

**Times I Attempted to Appeal (or just resisted their procedure)
>>> everything in italics is what I wrote to City or ECS-SF <<<**

Epoch One: from page 1 to page 12 with Regina Abadajos (RA) at ECS-SF

June 7, 2021 email to RA at ECS-SF (page 3) where I write that I am scheduled to have a mascetomy on June 23, 2021:

I am having a hard time getting anyone to see that it's essential that I have to have an actual place to recover before I can begin the (3) surgeries.

Epoch Two: from page 12 to 58 with Deneen Jones (DJ) at ECS-SF

June 15, 2021 email to new worker DJ at ECS-SF (page 13 - 14) asking for things to get moving so I can get on with getting treatment. I detail the plan, due to having been assigned to a new worker.

I have been a "client" of the HOT team since Nov 16, 2020 so all this is known. I just feel that getting a new social worker, all this needed to be said again, this time in writing. I don't feel like this is going well at all and I needed to say that out loud.

June 16, 2021 email to DJ at ECS-SF (page 15-16) asking for appeals process. She replies it is not necessary because I have not been denied services.

July 1, 2021 email to DJ at ECS-SF (page 28-29) where I flatly refuse to move to the Bayshore neighborhood once repairs are done (this was in response to her verbal request at the visit the day before - tape @ <https://youtu.be/Xgmhx3sOPoQ>)

July 7-9, 2021 emails (pages 29 to 36) following the recorded phone call with DJ at ECS-SF <https://youtu.be/raaJJB42MzI> where she tells me there is a new, additional paper I need to get as well the second vehicle was denied assistance and I needed to discuss it as a "grievance" with others, whom she gave the email addresses of. In July 7, 2021 email I was clear directly to DJ at ECS-SF that I wanted to be reassessed and moved out of "Problem-Solving" unit.

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.

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.

In July 8, 2021 email to addresses given by DJ:

I am 60, widowed a year ago, officially disabled by SSI (mobility issues) in 2017 which is my only source of income. April 14, 2021 I was diagnosed with invasive breast cancer, 1.5 cm lump, that requires surgery, which has been scheduled and cancelled twice due to having nowhere safe to recover ... As I expressed to Ms. Jones, I feel 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.

Second email on July 9, 2021 to JB at HSH (the City) thanking her for the call the day before where it was settled I would get help for the car also <https://youtu.be/yTKV8r3QeI4> In this email, I detail (again) the plan. I immediately got a return email from JB at HSH (the City) that I would be getting assistance. In another email thread, same day, forwarded by DJ at ECS-SF, I received this sent from JB at HSH (the City) to DJ at ECS-SF (page 36 to 37):

From: Baker, Jimisha (HOM) <jimisha.baker@sfgov.org>

Sent: Friday, July 9, 2021 12:25 PM

To: Deneen Jones <DJones@ecs-sf.org>

Subject: FW: Mayon RV Resolution cost 7.09.21

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.

Jimisha Baker (she/her)
Problem Solving Program Manager
San Francisco Department of Homelessness and Supportive Housing
jimisha.baker@sfgov.org P: 628.261.2422

>>> NOTE: City, who funds the non-profit, told them to move forward on July 9, 2021 <<<

July 15, 2021 emails to DJ at ECS-SF (page 37 to 40) about waiting for RV park's W9 and the FAA (the new paper DJ asked for):

As I said in our meeting, I affirm that I will send you a copy of the lease, once signed.

On July 27, 2021 email to DJ at ECS-SF who has told via email (page 40) that yet another paper is required from the landlord at the RV park:

The completed application? Is that the FFA form? I sent it a couple days ago (certified). Is the application something different?

I had a video zoom meeting with my doctor in Antioch this morning. I am a little shook up from it. I really need to get moved soon so I can do surgery. She said it wasn't a good idea to wait much longer on starting treatment due to some other symptoms and stuff. I am so anxious I can't even think straight. That's why I am worried about the "completed application" - is this something I missed I should have done?

Email to DJ at ECS-SF a bit later: I dont 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.

July 30, 2021 email to DJ at ECS-SF: Hi, I was wondering if there was any news.

Aug 2, 2021 email to DJ at ECS -SF where I respond to her claim she has not received the W9 and FAA I had mailed (locally): I have extra copies of both documents. I sent the W9 with only regular stamp, not certified, so I can't prove I sent it. But the FAA, that I did send certified. Maybe Trina from HOT could stop by and collect copies.

Aug 16, 2021 email to DJ at ECS-SF and JB at HSH (the City) subject line: Information please

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). At the time, all signs indicated this was a "go". 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. The treatment includes chemotherapy first and radiation afterwards. This has been documented as April 14, 2021. Why have I been denied? And if not denied, what is going on?

Response by DJ at ECS-SF goes on from pages 44 to 49/ some back and forth that definately would count as me confronting the "service provider", which is step one of the City's appeal's process. It is during these emails back and forth I am told I need to obtain yet another paper from the landlord, "Intent to Rent" which I describe in this email back-and-forth as being identical information as the FAA I had just turned in (along with other documents of the RV park).

August 20, 2021 email to DJ at ECS-SF (page 49) that the new document has arrived from RV park/ please send HOT to pick it up.

Sept 3, 2021 email to DJ at ECS-SF and JB at HSH (the City) (pages 50 to 51) listing how long it had all been going on/ all the steps I had taken to accomplish all required paper hoop-jumping.

In the email chain, I tell JB at HSH (the City) (page 52): I feel "abandoned".

>>>NOTE: I've had "plan" ready since June 1, 2021 inc. RV park and mobile mechanic<<<

Sept 7, 2021 email thread to all (pages 53 to 57) is action-sounding but nothing happened except me re-sending my SSI info

Sept 20, 2021 email (page 58) to HC at ECS-SF (random worker), I ask to re-evaluated: *...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.*

Epoch Three: from page 59 to 89 with John Warner (JW) at ECS-SF (boss of other two)

Sept 29, 2021 email to JB at HSH (the City) and the executive emails at HSC-SF (page 59) which includes: *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.*

Oct 4, 2021 email to JB at HSH (the City) and JW at ECS-SF (page 63 to 65) asking to replace mechanic previously "hired" but never paid with someone else, who had already done free work on both vehicles for me. Denied by ignoring it and also saying that the new mechanic had been reached out to but didn't respond.

Oct 5, 2021 email to JB at HSH (the City) asking to NOT be sent to Candlestick park as brought up by JW on Oct 4, 2021 in person meeting <https://youtu.be/jwivkCXzRcU>

However, I found it shocking that Mr. Warner didn't seem to know that both Regina and Deneen were absolutely insistent that the only way I could get services (repairs, clear tickets, smog, DMV) was if I agreed to move into an RV park, any RV park, but a permanent one.

...when people with authority over my future start talking about any different option rather than a rural campground I don't want to be at, of course I am going to respond honestly, but now that I think about it, well yeah, that's just cruel unless y'all actually mean it. As I told Mr. Warner I will do anything, go anywhere, agree to any living arrangement, so long as I can save my beloved home.

Oct 15, 2021 email to JW at ECS-SF and JB at HSH (the City) (page 75):

I have no ability to go on like this silently waiting for rescue from this automotive crisis I have been in for so many months now. I am very ill. The lump on my neck has not decreased. This endless unattended-to stress is eating up any chance I have of getting better. When do we actually get this work started? I want this mechanic because he is only one who imbides confidence into ME. And that's what I need more than anything. Working with y'all at ECS and HSH and City Hall (while surviving broke-down on the street situation, facing my demise from cancer, having just gone through that with my husband of 28 years) this has truly been the most draining experience of my life. Kafkaesque is the word that comes to mind.

Oct 20, 2021 email to JW at ECS-SF (page 77 to 78) trying to push forward with mechanic now that DMV on RV (only) has been paid.

Oct 20, 2021 to Nov 22, 2021 emails (page 79) proving JW at ECS-SF called in Adult Protective Services the day he went to DMV (originally told by RA - the first worker - to go to DMV strictly for the information, which I did May 3, 2021).

Jan 11, 2022 email (pages 81 to 83) email to JW at ECS-SF, JB at HSH (the City), Mayor and Board of Supervisors, local police station, local homeless patrol (SFPD) demanding the return of my DMV papers which JW at ECS-SF had kept since Oct 4, 2021 (paid for DMV for RV only on Oct 20, 2021); he brought them out that day.

Jan 11, 2022 email to JW at ECS-SF and JB at HSH (the City) (page 83) asking why he didn't pay the DMV fees for the car.

Feb 4, 2022 email to JW at ECS-SF and JB at HSH (the City) (page 87 to 88) with subject line: Easy Solution where I list what needs to be done (note: on Feb 5, 2022 Sutter Hospice started attending me at my RV-home which continues to be parked on Ocean Beach, Great Highway at Lincoln).

Feb 4, 2022 final email communication with JW at ECS-SF (page 89) where I ask only one question: *Why didn't ECS pay for the RV park in August? -R*