

Chair Announces Launch of NextGeneration NYCHA

Dear Colleagues:

I am proud to tell you about NextGeneration NYCHA, the New York City Housing Authority's 10-year strategic plan to create safe, clean, and connected communities and to protect and preserve the City's vital public housing resource for today and the next generation of New Yorkers.

Since it was established 81 years ago, NYCHA has provided a pathway to opportunity and a better life for millions of New Yorkers. We are the City's largest landlord and affordable housing resource—managing 178,000 apartments in 328 developments in every borough—and we are, by far, the nation's largest public housing authority. Our residents are teachers, taxi drivers, hospital support staff, and restaurant workers—in short, people who make our city run.

Yet, years of diminished support for public housing at every level of government has severely challenged NYCHA's ability to provide our residents with safe, decent housing. Since 2001, Congress has underfunded NYCHA by more than \$2 billion—money that should have gone toward repairs and major

capital work. Indeed, our fiscal challenges are immense and our current operating model is unsustainable.

NYCHA is too important to the vitality and success of New York City for there to be any way but transformation. Crafted with input from thousands of NYCHA residents, employees, community



Chair Shola Olatoye and Sr. VP for Operations Support Services Luis Ponce (seated at left) discussed NextGeneration NYCHA with employees at Long Island City on April 16. Sixteen meetings were held during April at various locations to discuss the 10-year plan with staff.

and government partners, and advocates, NextGeneration NYCHA is a long-term, strategic plan that will guide us in changing the way we do business as a landlord. Next Generation NYCHA is also an ongoing process: We will continue to seek input from all of our stakeholders as we move forward to achieve our goals,

adjusting our strategy to reflect the changing needs of our employees, residents, and stakeholders when necessary.

NextGeneration NYCHA focuses on four goals:

1. Achieve short-term financial stability and diversify funding for the long term;
2. Operate more efficiently and effectively;

3. Rehabilitate and harness NYCHA's real estate assets; and
4. Develop sustainable resident services and engagement models.

We have already begun to transform the way we do business. For example, the City Council provided funding to enable us to complete 49 additional CCTV projects by the

end of 2014. In January, we launched a new management model at 18 developments that will improve customer service and response time by shifting decision-making on purchasing to property managers. In line with Mayor de Blasio's goals for a healthier, more sustainable New York, NYCHA is launching a recycling initiative this month that will make our developments cleaner places to live and work. Citi and NYCHA have created a public/private partnership to launch Doorways to Opportunity, a \$1.4 million suite of programs that will provide NYCHA residents with access to employment training, jobs, financial counseling, tax preparation services, and business development support.

NextGeneration NYCHA is not just for NYCHA residents, but for all New Yorkers who value safe, clean, and connected communities and our city's exceptional diversity. Join us and support Next Generation NYCHA to ensure that every New Yorker is proud to call this city home.

In partnership,

Shola Olatoye
Chair and CEO

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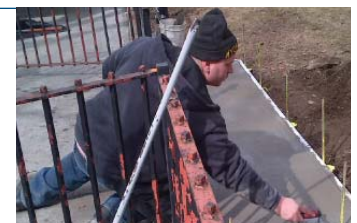
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Joseph Molfino, Mason's Helper, lays concrete slab for recycling station at Sheepshead Bay Houses. See story on p. 4.

NextGeneration NYCHA: Frequently Asked Questions

What is NextGeneration NYCHA?

NextGeneration NYCHA is a ten-year strategic plan that will guide NYCHA in changing the way we do business. We understand that NYCHA residents, like all New Yorkers, want communities that are safe, clean and connected. To create and sustain those communities, NYCHA must make fundamental changes to our business model. NextGeneration NYCHA will address how NYCHA is funded, operates, and engages with residents.

Why is NYCHA developing a plan?

Chronic underfunding has hindered NYCHA's ability to do a good job. From 2001 through 2013, Congress underfunded NYCHA by nearly a billion dollars in capital funds and another billion dollars for repairs and maintenance. Faced with this reality, NYCHA must often make hard choices that we know leave residents disappointed or discontented.

What does underfunding mean to residents?

It means that roofs, elevators, heating systems and facades do not get needed maintenance, repair, or replacement, especially as buildings continue to age. About 80 percent of NYCHA's buildings are 40 years old or older. Delayed repairs to the infrastructure of NYCHA's buildings become ever bigger problems the longer they remain unrepaired. Ongoing upkeep of building systems and structures is essential to keep buildings and apartments habitable. Moreover, the longer repairs are delayed, the more extensive and expensive they become.

How is NextGeneration NYCHA different from Plan NYCHA?

NextGeneration NYCHA builds on the successes of previous five-year plans, including the Plan to Preserve Public Housing (2006) and Plan NYCHA (2011), which led to work order reductions, CCTV and layered access installations, moving Section 8 income recertification online, and increased customer service positions. However, from the beginning, the methods we used to create NextGeneration NYCHA differed from previous strategic planning processes. NextGeneration NYCHA incorporated more input from a wider variety of stakeholders at many different stages of plan development. Our stakeholders will continue to help us refine our work as the plan progresses.

How was the NextGeneration NYCHA plan created?

NextGeneration NYCHA is both a plan and a process. The plan was crafted with input from over 1,000 NYCHA residents plus

employees, community and government partners, and advocates.

When the Mayor charged us to reset our relationship with our residents and engage them in the decision-making process, NYCHA engaged in a listening tour involving more than 5,000 staff, over 2,000 residents at 85 development visits and stakeholder meetings, the NYCHA Board, the Citywide Council of Presidents and Resident Advisory Board, Resident Association presidents, governmental agencies, elected officials, advocates, industry groups, lenders and investors, affordable housing experts, philanthropic organizations, service providers, other public housing authorities, and third-party property management groups.

We then held a series of meetings at each of three developments—Mill Brook, Ingersoll and Van Dyke—to listen, gather and document specific ideas for improvements and changes, all of which are a part of NextGeneration NYCHA. These community visioning sessions involved more than 900 participants and resulted in three NextGeneration NYCHA Community Vision Plans. From there, residents formed six community committees at each development and are now in the process of putting their plans in action.

When will the plan start?

We have already begun to transform our operations through a NextGeneration NYCHA lens:

- The Mayor's forgiveness of our police fees provided the funds to install 49 additional CCTV projects in 2014.
- In January 2015, we launched a new operating model at 18 developments to improve customer service and response time by shifting decision-making on budgeting and purchasing to development property managers. As employees become more empowered to make good management decisions for their developments, residents will also see more accountability.
- A new recycling initiative launching in May 2015 will make our developments more sustainable while improving quality of life for residents. Through this collaborative effort with the Department of Sanitation, NYCHA will be in compliance with the City's Recycling Law by the end of 2016.
- Our public/private partnerships continue to model the power of collective impact—a commitment from residents and key stakeholders, to a common agenda and clearly defined goal, for solving a complex problem. For example, in March we graduated 20 NYCHA residents from an innovative food business incubator program created with partners including Citi, NYC Small Business Services, NYC Economic Development Corporation, and Hot Bread Kitchen. Five of those participants are already in the process of launching their own businesses!

NYCHA retirees: if you would like a hard copy of *NYCHA Now*, you can pick one up at 250 Broadway, 12th floor between 8 am and 4 pm on week days.



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An Interview with General Manager Michael Kelly



Q: What are your thoughts on OP-MOM, a decentralized property management pilot at certain developments?

A: I'm looking forward to getting it into full operational mode as quickly as possible so that we can test the assumptions and create the systems needed to bring it to scale. Private property managers have embraced this approach

Q: You served as NYCHA's GM previously (2009-2011). How does it feel to be back?

A: It's fantastic. I'm so impressed by the incredible talent and dedication of NYCHA employees, and it's such an honor and privilege to work with them again to serve residents.

for decades, and this is an opportunity for us to learn best practices from the private sector. I believe that empowering staff at the development level will make a real difference in how we serve residents.

Q: Considering the short-

falls in federal funding for NYCHA's operations and capital work, how do we maintain efficient and effective repairs and maintenance?

A: We have to continue making wise capital investments that decrease the pressure on our maintenance and repair needs. I look forward to working with our Capital and Operations teams to ensure there's clear communication about how we can leverage resources between those two important funding streams.

Q: You've helmed some large public housing authorities (D.C., New Orleans, Philadelphia, San Francisco). How did you contribute to their success?

A: I think I helped create opportunities for staff and residents to engage in dialogue about their vision for what

healthy public housing should be, and to take ownership of their vision. Advocating for resources and assisting with operational efficiencies also empowers staff to be successful.

Q: What's been the biggest challenge of your career?

A: There needs to be recognition of how important public housing is to the nation. So the greatest challenge I've had is making the case of why public housing matters at the federal level and getting a national response to the crisis.

Q: What's most satisfying about your career in public housing?

A: Seeing how my staff and I have made a difference in people's lives, watching young adults develop careers based on jobs that we connected them to.

A Letter from the Chair: Supply Management Leadership Changes

April 28, 2015

Dear NYCHA Colleagues,

As you may know, New York City Comptroller Scott Stringer is in the process of auditing NYCHA's supply and inventory management activities. The preliminary findings of this audit reveal a number of serious deficiencies in our business practices that hamper our ability to provide timely and quality service to NYCHA's residents.

We thank Comptroller Stringer for conducting this audit and bringing the details about NYCHA's supply chain and inventory management practices to the forefront. Although there have been improvements to NYCHA's procurement and central warehousing operations in recent years and there may be particular details in the audit on which we may disagree with the Comptroller's office, we are in general agreement with his assessment of the state of our inventory controls and management and his primary recommendation that we need a complete overhaul and redesign of NYCHA's inventory system. As a result, we have already taken a number of immediate actions. We have made several personnel changes in Supply Management's leadership team and have named Josephine Russo the interim director of Supply Management until a permanent

replacement can be identified. We have also suspended all NYCHA business on govdeals.com while we conduct a top to bottom review of the supply management process and have physically secured all of our satellite warehouses to safeguard and ensure tighter control of our inventory.

As NYCHA releases a strategic plan that lays out our vision for how we can protect and preserve public housing for the next generation of New Yorkers, we will have to fundamentally change the way we operate to ensure that employees have the resources to do their jobs to the best of their ability and serve our residents better. We now recognize that those changes must include an overhaul of our supply and inventory practices. We must continue to increase transparency as we change how we operate, and do so in a way that reflects the values of this administration, our residents and employees.

Thank you for your efforts on behalf of NYCHA and our residents.

Sincerely,
Shola Olatoye & Michael Kelly

Recycling is Coming to all NYCHA Developments

In line with Mayor Bill de Blasio's goals for a healthier, more sustainable New York, NYCHA is introducing a recycling initiative that will affect every NYCHA family.

A letter from NYCHA Chair and CEO Shola Olatoye and the New York City Department of Sanitation (DSNY) is introducing residents to the recycling initiative. Included in NextGeneration NYCHA (see p.1), the recycling initiative is designed to bring the Authority into compliance with the City's strengthened recycling laws by the end of 2016.

Outdoor recycling stations that include bins for paper and cardboard, as well as bins for metal, plastic and glass will be installed at five developments: Sheepshead Bay, Nostrand, Boynton Avenue, Bronx River and Bronx River Addition Houses. Site assessment teams are now visiting all developments to determine—with resident input—

**Place Garbage Down the Chute.
Bring Recyclables to Outdoor Recycling Containers.**

 <p style="font-size: 2em; color: green; font-weight: bold;">✓ YES</p> <p style="font-size: 0.8em;">Bring large objects to designated locations.</p> <p style="font-size: 0.8em;">Recycle these items in outdoor recycling containers. mixed paper & cardboard metal, rigid plastic, glass bottles & jars, cartons</p>	 <p style="font-size: 2em; color: red; font-weight: bold;">✗ NO</p> <p style="font-size: 0.8em;">Don't leave large objects in the hall.</p> <p style="font-size: 0.8em;">Don't leave loose bags anywhere. Loose bags attract odors and rats.</p>
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the best locations for the outdoor recycling stations, as well as storage locations from where DSNY will pick up the recyclables.

The Resident Engagement Department has organized kick-off meetings at each development prior to the roll out this month.

"We are getting all the stakeholders involved from

the beginning to ensure long-term success," said Elena Tenchikova, project manager for implementing recycling in Operations Support Services. "We've held outreach meetings with residents at several developments and many are excited and looking forward to recycling."

The implementation of the waste management and

recycling plan includes coordination from many NYCHA departments and cooperation from residents is essential for its success.

Along with promoting a cleaner environment, recycling will eliminate sharp glass and other objects that pose a danger to property management staff during the waste disposal process.

"There is a higher environmental awareness in residents than in years past and I think we'll have an enthusiastic response," said Lee Trotman, Resident Engagement Department assistant director.

"This is a wonderful effort to encourage residents and the community to live healthier," adds Barbara McFadden, Sheepshead Bay Houses Resident Association President. "The grounds will be cleaner, there will be less pollution, and the children are looking forward to recycling at home."

Employee Saves Baby from Fall



Clay Snyder with protective gear that keeps him safe on the job. Clay rescued a baby in danger of falling from a window.

On April 18, while supervising a roof repair from the top of a building at Unity Plaza in Brooklyn, Technical Advisor Anthony Vecchi saw something that grabbed his attention: A baby in diapers was holding onto a window ledge by one hand, swinging back and forth.

"I immediately screamed down for somebody to do something," Mr. Vecchi said. That's when Led Abatement Worker Clay Snyder sprang into action.

"I jumped onto the scaffold, climbed six stories up on the fire escape to the top floor, and grabbed the

baby with one hand," he said. "Then I called for someone to come from the apartment."

Fortunately, the baby's father quickly appeared to take his son back through the open window. He thanked Mr. Snyder and then closed the window guard.

"I thought I was going to see something that you hear about in the news," said Mr. Vecchi, before Mr. Snyder's quick response.

Asked how he felt about the rescue, Mr. Snyder responded, "I felt relieved and happy that I could respond fast enough." Describing himself as "pretty nimble," Mr.

Snyder scaled the fire escape steps up the six stories in about 30 seconds to grab the dangling child.

When Mr. Snyder told his finance what he had done, she was impressed, he said.

She's not the only one!

Thank you to Robert Mallamo, Deputy Director for Maintenance Repair and Skilled Trades, for bringing this story to our attention.

If you know something newsworthy about your department or a colleague, please notify us as indicated on p. 2.

Caretakers Build Career Path

Earlier this year, 11 caretakers P were hard at work demolishing old plaster walls and putting up new ones at Manhattanville Houses. But they weren't working in residents' apartments or common spaces. They were in the basement at the Training Center, taking their final exam.



Caretaker P Anthony Mooney removing the brown coat.

Through an agreement with Teamsters Local 237, the caretakers performed expanded job duties for the past year or more while assisting NYCHA's plasterers. Now they had to pass the hands-on final to retain the specialized position.

Three plastering supervisors plus Human Resources

training manager John Vellucci carefully watched and rated each student at five separate tasks. First they safety took down old walls and prepared for new ones with metal studs and wire lath. Then they applied the "scratch coat" to stiffen the lath, a brown coat to make the surface flat, and the finish coat of plaster to make the wall ready for painting.

"After being a caretaker for so many years, it's good to learn something new," said Yvette Velasco, who started working at NYCHA 13 years ago as a seasonal employee.

"Learning while working in the field at the same time really helped," said Anthony Mooney, who was performing his scratch coat test. "We learned from each other as well as from our teachers. It was a really good experience."

Many of the students mentioned that the plasterer they worked with noticed as their skills increased during the



Supervising plasterers carefully watch and grade Caretaker P Contessa Evans as she applies the finish coat of plaster.

one-year training course that met weekly.

"We need to train these people because there's not enough qualified plasterers out there," said Plasterer Supervisor Nicholas Romano. "This benefits NYCHA greatly and what the students learn you can't find in a book."

Supervisor Plasterer Ed Masterson, who delivered most of the training for the class, agreed. "These skills are not available in the employment pool. This training is essential to develop skilled plastering staff that can make lasting repairs to our buildings."

At the graduation ceremony a few weeks later, Human

Resources Director Kenya Salaudeen congratulated the students, who had all passed the exam with extremely high grades. "A year-long program is a tough road and you are here today to get your grades and certificate for going through this process. NYCHA will follow-up to see how we can continue to support caretakers P so they can further develop their trade and professional qualifications."

The graduates are: Darren Bryant, Justin Conyers, John Delmis, Contessa Evans, Shaun Fulford, Christopher Marcus, Anthony Mooney, Miguel Ortiz, Rafael Ruiz, and Yvette Velasco.

SAY HELLO: Get to Know NYCHA Leadership



Kenya Salaudeen

Appointed Director of Human Resources, November 2014

Q: Why did you want this position at NYCHA?

A: It seemed like a wonderful opportunity. I had just gone through the process of help-

ing to re-establish core values and a new culture in my previous position as Vice President at HELP/PSI, a health and social services provider for New York City's underserved populations. I thought I could apply that experience to good advantage here where some of the same things are happening. Human Resources at NYCHA includes working as a business partner to affect the agency's operation and direction. That excites me.

Q: What was your initial impression of HR?

A: I made a point of talking

with staff right away and everyone seems engaged in their work, wanting to go a good job. For the agency overall, the managers I met seem very busy and are dedicated to doing their job the best that they can with limited resources. I am aware of a "silo" affect, where labor is divided by specialists in various areas, which can be detrimental to a collaborative approach.

Q: What are some short-term and long-term goals?

A: Short-term goals include applying the professionalism

of Human Resources staff to further enhance the quality of services we provide. My mid-term goal is to transform the department to be more flexible, adaptive and collaborative in the changes that are taking place. The longer term goals involve supporting the paradigm shift in culture away from silos and toward a more collaborative work process between NYCHA departments.

Q: Can you tell us something surprising about yourself?

A: I once played the standing base on the field at Yankee Stadium!

NYCHA Notables



When Manhattan Administrator **SIBYL COLON** heard frantic knocking on her apartment door last fall, she rushed out of the shower to find her neighbor of 25 years collapsed in the hallway. After screaming for her son to call 911, Ms. Colon knew exactly what else to do. She applied CPR to the unconscious woman until the ambulance arrived.

“Had I not taken a CPR course right here at NYCHA, that lady would be dead,” Ms. Colon said emphatically. In an email to then-General Manager Cecil House, she noted, “I am so glad that I was able to recall what I had learned from that course to help save my neighbor’s life.”

Not long after, Ms. Colon happened to encounter Human Resources trainer Herman Rolle, whose course on CPR she had taken 15 years ago. “He was so happy to learn how I used his course and wanted to know all about it,” she said.

If these events sound dramatic, it’s only fitting. Readers may recall that Ms. Colon has a second career as a playwright and producer, and discussed her work on ABC’s “Here and Now” last year. “My plays are loosely connected to my life, so it may only be a matter of time before I use this experience,” she said.



Growing up in Coney Island Houses made **EILEEN CEPE-DA** determined to find a path toward self-sufficiency. Doing her own online research, she found a free, eight-week HUD funded program that trained NYCHA residents for positions as administrative assistants. At the end of the training, the job placement officer thought she found the perfect match

and referred Eileen to a position at NYCHA. Working as an assessment specialist for Resident Employment Services, Eileen enrolled residents into the NYCHA Resident Training Academy, where job preparation, training and placements are available.

“I understand why some residents feel that the odds are stacked against them,” she said. “When they hear my story, they can relate to me.”

Eileen is now using her background and training as a REES zone coordinator for the South Bronx, where she provides housing assistants with information that can help them connect residents to resources in their area that can set them on their own path to opportunities much like the one that Eileen found.



What’s next for someone who worked on record deals for artists like Run-D.M.C., developed stadiums for the Staten Island Yankees and Brooklyn Cyclones, negotiated the relocation of the Fulton Fish Market to the Bronx, and then led the transformation of the City’s Hudson Yards into a vibrant mixed-use neighborhood in Manhattan’s far west side?

As explained in his recent profile in *CityLand*, the answer for **DAVID FARBER**, NYCHA’s EVP for Legal Affairs and General Counsel, was to play a leading role in NYCHA’s evolution into a 21st-century organization. David is among a notable group of professionals who were singled out by the New York Law School publication for contributions to building a better New York.

David was attracted to the position by both the complexity and scale of NYCHA’s mission and by his “strong belief in keeping New York’s affordable housing a key component in preserving the city’s diversity.” Under the leadership of Chair and CEO Shola Olatoye, the article notes, the Authority is looking for “new ways to fund its operation and engage with residents.”

You can read the full article, “NYCHA General Counsel David Farber on Meeting NYCHA’s Challenges,” at www.citylandnyc.com.



When **ELENA TENCHIVOKA**, project manager in Operations for Support Services, applied in 2011 to Civic Corps—the City’s branch of the national AmeriCorps program—she got lucky. Already interested in urban green initiatives, she was assigned to NYCHA, where Resident Green Committees were being formed.

“Working closely with concerned residents on environmental and energy issues that greened their development and cut NYCHA’s utility costs was really exciting and a great way to learn about working in a large organization,” Elena said. After graduating from Brooklyn College with a Masters in Urban Policy and Administration, Elena landed a job with her first choice employer, NYCHA, where she now manages the waste management recycling program. The program will launch a major recycling initiative this month. (For more on the waste management initiative, please see p. 3.)

In addition to a job at NYCHA, volunteering at Civic Corps led to another fortunate outcome for Elena—she met her husband, a fellow AmeriCorps volunteer, and was married last year.

Let us know about your noteworthy personal or professional accomplishments at NYCHANow@nycha.nyc.gov or as indicated on p. 2.

NYCHA Celebrates Take Our Daughters and Sons to Work Day



At 90 Church Street, GM Michael Kelly welcomed the children with a reference to a popular children's book series *Harry Potter*, in which Dumbledore told Harry that it wasn't his skills that would make him great, it was his choices.

NYCHA employees may have noticed some very special guests touring the offices at 90 Church Street, 1200 Waters Place, and Long Island City on April 23. These weren't new employees; they were children of employees participating in Take Our Daughters and Sons to Work.

NYCHA and the Committee on Women's Concerns celebrated by welcoming 114 children, ages 8-15, to a fun-filled and educational day at the three participating sites. In addition to seeing where their parents work, meeting their parents' co-workers, and learning some of the ins and outs of NYCHA operations, the kids participated in educational and interactive activities.

All children went home with a "fun kit" that included a variety of items such as mugs, notebooks, and wristbands, as well as a better understanding of what their parents do all day.

PROVERB CONTEST RESULTS

Thank you to readers who responded to the proverb contest by sharing many thoughtful, funny and wise insights to help us get through our day on and off the job. The following proverbs were selected as finalists:

Finalists...

There's no bad from which something good doesn't come. Edith Irizarry-Oviedo, Associate Staff Analyst, HR

The closer you get to the mountaintop the harder the wind blows. Gary Reese, Customer Information Rep., CCC

Teamwork divides the tasks and multiplies the success. Jessica Perez, Sec. IV, Manhattan Property Management Dept.

People who hurt are hurting. Dominick Galani, Admin. Staff Analyst, Accounting & Fiscal Services

Many hands make the load lighter. Florence Balan, Assistant Director, Human Resources

Today is the best time to start what you're expecting to do tomorrow. Shyamal Ghosh, Housing Assistant, Marcy Houses

Wit helps us cope with difficulties, wisdom helps us learn from difficulties. Monica Turbett, Assoc Staff Analyst, HR

Better to wear out than rust out. Geneva Thomas, Clerical Aide, Human Resources

Advice should be like snow—the softer it is the deeper it sinks! Muthu Boopathi, Data. Comm. Dev. Chief, IT

Knowledge is knowing the street is one-way. Wisdom is looking both directions anyway. Alan Davis
Training Manager, HR

And the winner is...



Teamwork divides the tasks and multiplies the success.



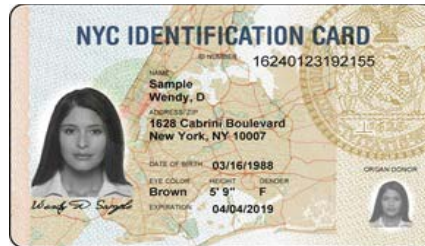
Jessica Perez, Secretary IV
Manhattan Property Management Dept.

HR News to Use

You'll Want to Get an IDNYC Card

If you think that IDNYC—the City's government-issued identification card—is only valuable to people without government-issued photo IDs, think again. In addition to providing legal identification and access to City services, IDNYC brings many other advantages.

- Free, one-year memberships at 33 of the City's leading cultural institutions, including the American Museum of Natural History, Lincoln Center, the Brooklyn Academy of Music, and the New York and Brooklyn Botanical Gardens. .
- It can be used as a library card at any of the City's public libraries.



- It provides access or discounts to many financial and public health institutions, like the Municipal Credit Union, Carver Federal Savings Bank, NYC Parks and Recreation Centers, and 22 YMCA centers citywide.

Good for five years, the IDNYC is available by appointment at 15 citywide Enrollment Centers. To make an appointment to enroll in the program at a center near you, visit <http://www1.nyc.gov/site/idnyc/card/how-to-apply.page>. The IDNYC card is only free until the end of 2015. If you're interested, call 311 today or visit the website to make an appointment—interest is so high, you might

have to wait up to a month to apply! If you bring a New York State driver's license, learner's permit, or a non-driver's ID with a New York City address, you won't need any other documents.

Public Administration Certificate Program

Interested in advancing your career with a new credential in public administration? The School of Professional Studies at the City University of New York is offering a Public Administration Certificate program beginning this fall. In addition to receiving a certificate upon completion of the program, you'll also earn either 16 undergraduate credits toward a Bachelor's degree in Urban Studies or 12 credits toward a graduate degree in Urban Studies. Classes begin the last week of August and the registration deadline is July 27, 2015.

For more information, contact Jena at 212-669-3630 or Cher at 212-642-2059 or by email at cherise.mullings@cuny.edu.

Report Dangerous Work Conditions

If you see a dangerous work condition, report it to NYCHA's Safety and Security Command Center at 212-306-8800 or email SafeNYCHA@nycha.nyc.gov. Also, NYCHA's "Make It Safe" program permits an employee to stop work if an activity or condition is believed to be unsafe for themselves, a coworker or others. The employee must then immediately inform his or her supervisor as well as the Office of Safety and Security. Work will not start up again on that task until all issues related to the safety concern are resolved. Please note that you may report any safety issue anonymously.

General Cyber Security Tips



Glenn Davis, IT
Deputy Director
for Administration

- Physically secure your work area and data before leaving it unattended. Lock your screen. Remember, you are responsible for activity performed using your user ID.
- Don't leave portable equipment including laptops, tablets, phones and Blackberries unattended. Lock it up, lock it down, or take it with you.
- Use passwords that can't be easily guessed. A non-word with one or more numbers inserted in the middle (not at the end) is the best choice. To make a memorable and secure password use the letters from a phrase/song, add digits, special characters and use upper and lower case letters.
- Lock doors and cabinets when you walk away. Employ clear desk/clear screen practices.
- Practice safe Internet use. Don't install or download unknown or unsolicited programs on your computer. These can harbor behind-the-scenes computer viruses or open a "back door" giving others access to your computer without your knowledge.
- Keep your password private. Do not give your password to anyone or type it when someone is watching.
- Dispose of confidential information in a secure manner. You may email questions about cyber security to Mr. Davis at Glenn.Davis@nycha.nyc.gov.