



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

YEAR:
2012

STATUS:
Laureate

Organization name:
New York City Housing Authority

Organization URL:
www.nyc.gov/nycha

Project Name:
Training NYCHA residents in state-of-the-art IT skills

What social/humanitarian issue was the project designed to address? What specific metrics did you use to measure the project's success?

The New York City Housing Authority (NYCHA) is the largest public housing authority in North America. NYCHA's Conventional Public Housing Program includes 176,273 apartments (as of March 18, 2011) in 334 developments, or projects, throughout the City of New York. In the 2,602 residential buildings live about 176,273 families and 403,995 authorized residents, served by over 11,000 NYCHA staff. Our residents are often at a distinct disadvantage vs. others competing for jobs and other means to self-sufficiency. NYCHA does not simply provide housing; we aim to get families on their feet so they can move out of public housing, making way for others in need. Our waiting list exceeds 160,000 families. Most importantly, we are trying to pave the way for the next generation to move out of public housing by providing them with educational opportunities. Workforce Opportunity Services (WOS) is a 501(c)3 nonprofit charitable organization that was founded in 2005 as the result of more than four years of research at Columbia University. The mission is to provide individuals from low-income communities, who struggle to build careers, with long-term career and educational opportunities, and the tools to become great citizens. Another benefit is that this program shows that America's young people can alleviate the need for offshore projects and H1 visas. NYCHA partnered with WOS to custom-design an IT training program for NYCHA residents. 200 applicants underwent 6 weeks of pre-certification; at the end of that period, only 100 were left, from which 30 were chosen to continue the certification program.

Please describe the technologies used and how those technologies were deployed in an innovative way. Also, please include any technical or other challenges that were overcome for the successful implementation of the project.

The students are being trained in Siebel and Maximo software. Both systems are cutting-edge and in high demand in the workplace.

Please list the specific humanitarian benefits the project has yielded so far.

The students in the program are offered the hope that they, too, can go on to a fulfilling career. Many of our young residents, up till now, were under the impression that certain careers might be closed off to them or that they would need a windfall to be able to chase their job-related dreams.

Please provide the best example of how the project has benefited a specific individual, enterprise or organization. Feel free to include personal quotes from individuals who have directly benefited from the work.

The following are quotes by the students themselves. Yokasta Vargas: "The SLICE program has given me the opportunity to gain the necessary skills to successfully fulfill the job requirements at NYCHA. It has opened the doors to a career and empowered us to improve our future. No amount of praise or even money can ever compensate the work this team is doing." Sandy Liao: "The SLICE program helped me develop skills and self-awareness that is needed to be successful in a working environment and in life in general." Victoria Vasquez: "Since joining the SLICE program I have realized the importance of school and goals. Prior to SLICE, I did not know where I would be 5 years from now, nor did I realize how important it was to have goals to reach for. My self-esteem has risen and I look forward to what the future brings." Jason Giraldo: "I learned that NYCHA clients have the capacity and will to learn, which is the foundation to everything."