



ONE NUMBER Residents of all five boroughs can reach the Centralized Call Center (CCC) at (718)707-7771 to request maintenance repairs or report emergencies. Here, a Customer Service Representative-in-training takes a call.

Centralized Call Center Now Live In All Five Boroughs!

DID YOU KNOW THAT THE NEW YORK CITY HOUSING AUTHORITY (NYCHA) RECEIVES OVER TWO MILLION CALLS REGARDING MAINTENANCE ISSUES A YEAR? To manage those calls effectively and efficiently, NYCHA created the Centralized Call Center, or CCC, first implemented in Staten Island in 2005. The CCC allows residents to call a single telephone number: (718)707-7771 to schedule all maintenance repairs. NYCHA's Customer Service Representatives are available to answer the calls 24 hours a day, seven days a week.

Following Staten Island, Queens came on board in 2005, Manhattan in 2006, Brooklyn in 2007 and as of November of last year, the final borough, the Bronx, joined the CCC network.

Scheduled Appointments

Not only do CCC Customer Service Representatives schedule appointments for repairs at the residents' convenience, they also call residents to confirm their availability the day before the appointment, resulting in increased productivity and customer satisfaction. In addition, Customer Service Representatives follow up to obtain feedback after the work is completed on approximately 25% of the appointments.

The CCC is the first step in a larger customer service initiative that NYCHA is currently undertaking which will further streamline processes throughout the agency, with the goal of resolving customer inquiries on the first call through instant access to documents, work tickets, schedules and more.

Call the CCC Anytime...

Call the CCC any time a condition requires a repair. Call for routine repairs, to schedule apartment inspection follow-up appointments, skilled trades work such as plastering, major plumbing or wiring, or replacement of kitchen cabinets. You should also call the CCC for building repairs like elevator outages.

Emergencies will be addressed immediately; all other apartment repairs will be scheduled at your convenience. Don't wait—Call the CCC at (718)707-7771, 24 hours a day, seven days a week.

Reduce Your Call Waiting Time

Call volume is heaviest on Mondays and the day after a holiday. The best time to call is usually mid-morning, or afternoons after 4 PM.

Call the Centralized Call Center Anytime For Repairs

The Centralized Call Center, or CCC, is open 24 hours a day, seven days a week. Call volume is heaviest on Mondays and the day after a holiday. To reduce your call waiting time, the best time to call is usually mid-morning or afternoons after 4 PM.



RESIDENTS CAN NOW PAY RENT ONLINE WITH ePAYMENT

THE NEW YORK CITY HOUSING AUTHORITY (NYCHA) IS PLEASED TO ANNOUNCE A NEW RENT PAYMENT OPTION THAT ENABLES NYCHA RESIDENTS TO PAY RENT ONLINE. Online ePayment allows residents to electronically transfer funds from their checking or savings accounts to NYCHA. Paying rent through the ePayment system is safe, convenient and saves time. All information remains confidential and is protected by all access and confidentiality provisions of Federal, State and City of New York laws. There is a \$1.00 processing fee for each transaction.



TIME FRAMES

ePayments made before 6:00 PM EST will be credited to the resident's rent account the same day. Payments made after 6:00 PM will be credited the next business day. Payments made on weekends and Federal holidays, when banks are closed, can be credited the next business day.

HOW TO ACCESS ePAYMENT

Residents can log on to NYCHA's Website at nyc.gov/nycha. Click on the "Online Rent Payment" logo (like the one above) to go directly to the ePayment system to pay rent. The ePayment system is easy to use. The Website is interactive and will guide you through the necessary steps.

WHAT YOU WILL NEED

Residents will need their nine digit NYCHA Tenant ID number and their nine digit account number to complete the ePayment. These numbers are printed on the "Remittance Slip" or "Bank Acceptance Slip." Residents will also need their nine digit bank routing number, which is located on the bottom left side of your check and your checking or savings account number. Residents who do not know their bank routing number should visit their bank's Website or call the bank for assistance.

QUESTIONS ABOUT THE NYCHA ePAYMENT SYSTEM CAN BE DIRECTED TO (212)306-6776

Residents can also access NYCHA's Website at nyc.gov/nycha for frequently asked questions and answers about the ePayment system.

OTHER RENT PAYING OPTIONS FOR NYCHA RESIDENTS

The other rent paying options for NYCHA residents continue to be available. These include:

Mailing the rent to the Lockbox; paying in person at any authorized cash payment location; or paying in person at the Carver Bank branch at Pathmark located at 300 West 145th Street in Manhattan. Residents can also pay via the Automatic Payroll Rent Deduction Program, if they are employees of a New York City Agency who receive a bi-weekly or semimonthly paycheck.

MAYOR'S MESSAGE

**5000th Student Graduates from
"Learning To Work" Program**



LAST MONTH I JOINED SCHOOLS CHANCELLOR JOEL I. KLEIN TO ANNOUNCE THAT THE 5,000TH STUDENT FROM THE CITY'S INNOVATIVE CAREER DEVELOPMENT PROGRAM, LEARNING TO WORK, WOULD BE RECEIVING HIS OR HER HIGH SCHOOL DIPLOMA. Learning To Work, launched in September 2005, helps students who are academically behind by at least two years graduate from high school while receiving in-depth job-readiness training, including paid internships.

When students fall two or more years behind in school, we as a City have two choices—throw up our hands and consign our kids to a lifetime of doors that are closed to opportunity, or find ways to help them across the line to graduation. We've chosen the more challenging route—finding a different way—and we have found that given an opportunity to combine academics and opportunities to gain workforce experience, students respond positively.

Learning To Work has led to rewarding careers, and that is good news for all New Yorkers. Learning To Work makes school more relevant for struggling students by supplementing academic instruction with paid internships and career counseling. Today, Learning To Work is recognized as a national model for helping at-risk students get back on track. Its success is a testament to the hard work and commitment of teachers, administrators, community partners, and especially the students.

Outcomes for over-age and under-credited students—those who are more than two years behind academically—are much more positive for students who participate in Learning To Work programs than for similar students who remain in traditional high schools. Only 19 percent of over-age, under-credited students earn diplomas in traditional high schools, while the graduation rate is 56 percent for comparable students in transfer schools—small, academically rigorous, diploma-granting high schools designed to re-engage students who have dropped out or who have fallen behind and earned fewer credits than expected for their age. The graduation rate in Young Adult Borough Centers with Learning To Work programs is 44 percent.

The program also outperforms the school system as a whole in re-engaging and graduating male students. The vast majority of Learning To Work graduates are black and Hispanic, with black males representing 19.9 percent and Hispanic males representing 22.4 percent of its graduates.

Participants enjoy a broad range of paid internships in the public, private, and non-profit sectors, with placements tailored to match their interests and career goals. Students express high levels of satisfaction with the program, with over 90 percent of students reporting that their internships would help them obtain jobs after graduation. Additionally, three times as many students reported that the overall Learning To Work program supported key career development skills, such as identifying career goals, constructing resumes and applying for jobs—compared with programs they previously attended.

Expansion of Learning To Work programs has been a central priority of this Administration. Since September 2005, the DOE has opened or enhanced 15 transfer schools, 10 GED programs, and 20 Young Adult Borough Centers with Learning To Work components. In 2007, 9,809 students participated in Learning To Work programs, compared with 6,351 during the previous year. As of November 2007, nearly 8,000 students were already participating in the programs Citywide, with students continuing to enroll throughout the academic year. The Department of Education has also expanded program services to students, with internship placements increasing by 115 percent during the program's second year of operation and continued growth expected in 2008.

Learning To Work helps those who have somehow lost their way to get back on track to fulfill the promise of a brighter future. Call 311 or check out the City's Website at www.nyc.gov for more information.

Michael R. Bloomberg

THE FACES OF NYCHA

The Music Never Stops for Ms. Carrie Jones

By Heidi Morales

SHE HAS A BIG SMILE; A DEEP CAVERNOUS LAUGH. She jokes around and has a natural flow to her body when she laughs—a back and forth, a wave-like sway that obviously gets her lots of attention. She easily reminds you of the typical "life of the party"—sweet, joyful, eager to please, genuinely happy; a natural born entertainer.

By listening to her stories you can conclude that Carrie Jones serves as a road manager, producer, singing coach and confidante to the 80-member New York City Housing Authority Senior Chorus. The Chorus is also known as *Voices Across the City* and Ms. Jones, a Community Coordinator for NYCHA's Department of Community Operations has been its musical director for over five years. Ms. Jones, a native of Brooklyn, New York, has also been a resident of NYCHA's Atlantic Terminal for over 20 years.

"I love the seniors," she said. Under Ms. Jones' direction, the seniors are trained like real artists. They are taught harmony, vocal techniques, microphone techniques, breathing techniques and musical scales.

Ms. Jones said this program is like a lifeline for many of the seniors. "It gives them something to do. It's very therapeutic for them to have the chorus. A lot of the seniors sit home with no family and nobody to talk to, no motivation to get up and go. I love it and they thank me all the time. They say, 'Thank you Carrie for putting this chorus together. Thank you for giving us something to do, somewhere to go, something to look forward to.'"

Through the years, Ms. Jones has received several acknowledgements for her artistic contributions but mainly for her volunteer work with seniors for over a decade.

Why does she do it? She said, "Because they seem to be the forgotten ones. I always look at them and say, 'If God allows us to live that long that is exactly what we're going to be—seniors; and programs we put into effect now will also benefit us in the future.'"

The Artist Formerly Known As...

Ms. Jones has been singing since she was 12 years old and like many great R&B singers got

(Continued on page 3)



Carrie Jones directing the Senior Chorus, *Voices Across the City*, at NYCHA's sixth Annual Holiday Concert held at the John Jay College of Criminal Justice in Manhattan on December 13th.

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CHAIRMAN'S MESSAGE

Taking A Look At Harlem River Houses During Black History Month



IN HONOR OF BLACK HISTORY MONTH, THE NEW YORK CITY HOUSING AUTHORITY (NYCHA) PAYS TRIBUTE TO THE FIRST PUBLIC HOUSING DEVELOPMENT THAT WAS BUILT FOR AFRICAN-AMERICANS — HARLEM RIVER HOUSES. HARLEM RIVER CELEBRATED ITS 70TH ANNIVERSARY LATE LAST YEAR.

Located at Harlem River Drive and 151st Street in Manhattan, Harlem River Houses sits on 7.39 acres, blending landmark buildings with park-like open spaces. The development consists of seven

buildings of four and five stories with 574 apartments providing homes to 1,013 residents.

The construction of Harlem River Houses began in 1936 and was completed on October 1, 1937. The beneficiary of President Franklin D. Roosevelt's "New Deal" social program, Harlem River Houses marked the first time federal funds (\$4.7 million) were used for public housing in New York City. That funding, which came from the newly created Public Works Administration, also financed Williamsburg Houses in Brooklyn.

Harlem River Houses was built for African-Americans at a time when public housing was segregated. The design team for the development included John Louis Wilson, Jr., the first African-American to graduate from Columbia University's Graduate School of Architecture. The new development included a nursery school, playground, and a health care facility.

In 1965, the addition of one 15-story building known as Harlem River Houses II was built, and ten years later the New York Landmarks Preservation Foundation declared Harlem River Houses an architectural landmark.

Harlem River Houses is adorned with public sculpture, offers views of Yankee Stadium and the Bronx across the river and is walking distance from Jackie Robinson Park and the Esplanade Gardens. The development has an active Resident Association and Tenant Patrol.

In a proclamation presented to the development's Manager and Resident Association President by NYCHA Vice-Chairman Earl Andrews, Jr., on the occasion of its anniversary, Mayor Michael R. Bloomberg states that "the 70th Anniversary of the Harlem River Houses is a testament to the quality of NYCHA's developments in all parts of our city. New York City commends NYCHA and Harlem River Houses for seven decades of success in the historic Hamilton Heights neighborhood of Manhattan, and for being an invaluable source of affordable housing and community strength for its residents."

Tino Hernandez



70th ANNIVERSARY NYCHA Vice-Chairman Earl Andrews, Jr. presents a proclamation from Mayor Michael R. Bloomberg to Harlem River Houses Manager Patricia Humphreys (second from left) and Resident Association President Charlotte Perry (right) to commemorate the development's 70th Anniversary last October.

Music Never Stops

(Continued from page 2)

her start in the church choir. She taught herself how to read music. Five years later Ms. Jones, at the age of 17, was featured as the lead vocalist in an album recorded by her choir. That marked the beginning of her professional singing career.

"Eventually, I started doing the R&B circuit," Ms. Jones said. "I've always been a take-control, leadership type of person. I started setting up my own performances. I would go to the clubs and talk to the owners, get the gig, call musicians, set up rehearsals. I did that for about 30 years. But the best experience for me was going to Japan."

Ms. Jones, believe it or not, is an "international recording artist." She recorded an album in 1995—a fusion between Pop, R&B and Gospel called, "I Hear the Call," which was released in Japan. Ms. Jones traveled to this Asian country for the release of her first solo album and did everything from attending release parties, to interviews, to signing autographs.

Ms. Jones has shared the stage with musical greats like Patti LaBelle, Harold Melvin and the Blue Notes, Jocelyn Brown and Cece Winans.

Ms. Jones' commercial singing career was cut short as it is for many artists, because, "the business side [of her career] wasn't properly taken care of."

She Hears 'The Call'

Ms. Jones said her vision for the Chorus is massive. "I see this being like two, three hundred seniors and that would be one of the largest choruses there is." She encourages seniors to, "Come to auditions. The majority of seniors have been singing before we were even born. They may be rusty because they haven't been consistent at it but once they get back into the flow they are amazing," she said.

Rehearsals are held in every borough twice a week every week. "And that's why they have become as good as they are."

Rehearsals in the Bronx are held at the Morrisania Air Rights Senior Center; in Brooklyn at the Marcus Garvey Senior Center; in Queens at the International Towers Senior Center; in Manhattan at Polo Grounds Senior Center; and in Staten Island at the Cassidy/Lafayette Senior Center.

Ms. Jones said she's always willing to put the work in and that any senior who wants to be a part of Voices Across the

(Continued on page 11)

DEBORAH'S DIARY

By Deborah Williams

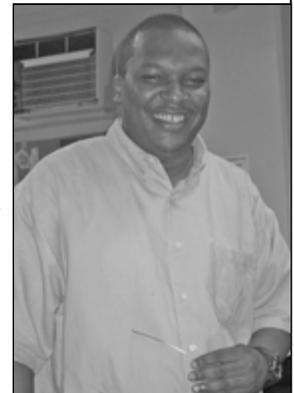
Christmas Carols Bring Joy—They wanted to spread joy and peace throughout Cooper Park in Brooklyn, and what better way to do it than through caroling? Members of the Cooper Park Community Center's Advisory Committee came up with the idea as a way to show the senior and disabled residents that they are "loved and appreciated," said Chairperson Karen Leader.



Cooper Park Community Center's Community Associate Bernadine Thomas and Community Assistant Derrick Jack worked diligently teaching and preparing the 20 youth for their very first caroling experience. On December 21, 2007, acting as head carolers, Karen Leader and Advisory Committee member Charisse Owens, along with Bernadine Thomas, Derrick Jack and night program members Toteanna Conley, Latifah and Sarah Kirkland and Kevin Martin, joined the young carolers for a night of caroling out in the development. The group caroled from apartment to apartment not only leaving behind the resonance of their wonderful voices but a Christmas fruit basket made by the Advisory Committee members for each household. 'Twas the season for giving and this year Cooper Park Houses residents did what they plan on doing next year as well—spread a little joy with their singing. ***I think this is a kind and wonderful gesture and applaud everyone involved. Congratulations for spreading some of your Christmas cheer. Well done!***



Success Begins with RES—Sartell Jackson, once unemployed and without any prospects, is now a Program Assistant at CUNY's City College of New York, and it all began when he signed up for the Technology Gateway Center (TGC) program at the Highbridge Gardens Community Center in the Bronx, where he lives. Sartell said he'd hoped TGC would change his life but he had no idea the change would be so profound. After ten weeks of training in Microsoft Office programs that included Web Page Design and PowerPoint, Sartell graduated and then went through a whirlwind of life changes. Through the TGC program, made possible by a collaboration between NYCHA's Department of Resident Employment Services (RES) and the City College of New York, Sartell entered the Job-Readiness Program and was hired as a Program Assistant. That was back in April of 2007. Since then, Sartell completed the GED course at City College, and secured a second job teaching Basic Computer Skills at the Johnson Houses Community Center and St. Nicholas Houses Senior Center, both in Manhattan. Sartell said, "Everything in my life is great! I am blessed with two daughters, work is good and I am planning on taking courses during the spring semester at City College. I have always been interested in Architecture and City College specializes in that area so I plan on taking courses in architectural design." Sartell said he feels good about himself and he knows that the decision to enter the RES TGC program was a good one. ***Wow! Sartell, your life seems to have new direction. I want to congratulate you on the jobs you have secured over the past year. I wish you all the best in your future endeavors!***



THE 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 August 2, 9, 16, and 23, 2006. **Please note: These exclusions are based on NYCHA's Administrative Hearing Process and should not be confused with the Trespass Notice Program under Mayor Bloomberg's Operation Safe Housing Initiative.**

**REMEMBER,
IF YOU SEE ANY OF THESE INDIVIDUALS ON
HOUSING AUTHORITY PROPERTY, PLEASE CALL
YOUR MANAGEMENT OFFICE OR NYCHA'S
SPECIAL INVESTIGATIONS UNIT AT (212) 306-8595.**

Prohibited as of August 2, 2006

| | |
|------------------|---|
| Lorenzo Walters | Case 5151/06 formerly associated with the eleventh floor of 195 Hoyt Street, Gowanus Houses, Brooklyn. |
| Wendell Bazemore | Case 5099/06 formerly associated with the fourth floor of 1248 Clay Avenue, Claremont Consolidated Houses, the Bronx. |
| Eddy Rodriguez | Case 5216/06 formerly associated with the third floor of 225 Hoyt Street, Gowanus Houses, Brooklyn. |

Prohibited as of August 9, 2006

| | |
|-------------------|--|
| Elvin Perez | Case 4423/06 formerly associated with fifteenth floor of 865 Columbus Avenue, Douglass Houses, Manhattan. |
| Marcelo Rodriguez | Case 4343/06 formerly associated with the tenth floor of 2007 Surf Avenue, Carey Gardens, Brooklyn. |
| Lamar Green | Case 4410/06 formerly associated with the ninth floor of 90 Avenue D, Riis Houses, Manhattan. |
| Terrell Day | Case 5190/06 formerly associated with the first floor of 1295 Amsterdam Avenue, Grant Houses, Manhattan. |
| Michael Clark | Case 5146/06 formerly associated with fifth floor of 61 Jersey Avenue, Richmond Terrace, Staten Island. |
| Patrick Wilkins | Case 2539/06 formerly associated with the sixth floor of 84-16 Rockaway Beach Blvd., Hammel Houses, Queens. |
| Andrew Butts | Case 5257/06 formerly associated with the eighth floor of 1400 East New York Avenue, Marcus Garvey Houses, Brooklyn. |
| Rafael Whitehead | Case 5254/06 formerly associated with the second floor of 1162 Washington Avenue, Claremont Consolidated, the Bronx. |
| Tyrone Chavis | Case 5504/06 formerly associated with the fourth floor of 101 Centre Mall, Red Hook East Houses, Brooklyn. |

Prohibited as of August 16, 2006

| | |
|------------------|--|
| Laquarn Johnson | Case 5320/06 formerly associated with the third floor of 5905 Glenwood Road, Glenwood Houses, Brooklyn. |
| Noel Perez | Case 5446/06 formerly associated with the fourth floor of 1930 Harrison Avenue, University Avenue Consolidated, the Bronx. |
| Ricky Kyron | Case 5429/06 formerly associated with the third floor of 395 Fountain Avenue, Cypress Hills Houses, Brooklyn. |
| Edwin Feliz | Case 5430/06 formerly associated with the second floor of 870 Columbus Avenue, Douglass Houses, Manhattan. |
| Sonia Vasquez | Case 5517/06 formerly associated with the second floor of 388 East 141st Street, Mott Haven Houses, the Bronx. |
| Jonathan Rosario | Case 5570/06 formerly associated with the twelfth floor of 350 East 143rd Street, Mott Haven Houses, the Bronx. |

Prohibited as of August 23, 2006

| | |
|-------------------|--|
| Christopher Smith | Case 8611/06 formerly associated with the thirteenth floor of 2949 8th Avenue, Polo Grounds Towers, Manhattan. |
| James Wheelings | Case 5552/06 formerly associated with the second floor of 291 East 143rd Street, Patterson Houses, the Bronx. |

Chairman Hernandez Addresses Young Adults In "Year Up" Program



ROLE MODEL NYCHA Chairman Tino Hernandez shared his personal experience with students in the intensive, year-long Year Up training program in downtown Manhattan.

By Eileen Elliott

RESPECT THE VALUES OF OTHERS. BUILD TRUST. BE HONEST. BE ACCOUNTABLE. WORK HARD AND HAVE FUN. STRIVE TO LEARN. These are the values on which the one-year intensive training program called "Year Up" is based. Established in Boston, Massachusetts, in the year 2000 by Harvard Business School graduate Gerald Chertavian, Year Up provides young adults ages 18 to 24 with a unique combination of technical and professional skills, college credits, an educational stipend, and corporate apprenticeships to enable them to move on to higher education and full-time employment. In addition to Boston and New York, Year Up also has sites in Cambridge, Massachusetts, Providence, Rhode Island and Washington, D.C. So far, 100% of qualified students have been placed in apprenticeships with companies like Merrill Lynch, Goldman Sachs and Lehman Brothers.

Thanks to a three-year contract with Year Up, funded through a Resident Opportunity for Self Sufficiency grant, 15 of the 61 students in the program's current class, which began in September, are New York City Housing Authority (NYCHA) residents.

Year Up

Students in the Year Up program focus on Information Technology or Investment Operations and spend the first six months in classes on current events, professional skills, IT, grammar and business writing. The rest of the year they complete an internship, after which they are eligible to receive up to 16 college credits through Pace University for the classes they took with Year Up. Participants receive stipends of up to \$150 a week during the coursework phase and the paid internships can be as high as \$250 a week.

Making Decisions

NYCHA Chairman Tino Hernandez addressed the students at the Year Up offices in Lower Manhattan last month, in an inspirational talk emphasizing his own life experience, and the importance of education, of being prepared to take advantage of opportunities, of being open-minded about where those opportunities may come from, and of standing up to peer pressure.

"You have to make a decision," the Chairman told the class of Year Up students. "Do you want to be a victim of circumstance and blame everyone else around you or do you want to become the master of your destiny?"

Early Years

The Chairman told his own story of overcoming obstacles, such as growing up in some rough neighborhoods without a lot of money. "We were poor but my parents were good at insulating us and providing for us," the Chairman said of his mother who was a seamstress and his father who was a laborer. As a youth he lived for a time in NYCHA's Jacob Riis Houses, and in Brownsville, Brooklyn. "It was a tumultuous time in the City," he added, "full of gangs, drugs and violence."

"I grew up in an environment where I felt hopeless. I saw many of my friends go to jail, die, go to Vietnam. I didn't think there would be any opportunities for people like me...people who looked like me. In a lot of ways it would have been easier to use drugs, join gangs."

The Turning Point

But something positive happened. "There was a changing point in my life," the Chairman said, brought on by "people who looked at me and saw something I didn't see. People took an interest in me and said, 'You can be somebody. You're bright.'" Those people included the Jewish dry cleaner and an older neighborhood friend who was completely illiterate when young Tino met him but then went on to obtain a PhD.

Success

Tino Hernandez went on to receive a bachelor's degree from Adelphi University, and graduated from the State University of New York at Albany

with a master's in social work. He is a Certified Social Worker. After an already impressive career in City government, he was appointed Chairman of the New York City Housing Authority in 2001, and reappointed in 2002 by Mayor Bloomberg. "Never in my wildest dreams did I think I would become the Chairman of the Housing Authority," he exclaimed, noting that his first job at NYCHA was as a seasonal worker.

Words of Advice

"Continue your education. Education is one of those things no one can take away from you. Gravitate towards positive people. Never shortchange yourself. Life is an adventure," the Chairman said in closing.

If You're Interested In Year Up

If you are between the ages of 18 and 24 and are interested in the Year Up program, please call NYCHA's Resident Employment Services Hotline at: (718) 250-5904.

"It brings you out of your comfort zone until after a while being out of your comfort zone feels natural," said 21-year-old Jennifer Thompson of Howard Houses in Brooklyn. "It changes you on the inside as well."

And how did the class respond to hearing Tino Hernandez' story? The interest generated seemed obvious by the questions the young people asked. As one Year Up student commented at the end of the hour, "I could relate."

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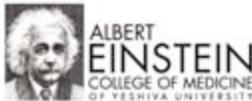
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Correction: In the November 2007 issue of the *NYCHA Journal*, Independence Tower Resident Association President Solomon Lieser was mistakenly identified as Taylor-Wythe Resident Association President Sheldon Klein, in the photograph on page 6, accompanying the "Succoth Celebration in Brooklyn," story. Apologies to both Mr. Lieser and Mr. Klein.

JOB OPPORTUNITIES

(Part Time – Full Time)

HOME HEALTH AIDES

HHA's/PCA's/CNA's/LIVE-INS

Benefits & Bonuses

FREE HOME HEALTH AIDE TRAINING

Call for Class Dates

Queens - (718)-429-5221 Brooklyn - (718)-246-9233

Bronx - (718)-239-0010 Manhattan -(212)-423-1177

UTOPIA HOME CARE, INC.

www.utopiahomecare.com

SENIOR NEWS  **GET FREE TAX HELP**

Call 311 for the location of FREE tax assistance sites in your area. Call now and avoid the rush. Also, don't forget to file for the Earned Income Tax Credit... it could mean thousands!

FREE 14-week job training program for homeless & low-income women

First Step Program
 Computer Training - Microsoft Word, Excel, PowerPoint, Outlook
 Internet Research • Resume Writing • Interviewing Skills
 Job Placement Assistance • Self-Esteem Building
 2 Month Internship • Case Management • Typing
 Literacy Building • Mentoring • Yoga & Meditation
 Support Groups • Empowerment

GED not required • New class starting soon!

FREE Continental Breakfast & Metrocards Provided

For more information, please call (212) 776-2074

 **NYC WORKS** A New York City Council Workforce Development Initiative Announced by United Way of New York City

Catholic Charities Community Services
FREE JOB TRAINING AND COMPUTER INSTRUCTION
 AGES 17 - 23

Prepare for the GED and/or College while you train for a great career in Culinary, Healthcare, Security, Banking, Construction, Mechanics, Computers, and more!!

Receive:

- Job Placement Assistance

For Program Information Call:
Youth Employment Training Program
212-862-6401, ext. 410 or 342

Boriken Neighborhood Health Center
 In Taino Towers, 2253 Third Avenue (3rd floor) New York, NY 10035
 For appointments please call: (212) 289-6650

Adult Medicine & Geriatrics
Nutritional Clinic HIV/AIDS Services
Dental Podiatry
Pediatric & Adolescent Clinic
Women's Health Hepatitis C Clinic
Prenatal Care

Medicaid, Medicare & Most Insurances Accepted
 Sliding Fee Based on Income

Social Services Programs
 •WIC Program • School Health Program •Senior Nutrition Program •
 • Bilingual Head Start Program • Family Day Care Program•

Hours of Operation:
 Monday, Tuesday, Thursday & Friday.....8:00a.m.-5:00p.m.
 Wednesday.....8:00a.m.-7:00p.m.
 Saturday.....8:00a.m.-1:00p.m.

"We Take Pride In Your Health"
 DELIVERING QUALITY AND AFFORDABLE HEALTH CARE SERVICES TO OUR COMMUNITY FOR MORE THAN 25 YEARS

Hablamos Español
 EAST HARLEM COUNCIL for HUMAN SERVICES, Inc.

AFTER-SCHOOL SCIENCE PROGRAMS FOR 25 COMMUNITY CENTERS

COMPREHENSIVE AFTER-SCHOOL SCIENCE PROGRAMS WILL BE COMING TO 25 NEW YORK CITY HOUSING AUTHORITY (NYCHA) COMMUNITY CENTERS OVER THE NEXT FIVE YEARS, THANKS TO A GENEROUS \$1.14 MILLION GRANT FROM THE NATIONAL SCIENCE FOUNDATION (NSF).

The Salvadori Center, which is a non-profit educational organization that provides science instruction to children throughout New York City's five boroughs, is a first-time winner of a NSF grant. The Center plans to use the money to establish the BRIDGES (Build, Research, Invent, Design, Grow, and Explore through Science) program at NYCHA Community Centers.

BRIDGES uses hands-on projects that are based on real-world situations to help 8 to 12-year-old children who are enrolled in after-school programs run by NYCHA, to improve their understanding of science, engineering, mathematics, design and technology. BRIDGES will begin with five sites serving 150 children in its first year. Five sites will be added annually until, by the fifth year, BRIDGES will serve 625 children at 25 Community Centers.

"This is an exciting educational opportunity for the children who utilize NYCHA's Community Centers as well as for our staff," said NYCHA Deputy General Manager for Community Operations Hugh Spence.

BRIDGES' activities will be co-taught by a Salvadori educator and a NYCHA Community Center instructor. Salvadori Center staff will train NYCHA staff, and then work closely with them throughout the year. BRIDGES' projects will use the actual buildings and structures that are a part of young people's daily lives as a way to make science understandable. As the program progresses, Salvadori educators will move to new NYCHA locations while NYCHA after-school instructors take over the teaching with ongoing support/professional development from the Center.

The After-School Corporation (TASC) will evaluate the BRIDGES program through surveys, questionnaires, focus groups and interviews.

Notice of HUD Inspections

Dear Residents,

The United States Department of Housing and Urban Development (HUD) will be conducting a physical inspection of your development. The system that HUD developed for these inspections is called the Public Housing Assessment System (PHAS). As part of this process, a certain number of residents' apartments will be inspected.

If any of the items below are not in good order – contact the Centralized Call Center at (718) 707-7771 to schedule an appointment to have those items repaired.

You can assist us by reviewing the following items:

Electricity

- Your circuit breaker or fuse panel should not have any missing breakers or fuses. (You should not see any of the wiring or parts inside the breaker or fuse panel.)
- All light switches and outlets should operate properly and have cover plates over them.
- In apartments with Call-For-Aid units, switches and pull cords should operate properly with pull cord hanging down.
- Ground Fault Interrupter (GFI) outlets should test properly when pushing the test button.

Smoke Detectors/Carbon Monoxide Detectors

- Detectors should be installed. There should not be empty brackets with missing detectors.
- Detectors should test properly (beep) when the test button is pressed.

Stove/Oven

- Check each burner. Each burner should light individually by turning the knob. The oven should work.

Refrigerator

- The refrigerator door should close all the way. Door gaskets should not be cracked or broken. Lights should work.

Doors

- Bathrooms, Bedrooms and Closets—Doors should close and latch properly. Door knobs and latches should be in good working order. Doors should be free of holes or damage.

Windows

- Windows should work properly, staying up when opened. Window glass should not be cracked or broken.

Faucets

- Faucets and their parts should not leak when either on or off. You should have rubber stoppers for the sinks and tub.

Exterminator

- You should not have any type of infestation condition.

Thank you in advance for your continued cooperation.

Relocation of Manhattan Social Services Office

The New York City Housing Authority's (NYCHA's) Manhattan Social Services Borough Office has relocated to 45 Allen Street in Lower Manhattan. NYCHA residents who live in Manhattan can visit the office to see a social worker, or for information or referrals. "This new space makes it possible for the Manhattan Social Services Borough Office to receive residents in more comfortable surroundings, and enables staff to work more cohesively among the different units," said NYCHA Social Services Director Nora Reissig-Lazzaro. Residents do not have to call before dropping by, but if they wish to, the number is (212)334-2506.



DO YOU KNOW SOMEONE WHO . . .

- Pretends they were hurt on Housing property?
- Doesn't report their income or pretends to be unemployed?
- Doesn't report everyone in the household?
- Rents out their apartment?

If you do, money is being wasted!

LET'S KEEP THE \$\$\$ WHERE IT BELONGS AT WORK IN YOUR DEVELOPMENT

play areas . . . community centers . . . landscaping
after school programs . . . senior activities
elevators . . . a fresh coat of paint

**REPORT FRAUD!
CALL NYCHA'S INSPECTOR GENERAL
AT (212) 306-3355
(all calls kept confidential)**

PARKING SPACES AVAILABLE ON NYCHA PROPERTY; INQUIRE AT DEVELOPMENT MANAGEMENT OFFICE.



START THE NEW YEAR OFF RIGHT
BECOME A CERTIFIED HHA
We Offer Cash Incentives, Benefits and Free Training!

CERTIFIED HHA's WELCOME!
ACCEPTING APPLICANTS IN THE BRONX, & QUEENS, AREAS

Call **STARTFRESH @ (212) 505-5380**
9AM - 9PM
7 DAYS

New York City Police Department

Toll-Free Terrorism Hotline

Reports May Be Made To: **1-888-NYC-SAFE 1-888-692-7233**



YOU CAN'T PUT A PRICE ON QUALITY HEALTH CARE. SO WE DIDN'T.

Family Health Plus and Child Health Plus. If you think you can't afford quality health care for your family, think again. With HIP, thousands of deserving New Yorkers may qualify for free or low-cost health care that includes a full range of physician services, inpatient and outpatient hospital care, even eye and dental care. FHPlus members pay no monthly premiums, but some members are subject to copayments for certain services. FHPlus is for adults aged 19 through 64. There's no longer any excuse for not having health care. Call today for more information.

Call to reserve a seat at one of our enrollment sites.

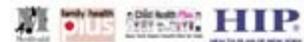
Call to find out if you qualify: **1-888-290-0774**
(TDD: 1-888-447-4833)

**Montefiore Medical Group
Bronx East Center**
2300 Westchester Ave., Section C1
Bronx, NY 10462
Monday to Friday, 9 am - 4 pm
Saturday, 9 am - 11 am
(1st & 2nd Saturdays of the month)

**Montefiore Medical Group
Grand Concourse Center**
2532 Grand Concourse, 1st FL, Rm B
Bronx, NY 10458
Monday, Wednesday & Friday,
9 am - 4 pm
Thursday, 9 am - 12 pm
Saturday, 9 am - 11 am
(1st & 3rd Saturdays of the month)

Jamaica Estates Medical Offices
180-05 Hillside Ave., 2nd FL
Jamaica, NY 11432
Monday, Wednesday & Friday, 9 am - 4 pm
Tuesday, 9 am - 6 pm
Thursday, 9 am - 5 pm
Saturday, 9 am - 12 pm

**Central Brooklyn Medical Group
Bay Ridge Center**
740 64th St., 1st FL
Brooklyn, NY 11220
Tuesday, Thursday & Friday, 9 am - 4:30 pm
Monday & Wednesday,
9 am - 4 pm



Family Health Plus, Medicaid and Child Health Plus are New York State-sponsored programs. For general information about Medicaid and Family Health Plus, please call New York Medicaid CHOICE at 1-800-595-5678.

**CALL 311
FOR ALL
NON-EMERGENCY
CITY SERVICES**

**N.Y.C.H.A. YOUTH CHORUS
NOTICE!**

We are looking to AUDITION new members during our recruitment drive!

If you enjoy singing, performing and would like to develop your music skills give us a call. **DON'T WAIT.**
Our facility is located at:

 **Taft Houses**
1385 Fifth Avenue (1st floor)
(Cross Street is 115th Street)
(212) 427-6648 or (212) 427-8603 24 hrs

We are **SEARCHING** for **New VOICES!**

Audition are held for boys and girls 12-19yoo

WE ARE WAITING TO HEAR FROM YOU

CALL US FOR AN AUDITION

New York City Housing Authority
Department of Community Operations
Citywide Programs & Contract Management

**A Word About
Our New
Look...**

You may have noticed that beginning with the December 2007/January 2008 issue of the *New York City Housing Authority Journal*, we began using standard newsprint for the paper rather than the 35 pound paper we'd been using for years. This will result in a savings of 3,680 pounds of paper per issue; for 11 issues, this is a total savings of 40,480 pounds of paper per year! One mature tree produces 613 pounds of paper, and removes 48 pounds of carbon dioxide from the air per year. * So, the amount of paper saved for all 11 issues is equal to adding 66 trees to the environment, reducing the amount of carbon dioxide by 3,168 pounds per year!

*These equivalences can be found on the Northwest Territories Forest Management Website.

**NEW YORK CITY
HOUSING AUTHORITY**

Notice is hereby given that the New York City Housing Authority's Board Meetings take place every other Wednesday at 10:00 AM (unless otherwise noted) in the Board Room on the 12th Floor of 250 Broadway, New York, New York. The remaining meetings for Calendar Year 2008 are as follows:

- February 6, 2008
- February 20, 2008
- March 5, 2008
- March 19, 2008
- April 2, 2008
- April 16, 2008
- April 30, 2008
- May 14, 2008
- May 28, 2008
- June 11, 2008
- June 25, 2008
- July 9, 2008
- July 23, 2008
- August 6, 2008
- August 20, 2008
- September 3, 2008
- September 17, 2008
- October 2, 2008 (Thursday)
- October 16, 2008 (Thursday)
- October 29, 2008
- November 12, 2008
- November 26, 2008
- December 10, 2008
- December 24, 2008



Annual Holiday Concert at John Jay College



The New York City Housing Authority spread some holiday cheer with its sixth Annual Holiday Concert at the Gerald W. Lynch Theater in the John Jay College of Criminal Justice in Manhattan on December 13th. The concert showcased the talent of NYCHA's Youth Chorus, led by Director Larry Matthew; Senior Chorus, led by Director Carrie Jones, and Symphony Orchestra, Conductor Jack Jeffers, as well as solo performers. Combining traditional and contemporary holiday songs and music, selections included "Silent Night" and "Have A Merry Little Christmas" by the Senior Chorus and "Silver Bells" and the "The Little Drummer Boy" by the Youth Chorus. If you are interested in auditioning for the NYCHA Youth Chorus, see the flyer above. Senior Chorus Director Carrie Jones is the subject of this *Journals* "Faces Of NYCHA" profile on page 2.

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

These meetings are open to the public. Pre-registration of speakers is required. Those who wish to register must do so at least forty-five (45) minutes before the scheduled Board Meeting. Comments are limited to the items on the agenda. Speakers will be heard in the order of registration. Speaking time will be limited to three (3) minutes. The public comment period will conclude upon all speakers being heard or at the expiration of thirty (30) minutes allotted by law for public comment, whichever occurs first.

For Board Meeting dates and times, and/or additional information, please visit our Website at nyc.gov/nycha or contact us at (212) 306-6088. Copies of the agenda can be picked up at the Office of the Secretary at 250 Broadway, 12th floor, New York, New York, no earlier than 3PM on the Friday before the upcoming Wednesday 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 (5) business days before the Board Meeting.



Introducing an easier way to get the most from your health benefits

Getting the health care you need isn't always easy. Evercare® Plan DH is a new health plan that helps eligible people get the most from their Medicare and Medicaid benefits. The plan has more health coverage than Original Medicare alone.

Evercare Plan DH makes it easier for you to access benefits and receive care. Here's what you get with the plan*:

- Prescription drug coverage
- Social Service Checkup to see if you qualify for other financial assistance programs
- Access to a care manager to help coordinate your care

*Co-pays and limits may apply.

Start getting the health care coverage you deserve with Evercare Plan DH.

To learn more, call us today!

Call **1-800-238-3874** or TTY at **1-888-685-8480**
Call between 8:00 a.m. and 5:00 p.m. local time

Special Health Plan for People with Medicare and Medicaid

Evercare® Plan DH is a Medicare Advantage plan offered by United Healthcare Insurance Company, or one or more of its affiliated companies (including PacifiCare, PacifiCare of Colorado, Inc., Evercare of Texas, LLC, and Oxford licensed HMOs and insurance companies), a Medicare Advantage organization with a Medicare contract.





COMMUNITY OPERATIONS
DEPARTMENT OF ADMINISTRATION AND CITYWIDE PROGRAMS

38th ANNUAL TALENT SHOW COMPETITION

NOW CASTING

THE TALENT SEARCH COMPETITION IS ONLY OPEN TO HOUSING AUTHORITY RESIDENTS OVER THE AGE OF 6. FULL-TIME NYCHA EMPLOYEES ARE NOT ELIGIBLE.

EACH CONTESTANT MAY SELECT ONE OF THE FOLLOWING:

- VOCALIST / INSTRUMENTAL
- POP, ROCK, HIP-HOP, CLASSICAL, RELIGIOUS
- DRAMA / READINGS / POETRY
- DANCE
- POP, HIP-HOP, JAZZ, BOMBA Y PLENA, SALSA, MERENGUE, CUMBIA, RUMBA, BALLET, TAP
- COMEDY

FOR MORE INFORMATION AND ADDITION DATES PLEASE CALL
(212) 306-3527, 3368, 3398

APPROVED FOR POSTER

Music Never Stops

(Continued from page 3)

City can do so. "It's a choir but it's still a program for the seniors." Even home attendants are welcome!

"I allow the home attendant to sing with them because that's a way for them to participate and want to bring the senior to the rehearsal. It's working too. Right now I only have one and she's the home attendant to the oldest senior in the choir. She's 89 years old and the lady can sing."

"I have seniors who say 'I never thought in a million years that I would be singing in a concert with Vikki Winans or performing in City Hall.' They never thought in their younger years that they would be doing something like this but you know I've been told that the latter is greater than the first. It's supposed to get better."

She may not have recorded as many albums as, say, Patti LaBelle, but Ms. Jones has just as much talent, passion and determination and lucky for us, she's willing to share that with the NYCHA family.

Seniors who are interested in joining the Senior Chorus—*Voices Across the City*, can call NYCHA's Community Operations Department at 212-306-7042 or 917-526-0759.

File for the Earned Income Tax Credit (EITC)!

Do you make less than \$40,000 a year? You might qualify for as much as \$6,000 from the EITC, just by filing your taxes. To make it easy, the New York City EITC Coalition will prepare your taxes for free at locations throughout the City.

What is the Earned Income Tax Credit?

The Earned Income Tax Credit (EITC) returns federal, state, and in New York City, local government dollars to qualifying working families and individuals through either a credit on taxes or as cash refunds. This income helps people cover basic expenses.

If you didn't claim the EITC in the past, you can file your taxes for three previous years which could triple your refund. So, if you worked in 2004 and didn't file taxes, you could file a return now and claim this credit. If you were eligible for the maximum refund each year, that could mean more than \$15,000 for you and your family. Call 311 to learn where you can file your taxes for FREE!

To see if you are eligible, just refer to the chart below. Call 311 for the location of a New York City EITC Tax Coalition preparer to prepare your taxes for free. And don't forget to file by April 15th!

| Tax Year 2007 | Maximum Combined Credit | Maximum Federal Credit | Maximum New York State Credit | Maximum New York City Credit | Maximum Income |
|--|-------------------------|------------------------|-------------------------------|------------------------------|---|
| Families with more than one qualifying child | \$6,367 | \$4,716 | \$1,415 | \$236 | \$34,783 (if married filing jointly) |
| Families with one qualifying child | \$3,852 | \$2,853 | \$856 | \$143 | \$33,241 (\$35,241 if married filing jointly) |
| Individuals with no qualifying children | \$577 | \$428 | \$128 | \$21 | \$12,590 (\$14,590 if married filing jointly) |

Investment Income is limited to \$2,900

How NYCHA's Social Services Department Can Help You

NYCHA's Social Services Department is here to support and assist residents who are:

- Having Financial Difficulties
- Experiencing Mental Health Issues or Substance Abuse
- In Need of Medical Care or Home Care Type Assistance
- Elderly and/or Disabled
- In Need of Programs or Services for Minor Children
- Victims of Domestic Violence or Elder Abuse
- Under Stress and Need Someone to Talk to

There are Social Services Field Offices Located in Every Borough.

If you need assistance call the office in the borough where you live.

STATEN ISLAND

90 Lafayette Ave.
SI, NY 10301
(718) 816-1521

QUEENS

90-20 170th St.
Jamaica, NY 11433
(718) 206-3286

BROOKLYN

381 Livonia Ave.
Bklyn, NY 11212
(718) 498-3243

MANHATTAN

45 Allen St.
NY, NY 10002
(212) 334-2506

BRONX

1200 Waters Pl.
Bronx, NY 10461
(718) 409-8699

NYS Office of Parks, Recreation & Historical Preservation

Riverbank State Park Presents The 11th Annual COLLEGEfair Save the Date!

Saturday
March 8, 2008
12 Noon - 4 PM

Riverbank State Park
145th Street & Riverside Drive
Manhattan
Free Admission

Open to Junior High School and High School students seeking to pursue a degree from a Junior or Senior College, including Masters' programs and trade schools.

70 plus national colleges and universities represented. Free workshops in Admissions Prep, SAT, essay writing, scholarship resources, and more.

For additional information please contact:
Pat Vitucci, College Fair Coordinator, 212-694-3656

