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Message from Chairman John B. Rhea



At NYCHA, we often have spoken about how we are a vital economic engine – not only for public housing residents and Section 8 recipients – but for our entire city and state. With this in mind, two new economic impact studies show this to be true. This further strengthens our commitment to fight to preserve public housing for current and future generations, even as we face continuing decreases in federal funding, and as more cities across the country

demolish their public housing.

Most important, the first study found that NYCHA has an overall impact of more than **\$6 billion** in economic activity annually in New York City and New York State. That includes items such as our direct spending on maintenance and repairs; payments to landlords for the Leased Housing (Section 8) program; utility costs; and contracts with nonprofit organizations and community-based organizations.

We take a lot of pride in our programs to hire residents and help them improve their careers – NYCHA has about 12,000 employees, and more than 30 percent of them are residents. Our employees in total earn nearly \$1 billion in employee wages annually. That is money that then is put right back into the local economy, when employees buy their groceries, fill up their gas tank and pay their taxes.

In addition, the research found that NYCHA actually sustains 30,000 jobs per year through its annual expenditures. And of the more than 88,000 public housing residents who work, they fuel important industries such as health care, social services, government, retail and education. These residents – who keep the city moving – would not be able to live in New York City without public housing.

As first presented in 2011 in our strategic roadmap to preserve public housing, Plan NYCHA, the Authority benefits all New Yorkers, not just those who rely on it for their homes. While it is clear that NYCHA contributes to New York's economy at every level, it must be noted that our programs of workforce training, direct employment, job placement, education and a host of financial planning services help provide crucial resources to families that keep local neighborhoods thriving. Public housing and rental assistance provide families with secure, stable and affordable housing so that they can earn, spend and save – benefitting their families, and the local economy.

The second report emphasizes, once and for all, just how important it is to ensure the preservation of public housing in our city. Research estimates that it would cost \$17 billion to fully rehabilitate all of NYCHA's 179,000 public housing apartments. But tearing them down and replacing the entire housing stock would increase those costs to **\$66 billion**.

This highlights the value of preserving and rehabilitating this critical asset,

instead of replacing all of our buildings. While other large cities have torn down, dismantled and replaced most of their public housing with far fewer low-income housing units, New York City has maintained most of its public housing stock, even in the face of continued federal defunding.

The research was conducted by two independent companies – HR&A and BJH Advisors LLC. The economic impact report can be found on NYCHA's website at on.nyc.gov/1a8IMpC. The rehabilitate vs. replace report can be found

on NYCHA's website at on.nyc.gov/1dbFLHY.

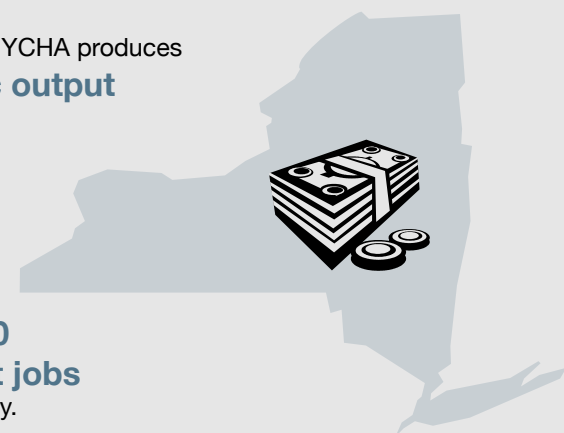
The findings of both reports show why public housing and the people it serves must continue to receive support – both to fulfill NYCHA's mission to provide decent and affordable housing to low- and moderate-income residents of New York City and for its substantial returns to New York's economy. We cannot predict what would happen to New York City if NYCHA were to disappear. Our goal is to ensure we never have to find out.

NYCHA: A One-of-a-Kind Economic Engine

Every **\$1** spent by NYCHA produces **\$1.80** in economic output in New York State.

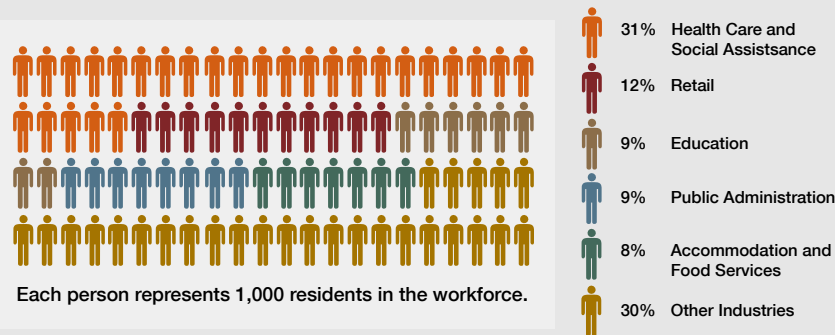
NYCHA generates **\$6 billion** in economic output annually in the City and State.

NYCHA sustains **30,000** direct and indirect jobs in New York State annually.



88,000+ NYCHA residents are part of New York City's workforce.

Here's where they work.



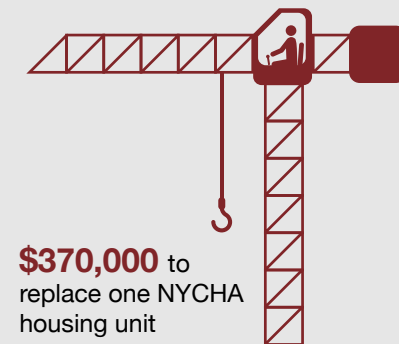
Source: HR&A Advisors, 9/12/2013

The Value of Preserving Public Housing

\$99,000 to rehabilitate one NYCHA housing unit



vs.



\$370,000 to replace one NYCHA housing unit

Rehabilitating all NYCHA housing units would cost **\$17 billion**.

Replacing all the units would cost **\$66 billion**.

Source: HR&A Advisors, 8/16/2013

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NYCHA Board Meetings



Notice hereby is given that the New York City Housing Authority's Board Meetings take place as announced on Wednesdays at 10:00 a.m. in the Board Room on the 12th floor of 250 Broadway, New York, NY (unless otherwise noted).

The next Board Meetings are scheduled for **November 20 and December 18, 2013.**

Any changes to the schedule will be posted in the Journal and on NYCHA's website at www.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 for an upcoming meeting are available on NYCHA's website at www.nyc.gov/NYCHA, or can be picked up at the Office of the Corporate Secretary at 250 Broadway, 12th floor, New York, NY, no earlier than 3:00 p.m. on the Monday before the upcoming Wednesday Board Meeting. Copies of the Dispositions of prior meetings are available on NYCHA's website or can be picked up at the Office of the Corporate 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 Corporate Secretary at **212-306-6088** no later than five business days before the Board Meeting.

For additional information regarding Board Meeting Calendars, Dispositions, dates and times, please call **212-306-6088**.

Check out NYCHA's Facebook page!

Got a web-enabled smartphone? Now you can access NYCHA's Facebook page and bonus content in this issue by scanning or taking a snapshot of the QR codes. The QR code for NYCHA's Facebook page is on the right.

Step 1: Download a QR code scanner application from your phone's marketplace (many of these "apps" are free to download). **Step 2:** Point your phone's camera at the QR image.



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Residents' Voices

September 13, 2013

(via mail)

Dogs have really taken over the housing complex. There are too many large dogs in King Towers. The small dogs are fine. They need to get rid of the large dogs. These owners do not know how to take care of them and the problem is we have young children that live in the complex. They let their dogs urinate in the elevator and on the stairs and hang out in the front of the buildings barking half the night and day. I'm thinking of children and safety. They mess up the sidewalk, they don't clean up after the dogs and people have to walk around the mess in the street. Can you please help us who don't have dogs, so this place can go back to looking like King Towers, clean and nice.

June Richardson, King Towers

NYCHA response:

To report a vicious, threatening or prohibited animal within their development, residents can call **311** or their development management office. Highlights of NYCHA's pet policy are below, which outline the rules for having a dog, or any other pet, in a NYCHA apartment. This policy was revised most recently in April 2010.

- **Dog/Cat:** A household may own either one dog or one cat. Such dog or cat must be registered in accordance with NYCHA's pet registration requirements.
- **Weight Limits:** As of February 1, 2010, residents who wish to maintain a dog in their NYCHA apartment will be permitted to register such dog, provided the adult weight of the dog does not exceed 25 pounds. Specifically prohibited dogs (either full breed or mixed breed) include: **Doberman Pincher, Pit Bull and Rottweiler.** Prior to February 1, 2010, residents were permitted to register a dog, regardless of breed, provided the adult weight of the dog did not exceed 40 pounds.
- **Registration:** Every household that owns a dog, a cat, or a Service Animal **MUST** submit to NYCHA a registration form (available at the management office) within **30** days after such dog, cat or service animal was acquired. After the registration form is submitted the resident has an additional 90 days from the date of registration to submit a veterinarian certification showing that the dog or cat was examined, was spayed or neutered, has a current rabies vaccination and that the dog is licensed by the NYC Department of Health and Mental Hygiene. A dog or cat that is not registered may not reside in or visit a NYCHA apartment.
- **Dog Tag:** When in public or common areas, all dogs (including dogs that are Service Animals) must wear on a collar about its neck both: (a) its NYC Department of Health and Mental Hygiene

metal license tag, and (b) its NYCHA metal registration tag.

- **Service Animal:** A Service Animal is one that assists, supports or provides service to a person with disabilities, as verified by a medical doctor. One example is a guide dog for a blind person. Service Animals are exempt from any registration fee or weight limit, but must still be registered.
- **Other Pets:** Reasonable quantities of other pets such as small caged birds (parakeets, canaries), fish and small caged animals (hamsters, gerbils guinea pigs), maintained in accordance with the NYC Health Code, are permitted. These animals do not need registration. This paragraph does not apply to dogs or cats.
- **Dangerous Pets:** Animals that are vicious, threatening, bite people or that are otherwise prohibited by law are not permitted in NYCHA apartments or on NYCHA property. Residents are not permitted to keep dangerous dogs, including fighting dogs or attack dogs, on NYCHA property.
- **Pet Conduct:** Pets must be kept in a manner that will not create a nuisance, excessive noise or an unsafe or unsanitary condition. A pet must not injure, cause harm to, or threaten other people. A pet must not cause damage to personal property or to other animals. A pet must not damage NYCHA property or premises, including buildings (inside or outside an apartment), elevators, common grounds, trees, shrubs or ground cover.
- **Pet Waste:** Pet owners must clean up after their pets, in their apartment and in public areas. Dispose of pet waste, including cat litter box filler, in the compactor with the regular garbage, not in the toilet. Dogs must be curbed. Solid dog waste must be picked up.
- **Dog Leash:** A dog must always be kept on a leash, six feet long or less, while in a public area both inside and outside of NYCHA buildings.
- **Pet-Free Zone:** Pets are not allowed to enter a designated "no-pet" area, such as Management Offices, playgrounds, Community Centers, laundry rooms, basement areas, barbecue areas, roofs or roof landings.
- **Spay/Neuter:** Dogs and cats must be spayed or neutered.
- **Vaccination:** Dogs and cats must have a current rabies vaccination.
- **Registration Fee:** A tenant must pay a one-time, non-refundable fee of \$25, valid for his/her entire NYCHA tenancy.
- **Fee Exemptions:** The following are exempt from paying the \$25 pet registration fee:
 - A resident of a development designated exclusively for Senior Citizens.
 - A resident of a Section 8 Project Based development.
 - A resident who maintains a verified Service Animal.

Tell us what is on your mind!

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

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:
NYCHA Journal, Letters to the Editor
250 Broadway, 12th floor
New York, NY 10007

Send a Tweet on Twitter at
twitter.com/NYCHA_Housing

Post a message on Facebook at
www.facebook.com/NYCHA

Send a fax to **212-577-1358**

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



One Year after Sandy: A Message from NYCHA General Manager Cecil House

On October 29, 2012, Hurricane Sandy hit New York City, and devastated parts of the city and a number of NYCHA developments. Since then, we have been working nonstop to ensure our residents, employees, buildings and grounds are better prepared for a potential storm or weather-related emergency.

We conducted a large-scale assessment of our infrastructure so we could assess the vulnerability to all of our buildings in high-risk Hurricane Evacuation Zones, and make better decisions about how we can more strategically procure, locate and protect important equipment that are vulnerable to weather events. Based on that assessment, we propose elevating most of our systems above flood levels, pending the availability of funds. We also engaged architectural and engineering firms to design replacements of flood-damaged boilers and electric equipment that will be less affected by future storms. We still have mobile boilers in place in

15 locations, and they will remain until the design process is completed and permanent repairs can be made. These mobile boilers can be removed in advance of a storm and reinstalled once a storm is past, decreasing the wait times for services to be restored. We storm-proofed all other equipment as well.

As part of the Hurricane Sandy Mitigation Plan, we received \$120 million from a federal Community Development Block Grant that we will use to make NYCHA a more resilient place to live. We also contracted with firms that provide emergency equipment and emergency boilers so they can fulfill requests quickly when needed.

As described in previous issues of the *Journal*, we have an ongoing effort that emphasizes the importance of residents taking an active role in emergency preparedness. Our new Emergency Assistance Registration Form allows residents to let us know if they have conditions such as limited mobility or vision impairment, or if they



NYCHA General Manager Cecil House speaks with residents at a community meeting to discuss the effects of Hurricane Sandy earlier this year.

require daily medication or life-sustaining equipment (see page 6). We hosted many training sessions, some in cooperation with the New York City Office of Emergency Management (OEM), and expanded our social media presence. Indeed, based on a survey conducted this past summer, four out of five NYCHA residents are 'very or somewhat prepared' for a major storm.

Our employees are better prepared to keep NYCHA running – and residents safe in

their homes – if a major storm hits. Our emergency plan now calls for us to enact the Incident Command System (ICS), which is used widely at all levels of government and within many private sector organizations for managing emergency response. It will ensure that the Authority provides a standardized, flexible response to every emergency. Staff has gone through ICS or emergency preparedness training. We also created a Central Office Redeployment Exercise,

which provides staff with alternate work locations in case of an emergency, and identified Community Center spaces that can be used to organize local management of an emergency response. And we bought portable tents that will allow NYCHA to set up command posts at developments when needed (see page 6).

NYCHA is prepared for the next storm, by putting these new procedures and new equipment in place. We will be ready.

2013 NYCHA Garden Competition Awards

NYCHA held its annual Citywide Garden Competition on October 4. Below is a list of all First Prize winners in each category. For the full list that includes Second Prize, Third Prize and Honorable Mention winners, please go to NYCHA's website at www.nyc.gov/nycha. During this year's preliminary judging phase, 743 NYCHA gardens were identified.

Citywide Flower

Breukelen Sight Garden, Breukelen Houses

Citywide Vegetable

Garden of Venus, South Jamaica Houses

Citywide Theme

Raising the Stakes, New Lane Shores Houses

Bronx Flower

Rain Forest Garden, Patterson Houses

Bronx Vegetable

McKinley Garden, McKinley Houses

Bronx Theme

Butterflies Are Free Garden, Soundview Houses Senior Center

Manhattan Flower

1225 Butterfly Garden, Jacob Riis Houses

Manhattan Vegetable

Skyward Gardens, Frederick Samuel Apartments

Manhattan Theme

9/11 Memorial Garden, Vladeck Houses

Brooklyn South Flower

Morning Glory Garden, Breukelen Houses

Brooklyn South Vegetable

Green House Garden, Marlboro Houses

Brooklyn South Theme

Little Saints Garden, Sheepshead Bay Houses

Brooklyn West Flower

The Garden of Faith, Roosevelt Houses

Brooklyn West Vegetable

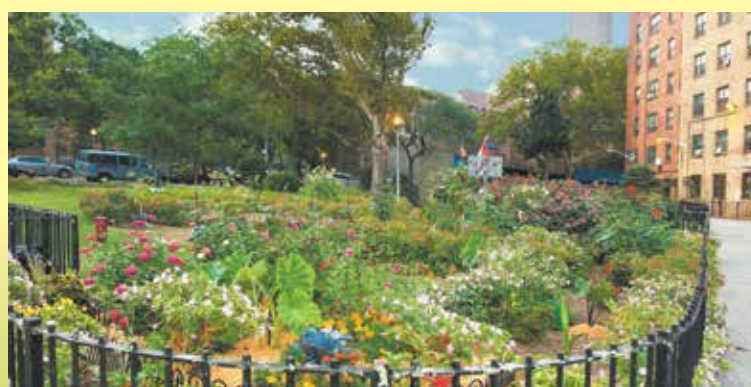
Walt Whitman Victory Gardens, Walt Whitman Houses

Brooklyn West Theme

Ebony's Garden, Marcy Houses



Citywide flower garden winner Breukelen Sight Garden at Breukelen Houses.



Brooklyn West flower garden winner The Garden of Faith at Roosevelt Houses.

Photo credit: Lloyd Carter

Photo credit: Lloyd Carter

Developments with the Most Registered Gardens in the 2013 Citywide Garden Competition

Bronx:

McKinley Houses
15

Manhattan:

Johnson Houses
23

Brooklyn:

Ingersoll Houses
39

Queens:

South Jamaica Houses
30

Staten Island:

Cassidy-Lafayette Houses
22

Brooklyn East Flower
Magic Garden, Pink Houses

Brooklyn East Vegetable
Green Thumb Garden, Pink Houses

Queens Flower
Mestic's Garden, Pomonok Houses

Queens Vegetable
Riis Settlement Community Vegetable Garden, Queensbridge North Houses

Queens Theme
Riis Settlement Community-Triangle Butterfly Garden, Queensbridge North Houses

Staten Island Flower
Pacific Lane Garden #19, New Lane Shores

Staten Island Theme
Peace-N-Harmony Theme Garden, Berry Houses

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 full list can be viewed at on.nyc.gov/nychanotwanted. The following are the people, with their former addresses, excluded as of April 17-May 29, 2013.

April 17, 2013

Angel Ayala Justice Sonia Sotomayor Houses, 1010 Soundview Avenue, Apt. 2H, Bronx

Donovan Chappel aka Donovan Lawson Marlboro Houses, 17 Avenue W, Apt. 2G, Brooklyn

Jason Perryman Bushwick II Houses, 170 Palmetto Street, Apt. 3C, Brooklyn

April 24, 2013

Kvon Bunch aka Kavan Bunch Albany Houses, 205 Albany Avenue, Apt. 10H, Brooklyn

Brandon Febre Patterson Houses, 2615 Third Avenue, Apt. 3D, Bronx

Tylique Rollison Ocean Bay Apartments, 354 Beach 56th Street, Apt. 5B, Queens

Corey Townsend Howard Houses, 270 Mother Gaston Boulevard, Apt. 7E, Brooklyn

May 1, 2013

Corron Horton Lincoln Houses, 60 East 135th Street, Apt. 10B, Manhattan

Terrence Hunter Riis Houses, 90 Avenue D, Apt. 2C, Manhattan

Jose Lallave, Jr. Campos Plaza I, 205 Avenue C, Apt. 8E, Manhattan

Christian Resto Cypress Hills Houses, 1220 Sutier Avenue, Apt. 6A, Brooklyn

May 8, 2013

Jeremy Bowles Boston Secor Houses, 3475 Bivona Street, Apt. 2B, Bronx

Leonard Kelly Seth Low Houses, 180 Powell Street, Apt. 12D, Brooklyn

May 15, 2013

Tayquarn Peterson aka Tayquan Peterson Ingersoll Houses, 60 Saint Edwards Street, Apt. 1C, Brooklyn

May 22, 2013

James Hall Boulevard Houses, 854 Ashford Street, Apt. 6F, Brooklyn

Marcus Mayfield Mariner's Harbor, 124 Brabant Street, Apt. 3C, Staten Island

Dwayne McClary Weeksville Gardens Houses, 1615 Dean Street, Apt. 3B, Brooklyn

Donte Saunders Sack Wern/Clason Point Gardens Houses, 36 Clason Point Lane North, Apt. B, Bronx

Vernon Thomas Wyckoff/Warren Street Houses, 574 Warren Street, Apt. 4B, Brooklyn

Fuquan Wall Berry Houses, 289 Westwood Avenue, Apt. 4C, Staten Island

Isaac Waterman Manhattanville Houses, 545 West 126th Street, Apt. 12D, Manhattan

May 29, 2013

Enrique Acosta Clinton Houses, 1505 Park Avenue, Apt. 6B, Manhattan

Derrick Edwards Lincoln Houses, 2101 Madison Avenue, Apt. 4E, Manhattan

Errol Everett Van Dyke I Houses, 362 Sutter Avenue, Apt. 5H, Brooklyn

Hector Santana Woodside Houses, 31-07 49th Street, Apt. 3B, Queens

Nelson Serrano Clinton Houses, 1505 Park Avenue, Apt. 6B, Manhattan

The Chief's Corner

HOLIDAY SAFETY TIPS

With the holiday season upon us, most people are preoccupied with the details of holiday planning and shopping. Unfortunately, the safety precautions we normally take can be forgotten as the excitement of the season causes us to let our guard down. The NYPD wants this to be a safe holiday season for all, so we remind you to follow these simple tips. Enjoy the City and the season!

- Be alert and aware of your surroundings at all times. Criminals often target people who are distracted.
- Whether driving, walking or taking public transportation, plan the trip in advance. Know how to get to your destination by the most direct and safest route.
- If possible, stay in designated waiting areas or in view of the station booth clerk while awaiting your train. Never walk or stand near the edge of the subway platform.
- Travel on populated, well-lit streets. If possible, travel with a friend.
- When driving, keep your doors locked and the windows closed. Make sure the gas tank is full. Maintain your car in good working order to avoid breakdowns.
- Always lock your car. Before getting into your car, check the back seat to make sure no one is hiding there.
- Avoid leaving valuables in your car. Whenever possible, place items out of sight in the trunk of your vehicle prior to reaching your destination. Never leave packages in the passenger compartment unattended.
- Plan your purchases in advance and carry only the amount of cash or number of credit cards necessary to make the purchase. If you must carry a large sum of money, divide the cash between your purse, pockets and wallet.
- Carry your purse close to your body. Place one end of the purse in the palm of your hand and the other in the bend of the elbow. Never wrap the strap around your body.
- If you are carrying a wallet, carry it in the breast pocket of your jacket or in your side pants pocket. The rear pants pocket is the easiest to pick.
- When in a restaurant, don't leave your handbag over the back of your chair or on the floor. Don't leave belongings unattended.
- Don't wait until you have reached your front door to look for your keys. Have them ready in your hand. If a stranger is standing near your door, it may be a good idea not to go in until the situation feels safer.
- If you live in an apartment building, don't buzz in someone who rings your bell until you have verified who they are. This will help protect both you and your neighbors.
- If you have elderly family members or neighbors, please remember to check in on them.
- Remind children to be wary of strangers, including those on the internet.
- Be wary of con artists. Con artists use a number of ploys to trick you and steal your property. Some divert your attention while another picks your pocket, some pose as utility workers or tradespersons to gain access to the inside of your home, while others conduct scams that are more elaborate involving several con artists.



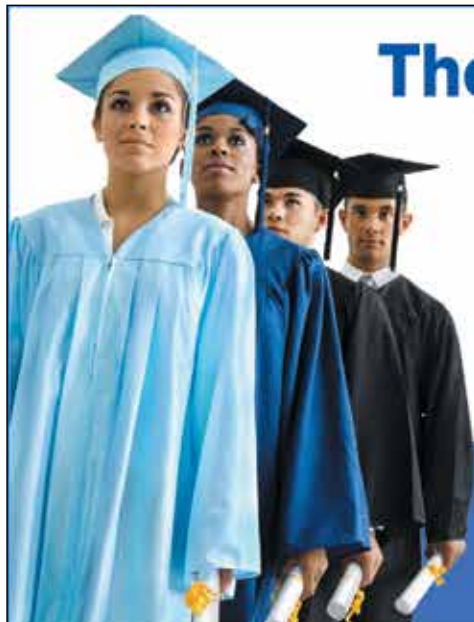
Housing Bureau Police Chief Joanne Jaffe

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(NON-EMERGENCY, DIAL 311)

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ADMINISTERED BY NYCCT

Wizard's Corner Continues to Cast a Spell for Learning

NYCHA youth in Brooklyn, including those that were impacted by Hurricane Sandy, continue to receive assistance with their studying from the Wizard's Corner. As detailed in the March 2012 issue of the *Journal*, Wizard's Corner donates desks, chairs, lamps and dictionaries to eligible children in Brooklyn, ages 5-11, to use in their homes. About 800 families have benefited from this donation. It also provides funding for dedicated study spaces in community centers at Independence Towers, Red Hook and Williamsburg.

Joseph Rosenblatt, a real estate executive, gave \$250,000 to create Wizard's Corner. He was inspired after taking a tour

of an apartment building where he noticed that families had no place for kids to study and do homework. Mr. Rosenblatt donated half of the money in 2012, but he passed away this summer. His son Sam Rosenblatt fulfilled his father's dream and provided the rest of the money this year. In addition, the initial publicity around the donation inspired the public to donate nearly \$1,000 to the Mayor's Fund to Advance New York City, adding to the funds available.

More than 800 families at Independence Towers, Red Hook East Houses, Red Hook West Houses, Taylor-Wythe Houses and Williamsburg Houses have



Brothers Angel Negrón (standing), Raymond Negrón (sitting) and Joshua Negrón (leaning) read in their new study space in their Red Hook West Houses apartment, provided by a donation from the Wizard's Corner.

Q & A with New NYCHA Executive Vice President for Community Programs and Development Margarita López

By Eric Deutsch

Margarita López, formerly a NYCHA Board Member, recently transitioned to the position of Executive Vice President for Community Programs and Development. Ms. López sat down recently with the *Journal* to talk about her position leading the department.

Question: How will your experience as a Board Member help you accomplish your goals in Community Programs and Development?

Answer: Everything that I did on the Board was central to what I am doing now. One of my biggest focuses was on the adequate interaction that we need to have with residents in order to deliver better services.

Q: What do you see as the main goals of the Department of Resident Engagement, which is part of CP & D?

A: Every development must have a Resident Association. This is my number one goal. But also,

participation by residents has to transcend just being in their RA. Because even if you do not want to be a part of your RA, you still have a civic duty to participate in the wellbeing and the life of the development where you live.

Q: What can residents expect next regarding transferring oversight of some community and senior centers to other City agencies?

A: On January 1, there will be 49 community and senior centers that will be with new sponsor agencies. The quality of the programming at the community

NYCHA youth who received desks, chairs, lamps and dictionaries from Wizard's Corner sent thank you letters to Sam Rosenblatt, the son of Joseph Rosenblatt, who donated the money to fund the program. Here is one example:

Dear Mr. Rosenblatt, thank you for the desk, chair and lamp. It helps me have a nice place to study. I am on my way to success.
Kashmere Samuels,
Red Hook West Houses

received the items. Volunteers from Phoenix House AmeriCorps assisted in distributing the materials to the families. The Red Hook distribution also included free books from the First Book organization. The final distribution will be at Carey Gardens in November for families living in Carey Gardens, Coney Island Houses, Gravesend Houses, O'Dwyer Gardens and Surfside Gardens. The NYCHA Department of Family Services, Department of Brooklyn Community Programs and Office of Public Private Partnerships worked together to identify the families and to coordinate the distribution efforts.

The name Wizard's Corner came from a suggestion by NYCHA Chairman John B. Rhea.



NYCHA Executive Vice President for Community Programs and Development Margarita López speaks with residents during a community meeting earlier this year.

centers is going to be inspected by the Department of Youth and Community Development and NYCHA. For the senior centers that will be overseen by the Department for the Aging, NYCHA is committed to making sure that our seniors have the resources needed to continue living in their apartments.

Q: When you were on the Board, you also were the Environmental Coordinator. Can you talk about your vision for the Garden and Greening Program?

A: We need to expand the gardening program and it needs

NYCHA Eliminates Nearly 268,000 Repair Work Orders from Its Backlog

As of November 1, NYCHA reduced the number of open work orders from a peak of about 423,000 to approximately 155,000. NYCHA has reduced the backlog by approximately 80 percent, and is well on the way toward achieving the target of eliminating the backlog by the end of 2013. This reduction is a result of NYCHA's Action Plan to improve its accountability and efficiency in responding to maintenance and repair work orders. At the conclusion of this initiative, the Authority anticipates that the number of work orders that will be open at any given time will be approximately 90,000. This represents the number of work orders NYCHA would have if workers were handling maintenance requests in an average of seven days, and more complex requests in an average of 15 days.

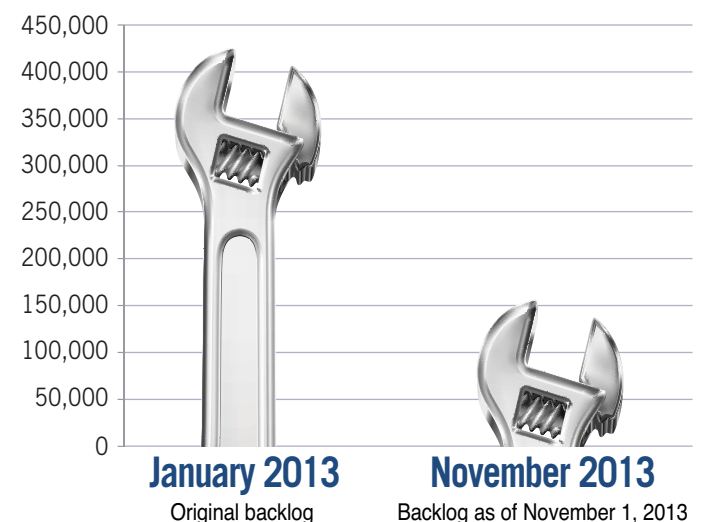
NYCHA has reduced

the average time it takes to address key work, including roof fans, front doors, compactors, intercoms, mildew and extermination to less than two weeks. By systematically reviewing the work orders, the Authority has been able to better assess the work that has been done and still needs to be done. This past month, in an effort to continue to improve productivity, NYCHA implemented a pilot program to determine if changing the assigned locations of some skilled trades staff improves efficiency. What has become clear is that NYCHA will need to continue to prioritize its work given the budget constraints, which worsened with sequestration. Recognizing that there are limited resources, NYCHA staff will not be able to address work that is primarily to improve the appearance of apartments until the fiscal situation improves.



NYCHA Action Plan

Reduction of Maintenance and Repair Backlog



to be in every development. I believe this is the signature program this agency has, because it's the only program we have where the residents conduct the business of that program in totality. We need to create similar programmatic components that allow the residents and us to work together in the improvement and wellbeing of public housing.

Q: Anything else?

A: We have ongoing budget problems because of a lack of funding. Residents can work on fixing that deficit – they can take actions that will bring money and savings to NYCHA and better quality services for them. This department has the fundamental responsibility to enhance and create real communication and interaction between residents and NYCHA to make that happen.

NYCHA Hosts Emergency Preparedness Events to Encourage Residents to be Ready

By Eric Deutsch, with additional reporting by Zodet Negrón

"This is cool, I like this," said Noemi Guzmán, who lives at Red Hook East Houses. "We didn't have anything like this during Sandy where we could go to say we need things."

Ms. Guzmán was among the hundreds of NYCHA residents to attend one of three emergency preparedness events held in late October that featured the Authority's new mobile command posts. These portable and inflatable tents can be set up at any location to allow NYCHA to set up command posts at developments when needed. The tents come with lighting, a heating, ventilation and air conditioning unit, and the capacity to support computers and wireless hotspots.

NYCHA set one of the tents up at Ocean Bay Apartments (Oceanside) on October 21, Red Hook West Houses on October 23 and Campos Plaza on October 29. The events were part of NYCHA's ongoing emergency preparedness efforts in vulnerable developments.

As residents walked through the tent, they could sign up for NYCHA Alerts to receive information about outages at their buildings; fill out NYCHA's Emergency Assistance Registration form (see top left on this page); look at maps of their development to see which Hurricane Evacuation Zone their building is in; and get information from the NYCHA Family Services Department, the New York City Office of Emergency Management (OEM), Salvation Army; and local community assistance groups.

"This tent set-up is very good because some-



A NYCHA resident receives information at an emergency preparedness event held at Red Hook West Houses on October 23, 2013.

times we need information and we don't always have access to it. I received some helpful information today," said Raisa de los Santos from Ocean Bay Apartments (Bayside). "During Sandy, I decided not to evacuate but I won't take my chances next time. If I am asked to evacuate, I will."

NYCHA raffled off five "Go Bags" at each event, which were filled with items needed in an emergency such as a flashlight, hand crank radio, batteries, poncho, glow sticks, plastic goggles, emergency blanket, duct tape and latex gloves. Mattie Ayers from Red Hook East Houses won one of the Go Bags. She said she did not have many of the items that people should stock up on to be prepared for an emergency. "I bought batteries for my flashlight and radio and a few canned goods, but that's it. So this will come in handy," she said.

Post-Sandy Boilers Update

As NYCHA General Manager Cecil House described in his message on page 3, there still are mobile boilers providing heat and hot water services in 15 locations affected by Hurricane Sandy. They will remain until the design of replacements that will be less affected by future storms is completed and permanent repairs can be made.

- These mobile boilers provide the same level of service as NYCHA's regular boilers.
- All of these boilers are housed in weather-proof self-contained trailers or temporary structures.
- Power and steam distribution lines connect the mobile boilers with the permanent power and facility steam distribution systems for the buildings.
- All of the mobile boilers are monitored by NYCHA staff and Hurricane Sandy Recovery Construction Management teams.
- The mobile boiler vendors provide regular maintenance in order to keep them running properly and as efficiently as possible. The vendors are on-call for emergency services 24 hours a day, seven days a week in case any boilers go off-line for any reason.

Notify NYCHA: Emergency Assistance Registration Form

Many residents may need special assistance during an emergency such as a hurricane, blackout or snow storm. Any households with a resident who has a disability or medical condition and may require assistance during an emergency are encouraged to fill out NYCHA's online Emergency Assistance Registration Form. The form is on NYCHA's website at www.nyc.gov/nychaalerts, and can be filled out online without having to be printed. Hard copies of the form are available in property management offices. The form is available in English, Spanish, Chinese and Russian.

By filling out NYCHA's Emergency Assistance Registration Form, residents can let the Authority know if they have a condition such as limited mobility, vision impairment, or one that requires daily medication or life-sustaining equipment. Providing information on specific needs will help NYCHA coordinate with other City agencies and partners to deliver important services. By completing the form, residents also give NYCHA permission to share their information with other city agencies and partner organizations in case of an emergency that would be able to provide the services they may require.

NYCHA Developments in Hurricane Evacuation Zones

New York City is divided into six Hurricane Evacuation Zones. The list of NYCHA developments in the six zones is available on NYCHA's website at www.on.nyc.gov/emergencynycha.

For more information, call 311 (TTY: 212-504-4115) or go to www.nyc.gov/oem and check the Hurricane Evacuation Zone Finder.

Cut this out and put on your refrigerator or thumbtack board.

NYCHA Residents: Get Prepared for Emergencies

MAKE A PLAN TO EVACUATE

- Have an emergency support network with family and friends
- Keep a document with all of your health information
- Know where you will go and how you will get there
- Ensure you have a plan for your pets

GATHER SUPPLIES

Pack a Go Bag and a Go Wallet

- Copies of important documents
- Cash (small denominations) and debit/credit card
- List of medications you take and dosages
- Flashlight, battery-operated radio, and extra batteries
- Contact information for your household and members of your support network
- Pre-paid calling card and MetroCard
- Notepad and pen

Pack an emergency supply kit in case you stay home. It should have enough supplies for at least one week.

- One gallon of drinking water per person per day
- Non-perishable food

Notify NYCHA
Please complete NYCHA's Emergency Assistance Registration Form if you or someone in your household has a disability or medical condition and may require assistance during an emergency.

GET INFORMED

For NYCHA resident information, go to on.nyc.gov/emergencynycha.

Know Your Zones: Find out if you live in a hurricane evacuation zone by visiting nyc.gov/hurricanezones or by calling 311.

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Monthly Plan Premium ⁽¹⁾	\$104.90	\$0	\$37.20	\$0
Flex Benefit	None	None	\$500 per year	\$100 per year
Part B Deductible	\$147	None	None	None
PCP Copay	20%	\$10	\$0	\$15
Specialist Copay	20%	\$20	\$0	\$25
Outpatient Surgery in a Hospital	20%	\$285	\$285	\$285
Outpatient Surgery in an Ambulatory Surgical Center	20%	\$285	\$285	\$285
Lab Tests	0% - 20%	0%-20%	0%	0%-20%
X-rays	20%	\$10	\$10	\$10
Preventive Services	\$0	\$0	\$0	\$0
MRIs, CT Scans, PET Scans	20%	20%	20%	20%
Inpatient Copay	\$1,184	\$285 per day for days 1-5, per admission	\$285 per day for days 1-5, per admission	\$285 per day for days 1-5, per admission
Part D Prescription Drug Coverage	No	No	Yes, with \$0 deductible for preferred and non-preferred generics	Yes, with \$0 deductible
Preventive Dental	None	None	Yes	Yes



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NYCHA Chairman John B. Rhea speaks with Marble Hill Houses Resident Association President Paulette Shomo at the announcement of the installation of closed circuit television cameras on October 3, 2013.

NYCHA Completes Installation of CCTV Cameras at Dyckman, Begins Installation at Marble Hill

Additional reporting by Eric Deutsch

Installation of closed circuit television cameras is complete at one Manhattan development as it begins at another one. Dyckman Houses now has 29 new cameras located in all seven buildings, along with the infrastructure to connect the cameras to a state-of-the-art Security Operations Center, where they can be viewed in one place. The CCTV cameras were made possible with \$465,000 in funding allocated by City Council Member Ydanis Rodriguez.

An additional \$625,000 combined from Council Member Rodriguez and Council Member Fernando Cabrera are funding the installation of 53 new CCTV cameras in Marble Hill Houses located in all 11 buildings, as well as the same infrastructure at Dyckman Houses to connect to

the Security Operations Center.

Improving safety and security is one of the main goals of Plan NYCHA, the Authority's roadmap to preserve public housing in New York City. "You can't have a thriving community if you live in fear; you don't want to raise your kids there," said NYCHA Chairman John B. Rhea at a news conference at Marble Hill Houses on October 3. "By reinvesting in safety in this community, we're making sure families have what they need to thrive."

The locations of the CCTV security cameras are chosen with input from residents, working together with NYCHA and the New York City Police Department. They are placed to monitor important areas such as building entrances, street corners, elevators and equipment rooms. The NYPD can access

footage in cases of reported criminal activity. However, Paulette Shomo, the Resident Association President at Marble Hill, said residents should be sure to keep their eyes open and not rely only on the cameras. "Always be careful, look out for yourself and see who is in your building if they're not supposed to be there," she said at the Marble Hill event.

Since the CCTV surveillance program began in 1997, NYCHA has installed 8,439 security surveillance cameras at 725 buildings in 134 developments citywide. NYCHA is on track to complete installation of CCTV, along with layered access control, at approximately 85 developments by the end of 2013. NYCHA's layered access control includes modern intercoms, wireless key fobs, technologically advanced cameras and vandalism-resistant doors as a supplement to CCTV cameras.

"The progress made and the progress to come will finally provide the residents of the Marble Hill and Dyckman Houses the safety and security they deserve, and will ensure unwanted visitors are kept from the buildings and residents feel comfortable in their homes," said Council Member Rodriguez.

NYCHA does not have the funding to install these security systems at all of its developments, but will install them where elected officials have allocated discretionary funding for security measures.

"Now when somebody does something in this community they're not supposed to, we won't even need a witness, because they're going to be on Candid Camera," said Council Member Cabrera at the Marble Hill event.

Earned Income Disallowance Helps Residents Have Lower Rents

NYCHA residents who recently started working may not have to have their rents increased. Residents who qualify for the Earned Income Disallowance (EID) will not have their increase in the first year after employment. In the second year, their rent will not increase to the full amount. This allows residents to get used to an increase in rent

gradually, rather than having it happen immediately, and save extra money.

Residents may qualify if:

- A new job or increased earnings are due to participation in an economic self-sufficiency program; or
- Currently working, but were unemployed before for 12 months or more, or made

less than \$3,625 per year; or

- Participated in a TANF-funded program, received cash payment or services and now are newly employed or have increased earnings.

Residents interested in applying for the Earned Income Disallowance should contact their Housing Assistant at their management office to find out if they qualify.

In Memoriam: Rosia Wyche

Rosia Wyche, who until 2011 was the Second Vice President of the Citywide Council of Presidents, passed away on September 16. Ms. Wyche had lived at Coney Island Houses since 1973. In addition to being the Brooklyn South District Chair for the CCOP, she was Coney Island Houses' Resident Association President and previously had served as a Supervisor of Tenant Patrol.

"I always tell people that they need to be a part of the solution. To do that, you have

to be hand in hand with the administration," Ms. Wyche once said. "In my time, I've always spoke up and spoke out, like it or not. In my heart, I know I've done what I was supposed to do and that is to help."

Ms. Wyche was born in North Carolina but moved to New York and raised three children. She spent 34 years working in the medical field as a nurse and administrator, including at Coney Island Hospital from 1977 to 2003, before she retired.



Rosia Wyche standing with NYCHA Chairman John B. Rhea when she received an award on January 6, 2011, when she retired as Brooklyn South District President.

Hammel Houses Community Center Fix to be Paid for by NFL



The floor at Hammel Houses Community Center will be replaced thanks to a donation from the National Football League Super Bowl Host Committee.

NYCHA is benefitting from the Super Bowl being played at MetLife Stadium next year. Support from the National Football League Super Bowl Host Committee and The Snowflake Foundation will help NYCHA restore the gymnasium at the Hammel Houses Community Center that was damaged severely by Hurricane Sandy. The funding will allow NYCHA to replace the completely destroyed wood floor with a state of the art and highly durable surface. Prior to the storm, the gym served as a hub of activity for Hammel Houses in Queens and the surrounding community.

The new gym floor is one of many charitable initiatives connected to Super Bowl XLVIII, scheduled to be played at MetLife Stadium in the Meadowlands on February 2, 2014. The NFL and NY/NJ Super Bowl Host Committee jointly contributed more than \$1 million dollars to revitalize a number of venues throughout the five boroughs, many of which serve City youth, and suffered major damage as a result of Hurricane Sandy. The projects will be completed by the Host Committee's Snowflake Youth Foundation, and were chosen in coordination with the Mayor's Fund to Advance New York City.

Major Expansion for Jobs-Plus Program

Program Aims to Place More than 4,400 NYCHA Residents in Jobs Over Three Years

Jobs-Plus, the program that connects NYCHA residents with employment, education and financial empowerment services, is expanding to now serve 23 NYCHA developments across all five boroughs. Previously, Jobs-Plus was available at four NYCHA sites. Over the next three years, Jobs-Plus efforts should result in placement of more than 4,400 NYCHA residents in jobs while providing thousands more with additional services including financial counseling, education and job retention supports – all on-site or nearby targeted NYCHA developments. The program is a key feature of Mayor Michael Bloomberg’s Young Men’s Initiative.

“Connecting at-risk young people to job opportunities – and helping them to take charge of their futures – is one of the best investments government can make,” said Mayor Bloomberg. “The Jobs-

Plus model is one of our most promising tools for reducing the racial disparities that have existed for far too long.”

In 2009, NYCHA began the City’s first Jobs-Plus site at Jefferson Houses in Manhattan, and the result was more than 500 job placements for residents over three years. NYCHA worked in partnership with the New York City Center for Economic Opportunity (CEO), New York City Human Resources Administration (HRA) and City University of New York (CUNY). After this initial success, CEO and the Mayor’s Fund to Advance New York City expanded Jobs-Plus to Betances, East 152nd Street-Courtlandt Avenue and Moore Houses in the Bronx with federal funding, and in partnership with BronxWorks.

“The expansion of Jobs-Plus marks a key milestone in our new approach to better supporting our residents by increasing their income and assets,” said NYCHA Chairman John B. Rhea. “Through our Office of Resident Economic Empowerment and Sustainability, NYCHA has taken

an unprecedented, agency-wide focus on resident economic opportunities and outcomes. We know first-hand that Jobs-Plus makes a real difference in the lives of public housing residents.”

The expansion of the

program comes with an additional \$8 million a year for each of the next three years. The new Jobs-Plus sites include Clason Point Gardens, Mill Brook, Monroe and Sack Wern Houses in the Bronx; Armstrong I and II, Brownsville,

Lafayette, Marcy and Van Dyke I Houses in Brooklyn; Wald and Riis II Houses in Manhattan; Astoria Houses in Queens; and Mariner’s Harbor, Stapleton, Todt Hill, South Beach, West Brighton I and Richmond Terrace Houses in Staten Island.



The Jobs-Plus program has been a success at Jefferson Houses.

Stay Warm!

Here are some tips to keep your apartment warmer during heating season, and reduce utility costs.

- Keep windows closed
- Open curtains to let the sun provide heat
- Keep radiator areas clear
- Seal leaks (Tenants who think they have an air leak and do not know how to fix it can call the Customer Contact Center at **718-707-7771**)
- Use blankets
- Dress warm while inside

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SENIOR NEWS



Medicare Fall Open Enrollment Period Ends December 7

Through December 7, if you have original Medicare or a Medicare Advantage Plan (HMO), you may do the following:

- Change, add or drop a Medicare Advantage Plan
- Change, add or drop a Medicare Prescription Drug Plan (Part D)

Call **800-633-4227** for assistance or more information. This service is available 24 hours a day, seven days a week. Have your Medicare number with you and say "Agent" to speak to a live person. An agent can compare your current coverage with other available options, and make changes too. You may compare and change plans on your own at www.medicare.gov/find-a-plan.

Benefits of Physical Activity for Seniors

- Avoid the loss of strength and stamina that usually results from not being active
- Increased mobility helps you live independently and remain in your home
- Reduced risk of falling
- Lowered risk of some cancers and chronic diseases
- Less stress and greater feeling of well-being
- May improve your energy, memory and relieve arthritis pain

That's Abuse Public Awareness Campaign Helps Victims of Domestic Violence

A Message from the Mayor's Office to Combat Domestic Violence

The Mayor's Office to Combat Domestic Violence has a new public service campaign to empower victims of intimate

Victims of domestic violence can call 311 to get help.

The campaign seeks to connect with victims through words and images that capture the emotional impact of abuse. Survivors

partner violence to seek the help they need. The campaign, called *That's Abuse*, appears on subway platforms, bus shelters, subway cars, grocery store circulars and common areas at City agencies, and with community-based organizations and businesses throughout the city.

That's Abuse lets victims know that they can call **311** to be connected to domestic violence services, including at the New York City Family Justice Centers. These Centers are part of the Bloomberg Administration's overall effort to reduce domestic violence and provide comprehensive services to victims. As a result of the City's focus on this issue, family-related crimes have declined by 16 percent since 2001; and family-related homicides have decreased by 22 percent year-to-date through September 22, 2013.

of domestic violence who helped develop the campaign identified strongly with the message, and said they hoped it would empower others to both recognize abuse in their relationships and to take the necessary steps to get help for themselves and their families.

That's Abuse also features a video and radio public service announcement and promotion through social media. In addition, staff from the Mayor's Office to Combat Domestic Violence, New York City police officers and teams of volunteers are deployed to neighborhoods with a high incidence of domestic violence, including homicides, to hang posters, distribute palm cards and give presentations to local residents and business owners.

The campaign was launched as part of Domestic Violence Awareness Month in October.

Plant a Tree, More Green to See

Georgia and Sean Santiago help plant a tree at Marble Hill Houses in Manhattan on September 26, 2013. The mother and son gardeners were taking part in the program TD Tree Days. TD Bank teams up with the non-profit New York Restoration Project, a NYCHA partner, to create a greener and more sustainable New York City. TD Tree Days also were held recently at Surfside Gardens in Brooklyn on October 1 and October 26.



Photo credit: Anne Tan/NYRP.

NYCHA Partnership with Department of Ed Helps Residents Get Trained While They Learn

NYCHA is partnering with the New York City Department of Education's Work-Based Learning Resource Center for Career and Technical Education (CTE). CTE includes many fields of technical education such as computers, construction and culinary

arts. NYCHA ran its first internship program this summer with the Board of Education for heating plant operations. Training received during CTE allows students to work towards a CTE-endorsed Regents Diploma including industry recognized certification;

receive endorsements from individuals or organizations that can vouch for their abilities; and get meaningful experience in the workforce. NYCHA residents who want to learn more about enrollment can go to the Department of Education's website at on.nyc.gov/16UdtOt.

THANK YOU TO OUR SPONSORS FOR THEIR GENEROUS SUPPORT

The image displays a collection of logos for various organizations that have supported the Senior Benefit + Entitlement Fair. The logos are arranged in a grid-like fashion against a light green background. The sponsors include:

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- St. Luke's Roosevelt
- MetroPlus
- CenterLight Healthcare
- VILLAGECAREMAX
- Easy Choice
- GuildNet
- CapitalOne
- American Red Cross Greater New York Region
- CMS
- Health Plus
- Progressive
- CHASE