

NYCHA Employees Go the Extra Mile



Chair Shola Olatoye (left) and the Resident Engagement Department's Kathleen Fitzpatrick, Patricia Jefferson, and Amadi Tittle (right) preparing turkey dinners at Grant Houses with other volunteers.

Gas outages at eight developments couldn't put the chill on Thanksgiving celebrations for 900 residents, thanks to the quick response of senior staff and employee volunteers. When General Manager Michael Kelly put out the call for assistance just two days before the holiday, executive team members quickly contacted local food distributors and arranged for the donation, purchase and delivery of the turkey dinners.

But these efforts alone wouldn't have succeeded without the compassionate response of 45 employee volunteers from many departments who took time from their own holiday plans to deliver and serve the top-rate dinners so that residents could celebrate.

Fleet Maintenance staff picked up and delivered 600 dinners donated by Whole Foods to East River, Soto-mayor, Edenwald and Grant Houses on Wednesday night, and 300 hot meals purchased from E.A.T. W/ Culinary Professionals, Inc., were delivered and served to residents at Howard, Kingsborough, Sumner and Marcy Houses on Thanksgiving Day.

"Teamwork was really important," said Sheila Kaufman, Senior Advisor in the Office of the EVP for Operations, who worked with employees at Grant Houses. "Some employees packed up food for other developments and others made deliveries. Everyone was happy to play a part."

Alicka Ampry-Samuel,

Senior Advisor for the EVP for Community Engagement and Partnerships, went door to door with volunteers beforehand to let residents at Howard and Kingsborough Houses know that NYCHA would be providing the meals and also to connect residents to other holiday events and dinners in the community.

"When staff realized there was a need for volunteers, they just stepped up to help. It was really gratifying to see how staff are dedicated to the residents we serve," she said.

When Mauricio Morales, Borough Coordinator in Resident Engagement, saw there weren't enough dinners on

Wednesday for 40 families at East River Houses, he drove to New Jersey on Thanksgiving Day to pick up additional meals from Whole Foods and delivered them to the development.

"I wanted to make sure the dinners arrived at East River on time, so I spoke to my family to see if it was okay and then got NYCHA's approval," he said. "As a 21-year veteran with the Housing Authority, I feel if the residents aren't happy then I'm not doing my job."

NYCHA departments that provided volunteers and services included Community Engagement and Partnerships, (cont. p. 5)

Increasing Our Influence



EVP for Community Engagement and Partnerships Sideya Sherman (at left) addresses managers at the Senior Quarterly Leadership Meeting on December 6, where presentations focused on how to expand NYCHA's influence on policy and program implementation with all of our stakeholders. See p. 3.

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How many years of service was Caretaker Ronnie Chaney honored for at the Employee Recognition Ceremony?

NYCHA Notes

Haitian-American Assoc. Responds to Hurricane Matthew



Yvette Andino, Jean Pierre-Louis and Sybille Louis

On November 14, the Haitian-American Association at NYCHA hosted a Hurricane Matthew fundraising luncheon, which was well attended by staff from various departments. Acting President of the Association Sybille Louis introduced its mission and the members of the Association's board. Yvette Andino, Director of Employee Engagement and Special Assistant to

the Chair, shared with the audience the importance of bringing employees together for a worthy cause. Keynote speaker Jean Pierre-Louis, founder and CEO of CapraCare, described the important work being done on the ground by his organization in the south of Haiti and provided a comprehensive view of the needs facing the region in the wake of Hurricane Matthew on October 4, which killed hundreds and left thousands homeless. For information on how you can help, please contact the Haitian-American Association at NYCHA at Haitianamericanassoc@gmail.com.

Congratulations



Jackie Primeau, formerly Deputy Communications Officer in the Department of Communications, was promoted to Chief of Staff in December 2016. Ms. Primeau assists in the supervision of NYCHA's operations and provides assistance to the Chair in the planning and execution of all the Authority's strategic priorities, including NextGeneration NYCHA.

In addition to working closely with the Chair to set and execute Authority priorities, Ms. Primeau liaises with NYCHA leaders to develop and manage the executive team agenda and with external stakeholders, including City Hall, residents, employees, elected officials, sister agencies, and civic groups.

(cont. p. 3)



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Building Tomorrow's Workforce Today

A Message from Commissioner Lisette Camilo, New York City Department of Citywide Administrative Services



The New York City Department of Citywide Administrative Services (DCAS) ensures that other City agencies have the critical resources and support needed to provide the best possible services to the public. As the daughter of Dominican immigrants who gave so much of themselves to ensure that I could have a better life, having the opportunity to uphold the civil service system—a fair and transparent system designed to provide quality jobs to New Yorkers—is a privilege for me.

Our agency handles everything from maintaining 55 City-owned buildings, to running the City's Fleet of 29,000 vehicles, to purchasing \$1 billion in goods and services on behalf of the City. One of our most important responsibilities, however, is to administer the City's civil service system and help recruit, retain and develop a diverse workforce. The City of New York fills approximately 85 percent of its positions through civil service examinations, which ensures that the hiring process is competitive and fair. By taking an exam, an applicant can be measured by the City for merit and fitness for a particular title.

The City needs you for our array of diverse jobs and career opportunities! Recent workforce data indicates that New York City will lose approximately one-third of its workforce (about 100,000 workers) in the next three to five years as a result of retirement and attrition. DCAS' Office of Citywide Recruitment (OCR) generates a pipeline of individuals with the education and experience needed to sustain operations in each of the City's agencies.

OCR conducts workshops throughout the City to share information about the civil service examination, application and hiring processes. In the coming year, DCAS will work with NYCHA to schedule civil service workshops for NYCHA residents. Our team provides insight on the three pathways into City government—examinations, internships and job postings at nyc.gov/jobs. You can also stay up to date with the DCAS exam schedule by subscribing to our newsletter at nyc.gov/dcass. You'll receive email alerts about New York City jobs, exams open for filing and civil service announcements. In addition, for the latest information on any examination for which you have applied, call the DCAS' Interactive Voice Response system at 212-669-1357. We look forward to working with you!

Senior Leadership Meeting Focuses on NYCHA's Influence

NYCHA held its final Senior Quarterly Leadership Meeting (QLM) for 2016 at the Brooklyn Law School on December 6. The designated theme—"Increasing our Influence"—had added significance on the heels of the presidential election and the nomination of Dr. Ben Carson for the Secretary of HUD one day earlier.

influence policy and outcomes, followed by a presentation by Community Engagement & Partnerships' four departments (see p. 6).

Afternoon highlights included an introduction to NYCHA's 19 Regional Asset Managers, who are spearheading decentralized NextGen Operations by overseeing and mentoring



Chair Olatoye with Deborah Wright, Chairwoman of the Board of Carver Bankcorp, Inc.

"In light of the changing political climate, NYCHA is in a position to be a significant influencer, not just in New York City but across the country," Chair and CEO Shola Olatoye said. "Today we are focused on understanding and increasing our influence, so that we can take charge, speak up, and reach our audience."

Closer to home, NYCHA must also influence employees to adapt to new ways of working, vendors to meet higher service expectations, and external stakeholders to accept business *not* as usual, "so that we can meet our strategic objectives," the Chair added.

The Chair's remarks also reflected upon successes during 2016 and challenges looking ahead to the new year. General Manager Michael Kelly discussed how assessments from the last QLM informed the approach to the day's meeting.

The morning session included tips from Chief of Staff Jackie Primeau and VP for Strategic Initiatives and Senior Advisor to the Chair Karina Totah on using PowerPoint to

property managers at 57 developments; a 2016 financial update by EVP for Finance and Chief Financial Officer Karen Caldwell that showed a \$20 million surplus forecasted for the end of the year; and six "lightning" PowerPoint presentations on various topics.

The full-day meeting concluded with a candid conversation between Chair Olatoye and Deborah Wright, Chairwoman of the Board at Carver Bankcorp, Inc. In response to the Chair's question about how to lead an organization through change, Ms. Wright responded: "Teamwork and the combined skills of the team are more important than any individual, including the leader." In closing, Ms. Wright, a former NYCHA Executive Board Member, commented: "I'm personally very proud of what you are doing. It's hard to explain to the world what you're up against. NYCHA is an institution people don't understand. Stay with it. Congratulations on what you're doing on behalf of the people of New York."

NYCHA Notes (cont.)

Fraternal Order of Police 997 Celebrate the Holidays

The Housing Authority Police Department (HAPD) Fraternal Order of Police Lodge 997 celebrated the holidays with a luncheon at Riccardo's Catering House on Nov. 30. In 1995, the HAPD was merged into the NYC Police Department Housing Bureau. HAPD members take pride in their service at the Authority, and many members follow its progress in *NYCHANow*. Former members of the HAPD may contact Ret. D/Chief Pat Cirincione, Lodge Secretary, at patcfop997@aol.com for membership and additional information.



NextGen Values: Commitment, Collaboration and Service

Senior leaders from NYCHA and labor unions representing its workforce honored some of the Authority's most outstanding employees at the 2016 Employee Recognition Awards Ceremony held at District Council 37 in Manhattan on November 18.

"Today we're honoring employees who have demonstrated an extraordinary commitment to advancing themselves, our organization, and the community," General Manager Michael Kelly declared. The GM thanked "those who have been with NYCHA for decades, working hard every day to provide a safe, decent home for hundreds

of thousands of New Yorkers."

Employees were recognized for 25-55 years of service, perfect attendance, educational credentials, and volunteer service.

Referring to the recent presidential election, Chair and CEO Shola Olatoye told employees: "It's important to come together now, especially, to acknowledge the importance of public housing as a key contributor to the city we know and love. The continued provision of public housing or Section 8 vouchers to one out of 14 New Yorkers is something we can all get behind no matter how you cast your ballot."

"When I see 25, 30 and



Employees recognized for 35 or more years of service effective 2015.

more years of service," said Chris Brown, Executive Vice President of Communications Workers of America, representing CWA Local 1180 President Arthur Cheliotis, "it shows the majority of people doing this work are rewarded by their jobs and enjoy helping people. I applaud you."



Caretaker Ronnie Chaney, center, honored for 55 years of service, with DC 37 Local 957 President Walthene Primus and Chair Shola Olatoye.

Longevity, Perfect Attendance, Education and Volunteer Service

Years of Service	Denise	Gita Seltzer	Quinsinetta	Daniel Hermina	Anthony Merentis	Sharon Scott	Special Achievement
55 Years	Crenshaw	Rajendra Shah	Clark-Davis	Miguel Hernandez	Cecelia Miller	Julene Segee	Volunteer Services
Ronnie Chaney	Cruz Figueroa	Margaret Thornhill	Donna Cohen	Victor Hernandez	Carlton Mitchell	Kirit Shah	
	Vivian Figueroa	Bobby Whigham	Wanda Coleman	John Horch	Armand Mosca	Kenneth Simpson	
50 Years	Barbara Fults		Kelvin Collins	Susan Howell	Elizabeth Mucaria	David Soto	Karen Moya
Victor Cortes	Trudy Gardner	30 Years	Patrick Copney	Gary Ippolito	Augustina Muniz	Sarka Steinmann	Stefanos Tsevdos
Diosdado Rivera	Miguel Gonzalez	Wendy Alexander	Judith Davis	Mary Irving	Kenneth Murphy	Daniel Stokley	
	Nelson	Melania Allen	Vincent Delbono	Edmond Jackson	Pedro Ortiz	Regina Studwood	Master's Degree
45 Years	Gonzalez	Marie Altidor	Philip Dix	Janice Jackson	Barbara Page	Darlene Suggs	Adriana Bertram
Sidney Nath	Shelley Goodman	Nola Armstrong	Stephen Drgan	Lori Jackson	Michelle Parks	Julio Surillo	Catrice Houser
	Maria Guzman	Ave Arrington	Dennis Fells	David Jaime	Jatin Patel	Kevin Toney	
40 Years	Yvette Jackson	Samuel Bannister	Verna Ferguson	Aileen Johnson	Rana Paul	Blanche	Bachelor's Degree
Ralph Coleman	Vivian Johnson	Debora Barnes	Jacqueline	Joyce Johnson	Brenda Pearson	Tropiansky	Cheryl Anderson
Gladys Cruz	Arthur Laboard	Theresa Bethea	Frazier	Maria Journet	Luis Perez	Doris Tyson	Tamika Brown
Ceasare Gentile	Maria Lanahan	Gregory Blackman	Sarah Garcia	Luis Jusino	Stephen Picciurro	Joseph Upshur	Glendalyn Grant
Franklin Jusino	Francis Marino	Jeffrey Braddy	Michael Garippa	Alfred Kahn	Jose Ramos	Jason Vasquez	Brenda Hernandez
Larry Pack	Ramona Marrero	Valerie Brown	Jacqueline	Semyon	Roberto Rios	Gloria Velez	Mariela Maldonado
Charles Rivera	Patricia Mighty	Felix Bruno	Gathers	Karmazin	Raymond Rivera	Tan Vuong	
Eddie Ruiz	David Muniz	Edward Burch	Anthony	Robert Landow	Samuel Rivera	George Waterton	
Marta Velasquez	Bienvenido Ozual	Beverly Burgess-Jackman	Gersomino	Alfred Logan	Delores Rivers	Chadwick Watkins	Perfect Time and Attendance
Larry Wingate	Joan Pannell	Eddy Burgos	Luther Gillespie	Kim Lomax	Dean Robinson	Yvonne Webster	
	Joann Parks	Selwayne Burke	Michael Gordon	Saul Mackler	Donald Robinson	Bernard Williams	Victor Camberlan
35 Years	Nathaniel Parris	Angel Calo	Simon Gouridine	Shelly Major	Wayne Robinson	Patricia Williams	Kwan Cheung
Sherrian Battle	Adarbelto Perez	James Carr	William Gouridine	Bowens	Frances Rodriguez	Willie Williams	Ryan Dean
Bernadette	Eddie Pinero	Tajhma Carroll	Richard Guilmette	Robert Mallamo	Luis Rodriguez	Sandra Wilson	Harry Narine
Bonanno	Earl Roberts	Develle Cave	Alverista Hall	Laura Marotta	Pedro Rodriguez	Mark Zurita	Deowdharrie
Sheila Brock	Ricardo Rodriguez	Gerald Chin	David Harris	Jerry Massas	Jose Romero		Paul McCalla
Llewellyn	Mira Yvonne	Herminio	Jerlaine Harris	Kevin McMikle	Nicholas		Ralph Talley
Christopher	Rosado	Cintron	Michelle Havens	Betania Medina	Schiavone		
Robert Coscia	James Scarcella		Linda Hayes	Elliot Medina	Nicholas Sciarrino		

Employee Voices: Telling Your Leadership Story

by Jackie Primeau, Chief of Staff

NYCHA Now continues its “employee voices” series with articles by employees about initiatives and events that they know best. To submit an article about a topic you care about,

please contact NYCHANow as indicated on p. 2. We want to hear from you!



Jackie Primeau discussing the importance of storytelling at a Quarterly Leadership Meeting.

What did Apple’s Steve Jobs and my 91-year-old grandfather have in common? They were both excellent storytellers. They knew a good story could teach, motivate, and leave a lingering impact long after they were gone. Leaders like Steve Jobs (and yes, even my grandpa) understood people aren’t always logical. Reason doesn’t always inspire action or change—but stories could influence and drive people towards a shared, logical goal.

Researchers have found that a good story can produce oxytocin in the brain, a chemical that syncs people by fostering bonding, empathy, trust and cooperation. It’s the science behind storytelling that explains why many of the most effective leaders and those in leadership roles use storytelling as a communication tool.

Every day, NYCHA employees are working to make real, meaningful change in a million different ways under NextGeneration NYCHA. Like an engine, each widget and

component must be synced to power us forward. But until the nuts and bolts (policies, trainings, equipment and other functional pieces) are changed or upgraded to meet NextGen goals, how can we as employees and leaders also change mindsets, motivate and ‘power’ teams? Storytelling.

Compelling stories aren’t fables, overly long or complicated. They can be personal, but they don’t have to be. The best stories are relatable; they inspire action, teach a lesson, or define the value of the work at hand.

Stories have the ability to reach people in ways that logical arguments or directives cannot. A good story can breathe life into facts and figures and stick with a person well after a presentation is over or a training session has been completed. For leaders, a story puts “the what” into context to illustrate the why and the how of our work here at NYCHA.

I can say customer service means treating people like family or I can tell you a story about Felix, a caretaker who checks on a senior resident every morning when he’s making his rounds to make sure she’s okay. Or like the profound impact an incident had on a property manager after she jumped to action to save a resident’s life after hearing the working smoke detector—to illustrate the policy to do safety checks in apartments during every visit. The point of the story

is to connect the audience to the work, why and how we approach our jobs as NYCHA employees.

Every day, there are countless stories and moments that breathe life into NextGeneration NYCHA, which make it real. It’s our job as leaders to identify these stories and repeat them not just for positive recognition but for coaching, training and bringing everyone on the team into the unified vision of NYCHA.

Here’s some homework to hone your own leadership

and communication skills through storytelling. Try in staff meetings, training sessions, or your next PowerPoint presentation to use a story to reinforce data in real-life terms, as a form of coaching or a way to move people on your team to action. The basics of a good story include an overall takeaway message, are brief and relatable, and give a sense of people or place. If you inspire a connection or action through your story, you’re doing it right.

Employees Go the Extra Mile (cont.)



Employees packing food at Grant Houses included Family Partnerships Community Coordinator Sarah Figuereo (front right) and Legislative Coordinator Josephine Bartlett (right rear), among others.

Resident Engagement, Operations, Communications, Office of Emergency Management, Intergovernmental, and Real Estate Services, among others.

“The gas outage happening so close to Thanksgiving made it difficult to rework holiday plans for many families, so the meals we brought really made a big difference,” said Marcela Medina, State

Legislative Affairs Officer in the Office of Intergovernmental Relations. “Some people had few options and buying outside dinners can be really expensive.”

Describing the scene on Wednesday night at Grant Houses, which served as a staging area to pack and deliver meals to other developments, Ms. Kaufman recalled: “We all rallied and went into action on short notice. Chair Olatoye worked with us. When we were finished, she gave her heartfelt thanks and said how pleased she was with employees’ spirit. It was a great encouragement to us all.”

The next day, Chair Olatoye extended her thanks “to everyone who helped deliver meals to our residents” in an email message. While recognizing a few key players, “it was truly a team effort,” the Chair said. “I am so honored to be part of this team.”

Employee Voices: CEP Reorganization Provides Better Direct Service to Residents

by Alicka Ampry-Samuel, Senior Advisor to the EVP for Community Engagement and Partnerships



Alicka Ampry-Samuel, Senior Advisor to the EVP for Community Engagement & Partnerships.

The Community Engagement and Partnerships Division (CEP), formerly known as Community Programs and Development, engages and connects NYCHA residents to critical services provided by the City and to programs and resources in their communities. Serving as a bridge for resident and com-

munity transformation, CEP is grounded in NextGen NYCHA strategies and will continue to ensure that residents remain safe, clean and connected.

CEP's four new departments are focused on two distinct areas of operation: working with NYCHA's extensive network of resident associations and managing external partnerships in the areas of economic opportunity, youth, seniors and social services.

Resident Engagement and Community Development activities are provided directly to residents by our staff, while Resident Economic Empowerment and Sustainability (REES) and Family Partnerships collaborate with NYCHA's external partners. Resident Engagement utilizes a proactive outreach approach based

on specific resident needs and interests. Community Development engages residents around real estate programs related to new construction and permanent affordability tools that will repair and renovate their housing.

One intention of the reorganization is to interact with residents in a way that encourages their increased participation in our programs and initiatives. Through Community Development, residents are encouraged to lend their voice in the community development process and design of their neighborhoods. REES empowers residents to pursue their goals by connecting them with tools and resources to expand their economic opportunities such as food business and

child care pathway programs. The Family Partnerships Department supports some of NYCHA's most vulnerable residents by connecting them with providers who offer programs designed to improve their health, wellbeing and quality of life, such as the Visiting Nurse Services.

The Zone Service model provides each department's operational structure. CEP engages residents, partners and staff in 15 designated geographic areas for better service and program coordination locally. In each Zone, a coordinator works with resident leaders and key stakeholders, local service providers and local NYCHA offices to connect residents to high-quality services in their communities.

Customer Service Week Takes Senior Staff to the Frontlines

by Malikah Williams, Urban Fellow



Urban Fellow Malikah Williams

On October 27, during Customer Service Week, 18 senior administrators took employee appreciation to another level. Early that morning, they arrived to shadow employees at 12 developments to see the details of their everyday responsibilities and even help them to complete

daily tasks. The visits allowed employees who interact with residents to relay resident issues and their own concerns to administrators, along with suggestions about how to be more efficient at their job.

Orisha Jennings-Hudgins, Senior Advisor to Arlene Orenstein, Director of Risk Finance, visited Baruch Houses in Manhattan, and experienced a day at work with Housing Assistant Deah Zandani.

"We discussed what he does in a typical day, which consists of answering phone calls, meeting with tenants, collecting rent, coordinating court documents, appearing in court to represent NYCHA, and providing assistance with social services," Ms. Jennings-

Hudgins said.

Chief Gerald Nelson, Vice President for Public Safety, visited Borinquen Plaza in Brooklyn to shadow Housing Assistant Terry Gray. Chief Nelson witnessed firsthand Ms. Gray's daily tasks, from discussions with residents about air conditioning units to addressing rent arrears.

"During her interaction with tenants in the office and at their home, Ms. Gray remained professional, polite and knowledgeable. She displayed command presence, she is very competent, and is truly a great representative of NYCHA," Chief Nelson said.

Camille Ky-Smith, Senior Advisor to Executive Vice President and Chief Admin-

istrative Officer Kerry Jew, visited Straus Houses and shadowed Jason Flores, a caretaker at the development.

"Mr. Flores was a fantastic guide who takes pride in his work, his work ethic, and his relationships with his colleagues, and based on my visit, I would say that NYCHA is fortunate to have him as an employee," said Ms. Ky-Smith.

Customer Service Week emphasizes NYCHA's commitment to providing our internal and external customers with an exceptional level of service. Without the diligence, commitment, and dedication of NYCHA's employees, we could not achieve our vision of safe, clean, and connected communities.

SafeNYCHA

Holidays may be the most wonderful time of the year, but they can also be the most dangerous. Here's how to stay safe.

- **Read the instructions and/or warning labels** thoroughly before you set up your fully lit menorah or Christmas tree to make sure it complies with the manufacturer's recommendations. Most manufacturers provide a help line phone number or website.

- **Store your money and credit/debit cards in a safe place.** After paying for an item, place your cards or cash in an inner pocket, purse, or satchel. Be alert and make sure

that no one is following you, especially in a parking lot or garage. Keep a whistle on your key chain and use it to alert someone if you need help.

- **Take your receipt.** Even though credit/debit card numbers are no longer printed on a receipt, there's still enough information that can be used to access your account information. Destroy any receipts you no longer need.

- **Set your mobile phone, tablet, and other electronic devices' security features to update automatically.** Malware proliferates at alarming rates. To keep your personal

information safe, the security programs on your electronics should be updated regularly.

- **Identity theft** is one of the most difficult invasions from which to recover. During the holidays, keep regular tabs on your bank accounts and credit cards, ensuring that you recognize all of the listed transactions. If you discover an unauthorized transaction, contact the credit card company or your bank immediately.

- **Check your vehicle before making that shopping trip.** Make sure that your tires are properly inflated; the windshield wipers don't leave any streaks; and that all fluid

reservoirs are filled to the recommended levels. Keep a gallon of windshield wiper fluid in your car, next to the jumper cables, flares, shovel, and cat litter for traction in snow or ice.

- **Do not text when you're behind the wheel.** Don't text and drive. It's against the law for good reason! Driving in the winter can be quite challenging and requires your full attention. Don't be the unsafe, distracted driver on the road. According to various highway safety organizations, distracted driving—particularly texting—has overtaken drunken driving as the cause of most accidents.

IT News and Notes

Be Aware of "Whaling"

What is "whaling?" Whaling is a clever type of phishing scam that typically involves a hacker pretending to be a senior executive. The perpetrators will usually ask the intended victim to take some action, such as moving money, making a payment, or transferring documents containing personally identifiable information.

Whaling attacks are a form of corrupt business email known as "CEO fraud." According to the FBI, losses from whaling have totaled more than \$2.3 billion in just the last three years. This type of scam has increased by 270 percent since January 2015.

Whaling exploits relationships between employees. Unlike typical phishing scams where the attack includes malicious code or an attach-

ment sent to a broad audience, whaling is directed at high-ranking executives using familiar-sounding names and

that appears similar to the legitimate one.

The language and phrasing of the email request are de-

no links or attachments. You must closely inspect the header of your email messages.

To avoid whaling scams, be on guard for the examples at left, and do not give sensitive information to anyone unless you are sure that they are indeed who they claim to be and that they should have access to the information they requested.

Please let IT know if this information was helpful and what other information security topics you would like to learn more about.

You can reach IT at: infosecrisk@nycha.nyc.gov or 212-306-8006.

Examples of Whaling

- Zero (0) used as the letter O:
NEW YORK CITY HOUSING AUTHORITY vs.
NEW YORK CITY HOUSING AUTHORITY
- .org used instead of .gov:
nycha.nyc.org vs. nycha.nyc.gov
- Executive name written using zero (0) for the letter O:
BOB MARANO vs. BOB MARANO

email addresses.

The perpetrators gain access to an executive's email inbox or email employees from a fake domain name

signed to sound realistic. A spam filter will not be effective against this type of attack since the content is written by a real human and there are

News to Use

Feeling Stressed? Resources for City Employees

A message from the City of New York:

Many New Yorkers may be feeling distressed or vulnerable following the election results. We have seen the concerns expressed on social media, and we are monitoring them closely.

In light of these concerns, the Office of the Deputy Mayor for Strategic Policy Initiatives and Thrive NYC have partnered with the Mayor's Office of Immigrant Affairs, the Department of Health and Mental Hygiene, the Department of Education, the Department of Youth and Community Development, the Office of Labor Relation's Employee Assistance Program (EAP), providers and others to share information and resources and to provide support. We hope to maintain resilience, raise awareness of symptoms to support early intervention, and provide information about available resources, including



NYC Well, the City's 24/7/365 connection to care, which offers interpretation services in over 200 languages. NYC employees can also call the EAP at 212-306-7660 for support.

We are also doing additional outreach to share information, as well as community engagement through convenings and conversations. DOE is also developing supportive activities in schools and working with Thrive NYC's School Mental Health Consultants program to promote our students' mental wellness.

For more information, please refer to the following resources:

- [NYC Well Fact Sheet](#)
- [Coping with Stressful Events](#)
- [Mayor's Office of Immigrant Affairs Reference Sheet](#)
- [Helping Children and Youth Cope](#)
- [Tips for Self-Care and NYC Employee Assistance Programs](#)

We will continue to support our fellow New Yorkers and promote mental wellness through interagency collaboration and the provision of mental health services. Thank you for your continued service.

Activities Prohibited on Authority Premises

This is a reminder to all employees of the following obligations under the Authority's General Regulations of Behavior and Conflicts of Interest Guidelines. These provisions are not all encompassing but are particularly relevant around the holidays.

Employees may not:

- Ask for contributions or accept gifts or sell goods or services for private gain, on or adjacent to Authority property, except as authorized by the Authority. It is important to remember that selling of all items including cosmetics, candy, food, jewelry and items for school and various non-profit organizations to raise funds is not allowed.
- Engage in any non-Authority activity during working hours other than appropriately minimal personal use of the Authority's communications and business systems, or engage in any private commercial work on Authority premises, on Authority time or with Authority equipment, except as authorized.
- Use Authority resources, such as staff, supplies, equipment and NYCHA letterhead, for a non-Authority purpose, other than to the limited extent noted in the Authority's Communications and Business Systems Policy.
- Pursue personal or private activities during times when they are required to work.
- Enter into any business or financial relationship with any superior or subordinate.
- Use or misuse their positions at NYCHA to financially benefit themselves, their family members or anyone with whom they have a business or financial interest.

The above reminders will assist employees in avoiding violations of NYCHA policies and procedures and errors in judgment or appearances of impropriety. Further details can be found by accessing the [Human Resources Manual](#) on NYCHA Connect on the HR page under "Helpful Links". Thank you for your cooperation.

Kenya Salaudeen
Director of Human Resources

weightwatchers

Get a jump-start on your New Year's resolution! Weight Watchers and WorkWell NYC are here to support you through the holiday season with some tips to stay happy and healthy.

- 1. Plan ahead!** Invited to a holiday party? Offer to bring a healthy dish (low in SmartPoints™)—your friends and family will thank you!
- 2. Stay active!** Every little bit counts. Schedule events that revolve around activity and trade in the annual holiday movie for a walk in the park or building a snowman.
- 3. Celebrate smart!** As your calendar fills up with social events, it's hard to stay on track. Have a bite to eat before you

leave the house or carry a bottle of water or seltzer at parties so you don't mindlessly pick at food.

By enrolling now through the City's Weight Watchers program, employees can get 50 percent off the price of a regular membership. Additionally, benefit-eligible dependents, including spouses, dependents (ages 18-26), and retirees also have access to discounted membership making health a family affair!

Weight Watchers with NYC Employee Special Pricing

Meetings in your local community: \$15 per month

OnlinePlus at work : \$7 per month

Sign up or learn more at <http://site-61474.bcvp0rtal.com/>.