

## Symposium Underscores NYCHA's Commitment to Safety



Irving Anglada (left), Security Manager in the Office of Safety and Security, was one of six subject matter experts who spoke with small groups of employees at the symposium. Mr. Anglada discussed protections against retaliation for employees reporting safety concerns.

More than 300 employees attended NYCHA's third annual Safety Symposium, hosted by the Office of Safety and

Security at Johnson Houses on June 30.

With remarks from NYCHA and Teamsters Local 237 safety

leaders, small-group discussions led by subject matter experts, employee safety congress reports, and even an original play by NYCHA's Safety Players—the symposium provided information to sharpen the safety skills of frontline and supervisory staff and share with colleagues back at their developments.

"Safety is no accident," General Manager Michael Kelly declared. "It has to be planned and intentional in programs that we create by and for ourselves." Emphasizing employees' vital role, Mr.

Kelly remarked: "If you see an unsafe condition for yourself or others, you have the right and responsibility to speak up without fear of retaliation."

On behalf of Teamsters Local 237 President Gregory Floyd, Health and Safety Coordinator Diane Stein thanked NYCHA for programs developed by "labor and management working together." Commenting on the Make It Safe program, which permits employees to stop working on a job until their reported safety concerns are resolved,

( cont. p. 3)

## Launch of FlexOps Pilot Expands Service Hours for Residents

On July 5, Chair and CEO Shola Olatoye sent the following email to all staff announcing the launch of FlexOps. NYCHA-Now will continue to cover the impact of this historic initiative.

This morning before most of you arrived at work, the GM and I had already greeted the staff at 12 consolidations with coffee and donuts. As part of an exciting new NextGeneration NYCHA initiative, they had arrived for work at 6 a.m.

Today, NYCHA is moving into the 21st century, improving customer service at 12 developments in a four-month pilot of a flexible operations

expanded service hours schedule, better known as FlexOps.

We are implementing a staggered shift for frontline staff, including caretakers, maintenance workers, and property managers. All participating staff are volunteers or new hires. One day a week each property management office will be open until 8 p.m., where staff will see residents by appointment.

We know this is what residents want and need: NYCHA conducted a recent survey of more than 1,400 residents, including 58 resident leaders, and found that 94 percent supported extending service hours beyond the traditional 8 a.m. to 4:30 p.m. In adopting this industry standard best practice, we need to do our best to provide great service for both residents and employees.

In partnership,  
Shola Olatoye



Chair Olatoye with staff from the first-ever 6 a.m. work shift at Murphy Houses in the Bronx.

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**VP for Public Safety**  
**Gerald Nelson**

Where can you find and submit solutions to common safety problems?

See p. 4.

## NYCHA Notes

### NYCHA's Safety Forum Makes Its Debut

SafeNYCHA is pleased to present its newest tool to promote safety in every NYCHA office and across all NYCHA campuses: the NYCHA Safety Forum. This new posting board offers users the opportunity to ask questions and share information about safety issues that are of concern to employees in all areas of the Housing Authority. Both questions and answers will be vetted by a moderator and all approved text will be kept on the site in a searchable database for continued reference by employees. To visit the Safety Forum, click [here](#) or visit <http://connect/News/Lists/Posts/Post.aspx?ID=206>. See the first Safety Forum topic on page 3.

### Christmas in July Toy Drive



From left are Hispanic Society of NYCHA officers Fernando Pagán, 1st vice president; Edith Irizarry-Oviedo, recording secretary; Ligia Santiago, sergeant.-at-arms; and Jose Ortiz, president.

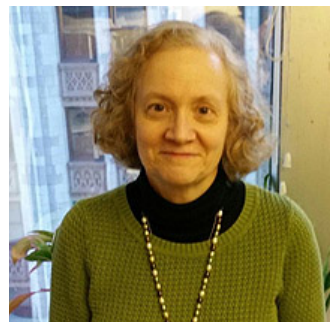
The Hispanic Society of NYCHA held a Christmas in July toy drive to benefit children at Wyckoff Medical Center in Brooklyn. A wide array of toys was donated by Society members, friends and families. "We are very encouraged by the response, on short notice, by so many individuals," reported Society 1st Vice President Fernando Pagan. Donations are being accepted through July. Interested employees may contact Mr. Pagán at 306-4068 or Secretary Edith I. Irizarry-Oviedo, who spearheaded the drive, at 212-306-3803 for additional information. The Hispanic Society meets the second Wednesday of every month, with its next meeting on August 10. All interested employees are invited.

### LGBTQ Association Marches with Pride



Members of NYCHA's Lesbian, Gay, Bisexual, Transgender and Queer/Questioning (LGBTQ) Employee Organization joined thousands of New Yorkers at the City's Pride March on June 26. "Our members were excited by the opportunity to participate in this year's Pride March under our organization's banner—NYCHA's Association of LGBTQ Employees," said Association president D'Andra Van Heusen (third from right). "Although the mood was solemn due to the recent hate crimes against the LGBTQ community in Orlando, Florida, there was a sense of excitement as we collectively and loudly chose to persevere over fear." See p. 5 for a report on the Association's first annual Pride and Diversity Celebration.

### Congratulations to Rosanne Pisem



Associate General Counsel  
Rosanne Pisem.

School's out for Associate Counsel Rosanne Pisem, who completed the Department of Citywide Administrative Services' (DCAS) Leadership Institute on June 28. The NYC Leadership Institute prepares outstanding mid-level executives to lead organizational change initiatives by introducing them to state-of-the-art change models focusing

on process and performance improvement. The four-month curriculum focuses on planning and implementing strategic change and includes such issues as economic and political environments, diagnosing and redesigning organizational processes, and managing multiple stakeholders.

"The Institute helped me to build on the strengths of team members to accomplish NYCHA's goals," said Ms. Pisem. "I'm looking forward to using the strategies I've learned to enhance the Law Department's level of service to NYCHA, which will ultimately benefit our residents and Section 8 participants."

Middle-level managers with several years of experience in a position to bring about strategic change are invited to apply to the competitive program which meets from 9:00 a.m.- 2:30 p.m. during the fall and winter months. For further program information, please review the [Leadership Institute](#) application or call (212) 386-0004.



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## Safety Symposium (cont.)

she remarked, "It's very unusual to have a program like this that so empowers employees." Ms. Stein cited improved aspects of NYCHA's safety program, including more safety conditions reported and resolved, greater use of personal protective equipment, and the growing skills of NYCHA's safety associates.

An important aspect of NYCHA's safety program, the safety associates—many of whom were in attendance—volunteer to serve on borough safety congresses to help resolve safety issues.

Vice President for Public Safety Gerald Nelson, Operations Senior Vice Presidents Luis Ponce and Brian Clarke, and Ms. Stein all commented on new and existing aspects of NYCHA's safety program. These include NYCHA's Safety Strategic Plan that codifies safety goals and objectives, the Elevator Department's Safety-in-Motion program to heighten residents' and employees' awareness of elevator conditions, the pilot Hands-On Coaching Program for newly-assigned managers and other frontline staff, and NYCHA's new Safety Forum that solicits best practices from employees (see p. 2).

Mr. Ponce also mentioned a less technical-sounding approach: empathy. "We need to look at the job not just from productivity," he told supervisors. "Put yourself in someone else's shoes. Model correct behavior and let staff know that you care about them."

Many telling remarks, interspersed throughout the half-day program, were also made in field reports by

frontline employees. Adams Houses Caretaker Niccola Massie reported her success in getting safety gloves that come in smaller sizes for her development, when she brought the problem to the attention of the Bronx Safety Congress, which she attends.

"We want to work with supervision as a team to get jobs done safely," said Grant Houses Caretaker J Andre Gonzalez, of the Manhattan Safety Congress. "From broken compactors to sewer leaks, there are many safety congress success stories."

While there were successes to praise and employees to recognize, many remarks from management and employees noted that much work remains before NYCHA reaches its safety goals.

"We need to improve communication between

## Safety Leadership Recognition Honorees



From left are Robin Jackson, Joan Akers, Yvonne Rosado, Ajene Eustace, Angela Gadson-Floyd, Chanieka Pennix, Eddie Quetell, Keith Wroblewski, Luis Quinonese, and Antonio Rodriguez. Not pictured is Jaleesa Moye.

250 Broadway and property management departments to make sure that safety is the first concern," noted Operations Senior Vice President Brian Clarke.

In the keynote address, NYCHA's long-time safety consultant James Wright provided the following tips for safety leaders:

- Listening is just as important as talking; to understand people's actions,

find out their reasons

- Question the status quo; don't just accept past practices
- Never stop learning; bring your passion to this organization and make it a better and safer place for everybody.

Eleven employees serving in property management and other departments were recognized for their contributions to NYCHA's safety program (see above photo).

## The NYCHA Players Present ...



Caretaker J Jose Bermudez asks a question during the audience response.



From left are Heating Plant Technician (HPT) Joe Llanos, Maintenance Worker Cephas Suber, HPT Walter Grant, Caretaker J Karen Scott, Maintenance Worker Catisha Collins, and Caretaker J Carlos Cruz. Not visible at rear is Caretaker J Grace Watson.

The popular NYCHA Players performed an original playlet dramatizing a safety scenario selected by the audience earlier in the morning. The story concerned an employee who was assaulted by a homeless person in the hallway of a development. The play was followed by an audience talk-back, where employees and players discussed the proper response. The critique noted that the property maintenance supervisor (PMS) did not communicate complete information to staff. The resident told the PMS that the homeless person might get violent if abruptly awakened but the employee was not warned—and suffered the consequences. Complete communication is important to safely address any situation. Legislation passed in 2014 makes the physical assault of a NYCHA employee on the job a criminal felony.

# Employee Voices: Handheld Devices Improve Customer Service

by Aaron Trauring, Project Manager, Enterprise Technology Portfolio Management Department

NYCHA Now continues its “employee voices” series featuring articles by employees about initiatives and events that they know best. This issue includes an article about handheld devices by Project Manager Aaron Trauring, and enhanced information on NYCHA’s websites by Director for Performance Tracking and Analytics Sybille Louis on page 6. To submit an article about a project in your department, please contact NYCHANow as indicated on p. 2. We want to hear from you!



Project Manager Aaron Trauring at NYCHA’s Quarterly Senior Leadership Meeting in May.

We’ve all experienced receiving a package from UPS or FedEx and electronically signing their mobile device. Gone are the days of pen and paper receipts. As part of the NextGeneration NYCHA initiative to transform to a digital organization, soon the days of pen and paper resident work orders will be gone as well.

In January 2016, NYCHA began a pilot program where maintenance workers use handheld devices to manage resident work orders at Howard, Lincoln, and Wagner Houses. A select number of carpenters were part of the pilot as well. Using the handheld device provides many benefits to supervisory, frontline, and office staff. Supervisors will be able to electronically assign a work order directly

to an individual and it will appear on his or her device in real-time, eliminating the need to print out paper work orders. In cases of emergencies, there will no longer be a need to run back for the paper ticket, which will be forwarded directly to the handheld device.

Maintenance workers, who perform an initial assessment of potential follow-up work, will be able to take and attach pictures of the required repairs to the electronic record. Skilled trades staff, who follow up on these work orders, will

be able to view the photographs prior to arriving at the apartment. This will allow them to better prepare for the job, with a more complete sense of which tools and materials are required.

Back-office staff will no longer have to spend countless hours closing out work orders, and can better utilize their time. Additionally, since users will be closing out their own work orders, manual data entry errors will be minimized. Upon completion of the work, the resident will electronically sign on the device, as well.

After evaluating the success of the pilot, we have initiated an incremental roll-out Authority-wide. Wave 1 began in June, when devices were rolled out to an additional seven developments, as well as exterminators in Manhattan and the Bronx. Waves 2 and

3 began rolling out in July and include the 12 FlexOps developments, exterminators in Brooklyn and Queens/SI, and the start of heating plant technicians (HPTs). We look forward to the continued roll-out to the remaining maintenance and skilled trades staff.

At the completion of this initiative, approximately 3,500 NYCHA field staff will have handheld devices to manage corrective maintenance, preventive maintenance and inspection work orders. To ensure a smooth transition, maintenance workers will have on-site support coaches at their developments during their first few days of usage. Users can call the project Help Desk at 212-306-7000, option 1, to report any issues.

## Handhelds Used for Real-Time Safety Checks

Handheld devices issued to maintenance workers starting this summer will improve the efficiency of real-time safety checks included in NYCHA’s fire safety campaign. Whenever apartment repairs or inspections are performed, there are five quick safety-related items that staff should check for, fix or install, and document:

- Alarms – working smoke and carbon-monoxide detectors
- Ledge – window guards in apartments with children (except at fire escape window exits)
- Info – fire safety notice posted on the back of the apartment door
- Volts – testing ground fault circuit interrupter outlets
- Entrance – doors must be self-closing and latch.

Supervisors will use the handhelds during random inspections to document any failures in the safety check list and quality assurance inspectors will add a “5 Alive Safety” assessment to their monthly inspections of other work performed in apartments they sample.

NYCHA will monitor safety spot check data to identify poorly-performing developments so additional training and supervision can be provided.

### 5 ALIVE SAFETY



When making repairs or inspecting units, perform the 5 ALIVE Safety Check. Every time. Always.

- A**larms: **Smoke & Carbon Monoxide Detectors**  
Present, Installed, Operating
- L**edges: **Window Guards**  
Every Window in Units with Children, Never on Fire Escape/ Emergency Exit Windows
- I**nterpreter: **Fire Safety Notice**  
Posted on Door
- V**olts: **Ground Fault Circuit Interrupter Outlets**  
Tested, Power Cuts Out
- E**nterance: **Closes & Latches**  
Self-Closing, Latch Catches

Safety is everyone’s responsibility. Failure to perform a safety check, fix deficiencies and accurately document outcomes may be grounds for disciplinary action.

## Employee Voices: More Information Now Featured on NYCHA's Websites

by Sybille Louis, Director for Performance Tracking and Analytics



Sybille Louis, Director for Performance Tracking & Analytics

To become a more efficient and effective organization, we have to change the way we do business everywhere, from our developments to our warehouses to our administrative offices.

To that end the **Performance Management and Analytics Division (PMA)**, formerly known as the Research and Management Division, under the leadership of Vice President Anne-Marie Flatley, is supporting NYCHA's growing need to become a data-driven organization. Through the use of enhanced performance management and analytics, we can monitor and track our progress on NextGeneration NYCHA's

goals and enhance our day-to-day operations by providing user friendly tools that can help highlight success stories, identify problem areas and take corrective action.

Please visit NYCHA's Internal website at <http://connect/PMA> and external website at [www.nyc.gov/nycha](http://www.nyc.gov/nycha) to learn more about all the services that PMA offers and take a look at some of the division's recent work.

The **Performance Tracking and Analytics Department (PTAD)** built NYCHA's interactive maps that are currently available online: the NYCHA Development Interactive Map and Sandy Transparency Map. These interactive tools are packed with lots of additional information about our developments, community centers, hurricane evacuation zones, and elected officials. The Capital Projects maps and Resident Economic Empowerment and Sustainability (REES) maps will soon be added to the website. The capital maps will provide information on NYCHA's capital work including the type and the phase of projects. The REES maps provide links to local REES service provid-

ers—NYCHA partners who provide residents with a range of resources and services for educational, career, and financial empowerment. Both residents and staff can use this information to more easily identify community resources. We encourage you to check out the maps at <http://nycha.maps.arcgis.com/apps/webappviewer/index.html?id=41c6ff5e73ec459092e-982060b7cf1a1>.

PTAD also recently published the redesigned NYCHA Development Data Book and Official Map. The online version of the Development Data Book offers additional functionalities for the users. You can navigate with a clickable table of contents that goes directly to the desired section of the books. Clicking on individual development names in the Development Data Book redirects the user to a map and data about that development. Users can search by development name which is now alphabetized by borough.

The official NYCHA map, also available online, is now in color, and is also searchable by development name which is now alphabetized by bor-

ough. The map provides access to a variety of data, and is color coded by program.

The **Enterprise Program Management Office (EPMO)** section of the website includes the template documents for creating project charters and work plans and introductory project management training to assist NYCHA departments as they create and track new projects.

"As part of our Next-Generation NYCHA work to become a more modern, effective, and transparent agency, we are developing digital tools that make information more readily available to residents and staff," said PMA Vice President Anne-Marie Flatley. "We also want to provide data that helps the public better understand NYCHA's impact in New York City and our NextGeneration NYCHA vision of safe, clean, and connected communities."

These customer service enhancements can enable employees to do their jobs more efficiently and just may help residents land their next job or access a training program at their local community center.



Above is an excerpt from the NYCHA Development Interactive Map and Address Search for Ingersoll and Whitman Houses. Users can search for NYCHA buildings, developments, development management offices, and boundaries for elected officials.

## Developers Sought for Two NextGen Neighborhoods



**Real Estate Development Department Deputy Director Patricia Barrera and Portfolio Manager Luis Ramos discuss development plans with residents at one of many meetings held at Wyckoff Gardens.**

NYCHA and the NYC Department of Housing Preservation and Development (HPD) released a Request for Proposals (RFP) on June 30 for the development of mixed-income housing at two developments: Holmes Towers in Manhattan and Wyckoff Gardens in Brooklyn.

The projects outlined in the RFP are the outcome of extensive resident and community stakeholder engagement by REES (the Department of Resident Economic Empowerment and Sustainability), Capital Projects Administration, and Department of Real Estate Development, among others, as part of NYCHA's NextGen Neighborhoods program. The RFP also helps achieve NYCHA's goal to rebuild, expand and preserve public and affordable housing as part of NextGeneration NYCHA, the Authority's 10-year strategic plan.

"The NextGen Neighborhoods program enables us to not only create much-needed housing for low-income New Yorkers, but to generate revenue to address NYCHA's critical repair needs," said Chair and CEO Shola Olatoye. "The RFP reflects the input we received from residents, advocates and

other key stakeholders after an extensive and meaningful engagement process that will continue as the development moves forward."

Through the RFP, the City invites developers, including non-profit entities and M/WBE firms, to submit proposals for the design, financing, construction, and operations of 50 percent affordable and 50 percent market-rate rental housing, as well as community and commercial space at Holmes Towers and Wyckoff Gardens.

NYCHA has been seeking resident input throughout the process by holding 40 meetings and conducting floor-by-floor outreach with residents since fall of 2015. Preference will be given to proposals that align with resident recommendations.

NYCHA will retain rights to the land developed through a long-term ground lease and provide critical oversight to the project. Developers will be required to train and hire public housing and low-income residents, and proactively engage NYCHA residents on a regular basis as the project moves forward. Rents will be stabilized in the completed properties and residents will

have a preference for 25 percent of the affordable housing units.

To ensure residents continue to be actively engaged throughout the process, NYCHA created NextGen Neighborhoods Stakeholder Committees, comprised of residents, community representatives, and elected officials at Wyckoff Gardens

and Holmes Towers. The Stakeholder Committee will work directly with the selected developer partners by representing the interests and concerns of residents, neighbors, and the community.

Proposals are due on September 30, 2016. The RFP can be accessed at the NYCHA and HPD websites.

## REES Honored With Partner Award



**REES Director Shanna Castillo, HOPE Director of Work Readiness and Work Wellness Elyssa Gersen-Thurman, and REES Zone Coordinator Kisha Jackson.**

Ms. Jackson, Ms. Castillo remarked, "Kisha has really been the driving force of this partnership, spreading information about HOPE to NYCHA frontline staff and resident leaders."

HOPE Director of Work Readiness and Work Wellness Elyssa

The HOPE Program helps empower New Yorkers economically through job training, placement, and education programs, making it an excellent partner for NYCHA. At its annual ceremony on June 1 honoring program graduates and alumni achievements, HOPE also recognized its partnership with NYCHA by honoring REES with its "Referral Partner of the Year" award.

REES (Department of Resident Economic Empowerment and Sustainability) Director Shanna Castillo and Kisha Jackson, a REES Zone Coordinator in Downtown Brooklyn, accepted the award on the department's behalf.

Speaking with pride about

Gersen-Thurman commented on NYCHA's selection by noting: "NYCHA and HOPE have partnered to successfully connect 20 men and women with jobs—more than any other single referral partner."

She further credited REES' partnerships and programs—including employment and career advancement, financial literacy and asset building, adult education and training, and business development—with measurably supporting residents' increased income.

"As the largest provider of public housing in the country, it is so important that NYCHA focuses not only on providing safe housing, but also the tools and resources for New Yorkers to provide for themselves and their families," Ms. Gersen-Thurman said.

## Celebrating Pride and Protecting Human Rights



From left are SAGE Chief Engagement Officer Susan Herr, City Council Member Ritchie Torres, Destination Tomorrow Executive Director Sean Coleman, Chair Shola Olatoye, LGBTQ President D'Andra Van Heusen, and Director of Employee Engagement and Special Advisor to the Chair Yvette Andino.

In honor of Pride Month, NYCHA's Lesbian, Gay, Bisexual, Transgender, and Queer/Questioning (LGBTQ) Employee Association held its first annual Pride and Diversity Celebration on June 22 in the Ceremonial Room.

In her remarks, Chair and CEO Shola Olatoye commemorated the more than 100 members of the LGBTQ community who lost their lives or were injured in the recent tragedy in Orlando, including Enrique Rios, a Brooklyn so-

cial worker and former Marcy Houses resident. "Mayor de Blasio declared the attack in Orlando an attack on our New York values of tolerance and freedom, and I want to be clear that those are NYCHA values too," she said. "We are taking a public stand with our LGBTQ brothers and sisters at NYCHA; this is a place where it's safe for you to be you."

The Chair noted that NYCHA's commitment to LGBTQ people is also reflected in the Authority's collaboration with SAGE (Services and Advocacy for GLBT Elders), who will provide services at the new 100 percent affordable senior housing slated for development at Ingersoll Houses.

Special guest City Council

Public Housing Committee Chair Ritchie Torres, Bronx's first openly gay elected official, movingly described the difficulties of growing up gay at Throggs Neck Houses, and the critical importance of the services that NYCHA and SAGE provide.

Earlier that day, NYCHA continued its partnership with the NYC Human Rights Commission to train all management and supervisory staff in the coming year on the City's new policy requiring that all City employees and all members of the public be allowed to use single-sex facilities that correspond to their gender identity or expression in City-owned or operated buildings.

## "I Am NextGen" Honoree Connects Residents and Employees

NYCHA continues to bring outstanding employees, residents and other stakeholders to the attention of the public with its popular "I Am NextGen" campaign. Our latest honoree is D'Andra Van Heusen, founding president of NYCHA's Lesbian, Gay, Bisexual, Transgender, and Queer/Questioning (LGBTQ)

employee association. Ms. Van Heusen joined NYCHA in 1997 as a Community Associate and has been working in various positions involved with connecting residents to resources and opportunities ever since. She is currently a senior community development coordinator in Community Development.

### I am NextGeneration NYCHA



"Respecting the diversity of all employees creates an inclusive, collaborative workplace where we can work together on our NextGeneration NYCHA goals."

—D'Andra Van Heusen  
Senior Community Development Coordinator, Community Development  
President, NYCHA LGBTQ Employee Association

#### What are your responsibilities in your current position?

I oversee educational programs for young adults and adults, including computer literacy and high school equivalency preparation. And I also oversee an amazing array of performing arts and creative arts consultants who deliver cultural programs that enrich the lives of thousands of residents.

#### How does NYCHA's LGBTQ employee organization fit into NextGen and its goals?

Working to create "safe and connected" communities for NextGeneration NYCHA applies not only to residents but also to employees. Respecting and including the diversity of all employees will help us work together more effectively toward reaching our NextGen goals by providing an opportunity for everyone to contribute to their potential.

#### Can you describe some of your work on City policies that concern these and related issues?

I have participated in cross agency work groups through the Mayor's Office concerning early childhood education and more recently around LGBTQ issues, which have received increasing attention under the current administration.

## News to Use

### New York City's Message About Zika

Summer 2016



Dear Colleagues,

Many of you are aware that Zika virus is affecting parts of Mexico, Central and South America, and the Caribbean. Zika is usually spread by mosquitoes, and the type of mosquito linked to the current outbreak lives in these places.

Zika has not been found in New York City mosquitoes or in

any mosquitoes within the continental US—but we are working daily to protect New Yorkers from this emerging health concern and to make sure our City is ready to respond quickly if we start seeing Zika that was acquired locally.

To reduce the possibility of local transmission, we are monitoring local mosquito populations and applying pesticides throughout the summer months to cut down the number of mosquitoes. Find more details on when we spray for mosquitoes at [nyc.gov/health/mosquito](http://nyc.gov/health/mosquito). We are also coordinating closely with the Centers for Disease Control and Prevention (CDC) and the State to monitor the situation—and we are consulting with health experts in Zika-affected places to learn from their strategies.

To ensure that New Yorkers have the latest information on Zika, we are distributing guidance and travel warnings to health care providers, community and faith-based organizations, elected officials and the public.

It is important to keep in mind that Zika cannot be spread through casual contact, though it can be spread through sexual or blood contact. At this time, the most important way New Yorkers are exposed to Zika is by travel to an area where Zika transmission is ongoing. Most people who get the virus have no symptoms, or just mild ones. But since Zika causes birth defects, it is imperative that we protect pregnant women. Women who are pregnant or are trying to become pregnant should not travel to countries that have Zika. And their male partner should be aware that if he travels to these areas, safe sex or abstinence is recommended on return.

Each one of us can help our city “fight the bite” by getting rid of standing water, wearing insect repellent and using window screens—and by protecting ourselves when visiting Zika-affected areas.

This summer let's come together as New Yorkers to stop mosquitoes and protect anyone who could be at risk. Report standing water online or call 311. For additional information on Zika and the City's response, please visit [nyc.gov/health/zika](http://nyc.gov/health/zika). Your health and safety are very important to us.

Sincerely,

Mary T. Bassett, MD, MPH  
Commissioner  
Department of Health and Mental Hygiene

### Volunteers Needed for City's Coastal Storm Plan

The City is once again seeking volunteers for its Coastal Storm Plan (CSP) that mobilizes resources for a coordinated response to a major hurricane.

If called upon, a CSP volunteer's role is to staff and provide logistical support to evacuation centers and/or hurricane shelters.

Volunteers are required to participate in an annual online training on the role of shelter staff.

To enroll, please complete the Hurricane Volunteer Sheet (available in the Forms and Reference Library), or update your information where needed, and return it to:

[CSPMail@nycha.nyc.gov](mailto:CSPMail@nycha.nyc.gov).

The CSP Liaison will contact volunteers to provide additional information on registration and training.

Please contact NYCHA's Coastal Storm Plan Liaison at 212-306-3200 with any questions.

### eRent: Fast, Easy, On-Time

eRent is a convenient way for residents to pay rent online and on time.

eRent allows NYCHA to:

- Reduce costs by reducing paper bills and check processing;
- Improve rent and fee collection by offering another convenient alternative for residents to receive and pay their rent bills;
- Further reduces our carbon footprint by less U.S. mail processing and delivery.

Ready to “HELP”?

- **H**eighten your awareness of the eRent program at: <http://www1.nyc.gov/site/nycha/residents/pay-rent.page>.
- **E**nroll in the eRent program if you are a NYCHA resident;
- **L**ook for opportunities to talk to residents about eRent;
- **P**romote the convenience of eRent—no paper, no postage, guaranteed on-time payments.