

Employees Honored at Quality of Work Life Awards

Attendees of the first Quality of Work Life Employee Recognition Awards ceremony in four years received a simple but appreciated gesture at the door — a hand stamp of a single, though meaningful, word: “Congratulations.”

More than 200 NYCHA employees packed the house at labor union DC 37’s headquarters, just down the street from NYCHA’s own headquarters, to be honored for their 30 to 45 years of service, volunteerism, educational and professional achievement, or perfect time and attendance.

Chair and CEO Shola Olatoye connected the work of individual employees to NYCHA’s overall mission. “We’re celebrating each of you who do so much to ensure that our vision of safe, clean, and connected communities is not just words on paper but a reality for our residents. I thank each of you for all the work you do every day.”

Speaking to the co-hosts of the event, several of NYCHA’s many union partners, Chair Olatoye said, “As you know, we are in the midst of a tremendous amount of work implementing NextGeneration NYCHA. There are some hard things we have



These stalwart NYCHA employees were honored for 40 years of service. Longevity milestones of 45, 35 and 30 years of service were also recognized at the awards ceremony. See p. 4 for a listing of honorees.

“
I hope all of you know that you’re the lifeblood
of this incredibly important organization.
Your selfless efforts day in and day out
make a huge difference for so many people.”

”

Michael Kelly
General Manager

to do as part of that. But with your ideas and hard work and partnership, we’ll get it done. We’re only stronger for your partnership.”

Union representatives praised the talent and commitment of NYCHA’s hard-working men and women. DC 37 Executive Director Henry Garrido described how he called the number on a flyer NYCHA had posted in order to check on his aunt during

Hurricane Sandy, who lives in Queensbridge Houses. The information he received in response was a “firsthand experience of the dedication of NYCHA employees,” something his aunt confirmed. “Every day, more than half a million people get service because of you. I want to thank you not only on behalf of my aunt but on behalf of the entire City of New York.”

General Manager Michael

Kelly said, “The hard work we do goes beyond a paycheck. I hope all of you know that you’re the lifeblood of this incredibly important organization. Your selfless efforts, day in and day out, make a huge difference for so many people.”

Speaking to those who have worked at NYCHA for several decades, their entire career in many cases, Gina Strickland, CWA Local 1180 First Vice President, said, “You enjoy what you do, you know what you do. And everything you do is for the citizens of New York City.”

HR Director Kenya Salaudeen said she hoped that the employees being recognized realized what a wonderful example they are. Michael Johnson, Director of Customer Operations, was honored for his advocacy of education and other opportunities through the MIT Club of New York, an alumni association where he’s currently the president. As part of his volunteer work, Mr. Johnson interviews high school students applying to MIT, many of whom exhibit academic excellence but need financial support. “As an African American, this work

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Why did Housing Assistant Joyce Richardson-Winston get a day off and other rewards? See p. 6.

NYCHA Notes



Letter of Commendation

Customer service isn't something that happens at NYCHA just during Customer Service Week (see p. 6). Recently, a letter praising Human Resources Administrative Staff Analyst **Sharda Shrestha** was sent to Chair and CEO Shola Olatoye by the sister of an employee who had passed away.



The letter, printed below, tells the rest of the story.

Dear Ms. Olatoye:

My brother — Chayim Elbaum — was an employee of NYCHA for 31

years. As he was about to retire, he passes away.

Besides notifying the Deferred Compensation Program and NYCERS, I also notified your agency.

Ms. Shrestha, an employee of your Human Resources Department, contacted me early-on during this difficult time in my life.

This lady explained in detail exactly what would be done to determine what NYCHA would owe me on my brother's account, as I am the only survivor. Throughout the entire process, she kept me updated in a most professional and courteous manner.

If your agency awards employees for superlative work, Ms. Shrestha ought to be at the top of the list.

Thank you for having such fine people working under your authority.

Sincerely yours,
Mark Elbaum

FSA Open Enrollment Period Extended

The City of New York offers its employees a Flexible Spending Accounts (FSA) Program, which allows City employees to deposit a portion of their pre-tax income into accounts maintained for certain health and dependent care expenses. The FSA Open Enrollment Period has been extended through November 13, 2015 (effective January 1, 2016). For additional information, visit the Office of Labor Relations' FSA website at <http://www1.nyc.gov/site/olr/fsa/fsahome.page>



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Making Strides Against Breast Cancer



In the Pink From left in front row are: Brian Gary, Celestine Hollingsworth, Lisa Knox, Janeth Santoni, Lawrence Anderson, and Sonia Rivera. Seated in the second row are: Amarilys Roman, Sidney Nelson, Eneida Ortiz, Sandra Wynter-Brown, Maritza Hernandez, and Josette Nelson-Dabo. Standing at rear are Pius Onwuzo, Sherri Miller, Felicitia Morales, Sheila Simmons, Brenda Shepard, Rolando Rosado, Ismael Sanchez, Fernando Laspina, Michelle Hawkins, Edna Thomas, Robert Anthony, Lisa Colon, Noemi Ocasio, Gilian Salnave, Mike Marrero, Byron Cave, and Marilyn Goulbourne.

For almost 10 years, staff from the Bronx Community Programs and Development Department (CP&D) have encouraged their colleagues to wear pink every Friday from April through October, to raise funds for the annual Making Strides Against Breast Cancer Walk. Those who do not wear pink are asked to donate \$1.00 that day to the fundraising campaign, sponsored annually by the American Cancer Society.

"Some pay their 'fine' in advance because they know they will not wear pink and others look forward every Friday to making their contribution," said Bronx CP&D Administrative Manager Maritza Hernandez. This year, CP&D staff from the Community Operations, Family Services, Resident Watch and Resident Engagement Departments — along with seniors at the Soundview Senior Center — contributed more than \$500.

On October 18, approximately 25 Bronx CP&D staff and seniors participated in the annual Making Strides Against Breast Cancer Walk held at Orchard Beach, in the Bronx.

Staff from many other NYCHA locations also participated in cancer walks held at Central Park in Manhattan and in other boroughs.

Save the date: NYCHA's **Holiday Party** is scheduled for December 16 at Surrogate's Court, 31 Chambers St. in Manhattan. Call 212-306-3734 for additional information.

(cont. p. 4)

Sandy Recovery Open House Shows NYCHA Is Building Back Better & Stronger



Staff and guests examined a wealth of information at various displays.

The Office of Disaster Recovery hosted a Sandy Recovery Open House on October 1 for staff and invited guests to introduce them to design innovations that will vastly improve the lives of NYCHA residents living in Sandy-damaged developments. Improvements include new construction plans that feature protected mechanical and heating systems, flood barriers, and strengthened security systems.

"This is a unique opportunity to completely transform the lives of NYCHA residents living in Sandy-damaged developments. We must make sure we build these buildings back stronger, better, and more resilient, so that when another storm comes our way, we are prepared," said Michael Rosen, Interim Executive Vice President for Capital Projects.

NYCHA was awarded a

\$3 billion FEMA grant — the largest in history — to repair and protect the damaged developments from future extreme weather. "To get ahead of the curve, we sent out and reviewed Requests for Proposals even before funding was in place," said Mike Cooper, Project Manager in the Sandy Recovery Program. "We want to do more than just repair and protect boilers and electrical systems; we want to improve these developments in ways that make life better for residents. And we want to do this in ways that maximize our investment of funds from FEMA and other sources."

An important aspect of the planning involves eliciting residents' input. Sandy Recovery's community outreach team has distributed almost 83,000 flyers, made nearly 19,000 phone calls, and spoken with literally thousands

of residents at 695 meetings. The community outreach team also emphasizes employment opportunities for residents with the contractors who perform the work, even for projects not mandated by HUD's Section 3 requirements.

"We build relationships with resident associations by calling the presidents every Monday," said Javarea Komal, a communications specialist in the outreach unit. "We also make phone contact with at least 20 residents in each of the 33 affected develop-

access security systems, and indoor and outdoor safety lighting to the developments. Plans to rebuild a number of playgrounds with modern and safe equipment also reflect resident input.

In addition to the many improvements and repairs being made to the buildings, Sandy Recovery staff negotiated with FEMA to fund back-up generators at all damaged buildings so that, in the event of any electrical outage, residents and staff will never have to be without power again.

Six construction management firms have already been selected to perform the work. The firms are responsible for securing sub-contractors and overseeing their performance. "We have project managers on site to verify that construction management firms are meeting job specifications and using proper materials and procedures," said Construction Project Manager Brad Bundy. "We also help the firms keep proper billing records that we review to ensure accuracy," he added. "Right now, we are communicating with the construction management firms to make sure that they secure their areas for any new storm."



Harry Maysonett, resident of Edenwald Houses, has been employed for Sandy recovery work by PMY Construction as a Section 3 hire for 14 months.

ments each week, so we can include any reported issues in our weekly report to Mike Rosen."

Residents' security concerns will result in CCTV security cameras, layered

NYCHA Notes (cont.)

The Mets may not have clinched the World Series, but the Redbirds — Local 237's softball league comprised of NYCHA employees — won the softball tournament sponsored by the MTA on October 6. NYCHA's team was invited to join the well-established, 40-year-old league just a few years ago. "After coming in second last year, the team worked really hard for this win," said player-manager Steven Perez, Housing Assistant in Leased Housing, "and I am really proud of them." We all are!



Player-manager Steve Perez (third from left) with the Redbirds after their tournament victory.

QWL Awards (cont.)



Jackie Robinson Houses Secretary Joyce Loftin entertained the honorees with stirring songs by Whitney Houston and Janet Jackson.

is important to me," he said. "MIT is a diverse institution, and I want to help them continue to promote diversity, particularly for disadvantaged communities. Hearing these young people's stories and challenges is incredible; they really have an opportunity to change their lives, and I have an opportunity to help them."

Karen Moye, a housing manager at the Lower East Side II Consolidation, was recognized for helping to keep the streets of Brooklyn safe as a Sergeant in the NYPD's volunteer auxiliary force. "The best part of my volunteer service is working with the community, getting to know people, and working

to bridge the gap between the police and the community," she said.

Nancy Lam, Chief of the Leased Housing Department, was recognized for earning a doctorate in public and urban policy from The New School. "I worked on it for seven years," she said. "It wasn't easy, because I have a full-time job and I also do volunteer work on the weekends. So I spent every moment of my leisure time reading and writing. My thesis was on traditional public housing and rental voucher programs and their impact on families, so it relates to my work at NYCHA."

After the inspiring words, Joyce Loftin, a secretary



Chair and CEO Shola Olatoye.

at the Manhattan Borough Office, sang a rousing rendition of "The Greatest Love of All." It truly was a gathering of family.

See the below chart for a listing of honorees, and for 30 Years of Service honorees, [click here](#).

Longevity, Perfect Attendance, Education and Volunteer Service

45 Years of Service	35 Years of Service	Alvin Olivera	Francine Rocha	Rodney Davis	Morison	Geraldine Williams	Pamela Fults
2011	2011	Thomas Prisco	Stuart Shenkman	Antonio Dejesus	Gregory Odom	John Williams	Nicole Brehon
Ethel Batten	Odessa Andrews	Michael Rodgers	Mary Smith	Juan Deleon	Richard Otero	Nathaniel Williams	Carmen Georgescu
2014	Vanessa Barry	Steve Stein	Sharon Thomas	Jorge Downes	Anthony Palermo	James Winter	Professional Achievement
Joseph Felder	Ronald Cholewa	Michael Tartaro	Aaron Thompson	Gary Dubner	James Parziale	Brian Wyche	Shelly-Ann
Ophelia Mattison	Suzyn Federman-Gandle	John Wood	Lydia Trilla	Blanche Edmondson	Jerry Paul	Shawn Younger	Wilkinson
40 Years of Service	John Greenfield	2013	Deborah Urbina	Shurland Fortune	Nathan Pretlow	Special Achievement	Perfect Time and Attendance
2011	Lynda Honeghan	Michael Baker	Nykipatricia Wilson	Raul Franco	Robert Prisco	Volunteer Service	
Jesus Astacio	Camilla Kmiec	Joyce Barcliff	Keith Wroblewski	Calvin Guadeloupe	Jose Quinones	Michael Johnson	
Marvin Pomerance	Rochelle Lande	David Berger	Patricia Adams	George Harrison	Fernando Quintero	Karen Moye	
2013	Beverly Mann	James Carrero	Patricia Argueta	Diane Hines	George Ramirez		
Raymond Alequin	Daisy Parrilla	Brett Castro	Robert Avellanet	Luis Holguin	Camilo Rivera	Doctorate	
Denise Anderson	Joseph Tirella	Floyd Cohen	James Barksdale	Ansley Holmes	Jeffrey Robinson	Nancy Lam	
Cora Casey	Rita Weissberg	William Cora	Steven Basile	Samuel Izrizarry	Renee Robinson		
Ruth Harris	2012	Eugenia Damelio	Hector Bernal	Reginald Jenkins	Edwin Rodriguez	Master's Degree	
Mary Warren	Gary Andretta	Dennis Dubin	Frank Bowles	David Keitt	Franklin Rodriguez	Jenny Amaya	
Solomon Waserman	Kenneth Cox	Charles Friedman	Rodney Braithwaite	Steve Leary	Hector Rodriguez	Tajhma Carroll	
Norman Zabusky	Kevin Cropley	Doris Gentile	Philip Calandrillo	Alonzo Leflore	Joaquin Roman	Natasha Johnson	
2014	Tina Dickinson	Terrence Hall	Lynnette Carwin	Ronnie Lomax	Desmond Ryan	Elaine Kitt	
Minerva Cruz	Vance Francis	Leonard Matthews	Dudley Charles	Patricia McCombs	Ramon Santana	Tracey Williams	
Paul Derosa	Deborah Johnson	Vincent Mena	Antonio Colondres	Ernest McMickle	Louie Segarra		
Bat-Sheva	Robert Kamisaroff	Norma Negron	Luis Concepcion	Lourdes Medina-Younger	Addison Spruill	Bachelor's Degree	
Horodniceanu	Steven Martino	Ana Ortiz	Josue Correa	Edwin Mendez	Donald Stubbs	Tonya Cooper	
Deverla Parker	Mitchell Nat	Vincent Papia	Ismael Cruz	Shemette	Anthony Tinsley		
		Alan Pelikow	Pablo Cubero		Rafael Valentin		
		Harry Rivers			Wanda Washington		
					Ronald Weekes		

Next Generation NYCHA: First 100 Days

Marking NextGeneration (NextGen) NYCHA's first 100 days, Chair and CEO Shola Olatoye announced progress, major achievements and reforms since the Authority's 10-year strategic plan was launched in May. With increased transparency, infrastructure improvements, and stakeholder engagement, NYCHA is taking meaningful steps to change the way it does business and become a more modern, effective and efficient landlord to more than 400,000 New Yorkers.

"NextGen is about using every tool available to keep

NYCHA open for business—each strategy is about increased accountability, preservation and getting NYCHA's fiscal house in order," said Chair and CEO Shola Olatoye in a statement released to stakeholders, elected officials and media.

In September, resident and stakeholder engagement started at NextGen Neighborhood sites of Holmes Towers, in Manhattan, and Wyckoff Gardens, in Brooklyn. The initiative will generate revenue to reinvest into these developments by leveraging a 50-50 split of market-rate and affordable housing units

built on underutilized land on development grounds.

The Community Development Department collected feedback from residents at a series of visioning and other meetings while residents learned more about the new mixed-income housing. Residents provided input on the scope of the project and the way its revenue will be reinvested in their developments' existing buildings through major capital repairs, such as roofs, new kitchens or updated bathrooms.

NYCHA is providing unprecedented transparency in

tracking NextGen's progress. NYCHA's [Metrics Database](#) tracks repairs and program data by development; the Physical Needs Assessment summarizes existing building conditions at each development; Contract Disclosures detail all open capital construction bids from the past five years; and Award Results provide monthly updates on all contracts, proposals and bids.

"Over the past few months, we've seen considerable progress, and there is more work that must be done to become the landlords our residents deserve," Chair Olatoye said.

Intergovernmental Affairs Hosts Public Housing and Section 8 Workshop

Community liaisons for elected officials are often called upon by NYCHA's customers for assistance with the Authority's public housing and Section 8 programs. On September 30, almost 100 of these front-line aides to City Council Members, State Assembly Members, State Senators, and Congress Members filled the Ceremonial Room at 90 Church Street to learn more about NYCHA and its policies.

"NYCHA issues touch upon all levels of government and concern all people," Director of Intergovernmental Affairs Brian Honan told the guests, many of whom he and his staff know well from past interactions. The liaisons frequently call Intergovernmental staff, each of whom is assigned a borough or other area, for information or assistance.

"Folks often don't understand their rights and it's up to us — on both sides — to let them know," Mr. Honan said.

The presentation included an overview of NYCHA's programs and a profile of their customers. More detailed information was also included on the application process,

mental Office has been very responsive during the past year, but especially during the last few months [since new staff were added]," drawing applause from the audience.

“
NYCHA's issues touch upon all levels of government and concern all people...
It's up to us to educate people so they can make decisions that are good for them.
”

Brian Honan

Director of Intergovernmental Affairs

"It is good to reinforce things I knew and learn some things I wasn't aware of, such as what qualifies as an emergency, so I can give realistic expectations to my constituents," said Manuel Belliard, community liaison for Council Member Mark Levine.

In closing, Mr. Honan invited the representatives to contact him or his staff anytime, especially about reported instances that do not reflect NYCHA's policies or guidelines. "We will be your liaison to the Authority," he said.

transfers, the definition of family members, apartment repairs, the MyNYCHA app, and how NextGeneration NYCHA is preserving public housing by making NYCHA's operations more efficient and effective.

During the question and answer session that followed the formal presentation, Miguel Rondon, aide to State Senator Gustavo Rivera, remarked: "The Intergovern-



With Director Brian Honan are Intergovernmental Affairs staff (clockwise from top left) Jennifer Montalvo, Anella Tummings, Melissa Quirk, Annie McGee, Josephine Bartlett and Marcela Medina.

Customer Service Week

NYCHA took part in the City's celebration of Customer Service Week with a series of events from October 5-9 organized around the theme of **"Everyday Heroes."** Below are some highlights of activities throughout the Authority and ways that our employees were recognized by NYCHA and the City for their commitment to providing excellent customer service. Thank you to everyone who made this special week such a success.



From top above, employees on a Wellness Walk; Everyday Hero finalists; Everyday Hero winner Joyce Richardson-Winston with GM Kelly and HR Dir. Kenya Salaudeen; and Customer Service Training at Bronx Property Management Dept. Meeting.

Monday: Kick-Off

In an email greeting, Chair and CEO Shola Olatoye and GM Michael Kelly told staff: "Every employee at NYCHA has a 'customer' who depends on that employee to do a great job. Providing the best possible service ... is at the heart of our vision for NextGen NYCHA."

Teamwork Tuesday

We celebrated our collaborative relationships, and the vital role that teamwork plays in providing excellent customer service, with strategies to help us get the most from our teams. For example, make every team member feel valued and compliment your team on a job well done.

Wellness Wednesday

It's hard to provide excellent service when you're feeling tired and stressed. On Wellness Wednesday, stress management tips were shared to help take care of ourselves at work. For example, make a schedule to help keep track of your responsibilities and worry less!

Training Thursday

Employees tested their customer service knowledge by completing NYCHA's customer Service Webinar on NYCHA Connect's Customer Service Week page. You can find out more about professional development training and classes from ASK HR at 212-306-8000 or your supervisor.

Friday: Everyday Hero Award

The NextGeneration NYCHA Everyday Hero Award recognized employees nominated by their peers who make exceptional contributions to NYCHA and New York City communities. The award presentation, which was broadcast live on Periscope, had 221 viewers online, including 125 through NYCHA computers. In addition to winner Joyce Richardson-Winston (see below), there were eleven honorees, some of whom will be featured as NYCHA Notables in upcoming issues of *NYCHANow*.

Everyday Hero Award: Joyce Richardson-Winston, Housing Assistant at Whitman Houses, was chosen as the NextGeneration NYCHA Everyday Hero 2015 out of a field of impressive contenders. The 30-year NYCHA veteran met with General Manager Michael Kelly, Chair and CEO Shola Olatoye, and Human Resources Director Kenya Salaudeen; received excused time off, and was presented with an award a certificate and gift bag as prizes.

"Residents want to know that NYCHA cares about their concerns. When I recognize a resident at a development who I spoke with and ask if their issue was resolved, they really appreciate that," said Ms. Richardson-Winston.

Ms. Richardson-Winston was on vacation on the day of the award ceremony but that didn't stop her from viewing it on Periscope, along with 220 other viewers worldwide.

Secret Shopper Award

NYCHA staff were also recognized by the City for their customer service. Congratulations to **Victor Roman**, Housing Assistant in the Manhattan Property Management Department, and **Claudia Narroquin**, Community Associate in Mixed Finance, for receiving Secret Shopper Awards. Each year, the Mayor's Office of Immigrant Affairs, in conjunction with the Mayor's Office of Operations, conducts the Secret Shopper program to assess the quality of language services at agencies' public points of contact. "Undercover" customers who pretend to need language service assistance visit customer contact locations to rate their compliance with the City's stringent language access policy. In being selected for the Secret Shopper Award from among 200 customer service points throughout the City, Mr. Roman and Ms. Narroquin have done NYCHA proud!

NYCHA Celebrates Hispanic Heritage Month



City Council Member Ritchie Torres

Director of Emergency Services Erenisse Tavarez welcomed more than 100 employees from all walks of the Authority to the 2015 Hispanic Heritage Month Celebration, co-hosted by NYCHA's Department of Communications and its Hispanic Society in the Ceremonial Room on October 22.

Guests at the reception first enjoyed contemporary salsa music from Tres del Solar and authentic Latin cuisine by Sazon Perez, which put the celebrants in an appropriately festive mood.

"We're here tonight," Ms. Tavarez said, "because we're proud of the vibrant legacy

we've inherited. And we want to show our children the variety and beauty of the Hispanic culture, and inspire them to keep it going strong."

Recognizing an historic milestone in that legacy, Ms. Tavarez quoted from Pope Francis — the first Hispanic pope — who said, during his

Our Heritage, Building Our Future, 'is exactly what our NextGeneration NYCHA work is all about.' Noting that nearly half of NYCHA's households are of Hispanic heritage, and that Hispanic Americans have long made their mark in New York City, GM Kelly introduced illustri-

sent the Central Bronx's 15th District in 2013 and is still the Council's youngest member.

Mr. Torres spoke in personal terms about the impact of public housing on his own life and on the life of his family. Without public housing, he said, his family may well have been homeless.

"You can all take great pride that front-line workers are helping to preserve the greatest provider of public housing in the City and nation. On behalf of the City Council, I want to say thank you," he said. "You are truly doing God's work."



recent visit to the U.S., "You should never be ashamed of your traditions. Do not forget the lessons you learned from your elders, which is something you can bring to enrich the life of this American land."

General Manager Michael Kelly remarked that "this year's Hispanic Heritage Month theme, 'Honoring

ous former NYCHA resident and keynote speaker Council Member Ritchie Torres. As head of the Council's Public Housing Committee, Council Member Torres is a fierce advocate for public housing.

Raised in Throggs Neck Houses, where his mother still resides, Council Member Torres was elected to repre-



Hispanic Society Pres. Luis R. Gomez Jr. asked staff to call 212-613-7592 for membership information.

A Big Idea for Improving Supervisor-Employee Relations



Congratulations to **Kenneth Cox**, Administrative Staff Analyst in the Customer Operations Department, who is the winner of the fourth

What's the Big Idea contest. The Challenge Question concerned how to improve the relationship between employees and their supervisors.

Mr. Cox's winning idea is to initiate a training program that develops supervisors' skills to build and sustain strong relationships with staff that are fundamental to success at work. Mr. Cox believes that "In an environment of declining resources, supervisors must have the ability to motivate staff to perform even in adverse conditions."

The challenge question read, in full: "Taking into con-

sideration NYCHA's financial situation, what organizational tools or processes can NYCHA implement to ensure that employees and their immediate supervisors have a relationship that fosters employee engagement?"

Following up on repair requests for the Customer Operations Department, Mr. Cox recognizes the importance of communication skills in winning cooperation from staff and residents, who both experience stressful situations.

Mr. Cox noted the benefits of his own participation in motivational training pro-

grams that have enabled him to increase his awareness of NYCHA's organizational needs, and enhanced his own sense of well-being. The customized training program that he recommends would incorporate proven employee engagement principles.

Mr. Cox has volunteered to work with the Professional Development and Training team in the Department of Human Resources to develop and implement the training program. Although supervisors will likely be the target audience, the training will be available to all employees.

News to Use

National Retirement Security Week



From the NYC Office of Labor Relations Employee Benefits Program (www.nyc.gov/olr)

National Retirement Security Week (Oct. 18-24) was the first national event formally calling on all employees to take full advantage of employer-sponsored retirement plans. The New York City Deferred Compensation Plan, which consists of a 457 and 401(k) Plan, allows you to set aside pre-tax and after-tax (Roth) savings through easy payroll deductions.

As an employee at our workplace, you may already be participating in a defined benefit pension plan, which will provide you with a foundation once you enter retirement. And, you will also be eligible for Social Security benefits when you reach retirement age. But that won't be enough. You will need to add your own retirement savings in order to have enough income to live comfortably during your retirement years to fulfill your retirement goals. Experts advise that you will need from 80 percent to 100 percent of your current income to be able to maintain your lifestyle during retirement.

When it comes to saving for retirement, there is never a better time than today to assess your prospects toward meeting your goals. It is

important to begin saving today for retirement or consider increasing your Deferred Compensation contributions if you aren't meeting your goals. National Retirement Security Week is dedicated to showing you how important it is to meet your objectives by contributing regularly and investing wisely for the long term.

Here are a few simple steps you can take today so you will be prepared when it's time to retire:

- If you save just \$10 per week in your deferred compensation account for 40 years and earn an average rate of return of seven percent, you will have over \$100,000 in your account.
- If you are saving now and increase your contributions, you can really make a difference in your final total. Over 30 years, adding \$25 to your \$100 biweekly contribution can increase your account from \$264,327 to more than \$330,409 (assuming you earn seven percent).
- If you are eligible for the federal Saver's Credit, you can actually contribute to your retirement savings account and receive money back when you file your tax return.

Take advantage of National Retirement Security Week. Save now — your retirement future starts today.

IT Information Security Training is Coming



Dear NYCHA System Users,
NYCHA Information Technology (IT) is proud to announce its newly formed Cyber Security Education and Awareness program. This program will provide you with information and training on ways to protect sensitive and confidential information and alert you to the pitfalls of unsafe security practices.

Over the next few weeks, you will be invited, by email, to participate in cyber security exercises designed to give you the tools and knowledge to develop safe security habits at work and at home.

Please note that while we encourage participation during normal working hours,

your work priorities always come first. This invitation is neither a direction to make this training a priority nor is it permission to work beyond your ordinary work schedule. Only your supervisor can approve that.

Information security is everyone's responsibility and we are counting on you to help us secure our sensitive and confidential information. We ask that each of you be "on your guard" to prevent and report any security risks or incidents that you think could jeopardize confidential information or our systems and networks.

Report IT security incidents immediately to Information Security and Risk (InfoSec-Risk@nycha.nyc.gov) or by calling 212-306-8006 with detailed information, including your contact information. Incidents may also be reported to the NYCHA Service Center 7000 (svctr@nycha.nyc.gov).

Bob Marano

EVP & Chief Information Officer

Peter Mikoleski: The Man Behind the Lens



Senior Photographer **Peter Mikoleski** — the man behind the lens who has documented 33 years of NYCHA history — is in the frame in this photo, taken during the QWL Employee Recognition Awards ceremony

(see p. 1). With him is Millie Molina, DOC's Senior Manager for Events and Communications. For more than two-thirds of NYCHA's history, Mr. Mikoleski has been a familiar and welcome presence at NYCHA events and on-the-scene at almost every work location, capturing NYCHA's story as it unfolds. He is truly part of the history that he has preserved.