



New NYCHA Task Force Responds Rapidly for Repairs



Members of NYCHA's Work Order Task Force fix a bathroom at South Jamaica Houses in Queens on August 9, 2011.

By Heidi Morales

“Improve maintenance and repairs.” Residents are heard making this statement at NYCHA public hearings, roundtable discussions and when meeting with Authority staff one-on-one. Many residents have been

waiting for years for basic maintenance service such as plastering or repair of broken tiles. NYCHA is listening and has a solution to try to speed up repairs. The new Work Order Task Force allows multiple work orders to be

consolidated to be handled in one visit to an apartment, with all maintenance and repair issues dealt with at once.

Aletha Wright, a 40-year resident at Drew-Hamilton Houses in Manhattan, was relieved to see Task Force workers swarming her development, ready to tackle the numerous requests for repairs. She had been waiting for three years for plaster and paint work in her bathroom. “That’s a long time to wait just to get that done, and this is not my fault, it’s coming from upstairs. [But] I’m feeling great now because I know that I will get this fixed,” said Ms. Wright.

The Work Order Task Force will address the most severe conditions promptly. Developments with the highest number of work tickets per apartment receive priority.

A recent survey of NYCHA developments revealed that more than 280,000 repairs were needed citywide with an average of eight pending work orders per apartment, at a cost of approximately \$2,900 per unit. NYCHA estimates it would cost approximately \$500 million to make interior repairs to all NYCHA apartments’ most basic needs.

Budget deficits and continued underfunding have forced the Authority to cut

11 percent of its maintenance workforce since 2005. This makes it harder for NYCHA to keep up with the pace of needed repairs at its 2,602 buildings, most of which are between 40 and 70 years old. However, more than 10,000 work order tickets have been completed since the Task Force began its work in June 2011.

“We have done a lot of listening and we are focused on serving our residents and utilizing all available resources to address these priorities,” said NYCHA Deputy General Manager for Operations Carlos Laboy-Diaz. “We promised that we would work hard to address delays and expedite service to our residents and we have followed through by creating the Work Order Task Force.”

Rosalina Rodriguez has been a resident of Drew-Hamilton Houses for more than a decade and has been waiting more than two years for repairs in her bathroom, bedroom and kitchen. The walls and ceilings were plastered and later on would be painted. “I won’t have to continue looking at that peeling paint,” said Ms. Rodriguez. “Now that I see the work they are doing, I’m much calmer and satisfied.”

In 2010, State Assembly Housing

continued on page 4 ▶

Hurricane Irene Brings Out NYCHA at Its Best

As Hurricane Irene approached and eventually hit New York City on August 28, NYCHA worked hard to ensure that residents, and their homes, would be protected from the effects of the storm. Staff members from across the organization mobilized for storm preparations, resident communication and evacuation support, and volunteer efforts at City storm shelters.

“I am so proud of the NYCHA team and resident leaders who banded together out of concern for their homes and their neighbors’ well-being,” said NYCHA Chairman John B. Rhea. “I extend my deepest gratitude to resident leaders, other residents, NYCHA staff, the Office of the Mayor, our sister City agencies and City and State elected officials who were so valuable in our efforts before, during and after the storm.”

NYCHA residents and staff worked side-by-side throughout the weekend to make sure people were safe and to minimize the potential for property damage from Hurricane Irene. In advance of the storm, staff posted notices about storm preparedness and evacuation instructions in multiple languages, checked on building structures and secured scaffolding at construction sites. Once Mayor Bloomberg announced a mandatory evacuation in Zone A, where NYCHA has 26 developments and more than 45,000 residents, staff went door-to-door, posted signs and administered automated phone calls in multiple languages to all Zone A development residents alerting them to evacuate. NYCHA staff, working with the Office of Emergency Management, NYPD, FDNY and thousands of volunteers evacuated buildings and transported residents to shelters. Many residents volunteered to assist in the efforts.

“I commend and thank all of the members of the NYCHA continued on page 3 ▶



Two residents from Riis Houses in Manhattan, after seeing water rising in the streets, came to help clear storm drains at Wald Houses during Hurricane Irene on August 28, 2011.

Photo credit: Margarita Lopez

NYCHA Board Meetings



Notice hereby is given that the New York City Housing Authority's Board Meetings take place every other Wednesday at 10:00 a.m. in the Board Room on the 12th floor of 250 Broadway, New York, New York (unless otherwise noted). The remaining meetings for Calendar Year 2011 are as follows:

September 14	October 26	December 7
September 28	November 9	December 21
October 12	November 23	

Any changes to the schedule above will be posted here and on NYCHA's website at nyc.gov/nycha to the extent practicable at a reasonable time before the meeting.

These meetings are open to the public. Pre-registration at least 45 minutes before the scheduled Board Meeting is required by all speakers. Comments are limited to the items on the Calendar. Speaking time will be limited to three minutes. The public comment period will conclude upon all speakers being heard or at the expiration of 30 minutes allotted by law for public comment, whichever occurs first.

Copies of the Calendar are available on NYCHA's website or can be picked up at the Office of the Secretary at 250 Broadway, 12th floor, New York, New York, no earlier than 3:00 p.m. on the Friday before the upcoming Wednesday Board Meeting. Copies of the Disposition are available on NYCHA's website or can be picked up at the Office of the Secretary no earlier than 3:00 p.m. on the Thursday after the Board Meeting.

Any person requiring a reasonable accommodation in order to participate in the Board Meeting should contact the Office of the Secretary at (212) 306-6088 no later than five business days before the Board Meeting. For additional information, please visit NYCHA's website or call (212) 306-6088.

Residents' Voices!



August 12, 2011

(sent via e-mail)

To all who are concerned:

Simply amazing! If from no one else - thank you!

Problems with rats within the grounds of Baruch Houses has been an ongoing problem for a number of years. There have been many complaints. I feel if we can register and make demands of our problems, when there is success there should be a voice of appreciation.

For the Mothers Day holiday I went out of town and upon my return, the rats were gone. After two years of investing my own money and time in the Magical Garden with little results, I was amazed that the special contracted exterminators got the job done. Our manager at the time, Anita Lal, made it her priority to have NYCHA extend the exterminating service for additional months to have the job completed.

Baruch Houses' new manager, Karen Moye, the superintendent, Elliot Medina, and his assistant, David Martinez, are on the follow-up job. There has been new bait traps distributed and signs of other methods in place. The entire Lower East Side is affected by this problem. The NYC Sewage Dept. and Con Edison have been doing a lot of street digging that add to the problem. Without the attention of the officials at NYCHA and the support of our political leaders, I am sure the problem would be completely out of control. THANK YOU SO VERY MUCH !!!

Luther T. Stubblefield, Baruch Houses Resident Association Member

*Please note that we continue to campaign for security cameras for Baruch Houses.

July 20, 2011

(sent via e-mail)

Thank U again for accepting my application to be the first NYCHA Resident Board Member, maybe we'll do better next year. I hope that Mr. Gonzalez will be the prayer I have hoped for in housing. CONGRATULATIONS!!!

Patricia Seino, Queensbridge South Houses

July 22, 2011

(sent via e-mail)

I am very pleased with the Mayor's choice for the first NYCHA Resident Board Member. Congratulations to Mr. Victor Antonio Gonzalez, I hope that you will work closely with the Chairman and the rest of the Board Members and the Mayor. I am looking forward for your visit in our Development.

Thanks again.

Lolita Miller, Ocean Bay Houses Resident Association Secretary

Tell us what is on your mind!

Residents' Voices accepts letters, photographs, poems, drawings – anything that allows you to express yourself!

This month, we particularly would like to hear about your experiences during Hurricane Irene, including stories about any NYCHA staff or your fellow residents who performed in an exemplary manner.

Please include your full name, development name, address and phone number. We will print only your name and development on our pages; we need your address and phone number for verification purposes only.

Please limit written submissions to 250 words.

The Journal reserves the right to edit all content for length, clarity, good taste,

accuracy, etc. Because of space limitations, we must limit all contributors to one letter per person per issue.

There are many ways to share your thoughts with us at the Journal:

Send an e-mail to Journal@nycha.nyc.gov

Send a snail mail to:
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New York, NY 10007

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Send a fax to 212-577-1358

If you have any questions, please send them to Journal@nycha.nyc.gov.



Q & A with New NYCHA Board Member Victor A. Gonzalez

By Eric Deutsch

Victor A. Gonzalez joined NYCHA's Board on July 20, 2011. Mr. Gonzalez sat down with the Journal recently to talk about his role as the first resident to serve on the Board.

Question: Why did you apply to be on NYCHA's Board?

Answer: As a Resident Association President, I was helping 393 families. As a board member, I can help more than 650,000 families. I can bridge the gap between residents and the Authority, and we all can work as one big, happy family. It is going to be a large task, but I am up for it.

Q: Why is it important for a resident to be on NYCHA's Board?

A: The Board is very good at leading NYCHA, but this brings insight on the day-to-day life and what the real concerns are. This is not to say my colleagues on the Board do not know these things, but it gives a more in-depth knowledge and a clearer look at what happens every day at the developments.

Q: Do you have a sense of the history you are a part of, being the first resident on the Board of the largest public housing authority in the country?

A: Yes, it is surreal. My wife pinches me sometimes because I tell her I'm having an incredible dream. It is a humbling experience. I'm going to do everything I can to ensure this position is something that will work and mean something not just now, but for all of the residents who will serve in this position in the future.

Q: What have other residents been saying to you since you joined the Board?

A: They tell me they are excited to have a voice on the Board. They say they know I will protect them and make sure they get what they need.

Q: What areas are your first priorities?

A: Repairs and safety and security. We have many seniors, babies and disabled residents,

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NEW YORK CITY HOUSING AUTHORITY Journal 77 years of Public Housing in New York City

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Published monthly by the New York City Housing Authority Department of Communications • 250 Broadway, New York, N.Y. 10007 Tel (212) 306-3322 • Fax (212) 577-1358 • nyc.gov/nycha

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Message from the Chairman

The New York City Housing Authority's main priority always is to ensure the safety and wellbeing of the more than 400,000 residents who live in our public housing developments. That is why, under Mayor Bloomberg's leadership, as soon as we were aware of Hurricane Irene, our staff started preparations and communications to secure residents and their homes. I am grateful to NYCHA's many employees, resident leaders and other residents who volunteered to assist in the effort.

NYCHA worked closely on outreach efforts before and after the storm with the Office of the Mayor; the Office of Emergency Management (OEM); Council Speaker Christine Quinn; Assembly Speaker Sheldon Silver; Council Members Margaret Chin, Sara Gonzalez, Rosie Mendez and Domenic Recchia, Jr.; Senator Daniel Squadron; Assembly Member Brian Kavanagh; and all of the City and State elected officials who were visible in their communities.

We also worked to help our residents in flood zones to evacuate and move safely to their families' and friends' homes and the City's emergency shelters. In collaboration with Deputy Mayor Robert Steel, Deputy Mayor Linda Gibbs and Deputy Mayor Cas Holloway, we worked with the New York City Police Department (NYPD), the Metropolitan Transit Authority (MTA), the Fire Department of New York (FDNY), the Department of Education (DOE) and other sister agencies to transport residents to hurricane shelters and address residents with special needs. Evacuations progressed

smoothly, especially in our Far Rockaway developments, where NYCHA, under the leadership of Commissioner Margarita López, has held emergency preparedness training sessions over the past several months.

The Citywide Council of Presidents and other resident leaders provided vital support in our efforts to spread the word around the developments in flood zones and throughout the city. We were in frequent contact with them prior to and during the storm, and they responded by passing along critical information to their neighbors.

Many NYCHA employees were instrumental in our efforts, working around the clock throughout the weekend, which undoubtedly protected lives and property. This was a complete effort, at all levels of the Authority. Staff members not only were at developments and borough offices, but many volunteered their time at one of the City's storm shelters. I particularly am proud that in a little more than 24 hours after the storm, every development in Flood Zone A had their electricity, elevators and hot water running.

As I visited several of the affected communities during the weekend, I was most impressed by the spirit of NYCHA's employees. Everyone I spoke with was energetic and completely focused on ensuring our response was as strong as possible. They fully were committed to ensuring that residents were safe and supported and that their homes were protected.

The coordinated response to Hurricane Irene is an exemplary effort of how NYCHA at every level can be and should be responsive to families' needs, work to keep residents safe and protect and promote New York City's prosperity.

John B. Rhea

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Hurricane Irene Brings Out NYCHA at Its Best

family, the resident leaders, the members of the NYCHA Board and all NYCHA staff in the field for being prepared and for a tremendous hands-on effort in the handling of Hurricane Irene," said Reginald Bowman, President of the Citywide Council of Presidents. "No one person did this alone. Let us keep and remember this spirit in all of our efforts into the future."

In the aftermath of Hurricane Irene, NYCHA staff immediately went to work to assess all buildings, especially in Zone A where the impact was greater, and got started on clean-up efforts and restoration of services. A little more than 24 hours after the storm ended, electricity, elevators and hot water were running in every development in Flood Zone A.

"This was a huge logistical undertaking and the men and women of NYCHA did a great job," said Chairman Rhea. "The main thing I have heard from resident leaders and elected officials about NYCHA and our employees is that it was obvious that we cared about the well-being of our residents."

Earlier this year under the leadership of NYCHA Commissioner Margarita López, NYCHA held emergency preparedness trainings in Far Rockaway for 700 residents to learn the importance of being prepared for extreme weather events, such as hurricanes and floods. Commissioner López said that training paid off during Hurricane Irene. "Because of the training, that early preparation for residents and staff was the key to why we were able to evacuate all of the residents from the Rockaways," she said.

"They did a beautiful job. They couldn't do any better," said Geraldine Jones, President of the Bayside/Ocean Bay Resident Association, who noted that Commissioner López and other NYCHA workers went door-to-door to inform residents that they needed to evacuate.

'Green' Interns Bring Fresh Eyes to NYCHA

By Starr Lane

A couple of "green interns" could bring benefits to NYCHA. Through a partnership with the national non-profit Environmental Defense Fund (EDF), two Duke University graduate students this summer helped detail new ways to save energy as part of the EDF's Climate Corps Public Sector program.

The interns, Amy Kochanowsky and Harrison Thomas, evaluated NYCHA's utility costs and opportunities for decreasing energy use. They looked at wireless energy modules, which monitor and regulate individual apartments' thermostats, replacing exit signs with LED lighting and the maintenance of NYCHA's heating plant.

"We were able to offer a fresh set of eyes to approach NYCHA's concerns," said Ms. Kochanowsky. "We were exposed to a lot of ideas and we were able to work with other players such as the utility company."

NYCHA is looking at ways to implement the interns' suggestions. Their research found that the Authority could save \$58 million per year on

utilities if these efforts are put in place, a savings of 11 percent. The plan also could result in a 12 percent reduction in annual carbon dioxide emissions.

The interns' placement was the result of the efforts of Commissioner Margarita López, NYCHA's Green Coordinator, and the Office of Strategic Planning. "NYCHA's partnership with EDF and its interns shows that the best way for any organization to resolve their challenges, such as reducing energy costs and carbon emissions, is through cooperative efforts," said Commissioner López. "I look forward to having a long collaboration with EDF."

NYCHA is the first public housing authority and New York-based organization to partner with EDF's Climate Corps Public Sector program. "The EDF interns were a valuable addition to the Energy Department, bringing a fresh perspective to how we manage energy within the authority," said Energy Department Director Rory Christian. "Their efforts have helped bring us one step closer towards achieving the goals of the Green Agenda."



Harrison Thomas (left) and Amy Kochanowsky (right), NYCHA's 'green interns' this summer, stand with NYCHA Commissioner Margarita López, the Authority's Green Coordinator.

THE NYCHA NOT WANTED LIST

Below is a partial list of names of individuals who have been excluded permanently from NYCHA's public housing developments. This list keeps residents informed of the Authority's ongoing efforts to improve the quality of life for New Yorkers in public housing and to allow for the peaceful and safe use of its facilities. The following are the people, with their former addresses, excluded as of August 25 and 31, and September 8, 15, 22 and 28, 2010.

Prohibited as of August 25, 2010

Coley Curry Manhattanville Houses, 1430 Amsterdam Ave., 13th fl., Manhattan
Earl Holley Jr. Breukelen Houses, 619 E 108th St., 3rd fl., Brooklyn
Jason Horsford Melrose Houses, 281 E 153rd St., 5th fl., Bronx
Timothy Ntuli Stapleton Houses, 197 Gordon St., 7th fl., Staten Island
Eddie Santiago Morris Houses, 1460 Washington Ave., 1st fl., Bronx

Prohibited as of August 31, 2010

Robert Alston Grant Houses, 55 LaSalle St., 4th fl., Manhattan
Ryan Coughlin Berry Houses/Todt Hill Houses, 51 Seaver Ave., 1st fl., Staten Island
Ramar Hassell Throgs Neck Houses, 555 Calhoun Ave., 3rd fl., Bronx
Delince Pierre Bayview Houses, 1540 E 102nd St., 8th fl., Brooklyn
Terrell Rogers a/k/a **Dominick Gillian** a/k/a **Tarell Rogers** a/k/a **Tyrell Rogers** a/k/a **Larry Rogers** Howard Houses, 1570 E New York Ave., 7th fl., Brooklyn
Jorge Rosa a/k/a **George Rosa** a/k/a **Dave Rosa** Monroe Houses, 800 Soundview Ave., 6th fl., Bronx
Cleve Smith Washington Houses/Lexington Houses, 1539 Lexington Ave., 5th fl., Manhattan
Charles Torres Soundview Houses, 1715 Lacombe Ave., 3rd fl., Bronx
George Williams Lehman Village Houses, 70 E 108th St., 7th fl., Manhattan
Donnell Wimms Hammel Houses, 84-14 Rockaway Beach Blvd., 5th fl., Queens

Prohibited as of September 8, 2010

Francisco Cabrera Seth Low/Glenmore Houses, 180 Powell St., 8th fl., Brooklyn
James Claiborne Red Hook East Houses, 93 Center Mall, 2nd fl., Brooklyn
Shawn Fonville Bushwick Houses, 24 Humboldt St., 14th fl., Brooklyn
Michael Hardison Lafayette Gardens Houses, 433 Lafayette Ave., 17th fl., Brooklyn
Julio Irizarry Baruch Houses, 90 Columbia St., 1st fl., Manhattan
Anthony Levy Langston Hughes/Woodson Houses, 335 Sutter Ave., 12th fl., Brooklyn
Benjamin Jenkins Penn Wortman Houses, 920 Vermont St., 8th fl., Brooklyn
Mario Jones Douglass Houses, 55 W 100th St., 4th fl., Manhattan
Deshong Prescott Farragut Houses, 190 York St., 9th fl., Brooklyn
Gabriel Rivera Morrisania Air Rights Houses, 285 E 156th St., 10th fl., Bronx
Sable Russell Coney Island Houses, 3020 Surf Avenue, 10th fl., Brooklyn
Nathaniel Williams Richmond Terrace Houses, 456 Richmond Terrace, 3rd fl., Staten Island

NYCHA GM Kelly to Stay at Philadelphia Housing Authority

CIO Atefeh Riazi to Serve as Acting GM

NYCHA General Manager Michael Kelly, who has been on loan to the Philadelphia Housing Authority (PHA) since December 2010 serving as PHA's Interim Executive Director, will stay in that position permanently. Mr. Kelly originally agreed to provide assistance to Philadelphia during a time of transition for them through a special arrangement supported by Mayor Michael Bloomberg, Philadelphia Mayor Michael Nutter and the Secretary of Housing and Urban Development Shaun Donovan.

"Michael has made invaluable contributions to NYCHA and will be missed," said NYCHA Chairman John B. Rhea. "However I am proud that a distinguished member of our team has been selected to lead the nation's fourth largest public housing authority."

The search for a new NYCHA General Manager has begun. In the interim, Chief Information Technology Officer Atefeh Riazi will serve as Acting General Manager during this transition period. Since joining NYCHA in 2009, Ms. Riazi has brought sound management and strategic leadership to numerous Authority-wide initiatives.

"I am confident of her ability to take on the responsibility of overseeing the agency's day to day operations while continuing to steer the IT Department," said Chairman Rhea. "And the Board and I are confident that our strong and talented management team will continue to work diligently and collaboratively to move the Authority forward."

Eye on Housing Fraud

Rose Gill Hearn, Commissioner of the New York City Department of Investigation (DOI) recently discussed her agency's role, its work within NYCHA and a new quarterly feature, "Eye on Housing Fraud," in NYCHA's Journal.

What is DOI?

DOI serves as the City's municipal watchdog with oversight of more than 300,000 City employees in 45 City agencies; dozens of Boards and Commissions; and other non-mayoral agencies, such as the Office of the Inspector General for NYCHA. DOI is staffed by inspectors general, investigators and forensic auditors who uncover and refer for prosecution cases of fraud and waste involving City agencies, employees and contractors. DOI protects public funds so they can be used for their intended purpose.

Can you describe DOI's work in NYCHA?

DOI's Inspector General (IG) for NYCHA has a wide scope, including identifying and stopping housing fraud. Since 2002, DOI has arrested more than 500 individuals on tenant fraud charges involving NYCHA housing subsidies, and uncovered the theft of nearly \$11 million in housing benefits. This criminal conduct drains available housing funds. Individuals convicted of housing fraud face serious penalties, including prison time and the loss of their public housing apartment or Section 8 voucher.

What are the various types of tenant fraud?

DOI has uncovered many different illegal schemes used to steal public housing dollars, including concealing income and household composition, illegally subletting apartments and hiding assets such as property ownership. DOI works closely with NYCHA to spot discrepancies so fraud is caught sooner and public housing dollars can be saved.



New York City Department of Investigation Commissioner Rose Gill Hearn

Can you explain the new quarterly feature that begins in this issue of NYCHA's Journal?

DOI will provide names of residents, as listed below, who have been convicted and sentenced for defrauding NYCHA. We hope this feature not only deters future fraud but also informs on DOI's commitment to protect limited public housing resources. Anyone with information regarding fraud or wrongdoing should call DOI's NYCHA IG hotline at (212) 306-3356.

Jonathan Phillips - sentenced to six months in jail for failing to report the income he earned from the Metropolitan Transportation Authority and illegally obtaining \$38,229 in Section 8 benefits.

Chris Santos - sentenced to five years of supervised release and ordered to pay \$47,988 in restitution for failing to report her husband's income with the City Department of Parks and Recreation and his presence in her apartment in Douglass Houses.

Ana Contreras - sentenced to three months in prison and ordered to pay \$37,898 for illegally subletting her Section 8 apartment in Manhattan while living in the Dominican Republic.

Mei Ki Wan - sentenced to three years of supervised release and ordered to pay \$18,594 in restitution for illegally subletting her apartment in Smith Houses and failing to notify the Authority she had moved into a Long Island residence she purchased with another individual.

Joan Johnson - sentenced to three years supervised release and ordered to pay \$31,493 in restitution for failing to report she had moved to a co-operative apartment she owned in Harlem while claiming she still resided in her apartment in LaGuardia Houses, which she had turned over to another individual.

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New NYCHA Task Force Responds Rapidly for Repairs

Chairman Vito Lopez and Speaker Sheldon Silver included \$6.5 million dollars for repairs in the proposed Assembly budget. However, this funding was not included in the final budget, and for the first time, the State of New York did not include any funding for NYCHA. In previous years, the State cut operating funds, but always included money for modernizing public housing authorities throughout New York. In 2011, NYCHA will work with Chairman Lopez and other allies of public housing to advocate for a State/City repair program for NYCHA residents.

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NYCHA Goes All Out to Assist Residents Caught in Gas Outage

By Zodet Negrón and Howard Silver

NYCHA launched an “all hands on deck” emergency response after the large gas outage hit northern Manhattan earlier this summer. The water main break on August 5 left more than 8,000 New Yorkers without gas, affecting more than 3,000 NYCHA apartments in Rangel, Polo Grounds and Harlem River Houses.

NYCHA Social Services, Emergency Services and Property Management Department staff knocked on every door well past midnight to distribute hot plates and notices for residents about the outage. Social Services also checked elderly residents and residents with special needs, bringing them dinner late into the night. Residents were very appreciative of NYCHA’s response to the situation.

“They handled it very well,” said Abdullah Basir, a resident at Polo Grounds. “They were tenacious and very sincere. They did an extremely good job.”

“They were very quick and efficient,” said Betty Mena, a resident at Rangel Houses. “They made sure that everyone had hot plates and did everything to full efficiency.”

Almost all of NYCHA’s plumbing staff responded to the outage, working at all three developments with Con Edison to restore gas service. NYCHA staff also removed stoves in need of replacement and installed new stoves in preparation for the restoration of gas.

NYCHA established a command center on site to coordinate efforts with Con Edison, the New York Police Department and the community to manage restoration activities and resident needs around the clock. Property management departments extended their office hours from 7:00 a.m. to 9:00 p.m. and staff remained on call on rotating shifts to 10:00 p.m. to accommodate residents’ needs.

“It was an all-out response,” said Conrad Vázquez, director of NYCHA’s Emergency Services Department. “Not one staff person did not answer the call for help or the request for return to work.”

As of September 1, stoves were reconnected at 97 percent of the units in Harlem River Houses, 95 percent of Rangel Houses and 81 percent of Polo Grounds Towers.



NYCHA plumber Mike Reed checks a gas stove as part of NYCHA’s response to a large gas outage in upper Manhattan in August 2011.

Why Does it Take so Long for Gas to Come Back on?

The process of restoring gas involves entering every affected apartment to check for gas leaks and other issues. If NYCHA staff cannot enter just one unit, gas cannot be restored to the building because every unit’s stove need to be checked and tested for leaks.

If no leaks are found, then every stove must be reconnected, one-by-one, and gas can be restored. If there is a leak, every unit has to be re-checked until the leak is found. Once the leak is fixed, staff has to go back into every unit and repeat the process all over again before turning gas back on in the building.

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Q & A with New NYCHA Board Member Victor A. Gonzalez

we have to make sure elevators, electricity and hot and cold water are working. We have to consider the safety of residents both in and around the developments. I also want to focus on job creation. It is great that NYCHA has programs for residents to learn skills and get jobs, and a lot of the programs are fairly new so communicating with

residents is important to get the word out.

Q: How have your first few weeks been?

A: Very busy! I’ve learned there is a team here that really is concerned about residents and wants to move in a positive manner. I find myself believing now even more in what NYCHA is trying to do.



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An article in the July/August issue of the *Journal* neglected to mention that the two NYCHA departments that worked on the *Health of Older Adults in New York City Public Housing* report were Resident Support Services run by Director Richard Greene and Research and Management Analysis run by Director Anne-Marie Flatley.

Comments? Questions? E-mail Journal@nycha.nyc.gov.

Attention!!

NYCHA SENIORS

The New York City Housing Authority
Community Programs and Development - Resident Support Services

Senior Benefit & Entitlement Fair

“Expand Your World II”

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- Food/Transportation Benefits
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In Cooperation with Riverbank State Park & North River Community Environmental Review Board

over-drying can waste a lot of energy and damage clothing. the best way to avoid over-drying is to...



a. check the dryer every 10 minutes



b. take the clothes out while still damp



c. use the moisture sensor on your dryer

answer: c

plugging appliances into a power strip...

- a. makes them more powerful
- b. makes it easy to turn them all off to save energy
- c. uses less energy because it all comes from one outlet



answer: b

what's the largest energy user for homes in our area?



a. lighting



b. heating



c. electronics



d. toasters

answer: b

showers use less energy than baths because...

- a. they require the water to be less hot than a bath does
- b. the acoustics are better for singing
- c. they use about half as much hot water



answer: c

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Residents, NYCHA and NYPD Mobilize to Make Developments Safer

Resident Watch Volunteers Receive Police Training

By Starr Lane

NYCHA residents, NYCHA and the New York City Police Department (NYPD) continued their collaboration this summer to make developments safer and more secure and to improve residents' quality of life. The latest effort was the first joint mobilization drill with residents of Edenwald Houses in the Bronx on July 18. The drills are designed to prepare residents on how to handle emergency situations within their community. Resident Watch volunteers are taught how to properly react, notify and report emergencies to the NYPD.

About 40 Edenwald residents, all members of the development's Resident Watch volunteer program, attended the training drill, which focused on how to take action when a child is missing. "It's a family



Members of the Edenwald Houses Resident Watch participate in a joint mobilization drill with NYPD on July 18, 2011.

thing, our own little crew," said Edenwald Resident Association President and Resident Watch Supervisor Walter McNeil. "We have to look out for each other."

The Resident Watch volun-

teers gathered in the Edenwald Community Center, ready to receive instructions from NYPD officials, who were led by NYPD Housing Bureau Executive Officer Edward Delatorre. After

For more information on Resident Watch, residents can call the following Borough Resident Watch Coordinators

Bronx: Juan Laporte, 718-409-8620

Brooklyn: Deborah Miller, 718-329-7818

Manhattan: Mark Williams, 212-427-8542

Queens/Staten Island: Peter Koch, 718-657-8300

receiving a fictitious missing child alert, volunteers were trained on how to report to a rally point to gather information properly, and pass out flyers within their residence and surrounding community. NYPD officials then provided residents with a Hot Wash (after-action review) report.

"This created dialogue between NYCHA residents and the NYPD," said NYCHA Director of Security Patrick O'Hagan. "They were able to review the pros and cons of what occurred during the drill."

Edenwald, the largest development in the Bronx, was the first of any NYCHA development to participate in a joint mobilization drill. The training provided by the NYPD is expected to enhance the coordination and response time of Resident Watch volunteers and to strengthen the relationship among volunteers, NYCHA Property Management Staff and the NYPD during emergency situations.

"Resident Watch is an important element in enhancing the security of our developments and improving the quality of life of our residents. These drills will help our Resident Watch volunteers to be better prepared to handle emergencies and strengthen the support network for our residents at a local level," said NYCHA Deputy General Manager of Operations Carlos Laboy-Diaz.

"I hope the drills will spread to the other boroughs," said Mr. McNeil. "I hope they become nationwide."

More mobilization drills are being planned at other developments.

Comments? Questions? E-mail Journal@nycha.nyc.gov.

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NYCHA Celebrates



NYCHA youth looked for any way they could to stay cool during the National Night Out event at Lafayette Gardens on August 2.



Crossing the finish line during the Education Through Sports annual event on July 4.



NYCHA seniors enjoy themselves at State Assembly Housing Chairman Vito Lopez' annual summer picnic on July 21.



Ronnie Artis from Park Rock Rehab breaks into a solo at City Hall Park on June 22. The NYCHA Youth Chorus belted out some tunes all over the City as part of Sing For Hope's Pop-Up Pianos concert series.



NYCHA Art Camp participants make their own creation during a field trip to the Metropolitan Museum of Art on August 4.



Reaching for the top at one of the Citywide Carnivals on August 11.



A sunny day at Rutgers Family Day on July 9.



Big smiles at the National Night Out event at Lafayette Gardens on August 2.

Summer 2011

Resident Referees Keep Their Eyes on the Ball

By Khadeem Hughson and Zodet Negrón

The NYCHA-NFL Officiating Academy recently completed its sophomore year. The six-week long summer program provides residents aged 17–24 with training as football referees. The goal is for participants to get jobs in local football organizations after they graduate. Ultimately, the Academy aims for some graduates to one day become referees in the NFL.

"It's a good learning experience with good teachers and great mentors," said Charles Cooper, a resident of Redfern Houses in Queens. "If you're really into it you can get into the NFL."

During the Academy's last session on August 17, participants hit the field at Roy Wilkins Park in Jamaica for a scrimmage game. Many youth football leagues and semi-pro teams practice at the park. While players scrimmage and get ready for their games, the aspiring referees get a chance to put their skills to the test, calling the plays in real time. "There is no greater teacher than experience itself," Trevor Jaha, life skills instructor for the program, told the participants before the scrimmage.

Program graduate and current mentor Justin Calnan agrees. "Reading the rules and being on the field is a totally different ballgame," he said. Mr. Calnan, a caretaker at Berry Houses in Staten Island, successfully completed the program last year and currently is interning for the NFL as an assistant in the Academy.

After the scrimmage, the students of the game reviewed what they learned in their final class. "It is our hope that this program will not only be a gateway to an officiating career, but that it will also be a gateway to living your lives with passion, courage and determination – wherever your dreams and your hard work lead," NYCHA Chairman John B. Rhea told the class.

When asked what they have taken away from the program in addition to theory and practice, participants agreed that "time management, discipline and professionalism" are valuable skills acquired they can apply on the job and life in general.

"My experience was great. I learned a lot," said Jenice Hampton from South Jamaica Houses in Queens.

Program graduates have the opportunity to start officiating youth football league games and NFL flag football games, and can take the Public School Athletic League (PSAL) certification exam. This is the next step in the process that will make the young adults eligible to referee high school games.



An aspiring referee helps measure the distance needed for a first down at the NYCHA-NFL Officiating Academy on August 17, 2011.



Young adults living in NYCHA housing gathered at the first ever Young Adult Engagement Session on August 19, 2011.

Future NYCHA Resident Leaders in the Making

By Starr Lane

Leadership happens by initiation, not invitation. The change is you," President of the Citywide Council of Presidents Reginald Bowman told the more than 65 attendees at the first-ever NYCHA Young Adult Engagement Session on August 19. The Engagement Session allowed NYCHA's potential future resident leaders to share their thoughts about NYCHA's job training programs and the Green City Force, a nonprofit that prepares young people

for careers in the emerging green economy.

"This event allowed us to bounce ideas off each other. We can help the community and help by getting involved," said Carolyn Wilson, a resident of Red Hook East Houses in Brooklyn and a Green City Force employee.

Twenty-two-year old Emmanuel Lopez from Atlantic Terminal Houses in Brooklyn shared his experiences of being the youngest Resident Association

President in any development. Inspired to run after hearing President Obama's election victory speech, he explained that he wanted a change in his community. After being in office for more than a year, Mr. Lopez said that he has faced adversity about his age but it comes with the territory. "Every leadership has its ups and downs," said Mr. Lopez.

Eastchester Garden Houses (Bronx) resident Jocelyn Cruz, said that a lack of advertisement of NYCHA programs is a big problem in getting residents involved in initiatives. "A key component in outreach is to connect with the young community," said Ms. Cruz, who encouraged her peers to connect to NYCHA resources through social media networks. "I'm a proud Facebook 'liker' of the NYCHA page," she said.

As the session ended, 20 residents volunteered to participate in the Young Adult Council as leaders and liaisons in their communities.

New Draft Annual Agency Plan Process a Success

By Eric Deutsch

To better encourage residents to participate in NYCHA's Draft Annual Agency Plan process, the Authority used a new format for the town halls it holds every year for residents to share their thoughts. Following the success of the Community Conversations held for the Plan to Preserve Public Housing, residents and NYCHA staff gathered in small groups to discuss the direction of the Authority for fiscal year 2012, focusing on eligibility and admissions; financial resources; capital projects; crime and safety; and community service. The new approach drew more than 460 residents to the five town hall meetings, with one held in each borough in July and August.

"This was a great idea, much better than the format they used to use," said Nathaniel Green, the Dyckman Houses Resident Association President, at the town hall held in Manhattan. "They should have been doing this for years."

NYCHA believes the town hall meetings are an important way to involve residents and be a transparent agency. The public hearing for the Draft Annual Agency Plan, that the federal Department of Housing and Urban Development (HUD) mandates,



More than 460 residents attended NYCHA's Draft Annual Agency Plan town hall meetings, including at Manhattanville Houses on August 3, 2011.

took place on August 24.

"This was very informative. I'm glad I came," said Israel Valle from Amsterdam Houses.

While the public comment

period for the Draft Annual Agency Plan has closed, the plan can be viewed on NYCHA's website at www.nyc.gov/nycha in the 'Resources' section.

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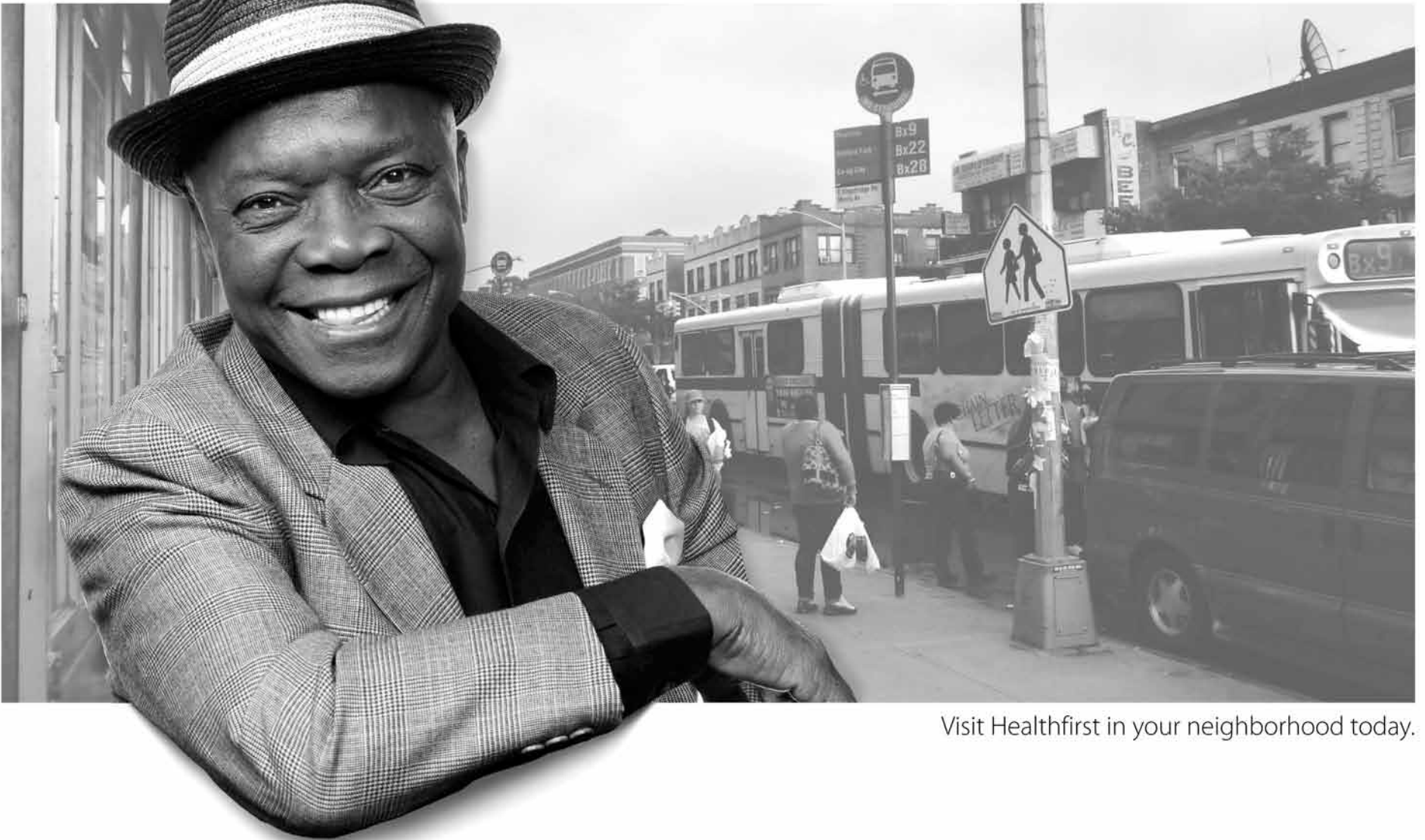
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