

Mayor Invests \$1 Billion for Roof Repairs



Mayor Bill de Blasio announces the start of the \$87 Million Queensbridge Houses roof replacement. To his right are General Manager Michael Kelly and City Councilmember Jimmy Van Bramer.

Mayor Bill de Blasio committed \$1 billion in City capital to replace deteriorating roofs on NYCHA buildings over the next 10 years. When coupled with Mayor de Blasio's 2015

729 roofs at 84 developments and begin in 2019. The total allocation will benefit over 175,000 public housing residents across the five boroughs. "This crucial investment—

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This accomplishment shows what we can do with the Chair's attentiveness to our concerns.

”

RA Pres. Lilithe Lozano

commitment of \$300 million over three years, the total amount allocated to this initiative reaches \$1.3 billion. Projects funded by the \$300 million will repair 223 roofs at 23 developments and will be completed by 2020. Work funded by the additional \$1 billion investment will repair

the largest City investment in NYCHA—will improve quality of life for our City's children, teachers, firefighters and other public servants who live in NYCHA housing and who keep this city running," said Mayor Bill de Blasio. "In addition, these roof repairs will provide a long-term solution

in our efforts to address mold, eventually saving the City money later down the line so that we can further improve NYCHA housing."

"This historic commitment is about more than just bricks and mortar, it's about investing in New York City's working families and our City's most vulnerable. Now more than ever, critical infrastructure upgrades are vital as we continue to implement NextGeneration NYCHA, our long-term strategic plan to create safe, clean and connected public housing," Chair Shola Olatoye said. "Roof repair and replacement is the single most important step in preserving our buildings

because roofs protect not just the exterior but the interior of the building, too."

"Since work has started and several roofs have been completed, the number of work orders created to fix damage from leaks is drastically reduced," said Parkside Houses Resident Building Superintendent Shannon Bachelder. "The residents really appreciate the work and are excited to have no more leaks."

Parkside Houses Resident Association President Lilithe Lozano remarked, "This accomplishment shows what we can do with the Chair's attentiveness to our concerns. The residents are really happy."

Before



After



At left, the roof with standing water at Parkside Houses is scheduled for replacement. At right is a Parkside Houses building with a new roof.

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Social Worker Yolanda Johnson-Peterkin

Find out how Yolanda Johnson-Peterkin unites NYCHA families. See p. 4.

NYCHA Notes

Happy Chinese New Year



GM Michael Kelly, NYPD Chief of Transportation Thomas Chan, CAA Chair Nancy Lam, and Chair Shola Olatoye

Chair and CEO Shola Olatoye wished NYCHA's Chinese-American Association (CAA) and its many friends "Sun Lin Figh Loke" (Happy New Year) at the CAA's 24th Chinese Lunar New Year celebration on February 9. Almost 250 employees celebrated the occasion with a nine-course banquet at the Jing Fong restaurant in Manhattan's Chinatown.

The festivities included performances of traditional music and a lion dance to bring good luck in the Year of the Rooster, 4715. Chair Olatoye remarked that the rooster represents "generosity, courage intelligence, and compassion—exactly what we need to continue carrying out our NextGeneration NYCHA plan to create safe, clean, and connected communities."

Thomas Chan, Chief of Transportation in the NYPD, was recognized as honoree of the year and Chair Olatoye presented CAA Chair Nancy Lam with a message of appreciation to the CAA from Mayor Bill de Blasio.

NYCHA Launches Employee Engagement Committee

Applications have been received from throughout the Authority to serve on NYCHA's new Employee Engagement Committee (EEC). The EEC will develop plans that can help us work together more effectively and efficiently, feel empowered to make positive changes in our workplace, and take ownership of NYCHA's success.

At regularly scheduled meetings, employees working in property management, skilled trades, and repairs and maintenance will join with staff from 250 Broadway, 90 Church, LIC, and the borough management offices to build solutions that work for everyone.

NYCHANow looks forward to reporting on their progress.



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Capital Projects Looks Back and Plans Ahead



Procurement Analyst Carmen Lee Rivera prepares to ask a question during the Q&A session that followed the formal presentation.

The Capital Projects Division held an all-staff meeting at the BMCC Theatre on January 10 to review the past year's accomplishments and look ahead to 2017. Chair & CEO Shola Olatoye and GM Michael Kelly addressed almost 350 staff in attendance from all five Capital Projects departments: Energy & Sustainability, Quality Management & Support Services, Construction, Capital Planning & Design, and Recovery & Resilience.

Highlights for 2016 include several important publications: the *NextGeneration NYCHA Sustainability Agenda*, *Design Standards Specifications*, and a *Field Employee Safety Guide*. A large-scale initiative to conduct a physical needs and energy audit for every NYCHA building also launched last year. Goals for 2017 include publication of *Design Guidelines for Rehabilitation of NYCHA Residential Buildings* and new project management software and training.

There is also greater emphasis this year on the role and responsibility of project managers to "own" a project from start to finish. Greater efficiencies are being sought through more effective use of technology and deployment of staff among projects and fewer layers of management. The formal presentation concluded with two enduring principles: "Use industry standards as our norm" and "Do no harm to project delivery."

Fund for Public Housing Recognized for Innovation

Fast Company, a magazine covering technology and business, named the [Fund for Public Housing](#) as one of the ten [most innovative non-profits in the world](#). Every year, Fast Company highlights for-profit and non-profit enterprises that are making an impact across the globe, selecting them from thousands of contenders. The Fund for Public Housing—which Fast Company [wrote about in August](#)—was chosen for its innovative approach to developing public/private partnerships that invest in NYCHA residents and communities.



Three NYCHA Residents Appointed to NYCHA Board

More than 500 applications to serve on the NYCHA Board were received from residents last year. Coordinated with the Mayor's Office of Appointments, the extremely competitive application process selected three members to replace resident board members whose terms had all expired.

After reviewing applications and conducting a thorough interview process, the Mayor's Office of Appointments has decided to re-appoint Victor González and appoint two new resident board members, Jacqueline Arroyo and Jacqueline Young.

In announcing the appointments, Mayor Bill de Blasio remarked: "No one understands the challenges and importance of public housing more than our residents and I'm proud to welcome Jacqueline Arroyo and Jacqueline Young, who will

join Victor González to share their first-hand experiences and knowledge."

Chair and CEO Shola Olatoye further commented: "These resident board members bring years of service as community leaders and their personal experiences to the table to help us improve the quality of life for all our residents. Resident input is critical as we continue to implement NextGeneration NYCHA, our long-term strategic plan to create safe, clean and connected public housing."

In a message to staff, Chair Olatoye later thanked the two outgoing resident board members, Beatrice Byrd and Willie Mae Lewis, for their leadership and service.

Following are brief biographies of the three appointees.

Victor A. González was appointed as the first NYCHA resident board member in 2011 by Mayor Michael Bloomberg, and he was reappointed by Mayor Bloomberg in 2013. A public housing resident for more than 50 years, Mr. González currently resides in the Rabbi Stephen Wise Towers on Manhattan's Upper West Side. He is the former president of the Wise Towers Resident Association and also served as an alternate member of NYCHA's Resident Advisory Board.



Mr. González has worked extensively with advocacy groups,

organizing workshop meetings for residents and supporting activities that impact not only his development, Wise Towers, but also the surrounding community. During his tenure as a NYCHA board member, he has worked to streamline maintenance requests for apartment repairs and improve family services for formerly homeless residents and senior citizens.

Born in New York City to Puerto Rican parents, Mr. González received his bachelor's degree from Mercy College and served for five years in the U.S. Air Force, honorably discharged after reaching the rank of Sergeant of Security Police. Following his military service, he spent 33 years working for the United Parcel Service, retiring as international team leader in customer service in 2005.

Jacqueline Arroyo is a resident of Louis Armstrong Houses, where she attends Resident Association meetings and NYCHA town halls on initiatives such as the Rental Assistance Demonstration program and NextGeneration NYCHA, the Authority's 10-year strategic plan.



While raising two children, Ms. Arroyo has pursued a career in City service, working for 15 years for two City

agencies. She is currently employed in the New York City Department of Education as a supervisor in the Office of the Auditor General, and she has also worked at high schools located in the South Bronx, Williamsburg and lower Manhattan. Prior to that, Ms. Arroyo was employed at the Health and Hospitals Corporation. She participates in parent associations at her children's schools and in fundraising drives to fight diabetes and breast cancer.

Ms. Arroyo holds an associate degree and a Bachelor of Science in business administration, both from Boricua College.

Jacqueline Young is a 30-year public housing resident currently residing at Lenox Road Houses, who raised two daughters as a single mother. Ms. Young served as president of the Lenox Road Houses Resident Association from December 2014 to January 2017. She has worked on behalf of formerly homeless and low-income individuals for the past 20 years at three not-for-profit agencies and presently serves as low income housing compliance manager at Comunilife, a community-based health



and housing service provider.

Prior to that, Ms. Young served as a property manager for Services for the Underserved and as a senior property manager at Northeast Brooklyn Housing Development Corporation. She is active on pastoral committees in her church and in the Bedford-Stuyvesant community.

Ms. Young holds an associate degree from LaGuardia Community College/CUNY, a certification in property management from the New York City Department of Housing Preservation and Development and a Registered in Apartment Management (RAM) certification from Boricua College.

NYCHA Celebrates Black History Month With Four Employee Profiles



Yolanda Johnson-Peterkin

Social Worker **Yolanda Johnson-Peterkin** spent 26 years in the criminal justice arena with non-profit agencies that bridged the transition between incarceration and the community. When NYCHA started its Family Re-entry Pilot Program three years ago, Ms. Johnson-Peterkin left her position as director of operations for re-entry at the Women's Prison Association to manage the Authority's new re-entry program.

"I knew the process of re-entry really well and was thrilled to have the opportunity to do the job here at NYCHA," she said. NYCHA's program works with 13 participating service providers, including the Women's Prison Association, which file applications on behalf of formerly incarcerated people who want to return to their family in one of NYCHA's developments. Until NYCHA's pilot program began three years ago, these individuals would not have had an opportunity to return to public housing.

Sybille Louis immigrated to the United States from Haiti as a teenager in 1992. While pursuing her master's in urban policy and management at the New School, she completed a graduate internship in NYCHA's then-Research and Policy Development Department. Having experienced firsthand, when she arrived in the U.S., the positive impact that government programs can have on people's lives, Ms. Louis went to work for a non-profit agency in Brooklyn that supported people with HIV/AIDS. But NYCHA didn't forget the committed graduate student and later contacted her for an opening in her prior area.

In just eight years, Ms. Louis has progressed from staff analyst to director for performance tracking & analytics. NextGen NYCHA's emphasis on transparency, data-driven decisions, and metrics to track success shines a spotlight on her work, under Vice President for Performance Management &



Sybille Louis

Stanley McEntire joined NYCHA in 2008—late in life, he says. His sister was a 32-year NYCHA veteran, and when Mr. McEntire needed a new career, he turned to NYCHA too. He's worked as a caretaker at Albany Houses ever since.

"When the tenants see me working hard and notice how clean the building is, they call me 'old school,'" Mr. McEntire said. While serving as shop steward, he raised so many safety issues that NYCHA finally asked him to become a safety associate (see p. 6). "I understand the importance of safety rules and protective equipment, and I think the safety committee appreciates the things I've tried to accomplish," Mr. McEntire said.

Ms. Johnson-Peterkin publicizes and promotes NYCHA's re-entry program within the resident community and outside the Authority so that the service providers and other organizations can file applications for the family re-entry program. She also works with the participating service providers to facilitate the safe transition home to the community and provide re-entry services for the program participants.

"We are excited to have recently been included in HUD's toolkit, It Starts with Housing: Public Housing Agencies are Making Second Chances Real, as one of three highlighted programs that can serve as models for other public housing authorities across the country. Now that's progress," Ms. Johnson-Peterkin noted.

"What I enjoy the most is helping people to understand that family reunification is important because nearly all of the 94 individuals we have reunified have been successful. We have had unfortunately one re-conviction, and this is far better than most recidivism numbers for people on parole," she said.

"I love to see that when we give people and families a safe and stable place to live, they will take care of each other."

Analytics Anne-Marie Flatley.

"At NYCHA, data and demographics aren't just numbers," Ms. Louis said. "There is a story behind the numbers that you have to dig to find. I enjoy connecting the numbers to the reasons behind them. That's the only way you can put them in context and determine the best 'corrective action'."

Are work orders going up because of a delay in receiving materials or vendor problems? Did rent arrears increase after the financial crisis in 2008 because of the tanking economy, NYCHA's rent increases, or both? These are the kinds of questions that inspire Ms. Louis to "dig."

"At NYCHA, we have a strong impact on such a large population in New York. This keeps me passionate about what I do," she explained. "We are the last bastion of housing affordability and I believe in the mission of preserving public housing."

"There's not many places that give you a fair opportunity to advance," he noted, with his eye on the next competitive exam. In the meantime, he enjoys interacting with hundreds of residents who know him, co-workers who are willing to learn more about safety, and putting in a good day on the job. "At the end of the day, I know I gave it my all."



Stanley McEntire

(cont. next page)

Language Services Unit Provides Crucial Customer Assistance



DOC's Senior Manager for Events and Communications Services Millie Molina (right) outlines NYCHA's language assistance services policy at a Bronx Property Management Department meeting as part of agency-wide training.

Good communication is the foundation for all our work with customers, including those who are hearing impaired or have limited English proficiency (LEP). As NYCHA employees, we are responsible for ensuring that all residents, applicants, and Section 8 voucher holders are able to fully participate in all of the Authority's programs and activities.

NYCHA's [Language Services Unit](#) (LSU), in the Department of Communications, is your primary resource for access-

ing language assistance services for our customers. LSU provided a mandatory training for all staff on our language access policy at the end of last year, covering the procedures and resources available to help you assist LEP and hearing-impaired individuals.

Some important highlights from the training:

- **Language Identification Cards:** If you work in a management office, satellite walk-in center, or other field

location, you may encounter a customer whose language you can't identify. LSU has distributed a [Language Identification Card](#) to field locations; staff can provide this card to customers to enable them to indicate which language they speak. You can also access the I.D. card by typing "Language Identification Card" in the search field on the [Forms and Reference Library](#).

- **Rely on co-workers if possible:** If you receive a walk-in or phone call from an LEP customer whose language you can identify, you should seek assistance from a bilingual co-worker who can act as an interpreter. If no bilingual staff person is available, call the LSU at 212-306-4443 for assistance or to schedule an appointment.

- **Translations:** If you need assistance to translate a vital document that informs residents about their rights, charges, or obligations, please email a Translation

Request form # 036.017 to the [Language Services mailbox](#).

- **Interpreter Services:** You can arrange for an interpreter by calling the LSU at 212-306-4443 or by completing an Interpretation Request #036.017 form on the Forms and Reference Library, found under the "Resources" tab on Connect.

- **Hearing-Impaired Customers:** To assist a customer who is hearing impaired, you can arrange for an American Sign Language (ASL) interpreter or Certified Deaf Interpreter (CDI) by filling out and submitting a Request for Sign Language Interpretation form #036.020 to the [Language Services mailbox](#).

"LSU is here to support every employee," said Senior Manager for Events and Communications Services Millie Molina. "We want you to have the tools you need to ensure that every customer."

Black History Month Profiles (cont.)



Nat Parris

is providing professional support and guidance to property managers, property management supervisors, and their staff at seven developments in the Bronx and Manhattan.

Just after graduating high school, **Nat Parris** began work at Glenwood Houses, in Brooklyn, through the CETA (Comprehensive Employment and Training Act) program. Thirty-six years later, he attributes his success at NYCHA to the superintendent there who recognized his potential and encouraged him to set his sights high. Now a regional asset manager in the Authority's NextGen Operations (NGO) program, Mr. Parris

Regional asset managers support and mentor property management staff at NGO developments, helping them assume more responsibility for budgets, management of work orders, and resident engagement. "These managers are the CEOs of their development. I have to gauge how much assistance each manager or staff member may need for day-to-day operations and also longer-range planning in order to bring everyone up to the same level," he explained.

The most rewarding aspect of the job, Mr. Parris said, "is the closer connection to residents" who may contact him about their concerns and his satisfaction from following up with property managers to see the results. There's also the satisfaction of seeing employees gain the skills and confidence they need to realize their potential, just like he did while climbing the ranks.

SafeNYCHA A monthly series on employee safety issues

What's a Safety Associate?

Safety associates (SA) identify safety issues at their locations and work with co-workers, supervisors and the Office of Safety and Security (OFSS) to prevent on-the-job injuries. An integral part of NYCHA's safety program, they ensure that safety-related activities are reported to their supervisors and advocate for safer working conditions.

The SA role was created in 2013 when NYCHA's new safety program recognized the need to work collaboratively with unions to introduce and win support for the safety program in the field.

Job Responsibilities

SAs have scheduled assignments and special responsibilities that are identified in training sessions at the safety congresses. Aware of these responsibilities, SAs' supervisors accommodate their need to access emails, perform site

safety assessments, and meet and speak with co-workers about safety concerns in a way that does not adversely impact their regular work assignments.

Safety Congresses

There is a safety congress from each management department: Bronx, Brooklyn, Manhattan, Mixed Finance, NGO, and Queens/SI, and one for the skilled trades.

Every month each safety congress meets with their property management director and representatives from the union and OFSS to discuss the safety issues at their locations and share information on safe procedures and equipment.

What the SAs Say

"NYCHA's safety program is great," said Teresa Little, a caretaker at Mariner's Harbor on Staten Island. "As the safe-

ty liaison in my development, I make sure the staff is doing their tasks safely."

In the skilled trades safety congress report delivered at the 2016 Safety Symposium, Elevator Mechanic Bob Beale reported: "Personal protective equipment is only one part of an effective safety pro-



SA Robert Beale

gram. Our thought process is the other. Being able to see, identify, correct and avoid hazards are the keys to everyone's safety."

Grace Watson, a caretaker at Boulevard Houses, in Brooklyn, says: "One way I help is by making sure that the right precautions are being followed and employ-



SA Grace Watson

ees are working safely. I let supervisors know about safety issues, address them, and

follow safety protocols."

To all who serve as safety associates, many thanks from OFSS for taking on this important position.

And to all other employees who have helped make our work environment safer, OFSS thanks you for your cooperation and compliance with NYCHA's safety program.

If you are interested in becoming a safety associate, please speak with your union's business agent. For safety concerns, please contact the Office of Safety and Security at 212-306-8800.

IT News and Notes A monthly series on technology in the workplace

Security Concerns for Collaborative Tools

Many employees have questions about how the use of collaborative tools at work affects security concerns. Here are some answers.

Q: Why can't I use Google Drive, Box.com and other public collaborative tools to store and share NYCHA documents?

A: NYCHA is a recipient of federal funding through the U.S. Department of Housing and Urban Development (HUD). Public housing agencies, including NYCHA, that

receive these funds must comply with all federal regulations including the Federal Risk and Authorization Management Program ([FedRAMP](#)).

FedRAMP regulations specify that the hosting location for any cloud-based solution must be in the United States. While convenient, these public collaborative tools and anything you save to them are hosted in or backed up to locations outside of the United States.

Providers like Google and Box.com are trying to offer

FedRAMP-compliant cloud services with U.S. hosting locations, called "G-Services," for a licensing fee.

Q: What can I use instead of these services to store and share NYCHA documents?

A: Starting in March 2017, NYCHA will be enhancing its collaboration tools to improve how we share information with outside organizations. Currently, NYCHA staff may use NYCHA Express to email documents securely outside of

NYCHA. Beginning in March 2017, Globalscape Workspaces will be used to provide FedRAMP-compliant file sharing and collaboration services.

With Workspaces, employees may invite users to share folders and their content without NYCHA losing governance, visibility, or control.

NYCHA's Department of Communications is working with the IT Department to further expand our digital toolkit. We will keep you informed as these tools become available.

Best Wishes 2016 Retirees—Thank You For Your Service!

Elizabeth Acevedo	Susan Coleman	Mirna E. Garcia	Lauderdale	Edmarie B. Nicholas	Raul Salgado
Ronald Michael. Adams	Theodore Coles	Rafael Garcia	Felecia Lee	Hillary N. Nichols	Brenda Sanders
Ekkhtear U. Ahmad	Exum Coley	Leon Garrett	Alonzo Leflore	Michael G. Ntemar	Gaetano Sandolo
Kamal Ahmed	Juan Collado	Renato Gattoni	Joy Lemon	Thomas O'Hanlon	Roberto Santana
Joseph C. Akasalayil	Ricardo Collazo	Margarita Geller	Rosalinda Leon	Evelyn Ocasio	Julio Santiago
Timothy G. Alapo	Oswald Collymore	Michael Genta	Riva A. Levine	Marie Okyne	Robert Santiago
Raymond Alequin	Angel L. Colon	Norberto Gervais	Manrao Lin	Maria L. Olacklin	Frank Saro
Cornelio Alvarado	De Jesus	Andrzej Giergiel	Steven L. Lin	Doris V. Ortiz	Courtney Saunders
Miguel Alvarez	Luis R. Concepcion	Carolyn M. Giles-McBride	Wayne C.	Magdalena Ortiz	John Schiavi
Georgia Amin	Anthony Conrad	Vanessa Gilford	Lindenberg	Neil Joseph. Palinkas	Allen Scott
Marino Amparo	Forde A. Coppin	Daniel J. Glanbock	Ronnie Lomax	Armando Palma	Janice Shamblee
Astor Anderson	William Cora	Jay Glasser	Amilcar Lopez	David Pantoja	James Sharp
Denise Anderson	John Cordero	Henry Glover	Dean M. Lucarini	Deverla Parker	Harvey Shenkman
Ana Antequera	Harold Corino	Linda Gomez	Ismael Lugo	Madhu P. Patel	Jimmy Shields
Marcos Aponte	Israel Cortes	Francisca Gonzalez	Billy L. Mabry	Donald Patterson	Victor J. Silveira
Santo Araujo	Wendell Cox	Helaine R. Goodhartz	William Macsaveny	Roseann Pennacchia	Evelyn Simpson
Rodney Armanie	Anthony Crawford	Jeffrey Goodhartz	Iran Malave	Joycelyn Percy-Lyons	Harjit Singh
Dele Arowolo	Frances Creo	William Green	Beverly Mann	Maya Perelman	Anita Skelton
Roger Arrington	Noel Cruz	Kevin R. Greene	Nicholas	Luis Perez	Thomas Sneeringer
Jesus Astacio	Gloria Daniels	Gerald Griffin	Maranzano	Luis Perez	Joseph Sola
Diane Babb	Leonard Danquah	Manuel J. Guillopo	Scott Marcus	Delores Peters	Vincent J. Sosnowski
Florence Balan	Claudia Davis	Candido Gutierrez	Nelson Marrero	Alice Peterson	Sylvia Sperber
Joyce Barcliff	Robert E. Davis	Ellen Hall	Lydia Martinez	John Phillips	Thomas Spinrad
Ida Barnes	Donald Deabreo	Robert P. Halstead	Miriam Martinez	Sharon J. Pickens-	Anthony Staffa
Ronald Barreau	James V. Degaetano	Tony Harrell	Quentin Martinez	Swiney	Raymond S.
Patricia Barrera	Antonio Dejesus	Eric Harris	Steven J. Martino	Nicholas Picozzi	Stefanowicz
Lowell Barrett	Felix DeJesus	Rodney Harris	Darrell Mason	Ricardo Pineda	Steve Stein
Mary T. Barrett	Rosario DeJesus	Ella Harrison	Sandra Matos	George Pollard	Ruth Stenson
Steven J. Basile	Saverio Demarzo	Marie C. Hazel-Waldron	Dominick	Lila M. Posada	Sandra M. Stith
Joanne Bates	John Demicco	Catherine Hier	E. Matteucci	Stephen Prior	Sonya Sykes
Aldric Battle	Lloyd Dias	Dennis M. Hinton	Ophelia Mattison	Robert Prisco	Alexander Tabenshlak
James Beaty	Marcelino Diaz	Celestine Hollingsworth	Norman Mazin	Thomas Prisco	Michael Tartaro
Orlando Benavides	Luciano Dibenedetto	Frank Holton	Lula McCormick	Marie Pyronneau	Michael Taylor
Annette Bennett	Frank Disalvo	Bat-Sheva Horodniceanu	Larry McGarry	Margaret Rabess	Wesley Temprow
Liliya Berezovsky	Vincent Divirgilio	Edward Hudak	Yasmin McKnight	Jerry M. Rachnowitz	Wayne Thomas
Denise Berkley	Michael Dodson	Humberto C. Hudson	Evelyn McLeod	Lawrence Raffaele	Linda Tin
Hector Bernal	Geneva Dove	Ruth Huger	Timothy McMeans	Edwin Ramirez	Anthony Tinsley
Ashok Bhatt	Richard E. Dragos	Mikell L. Hughes	Gregory McNeill	Sam Tandan	Dennis Tjonaman
Parmanan D. Bickram	Winston Duncan	Patricia Humphrey	Kevin McNerney	Ramnaraian	Frank Trafficante
Calvin A. Boone	Edmond J. Duplessy	Henrietta Jackson	Sandra M. Mejia	Jose Ramos	Juliee Troutman
Joseph Bosco	Barry F. Eborn	Paul James	Emilio Melecio	Luis O. Ramos	Monica M. Turbett
Michael Brock	Eduardo Echevarria	Mannwattie Janak	Georgina	Raisa Rapoport	Deborah Urbina
Kim Brooks	Peter Edwards	Reginald Jenkins	Melendez	Melvin Reese	Carlos Valentin
Gary Brown	Claudette Elliott	Donald Jennings	Matthew P. Melfi	Errol Reid	Rafael Valentin
Philip Bruno	Abdul-Rahman Elseidu	Paul Joachim	Vincent Mena	Aura Reynoso-	Anthony F. Vallario
William Bryant	Mayra Escudero	Angela Jodha	Enrique Mendez	Russnak	Elena Vasiliu
Cartielyn Buckle	Pedro Espinal	Desmond C. John	Carmencita	Glenda Richardson	Monica Vassell
Thomas A. Bycel	Boniface Ezeji	Eugenia G. Johnson	Mendoza	Ferdinand Rios	Boris Vilensky
Marko Byvalets	John Fahey	Mable Johnson	Prince Menjor	Santos Rios	Eslyn Vyphuis
Edward John. Camacho	Ignazio Fazio	Noimy Johnson	Mikhail Meyman	Americo Rivera	Paula Wade
Emanuel Cammarata	Priscilla Felia	Johnnie S. Jones	John A. Mihovics	Camilo Rivera	Marlene Walker
Robert A. Cangro	Arsenio Feliz	Patrick Jones	Sherri D. Miller	Doris Rivera	Kenneth C. Ward
Nathan Cannon	Wilson Figueroa	Jessy Joseph	William Miranda	Maria Rivera	Solomon Wasserman
Marthena Carrington	Roy P. Fischman	Junie Joseph	Viachaslau Mishuk	Rene Rivera	Vernell Webb
Richard Castillo	Clemen Flores	Franklin Jusino	John Mitchell	Robert Rivera	Cynthia K. Wester-
Anthony Cave	Raymond Foran	Walter P. Kelly	Maggie Moats	Yolanda Rivera-Baez	Brown
Adriana Celleri	Judy Formey	Subhash Keluskar	Sylvia Molina	Natalie Y. Rivers	Christopher Williams
Olimpio Centeno	Jose N. Fortes	Suk Kim	Rosaline A. Moody	Vivian Rizkalla	Nathaniel Williams
Richard Cervone	Charles Foster	Zion King	Randall Moore	Lucille Robinson	Jerome Wilson
Gilbert Chabran	Althea Foy-Webber	Drusilla Kaveti. Kiteme	Aureo Morales	Francine Rocha	Marilyn J. Wilson
Annie M. Champion	Laverne Francis	Elaine Kitt	Tynelle Y. Morris	Octavio Rodriguez	Pamela Windham
Ronnie Chaney	Willie Fuchs	Daniel Lagos	Mark Mullen	Deonaraine P.	James P. Woods
Tahsin Chang	Winona F. Fyffe	Sayedya J. Laiju	David Muniz	Roopnarain	Samuel Yohannan
Gay Chestnut	Freddie Gaillard	Kin Lam	Barbara L. Myles	Miguel A. Rosa	Patrick Young
Soo Chow	Patricia Gandia	Rosario Lamberti	Shelton L. Nance	Ernestina Rosario	Po-Fong Yu
Salvatore Ciccotto	Carlos E. Garcia	Raymond Lasalle	Mitchell Nat	Juanita Rosario	Cleopatra Zephyr
Jose Claudio	Frankin Garcia	Joseph Lattanzio	Bernard Nelson	Maly Rosefort	Gregorio Zorrilla
Ronald Cobbs	Haydee Garcia	Monique	Linda P. Newton	Maurice Saab	
Mack Cochran			Kwok Ching Ng	Byron Salazar	

FREE TAX SERVICES

These tax prep services are fast, FREE, local and available to anyone earning \$54,000 per year or less. Services are available at select NYCHA community centers and Jobs-Plus sites. You don't have to be a NYCHA resident to use them.

BRONX

Morrisania - Davidson Community Center

Sponsor: SoBro

Where: 1221 Prospect Ave. (bet. E. 167th St. & Home St.) Bronx, NY 10459

When: Monday, Tuesday, Wednesday, Thursday, and Friday

(6:30pm - 9pm), Saturday **(by appointment only)**

Directions: 2 or 5 train to Intervale Ave.

Phone: (718) 328-9078

Morris Heights - Sedgwick Community Center

Sponsor: The Community Association of Progressive Dominicans (ACDP)

Where: 1553 University Avenue Bronx, NY 10453

When: Monday, Tuesday, Wednesday, Thursday, and Friday (6:30pm - 9pm),

Saturday **(By appointment only)**

Note: Tax services will begin on Monday, February 6, 2017.

Directions: Bx3, Bx13, Bx35, or Bx36 bus to W. 174th St. & University Ave.

OR 4 train to Mt. Eden Ave.

Phone: (718) 731-2600

South Bronx - BronxWorks St. Mary's Park Community Center

Sponsor: BronxWorks

Where: 595 Trinity Avenue (bet. Westchester Ave. & Pontiac Pl) Bronx, NY 10455

When: Mondays, Wednesdays and Saturdays (10am - 1pm)

Directions: 2 or 5 train to Jackson Ave

Phone: (718) 618-7478

South Bronx - Jobs-Plus at BronxWorks

Note: This is a Jobs-Plus site that only serves NYCHA residents of Betances, Courtlandt (372 E. 152nd St. & 370 E. 153rd St.) and Moore Houses.

Where: 630 Jackson Ave. (bet. E. 151st St. & E.152nd St.) Bronx, NY 10455

When: Monday to Friday (9am - 5pm), Tuesday & Thursday

(9am - 6pm - **by appointment only**)

Note: Evening appointments must be booked at least 24 hours in advance.

Directions: 2 or 5 train to Jackson Ave.

Phone: (718) 993-8880 Ext. 221

South Bronx - Jobs-Plus at Eastside House

Note: This is a Jobs-Plus site that only serves NYCHA residents of Mill Brook Houses.

Where: 201 Saint Ann's Ave. (at E.137th St.) Bronx, NY 10454

When: Wednesdays (12 noon - 7pm)

Directions: 6 train to Brook Ave.

Phone: (718) 304-0155

Soundview - Jobs-Plus at Goodwill Industries of Greater NY

Note: This is a Jobs-Plus site that only serves NYCHA residents of Clason Point, Monroe, and Sack Wern Houses.

Where: 1620 Bruckner Blvd. (Cross St: Morrison Ave. & Story Ave.)

Bronx, NY 10473

When: Call to make an appointment. Monday, Tuesday & Friday (10am - 3pm),

Thursdays (10am - 4pm), Saturdays (11am - 1pm)

Directions: 6 train to Morrison-Sound View Ave.

Phone: (347) 291-8050

BROOKLYN

Bedford-Stuyvesant - Jobs-Plus at Bedford Stuyvesant Restoration Corporation

Note: This is a Jobs-Plus site that only serves NYCHA residents of Armstrong I & II, Marcy, and Lafayette Houses.

Where: 630 Flushing Ave. (Enter on Tompkins Ave.) Brooklyn, NY 11206

When: Call to make an appointment. Monday & Tuesday (10am - 7pm),

Wednesday, Thursday & Friday (10am - 4:30pm),

Last Saturday of month (11am - 3pm)

Directions: 6 train to Flushing Ave.

Phone: (917) 267-5575

Brownsville - Jobs-Plus at DB Grant & Associates

Note: This is a Jobs-Plus site that only serves NYCHA residents of Van Dyke I & Brownsville Houses.

Where: 330 Powell St. (bet. Blake Ave. & Dumont Ave.) Brooklyn, NY 11212

When: Call to make an appointment. Monday & Tuesday (10am - 4pm),

Wednesday (10am - 7pm), Thursday & Friday (10am - 4:30pm),

3rd Saturday of the month (11am - 3pm)

Directions: 3 train to Junius St., L train to Sutter Ave. or Livonia Ave.

Phone: (347) 599-9653

Bushwick - Bushwick/Hylan Community Center

Sponsor: Grand Street Settlement, Inc.

Where: 50 Humboldt St. (bet. Varet St. & Debevoise St.) Brooklyn, NY 11206

When: Monday & Tuesday (11am - 1pm), Wednesday, Thursday & Friday (6pm - 9pm)

Directions: J or M train to Flushing Ave.

Phone: (718) 453-8116

Bushwick - Sumner Community Center

Sponsor: St. Nick's Alliance

Where: 862 Park Ave. (bet. Marcus Garvey Blvd. & Broadway)

Brooklyn, NY 11206

When: Monday (6pm - 8pm), Thursday (11am - 1pm), Saturday (12 noon - 4pm)

Directions: J or M train to Flushing Ave.

Phone: (718) 919-3938

Coney Island - O'Dwyer Gardens Cornerstone Community Center

Sponsor: Brooklyn Community Services (BCS)

Where: 2945 West 33rd St. (bet. Mermaid Ave. & Surf Ave.) Brooklyn, NY 11224

When: Tuesday and Thursday (6:30pm - 9:30pm), Saturday (1pm - 4pm)

Directions: D, F, N or Q train to Coney Island-Stillwell Ave.

Phone: (718) 310-5675

East New York - Penn-Wortman Community Center

Sponsor: CAMBA

Where: 895 Pennsylvania Ave. (bet. Wortman Ave. & Stanley Ave.)

Brooklyn, NY 11207

When: Monday and Wednesday (6:30pm - 9:30pm), Saturday (2pm - 5pm)

Directions: 3 train to Pennsylvania Ave. and B20 bus to Wortman Ave. & Pennsylvania Ave.

Phone: (718) 649-1371

Flatlands - Breukelen Cornerstone Community Center

Sponsor: Police Athletic League, Inc. (PAL)

Where: 715 East 105th St. (bet. Glenwood Rd. & Flatlands Ave.)

Brooklyn, NY 11236

When: Call to make an appointment. Wednesday (6pm - 9pm),

Saturday (10am - 1pm)

Note: Tax services will begin on Wednesday, February 8, 2017.

Directions: L train to E. 105 St.

Phone: (718) 257-0159

BROOKLYN CONTINUED

Greenpoint/East Williamsburg - Cooper Park Community Center

Sponsor: Coalition for Hispanic Family Services

Where: 76 Kingsland Ave. (bet. Frost St. & Jackson St.) Brooklyn, NY 11211

When: Wednesday (10am - 1pm), Wednesday (7pm - 9:30pm),

Saturday (10am - 1pm)

Directions: L train to Graham Ave.

Phone: (718) 383-5292

Sheepshead Bay - Sheepshead Bay Cornerstone Community Center

Sponsor: CAMBA

Where: 3679 Nostrand Ave. (bet. Ave. X & Ave. W) Brooklyn, NY 11229

When: Saturday (12 noon - 4:30pm)

Directions: B44 bus to Nostrand Ave. & Ave. X OR B train to

Sheepshead Bay & B36 bus to Nostrand Ave. & Ave. X

Phone: (718) 226-0429

Williamsburg - Green School

Where: 223 Graham Ave., Room 227 (bet. Ten Eyck St. & Stagg St.)

When: Tuesday & Thursday (3pm - 8pm)

Note: No tax services will be offered the week of February 20th and

the week of April 10th.

Directions: L train to Grand St., J or M train to Flushing Ave.,

or G train to Broadway

Phone: (718) 599-1207

MANHATTAN

Harlem - Manhattanville Cornerstone Community Center

Sponsor: Graham Windham

Where: 530 W. 133rd St. (bet. Broadway & Amsterdam) New York, NY 10027

When: Monday, Wednesday, Thursday & Friday (5pm - 9pm)

Directions: 1 train to 137th St. City College OR A, B, C, D train to 125th

St. & M100 or M101 bus to W. 133rd St. & Amsterdam Ave.

Phone: (646) 502-9719

Lower East Side - Jobs-Plus at Henry Street Settlement

Sponsor: Henry Street Settlement

Note: This is a JobsPlus site that only serves NYCHA residents of

Wald and Riis II Houses.

Where: 24 Avenue D (at 3rd St.) New York, NY 10009

When: Call to make an appointment.

Directions: 4, 5, 6, L, N, Q, R to 14th St. and M14D bus to E. 3rd St. & Ave. D.

Phone: (212) 254-4333

QUEENS

Far Rockaway - CAMBA Arverne View

Where: 57-11 Shore Front Parkway Arverne, NY 11692

When: Monday, Wednesday & Friday (10am - 4pm)

Directions: A train to Beach 60th St. (Up the stairs on the right side of

the security booth)

Phone: (718) 675-3347 Ext. 4

Far Rockaway - Redfern Cornerstone Community Center

Sponsor: Police Athletic League, Inc. (PAL)

Where: 1544 Hassock St. (bet. Beach Channel Dr & Redfern Ave.)

Far Rockaway, NY 11691

When: Tuesday (6pm - 9:30pm), Saturday (10am - 12 noon)

Directions: A train to Far Rockaway - Mott Av OR LIRR to Far Rockaway

Phone: (718) 471-0357

STATEN ISLAND

St. George - Jobs-Plus at ResCare Workforce Services

Note: This is a JobsPlus site that only serves NYCHA residents of

Mariner's Harbor, Richmond Terrace, South Beach, Stapleton, Todt Hill,

and West Brighton I Houses.

Where: 30 Bay St. 4th Floor (off Central Ave.)

When: 30 Bay St., 4th Floor

Monday, Wednesday, Thursday & Friday (9am - 5pm),

Thursday (12 noon - 7pm), Saturday **(by appointment only)**

Directions: Staten Island Ferry or any Staten Island bus to

St. George Terminal

Phone: (917) 338-5204