



New Employee Orientation



Welcome
Let's get started!



***NYCHA's mission** is to provide quality housing for New Yorkers that is sustainable, inclusive, and safe, while fostering opportunities for economic mobility.*

T A B L E O F C O N T E N T S

Welcome...let's get started!	4
New Employee Checklist	5
NYCHA Benefits and Programs Summary	7
Benefits FAQs	10
Civil Service FAQs	17
Pay and Hours of Work FAQs	18
Union FAQs	19
General FAQs	20
Unions and Employee Organizations	22
NYC Employees' Retirement System (NYCERS)	23
Pay Calendar	27
Important Numbers	28
HR Contact Information	29
Office of the Inspector General	30
The Essentials	31

ADDITIONAL DOCUMENTS

Additional Documents	33
How to Read Your Notice of Appointment (NOA)	35
Employee Self-Service (ESS)	36
Direct Deposit	44
Paid Family Leave (PFL) Employee Fact Sheet	47
Make It Safe Program	48
Equal Employment Opportunity Policy Statement	49
Sexual Harassment Prevention Policy Statement	51
NYCHA Fair Housing Non-Discrimination Policy	53
NYCHA Single-Sex Facility Access	56
Social Media Policy	57
Appropriate Workplace Attire HR Memo	66
Excused Leave for Cancer Screenings Memo	67
Language Assistance Services Policy	68
Management Benefits Fund (MBF)	69
Employee Discounts and Programs	70



**Welcome...
let's get started!**

Congratulations on joining the NYCHA team!

Since 1934, NYCHA has been an integral part of New York City. The largest public housing authority in North America, NYCHA provides safe, affordable housing as well as services to hundreds of thousands of New Yorkers. As a new NYCHA team member, you are now an essential part of our efforts to provide low- and moderate-income New Yorkers with a decent place to live.

This booklet contains important information that will help you get off to a great start. We also encourage you to visit <http://nychanow.nyc/hr-corner>; the [Current Employees](#) page has a wealth of information in the “**New Employee Resources**” section, including the [Start Here – New Employee Quick Start Guide](#) which features a variety of helpful resources regarding your NYCHA employment.

You'll receive your Employee Reference Number (ERN) in about two to four weeks from your start date. You will need that number to enroll in NYCHA benefits. To make the most informed decisions concerning your benefits, begin looking at the **time sensitive** items listed below. (Please note that you are not automatically enrolled in these programs.)

1. **Health Insurance:** You will need to complete your health insurance application within **31 days** to ensure coverage.
2. **Retirement Benefits:** Choose the retirement plan that's best for you; the sooner you enroll, the bigger the benefit.
3. **Direct Deposit:** Your net pay is transferred electronically to your bank account; a safer, faster, and smarter way to get paid.
4. **Commuter Benefits:** Save on your commute by paying with pre-tax dollars; the sooner you join, the more money you'll save.

Read this information carefully as it will help you make important decisions about your NYCHA benefits and get the most from your NYCHA employment.

Whether you work behind the scenes or serve residents directly, you can be proud of your commitment to those we serve.

Again, welcome to the New York City Housing Authority; we wish you success!

New Employee Checklist

Preparing for Your First Day

- Review your new employee packet and NYCHA ID for accuracy.
- Check the name, address, and phone number of your location on the Notice of Appointment.
- Call your supervisor to confirm your reporting time and location. Your supervisor's name and number appear at the bottom of the Notice of Appointment.
- Make your travel plans to your location prior to your start date.
- Ask about parking and places to eat as they may not be available on site.

Arrival at Your Work Location

- Arrive on time.
- Speak with your supervisor about the location of your work area, supplies, computer access, keys, telephone, uniform, and tools as applicable.
- Discuss your duties and responsibilities.
- Review dress code for the location.

First Day(s) on the Job

- Attend mandatory safety training.
- Attend pre-service training if applicable.

Facilities/Systems

- Tour your workspace and the facility.
- Review evacuation plan and other emergency procedures.
- Review policy concerning assigned work area and duration of breaks.

Facilities/Systems (Continued)

- Review procedures for getting supplies.
- Review employee parking permit procedure.
- Obtain a local map or site plan.
- Ask about the mail system and delivery/pick-up procedures.
- Ask about the telephone system including telephone number assigned and voicemail recording and retrieval. Obtain a copy of telephone list.
- Review internet usage and e-mail retention policies.
- Locate the printer, fax, conference rooms, and recycling receptacles.
- Organize your workspace.

Introductions

- Get introduced to key personnel including co-workers, colleagues, and support staff.
- Get introduced to your immediate supervisor and other key supervisors.
- Learn the chain of command.

Review Schedules

- Get advised of Kronos timekeeping procedures.
- Get informed about the time and length of lunch and breaks.
- Get advised of time and attendance requirements.
- Get advised of absence call-in protocol.
- Get informed of your office hours and rules for after-hours or weekend access to the location.

New Employee Checklist (Continued)

Weeks 1-2

Payroll/HR Paperwork

- Explore your health benefits options.
- Enroll in Direct Deposit.
- Enroll in the NYCERS pension system. Check your Notice of Appointment. If you have civil service status, you must enroll on your own as enrollment becomes mandatory within six months of appointment.
- Submit your NYCHA beneficiary form.
- Gather supporting documents needed to complete applications for:
 - Health benefits
 - Pension, and
 - Other benefit options.

Adjusting to Your New Role

- Confirm your supervisor has requested computer access for you.
- Clarify first job assignment and performance expectations.
- Request training on the use of the computer and telephone.
- Ask about the policy regarding reporting to work during emergencies.

Week 3

- Ensure all outstanding benefit applications and forms have been submitted.
- Continue regular meetings with your supervisor and solicit feedback.

Week 4

- Health benefits paperwork must be submitted by 31st day of employment.
- Continue regular meetings with your supervisor.

Months 1-3

- Continue regular meetings with your supervisor to clarify performance goals.
- Call Human Resources at 212.306.8000 with any additional questions.
- Meet with your supervisor to review your 1st quarter performance evaluation.

NYCHA Benefits and Programs Summary

Health Benefits

nyc.gov/olr

You will receive a customized email with information about your health insurance enrollment. Complete your health benefit application on NYCAPS/ESS within 31 days of your appointment date to avoid delays.

Your health coverage start date depends on your title and/or employment status. Please contact HR for details.

Health Benefits Buy-Out Program

nyc.gov/opa

This program allows eligible employees who can obtain non-City group health benefits to waive their New York City health benefits in return for an annual cash incentive payment.

New York City Employees' Retirement System (NYCERS)

nycers.org

All civil service and labor class (caretakers) employees are required to join the retirement system upon completing six months of service. Provisional and non-competitive employees are not required to join the retirement system. However, they may enroll voluntarily at any time.

Direct Deposit

nyc.gov/opa

A faster, safer, and greener way to access your paycheck. Funds are credited directly to your existing bank account.

NYC Deferred Compensation Plan (457 and 401k)

nyc.gov/opa

This plan lets you save for retirement through pre-tax payroll deductions by funding a 457 and/or 401K.

Flexible Spending Accounts Program

nyc.gov/olr

This program allows City employees to deposit a portion of their pre-tax income into accounts maintained for certain health and dependent care expenses.

Health Care Flexible Spending Account (HCFSA)

nyc.gov/olr

Enables City employees to pay for eligible out-of-pocket medical, dental, vision, and hearing expenses on a pre-tax basis, with deductions taken directly from salary.

These deductions reduce an employee's gross income on his or her Form W-2 for federal and Social Security tax purposes.

Dependent Care Assistance Program (DeCAP)

nyc.gov/olr

Allows City employees to pay for eligible dependent care expenses on a pre-tax basis, with deductions taken directly from paychecks.

These deductions reduce an employee's gross income on his or her Form W-2 for federal and Social Security tax purposes.

NYC Gives

nyc.gov/opa

Allows employees to make contributions to over 900 participating charities.

Employee Blood Program

nyc.gov/dcas

Help save a life by donating blood at a NYCHA sponsored blood drive.

Employee Assistance Program (EAP)

nyc.gov/olr

The City of New York offers its employees and their dependents a helping hand through a network of EAPs. Generally, an EAP provides education, information, counseling, and individualized referrals to assist with a wide range of personal and social problems.

NYCHA Benefits and Programs Summary (Continued)

New York's 529 College Savings Program

nyc.gov/opa

A tax-advantaged program that allows NYCHA employees to save for college through payroll deductions.

Edenred Commuter Benefits Program

nyc.gov/opa

The City offers eligible employees the opportunity to use pre-tax earnings to cover certain public transportation costs through the Commuter Benefits Program.

Annual Accrued Leave Time

[NYCHA Connect HR Site](#)

NYCHA employees earn leave time monthly. Earned leave time may be used for sickness, personal reasons, or vacation. Employees may accumulate and carry over unused time from year to year. The amount of time earned for each employee is based upon their title, time in service, and union or association collective bargaining agreements.

Flex Time

[NYCHA Connect HR Site](#)

Employees who work at NYCHA's Central Office locations—250 Broadway, 90 Church Street, Long Island City, and its extensions—may use flex time schedules in accordance with their department requirements.

Payroll Rent Deduction Program

nyc.gov/site/nycha/residents/pay-rent.page

NYCHA resident employees may pay their NYCHA rent through automatic bi-monthly payroll deductions.

Municipal Credit Union (MCU)

nyc.gov/opa

The MCU is a full-service financial institution. It offers members a broad range of services including checking and savings accounts, Visa cards, mortgages, loans, ATM access, money market accounts, and individual retirement accounts. All City employees are eligible to join the MCU.

Management Benefit Fund (MBF)

nyc.gov/olr

The MBF provides supplemental benefits to the non-unionized personnel of the City of New York, which includes all managerial, confidential, and original jurisdiction employees and retirees.

NYC Well

nyc.gov/nycwell

NYC Well is your connection to free, confidential mental health support. Speak to counselors via phone, text, or chat to get access to mental health and substance misuse services, 24/7/365.

Employee Self-Service (ESS)

nyc.gov/ess

ESS provides online access for you to:

- Add or update emergency contacts
- Change your:
 - Name and/or address
 - Personal information such as phone number, gender, and ethnic group
- View:
 - Data such as date of birth, original hire date, military status, and email address
 - Pension information
 - Leave statements
 - Pay detail and deduction history
- Enroll in and update Direct Deposit information
- View and print W-2 and 1127 tax statements
- View and print electronic pay stubs
- View, enroll in, and update your College Savings, IRA, and Treasury Direct payroll deductions
- View, enroll in and update your Commuter Benefits payroll deductions
- Enroll in benefits during the annual transfer period or during the new hire process
- Add or drop dependents
- View and print Verification Letters and NYCERS Buyback Statement

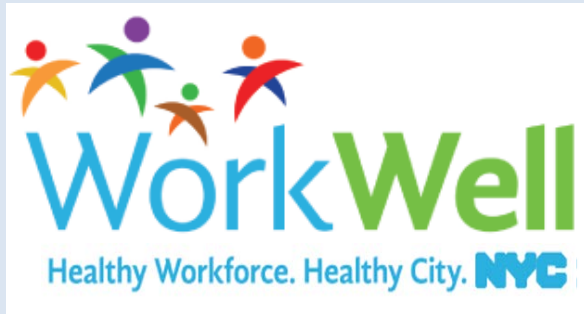
For more information, visit nyc.gov

NYCHA Benefits and Programs Summary (Continued)

WorkWell NYC

nyc.gov/olr

Wellness solutions such as diabetes prevention and management as well as smoking cessation to support NYC employees in getting and staying healthy.



GOT QUESTIONS?

Call Human Resources.

212.306.8000

- Health benefits
- HR policies and procedures
- Leave of absence
- Retirement
- Salaries
- Training
- Transfers and promotions

FAQs

At NYCHA, we strive to enable every employee to do their best work. When employees are empowered to contribute their best efforts toward the accomplishment of our goals, we are that much closer to making our vision of safe, clean, and connected communities for NYCHA residents a reality.



BENEFITS FAQs

How do I enroll in a health benefit plan?

To enroll in health insurance, visit the [Employee Self-Service \(ESS\)](#) NYCAPS portal within 31 days of your NYCHA appointment. Note that you will need to email copies of necessary documentation (e.g., birth certificates, marriage certificates, domestic partnership affidavits, and adoption or guardianship papers) to hr.benefits@nycha.nyc.gov.

When will my health insurance begin?

The effective date of your health benefits is dependent upon the civil service classification you have when you are appointed to your new job (See Table 1 on Page 12).

Who can be covered by my NYC health plan?

All employees who regularly work at least 20 hours per week and whose appointment is expected to last for more than six months are covered.

You can enroll your legally married husband or wife, legally registered domestic partner, and/or children up to age 26 (including legally adopted children, stepchildren, and foster children) and any child for whom you are legally responsible for support and maintenance.

You may additionally cover unmarried children, who cannot support themselves because of a disability or handicap, if the disability or handicap occurred before the age at which coverage would otherwise terminate, and the City covered the dependent at that time.

[Continued]

BENEFITS FAQs (Continued)

What if I have other medical coverage? Do I have to enroll in an NYC plan?



The Medical Spending Conversion (MSC) allows City employees to receive an annual incentive payment in exchange for waiving their City health benefits when other non-City group coverage is available to them.

Employees waiving family coverage receive \$1,000 per year. Employees waiving individual coverage receive \$500 per year. All money received from the Health Benefit Buy-Out Waiver Program is taxable.

Where can I get information about health plans offered by NYC and the rates?

The NYC Department of Labor Relations website provides all the information you need to select the right health plan. You can access the site at:

<https://www1.nyc.gov/site/olr/health/active/health-active-responsibilities.page>.

Plan riders (extra coverage for prescriptions or services) offer benefits that may be included in your union welfare fund package. Check carefully before adding and paying for a rider.

On the following pages, please see the HR memo concerning your health plan options and rates.

[Continued]

Table 1

Category	Description	Effective Health Insurance Date
Civil service (Competitive class)	Civil service are titles where, based on job duties and responsibilities, it is practicable to develop examinations where qualified applicants, after passing an examination, are eligible for permanent appointment from a rank order list.	Appointment date, provided that the Health Insurance Enrollment form (ERB 2000) is submitted within 31 days of appointment.
Exempt	Exempt titles are like non-competitive class in that there is no examination requirement. In addition, there are no formal education or experience requirements. This category is limited to jobs at an extremely high organizational level where appointment is usually made by a duly elected or appointed public official.	Appointment date, provided that the Health Insurance Enrollment form (ERB 2000) is submitted within 31 days of appointment.
Labor class	Labor class includes unskilled laborers, except those whose positions can be examined for competitively. A position in the labor class may be filled by the appointment of any person selected by the appointing authority. Some labor class positions may require applicants to qualify in such tests of fitness for employment as may be deemed practicable.	Appointment date, provided that the Health Insurance Enrollment form (ERB 2000) is submitted within 31 days of appointment.
Non-competitive: <i>experience and education required</i>	Non-competitive class are titles where it has been determined that, based on job duties and responsibilities or unique qualification requirements, it is not practicable to develop an examination. For example, Agency Attorney is non-competitive based on the need to be admitted to the New York State Bar to qualify.	Appointment date, provided that the Health Insurance Enrollment form (ERB 2000) is submitted within 31 days of appointment.
Non-Competitive: <i>no experience and education required</i>	See description for “non-competitive: <i>experience and education required.</i> ”	First day of pay period after 90 days of employment.
Provisional	Provisional appointments are non-permanent assignments to competitive class positions. Generally, a provisional appointment is made when there is no civil service list for a particular title. Someone can serve provisionally in a competitive class title until a list is established. A provisional hire is an interim method of filling a position pending permanent appointment from a subsequent civil service list.	First day of pay period after 90 days of employment.
Temporary	Employment is not expected to last more than six-months.	First day of pay period after 90 days of employment.

[Continued]

Human Resources Department Health Plan Memo



HUMAN RESOURCES DEPARTMENT

90 Church Street | 5th FL | New York, NY 10007 | (212) 306-8000

DATE: September 8, 2023
HR Memo # 22-23

TO: All NYCHA Staff

FROM: Nicole Van Gendt, Senior Vice President of Human Resources *NVG*

SUBJECT: Health Plan Rate Changes Effective September 1, 2023

Effective September 1, 2023, the bi-weekly health plan deduction rates changed for most plans and optional riders. Attached is the rate changes which will be reflected on the September 21, 2023 paycheck. Please review your deductions on this check to ensure that they match with the September 2023 rate changes.

Health Plan Changes

Health Plan Changes can be made during the Fall Annual Transfer period which will be held in November for active employees. During that period, employees can:

- Transfer to another health plan
- Add or drop coverage for a spouse, child, domestic partner or other eligible dependent(s)
- Add or drop an optional rider coverage
- Change health premium contribution tax status
- Elect to enroll or opt out of the Buy-Out Waiver Program

Changes made during the Fall Annual Transfer Period will become effective on the first day of the first full payroll period in January 2024.

Reminder to Medicare-Eligible Employees and Dependents (*this does not apply to over age 65 domestic partners of employees*). Federal law requires the City of New York to offer employees over age 65 the same coverage under the same conditions as those that are offered to employees under age 65. The same stipulation also applies to dependents over age 65 and those covered by Medicare through the Special Provisions of the Social Security Act for the Disabled. In such cases, enrollment in a City health plan is primary coverage and Medicare, if applicable, becomes secondary coverage. Ensure that you and your dependent(s) (*if enrolled on your coverage*) inform all health care providers that your City health coverage is you and your dependent's primary coverage.

If you and/or your dependent(s) are Medicare-eligible and want Medicare to be your primary coverage, you must waive your City health coverage.

Updating Your Personal Information

You may update your personal information including address, marital status and domestic partner status, through NYCAPS Employee Self -Service at www.nyc.gov/ess.

Please Print and Post in a conspicuous area

Human Resources Department Health Plan Memo (Continued)

HEALTH INSURANCE PLANS AND RATES			
<i>Effective September 1, 2023 (Rates are subject to change)</i>			
<i>Health Insurance Plan</i>		<i>Individual Bi-Weekly Rate</i>	<i>Family Bi-weekly Rate</i>
Aetna EPO	800.445.8742	www.aetna.com	
Basic Plan		\$211.07	\$876.33
Basic Plan + Optional Rider (including Prescription Drugs)		\$1,240.29	\$3,787.79
CIGNA Healthcare	800.244.6224	www.cigna.com	
Basic Plan		\$704.61	\$1,880.70
Basic Plan + Optional Rider (including Prescription Drugs)		\$898.44	\$2,467.32
DC 37 Med Team (For DC37 members ONLY)	212.624.2414	www.emblemhealth.com/city	
Basic Plan (No Rider available)		\$0.00	\$0.00
Empire Blue Access Gated EPO	833.924.1055	www.empireblue.com/nyc	
Basic Plan		\$278.43	\$788.36
Basic Plan + Optional Rider (Including Prescription Drugs)		\$505.06	\$1,343.95
Empire EPO	800.767.8672	www.empireblue.com/nyc	
Basic Plan		\$548.78	\$1,393.84
Basic Plan + Optional Rider (including Prescription Drugs)		\$775.41	\$1,949.42
GHI-CBP/Empire BlueCross BlueShield	212.501.4444	www.emblemhealth.com/city	
Basic Plan		\$0.00	\$0.00
Basic Plan + Optional Rider (without Prescription Drugs)		\$2.90	\$7.33
Basic Plan + Full Optional Rider (including Prescription Drugs)		\$42.49	\$79.90
GHI HMO	877.244.4466	www.emblemhealth.com/city	
Basic Plan		\$130.70	\$375.67
Basic Plan + Optional Rider (including Prescription Drugs)		\$359.88	\$960.15
HIP HMO Gold (Grandfather)	833.269.4653	www.emblemhealth.com/city	
Basic Plan		\$0.00	\$0.00
Basic Plan + Optional Rider (without Prescription Drugs)		\$4.75	\$11.63
Basic Plan + Optional Rider (including Prescription Drugs)		\$172.84	\$423.46
HIP HMO Gold (Standard)	833.269.4653	www.emblemhealth.com/city	
Basic Plan		\$0.00	\$0.00
Basic Plan + Optional Rider (without Prescription Drugs)		\$4.75	\$11.63
Basic Plan + Optional Rider (including Prescription Drugs)		\$54.64	\$103.09
HIP Prime POS	833.269.4653	www.emblemhealth.com/city	
Basic Plan		\$559.92	\$1,371.83
Basic Plan + Optional Rider (including Prescription Drugs)		\$756.39	\$1,853.18
MetroPlus Gold (Grandfather)	877.475.3795	www.metroplus.org	
Basic Plan		\$0.00	\$0.00
Basic Plan + Optional Rider (including Prescription Drugs)		\$128.05	\$320.13
MetroPlus Gold (Standard)	877.475.3795	www.metroplus.org	
Basic Plan		\$0.00	\$0.00
Basic Plan + Optional Rider (including Prescription Drugs)		\$63.77	\$116.50
Vytra	800.447.8255	www.emblemhealth.com/city	
Basic Plan		\$104.08	\$352.09
Basic Plan + Optional Rider (including Prescription Drugs)		\$299.49	\$860.49

[2]



New York City
Health Benefits Program
Dependent Eligibility Required Documentation



Below is a list of all dependent eligibility documentation requirements for health benefits coverage for dependents.

For a Spouse

- married one year or less – Government Issued Marriage Certificate
- married more than one year – Government Issued Marriage Certificate and one of the following:
 - Federal tax return filed within last two years and listing spouse as joint or individual
 - Proof of joint ownership (bank account, auto, home, etc.) issued within last six months
 - Proof of cohabitation (two separate documents – one in your name and one in your spouse's name – at the same address, such as utility bills, bank statements or credit card statements)

For a Domestic Partner

- partnership of one year or less – Domestic Partnership Certificate of Registration
- partnership of more than one year – Domestic Partnership Certificate of Registration and one of the following:
 - Proof of joint ownership (bank account, auto, home, etc.) issued within last six months
 - Proof of cohabitation (two separate documents – one in your name and one in your domestic partner's name – at the same address, such as utility bills, bank statements or credit card statements)

For a Child

NOTE: Disabled status for any child still requires current medical certification from the health plan in addition to the documents listed below.

- Biological Child
 - Government Issued Birth Certificate (including parent's names)
- Step Child – Must be spouse's child. One of the following combinations of documents is required:
 - Government Issued Birth Certificate (including parent's names) and Government Issued Marriage Certificate if married one year or less
 - Government Issued Birth Certificate (including parent's names) and Government Issued Marriage Certificate and Federal tax return filed within last two years listing spouse as joint or individual
 - Government Issued Birth Certificate (including parent's names) and Government Issued Marriage Certificate and proof of joint ownership (bank account, auto, home, etc.) issued within last six months
- Domestic Partner's child – Must be registered domestic partner's child. One of the following combinations of documents is required:
 - Government Issued Birth Certificate (including parent's names) and Domestic Partnership Certificate of Registration if partnership of one year or less
 - Government Issued Birth Certificate (including parent's names) and Domestic Partnership Certificate of Registration and proof of joint ownership (bank account, auto, home, etc.) issued within last six months
- Legal Ward
 - Government Issued Birth Certificate and the court ordered document of legal custody
- Tax Dependent Child
 - Government Issued Birth Certificate and the federal tax return filed in the previous year listing child as dependent

BENEFITS FAQs (Continued)

Do I have to join the New York City Employees' Retirement System (NYCERS)?

All civil service and labor class employees, including caretakers, are required to join the NYCERS pension plan upon completing six months of service. However, you may join at any time prior to the six-month period.

Provisional and non-competitive employees are not required to join the retirement system. However, they may join voluntarily at any time. See the handout in your packet for more details.

How do I join the pension system?

To join the pension plan, go to the NYCERS web site via www.nycers.org or by downloading their free mobile app.

Does NYCHA/the City offer other retirement savings options?

In addition to the NYCERS pension plan, the City provides an opportunity to join the Deferred Compensation Plan or to create an individual retirement account (IRA). [The NYC Office of Payroll Administration](#) web site provides details about these options.

Are there other tax break programs available to me as an employee?

Yes, you can enroll in dependent care and health care savings accounts, the New York State 529 College Savings Program, and contribute to tax-deductible charities via the Combined Municipal Campaign. [The NYC Office of Payroll Administration](#) web site provides additional details about each program and enrollment.

Does the City have a transportation benefits program?



The City offers eligible employees the opportunity to use pre-tax earnings to cover certain public transportation costs through a [Commuter Benefits Program](#). This program allows employees to access several transit providers and transit options.

Payroll deductions will be automatically loaded on your commuter credit card each pay period. Account access is available online or via mobile phone 24/7. The program reduces taxable income.

Where can I get further assistance regarding my benefits?

Your supervisor is your first resource to answer questions about your job and NYCHA policies and procedures. You may also contact Human Resources at 212.306.8000. The nyc.gov web site offers information for specific benefits questions.

[Continued]

CIVIL SERVICE FAQs

What is civil service?

The civil service system governs public service in which employment is usually based on competitive examination.

What is a civil service list and how are appointments made to become a permanent employee?

Every candidate who meets the education and experience requirements in the Notice of Examination and attains a passing mark on the test is eligible for consideration for appointment from the resulting civil service list for the title. This is commonly referred to as a rank order list. Consideration for appointment from lists must be made in list number order.

In general, every appointment or promotion from a civil service list within the competitive class has a probationary term of not more than one year. Employee performance is monitored for satisfactory performance during this period.

The services of the probationary employee may be terminated during this period based on documented unsatisfactory performance. Upon satisfactory completion of the probationary period, the employee becomes permanent.

What are Civil Service classifications?

Provisional appointments are non-permanent assignments to competitive class positions. Generally, a provisional appointment is made when there is no civil service list for a particular title.

Someone can serve provisionally in a competitive class title until a list is established. A provisional hire is an interim method of filling a position pending permanent appointment from a subsequent civil service list.

If you are serving provisionally, file with DCAS to take the test when a Notice of Examination announces the examination for your title. (See Table 1 on page 12.)



[Continued]

PAY AND HOURS OF WORK FAQs



When and where do I report to work?

The Notice of Appointment lists the address, phone number, and name of your supervisor. Call them for details before you report to your location.

When do I get paid and what are the paid holidays?

NYCHA employees are paid on a bi-weekly basis, every other Thursday.

Your initial pay date may be delayed 1 or 2 pay periods after hire as NYCHA transmits your employment information to the NYC Office of Payroll Administration. For more details, contact your Placement Coordinator in the Human Resources Department.

You can find the current [Payroll Calendar](#) (which notes paid holidays) on NYCHA Connect—NYCHA's intranet website—under Resources, as well as in this booklet.

What are my work hours?

Employees are assigned a specific work schedule as determined by title, work assignment, and

location. Your actual work arrival and departure times must be recorded by clocking in with the Kronos time clock, or by recording your time in the Kronos system.

Speak with your supervisor and timekeeper about your schedule.

Do I receive vacation, sick, and personal time? If so, how much?

Leave time is the number of days earned by an employee while working at NYCHA. This time may be used for vacation, illness, personal business, or religious observance without deduction from pay as provided by your union agreement.

Accrued leave time may be carried over from year to year. All employees should discuss their time with their timekeepers and supervisors. The [annual leave accrual tables](#) for full-time employees can be found on NYCHA Connect under the HR tab.

[Continued]

PAY AND HOURS OF WORK FAQs (Continued)

How much time do I earn for vacation, illness, and personal business?

You accrue time in accordance with your title and union affiliation. Time earned is combined and is not broken into separate vacation, sick or personal categories. Employees appointed on or before the 15th of any month earn annual leave on the first of the following month.

Employees appointed on or after the 16th of the month will start to earn annual leave on the first day of their second month. You may carry over earned time from one year to the next (you do not have to “use it or lose it”).

Note, annual leave is taken at the convenience of NYCHA. In no event shall accrued leave be used before one month of service is completed. Discuss any vacation or planned absences with your immediate supervisor.

How do I record my work attendance?

Non-managerial employees must use their NYCHA employee identification card to swipe in and out every day at their location's Kronos time clock.

Managerial employees must enter their attendance directly into the Kronos system. A [Kronos Quick Reference Guide](#) can be found in the [Human Resources](#) section of NYCHA Connect. Every employee is required to carry their NYCHA identification card during work hours and must display it upon request.

Can I take advantage of a flexible work schedule?

NYCHA offers flex to employees located at 250 Broadway, 90 Church Street, and at the Long Island City facility as permitted by supervision. Staff assigned to NYCHA developments, borough offices or other NYCHA locations work fixed schedules. Speak with your supervisor and timekeeper about your schedule.

UNION FAQs

Am I represented by a union?

Most New York City employees are covered by collective bargaining agreements negotiated by the City of New York with their respective unions. Additionally, many employees are in professional titles and may be represented by the Management Benefits Fund (MBF) or other professional associations.

If union membership is one of the requirements of your NYCHA job, call Human Resources to learn your specific union's name and contact information. Union dues are automatically deducted from your paycheck. Contact your union and sign up to enjoy the benefits of membership. If you are already a union member, consult with your union about NYCHA.

[Continued]

UNION FAQs (Continued)

What are the benefits of union, association, or Managerial Benefits Fund membership?

Your union provides a variety of benefits to members and eligible dependents, which may include prescription coverage, eye exam and eye glass coverage, dental coverage, legal services, and educational courses. You must enroll with your union to access the benefits.

How do I know which union or organization will represent me?

The bottom of your Notice of Appointment lists the name of your union or association. The Unions and Employee Organizations listing in this booklet provides you with the union name, address, and phone number so that you may enroll.

How do I enroll in my union or benefit fund?

Find the Unions and Employee Organizations listing in this booklet and use the contact information provided to contact them and enroll.

GENERAL FAQs



Does NYCHA have an Employee Assistance Program (EAP)?

Yes. [The City of New York's EAP](#) is located at 250 Broadway, 28th Floor. The phone number is 212.306.7660. (Visit [nyc.gov](#) or see the [Human Resources Manual](#) for more information.)

As an employee who is also a NYCHA resident, what guidelines must I follow?

You must ensure you are an authorized resident in your NYCHA home and that your name appears on the family composition. The income from your new job must be reported to your management office within 30 days from your start date, regardless of whether you are the head of household. Consult with your management office as to whether you qualify for Earned Income Disallowance (EID).

[Continued]

GENERAL FAQs



Is there a probationary period?

Every quarter during the first year of your employment, your supervisor must evaluate your performance in writing. In most cases, these evaluations rate your performance in the following categories: *quality of work; quantity of work; cooperation and attitude; learning capacity, adaptability and potential; and attendance and lateness.*

Your supervisor completes and discusses the performance evaluation with you. Your signature on a performance evaluation indicates you reviewed the report. It does not indicate you agree with the ratings.

Do I get reimbursed for traveling?

Some titles (such as skilled trades employees) are required to travel to different work locations. Discuss travel reimbursement with your supervisor.

What is a “floater”?

Some titles (such as Housing Assistant) may initially be assigned to a borough office. For a period, a floater may be required to fill in at various locations due to staff vacancies or scheduled vacations. If assigned as a floater, discuss future permanent placement with your borough supervisor.

What are the personnel rules and regulations at NYCHA?

Review the [Human Resources Manual](#) for information about personnel rules and regulations. You should also discuss additional rules and guidelines that are applicable to your specific work location with your supervisor.

How do I obtain access to specific computer programs?

In addition to the username and initial password provided to you for general computer access, there may be several other programs you will use based on your title. Your supervisor will make a request for access to those programs. Discuss this with your supervisor.

Talk to your supervisor about:

- Tools and equipment
- Lunch and breaks
- Uniforms/shoe reimbursement
- Duties
- Parking
- Dress code

Unions and Employee Organizations

In addition to your health insurance benefits, you may be eligible for several benefits provided by your welfare fund. In most cases, coverage provided is based upon your title and the number of hours you work a week.

Welfare fund benefits may include dental and prescription drug coverage, disability, legal services, personal counseling, optical, life insurance, and education benefits. Each welfare fund provides its own level and type of coverage. Call your union for details.

Allied Building Inspectors

Local 211
225 Broadway, New York, NY 10007
Phone: (212) 233-2690
<https://www.iuoe211.com/old-home>

American Federation of State, County & Municipal Employees

AFL-CIO - District Council 37
125 Barclay Street, New York, NY 10007-2179
Phone: (212) 815-1000
<http://dc37.net/>

Civil Service Bar Association

Affiliated with Local 237, I.B.T.
216 West 14th Street, 6th Floor, New York, NY 10011-7296
Phone: (646) 638-8622
<http://www.csbanyc.com/>

Communications Workers of America

Local 1180 - NYC Administrative Employees
6 Harrison Street, 3rd Floor, New York, NY 10013-2898
Phone: (212) 226-6565
<http://www.cwa1180.org/>

District Council 37, AFSCME, AFL-CIO

Local 154
New York City Miscellaneous Employees
Phone: (212) 815-1000
<https://www.dc37.net/about/locals/local154>

District Council 37, AFSCME, AFL-CIO

Local 299
Phone: (212) 815-1040
<https://www.dc37.net/about/locals/local299>

District Council 37, AFSCME, AFL-CIO

Local 371
Social Services Employees Union
817 Broadway, New York, NY 10003
Phone: (212) 677-3900
<http://www.sseu371.org/>

District Council 37, AFSCME, AFL-CIO

Local 375
Civil Service Technical Guild
Phone: (212) 815-1375
<http://civilservicetechnicalguild.org/>

District Council 37, AFSCME, AFL-CIO

Local 1407
NYC Accountants, Actuaries and Statisticians & Mgmt. Auditors
Phone: (212) 815-1040
<http://www.local1407.org/>

District Council 37, AFSCME, AFL-CIO

Local 1757
Assessors and Appraisers
Phone: (212) 815-1234
<https://www.dc37.net/about/locals/local1757>

District Council 37, AFSCME, AFL-CIO

Local 768
Phone: (212) 815-1040
<https://www.dc37.net/about/locals/local768>

District Council 37, AFSCME, AFL-CIO

Local 957
Housing Authority Employees
Phone: (212) 815-7672
<https://www.dc37.net/about/locals/local957>

District Council 37, AFSCME, AFL-CIO

Local 983, MVO & Traffic Enforcement Agents, L-3
Phone: (212) 815-1983
<http://local983.com/>

District Council 37, AFSCME, AFL-CIO

Local 1087
Phone: (212) 815-1010
<https://www.dc37.net/about/locals/local1087>

District Council 37, AFSCME, AFL-CIO

Local 2627, Electronic Data Processing Personnel
Phone: (212) 815-1040
<http://www.local2627.org/>

District Council 37, AFSCME, AFL-CIO

Local 2507
Phone: (212) 815-1060

International Brotherhood of Electrical Workers

Local 3
158-11 Harry Van Arsdale, Jr. Avenue, 4th Floor, Flushing, NY 11365
Phone: (718) 591-4000
<http://local3.com/>

International Union of Painters and Allied Trades

District Council 9 - Local 1969
45 W 14th Street - 4th Floor, New York, NY 10011
(718) 937-7440, Ext 108
<http://www.dc9.net/>

International Brotherhood of Teamsters Local 237, City Employees Union

216 West 14th Street, New York, NY 10011
Phone: (212) 924-2000
<http://local237.org/>

International Union of Operating Engineers

Local 15, 15A, 15B, 15C, 15D
44-40 11th Street, LIC, NY 11101
Phone: (212) 929-5327

International Union of Operating Engineers (IUOE)

Local 30, 30A, 30B, 30C, 30D
115-06 Myrtle Ave., Richmond Hill, NY 11418
Phone: (718) 847-6800
<https://www.iuoe.org/>

Organization of Staff Analysts (OSA)

220 E. 23rd St., Suite 707, New York, NY 10010
Phone: (212) 686-1229
<http://www.osaunion.org/who/main.html>

Plumbers and Gas Fitters

Local 1
50-02 Fifth Street - 2nd Floor, Long Island City, NY 11101
Phone: (718) 738-7500
<http://www.ualocal1.org/>

Service Employees International Union

Local 246
Civil Service Auto Mechanics
217 Broadway, Rm. 501, New York, NY 10007
Phone: (212) 233-0616
<http://nyclocal246.org/>

Service Employee International Union

Local 300
36-36 33rd St. Suite 200, Long Island City, NY 11106
Phone: (718) 383-8945
<https://www.seiu.org/>

Service Employee International Union

Local 621
Supervisors
75 Darcy Circle, Islip, NY 11751
Phone: (718) 334-9305 / 9306

United Brotherhood of Carpenters & Joiners of America

District Council of NYC & Vicinity
395 Hudson Street, New York, NY 10014
Phone: (212) 366-7500
<http://www.nycdistrictcouncil.com/>

NOTE: Part TT of this Budget Bill amends the RSSL to lower the minimum number of years required for Tier 6 members to vest for service retirement from 10 years to 5 years of credited service.



63/10 Retirement Plan For Tier 6 Members (Tier 6 Basic Plan)

Tier 6

May 2017

This brochure describes the obligations and benefits of the 63/10 Retirement Plan for Tier 6 members. The 63/10 Retirement Plan, also referred to as the Tier 6 Basic Plan, allows participants to retire with an unreduced pension at age 63 with at least 10 years of Credited Service. Participants with 10 years of Credited Service may retire with a reduced pension earlier than age 63 but no earlier than age 55 (see the Early Service Retirement section on page 2).

PARTICIPATION

Participation in this plan is for any employee of the City of New York or a Participating Employer who joins NYCERS on or after April 1, 2012 and is not a participant in the 22-Year Plan or a Tier 6 Special Plan.

CONTRIBUTIONS

Participants in the 63/10 Plan who join NYCERS between April 1, 2012 and March 31, 2013 are required to contribute 3% of gross wages until a new contribution structure takes effect on April 1, 2013. Beginning April 1, 2013, the contribution rate for 63/10 Plan participants is dependent upon annual wages earned during a "plan year" according to the schedule in the table below.

ANNUAL WAGES EARNED DURING PLAN YEAR	CONTRIBUTION RATE
Up to \$45,000	3%
\$45,001 to \$55,000	3.5%
\$55,001 to \$75,000	4.5%
\$75,001 to \$100,000	5.75%
Greater than \$100,000	6%

A **plan year** was defined as the period from April 1st to March 31st. During the first three plan years of membership (or the first three plan years beginning 4/1/13 if you joined NYCERS between 4/1/12 and 3/31/13), NYCERS uses a projection of your annual wages to determine your BMC rate (Projected Wage Method). For your fourth Plan year and each Plan year thereafter, NYCERS uses your gross wages earned two plan years prior to determine your BMC rate (Actual Wage Method). Recent legislation changed the plan year definition to a calendar year (1/1 to 12/31). For that reason, if your membership date falls between 4/1/12 and 3/31/14, the Actual Wage Method will be applied for the plan year 1/1/17-12/31/17. See the last page for a chart illustrating the application of each method based on hypothetical wages.

These contributions are referred to as Basic Member Contributions (BMCs). They are held in the Member Contribution Accumulation Fund (MCAF) and accrue interest at the rate of 5%, compounded annually. The accrual of interest on your contributions is of value in certain ways, but should not be equated to interest accrued in a savings account. A defined benefit retirement plan formula, prescribed by law, is used to calculate your pension. Interest has more of a direct impact in areas such as loans and refunds; the amount you can borrow is based on 75% of your MCAF, which is constantly growing because of interest, and refunds include interest earned.

BMCs must be paid until you separate from City service or retire. They are Federal tax-deferred, meaning that you do not pay Federal taxes on the contributions, only New York State and local taxes. Note, however, that contributions made while on Union Leave are not Federal tax-deferred.

BUY-BACK

63/10 Plan participants may purchase previous public service rendered anywhere in New York City or New York State. The cost is 6% of the wages earned during the period you are buying back, plus 5% interest compounded annually from the date of your previous service until the date of payment.

MILITARY BUY-BACK

Federal and state laws allow members to purchase service credit for time spent in U.S. Military service – the Uniformed Services Employment and Reemployment Rights Act (USERRA) and Article 20 of the New York State Retirement and Social Security Law (RSSL), respectively. Under USERRA, the cost is the equivalent of the contributions required if you had never left for military service. Under Article 20, the cost is 6% *times* the number of years of military service being purchased *times* the salary you earned during the 12 months prior to the date of your application. No interest is charged on military buy-back.

DEFICITS

The cumulative total of contributions that should be in your MCAF is known as your Required Amount and serves as one of the conditions to retire with an unreduced pension. Any amount less than your Required Amount is considered a deficit. If a deficit is identified prior to retirement, steps will be taken to resolve it. In the event of a deficit at retirement, an actuarial reduction can be applied to your pension benefit.

63/10 Retirement Plan #993 – Page 1



340 Jay Street, Brooklyn, NY
Mezzanine level



30-30 47th Avenue, 10th Floor
Long Island City, NY 11101



(347) 643-3000



www.nycers.org

NYC Employees' Retirement System (Continued)

LOANS

63/10 Plan participants may borrow up to 75% of the contributions held in the MCAF account. Any loans taken are subject to terms and conditions such as a limitation to one loan per every 12-month period and complete repayment in 5 years. Please see NYCERS' Loan Brochure #911 for additional terms and conditions, as well as information on the consequences of a loan default.

REFUNDS

63/10 Plan participants who leave City service with less than 10 years of Credited Service may apply for a refund of contributions inclusive of interest accrued. Members with 10 or more years of Credited Service are not eligible for a refund of their BMCs.

Members who leave City service with less than 10 years of Credited Service and do not return to City service within a five-year period will have their membership terminated by operation of law even if they have not applied for a refund of their BMCs.

You must be off payroll for thirty (30) or more days to qualify for a refund.

VESTED RETIREMENT BENEFIT

Vesting means that you have earned a right to receive benefits in the future; it is a way to receive benefits from NYCERS when you reach age 63 even if you leave City service at a younger age. Participants in the 63/10 Plan who have 10 or more years of Credited Service, at least two years of which are Membership Service, are entitled to receive a Vested Retirement Benefit at age 63. The Vested Retirement Benefit is computed in the same manner as the Service Retirement Benefit specified below.

SERVICE RETIREMENT

Participants in the 63/10 Plan who have 10 or more years of Credited Service, at least two years of which are Membership Service, are eligible to receive a Service Retirement Benefit at age 63.

The Service Retirement Benefit payable under the 63/10 Plan is calculated as follows:

- For a Participant with **less than 20 years** of Credited Service:
1.67% *times* Final Average Salary (FAS) *times* years of Credited Service
- For a Participant with **20 or more years** of Credited Service:
35% of FAS for the first 20 years of Credited Service,
PLUS
2% *times* FAS *times* each year of Credited Service in excess of 20

FINAL AVERAGE SALARY (FAS)

FAS is defined as the average of wages earned by a member during any continuous period of employment for which the member was credited with five years of Credited Service. However, wages

earned during any year used in an FAS calculation cannot exceed the average of the wages earned during the previous four years by more than 10 percent.

Some wages are excluded from the FAS calculation. The Tier 6 definition of wages includes an "overtime ceiling," which limits overtime compensation for pension purposes to no more than \$15,000; this amount is indexed annually according to the Consumer Price Index. Any overtime compensation earned in excess of the overtime ceiling is excluded from the FAS calculation. Overtime compensation is compensation paid at a rate greater than the standard rate.

The definition of wages also excludes:

- wages in excess of the annual salary paid to the Governor of the State of New York;
- lump-sum payments for deferred compensation, sick leave, accumulated vacation or other credits for time not worked;
- any form of termination pay;
- any additional compensation paid in anticipation of retirement; and
- in the case of employees who receive wages from three or more employers in a twelve-month period, the wages paid by the third and each successive employer.

EARLY SERVICE RETIREMENT

Participants in the 63/10 Plan may retire as early as age 55 with at least 10 years of Credited Service provided that they file their service retirement application while still in active payroll status. However, early retirement carries a penalty of a permanent reduction in your retirement benefit at a rate of 6.5% for each year (or a proration thereof) that you have retired prior to age 63.

The following table shows the percentage reduction for various ages:

AGE REDUCTION TABLE	
AGE AT RETIREMENT	PERCENT OF BENEFIT REDUCTION
63	None
62	6.5%
61	13%
60	19.5%
59	26%
58	32.5%
57	39%
56	45.5%
55	52%



NYC Employees' Retirement System (Continued)

Members who have left City service prior to age 55 cannot collect an early Vested Retirement Benefit with the penalty, but must wait until age 63 to collect.

DISABILITY RETIREMENT

As a 63/10 Plan participant, you are eligible for a Disability Retirement benefit at any age if you have 10 or more years of Credited Service and NYCERS' Medical Board determines that you are physically or mentally incapacitated to perform your job duties.

If you have less than 10 years of Credited Service, you are eligible to receive a Disability Retirement Benefit if NYCERS' Medical Board determines that you are physically or mentally incapacitated to perform your job duties AND your disability is the result of an accidental injury sustained in the performance of your duties, and not caused by your own willful negligence.

The Disability Retirement Benefit is equal to the greater of:

- 1/3 of your FAS; **OR**
- 1.67% *times* FAS *times* years of Credited Service; **OR**
- if you are eligible for a service retirement, your Service Retirement Benefit.

SURVIVOR BENEFITS

In the event of your death prior to retirement, your NYCERS membership entitles your beneficiaries to a death benefit. There are two primary types of death benefits – Ordinary Death Benefits and Accidental Death Benefits.

An Ordinary Death Benefit (ODB) is payable to your beneficiary(ies) if you die while in active service, before retirement, whether or not death occurs as the result of an accident sustained on the job.

An ODB will be paid only if:

- A. you were being paid on payroll at the time of your death; **OR**
- B. you were off payroll or you were on an authorized leave without pay at the time of your death; **AND**
 1. you were on payroll, in service, and paid within the last 12 months before death; **AND**
 2. you were not gainfully employed since last on the payroll; **AND**
 3. you had credit for one or more years of continuous service since you last entered the service of your employer.

The ODB payable is a multiplication of your salary as indicated below:

- if you have at least one, but less than two years of service, a lump-sum benefit equal to one year's current salary.
- if you have at least two, but less than three years of service, a lump-sum benefit equal to two times current salary.
- if you have at least three years of service, a lump-sum benefit equal to three times current salary.

The benefit is reduced for each year a member remains in active service beyond age 60.

Your beneficiary(ies) will also receive a refund of your BMCs plus earned interest.

If you are vested (have at least 10 years of Credited Service) and die prior to age 63, your beneficiaries will receive a lump-sum death benefit based on 50% of the ODB that would have been payable if you had died on your last day in active service, plus the refund of your BMCs plus interest.

An Accidental Death Benefit (ADB) is payable to Eligible Beneficiaries, who are defined in law. Eligible Beneficiary(ies) will receive an ADB if NYCERS determines that your death was the result of an accident sustained in the performance of your duty, not caused by your own negligence.

The annual benefit equals 50% of the wages you earned during your last year of service, or your annual wage rate if you had less than one year of service. The deceased member's contributions are not refunded to the beneficiaries.



NYC Employees' Retirement System (Continued)

PROJECTED WAGE METHOD (FIRST 3 PLAN YEARS ONLY)			
	1st Plan Year	2nd Plan Year	3rd Plan Year
Projected Annual Salary	\$70,000	\$70,000	\$70,000
Rate Based on Projected Annual Salary	4.5%	4.5%	4.5%
Actual Wages Earned in Plan Year	\$72,000	\$72,500	\$76,000
Contributions Made in Plan Year	\$3,240 (4.5% of \$72,000)	\$3,263 (4.5% of \$72,500)	\$3,420 (4.5% of \$76,000)
ACTUAL WAGE METHOD (4TH PLAN YEAR AND THEREAFTER)			
	4th Plan Year	5th Plan Year	
Actual Wages Earned in Plan Year	\$80,000	\$82,500	
Rate Based on Actual Wages Earned Two Plan Years Prior to the Current Plan Year	4.5%	5.75%	
Contributions Made in Plan Year	\$3,600 (4.5% of \$80,000)	\$4,744 (5.75% of \$82,500)	

63/10 Retirement Plan #993 – Page 4

 340 Jay Street, Brooklyn, NY Mezzanine level
  30-30 47th Avenue, 10th Floor Long Island City, NY 11101
  (347) 643-3000
  www.nycers.org

2023 Pay Calendar

<p>Bi-weekly pay dates are indicated by broken lines. The pay date is normally the following Thursday.</p>							<h2 style="text-align: center;">2023 PAY CALENDAR</h2> <p>PUBLIC HOLIDAYS are shown in white lettering on a black background. PAY DATES are shown inside a gray box.</p>							<p>When a holiday falls on a Saturday, it will generally be observed on the preceding Friday. When a holiday falls on a Sunday, it will generally be observed on the following Monday.</p>									
January							May							September									
SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT			
1	2 New Year's Day Observed	3	4	5	6	7	1	2	3	4 Period 9 Pay Date	5	6	7	1	2	3	4	5	6	7			
8	9	10	11	12 Period 1 Pay Date	13	14	8	9	10	11	12	13	14	8	9	10	11	12	13	14			
15	16 Martin Luther King, Jr. Day	17	18	19	20	21	15	16	17	18 Period 10 Pay Date	19	20	21	15	16	17	18	19	20	21			
22	23	24	25	26 Period 2 Pay Date	27	28	22	23	24	25	26	27	28	22	23	24	25	26	27	28			
29	30	31					29	30	31					29	30	31							
29	30	31					28	29 Memorial Day	30	31				24	25	26	27	28	29	30			
February							June							October									
SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT			
			1	2	3	4					1 Period 11 Pay Date	2	3	4					1 Period 20 Pay Date	2	3	4	
5	6	7	8	9 Period 3 Pay Date	10	11	5	6	7	8	9	10	11	5	6	7	8	9	10	11			
12	13 Lincoln's Birthday Observed	14	15	16	17	18	12	13	14	15 Period 12 Pay Date	16	17	18	12	13	14	15	16	17	18			
19	20 Washington's Birthday	21	22	23 Period 4 Pay Date	24	25	19	20 Juneteenth	21	22	23	24	25	19	20	21	22	23	24	25			
26	27	28					26	27	28	29 Period 13 Pay Date	30				26	27	28	29	30	31			
March							July							November									
SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT			
			1	2	3	4						1	2	3	4					1 Period 22 Pay Date	2	3	4
5	6	7	8	9 Period 5 Pay Date	10	11	5	6	7	8	9	10	11	5	6	7 Election Day	8	9	10	11			
12	13	14	15	16	17	18	12	13	14	15	16	17	18	12	13	14	15	16	17	18			
19	20	21	22	23 Period 6 Pay Date	24	25	19	20	21	22	23	24	25	19	20	21	22	23	24	25			
26	27	28	29	30	31		26	27	28	29	30	31		26	27	28	29	30 Thanksgiving Day	31				
26	27	28	29	30	31		23	24	25	26	27 Period 15 Pay Date	28	29	26	27	28	29	30 Period 24 Pay Date					
30							30	31						31									
April							August							December									
SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT			
						1			1	2	3	4	5							1	2		
2	3	4	5	6 Period 7 Pay Date	7	8	2	3	4	5	6	7	8	2	3	4	5	6	7	8	9		
9	10	11	12	13	14	15	9	10	11	12	13 Period 14 Pay Date	14	15	9	10	11	12	13	14	15	16		
16	17	18	19	20 Period 8 Pay Date	21	22	16	17	18	19	20	21	22	16	17	18	19	20	21	22	23		
23	24	25	26	27	28	29	23	24	25	26	27	28	29	23	24	25	26	27	28	29	30		
30							27	28	29	30	31			30	31								
30														24	25 Christmas Day	26	27	28	29	30			
														31									



NEW YORK CITY HOUSING AUTHORITY

To provide quality housing for New Yorkers that is sustainable, inclusive, and safe, while fostering opportunities for economic mobility.

Important Phone Numbers

Human Resources	212.306.8000 90 Church Street, 5 th Floor New York, NY 10007
Department of Communications	212.306.3322
Office of Diversity, Equity, and Inclusion	212.306.4468 Mon-Fri 8:30am-5pm Walk-ins: 90 Church Street, 6 th Floor New York, NY 10007 On-line: NYCHA Complaint of Alleged Discrimination (Form 036.025)
General NYCHA Information	212.306.3000
IT Department Service Center	212.306.7000
Law Department	212.776.5000
Learning & Development	212.306.3200
Office of the Inspector General	212.306.3355
Office of Safety and Security	212.306.8800
Reasonable Accommodation Coordinator	212.306.3996



HR Contact Information

To get assistance with your HR-related issue, please use these email addresses to communicate directly with the appropriate units within the HR Department:

Changes of Address	HR.AddrChange@nycha.nyc.gov
Civil Service (exams, status, call-ins)	HR.CivilServ@nycha.nyc.gov
Employee Relations	HR.EmpRel@nycha.nyc.gov
Employment	HR.Employment@nycha.nyc.gov
Employment Verification Requests/Letters	HR.EVR@nycha.nyc.gov
ESS User IDs	HR.UserID@nycha.nyc.gov
Final Actions	HR.Time@nycha.nyc.gov
Health Benefits	HR.Benefits@nycha.nyc.gov
Labor Relations or Union Matters	HR.LaborRel@nycha.nyc.gov
Learning and Development	HR.LrnDev@nycha.nyc.gov
Leaves of Absence (except Paid Family Leave)	HR.Time@nycha.nyc.gov
Paid Family Leave	pfl@nycha.nyc.gov
Retirement Appointments	HR.Retirement@nycha.nyc.gov
Salary	HR.Salary@nycha.nyc.gov
Transfer of Annual Leave from Other City Agencies	HR.dp2001@nycha.nyc.gov
Workers' Compensation	HR.workcomp@nycha.nyc.gov
All Other HR Related Issues	HR.GeneralInbox@nycha.nyc.gov

To get copies of blank HR forms, the HR Manual, NYC Health Benefits Summary Plan Description, the Employee Self-Service login guide, and more, go to:

<http://nychanow.nyc/hr-corner/>

This website is available 24 hours a day/7 days a week, from any internet-connected device anywhere.

Office of the Inspector General (OIG)

The OIG investigates allegations regarding NYCHA employees, residents, or contractors who engage in conduct that involves:

- Criminal activity
- Corruption
- Fraud
- Waste
- Gross mismanagement
- Conflicts of interest

An outside activity you may wish to pursue, such as a part-time job or ownership in a business, may create a conflict with your NYCHA employment.

NYC law forbids a City employee from working for a company that has business with the City of New York, to prevent any possible conflict of interest between the City employment and the part-time employment. Before you seek a second job you must ask for and be granted a waiver to perform that work.

To obtain a waiver contact:

[**COI@nycha.nyc.gov**](mailto:COI@nycha.nyc.gov)

212 306-4000



The Essentials

Here are a few reminders to help ensure you get off to a great start.

Be sure to:

- ❑ Select your health plan.
- ❑ Choose your beneficiary.
- ❑ Contact your union.
- ❑ Complete pension forms.
- ❑ Read and acknowledge policy statements.



Again, welcome to the NYCHA team!

As part of the team, you are our most important asset. NYCHA could not accomplish what it does every day without the dedication of its employees.

NYCHA is confronting some of the most significant challenges in its long history. We believe that your skills and talents will help us continue to meet those challenges and elevate our level of service. Your colleagues and NYCHA residents are counting on you.

To make the most of your NYCHA career, be sure to familiarize yourself with the information provided in this booklet. Remember, the NYCHA team is here to support you. Call **Human Resources** at 212.306.8000 if you have any questions about your employment.

We are excited to have you on our team and look forward to your contributions.

CONGRATULATIONS



Additional Documents

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How to Read Your Notice of Appointment (NOA)

How to Read Your Notice of Appointment (NOA)

NEW YORK CITY HOUSING AUTHORITY
Human Resources Department

DATE: **MM/DD/YYYY**

TO: [Ensure Your Name Appears Correctly Here]

FROM: Human Resources Department - Employment Division

SUBJECT: Notification of APPOINTMENT

The status of the title to which you are assigned is:

[LABOR CLASS, CIVIL SERVICE, PROVISIONAL, or EXEMPT]

Important Notice for Provisional Appointments ONLY:
Civil Service Law states that provisionals are not supposed to be employed for more than nine months. We strongly urge provisional employees to take any civil service exams for their titles or other titles for which they qualify. It is very important that you become permanent in your position. If you file for, take and pass an exam in your title, and, if appointed to that title; you must pass the probationary period to attain the rights and protections of a permanent employee provided by the New York State Civil Service Law. You may learn about upcoming civil service exams by viewing the New York City Department of Citywide Administrative Services website at: <https://a856-exams.nyc.gov/OASrsWeb/Exam/List>

TEMPORARY ASSIGNMENT

OTHER: _____

Effective Date: [Your Date of Hire] Total Salary: [Check your salary is correct]
(Inclusive of any adjustments where applicable.)

Last four digits of SS#: _____ ID #: [Your Kronos ID Number]

Title Code: _____ Title: [Check that your correct job title appears here]

Department: [The name of your department appears here] WorkUnit #: _____

Location: [Your work location appears here] Location #: _____

Location Address: [Your work location address appears here]

Location Phone Number: [Your location telephone] Report To: []
[]

Union Affiliation: [Your Union Appears Here - Contact your union for membership enrollment]


Your assigned status is one of the following:

Labor Class- No minimum qualifications; titles include: Caretakers and City Laborers.

Competitive (Civil Service)- Exams are required; titles include Accountant, Staff Analyst.

Non-Competitive/Exempt- No exam required; titles include Agency Attorney, interns.

Provisional- See blurb below your status.

cc: Employee (original)  Employee ID#
File NYCHA 015.301 [Your NYCHA Emp # Here]

(L7104 3-24-10)

NYCHA Human Resources Department
90 Church Street, New York, NY 10010 • 212.306.8000 • hr.benefits@nycha.nyc.gov

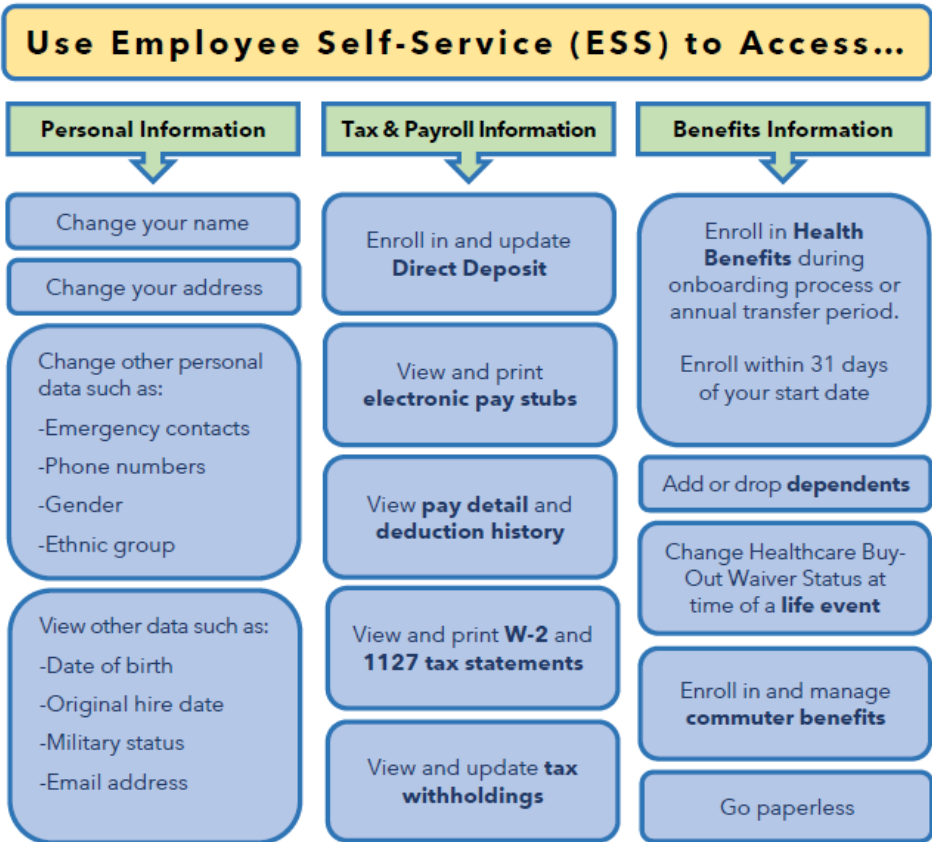
Employee Self Service (ESS)

Human Resources Department
90 Church Street | 5th Floor | New York, NY 10007 | 212.306.8000

Congratulations! Welcome to NYCHA.

You can access the **NYCAPS Employee Self-Service (ESS)** site to view or change your personal, benefits, or tax and payroll information. To log on ESS, you will need your 7-digit NYCHA Employee Reference Number (ERN).

If you have access to NYCHA Connect, you should be able to see your ERN by selecting the HR tab, then going to My Pay (NYCAPS). Otherwise, you may need to wait until you receive your first paycheck which will contain your ERN number. Note your ERN number will be labeled "Reference Number" on your paycheck.



Employee Self Service (ESS)

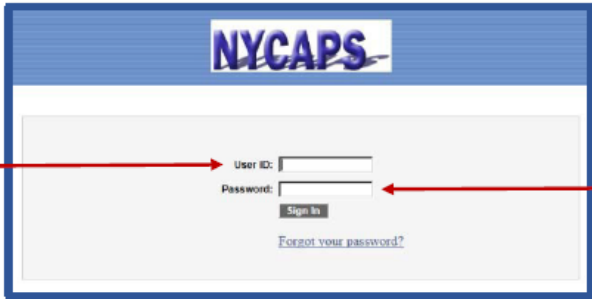
Human Resources Department
90 Church Street | 5th Floor | New York, NY 10007 | 212.306.8000

When can I access Employee Self-Service?

- ESS is now available 24/7.
- Brief maintenance windows occur weekday evenings and some weekends.

How do I access Employee Self-Service?

- To access ESS outside of a City office, use: <http://nyc.gov/ess>.
- Log in using your user ID and password.



What is my ESS user ID?

Your NYCHA Employee Reference Number is your ESS user ID. The instructions on how to attain this number is on Page 1.

What is my password?

Your initial password consists of the last 2 digits of your SSN, underscore, the first 3 letters of your birth month (must be upper case), your birth day including the leading zero, and your birth year (i.e., the password for an employee with an SSN of XXX-XX-XX99 and a birth date of January 01, 1910 would be 99_JAN011910).

Need help logging into Employee Self-Service?

Please contact: NYCAPS Central
212.487.0500

Employee Self Service (ESS)(Continued)

EMPLOYEE SELF-SERVICE LOGIN

Quick access to your personal, pay, tax, and benefits information

Steps for Enrolling in Health Benefits for Hires or Rehires

Enrollment must be completed within 31 days from the date of hire

1. Log into ESS <http://www.nyc.gov/ess>. Enter user ID and password.
2. You should see all the available options. If not, select Employee Self-Service located on top to display menu options.
3. Select Health Benefits to view Benefit menu options.
4. Select Health Benefits Enrollment to enroll in benefits; the Health Benefits Enrollment Page displays your Event and status.
5. Click Select to initiate your enrollment for the New Hire Enrollment. The event Status will indicate:
 - a. Open-you have not submitted an election for this event and it is ready for data entry.
 - b. Pending-you have entered selections where you must submit supporting documentation to Human Resources Employee Benefits.
 - c. Submitted-your pending entry has been approved.
6. Your Enrollment Summary will indicate No Coverage.
 - a. Click **Edit** to select your new health benefit coverage. A listing of plan options will be displayed specific to your eligibility. Click the scrollbar to view all plan options. Click the plan name link to be directly connected to the plan's website.
 - b. Click the **Waive** button to decline being enrolled in a health plan.
7. Click the radio button next to the plan name to select your health plan.
 - a. If you are electing an Employee ONLY coverage, click Continue and go to Step 8.
 - b. If you are enrolling a dependent, click the Add/Review Dependents which will display all individuals currently eligible to be your dependents. Refer to the Summary Program Description booklet at www.nyc.gov/hbp for information on who is eligible as a dependent.
 - c. Click Add a Dependent in your health plan. Enter your dependent's personal information. All fields with an asterisk (*) are required. If enrolling a spouse, for Marital status date, enter marriage date.
 - d. Upon entering all dependent's personal information, click Save. A confirmation page will display noting that your new dependent's personal information has been saved. Your dependent(s) are only stored at this point. You must continue the process to enroll your dependent in your health plan.
 - e. Click OK.
 - f. The Enrollment Dependent Summary page will display; review your dependent's personal information. Use the Edit button to edit your dependent's information.
 - g. If enrolling multiple dependents, repeat steps 7a to 7d for each dependent. Once you have added all dependents, click Enrollment Dependent Summary and select Return to Event Selection to return to the Health Benefits Enrollment Page to enroll your dependents in your health plan.
 - h. Scroll to bottom of the page, click Enroll box to enroll your dependent and click Continue button.
8. You can now view a summary of your election; click the OK button to store your selections.
9. Your health plan coverage will be displayed along with the cost per pay period.
10. Click Submit to process your selection.
11. Carefully read the Employee Certification to understand the terms and conditions of your health coverage; click Submit to finalize your enrollment election.
12. Your benefit choices have been successfully submitted; click OK. NOTE: If enrolling dependent(s), your election will be placed in a Pending Status until supporting documentation is emailed to HR_Benefits@nycha.nyc.gov and processed by Human Resources Employee Benefits. The documentation must include your name and ID#. If the Benefits Summary does not reflect your new enrollment changes, this means that your changes have not yet been approved.

Employee Self Service (ESS)(Continued)

EMPLOYEE SELF-SERVICE LOGIN

Quick access to your personal, pay, tax, and benefits information

LIFE EVENTS

Add Newborn Dependent

Addition must be completed within 31 days of the date of birth.

If the newborn is older than 31 days, please contact 212-306-8000 (select Option #1).

1. Log in to ESS (www.nyc.gov/ess. Enter user ID and password.)
2. You should see all available options. If not, select Employee Self-Service on top to display menu options.
3. Select Benefits Link
4. Select Life Events
5. Select Add Dependent
6. In the Effective Date of Event field, enter the child's date of birth
7. For the Qualifying Event Type select birth; click on the Submit My Event button
8. Review your information carefully and ensure that the Life Event Type and Event/Effective date are accurate.
9. Your event is now ready for data entry. Click on the Go to My Enrollment Event. – The Health Benefits Enrollment Page displays your Event and status.
10. Click Select to initiate your enrollment for the Event of Family Status Change – The event Status will indicate:
 - a. Open-you have not submitted an election for this event, and it is ready for data entry
 - b. Pending-you have entered selections where you must submit supporting documentation to NYCHA Health Benefits
 - c. Submitted-your pending entry has been approved
11. Your Enrollment Summary will indicate your current Coverage. Click Edit to add dependent to health plan.
12. Your current plan will be displayed. If you already have dependents, a listing showing their names, relationship and if currently enrolled will appear. Those covered are indicated by a check mark next to their name.
13. Click the Add/Review Dependents button to add your child in your health plan. If you have questions regarding who is eligible as a dependent, refer to the Summary Program Description. Go to <http://www.nyc.gov/hbp>.
14. Click the Add a Dependent link to add your child in your health plan. Enter your dependent's personal information. All fields with an asterisk (*) are required.
Note: If your child's social security number has not yet been issued, leave blank. However, it must be provided to HR Health Benefits when available.
15. Upon entering all dependent's personal information, click Save. A confirmation page will be displayed noting that your new dependent's personal information has been saved successfully. Your dependent(s) are only stored at this point. You must continue the process to enroll your dependent in your health plan.
16. Click OK to continue and review your dependent's information. The Dependent Personal Information page will display your new dependent's personal information. Use the Edit button to review and edit your dependent's information. If enrolling multiple dependents, repeat these steps for each dependent.
17. Once you have added all dependents, click the Enrollment Dependent Summary link and select Return to Event Selection link to return to the Health Benefits Enrollment Page to enroll your dependents in your health plan.
18. Click a Check Mark in the Enroll box in order to enroll your dependent and click the continue button.
19. You can now view a summary of your election; click the OK button to store your selections.
20. Your health plan coverage will be displayed along with the cost per pay period.
21. Click the submit button to process your selection.
22. Carefully read the Employee Certification in order to understand the terms and conditions of your health coverage; click Submit to finalize your enrollment election.
23. Your benefit choices have now been successfully submitted; click OK.
24. Your election will be placed in a Pending Status until supporting documentation is emailed to HR.Benefits@nycha.nyc.gov and processed by Human Resources Employee Benefits. The documentation must include your name and ID.
Note: If the Benefits Summary does not reflect your new enrollment changes, this means that your changes have not yet been approved.

Employee Self Service (ESS)(Continued)

EMPLOYEE SELF-SERVICE LOGIN

Quick access to your personal, pay, tax, and benefits information

Add Spouse

Enrollment must be completed within 31 days of the date of marriage.

If the marriage is older than 31 days, please contact 212-306-8000 (select Option #1).

1. Log in to ESS (www.nyc.gov/ess. Enter user ID and password.)
2. You should see all available options. If not, select Employee Self-Service on top to display menu options.
3. Select Benefits Link.
4. Select Life Events.
5. Select Add Dependent.
6. In the Effective Date of Event field, enter the date of the Marriage.
7. For the Qualifying Event Type select Marriage.
8. Click on the Submit My Event button.
9. Review your information carefully and ensure the Life Event Type and Event /Effective date are accurate.
10. Your event is now ready for data entry. Click on the Prepare My Enrollment Event. The Health Benefits Enrollment Page displays your Event and status.
11. Click Select to initiate your enrollment for Event of Family Status Change - The event Status will indicate:
 - a. Open-you have not submitted an election for this even and it is ready for data entry
 - b. Pending-you have entered selections where you must submit supporting documentation to NYCHA Health Benefits
 - c. Submitted-your pending entry has been approved
12. Your Enrollment Summary will indicate your current Coverage. Click the Edit button to add the dependent to your health plan.

Note: If you click on the I Have No Changes button, you are choosing not to make an enrollment change
13. Your current plan will be displayed. If you already have dependents, a listing showing their names, relationship and if currently enrolled will appear. Those covered indicated by check mark next to names.
14. Click the Add/Review Dependents button to add your spouse in your health plan. If you have questions regarding who is eligible as a dependent, refer to the Summary Program Description. Go to <http://www.nyc.gov/hbp>.
15. Click the Add a Dependent link to add your spouse in your health plan. Enter your dependent's personal information. All fields with an asterisk (*) are required.
16. Upon entering your dependent's personal information, click Save. A confirmation page will be displayed noting that your new dependent's personal information has been saved successfully. Your dependent(s) are only stored at this point. You must continue the process to enroll your dependent in your health plan.
17. Click the OK to continue and review your dependent's information. The Dependent Personal Information page will display your new dependent's personal information. Use the Edit button to review and edit your dependent's information. If enrolling multiple dependents, repeat these steps for each dependent.
18. Once you have added all your dependents, click the Enrollment Dependent Summary link and select Return to Event Selection link to return to the Health Benefits Enrollment Page to enroll your dependents in your health plan.
19. Click a Check Mark in the Enroll box in order to enroll your dependent and click the continue button.
20. You can now view a summary of your election; click the OK to store your selections.
21. Your health plan coverage will be displayed along with the cost per pay period.
22. Click the submit button to process your selection.
23. Carefully read the Employee Certification in order to understand the terms and conditions of your health coverage; click Submit to finalize your enrollment election.
24. Your benefit choices have now been successfully submitted; click OK.
25. Your election will be placed in a Pending Status until supporting documentation is emailed to HR.Benefits@nycha.nyc.gov and processed by Human Resources Employee Benefits. The documentation must include your name and ID. Note, if the Benefits Summary does not reflect your new enrollment changes, this means that your changes have not yet been approved.

Employee Self Service (ESS)(Continued)

EMPLOYEE SELF-SERVICE LOGIN

Quick access to your personal, pay, tax, and benefits information

Drop Dependent–Divorce

1. Log in to ESS (www.nyc.gov/ess). Enter user ID and password.
2. You should see all available options. If not, select Employee Self-Service on top to display menu options.
3. Select Benefits Link
4. Select Life Events
5. Select Drop Dependent
6. In the Effective Date of Event field, enter the date of the Divorce
7. For the Qualifying Event Type select Divorce

Note: When dropping spouse, the change must be completed within 31 days of the date of the divorce. If the divorce is older than 31 days, please contact xx .
8. Click on the Submit My Event button
9. Review your information carefully and ensure that the Life Event Type and Event /Effective date are accurate. Click on the Prepare My Enrollment Event.
10. Your event is now ready for data entry. Click on the Go to My Enrollment Event. – The Health Benefits Enrollment Page displays your Event and status.
11. Click Select to initiate your enrollment for the Event of Family Status Change – The event Status will indicate:
 - a. Open-you have not submitted an election for this even and it is ready for data entry
 - b. Pending-you have entered selections where you must submit supporting documentation to NYCHA Health Benefits
 - c. Submitted-your pending entry has been approved
12. Your Enrollment Summary will indicate your current Coverage. Click the Edit button to remove your spouse from your health plan.
13. Note: If you click on the I Have No Changes button, you are choosing not to make an enrollment change
14. Your current plan will be displayed. If you already have dependents, a listing showing their names, relationship and if currently enrolled will appear. Those covered are indicated by a check mark next to their name. Click to Uncheck the box next to your former spouse's name.
15. Click continue to update your dependent's disenrollment. Note: Your former spouse will be classified as Ex-Spouse.
16. You can now view a summary of your election; click the OK button to store your selections.
17. Your health plan coverage will be displayed along with the cost per pay period.
18. Click the submit button to process your selection.
19. Carefully read the Employee Certification to understand the terms and conditions of your health coverage.
 - a. IF you are not ready to submit your elections, click Cancel button; no enrollment action will be taken.
 - b. IF you are ready to submit and finalize your enrollment election, click Submit.
20. Your benefit choices have now been successfully submitted; click the OK button.
21. Your election will be placed in a Pending Status until supporting documentation is emailed to HR.Benefits@nycha.nyc.gov and processed by Human Resources Employee Benefits. The documentation must include your name and ID. Note: If the Benefits Summary does not reflect your new enrollment changes, this means that your changes have not yet been approved.

Employee Self Service (ESS)(Continued)

EMPLOYEE SELF-SERVICE LOGIN

Quick access to your personal, pay, tax, and benefits information

Change Waiver Status Due to Loss of Other Coverage

1. Log in to ESS (<http://www.nyc.gov/ess>. Enter user ID and password.)
 2. You should see all available options. If not, select Employee Self Service on top to display menu options.
 3. Select Benefits Link
 4. Select Life Events
 5. Select Change Waiver Status
 6. In the Effective Date of Event field, enter the loss coverage date
 7. For the Qualifying Event Type select Enroll Off Waiver
- Note: This action must be completed within 31 days of the qualifying event. If this action is not completed timely, you will not be able to change benefits election until the next Transfer Period.
8. Click on the Submit My Event button
 9. Review your information carefully and ensure that the Life Event Type and Event /Effective date are accurate. To prepare your event for enrollment, click on the Prepare My Enrollment Event.
 10. Your event is now ready for data entry. Click on the Go to My Enrollment Event. The Health Benefits Enrollment Page displays your Event and status.
 11. Click Select to initiate your Enroll off Waiver Enrollment - The event Status will indicate:
 - a. Open-you have not submitted an election for this even and it is ready for data entry
 - b. Pending-you have entered selections where you must submit supporting documentation to NYCHA Health Benefits
 - c. Submitted-your pending entry has been approved
 12. Your Enrollment Summary will indicate Waiver. Click the Edit button to choose your new health plan.
 13. Note: If you click I Have No Changes button, you are choosing not to make an enrollment change
 14. A listing of plan options will be displayed specific to your eligibility. Click the scrollbar to view all plan options. Click the plan name link to be directly connected to the plan's website.
 15. Click the radio button next to the plan name to select your new health plan.
 - a. If you are electing an Employee ONLY coverage, click the Continue Button and go to Step 16
 - b. If you are enrolling a dependent, click the Add/Review Dependents button which will display all individuals currently eligible to be your dependents. This may include dependents that may not be currently covered but are still eligible. Those covered indicated by a check mark next to their name.
- If you have questions regarding who is eligible as a dependent, refer to the Summary Program Description. Go to NYCHA Connect, HR, Health Insurance Rates, click on Summary Plan Description.
- Click the Add a Dependent link to enroll your dependent(s) in your health plan. Enter your dependent's personal information. All fields with an asterisk (*) are required.
- If enrolling a spouse, for the Marital status date, enter your marriage date.
- Upon entering all dependent's personal information, click Save. A confirmation page will appear noting your new dependent's personal information has been saved successfully. Your dependent(s) are only stored at this point. You must continue the process to enroll your dependent.
- Click the OK button to continue and review your dependent's information.
- The Enrollment Dependent Summary page will display your dependent's personal information. Use the Edit button to review and edit your dependent's information.
- If enrolling multiple dependents, repeat these steps for each dependent. Once you have added all your dependents, click the Enrollment Dependent Summary link and select Return to Event Selection link to return to the Health Benefits Enrollment Page to enroll your dependents in your health plan.
- Click a Check Mark in the Enroll box in order to enroll your dependent and click the continue button.

Continued ⇒

Employee Self Service (ESS)(Continued)

EMPLOYEE SELF-SERVICE LOGIN

Quick access to your personal, pay, tax, and benefits information

Change Waiver Status due to Loss of Other Coverage (Cont'd)

16. You can now view a summary of your election; click the OK button to store your selections.
17. Your health plan coverage will be displayed along with the cost per pay period.
18. Click the submit button to process your selection.
19. Carefully read the Employee Certification to understand terms and conditions of health coverage
 - a. IF you are not ready to submit your elections, click the Cancel button, no enrollment action will be taken.
 - b. IF you are ready to submit and finalize your enrollment election, click Submit.
20. Your benefit choices have now been successfully submitted; click the OK button.
21. If enrolling dependent(s), your election will be placed in a Pending Status until supporting documentation is emailed to HR.Benefits@nycha.nyc.gov and processed by Human Resources Employee Benefits. The documentation must include your name and ID. If the Benefits Summary does not reflect your new enrollment changes, this means that your changes have not yet been approved.

Direct Deposit

How Do I Enroll in Direct Deposit?

Step 1

To access ESS outside of a city office, please use the Internet website: <http://nyc.gov/ess> to access the NYCAPS sign in screen:



Your NYCHA Employee Reference Number is your ESS User ID.

To request this important number, please email your full name, Kronos ID number, and for added security your date of birth and last four digits of your Social Security number to HR.UserID@nycha.nyc.gov.

Your Initial Password consists of the last 2 digits of your SSN, underscore, the first 3 letters of your birth month (must be upper case), your birth day including the leading zero, and your birth year (i.e. the password for an employee with an SSN of XXX-XX-XX99 and a birth date of January 01, 1910 would be 99_JAN011910).

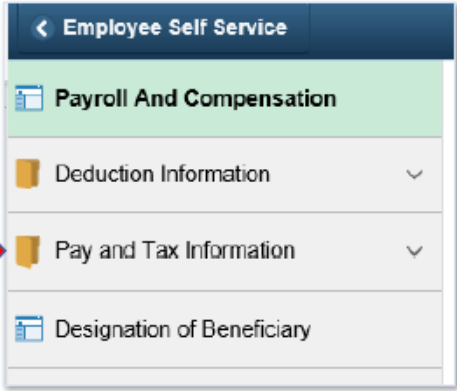
Step 2

You'll see the icons below after you log on ESS; click on "Pay and Tax Information"



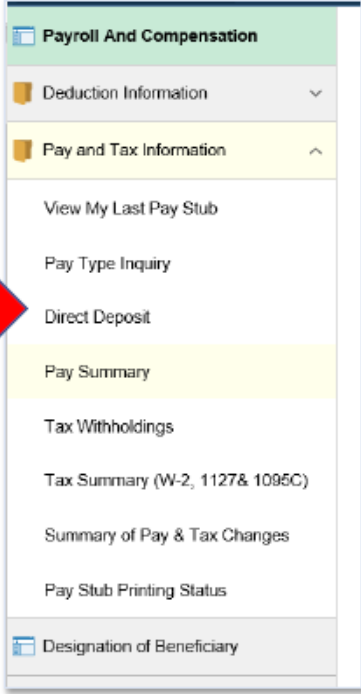
Direct Deposit (Continued)

Step 3
When you click on "Pay and Tax Information", you will see below menu. Select "Pay and Tax Information":



The screenshot shows a mobile application interface titled "Employee Self Service". Underneath, there is a "Payroll And Compensation" section. Below this, there are four menu items: "Deduction Information", "Pay and Tax Information", and "Designation of Beneficiary". A red arrow points to the "Pay and Tax Information" item.

Step 4
Select Direct Deposit:

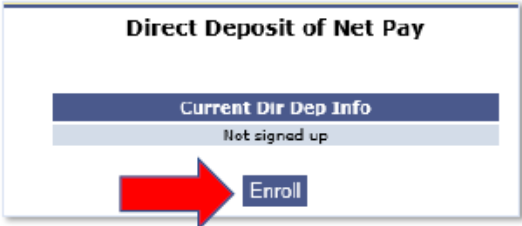


The screenshot shows the expanded "Pay and Tax Information" menu. The menu items are: "View My Last Pay Stub", "Pay Type Inquiry", "Direct Deposit", "Pay Summary", "Tax Withholdings", "Tax Summary (W-2, 1127& 1095C)", "Summary of Pay & Tax Changes", "Pay Stub Printing Status", and "Designation of Beneficiary". A red arrow points to the "Direct Deposit" item.

Direct Deposit (Continued)

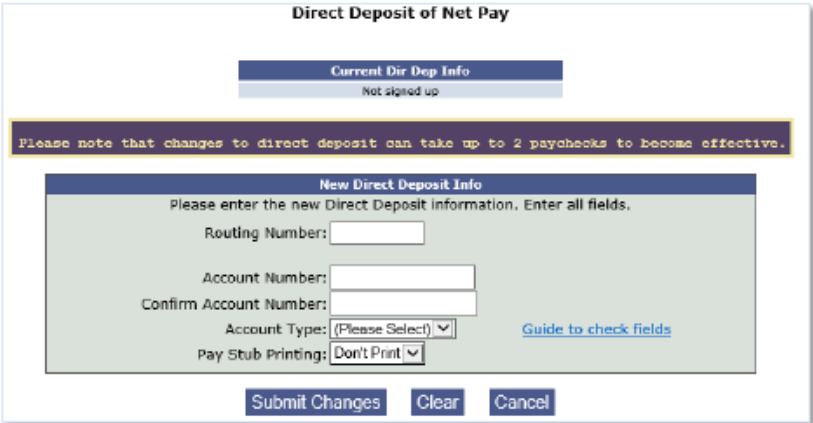
Step 5

Select "Enroll":

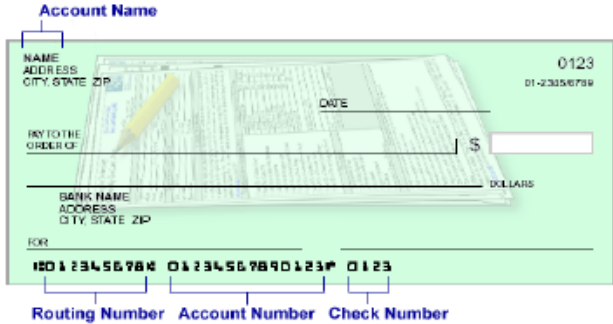


Step 5

Fill in the requested information:



The "Guide to check fields" shows where to find you routing and account numbers:



When you are done, select "Submit Changes" to complete enrolling in Direct Deposit!

NOTE: Ignore the pop-up asking for a voided check; NYCHA employees do not have to submit voided checks.

New York Paid Family Leave (PFL)

NEW YORK PAID FAMILY LEAVE (PFL)




BOND with a child



CARE for a family member



ASSIST military families

 Paid Family Leave may also be available for use in situations when you or your minor dependent child are under an order of quarantine or isolation due to COVID-19. See PaidFamilyLeave.ny.gov/COVID19 for full details.



PFL Benefits

67% wage Benefits

Receive 67% of your average weekly wage, up to a cap.



Up to 12 Weeks of Leave

Can be taken all at once, or in full-day increments.



Strong Protections

- ✓ Return to same or comparable job.
- ✓ Continued health insurance.
- ✓ No discrimination or retaliation.



How to Request PFL

Give 30 days' notice to your employer, if foreseeable.

Complete request forms and submit to your employer's insurance carrier.



Carrier pays or denies benefits within 18 days of receiving your completed request.



Who Can Request PFL?

Generally, Employees Who:

- ✓ Work for a private employer in New York State, or a public employer who has opted in.
- ✓ Meet the time-worked requirements:
 - Full-time (regularly work 20 or more hours/week), after 26 consecutive weeks of employment.
 - Part-time (regularly work fewer than 20 hours/week), after 175 working days.



Resources

PaidFamilyLeave.ny.gov

Visit the website for more information and to download PFL request forms.

844-337-6303

Call the toll-free PFL Helpline 8:30 a.m. to 4:30 p.m. Monday – Friday

STRONG FAMILIES, STRONG NEW YORK



Paid Family Leave

PFL graphic design ©2024 nys.gov

Make It Safe



In a workspace that seems hazardous?
Have a task that could endanger others or the building?
See a coworker doing something unsafe?
Then you can **Make It Safe**

NYCHA's **Make It Safe** program empowers you to stop work if an activity or condition is believed to be unsafe. Work will not start again until all issues related to the safety concern are taken care of and agreed to by all affected employees. **Make It Safe** protects all NYCHA staff from any retaliation if you exercise your right to stop work.



Stopping a task: If you need to stop a task under the **Make It Safe** program, please tell your supervisor. Or you may have your location Safety Associate advise your supervisor.

Resolving the concern: The Safety Associate will work with the employee who stopped the task, supervisors, and appropriate Subject Matter Expert(s) to come up with a solution, to which all parties must agree.



Communicating the resolution: The resolution of the safety issue is communicated to all affected employees. Work resumes when all issues are resolved.

Ensuring compliance: **Make It Safe** events must be communicated to the Office of Safety and Security within 24 hours so that the incident can be reviewed and analyzed.



*If you want to stop a task anonymously, you can contact your worksite's Safety Associate, your union safety representative, or the Office of Safety and Security, which can be reached at **212.306.8800** or SafeNYCHA@nycha.nyc.gov.*

Equal Employment Opportunity Policy Statement



LISA BOVA-HIATT
INTERIM CHIEF EXECUTIVE OFFICER

NEW YORK CITY HOUSING AUTHORITY
OFFICE OF DIVERSITY, EQUITY, AND INCLUSION
90 CHURCH STREET • NEW YORK, NY 10007

TEL: (212) 306-3000 • nyc.gov/nycha

EQUAL EMPLOYMENT OPPORTUNITY (EEO) POLICY STATEMENT

The New York City Housing Authority (NYCHA) is committed to providing all prospective and current employees with working environments that are free of discrimination, retaliation, and sexual harassment. NYCHA strives to create a workforce that mirrors the communities it serves and to cultivate a workplace inclusive of the differences amongst these communities so everyone has equal employment opportunities to develop professionally and succeed.

It is the policy of NYCHA that all employment actions including but not limited to hiring, promotions, transfer, discipline, salary, performance evaluations, or assignments, be based on legitimate and non-discriminatory reasons, without regard to the following protected categories, whether actual or perceived. Employees who have a known relationship with someone who is, or is perceived to be, within one of the following protected groups are also protected.

- Age
- Arrest or Conviction
- Caregiver Status
- Color
- Consumer Credit History
- Disability
- Familial Status
- Gender/Sex (Including Pregnancy, Childbirth, or Related Medical Conditions)
- Gender Identity or Expression
- Immigration or Citizenship Status
- Marital or Partnership Status
- National Origin or Ethnicity
- Predisposing Genetic Characteristics
- Race
- Religion or Creed
- Salary or Pay History
- Sexual Orientation
- Sexual and Reproductive Health Decision
- Status as a Veteran or Active-Duty Military Service Member
- Status as Victims of Domestic Violence, Sex Offenses, and Stalking
- Unemployment Status

Discrimination is prohibited in the workplace or at any location that can be reasonably regarded as an extension of the workplace, including but not limited to any field location, off-site location, training facility, or other NYCHA sponsored event or party. This policy also applies to vendors, consultants, interns, contractors, or others who perform work on behalf of NYCHA.

Any manager or supervisor who receives a complaint of discrimination or becomes aware of discriminatory conduct **must** immediately report this information to NYCHA's Office of Diversity, Equity, and Inclusion (ODEI). Supervisors and managers are not permitted to engage

Equal Employment Opportunity Policy Statement (Continued)

in any independent investigation of the complaint no matter the intent. Failure to comply with these requirements may result in disciplinary action against the manager or supervisor.

If you believe you or others have been discriminated against on the basis of any of the categories detailed in this policy, please immediately report it ODEI by e-mailing odei@nycha.nyc.gov, calling (212) 306-4468, or visiting the office at 90 Church Street, 6th floor, New York NY 10007. You may make such report anonymously if preferred.

ODEI's EEO and Fair Housing Investigations Unit will be able to provide further assistance to advise on next steps. All communications with ODEI investigators will be kept confidential.

Retaliation against persons who participate in any investigation, file a complaint, or otherwise engage in any protected activity is strictly prohibited and not tolerated. This includes protection for employees who volunteer information about or otherwise express opposition to discrimination. Anyone found to have retaliated against another may be subject to discipline after the investigation is conducted.

For more information on ODEI and its EEO and Fair Housing Investigations Unit, please visit NYCHA Connect or <https://www.nyc.gov/site/nycha/about/policies-procedures.page> or <https://www.nyc.gov/site/nycha/about/contact.page>.

Sexual Harassment Prevention Policy Statement



NEW YORK CITY HOUSING AUTHORITY
OFFICE OF DIVERSITY, EQUITY, AND INCLUSION
90 CHURCH STREET • NEW YORK, NY 10007

TEL: (212) 306-3000 • nyc.gov/nycha

LISA BOVA-HIATT
INTERIM CHIEF EXECUTIVE OFFICER

SEXUAL HARASSMENT POLICY STATEMENT

The New York City Housing Authority (NYCHA) is committed to providing all prospective and current employees with work environments free of discrimination, retaliation, and sexual harassment.

Sexual harassment is a form of discrimination prohibited by federal, state, and city laws. Generally, government guidelines describe sexual harassment as (1) unwelcome sexual advances, (2) requests for sexual favors, and (3) other verbal or physical conduct of a sexual nature, when the submission to or rejection of this conduct affects an individual's employment, or the conduct unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.

Sexual harassment may include the following behaviors and a single incident alone may be a violation of this policy:

- Unwelcome verbal or physical advances, flirting, or repeated requests for a date;
- Distribution or display of visual material such as posters, calendars, graffiti, objects, or reading materials that are sexually demeaning or pornographic;
- Sexual displays on workplace computers or cell phones and/or sharing such displays through e-mail communications, text messages, or communications through social media;
- Commentary about an individual's body that is sexual in nature or sexually suggestive;
- Leering, whistling, touching, pinching, or other suggestive insulting or obscene comments or gestures, jokes, or pranks that are sexual in nature or sexually suggestive;
- Physical acts of a sexual nature, such as touching, pinching, kissing, or rubbing against, and other more serious offenses, such as rape, sexual battery, molestation, or attempts to commit these acts;
- Propositioning another for a sexual relationship or favors in exchange for a job benefit or better working terms and conditions;
- Threatening adverse working conditions (such as demotions, shift alterations, or work location changes) or denial of opportunities if a sexual relationship or favor is refused;
- Using pressure, threats, or physical acts to force a sexual relationship.

Sexual Harassment Prevention Policy Statement (Continued)

These behaviors are prohibited in the workplace and at any location that can be reasonably regarded as an extension of the workplace, including but not limited to any field location, off-site location, training facility, or other NYCHA sponsored event or party.

NYCHA's policy protects all prospective and current employees from sexual harassment regardless of the harasser's gender, or whether the harasser is a supervisor, subordinate, co-worker, client, consultant, or vendor.

Any manager or supervisor who receives a complaint of sexual harassment or becomes aware of sexually harassing conduct **must** immediately report this information to the Office of Diversity, Equity, and Inclusion (ODEI). Supervisors and managers are not permitted to engage in any independent investigation of the complaint no matter the intent. Failure to comply with these requirements may result in disciplinary action against the manager or supervisor.

If you believe you or others have been subject to sexual harassment, please immediately report it to ODEI by e-mailing odei@nycha.nyc.gov, calling (212) 306-4468, or visiting the office at 90 Church Street, 6th floor, New York NY 10007. ODEI's EEO and Fair Housing Investigations Unit will be able to provide further assistance to advise on next steps. All communications with ODEI investigators will be kept confidential.

Retaliation against persons who participate in any investigation, or file a complaint, or otherwise engage in any protected activity is strictly prohibited and not tolerated. This includes protection for employees who volunteer information about or otherwise express opposition to sexual harassing behavior. Anyone found to have retaliated against another may be subject to discipline after the investigation is conducted.

For more information on ODEI and its investigations unit, please visit NYCHA Connect or <https://www.nyc.gov/site/nycha/about/policies-procedures.page> or <https://www.nyc.gov/site/nycha/about/contact.page>.

Rev. 2023

NYCHA Fair Housing Non-Discrimination Policy



LISA BOVA-HIATT
INTERIM CHIEF EXECUTIVE OFFICER

NEW YORK CITY HOUSING AUTHORITY
OFFICE OF DIVERSITY, EQUITY, AND INCLUSION
90 CHURCH STREET • NEW YORK, NY 10007

TEL: (212) 306-3000 • nyc.gov/nycha

FAIR HOUSING NON-DISCRIMINATION POLICY

The New York City Housing Authority (NYCHA) is committed to providing equal housing opportunities for all qualified residents and applicants. NYCHA strictly prohibits discrimination in the selection of residents or participation in any programs, services, or activities implemented by or on behalf of NYCHA. All residents and applicants are protected from discrimination based on the following categories:

- Race
- Color
- National Origin
- Religion or Creed
- Sex (including Gender Identity and Sexual Orientation)
- Familial Status
- Disability
- Age
- Immigration Status
- Lawful Source of Income
- Military Service
- Pregnancy
- Status as Victim of Domestic Violence, Sexual Harassment, Sexual Violence, or Stalking
- Marital or Partnership Status
- Presence of Children
- Lawful Occupation

If you believe you or others have been discriminated against on the basis of any of the categories detailed in this policy please immediately report it to the Office of Diversity, Equity, and Inclusion (ODEI) by e-mailing odei@nycha.nyc.gov, calling (212) 306-4468, or visiting the office at 90 Church Street, 6th floor, New York NY 10007.

ODEI's EEO and Fair Housing Investigations Unit will be able to provide further assistance to advise on next steps. All communications with ODEI investigators will be kept confidential.

Retaliation against persons who file a complaint or participate in any investigation is strictly prohibited and not tolerated. Any NYCHA employee found to have retaliated against another for such participation with an ODEI investigation may be subject to discipline after the investigation is conducted.

For more information on ODEI and its investigations unit, please visit NYCHA Connect or <https://www.nyc.gov/site/nycha/about/policies-procedures.page> or <https://www.nyc.gov/site/nycha/about/contact.page>.



**NEW YORK CITY HOUSING AUTHORITY
FAIR HOUSING NON-DISCRIMINATION POLICY**



It is the policy of the New York City Housing Authority to provide equal housing opportunities for all qualified residents and applicants. In the selection of families and in the provision of NYCHA programs, services or activities, there shall be no discrimination against any person on the grounds of race, color, religion, national origin, sex, disability, sexual orientation, age, familial status, marital status, partnership status, lawful occupation, lawful source of income, military status, alienage or citizenship status, or on the grounds that a person is a victim of domestic violence, dating violence, sexual assault or stalking. This policy also prohibits retaliation.

This policy is in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Fair Housing Act of 1968, as amended by the Fair Housing Amendments Act of 1988, the Americans with Disabilities Act of 1990 and the ADA Amendments Act of 2008, and the New York State and New York City Human Rights Laws.

NYCHA will generally, upon request, provide appropriate aids and services leading to effective communication for qualified residents and applicants with disabilities so they can participate equally in NYCHA programs, services, or activities, including qualified sign language interpreters, documents in Braille, or other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

NYCHA will make reasonable modifications to its policies and programs to afford qualified residents and applicants with disabilities an equal opportunity to participate in its programs, services, or activities.

Persons who require an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a NYCHA program, service, or activity may contact NYCHA's Customer Contact Center at 718-707-7771, or the Department of Equal Opportunity, Services for People With Disabilities Unit, 90 Church Street, 6th Floor, New York, NY, 10007, telephone number, 212-306-4468, TTY 212-306-4845 from 8:30AM to 5:00PM Monday through Friday.

Any resident or applicant who wishes to report housing discrimination or retaliation **MAY FILE A DISCRIMINATION COMPLAINT (NYCHA 036.024)** by contacting the Department of Equal Opportunity from 8:30 AM to 5:00 PM, Monday through Friday at:

New York City Housing Authority
Department of Equal Opportunity
 90 Church Street 6th Floor
 New York, NY 10007
 Telephone: (212) 306-4468 • Fax: (212) 306-4439
 TTY: (212) 306-4845

Any resident or applicant may also contact any of the following federal, state or city human rights agencies listed below to report housing discrimination or retaliation:

New York State Division of Human Rights	U.S. DEPARTMENT OF HOUSING & URBAN DEVELOPMENT New York Regional Office of Fair Housing and Equal Opportunity	New York City Commission on Human Rights
One Fordham Plaza 4th Floor Bronx, New York 10458 (718) 741-8400 www.dhr.ny.gov	26 Federal Plaza, Room 3541 New York, NY 10278 (212) 264-8000 TTY (212) 264-0927 http://www.hud.gov	22 Reade Street, 1st Floor New York, NY 10007 (718) 722-3131 • 311 (in NYC) (Voice and TTY) http://www.nyc.gov/cchr/

Copies of this policy are available in accessible format to Persons with Disabilities upon request.

PLEASE POST





**EQUAL EMPLOYMENT
NON-DISCRIMINATION
POLICY**

It is the policy of the New York City Housing Authority to provide equal employment opportunities for all qualified applicants and personnel without regard to:

AGE, ALIENAGE OR CITIZENSHIP STATUS, CAREGIVER STATUS, CREED, COLOR, CONSUMER CREDIT HISTORY, DISABILITY, FAMILIAL STATUS, GENDER/SEX (GENDER IDENTITY, PREGNANCY AND LACTATION ACCOMMODATION, SEXUAL HARASSMENT), MARITAL STATUS, MILITARY STATUS, NATURAL HAIR, NATIONAL ORIGIN, PARTNERSHIP STATUS, PRE-EMPLOYMENT MARIJUANA TESTING, PREDISPOSING GENETIC CHARACTERISTICS, PRIOR ARREST OR CONVICTION, PRIOR SALARY HISTORY, RACE, RELIGION, SEXUAL AND REPRODUCTIVE HEALTH DECISIONS, SEXUAL ORIENTATION, STATUS AS A VICTIM OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, SEX OFFENSES OR STALKING, UNEMPLOYMENT STATUS AND TO MAINTAIN AN ENVIRONMENT FREE OF UNLAWFUL HARASSMENT ON ANY OF THE ABOVE-NOTED GROUNDS, INCLUDING SEXUAL HARASSMENT AND RETALIATION.

This policy is in accordance with Title VII of the Civil Rights Act of 1964, Age Discrimination in Employment Act of 1967, Section 504 of the Rehabilitation Act of 1973, Fair Labor Standard Amendments of 1974, Immigration Reform and Control Act of 1986, The Americans with Disabilities Act of 1990, the ADA Amendments Act of 2008, Civil Rights Act of 1991, and the New York State and City Human Rights Laws.



**Reporting Allegations of
Discrimination, or Retaliation**

NYCHA encourages employees and applicants for employment to immediately report any allegation of discrimination, or retaliation they become aware of to the NYCHA Department of Equal Opportunity. Any person who wishes to report or file a complaint of employment discrimination must do so within one year of the allegation of discrimination. **YOU MAY FILE A DISCRIMINATION COMPLAINT (NYCHA Form 036.025)** by contacting the Department of Equal Opportunity's Office of Employment & Fair Housing Investigations from 8:30 AM to 5:00 PM, Monday through Friday:

**NEW YORK CITY HOUSING AUTHORITY,
DEPARTMENT OF EQUAL OPPORTUNITY
OFFICE OF EMPLOYMENT &
FAIR HOUSING INVESTIGATIONS (OEFHI)**

**90 CHURCH STREET, 6TH FLOOR
New York, NY 10007
Telephone: (212) 306-4468
Fax: (212) 306-4439
TTY: (212) 306-4845
deo@nycha.nyc.gov**

Or by contacting any of the following federal, state or city human rights agencies listed below:

**UNITED STATES EQUAL
EMPLOYMENT
OPPORTUNITY**
33 Whitehall Street
New York, NY 10004
(212) 336-3620
(212) 336-3622 (TTY)
www.eeoc.gov

**NEW YORK STATE
DIVISION OF
HUMAN RIGHTS**
One Fordham Plaza,
4th Floor
Bronx, New York 10458
(718) 741-8400
www.dhr.ny.gov

**NEW YORK CITY
COMMISSION ON
HUMAN RIGHTS**
22 Reade Street,
1st Floor
New York, NY 10007
(718) 722-3131
• 311 (in NYC)
(Voice and TTY)
http://www.nyc.gov/cchr

**US DEPARTMENT OF LABOR
Employee Disability -
FMLA Only
Wage & Hour Division**
26 Federal Plaza,
Suite 3700/3838
New York, NY 10278
(212) 264-8185 •
(866) 487-9243 (TTY)
https://www.dol.gov/whd

**DEPARTMENT OF JUSTICE HOUSING & CIVIL
ENFORCEMENT SECTION**
U.S. Department of Justice Civil Rights Division
(Disability Complaints only)
U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section – 1425 New York Avenue
Washington, DC 20530
800 514-0301
TTY: 800-514-0383
You may also file a complaint
by E-mail at ada.complaint@usdoj.gov

There are statutory deadlines for filing complaints with each of the agencies listed above. Reporters are encouraged contact the respective agency to find out the applicable deadline.



NYCHA 036.042 (Rev. 5/12/21) V4

NYCHA Single Sex Facility Access



This policy does not provide a right to a member of the public to use a facility that is reserved for the exclusive use of employees.

Contact: deo@nycha.nyc.gov or call 212-306-4468 and ask for NYCHA EEO Officer
For more info, go to <http://on.nyc.gov/ssf-facts>



Social Media Policy

NEW YORK CITY HOUSING AUTHORITY			STANDARD PROCEDURE	
SUBJECT	ADMINISTERING DEPARTMENT	APPROVED DATE	APPROVED BY	INDEX NO.
SOCIAL MEDIA POLICY	COMMUNICATIONS INFORMATION TECHNOLOGY INFRASTRUCTURE	Issued May 1, 2012	Lynn Godfrey Chief Communications Officer Atefeh Riazi Acting General Manager	004:12:1

I. PURPOSE

This Standard Procedure establishes the guidelines for all New York City Housing Authority (NYCHA) employees, consultants, and contractors regarding social media use, monitoring, and management of information.

II. POLICY

It is NYCHA's policy to encourage the use of NYCHA approved social media tools to enhance its business functions and execute NYCHA's goals in achieving its mission.

Users of social media tools must also comply with Standard Procedure 003:01:5, *Internet Policy*, and all applicable Federal, State, local laws and regulations.

III. APPLICABILITY

This Standard Procedure applies to all NYCHA employees, consultants, and contractors.

IV. DEFINITIONS

A. Uniform Resource Locator (URL)

URL is the global address of documents and other resources on the World Wide Web.

B. Social Media Tools

Social media tools are creative and interactive forms of Internet-based communication that permit NYCHA and its employees to interact over the web.

C. Approved Social Media Tools for Official/Authorized Use

NYCHA approved social media tools for official/authorized use include:

1. Twitter

Twitter is a micro-blogging platform which allows users to create profiles and follow other users.

Social Media Policy (Continued)

NYCHA STANDARD PROCEDURE MANUAL

2. Facebook

Facebook is an online community for people and businesses to connect with others and enables people to share videos, pictures, and information with their social media community from their accounts.

3. LinkedIn

LinkedIn is a social networking tool that allows members to create personal accounts and connect with other users on the network for the purposes of professional development.

4. YouTube

YouTube is a video hosting tool that allows users to create an account to view, upload, and comment on video content.

5. Flickr

Flickr is a media hosting network tool where users create an account to upload and share photos.

6. foursquare

foursquare is a location-based social networking tool primarily for mobile devices, such as smartphones.

7. Tumblr

Tumblr is a microblogging platform and social networking tool.

NOTE: Contact the Department of Communications for inquiries regarding the list of NYCHA approved social media tools.

V. NYCHA SOCIAL MEDIA USE

NYCHA social media tools assist in empowering employees to build productive relationships between and among all stakeholders including, but not limited to, NYCHA residents; NYCHA employees; NYCHA employee organizations; NYCHA's certified unions; the City, State, and Federal Governments; community based organizations; not-for-profit institutions; elected officials; and the general public.

NYCHA approved social media tools are used in the following manner:

A. Official

The Department of Communications serves as the "voice" of NYCHA and posts on

Page 2
Index No. 004:12:1
Issued 5/1/12

Social Media Policy (Continued)

NYCHA STANDARD PROCEDURE MANUAL

behalf of NYCHA.

B. Authorized

The Department of Communications approves a Social Media Account Manager to post on behalf of NYCHA.

C. Unofficial/Personal

1. NYCHA employees, consultants, and contractors are encouraged to use their personal social media accounts to "like" or "share" NYCHA programs, information, or other NYCHA activities with their social media communities. NYCHA employees, consultants, and contractors must not use their NYCHA email address in connection with any social media account unless authorized in writing by the Social Media Working Group.

NOTE: NYCHA employees' limited personal use in the workplace is subject to monitor and review by the Social Media Working Group. Such use is appropriate and expected; however, such use must be kept to a minimum and must not interfere with employees' work assignment and/or job performance (e.g., use during non-working hours such as before/after work and during lunch periods).

2. NYCHA employees, consultants, or contractors who identify themselves as such on their own social media tools and who publish professional/personal opinions about NYCHA must use the following disclaimer where technically feasible:

"The postings on this tool are my own and do not represent the position, strategy, or opinion(s) of NYCHA."

The Department of Communications may be contacted for technical assistance on including disclaimers on professional/personal social media tools.

NOTE: NYCHA employees, consultants, and contractors are legally responsible for their postings and may be held liable if the content of their postings violates any applicable Federal, State, or local laws.

VI. RESPONSIBILITIES

A. Social Media Working Group

The Social Media Working Group is comprised of the Departments of Communications, Information Technology Infrastructure, Law, Office of the Chief Privacy Officer, and Office of the Chief Security Officer.

Page 3
Index No. 004:12:1
Issued 5/1/12

Social Media Policy (Continued)

NYCHA STANDARD PROCEDURE MANUAL

The Social Media Working Group:

1. Reviews all business case requests and approves the use of social media tools by NYCHA employees in an official or authorized capacity as Social Media Account Managers

NOTE: NYCHA employees, consultants, and contractors must register all official and authorized use of social media with the Social Media Working Group.

2. Defines Cybersecurity Risk Management for compliance by all employees, consultants, and contractors using NYCHA approved social media tools
3. Reviews Social Media policy and assesses NYCHA's compliance as required
4. Monitors Social Media use and content by authorized users of NYCHA approved social media tools
5. Oversees Social Media training of Social Media Account Managers

B. Department of Communications

1. Approves Social Media Account Managers and implements social media accounts for use on behalf of NYCHA
2. Creates the account, usernames, and passwords and assists the Social Media Account Managers to begin using their social media tools, once the business case request is approved for official/authorized use
3. Maintains on file a list of social media tools and associated account URLs, usernames, and passwords (including any and all updates)
4. Oversees the Social Media Account Managers' duties in managing their social media tools
5. Grants permission to Social Media Account Managers before publishing of photographs, videos, or quotes of others, upon receipt of a photo release form (available upon request from the Department of Communications)
6. Provides technical assistance regarding the inclusion of disclaimers on social media tools
7. Provides training and guidance to Social Media Account Managers on NYCHA communications protocol

Page 4
Index No. 004:12:1
Issued 5/1/12

Social Media Policy (Continued)

NYCHA STANDARD PROCEDURE MANUAL

C. Social Media Account Manager

1. Moderates all user generated social media content on authorized social media tools
2. Must be familiar with NYCHA's *Social Media Policy* and all other NYCHA procedures related to posting content. These include, but are not limited to:
 - a. Privacy laws
 - b. NYCHA's Standard Procedure 003:78:1, *Public Access to Authority Records (FOIL)*
 - c. Correct responses to customer service requests sent via comments/postings and intra-agency communications
3. Manages their social media accounts including the following duties:
 - a. Check their social media accounts at least once a day and respond to any comments, questions, or feedback if warranted
 - b. Upload or post new content on a regular basis, no less than once a week in order to keep the content fresh while encouraging users to visit often for updates
 - c. Use plain language
 - d. Acknowledge and appreciate the input of their customers' use of social media.

D. Employees, Consultants, and Contractors

NYCHA employees, consultants, and contractors must:

1. Comply with the policy, procedures, and guidelines in this and associated Standard Procedures including, but not limited to, Standard Procedure 003:01:5, *Internet Policy*
2. Ensure their use of the social media tools does not violate any applicable Federal, State, or local laws

NOTE: Violation of this Standard Procedure may result in disciplinary action, up to and including termination of employment.

VII. OBTAINING AUTHORIZATION TO USE SOCIAL MEDIA TOOLS

A Department/Office Director or designee must submit an email outlining a business case to the Social Media Working Group and obtain written approval prior to the implementation of a social media tool and Social Media Account Manager access to the new account(s).

Page 5
Index No. 004:12:1
Issued 5/1/12

Social Media Policy (Continued)

NYCHA STANDARD PROCEDURE MANUAL

- A. The business case includes:
 - 1. Target Audience and Benefit to Department/Office's Mission
 - 2. Type of NYCHA approved social media tool
 - 3. Benchmarks and Metrics for Success
 - 4. A risk assessment (including risk mitigation techniques) in the following areas:
 - a. Employee productivity
 - b. Security of NYCHA Information Technology assets
 - c. Reputational risk to NYCHA
- B. Once the Social Media Working Group approves the business case, the Department of Communications creates the account, usernames, and passwords and assists the Social Media Account Managers to begin using their selected social media tools.

VIII. SOCIAL MEDIA RULES

When using NYCHA approved social media tools, employees, consultants, and contractors must comply with the following:

A. Terms of Participation Statements

A "Terms of Participation" statement, which is provided by the Department of Communications, outlines NYCHA's expectations of the users in using NYCHA approved social media tools. All approved NYCHA social media accounts must prominently display or link to such a NYCHA Terms of Service (TOS) statement.

B. Disclaimers

Many social media tools generate advertisements for third party tools and applications as a source of revenue. To safeguard against potential liability issues, the Department of Communications disables this feature, if possible, on NYCHA approved social media accounts. When this feature is not disabled, a disclaimer must be included. Contact the Department of Communications for the appropriate disclaimer.

C. Rules of Conduct

- 1. Communicate in a professional manner. Do not post content that includes, but is not limited to:
 - a. Obscene or threatening language

Social Media Policy (Continued)

NYCHA STANDARD PROCEDURE MANUAL

- b. Discrimination based upon race, gender, sex, national origin, age, sexual orientation, religion, or disability
 - c. The promotion of services or products (not including non-commercial links that are relevant to the content)
 - d. Private telephone numbers, email addresses, or postal addresses
 - e. Embeds to other media (not including hyperlinks to other media)
 - f. Personal information about self or others
 - g. Creating a hostile work environment or constituting sexual harassment
2. Do not place or allow any of the following to remain on NYCHA approved social media tools:
- a. Privacy Act information (i.e., social security numbers, dates of birth, and medical records)
 - b. Floor plans or blueprints of any facility, or electrical, water, telephone or network diagrams detailing routes and locations of existing wires, pipes, or shafts
 - c. Picture or video of NYCHA employees unless they are approved for public affairs purposes (for example, ribbon cutting and official announcements)
 - d. Logistics and travel itineraries of people associated with the City of New York
 - e. Political or campaign information or links to such tools
 - f. Endorsement of commercial products or businesses without prior approval.
3. Think carefully before posting. When in doubt, leave it out. Seek guidance from respective Department/Office Director or Department of Communications if unsure how to respond or what to post.

NOTE: Participation in social media communities can result in a user's comments being permanently available and open to being re-published in other media.

4. Do not discuss or post confidential, proprietary, or otherwise restricted information.

Page 7
Index No. 004:12:1
Issued 5/1/12

Social Media Policy (Continued)

NYCHA STANDARD PROCEDURE MANUAL

IX. CYBERSECURITY RISK MANAGEMENT

Successful integration of social media into NYCHA's operations requires that NYCHA's information and systems are secure and protected from malicious activity.

All employees, consultants, and contractors using NYCHA social media tools must comply with the following instructions to secure NYCHA tools:

- A. Maintain information confidentiality, integrity, and availability when accessing data or distributing proprietary information.
- B. Do not post non-publically available information on social media tools.
- C. Protect the security of NYCHA tools by:
 - 1. Always using a secure https connection
 - 2. Never sharing your NYCHA network sign-on username or password with others
 - 3. Notifying the Department of Communications of all incidents of unauthorized access to or modification of social media content
 - 4. Monitoring all posts for malicious links and/or inappropriate material and evaluating shortened URL (e.g., bitly or TinyURL) for possible malicious behavior prior to posting
 - 5. Using only current NYCHA approved systems, browsers, and browser plug-ins to reduce the risk to NYCHA tools from known vulnerabilities
 - 6. Using only the secure NYCHA gateway to prevent malware from reaching your computer
 - 7. Keeping anti-viral tools up-to-date and in use at all times

X. NYCHA TRAINING

All Social Media Account Managers, other employees, consultants, and contractors using NYCHA social media tools must be trained to secure and protect NYCHA's information and systems.

- A. Social Media Account Managers

Social Media Account Managers' training includes how to:

- 1. Identify and defend against potential cyber attacks, including attacks against content, tools, and equipment used

Page 8
Index No. 004:12:1
Issued 5/1/12

Social Media Policy (Continued)

NYCHA STANDARD PROCEDURE MANUAL

2. Effectively communicate NYCHA's policies
3. Effectively represent NYCHA online to their specific audiences

B. Other Employees, Consultants, and Contractors

Other employees, consultants, and contractors will participate in Social Media online certification that includes information regarding cybersecurity.

HR Memo #16-18 Appropriate Work Attire



HUMAN RESOURCES DEPARTMENT

90 Church Street | 5th FL | New York, NY 10007 | (212) 306-8000

HR Memo #16-18

DATE: July 16, 2018

TO: All NYCHA Employees

FROM: Nicole Van Gendt, Director, Human Resources Department *(NVG)*

SUBJECT: Appropriate Workplace Attire

This memorandum serves as a reminder of the Authority's guidelines concerning appropriate workplace 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 revealing clothing that reveals your cleavage, back, stomach or underwear may not be worn during work hours. These include but are not limited to 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.

For locations with employees that do not have computer access,
please Print and Post in a conspicuous area.

HR Memo #9-18 Excused Leave for Cancer Screenings




HUMAN RESOURCES DEPARTMENT

90 Church Street | 5th FL | New York, NY 10007 | (212) 306-8000

HR Memo # 9-18

DATE: April 4, 2018

TO: ALL NYCHA Employees

FROM: Nicole Van Gendt, Acting Director, Human Resources 

SUBJECT: Excused Leave for Cancer Screenings

Effective March 18, 2018, in accordance with Civil Service Law *Section 159-b*, NYCHA employees are now entitled to excused, paid leave not to exceed four (4) hours each calendar year to undergo *any type* of cancer screening.

Consistent with NYCHA's Time and Leave Regulations, employees must submit a request for excused time for cancer screening by submitting *NYCHA form 015.015* to their supervisor for pre-approval. On the form employees should note that they are requesting leave for the purpose of a cancer screening.

If the request for leave is approved, the time for the cancer screening will initially be charged to the employee's annual leave bank. Upon returning to work, the employee must submit to his/her supervisor an original medical note on official letterhead completed by his/her Health Care Provider indicating that the employee was screened for cancer on the date in question. The leave will then be changed to "excused time" and up to 4 hours of annual leave will be returned to the employee. Failure to submit valid medical documentation will result in the time being charged to the employee's annual leave balance or pay docked to the extent the annual leave is insufficient.

Please note that a maximum of 4 hours, including travel time, may be excused for any cancer screening in any calendar year. Any amount greater than 4 hours will be charged to the employee's accrued annual leave or pay docked to the extent the annual leave bank is insufficient. Any amount less than 4 hours may be applied to a subsequent cancer screening, if warranted, during the same calendar year, not to exceed 4 hours combined. Requests for excused leave pursuant to NYS Civil Service Law *Sections 159-b* shall be taken at the convenience of the Authority. If your request for leave is not granted, and you fail to report to work as scheduled, you will be marked AWOL and may be subject to disciplinary action.

The excused leave for cancer screening is not cumulative and, if not used, expires at the end of each calendar year. Employees are entitled to this excused leave **only** when the screening is scheduled during the employees' regular work hours. Employees who undergo cancer screenings outside their regular work schedules do so on their own time and will not receive any compensatory time or other credits for excused leave not used.

Please contact ASK HR at (212) 306-8000, if you have any questions concerning this matter.

**For locations with employees that do not have computer access,
please Print and Post in a conspicuous area.**

Language Assistance Services Policy



Language Assistance Services Policy



It is NYCHA's policy to help people with limited English proficiency (LEP) to learn about and have access to NYCHA's programs and activities. NYCHA does this by providing language interpretation and translation services to LEP individuals. NYCHA also provides sign language interpretation services to hearing-impaired individuals when needed.

Staff should follow these guidelines:

- Identify the language that the person needs by using the **Language Identification Card**.
- Supervisors should determine the most efficient and effective means of providing language interpretation services.
- Bilingual staff in the department should be utilized first. If no bilingual staff members are available, call the Department of Communications' **Language Services Unit (LSU)** hotline at **(212) 306-4443**.
- Contact LSU if a sign language interpreter is needed.
- Appointments or interviews may need to be rescheduled to a later date when an interpreter is available.

The Language Services Unit (LSU) is here to assist!

To request translation or interpretation services:

- Call LSU at **(212) 306-4443**;
- Submit form 036.017, *Translation/Interpretation Request*, or form 036.020, *Request for Sign Language Interpreter*, located in the Forms and Reference Library, at least five days in advance of appointment; or
- Send an e-mail to languageservices@nycha.nyc.gov.

DOs and DON'Ts for LEP or hearing-impaired individuals

DON'T ASK a person to bring his/her own interpreter.

DO ALLOW a person to bring his/her own adult interpreter if it is his/her wish, and document the decision.

DO OFFER free language services or sign language interpretation.

DO PROVIDE interpretation services if the case is not suitable for having a friend or family provide these services (e.g., domestic violence, elder abuse, or sexual assault).

Management Benefits Fund (MBF)

The following information is for MBF eligible members only. Eligible MBF members have positions with managerial/confidential duties and titles not covered under collective bargaining agreements.

Note that MBF does not cover prescriptions; MBF members must select the Optional Rider through their medical plans if they would like Rx coverage.

The MBF provides many benefits including dental care, vision care, basic life insurance, superimposed major medical benefits, long term disability coverage and reimbursement for health club membership. Many of these benefits are also available to eligible dependents of MBF members. There is no cost related to MBF benefits, but you must enroll to participate.

Please complete the necessary forms and return them to the Employee Benefits Division via email at HR.Benefits@nycha.nyc.gov.

When completing the "MBF Application for Membership Form 1060," the Basic Life Insurance Beneficiary Designation section must not be left blank—you must choose a beneficiary.

For complete information on the Management Benefits Fund, including free basic life insurance and the optional Group Universal Life Insurance program, please visit the MBF website (accessible from the *CityShare* link on NYCHA Connect).

The completed forms must be returned to the Employee Benefits Division, within 14 business days to ensure timely enrollment.

If you have any questions regarding the Management Benefits Fund, please email HR.Benefits@nycha.nyc.gov

Voluntary Defined Contribution Program (VDC)

For an employee to be eligible to participate in the VDC program, all the following requirements must be met:

- Hired on or after July 1, 2013, and active on payroll status.
- Be an unrepresented (non-union) full-time or part-time employee.
- Have an annualized salary of \$75,000 or more; and
- Not currently a member of any New York City pension system, as of the rollout of the VDC program.

To understand the differences between the VDC program and a City pension system, view **Comparing the VDC program and Defined Benefit plans** at www.vdc.ny.gov.



Employee Discount and Programs

BJ's WHOLESALE CLUB DISCOUNT

City employees can renew their membership or become members of BJ's Wholesale Club and enjoy discounted membership rates.

Click here for [BJ's Wholesale Club discount application](#).

BROADWAY SHOW DISCOUNTS

Visit <https://corporateoffers.com/> for exclusive discounted pricing on Broadway Shows. Take advantage of the opportunity to view top shows on Broadway at discounted rates. The site is updated daily.

CELEBRATE NEW YORK WITH GIFTS FROM CITYSTORE

Shop online at nyc.gov/CityStore where City employees get a 20% discount; enter code 4212 in the promo field or present your City ID in their store.

David N. Dinkins Municipal Building 1
Centre Street – North Plaza
Store hours: Monday – Friday/10 a.m. – 5 p.m.

DISCOUNT THEATER TICKETS FOR CITY EMPLOYEES

Mayor's Office of Film, Theatre & Broadcasting

City employees can become members of the Theater Development Fund (TDF) and enjoy discounted rates on various productions throughout the year.

GYM MEMBERSHIP DISCOUNTS

Check out local gyms and studios providing discounted offerings to City employees. Visit the [WorkWell Physical Activity page on the Office of Labor Relations \(OLR\) site](#).

MOBILE PHONE, CABLE, COMPUTER AND ELECTRONICS DISCOUNTS

City employees may be eligible for discounts on products and services for their personal use from cellular or cable providers including:

- [All Apple products](#)
- AT&T
- All Samsung products
- [Dell Member Purchase Program](#)
- [Microsoft Home Use Program](#)
- T-Mobile (including Business Family Plan, Military and Veterans Plan)
- Verizon (including cable and Fios customers)

Visit your local authorized provider to receive discounts.

WORKING ADVANTAGE

Registering with Working Advantage gives you access to discounts including Broadway theatre, theme parks, hotels, sporting events, family events, online shopping, gift certificates, seasonal ski tickets, and more.

Visit: <https://workingadvantage.com>

Member ID #317726853

To order by phone call 1-800-565-3712

WORKWELL NYC

<http://www1.nyc.gov/site/olr/wellness/wellnesshome.page>

WorkWell NYC is an exciting initiative from the Mayor's Office of Labor Relations and the Department of Health and Mental Hygiene designed to deliver innovative wellness solutions that support NYC employees in getting healthy and staying healthy!

WorkWell NYC programs include:

- Weight Watchers
- Diabetes prevention
- Smoking cessation
- Flu vaccinations
- Shape Up NYC

YANKEES DISCOUNTED TICKET PROGRAM

Interested in suites or season ticket packages? Please reach out to Joe Grande at JGrande@Yankees.com for more information.

21-DAY PLANT POWERED JUMPSTART PROGRAM

For more information and to register, visit:

<https://www.plantpoweredmetrony.org/jumpstarts.html>

\$25 discount for City employees; enter code: **NYCHEALTH23**.





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