



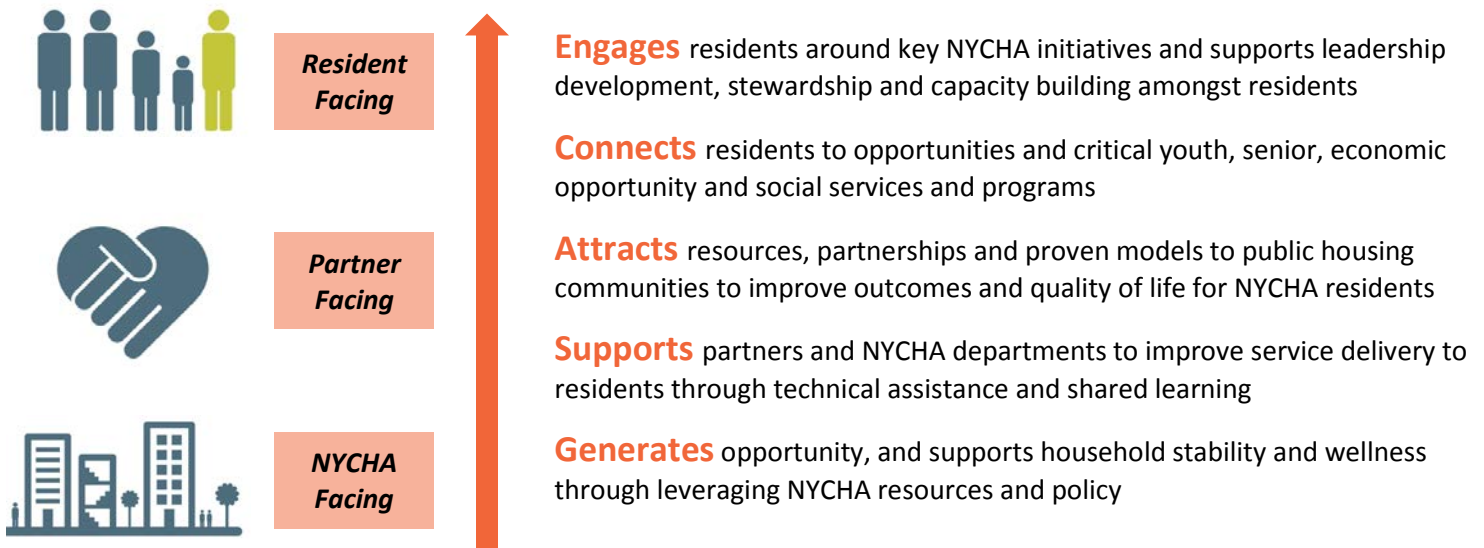
# Community Engagement & Partnerships

## CEP Overview



The Department of Community Engagement & Partnerships (CEP) engages and connects NYCHA residents to critical programs, services, and the priorities within NextGeneration NYCHA—the Authority’s 10 year strategic plan. CEP supports NYCHA’s extensive network of Resident Associations and also manage partnerships, programs and initiatives in the areas of economic opportunity, youth, senior and social services.

Formerly known as Community Programs & Development or CP&D, the refocused and enhanced mission is designed to better inform, enrich and empower New York City’s public housing residents and their communities.



## Community Engagement & Partnerships

### Works with Residents, Partners and NYCHA through five departments:

- **Resident Engagement** - engages residents through outreach, education and information sharing with a special focus on youth, seniors and tenant associations, in addition to the broader NYCHA community. Through resident forums and targeted communication, Resident Engagement ensures resident are aware of and can inform policies and initiatives that impact their lives.
- **Community Development** – engages residents on real estate programs related to new construction (such as 100% Affordable and NextGen Neighborhoods or 50/50) and permanent affordability tools that will repair and renovate housing (such as RAD, also known as PACT.) This is a new department and function within CEP.
- **Resident Economic Empowerment & Sustainability (REES)** - empowers residents to increase their income and assets through programs, policies and partnerships in four key areas: employment and advancement, business development, adult education and training, and financial literacy and asset building.
- **Family Partnerships** – manages partnerships with external providers and City agencies offering youth, senior and social services. Family Partnerships connects residents to critical services and implements programs and policies that support household stability and tenancy, individual advancement, and aging-in-place.
- **Health Initiatives** - manages partnerships and leads interagency efforts to connect residents to preventive health resources, create healthier indoor environments, and cultivate resident leadership in health.

### How Community Engagement & Partnerships works



CEP operates through a “zone” service model, which engages residents, partners and the Authority in 15 designated geographic zones. First launched by the *Resident Economic Empowerment & Sustainability (REES)* to coordinate services with local partners to support residents to increase their income and assets, NYCHA is expanding this successful model for all departments within CEP. In each zone, staff work with resident leaders and key stakeholders, local service providers and local NYCHA offices to connect NYCHA residents to high quality services and engage them around key agency initiatives.

The Zone Models targets services and engagement around four key groups:

|                |                         |
|----------------|-------------------------|
| <b>Adults</b>  | <b>Resident Leaders</b> |
| <b>Seniors</b> | <b>Youth</b>            |

CEP is dedicated to partnering with and engaging **RESIDENTS, PARTNERS** and fellow **NYCHA** colleagues through focused communication and strategic collaborations.

| Working with Residents  | Working with Partners   | Working within NYCHA  |
|---|---|---|
| <ul style="list-style-type: none"> <li>• Constituency-based engagement with all residents</li> <li>• Leadership development and capacity building</li> <li>• Targeted outreach and connections to services and opportunities</li> </ul> | <ul style="list-style-type: none"> <li>• Formal partnerships that best leverage NYCHA and Partner resources</li> <li>• Outcome-oriented strategic projects that measure impact</li> <li>• Effective service connections that get the “right person” to the “right service”</li> </ul> | <ul style="list-style-type: none"> <li>• Educating and engaging residents around Next Gen NYCHA priorities</li> <li>• Technical assistance and support implementing key policies and mandates and tenancy support</li> <li>• Structured resident feedback to inform and shape key projects, policies and initiatives</li> </ul> |