

These are excerpts from the 9 months of Written Communications between Ramona Mayon + ECS/ HSH/ HOT

DECEMBER 2020

12.28.20 *Ramona to HOT/Trina* RV has signs in the window: Hunger Strike

12.29.20 *Ramona to HOT/Trina* sent out 200 emails describing my situation. SFPD 1467 just left after informing me that my out of registration RV is about to be towed

12.29.20 *HOT/Charlene to Ramona* they'll meet with you at 2pm tomorrow (housing assessment person from HSH)

JANUARY 2021

1.1.21 *HOT/Charlene to Ramona* I'll come Monday to check-in we are working on getting a problem solver out to you so you don't have to leave your RV. Were you able to get an estimate for repairs?

1.1.21 *Ramona to HOT/Charlene* I am waiting on him now. He put my car back together for me. Bit by bit, as I could pay him.

1.1.21 *HOT/Charlene* I'll come by Monday to follow up once we get the estimate I will give it to the appropriate people.

1.21.21 *HOT/Charlene to Ramona* I'm going to stop by with the nurse this morning if that's ok?

1.21.21 *HOT/Trina to Ramona* (sending the number I had asked for if anyone helped pay for repairs, etc. for the vehicle dweller) 4154740508 Faithful Fools

FEBRUARY 2021

2.11.21 *HOT/Charlene to Ramona* just wanted to check in I'm going to try and come by today or tomorrow

MARCH 2021

3.12.21 *Ramona to HOT/Charlene* The black lady across the street is screaming about me to a cop. I am in front of the projects. On Great Highway and Riveria. I am scared to death. I am really sick today. I can barely get out of bed. Please make this hell stop. I won't go peacefully. A shelter will kill me.

3.15.21 *HOT/Charlene to Ramona* just now getting to work would you like me to stop by today?

3.15.21 *HOT/Charlene to Ramona* going to be in a different district today so Trina is going to try and stop by she will give you a call to confirm

3.23.21 *Ramona to HOT/Charlene* Hi, this Ramona. I just called Faithful Fools # and they told me that the HOT team has to contact them directly.

3.23.21 *Ramona to HOT/Trina* called the Faithful Fools and the lady bit my head off. She said the HOT team has to contact them directly before they will help anyone. I

3.23.21 *HOT/Trina to Ramona* OK I will get on it

3.23.21 *HOT/Trina to Ramona* No problem I talked to them and they will call me back.

3.25.21 *HOT/Trina to Ramona* So the faithful fools can help you getting a smog and coalition on homelessness has a program to help get parking tickets dismissed so you can call faithful fools back about the smog <https://www.cohsf.org>

3.25.21 *HOT/Trina to Ramona* Try ECS again about the DMV fees

3.25.21 *HOT/Trina to Ramona* <https://www.projecthomelessconnect.org> See if they can help with repairs

APRIL 2021

4.30.21 **HOT/Trina to Ramona** You need to go to the dr and do what they need to so you can continue this fight and so you can be here for your kids!!!!

4.30.21 **Ramona to HOT/Trina** (showing her a screenshot of an appointment cancellation) Yes, I had to cancel my oncologist appointment because I am too afraid with the “poverty tows” starting today. Both my vehicles are vulnerable. And the “problem specialist” says I have to get accepted into an RV park somewhere BEFORE they will clear my tickets and pay DMV.

>>>>>>> **ECS/Regina calls on 4.14.21 to say City will help me** <<<<<<<<<

MESSAGES below are between me and problem specialist: Regina Abadejos, and the Manager of the RV Park (previous TEXTS were with HOT, the outreach team):

NOTE: First was the April 13, 2021 case management pre-conference call with Deputy City Atty Goldman, in which I explained how good I felt my case against the City and ECS under the Unruh Act is, the very next day ECS/Regina called to say I was going to be helped. April 14, 2021 is also the day I got the results of my mammogram, indicating I had breast cancer. I immediately relayed this to ECS/Regina. This should have been added into my “housing assessment score”, but wasn’t. Nor have I been given the reassessment I have repeatedly asked for, as these emails show.

May 2021

5.03.21 **Ramona to ECS/Regina** I am attaching DMV info. The tickets are the circled amount. ... The smog for the RV can be done at Golden Gate Auto Service on Silver and San Bruno for \$200 ... the repairs are mostly done. Please call me at your convenience.

5.04.21 >>> TEXT <<< **Ramona to ECS/Regina**

<https://humboldt.craigslist.org/apa/d/crescent-city-monthly-and-nightly/7311560456.html>

That’s the (affordable) RV park in Crescent City.

ECS/Regina to Ramona Ok please let me know once you find something to your liking and you are approved for move in. (with a thumbs-up emoji)

Ramona to ECS/Regina Yes, I will start on that right away. I will wait to hear back from you regarding DMV + smog fees once you have your meeting with Dept. of HSH. Thank you.

ECS/Regina to Ramona Sure thing.

5.19.21 >>> TEXT <<< **Ramona to ECS/Regina** I was able to complete your task: i.e. find a place that would accept me without meeting me. all I have to do is pass a Megan's Law check and bring \$890 to move-in. ... the site comes with water and electric. I told him you would be calling to check all this with him. have to get professional to finish the work before we can get smogged.

5.21.21 >>> TEXT <<< **Ramona to ECS/Regina** The owner/ manager of the RV park (Creekside Cabins) will be calling you today about holding a spot for me. Also. I have a mobile mechanic coming out today to give me an estimate to get the vehicles finished up and ready to be smogged.

ECS/Regina to Ramona Hi Ramona do you have a more recent ssi award letter that is dated within 2021?

Ramona to ECS/Regina I will look. Well, I didn't have anything more recent. So I took a screenshot of the bank's direct deposit from SSI. It says my name and last 4 ss#.

ECS/Regina to Ramona This is fine. Thank you.

5.21.21 >>> EMAIL <<< **ECS/Regina to Landlord of RV Park in Mendocino county**

Good Afternoon Jerry, It was great speaking with you today. As I mentioned, we are working with Ramona Mayon in order to assist her with a placement for her RV that would provide a housing solution. There are some documents we will need in order to review in order to begin the process of making a request for financial assistance. Would you mind sending me the following documents: W9, lease agreement, application? Once I have that for review, I will work on the next steps and let you know if the request is approved and when to expect payment.

5.25.21 >>> TEXT <<< **Ramona to HOT/Trina** has there been any word about the SFMTA homeless vehicles ticket-forgiveness program starting soon?

5.25.21 >>> TEXT <<< **HOT/Trina to Ramona** No but I will look into it.

5.26.21 >>> TEXT<<< **Ramona to ECS/Regina** I was able to get the mechanic Matt to come out and do a physical inspection without paying in advance. He has to send the estimate through the company so I hope to have that tomorrow latest.

5.28.21 >>> TEXT <<< **Ramona to ECS/Regina** If you could send me your email, I have the estimates for the vehicles. They are in a PDF.

JUNE 2021

6.1.21 >>> TEXT <<< **ECS/Regina to Ramona** Hi Ramona, you can send the estimates to my email at rabadajos@ecs-sf.org

NOTE: everything goes into emails henceforth, except text messages to HOT, duly noted

6.1.21 **Ramona to ECS/Regina** (sent two PDFs titled “The SUV Repair” and “The RV Repair”)

6.1.21 **ECS/Regina to Ramona** Thank you Ramona for sending these over. Are you waiting on additional estimates?

6.1.21 **Ramona to ECS/Regina** No, the only thing is for the smog inspection itself. The shop inside San Francisco that will do smog on an older RV. Golden Gate Auto service #415-330-0928 at 2380 San Bruno and Silver Ave. The RV smog is \$200 and the SUV is \$60. Both come with a retest if it fails.

6.1.21 **ECS/Regina** Got them, thank you.

6.1.21 **ECS/Regina to Landlord of RV park in Mendocino county** Hi Jerry, I received your

voicemail, thank you for getting back to me. I tried to give you a call back, but was not able to leave a message. Just to clarify, we do not need the lease to be signed to submit for payment, we just need a lease to show the terms of the agreement. Please let me know if you have any questions.

6.5.21 Ramona to ECS/Regina He says he can't "hold" the spot or send a signed lease until he receives the deposit and the first month rent (\$890). He said he planned to call you this week regarding that point. He still seems very positive about me joining the community. Mechanic (Matt) inquired as to when we would begin. There is surgery scheduled for June 23rd

6.9.21 ECS/Regina to Ramona Hi Ramona, It was great speaking with you today. As I mentioned I would, I tried reaching out to Jerry again but there was no answer. I will send him an email again shortly and CC as well. I'm CC'ing in the managers who will be continuing your support after my leave. Deneen Jones is the Manager of Mobile Problem Solving and Valerie Cepeda is the Associate Manager of Problem Solving who will be taking over the department. Please feel free to reach out to them if you have any updates to your situation, I have caught them up as to where we have left off. Best of luck to you!

6.9.21 ECS/Regina to Landlord of RV park in Mendocino county Good Afternoon Jerry. I tried to call you in regards to the lease and W9 for Ramona Mayon, but was unable to leave a message. We will need to receive the documentation in order to proceed with her assistance. Please let me know how quickly we can receive the documents in order to expedite the process. Also, I will be moving on from the position starting next week, so Deneen Jones and Valerie Cepeda will support Ramona moving forward. I have cc'd them here if you have any questions. Please feel free to contact me until then. Thank you and I hope to hear from you.

6.15.21 Ramona to ECS/Deneen TO WHOM IT MAY CONCERN: My friend drove up and got the lease papers. I sent them certified yesterday. Also attached is my denial for a ticket payment plan at SFMTA. It was because I was not the registered owner. attachments for DMV paperwork I went and got in person May 3. As I told Regina, y'all are going about this backwards. DMV needs to be paid first so I am able to get my home and

effects back from AutoReturn, should it be towed. in my opinion, as I told Regina when we first began April 15, the DMV should be paid ASAP. The SFMTA tows begin this coming Monday. Why aren't we getting ahead of this? I asked Regina and she said it was because the City "didn't want to do repairs unjustly". Well, if they tow the RV, then I will not be able to get it back. Where is the equity in that. The payment of DMV will entitle me also to a paper to legally drive the RV to smog it, as well as a paper that lets them sit unmolested on the street. The **smog place for an older RV is Golden Gate Auto Service** at 2380 San Bruno, SF 94134 #415-330-0928. RV cost is \$200 and SUV is \$80. They come with 1 retest. The **mechanic is still available. His name is Matt and his number is #415-657-6506.** he tells me he is ready to go to your office with his ID. **gas for the move** for the RV, the SUV, as well as the vehicle of my friend driving the RV to Willits. Also a new request for the purpose of this move. I need **AAA** so if anything goes wrong on the trip up, we have help. The service level that includes a 200-mile tow is \$129. I have been a "client" of HOT since Nov 16, 2020.

6.15.21 **ECS/Deneen to Ramona** My name is Deneen Jones on this email with me is my Associate Manager Valerie. I am taking over this case. I am also interested in **contacting the Property Manager** where your RV will be moved to while we meet with each other. I would like to **get him paid** get you moved on to the next chapter of your life which is **prioritizing your health.**

6.15.21 **Ramona to ECS/Deneen** Yes, please, come out anytime. RV is on Great Highway between Riviera and Santiago. Just let me know when.

6.16.21 (@ 2:12 pm) **ECS/Regina to Ramona** Hi Ramona, I was thinking of myself and Valerie coming to see you next Wednesday at 2.30 pm. **I can then give you Coordinated Entry for Alameda county. I am sure they can assist.** I would love to help however, I'm in the city and county of San Francisco and I have no privilege to housing or services in another county. We can definitely work on connecting you both to services at the same time when I come meet with you if that day and time works for you. Let me know and thanks for getting back to me.

6.16.21 (@ 5:59 pm) **Ramona to ECS/Deneen** **To Whom It May Concern: I need to know the**

process the Dept. of Homelessness has for appealing the denial of services. I need that information ASAP so I can put something in before close of business tomorrow (which is Thursday) since the SFMTA tows begin on Monday 6.21.21

6.16.21 (@7.14 pm) *ECS/Deneen to Ramona* We are not denying you services you are in San Francisco. That information was for you daughter whom you mentioned is in Alameda. We will be working with you when we meet with you on Wednesday.

6.18.21 *ECS/Deneen to Ramona* Hi Ramona. Thank you so much for mailing the documents. Valerie and I would still like to meet with you next week on Wednesday at 2pm. I looked over the paperwork and noticed that Creekside Cabins & RV Resort has not filled any documents. On the lease where it asks for the tenants name its blank. On the deposit sheet where it asks who will be residing in the resort, they left it blank and there are no signatures between yourself and the property manager. I attempted to call Creekside Cabin and no one answered. I was unable to leave a message because the voicemail was full. Maybe we can work on calling the owner of the Resort next week with you present. In terms of the vehicle does repairs need to be made on it. Traditional we do not offer an autobody/ car repair mechanic. It is the responsibility of the client to find a suitable shop to make repairs and we will pay the auto shop by means of a check. Do you have a car repair shop in mind? As far as the DMV goes are you the registered owner of the vehicle or do you have a roommate in the RV that is the licensed registered owner. I noticed the RV park wants clean registration, and I was hoping while the RV is in the repair shop, we can pay off the tickets. That way the RV won't occur (sic) any more tickets and will be in a safe place getting repaired so we can drive it to the Resort. We can discuss all this next week. My goal is still the same. To 1.) repair the vehicle 2.) pay tickets 3.) move in cost for RV park. I think that may be the safest way to pull this off without receiving more tickets. What do you think? I look forward to meeting you next week and I hope you have a great weekend.

NOTE: She was the direct recipient of the email I sent on 6.15.21 where I detailed how I wasn't the registered owner of the RV and that he (my husband, the registered owner) had died so for her to ask these questions indicates she didn't read the email I sent.

NOTE: The visit that Ms. Jones scheduled had me waiting uselessly for an hour-and-a-half with my caregiver, Mitzi Fata, who had her friend, Jerry, the manager of the RV park on standby to answer the phone, all waiting to clear up once and for all any doubts about what the move-in and payment process entailed. Ms. Jones did not show up. She did not call. She did not text. She did not email to reschedule. In fact, several texts with HOT to the plaintiff show that HOT had to assist in order to complete the interview, which finally happened on July 1, 2021. Ironic that the date of the appointment Ms. Jones casually missed was also the date of my first of three (3) surgeries that I had to cancel, in spite of having, by May 21, 2021, found both a place to move the RV into (sight unseen and with no rental history) and a mechanic who would be able to get both vehicles through their smog process. Professional estimates were in June 1, 2021.

6.27.21 **HOT/Trina to Ramona** I found my phone how did it go Wednesday?

6.27.21 **Ramona to HOT/Trina** Hi! Well.....no one showed up or called.

6.27.21 **HOT/Trina to Ramona** Wooow ok I'll be by tomorrow.

6.28.21 **HOT/Trina to Ramona** No that's y I called but I talked to Deneen and she's coming tomorrow what's a good time for you?

6.29.21 **HOT/Trina to Ramona** I haven't heard from Deneen but she did say that you need to get that RV to a shop and stay in a shelter til it's fixed

6.29.21 **HOT/Trina to Ramona** We will come b out there at 200 I haven't got in contact with Deneen yet

6.29.21 **HOT/Trina to Ramona** Deneen says we can do it Thursday at 1100 is that ok

6.29.21 **Ramona to HOT/Trina** Sure.

JULY 2021

7.1.21 **HOT/Trina to Ramona** We will be there at 1130 I can stay for a minute but I have a meeting at 1230

7.1.21 **Ramona to HOT/Trina** All good. And thank you so so much for making this meeting happen. I know you put your bones out there to make to drag her out here. Ohhhh and I took down the bigger sign so as to NOT insult her.

7.1.21 **HOT/Trina to Ramona** Hey Ramona we are on our way should be there in 15-20 minutes

Emails begin with ECS/ Deneen and company

7.1.21 (@ 1.55 pm) **Ramona to ECS/Deneen** To follow up on our visit, as you requested I immediately called my caregiver (already up at Creekside), Mitzi Fata @ #415-902-0986. The cell # of the property manager, Jerry, is 707-459-2521. I told her about Jerry not (really) wanting me to move in and she disagreed with that assessment. I reached out to the mechanic, so he is waiting for your call. #415-657-6506 No problem with getting started ASAP. The smog place that will do an older RV (plus SUV has to be done too at same time --- I will drive SUV and mechanic RV) is Golden Gate Auto Repair 2380 San Bruno Ave, San Francisco, CA 94134 [Phone: \(415\) 330-0928](tel:4153300928) I am thinking about what you said, once we leave there (the smog place), I can simply get the mechanic to drive the RV to another neighborhood, as you requested, while I wait for the next stage, but I don't think Bayshore is a good idea. It's kinda scary for a woman alone out there - maybe if I had a dog, I would, but definitely can park in a new neighborhood. At DMV, the cost may be wildly different because those first figures were done on May 4 and more tickets since then. I think that may take two trips to get the sticker done (is it at all possible, maybe there someone who can get the transfer papers from me and go do it? Because I am having a real hard time standing more than 10 minutes these days...side-effect of the cancer, says my oncologist...but if I have to I will...anything to get out of here). Looking for a driving service next. Plus I changed over the RV insurance to my name in preparation of going to the DMV. Please see attached proof of ID card plus the first screenshot shows the policy is good into 2022. Finally, I checked on the portable ACs on Amazon and my goodness, you certainly nailed the prices. Thank you again for coming in person. I appreciate your time.

Sincerely, Ramona Mayon

7.1.21 (@ 2:30 pm) **ECS/Deneen to Ramona** This is perfect Ramona thank you!

7.7.21 **ECS/Helen to Ramona** Attached is our FAA.

NOTE: This is a form that I was *first* told in phone call of 7.7.21 that the Landlord had to provide. No mention of it had been made during the May and June emails between the worker Regina and the Landlord. FAA stands for “Financial Assistance Agreement”.

7.7.21 (@ 9:14 am) **Ramona to ECS/Deneen** I spoke to the mechanic, Matt, last night and he said he would be sending you an email with a couple of ways to get the contract started and pay him. please pay through the escrow system. Also I downloaded the paper (*i.e. the FAA*) for the landlord and will give it to my caregiver on Saturday but at least now we have clarified for the government that I have absolutely been accepted somewhere. I need help navigating their (*SFMTA*) process and no one at HOT or ECS or, for that matter, HSH knows about it. These tickets are a huge hurdle to stability for me. Also, for the purpose of what I am to write to the government appeal, I am wondering - and again, different agency - why do I not qualify for the Rapid Rehousing rental subsidy, in light of my rather dire health issues. I am looking at hospice options and I started wondering why this is not a part of my housing assessment. I understand your work is as a problem specialist, so its not the same funding matrix, but I am curious how one accesses these rental subsidies I read about. How is it I don't qualify, is more the question. I got the official diagnosis on April 14. I was assessed in Dec. But according to Trina (HOT), I can't be reassessed until late July. I think somehow this important piece of information is being left out. How can none of this be a factor in my need for housing help in a pandemic that has torn my life apart? CARES Act funding was meant for this. my health care on hold for seven (7) months because I have to always be inside the RV to prevent it from being towed.

7.7.21 (@ 9:54 am) **ECS/Deneen to Ramona** Good Morning Ramona, Thank you for all your hard work. I will go through the service so I can get a receipt that will be turned into the City. If you can get Creekside to fill out the docs we will be rocking and rolling. Look forward to hearing from you

7.7.21 (@ 3:37 pm) **ECS/Deneen to Ramona** (email subject line: HSH Grievance)

Hi Ramona, SFACES@ECS-sf.org leslie.bilbro@sfgov.org jimisha.baker@sfgov.org

7.8.21 **Ramona to "Grievance"** (i.e. the email addresses that JONES gave to me 7.7.21 above)

My problem specialist, Ms. Jones, gave me these three emails 7.07.21 so I could explain why including my 2000 Oldsmobile SUV repairs/ DMV is as essential to resolving homelessness as the RV repairs/ DMV is. I am 60, widowed a year ago, officially disabled by SSI (mobility issues) which is my only source of income. April 14, 2021 I was diagnosed with breast cancer which requires surgery, which has been scheduled and cancelled twice due to having nowhere safe to recover (it's actually going to be three surgeries, not just one, plus multiple pre-op appointments). While it is possible for me to drive the RV to do errands or go to grocery shop, as most rural areas have large parking lots, this is not the case for my health care without it (SUV), I have no way to seek treatment. As I expressed to Ms. Jones, I feel like I am being treated to a different standard than other recipients of CARES Act funding that is expended to help them escape the effects of the pandemic. I am forwarding my email to her (sent today 7.8.21) so I can be sure to fulfill this necessary step of the required in-house appeals process. I need the 2000 Oldsmobile SUV as "necessary for medical treatment if a specific or regular medical problem" 20 C.F.R. at 416.1218(b)(1) and to maintain my autonomy as I face a life-threatening disease 160 miles from my medical care facilities. The SUV is essential to this Resolution plan and I respectfully ask that its repairs and DMV cost be approved upon reconsideration.

7.8.21 **HSH/Jimisha Baker to Ramona** Hello Ms. Mayon, I'd like to discuss this with you further. I'll give you a call at the number you have on file with ECS, I can also be reached at the number listed below.

7.9.21 (@ 12.12 pm) **Ramona to HSH/Jimisha Baker** Dear Ms. Baker, Thank you for your call yesterday. I have attached the documents and information you need. First, my driver's license and then insurance in my name on both vehicles. The DMV information was obtained on May 4, 2021 I am listing the tickets themselves first RV tickets \$2840 SUV tickets \$2227 (included another infraction at Bay bridge for \$124)

As of May 4, 2021 DMV:

RV \$ 1226 + \$15 transfer fee

SUV \$865 + \$15 transfer fee

Once the vehicles are repaired, Golden Gate Auto Services, 2380 San Bruno Ave, SF #415-330-0938 (this is the only place in town that will smog an older RV). Smog voucher for RV \$200 and SUV \$100 Repairs (attached estimates): RV \$1420.24 and SUV \$684.19 There are two other final expenses I need to bring up. One I already mentioned to Regina which is to renew my AAA (\$129) the RV tanks are full and I need to empty them before I go up there huge weight issue and will contribute to stress on the vehicle. The biggest service online <http://www.honeybucket.com/rv-pumping> charges \$200 to do it. the total move-in costs for the RV park are \$890 I am truly grateful for this help to save my home, my sanctuary, as you will see in the photos (*attached*), it means everything to me. Please let me know if I can send anything else.

7.9.21 (@ 12.25 pm) **HSH/Jimisha Baker to ECS/Deneen** Hi Deneen, I'm passing along the information that was sent by Ms. Mayon today. Whatever you need from me to make this happen, let me know.

7.9.21 (@3.11 pm) **Ramona to ECS/Deneen** Dear Ms. Jones, I just wanted to let you know I printed out the form you sent (*ie. the FAA*) and I bought a priority envelope with tracking I had a very nice talk with Ms. Baker yesterday and sent her all the things she requested.

7.9.21 (@ 4.06 pm) **ECS/Deneen to Ramona** Hi Ramona, this is good stuff. I will be contacting Matthew's supervisor so that we can work out if he will take a check or credit card. Along with his receipt (*sic*) and reporting so I can turn that into Jimisha at HSH.

7.9.21 (@4.07 pm) **ECS/Deneen to Ramona** Yah!!!! Thank you, Ramona! I feel so excited because I know this is going to work.

7.10.21 **Ramona to HOT/Charlene and HOT/Trina** (attached photos of SFMTA officer who ticketed me in spite of showing him file where I am working with HSH and ECS) I know you are off today but this just happened. He was so sarcastic. Just really mean. “Why do you think I am here?” I showed him the file where ECS is working with me. He looked at them and then ignored it. He was so sarcastic.

7.15.21 **Ramona to ECS/Deneen** #1) I spoke to Mitzi (my caregiver) and they got Jerry to sign the paper he was cussing up a storm too word government cursed repeatedly why is this man so angry? #2) I wanted to lay out how the payment works for Matt at mobilemechanics.com when the time comes (detailed, step-by-step instructions given) #3) On Saturday I had a disturbing encounter with an SFMTA Parking Control Officer ... very aggressive ... wouldn't put his mask on. I need to make a decisive move on my health care. It has been on hold long enough.

7.22.21 **Ramona to ECS/Deneen** Hello Ms. Jones, The paper from Jerry arrived last night. I will go now to mail it to you. I am attaching a photo of it.

7.22.21 **ECS/Deneen to Ramona** Good AM Ramona, Most amazing. Can Creekside mail you or myself whoever they feel most comfortable with the W9 so we can seal the deal on this and get payment made. Once I pay him, I can pay the mechanic. When the mechanic is paid, I can meet you at DMV and pay off registration, give you gas, food, amazon gift card, and bid you a farewell. Thank you for all your tireless work, Ramona.

7.27.21 (@ 10.42 am) **Ramona to ECS/Deneen** please find attached photo of W9, which my caregiver Mitzi dropped off this morning.

7.27.21 (@ 10.48 am) **ECS/Deneen to Ramona** Oh, my goodness Ramona this is amazing. Once I get the completed application in the mail, I will begin to put the package together so we can pay him the move-in funds which would be the deposit along with 1st month. HSH may allow me to pay an additional two months of rent if we can get this moving along quickly. Once I have completed the move in paperwork I would have established your new residence and will be able to

pay the mechanics boss with the credit card. Thanks Ramona.

7.27.21 (@ 11.10 am) **Ramona to ECS/Deneen** **The completed application?** Is that the FAA form? I sent it a couple days ago (certified). Is the application something different? I had a **Zoom meeting with my doctor in Antioch today.** I am a little shook up from that. I really need to get moved soon so I can do surgery. I am so anxious I can't think straight. That's why I am worried about the "completed application" - is this something I missed I should have done?

7.27.21 (@ 11.16 am) **ECS/Deneen to Ramona** **The FAA form, the W9, and the owner's pre-approval letter.** That's it.

7.27.21 (@11.19 am) **Ramona to ECS/Deneen** **I don't have a pre-approval letter.** I don't even know what that is. My heart is just pounding right now. Jerry won't give me anything else.

7.27.21 (@11.31 am) **ECS/Deneen to Ramona** Well, **let me look at the FAA and call Jimisha.** She may accept it. The Property Manager when I last spoke to him stated he can make one. I will contact him again. Don't worry it will all work out I am sure of it.

7.30.21 **Ramona to ECS/Deneen** **I just called Jerry at Creekside** as I was worried I hadn't heard back from you. He is in New York on vacation for the next ten days. He said, quote, come on up whenever you want, tell them to mail me a check. End quote.

AUGUST 2021

8.2.21 **ECS/Deneen to Ramona** Good AM, I was sick on Friday apologies. **I will check with the front desk and see if I received any mail.** Last I checked I haven't. **I will also call Creekside to check on the W9.** Jimisha has been busy however, I will check in to see if she has time to talk about if we can move forward once the W9 is here.

8.2.21 **Ramona to ECS/Deneen** Good morning, I am sorry to hear you were ill. **I have extra copies of both documents** Maybe Triana from HOT could stop by and collect the copies, since you are under the weather.

8.2.21 **ECS/Deneen to Ramona** I feel much better now thank you. **Let me look at my schedule I may be able to come see you Wednesday for 11am.** Give me one sec to confirm.

NOTE: She did not show up nor make an excuse or reschedule. On Aug 5, Trina from HOT came at my request to take Ms. Jones the FAA and the W9.

8.4.21 (@ 12.21 pm) **Ramona to HOT/Trina** Hi. It's Ramona. I was wondering if you could remind Ms. Jones that we had an 11am meeting so she could collect the landlord's W9 and the FAA. I mailed them but they never showed. On Monday I asked her if maybe you could pick them up, but she made this appointment instead.

8.4.21 **HOT/Trina to Ramona** I'll be by we've been really busy I'm sorry I haven't been by but I will come tomorrow.

8.5.21 **Ramona to HOT/Trina** Thanks so much for coming for the papers. Plus I always feel better after our chats.

8.16.21 (@12.58 pm) **Ramona to ECS/Deneen** Ms. Jones, please explain the reason I have been denied. It has been two weeks since you last emailed me and three weeks since you said you would talk to Ms. Baker regarding the new paper you need (i.e. owner's pre-approval letter).
... On Aug 5, 2021 HOT (Trina and Matt) picked up the papers (FAA and W9). That was 11 days ago. I would remind all reading this that I had to cancel the mastectomy (scheduled June 23rd) because of these papers you needed. Why have I been denied? And if not denied, what is going on?

8.16.21 (@ 1.09 pm) **ECS/Deneen to Ramona** Hi Ramona, Who told you that you were denied? The paperwork picked up by Trina was given to my director John Warner. I have been between two offices so he has been attempting to contact Creekside to see how we can work out the check and where it should be mailed to. We will be turning in the paperwork to Jimisha so that she can see if she agrees with it since she is the City and County and it is there (*sic*) funds not ours.

8.16.21 (@ 1.12 pm) **Ramona to ECS/Deneen** It's the amount of time that informs me.

8.16.21 (@ 1.42 pm) **Ramona to ECS/Dennem** (*I describe the hate crime that happened to me the night of Aug 7-8*) There is definitely damage to the roof. I can't get up there but my caregiver

Mitzi did and there's dozens of tiny holes. It's going to need some cans of sealant applied. I don't know how much that costs - or how much is needed - but it can be bought at Home Depot or Amazon. My husband always did it. I got someone to come help me start it and I was gone by 9am. The RV needed the usual squirt of starter fluid to get it going. I am now parked at 1234 Great Highway in front of the motel.

8.16.21 (@ 2:06 pm) **ECS/Deneen to Ramona** The amount of time is processing for us. You must be told by a worker or Jimisha that you were denied. I know this is not moving as fast as any one of us would like it to but please do not come to your own conclusions. Allow the program workers to continue to call and leave messages for Creekside because that means we are working on it. If Creekside was more communicative with us and the government, we would've been (sic) paid the move in cost and moved on. That is the holdup at present.

8.16.21 (@ 2:27 pm) **Ramona to ECS/Deneen** Could we please deal with the vehicles now, so at least I can go to my medical appointments, continue the tests the doctor needs done, and get things going with the chemo? I am scared to even go to the grocery store or the post office for fear of seizure.

8.16.21 (@ 2:36 pm) **ECS/Deneen to Ramona** Hi Ramona, I cannot touch the vehicles per Jimisha from HSH until Creekside consents on receiving the check and you can move in. Right now, they are unresponsive, and they are the whole resolution. We are here to permanently house you. Moving your cars to another location on the streets is not housing you. You are (sic) residing on the streets is the biggest problem we have. I will call Creekside now and tell that they are holding up your medical care and we really need them to be proactive so that we can resolve the homelessness and then take care of the tickets moving fees and Amazon gift card for the air conditioner. Thank you.

8.16.21 (@ 2:39 pm) **Ramona to ECS/Deneen** What is it that is needed from Creekside exactly?

8.16.21 (@ 3:08 pm) **ECS/Deneen to Ramona and RV Park manager** Hello Creekside, It was nice talking to you a moment ago, Here is the Intent to Rent the last form needed to be filled out by you and Ramona so that we can move forward with the payment. Creekside, please fill out your portion of the attached document. Once you have completed it, please email it back to me and CC Ramona. Ramona, once Creekside has filled out their portion, please print out what they have sent back and signature (sic) it. You can email it back or ask Trina (whom I added to the email) to bring

it to me. I added our government funder so she can look over everything. Once we have the move in secured, we can move forward with the one vehicle Jimisha approved and the tickets with the gas and amazon gift card. Thanks all.

8.16.21 (@3:22 pm) **Ramona to ECS/Deneen** I did speak to Ms. Baker and she approved both vehicles being repaired because I need to be able to use it for going to medical treatment and to get some extra income going. Furthermore, I will not be allowed to keep any unregistered vehicle (RV or personal) in his park. As for the new required document from Creeksode what is the difference between that and the FAA already submitted? A court of law will see those documents side-by-side and see them as asking for the same thing.

8.16.21 (@ 3:26 pm) **Ramona to ECH/Deneen and HSH/Jimisha Baker** (sent a separate email with the email from Ms. Baker of July 9, 2021 in which she specifically told Ms. Jones to move ahead; in that conversation on phone and in email, we discussed the need to conserve the SUV for medical transportation).

8.16.21 (@ 3:33) **Ramona to HSH/Jimisha Baker and ECS/Deneen** To Whom It May Concern: I do not understand what is going on. I have breast cancer and treatment is being excessively delayed.

8.16.21 (@ 3:34 pm) **ECS/Deneen to Ramona** The rent intent is blank that needs to be filled out by Creekside.

8.16.21 (@ 3:39 pm) **ECS/Deneen to Ramona and HSH/Jimisha Baker** FAA is us agreeing on the funds and the rent intent is an agreement between you and the landlord and they agree to rent to you. If Jimisha agreed for both of the cars, then thats fine she can let us know that when we are finished with the rental docs.

8.16.21 (@3:49 pm) **Ramona to ECS/Deneen and HSH/Jimisha Baker** Ms Baker sent you the information re. both vehicles on July 9, 2021 five weeks ago. The language in the documents ask for the same thing from the same person.

8.16.21 (@4:09 pm) **ECS/Deneen to Ramona and HSH/Jimisha Baker** Ramona, please let me handle the intervention. You are in the loop of the process. Creekside will fill out the form I requested and we will move forward from there. Thank you.

8.16.21 (@ 4:12 pm) **HSH/Jimisha Baker to Ramona** Hi Ramona, Deneen is correct, in order to include the vehicle in the assistance, it must result in ending your homelessness. This will be accomplished through the property manager completing the forms that were sent their way. If there

is anything you can do to expedite the process on their end that would be great. If there is anything I can do, please let me know. My number is listed below. Thanks.

8.16.21 (@ 4:18pm) **Ramona to HSH/Jimisha Baker and ECS/Deneen** Hello Ms. Baker, I am already working on that paper, with my caregiver, Mitzi Fata, who is already up there. Can we clarify if my car will be assisted in the resolution, as we discussed over the phone, so I can have a way to get to medical treatment and earn extra money, in order to be able to pay the rent/ electric?

8.16.21 (@4:34) **Ramona to ECS/Deneen** (sent an email titled **Ms. Baker called** following the immediate phone call from Ms. Baker as established by the two screenshots showing a phone call from her number in middle of this email chain) **She was kind enough to let me know that both vehicles are to be included in the case.** (I attached a screen shot of the 1.29 minute phone call from Ms. Baker's number).

8.20.21 (@ 7.59 am) **Ramona to ECS/Deneen, HSH/Jimisha Baker, and HOT/Trina** (email subject line: **Intent to Rent paper is here**)

Could Trina come pick it please? I am at 1234 Great Highway (crossroad is Lincoln). Also, I am no longer sure if Matt is available because he didn't answer my last text message of July 30. So he needs to be called beforehand, to ascertain if he still wants to do the work. **On Aug 16, around 4:30 pm, Ms. Baker called to affirm the Oldsmobile is part of the Resolution plan.**

8.23.21 (@12:21 pm) **ECS/Deneen to Ramona, HSH/Jimisha Baker, and HOT/Trina**

YAH!!! Trina I am at the office today and Tuesday. I can receive it. Thank you.

8.27.21 **Ramona to HOT/Trina** Hi. it's Ramona. **Did you get a response to your email to Ms. Jones?**

8.27.21 **HOT/Trina to Ramona** No, I think she wasn't in today. I called but no response.

8.27.21 **Ramona to HOT/Trina** Thank you. Enjoyed the visit. Always helps.

8.30.21 **Ramona to HOT/Trina** Omg. The breast surgeon just scheduled an involuntary teleconference with me for tomorrow at 4 pm. Didn't even ask. I just got a notice. **Any word from Ms. Jones?** I am seriously thinking about giving the dr her phone number.

SEPTEMBER 2021

9.2.21 **Ramona to HOT/Trina** Hi, it's Ramona. **Any word from Ms. Jones about my case?**

9.3.21 (@11.20 am) **Ramona to ECS/Deneen and HSH/Jimisha Baker** (email subject line: Mayon RV move to Mendocino approved???)

The **breast cancer surgeon made an unexpected teleconference call to me** a couple of days ago and the cancer team's social worker wants to help. They all want to know when can I be operated on? And that's a question only you can answer. Be informed, however, I have a **new lump, but it's on my neck and it's painful** and it's getting big quick. Dr says breast cancer may have metastasized there already. If so, I don't have long to live. This delayed treatment, (*attached infographic with source*) means every 4 weeks that treatment is delayed, my chances of dying from this is 10% higher. In other words, since I started being actively assisted by ECS, who called me back on April 14, 2021 (coincidentally the same day I got the mammogram), it's been 140 days, or 20 weeks, so my death is 50% more likely than if I had been able to have the mastectomy scheduled on June 23, 2021. My life span is being actively endangered by this delay. It also hurts my dignity, this official disregard for the constant anxiety I am in, because of this confusing process to get assistance. I am uncomfortable even emailing you after the last response on Aug 16, but you have to be informed that I am much. Much sicker (and physically weaker) than I was when I was first accessed Dec 29, 2020. **I need a reassessment by HSH, which HOT said can only happen every six months. It's been 9 months.** The plan needs to be changed to include **hospice care**, instead of the originally-planned treatment. #1) At the very least, I need **funds for a 2nd person on scene the day of the work, to help me move my personal stuff for the mechanic to remove hazardous items**. I have zero upper-body strength. #2) I need to talk about buying **roof seal**. Fire works caused real damage. Same person in #1 has agreed to do **roof seal for \$200 labor** (a service charges upwards of \$800 **plus roof seal is approx. \$380**) #3) I located the **mechanic. He is still on**

board. #4) I could literally be up in Mendocino by Wednesday or Thursday, latest by next weekend. And Jerry sent the message that “my” spot has already been cleaned out. That’s another thing. **How long does the City expect Creekside to hold open that site for me?** Or is that the plan? Delay until he rents it to someone else and I get zero assistance and you have to put me in an SRO in the Tenderloin. Jerry told me May 21, 2021 that I was welcome. That hasn’t changed. On **Aug 20, 2021 Trina from HOT picked up the “Intent to Rent”**: 15 days ago. On **July 26, 2021, Trina from HOT picked up the W9 and FAA.** At that time, we should have been informed I also needed the “Intent to Rent”: 40 days ago. On **June 1, 2021 all the info. re. place to go and professional repair estimates was given to Regina**: 95 days ago. Trina from HOT stated her last visit here that she asked you if there was anything else that you needed from me and she said you said “No.” It’s been 15 days since you got the “Intent to Rent”. Those fifteen days delayed treatment means my chance of dying went up 5%. Please inform me when (or if) this move is going to happen because I have to talk to the social worker for my cancer team today.

9.3.21 (@ 11:45 am) HSH/Jimishi Baker to Ramona Good Morning, Ms. Mayon, I’m sorry to hear about the status with your health. I understand how that can be very stressful given all that’s going on. **I’ll look into the status of your request and someone will get back with you today.**

9.3.21 (@ 11:52 am) Ramona to HSH/Jimisha Baker Thank you for responding. **I feel abandoned.** I can’t stop crying since talking to the doctor. My face is all swollen from it. I am hoping writing would stop the flow of tears.

9.3.21 (@ 11:55 am) HSH/Jimisha Baker to Ramona I’m sorry to hear that. **I’m positive that you haven’t been abandoned and rest assured that you’ll receive a update.** For now please focus on yourself and allow me to check in with ECS about the request.

9.3.21 (@11:55 am) ECS/Helen to Ramona Hi Ramona, I am so sorry to hear about everything that has been going on. I am going to make sure that I work as quickly as possible as this is much (*sic*) time sensitive. My name is Helen. I’ve talked to you in the past but I wanted to follow up with you. I am the lead with the Flex Fund requests here at ECS, **I will be working with Deneen side by side to ensure we get this done as soon as possible. Deneen and I will be meeting on Tuesday to further discuss the details for the request that we be expediting.** Just for a little context, our office closes at 1 pm today and due to the holiday, and we will be closed on Monday; we will be back in the office on Tuesday. **Deneen will be working on the mechanic side of things for your RV.** Thank you so much for your patience, Ramona. Speak to you soon.

9.3.21 (@ 12:26 pm) **Ramona to ECH/Helen** Thank you. I didn't even realize about the holiday. Then I will wait to talk to the cancer's team's social worker after, when I feel more solid.

9.7.21 (@ 10:07 am) **ECS/Helen to Ramona** Good morning Ramona, I gave you a call and left a message but I want to follow up via e-mail as well. Deneen and I are meeting and working on your request and I noticed we don't have your proof of income, is it possible for you to send me via e-mail your SSI award letter? We've also reached out to the mechanic, but were unable to get a hold of him, so a voicemail was left - I am hoping that we can touch base with him soon, as well. Thank you.

9.7.21 (@ 10:49 am) **ECH/Deneen to Ramona** Hi Ramona, I left a message for the mechanic a moment ago. I am attempting to get in contact with him to set up a time frame for him to come out to and begin work. Also, I looked at the website you found him from which is <https://mobilemechanic.com/how-it-works> and I cannot locate how to pay Matthew Faivre. We are ready to go with this resolution. Helen is only waiting for your proof of income. I can come pick it up the proof of income if you have it on hand. We are ready to go with this resolution. Helen is only waiting for your proof of income. I can come pick up the proof of income today if you have it on hand. Also, we need a time when you're available to go to DMV and SFMTA to pay fees and tickets. Helen and I attempted to call you so we can work out these details. If you can let us know a good time, we can talk about how we will coordinate to get things done I would really appreciate it. 9.7.21 (@ 10:59 am) **Ramona to ECS/Helen, ECS/Deneen, and**

HSH/Jimisha Baker Good morning, I am having trouble keeping my phone charged because I have to turn it off to charge it. Plus the battery is draining rapidly, so its always off, being charged. **Attaching screenshots of what I sent Regina on May 21, 2021.** If you need the copies of actual paper, I can mail them or give them to Trina from HOT. Re. **Mechanic Matt, his new phone number is 1-650-669-2759** The process for paying him is through the account set up at www.mobilemechanics.com with user name: ramonamayon@yahoo.com password: holyghost123 click on menu bar and it shows "my projects" where there are two projects, one for RV and one for SUV. Click on each separately to pay for that project. Click "Hire me" which carries through to a credit card page. The support number for the company is 1-888-391-MECH or support@mobilemechanics.com There is a new problem, I wrote about in last couple of emails. I

suffered an extremely intimidating 3-hour hate crime on August 8, which is why I had to move the RV where it is now, on the corner of Lincoln and Great Highway. Men stood outside my house from 11 pm til 2 am and yelled at me for being there so long and set off fireworks right by the RV. There is visible ember damage on the roof. They live across street and just had enough of me there. Just the short drive over here, pieces of roof were coming off, I could see in rearview mirror. It needs 5 gallons of Roof seal from Home Depot and I have a (homeless) person who will do it for \$200. He would have to be paid cash in person. His name is Cee and he is known to Trina from HOT. I asked her and she automatically gave a good recommendation for his character. He lives in one of the SIP hotels. He will also help me move things to get ready for mechanic taking out the hazardous appliances and broken floor pieces. All the other "moving pieces" of the Resolution are in previous emails but I can't handle the removal of stuff problem alone. Physically alone, I mean. The thought of all effort needed, and me barely walking now, all this has me just weeping again. I have no strength left.

9.7.21 (@ 11:05 am) **Ramona to ECS/Helen, ECS/Deneen, and HSH/Jimisha Baker**

I'm sorry my phone is malfunctioning today. My last email has info for Matt. Anytime is fine for DMV but I am going to have real trouble standing in line. That's going to be a problem. Plus also very worried about having cancer and being in a crowded place like DMV. The pandemic is surging, while I am more or less 100% isolated as I am not vaccinated nor do I plan to be.

9.7.21 (@ 11:20 am) **ECS/Deneen to Ramona, ESC/Helen, and HSH/Jimisha Baker**

Hi Ramona, Helen was able to see your tickets online so we will pay that here with the credit card. She's looking into the DMV right now to see if we can pay them from here, we will. I am on the phone with the mechanic now so we are getting the info on his supervisor so we can pay him with the credit card now. Thanks for the income, Helen can package together the move in funds paperwork now.

9.7.21 (@ 11:28 am) **Ramona to ESC/Deneen and ESC/Helen**

Please note, there is this ticket from the bridge that has attached too. This will be a hold up at DMV I am sending photo of the info. I have been paying these as I go but these I missed paying and it became a ticket.

9.7.21 (@ 11:20 am) **ECS/Deneen to Ramona and ESC/Helen** Thanks for this. We factored this into the ticket balance. Helen was online with the DMV and has your VIN and Registration number but could not locate your vehicle. This may be an area where we must meet at DMV to

complete. We can look into that once we get the repairs done. Talked to Matthew and he said that he can only see the Oldsmobile but cannot see the Ford RV on the website. Can you please update the mechanic website for the Ford and talk with Matthew about dates then contact me so I can call his supervisor Jordan and have Helen pay with the credit card. Matthew said his schedule is open and he can start ASAP. He gave an estimate of a week to repair so we should move quickly.

Thanks Ramona

9.15.21 (@12.20 pm) (email subject line: Check in) **ECS/Helen to Ramona and ECS/Deneen**

Hi Ramona, Hope you are doing well. Since we last communicated, I wanted to let you know that for the DMV, I personally am unable to locate any information online, (I am not 100% sure why) but I wanted you to know that we are actively working on finishing this resolution for you. I wanted to reach out to you to see if you can do the following things: (1) make an appointment for the DMV to figure out how much the fees are and also change the title of the vehicles to your name. You can more than likely make an appointment online at: <https://www.dmv.ca.gov/> and (2) since you have those tickets from SFMTA if you go to the following link and submit the application: <https://www.sfmta.com/citation-waiver-people-experiencing-homelessness>. Since you are active with our Access Point, you should be eligible for their program to either get a one-time waiver on all open parking ticket citations or remove late penalties on parking citations. I will be out of office tomorrow and Friday, so come Monday – I will check back in with you. Thank you and have a good day.

9.20.21 (@ 8:19 am) **Ramona to ECS/Helen** (email subject line: DMV + SFMTA) **The**

attachments show: #1. No appointment can be made for vehicle registration. #2. The documents I obtained on May 3 for Regina - re. current prices.....at the time, I wasn't as sick as I am now. I cannot go stand in line for 2 hours. When this was first discussed with ECS (Regina), it was laid out that in order to complete this step, the ECS employee with the credit card would collect the paperwork from me, including the transfer of title paper, and that ECS employee would go pay in person, without me. At that time, I would only receive the temporary paperwork that lets me drive it to be smogged. Once smogged, I would have to return to DMV for the stickers. #3. The tickets at SFMTA were not able to be cleared because only the registered owner is allowed to do the program. Attached denial from SFMTA. #4. Today is exactly a month since I

gave the "Intent to Rent" paper to Trina from HOT and 18 days since I complained to HSH about the delay to my surgery. The lump on my neck has now increased to the back and now seems to be going to other side, too. I cannot leave the RV to go it looked at because I am all too aware of how the unregistered/ excess ticketed vehicle homes are being towed as soon as they are not occupied. #5. Also attaching the current medical papers. **My diagnosis is serious enough to be included in my re-evaluation,** because I did not have it back in December, when I evaluated for housing. At the early July meeting, Ms. Jones refused to take the paperwork citing privacy concerns, but this paper with a full diagnosis would put me in another division of HSH.

9.29.21 **Ramona to HCH + ECS + HOT** Hello all, Its been 23 days since Ms. Jones and Ms. Cartagena last worked on my case. No one has been in touch with me since Sept 15. My last email was Sept 20 to Ms. Cartagena. On Sept 7, there was a flurry of emails but nothing actually happened. The mechanic was called but not actually hired. The last document needed ("Intent to Rent") was given to HOT (Trina Branch) on Aug 20, more than a month ago. Even earlier than that, the original paperwork from the landlord (FAA and W9) was in on July 28. This is kinda getting obvious, y'all. Soooooooooooooo in that spirit, I have **assembled all the email and texts from ECS and HSH into one document** so as to be able to read it easier, then I extracted the "action phrases", even colour-coded them (blue for what I have done and/ or asked for and pink for ECS for what they have promised to do and/or asked me to do). I have attached the 25-page document (mind you, these are just excerpts as the original set of emails was over 70 pages long). After a long study of our 9-month correspondence, all the emails from ECS do SEEM to solidly indicate that I am receiving services. Then why am I being ignored? What am I doing wrong? And what do I do about it? Delay IS denial, and in my case, deadly. I **must** begin getting treatment for my cancer. If you check the emails this one is being sent to, I include all of ECS email addresses I could find online in order to make sure that I appeal properly. It's a very opaque process, I must say. As I read it, one must fully confront the "service provider" first, then send it on, in written form to HSH, then one is cleared to go to court and so forth after the 45-day internal review at HSH. Thus that is the purpose of assembling the back-and-forth between us: the rules says it has to be a written grievance. By no means do I expect ANY of you to either read it or respond. Sincerely, Ramona Mayon (taking up my blogging again @ <https://www.ramona-mayon.com>)