

## Chair Olatoye Announces Historic Changes to Operations with New Expanded Service Hours

Chair Shola Olatoye addressed staff in a video presentation on March 21 to announce NYCHA's historic FlexOps initiative. You can see the video presentation at <http://on.nyc.gov/FlexOps>. Following are her remarks.

“The problems NYCHA faces have been building up for decades.

For years, we've been caught between decaying buildings, money shortfalls and ineffective management. These past failures have fueled cynicism and frustration among residents and our employees.

I understand those frustrations. I feel them too. But despite these very real challenges, we've been writing a new chapter for NYCHA. Over the past two years, we've made meaningful progress in our work and service levels.

And while we have you—our staff—to thank, we still have a long way to go.

NYCHA is at a crossroads. The biggest threat to our future, besides funding or our aging buildings, is our thinking. Defending the status quo with “we've always done it this way” is the surest way to failure. The fact is, we can no longer tackle the issues we face today with the solutions and operations of yesterday.

Consider this—for years, NYCHA's budget has changed, but not our daily hours of operations. Our buildings and the demands



Chair Olatoye speaks to staff at Chelsea-Elliot Houses about FlexOps.

of our work have changed, but not our hours. The staff schedules are not setting you up for success—to accomplish the work at hand or to serve the residents in a way they can see and feel.

We can't keep on doing the same thing, thinking we're going to get a different result. In 2016, we will make real changes to how we operate. We are introducing Flexible Operations, or FlexOps.

Through FlexOps, we will start to have multiple shifts for caretakers, maintenance workers, property management and support staff. We will operate before 8 a.m. and after 4:30 p.m. on weekdays, and have office hours on Saturdays. This means setting

greater flexibility and work/life balance for you. Make no mistake, I understand the challenges you face.

It's the men and women who pick up trash, make routine repairs, and manage our properties day in and day out who are NYCHA's unsung heroes.

You constantly tackle trash, vandalism, and those who refuse to follow the rules that would make NYCHA cleaner and safer. Time and time again, you've proven your resiliency and dedication. You've been able to get the job done despite the obstacles.

FlexOps is a fundamental shift in how we do our business. You are the engine that can move NYCHA forward in a new direction. It will be a long road, but we cannot get there without you.

Thank you.”

*Shola Olatoye*

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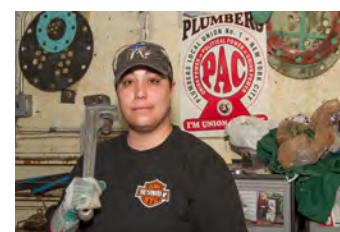
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# FlexOps | Flexible Operations Expanded Service Hours

## STAFF FACT SHEET



*Flexible Operations: Expanded Service Hours, or FlexOps, is a new initiative that creates multiple, staggered shifts for NYCHA's front-line staff. The purpose of FlexOps is to set staff up for success to better tackle property cleanliness, repairs and other critical issues while supporting schedule flexibility with multiple shift opportunities.*



**First initial developments will be phased in starting in spring 2016.**



**Shifts will always be staffed by at least two workers + the supervisor on duty.**



**Schedules will be open to volunteers & finalized with staff-ranked preferences & seniority.**



**Workplace safety assessments performed & essential improvements addressed prior to FlexOps site implementation.**



**Safety kits: staff on duty will have a working radio, flashlight & reflective vest.**



**Property management offices will be equipped with entrance security features.**



**Saturday property management office hours will be for scheduled appointments with residents and administrative duties.**

### Property Management

*Property Manager, Assistant Property Manager, Housing Assistant, Secretary/ Receptionist*

Current Schedule	FlexOps Schedule	
1 Shift	2 Shifts	
Mon-Fri	Mon-Fri	Tues-Sat
8:30 AM-4:30 PM	8:30 AM-4:30 PM	8:30 AM-4:30 PM

### Maintenance

*Property Maintenance Supervisor*

1 Shift	2 Shifts	
Mon-Fri	Mon-Fri	
8:30 AM-4:30 PM	8:30 AM-4:30 PM	12 PM-8PM

*Assistant Superintendent/ Assistant Property Maintenance Supervisor*

1 Shift	3 Shifts		
Mon-Fri	Mon-Fri		
8 AM-4 PM	6 AM-2 PM	8 AM-4 PM	12 PM-8 PM

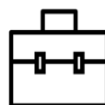
*Maintenance Worker*

1 Shift	2 Shifts	
Mon-Fri	Mon-Fri	
8 AM-4:30 PM	8 AM-4:30 PM	11:30 AM-8 PM

### Janitorial

*Supervisor of Caretakers, Caretaker*

1 Shift	3 Shifts		
Mon-Fri	Mon-Fri		
8 AM-4:30 PM	6 AM-2:30 PM	8 AM-4:30 PM	10:30 AM-7 PM



**The number of regular work hours will not change for NYCHA employees (a 7- or 8-hour regular workday and a 35- or 40-hour workweek).**



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# All-Hands Response Keeps Boilers Operating in Record Cold



**The Special Teams Unit at the Technical Services Department in Long Island City responded to 15 emergencies in all five boroughs and installed three mobile boilers. From left are: Oil Burner Specialist Robert Martin Jr., Resident Buildings Superintendent Godfrey Charles, Oil Burner Specialist Robert Martin, Resident Buildings Superintendent Marco Acevedo, and High Pressure Plant Tender Emil Latipov.**

NYCHA was ready when the winter of 2016 came calling on Sunday, February 14. Just a few weeks after Winter Storm Jonas buried New York with a record two-foot snowfall, the frigid Valentine's Day forecast sent NYCHA's rapid response teams and other staff back into action.

Due to years of federal funding reductions and state disinvestment, nearly half of NYCHA's 2,000 boilers are past their useful life and in need of replacement, making careful monitoring and quick response to cold-related problems essential.

With nearly 2,000 boilers working overtime to combat the arctic blast, NYCHA deployed its rapid response teams to nearly 90 developments in a 48-hour period to address major and minor heating and hot water-related issues.

Staff in the Customer Contact Center worked mandatory overtime during the long weekend to handle almost 10,500 weather-related calls.

More than 200 heating plant technicians, plumbers,

electricians and welders—in addition to outside vendors—worked each day, around the clock, to manage emergency outages Saturday through Monday night. Twenty-four hour watch teams from Operations, the Emergency Services Department and the Heating Management Department monitored NYCHA's 21 mobile boilers at Sandy-impacted developments to deploy rapid response teams as needed.

"All of the more than 200 involved staff pulled together as a team to keep our aging boilers and other equipment up and running to minimize the impact of the extreme cold weather on residents' safety and comfort," said Director of Heating Management Services Robert Knapp, a 31-year veteran. "These staff should feel extremely proud of their preparation and monitoring of equipment through the weekend, and their valiant responses to incidents."

## Response Highlights

Heating Management Services and other staff inspect-

ed all boiler rooms ahead of the cold weather front to identify any equipment issues and the 21 mobile boiler plants at Sandy-affected developments had already been pre-treated and winterized to prevent freeze damage and outages. As a result of the careful preparation, only six major heat outages occurred, five of which lasted about two hours, from issues such as broken steam risers and supply lines, broken pipes, and a gas service disruption. The affected developments were Clinton, Stapleton, Leavitt, and Patterson Houses, Independence Towers, and Samuel Apartments.

Two major hot water outages, lasting an average of 11

for heat increased. Soon after this was detected, Heating Management Services and Capital Projects Administration staff worked side by side to install a mobile boiler to supplement the regular boiler plant and restore full steam pressure.

"We worked in two degree weather on Valentine's Day, all day and all night until 1:00 a.m.," said Resident Buildings Superintendent Marco Acevedo, "so that residents of the Throggs Neck Houses had adequate heat for their loved ones during this severe weather event."

"The mobile boiler that was installed in 24 hours would normally take a few weeks to install," said Mr. Knapp.



**Queens Cluster 2 heating staff in front of a 35-year old heating boiler at Pomonok Houses. Standing from left are maintenance workers Mack Cochran, Sidney Fair, William Rodriguez, and Latonia Burton. Kneeling are Resident Building Superintendent Anthony Rivera and Assistant Superintendent Marlon Wood.**

hours, occurred at Hope Gardens and Pomonok Houses. Most of the remaining boiler or equipment problems brought only a minor reduction in heating and hot water temperature for residents.

The extra monitoring paid off when the internal boilers at Throggs Neck Houses were struggling to maintain steam pressure as demand

Loss of steam pressure also occurred at Pomonok Houses in Queens, due to diminishing gas supply from National Grid. "Quick-thinking staff onsite realized the problem and solved it, averting what could have been a much larger problem by converting three gas boilers to run on oil, increasing pressure

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## Homegrown Hero: Walthene Primus, Fighting for Gender Equality

We are pleased to announce that Walthene Primus has agreed to participate in NYCHA's "I am NextGen" campaign and is

### You grew up at a NYCHA development, didn't you?

Yes, my family moved into Albany Houses, in Brooklyn, when I was three years old and I lived there until I was 28. It was like one big, happy family and I have lots of fond memories. Parents watched out for all the kids and Artie, our Housing patrolman, knew everyone by name. I went to the community center for help with homework and parties.

### What was your NYCHA career like and how did you get interested in the union?

I joined NYCHA in 1977 as a Clerical in the Housing Applications Division at 250 Broadway. I arrived eager to work and was treated fairly. I remember all the filing being done manually back then. Later, I worked in Community Operations and the Disbursement Department. I became curious about the union when I asked the shop steward about a deduction for union dues on my first paycheck. I wanted to know where that money was going, so I began attending DC [District Council] Local 957 meetings in this building.

### How has your career advanced in the union?

My first position was shop steward for [Housing Authority Clerical Employees] Local 956, which I held for almost 15 years. Then the union asked me to come work in headquarters as acting secretary, and I was later elected to that position. That's when, around 1997, I was granted release time from NYCHA to work for the union full-time. Later, I was elected Local 957 vice president, and eventually I was elected president, serving for four terms. After that, I served on DC 37's Laws and Rules Committee and then the Ethical

now featured in display posters throughout NYCHA and public media for her commitment to public service.

Practices Committee. And I'm now serving my third term as chair of the National Women's Advisory Committee of the American Federation of State, County and Municipal Employees (AFSCME).

### How did your interest in gender issues develop?

As National AFSCME Chair, I saw that many women in different jobs and places were not treated as well as we are here. That made me want to advocate for the rights of women workers so they can get the respect and opportunities that they deserve.

**Most recently, you were appointed to the Commission on Gender Equality, launched by Mayor Bill de Blasio to reduce gender-based inequality.**

### What concerns do you want to pursue, and do you think your work will affect women who live and work at NYCHA?

The Commission began its work in June 2015; I was appointed in January of this year. One issue I want to discuss is equal pay for women. A lot of progress has been made but we're not all there yet. Many women work for NYCHA, so many issues that we work on could affect them or their daughters. When I attended my first union meeting in this building, I never thought that one day I'd be sitting behind this desk. I want to work to create that same kind of opportunity for other women.



## All-Hands Response (cont.)

to all the remaining boilers," Mr. Knapp explained.

"This was at the coldest point of the cold," recalled Resident Buildings Superintendent Anthony Rivera. "Our two maintenance workers Latonia Burgon and Mark Cochran deserve a lot of credit

for recognizing the problem and taking immediate action when they saw the pressure dropping," he said.

In Manhattan, Washington Houses Resident Association President Michael Lopez remarked, "This was the coldest weekend on record here but

our heat did not stop. I am very positive about that. They calibrated the system and it worked very well." Mr. Lopez also recalled seeing flyers warning residents about the record cold weather and assuring them that NYCHA staff would be on hand to respond.

The Mayor's Office expressed appreciation for NYCHA's all-hands response to the cold and its participation in the Citywide Winter Weather Emergency Plan.

## NYCHA's Women are Hammering, Welding, Inspecting and More



**Theresa Bethe, Manhattan property management administrator, joined NYCHA in 1985.**

“ I came up through NYCHA's Minority Youth Training Program that I joined when I was a 19-year-old resident of Throggs Neck Houses. After six months of training I was hired as a heating plant technician in 1985. I was the only female HPT at Soundview Houses, there was no ladies' locker room, and I had to change my clothes in the bathroom. The women were proud of me and would tell their daughters that if I could do it, so could they. I was later promoted to assistant superintendent and then superintendent. Each time I was promoted I told myself, “You are not here by mistake.” I am here because of my dedication to NYCHA. I try to treat all the employees well and give them everything that I got. I can tell caretakers, “I was where you are and hard work can move you up.” Having a woman Chair now makes me see the direction I can go.” ”

“ As a single mother, I felt I had to earn more money like a man to support my family. So I found out that Local 3 had a program to train women for the elevator industry. I trained for four years, first to become a journeyman, then elevator's mechanic's helper and then elevator mechanic. I worked as an elevator mechanic's Helper for NYCHA for five years and was then promoted to elevator mechanic. Now both my children are grown and graduated college. Sometimes the [male] mechanics might feel that they can do the job better, but I always do the best I can to show them that I can do the job as well as anyone. I carry a toolbox that weighs about 35 pounds, but it's not heavy. I feel proud that I have the knowledge and skills for the job and I like having a job with responsibility for safety and that provides a public service. ”



**Maristela Checa, NYCHA's first female elevator mechanic, joined NYCHA in 2002.**



**Deanna Gonzalez, plumber's helper, joined NYCHA in 2014.**

“ Everyone in my family is a union worker. When I discharged from the Marines, I entered the Helmets to Hardhats program for veterans interested in the construction trades and studied for five years to become a journeyman with Plumbers Local 1. I passed the civil service test for plumber's helper and plumber and my goal is to work as a plumber, hopefully here at NYCHA. I love my job: I can work anywhere, the job is versatile and exciting, and I enjoy helping residents, because they really appreciate our services. We are performing a service in their homes — it's important we do the best job we can. My peers respect my work ethic and my skill sets, and I am proud of the work we do as a team. ”

“ I was raised in Alaska, where people do things for themselves. Nothing ever made me think that I couldn't be a carpenter. I trained for four years in the carpenters union starting in 1998 because I wanted to learn the skills to build my own house. I love being a carpenter for the sense of accomplishment. It feels good to complete projects. I like working in kitchens best, installing cabinets and countertops. There is just one other female carpenter at NYCHA. When residents see me, they may act surprised that I am a woman, but they are always friendly and encouraging. My co-workers are wonderful, too, always showing me ‘the ropes.’ I like making things better. The most rewarding part of the job at NYCHA is that I enjoy making residents happy with the repairs. That's the best part, seeing residents' response. ”



**Heather MacDonnell, carpenter, joined NYCHA in 2014.**

## NYCHA Celebrates Black History Month



At left is NYCHA NAACP chapter president Lynn Spivey with Hazel Dukes, president of the NAACP New York State Conference and General Manager Michael Kelly.

NYCHA's NAACP branch held its Black History Month celebration in the 90 Church Street Ceremonial Room on February 25. Marked by music, dance and high spirit, the reception celebrated the contributions of African Americans to every aspect of national life. The gathering also recognized the many ways that the NAACP branch, established in 1969, is continuing the struggle for social justice while advancing Next-Generation NYCHA goals.

General Manager Michael Kelly noted that the celebration's theme — "On These Shoulders We Stand" — "recognizes the contributions of African Americans to our great City and country." Quoting Carter G. Woodson, the founder of Black History Month — after whom Woodson Houses is named — GM Kelly stated, "One cannot tell the story of America without preserving and reflecting on the places where African Americans have made history." The General Manager continued, "He would surely have appreciated NYCHA's mission to protect and preserve this nation's largest source of truly affordable public housing for the hard-working men and women,

more than 45 percent of them African Americans."

General Manager Kelly also recalled his early work as an intern at the NAACP in San Francisco during a time of gentrification, when communities of color were being pushed out of the Fillmore District (comparable to Harlem). NextGeneration NYCHA "is a conscious effort to preserve the diversity of New York City by preserving public housing, not only by fixing elevators but by recognizing the power in our families and making them stronger," he said.

Guest speaker Hazel Dukes, president of the NAACP New York State Conference and member of the National Board, emphasized NYCHA's importance as an institution that fosters safe, clean and connected communities. "We must be proud of NYCHA and respect it," she said, "whether you're a resident, tenant leader or an employee." Noting that Chair and CEO Shola Olatoye was in Washington, D.C., fighting for additional funding, Dr. Dukes remarked: "In the news today, people are trying to take away what we gained. We must remember that no man or woman can get

any place by themselves." Returning to the theme of the celebration, she stated, "We must continue daily to show people that we stand on shoulders. New York City will be a better place ... because of the shoulders we stand on, names you will never know, faces you'll never see."

Earlier in the evening, NYCHA's NAACP president Lynn Spivey cited some of the branch's goals, which included: strengthening its partnership with NYCHA's Executive Department, reactivating NYCHA's youth chapter, increasing voter registration, supporting educational work-

shops for parents on advocacy in the school system, and fostering financial literacy, among others.

"You don't have to be a prominent politician or business person to have an impact on someone else's life," Ms. Spivey said. "It takes ordinary people willing to make a commitment and understanding that change is not an event but a process."

Ms. Spivey encouraged employees interested in knowing more about NYCHA's NAACP branch to call 347-669-2421 or email the branch at [nychabbranch@gmail.com](mailto:nychabbranch@gmail.com).

### Let Your Voice Be Heard



At left, NAACP 3rd Vice President Akil Rose interviews Caretaker J Anton Blake.

Did you know that NYCHA's dynamic branch of the NAACP has its own radio show? "Let Your Voice Be Heard," broadcast on 93.1 FM, was started in 2012 as a forum for NYCHA employees and community members "to discuss some of the positive things going on in our communities and also to help find solutions to some of the problems," said Lynn Spivey, program host and president of NYCHA's NAACP chapter. A number of employees have appeared as guests to share their interests and expertise with the program's listeners, who can call in their questions during the one-hour, weekly show.

Some former guests include Michael Jacocks, community coordinator in REES, who spoke about entrepreneurship; Andre Cirilo, deputy director in Brooklyn Community Operations, who discussed the health of public housing communities and NYCHA's work environment; and Kenneth Cox, administrative staff analyst in the Customer

(cont. p. 7)

## Lighting Installed at Polo Grounds



With Chair Shola Olatoye (at podium), from left are: Mayor's Action Plan Deputy Director Renita Francois, Polo Grounds Towers Resident Association Vice Pres. Georgia Bishop, Manhattan District Attorney Cyrus Vance Jr., and Arcadia Electric Co. President Stephen Gianotti.

Chair and CEO Shola Olatoye announced the completion of a \$4.8 million lighting installation project at Polo Grounds Towers in Harlem on March 10. Beginning August 2015, NYCHA replaced the development's outdated exterior lighting system—installed when the buildings were originally built in the late 1960s—with state-of-the-art, energy-efficient lighting located at entrances, walkways and parking areas.

"Lighting is an important aspect of community safety,"

said Chair Olatoye. "Following an \$18 million investment in security cameras and modern layered-access doors, we are proud to further our comprehensive security vision through the installation of permanent lighting. Improving safety and security in public housing is a key strategy in NextGeneration NYCHA, the Authority's 10-year strategic plan, and these new lights will support a safer environment for both NYCHA residents and the larger community."

## NYCHA Releases RFP for Ocean Bay

NYCHA has released a Request for Proposals (RFP) for potential developers to upgrade approximately 1,400 public housing units at Ocean Bay (Bayside) Apartments in Far Rockaways through the Rental Assistance Demonstration (RAD) program.

The release of the RFP is a major milestone for a process that started back in 2013, when NYCHA first met with residents and community members at Ocean Bay (Bayside) to discuss ways the Authority could renovate, repair, and improve the quality of life at the development through the RAD program.

A U.S. Department of Housing and Urban Development program, RAD will enable NYCHA to create a public-private partnership to access additional funding to make vital infrastructure repairs by leveraging the Section 8 program. The purpose of RAD is to preserve and improve public housing



A resident gets answers to her questions at a RAD meeting held at Ocean Bay.

across the country that is at risk of further decay, demolition and abandonment.

In the past year, NYCHA hosted over 12 monthly meetings with residents to inform them about RAD, tenant rights, jobs and other critical issues related to this program.

The RFP can be accessed [here](#). Proposals are due April 29, 2016.

## Let Your Voice Be Heard (cont.)

Operations Department, who spoke about NYCHA's Association for Christian Fellowship.

Reggie Bowman, former president of the Citywide Council of Presidents (CCOP), was one of many guests who brought a resident's perspective to the program.

NYCHA's NAACP branch is unique among employee organizations in that its members include public housing residents and community members as well as employees. In partnership with the CCOP, the NAACP chapter focuses on its Five Game Changers: civic engagement, criminal justice, economic development, education, and health. The active chapter has a number of programs and events in each of these areas that provide opportunities for advancement in residents' communities. "We have been involved in Next-Generation NYCHA-type activities long before the recent initiative," Ms. Spivey noted.

"Let Your Voice Be Heard" provides the NAACP chapter with an opportunity to promote many of these programs, such as a recent voter registration drive by NAACP members and volunteers at Saratoga Houses on February 27 and the upcoming Just READ Awards on April 26. The Recognize Education Achieves Destiny (READ) program encourages young people to "put down the guns and pick up a book," Ms. Spivey said. The awards program will honor a black American author whose book focuses on black concerns.

The radio program is changing its schedule and will air weekly on Tuesdays at 7:00 p.m. For information about the organization's many activities, reach the NYCHA NAACP chapter at (347) 669-2421 or [nychabranh@gmail.com](mailto:nychabranh@gmail.com) and listen to "Let Your Voice Be Heard."

## News to Use

### Free or Inexpensive Spay or Neuter Services for Public Housing Residents and Section 8 Renters



Free or low-cost spay and neuter services are available for your dog or cat, through the City's Animal Population Control Program. The NYC Department of Health and Mental Hygiene has partnered with the ASPCA to provide the services for free to public housing residents and Section 8 renters in Manhattan, Queens or Staten Island. In Brooklyn and the Bronx, there is a \$5 fee for NYCHA residents and Section 8 renters.

The ASPCA brings high-quality spay or neuter services directly to your neighborhood through its Mobile Spay/Neuter Clinics. In addition to spay/neuter surgery, the mobile clinic provides vaccinations, a nail trim if required, a small tattoo at area of incision, and an e-collar.

In addition to avoiding unwanted pregnancies, spaying or neutering your pet has several health and behavioral benefits. Your female pet will live a longer, healthier life as spaying helps prevent uterine infections and breast tumors, which can be malignant or cancerous. Neutering your male companion prevents testicular cancer and some prostate problems. In addition, neutering male cats makes

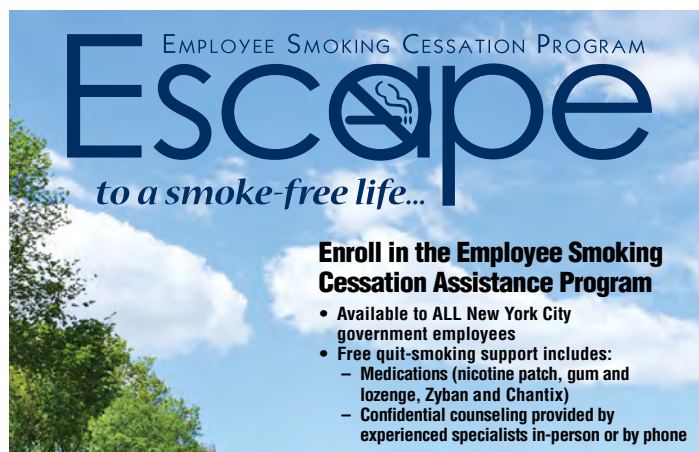
them less likely to spray and mark territory, and spayed females will not go into heat. Your neutered dog might be less likely to harass other dogs, people and inanimate objects after he's neutered. Some aggression problems may also be avoided by early neutering.

To find a mobile clinic near you and to learn how to prepare your pet for surgery, go to <https://www.aspcanyc.org/mobile-spay-neuter-clinic> or call 877-772-9692.

When you visit the mobile clinic, you must bring: (1) a photo identification with a New York City address showing you are over 18 years of age, and (2) one of the following documents: (a) a NYCHA rent bill or Section 8 voucher or (b) proof of enrollment in Medicaid or Health Plus, Medicare, SSI, Welfare, TANF, or Food Stamps.

If you will be seeking spay/neuter services in Manhattan, Queens or Staten Island, you may also visit [https://www.aspcanyc.org/sites/default/files/upload/files/msnc\\_doh\\_nyc\\_flyer\\_2016\\_01.pdf](https://www.aspcanyc.org/sites/default/files/upload/files/msnc_doh_nyc_flyer_2016_01.pdf) to print and bring the provided optional voucher for completely FREE services.

### Still Smoking and Want to Quit?



**EMPLOYEE SMOKING CESSATION PROGRAM**

# Escape

*to a smoke-free life...*

**Enroll in the Employee Smoking Cessation Assistance Program**

- Available to ALL New York City government employees
- Free quit-smoking support includes:
  - Medications (nicotine patch, gum and lozenge, Zyban and Chantix)
  - Confidential counseling provided by experienced specialists in-person or by phone

All New York City government employees are eligible for free support and services to stop smoking through New York City's ESCAPE program. Smoking cessation support includes recommendations on the best approaches, counseling, and/or medications. The program is a personalized and confidential service to meet every individual's needs.

Smoking is the nation's leading cause of preventable death. It causes heart disease, stroke, diabetes, emphysema, and lung and other cancers. Quitting will reduce your risk of developing these illnesses. Whether you are a light or heavy smoker, your health improves as soon as you stop smoking.

As we advance the NextGeneration NYCHA vision of safe, clean, and connected communities, the health and safety of NYCHA employees is a major priority. If you are considering quitting smoking, check out the City's ESCAPE program.

For more information or to enroll, call 212-676-2393 to make an appointment. The program also has drop-in hours at Long Island City on Wednesdays from 11:00 a.m. - 5:00 p.m. at the Bureau of Chronic Disease Prevention and Tobacco Control, 42-09 28th Street, 11th floor, Queens, NY 11101.

## Interpretation and Translation Requests

In an effort to provide continued support to all NYCHA departments that may respond to various requests for language services assistance, the Department of Communications created a dedicated e-mail address to handle requests for interpretation, translation, and American Sign Language assistance from the Language Services Unit.

Requests for assistance should be directed to [LanguageServices@nycha.nyc.gov](mailto:LanguageServices@nycha.nyc.gov). The Language Services e-mail address is also accessible through Outlook by typing "Language Services" in the Global Address List search field.

If you have a specific question, please call 212-306-3322.