



## Commissioner Steven Banks Begins Work at HRA

On his first day as the Commissioner of the Human Resources Administration on April 1, 2014, Steven Banks visited HRA locations in all five boroughs to meet with frontline staff, answer questions and hear their ideas for the Agency. He has continued to meet with staff in the field during his first week and plans to visit each site and talk with staff in the coming weeks.

He has told staff that “I knew former HRA Commissioner James Dumpson well, and he told me a story once that when he was Commissioner of HRA, someone told him ‘Commissioners come and go, but we remain as the frontline staff of the Agency.’ So for me it’s very important to meet the frontline staff, to hear your ideas and suggestions. You are the heart and soul of the Agency. ”



*Commissioner Steven Banks*

In his meetings in the HRA offices, Commissioner Banks expressed his support for HRA staff .

“You chose to serve the City by working for the government. You could have gone to any City Agency, but you came here where the mission is to help people, where you fight inequality and poverty every day. What an honor it is to be the Commissioner of an Agency that has people like you working here. I’m not the only person with ideas, nor is senior management – we want to hear your ideas. The Mayor wants me to make sure the Agency is aligned to his vision and values, and from what I’m hearing on the frontlines the staff’s commitment to help people in need is exactly what the Mayor wants us to do. I want to hear what staff members have to say and I can promise you that this isn’t the last time you’ll see me at HRA offices throughout the city.”

On his first day, Commissioner Banks’ site visits included the Richmond Job Center and Supplemental Nutrition Assistance Program (SNAP) Center in Staten Island, along with the Staten Island Medicaid, Community Alternative Systems Agency (CASA), HIV/AIDS Services (HASA) and Adult Protective Services (APS) offices; the Clinton Hill Job Center and Medicaid Office in Brooklyn; the East River Job Center and Queens Office of Child Support Enforcement (OCSE) office in Queens; the Crotona Job and SNAP Centers in the Bronx; and the Intensive Services Center at East 16th Street in Manhattan. The Commissioner also met with staff at HRA’s central office at 180 Water Street.

