

## HUD Report Underscores Success of RAD Program



NY1 political anchor Errol Louis (left) moderates a discussion on the future of public housing, including RAD, with HUD Regional Administrator Holly Leicht, Chair Shola Olatoye, and Councilmember Ritchie Torres, hosted by the New York Housing Conference on September 22.

A report recently issued by the U.S. Department of Housing and Urban Development (HUD) shows that the Rental Assistance Demonstration program (RAD) is on track nationally to accomplish its goal of attracting substantial new capital to stabilize the physical and financial conditions of public housing properties.

Authorized by Congress in 2012, RAD allows public housing authorities to shift a development's funding source from public housing appropriations to the Section 8 Housing Choice Voucher Program. NYCHA's implementation of RAD, called PACT (Permanent Affordability Commitment Together), leverages addition-

al investment to rehabilitate public housing units and ensures that residents have safe, healthy homes.

Following HUD approval

**RAD enables NYCHA to not only modernize apartments that have deteriorated from decades of government disinvestment, but also ensure their long-term affordability.**

last year, NYCHA moved forward with upgrading 1,400 apartments at Ocean Bay (Bayside) in the Rockaways through the RAD program. Following a series of resident engagement meetings, a request for proposals reflecting

community input was released in February, and a development team was selected in July. In June, NYCHA submitted an application for an additional 5,200 units for the RAD program, which is awaiting HUD's approval.

Upgrades at Ocean Bay (Bayside) will include:

- new unit interiors, hallways and common areas,
- building systems,
- roofs, facades, building entrances,
- a new security system, and
- community center renovation.

The site will also receive flood mitigation and energy efficiency measures.

"This report underscores

"This study reinforces that the Rental Assistance Demonstration program can leverage private investment at a scale that will have a meaningful impact on NYCHA's housing portfolio," said Holly Leicht, HUD regional administrator for New York and New Jersey. "The major capital improvements and upgrades RAD makes possible will ensure that the next generation of New Yorkers have access to quality affordable housing and the opportunities that housing affords."

PACT includes a set of principles identified by a number of resident leaders and advocacy groups in partnership with the Authority to guide RAD implementation in New York City. Fundamental to the design of RAD, current and future residents are guaranteed the same rights and protections as those of public housing residents. Further, HUD requires that a public or non-profit entity must always maintain a controlling interest in the property, thus ensuring the properties' long-term public stewardship.

The HUD report also highlighted that some public housing properties with more  
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Housing Assistant  
Ronald Manning

Why is this man fighting with himself?

See. p. 3.

## NYCHA Notes

*Congratulations on the following recent promotions:*



**Nicole Ferreira**, formerly Vice President for Real Estate Development, was promoted to Executive Vice President for Real Estate. As a leader of the senior team, Ms. Ferreira oversees the Real Estate Development Department, leading the team to execute NextGeneration NYCHA strategic initiatives for both the preservation and new construction of affordable housing. She also oversees the Department of Real Estate Services, leading the team to maximize the revenue and uses of ground floor spaces throughout the NYCHA portfolio.



**Janet Abrahams**, formerly Vice President for NextGen Operations, was promoted to Senior Vice President for NextGen Operations. The success of this centralized property management model in improving maintenance, repair, and customer service is critical to achieving our Next-Generation NYCHA goals. Before joining NYCHA in 2015, Ms. Abrahams served as Chief Operating Officer at the Newark Housing Authority for nine years. Prior to joining the Newark Housing Authority, she served as Assistant Director of Operations for the Chicago Housing Authority.



**Lillian Harris**, former Director of the Management Services Department, was promoted to Vice President for Tenancy Administration. In this capacity, Ms. Harris will be responsible for providing strategic guidance and oversight to the Management Services and Applications and Tenancy Administration Departments. These departments are responsible for public housing waitlist management and applications, public housing program policy, lease enforcement, and business improvement. Ms. Harris will also lead work to streamline functions related to program administration.

## Your Vote Counts!

This fall, New Yorkers will make history. We will help elect the next president of the United States as well as our representatives in Congress and in the state legislature in Albany. The decisions we make as voters can help to shape the course our lives will take for years to come.

### Tuesday, November 8 is National Election Day!

It's never too early to make a plan to vote!

1. Use the nonpartisan NYC Votes Voter Guide to learn about the candidates ([www.nycfb.info/voterguide](http://www.nycfb.info/voterguide)).
2. Look up your poll site at [nyc.pollsitelocator.com](http://nyc.pollsitelocator.com).
3. Polls will open at 6:00 a.m. and close at 9:00 p.m. on Nov. 8.

Know your rights:

- You have the right to bring materials, including the NYC Votes Voter Guide, into the polls when you vote (be sure to take it with you when you leave).
- You have the right to ask an election worker how to vote.
- You have the right to assistance if you need help voting. Assistance can be provided by a person of your choice (except your employer or union representative), including poll workers.
- If you need an interpreter, call the NYC Board of Elections (866-Vote-NYC) for more information.
- You have the right to cast a ballot, known as an "affidavit ballot," if a machine is broken or your name is missing from the list of voters at your poll site.
- There is no voter identification requirement in New York State. (However, if you did not include your Social Security number or driver's license number on your voter registration form, you will be asked to present identification when you vote for the first time only.)

## IDNYC Visits NYCHA



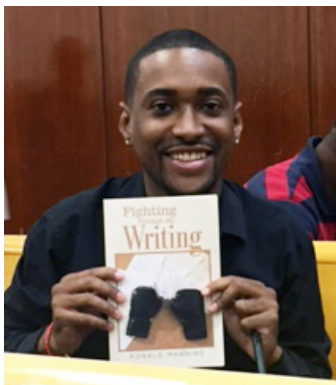
Many central office employees took advantage of IDNYC pop-up events held at 250 Broadway during the week of October 3. More than 450 applications for the City's government-issued identification card were processed by NYC Human Resources Administration staff. IDNYC provides free one-year membership at 33 of the City's leading cultural institutions and much more. To make an appointment to enroll in the program at a center near you, visit <http://www1.nyc.gov/site/idnyc/card/how-to-apply.page>.



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## Housing Assistant Ronald Manning Writes and Fights Depression



Since childhood, Housing Assistant Ronald Manning has written blogs, notebooks, and journals to express whatever was on his mind. But in 2015, when a close relative was fighting breast cancer, his writing took on a new urgency.

"I was having a hard time

coping," said Mr. Manning, who has fought anxiety and depression since childhood.

When a friend who was a professional boxer offered to train him, Mr. Manning thought maybe it would help.

Already at work on a book about depression (titled *Fighting Through My Writing*), Mr. Manning hoped time in the ring might be therapeutic. As the book progressed, the bout with depression turned into a 12-round poem cycle where the author confronted aspects of himself "in silhouette."

"I felt pushed against the ropes while having negative flashbacks that blinded me," he recounted.

Finally, in the later rounds,

Mr. Manning realized that what he needed to prevail was patience and to not fight just with his emotions.

"I finally knocked the silhouette down and then realized it was me."

As Mr. Manning began to believe in himself, he gained in maturity. Through this inner struggle, he also gained a confidence that increased with his proficiency as a boxer.

"I want people to know to never give up on yourself or blame yourself for things that you can't control. This applies also to the people you love," he asserted.

Expressed in his poetic work, this message has reached many readers who

have commented on Mr. Manning's blog about how the book has changed their perspective on life.

Read more about *Fighting Through My Writing*, along with readers' responses and how to purchase the book, at [www.fightingthroughmywriting.com](http://www.fightingthroughmywriting.com). Samples of Mr. Manning's writing are found on his blog at: <http://ronthe-writer.tumblr.com>.

*The NYC Employee Assistance Program provides free, confidential assistance to employees suffering from depression and other problems. NYC/EAP can be reached at 212-306-7760.*

## HUD Report Underscores RAD Success (cont.)

### RAD Benefits for Residents

BENEFIT	BEFORE	AFTER
Type of rental assistance you receive	Public Housing	Section 8 RAD Voucher
Rent is 30% of your income	✓	✓
Initial income eligibility	Less than 80% AMI (Average Median Income)	Same income you have as an existing public housing resident
Mobility options	Transfer to other NYCHA developments	After 12 months, you can relocate to any Section 8 property across the country
Participate in tenant associations and access TPA funds	✓	✓
One-month notice for eviction followed by grievance procedures	✓	✓
Lease renewal based upon good standing	✓	✓

serious capital needs will not be able to be sufficiently improved without additional subsidy, which is why HUD is also proposing to provide \$50 million to help local public housing agencies finance the deeper recapitalization of

tens of thousands of units of public housing.

"The Rental Assistance Demonstration is attracting substantial investment in a budget environment where public dollars simply can't keep pace with the growing

backlog of capital needs facing our public housing authorities," said HUD Secretary Julián Castro. "As we continue to evaluate this demonstration, it's already clear that RAD is helping to preserve an important piece of our nation's

affordable housing stock."

Phase II of HUD's evaluation will focus on how successful RAD is at improving the physical and financial conditions of federally assisted properties and how tenants have been impacted.

### NYCHA Alum Joel Klein Shares His Secrets for Success



Chair Shola Olatoye with Joel Klein.

Chair Shola Olatoye conducted a candid and informative interview with former NYC Schools Chancellor and former Woodside Houses resident Joel Klein at the Quarterly Senior Leadership Meeting at Brooklyn Law School on September 30.



## Webinar Shares Information About Section 8 Process Improvements



Leased Housing Department Director Robert Tesoriero and Vice President for Leased Housing Lakesha Miller speak online with legislative liaisons and others during the webinar.

The Office of Intergovernmental Relations hosted the eighth installment of its NextGeneration NYCHA Webinar Series on September 28 with a lunchtime presentation by Vice President for Leased Housing Lakesha Miller and Leased Housing Department (LHD) Director Robert Tesoriero on NYCHA's Housing Choice Voucher Program (Section 8).

Ms. Miller provided background information on NYCHA's federally funded Section 8 program, the largest in the nation, which provides rental assistance for eligible low-income families for affordable housing.

Mr. Tesoriero outlined improvements to the Self-Service Portal and extranet for apartment owners that streamline how LHD serves applicants, voucher holders and owners, in keeping with NextGen's goal to operate more efficiently and effectively.

LHD now provides faster and more convenient service to Section 8 owners and voucher holders through online processing and other process improvements. Through *Fast Pass* (see chart), voucher holders can drop off rental packets at any of LHD's walk-in centers. Qualifying inspections of apartments to ensure they meet federal standards have been expedited to within five days.

*Fast Match* provides a new interface with a real-time connection between the internet, where owners can list a

vacant apartment, and NYCHA's Self-Service Portal, where voucher holders can look for one. And *Fast HAPs* enables faster rental payments to apartment owners through direct deposit and rental contracts to begin any time during the month, instead of waiting until the first.

In addition, NYCHA's Self-Service Portal on the extranet provides online processing that enables owners, voucher holders and applicants to conveniently manage their accounts by updating and checking on the status of information and processing, viewing policy changes, submitting recertifications for repairs, and other features.


"The rental market in New York is tough," Mr. Tesoriero said, but the recent process improvements provide owners with convenient support and assistance. Although the waiting list for the Section 8 program closed in 2009, there are 85,236 participating families currently served by NYCHA's Section 8 program and 26,415 owners.

"LHD welcomes the opportunity to provide our customers and the public with the information necessary for them to make informed decisions and to make the best use of our improved service," Ms. Miller later commented. "We thank Intergovernmental Relations for this important platform." A lively question and answer session with webinar partici-

### End the Wait With NYCHA's Section 8


We are listening to our most important stakeholders: you—the property owners of New York City. NYCHA's Section 8 Housing Choice Voucher program is changing how we do business.

### Introducing NYCHA's *Fast 3*




**1. Fast Pass**  
Inspection appointment  
in 5 Days

Starts with easy drop-off of rental packets at our walk-in centers.



**2. Fast Match**  
Where owners & tenants connect

Free Online Apartment Listings. Use NYCHA's exclusive listing service to match approved Section 8 voucher holders searching for units.



**3. Fast HAPs**  
Get paid fast. New, earlier, effective contract dates

NYCHA pays on time, every month by direct deposit—receive your initial payment faster with effective contract dates of the 1st or 15th.

**And that's not all:**

- **Triple fast approval.** New contracts now approved as fast as 30 days, or less.
- **Free online property management tools.** Track payments, add lease renewals, download 1099's, submit certified repairs, list apartments for rent, manage inspections, and more.

pants followed the formal presentation. The webinar series keeps elected officials, their liaisons and advocates informed about NYCHA's policies and initiatives so they can better assist our customers. Topics this year included: the Office of Public/Private Partnerships, rent collection, the Rental Assistance Demonstration (RAD) Program, recycling and sustainability and Section 3.

## Employee Voices: New Online Re-certification Provides 24/7 Information Access

by Darnes Taveras, Senior IT Program/Project Manager

*NYCHANow continues its "employee voices" series featuring articles by employees about initiatives and events that they know best. To submit an article about a project in your department, please contact NYCHANow as indicated on p. 2. We want to hear from you!*



Senior IT Program/Project Manager Darnes Taveras, with Enterprise Technology Project Manager Charisse Jamroz.

On September 1, 2016, 14,000 NYCHA residents in 54 developments who were up for re-certification were invited to participate in the new Online Re-certification Process. Offering residents the option to complete the annual re-certification process online is part of the Authority's efforts to improve customer service and provide residents with 24/7 access to their information.

In her recent presentation at the White House's Opportunity Project, Chair and CEO Shola Olatoye said, "Investing

in and equipping staff with 21st-century tools is essential to improving customer service and creating safer, cleaner, more connected NYCHA communities. Transitioning to a digital-friendly workforce will streamline our day-to-day operations and allow staff to spend more time focused on residents, and less time filling out paperwork."

The pilot for online annual re-certifications for Public Housing residents began almost a year ago in December 2015. During that time, a hand-

ful of NYCHA residents at Lincoln Houses were invited to complete their annual reviews online. Since then, NYCHA has been slowly growing the program, working with staff and residents to make improvements and respond to issues. In the third quarter of this year, 54 developments have been added, opening up the online process to over 23,000 households.

To date, NYCHA has trained approximately 400 staff on the new online system, which is built on NYCHA's Customer Relationship Management software, Siebel. In addition to formal classroom training, NYCHA provides property management staff with coaches, computer-based training classes, self-help guides and a dedicated help desk.

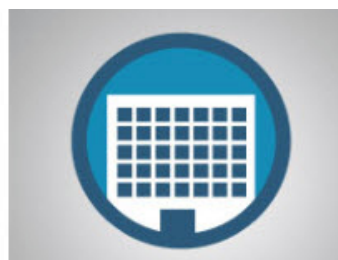
Senior Vice President for Operations Brian Clarke emphasizes the importance of the training initiatives: "Change is challenging but ultimately this new process will help staff work more efficiently while improving customer service to residents. That's why we are investing heavily in training and job coaches for staff

because we know that, given the right tools and training, staff will successfully adopt the new process."

Resident participation is crucial. NYCHA is working with community-based partners to help residents with the process and provide access to computers and WIFI. Residents can also use computers in our mobile Digital Vans to complete their annual re-certifications online.

"In addition to training, we are actively reaching out to residents and community-based organizations to help bridge the digital divide," says Janet Abrahams, Senior Vice President for NextGen NYCHA Operations. "Within the next few months, we will install self-service kiosks at developments, enabling residents without computer access in their homes to complete their online annual reviews and other self-service tasks."

Every NYCHA household will have the option to complete their annual re-certifications online using a desktop computer, a tablet or mobile phone by December 2017.



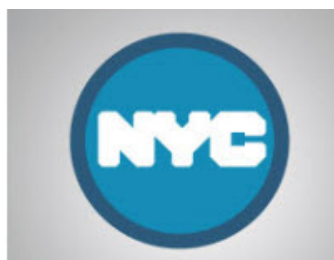
### Public Housing

If you are a NYCHA tenant/applicant, or if you wish to apply for public housing, click here to learn more.



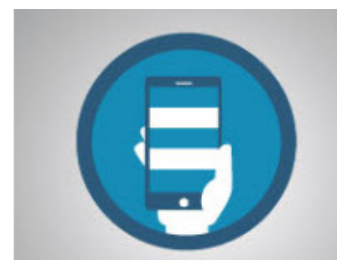
### Section 8

Section 8: If you are an HCV Participant, submitting your Annual Recertification is easy. Click here to learn more.



### Agency

If you are an Agency or PHA, click here to learn everything you need to know about NYCHA self service capabilities.



### Opportunity Connect

If you are a NYCHA Resident or Member, click here to learn everything you need to know about REES.

This screen shot from the Self-Service Portal on NYCHA's internet site features a number of resident self-service programs and initiatives. Residents can access the new Online Re-certification Program to conveniently complete their annual re-certification process by clicking on "public housing." In addition to providing residents with 24/7 access to their information, the portal saves NYCHA valuable staff time and resources.

## SafeNYCHA

## Interview with Director of Safety and Security Pat O'Hagan



Director of Safety and Security Patrick O'Hagan (center rear) with OFSS staff members.

### The Office of Safety and Security (OFSS) has four units. What are some recent accomplishments or goals for each?

Our Security Unit is responsible for credentialing of employees and others at layered access control (LAC) developments and also provides access control and response at central office and walk-in locations.

The expansion of our role in ensuring secure workplaces and residences is our greatest accomplishment. This is on display daily in our Safety and Security Command Center (SSCC) where staff may go from handling elevator entrapment calls from residents,

to an employee filing a security concern, to monitoring any of the LAC locations in the portfolio. Our goal is to coordinate and establish a safe and secure working and living environment for employees and residents.

Our Safety Unit ensures the safety of our workforce. It responds to requests for information and helps developments and departments comply with NYCHA's safety procedures. Some of their accomplishments include helping to create a safety culture at the Authority beginning with development staff; empowering safety associates and their supervisors to follow safe working practices; supporting the work of seven safety congresses; and establishing the new [Safety Forum](#) and planning the yearly safety symposium. The unit's overall goal is to help the entire Authority meet the goals in this

year's [Safety Strategic Plan](#).

Next is our Community Safety Strategies Unit. This group is charged with developing innovative strategies and developing external funding to increase public



Director Safety and Security Patrick O'Hagan addresses staff at an employee safety forum.

safety. Toward this end, this unit developed and implemented a Civil Remedies Enforcement Program to leverage our significant investment in security technology to enhance existing programs.

Finally, we have our well-known Resident Watch program, with more than 3,000 residents at 120 developments. These individuals

have served as "the eyes and ears" at their development to provide a community-based watch effort. Resident Watch has recently merged with the City's Community Emergency Response Team, where they can receive special training to assist not only developments but the larger community.

### What is the most important change you've seen in your 10 years as OFSS director?

This is summed up in one word: focus. I have seen the expanding focus on issues related to resident and employee safety and security but especially employee safety.

### The issues you deal with can prevent serious injury or even loss of life. How does it feel to handle such a profound responsibility?

The difference that a safety and security practitioner can make in a person's life is what drew me to the profession over 25 years ago. It is a challenge that my team and I understand clearly and relish.

## IT News and Notes

### Protect Your Password

A strong password is one of the key digital defenses anyone can use and should be at least 12 characters long. Administrative or elevated access may require a longer password. Your password should be one that you do not have to write down to remember.

An easy-to-remember password is a simple sentence. Most sentences are

made up of at least 12 characters. For example:

"I wake at 7:00 AM!"

Your password should incorporate components such as:

- lowercase letters;
- uppercase letters;
- numbers; and
- special characters (such as punctuation marks and symbols).

Never reuse passwords across personal, business, and

social media accounts.

When you use a strong password, you significantly reduce the risk of anyone gaining unauthorized access to your personal and work files.

To view NYCHA's password policy, click [here](#) and see pp. 23-29.)

You can also view a short video on password security from the NYC Information

Technology & Telecommunications Department [here](#).

Please provide your feedback to the IT Department on whether this information was helpful, and let us know what other information security topics you would like to learn more about.

Reach us at [infosecrisk@nycha.nyc.gov](mailto:infosecrisk@nycha.nyc.gov) or 212-306-8006.



## Kim Maxwell: “I Am NextGen”

NYCHA brings outstanding employees, residents and other stakeholders to the attention of the public through its popular “I Am NextGen” campaign. Please meet Consultant Kim Maxwell, who drives one of NYCHA’s Digital Vans, bringing internet access and technical assistance that connect residents to opportunities.



### What kind of equipment is in the mobile Digital Vans?

In addition to wireless broadband, the vans are equipped with laptops and a printer. I help residents use the equipment, depending on their level of expertise.

### What kinds of residents come for assistance?

It depends upon the time of day. From around 10 a.m. until 2 p.m., I see many job seekers. There is no word of mouth anymore when it comes to finding a job; everything is done through the internet. They look for jobs online, complete job applications and email resumes.

Then around 2:30 p.m., the kids come after school. It gets packed in here like a kind of after-school program. I help them format and research papers, and they can use the printers and scanners, things like that. It gets pretty lively.

Once a week I am usually at a senior center from 10 a.m. to 4 p.m., where I have a lot of regular customers. I show them things like how to use a smartphone, camera, and send text messages. Also, they like to come to chat.

### What do you enjoy about your job?

I love my job. You notice the help that you give. People come back and tell me when they get jobs. It makes all the difference for school kids. They are so much fun and I have a kind of presence in the neighborhood—they all know me. For seniors, you can see them often and build a kind of relationship. The residents are really grateful that we have this kind of service.

## Improve Your Performance

To help you get ready for Customer Service Week (Oct. 24-28), here are a few tips to enhance the service you provide.



**1) R-E-S-P-E-C-T:** Treat everyone with respect! Courtesy, a sincere smile, and your undivided attention go a long way toward a positive customer service outcome.

### **2) Acknowledge customers’ concerns:**

Some customers are not happy about their previous experiences with NYCHA. Let them know you understand their concerns. Then clearly identify the problem and help find a solution.

**3) Teamwork makes the dream work!** A burden shared is a burden halved. If you’re struggling with a customer’s concern or question, ask for help from your colleagues.

**4) Close the loop:** Make sure you solve your customers’ issues. Did you answer their questions? Refer them to another staff member for more help? Follow up to see if their needs were met?

**5) Never stop learning:** Get informed about NextGen NYCHA’s new systems, technologies, and processes; learn new skills through trainings; share information with your co-workers.

## DOI Report on Fire Safety

The Department of Investigation (DOI) released the findings of their investigation into NYCHA’s compliance with our safety inspection protocols. The report states that property management staff failed to properly conduct six key apartment safety checks including testing smoke and carbon monoxide detectors. The investigation also found that NYCHA staff often falsely reported that they had conducted safety checks when they had not. Although it is not mandated by law, NYCHA procedures require property maintenance staff to check that smoke detectors are operational each time they enter an apartment.

NYCHA has taken several actions to improve our fire safety protocols and compliance, including:

- Instituting annual internal audits;
- Incorporating safety spot checks into the ongoing quality assurance program on maintenance and repairs. Reviews will identify developments that require additional training and controls;
- Implementing a comprehensive fire safety education campaign: In June, NYCHA issued written instruction to property management, hosted two webinars that were attended by 250 staff; created a digital library for materials; and launched a new employee public awareness campaign “5 ALIVE.”
- Updating paperwork procedures and recordkeeping software an integrating a pop-up reminder message on hand held devices before a work order is closed.

The safety of our residents has to be paramount in everything we do. We will continue to be vigilant in our efforts to improve safety protocols.

## News to Use

### It's Hurricane Season—Be Prepared

The hurricane season for the Atlantic Ocean runs from June 1 through November 30 but October is traditionally the most active hurricane month for New York City and surrounding areas.

- **Register for Notify NYC.** Enroll online at [notify.nyc](http://notify.nyc) to receive official City information! Notify NYC sends out alerts and updates regarding emergencies, significant events, public health, public school, and any time there are unscheduled changes to parking rules.



- **Tune into NOAA Weather Radio (NWR)** and spot the storm before it comes. NWR broadcasts official warnings, watches, forecasts, and other hazard information for weather small and big. The NYC station is KWO35 on 162.550 MHz.

- **Subscribe to outage alerts** through MyNYCHA. The subscription will notify you not only about outages in your development, but also about building service news and inspection appointments.

- **Be ready for a blackout.** If there is indeed an outage of any kind, make sure you've thought ahead about possible alternatives for water, gas, electricity (especially lighting), and phone service.

- **Identify your Hurricane Evacuation Zone** to find the emergency shelter nearest to you.

- **Create a Safety Plan** with your family. Know where and how to find each other, and how you will all make it out safely. Practice your plan so that there's no delay when disaster may strike.

- **Make an Emergency Contact List.** This should provide all phone numbers and email addresses of anyone who is important in the day-to-day life of your family. Also, include important information such as prescription numbers, pharmacy information, and health insurance policy numbers.

- **Pack a Go Bag** for each family member, with all emergency essentials: important personal documents (in a sealed plastic bag), that emergency contact list, extra cash, a three-day supply of food and water, a flashlight, a cell phone, spare batteries, a first-aid kit, a week's supply of medications, a Swiss Army knife, toiletries, a change of clothes, a whistle, among other items.

- **Give your pet the same care.** Make sure your furry friend has a collar, and its own emergency plan and kit. The collar should have your location and contact information.



### Dont' Miss the FSA Enrollment Period Deadline

## Flexible Spending Account Program Open Enrollment Period Deadline is October 31, 2016

- The **Dependent Care Assistance Program (DeCAP)** allows eligible employees to reduce taxable income by the amounts paid for dependent care. Employees that pay qualified caregivers to care for eligible dependents (child, spouse, parent, etc) while they work, may contribute between \$500 and \$5,000 per year before taxes. Contributions are made through payroll deductions. Current participants will automatically receive the 2017 FSA program re-enrollment form which will be sent to the address on record. Completed DeCAP forms must be returned to City of New York Flexible Spending Accounts Program - 2017, Bowling Green Station, PO Box 707, New York NY 10274.

- The **Health Care Flexible Spending Accounts Program (HCFSA)** can be used to cover medical expenses not covered by health benefits or welfare funds. The account is funded through pre-tax payroll deductions, reducing the participant's taxable income. Unused funds in the account during the plan year will be forfeited. Annual contributions must range between \$260 and \$2,550. Current participants will automatically receive the 2017 FSA program re-enrollment form which will be sent to the address on record. Completed HCFSA forms must be returned to City of New York Flexible Spending Accounts Program - 2017, Bowling Green Station, PO Box 707, New York NY 10274.

- **Medical Spending Conversion (MSC) Health Benefits Buyout Waiver Program** is an annual incentive payment in exchange to waiving city health benefits. Eligible employees covered under a health insurance plan which is not provided through NYCHA or another New York City agency are eligible to participate. The Annual incentive payments are \$500 for waiving individual coverage and \$1,000 for waiving family coverage. Participants will receive two equal installments – the first in June and the second in December.

For current participants, enrollment for plan year 2017 is automatic unless there is a change in status. Completed MSC Buy-Out Waiver forms must be emailed to [hrbenefits@nycha.nyc.gov](mailto:hrbenefits@nycha.nyc.gov).

- **Medical Spending Conversion Premium Conversion Program.** Health plan premium deductions are usually taken on a pre-tax basis. This program allows employees to choose post-tax deductions.

For current participants, enrollment for plan year 2017 is automatic unless there is a change in status. Completed MSC Premium Conversion forms must be emailed to [hrbenefits@nycha.nyc.gov](mailto:hrbenefits@nycha.nyc.gov).

Program brochures and forms are available at [www.nyc.gov/fsa](http://www.nyc.gov/fsa) or on the Office of Labor Relations' automated helpline at 212-306-7660.

HR Customer Service Desk