



## Message from General Manager Cecil House

### NYCHA Reduces Work Order Backlog



One year ago, NYCHA made a promise to you. We know that one of the most common complaints residents have is waiting too long for repairs to be done in their homes. So, we did something about it and set an ambitious goal to eliminate our backlog of open maintenance and repair requests. We created a Maintenance and Repairs Action Plan that was a priority in 2013.

I am very pleased to report that we made a significant reduction in our backlog. As of January 1, the backlog was down to approximately 16,000 open work orders, down from 333,000 at the beginning of 2013. Because we consider having 90,000 open work orders as usual work in progress, the total number of

open work orders is at 106,000. These numbers are significant because it means NYCHA is getting closer to responding to maintenance and repair requests in a reasonable amount of time. Also, these numbers show we will be able to better manage our workload, and can continue our commitment to provide timely repairs and good customer service to you, our residents, in the months to come.

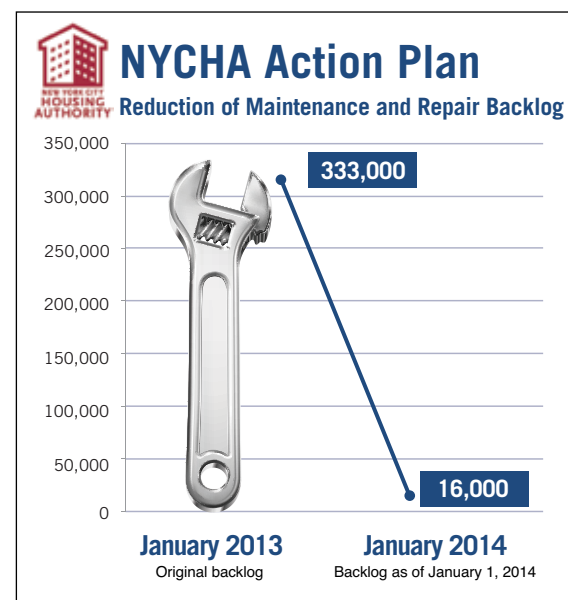
The Action Plan had another goal, to reduce the average time it takes to respond when residents make a work request. We want to get repair basic maintenance and repair work done within an average of seven days. We reduced this average waiting time to 15 days citywide, so we know there is more work to do.

For more complex repairs, such as front doors, compactors, intercoms, mildew, and exterminations, the wait time is down to less than two weeks. The average response times for carpenters and plasterers are currently 80 and 148 days, respectively, although this is down from more than

270 days when we started the Action Plan. We will continue to focus on reducing these response times to meet the target of an average of 15 days.

NYCHA employees were critical to the success of reducing the backlog, providing exemplary service to the residents of public housing during the entire year. And it was accomplished as our federal funding continued to decrease, and our buildings keep getting older, the two main reasons the backlog got so large. We were able to put the Action Plan in place by reinvesting \$40 million into repair efforts by achieving savings in administrative costs cuts, and from additional City Council funding of \$10 million that allowed us to hire 108 apprentice painters who are NYCHA residents. We also hired more than 500 additional workers for maintenance and skilled trades work.

We believe that our commitment to the Maintenance and Repairs Action Plan



made a positive impact on the conditions residents live in. As we continue to work hard to reduce the backlog even more, we will keep that same commitment to ensure your quality of life remains at the level you deserve.

Cecil House

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## Mayor Bill de Blasio Has NYCHA Connection

New York City's new Mayor, Bill de Blasio, has a lot of knowledge about NYCHA. Working for the U.S. Department of Housing and Urban Development (HUD) – the federal agency that oversees NYCHA – Mayor de Blasio was the Regional Director for the New York/New Jersey region. In that role, he fought for tenants' rights, increased federal funding for affordable homes, and expanded housing services for senior citizens.

Mayor de Blasio plans to build a national coalition for affordable housing and tap private funding sources to assist in this effort. Recognizing that New York City cannot solve the affordable housing crisis on its own, and using his leverage as the mayor of the nation's largest city and biggest public housing authority, he plans to rally other cities around a new urban agenda in Congress for public housing, the Low-Income Housing Tax Credit, Section 8 rent vouchers, and other areas.

Part of Mayor de Blasio's commitment to NYCHA is exemplified by his choice to be the Deputy Mayor for Housing and Economic Development,



Mayor Bill de Blasio speaks at a news conference at the Johnson Houses Community Center.

Alicia Glen. Part of Ms. Glen's portfolio will include NYCHA, as well as the Administration's efforts to build and maintain 200,000 units of affordable housing. She has shown a strong commitment to housing and tenants throughout her career, including serving as the Assistant Commissioner for Housing Finance at the New York City Department of Housing, Preservation and Development (HPD); advocating on behalf of low-

income tenants in need of free legal counsel at Brooklyn Legal Services; and leading the Urban Investment Group (UIG) at Goldman Sachs, which provides capital to underserved urban communities. Ms. Glen also served on the boards of the Bowery Residents Committee, the Citizens Housing and Planning Council, and the NYU Institute for Affordable Housing.

# 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 remaining Board Meetings in 2014 are scheduled for:

<b>February 26</b>	<b>June 25</b>	<b>October 29</b>
<b>March 26</b>	<b>July 30</b>	<b>November 26</b>
<b>April 30</b>	<b>September 24</b>	<b>December 31</b>
<b>May 28</b>		

Any changes to the schedule will be posted in the Journal and on NYCHA's website at [www.nyc.gov/nycha](http://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](http://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 the Tuesday 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

January 7, 2014

(via Twitter)

I personally thank NYCHA & entire staff for the great work they're doing here at Todt Hill

Houses, snow removal, heat, clean buildings.  
**Charlene Greene, Todt Hill Houses**



### 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](mailto: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](https://twitter.com/NYCHA_Housing)

Post a message on Facebook at [www.facebook.com/NYCHA](https://www.facebook.com/NYCHA)

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

If you have any questions, please send them to [Journal@nycha.nyc.gov](mailto:Journal@nycha.nyc.gov).

## NYCHA, Children's Museum of Manhattan & Union Settlement Open Early Childhood Literacy and Health Hub



In a unique community collaboration, NYCHA, Union Settlement Association, and the Children's Museum of Manhattan (CMOM) celebrated the opening in December of a new learning "hub" inside the Union Johnson Early Learning Center and Head Start facility in the Johnson Houses Community Center. The early childhood literacy and health hub represents the first time this has been done in public housing. It brings museum-quality exhibitions and programs to Johnson Houses in a permanent location to serve as an anchor for community engagement.

The project provides families with a safe, nurturing environment to support the development of preschool readiness skills and to build healthy habits. The interactive

components include Alphie, a talking dragon who encourages literacy and healthy foods; a NYC Green Cart replica to encourage healthy eating habits; a child-scale FDNY fire truck for dramatic play and socio-emotional learning; a block building area where children can explore math concepts through imaginative play; and a digital finger-painting kiosk and giant lite-brite to promote creativity through the arts.

"We know the importance of connecting our families to resources and opportunity, a wise investment that our city as a whole benefits from in turn, as we outlined as an imperative in our strategic roadmap Plan NYCHA," said former NYCHA Chairman John Rhea.

The project also has professional development programs

that provide parents, caregivers, and public housing educators with the tools and strategies to support the learning and developmental needs of young children. The first year of the program at Johnson Houses will serve as a model for the development of additional NYCHA/CMOM early learning and health hubs.

"Not only are our pre-school children learning about healthy eating, but the lessons are extended to staff and parents as well, so we know that the benefits are reaching entire families in their homes," said Union Settlement Executive Director David Nocenti. "This is a wonderful initiative, and is a perfect example of the impact that nonprofits and governments can have by working together."

## Ease Your Mind – Pay Your Rent on Time

*Rent Comes First on the 1st*

**B**efore you pay for anything else, make sure your rent is paid first and in full on the first of the month, every month. It is important for you to pay your rent on time. It is easy, fast, and convenient through many methods – online, phone, payroll deductions, mail, and other options.

“As we have been talking about for a while at NYCHA, our federal funding keeps decreasing. For that reason, collecting rent on time is very important for us because the money is used for maintenance and repairs in your buildings. It makes up nearly one-third of our annual revenue,” said NYCHA Executive Vice President for Operations Carlos Laboy-Diaz.

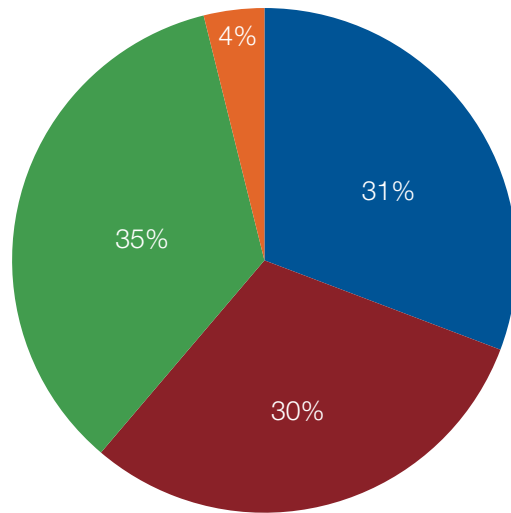
For more information go to <http://bit.ly/nychapayment> or visit your Management Office.

NYCHA residents can get free one-on-one financial counseling to help you:

- Organize bill payments to avoid late fees
- Develop a payment plan
- Create a realistic budget

Call **311** to make an appointment with a financial

### NYCHA 2012 Revenue: \$2.942 BILLION



- Section 8  
\$1.027 billion
- Dwelling Rent  
\$905 million
- Public Housing Subsidy  
\$896 million
- Other Revenues  
\$114 million\*

## 65%

of NYCHA's revenue comes from federal funding.

These subsidies allow low-income New Yorkers to pay affordable rents for housing in the public and private markets.

\*Grants, service fees, commercial rent, interest, and gain on the sale of capital assets.

counselor at a New York City Financial Empowerment Center near you. For more information,

visit [www.nyc.gov](http://www.nyc.gov) and search “Financial Empowerment Centers.”

## NYCHA Youth Enjoy Annual Toy Drive



ties included storytelling and caroling, and the children were treated to performances by the NYCHA Performing Arts Troupe, NYCHA's Youth Chorus, and the Yaffa Theater Company – plus the all important one-on-one with Santa.

In addition to celebrating the holiday with games and gifts, the children donated more than 1,000 pounds of canned food collected from their developments. The food was donated to NYCHA's Family Services Unit to distribute to needy NYCHA families. Award certificates were given to East River Houses in Manhattan and Astoria Houses in Queens for the most food collected for donation.

**M**ore than 1,000 young residents from across the city celebrated the holiday season at NYCHA's Annual Season of Sharing Toy and Food Drive held at the Miccio Community Center at Red Hook Houses on December 18 and December 19. Activi-



## Residents Learn How to Help Their Neighbors Quit Smoking

By Eric Deutsch

**F**our NYCHA residents now know how to help their friends and neighbors stop smoking. Through training offered by the American Lung Association, the residents joined three NYCHA employees in learning how to support smokers who want to quit. They now are qualified to lead support groups that will meet for eight weeks,

sharing information on nicotine addiction and maintaining participants' motivation and commitment to quitting smoking.

Dannelle Johnson from Red Hook West Houses in Brooklyn has a very personal reason for wanting to lower smoking rates that motivated her to take the course. “My father died of lung cancer when I was 16. Watching him go through the stages

of cancer and treatment was very traumatic for me,” she said. “Smokers have to think about young ones they might leave behind, especially if they're a single parent.”

The training is part of the Healthy Homes program, a multi-year pilot program to support public housing residents working to promote the environmental health of their homes.

NYCHA is committed to improving access to information and resources that help residents who want to quit smoking. Ms. Johnson and the other three residents – Michael Eaddy from Red Hook West Houses; Doris McLaughlin from Oceanside Apartments in Queens; and Charlene Williams from Castle Hill Houses in the Bronx – will meet with residents in different parts of the city to impact as many people as possible.

“In low-income communities, many people don't visit the doctor often enough,” Ms. Johnson said. “So it is very important to be proactive for people to preserve their health.”

According to the American Lung Association, more than 392,000 people die from tobacco-caused disease every year in the United States, making it the leading cause of preventable death. Smoking causes and contributes to heart disease, stroke,

diabetes, emphysema, and lung and other cancers. No matter how long someone has been smoking, quitting reduces the risk of developing these illnesses and improves overall health immediately.

And while smoking may not be as visible as it used to be in New York City because of the public smoking laws that were put in place over the past 10 years, Ms. Johnson sees a specific population at her development that she thinks could use some outreach. “You can't leave the building without seeing our younger population right there smoking,” she said.

Quitting also can save money. Smoking a pack a day in New York City costs more than \$4,000 a year. Residents who want resources to help them stop smoking can call **311** or go to [www.nyc.gov](http://www.nyc.gov) and search for “NYC Quits.”



NYCHA residents were trained by the American Lung Association on how to help other people stop smoking. Doris McLaughlin, Oceanside Apartments (far left); Dannelle Johnson, Red Hook West (third from right); Michael Eaddy, Red Hook West (second from right); and Charlene Williams, Castle Hill (far right); joined NYCHA staff at the training.

## 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](http://on.nyc.gov/nychanotwanted). The following are the people, with their former addresses, excluded as of August 26-September 23, 2013.

### Week of August 26

**Tyshawn Burgess** Brevoort Houses, 234 Ralph Avenue, Apt. 4E, Brooklyn  
**Shamel Corbett** Tompkins Houses, 200 Throop Avenue, Apt. 13B, Brooklyn  
**Christopher Edwards** Baruch Houses, 140 Columbia Street, Apt. 13E, Manhattan  
**Kelvin Joaquin** Campos Plaza I Houses, 641 East 13th Street, Apt. 6F, Manhattan  
**Cornelius Sullivan** Johnson Houses, 2060 Third Avenue, Apt. 11A, Manhattan

### Week of September 2

**Terrance aka Terrence Battle** Nostrand/Sheepshead Houses, 3045 Avenue W, Apt. 2E, Brooklyn  
**Danny Beauford** Queensbridge North Houses, 40-15 10th Street, Apt. 1A, Queens  
**Luis Rios** Washington/Lexington Houses, 215 East 102nd Street, Apt. 3F, Manhattan  
**Raphael Sepulveda** Queensbridge North Houses, 40-15 10th Street, Apt. 1A, Queens  
**Christopher Torres** Johnson Houses, 2060 Third Avenue, Apt. 11G, Manhattan

### Week of September 9

**Michael Cabrera aka Michael Jablonski** Wagner Houses, 20 Paladino Avenue, Apt. 8F, Manhattan

### Week of September 23

**Kevin Bowman** Grant Houses, 55 Lasalle Street, Apt. 17A, Manhattan  
**Michael Bunche** Cypress Hills Houses, 365 Fountain Avenue, Apt. 7C, Brooklyn  
**Kejeon Butler** Queensbridge South Houses, 41-06 10th Street, Apt. 4A, Queens  
**McKinley Campbell** Clinton Houses, 1760 Lexington Avenue, Apt. 9D, Manhattan  
**Jorge David** Wald Houses, 711 FDR Drive, Apt. 2H, Manhattan  
**Tomas Galarza** Fulton Houses, 418 West 17th Street, Apt. 13F, Manhattan  
**Azeez Harris** Woodside Houses, 31-67 49th Street, Apt. 4C, Queens  
**Salvador Hernandez** Red Hook West Houses, 35 Dwight Street, Apt. 1B, Brooklyn  
**Travis Johnson** Albany Houses, 162 Troy Avenue, Apt. 10H, Brooklyn  
**Jamel Kennedy** Mott Haven Houses, 350 East 143rd Street, Apt. 20B, Bronx  
**Jerry Knight** Carey Gardens, 2832 West 23rd Street, Apt. 6Q, Brooklyn  
**Kamaar Mack** Queensbridge South Houses, 41-15 10th Street, Apt. 6A, Queens  
**Luis Mateo** Berry Street/9th Street Houses, 440 Berry Street, Apt. 6L, Brooklyn  
**Kevin McDonald** Seth Low Houses, 365 Sackman Street, Apt. 15D, Brooklyn  
**Jose Muniz** Union Avenue Consolidated Houses, 1096 Union Avenue, Apt. 2A, Bronx

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## NYCHA Completes CCTV Installation at City-Council Funded Developments

*Safety and Security Program results in quicker installations at developments with better cameras, at lower cost*

NYCHA achieved its promised goal of completing installation of City Council-funded closed-circuit television (CCTV) cameras by the end of 2013. Since August 2012, NYCHA has used City Council funding to install 3,879 CCTV cameras in 500 buildings at 84 designated developments.

In 2009, NYCHA formed the Safety and Security Task Force, bringing together resident leaders, NYCHA management, and the New York City Police Department (NYPD), as well as other law enforcement officials, to determine how best to use allocated funds and to find solutions to improve and strengthen NYCHA communities. The Task Force suggested that NYCHA review and evaluate all new CCTV-related construction that had not started yet. This led to creating a more comprehensive security system that would make the best use of the City Council's funding while ensuring community support. The resulting security system included layered access control,



One of the latest developments that will receive CCTV cameras is Fort Washington Avenue Rehab in Manhattan. The seniors-only development recently received \$350,000 in dedicated funding from City Council Member Robert Jackson for the security cameras and layered access control. Fort Washington Avenue Rehab Resident Association President Olga Lauriano gladly accepted the ceremonial check. Photo credit: Leticia Garcia.

which includes technologically advanced cameras and modern intercoms.

In 2010, NYCHA had \$42 million to provide security enhancements for 85 designated developments. After presenting the new security system options to City Council Members, NYCHA met with residents and the

NYPD to prioritize security enhancements and identify camera locations. NYCHA will complete installation at one development, where additional funding was received. This more efficient and collaborative work model reaped huge benefits with NYCHA procuring better cameras at a lower cost and installing them faster than ever.

## Holiday Spirit Inspires Nostrand RA President

By Eric Deutsch

Barbara McFadden, the Resident Association President at Nostrand Houses, wanted to do something to help children in her Brooklyn development during the holiday season. So, on December 10, she helped host a spelling bee for kids living in Nostrand and Sheepshead Bay Houses. The contest was won by Iyjah Rowley, shown holding her winnings of \$100, along with her parents, Opal Packer and Dwight Rowley, and Ms. McFadden (second from right). The cash came out of Ms. McFadden's own pocket.

"My philosophy is knowledge is power – the more you know the more you owe," said Ms. McFadden. "I understand that growing up in the projects can be hard for some of our children, whose parents may survive from



Photo credit: Chandra Hayes

paycheck to paycheck or who might have a fixed income. I wanted to show my community that I might not be rich, but I wanted to give to someone who might be less fortunate than I am."

Iyjah, a sixth-grader, used the \$100 to buy herself a tablet

computer. Her mother, Ms. Packer, was pleased because she did not have enough money to buy one for her. "I was so excited when she won, she earned it," Ms. Packer said. "I was in spelling bees when I was a child so I encourage her. We sit down together and study the words."

## NYCHA Youth Chorus Plays Gracie Mansion

Mayor Bill de Blasio held an open house at Gracie Mansion on January 5 for New Yorkers who wanted to see the executive residence. The NYCHA Youth Chorus was on hand to greet the visitors with

their beautiful voices as they entered the building. Some of the members are shown here with Mayor de Blasio and Carmen Roman, the NYCHA Youth Chorus Coordinator (second from right).



Photo courtesy of the Office of the Mayor

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# NYCHA RESPONDS TO SNOW



A dog's thoughts at Smith Houses: "It's just snow. Shake it off!"



A NYCHA tractor plows the snow off a sidewalk at Baruch Houses.



This NYCHA resident is having fun in the snow at Baruch Houses. Her son, not quite as much.



NYCHA employees spread sand on a sidewalk at Baruch Houses, with Wald Houses in the background.



A NYCHA employee delivers bottled water to Wagner Houses residents after a water service disruption affected nearly 1,000 apartments. Photo credit: Sheila Stainback



At Smith Houses, a NYCHA tractor dumps snow in an ever-larger pile.



NYCHA employees inform residents about staying safe in cold weather while going door-to-door at O'Dwyer Houses.

# & SEVERE COLD

New York City sure had some bad weather in January. A big snowstorm on January 2 and 3, followed by record-low temperatures from January 6 to 7, was a one-two punch that slowed even the hardest of New Yorkers. Then the week of January 20 brought another massive snowstorm and more bitter cold. NYCHA worked hard to keep operations running as smoothly as possible and provide consistent customer service.

As the snowstorm approached, NYCHA activated its Emergency Operations Center to ensure operations remained stable. Employees came in early and worked late, and equipment was put in place before the snow started to make snow removal as fast as

possible – by 9:00 p.m. on January 3, all snow from development grounds, pathways, and building entrances was removed. The Customer Contact Center also had extra call takers on hand.

NYCHA conducted extensive outreach to residents in response to the storm, including automated phone calls to every apartment about how to get assistance if needed; knocking on the doors of more than 5,400 households with seniors living alone, residents on life sustaining equipment, and people with mobility impairments; and using the NYCHA Alerts system and social media to keep residents informed of potential service disruptions and other updates. The Authority also opened its community centers to accommodate families affected by the city's public schools being closed.

When what was called a "polar vortex" arrived in New York City the night of January 6 and brought record low temperatures the following day, NYCHA took extra steps to make sure residents stayed warm. It was ready with additional teams of heating technicians, plumbers, and electricians to respond to any potential heat and hot water outages or any other weather-related emergency. All buildings that have mobile boilers had additional protection against the cold put in place, and they all had employees on site the entire time. To ensure residents knew about the risks of the severe cold, NYCHA posted flyers with safety tips in all 2,602 buildings around the city, and spread the word on social media as well.

## SAFE HOME HEATING TIPS

If you lose heat or hot water at home, please call the Customer Contact Center at 718-707-7771.

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

Here are safety tips if you are looking to add more heat to your apartment.

- Space heaters should be at least three feet from anything that can burn and always should be turned off when leaving a room or going to sleep. Space heaters are temporary heating devices and only should be used for a limited time each day.
- Never use an extension cord with a space heater. Space heaters should be plugged directly into an outlet.
- Never use a space heater with a frayed or damaged cord, even for a small amount of time.
- Young children should be kept away from any heater or appliance that has hot surfaces that can cause burns.
- Ovens and Stoves: Please do not use the oven or stove to heat your apartment, this is a fire hazard and can cause toxic fumes.
- Candles: For your safety do not leave candles burning through the night and do not leave candles unattended.
- Generators: Please do not use a generator inside your apartment for electricity or heat, operating a generator in a poorly ventilated area can cause carbon monoxide poisoning, which can be fatal.

## COLD WEATHER SAFETY TIPS

Tips for Staying Warm

Exposure to cold can cause life-threatening health conditions. Avoid serious conditions such as frostbite and hypothermia by keeping warm.

- Wear a hat, hood, or scarf, as most heat is lost through the head.
- Wear layers, as they provide better insulation and warmth.
- Keep fingertips, earlobes, and noses covered if you go outside.
- Keep clothing dry; if a layer becomes wet, remove it.

Seniors, infants, the homeless, and those with chronic medical conditions are at increased risk. If you know of friends, neighbors, or family members who may be at risk check on them to make sure their heat is working and that they are OK.

Helping Others

Recognize the signs and symptoms of hypothermia and frostbite:

**Hypothermia** is a life-threatening condition where body temperature is abnormally low. Symptoms may include shivering, slurred speech, sluggishness, drowsiness, unusual behavior, confusion, dizziness, and shallow breathing.

**Frostbite** is a serious injury to a body part frozen from exposure to the cold. It most often affects extremities like fingers and toes or exposed areas such as ears or parts of the face. Redness and pain may be the first warning of frostbite. Other symptoms include numbness or skin that appears pale, firm, or waxy.

Provide first aid:

- If you suspect a person is suffering from frostbite or hypothermia, bring him or her someplace warm and call 911.
- If medical help is not immediately available, re-warm the person, by removing any damp clothing and covering them with warm blankets.

## Get Ahead Financially in 2014

If increasing your savings, revamping your budget, or paying off debts is on your list of New Year's resolutions, then it's time for you to check out a Getting Ahead money management workshop at a NYCHA community center. Getting Ahead is a five-week financial education workshop series offered by Neighborhood Trust Financial Partners, in partnership with NYCHA's Office of Resident Economic Empowerment and Sustainability (REES). The free workshops are led by trained financial counselors. Participants will have an opportunity to meet one-on-one with the financial counselor to discuss their financial goals and challenges. Everyone who completes the workshop series gets a Financial Action Plan and access to the Gateway Banking Package, which includes a checking and savings account.

Each session focuses on a different aspect of money management to help residents analyze and improve their financial habits:

- Workshop 1: Our Financial Lives and Goals
- Workshop 2: Using Financial Services Wisely
- Workshop 3: Save by Spending Less
- Workshop 4: Managing Debt and Building Credit
- Workshop 5: Use a Financial Action Plan

Getting Ahead money management workshops will be offered in the Bronx and Manhattan throughout 2014. NYCHA is working to bring financial workshops to Brooklyn, Queens, and Staten Island. The next NYCHA/NTPF Getting Ahead workshop series begins on February 13 at the Boys and Girls Republic in Manhattan. To RSVP, please call 718-289-8100 or visit [www.opportunitynycha.org](http://www.opportunitynycha.org).

## Many Options at Tax Time for NYCHA Residents

Thanks to a number of City programs, eligible New Yorkers have several options to file their taxes for free and access income-boosting tax credits. The New York City Tax Credit Campaign, which NYCHA is a partner of, helped more than 84,000 New Yorkers file their taxes for free in 2013.

New Yorkers who earn less than \$58,000 a year can file their taxes online for free through the City's tax-prep website at [www.nyc.gov/taxprep](http://www.nyc.gov/taxprep). For people who want a certified tax preparer to complete their taxes, there are free options. Volunteer Income Tax Assistance (VITA) sites have certified volunteers who will prepare taxes for free at dozens of locations throughout all five boroughs. To be eligible, residents with children must earn less than \$52,000 a year and those without children must earn less than \$18,000 a year. Visit [www.nyc.gov/taxprep](http://www.nyc.gov/taxprep) for a listing of free tax preparation sites citywide.

New Yorkers also can find out if they qualify for important tax credits, including the Earned Income Tax Credit (EITC) and the New York City Child Care Tax Credit. Working New Yorkers with children earning up to \$51,567 a year could be eligible for up to \$8,159 from the EITC. Working New Yorkers with no children earning up to \$19,680 a year could be eligible for up to \$487 from the EITC. A working family earning up to \$30,000 a year who pays child care costs for children up to age four could be eligible for up to \$1,733 from the New York City Child Care Tax Credit.

For more information, including tax preparation locations, eligibility for tax credits and which documents are required, call 311 and ask for tax preparation assistance or visit [www.nyc.gov/taxprep](http://www.nyc.gov/taxprep).



# ENROLL TODAY

# MATRICÚLESE HOY

## Information Sessions

## Sesiones informativas

Achievement First Apollo Elementary\*  
Thursday, February 13, 2014 @ 9:00 a.m.  
350 Linwood Street • Enroll for grade K

Achievement First Aspire Elementary\*  
Wednesday, January 15, 2014 @ 9:00 a.m.  
982 Hegeman Avenue • Enroll for grades K, 1, 2

Achievement First Brownsville Elementary  
Tuesday, March 11, 2014 @ 6:00 p.m.  
2021 Bergen Street • Enroll for grade K

Achievement First Bushwick Elementary\*\*  
Thursday, March 13, 2014 @ 9:00 a.m.  
125 Covert Street • Enroll for grade K

Achievement First Crown Heights Elementary  
Thursday, January 23, 2014 @ 6:00 p.m.  
790 East New York Avenue • Enroll for grade K

Achievement First East New York Elementary\*  
Thursday, March 27, 2014 @ 9:00 a.m.  
557 Pennsylvania Avenue • Enroll for grade K

Achievement First Endeavor Elementary  
Thursday, January 23, 2014 @ 9:00 a.m.  
510 Waverly Avenue • Enroll for grade K

Achievement First Endeavor Middle  
Wednesday, February 12, 2014 @ 6:00 p.m.  
510 Waverly Avenue • Enroll for grade 5



**Achievement First**  
PUBLIC CHARTER SCHOOLS

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Lottery enrollment forms are due on April 1  
Online: [www.achievementfirst.org/enroll](http://www.achievementfirst.org/enroll)  
Call: 1.888.815.7003

## Participa hoy mismo de nuestra lotería

Los formularios de inscripción a la lotería deben presentarse el 1 de abril  
Internet: [www.achievementfirst.org/enroll](http://www.achievementfirst.org/enroll)  
Llame al: 1.888.815.7003

### Questions?

718.623.2660 ext. 3  
[admissionsNYC@achievementfirst.org](mailto:admissionsNYC@achievementfirst.org)  
[www.achievementfirst.org/enroll](http://www.achievementfirst.org/enroll)

\*Parents interested in enrolling in K or grade 1 at Achievement First Linden Academy Elementary should attend this session.

\*\*Parents interested in enrolling in K or grade 1 at Achievement First North Brooklyn Prep Elementary should attend this session.



### Free WiFi Comes to Neighborhood with Large NYCHA Population

A section of Harlem that covers 95 city blocks will have free outdoor, public wireless internet access. Once completed, the area will cover 110th to 138th Streets between Frederick Douglass Boulevard and Madison Avenue, making it the largest continuous free WiFi zone in the nation. The WiFi is funded through a donation from the Fuhrman Family Foundation to the Mayor's Fund to Advance New York City.

"As more than 13,000 public housing

residents will benefit from having access to free WiFi, this will be a big boost in helping our residents bridge the digital divide," said former NYCHA Chairman John Rhea.

The Harlem WiFi network will provide a fast Internet connection from portable devices completely free of charge. The network will be available 24/7 in outdoor locations within the zone, with unlimited access. The project will be implemented in three phases, with the entire area scheduled to be completed by May.

## NYCHA Honors Senior Volunteers For Their Service and Commitment



NYCHA celebrated the volunteer service of its senior residents throughout December. The Family Services Department honored the Senior Volunteer Floor Captains at three events, one held in each of Brooklyn, Manhattan, and Queens, including the one shown above at Manhattanville Houses on December 2. More than 300 participants citywide attended the events.

Floor Captains are part of a "buddy system" of senior residents who volunteer to make daily contact with residents on their floor, assist the NYCHA Senior Resident Advisors and Service Coordinators with advocating for tenant services, advocate with service providers, and monitor the health and well-being of the residents through home visits and telephone check-ups. These programs make it possible for senior residents to remain living independently in their homes for a long as possible.

## New Affordable Senior Housing in Brooklyn Provides 115 Apartments with Onsite Supportive Services



Seniors enjoy the outdoors in the private courtyard at the new Riverway Apartments in Brooklyn, which has 115 units of affordable housing.

The apartments and common areas in Riverway Apartments were designed to meet the safety needs of elderly residents, including handrails and call buttons in all common hallways. Each apartment has a high-tech security system with video screens and emergency pull-cords in the bedrooms and bathrooms which are linked to a live security system that will connect directly to EMS if the pull-cords are activated. The development also includes a private courtyard, indoor parking, rooftop terrace, and community room, and a senior center onsite. Residents have access to onsite supportive services provided by Catholic Charities and the Calvary Church of God in Brooklyn.

The building's developer, SKA Marin, worked closely with NYCHA and HUD to meet the needs of over-housed seniors living in public housing. The development team met with NYCHA Resident Associations in the Brownsville neighborhood to help tenants determine their eligibility for an apartment. More than 20 former NYCHA residents have moved into the building, including 17 seniors who were living in NYCHA apartments where they had more rooms than they needed. This makes their apartments available for larger families who need the additional space.

NYCHA provided the project-based Section 8 vouchers to subsidize rents and alleviate the rent burden on all of the residents of the building.

The new Riverway Apartments in Brooklyn provides 115 units of affordable housing with onsite supportive services to seniors 62 years of age and older. The ribbon cutting ceremony for the seven-story building was held on December 3. It is the product of a collaboration among many government agencies, nonprofits, and developers, including NYCHA, the New York City Department of Housing Preservation and Development, the New York City Housing Development Corporation, and the United States Department of Housing and Urban Development (HUD).

### SENIOR NEWS

#### Service Changes Coming to Social Security Field Offices

As of February 2014, Social Security field offices no longer will offer benefit verification letters. Proof of your Social Security or Supplemental Security Income benefits now can be obtained instantly through a "My Social Security" account.

If you need a benefit verification letter and do not have an account yet go to [www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount) and select "create an account." If you are unable to go online, call Social Security's toll-free number, **1-800-772-1213 (TTY 1-800-325-0778)** and request your letter to be mailed to you.

Comments? Questions? E-mail [Journal@nycha.nyc.gov](mailto:Journal@nycha.nyc.gov).

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## NYCHA RESIDENTS AND STAFF CELEBRATE MILESTONE ANNIVERSARIES



### Edenwald Houses Celebrates 60th Anniversary



Walter McNeill, President of the Edenwald Houses Resident Association and Resident Watch Supervisor (holding proclamation), joined NYCHA staff to mark the occasion.



### Baychester Houses Celebrates 50th Anniversary



Members of the Baychester Houses Resident Association, including President Sandra Gross, Secretary Cherise Benjamin, and volunteer committee member Sandra Robinson, joined NYCHA staff to commemorate the event.



### Morrisania Houses Celebrates 50th Anniversary



NYCHA staff joined NYCHA Board Member Victor González (holding proclamation) to celebrate the occasion.

## CUNY Fatherhood Academy

- Are you a father between the ages of 18 and 24?
- Do you want to move forward in your life?
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Funding is provided by the Open Society Foundations, Campaign for Black Male Achievement



## New Workforce1 Career Center Opens In the Rockaways

A new Workforce1 Career Center opened in Queens in December, bringing resources closer to home for jobseekers in the Rockaways. The new center in the Rockaways is located at the Far Rockaway Queens Library branch. Workforce1 Career Centers have helped connect New Yorkers to approximately 200,000 jobs through career services such as free job preparation workshops, career counseling, training opportunities, resume assistance,

and, in coordination with existing library resources, access to computers for self-directed job searches. They are overseen by the New York City Department of Small Business Services.

"We celebrate the addition of the new Workforce1 Career Center and it will bring job opportunities to the surrounding South Queens community, including NYCHA's public housing and Section 8 residents," said former NYCHA Chairman John Rhea. "As outlined in

our strategic roadmap, Plan NYCHA, this Workforce Career Center illustrates our collaboration with City agency leaders and other stakeholders to better integrate public housing neighborhoods into the city's overall community and economic development framework, ensuring their access to city resources."

There are 17 centers located in all five boroughs, which include centers specifically focused on connect-

## Land Lease Initiative Update

NYCHA took the next step in its Land Lease Initiative when it released the details of submissions from developers in response to its Request for Expressions of Interest (RFEI). The RFEI invited developers to submit proposals for the design, construction, and operation of mixed-income rental housing in 14 locations at eight Manhattan developments – with retail, commercial, or community facility space, where required. Proposals were received for 11 of the locations at six of the developments, and they are being reviewed by NYCHA staff.

The Land Lease Initiative would benefit NYCHA's residents, neighbors and New York City by improving the quality of its existing housing stock and ensuring its preservation. It would provide funding for items such as new roofs, brickwork, and heating systems for the buildings at the six developments and, in the future, other NYCHA

developments. About 3,600 new rental apartments would be built, including 720 that would be affordable permanently, with preference given for some of them to NYCHA residents. The projects would create substantial new construction and permanent job opportunities.

Taking the highest financial offer at each site, ground rent payments to NYCHA would average \$37 million per year (in the aggregate) and would be enough, based on financial projections, to finance the \$700 to \$900 million required for full exterior and interior upgrade and restoration of the more than 9,000 NYCHA homes located on the six sites. At five of the developments that would have commercial space, NYCHA also added a requirement that developers now would participate in the Uniform Land Use Review Procedure (ULURP) process, which involves greater community input.

ing job seekers to health care, transportation, and industrial careers. Several resources are available to New Yorkers looking for jobs through [www.nyc.gov](http://www.nyc.gov), which offers a list of all Workforce1 Career Center locations and the ability to sign up for the Workforce1 Career Bul-

letin, a weekly e-mail featuring the latest job openings available through the centers. New Yorkers also can find valuable resources online through the Workforce1 Career Blog, and by following Workforce1 on Facebook, Twitter, and LinkedIn.