Centralized Call Center Expands to Manhattan
*Thirteen Residents Hired As Customer Service Representatives*

BY EILEEN ELLIOTT

The New York City Housing Authority (NYCHA) is slated to expand its innovative Centralized Call Center, or CCC, pilot program to include 14 developments in the Borough of Manhattan by the end of April. It is estimated that when the entire borough of Manhattan is added to the mix, the amount of callers requesting appointments for routine maintenance repairs received by the CCC will more than double during regular business hours (8AM to 4PM). That’s no small thing: the CCC already receives (conservatively) over 700 calls a day for Staten Island and Queens, where it is currently operational. Among the 28 new employees NYCHA has been busily training as Customer Service Representatives at its state-of-the-art facility in Long Island City, 13 are also NYCHA residents.

The CCC allows residents to call a single number (718-707-7771), to schedule all routine maintenance repairs, or to report emergencies, 24-hours-a-day, seven-days-a-week.

A structural budget gap of $168 million caused by increases in operating expenses, especially energy costs, while funding from Washington has diminished. We are at a critical juncture and are seeking ways to remain financially stable. Other cities, like Chicago and Newark, have demolished buildings in the face of funding shortages from Washington but NYCHA remains committed to preserving New York City’s public housing. In the past four years, significant measures have been taken to reduce costs and tighten our belts, but additional changes in the way NYCHA operates, and more sacrifices, will be required to ensure the viability of public housing in New York City for future generations.

The existence of budget gaps, or deficits, is nothing new for NYCHA or many other agencies. For the past five years, NYCHA has self-funded these deficits through use of our reserve fund in the amount of $357 million. But this is a temporary measure that cannot sustain NYCHA in the long run.

Revenue vs. Expenses
NYCHA’s new fiscal reality is due largely to Washington’s diminishing funding of public housing. This has resulted in expenditures of almost $146 million between FY 2001 and FY 2005 for day-to-day operations, which NYCHA will not be reimbursed for by HUD. For 2006, the

(Continued on page 4)

Your Call is Important to Us
Customer Service Representative Josefa Irizarry looks on as new employee Lanneeta Reese handles an incoming call at the Centralized Call Center in Long Island City.

Summer Jobs Available
In the Summer Youth Employment Program

Participants, ages 14 to 21, needed to work on the grounds at NYCHA developments:

Monday — Friday 9:00 AM to 3:00 PM

Counselors-in-training positions at NYCHA Community Centers are also available for participants aged 16 to 17:

Monday — Friday 9:00 A.M. to 3:00 P.M.

(Hours may be flexed due to trip schedule.)

Both programs are 25 hours per week.

1 hour unpaid lunch

Applicants available at your Management Office/Community Center/Receptionist Desk or at Resident Employment Services Dept., 350 Livingston Street, 6th floor, Brooklyn, NY. Completed applications must be returned to the Management Office by Tuesday, May 30, 2006.

**MORE AFFORDABLE HOUSING**

**MEET DREAMER MAKIDA JORDAN**

**NEW MEDICARE RX DRUG PROGRAM**
a $7.5 billion plan to plan and preserve 165,000 units by 2013. This is the largest municipal affordable housing plan in the nation’s history and will provide affordable homes for 500,000 New Yorkers.

Affordable housing is critical to New York’s future. As our City grows and continues to attract people from around the world, it is a challenge for working New Yorkers to find quality affordable housing. New York began using property foreclosures to build affordable housing and revive neighborhoods with Mayor Koch’s Ten Year Housing Plan. Now that stock of city-owned property is nearly gone, our neighborhoods are back and we have another major challenge: affordability.

As part of my extended plan, HPD will pioneer new tools and incentives to create affordable housing. These new strategies are part of our larger goal to shift the focus of New York’s affordable housing community from preserving the properties taken into city ownership through tax foreclosure, to developing unprecedented levels of new affordable housing. The City also hopes to leverage the power of the public and private sectors and increase the number of units created on private land or preserved in privately-owned buildings by nearly 20 percent.

The key goals of the plan are to: preserve 73,000 units of affordable housing for 220,000 New Yorkers, with a special emphasis on preserving units where subsidies are set to expire in the near future; create 92,000 units of affordable housing for 280,000 New Yorkers; and acquire the space we need to build these new units by pursuing innovative strategies that maximize one of New York’s most precious resources—land. NYCHA is a strategic partner in this component. HPD and NYCHA will develop housing on NYCHA sites as part of the rezoning in West Chelsea and the Hudson Yards. This will generate 435 units for home for New York’s working families, which will be completed and occupied by 2009.

Preserving public housing is a critical part of my overall housing strategy. Last February I joined Chairman Hernandez to announce the most comprehensive plan in the City’s history to modernize and preserve 68,000 units by 2008, to

Success, It All Begins with a Dream…
One NYCHA ‘Dreamer’ Who Is Giving Back — Makida Jordan

On the 30th of January 2006 the world lost Coretta Scott King, widow of Dr. Martin Luther King, Jr. For decades Mrs. King was a champion in the fight for equal rights. Sadly, Mrs. King lost her fight against ovarian cancer and the effects of a stroke, dying at age 78. But despite the loss of the Kings, the “dream” lives on.

The Dream Lives On

Indeed it does live on, especially for Makida Jordan, Project Coordinator for the new DeHostos-Wise “I Have A Dream” (IHAD) program. IHAD is a long-term educational program, which helps underprivileged students meet their educational and career goals. The participants, or “Dreamers” as they are called, make a commitment to stay in school from elementary school through their senior year in high school. Upon graduation the Dreamers receive a college scholarship or financial assistance from private sponsors.

What is unique about Ms. Jordan is that while today she runs the DeHostos-Wise Program, several years ago she was an IHAD Dreamer herself. Ms. Jordan is a graduate of the Chelsea-Elliott IHAD program of 1994, sponsored by Ted and Paige Ashley.

Ms. Jordan was introduced to the IHAD program during her final grade graduation but like most kids her age, little Makida was just anxious to get out of the crowded auditorium. “But the parents were so excited. I felt like they won the Lotto or something.” Ms. Jordan said. It’s probably fair to say they did, considering what it costs to put a child through college.

Ms. Jordan explained that the IHAD program had an impact on the quality of education that she received early on. In fact, when Ms. Jordan was having difficulties while attending a public high school, her Sponsor and Project Coordinator took it upon themselves to make sure this lucky Dreamer received a good education. With her mother’s consent, they transferred Ms. Jordan into a private Catholic high school. All costs associated with attendance were paid by her Sponsor, Mrs. Ashley. “All I had to worry about was my uniform,” said Ms. Jordan.

Growing up with five siblings and an absent father was very difficult. “I saw my mother struggling and I said ‘that’s not going to be me. I don’t have to do the same thing.’ My mother had to work several jobs at a time to make ends meet.”

As the oldest, Ms. Jordan was expected to look after her siblings and help out with chores around the house while her mother worked. But Ms. Jordan did not want the role of “substitute mom.” In fact, she escaped those responsibilities by participating in the IHAD program.

Ms. Jordan said that although her mother placed a lot of importance on education, it was the support of IHAD that backed those ideals up with know-how. Ms. Jordan received a bachelor’s degree in forensic psychology from John Jay College of Criminal Justice, and in 2004 a master’s degree in urban planning from Queens College, also financed by her Sponsor. “If somebody tells you they are going to pay for something you better jump on. And, I did it; scared and all, I did it.”

Still an Active Dreamer

Currently, there are 25 boys and five girls in the DeHostos-Wise IHAD program. And although these Dreamers are

(Continued on page 6)
Chairman's Message

Get Ready For Spring!

Each year at this time I like to remind New York City Housing Authority (NYCHA) residents of a number of opportunities the warmer weather brings. Recreational, educational, cultural, health or finance-related — NYCHA is sure to have a program or initiative that will be of interest to you.

The first that comes to mind is the 44th Annual Garden Competition. Last year, residents entered 552 gardens in the competition for Citywide titles in the Flower, Vegetable and Children’s Theme Category.

Registration this year begins on March 31st and will continue through July 7th. Pick up some extra tips, as well as seeds, at the Garden and Greening Conference, which will be held on April 7th at the King Towers Community Center in Manhattan. For more information or to register your garden, call (212) 306-3501.

On April 12th and 13th, NYCHA’s Performing Arts Unit will be staging a “Hip Hop Teen Musical” at the Fashion Institute of Technology’s Haft Auditorium on 27th Street and Seventh Avenue in Manhattan, starting at 7 PM. The program is free and features 60 teens from all five boroughs. For information and tickets, call: (212) 306-3368, 3398 or 3479.

Speaking of shows, did you know that NYCHA provides special discount coupons for the Ringling Brothers and Barnum & Bailey Circus? There are 20,000 coupons available. Pick one up at your Management Office or Community Center and see the Greatest Show on Earth for only $10. The coupons are good for all weekday and weekend performances, except Friday evenings, through April 17th. For more information, call: (212) 306-3306.

If you are looking for work, you should know that NYCHA’s Resident Employment Services Department (RES) is hosting an “Empowerment Through Employment” Job Fair and Career Resource Information Expo on April 27th. Employers from all sectors of the economy will be looking to hire from the valuable resource pool of NYCHA residents. Attendance at the Job Fair is by invitation only. Please call the RES hotline at (718) 250-5904 to find out more.

Young residents who want to work this summer should take note of the Summer Youth Employment Program (SYEP) advertisement on page 1 of this issue. Each year, NYCHA hires youth between the ages of 14 to 21 to work on grounds or as counselors-in-training. Last year, 1,800 jobs were filled through this program. It’s a great way for young residents to obtain valuable work experience.

All seniors reading this column should turn to page 10 for more information on the new Medicare Part D Prescription Drug Benefit. If you are a senior who qualifies for Medicare than you qualify for the new Prescription Drug Benefit. However, you must enroll by May 15th, or you won’t have the opportunity again until January 2007.

Did I mention that April is National Fair Housing Month? See NYCHA’s Fair Housing Anti-Discrimination Policy on page 5.

Finally, few people can think of April without remembering the tax deadline — April 17th! Whether you are filling out your own tax form, using one of the free sites around the City, or a paid tax preparer, do the Earned Income Tax Credit. Many NYCHA residents are eligible for free tax assistance at a number of sites around the City, thanks to a partnership led by Mayor Bloomberg and the Department of Consumer Affairs. See page 4 of this Journal for more details.

Please log onto www.nyc.gov/nycha for more information about ongoing programs and special events and initiatives, and take advantage of the many opportunities April has to offer.

Borough Digest

The Bronx:

Grounds renovations should be completed by the end of the month at Mott Haven Houses in the Mott Haven section of the Bronx. The complete grounds improvement, which totals more than $2.5 million, includes new concrete walkways, seating areas with benches and games tables, four playgrounds, a spray shower area, new fencing, two full basketball courts and landscaping.

Brooklyn:

Each Thursday night from the end of January through the end of May, the Carey Gardens Community Center has been hosting “Books and Cooks” classes in collaboration with the Brooklyn Public Library. The goal of the program is to foster literacy among children in kindergarten through the 3rd grades and enable parents, guardians and/or caregivers to take part in building their children’s literacy and math skills. The books are read aloud and feature ethnic cuisine and craft themes. The final session (May 29th) will feature a professional chef who will prepare a special meal for participants. The Carey Gardens Community Center is sponsored by the Madison Square Boys and Girls Club.

Queens:

The New York Times reported that on February 21st the owners of Silverscup Studios in Queens announced a plan to build a six-acre development known as Silvercup West, one block from Queensbridge Houses, on the shoreline just south of the bridge. The project would cost $1 billion and include eight soundstages, four playgrounds, a spray-sprinkling area, new fencing, two full basketball courts and landscaping.

Manhattan:

On the evening of February 24th, the Clinton Community Center in East Harlem was transformed into the wonderful land of Oz by the New York City Department of Cultural Affairs. The aim of the event was to help raise the profile of the Clinton Community Center, where the New York City Department of Cultural Affairs made the Center more recognizable as Dorothy, Toto, The Tin Man, The Cowardly Lion and the Scarecrow, in a total cast of 24, including performers from the Dance Company, create traditional masks, participate in a scavenger hunt, hear the Witch of the West, dance with the girls, sing songs, and see the wild animals on an African Safari via the Bronx.

Deborah Williams

Pen Pals — Remember in school when you wrote to your pen pal? Well 28 girls from the Farragut Community Center in Brooklyn have been doing just that and a little bit more. It began in September of 2005 with an idea that Farragut Community Center Director Kisha Jackson had. “I wanted the girls to work on their social skills and have the opportunity to venture past the boundaries of the city, because some children never get away,” said Ms. Jackson. So, Ms. Jackson began reaching out to other cities and surfing the net searching for a way that the girls could interact with their peers in other cities. Finally, she stumbled upon the Teen Youth Connection, a program located in the Syracuse Department of Parks and Recreation. After numerous conversations with Teen Youth Connection Director Denise Moore, Ms. Moore and Ms. Jackson launched the Young Sisters Unite (YSU) program. YSU is open to girls between the ages of 10 and 14, and meets twice a week on Thursdays and Fridays from 6 PM to 8 PM at the Farragut Community Center. The program’s objective is to enhance youth development and academic achievement, provide life skills training through activities, lessons, and events, and foster communication between youth from different cities in New York State, YSU, which began in October of 2005, led the girls to newfound friendships. Through the use of the Internet, the girls began sending e-mails to one another entitled, “Getting to Know You.” They even exchanged Christmas gifts. Ms. Moore and Ms. Jackson continued corresponding, creating monthly program activities for both groups and comparing the results. But the most exciting thing for the girls happened on January 14, 2006 when 24 of the 28 girls enrolled in the Farragut Community Center’s YSU program visited the Cannon Street Community Center in Syracuse, for the very first YSU Conference. The conference covered topics from substance abuse prevention to identifying your passion. Weekend activities included roller skating, African dancing and drumming, quilting, sightseeing and a pajama party. It was a weekend that Yanibel Abrue, Cierra Bennett, Ausha Brown, Tiona Brown, Chelsea Christman, Yzasia Floyd, Shanise Footman, Cyndria Johnson, Sharkee Long, A’thiya Matas, Tiera Moody, Alexis Perez, Tania Peterson, Jellow Pettee, Jamie Raines, Shadasia Riggins, Garberela Ruz, Juanece Stanley, Shanique Stanley, Malaysia Thomas, Angel Thompson, Dayshell Victor, Brianna Williams, and Janae Williams will always remember. “At the end of the day, I felt the trip was very successful. My girls seem more confident, have better self-esteem and have developed their communication skills,” said Ms. Jackson. And, I am sure the girls can’t wait until they see their sisters again on June 24, 2006 when 28 girls, a full Syracuse Department of Parks and Recreation. After numerous conversations with Teen Youth Connection Director Denise Moore, Ms. Moore and Ms. Jackson launched the Young Sisters Unite (YSU) program. YSU is open to girls between the ages of 10 and 14, and meets twice a week on Thursdays and Fridays from 6 PM to 8 PM at the Farragut Community Center. The program’s objective is to enhance youth development and academic achievement, provide life skills training through activities, lessons, and events, and foster communication between youth from different cities in New York State, YSU, which began in October of 2005, led the girls to newfound friendships. Through the use of the Internet, the girls began sending e-mails to one another entitled, “Getting to Know You.” They even exchanged Christmas gifts. Ms. Moore and Ms. Jackson continued corresponding, creating monthly program activities for both groups and comparing the results. But the most exciting thing for the girls happened on January 14, 2006 when 24 of the 28 girls enrolled in the Farragut Community Center’s YSU program visited the Cannon Street Community Center in Syracuse, for the very first YSU Conference! Wow! I’d like to take this opportunity to congratulate everyone involved in getting this program up and running. Girls, learn from your sisters as they will learn from you, and remember to keep your self-open to change.

Cultural Club

This young boy was one of approximately 1,000 NYCHA residents who attended a Black History Month Celebration at the Bronx Zoo on February 22nd. Children came from all five boroughs to see dancers with the Harambee Dance Company, create traditional masks, participate in a scavenger hunt, hear the Youth Chorus and see the wild animals on an African Safari via the Bronx.
MORE RESIDENTS ELIGIBLE FOR COMMUNITY SERVICE EXEMPTION

THE NEW YORK CITY HOUSING AUTHORITY (NYCHA) HAS EXPANDED THE LIST OF EXEMPTIONS FOR THE FEDERALLY MANDATED COMMUNITY SERVICE REQUIREMENT. The requirement — that certain adult residents of public housing perform voluntary work or other activities that are of a public benefit or enhance self-sufficiency, for eight (8) hours each month — is a provision of the federal Quality Housing and Work Responsibility Act (QHWRA) signed into law in 1998. NYCHA implemented Community Service in 2004 and 2005, incorporating each tenant's status with regard to the program into the annual recertification process.

Since its inception, NYCHA has worked with residents, advocates and members of the City Council to expand the five exemption categories listed in the federal statute into 21 distinct categories. These exemptions have been expanded as follows:

— The age for a permanent exemption was lowered from 62 to 60.
— Both adults are now considered exempt, if they live in a two-adult family with at least one child below age 13 living in the household, even if only one adult works, provided earnings are at least $9,573 per year or where the adult works a minimum of 35 hours per week. Formerly, both adults were required to work for both to be exempt.
— An exemption was added for all authorized family members living in the same apartment if at least one family member receives public assistance and complies with the program.
— A resident who is pregnant receives a total credit of 8 hours towards Community Service requirements upon proof of pregnancy.

With correspondence from her physician, NYCHA will exclude a pregnant individual for the period of her pregnancy recommended by her physician; and
— A resident receives a credit of 8 hours for every 30 days of illness in which they are unable to work.

As a result of these additional exemptions and credits, the vast majority of NYCHA’s residents (approximately 80%) are not required to perform Community Service at all, while others have had their required hours reduced.

Most NYCHA residents are exempt because they are working, are in school, are participating in a work experience program, are of a certain age or have a disability. The remaining have been asked to meet with their Housing Assistants to determine whether they can qualify for an exemption or whether they will be required to perform Community Service.

NYCHA remains open to considering new suggestions that might qualify under the law as Community Service exemptions.

THE TAX DEADLINE IS APRIL 17TH — DON’T FORGET THE EARNED INCOME TAX CREDIT

The deadline for filing your income taxes will be here before you can say, April 17th. Remember, when you prepare your taxes, or have them prepared, don’t forget to see if you’re eligible for the Earned Income Tax Credit (EITC).

The New York City EITC Coalition, a partnership of more than 100 government, corporate and nonprofit and community organizations, encourages working families and individuals to file for the EITC.

So, what is the EITC? It is a federal, state and city tax credit paid to qualifying workers that can be claimed either as a credit on your taxes or as a cash refund. It can be as high as $5,940. NYCHA estimates that as many as 30,000 residents, or one in six families who live in public housing, may be eligible for the EITC when they file their 2005 Income Tax.

With an average payment of $2,355 to qualifying New York City households in 2004, the EITC helps hardworking families make ends meet and contributes millions of dollars to the city’s economy.

The EITC can mean a maximum combined federal, state and city credit of up to $5,940 for families with a maximum income of $35,263 and more than one qualifying child. Families with a maximum income of $31,030 and one qualifying child can receive up to $3,594 credit, and individuals with a maximum income of $11,750 can receive a maximum $539 credit.

The EITC does not count as income in determining eligibility for NYCHA rent, so it will not affect other government benefits such as public assistance; nor is it counted as income in calculating entitlement to Medicaid, Food Stamps, and SSI. However, the payment may have to be spent by the end of the month following the month it is received in order to retain eligibility for these government benefits.

There are more than 100 New York City EITC Coalition sites around the City that provide tax assistance. NYCHA families with dependents and incomes under $40,000 in 2005 may qualify for this free tax preparation. You are also eligible if you have no dependents and your household income was less than $20,000. Volunteers at these sites can assist you in filing your Federal and New York State tax returns. To find the nearest location, or for further information, call 311.

PLANNING TO PRESERVE PUBLIC HOUSING

The Plan To Preserve Public Housing

Given this financial reality and the looming $168 million gap for this year, NYCHA has embarked on an aggressive plan to preserve public housing in New York City. This will have to be done in partnership with residents and the community.

As reported in the February Journal, NYCHA’s 2006 preliminary spending plan, which was approved by the Board of Directors on December 28, 2005, allows for the provision of on-going core services for public housing residents. The plan also provides for community, recreational, and employment programs, along with social services. Finally, the preliminary spending plan includes new management initiatives to control spending that achieve an estimated savings of $13 million.

Ensuring Vital Construction

The Plan to Preserve Public Housing also means taking measures to preserve the actual physical structures of our aging buildings. Aggressive steps have been taken in this area as well. In February 2005 Mayor Michael R. Bloomberg and NYCHA Chairman Tino Hernandez announced the most comprehensive plan in the City’s history, to modernize and preserve nearly all of NYCHA’s public housing units. This initiative is made possible thanks to an unprecedented four-year plan to sell up to $60 million in bonds, and an anticipated capital contribution of $1.4 billion from the U.S. Department of Housing and Urban Development (HUD).

The first phase will be used to accelerate repairs at 129 developments by using individual capital projects focusing on stabilizing and waterproofing the exteriors of over 500 buildings in all five boroughs through brick and roof work. The second phase will focus on the buildings’ infrastructure including heating and plumbing, the installation of automated boilers, and elevator replacement. Such costly capital improvements prevent unnecessary operational expenses in the future.

Savings Initiatives

Belt-tightening

Savings initiatives NYCHA departments have identified for 2006 include salaries and expenditures for goods and services. For example:

— We will continue to reduce personnel by eliminating staff vacancies and maintaining a 50% hiring freeze.
— We are consolidating management offices in the field, saving $1.3 million.
— We are implementing computer infrastructure savings of $1 million.
— As we bring new and renovated community centers online, we will identify community-based organizations to operate these facilities in a cost-effective manner.
— We will work to reduce the administrative costs of our capital program by $1.9 million.

Generating Revenue

To generate revenue in 2006, NYCHA will increase:

— Surcharges for the use of certain heavy-duty appliances installed by residents. The surcharges only partly cover the additional utility costs NYCHA must pay for the use of these appliances (see article, page 1);
— Fees for the actual costs for materials and labor associated with fixing damages caused by residents. (See article, page 1); and
— Parking fees, as reported in last month’s Journal.

In addition, NYCHA will work to expand leasing of commercial spaces on NYCHA grounds and to continue to make the means to streamline service delivery.

Becoming More Efficient

The innovative Centralized Call Center has expanded from Staten Island to Queens and will soon encompass Manhattan. The Centralized Call Center is a seven-day-a-week, 24-hour-a-day service geared to improve customer service and accelerate response time. The main benefit to residents is that they are now able to schedule specific appointments. This pilot program has already
**Borough Digest**

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The special production was staged in honor of Black History Month.

**STATEN ISLAND**

The Bahamas came to P.S. 18 on February 24th in honor of Black History Month, with a traditional Bahamian Junkanoo Festival at the NYCHA. Junkanoo, similar to Rio de Janeiro’s Carnival and New Orleans’ Mardi Gras, takes place each year in the Bahamas on February 26th and January 1st, beginning at 2 AM and ending at dawn. The highlight of the Staten Island Junkanoo Festival was a fashion show featuring authentic costumes modeled by Resident Association Presidents and NYCHA staff. (Photo below.)

**NYCHA “Not Wanted” List**

In this issue we continue our editorial policy of publishing the names of individuals who have been permanently excluded from our public housing developments. This list is part of NYCHA’s effort to keep residents informed of the Housing Authority’s ongoing effort to improve the quality of life for all New Yorkers in public housing and to allow for the peaceful and safe use of our facilities. Here follows a list of the people excluded after hearings were held on April 27, and May 4, 11, 18 and 25.

Please note: These exclusions are based on NYCHA’s Administrative Hearing Process and should not be confused with the recently implemented Trespass Notice Program under Mayor Bloomberg’s Operation Safe Housing Initiative.

**NEW YORK CITY HOUSING AUTHORITY**

**FAIR HOUSING NON-DISCRIMINATION POLICY**

It is the policy of the New York City Housing Authority to provide equal housing opportunities for all qualified applicants and residents. In the selection of families and in the provision of services, there shall be no discrimination against any person on the grounds of race, color, religion, national origin, sex, sexual orientation, age, familial status, marital status, partnership status, military status, disability, lawful occupation, allegiance or citizenship status. This policy also prohibits retaliation.

This policy is in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Housing Act of 1968, as amended by the Fair Housing Amendment Act of 1989, the Americans with Disabilities Act of 1990, and the New York State and City Human Rights Laws.

Any resident or applicant who wishes to report housing discrimination or retaliation MAY FILE A DISCRIMINATION COMPLAINT (NYCHA 036.024) by contacting the Department of Equal Opportunity from 8:30 AM to 5:00 PM, Monday through Friday or their development management office between 8:30 AM to 4:30 PM:

New York City Housing Authority
Department of Equal Opportunity
250 Broadway, 27th floor
New York, NY 10007

Phone (212) 306-4468
Fax (212) 306-4439
TTY (212) 306-4845

Or by contacting any of the following federal, state or city human rights agencies listed below:

New York City Commission on Human Rights
20 Exchange Place, 2nd floor
New York, NY 10005

(212) 480-2522

New York State Division of Human Rights
20 Exchange Place, 2nd floor
New York, NY 10005

(212) 306-7500

United States Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity
26 Federal Plaza, Room 3532
New York, New York 10278

(212) 264-1290 Extension 7534

**PLAN TO PRESERVE PUBLIC HOUSING**

(Continued from page 4)

shown increased efficiency, as the incidents of repair people showing up when residents aren’t home have diminished. This allows NYCHA to better use its resources and improve service.

NYCHA estimates a significant annual savings in costs associated with heat-water consumption when its new Computerized Heating Automated System (CHAS) is fully implemented in 2007. CHAS provides remote access to the Authority’s 180 major boiler plants and connected buildings. CHAS enables enhanced monitoring of heating systems, allowing property managers to identify and prevent potential problems and contain energy. Closing the budget gap will require tough choices and creative initiatives. NYCHA will continue to keep residents informed as the Plan to Preserve Public Housing progresses.

**The Plan to Preserve Public Housing**

The Plan to Preserve Public Housing illustrates how NYCHA’s new Computerized Heating Automated System (CHAS) has enhanced the Authority’s ability to monitor and repair heating systems, allowing property managers to identify and prevent potential problems and contain energy. This has led to increased efficiency and a significant annual savings in costs associated with heat-water consumption.

NYCHA estimates a savings of $859,000, which is similar to Rio de Janeiro’s Carnival and New Orleans’ Mardi Gras. The highlight of the Staten Island Junkanoo Festival was a fashion show featuring authentic costumes modeled by Resident Association Presidents and NYCHA staff. (Photo below.)

** Borough Digest **

(Continued from page 3)

The special production was staged in honor of Black History Month. The Brooklyn Museum also hosted a family-friendly fashion show on February 24th, with a traditional Bahamian Junkanoo Festival. The event at the NYCHA included a fashion show featuring authentic costumes modeled by Resident Association Presidents and NYCHA staff. (Photo below.)

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250 Broadway, 27th floor
New York, NY 10007

Phone (212) 306-4468
Fax (212) 306-4439
TTY (212) 306-4845

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New York City Commission on Human Rights
20 Exchange Place, 2nd floor
New York, NY 10005

(212) 480-2522

New York State Division of Human Rights
20 Exchange Place, 2nd floor
New York, NY 10005

(212) 306-7500

United States Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity
26 Federal Plaza, Room 3532
New York, New York 10278

(212) 264-1290 Extension 7534

**PLAN TO PRESERVE PUBLIC HOUSING**

(Continued from page 4)

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NYCHA estimates a significant annual savings in costs associated with heat-water consumption when its new Computerized Heating Automated System (CHAS) is fully implemented in 2007. CHAS provides remote access to the Authority’s 180 major boiler plants and connected buildings. CHAS enables enhanced monitoring of heating systems, allowing property managers to identify and prevent potential problems and contain energy. Closing the budget gap will require tough choices and creative initiatives. NYCHA will continue to keep residents informed as the Plan to Preserve Public Housing progresses.
Ms. Jordan not only dreams big, she thinks big too. “This summer we are [also] planning to work on grants. We need new computers. I’d like to offer parents a computer class and invite the families on trips during the summer. But those things cost money; you have to raise additional monies to do stuff like that.” But the IHAD motto has taught her that, “Success begins with a dream.”

Ms. Jordan urges all NYCHA youth in the I Have A Dream program to, “Be a part of it; take advantage of this program; get to know your Sponsor and your Project Coordinator and use your resources. Life is about what you do to prepare for it and that’s what I Have A Dream taught me,” she added.

DREAMERS NEEDED!
The I Have A Dream (IHAD) Foundation needs Dreamers for the IHAD Project located at Ravenswood Houses in Long Island City, Queens. For more information, please contact Karlisle Honore, Project Coordinator, at (718) 472-5589.

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Medicare Part D Prescription Drug Benefit

What Seniors should do now

CHOOSE THE HEALTH INSURANCE PROGRAM THAT APPLIES TO YOU

1. Program: Medicare Part A or Medicare Part A & Part B
   Action: ENROLL NOW IN PART D OR LOSE MONEY! DEADLINE: MAY 15TH
   There are a few ways to enroll:
   (a) CALL 311 for the location of a DFTA Enrollment & Information Center near you where trained staff will assist you. Or;
   (b) Review and follow instructions contained in the booklet Medicare & You 2006 that was mailed to all Medicare recipients last November. Or;
   (c) If you have access to a computer, log onto www.medicare.gov and click on Enroll in a Medicare Prescription Drug Plan.

2. Program: Medicare and Medicaid (Dual Eligible)
   Action: No action required. You have been automatically enrolled.
   If you have any questions call 1-800-633-4227 and say "Agent."
   Service is available 24 hours a day, 7 days a week.

3. Program: Medicare Advantage Plan (HMO or PPO)
   Action: Call your plan's Customer Service Representative for information or if you have concerns.

4. Program: Medicaid only
   Action: No action required. You have been automatically enrolled.
   If you have any questions call 1-800-633-4227 and say "Agent."
   Service is available 24 hours a day, 7 days a week.

FIND OUT IF YOU CAN SAVE EVEN MORE MONEY ON YOUR DRUGS.

- **NYS EPIC Program** (Elderly Pharmaceutical Insurance Coverage) call 1-800-332-3742.
- **Extra Help Program** call Social Security 1-800-772-1213.
- **Medicare Part D** - designed to help seniors pay for prescription drugs and **save money**.
  If you qualify for Medicare, you qualify for the new Prescription Drug Benefit.

This guide has been prepared by the New York City Housing Authority/Department of Community Operations/Resident Support Services...in cooperation with the New York City Department for the Aging.
Prevent Animal Cruelty!
Have Your Pet Neutered or Spayed

The New York City Housing Authority (NYCHA) is working with the Mayor’s Alliance for New York City’s Animals to get the word out about low-cost spaying and neutering for cats and dogs through a program called Maddie’s Spay/Neuter Project. In order to qualify, you must be a New York City resident and have a valid Medicaid card. The fee is just $10.00 for each cat and $20.00 for each dog.

NYCHA’s pet policy allows each household to register either one cat or one dog, with a size limit of 40 pounds for dogs when full-grown, based on a veterinarian’s estimate. Dog and cat owners must register their pets with NYCHA and pay a one-time registration fee of $25.00. Registration includes a form that must be signed by a veterinarian showing that the animal has been spayed or neutered, has its current rabies vaccination, is licensed by the New York City Department of Health and Mental Hygiene, and wears the license in public. (Call 311 to find out more about licensing.)

NYCHA strongly encourages eligible residents to take advantage of Maddie’s Spay/Neuter Project. Here’s how:

1) Locate a participating veterinarian from the list below.
2) Call the veterinarian and make an appointment. Be sure to mention Maddie’s Spay/Neuter Project in NYC.
3) Bring your Medicaid card and photo ID with you when you take your cat(s) or dog(s) in for the appointment. The veterinarian will photocopy your card.
4) The veterinarian will perform the surgery.
5) You pay $10.00 for each cat, $20.00 for each dog.

*These fees apply to the spay or neuter surgery only. If your pet requires additional care, such as pre-surgery testing of an older pet or other procedures, those costs will be in addition to the above fees.

NYCHA resident attending a City University of New York (CUNY) Community or Senior College, you may be eligible to receive a $1,000 NYCHA Resident Scholarship. To qualify for the scholarship you must:

- Be enrolled full-time in an Associate or Baccalaureate degree program at any CUNY, Senior or Community College;
- Be an authorized New York City Housing Authority resident;
- Be a sophomore, junior, or senior;
- Have a minimum GPA of 3.0;
- Demonstrate financial need;
- Major in film, broadcasting, dance, drama, fashion marketing, literature or fine and/or performing arts.

Apply by filling out the NYCHA Resident Scholarship Application available at www.cuny.edu/nycscholarship.

The application deadline is April 28, 2006. Scholarships will be available for a limited time.

Maddie’s Spay/Neuter Project in NYC
Participating Veterinarians

<table>
<thead>
<tr>
<th>BROOKLYN</th>
<th>Street Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal Clinic of Bay Ridge</td>
<td>695 66th St.</td>
<td>718-783-0700</td>
</tr>
<tr>
<td>Animal Clinic of Marine Park</td>
<td>3616 Quentin Rd.</td>
<td>718-382-8100</td>
</tr>
<tr>
<td>Animal Kind Vet Hospital</td>
<td>3657 Beach Blvd.</td>
<td>718-920-3999</td>
</tr>
<tr>
<td>Dr. Linda Jacobson, PC</td>
<td>291 Kings Highway</td>
<td>718-376-8957</td>
</tr>
<tr>
<td>Dr. Sinha’s Animal Clinic</td>
<td>1509 86th St.</td>
<td>718-444-5798</td>
</tr>
<tr>
<td>Canaries Animal Hospital</td>
<td>423 Flatlands Ave.</td>
<td>718-328-1400</td>
</tr>
<tr>
<td>Grand Animal Clinic</td>
<td>518 Grand St.</td>
<td>718-388-4746</td>
</tr>
<tr>
<td>*Mid-Brooklyn Animal Hospital</td>
<td>1699 Coney Island Ave.</td>
<td>718-875-7666</td>
</tr>
<tr>
<td>Pet Haven Animal Hospital</td>
<td>290 McDonald Ave.</td>
<td>718-435-6900</td>
</tr>
<tr>
<td>Prospect Park Animal Clinic</td>
<td>15 Prospect Park W.</td>
<td>718-766-6125</td>
</tr>
<tr>
<td>Williamsburg Vet. Services *CATS ONLY</td>
<td>80 North First St.</td>
<td>718-338-1172</td>
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<tr>
<th>BRONX</th>
<th>Street Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Lurting Animal Clinic</td>
<td>3004 Lurting Ave.</td>
<td>718-881-1000</td>
</tr>
</tbody>
</table>

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<tr>
<th>MANHATTAN</th>
<th>Street Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Ansonia Vet. Center</td>
<td>207 W. 76th St.</td>
<td>212-496-2100</td>
</tr>
<tr>
<td>City Veterinary Care</td>
<td>220 W. 72nd St.</td>
<td>212-799-7000</td>
</tr>
<tr>
<td>Felix Health (Cats Only)</td>
<td>321 E. 52nd St.</td>
<td>212-751-5176</td>
</tr>
<tr>
<td>Gramercy Park Animal Hospital</td>
<td>1533 First Ave.</td>
<td>212-477-0700</td>
</tr>
<tr>
<td>Lenox Hill Veterinarians</td>
<td>37 E. 19th St.</td>
<td>212-477-0700</td>
</tr>
<tr>
<td>Midtown Animal Hospital</td>
<td>204 E. 78th St.</td>
<td>212-477-1220</td>
</tr>
<tr>
<td>Park East Animal Hospital</td>
<td>256 East 33rd St.</td>
<td>212-693-0309</td>
</tr>
<tr>
<td>Park East Animal Hospital</td>
<td>52 East 64th St.</td>
<td>212-832-9217</td>
</tr>
<tr>
<td>Riviera Veterinary Clinic</td>
<td>403 E. 37th St.</td>
<td>212-213-9885</td>
</tr>
<tr>
<td>St. Mark’s Vet. Hospital</td>
<td>346 E. 95th St.</td>
<td>212-277-4888</td>
</tr>
<tr>
<td>Washington Heights Animal Hosp.</td>
<td>2414 Amsterdam Ave.</td>
<td>212-877-6070</td>
</tr>
<tr>
<td>West Chelsea Vet. Hospital</td>
<td>203 Tenth Ave.</td>
<td>212-645-2767</td>
</tr>
<tr>
<td>West Side Animal Hospital</td>
<td>733 9th Ave.</td>
<td>212-247-8600</td>
</tr>
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<tr>
<th>QUEENS</th>
<th>Street Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Animal Clinic of Woodhaven</td>
<td>76-23 Jamaica Ave.</td>
<td>718-296-5000</td>
</tr>
<tr>
<td>Animal Hosp. of Rockaways</td>
<td>114-10 Beach Channel Dr</td>
<td>718-474-0600</td>
</tr>
<tr>
<td>flushing Vet. Med. Hospital</td>
<td>44-24 College Point Blvd.</td>
<td>718-886-4416</td>
</tr>
<tr>
<td>Howard Beach Animal Clinic</td>
<td>163-11 Cross Bay Blvd.</td>
<td>718-848-6803</td>
</tr>
<tr>
<td>Lawrence Animal Hospital</td>
<td>77-23 Queens Blvd.</td>
<td>718-458-0500</td>
</tr>
<tr>
<td>Noah’s Ark Pet Clinic</td>
<td>76-05 37th Ave.</td>
<td>718-396-2111</td>
</tr>
<tr>
<td>Queens Midway Animal Hosp.</td>
<td>77-46 14th St.</td>
<td>718-591-0223</td>
</tr>
<tr>
<td>Steinway Court Veterinarian</td>
<td>32-41R Steinway St.</td>
<td>718-728-2222</td>
</tr>
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<tr>
<th>STATEN ISLAND</th>
<th>Street Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Main Street Animal Hospital</td>
<td>3135 Victory Blvd.</td>
<td>718-882-0100</td>
</tr>
<tr>
<td>Northside Animal Hospital</td>
<td>733 Post Ave.</td>
<td>718-981-4445</td>
</tr>
<tr>
<td>Richmond Valley Anim. Hosp.</td>
<td>4915 Arthur Kill Rd.</td>
<td>718-848-3331</td>
</tr>
</tbody>
</table>
PLEASE NOTE THAT THERE WAS AN ERROR IN THE MARCH 2006 JOURNAL ARTICLE REGARDING PARKING FEES.

THE NEW ANNUAL FEE FOR A PARKING SPACE FOR SENIOR CITIZENS IS $67.50.