

NYCHA Holds Safety Symposium

"Today we are here for you," General Manager Michael Kelly told more than 350 property managers and supervisors, along with department directors and executive staff, at NYCHA's third Safety Symposium, hosted by the Office of Safety Security at Johnson Houses on June 18.

The symposium reported on the state of NYCHA's safety program, including the substantial progress made thanks to recent safety initiatives in reducing employee injuries.



Director of Safety and Security
Patrick O'Hagan

In addition to remarks on the status of NYCHA's safety program from Senior Vice President for Operations Brian Clarke, Teamsters Local 237 Safety and Health Coordinator Diane Stein and NYCHA's

employee Safety Associates, the agenda included an original play on safety themes written and performed by the Safety Associates. The program also featured focus group discussions led by Human Resources Deputy Director Cherry McCutchen.

NYCHA's Safety Associates are employees who volunteer to serve on borough Safety Congresses that identify and correct unsafe work practices and conditions. Earlier this year, a Safety Congress for Skilled Trades was also established.

The program concluded with recognition of eight NYCHA employees as Safety Leaders who have promoted safety practices in their respective areas (see p. 3)

The Right to Feel Safe

"Everyone deserves to feel safe at home and at work," GM Kelly said. "Keeping each other safe goes hand in hand with our service to residents—



Employees meet in focus groups to discuss safety concerns.

these aren't separate goals, but part of the same mission."

Citing the unprecedented collaboration between labor unions and NYCHA management, GM Kelly reported that "we collectively reduced injuries by seven percent last year over 2013. And we brought the injury rate down by nine percent."

One area of that collaboration is union participation

in monthly Safety Congresses during which NYCHA's Safety Associates report safety issues and identify unsafe conditions. This partnership helped NYCHA obtain a training grant for injury investigation from the New York State Hazard Abatement board.

Another initiative credited with reducing injuries is the "Make It Safe" program that empowers staff to stop work and immediately report unsafe conditions.

This year, NYCHA has earmarked \$1 million for personal protective equipment and established a Safety Unit to identify safety issues and recommend solutions. (cont. p. 3)

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And we brought the injury rate down by nine percent.
”

GM Michael Kelly

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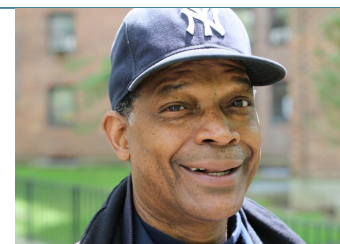
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Read about Mario Nelson's profile in *Humans of New York* on p. 5.

NYCHA Notes

Congratulations on the following recent appointments and promotions.



Sibyl Colon, formerly Administrator in the Manhattan Management Department, was promoted to Director of the Optimal Property Management Department (OPMOM). Ms. Colon is responsible for ensuring that the decentralized property management model adheres to all of NYCHA's standard operating procedures and quality standards while streamlining operations.



Darrell Laval, formerly Deputy Director in the Brooklyn Property Management Department, was promoted Director of the Mixed Finance Department. Mr. Laval is responsible for oversight of NYCHA's mixed finance portfolio, including the 21 federalized City and State developments. Mr. Laval also serves as chief liaison between NYCHA and the Mixed Finance Program's owner-investor, for profit partners, lenders and third party oversight agencies.



Erenisse Tavarez, formerly the Deputy Director of the Emergency Services Department, was promoted to Director of Emergency Services. Ms. Tavarez is responsible for the provision of emergency management, coordination and on-the-scene response to emergencies at public housing developments and other NYCHA facilities. ESD also coordinates a response to after-hours maintenance emergencies at public housing developments.



Robert Knapp, formerly Director of the Manhattan Management Department, was appointed Director for Heating and Management Services. Mr. Knapp is responsible for the oversight of all heating and maintenance operations at NYCHA developments and facilities within the five boroughs.



Conrad Vazquez, formerly the Director of the Emergency Services Department, was appointed Director of the Manhattan Property Management Department. Mr. Vazquez is responsible for the oversight of the daily operation and maintenance of all federal-aided public housing developments in Manhattan, including oversight of developments managed under contract with private management companies.

Frederick O'Reilly Hayes Award

The nomination and application period for the 2015 Frederick O'Reilly Hayes Prize, awarded to aspiring and emerging leaders employed by the City of New York, is now open. Designed to recognize innovative contributions to the delivery of public services by emerging leaders in New York City government, the award issues a cash grant of \$7,500 for an individual or \$15,000 for a team of two individuals.

The focus of this year's Prize will be on candidates whose job involves policy analysis and/or policy making in both line and central oversight agencies.

Anyone from inside or outside of City government with knowledge of the nominee's work may submit a nomination and self-nominations are also accepted. For additional information and to download an application form, visit [Citywide Executive Development Program](#). The deadline for the nominations and application is July 17, 2015.

Be Recognized for Your Achievements

If you want to be recognized with an **Educational/Professional Achievement or Volunteer Service Award** at the next Quality of Work Life (QWL) Employee Recognition Ceremony, you must forward a completed application form with required verification to the Human Resources Department by **July 31, 2015**. Your educational/professional achievement or eligible volunteer service must occur sometime between 2011-2014.

Application forms should be posted on area bulletin boards and/or located by timeclocks at all work locations. If you need an application form, ask your supervisor.

Please also encourage your eligible colleagues to apply for the award.

Additional information and the application form are available [here](#) or by calling ASK-HR at 212-306-8000.



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Safety Symposium (cont.)

Despite these efforts, GM Kelly noted that 200 staff are out daily due to injuries. In addition to protecting the welfare of employees and their families, reducing these injuries would alleviate understaffing, improve morale, and result in better service to residents.

During 2015, NYCHA will continue to provide additional training, safety audits and inspections, as well as safety plans developed by Location Safety Teams.

"We've got a big job to do and we've got to do it right," GM Kelly said. "And right means safe."

NYCHA's 2015 Safety Strategic Plan

The Authority's second agency-wide Safety Strategic Plan (SSP) was unveiled at the Safety Symposium. The purpose of the Plan is to provide common goals to foster a safer work environment. The following goals have been established:

- Conduct hazard assessments of each work location to identify opportunities for safety improvements.
- Increase safety communication within and across business units to identify and replicate best practices.
- Increase employee participation in workplace safety.
- Establish leading indicators of safety and corresponding goals for each division.
- Establish safety proficiency as a core component of professional development and performance evaluation.
- Increase employee preparedness for emergencies.
- Increase efficacy of accident/injury investigations.

The Plan also includes these four principles:

- Employee safety is the primary concern and cannot be compromised.
- Everyone is responsible and accountable for taking the necessary actions to provide a safe workplace.
- All employees are accountable for identifying and reporting hazards in the workplace.
- Collaboration with all stakeholders is critical to achieving a safe workplace.

To see the Safety Strategic Plan, please go to the Safe-NYCHA= page on NYCHA Connect or click [here](#).

The Chief Reports on Safety Symposium

The Chief-Leader, a weekly newspaper aimed at the City's civil service employees, reported on NYCHA's Safety Symposium in its June 22 issue. The "agency and the union that represents nearly 8,000 HA workers, Local 237, credited their collaboration for reducing the number of injuries over the last couple of years," paper said.

For the full article, click [here](#) or visit http://thechief-leader.com/news/news_of_the_week/housing-authority-union-cite-decline-in-injuries/article.



Safety Associate Laverne Jusino (with certificate) with (l-r) Office of Safety and Security Director Patrick O'Hagan, EVP & Chief Administrative Officer Natalie Rivers, Senior Vice President for Operations Brian Clarke, Senior Vice President for Operations Support Services Luis Ponce, and Teamsters Local 237 Safety and Health Coordinator Diane Stein.

NYCHA's 2015 Safety Leaders

Lorraine Aponte, Chief Caretaker, Claremont Consolidated
"for working with her supervisors as a Safety Associate, tackling safety issues and suggesting ways to prevent injuries"

Diane Babb, Caretaker J, Williamsburg Houses
"for ensuring that improper practices were raised and addressed"

Laverne Jusino, Caretaker X, Boston-Secor Houses
"for being an effective Safety Associate, regularly reporting safety issues to NYCHA and the union"

Juanita Pena, Caretaker X, formerly at Riis Houses
"for ensuring that improper practices were raised and addressed"

Thomas Puleo, Security Manager, Office of Safety & Security
"for work place violence prevention and training the Risk Assessment Teams"

Lamark Vaughn, Asst. Resident Building Supt., Tech. Svs.
"for his commitment to the safety of heating plant technicians (HPTs) in his sector"

Michael Wagoner, Administrator, formerly Queens/Staten Island
"for his support and assistance to Safety Associates"

Peter Whitley, PMS, Cooper Park Houses
"for his support of the safety program and his Safety Team"

Rental Assistance Demonstration Brings Hope to Far Rockaway Residents



General Manager Michael Kelly

More than 200 residents of Ocean Bay/Bayside Apartments and members of the Far Rockaway community attended a meeting held by Councilmember Donovan Richards and NYCHA on June 24 to discuss the benefits of HUD's Rental Assistance Demonstration (RAD) program. RAD enables public housing authorities to convert a select number of their traditional public housing units to a project-based Section 8 funding stream.

NYCHA has recently secured HUD's approval to convert approximately 1,400 units at Ocean Bay/Bayside

through RAD. The conversion, which would bring permanent federal funding for the affected units, would enable NYCHA to rehabilitate and preserve the entire 24-building development with 1,389 apartments that are over 50 years old.

In explaining NYCHA's need for additional funding, General Manager Michael Kelly remarked, "The path that NYCHA is on now is simply not sustainable for our residents or our organization. To overcome these challenges, we developed NextGeneration NYCHA, our 10-year strategic plan to ensure the future of public housing in New York and to create safe, clean, and connected communities."

RAD is one initiative to help NYCHA attain financial stability as outlined in NextGeneration NYCHA. The federal funding stream provided by RAD for Ocean Bay/Bayside would reduce the Authority's overall capital needs by nearly \$90 million. Ocean Bay/Bayside will have capital needs of over \$161

million over the next 15 years.

"We can't afford to do nothing," said Councilmember Donovan Richards, who thanked NYCHA for its efforts to secure additional funding for the development.

In addition to full rehabilitation of the development and a shift to a more stable federal funding stream, the Section 8 conversion will ensure permanent affordability for residents in the affected units, which cannot charge

with protections for public housing residents. Moreover, after one-year, all Section 8 residents have the option to relocate to any Section 8 housing in the nation.

"The residents seem to be receptive to the initiative because they know that it would bring a lot of improvements to the development," said Property Manager Tabia Heywot. Residents have heard about the kitchen upgrades, bathroom upgrades, new building entrances and lobby renovations, she said.

The June 24 meeting is part of a series of recent meetings with Ocean Bay residents. Additional meetings are planned to discuss such topics as job opportunities for residents through capital and repair work and the nature of the Section 8 voucher program.

NYCHA already manages the nation's largest Section 8 program, which provides approximately 220,000 people with federal Section 8 vouchers.



Residents asked questions at the meeting.

more than 30 percent of household income for rent.

Provisions of the program also ensure that rights of residents who choose to convert to Section 8 will remain in line

Working in the Dark and Saving Energy



Submitted by Supervisor of Housing Caretakers Elizabeth Diaz at Van Dyke Houses in Brooklyn.

Employees are used to doing more with less—but working in the dark is something new!

On June 19, the Mayor's Office of Sustainability and the Building Energy Exchange

asked NYCHA to join in Daylight Hour 2015. This event called for buildings all over the world to turn off the lights from 12:00 p.m. to 1:00 p.m. to save energy and reduce costs.

Always ready for a good story, NYCHA's Department of Communications asked employees to send in photos of work locations with lights off.

Taking a photo in the dark might seem like another crazy request from central office, but employees at Van Dyke Houses responded with typical

NYCHA ingenuity, providing an alternate light source for the photo.

Many other creative photos were also received. Thanks to everyone for responding to requests to participate in this worthy exercise and to help DOC document it.

By the way, in case you weren't told, it's okay to turn the lights back on.

NYCHA Notables

Maintenance Worker Mario Nelson



Mario Nelson, Maintenance Worker, LaGuardia Houses.

Kudos to Mario Nelson, Maintenance Worker at LaGuardia Houses in Manhattan, for telling New Yorkers and social media followers around the world about how he feels working for NYCHA.

When Mr. Nelson was approached in early June

during his lunch hour by photographer Brandon Stanton—creator of the popular photo-blog *Humans of New York*—he described the satisfaction he received from doing his job and the opportunities his employment at NYCHA has provided for his family.

“I was happy to do the interview,” said Mr. Nelson, who was pleased with the write-up that he later saw on the widely read blog, some of whose more than 6,000 interviews have been compiled in a book by the same title.

“I enjoy the work that I do and I was happy to have a chance to tell people about it,” he said. It gives me joy to see how it is appreciated.”

I do maintenance in the housing projects. I replace fixtures, do carpentry work, and fix electrical problems. I get a lot of joy from it. I love seeing how happy people get when they see that something is being done. My favorite is when I’ve fixed up an apartment for a new tenant. Sometimes the people moving in have been homeless, and they are so excited to have a home. The kids walk around the apartment with really big eyes, like: ‘We get to live here?’

I’d always wanted to be a teacher, but when my son was born I had to drop out of college and enter the workforce. I was depressed about it for a little while. It felt like my life was in vain. I watched my best friend finish college and become a teacher and a coach, which is exactly what I’d wanted to do. I was stuck working as a carpenter and doing odd jobs. But once my kids began to develop, it started to feel like my life had meaning again. Both of them graduated from college. And both of them are teachers now.

Mario Nelson
from *Humans in New York*

NYCHA tells its story to the public in many ways but Mr. Nelson’s account cannot be improved upon. He has

truly put a “human” face on NYCHA. See the full interview above.

NYCHA’s Running Team at the Corporate Challenge



Standing from left are: Tom Basic, Jeff Pagelson, Amy Stokes, Ramon Lugo, Patrick Young, Elena Trenchikova, Dennis Satlov, Nicole Ferreira, Larry Hilbert, and Peter Trifoli. Nealing from left are: Bob Nordman, Lindsay Haddix, Rico Velez, Zahra Mollaahmad, and Lee Trotman.

NYCHA’s Running Team turned out in force at the 39th Corporate Challenge run in Central Park on June 4. Led by veteran team captain Bob Nordman, 15 staunch

members participated in the 3.2 mile race, sponsored by JPMorgan Chase to raise funds for the preservation and maintenance of Central Park. Marathon runner Bob

Nordman and triathlete enthusiast Ramon Lugo found the NYCHA team spirit and weather perfect for the evening run that celebrates fitness, camaraderie and a healthy measure of competition.

Larry Hilbert, on his first outing at the event, was the team’s first finisher, clocking in at 21:59 minutes. Jeff Pagelson, who was described as “running like a roadrunner past numerous racers,” did his personal best this year. And Nicole Ferreira who was seen “running with NYCHA pride” also put in a strong performance.

“I was originally planning to stroll, as I am not a runner,” said first-time participant Elena Trenchikova. “But I was taken by the energy and end-

ed up running the entire race. I definitely recommend others to join us next year,” she said.

“I was very excited when I joined NYCHA in December 2014 and learned that NYCHA participates in the race,” said Lindsay Haddix. “It was a great opportunity to get to know other employees while supporting a good cause.” Lindsay ran the entire race with Amy Stokes, “chatting the whole time.”

Congratulations to all the NYCHA runners at the event and special thanks to captain Bob Nordman who helped collect runners’ comments by emailing them from Alaska—where he and his son were preparing to run the Anchorage Marathon the next day.

Let us know about your noteworthy personal or professional accomplishments at NYCHANow@nycha.nyc.gov or as indicated on p. 2.

REES Honored as Exceptional Employer

Brooklyn Workforce Innovations (BWI), an organization that helps unemployed and working poor New Yorkers gain access to careers, honored NYCHA's Resident Training Academy (NRTA) and the Department of Resident Economic Empowerment and Sustainability (REES) with the Exceptional Employer Award on Monday, June 11.

Accepting the award at its annual gala on behalf of REES, General Manager Michael Kelly said, "It's an honor to be acknowledged for the work we do in the NYCHA Resident Training Academy, which prepares our residents for careers with NYCHA. Programs like the Resident Training Academy provide the blueprint for the next generation of job training services on the horizon."

General Manager Kelly also thanked the REES team for the important work they

do for residents. REES staff in attendance (from left in photo) included Eileen Cepeda, Zone Coordinator;

NRTA has graduated more than 1,100 residents since it began in 2001; 86 percent of the residents who started

in the City, including BWI and the NYC College of Technology. Through NRTA, residents have received training in construction, janitorial services, and pest control.

REES staff provides job placement assistance for successful graduates; 89 percent of graduates have been placed into jobs as caretakers, pest control technicians, and maintenance aides, and in various construction-related positions with NYCHA contractors and affordable housing developers.

NRTA trainings are designed not only to prepare residents for entry-level employment, but to assist in developing career plans that will lead to long-term employment, promotions, and increased wages. REES is currently recruiting for NRTA's 2015 Construction class. For more information, visit opportunitynyc.org.



General Manager Michael Kelly and REES Staff accept Brooklyn Workforce Innovations' award.

Sideya Sherman, Director of REES; Gemma Thomas, Training Academy Manager; and Jackie Pimentel, Training Academy Specialist.

the program have completed the training. The program is a partnership between NYCHA, Robin Hood, and some of the leading employment trainers

REES Assistant Director Graduates from Leadership Academy



Shanna Castillo

REES Assistant Director Shanna Castillo was honored as a graduate of the City's Leadership Institute at the Executive Development Recognition Ceremony held at One Police Plaza on June 17. The highly-competitive Institute prepares mid-level executives to be

innovative leaders for the City of New York.

"Shanna is an exceptional leader and the REES team couldn't be more proud of her accomplishments," REES Director Sideya Sherman said. "I'm excited to see her apply lessons learned from the Leadership Institute, which is focused on strategic organizational change, to help REES and NYCHA address the challenges and opportunities that lay ahead."

Ms. Castillo, who has been with NYCHA since 2012, participated in the Institute from October 2014 to February 2015. Some of the sessions included, "Communicating a

Vision for Change," "Leading a Multigenerational Department," and "Using Data for Strategic Change." These lessons were useful, she said, "given the position that NYCHA is in currently with the launch of NextGeneration NYCHA and REES's relatively new Zone Model approach of service coordination with outside partners to support residents to increase their income and assets."

Ms. Castillo was also impressed with the facilitators of the program, experts from the public, private, and non-profit sectors, and with her fellow graduates, who represented a host of City agencies. The only

NYCHA employee in the class of 2015, Ms. Castillo wants to encourage other NYCHA managers to apply for the program because she thinks it would be beneficial to the Authority.

"In addition to learning tools to help me in my position at REES, it was really great to get a broader idea of what is going on in the City as a whole and learn how we can all work better together," Ms. Castillo said. "And it's great to see the amount of talent the City attracts."

For more information about The Leadership Institute, visit http://www.nyc.gov/html/dcas/html/employees/leadership_institute.shtml.

An Interview with OPMOM Asset Manager James Artis



Asset Manager James Artis

James Artis was a property maintenance supervisor at Gompers Houses before his promotion to asset manager in the Optimal Property Management Operating Model (OPMOM) pilot. Asset managers work collaboratively with OPMOM property managers (PMs), offering a broad range of administrative, management and technical support, and sharing best practices

based on resources in their geographic area.

One of three asset managers, Mr. Artis works with PMs in the Bronx at Melbrook, Melrose, Mott Haven, Mitchell and Paterson Houses. Here is some of what he had to say.

What's it like adjusting to your new position?

Learning the five developments in my area was my first challenge. Also, I have to remember not to be hands on anymore. The OPMOM model requires me to act like a coach but the property managers make their own decisions.

What kinds of issues have the PMs raised?

In our weekly meetings, we've discussed issues like multiple requests for reports, scheduling skilled trades work, and coordinating repair work with

Resident Engagement.

Have you made changes?

Yes. I decided to sign off directly, instead of the borough, on some administrative forms like personal leaves and tenancy actions and to route other reports more efficiently to eliminate multiple requests. Reducing paperwork for PMs means more time for customer service.

I've also encouraged PMs to work more closely with the Planning Unit to schedule work at one apartment sequentially—for example, first a plumber to fix a leak, then plasterers, carpenters, and painters. And we spoke about working closely with Resident Engagement staff to communicate more effectively with residents to ensure that they are home for scheduled repair calls.

Working like this improves

customer service and also helps NYCHA operate more efficiently, so it's a win-win.

What's the PMs response so far to OPMOM?

I think they're liking it because as soon as issues come up, we can brainstorm together to find solutions.

And how do you feel about OPMOM so far?

I've always wanted to empower my staff because I feel that the decisions they make will be the best ones for their locations. I want to build an atmosphere conducive to team work, and I feel that we are all making good progress.

I began at NYCHA 20 years ago as a Work Experience Program participant and having an opportunity like this reaffirms my belief that hard work and determination equals success.

Request for Proposals Released for Affordable Housing on NYCHA Properties

On July 1, NYCHA released the "Request for Proposal" (RFP) for potential developers to expand 100 percent affordable housing opportunities at three NYCHA developments, including Ingersoll (Fort Greene, Brooklyn), Van Dyke (Brownsville, Brooklyn) and Mill Brook (Mott Haven, the Bronx.) The plan to create affordable senior and family housing on underused NYCHA property was the outcome of an extensive and meaningful planning process with hundreds of residents and community advocates.

The proposal advances the goals of Mayor Bill de Blasio's Housing New York plan to build or preserve 200,000

affordable housing units over the next ten years. It also helps achieve NYCHA's commitment to contribute 10,000 of those affordable units within the decade as part of Next-Generation NYCHA, the Authority's 10-year strategic plan.

"We must use every tool at our disposal to preserve public housing and create more affordable housing opportunities for seniors and families that are trying to make ends meet while living in the City they are proud to call home," said NYCHA General Manager Michael Kelly. "By taking a thoughtful approach to how we use NYCHA property, we can create more affordable housing options for residents

and New Yorkers."

Through the RFP, the City has invited developers, including non-profit entities and M/WBE firms, to submit proposals for the design,

“By taking a thoughtful approach to how we use NYCHA property, we can create more affordable housing options for residents and New Yorkers.”

”

GM Michael Kelly

financing, construction, and operations of 100 percent affordable new housing at the developments. For the purposes of this RFP, affordable is considered a senior or family household earning less than 60 percent of the Area Median Income (AMI). The proposed developments will be 100 percent affordable and seek to reach households at lower AMI levels.

NYCHA will retain rights to the land developed through a long-term ground lease, provide critical oversight to the project, require developers to train and hire NYCHA residents, and proactively engage residents on a regular basis as the project moves forward.

News to Use

Come Join the Fun on Instagram



NYCHA has launched its own account called @nychagram on Instagram, the popular picture sharing platform for social media where photos are tagged by category with hashtags.

"We're excited about the

Summer Attire

Employees who serve in titles which require uniforms must wear them during work hours. All other employees are expected to dress in a manner that is appropriate for a business environment. All clothing worn during business hours should be neat and clean in appearance.

Extremely informal and/or clothing that reveals your cleavage, back, stomach or underwear may not be worn during work hours. These include but are not limited to

account, launched last month by DOC's digital communications team," said Interim Digital Communications Manager Thomas Ngo. "We think it will be a great way to engage employees, residents and community members on Instagram, and to share the work of NYCHA's photographers and followers."

To participate, employees can tag their post with #nychagram for possible posting on NYCHA's account.

Past heavy engagement events

have included the Carmelo Anthony Basketball Court dedication at Monroe Houses in the Bronx and the NYCHA Talent Show.

So what are you waiting for? Join the conversation on Instagram about NYCHA and the communities it serves.

shorts, halters, midriff tops, and ripped clothing. Employees must also be sensitive to our diverse environment, and therefore refrain from wearing clothing which displays messages that may be viewed as offensive by others.

Adhering to these guidelines will support the Authority's efforts to maintain a productive and professional work environment.

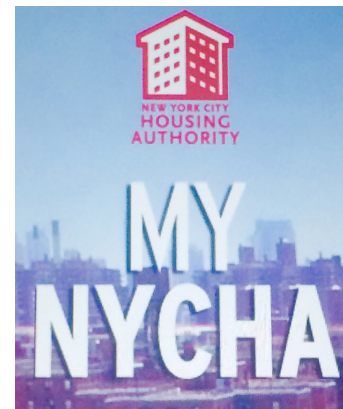
Thank you for your cooperation.

MyNYCHA App Arrives Soon

A major upgrade in customer service is scheduled to roll out this summer with MyNYCHA, an "app" that will enable public housing residents to create, submit, view, track, and update maintenance service requests. Along with increasing customer convenience, the app will also reduce call volume to the Customer Contact Center.

Residents can also sign up on the MyNYCHA app for email notifications about elevator, gas, heat, and hot water outages in their developments, as well as notifications concerning NYCHA programs and job opportunities. The app also lets residents view their scheduled inspections, provide direct feedback to NYCHA, and get repair and app help.

Residents will be able to download MyNYCHA on their smart phones and tablets for free through either Apple's App Store or Android's Google Play Store. The app is part of NextGeneration NYCHA's pivot towards digital



services, which will allow NYCHA to operate as a more efficient and effective landlord. Approximately one-fourth of NYCHA employees are public housing residents.

Presently in testing at NYCHA offices, MyNYCHA was developed by IT Project Manager Aaron Traurings, with app programmer Mark Lontsman, app designer Jacqueline Broner, and app architect Rajat Lala. Anthony Porcelli, Deputy Director in the Office of the Senior Vice President for Operations, served as subject matter expert.

NYC Employee Assistance Program

The NYC/EAP is a professional service for City employees that provides free, confidential assistance to employees and their family members with a wide range of personal and social problems. Areas of service include marital or family conflict, mental or emotional stress, problems with alcoholism and substance abuse, elder care, child care, financial problems, and traumatic events. Assistance is provided through information, counseling and individualized referrals.

NYCHA employees and their family members can receive services by calling 212-306-7660 or by email at eap@olr.nyc.gov. NYC/EAP is located at 250 Broadway, 28th floor, New York, NY 10007. Additional information is available on the NYC/EAP website.