiatives

- *Mobile Digital Vans for Public Housing:*

The Digital Vans—computer labs on wheels—bring technology directly to NYCHA communities. The vans are equipped with eight laptops, a printer/scanner, wireless Internet and an instructor, and visit 18 developments biweekly. Due to popular demand from our residents, a third digital van was recently introduced.

- *NYCHA Self-Service Portal:*

Launched in 2013, the Self-Service Portal allows applicants, public housing residents, and Section 8 voucher holders to complete many transactions online, 24 hours a day, seven days a week.

- *MyNYCHA Mobile App:*

MyNYCHA is NYCHA's

free mobile app that puts the repair process in residents' hands by empowering them to create service requests 24/7. MyNYCHA—which works on mobile devices, smartphones, and tablets—can be used to manage work orders, receive alerts for development outages, select times for repairs, and reschedule repair dates. A web version of the app was deployed for residents seeking to utilize MyNYCHA's features from a computer in their homes, the library, or NYCHA's Digital Vans.

A Spanish-language feature has also been incorporated into the web version of MyNYCHA. Approximately 45 percent of NYCHA's population is Hispanic.

"I Am NextGen" Honorees Personify NYCHA's Commitment to Service

Denise Guess (see p. 7), a community coordinator in the Resident Engagement Department, has worked for NYCHA for 10 years. Raised in the Bedford-Stuyvesant section of Brooklyn, she earned her bachelor's degree in human services from Claflin College and a master's in human services from Lincoln University. A resident of East Flatbush, Ms. Guess says her most outstanding on-the-job characteristic is her smile!

What are some of the things you do in Resident Engagement?

I develop relationships with residents in 27 developments in west Brooklyn to identify and work towards their goals. I also work with outside partners to bring more resources to the community. After resident association and other meetings, I will follow up on various issues such as apartment repairs and other needs.

How do you build good relationships with residents?

It's important to listen carefully and communicate with residents to show them that you understand and care. When residents see that you followed up to get the assistance they need, this builds trust that helps you work together on new goals.

What personal qualities help you at your job?

I'm really dedicated to helping others. It's rewarding to see people get on the right path by connecting them to the services they need to be productive members of their community. Most people really do want to contribute, if they can get the tools and assistance they need.

Darold Burgess (see p. 7) has been a resident of Ingersoll Houses—where he raised three daughters for 50 years. For the past two years, he was vice president of the resident association. Prior to that, Mr. Burgess worked to form an anti-violence mentoring group, Kids in Crossfire, to teach children how to stay safe in the community.

Why do you attend the visioning/planning meetings at Ingersoll Houses?

I attended all of these meetings because, as a community leader, I want to empower residents. It takes community participation to bring about the change we need.

Do you feel that residents' input at the meetings is being heard?

Yes. We formed different committees for playgrounds, safety and security, maintenance and repair, and job placement, and appointed resident liaisons for each. We want to work in partnership with NYCHA to express our concerns for the community and improve our quality of life.

How do you feel about 100 percent affordable housing being privately developed at Ingersoll Houses?

The affordable housing being built here will help provide needed funds for capital work and repairs. But we want it done in a way that takes our needs into account. We want to keep working with NYCHA to ensure a better quality of life here for everyone.

“I Am NextGen” Posters Help Celebrate Plan’s One-Year Anniversary

May 19 marks the one-year anniversary of the launch of Next-Generation NYCHA, our 10-year strategic plan to change the way NYCHA is funded, operates, (re)builds, and engages with residents to create safe, clean, and connected communities.

If you would like to nominate someone for the “I Am Next-Gen” campaign, please send your suggestion to nextgen@nycha.nyc.gov or tweet #IAmNextGen@NYCHA. Thank you.

I am NextGeneration NYCHA



“All New Yorkers deserve access to great neighborhood services, especially healthcare. Providing the same high quality care to everyone in Williamsburg, including NYCHA residents, is not only good for my practice but the right thing to do.”

—Dr. James Kim, optometrist and new retail tenant at Williamsburg Houses, Brooklyn

“I Am NextGen” poster featuring Dr. James Kim who represents “Fund.”

I am NextGeneration NYCHA



“Effectively tackling safety and quality of life issues begins with strong collaboration with NYCHA residents. Our new Public Safety Advisory Committee, which includes residents plus NYCHA and NYPD leadership, will help create a strong framework for safety initiatives that best serves both residents and the larger community.”

—Gerald Nelson, Vice President for Public Safety, NYCHA

“I Am NextGen” poster featuring Vice President for Public Safety Gerald Nelson who represents “Operate.”

I am NextGeneration NYCHA



“As a community leader, I want to empower residents to work in partnership with NYCHA to express our concerns for the community and improve our quality of life.”

—Darold Burgess, Vice President, Tenant Association
Resident of Ingersoll Houses for more than 50 years

“I Am NextGen” poster featuring resident leader Darold Burgess who represents “(Re)build.”

I am NextGeneration NYCHA



“It’s rewarding to see people get on the right path by connecting them to the services they need to be productive members of their community. Most people really do want to contribute if they can get the right tools and assistance.”

—Denise Guess, Community Coordinator,
NYCHA Resident Engagement

“I Am NextGen” poster featuring community coordinator Denise Guess who represents “Engage.”

News to Use

NYCHA-CUNY Resident Scholarship Program



2015 NYCHA-CUNY and Regina A. Figueroa memorial scholarship winners.

NYCHA offers two types of scholarships to support residents as they increase their income and assets through higher education. NYCHA will award 10 NYCHA-CUNY \$1,000 scholarships for the 2016-2017 school year. Authorized recipients must be a sophomore, junior, or senior enrolled in a CUNY associate or baccalaureate degree program and have at least a 3.0 GPA.

NYCHA also awards the \$1,000 Regina A. Figueroa Memorial Scholarship to eligible residents with disabilities who are enrolled in a CUNY undergraduate program.

Click [here](#) for more information, and visit <http://tinyurl.com/nychascholarships> for the application.

The application period runs through June 25, 2016.

E. Virgil Conway College Scholar Awards

Applications for the 2016 E. Virgil Conway College Scholar Awards for children of permanent civil servants are now being accepted. Selection is based on scholastic achievement, leadership and commitment, and community service.

Additional eligibility requirements include graduation by or before June 2016 from a public or private high school and attendance or acceptance for full-time admission at a public or private college or university.

The maximum gross family income permitted for award eligibility is \$125,000. The student's income is not counted toward family income.

You can apply for the College Scholar Awards online at: <http://www.nyc.gov/html/dcas/html/employees/100year.shtml>.

Completed applications should be sent directly to:
NYC Department of Citywide Administration Services
Hundred Year Association Awards Program
1 Centre Street, Room 2130 South
New York, New York 10007

Applications for the College Scholar Awards must be received by DCAS by June 10, 2016.

Paid Leave for Free Early Detection Screenings



Did you know that you are entitled to excused paid leave for breast and/or prostate cancer screenings?

In accordance with NYC Civil Service Law Sections 159-b and 159-c, NYCHA employees are entitled to four hours of excused paid leave each calendar year to undergo a breast and/or prostate cancer medical screening.

The four hours excused paid leave includes travel time.

For more information, contact ASK HR Monday, Wednesday, and Friday, 9:00 a.m. - 5:00 p.m. at 212-306-8000.

Free Early Detection Screenings

Celebrate Women's Health Awareness Week (May 8 - 14) and National Stroke Awareness Month with Preventive and Early Detection Screenings.

Beginning July 1, 2016, many preventive screenings will be available for free for all employees enrolled in the **Emblem-Health GHI CBP plan?**

In recognition of National Stroke Awareness Month and Women's Health Awareness Week, employees are encouraged to take advantage of these no-cost preventive screenings as a key strategy in your own wellness.

- Stroke is a leading cause of preventable death. Find out if you are at risk by asking your physician if you have high blood pressure so you can take action and protect your health.
- Preventive and early detection screenings are also available at \$0 co-pay for health conditions such as breast cancer, cervical cancer, HIV, diabetes, sexually transmitted infections, and colorectal cancer, among others.
- Ask your physician if it's a good time for you to schedule screenings like a colonoscopy, a blood glucose test, or a cholesterol level test.

For additional information about health insurance plan improvements or other preventive services offered at \$0 co-pay, please visit www.nyc.gov/olr.