

CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON AGING JOINTLY WITH
COMMITTEE ON PUBLIC HOUSING

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HELD AT: COUNCIL CHAMBERS - CITY HALL

B E F O R E: MARGARET S. CHIN, CHAIR ON AGING

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RAFAEL SALAMANCA, JR.
RITCHIE J. TORRES
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A P P E A R A N C E S (CONTINUED)

LATISHA MILLER NATHEA (SP?), Senior
Housing Director of Residential Services
at SAGE

GREGORY MORRIS, From the Stanley Isaac
Neighborhood Center

LILLIAN WOO, Director Hamilton Madison
House Senior Center Program

PAKHI KANE, Deputy Executive Director of
the Stanley M. Isaacs Neighborhood Center

DAVID PRISTIN, Executive Vice-President
for External Affairs at NYCHA

CARYN RESNICK, Acting Commissioner at the
New York City Department for the Aging

UKA BUSKIS (SP?), Senior Director for
NYCHA Family Partnership Department

CAROLYN JASPER, Vice-President of
Operations with New York Housing
Authority

KAREN TAYLOR, Assistant Commissioner
Bureau of Community Services at DFTA

DEBORAH GODDARD, Executive Vice-President
for Capital Project

A P P E A R A N C E S (CONTINUED)

LOIS GREEN, Brownsville Senior Center
Brooklyn, New York

BEATRICE HALEY, Harlem River

EMILY BATISTA, resides at Brosnick Houses

BETTY MENA

KATELYN HOOSIE (SP?), Live On New York

TARA KLINE, Policy Analyst with United
Neighborhood Houses

ALEXANDER RILEY, Director of the Elder
Law Practice for Legal Aid

MYER WAXMAN, Managing Director of Senior
Center at Self-Help Community Services

MICHAEL HIGGINS, JR., Gowanus
Neighborhood Coalition for Justice

1 COMMITTEE ON AGING JOINTLY WITH
2 COMMITTEE ON PUBLIC HOUSING

4

3 SARGEANT AT ARMS: This is a sound check
4 for the Committees, joint Committee hearing of Aging
5 and Public Housing being recorded by Israel Martinez
6 and McKinley Joseph but you will only hear that one
7 if you are speaking from there. Go back. The date
8 is December 6th, 5th, 2018. This hearing is scheduled
9 for 10:00.

10 CHAIR MARGARET CHIN: Good morning, I'm
11 Council Member Margaret Chin, Chair of the Committee
12 on Aging and thank you for joining us today for a
13 joint oversight hearing with the Committee on Public
14 Housing, on Senior Services and Centers in New York
15 City Housing Authority also known as NYCHA. I want
16 to thank Chair Alicka Ampry-Samuel for co-Chairing
17 this hearing today. Research shows that our City's
18 older adult population is increasing rapidly. New
19 York City's older adult population increased from
20 950,000 in 2005 to more than 1.1 million today.
21 Representing about 13% of New York City's total
22 population. With the growing number of seniors in
23 our City it is vital that we provide the necessary
24 resources and services to help them safely age in
25 place. While older adults lived in various places
throughout the City, many of them live in NYCHA

Housing Developments. In fact, about 20% of NYCHA residents are 62 or older. There are many services available to seniors in NYCHA provided largely through NYCHA collaboration with the Department for the Aging (DFTA). For example, Senior Center and Social Clubs uhm, there is 249 Senior Centers, 74 of them are in NYCHA. There are also 14 social clubs in NYCHA which offer smaller programs than general Senior Centers. Both Senior Centers and Social Clubs offer older adults the opportunity to participate in events such as health promotion and cultural activities. Unlike the majority of social clubs; however, Senior Centers provide congregate meals as more robust programming. Both are an important way to address senior isolation by giving older adults a place to socialize with each other. Additionally, there are naturally occurring retirement communities or NORC in 11 NYCHA developments. NORCs provide supportive services to many older adults aging in place including case management, healthcare assistance, information and referral services and financial management. Despite the collaboration by DFTA and NYCHA to serve the City's aging population seniors in NYCHA Housing, Senior Center, NORCs and

Senior Social Club have faced and continue facing a variety of severe conditions that these Agencies have failed to address. We have heard about NYCHA Senior Residents who live in apartments with leak, mold and pests. Many of them live in high-rise buildings in which elevators have been broken for extensive period of time. When some of these residents, there are Senior Centers in their development, they are exposed to dangerous conditions including moldy ceiling, peeling paint and sometimes even rats crawling out of homes. Some of these Centers even lack heat during the freezing cold winter months and air conditioning during the scorching hot summer. Many of these Senior Centers are not even wheelchair accessible. This is not just unbelievable, it is unacceptable. While these conditions are concerning, what I find more alarming is the ineffectiveness interagency coordination between NYCHA and DFTA when it comes to addressing such conditions. According to a 2017 audit report by controller Scott Stringer, some NYCHA Senior Center providers have indicated that it often takes months and sometimes even years before NYCHA makes repairs in their facilities. One Senior Center reported that it has had the same broken window for

five years despite submitting multiple repair tickets to NYCHA. Who is helping our seniors stay safe in the Senior Center and Social Club? At an October 2017 Council Aging Committee Oversight Hearing on Senior Center repairs and upgrades DFTA testified that NYCHA is responsible for addressing repairs and maintenance to the facilities, envelope and building system, including roof leaks, sewage backup and hidden issues. The Senior Center providers; however, is responsible for repairs inside of the program space in Senior Centers. The Administration also testified that Senior Center providers submit tickets to NYCHA for repair work and that both Agencies work closely together to complete repairs. Well, if these Agencies are working together so slowly then why are there so many Senior Centers that have had the same deficiencies for months and even years. I want to know what is preventing such repairs from getting resolved in a timely fashion. Further, I understand that DFTA is transitioning away from serving as a direct service provider, transitioning to becoming a service coordinator. NYCHA has as a result created the geographical zones that allow residents to receive access to services offered by community-based

organization in their neighborhood. However, this creates a burden on seniors who might not be able, who might be mobile and who might not be able to get where ever their zone office is located. Seniors should get the help that they need where they live and not be referred somewhere else. I hope to hear more about NYCHA Zone Models and its impact on senior living in NORCs. NYCHA and DFTAs lack of urgency on the living conditions on seniors is not only causing many of them stress but is also hazardous to their health. At this hearing, I hope to hear more from the Agencies about how they plan to improve their coordination in order to help improve the lives of NYCHA senior residents. I would like to thank the Committee Staff for helping in putting together this hearing. Our Council Member Nusrat Chaudhry (SP?), our Policy Analyst Kaleema Johnson (SP?) and Finance Analyst Daniel Koo and I would like to thank the other members of the Aging Committee who have joined us here today and we have joined by Council Member Dromm and Council Member Rose. Uhm now I would like to turn the floor over to my uhm co-Chair Council Member Ampry-Samuel for some opening remarks. Thank you.

COMMITTEE ON AGING JOINTLY WITH
COMMITTEE ON PUBLIC HOUSING

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CHAIR ALICKA AMPRY-SAMUEL: Good morning and thank you Council Member Chin and thank you all for coming to today's joint hearing on the Committee on Aging and the Committee on Public Housing. I am Council Member Alicka Ampry-Samuel and I Chair the Public Housing Committee. Today, we will have the opportunity to discuss Senior Services and Centers throughout NYCHA developments. Seniors are a core part of our City and a major part of the NYCHA community. One in five NYCHA residents are seniors and almost 40% of NYCHA households are headed by age 62 and older. In my District alone, I am proud to represent the seniors who I see in the audience, are a lot from my District just this morning for Van Dyke II, Brown, Reed Houses, Marcus Garvey, King Borough Extension, Saratoga Square which are all senior only buildings and I visit the seniors often at 11 Senior Centers and Senior Clubs in my District at Van Dyke II, Brown, Reed, Marcus Garvey, Kings Borough, Seth Low, Langston Hughes, Brownsville, Tilden, Saratoga and Bre Voy (SP?) and that list does not include the six other senior only housing buildings in my District that are not on NYCHA grounds and are not contracted with DFTA and one we were recently about

secure NORC funding for. Because older adults have unique needs, it is clear that NYCHA and DFTA must work together to allow seniors to live with the dignity they deserve but how, NYCHA and DFTA work together is unfortunately today not so clear. Community advocates have told us that Senior Centers, Social Clubs, NORCs are not immune from the overarching issues that plague NYCHA, namely disorganization and disrepair. Residents who utilize the Senior Centers have complained of roaches, leaks, mold, inadequate heating in the winter, inadequate cooling in the summer and a host of other issues. Worse instilled in the presence of some problems is the failure to address them. Just this past summer, Bre Voy (SP?) Social Club and Tilden Senior Center were without working ACs and the cost to repair Bre Voy (SP?) was only \$1,500 and Tilden had to close on some days although it is listed as a cooling center. It defies reason that it should take NYCHA years to complete basic repairs but that is what was reported in the Controller's 2017 Audit of Senior Centers. What we need to hear from NYCHA and DFTA today is exactly how responsibilities are divided to ensure that repairs are completed in a timely fashion and

how communication occurs between the Agencies?

Seniors need more than the left hand not knowing what the right hand is doing and they definitely need more than neither hand performing at 100% at times.

Additionally, the Committees would like to hear more from the Agencies about how fines are apportioned when there is an issue or a violation of a building code. Advocates have spoken out about community-based organizations being forced to raise money to pay for fines. I visited a Senior Center that had a fine of \$5,000 and was forced to hold fundraisers and bake sales to pay for debt caused by issues that they had no control over. It does not make sense for a nonprofit to suffer shoddy building conditions when NYCHA has dollars, millions of dollars dedicated to renovations and repairs at Community and Senior Centers. We need to know when and how NYCHA and DFTA steps in, in these cases. NYCHA and DFTA must work together and work with us the Council in order to effectively serve our senior population. I look forward to today's testimony and discussions with the Agencies on how we can all do just that together.

And now, I will turn it back to uhm co-Chair Council Member Chin. Thank you.

COMMITTEE ON AGING JOINTLY WITH
COMMITTEE ON PUBLIC HOUSING

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CHAIR MARGARET CHIN: Uhm thank you, uhm
we have also been joined by Council Member Menchaca
earlier and he is on the Public Housing Committee,
right and uhm Council Member Van Bramer. Now, we are
going to have uhm our Counsel swear in the first
panel, from DFTA. Okay, so we are going to do the
public panel first. And we are going to call up,
Latisha Miller Nathea (SP?) from SAGE Senior Housing,
okay, Gregory Morris from the Stanley Isaac
Neighborhood Center and Lillian Woo uhm from the
Hamilton Madison House, Senior Center. Uhm please
begin. Okay we uhm, we have a five-minute time clock
so please try to summarize and also some of the
important points and we want to make sure that
representative from DFTA and NYCHA will be able to
hear some of your concern and hopefully they can
address some of them. Okay.

LATISHA MILLER NATHEA (SP?): Thank you
Council Members, on behalf of SAGE thank you for
holding this hearing on senior services in NYCHA
developments. My name is Latisha Miller Nathea (SP?)
and I am the Sage's Director of Residential, uhm
Resident Services. SAGE is the country's first and
largest organization dedicated to improving the lives

of LGBT older adults. Founded in New York City in 1978, we have provided comprehensive social services and programs to LGBT older people for 40 years, including the nation's first full time Senior Center, the Eddie Windsor Safe Center, located in Chelsea and launched with generous support from the Council. Building on the positive strides that the Safe Center has made in reducing isolation faced by LGBT older adults. In June 2014, the New York City Council awarded SAGE Funding to open Safe Center standalone sites in Brooklyn, the Bronx and Staten Island and to expand our SAGE Harlem program into a full-service Safe Center Site. And for that we are enormously grateful. LGBT older people are a significant part of our City's rapidly growing elder population and are often severely isolated and disconnected from services. Extreme isolation and experienced discrimination are a lethal combination for LGBT Elders. A recent study found that the impact that isolation has on one's health, physical health is the equivalent of smoking 15 cigarettes a day. More needs to be done to ensure our City's most isolated elders can find meaningful connection. In fact, LGBT elders are severely isolated. They are twice as

likely to live alone, half as likely to be partnered and four times less likely to have kids. Many LGBT elders were shunned by their families and as a result are half as likely to be close to have, to have close relatives to call for help. Roughly $\frac{1}{4}$ of LGBT elders have no one to call in the case of an emergency. Because of their thin supports, LGBT elders often need to turn to Service Providers for care as they age. Yet, they are often distrustful of mainstream providers and for good reason. LGBT older adults are more likely to face discrimination around their sexual orientation and gender identify when accessing care, Social Services and other programs. Discrimination has lasting effects on LGBT older adult's financial security. More than 4/10, 42% in fact of LGBT Americans over the age of 65 cite financial problems as a major concern. Roughly 47% report having less than \$10,000 in savings and assets and 30% are concerned about their housing stability. 51% of LGBT older people report that they are very, that they are very or extremely concerned about having enough money to live on, compared to 36% of straight couples. The fact that so many LGBT elders are low-income and struggle with financial security

coupled with our City's rapidly rising older LGBT demographic will mean that more Senior Centers will likely need to be located near NYCHA Housing Campuses. Recognizing the acute need among our City's LGBT older adults and LGBT welcoming, LGBT welcoming elder housing, SAGE and our partners help USA and BFC Partners are developing New York City's first LGBT Welcoming Senior Housing in Brooklyn and the Bronx. The marquis of each develop will be a full service, ground floor safe center built on our, built on our success, built on our successful which will support building residents and elders, and elders in larger community in which each building is located. Both of these buildings are 100% affordable and each have a set aside for formerly homeless elders. The largest of these two buildings, Ingersoll Senior Residence, Residences is part of the NextGen NYCHA initiative and is being built on NYCHA's Ingersoll Public Housing Campus. The services and programming offer through the co-located ground floor, the safe center will draw from our 40 years of experience of service provision to LGBT elders. Ingersoll Senior Housing house senior residences and is co-located safe center will serve

low-income building tenants as well as elders in the
Fort Green and surrounding neighborhoods and for... is
that my time.

CHAIR MARGARET CHIN: Yeah why don't you
continue. Uhm can you maybe sum up with maybe a
couple of maybe the repair issues?

LATISHA MILLER NATHEA (SP?): Okay.

CHAIR MARGARET CHIN: That you can
highlight so that we can uhm try to get them
addressed later.

LATISHA MILLER NATHEA (SP?): Uhm in
addition, in our experience in operating the uhm
network of five Senior Centers across the City also
means that providers assume much of the
responsibility for the upkeep and maintenance of
these sites. Further stretches SAGE's budget. Our
Harlem SAGE Center located in the Drew Hamilton
Community Center on which SAGE leases from NYCHA.
SAGE experienced challenges this past summer when the
ceiling at the site partially collapsed, directly
over the serving table from which we serve daily
meals. It took a week for NYCHA to address the
issue, which was likely due to SAGE's outreach to the
Mayor's office. For over a week, there was a wet,

1
2 there was wet ceiling debris on the floor of our
3 largest program space. Unfortunately, this is not an
4 isolated incident. So many of the City's Senior
5 Centers are in disrepair especially those located in
6 NYCHA Developments. With the rapidly growing
7 increasing in our City's older population, the City
8 will need to improve the current condition,
9 conditions in these centers, invest in infrastructure
10 and support more culturally competent aging services
11 to reflect the diverse identities and needs of our
12 City's, of our City's older population. Your support
13 continues to be greatly valued and appreciated, thank
14 you.

15 CHAIR MARGARET CHIN: Next.

16 LILLIAM WOO: Good morning everyone. I
17 would like to thank the Council for the opportunity
18 to speak and also for organizing this hearing. My
19 name is Lillian and I am the Program Director at
20 Hamilton Madison House, Senior Services NORC, a
21 naturally occurring retirement community. We are
22 located in NYCHAs upper-east houses of the lower
23 Manhattan. We serve the older adult residents of
24 Smith Houses and we are also open to seniors residing
25 throughout the five boroughs of New York City. To

provide some background, the Smith Houses was built by NYCHA in 1951 to 1953 and is home to over 4,000 residents. More than 30% is seniors over the age of 60. Many of these seniors visit Smith NORC for services and activities. Not just because of the close proximity but also because they rely on our services for their livelihood. With over 1,600 members Smith NORC provides social services in Chinese, Spanish, English, health-care management services and partnership with visiting nurse services, daily hot nutritious lunch, health promotion and recreational activities to help seniors age in place. As a NORC program we would not exist without NYCHA so I have to express my gratitude for that; however, I am here to share a light on some of the facility issues that impact the quality of our work and these are very real issues that put the safety and health of our seniors and staff at risk. I have selected four of the most pressing issues that we have been dealing with in the past year. 1) Sewage backflow in our lunch room. There is a sewer connected to the developments main line. During heavy rain, when the mainline is clogged, our lunchroom becomes flooded by the backflow. This

happens at least twice a year and when this happens there is no clear channel of communication to expedite service from NYCHA. Instead, we are left with the time-consuming process of calling the central number, placing the ticket, making panic calls to our management office and finally we are left with no choice but to pull up our sleeves and address the matter ourselves. And even aftermath of these events we are told by NYCHA maintenance workers that it is difficult for them to fix the issue. They will simply have to order a new cap for the sewer to put a lid on the problem. So far, we are still waiting and the most recent incident was in September. 2) Excess heat. It has been a daily occurrence that the heat in some of our office is so strong that the temperature measures 90 degrees. Sure, it is better than having no heat but we often hear reports from our seniors that they too experience the same problem in their apartments and NYCHA fails to adjust the heat to the proper temperature. As many of our seniors are frail, it is difficult for them to physically open the window for cooler air and we fear that overheating may be a real danger to them. 3) Pest control. We have seen mice

and water bugs become a regular occurrence at our center. NYCHAs extermination services are not sufficient and we believe this problem is a development-wide issue. Our only resort has been to hire a private exterminator who has been more diligent in inspecting and treating each area of our facility; however, we need NYCHA to also treat this issue with more attention and resources. 4) Leaks. Leaks are a regular occurrence because our facility and its pipes are old. Often it takes NYCHA several hours to respond and sometimes the responding personnel does not have the expertise to address the problem. They call in the referral to another maintenance worker and this is a time-consuming process which takes away our time, which should be better allocated toward serving clients. So, with the issues that I have highlighted I appeal tonight to do the following: 1) Expedite services during emergencies. 2) Have more qualified personnel and maintenance workers readily available. 3) Create a more efficient system, create a more efficient service request system so that maintenance issues can be communicated more quickly and effectively and

lastly allocate more resources to capital
improvement. Thank you for your attention.

CHAIR MARGARET CHIN: Thank you very
much, uhm next.

PAKHI KANE: Good morning, my name is
Pakhi Kane, I am the Deputy Executive Director of the
Stanley M. Isaacs Neighborhood Center. I am here on
behalf of Gregory J. Morris who is the Executive
Director of our organization. Uhm I want to thank
Chair Ampy-Samuel and Chair Margaret Chin and other
members of the Committee for this important hearing
and for bringing us all together to talk about these
issues. Uhm I'm not going to read my testimony but I
am going to try to highlight some of the pieces in
here and some other things that I think would be
helpful for the Committee to consider. Uhm I am
disheartened to know that some of the things that we
are experiencing obviously there are others, my
colleagues are also experiencing across the City.
With that said, I know the good people that are
sitting to my right who represent the leadership of
NYCHA and DFTA have all the good intentions in mind.
Uhm they certainly don't see any of these issues as
being unimportant and certainly want to address them.

The issue is that I don't believe they have the resources to do it. Uhm with that said, Isaac's Homes, Homes, particular Homes Development is a site for an Infill Project that is happening and there is going to be, there are going to be some private dollars that come into our site as a result of that project and we are heartened to know that. Uhm there are other infill projects that are happening across the City or will happen across the City through which we can draw, draw some private dollars. I think there are certainly opportunities for us to have conversations with private developers about how they can make a stronger investment in NYCHA so that they can do the work that I know that they want to do. Uhm in addition to that, the, it is clear to us from our perspective that there are certain pieces of services to seniors that are critical, right, meals, case management, all of the things that we have been talking about for decades that remain underfunded. Uhm there is great opportunity I think in the coming months to work with the new leadership at DFTA. On the things that are coming up and to think about how we can create uhm not just additional funding which is what we always talk about but cost efficiencies in

the system. I think that there are providers who are willing and ready to sit together at the same table and figure out how we more cost effectively deliver services and eliminate duplication across the system. We want to be at the table with all of you to try and figure some of that out before the RFP comes out and so obviously there is a common period during the concept paper which we will take advantage of but if there are additional conversations needed, we hope that you will consider sitting with us and obviously have leadership from the City at the table at all. The last thing that I want to sort of talk about is investment from the Council. Obviously, there are you know different opportunity on the Council side. There is less money that, that this body necessarily allocates as opposed to the other side and we understand that. With that said, there, there is opportunity I believe for the Council to sit down and look at whether there is, there are discretionary dollars that can be set aside for facilities and maintenance costs for organizations like ours as at the very least as a stop gap measure for now. Uhm so those are some of the suggestions that I have, uhm I

1
2 am happy to answer any questions that the Committee
3 may have for me. Thank you.

4 CHAIR MARGARET CHIN: Uhm thank you for
5 your testimony and thank you for uhm you know giving
6 examples of what is going on every day, uhm at the
7 centers that are inside NYCHA and hopefully during
8 the Administration's panel they can help address some
9 of those issues that was raised. Other questions.

10 CHAIR ALICKA AMPRY-SAMUEL: This is for
11 uhm Stanley Isaac, is there way that you can uhm just
12 shed some light on the work that you had been doing
13 with NYCHA with the seniors related to uhm the
14 repairs that were needed and uhm any ideas about what
15 we can ask of the Administration for more funding or
16 uhm or maybe the work that has done with NYCHA during
17 like the work group meetings related to the repairs
18 and how much the repairs actually cost if at all, if
19 you were involved at all in any of those
20 conversations?

21 PAKHI KANE: So, I personally was not, I
22 as not at Stanley Isaacs at the time uhm when I
23 believe it was UNH who was having some of the
24 conversations with OMB and NYCHA and others. I will
25 say that uhm General Manager Marsa Chulo (SP?) has

1 been to the Isaac Center. We have had some great
2 conversations with him and his leadership team, his
3 wonderful staff who I think really wants to do the
4 right thing uhm and we are appreciative of that. I,
5 like I said I don't believe that they necessarily
6 have the, the resources to do what needs to get done
7 across the City. I think what would be helpful for
8 us to understand is how repairs get prioritized or
9 how repairs sort of happen across the City. I don't
10 know that there is transparency in that. I think you
11 know that when there are sort of 24 hour Emergency
12 tickets and those types of things put in, uhm there
13 are I would imagine thousands of them across the City
14 so how do you, how do you prioritize and when is it
15 that we sort of know whether someone is going to
16 come, or, or not and I feel like that having at least
17 that transparency would help some of these uhm
18 organizations prepare for what is coming next. Uhm
19 so information, even if it is not resources
20 information, I think is helpful and I think NYCHA has
21 certainly tried uhm to, to provide that when we've
22 asked for it. Although I think you know, it's, it's
23 hard to do and there is a, there is a very long to do

list. Uhm not sure if that completely answers your question?

CHAIR MARGARET CHIN: Okay thank you for your testimony and we are going to call up the panel for the Administration, representative from DFTA and NYCHA. Uhm we've been joined by our majority leader, Council Member Laurie Cumbo. Oh, and Council Member Deutsch. Can you uhm, please identify yourself before the Counsel administer the oath?

DAVID PRISTIN: Hi I'm, I'm David Pristin, I'm Executive Vice-President for External Affairs at NYCHA.

CARYN RESNICK: Good morning I'm Caryn Resnick I'm Acting Commissioner at the New York City Department for the Aging.

UKA BUSKIS (SP?): Good morning, oh, sorry, good morning everyone I am Unit Director for NYCHAs Family Partnership Department.

CAROLYN JASPER Good morning, good morning I'm Carolyn Jasper, I'm Vice-President of Operations with New York's Housing Authority.

KAREN TAYLOR: Good morning I'm Karen Taylor, Assistant Commissioner, Bureau of Community Services at DFTA.

COUNSEL: Please raise your right hand,
do you affirm to tell the truth the whole truth and
nothing but the truth in your testimony before the
Committee and to respond honestly to, to Council
Member questions?

DAVID PRISTIN: I do.

CARYN RESNICK: I do.

UKA BUSKIS (SP?): I do.

CAROLYN JASPER: I do.

KAREN TAYLOR: I do.

DAVID PRISTIN: Chairs Alicka Ampry-
Samuel and Margaret Chin, members of the Committees
of Public Housing and Aging and other distinguished
members of the City Council. Good morning, I am
David Pristin, NYCH's Executive Vice-President for
External Affairs. Joining me today are Deborah
Goddard, Executive Vice-President for Capital
Projects, Uka Buskis (SP?) Senior Director of Family
Partnerships, Carolyn Jasper, Vice-President for
Operations as well as our partners from the City
Department for the Aging (DFTA). Thank you for this
opportunity to discuss the Authorities work to
provide the more than 80,000 seniors living in our
developments across the City with safe supportive

communities and access to quality services. We provide testimony on this topic to the Council on October 2017 and are happy to provide you with an update today on Senior Services and Centers at NYCHA. While NYCHA faces significant challenges, a lot of \$3 million in federal operating and capital funding over the last 17 years, and a \$32 billion capital need we are firmly committed to our Seniors and believe that all New Yorkers deserve to age in place with dignity in their homes. In recent years, we have reconsidered how we work, focusing on our core responsibility to be a better landlord. This has led to creative new approaches to serving residents, particularly our seniors who aging in place. As part of that focus, we have moved away from directly providing Social Services to connecting residents to best in class services from the vast network of Social Service providers throughout the City. NYCHA helps her seniors thrive in a number of ways, with initiatives that positively impact seniors living in our developments as well as programs that serve only our most vulnerable. If you are a senior at NYCHA you can benefit from physical improvements to our buildings, access to onsite and nearby services,

connections to services and age friendly reasonable accommodation policies. As a landlord, NYCHA continues to focus on improving our buildings, to enhance resident's quality of life. As mentioned last year, we updated the architectural design guidelines for the rehabilitation of our buildings taking into account age friendly and accessible designs as well as DFTAs age friendly New York City report and HBDs guidelines for senior housing. Whenever the funding is available to upgrade our buildings, these standards will better support the safety, health and comfort of residents including their ability to age in place gracefully. Guided by the new architectural standards in 2017 and 2018 we invested over \$8 million to make accessible and age friendly improvements at 66 developments such as more comfortable seating areas on the grounds for seniors, the new LED exterior lighting that we are installing across the City makes it easier for everyone, including our seniors to see. We are eager to get the funding necessary to complete more of these projects in the future. The 110 Senior Centers at NYCHA including the 96 Senior Centers and Senior Social Clubs sponsored by DFTA provide a range of

recreational health and cultural activity services and resources that enhance the lives of NYCHA residents and other seniors in the community. On any given day, seniors participate in free exercise classes, discussion groups, or blood pressure screenings. At DFTA-funded Senior Centers older New Yorkers can get free meals, counseling on social services or assistance with benefits. Regardless of where they live, most NYCHA seniors have access to a program onsite or within their community. The 14 Senior Centers that are not run by DFTA are still operated by NYCHA through funding from the Mayor's office. The funding that we have received \$3 million a year, allows us to fully or partially operate Senior Center Programming and meal services. Since 2015, attendance has increased by 42% at these centers. This demonstrates how important they are for our aging population. While we are committed to our Senior Centers, NYCHAs Capital Needs total \$32 billion including the significant repair needs at our Senior Centers. Discussions with our partners at OMB and DFTA about how to best improve our centers are ongoing. We will continue to work with them to lay out clear roles and responsibilities for each party

and to determine the best strategy for financing existing repair needs within the context of NYCHAs larger capital need. These Centers are valuable assets to our communities that deserve to be preserved but given NYCHAs dire financial position and more than \$30 billion in capital needs it is difficult to accommodate both the repairs needed to secure our residents homes as well as fix our centers. We are in discussions with our partners at OMB and DFTA on a Memorandum of Understand to improve how we repair our centers. This MOU once finalized will lay out clear roles and responsibilities for each party making Senior Center Management more straightforward. Although this MOU was expected to be completed earlier this year, thoughtful discussions are ongoing. NYCHA's community engagement and partnership department fulfills NYCHAs goal of engaging residents and connecting them to best in class services. By engaging key populations including seniors and connecting them to critical and social services from community-based organizations and other City Agencies seniors are supported as they age in place at NYCHA. We know that we cannot do this alone which is why we streamlined how we

partnered with local providers through our Zone Model. Partnership is key to serving our seniors. NYCHA works with dedicated providers across the City to meet their needs. Here are some examples of services our partners provide, the HUD-funded Senior Resident Advisor Program provides onsite assistance to seniors in need at six sites, helping them live safely and independently in their homes through home visits, connections to services and regular visits by volunteer floor tap and neighbors. Another HUD-funded initiative, the Elder Safe at Home Program, provides crime prevention and Social Service assistance and educational workshops to seniors at four sites in the south Bronx. Socially isolated or homebound seniors in all five boroughs receive regular home visits through Henry Street Settlement Senior Companion Program. Senior Companions are healthy, older adults who help their fellow seniors live independently by helping them to shopping and go to the doctor's appointments and do errands and by simply providing companionship. Currently, our partners Presbyterian Senior Services, Hudson Guild, Union Settlement and Project Find are serving residents at specific developments in their service

areas. NYCHA is finalizing partnership with 16 additional providers that will also assist seniors directly and 11 partners will be located at NYCHAs Family Partnership Department Offices to provide helpful services to seniors. At our 74 only senior buildings and 11 NORCs, retirement communities that are naturally occurring, seniors and their caregivers are supported with onsite and nearby assistance. This includes one-on-one counseling as well as recreational and cultural opportunities from DFTA and many other providers. At 9 NORC sites, homebound and nonhome bound seniors are connected to services and get help with accessing public benefits and improving their health. NYCHA is applying for six more NYCHA buildings to be designated at NORCs and we expect to hear back about their eligibility next year. In just this last Friday, we activated 82 new senior champions across our development. These NYCHA leaders participated in workshops on creating health, safety and educational activities for seniors in NYCHA communities. We appreciate Council Member Diana Ayala's participation in this valuable initiative. NYCHA provides vital, provides vital support to seniors in many ways, from Senior Center

1
2 Programming to the dedicated services available at
3 our senior only buildings. From the new housing we
4 are creating exclusively for Seniors to a reasonable
5 accommodation policy that facilitate assistance from
6 caregivers, we are eager to continue engaging with
7 the Council and other partners across the City as we
8 work to transform NYCHA and enhance the level of
9 services offered to our seniors. Thank you for the
10 opportunity to continue the dialog on this important
11 topic. We are happy to answer any questions you ay
12 have.

13 CARYN RESNICK: Good morning Chair
14 persons Chin, Ampry-Samuel and members of the Aging
15 and Public Housing Committees, I am Caryn Resnick,
16 Acting Commissioner of the New York City Department
17 for the Aging and I am joined this morning by Karen
18 Taylor, Assistant Commissioner for the Bureau of
19 Community Services, as DFTA as well as my partners
20 from the New York City Housing Authority. I would
21 like to thank you for this opportunity to testify on
22 the topic of Senior Services and Centers in NYCHA.
23 DFTA funds a number of senior programs located in
24 NYCHA developments. These programs include Senior
25 Centers and other affiliated sites. In addition,

DFTA sponsors nine natural occurring retirement communities, NORCs, programs at NYCHA locations, also under the Mayor's Action Plan for Neighborhood Safety, the MAP Program, DFTAs Grandparent Resource Center works with residents at 15 NYCHA developments as a part of this initiative. DFTA Senior Center Portfolio includes 71 NYCHA sites. In addition to the Senior Center Network DFTA funds other affiliated sites in NYCHA developments which includes social clubs and satellites. Senior Centers provide meals at no cost to participants through modest voluntary contributions. At Senior Centers, older New Yorkers can participate in a variety of recreational, health, promotional, and cultural activities as well as receive counseling on social services and obtain assistance with benefits. The Social Clubs comprise the 17 Senior Centers formerly operated by NYCHA which transition to DFTA sponsorship in FY16. The satellite programs encompass Senior Centers that were formerly funded through Council discretionary allocations as well as the initial four Senior Centers that transferred from NYCHA to DFTA. The other affiliated sites provide educational and recreational programming but are smaller in scope and

may not include the range of services available at a DFTA Senior Center. In FY18, more than 7500 older New Yorkers participated daily in DFTA-funded Senior Centers and affiliated sites at NYCHA locations. These programs also serve nearly 2.1 million congregate meals in Fiscal Year 18. Additionally, the technology, education and municipal facilities initiative by the Mayor's Office of the Chief Technology Officer seeks to increase older adult access to broad band services and NYCHA developments. Technology classes and events are held at Mott Haven Houses in the Bronx, Jefferson Houses in Manhattan and Council Member Ayala's District, Red Hook Houses in Brooklyn in Council Member Menchaca's District, Queens Bridge Houses in Council Member Van Bramer's District and Stapleton Houses in Staten Island in Council Member Rose's District. The City has defined naturally occurring retirement communities as residential locations, single buildings, housing developments or clusters of buildings within a neighborhood that are neither age restricted or built specifically for seniors. Over time, as residents have aged in placed, these housing locations have become home to significant concentrations of older

adults. There are five primary objectives for DFTA-funded NORC programs. All NORC programs should provide supportive environments that allow seniors independence as they age in place, engage residents and facilitate linkages within the community, assess the needs of senior residents and offer supportive services based on assessments and build strong and meaningful communities that cultivate for new roles for work community members. Nine NYCHA developments are served by DFTA funded NORC programs including Smith Houses in Manhattan, in Chair Chin's District, Coney Island 1 site 8 in Brooklyn in Council Member Treyger's District, Raven's Wood Houses in Queens in Council Member Van Bramer's District and Pellham Parkway Houses in the Bronx in Council Member Gjonaj's District. The NORC programs provide services such as case management to homebound and non-homebound seniors, assistance with accessing public benefits and an increased emphasis on wellness, chronic disease, risk assessments and healthcare management. The Grandparent Resource Center, the first of its kind in the nation was established by DFTA in 1994. The GRC provides a number of supportive services to those older adults

who are raising grandchildren and other young relatives. Resource specialists at the GRC offer advocate and case assistance as well as referrals to appropriate community-based organizations. These CBOs provide services such as preventative services, legal services, financial assistance, advocacy, educational services, tutoring services for children, family counseling and support groups. In order to serve some of the neediness kinship caregiver families, the GRC program expanded under the Mayor's Action Plan for Neighborhood Safety. As part of the MAP initiative GRC Community Advocates work with residents at 15 NYCHA developments and provide resources and services to grandparent caregivers. Through the initiative, grandparent and relative caregivers have received grandparenting education, community safety trainings, intergenerational program and peer support on raising children. Thank you again for this opportunity to provide testimony on Senior Services and Centers in NYCHA and my colleagues and I are pleased to answer any questions that you may have.

CHAIR MARGARET CHIN: Thank you for your testimony, and we have been joined by Council Member

Ayala and Council Member Vallone, both on the Committee on Aging. I'm going to start off with a couple of questions and then I will pass it on to my co-Chair and to other Council Members, uhm. For DFTA and NYCHA, my question is that the Social Clubs, uhm the Administration has been funding the transition for the last, what, three years already and there are still 14 Social Clubs that are still under NYCHA so can you give us an update on what's the progress on that? Are they going to be all transfer over to DFTA? Or is this \$3 million is going to continue again in this year's budget?

KAREN TAYLOR: Uhm as we have testified in the past, the 14 Centers that remain operated by NYCHA really fall short of meeting DFTAs criteria to be a full-fledged Senior Center and they are even in some cases smaller than other satellite programs so from DFTAs perspective because of the small number of participants and in many cases, the actual size of the facility uhm they don't really rise to the size of a senior center program so I believe the plan is that NYCHA will continue to operate and run those 14 sites in the coming year.

DAVID PRISTIN: So that, that is correct
uhm we, look we recognized this valuable resource to
the residents within these communities and I think
we, uhm I think as a stated within the testimony, six
of these sites are actually in areas where we are
going, where we are in the process of responding to
New York State Office of Aging uhm NYSOFA for NORCs
and with that, the idea would be that we are seeing,
currently seeking partners, providers who would be
partners in that application and that would be a way
to bring funding in to enhance the services that are
provided at those, at those sites so those sites are
High Bridge, Sedgwick, Glenmore Plaza, Sumner, Taft
and Wagner. Uhm and for the, regardless of whether
we receive that designation or not, we are prepared
to continue to run those sites and uhm we have had
expectation that so we are prepared to continue to
run them otherwise.

CHAIR MARGARET CHIN: So, are you saying
that if you don't get the funding from the
Administration you are still going to continue the
other Social Clubs?

DAVID PRISTIN: That is, that is our,
that is our plan. Uhm you know we were appreciative

1
2 of when the Council uhm funded these sites and over
3 the last two years, the Mayor's office has provided
4 funding and our expectation, or plan is to prepare
5 for that if we don't get the funding from the, from
6 the NORC, NYSOFA.

7 CHAIR MARGARET CHIN: Are there any plans
8 in the six that you have identified, could qualify as
9 a NORC within their own building, right? So, what
10 about the other ones, are there a possibility of
11 working with DFTA to sort of like create neighborhood
12 NORCs where the services can be open maybe even to
13 non-NYCHA residents and to be able to create a
14 program that can service seniors in that area?

15 CARYN RESNICK: So, I would just like to
16 offer that our existing services in those
17 communities, case management, home delivered meals,
18 adjacent nearby Senior Centers are all in place and
19 available to NYCHA residents in those facilities. So
20 that's not a NORC per se but our case management
21 services are available so in many instances we are
22 providing services to large numbers of older adults
23 living in those facilities.

24 DAVID PRISTIN: The only thing that I
25 will add is we are, we are in regular contact and

discussion with DFTA and the City evaluating these Centers and you know overall services for our Seniors I mean although we only have current plans because these are the ones that are actually eligible to be, to be a NORC we will continue to have conversations of how to continue to support these seniors.

CHAIR MARGARET CHIN: Okay I mean the thing about in terms of intergeneration community center it just seems like all of these years, we still haven't come up with some solution or some suggestion in terms of how to maintain service or even expand services uhm in those developments so that is something that I think that DFTA and NYCHA have to continue to work together on that. Now for the six that you think will qualify for NORC for state funding, what, if you get the funding, that's DFTAs role? Is DFTA going to have oversight? On those NORC programs?

KAREN TAYLOR: No, I don't believe we would. It would be NYCHA as the manager and whatever social service agency would be in partnership and they would have responsibility and no we would not have oversight.

CHAIR MARGARET CHIN: So, on that though, it's like, DFTA also operates, I mean has oversight of NORCs that are in NYCHA now? Right? So, who provides funding for those NORCs that DFTA has oversight on?

KAREN TAYLOR: I know we have nine NYCHA, nine DFTA funded NORCs in NYCHA facilities and they are tax level funded.

CHAIR MARGARET CHIN: So, they are funded by the state or they are funded by the City?

CARYN RESNICK: City.

KAREN TAYLOR: City.

CHAIR MARGARET CHIN: They are funded by the City, so they are funded by the City and DFTA has oversight?

KAREN TAYLOR: And we have oversight, correct.

CHAIR MARGARET CHIN: If they are funded by the State?

KAREN TAYLOR: Then the State Office for the Aging has oversight.

CHAIR MARGARET CHIN: But then there is no connection to DFTA as in.

KAREN TAYLOR: In some of our NORC portfolio there are providers that have both State and City funding so then we work together but if they were exclusively State funding then we would not have an oversight role. I mean we did used to convene a NORC and I'm sure we still do sort of an advisory get together of all of the NORC programs and Caryn is our Resident NORC expert so we are always offering technical assistance so we would welcome them into the portfolio.

CARYN RESNICK: Absolutely.

CHAIR MARGARET CHIN: Okay, I mean just on that because in the Council we have been working on creating new laws and the last Budget we just created one in Council Member Ampry-Samuel's District and we are going to look to continue to do more of that in absence of State funding or hopefully that Administration will pick it up baseline, increase the funding because NORC is so necessary and that's what I'm looking at all the, the one that is left over. The eight that is, you don't know what to do with them that maybe working with the Council we can figure out a creative way, either doing a NORC there or some kind of intergenerational program, we've got

to be able to find a solution and not just let them just hang out there. Uhm Chair Amprey-Samuel has a followup question on this NORC.

CHAIR ALICKA AMPREY-SAMUEL: It is just a point of clarification. Uhm David, you said that there were 96 Senior Centers and Social Clubs that are sponsored by DFTA but then Ms. Resnick said that DFTA Senior portfolio includes 71 NYCHA sites so I just wanted to get some clarification around the numbers first?

CARYN RESNICK: I don't think the 71 included the Social Clubs. The 17 Social Clubs.

KAREN TAYLOR: Yeah that's correct, we broke them out by, fully, fully operated centers, Social Clubs and satellites but the numbers are the same.

CHAIR ALICKA AMPREY-SAMUEL: Okay, and uhm just one other quick just clarification around Senior Centers versus a Social Club and there was a comment about the size of it and uhm for, for me, Brownsville Houses has a Social Club.

CARYN RESNICK: Correct.

CHAIR ALICKA AMPREY-SAMUEL: And.

CARYN RESNICK: That's a NYCHA operated
Social.

CHAIR ALICKA AMPRY-SAMUEL: That's a
NYCHA operated Social Club and Kingsboro Extension is
a Senior Center? Correct?

CARYN RESNICK: Yes. It's.

CHAIR ALICKA AMPRY-SAMUEL: And there are
more people that attend the Brownsville Social Club
than the actual Kingsboro Senior Center but that's a
social club that is listed as part of the 11 or 14
and so I was just trying to get at the actual number
of participation, because when you go into the
Brownsville Social Club its crowded or you can go to
a Senior Center and there is about five people there.
And then also comparing it to, I know Glenmore Plaza
is on the list and there was a mention, uhm I know
that particular is Glenmore Plaza is not a Senior
Center it is a handful of people there but when you
go into Van Dyke which is a Senior Center, Van Dyke
II is extremely small when you compare it to
Glenmore, so, so some, so I'm just trying to get an
understanding because some Social Clubs have more
participation than some Senior Centers and then some
Social Clubs maybe larger than some of the Centers

and so can you explain how you came up with the rhyme or reason around which ones would not receive funding and which should? Because what you just stated around the numbers and the size is not really what it is.

CARYN RESNICK: Let me just clarify something, the term Social Clubs was uhm a term that DFTA gave to the 17 Centers that had been previously operated directly by NYCHA when they were transferred to DFTA. Uhm this was because they were smaller and the services were kind of a mix of different kinds of services and not the prescribed Senior Center Services that had been required in our last Senior Center RFP. So, we gave them the def, the definition of Social Clubs.

CHAIR ALICKA AMPRY-SAMUEL: But you just said some are small and so I just wanted to clarify that smaller.

CARYN RESNICK: Yes, some of smaller and some are not.

CHAIR ALICKA AMPRY-SAMUEL: That small, some are actually larger in size.

CARYN RENICK: But I think some of the Centers though that you are referencing are still NYCHA Senior Centers, is that?

KAREN TAYLOR: Yes, so Brownsville and Glenmore and NYCHA Senior Centers, uhm we call them Senior Centers not Social Clubs I think that is a term that DFTA called the 17 that were transferred to them. I do know that the average daily attendance at Brownsville is quite large, it is about 50+ seniors and the one at Glenmore has less attendees but we call them all Senior Centers, the 14 that we are operating.

CHAIR ALICKA AMPRY-SAMUEL: So NYCHA doesn't use the terminology Social Club?

CARYN RESNICK: No. Okay, so when we did an RFP several years ago, we defined Senior Center as having 60 participants and 60 meals per day and 75 attendees participating in activities. So, we continue to monitor and talk to NYCHA about what is happening in the programs that they run and if attendance is increasing and if they were ever to sort of get that kind of attendance then of course we would consider bringing them into our portfolio.

CHAIR MARGARET CHIN: We need some data information. I think we would like you to send to us all the Centers, Social Club that is operated in NYCHA in terms of the program that they offer and the number of daily participants so that we can get a better sense of how large they are.

CARYN RESNICK: Yes, we would be happy to get that.

CHAIR MARGARET CHIN: And what we can help with. Because I think that there is got to be some solution that we can work on, uhm because even the six that you identified to the State, I don't know when the RFP is out or is there a process, how soon do you think that you can get funding uhm for those Centers that you think could qualify as a NORC from the State program?

CARYN RESNICK: So, the RFP for the NYSOFA is out, it is due February 1 and it will fund those selected centers of five and a half years starting in July.

CHAIR MARGARET CHIN: Starting in July of?

CARYN RESNICK: 2019.

CHAIR MARGARET CHIN: 2019. Okay, so we might not have to pick it up in the Council's Discretionary Funding, that's good. Uhm we also wanted to see how the coordination, in this, in this hearing we want to talk about the repair issue and you heard from our opening remarks and we have also been joined by Council Member Salamanca and thank him for bringing some visual to show some of the Center in his District. I mean that looks very bad. So how does NYCHA and DFTA coordinate in terms of these kind of repairs to expedite and you have heard from some of the providers earlier, especially uhm from Hamilton Madison House talking about the issues that they have and they weren't able to get expedited repair.

DAVID PRISTIN: So, thank you for the opportunity just to talk about this. So, I think it was actually mentioned in the last, in the last panel by one of the providers. We, we do split up how we do the repairs. So, the provider, when a repair is within the interior of the four walls of the buil.. of their facility and it is more of a standard simpler less complex maintenance repair, then they are responsible for those repairs and they work

1
2 closely with DFTA on security a vendor uhm to come
3 and do that work themselves. Uhm to have a vendor
4 come and do that work and that is usually a faster
5 way to do the repair than, than uhm having NYCHA come
6 and do it. NYCHA is responsible for the larger
7 infrastructure and systems issues that are related to
8 the, the larger structure of the building, so they
9 are shared systems. So, we hear about some providers
10 talking about sewage backup, uhm and you know issues
11 around heat and to a degree those systems are shared
12 with the larger development or the, or the building
13 that it sits within then in those cases NYCHA is
14 responsible for those repairs. Uhm sometimes where
15 there are delays is sometimes when we initially
16 identify something as a simple, as a simple repair
17 and a vendor comes in to take a look at it.
18 Sometimes as the vendor goes in and looks at what the
19 issue is, it is identified that it is actually a
20 larger, structure, or a structural issue.

21 CHAIR MARGARET CHIN: Uhm we've been
22 joined by Council Member Mathieu Eugene. Uhm that
23 will lead to, I think in terms of this year's Budget
24 and we had the hearing uhm last month with DFTA about
25 their Capital needs for Senior Centers. When you

1
2 look at those pictures, a lot of those issues are
3 Capital needs. So, NYCHA and DFTA is do you have a
4 Capital budget need for repair, I mean to really take
5 care of the Senior Center Social Clubs that are
6 housed in NYCHA.

7 DAVID PRISTIN: I'm sorry, so are you
8 asking so does DFTA or does NYCHA have a Capital to
9 deal with.

10 CHAIR MARGARET CHIN: Both of you. And
11 we want ot know do you take, really pay attention to
12 what the needs are in these Senior Centers because
13 the condition in the Senior Centers of NYCHA are not
14 good compared to other Senior Centers. So, if there
15 are special attention pages, what, what are the
16 Capital needs and then maybe we can all help to find
17 resource to take care of that. I remember last month
18 in the hearing with NYCHA on Capital, you don't
19 really have a Capital Budget that provider can come
20 and say I need to fix the bathroom, I need to fix,
21 the ceiling, uhm come on. You should have some kind
22 of budget request to the Administration and we can
23 help, we can work with you to make sure that our
24 Seniors have a nice place to go to for their Center.

That is unacceptable. Uhm so we want to be helpful,
so let us help.

CARYN RESNICK: Thank you and we really
do appreciate that and I want you to understand that
of course it is an extreme priority to make sure that
all of these repairs and maintenance work are done.
We talked at length at our last hearing about Capital
Budget so there are some definition issues, we use
expense dollars in order to make the minor repairs
within the roles of the Senior Center and we, as they
come to us, we prioritize them and we make funds
available to do that and where it gets complicated of
course is when you know it is an apartment above or a
roof leaking problem and then it, you know, becomes
problems of NYCHAs overall Capital Budget need so our
intent is there and I thin the prioritizing and the
funding availability to do so of the major Capital
repairs is part of what makes it complicated.

DAVID PRISTIN: Uhm also I think let me
pass it over to our Executive Vice-President Deborah
Goddard who can speak more to, she, she's the
Executive Vice-President for our Capital Program so
she can talk a little more about the Capital needs.

CHAIR MARGARET CHIN: Uhm, she has to be sworn in first, thank you.

COUNSEL: Please raise your right hand. Do you affirm to tell the truth, the whole truth and nothing but the truth in your testimony before this committee and to respond honestly to Council Member questions?

DEBORAH GODDARD: I do. So, I just want to pick up where things were left off and, and revisit some of the stuff that we talked about a couple of weeks ago. Uhm we can't divorce this from the \$32 billion need as a number of folks have mentioned, and particularly the issues, for instance of Smith Houses on NYCHA for seeing a general pipe leak here. I'm not real sure what we are looking at but if we are talking Capital uhm so Smith Houses is the issue of overheating or the issue of the sewage, that is not something that can be separated from the overall Capital need at Smith Houses. And so, uhm you know the Mayor has put money into our roofs, he is putting money into our heating plans. Smith unfortunately is scheduled for State money for its heating plan, held up in Albany as you know but these are not items that can be isolated simply to a given

1
2 Community Center and they do play in to the overall
3 need when we are talking Capital of a \$32 billion
4 need. And then I'm not quite sure, on the left we
5 are looking probably a roof, a leak, a pipe leak that
6 maybe could be isolated and repaired but if it is an
7 overall system for the building that it is in or
8 coming down from other apartments then again it goes
9 to the fact that we have got issues with our
10 distribution system in the whole building and that
11 would be a building Capital Need.

12 CHAIR ALICKA AMPRY-SAMUEL: I just have
13 a, I have a follow up, when you look at the P&A and
14 review a \$32 billion needs. Just as an example, when
15 I looked up Van Dyke II there was a \$14 million need.
16 Brown had a \$20 million need, Reed had a \$34 million,
17 uhm, Kingsboro Extension had \$20 million uhm but
18 there was also a line item uhm that, that uhm
19 mentioned the Community Centers throughout some of
20 them.

21 DEBORAH GODDARD: Yes.

22 CHAIR ALICKA AMPRY-SAMUEL: Uhm so if
23 there is a line item that speaks to the, to the
24 centers under the P&A uhm but not all of the
25 developments had that. So, can you explain how some

1
2 Community Centers had a Capital Repair need but
3 others didn't because when I looked at the P&A just
4 preparing for this hearing uhm my eyes like focused
5 directly on looking to see if some of those Centers
6 would be listed and I was shocked that they were not,
7 knowing that there were like so many complaints that
8 are coming from the providers. So, can you explain
9 how maybe the Centers were not, well some were and
10 some were not.

11 DEBORAH GODDARD: So, all Centers, all
12 Centers, all Centers were included in the Fiscal
13 Needs Assessment. Some are, their needs are imbedded
14 in the building that houses them or the development
15 that houses them and some physically that space
16 stands alone and you can say it needs a roof or it
17 needs new windows. Uhm so they are all included
18 somewhere in that P&A but often it is imbedded in
19 that.

20 CHAIR ALICKA AMPRY-SAMUEL: So, is there,
21 uhm like a spreadsheet that you can provide us with
22 the Capital Repair Needs for each of the Centers?

23 DEBORAH GODDARD: Uhm in terms of the
24 stuff I'm speaking out, in terms of the needs, the
25 larger Capital Needs, roofs or boiler systems, that

1
2 is imbedded in the Developments P&A and I would be
3 able to figure out the square footage that might
4 relate, well also some of it is not practical, right
5 if Smith Houses has six boilers you can't ration one
6 boiler to the Community Center so it really is
7 embedded in that need for the overall development.

8 CHAIR ALICKA AMPRY-SAMUEL: Okay I would
9 like to have a followup on that, because I'm thinking
10 about certain centers, like when I look at Reed,
11 there were some, some structural issues at Reed and
12 that is a standalone building and when I looked at,
13 that was one of the one that had a Community Center
14 listed and that Community Center is clearly the
15 Senior Center and the need was \$3,500. And then when
16 I looked at Kingsboro Extension, that's a standalone
17 building and there was no Capital repair need listed
18 under the Community Center or a Center period but
19 that is also a standalone and so I was just trying to
20 fig... so, would that mean that there was no capital
21 need for that particular center?

22 DEBORAH GODDARD: It would probably mean
23 in the Component Replacement that it doesn't have a
24 Capital Need, actually I would have to go back and
25 look at. \$3000 doesn't rise to a Capital Need, that

would be indicative of a repair need. So, I would
have to take a look at that.

CHAIR ALICKA AMPRY-SAMUEL: Okay, uh-huh,
okay.

CHAIR MARGARET CHIN: Uhm we've been
joined by, uhm Council Member Treyger and we are
going to pass the question over to Council Members
and then as co-Chair we can ask more questions later.
But also, before you le... in terms of can you give us
information, I mean you can send it later, but we
want to know how you prioritize? In terms of the
Capital Needs, uhm?

DEBORAH GODDARD: So, I will go back to
the conversation on the hearing on Capital Needs, we
look first to the exterior or the building, right,
the roofs, the brick work because if you are not
going to take care of that stuff, you could still
have water infiltrating and damaging anything you do
inside the building. Then we will look at systems,
heating, elevators, life safety, again sort of the
skeleton of a, of a building and then we look inside
to things like tile, paintings, kitchens and baths.

CHAIR MARGARET CHIN: Well, we will, we
will followup with some more of those questions. Uhm

Council Member Rose, since you are here really early,
you have questions?

DEBORAH ROSE: Thank you Chair, uhm good morning, uhm it saddens me when I hear the, the running list of repairs uhm that our Seniors are faced to endure and you know the disrepair of our NYCHA Senior Centers is endemic of the same blatant and criminal neglect that we have seen with the overall upkeep of NYCHA housing. Uhm I had a center where the chronic seepage of raw sewage into the dedicated space at the Mariner's Harbor Senior Center led to the closing of that Center rightfully so and the dislocation of the Seniors to another Senior Center that had a totally different culture and climate, was very far from their neighborhood and was already very crowded and led to their disconnection from the community. Uhm, the fact that NYCHA has a \$32 billion deficit in terms of Capital Needs, I really would like you to tell me like where the Senior Center repairs sort of falls uhm, in, in your programming, your ideas to correct some of these things and then uhm, I have, I would like to know what the relationship is with DFTA and NYCHA in terms of coordination. Uhm, I had allocated funding to New

1
2 Lane Shores, two years ago for a new air conditioning
3 system. It has still not been installed and uhm my
4 seniors are suffering you know greatly because of
5 that. In addition to that, they have security doors
6 that are inoperable and we can't seem to figure out
7 who should, you know, be doing that work and making
8 those, those repairs happen. Then, I'll ask another
9 question.

10 DAVID PRISTIN: So, first of all uhm we,
11 we have, unfortunately we have the situation you
12 raised with sewage back up is not the only place we
13 have had that and it is regrettable and the
14 inconvenience we, you know, we recognize and we are
15 tremendously sympathetic to. I think that being
16 said, this is, this goes to, as Deborah as our EDP
17 for Capital mentioned this goes to the larger
18 physical needs, these are, these are not just for the
19 Senior Centers, these are often shared systems
20 across, uhm for an entire development. Uhm and these
21 situations as far as how we prioritize them. These
22 are top priority, these are uhm there are you know,
23 these are top priority repairs. So I think we can
24 go, I'll pass it over to our, our Vice-President for
25 Operations who can speak a little bit more about

1
2 maybe some of the specifics of how we address these
3 things, but uhm, I mean but we, we, we, from a, you
4 know from a repair perspective these are top
5 priorities and we address them as quickly as we can
6 then it gets to a little bit of the how do we address
7 the root cause to make sure that doesn't happen in
8 the future.

9 DEBORAH ROSE: And, and don't forget I
10 really need to understand how you address the fact
11 that I allocated funding for, for repairs for a new
12 air conditioning system and it still has not
13 happened?

14 DAVID PRISTIN: What, yes, so what, we
15 will, there are a couple of questions that you asked,
16 so let's first, if it's okay we can get to how we
17 prioritize uhm you know these sorts of issues.

18 DEBORAH ROSE: Sure, okay.

19 CHAIR MARGARET CHIN: Council Member
20 Rose, can you also your other question. Because we
21 have a lot of Council Members with questions so we
22 are trying to?

23 DEBORAH ROSE: Okay, alright. Uhm, so,
24 uhm in that same vein, uhm the upgrades to interior
25 spaces like at Cassidy Coals and West Britten Center

1 where uhm they suffer from a lack of space and it
2 could be just a matter of re, re-allocating space.
3 Uhm would you be able to do that and you know the
4 remediation of mold and the leaks? Thank you.

5 CHAIR MARGARET CHIN: Thank you.

6 CAROLYN JASPER: So, I will respond to
7 your inquiry regarding how we prioritize work orders.
8 Uhm, absolutely you are correct regarding stoppages,
9 the housing authority or the staff, we are
10 responsible for addressing emergency or health
11 related or safety issues first. So, those work
12 orders are prioritized. So, when it comes to a
13 stoppage, most definitely a stoppage should be
14 identified and addressed within 24 hours. Which
15 means when our staff responds, if they are unable to
16 address that stoppage then they are required to
17 procure a vendor in order to come out, address the
18 stoppage, clean and sanitize the area. Uhm, as you
19 know many of our work orders that we receive for our
20 Community Centers are also in the pool of work orders
21 that we need to address for the residents who are
22 living within our units. So, unless it is a health
23 and safety related issue, you know, we try to, you
24 know again we have to address them as you know uhm
25

1 the, the need arises. Uhm for the most part we do
2 address our work orders for our Community Centers,
3 non-emergency related work orders, uhm within an
4 average of 38 days. As you know, some of the work
5 that is needed in the Center also is related to
6 repairs that are needed, perhaps maybe through our
7 skilled trade staff and our skilled trade staff are
8 also scheduled to again prepare work within those,
9 within our apartment units. Some of the conditions
10 that you uhm express here today, they are not
11 acceptable but we will work on addressing you know
12 again any health related issues but I would like to
13 also mention that some of the issues that are
14 presented here within the Center and within this
15 department, we will go back and we will follow up
16 with staff to make sure that we can work on
17 addressing you know any issues that prompt the
18 management staff is required to address within that
19 Center or within the apartment.
20

21 DEBORAH ROSE: Ms. Jasper, I'm really
22 concerned about the fact that I gave them money for
23 the air conditioning and for me that's a health-
24 related issue and it's taken 2 years and it is still
25 not done. And, and I feel that the safety of the

1
2 inoperable doors is also a safety issues and it just,
3 you know baffles me why it is taking so long for
4 these two things that are funded already to happen?

5 CAROLYN JASPER: Okay.

6 DAVID PRISTIN: So, I've, I've been told
7 that the funding for the air conditioning, we
8 received in July of 2018 and that work will be
9 completed in, by June of 2019. So, this coming
10 summer, this coming summer we will have the air
11 conditioners in place.

12 DEBORAH ROSE: We started this two years
13 ago. Now I don't know why you just got that money in
14 18 but that money was allocated and this project has
15 been going on two years.

16 DAVID PRISTIN: Okay, so, but I've been
17 told that as far as that we will have the air
18 conditioning in place by June of 19. June of 19.

19 DEBORAH ROSE: I am really going to hold
20 you to it because that will make three summers that
21 they have been without air conditioning.

22 CHAIR MARGARET CHIN: Thank you Council
23 Member Rose, we will all help you make sure that,
24 that that center gets the air conditioners before the
25 next summer.

1
2 DAVID PRISTIN: Well, we, just, I, I hear
3 your frustration and I hear that you will be on top
4 of it and we will be on top of it as well. I, I just
5 want to say that we hear that.

6 DEBORAH ROSE: Thank you.

7 CHAIR MARGARET CHIN: I think that's a
8 followup that I will, Public Housing Chair, Committee
9 Chair will work with on because NYCHA gets a lot of
10 allocation from the Council for Capital Project and
11 it takes very, very long.

12 CHAIR ALICKA AMPRY-SAMUEL: Just a point
13 of clarification. You mentioned 38 days, is it 38
14 days to address the fix or 38 days to complete the
15 actual? Repair?

16 CAROLYN JASPER: I apologize, let me
17 correct my statements, the average days of the, the
18 work order is open is 38 days. So, to, from the
19 inception of the work order being completed through
20 the day that it is closed out it is an average
21 overall. So, some trades may take a little longer
22 but it is an average of say for instance a point work
23 orders, vendor work orders, roofing work orders. It
24 is an average of those different crafts to complete
25 the work and close out the work order.

CHAIR ALICKA AMPRY-SAMUEL: And uhm just a followup too. You mentioned that those work orders are included in the overall, like work orders like for the whole system, if a Center Director contacts NYCHA about an issue, who do they contact at NYCHA? Do they just use the same CC, they use the same exact process or is there like some liaison between the Senior Directors?

CAROLYN JASPER: I believe its different venues but Senior Directors can call CCC in order to place a work order for the needed repair. In addition, we do have a liaison within housing, Carl Walton that they do sometimes reach out to regarding repair related issues and those issues are related to property management staff.

CHAIR ALICKA AMPRY-SAMUEL: So, there is a bit of a system where the, Senior Centers and the Directors do have a direct contact with someone at NYCHA, well Carl Walton.

CAROLYN JASPER: And I'm sorry they should also have a report with the property manager and the property maintenance supervisor at the development as well.

CHAIR ALICKA AMPRY-SAMUEL: So, then are those work orders handled differently than the overall system? Like can you explain that process?

CAROLYN JASPER: Sure, the work order should be scheduled, because as you know, we have a limited number of skilled trained staff, right? And so, what happens is that, you know, based on I guess when the work order comes in and the type of work that comes in, we have our staff that may already be scheduled out for scheduled appointments for specific types of work. If we determine that there is a need that needs to be addressed based on the severity, we can, at times deploy specific staff to locations to inspect and address conditions based on the severity of the condition or the repair.

UKA BUSKIS (SP?): Can I add something, so uhm all Center staff or all Community-based organizations know that they have to call the CCC Center to register a repair need. They are told to do that first. They can send a ticket. Uhm the providers can send it to DFTA with the ticket number, DFTA knows that they can send it to Carl Walton or myself uhm and we will filter it down to property management. We do encourage that each provider has a

relationship with their property manager, we encourage them to visit the Centers and address and build their relationship but there is a process to escalate it up. To DFTA and then to NYCHA so we can all work to handle and resolve the issue.

CHAIR ALICKA AMPRY-SAMUEL: So, is it, so the communication is encouraged but there is no, uhm like formal policy that says that the Senior Directors meet with the property manager to discuss the issues inside of the Centers on a monthly basis and there is like a tracking system or some kind of spreadsheet that lists all of the issues within each senior center that the property managers can address because clearly there are trends across the City, so is there anything put in place to as a formal policy?

DAVID PRISTIN: So, I mean as Uka said there is no formal, there is no formal set like they need to be meeting once a month. It varies from development to development uhm you know and I think it is supposed to be do the needs of the provider and the, and the property manager. We encourage it on the NYCHA side, we encourage the property management to do that with their, any of their community facilities, uhm the you know the Senior Directors on

the, on site but it is not a formal process. There is no, there is no you need to meet once a month.

CHAIR ALICKA AMPRY-SAMUEL: We will followup on that question but I want to give our colleagues an opportunity to ask questions. Uhm Council Member Vallone followed by Council Member Salamanca.

PAUL VALLONE: Thank you to both of our Chairs. Chair Chin just had a hearing last month on DFTAs ability to handle Capital Repairs and this hearing is a direct result because a lot of the questions that we received were well, we have to speak to NYCHA, we have to speak to NYCHA. David, I'm looking at your testimony, as I always do. I look at the testimony, it's the lawyer side of me, page 3 and there is nothing on that page that gives me any optimism that either NYCHA or DFTA can handle the Capital emergency that we are in. Your exact quotes are on this page, that "discussions with our partners at OMB and DFTA about how best to improve our Centers are ongoing. But given NYCHA dire financial position and more than \$30 billion in capital needs to it is difficult to accommodate both the repairs needed to secure our residents home as

1 well as the fixes for our centers. The MOU is
2 ongoing, it will be completely this year but
3 thoughtful discussions are ongoing." That is not
4 acceptable. It is not acceptable for us as elected
5 officials to go back and say don't worry thoughtful
6 conversations are ongoing or there is not enough
7 money in the budget from the Administration to get
8 this done. There are two major problems with this
9 entire process, funding and the ability to get the
10 Capital work done. So, we always want to assist on
11 getting, we always, Margaret, everyone on Aging
12 always fights for the Administration to get funding
13 for DFTA across the board because DFTA gets lost in
14 this myriad of problems and concerns and operating
15 expenses and capital expenses and here is another
16 situation where 14 Senior Centers, not run by DFTA
17 but operated by NYCHA are running on an annual Budget
18 of \$3 million but you are saying attendance has
19 increased by 42% so if attendance is increasing by
20 42% how is the annual budget of \$3 million staying?
21 So two things, one I think we need to propose a
22 separate entity or a separate Capital Improvement
23 area, that can handle, just like we did with the
24 schools, that can actually handle the Capital Repairs
25

1
2 to Senior Centers and NYCHA because NYCHA has so much
3 on your plate right now, I don't know how and it
4 clearly in your own testimony here as you are saying
5 I don't know how we can handle the emergency repairs
6 at NYCHA versus the NYCHA Senior Centers. I think
7 they need help, so maybe we will get outside the box
8 and say based on the emergency that the City is in,
9 uhm we need to prioritize these Capital Repairs at
10 NYCHA facilities as well as NYCHA Senior Centers and
11 DFTAs run. Has there ever been any thought of having
12 Capital Repairs handled in a different process?

13 DAVID PRISTIN: Can I have Deborah
14 Goddard come up our EVP for Capital to answer this
15 question.

16 PAUL VALLONE: Thank you.

17 DEBORAH GODDARD: So, to speak first to
18 the larger question of Capital needs in general uhm
19 and this question was raised two weeks ago at the
20 Capital Needs uhm hearing. At the start of next Jan
21 there was a look at moving Capital Construction
22 Projects out of NYCHA or into a different unit or so
23 on and so forth and really taking a look at it, uhm
24 changing the mean or place of the work and the, the
25 process wouldn't change the rules under which we

1
2 operate and it wasn't feel that there was anything of
3 efficacy in that option. In terms of Community
4 Center work in particular, we are actually working
5 with DDC to move a number of our Community Center
6 including Senior Center Projects, the larger ones
7 over to DDC to pursue so that we can uhm move them,
8 focus on our residential units.

9 PAUL VALLONE: So, which projects are
10 being moved over to DDC and how do we determine which
11 projects move to DDC and stay with NYCHA versus
12 staying with DFTA.

13 DEBORAH GODDARD: Uhm, I would have to
14 get you the list, I don't know it off of the top of
15 my head but it is, we are generally looking at some
16 of the larger projects to move over to DDC which they
17 are obviously very well equipped to handle but we can
18 get you a list of what has gone over to DDC.

19 PAUL VALLONE: Well I would propose to
20 the two Chairs that that's a place where we can,
21 continue this conversation as to these, the list that
22 is being formulated without our input as to where,
23 which, what triggers a DDC repair, what triggers DFTA
24 handling it on her own and as we heard, more over the
25 last month that DFTA has six staff that handle

Capital so I don't know how that six staff can handle all of the Capital Needs of the entire Senior population in the City. That's what these hearings are about.

DEBORAH GODDARD: I'm sorry, I said DDC right. Okay.

PAUL VALLONE: You said DDC.

DEBORAH GODDARD: Okay.

PAUL VALLONE: So, the ones that are not being sent to DDC then are they going to be handled internally through NYCHA?

DEBORAH GODDARD: Yes, they are handled by NYCHA. Uhm some of the work that we do, some of the design work we outsource uhm to keep things moving. I also mentioned that we've been.

PAUL VALLONE: Outsourced to who?

DEBORAH GODDARD: To a firm, you know we don't do it all inhouse is what I'm saying. We also, as I mentioned a couple of weeks ago, we, our infrastructure is stressed. The number of projects going out has increased dramatically and so we are procuring program managers to increase our infrastructure. They will deliver the projects more quickly.

1
2 PAUL VALLONE: And I think that is a path
3 that we need to go on. I think we all realize the
4 state of emergency that we are in and I think that,
5 we just, we don't to blame. We want to proceed
6 accordingly in whatever we need to do on this. Thank
7 you Chairs for the time.

8 CHAIR MARGARET CHIN: Thank you uhm,
9 Council Member Salamanca, your question?

10 RAFAEL SALAMANCA: Yes, thank you uhm
11 Chair Chin. Good morning everyone, uhm my uhm I
12 represent the South Bronx. Uhm just to give you a
13 little bit about my District. I have the third NYCHA
14 portfolio in the City of New York. I have 15,520
15 residents that live in my uhm in my NYCHA
16 developments, 6,668 units in total and there is a
17 \$1.2 billion need, a NYCHA Capital need in my uhm in
18 my Council District. Uhm the visuals that I have
19 here are from 372 East 152nd Street the Melrose Mount
20 Haven Senior Center. Uhm this Senior Center is uhm
21 this Senior Center is underneath a NYCHA Senior
22 Building which is an annex of the Melrose Houses.
23 Uhm the uhm, the photo to the right is an apartment
24 to one of the seniors here. Uhm the week of
25 September 21st, I visited the Senior Center and the

1 senior named Sarah, asked me to come up to her
2 apartment so that we can take a look at these big
3 holes that she had in her apartment and we went up
4 there and this is why NYCHA did, this is what NYCHA
5 did to remedy the issue. They took brown paper bags
6 to cover up those big holes in her apartment and this
7 was like this for over a year. In the Senior Center,
8 there was a leak which was affecting the Bengal Room
9 downstairs and that leak was coming from this
10 apartment right here on this, on this visual that you
11 see to the right. We visited her on September 21st,
12 we informed NYCHA, we went there you know with the
13 press and I returned on October 18th from that
14 bathroom, and that leak was addressed. But it
15 unfortunate that that senior had to live like that
16 for one year. Uhm the photo to the right to the
17 left, to your left is the Mount Haven Senior Center
18 and just to give you some uhm some insight that
19 Senior Center serves as on a daily basis 150 to 200
20 seniors in my, in my community and the bag that you
21 see there is in the dining room area, where they eat,
22 where they have breakfast, where they have lunch and
23 where they have programming. Imagine having to sit
24 underneath a bag full of water while you are eating,
25

1
2 avoiding from getting wet when it rains and so that's
3 not a pipe, that's the roof, that Senior Center the
4 way that it is built, the roof on the side, there is,
5 no units on top of it and that roof when it rains
6 outside it rains inside. You are aware of this
7 problem. You all are aware of this problem and it is
8 a shame that my seniors have to live like this on a
9 daily basis when it rains. Commissioner, uhm I have
10 a question for you? When was the last time that you
11 met with the Mayor, Mayor de Blasio, I'm just
12 curious? Have you ever met with Mayor de Blasio?

13 CARYN RESNICK: Now in this acting role
14 for my third day, so, uhm no I have not met with the
15 Mayor in my new capacity.

16 PAUL VALLONE: Interesting, I hope you
17 get to meet with Mayor de Blasio before his tenure is
18 over and I really hope that you know in your capacity
19 as the uhm the you will be the Commissioner of DFTA,
20 that you can have a true conversation with the Mayor,
21 let him know how NYCHA is failing it seniors and how
22 you have to work with NYCHA and you are providing a
23 Senior Center in a NYCHA facility and my seniors, are
24 suffering in these senior centers. I have no
25 questions, I just wanted to make this statement

because I am disgusted by the services that NYCHA has given my community and my seniors in my District.

Thank you, Madam Chair.

CHAIR MARGARET CHIN: Thank you, I think I will do a followup question for you? Is that, does DFTA monitor all the complaints of the tickets that the Center call in? And so how do you make sure that those repairs get done and how do you coordinate with NYCHA to make sure that the repair happens?

CARYN RESNICK: So, our Center Directors know to put in a ticket request to NYCHA, usually, I can't say always, we are informed, our program also serves and we know about what kind of repairs and maintenance. They come to us to help do advocacy. We have a very good working relationship; Karen Taylor and her team will reach out to Uka or Carl uhm to work on making sure the repairs get done in a timely way. Since the time of our last hearing, this issue was raised. We have been in talks with NYCHA and we have agreed to formalize this system, whereby we would get monthly reports about all of the ticket requests that are in from any of our centers. We think that will be extremely helpful as well as Capital Projects so we can help keep track of those

1 too. So, we are going to put some kind of tracking
2 system in place immediately.

3
4 CHAIR MARGARET CHIN: Is that part of
5 that MOU that you were talking about uhm?

6 CARYN RESNICK: This is independent of
7 that MOU.

8 CHAIR MARGARET CHIN: Okay and what's the
9 progress of that MOU that is supposed to be done in
10 the beginning of the year and this is the end of the
11 year already?

12 CARYN RESNICK: I think uhm we testified
13 that those conversations are still ongoing.

14 CHAIR MARGARET CHIN: But don't you have
15 a deadline. I mean it was supposed to be the
16 beginning of the year?

17 DAVID PRISTIN: We, we don't, there's no
18 formal deadline. We had been, we were hoping for an
19 MOU by now, it unfortunately is not complete and we
20 are still working towards finalizing it.

21 CHAIR MARGARET CHIN: Who is the one
22 tying it up?

23 DAVID PRISTIN: There is no, there is no
24 one tying it up. I mean there are three different
25 agencies in conversations, OMB, NYCHA and DFTA.

CHAIR MARGARET CHIN: So, OMB is the one
that is tying it up right?

DAVID PRISTIN: There are, they are, we
are all finalizing the details.

CHAIR MARGARET CHIN: We will talk to
OMB. Uhm Council Member Ayala followed by Council
Member Gjonaj.

DIANA AYALA: Good afternoon, thank you
Madam Chair. Uhm I am really excited about this
hearing because this is kind of what I live and
breathe for. I have too much experience with both
the DFTA Senior Center part of it and the NYCHA part
of it. I think I wanted to make a couple of comments
because I have to take the opportunity while you are
here but I have several concerns so, one of them is
the Wagner Houses Senior Center which is a smaller
Senior Center that was not transferred over to the
Department for the Aging because it didn't meet the
requirement of the 60+ participants per day. Since
then, we have through initiatives that were created
by our, by our Chair Margaret Chin been able to
supplement some of the funding for that Senior Center
by \$30,000 a year which has allowed them a lot of, an
opportunity to provide more recreational activities

1 and has increased their uhm daily uhm attendance
2 numbers. However, their space is so small that they
3 would never, ever, ever, ever be able to meet the 60+
4 person requirement because there is just not
5 conducive to that type of programming and I wonder
6 and I know on the show, of Latoya we had a
7 conversation about possibly finding them an
8 alternative space within Wagner Houses that we can
9 move them to that would allow them the capacity to
10 grow and then be transferred over to DFTA. So, I
11 wonder if that is a conversation that ever
12 transferred over to once the, the Chair transitions
13 out of NYCHA and it is any intent to move the Senior
14 Center and allow them the ability to grow.

16 CARYN RESNICK: I do remember that
17 conversation I remember that meeting, uhm Council
18 Member Ayala and I think we were looking at the
19 daycare center to move the Senior Program to but
20 that's being uhm renovated for management offices at
21 Wagner's at this point. There, there are no spaces
22 that we can move the, the Senior Center to unless we
23 uhm, we can continue discussing it.

24 DIANA AYALA: I, I would appreciate it
25 because I think as a service to the Senior Center,

1
2 they are making a reattempt to grow you know their
3 attendance and they are doing that successfully but
4 because of capacity issues they are just not able to
5 do that. Uhm.

6 CARYN RESNICK: I am able to do that. I
7 can that it is a shared building with the Community
8 Center and the Center Directors do have the ability
9 to use the other rooms during in the morning hours,
10 so you can expand and have an exercise program in the
11 multi-purpose room or do a computer class in the uhm
12 it can be shared and they can utilize more of the
13 space so uhm I could schedule a meeting with SCAN who
14 is operating that space.

15 DIANA AYALA: That would require a lot of
16 coordination. I was there last night in the Center
17 downstairs is used by children most of the time. And
18 so there is a lot of uhm you know extra uhm furniture
19 and I just think it's not really the nicest
20 environment for uhm programming for the elderly. In
21 regards to the Middlebrook Senior Center. I have
22 concerns because now that we have, we have an infill
23 project at Millbrook Houses for 100% affordable
24 housing that is coming with a new brand-new Senior
25 Center. I have been fighting for a contract for that

1 Senior Center because it was promised to the
2 residents of that development when it was proposed
3 that we develop the Senior building uhm that they
4 would get a brand-new Senior Center. Right now, they
5 were, what they have is what was considered a
6 satellite program uhm that is actually part of the
7 Botanas (SP?) contract but the only reason that it
8 has continued ot stay open is because Botanas (SP?)
9 was displaced because of the Capital repair work that
10 they needed to be done but that is already finalized
11 and that center is due to open relatively soon and my
12 concern is that one Botanas (SP?) opens that the
13 Millbrook uhm satellite will shut down and leave that
14 part of the community without uhm those, those
15 services. Uhm I would implore that there be
16 conversation about continuing to keep it open until
17 we find a resolution because that is a really needed
18 resource for that community, uhm so that's more of a
19 comment. At Johnson Community Center where I have
20 seniors, not technically a Senior Center but I have
21 seniors that go there for an unofficial senior
22 center. We have had the brand-new community center
23 seven maybe, eight years old. The roof is leaking
24 around. There, I believe it is still under warranty
25

1 but there hasn't been any discussion. My predecessor
2 Melissa Mark-Viverito put in uhm resources to repair
3 the roof. The roof work has not been done nor have
4 we or the provider been notified of when the work
5 will be done and if that money is going to come from
6 the warranty, if the warranty is going to cover the
7 cost of the, of the repair work or if the money is
8 coming from what Melissa Mark-Viverito allocated, so
9 I would appreciate if I could get some information on
10 that as well in terms of a timeline and then that's
11 when at least I would say at least Coursey Houses. I
12 think that NYCHA really missed the mark when there
13 was, when the idea of creating Senior Housing in
14 NYCHA, it was a great idea, right, I think it was
15 well-intentioned but you cannot create senior housing
16 without the additional services being offered in the
17 building. So, if you have a section II building you
18 have 24 hours security which is not provided at
19 NYCHA, you have maybe half split-day security which
20 is a huge issue in my, for my constituents
21 specifically, we have had prostitution, we've had
22 drug arrests, we've had people sleeping in the
23 hallways. These are vulnerable adults that are not
24 alone in a building without property security without
25

a social worker, without anybody really paying attention to what is happening. The, the repairs in those buildings needs to be a little bit more expeditious. If you have an older adult who has not even fat layered in their body, when it's hot they get really hot. When it's cold they get really, really cold. These are you know things that we don't really consider as we are looking at tenant but these are those that come with specific needs that need to be considered. So, I think I would love to see there be a system created that would ensure that when an elevator breaks in a building where you have older adults that there is somebody there ASAP. That when there is a leak in the lobby or I have had seniors that have had leaks, I've had water coming up from the sink and they are like trying the best that they can you know to clean that up. That is a floor hazard, a floor hazard for an older adult coming in light of that situation. It is not the same thing as if I fall and break a leg. I'm sure, I, I have a faster ability to recuperate. It's not the same when you are an older adult so I think that there are a lot of things that we can do better. I don't, I don't think that the idea of removing social workers

1
2 from these buildings as a great idea. I understand
3 that NYCHA is not in the business of parading social
4 services but there could have been a more concerted
5 effort to bring in a provider that could have
6 provided that service because the expectation that
7 the Senior Centers in some of those buildings is
8 providing that service is not factual. I worked in
9 those Senior Centers. It is not happening. We do
10 not have the resources to really adequately reach to
11 all of those tenants and invite them to come and join
12 the Senior Center so that is not happening and there
13 is no coordination between DFTA, NYCHA or those
14 residents to ensure that it is. Those are my
15 comments, thank you.

16 CHAIR MARGARET CHIN: Thank you Council
17 Member Ayala, I hope DFTA and NYCHA took notes of all
18 of your comments. Uhm we have questions by Council
19 Member Gjonaj followed by Council Member Treyger.

20 MARK GJONAJ: Thank you Chair. We should
21 be judged as a City by how we treat our seniors,
22 especially the most vulnerable seniors, those that
23 live in our NYCHA facilities. During the summer, at
24 Pellham Housing the Sue Ginsberg Senior Center, it
25 took nearly a year to determine who was going to be

1 responsible for the repair of an air conditioning
2 unit. Not a replacement, a repair, a repunt. NYCHA,
3 DFTA, JOSA, most of the summer, those seniors went
4 without an air conditioner, so participation was low,
5 almost nonexistent, a disservice to the Center, the
6 seniors the complex. Throggs Neck Housing, Senior
7 Housing, we have some German-made boilers that
8 require a special mechanic to come out and make the
9 basic repairs which takes days because of this
10 particular boiler and the maintenance boiler
11 mechanics that we currently have contracted are not
12 up to par to work on this particular boiler.
13 Meanwhile, my seniors go without heat, hot water,
14 sporadic heat, sporadic hot water, it is beyond
15 forgiving or beyond explanations. There are no more
16 excuses. The seniors have had it, that falls on the
17 elected officials to make the basic of calls to get
18 something one. My question is what's the difference
19 between a repair and a capital improvement, is it a
20 dollar amount.

22 DAVID PRISTIN: I'm going to bring
23 Deborah Goddard up to answer that question.

24 DEBORAH GODDARD: Good afternoon, the
25 dollar amount is one indices but in general it is uhm

1
2 a Capital improvement is something that is simply not
3 bringing something back to working order. It is
4 something that is relates to a system and improves
5 uhm increase the value of the asset so the dollar
6 value can mean indices but it is not the totality of
7 the question.

8 MARK GJONAJ: So, a pump for an air
9 conditioning unit, I would imagine would be a basic
10 repair?

11 DEBORAH GODDARD: Correct.

12 MARK GJONAJ: For it to take several
13 months, from May through August I believe to replace
14 a pump is that acceptable to anyone on this panel?
15 Alright, if you are familiar with this issue at Sue
16 Ginsberg Center, the Pellham Housing, do you want to
17 elaborate?

18 DAVID PRISTIN: We I mean it's not
19 acceptable for seniors to be without AC when in the
20 heat of the summer uhm hold on one second.

21 DEBORAH GODDARD: So, there was a
22 contractor hired to convert the system from heating
23 to cooling and they discovered the pump was broken
24 and there was, uhm the provider reached out to DFTA
25

and I think eventually they decided to fund it. It was funded by DFTA to repair but it did take a while.

MARK GJONAJ: It took the whole summer.

DEBORAH GODDARD: Yeah, sorry.

MARK GJONAJ: For a basic pump. First it took several months or to determine who was going to be responsible is it going to be by NYCHA, DFTA, JASLA, it became a whole complex debate over responsibility. That was, that should begin with getting a contractor there to switch it from heat to AC which took quite a bit of time.

DEBORAH GODDARD: Yes.

MARK GJONAJ: Then the pump was removed, no one could re-locate the pump, I would imagine because nobody wanted to accept responsibility for replacement or repair.

DEBORAH GODDARD: So, they have to get a quote and I think it was about \$10,000 and DFTA did agree to fund it but it did take a while to repair. They had to order it.

MARK GJONAJ: Commissioner, you indicated that you will be receiving monthly reports, I come from real estate, monthly reports for repairs or capital needs is not sufficient. That would mean in

1
2 essence a month to two months can go by without you
3 realizing that there is a repair that is needed and
4 not being addressed. You have to come up with.

5 CARYN RESNICK: We get phone calls and
6 emails on a daily basis when a repair needs to be
7 made but I think by having monthly reporting we will
8 have the full picture because there may be things
9 that have not come to our attention so it is really
10 a.

11 MARK GJONAJ: I just want to share a
12 scenario with you Commissioner?

13 CARYN RESNICK: Okay.

14 MARK GJONAJ: Alright let's so that you
15 have a report on November 30th, December 1st we have a
16 repair. You will not know about that repair in
17 essence until December 31st that it hasn't gotten
18 addressed which would I would imagine then trigger
19 some kind of investigation after you have the next
20 report and you have time to go through it and
21 followup. In essence, you have months go by on the
22 basic and simplest of repairs that somehow just fell
23 through the cracks. I come out of real estate, we
24 never had monthly reports, it was daily reports. And
25 you track repairs. And it became the responsibility

and the burden of the managers to respond as quickly as possible.

DAVID PRISTIN: So, what I, what I would say is as the Commissioner said, we, we, communicate daily, our point person Carl Walton and DFTAs point people on repairs. The monthly report we think and we can modify as, as we feel it is helpful, our staff. You know DFTA is not in the business of property manager and we are, we are managing those repairs. We are in daily conversation with our, with our partners in DFTA. The report is meant to give a wide view of what is going on to make sure if that if they were things that are slipping through the cracks. But the, monthly reports are not a replacement for those daily conversations.

MARK GJONAJ: You bring up something interesting. You said DFTA is not in the management business and the repair business but yet you are. If you are not, then we have real problems. If you are not in the management business, you are not in the repair business what business are you in?

DAVID PRISTIN: So, what I, what I was saying is that NYCHA is in the Asset Management and Repair Business. DFTA is in the Management Business

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2 and we work closely with them on monitoring and
3 communicating as repairs are needed, but what I'm
4 saying is that we, that the reports do not replace
5 the daily phone calls.

6 MARK GJONAJ: God help our seniors, God
7 help NYCHA. I don't know what else we can do for
8 them. We never get an answer. We see no proactive
9 approach to the issues and it is unfortunate and
10 there is nothing on the horizons. I cannot wait
11 until we privatize the management of NYCHA and get
12 rid of a whole lot of you.

13 CHAIR MARGARET CHIN: Council Member,
14 thank you for your questions but I, before Council
15 Member Treyger. Oh, we have been joined by Council
16 Member Torres. I do want to say something positive,
17 because yesterday in my District we had a tour with
18 the general manager of Veto, Mr. Chula and with the
19 staff and the respond time to heat and hot water has
20 greatly improved since last year and that took a lot
21 of work in terms of organizing personnel, putting
22 more staff on site, working with management and
23 development and so what I hear and what I see from my
24 constituent I am happy that there are quicker
25 results. So, it means that things can be done but

1
2 you go to focus and you got to put the resources
3 there and so coordination between NYCHA and DFTA has
4 to be better, that fixing the Centers has to be
5 priority and you have to figure a way. How do we
6 make sure that when repairs are needed that it
7 doesn't get to the state? So, I am confident that
8 you can work it out because I have seen it, alright,
9 uhm so we just hope that it just keeps on going the
10 right way uhm and we are here to support uhm the
11 Council. We have been supporting a lot of our
12 Centers and we want to make sure that our seniors are
13 taken care of. So, we are, we are willing to be your
14 partner and let's work together and just make the
15 lives of our seniors better, where they live, where
16 they go on a, on a daily, to the Senior Center.
17 Where they are going to have fun. We want to make
18 sure that they are in a good place. Uhm so Council
19 Member Treyger follow with questions.

20 MARK TREYGER: Uhm, thank you to both
21 Chairs of holding this very important and I think
22 timely hearing. Uhm I just, uhm I would like to say
23 that my frustration and my concerns about the pace,
24 the slow pace of senior recovery is probably well
25 documented by now but I would like to bring to NYCHAs

1 and DFTAs attention an issue that I think that both
2 agencies should be aware of already because I have
3 been in touch with the provider and, and uhm seniors
4 from the Center. Haber Houses in Coney Island as we
5 are still undergoing Hurricane Sandy recovery work,
6 it was brought to my attention that the seniors there
7 and I would just like to point out my colleagues and
8 to the public, the seniors there are predominantly,
9 these are Holocaust survivors, World War II veterans,
10 these are very, very vulnerable, fragile, seniors who
11 are just trying to enjoy the golden years of their
12 lives and spending time with each other, have no heat
13 whatever in the Center. NYCHA has been called down,
14 uhm I was told that folks came down and did not make
15 any repairs and just left. We have then been in the
16 dark about what is happening. So, they are cold, it
17 is cold outside today and uhm you know we talk a lot
18 about making sure that we avoid social isolation, we
19 avoid which is another issue that the Chair has
20 talked a lot about and worked on. This Center is
21 life for these seniors. This is a place for them to
22 really has extended their life and so I would like to
23 get some sort of clear picture about when will the
24 heat be restored to this Center? Secondly, I'm
25

1
2 hearing that and NYCHA is doing work here so I'm not
3 clear why this is happening but there is significant
4 flooding happening in the building and when it, when
5 the flood water. When it rains, water from the, from
6 the roof is leaking down to the Center, causing
7 flooding and there are security cameras, NYCHAs
8 cameras have been damaged so there is no, there is
9 uhm information about whether they are being
10 repaired, when they are being repaired, so there are
11 leaks, you got no heat but what gets me is that NYCHA
12 you know received \$3 billion from FEMA for a lot of
13 basic repairs and work that should have been done
14 already. But I, I, I would just like to get an
15 answer from NYCHA and DFTA, what is the status of
16 getting heat by Haber Houses and what's the status of
17 repairing these chronic leaks that they are suffering
18 from as well?

19 DAVID PRISTIN: Uhm, hold, hold on one
20 second. We will, what we are working on it right now
21 and we will get you an answer in the ne... you know
22 right now so let us, let us have our folks reach out
23 to some folks and we will, we will get back to you?

24 MARK TREYGER: I mean I would like an
25 answer today?

1
2 DAVID PRISTIN: Yeah, no, no, no if we
3 can get, we will reach out now and if we can get an
4 answer to you like in the next couple of minutes, we
5 will get that to you.

6 MARK TREYGER: And I also think that it
7 is important that you hold your staff accountable in
8 the sense, if they come down there, because a
9 complaint was made, folks did come down, didn't do
10 anything, didn't speak to anybody. It's
11 unacceptable. So just basic decency, communication,
12 let the Senior Center Director know, uhm let the, let
13 the staff know what is going on. So, in addition to
14 making the repair, we need to talk to staff you know
15 treating people with some basic respect. It is
16 unacceptable. So, I would, I am going to follow up
17 with folks here because I would like an answer today
18 and the repair should be made immediately. Uhm
19 anything from DFTA or from the Commissioner on this
20 issue?

21 CARYN RESNICK: Just, I guess I just
22 wanted to let you know that we received an email from
23 the program yesterday about the heat, we reached out
24 to NYCHA, NYCHA responded right away, uhm with some
25 questions about ticket numbers and also indicating

1
2 that they were following up right away. So, I can't
3 speak to the on-site experience but I just kind of
4 wanted to give you that an example of the way it does
5 work. Uhm emails were flying around yesterday about
6 this, so hopefully that will help.

7 MARK TREYGER: But I just want to, you
8 know, again the definition on followup is sending
9 someone out to not do anything?

10 CARYN RESNICK: G... no, understood.

11 MARK TREYGER: So, it's just, it's just
12 not acceptable. These are people who are still
13 dealing with a lot of other issues in the community,
14 this has got, this has to be resolved as soon as
15 possible and I will be following up with NYCHA today.
16 Thank you. Thank you Chair.

17 MARK GJONAJ: Thank you Madam Chairwoman
18 I have a question for NYCHA. I am curious to know
19 the difference between the repair process and DYCD
20 overseeing centers versus DFTA overseeing Centers.
21 My understanding is that DYCD has its own capital
22 fund is that correct?

23 DAVID PRISTIN: DYCD has about \$2 million
24 in expense funding to handle uhm basic repairs.

MARK GJONAJ: Is there a comparable
program with DFTA?

CARYN RESNICK: Not at this moment, that
is part of the ongoing conversations about the MOU
but we go ahead and make those repairs uhm and if we
can't pay for them within our budget then we go to
OMB to ask for funding. So, we do it sort of on a
pay as we go sort of basis. And since DFTA is
overseeing the operation of these Centers, NYCHA is
the owner but DFTA is effectively the operator or the
contractors that you hire are operating these
Centers, who is responsible for addressing the
capital needs of these Centers? Is it the City or is
it NYCHA? What is the de Blasio Administration on
that?

CARYN RESNICK: So, we've been discussing
this uhm right now our arrangement with NYCHA is that
when it's a capital building wide kind of out of,
outside the envelope type of situation and NYCHA
makes the repair and if it is something that is more
of a minor repair, within the Senior Center then we
work with the sponsor to make sure that there is
funding to do that. If it's painting or replacing
tiles or.

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2 MARK GJONAJ: Need to know the minor
3 repairs stem from the larger capital needs so as long
4 as those capital needs persist you are going to be
5 throwing money into an abyss.

6 CARYN RESNICK: Exactly.

7 MARK GJONAJ: So, the question is, the
8 position of the de Blasio's Administration is that
9 it's NYCHA obligation to meet, what's the overall
10 capital needs of all of your Centers?

11 DAVID PRISTIN: Of all, of all of our
12 Centers, so the Community ... I'm going to bring
13 Deborah Goddard up, but the broadly, well, let me
14 have Deborah explain what the overall need for
15 Community Centers are.

16 DEBORAH GODDARD: Good afternoon Council
17 Member, uhm overall the need for our Community
18 Center's discrete needs just means just relates what
19 is inside the four walls is about ½ billion dollars,
20 but as I was saying earlier that's not the entire
21 need, because again if it is a heating plant issue or
22 a roof issue, uhm those needs are imbedded in the P&A
23 inside the, the P&A for the building or the
24 development, so, it is well beyond a half a billion
25 dollars.

1
2 MARK GJONAJ: And you scarcely have
3 enough funding for the most essential needs of your
4 portfolio so what, what capital funding can you
5 allocate to address the ½ billion-dollar worth of
6 minimal capital needs at our Community Centers?

7 CARYN RESNICK: As you well know we apply
8 the same order of work, so if it is a roof uhm if it
9 is a roof in the building it gets attention. If it
10 is a roof soley for the Senior Center it is not going
11 to rise to the level of the roof over residential
12 units. Uhm, we do pay attention then to things like
13 heating systems, uhm.

14 MARK GJONAJ: But it is fair to say that
15 you have no capital budget for your Community
16 Centers?

17 CARYN RESNICK: We have very little
18 capital available outside of the discretionary
19 funding that the Council gives us. Thank you.

20 MARK GJONAJ: So, if the position of the
21 de Blasio's Administration is that it is NYCHA
22 responsibility and we know that NYCHA has no capital
23 funding for the needs of the Community Centers then
24 it seems like everyone here is just content to say,
25 there is nothing that we can do. That these

buildings are going to be an ever-stated deepening disrepair. There is no funding to take care of them. Is that, is that a fair characterization of?

CARYN RESNICK: I think it is harsh, I understand why you might articulate it that way but I think that is harsh. I don't think any of us have given up on trying to find out how to address the capital needs but you are right, we simply do not have the \$32 billion we need right now, we don't have a solution for it. Uhm.

MARK GJONAJ: But even though the City through DFTA and DYCD routinely operate you Centers there is no commitment from the City to addressing the capital needs of those Centers?

CARYN RESNICK: I think for the City we have prioritized the roofs and the boiler work and as you know there has been significant investment from the City in those two items.

MARK GJONAJ: Well, significant investment for the general portfolio but not for the Community Centers, right? The subject of today's hearing is the Community Centers. There has been no commitment from the City.

CARYN RESNICK: Right, all I'm saying is we have prioritized roofs and heating systems across our portfolio.

MARK GJONAJ: Now NYCHA made a decision in 2015 to priori, to privatize the operation of the Centers, right? To transfer control from the Authority to DFTA and DYCD, right? Right, that was about four years ago, or nearly four years ago, maybe 3-1/2 years ago, why only now are you beginning the process of formulating an MOU? We've known for years and David Pristin and I have had multiple conversations that there was a lack of clarity about who was responsible for what. That not for profits were constantly receiving violations from the Department of Health and it was not clear whether DFTA was responsible for the repairs or NYCHA was responsible for the repairs, that was four year ago and now you are beginning the process of delineating rules and responsibility, what did it take so long?

DAVID PRISTIN: So, we have, the MOU is still in process. That being said...

MARK GJONAJ: And it's not even, it's not even done. You are in only, you are in the midst of

creating an MOU but it is not even done, four years later.

DAVID PRISTIN: So, yes, we, the MOU is not done and we are continuing to work towards it between us, DFTA and OMB. Uhm, but that doesn't mean that we have been having ongoing conversations and have, and have formalized uhm the processes and some of the standard, you know kind of procedures that we take when addressing you know the various repair needs. So, we have now, we now have a better understanding of at what point does the provider work with DFTA to secure a vendor. Uhm at what point does NYCHA is NYCHA responsible for repairs. So, we have, so we have...

MARK GJONAJ: What do you mean by formalize? Is it in writing?

DAVID PRISTIN: We have, I mean we have, we have, we have let me say, yeah, it's in practice. So, we don't.

MARK GJONAJ: Like known only to the Agency insiders and not to the rest of us.

CARYN RESNICK: No, and to your network for providers.

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2 MARK GJONAJ: Has something in writing
3 but given, like here are the rules and
4 responsibilities?

5 CARYN RESNICK: No, it is not
6 memorialized yet in an MOU but in practice we have a
7 very effective working relationship and our sponsors
8 know to reach out to us, they reach out to NYCHA and
9 we work collaborative to make sure that the repairs
10 are made.

11 MARK GJONAJ: Okay, I'm sure we have all
12 heard complaints from not for profits. I think your
13 perception of what you character as an effective
14 working relationship is quite different from what
15 I've heard from not for profit. My time is over but
16 it baffles me that it has taken so long to even begin
17 the process of defining who is responsible for what
18 after, four years after transferring control of these
19 Centers to DFTA and DYCD.

20 CHAIR MARGARET CHIN: I think I wanted to
21 follow up with that, if that, from our last hearing,
22 about the capital needs of the Centers, is DFTA
23 working with the provider? Is there an assessment of
24 each Center's Capital Need? I mean if we have that
25 assessment then we can advocate for a Capital Budget.

1
2 I mean right now DFTA doesn't have a Capital Budget,
3 right? So, if you have a Capital Budget and if that
4 Capital Budget came from working with providers to,
5 make an assessment. Okay this Center needs to repair
6 X, Y, and Z and they need this much money and then we
7 can go to the Administration and advocate so that
8 repairs get done and the Center can also be upgraded.
9 I mean we start with the repair but a lot of Centers,
10 they really need to get upgraded. Make it nicer for
11 our seniors so we need to know, so does DFTA are you
12 starting that process, in terms of what the real
13 Capital Needs are for the Center? Can you give us
14 uhm that request number so that we have an idea? And
15 that we can help fight for a Capital Budget for DFTA?

16 KAREN TAYLOR: NYCHA is going to have to
17 answer that question and so from the DFTA side, no we
18 are not, it is not in our purview to do that, this is
19 a NYCHA responsibility.

20 CHAIR MARGARET CHIN: But you are talking
21 for, you are talking about for all the Centers that
22 DFTA operates in NYCHA? Right? Okay but somebody
23 right, you are working together so it would be great
24 if you can come up with the Capital Need for each of
25 these Centers that are operating in NYCHA facilities

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2 so then we can work with DFTA because you provide the
3 oversight to these Centers that you should have a
4 Capital Budget to take care of these Centers. Is
5 that part of the MOU?

6 CARYN RESNICK: No, I think at this
7 point, going back to what I said earlier for the
8 Capital Needs which is not upgrade as I mentioned
9 before, just replacing kind our physical needs
10 assessment is the guiding document but again it has a
11 couple of complications. One being it is not an
12 upgrade which is a lot of, a lot of Centers want
13 upgrades in the kitchens, cooking facilities, uhm
14 more importantly a lot of the Capital Needs may be a
15 heating system or the sewer system and that is going
16 to be part of a mu... that is part of the \$32 billion.

17 CHAIR MARGARET CHIN: I know I keep
18 hearing the \$32 billion but that is, that is the
19 larger Capital Need but meanwhile for, I think
20 working with DFTA, there has got to be some also
21 immediate relief, immediate solution to really
22 working with the Cen... and we are going to hear from
23 the Centers.

24 CARYN RESNICK: If I may.
25

CHAIR MARGARET CHIN: It cannot be like
it's such a complicated, difficult problem and we
can't get a handle on it.

CARYN RESNICK: But if I may, let me go
back to the concrete example. They mentioned
overheating in Smith Houses. That is a heating plant
issue, right? That can't be solved just inside the
four walls.

CHAIR MARGARET CHIN: I understand but
that also in that Center they are also coming to me
asking for Capital dollars to upgrade their kitchen.
Now DFTA should have that in your Capital Budget but
you don't have a Capital Budget. You should have a
Capital Budget. So, that's what I'm saying with each
Center to really assess what their needs are and how
can we all work together to meet that need? That's
all I'm asking is to really sit down with the Centers
that you have oversight, let's look at what the
Capital Needs are, what is that dollar amount? So,
that we have something to work with, to help fight
for that Budget that you need.

CHAIR ALICKA AMPRY-SAMUEL: Question,
have you received a list from some of your partners

that work in Senior Centers about the Capital Repair
Needs? Have you received a list?

KAREN TAYLOR: Yes, we get ongoing
requests from our providers and we, we do track them
and we have a list and as we have funding, we go
ahead and make put in new kitchens.

CHAIR ALICKA AMPRY-SAMUEL: So, NYCHA
have you received the list?

CARYN RESNICK: We don't have any regular
lists no.

CHAIR ALICKA AMPRY-SAMUEL: Okay.

CARYN RESNICK: We don't have a list of
requests from providers, no.

CHAIR ALICKA AMPRY-SAMUEL: Have you ever
sat down with your partners that operate Senior
Centers and come up with a process or language that
would work toward the MOU from each of. Okay let me
just, UNH, just using them for an example, have you
set down with UNH and has UNH provided you with lists
of their Capital Repair Needs for the Senior Centers
that they actually work in? And have you utilized
that list to come up with a process that will work
toward the MOU? Because to my understanding you
have?

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2 DAVID PRISTIN: So, I feel that you are
3 ask... the questions that you are asking the two
4 agencies are slightly different questions? The
5 question that you are asking DFTA is do you have the
6 wish list of the things that you would like to
7 upgrade to be able to provide adequate, adequate or
8 upgraded services.

9 CHAIR ALICKA AMPRY-SAMUEL: So that's
10 different.

11 DAVID PRISTIN: That's different.

12 CHAIR ALICKA AMPRY-SAMUEL: And that's
13 why I asked NYCHA.

14 DAVID PRISTIN: So, we have not, we have
15 not received that list. What we have received and we
16 sat down with UNH and other providers is whether
17 there are, if there are violations, if there are you
18 know things that are related to infrastructure, that
19 we've gotten, we've gotten that list from them and
20 we've calculated. And that's, a lot of that stuff is
21 included in the P&A and it is good sometimes.

22 CHAIR ALICKA AMPRY-SAMUEL: And what did
23 you do with that?

24 DAVID PRISTIN: What did we do with that?

25 CHAIR ALICKA AMPRY-SAMUEL: Yes.

1
2 DAVID PRISTIN: I mean at the time we had
3 cal, we had basically, it helped us look at what was
4 the physical needs of to get to the going back to
5 what Deborah, uhm our you know Executive Vice-
6 President Deborah Goddard had explained is what did
7 it take the get the Centers into a state of good
8 repair? And in accordance with the P&A. We also
9 looked at.

10 CHAIR ALICKA AMPRY-SAMUEL: So, that is
11 separate, that is P&A, that's separate from a wish
12 list. Right?

13 DAVID PRISTIN: Right.

14 CHAIR ALICKA AMPRY-SAMUEL: So, continue
15 on those lines.

16 DAVID PRISTIN: So, then we had also had
17 conversations about what, at the time this was part
18 of our ongoing conversation with DFTA about what does
19 it take for the ongoing break and fix maintenance of
20 the, of the Centers and that is what has lead to this
21 now, this kind of clarifying of understanding of
22 where the, of where we break out the break and fix
23 simple repairs within the four walls of the Center,
24 that is, that is, addressed by the provider with
25 DFTAs help and identifying a vendor to address the

issue and the larger infrastructure issues that are
dealt with by NYCHA.

CHAIR ALICKA AMPRY-SAMUEL: And then once
you have that information and that intel, how does
that get incorporated into a draft of the MOU
document that would eventually come to some kind of
a.

DAVID PRISTIN: So, the MOU would
memorialize the practice that we have, that we
currently have in place.

CHAIR ALICKA AMPRY-SAMUEL: So, who's at
the table when you have conversations around this
MOU?

DAVID PRISTIN: It is, it's NYCHA, DFTA
and OMB.

CHAIR ALICKA AMPRY-SAMUEL: Who in OMB?

DAVID PRISTIN: I mean it's a, it's a
var... there are a number of folks who have eyes on
this. It includes folks who are involved in the
funding of both agencies, it is also, it is also,
there is legal, there is legal teams on both sides
who review this and then there are the program people
who are actually doing the work. So, there is a

number of people across all three agencies who all
are contributing to the MOU and the conversations.

CHAIR ALICKA AMPRY-SAMUEL: So, within
NYCHA, who is at the table working on this?

DAVID PRISTIN: I mean it's, it's a
combination of real estate, operations and you know
and you know, and, and, Uka's team and our legal
team.

CHAIR ALICKA AMPRY-SAMUEL: Okay so since
this started four year ago and we know that there was
some information that was received in Intel and
worked with the Senior Program Operators two years
ago, so where are you now with the actual document.
I understand ongoing, but what does ongoing mean?
Like is there an actual draft that is in place and
the legal teams are reviewing this draft, or is the
draft already completed and it was submitted to the
Administration and Counsel is look over it? So, like
where are you with this actual document, four years
later?

DAVID PRISTIN: I mean there are, there
are elements that are more finalized than others, for
instance the practice of the repairs. There are,

1
2 ele... there are other elements that are much less,
3 that are not as far along as they need to be.

4 CHAIR ALICKA AMPRY-SAMUEL: That is not
5 helpful, seriously because it just sounds like a
6 bunch of talk. And I mean I keep hearing ongoing and
7 people are talking and discussions and that is saying
8 absolutely nothing. And so, I'm just simply asking
9 where are you with the draft? And what does that
10 actual mean?

11 DAVID PRISTIN: So, we don't, we don't
12 have a draft that could be shared at this moment.

13 CHAIR ALICKA AMPRY-SAMUEL: I'm not
14 asking for it, to look at the draft. I'm asking
15 what, what does it look like? Like what, where are
16 you in this? Is this just some concepts that are on
17 a piece of paper and people are thinking, okay we are
18 still gathering ideas. Is it actual, a document
19 where the legal teams are looking to see like parts
20 out responsibilities? Can you explain to us where
21 you are in the stage of this MOU Agreement four years
22 later? Because like right now, everything that we
23 have said it has gone back to the MOU or some concept
24 of a procedure of responsibilities and, and you even
25 said in your statement, like it was, it was enough

1
2 for you to say in your opening remarks that this MOU
3 is ongoing discussions and so we know that this is a
4 serious issue. So, where are you in that process?

5 DAVID PRISTIN: We are not at the point
6 where our legal or City Hall is reviewing the MOU.
7 We are still working out the elements that need to be
8 fi... that need to be formalized and we are still
9 drafting those pieces.

10 CHAIR ALICKA AMPRY-SAMUEL: So, I mean
11 technically we could be here again next year saying
12 the same thing? Where is the commitment? Or like
13 where is the priority bed? You know everything that
14 is happening, like there should be a formal agreement
15 and defined and clear responsibilities and roles as
16 to who does what because the, the issues that we are
17 seeing is because of all of the confusion as to who
18 is responsible for what. I mean it is easy to
19 continue to go back and say well there is a \$32
20 billion need. Yeah, we know that but we have got to
21 figure out, parts out, who is responsible for what?
22 So, that we Administration, so that we can put in and
23 ask of the Administration or figure out how we can do
24 this. I mean we just wanted to be helpful right?
25 Because the Centers are coming to us asking or we are

1 asking them what are you Capital Needs? What could
2 we be helpful with? I remember one of the Center I
3 was talking about their bathroom, they have a kiddie
4 bathroom for seniors. Finally, I think DFTA got some
5 money uhm and got it done but I have other Centers in
6 NYCHA and they definitely could use some improvement.
7 So, we got to find a way to work together and fight
8 for that money that our seniors deserve. Alright,
9 when I talked with DFTA about your Capital Needs, hey
10 you deserve that money. Our seniors deserve that
11 money. So, come on, we don't want it every year by
12 year and those Senior Centers that are in DFTA right
13 now, we don't know what to do with them. Or some of
14 them you have some idea they could turn into NORCs,
15 what about the rest of them. We got to make sure
16 that they are taken care of. Right, if the
17 Administration don't put in the \$3 million then the
18 Council, we probably have to fight to put in some
19 funding because we don't want the seniors to lose the
20 resources, so here we go ahead. Right? And I just
21 don't sense that urgency. Like when we look at that
22 picture that is definitely unacceptable for a site,
23 you know where seniors have daily activity or they
24 have lunch or whatever and the ceiling is falling
25

1 down and you heard from some of the provider earlier
2 and we are going to hear from more provider. Do you
3 want to go to a place like that? I don't, that's
4 unacceptable and we got to find a way to fix it.
5 Yes, you got to fix a roof and all that but meanwhile
6 it's got to be some short-term repair that could be
7 done and so I know that is a big ass.. about \$32
8 billion but if we can help at least temporary make
9 the place safe for our senior we got to do that.

11 DAVID PRISTIN: So, I hear, I hear the
12 frustration and we are committed to and have
13 prioritized finalizing the MOU and we I think as the
14 two Agencies definitely see the value in having the,
15 you know having this formalized. I think that being
16 said I would like to be clear that we do currently
17 without an MOU without, without, without uhm a you
18 know specific baseline amount of funding, we as the
19 two, as the two Agencies are both committed to
20 addressing any repairs that we, that are, that are
21 identified that are called in thru the CCC or brought
22 to either agency uhm by a Council Member, by Director
23 or provider, by a participant at a Center and
24 particularly when it comes to health and safety. We
25 prioritize those and you know look, are there

1 instances where we, where we don't get it right I'm
2 sure there are and this might be one of them and we
3 need to look at this but it is a priority and our
4 folks take it very seriously and they go, it is a
5 health and safety regardless of where it is, if it is
6 an apartment or if it is in a Center it goes to the
7 top of the chain.

9 CHAIR ALICKA AMPRY-SAMUEL: The one of
10 the points that my co-Chair made earlier about
11 providers getting fined you know for violations and
12 if the have to you know raise money on their own to
13 take care of it, that, that's not acceptable either.
14 So, what are you working? I mean are you working
15 with Departments of the Buildings uhm when they come
16 in and issue fines to the CEOs, can you help them
17 resolve those issues? Because it was not, it was not
18 their fault that the, that those uhm the violation
19 that exists in the building?

20 CAROLYN JASPER: Yeah so one I want to go
21 back because I do hear your frustration and I feel
22 your frustration and we hear from our providers on a
23 daily basis but I really want to reassure that every
24 day repairs and upgrades are being made in our NYCHA
25 Senior Centers. So, you know please don't leave

1 thinking that we are just in a state of disrepair and
2 that work is not going on all the time. Uhm I've
3 gotten to visit some of the programs that are, that
4 have been the result of upgrades. I know that Hudson
5 Guild is one of that that is being at a beautiful new
6 site and Center and so there are some great things
7 that are happening as well. Uhm on the fines, they,
8 the provider will bring that to our attention. In
9 many cases, we can step in and because of our
10 relationship with Buildings and others we can get
11 that fine relieved or the financial penalty uhm and
12 the same on the NYCHA side. Sometimes there are
13 fines that are the responsibility of the provider. I
14 don't know if you can give me an example of that and
15 you know if that's the case and we can't justify that
16 it was you know on, on the part of NYCHA as manager
17 or DFTA then there might be instances where a fine
18 would have to be paid by the sponsor.

20 CHAIR ALICKA AMPRY-SAMUEL: Let me just,
21 uhm so, what I would like for you to get back to me
22 on is Fort Green Senior Council that is one of the
23 providers in my District and they have a \$5000 fine
24 that is based on issues around the place of assembly
25 and things that they actually have no control over.

1
2 And so, they are the ones that actually had to have
3 bake sales and fundraising efforts to be able to uhm,
4 uhm, pay off this debt, so if somebody can speak to
5 that, because I know that that is an issue and they
6 were at a panic state.

7 CAROLYN JAMES: Do you know which Center?

8 CHAIR ALICKA AMPRY-SAMUEL: It was
9 between uhm Bleming Hou... it was between Bleming
10 Center and Kingsboro Extension.

11 CAROLYN JAMES: It was Reed. It was
12 Reed.

13 CHAIR ALICKA AMPRY-SAMUEL: And I will
14 also say since you mentioned Reed and I know my, uhm
15 the previous colleagues had issues around sewage when
16 you walk into Reed Houses, when you walk into Bleming,
17 there is a strong sewer smell and everyone just kind
18 of sprays Lysol and burns Incense and candles and uhm
19 potpourri everywhere and going to the Center and just
20 act like it's not there because they love going to
21 the Center but there is a sewage problem and this is
22 something that they've complained about for some time
23 and they are also the ones that have this \$5000 fine.
24 So, you can explain that one. That is an example.
25

1
2 DAVID PRISTIN: We will, we will get back
3 to you on that one.

4 CAROLYN JASPER: I do know that our
5 design department was working with them to resolve
6 the public assembly issue. I'm not sure about the
7 fine but we will get back with you.

8 DAVID PRISTIN: Alright so on this one,
9 we have, we have to look into what exactly the nature
10 of this fine is. But, generally in a situation like
11 this, the, the Agenc... one of these two Agencies we
12 would take care of the fine so we will touch base
13 with you, your staff and, and, and the Senior Council
14 and we will figure out what, if it is something that,
15 what is going on here.

16 CHAIR ALICKA AMPRY-SAMUEL: Since we are
17 talking about the providers, uhm there was a mention
18 of the Zone Model, uhm, new concept and process. So,
19 can you just give us some information about, around
20 what is happening with the Zone Model, just some
21 updates and how many uhm senior providers are part of
22 this Zone Model Method and how many seniors have they
23 been able to service?

24 UKA BUSKIS (SP?): Sorry, thank you for
25 the question and so we've divided the City into 15

geographic zones, uhm each Zone is about 11,000 units and may serve two to three Community Districts. Currently all of the zones are fully staffed so we have about four coordinators in each zone. Uhm we have one from our Resident Economic Empowerment and Sustainability Department and they focus on economic asset building for our residents and they are under our Resident Engagement Department we have Zone Coordinators assigned to seniors, youth and resident leaders and so they engage in.

CHAIR ALICKA AMPRY-SAMUEL: For purposes of time and everything else where, can you just talk to us about the Zone Model with Seniors only.

UKA BUSKIS (SP?): Sure, so to date we have touched over 35,000 residents with our Zone Model. We have 16 Zone partners that are formalized meaning once we have uhm, they are in the system, property management can make referrals to these agencies uhm where seniors have a need, whether it is for case management, home care services or any other senior needs. So, we are not in the pro... we are not a computerized system as of yet but we are working with IT to have this computerized so a manager I can say I'm referring this resident for social services

1
2 that that referral can go directly to the Agency who
3 is our Zone Partner, they were vetted, that have, we
4 have an MOU with them. They have the necessary
5 insurance and residents will have to consent to
6 receive these services. Uhm right now we are
7 starting to do it as a manual process but we hope by
8 late 2019 we have this in the system and it's modeled
9 over our database system that now adding the function
10 to track so we are benefiting from that database.

11 CHAIR ALICKA AMPRY-SAMUEL: So is it a
12 whole system that is up and running. This is manual,
13 it still like in a pilot?

14 UKA BUSKIS (SP?): The Wreath system is
15 fully up and running and they actually added the
16 outcome component, ours is not. For the Human
17 Services.

18 CHAIR ALICKA AMPRY-SAMUEL: Actually, I'm
19 talking about the seniors.

20 UKA BUSKIS (SP?): Yes. It is not up and
21 running completely yet.

22 CHAIR ALICKA AMPRY-SAMUEL: Okay, and the
23 35,000 residents that you have touched uhm under this
24 model, are the 35,000 out of the 80,000 years?

UKA BUSKIS (SP?): Well, yes. We could have some seniors that are not just NYCHA residents. It's not if a senior comes to us for service, we won't turn them away but we do uhm work with all seniors. Yes. It is out of the 80,000+ seniors.

CHAIR ALICKA AMPRY-SAMUEL: The 35,000, residents that you've touched.

DAVID PRISTIN: I just want to clarify; the system is up and running. It is not computerized and obviously it will be more efficient once it is computerized but the referrals are happening and the connections are being made so I just want to clarify that point. Uhm Re... you know we've gotten a, a significant amount of funding from foundations and others to support uhm the automiz... the automation of that referral process so this is something that our, that our IT Team is doing on its own so that's why the systems are not necessarily synced up as far as where they are and they in the automating process.

CHAIR ALICKA AMPRY-SAMUEL: So, the 16 zone partners that you referred to. Are they uhm organizations that work exclusively with seniors or are they like organizations that provide different

services to other residents like someone that does
uhm IT.?

UKA BUSKIS (SP?): So, these 16 partners
that I mentioned are for seniors. They focus on
seniors. They may do it citywide but we do have
additional partners. We accepted 30 partners in our,
but these 16 focus on senior services.

CHAIR MARGARET CHIN: Okay, so on this
Zone Model can you give us some information because
it was like, this was the first time that we have
heard about it. Uhm in terms of the breakdown by
Council District so that we know which non-profit
that you are working with? Are you working with our
developments in our Districts so that we can share
with our other colleagues?

UKA BUSKIS (SP?): Absolutely. We will
share that too.

CHAIR MARGARET CHIN: So, we are going to
send you questions that we didn't a chance to ask.
Uhm and we will expect response back because we
wanted to hear from the providers and uhm we thank
you for being here today and I just wanted to stress
we want to be a strong partner with you because we
want to provide the best services to our seniors and

so we look forward to work with you and with the MOU.
If you need us to help push with OMB, we will to get
it done because it is taking far to long. Thank you.

DAVID PRISTIN: Thank you, we appreciate
your partnership.

CARYN RESNICK: Thank you.

UKA BUSKIS (SP?): Thank you.

KAREN TAYLOR: Thank you.

DEBORAH GODDARD: Thank you.

CHAIR MARGARET CHIN: Next we will hear
from Lois Green from Brownsville, Beatrice Haley
Harlem River, Emily Batista and Betty Mena. Okay Ms.
Green, Katelyn from Live On New York, Tara Kline from
United Neighborhood Houses and Alexander Riley, Legal
Aid. You may begin.

LOIS GREEN: My name is Lois Green from
the Brownsville Senior Center Brooklyn, New York.
Uhm my issue is at the Brownsville Senior Center we
are trying to have a computer lab. We have an
instructor; the problem is we doesn't have no kind of
computer. So, what we do to learn we have to apply
our own laptop, tablet or phone. We have about 50
students but then we don't have our, our tools so if
we get our tools maybe our class could get uhm

1 bigger. And uhm, the seniors are more concerned
2 about if we could have more consultants to come in,
3 which the Director is trying to always have someone
4 to come in. We have a food, we have a food plan that
5 comes in five days a week so hopefully next year we
6 are, we will have a computer lab.
7

8 CHAIR ALICKA AMPRY-SAMUEL: Just a quick
9 question, the computer lab that is attached to the
10 team center around the back of the Senior Center, did
11 you ever utilize that space prior to it becoming a
12 teen center?

13 LOIS GREEN: We tried but it didn't work.

14 CHAIR ALICKA AMPRY-SAMUEL: Okay,
15 alright.

16 LOIS GREEN: So hopefully maybe, so uhm
17 hopefully now that the teens doesn't utilize it in
18 the day, there is a possibility that we could utilize
19 it while they are not there. Cause normally they
20 come in the afternoon and the Senior Center is open
21 from 9 to 5.

22 CHAIR ALICKA AMPRY-SAMUEL: Okay thank
23 you. This is one of the Social Clubs according to
24 DFTA but a Senior Center according to NYCHA. It is a
25 Social Club because it is small but it is not small.

CHAIR MARGARET CHIN: We will definitely work with NYCHA because I know seniors love computers.

LOIS GREEN: Right.

CHAIR MARGARET CHIN: So, we can, in the City Council we can look at other source of funding that will be able to help make that happen. But thank you for being here today.

LOIS GREEN: Thank you.

EMILY BATISTA: Good morning my name is Emily Batista and I reside at the Bronsnick Houses for seniors.

CHAIR MARGARET CHIN: Can you bring the mic closer to you?

EMILY BATISTA: Oh, sorry. I uhm reside at the Senior Houses in Bronsnick since 2016. Uhm we have a Family Partnership Program at NYCHA which I had never utilized the services until recently. That all changed when I met our family worker, Ms. Ponds. She made me feel comfortable and showed concern regarding the issues that as seniors we face in the community. Ms. Ponds goes above and beyond and is responsible and devoted to the senior community. It is a big plus to have her A) she is bilingual and 2)

1 as I said she is very concerned. She is always there
2 to listen to us even if we just come in to vent about
3 the weather, anything, she is willing to listen. So,
4 her being there has had a big impact on only not me
5 but as well as the other seniors when we discuss our
6 repairs, our dilemmas with other issues in the
7 building going on. Currently we have and that's not
8 on my notes but I figured I would bring it out. We
9 have asbestos in the building, we have leaks, we have
10 mold, uhm on my floor alone there is a ceiling in the
11 hallway community area, it came down. They had to
12 bring it down because it was cracking and falling and
13 it leaks so now, they have it covered with a plastic
14 like that. Uhm, I have uhm breathing condition and
15 that mold is not going to help so we need that
16 addressed. So, I've gone to Ms. Ponds office to see
17 how we can work together to get that done. She has
18 also made an impact on; my mother was recently
19 displaced because of Hurricane Maria and I brought
20 her to live with me and she helped me obtain services
21 for my mom such as Medicaid Health Services or just a
22 little talk with her because she is in a place that
23 after 40 years, she didn't reside in. So, again it
24 is important that we have these partnerships because
25

1 we can work together and again Jahira I would like to
2 thank you personally for all that you do for us. She
3 is committed and we need programs like this to
4 continue without, throughout NYCHA.

5
6 CHAIR ALICKA AMPRY-SAMUEL: So, is she um
7 is Ms. Ponds a Social Worker at the Center?

8 EMILY BATISTA: She is a Case Worker,
9 Case Management. She is here.

10 CHAIR ALICKA AMPRY-SAMUEL: Do you know
11 if she works with NYCHA or if she works for the
12 Senior Center? We can find out.

13 CHAIR MARGARET CHIN: Oh, you want to
14 come back on record and answer? That's okay. Okay
15 it's a part of a program in NYCHA. See, we hear good
16 things about NYCHA, right? So, with good programs
17 like that we need to continue to support because it
18 makes a difference.

19 EMILY BATISTA: Absolutely, and recently
20 it was in jeopardy of being lost because of contract
21 issues or whatever with NYCHA so I am making sure
22 that this continues. I'm not going to let it go.
23 Uhm I'm also very active and vocal in my building.
24 And we are going to see how we can work together to
25 get some of these things addressed.

CHAIR MARGARET CHIN: Thank you and thank you for being here, and it is important for us, the Committee to hear from you but also, I would urge you, reach out to your Council Member.

EMILY BATISTA: Oh, yeah, I have, Mark Gjonaj and I have been very, have a very positive relationship.

CHAIR MARGARET CHIN: Okay so, make sure Council Member Gjonaj is on the case.

EMILY BATISTA: Yeah, he is, he is.

CHAIR MARGARET CHIN: Thank you, thank you for being here. Next.

KATELYN HOOSIE (SP?): Thank you Chairs. My name is Katelyn Hoosie (SP?). I am here representing Live On New York. Our members are 90+ organizations that operate the more than 96 social services that operate in NYCHA. In New York City, NYCHA represents one of the largest suppliers of affordable housing for low income seniors. Currently about 38% of NYCHA Households are headed by an individual that is age 62 or over and an estimated 7700 units are designated specifically for older adults. Just as the buildings are aging, so are the tenants in NYCHA that occupy them making the need for

quality, safe services in NYCHA paramount to the success of the community at large. Unfortunately, however, providers of services such as Senior Centers and NORCs that operate in NYCHA, face daily challenges just to keep the doors open. Much emphasis has been accurately placed on the need to improve the living conditions and units within NYCHA developments. An emphasis that Live On New York fully supports. However, it is imperative to recognize that Senior Service Providers have not been immune to these capital and operational challenges. A recent Wall Street Journal article noted the estimated \$500 million capital backlog that has been articulated today and we know to be much greater than that number alone. Faulty H backs, leaking roofs, broken boilers and the occasional rodent are just a few of the challenges to which providers have limited control over mitigating. Adding salt to the wound, providers are often subject to an on slot of fines and violations for these conditions from the City's well-intentioned regulatory agencies including the Department of Health and Mental Health and the Fire Department. Providers are then often asked to fund these repairs out of their non-existent bottom lines.

The fines and repair needs are exacerbated by the fact that NYCHA's approval process leaves providers waiting weeks, months or even years before being able to move forward with critical repairs, even those for which capital funds have already been made available as a point that Debbie Rose made earlier today. The impacts of these fines and conditions are not only monetary. Instead of spending crucial time with the tenants, these individuals who want to become social workers and then forced to spend time becoming experts in areas that are wholly outside of their job description such as how to mitigate these issues that are wholly inappropriate for them to have to deal with. The impact cannot be understated. These providers work tirelessly to provide high quality services to those who need it most and through these suboptimal processes are being consistently hamstrung from meeting their City mandated and personally motivated obligations. Additionally, Senior Centers and services operating in NYCHA should be seen as resources and relaying critical information about NYCHA NextGen and Rad and they need to be fully funded in their contracts to be able to meet these aims. We have recognized that challenges are not

specific to Senior Services to run the gamut of
Community Spaces in NYCHA facilities which is why we
are proud to have begun collaborating with the
Daycare Council of New York and United Neighborhood
Houses to recommend reforms across Community Spaces.
Acknowledging the difficult financial position of
NYCHA we respectfully submit the following process-
oriented recommendations each having the potential to
improve the day to day business and viability of
providers operating within NYCHA without adding
additional stress to NYCHAs current financial
situation. Redirecting fines, non-profit human
service providers who lack site control and rely on
NYCHA to make repairs should not be subject to
citations and fines from DOMH, DOHMH or at DNY due to
the failure to make these repairs for which they have
submitted requests. When these violations are found
during inspections and if these have been reported by
NYCHA by the provider, the provider should not be
penalized. Dedicate staff: As is the practice in
other governmental agencies there must be an
individual within the Department for the Aging whose
sole focus is to liaison with NYCHA and to support
and streamline processes for DFTA funded services

located in NYCHA development. Increase transparency:
Providers must be given access to an up-to-date NYCHA
approved vendor list in order to expedite the
procurement process. Mandate interagency
cooperation: NYCHA and the Agencies that leverage
their space, including DFTA need a clear division of
responsibilities for the maintenance and upkeep of
NYCHA sites. In order to provide stability to
providers this Division of Responsibility once
established and agreed up should be standardized as
appropriate across all agencies that fund providers
operating out of NYCHA properties. And finally,
design and approve a process for repairs: NYCHA must
work internally and with providers to accelerate the
approval for repairs and renovations and must
expedite processes within the Residential Repair
Division when floods, leaks or other issues originate
in apartments and require a two-prompt repair to
fully address. We thank you for your time and for
listening to our recommendations.

TARA KLINE: Hi, good afternoon, thank
you Chair Chin and Chair Ampry-Samuel for having
their hearing. My name is Tara Kline and I am a
Policy Analyst with United Neighborhood Houses (UNH)

1 uhm thank you for mentioning us earlier uhm Council
2 Member Ampry-Samuel. Uhm many of our recommendations
3 uhm I won't read them all, uhm Katelyn covered them.
4 We are working in collaboration with Live On and the
5 Daycare Council of New York to address uhm issues in
6 Community Centers that are run by NYCHA uhm but I
7 will skim through some of my testimony today uhm
8 today, so. First on unfortunately many of the City
9 Senior Centers located within NYCHA facilities and
10 operated by DFTA are in need of some very serious
11 repairs as we have heard today. Reports of leaking
12 roofs, dilapidated kitchen appliances and broken air
13 conditions. Many that are also designed as official
14 New York City Cooling Centers are all too common.
15 Heating, plumbing and electrical systems often need
16 major overhauls. Many of these Centers are located
17 in decades old buildings which tends to make these
18 challenges even more frequent and extreme. We have
19 heard that NYCHA needs over \$500 million for repairs
20 to its Senior and Community Centers and in the
21 context of NYCHAs \$32 billion need, the upkeep of
22 Senior Centers in NYCHA facilities are run by
23 community-based organizations has become a back-
24 burner priority leaving many Centers in need of basic
25

1 facilities and maintenance resource. Distressingly,
2 conditions continue to deteriorate with on clear for
3 remediation. An unsurprisingly poor building
4 conditions have a direct negative impact on
5 attendance at Senior Centers with older adults
6 preferring not to spend their time in a building that
7 is in disrepair. So, given NYCHAs Capital Repair
8 Backlog for its overall building stock providers who
9 used to rely on the agency to make repairs have been
10 forced to look for other solutions to their pressing
11 repair needs. Because funding for repairs and
12 renovations are generally not included in DFTA Senior
13 Center Contracts programs must secure funding outside
14 of the regular contract process. This can be a time
15 consuming and confusing process, especially as many
16 projects arise as emergencies. There is not a clear
17 amount of money in DFTAs Expense Budget for repairs
18 as we heard earlier and as was reported in the
19 October Aging Committee Hearing on Senior Center
20 Repairs. So, this makes it very difficult to assert
21 whether this funding is sufficient to meet the needs
22 uhm and to what extent NYCHA Senior Centers can
23 benefit from this DFTA fund. In practice, many
24 programs cover their cost through their own limited
25

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2 budgets or private fill in sources or will put off
3 repairs until the City can produce funding and this
4 can affect the Center's overall programming. DFTA
5 can be inconsistent with their criteria for
6 reimbursing providers for repairs that they pay for
7 out of their own pocket if DFTA is willing to
8 reimburse at all. While we have seen that other
9 agencies like DYCD have procedures in place for
10 reimbursing for emergency repairs. Next, even when
11 the Senior Center providers are able to procure the
12 necessary funding to make needed repair, NYCHAs
13 approval process and protocol can prevent them from
14 moving forward with projects for weeks, months and
15 years in some cases as Katelyn just mentioned.
16 Requests wind through NYCHAs approval process while
17 Capital Dollar sit unused and conditions worsened.
18 To make matters worse, there is a lack of internal
19 coordination in NYCHA between the Residential Repair
20 Department and those who are responsible for repairs
21 at Senior Centers. Consequently, when a leak
22 originates from a residential apartment, UNHs members
23 in Senior Centers can spend thousands of dollars,
24 often their own privately raised funds replacing
25 ceilings, floors and walls, only to have the same

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2 area flood again because the leak in the toilet or
3 shower upstairs was never actually repaired or was
4 repaired incorrectly. Ultimately, programs are faced
5 with a very impossible choice, working with NYCHA,
6 finding the money elsewhere in their budgets or very
7 often putting off critical repairs. Uhm, next in
8 addition to interrupting services for older adults,
9 waiting for repairs exposes providers to possible
10 fines from the City's oversight authorities. A
11 common experience is a Senior Center requesting a
12 repair for NYCHA and while waiting for the work to
13 start, receiving a citation or a fine from a
14 different City Agency such as the Department of
15 Health or the Fire Department. For example, one
16 Senior Center uhm operated by Bronx Works, the E.
17 Robert Moore Center in a NYCHA building, submitted a
18 ticket to NYCHA to repair a crack in their wall and
19 while they are waiting for NYCHA for respond and make
20 their repair, the DFTA program officer issued a
21 citation for the crack despite seeing the repair
22 ticket that existed. So, in these types of cases,
23 the City is in fact fining itself. Uhm, so moving on
24 to our recommendations, uhm you have them in front of
25 you and Katelyn just ran through them, we echo those

1 concerns. Uhm in addition UNH is also recommending
2 increasing the amount of money that the City makes
3 available for Senior Center repairs and upgrades and
4 Senior Centers should be eligible for this funding
5 whether or not they are located in NYCHA buildings.
6 First, DFTA should establish a dedicate Capital
7 Repair Fund as many of us have said today uhm for
8 Senior Center Repairs and renovations, uhm and we
9 also recommend that the City Council should establish
10 a discretionary fund to support flexible repair needs
11 uhm for Senior Centers. So, thank you so much for
12 your time.
13

14 ALEXANDER RILEY: Uhm thank you to both
15 Committees for the opportunity to testify this
16 afternoon, my name is Alex Riley, I am the Director
17 of the Elder Law Practice for the Legal Aid Society.
18 As you may now, the Legal Aid Society has borough
19 offices throughout the City and we worked recently on
20 an annual bases, 300,000 individual legal matters for
21 low income New Yorkers, Civil, Criminal, Juvenile
22 Rights, areas of practice but I'm strictly in the
23 Civil Practice. I am based in the Brooklyn Office
24 for the Aging where for decades we have used a multi-
25 disciplinary approach with lawyers, social workers,

1
2 paralegals to try to uhm allow older adults to age
3 safely at home. The focus of today's hearing clearly
4 is on physical infrastructure and the physical
5 condition of the Centers that have been discussed
6 today. I wanted to make brief comments about
7 something slightly different because the, the general
8 subject of the hearing is services in, in for Seniors
9 in NYCHA so what I wanted to speak about briefly was,
10 NYCHA rules and regulations that older adults need to
11 abide by and education about these things and
12 assistance in compliance with respect to them. I
13 would just mention that briefly before I, having
14 spent my career focused on older adults and been out
15 in the community a lot and spent a lot of time in
16 Senior Centers I have certainly come into personal
17 contact with many of the kinds of conditions
18 described here today. I used to run legal clinics at
19 a couple of centers in upper Manhattan and every time
20 I went I was very distressed just to see the physical
21 condition of some of these facilities and I think it
22 was Council Member Treyger he used the words decency
23 and respect and certainly what you see in some of
24 these locations does not show respect to the people
25 who, uhm who are using these facilities really as

their homes for many hours, five, five days a week.

Anyway, uhm I will be brief, Council Member Chin in

her introductory remarks did a great job of just

discussing this and highlighting the sheer numbers of

older adults who call NYCHA home. There are many

such older adults in NYCHA and the population is

growing. And some of them are there for many, many

years, there are multi-generational families in

these, in these homes and uhm certain family members

come and go while the older adult ages and stays in

place. Many of these older adults have relatively

limited education or limited English skills and yet

they are required to comply with some fairly complex

in certain instances, rules governing their

tendencies and even if they don't comply simply by

failure to dot an I or cross a T this can jeopardize

their tenancies. And we have seen this on many

occasions in our practice and I, uhm, in the

testimony that you have in front of you we have

outlined one particular example, an older man who had

moved in with his girlfriend of many years. They

never got formally married but they lived as husband

and wife and she became ill and at some point, she

requested that he be added to the family composition

1 but she made some sort of error in the paperwork,
2 NYCHA denied this but never told either her or him,
3 ultimately, she died NYCHA moved to evict him.
4 Thankfully we were successful at a hearing in
5 reversing this but the hearing officer went out of
6 her way in her decision to point out that NYCHA
7 really needed to have done more to help the family to
8 have educated them, so really my point here today is
9 to, is to emphasize the need for greater education
10 and assistance for older adults whether that is to be
11 provided by NYCHA staff in management offices or in
12 the Centers. I was very pleased to hear I believe it
13 was Ms. Batista uhm praising somebody in the Center
14 who has been very helpful and, and we certainly see
15 that, individual employees who go out of their way to
16 assist, but you know there, they are seeing people
17 who come to them for help. The person, that the
18 partner of our client who filled out the papers
19 improperly she didn't know that she had filled them
20 out improperly. I mean you don't know what you don't
21 know so to speak, so, there really ought to be an
22 opportunity for everyone on a regular basis to have
23 education and assistance when they are complying with
24 rules that determine whether people can continue to
25

live in their homes, in some cases, of many decades.

Thank you.

CHAIR MARGARET CHIN: Well thank you very much for your testimony, and of course Live On and UNH we have been partnering and thank you for your recommendation and some of them we will definitely have to pursue especially in the, the upcoming uhm Budget negotiation. We agree that DFTA needs to have a Capital Budget and even with NYCHA they need to have the resources to do the repairs as necessary and uhm \$500 million is a big number but we can prioritize which are the critical one that we can get some resources to get them fixed and thank you to the seniors who came today to tell your stories and uhm it is so great to see you. And I know that you take advantage of our Senior Center, so we are going to work very hard to make sure that you have the resources to keep the programs going and to expand and we love it when senior wants to learn and especially wants to be efficient in computers. I have some seniors in my District that loves their computer class and they keep asking for its year after year so we will be fighting for more resources for you. So, thank you all for being here. Okay,

1 the, the last panel, we have uhm Myer Waxman from
2 Self-Help and Michael Higgins Jr. from the Gowanus
3 Neighborhood Coalition for Justice. Anyone else that
4 wants to testify, uhm please uhm fill out the form
5 for the Sargent's. Please begin.

6
7 MYER WAXMAN: My name is Myer Waxman, I
8 am the Managing Director of Senior Centers at Self-
9 Help Community Services. Thank you to the Aging
10 Committee, Chair Margaret Chair and the Public
11 Housing Chair Alicka Ampy-Samuel and the members of
12 the committees for the opportunity to testify on
13 Senior Services and Senior Centers in NYCHA. Uhm
14 Self-Help operates five Senior Centers throughout
15 Queens included one located in the Community Center
16 of NYCHAs Latimar Gardens Complex in Flushing. There
17 are unique needs within our Latimar Gardens Senior
18 Center which serves more than 1,700 people each year.
19 Together our Centers have over 10,000 members and we
20 serve over 200,000 meals each year. We strongly
21 believe in the role that Senior Centers play in
22 providing high quality nutritious meals, engaging
23 activities and health and wellness programing in
24 order to provide valuable services to the residents
25 and to the Community NYCHAs Latimer Gardens has

partnered with DFTA as well as with the Department of Youth and Community Development they are not for profit contractors to offer Senior Services and Youth Programs to the community. This partnership provides immense benefits to the local community. We are grateful for the Council's long-standing and ongoing support for Senior Centers and for always emphasizing the needs of older adults and policy decisions and Budget allocations. In today's testimony, I will focus on our experience operating a Senior Center in NYCHA's Latimer Garden Complex. We are fortunate to have a collaborative relationship with the local NYCHA office. Our Senior Center Staff has regularly scheduled meetings with NYCHA and has found the local office to be responsive and responsible. This partnership provides immense benefits to Community although it does not always provide support for necessary repairs and upgrades. When a repair is needed, the Senior and Youth Programs need to report the repair and obtain a ticket number through NYCHAs Standard Tenant Repair Structure. The response to such repair requests is often slow. This slow response is troubling for the individuals and families who live in NYCHA housing and is exacerbated

when there are hundreds of individuals relying in
Community Centers. Recently, our team needed to file
three NYCHA repair tickets for a bathroom stall door
that fell off the hinges. Our team needed to file
three tickets because the repair system closed the
first two tickets without notice of resolution.
Without notice or resolution. We understand that the
ticketing is meant to ensure accountability and
transparency but the system needs to be updated so
tickets are not closed arbitrary and repairs are able
to be resolved within a timely manner. We also
advocate for the local NYCHA office to be empowered
to resolve small issues in a timely manner such as
bathroom stall doors or broken locks. A challenge
for our team is maintaining our high standards of
service while working within the NYCHA repair and
maintenance system and waiting for each ticket to be
resolved. We are responsible for the care of the
Community Room during our hours of operation, we
continue to be held accountable for issues that are
in the NYCHA ticketing systems and have not yet been
repair, such as the bathroom stall door, or air
ventilation. I add most of the Latimer Gardens also
faces a place of assembly issue that is beyond our

control but for which we can be held accountable.

Latimer Gardens Community Center operated without functional air conditioning, heat or air ventilation from late August through November 2018, we are deeply grateful for the assistance from Council Member Koo's Office in DFTA to resolve this issue this week.

Unfortunately, we had to operate throughout hot summer days and cold winter weather without adequate temperature control in the Senior Center. Recently, 20 members of our Chinese group and ping-pong group had relocated to another space within the Center or stop coming because of lack of heat. We were concerned that if we continued to have cold rooms, we would be unable to meet the needs of the Seniors in the Latimer Gardens Community. We are grateful the issue has been resolved and our Center and continue to provide high-quality programming with adequate heat. We suggest there be some channel created between DFTA, NYCHA, DYCD and other partner City Agencies to more quickly address the communal repair needs within NYCHA buildings. The community spaces shared among the Senior Center, DYCD is contracted after school program and the residence association. Given the regular use of the space, we have found

that the level of custodial care provided by NYCHA is not sufficient. Recently, the Community Center was used as a voting site for election days. The Senior Center was closed. The following day our Senior Center Staff and Program Maintenance Staff were responsible for cleaning the Community Center so our programs could function properly. We advocate for additional funding to accommodate custodial needs within the Community Center. Uhm security, in New York City Security is an important issue, especially programs serving vulnerable populations. Our Senior Center is open to all older Community Members and we strive to create a safe and welcoming environment for all. Currently, there is very limited access to funding for additional cameras or security guards which would allow our Director to have oversight of who is coming and going. Recently, there was an attempted break-in in our office door and within our kitchen. Our team works closely with local police to report issues as they arise. We are grateful for Council Member Koo's past investment in security and the residential areas of Latimer Gardens and advocate for additional funding to make cameras and security systems available for the Community Center. Thank

you for the opportunity to testify today on behalf of the 20,000 clients we serve. I am grateful for the Council support on so many important programs.

MICHAEL HIGGINS JR.: Uhm good afternoon, thank you for providing me the opportunity to testify. Uhm, get this out for me. Only five minutes but I appreciate it. Uhm so really quickly I just want to review uhm our situation down at Gowanus. So, our situation is a little different, so Gowanus Houses currently has a Senior Center but doesn't have a Community Center. Uhm the Community Center was shuttered upwards of 10 years ago and so the Gowanus Neighborhood Coalition for Justice which was formed about a particular number of issues that are being advocated for around that is being planned for next year. We made it a point to try to reopen the center, A) because we have seen the use of that space, especially in the impact of Hurricane Sandy which took a number of our buildings off-line and we used that space as a, as a HUB to organize resources for residents and so at this point it has now been about 5 years where we have tried to engage different processes through Council Member Levin's office, through discretionary funding uhm we have

1 participatory budgeting to win money to reopen the
2 Center. Successfully, we actually run about between
3 two different cycles close to have half a million
4 dollars, but we are seeing that uhm there is not only
5 the issue that NYCHA doesn't have a clear capital
6 budget for its Centers, that in our particular sense,
7 a community that is you know literally a few hundred
8 feet from the Gowanus Canal which is an extremely
9 polluted body of water, there isn't any clear
10 emergency preparedness planning protocol for NYCHA in
11 general, but specifically in our communities that
12 were impacted by Hurricane Sandy or just at risk for
13 additional climate disasters and so we are asking not
14 only for I guess the support in re-opening the
15 Community Center to be intergenerational, in addition
16 to the repairs that are necessary at that space which
17 are approximately \$4 million at this point, we also
18 want to make sure that you all are aware that the
19 Mayor actually promised us last year at a town hall
20 that was hosted by Council Member Levin that he would
21 re-open the Center. We are just hoping that you can
22 assist in upholding that promise and that would
23 create the space, you know a different number of
24 processes that are happening, so you got the Gowanus
25

Canal Super Fund that is literally a half a block away from that Center, uhm we have you conversations about the re-zoning and so we need the space to have Community Hub to have those very important dialogs.

CHAIR MARGARET CHIN: Thank you for your testimony and thank you for being here. We will definitely work together with your Council Member to make sure that the Mayor keeps his promise. We all know how wonderful Community Centers are in our community especially the ones that are serving our youth and our seniors and we know that they need the repairs. And the frustration is that once Council Members allocate funding it just sits there for years after year and so we need to really expedite that process and thank you to Self-Help I mean for all the services that you provide and I am glad that you have a close working relationship with your Council Member and that you get the help that you need.

MICHAEL HIGGINGS JR.: Thank you Chairs.

CHAIR MARGARET CHIN: Thank you for being here today. Anyone else that want to testify that didn't fill out a form. Well if not, thank you all for being here today. We have a wonderful hearing and we have a lot to follow up on and it is such an

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honor to co-Chair this hearing today with Council
Member Ampy-Samuel and uhm we are going to work
closely together to make sure that our public housing
resident get the best services that they deserve in
our Centers, and especially in our Senior Center so
we will have a lot of followup to do and thank you
again and Happy Holidays.

CHAIR ALICKA AMPRY-SAMUEL: Thank you
everyone and we are going to look forward to a very
intense and aggressive Budget season I am sure.
Thank you.

CHAIR MARGARET CHIN: The hearing is
adjourned. Thank you.

C E R T I F I C A T E

World Wide Dictation certifies that the foregoing transcript is a true and accurate record of the proceedings. We further certify that there is no relation to any of the parties to this action by blood or marriage, and that there is interest in the outcome of this matter.



Date JANUARY 6, 2019