

NYCHA Closes First RAD Agreement Bringing Repairs to 3,700 Residents



Ocean Bay (Bayside) Apartments Tenant Association President Lolita Miller

On December 30, 2016, NYCHA closed a groundbreaking agreement under the Permanent Affordability Commitment Together (PACT) program to bring significant financial resources and desperately needed renovations to the Ocean Bay (Bayside) Apartments in the Rockaways. PACT is New York City's implementation of the federal government's Rental Assistance Demonstration (RAD), which includes collaboration between NYCHA, residents, and community and housing advocates. The Ocean Bay PACT initiative is the first RAD agreement in New York City and will create a new public-private partnership to generate funding to keep families in their homes and

improve residents' quality of life. NYCHA will retain ownership of the property, ensuring the units stay permanently affordable and guaranteeing the developments can never be

privatized.

On January 18, NYCHA was given the green light to proceed with renovations at Ocean Bay (Bayside) with the approval of more than \$200

This PACT agreement will provide \$325 million for NYCHA to make needed repairs at Ocean Bay (Bayside).

million in state-issued bonds to pay for necessary repairs to elevators and heating systems as well as new roofs and security systems. This marks an important milestone in NYCHA's use of new funding sources, including public-private partnerships to create safe, clean, and connected communities as part of NextGeneration NYCHA, the Authority's 10-

year strategic plan.

After decades of federal and state disinvestment, NYCHA faces a severe financial crisis with \$17 billion in unmet capital repair needs. This PACT agreement will provide \$325 million for NYCHA to make needed repairs at Ocean Bay (Bayside) including extensive capital improvements.

"Families depend on NYCHA to make necessary repairs and protect public housing for future generations," Chair & CEO Shola Olatoye said. "Through PACT, we will strengthen and preserve almost 1,400 permanently affordable housing units for

cole Ferreira, who led NYCHA in the closing. Ms. Ferreira also played a leadership role in extensive community engagement to gain resident input and support for the program, which will generate \$60 to \$80 million annually toward NYCHA's operating costs.

"Our team worked extremely hard on this transaction and I am proud of them," she said.



Funding is on the way for repairs and renovations at Ocean Bay (Bayside) Apartments.

"We need these changes," said Ocean Bay (Bayside) Tenant Association President Lolita Miller, who participated in all of the roundtable discussions with NYCHA.

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Housing Assistant Thomas Osei

Find out how Housing Assistant Thomas Osei helped more than 1,200 school children in Ghana. See page 2.

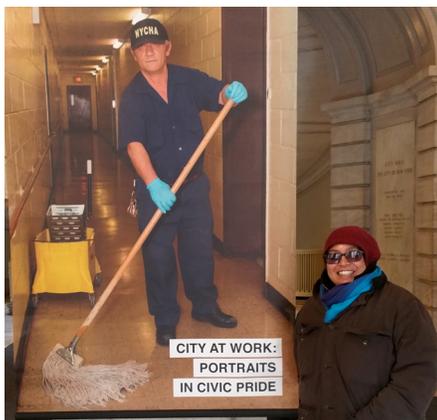
NYCHA Notes

Toy Drive Makes Holidays Merrier



Twenty volunteers from NYCHA's employee associations, the Department of Community Engagement and Partnerships, and the Office of Intergovernmental Relations joined with volunteers from Hillsong Church on December 21 to help Santa distribute gifts to more than 150 children living in NYCHA developments. A toy drive spearheaded by Marcela Medina, in Intergovernmental Relations, and Alicka Ampry-Samuel, Community Engagement and Partnerships, collected than 1,750 presents donated by NYCHA employees, Health First, Caribbean American Center, the NYC Department of Youth and Community Development and Hillsong Church.

DOC's Leticia Barboza Featured in City Hall Exhibit



NYCHA photographer Leticia Barboza stands with her portrait of Caretaker Pellumb Skenderi in the "City at Work: Portraits in Civic Pride" exhibit in City Hall.

Congratulations to Department of Communications' photographer Leticia Barboza, whose photograph, at left, is featured prominently in the "City at Work: Portraits in Civic Pride" exhibit in City Hall. The images of City employees and residents provide a collective portrait of the individuals that City Hall and its agencies advocate for on a daily basis.

Thomas Osei Helps Hometown Kids in Ghana



Housing Assistant Thomas Osei with children in front of a library he raised funds to build in Kumasi, Ghana, so that children could have books and encouragement to succeed in school.

For almost 10 years, Thomas Osei, a housing assistant at Butler Houses, has been working with a friend in Ghana to build and supply books for a library in his hometown of Kumasi, the nation's second largest city. Completed in 2008, the library now contains almost 5,000 books and is visited yearly by approximately 1,200 school children ages 8-15.

Without the assistance of a foundation, patron or other funding source, Mr. Osei has worked to build his dream brick by brick and book by book, visiting Ghana only a few times, most recently last year.

"Education is important," says Mr. Osei. "I want to encourage the children to

stay in school. This is why I'm also sending school supplies, because it is my joy to see these children do well."

When Mr. Osei visited the library last year, he met with young people now attending technical college with the help and encouragement they received from his project.

Mr. Osei now wants to provide more school supplies and books for the library, which has become a vital resource in his hometown. This time, he is reaching out for assistance through a new and popular funding source: crowdsourcing.

To find out more or contribute to this project, go to <http://gofundme.com/2ey-br4ws> and put "Thomas Osei" in the search box.

Chanukah Celebration

Batei Tsubur, the organization of Jewish employees at NYCHA, held its annual Chanukah celebration on December 28, 2016, beginning with the lighting of the Chanukah menorah.

Batei Tsubur president Alan Pelikow recalled the two miraculous events that the holiday commemorates: the unlikely military victory of a small band of Jews against



Councilmember Chaim M. Deutsch (left) at the Chanukah celebration

rulers that wanted to eradicate Judaism, and how one

(cont. p. 4)



New York City Housing Authority
Department of Communications
250 Broadway | 12th Floor
New York, NY 10007

212-306-4384
NYCHANow@nycha.nyc.gov

Tischelle George Receives Highest Public Service Award

Tischelle George, Assistant Director for Asset Building and Financial Literacy in the Department of Resident Economic Empowerment and Sustainability (REES), was honored on December 7 with the prestigious One Hundred Year Association's 2016 Issac Liberman Public Service Award. She attended the ceremony at Carnegie Hall with two NYCHA-CUNY Scholars, Ebony Johnson and Jazmyn Smith, as well as Sideya Sherman, Executive Vice President for Community Engagement and Partnerships. The premier award for career public servants recognizes Ms. George for dedication to her work well beyond the demands and scope of her assigned duties.

REES Director Shanna Castillo described Ms. George, a 10-year NYCHA employee, as a "passionate public servant who works to increase access to financial counseling and asset-building resources for public housing residents." During her tenure at the Authority, Ms. George has been instrumental in the creation of the NYCHA-CUNY Resident Scholarship Program by building fundraising partnerships with elected officials. She now administers that program as well as REES' financial empowerment initiatives, and dedicates "countless hours of her personal time to men-



Public Service Award winner Tischelle George (with certificate), with EVP for Community Engagement and Partnerships Sideya Sherman to her left, and NYCHA-CUNY scholars Ebony Johnson and Jazmyn Smith at far left and right, respectively.

toring sessions for scholarship winners," Ms. Castillo noted.

Truly going above and beyond, Ms. George donated her entire financial prize to NYCHA's Fund for Public Housing in honor of the late Regina A. Figueroa, a NYCHA employee and resident and a CUNY student. The CUNY Scholars' Regina A. Figueroa Memorial Scholarship is awarded to exceptional NYCHA residents with disabilities who are enrolled at CUNY colleges.

"I'm happy to support the Fund—it's hard to ask others to give to support something when you haven't done so yourself," Ms. George said. "The award money really belongs to the students, because I wouldn't have earned that recognition if it weren't for them pursuing their dreams and trusting that folks like me at NYCHA can actually help to get them there."

The Hundred Year Association award ceremony also honored Leonard Margolis, son of Roman Margolis, Assistant Manager in the Applications and Tenancy Administration Department, with an E. Virgil Conway College Scholar Award for outstanding academic achievement, demonstration of leadership, and community service. The award is designated for eligible children of permanent civil servants.

NYCHA Closes First RAD Agreement (cont.)



A resident provides input and gets her questions answered at a RAD meeting held at Ocean Bay (Bayside) Apartments.

"I look forward to working with NYCHA as they improve thousands of properties throughout New York City, and will continue to work with my colleagues in the Senate to ensure that vital programs like RAD continue to be supported," said U.S. Senator Kirsten Gillibrand.

"As a former resident of NYC public housing, I know first-hand how truly important RAD is for so many New Yorkers," U.S. Representative Gregory Meeks said. "Through this public-private partnership, 1,400 units in

Ocean Bay Apartments will be renovated, improving the living conditions of thousands of my constituents. I will continue to work with NYCHA and local officials to ensure RAD's implementation makes public housing a viable option for New York families who've often felt squeezed by the City's evolving economy."

RAD is a federal program created under the Obama Administration in 2011. Under RAD, NYCHA and public housing authorities nationwide can protect long-term affordability of apartments

that are in need of renovations and financial support. RAD enables public housing agencies to shift units funded by HUD's Public Housing program (under Section 9) to a long-term contract under Section 8. By stabilizing federal funding under a long-term contract, RAD attracts new investment to public housing. It also ensures developments will be kept permanently affordable, residents retain their public housing rights and the public housing authority retains ownership interest in the property.

We Are #AlwaysNewYork

A Message to Immigrant New Yorkers from Mayor de Blasio and Speaker Mark-Viverito



Michael Appleton/Mayoral Photography Office

Mayor Bill de Blasio at historic Cooper Union in Manhattan on November 21, 2016, where he expressed New Yorkers' shared values as a city with "room for everyone."

In keeping with New York City's historic role in welcoming and supporting immigrants to our shores, Mayor Bill de Blasio and City Council Speaker Melissa Mark-Viverito have issued the following statement:

"During these uncertain times we must remind ourselves of who we are as a city, and hold steadfast to our values. Hard work, respect and unity during times of adversity define us as New Yorkers and that will not change, no matter who is president. Our commitment to standing with and protecting our immigrant communities is stronger than ever. As always, the City of New York is prepared to defend and pro-

tect our immigrant brothers and sisters. We will never turn our back on you."

Resources for New York City Immigrants Protection from Discrimination

New Yorkers have the right to be free from unlawful discrimination, retaliation, and harassment in the workplace, housing and public places. To file a complaint or learn more, call 311 or the NYC Commission on Human Rights at 718-722-3131.

Immigration Legal Help

Free, safe immigration legal help is available through ActionNYC. Call the ActionNYC

NYCHA Notes (cont.)

flask of pure oil that should have burned for just one day instead lasted for eight days.

For this reason, the Chanukah menorah is lit for eight nights "reminding us to lift the darkness of today's world with an act of kindness and goodness," Batei Tisbur member Daniel Mahpour later explained.

Guest speaker Chaim M. Deutsch, New York City Coun-

cilmember representing the 48th Congressional District in Brooklyn, encouraged Batei Tisbur members and guests to make a positive impact in the world by focusing on how to improve the lives of their family, friends and co-workers.

For membership information, please contact Shie Morozow at Shie.Morozow@nycha.nyc.gov.

hotline at 1-800-354-0365 during business hours Monday through Friday.

Beware of unlicensed immigration service providers who take advantage of their customers. Get help only from a trusted, licensed attorney or accredited representative. For questions about this, call the New Americans Hotline at 1-800-566-7636 from 9 a.m. to 8 p.m. Monday through Friday.

Public Safety

The City does not conduct immigration enforcement. The NYPD does not ask about the immigration status of crime victims, witnesses, or other

people who ask for help.

IDNYC

IDNYC is the City's identification card for all New Yorkers. IDNYC does not collect immigration status information, and we keep applicants' information confidential. The City will protect IDNYC information to the full extent of the law.

Adapted from the NYC Mayor's Office of Immigrant Affairs. Visit nyc.gov/immigrants for more resources, call 311 for more information, or call the Mayor's Office of Immigrant Affairs at 212-788-7654.

Hate Speech Has No Place at NYCHA

As of mid-December, the Southern Poverty Law Center had tracked 1,100 hate crimes since the November 2016 election. Though the frequency has dropped since then, that number is five times the number of hate crimes that followed President Obama's election. The number of recognized hate groups has also risen since the election. The Law Center believes that hate crimes will again escalate following Donald Trump's inauguration.

Mayor Bill de Blasio has stated that New York City has a "special obligation" to set an example for the rest of the country when it comes to tolerating and embracing differences: "We have a chance to show the people of our nation a way forward. There's eight and a half million of us. We have a thriving economy, so much opportunity. We don't live in perfect harmony, but we've learned how to live and let live."

Several NYCHA buildings were recently defaced with derogatory symbols. The Housing Authority stands united with employees, residents, and other New Yorkers in saying that these acts of hate have no place in our community. These incidents are being aggressively investigated by the NYPD with the full and complete support of NYCHA. Anyone with information related to these incidents is encouraged to contact the NYPD at 1-800-577-TIPS.

If you or someone you know is the victim of a hate crime, contact 911 immediately. If you have questions about hate crimes, contact the NYPD's Hate Crimes Task Force at 646-610-5267 and the District Attorney's Hate Crime Hotline at 212-335-3100.

Employee Voices: Connecting Residents to Community Resources

by Sybille Louis, Director for Performance Tracking & Analytics



Sybille Louis, Director for Performance Tracking & Analytics

NextGeneration NYCHA mandates the use of data to support decision making and help NYCHA become a more transparent organization. The Performance Tracking and Analytics Department (PTAD) has taken a critical role in supporting the Next Generation NYCHA goal of operating as an efficient and effective landlord. Our mission is to provide performance management and business analytic support that helps NYCHA's executive staff and departments successfully execute long-term strategic goals and achieve day-to-day operational effectiveness and efficiency.

PTAD, along with IT, developed the Performance Tracking Dashboard to replace the existing Executive Information System, which has become obsolete, with a best-in-class solution for enterprise reporting which is fully interactive, actionable, and includes a rich variety of visualizations. It is based on Oracle Business Intelligence Enterprise Edition.

The dashboard consists of a home page to help NYCHA

executives and staff quickly gauge NYCHA's performance in key operational areas such as work orders, rent collection, elevators, etc. The additional tabs provide detailed information on various performance indicators. Users have the ability to view point-in-time and trend data and drill down to the data along organizational and other management lines.

Data from the dashboard can be easily exported to Excel, Power Point, PDF and other data formats for analysis and sharing with others as a management tool. Staff at all levels of the Authority is quickly able to identify and investigate problem and opportunity areas, and use data to drive decision making and the deployment of scarce resources.

One of the most requested

indicators is the service level for maintenance and skilled trades work orders. How long does it take NYCHA to respond to work orders? Staff can easily find the answer by logging on to the Performance Tracking Dashboard found under "Apps" on the NYCHA employee portal: <http://connect/>.

The user is prompted to enter their user ID and password to access the dashboard. The service level report is located on the "Service Level" tab.

The below screen capture from the Performance Tracking Dashboard shows the top five categories of open work orders at NYCHA as of January 23, 2016. Together, these top five categories represent 60 percent of all open work orders. The category of Paint has the highest number of

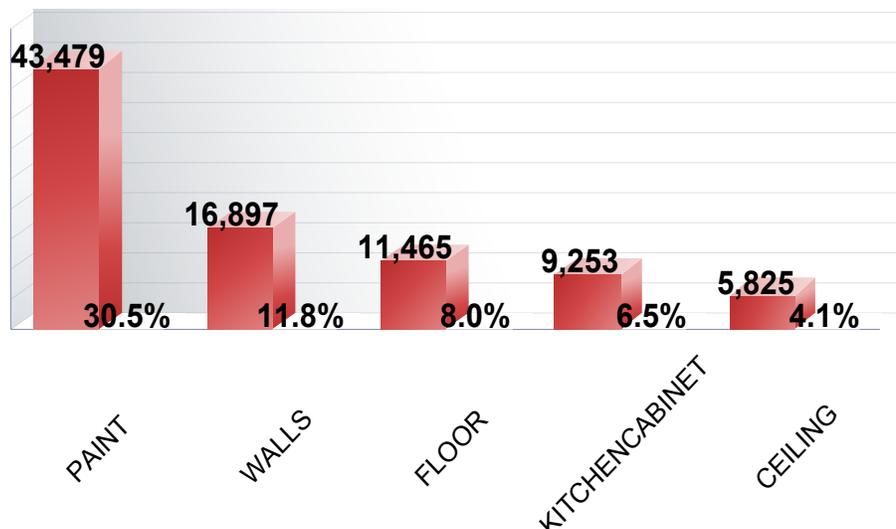
open work orders with 43,479 and represents 30.5 percent of all open work orders. Rounding up the top five are work orders related to ceiling.

Staff are also able to obtain the details on the specific work orders on the dashboard. All reports default to the NYCHA overall numbers for the latest month available, but users have the ability to select the month they are interested in as well as the organizational unit: NGO vs. Pre-NGO, borough, regional asset manager, consolidation ("Managed By"), and development.

We especially encourage property management staff to check out this report and give us feedback. We would love to hear from you! Please contact PTAD at 212-306-3701 or Sybille.Louis@nychanyc.gov.

This is one of many reports available on the Performance Tracking Dashboard. You can customize any report to meet the specialized needs of your department.

Top Five Categories of Open Work Orders



NYCHA Provides Training on Recycling



Project Manager Elena Tenchikova provides information on the recycling initiative in training classes for property management staff who are now implementing NYCHA's recycling program.

NYCHA recently crossed one major item off its New Year's resolution list: bring recycling bins and Department of Sanitation (DSNY) recycling pickup to every single development.

NYCHA achieved this milestone in December 2016, giving more than 400,000 residents the ability to foster a healthier, cleaner, and greener planet by recycling.

As part of NextGeneration NYCHA efforts to create safe, clean, and connected communities and transform the Authority into a more sustainable organization, NYCHA launched an intensive and comprehensive recycling implementation plan in February 2015, starting with two developments. Since then, staff has worked with residents and partners like DSNY, GrowNYC, Green City Force, and NYC Service to bring recycling to all 328 developments.

In addition to installing about 1,500 recycling bins (and 800 concrete pads to support them), Project Manager Elena Tenchikova and her team coordinated training for more than 1,400 employees, from front-line staff to borough management, about recycling procedures. They

engaged nearly 12,000 residents at every development through recycling kick-off meetings and special events, including those specifically for youth and seniors. Chair Shola Olatoye and DSNY Commissioner Kathryn Garcia starred in an educational video shown in taxis about the initiative. The initiative was also featured on NYCHA's website, in *The NYCHA Journal*, this newsletter, and in mailings to every NYCHA household.

Joy Junious, a resident of Brownsville Houses and an [Environmental Ambassador](#) who spreads the word about the recycling program to her neighbors, said: "My goal is to make [my neighborhood] a better place, make it cleaner and more visually appealing for current and future generations. Recycling and healthy environments go hand in hand, and with proper trash disposal, you see the benefits immediately."

Staff training and resident engagement are ongoing to raise awareness about the importance of recycling and how it's done.

New Exterminator Services Program

To improve service to our residents and reduce rodents, NYCHA is reinstating routine extermination treatments on a quarterly basis, beginning January 23, 2017. Routine apartment extermination will treat "wet" areas, such as the kitchen and bathroom(s). As part of this initiative, NYCHA will schedule comprehensive building "clean-out" extermination treatments. A clean-out is a thorough extermination of the building that focuses on treating every apartment, as well as common areas, basements, and grounds. All work will be tracked electronically on handheld devices.

To ensure that staff are ready to support this important initiative, Operations and IT are training every exterminator. The training will provide an in-depth program overview and cover how to conduct routines and clean-outs on the handheld device. In addition, Operations is training property management staff on their role and responsibility in implementing the program. The training will outline steps on how to plan for the clean-outs, prepare for the day of the treatment, and manage post-treatment activities.

Action Plan for Property Management Staff

How to Prepare for Extermination

Please ensure for the following prior to extermination:

- Adequate supplies are on hand;
- Lighting in the basement is in working order;
- All stoppages have been cleared and spaces have been cleaned;
- All rooms are clean and accessible for treatment;
- Distribution of notices to residents for routines, including posting them in all buildings (in lobbies and on each floor);
- Sign-ins and sign-outs by exterminators when keys are issued and returned; and
- Access for exterminators to all rooms for treatment.

Following Extermination

- Do not move bait stations.
- Alert Pest Control Unit when bait stations are damaged or need replacement.

How to Keep Your Workplace Pest-Free

Following are some actions that property management staff should take to keep their workspace pest free:

- Keep offices and other locations clean and dry, especially kitchen areas;
- Keep food in sealed containers;
- Keep counters and sinks free of food and water residue;
- Don't leave dirty dishes in the sink; and
- Reduce clutter.

The following points apply to garbage areas:

- Keep garbage in sealed bags or containers;
- Rinse recyclables before throwing them out in designated bins;
- Recycle piles of newspapers, paper bags, and cardboard;
- Dispose of dead vermin immediately; and
- Keep compactor rooms and machines clean.

“I Am NextGen” Honorees Bridge the Digital Gap for Queensbridge Residents

NYCHA continues to bring outstanding employees, residents and other stakeholders to the attention of the public through its popular “I Am NextGen” campaign. Our latest honorees, Shameya Muniz and April Andrews, are helping their fellow residents at Queensbridge Houses go digital.

In the summer of 2015, Mayor Bill de Blasio announced a

\$10 million investment to bring free, high-speed broadband service to more than 16,000 NYCHA residents, beginning with Queensbridge Houses, the largest public housing development in the nation. SpotOn Networks, a leading provider of wireless solutions, was chosen as the provider and they chose Shameya and April to bring the good news to their neighbors.

I am NextGeneration NYCHA



“We need to be able to access the Internet. We’re the biggest public housing development in the country. This will create a lot of growth in the community.”

—Shameya Muniz (left)

“I’m proud to be able to bring this to my community. I would like to see more women in the IT field. I always see coding for girls, but there are so many areas of IT that are untouched.”

—April Andrews (right)

Shameya and April are residents of Queensbridge Houses working at SpotOn Networks to help bring free, high-speed broadband service to their development.

What’s it like to work on a project for your neighborhood?

Shameya: The people out here are tough cookies. You’re not just going to tell them anything. They have a lot of questions about the project and installation, like “What is it? What does it do?” and “Are you going to charge me later?”

Why is broadband important, especially for Queensbridge?

April: Now students who only have an hour at the library to do homework will have unlimited [internet] access at home. So will people who are looking to apply to jobs. People that may consider going back to school will now have the ability to do so from home at their own pace.

How does it feel to be a member of the SpotOn team to bring free broadband to Queensbridge?

Shameya: I’m a tenant and I’m excited about free broadband and that I get to be part of this project. I’m here to see this project the whole way through.

April: As a woman, I’m proud to be able to bring this to my community. I would like to see more women in the IT field. It’s very important for girls to get involved in IT...Bringing something that is a passion of mine to my community—I can’t even describe the feeling that I get to be part of that movement.

NYCHA Gets an “A” for Its Section 8 Program

The federal Department of Housing and Urban Development (HUD) has awarded NYCHA’s Section 8 Housing Choice Voucher program its highest designation for outstanding performance, underscoring NYCHA’s efficiency and effectiveness administering Section 8.

“This designation demonstrates how we are succeed-

ing in fundamentally changing how we do business and becoming more efficient,” said Chair & CEO Shola Olatoye. “NYCHA’s Section 8 program provides housing and opportunity for hundreds of thousands of New Yorkers who otherwise could not afford to call this city home.”

“Running the largest Section 8 program in the nation’s

tightest rental market is no easy task,” said Holly Leicht, HUD Regional Administrator for New York and New Jersey.

NYCHA received a Section 8 Management Assessment Program (SEMAP) score of 93 percent for meeting HUD’s standards for program management in 2015, which indicates improved customer service for both Section 8

residents and landlords.

SEMAP measures performance in 14 key areas, including proper selection of applicants from the waiting list, performing quality-control inspections to ensure housing meets all standards, budget utilization, accuracy of income and rent calculations, and ensuring that all available housing vouchers are used.

News to Use

Update Your Beneficiaries in 2017



Here's one resolution that everyone should add to their list: Don't forget to update your beneficiaries. Every employee should complete a Designation of Beneficiaries form to ensure that any monies due upon the employee's death are given to only the individuals they have selected. Updating your pension beneficiaries does not change beneficiaries for other payments or benefits to which survivors may be entitled.

- Download the NYCERS change of (pension) beneficiary form from the NYCERS website at <http://www.nycers.gov> or request one from Ask HR at 212-306-8000 or NYCERS at 347-643-3000.
- Beneficiaries for other job-related entitlements, such as unpaid salary, accrued annual leave, retirement bonus, expense reimbursement and retroactive monies owed, can be updated by completing a Designation of Beneficiaries form (#015168), in the Forms and Reference Library on Connect or Ask HR.
- For information about updating beneficiaries for life insurance, death benefits, annuities or disability payments through a union welfare fund, call your union office or ask your shop steward. Employees covered by the Management Benefits Fund may contact the Employee Benefits Division at 212-306-8482 or the Management Benefits Fund at 212-306-7290.
- Employees who participate in the Deferred Compensation Plan administered by the NYC Office of Labor Relations must contact 212-306-7760 for information.

ATLS Transfer Period is Coming for DC 37

This year's application filing period for the Automated Transfer List System (ATLS) for several District Council 37-represented titles runs from January 30, 2017, through March 6, 2017. Once a year, eligible employees are allowed to select up to six locations in ATLS to which they would like to transfer. When a vacancy occurs at a location and is approved for backfill, a computerized seniority list of eligible candidates is created and sent to the location for consideration.

Employees may file their requests electronically through NYCHA <http://atls/DefaultAdmin.aspx>. Later this month, the Human Resources Department will provide eligible employees with complete information regarding the ATLS process.

Excused Leave for Cancer Screening

Excerpted and abridged from the [Human Resources Manual](#) which can be accessed on Connect on the HR page under "Helpful Links."



NYCHA employees are entitled to excused paid leave not to exceed 4 hours (including travel time) each calendar year to undergo breast and/or prostate cancer screenings.

Employees are entitled to excused leave only when the screening is scheduled during the employee's regular work hours.

Employees request excused time by completing NYCHA Form 015.015 and providing it to their supervisor. Employees must note on the form that they are requesting leave for a breast and/or prostate cancer screening. Leave must be pre-approved, and is taken at NYCHA's convenience.

When they return to work, employees must give their supervisors an original medical note on official letterhead completed by the healthcare provider indicating:

- that the employee was screened for breast and/or prostate cancer, and
- the date and time of the screening.

When NYCHA receives the medical note, the leave is changed to "excused time" and up to four hours of annual leave is returned to the employee. If an employee fails to provide medical documentation, the absence is charged to the employee's annual leave balance, or pay docked to the extent that annual leave is insufficient.

Leave for breast and/or prostate cancer screenings is not cumulative and, if not used, expires at the end of each calendar year.

NYCHA's Social Media Can Help You Succeed



Does your work involve trying to reach a large audience? Try reaching them through social media. NYCHA's official channels reach thousands of residents, employees, and their communities on Facebook, Twitter, LinkedIn, and Instagram.

The first step to success is to start planning your outreach early. As soon as you have a date set for an event or opportunity, fill out a brief online form at <http://on.nyc.gov/nycha-social-request>.

If you have questions, please contact Thomas Ngo, Digital Communications Manager, at thomas.ngo2@nycha.nyc.gov.