Email your best conflicts–themed caption to contest@coib.nyc.gov by 5:00 PM on Wednesday, January 22\textsuperscript{nd}. Our favorite will be featured in next month’s Puzzler!
**Solution: Extra Word Search**

The leftover word was **GRIEVANCE**, which is appropriate; COIB does not deal with workplace disputes, only conflicts of interest.

Congratulations to the many, many people who responded correctly! But only one could be chosen as our winner...

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**Meet The Winner, Ivan Santiago**

What is your City/office title? I am an Associate Staff Analyst/Sr. Project Manager at the Department of Social Services.

What do you do in your job? I work in the Office of Policy, Procedures, & Training (OPPT) where I am involved in developing, editing, & updating HRA/DSS/DHS policies, procedures, and training materials that are used in various Department of Social Services units.

How long have you been working for the City? I was appointed in April 2019.

Name a special interest or hobby. My wife and I enjoy traveling to regions which are not regularly travelled. For example, we went to the Atacama Desert in Chile, which is the driest and highest desert in the world (8,000-14,000 ft. elevation).

What are your favorite things about City service? My favorite thing about City service – and in particular about OPPT – is that we work collaboratively in achieving our project goals, which ultimately will benefit clients in need of social services.