

ECS-SF agrees to provide assistance in these action phrases:

(City or ECS-SF is in plain font; my words are in italics; bold is action planned):

Exhibit L: Actual Dialogue w/ RA @ ECS-SF April to June 2021

Tape 1: April 15, 2021 <https://youtu.be/SzzvfJKrWiY>

Page 49 to 61 in book of bound emails and transcripts

@ minute 15:58 RA: "**what exactly is it going to take to get you into your campground.**

Sounds like a few things:

1) the mechanical;

2) registration;

3) the repairs.

Upgrade to your parking pass is the simple part. What is it going to take to get you in the campground, up and running?"

@ minute 16.27 RA "RV in your husband's name? **What's it going to take to get it into your name? Paying off the tickets first?**"

@ minute 17.54 RA. "What we should start with, figuring out **what you owe for the back registration** ... finding out what the back registration ... finding out what the registration is, because if it's not registered, you can't get into campgrounds, right?"

@ minute 18.35 RA "I know you are dealing with health issues ... I do want to help so I think the first thing is finding out exactly what is owed to get you caught up."

@ minute 19.50 RA "**Next would be figuring out how we can get somebody out to you in order to get repairs done on your vehicle.**"

@ minute 21.04 RA "Ok, my name is Regina, I am the manager of problem-solving at ECS and I'm going to be helping you figure things out and I'm working with HSH on your case. First things **first, let's see what you owe on the registration and what would it take to get the registration transferred to your name. That would be our first step, right?** So let's figure this out. This is my direct line. Feel free to give me a call and we can figure out the next steps from there till we have everything figured out.

@ minute 21.50 *I bring up mobile mechanic services.* RA does not tell me I have to go to a garage.

@ minute 23.45 RA "I definitely want to hear back from you about the **registration.**"

Exhibit G on pages 31 to 39 in book of bound emails and transcripts
Text messages with RA @ ECS-SF

May 3, 2021 text to RA @ ECS-SF: Hello Ramona Mayon checking in. I am at the DMV, I will send info once I get it.

Same day - 2nd text to RA @ ECS-SF: I am attaching DMV info. The tickets are the circled amount.

Same day text from RA @ ECS-SF: OK please let me know once you find something to your liking and you are approved for move-in (with a thumbs-up emoji)

(Back to Exhibit L/ audios)

Tape 2: May 5, 2021 <https://youtu.be/ZnjoxEpRB4Q>
pages 52-53 of bound book of emails and transcripts

RA "So I got the paper (DMV) you sent over. You said the repairs are all done on the RV, right? You're good to go, move it if you have to." *(note: no repairs had been done except what I'd accomplished prior to April 14, 2021 when ECS-SF approved me for assistance)*

@ minute 1.14 RA "I do have a meeting this afternoon with the office of Homelessness and Supportive Services HSH and let her know **how much is actually owed on your vehicle's titles and registration and see how we can go about getting that taken care of for you.** See what avenues they want us to go with that. I just want to let them know that and that we'll figure the next steps."

@ minute 6.58 RA "When are you planning on doing the surgery? **I think what we want to do is get you somewhere you can recuperate** and just relax, like the stress of where you are at now just compounds your recovery."

@ minute 8.30 RA "So I think, given the short amount of time because like I said we'd like you to be situated somewhere before your surgery so you don't have to worry about any of this. I know your recovery is going to take a lot out of you and I don't want you to have to be running around and doing things worrying about how to keep yourself where you are at so I think in order for us **typically the process for us would be to see how much you owe, go ahead and take care of that, but we also do need a place for you to land.** If you have some opportunities you can go look at wherever you want to be and I know you have a lot on your plate right now but I want to be sure we can take care of this as soon as possible you can get out of there because its too much on your plate after surgery ... so if you have a place, affordable to you, okay for you to stay there, and your RV is welcome there you can go and find out you have been **approved, have a move-in date and then we can go ahead and get that taken care of for you.** It would require for you to make sure that you've looked at some options and that you've been approved and that you have the green light to move."

Me: I clarify I need help with both vehicles.

@ minute 11 RA "That's why we are here ... we're here to support whatever way possible and that includes **taking care of whatever fees you have ... so you have the paper (DMV) for your car, we can do that too** – do you know how much ?"

*Me @ minute 12.40 I ask if they can help with the **deposit and first month's rent**?*

@ minute 13 RA "Absolutely."

@ minute 14.30 RA "Well, Ramona, it sounds like you have everything figured out. We just need to help you with some of the costs and you situated, the sooner, the better, you can find somewhere to park and you have the stress taken off so you can focus on your health. I think that is the next step. Let's do this. I am going to send an email to HSH and let her know you and I spoke ... next step will be **clarification around how we can take care of all the fees and stuff and registration.**"

**Tape 3: May 12, 2021 <https://youtu.be/3Ug90IPb9Js>
Pages 54-55 in book of bound emails and transcripts**

RA asked how the repairs are going.

RA then says "**I don't want you to wait...I don't want you to worry about the cost. We can definitely cover that.**"

RA "I don't want you to worry with the costs of everything."

RA also goes into how the **park must have running water and utilities and some kind of paperwork, not necessarily a 12-month lease** but something to show they had a "Resolution".

I push the issue of the next step being DMV and her reply is "Once you have a place, then what you need to do is set up an account with DMV so we can go online and pay. Otherwise, we will have to go to the DMV with you."

(Back to Exhibit G/ text messages)

*May 19, 2021 text to RA @ ECS-SF: I sent her a **confirmation text I had found an affordable place**, north of Willits in Mendocino county, and had been accepted.*

*May 21, 2021 text to RA @ ECS-SF: Hello, Ramona Mayon. 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.

(Back to Exhibit L/ audios)

Tape 4: May 19, 2021 <https://youtu.be/ui5MaUTc3UY>
Page 55 in book of bound emails and transcripts

RA wants to know right off if I **have the RV repaired**. (no)

RA wants to know if I **can get RV into this park without paying the registration**. (no)

RA @ minute 9 discusses getting a mobile mechanic and a proper estimate: **"What would it take to get estimates"**.

RA @ 15.30 **"Let's see what we can do ... If things go well ... I don't want you to worry about the cost..."**

Tape 5: May 21, 2021 <https://youtu.be/vVN9V3qzaY4>

Pages 56 in the bound book of emails and transcripts

@ minute 1.53 RA describes the proposed assistance as a **"one-time investment"**.

RA **asks me to provide recent proof of my SSI income** (I did). RA asks if the **RV park is pay-by-day or is there a lease available**.

@ minute 8.55. RA **"It's time to get settled."**

She wants to talk to Jerry. Wants some sort of contract, "where you are going, how much will it be?" She asks if he was okay with the year of the RV.

RA **"Things are looking up."**

RA **asks if I am still having surgery in the first part of June**.

This conversation ends with RA telling me to **send the number to the park, so "We can get the ball rolling."**

Tape 6: May 21, 2021 <https://youtu.be/k2oW7dARoEA> (2 calls in one day)
Page 57 in the bound book of emails and transcripts

RA calls to say she spoke to the RV park manager and **he said I was pre-approved** (based on the word of my friends of 12 years). **She needed him to send her a lease**.

@ 35 seconds RA **"We're still working on the registration** but we're going to **have to review the lease** anyway... so we'll need an updated one when you actually do move."

RA specific words @ 51 seconds were **"I really want to put it all in. By June 1st, you'll have the spot like set in your name** and hopefully we can **at least work on getting the registration and everything over the next couple of weeks."**

*I then tell her that I am **meeting the mechanic that night for an estimate***

RA says **"Great."**

I ask about gas for the drive up.

RA says yes.

**Tape 7: May 26, 2021 <https://youtu.be/u9ZBKbKre0E>
Pages 57 to 59 in bound book of emails and transcripts**

Me: I found someone if he is compatible to you all

RA she specifically says **"Mobile Mechanic services, right?"**

RA "They come out or what?"

RA then switches the topic to say **she hasn't heard back from Jerry. "Really, no rush. Just to hold your space."**

RA wants to know if I had thoughts of self-harm.

I told her my kids were devastated and were doing all they could.

RA "Yeah."

RA says, **"At least you have an option, Creekside Cabins."**

Repairs. Tickets. DMV.

@ minute 9.40 RA says **"We can take care of that."**

@ minute 11.35. RA **"We want to get you settled...the clock is ticking."**

@ minute 11.56. RA **"Where are we with the mobile mechanic?"**

me: "I have picked him."

RA then goes into detail how I must get a full, written estimate in order for her to process it.

I explain I have no money till the first when I get my SSI.

All she says is **"We have to see something – what it is we need to see – I don't want you to worry about the cost."**

@ minute 18. RA "So we can start the process..."

@ minute 18.55. RA **"I'm going to talk to HSH (Dept. of Homelessness and Supportive Housing) as I'm worried about you."**

Convo ends with RA "Do what you can and I'll be in touch."

**Tape 8: June 9, 2021 <https://youtu.be/7VLKUrCVwIY>
Pages 59 to 60 in bound book of emails and transcripts**

Resolution. Pathway out of your situation. Can't move forward. Repairs. DMV.

@ minute 1.36 RA **"our services depend on resolution."**

Me: "I agreed to the resolution."

@ minute 4.18 me: *anxious when I leave RV ... talked to Jerry on Sunday ... I am still welcome.*

@ minute 6.23 RA **"Still a go if I can get information from Jerry ... a copy of the lease with your info on it"**

@ minute 7.27 me: *"I'm in a holding pattern. There's no way we can get started on the other aspects of this in the meantime?"*

@ minute 7.36 RA **"I don't have anything from Jerry so like I said it's all speculation all based on having a resolution so in order to say 'I'm paying this because Ramona is going to move here' then I have to show that this is where you're going and this is why we need to do this, otherwise I would just be paying for repairs and if your resolution falls through, I'm hoping it doesn't, I'm not saying it will, but if it falls through then we would not have a resolution and we would be paying for repairs unjustly. And our funders won't allow that."**

@ minute 10.15 RA says she is moving on to another job and I will be **given to the new manager Deneen Jones.**

Exhibit H on page 40 to 42 in book of bound emails and transcripts

From: Regina Abadajos
Sent: Friday, May 21, 2021 2:51 PM
To: creeksidewillits@yahoo.com
Subject: Documents Required

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 that we will need 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 next steps and let you know if the request is approved and **when to expect payment.**

From: Regina Abadajos
Sent: Tuesday, June 1, 2021 11:35 AM
To: creeksidewillits@yahoo.com
Subject: RE: Documents Required

Hi Jerry,

I received your voicemail, thank you for getting back to me. I tried giving 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.

From: Regina Abadajos <rabadajos@ecs-sf.org>
Date: Wednesday, June 9, 2021 12:40 PM
Subject: RE: Documents Required
To: "creeksidewillits@yahoo.com" <creeksidewillits@yahoo.com>
Cc: Greg and Ramona Mayon <mayonandmayon@gmail.com>, Deneen Jones <DJones@ecs-sf.org>, Valerie Cepeda <vcepeda@ecs-sf.org>

Good Afternoon Jerry,

I tried calling 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 my 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.

That was Epoch One with Regina Abadajos, employee of the non-profit org. Episcopal Community Services (Jan 21, 2021 to June 9, 2021), so next began Epoch Two with Deneen Jones, employee #2 of same non-profit.

Last conversation with RA was on June 8, 2021. I had to cancel the mastectomy scheduled for June 23, 2021. I email the new worker on June 15, 2021. She wants to meet at the RV. I affirm.

Exhibit P: email chain with DJ @ ECS-SF June 2021

Pages 81 to 85 of the bound book of emails and transcriptions

<djones@ecs-sf.org>

To: Ramona Mayon,

Tue, Jun 15, 2021 at 5:34 PM

I am now taking over this case. I run a Mobile Problem-Solving Team that can go into the community and work with people experiencing homelessness. I was wondering if myself and Valerie can meet with you in the RV so we can talk about what is needed and get a better understanding of how you think we should handle 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** so that I know we can start moving the vehicle out of an area where it keeps occurring more tickets at.

I also want to save you money from having to express mail items to us.

I hope I can meet you in person soon so we can resolve this issue and get you moved on to the next chapter of your life which is **prioritizing your health.**

Me: I email asking for the appeals process.

Deneen Jones <djones@ecs-sf.org>

To: Ramona Mayon, Valerie Cepeda

Wed, Jun 16, 2021 at 7:14 PM

We are not denying you services you are in San Francisco. . We will be working with you when we meet with you on Wednesday.

*

From: Deneen Jones <djones@ecs-sf.org>

To: Ramona Mayon <ramonamayon@yahoo.com>

Sent: Friday, June 18, 2021, 03:40:54 PM PDT

Subject: Documents

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 Cabin & 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. Traditionally we do not offer an auto body / 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 licensed registered owner of the vehicle or do you have a roommate in the RV that is the licensed registered owner**. I noticed that the RV park wants clean registration, and I was hoping **while the RV was in the repair shop, we can pay off the tickets**. That way the RV won't occur 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.**

>>>>>>>> *she missed visit set up on June 23, 2021, again that was the day I was supposed to be having the mastectomy; she did not call to cancel nor set up a new appointment. I asked the HOT team to bring her as evidenced in the text messages with them (see Exhibit N page 66 - 67 and 70 of bound book of emails and transcriptions)* <<<<<<<<<

Exhibit Q: this is excerpts of the DIALOGUE of the only visit by DJ @ ECS - SF on July 1, 2021 <https://youtu.be/Xgmhx3sOPoQ> Pages 84 to 102 of bound book of emails and transcriptions

@ 1.10 Me: watch the floor (indicating the weak spot that the mechanic's estimate refers to as hazardous)

DJ: looks amazing in here. Very nice. Very, very nice.

@ 2.16 DJ: Oh **we don't have a problem paying the tickets.**

DJ: My only problem would be to accrue more...so that's where we are at with it. **We have no problem with paying the tickets, regardless.**

DJ: Where the City is being very nasty to you, we're going to admit that, is even if you took care of the arrears, they're doing, constantly giving more, and kind of putting you in that same category and they are really putting pressure because they want to get rid of the van in the neighborhood and I'm pretty sure its the neighbors doing it.

DJ: ... **does the van need repairs?**

Me: Yes.

@ 5.18. DJ: Oh, he's a real mechanic.

@ 5.52. DJ: **Will he take a credit card?** Because I'm dealing with the City and County.

DJ: (looking at the RV estimate) **That's not a lot of damages twelve hundred dollars.**

Me: *I need to be able to be in fire country and drive this thing out. The RV park is right on Highway 101.*

DJ: In Vallejo or Vacaville?

Me: *Up in Mendocino, north of Willits.*

@ 13.00. DJ: Okay because **I am having an issue with them. They will not answer the phone** and they don't give an email address on the paperwork and I have left five messages or more. Even one today. And I never get a phone call back.

@ 13.21 Me: *Okay. Let me move to that section (indicating binder of paper). ... Then there's a fax number. He says he can fax you. **The other Wednesday when you weren't here, he was on the phone ready to talk.***

DJ: We don't have a fax machine.

DJ: One thing I can say is that they have an answering service now. I was calling before, they didn't even have one.

Me: *Okay so these are country people and they don't deal with technology. They took these pictures (handing her a set for her files) to show my spot.*

@ 15.21 DJ: Yeah, so my issue with that is they're not answering. And I know there are things they want done like the Registration. Totally understand that. Insurance. So are you going to be driving the RV?

Me: Mitzi and her husband are going to come down.

@ 15.43. DJ: **I'm going to need them to start participating.**

Me: Okay. Or we could get a driving service that can...

DJ: **Who is the car going to be registered to?**

Me: It's just a simple \$15 transfer fee.

DJ: And you've got to have **insurance on it as well.**

Me: I have insurance on the RV its still in my husband's name.

DJ: Okay you've got insurance.

@16.45 Trina from HOT: **On her end, Deneen, what would she really need to do, try to get the people to?**

DJ: ... **HSH is only concerned with permanent housing** and so if they can at least start communicating then **she can start the process of application because the application they gave us was blank.** They didn't write anything in it, they just sent down a whole bunch of papers that were blank and of course, we can't do anything with that. **The second part of this is fixing the vehicle and removing it so that we can get the tickets.** So that's why I was in hopes that whoever can fix it, then **it has to be immediately removed because then I can take every ticket it has and wipe it clean and be done with it** because they have it highlighted that registration has to be clean, that means she can't go in with any tickets and I understand they will continue to give her tickets because they want her gone and they are working with you know I know when we were working on dispatch, DPT would call all the time and say come get them out so we can tow it and I'd say no, thank you for calling us. Because that's not what I'm into. So, this is a war that the City is kind of having on the homelessness and the City is not altogether on it because HSH (Dept. of Homelessness and Supportive Housing) which is my City sponsor doesn't want this to happen and they are willing to take City funds and pay another entity of the City but when I was talking to the government what has to make sense is that we have to **sweep up all the tickets all at once so it's a clean Registration so that when she goes in, we can register it in her name and roll it into the park.** So we need the **park communicating** with us as well as **getting the car fixed** and then moving it. Because if I can't get this car out of this neighborhood just they are gonna set us up for failure.

Me: Right.

DJ: Because DPT is not gonna stop and we can't make them and that's why I was hoping maybe that guy had an area we could tow the car and he could fix it and you could stay there?

Me: No, it's not like that. He'll be done in two days max.

@ 19.30. DJ: Okay.

Me: He'll be faster than a shop.

DJ: **Okay, that would be good.** ... where do you think we can have someone drive it and move it so **we can stop the tickets and I can wipe it clean?** ... Bayshore ... Do you think they ticket a lot over, Trina?

Me: So out in the Bayview, are they ticketing and towing?

DJ (to HOT/ Trina): I was hoping I could partner with you guys because you get it what I'm saying, right?

HOT/ Trina: Yeah, yeah, yeah.

DJ: We got to get it out this neighborhood.

Trina: Yeah

DJ: They are not going to stop.

Trina: Yeah.

DJ: Even with her email, she had her tickets laid out and you have arrears tickets, registration, and you have like more than 7 tickets.

Trina: Yeah.

DJ: So they keep coming. So I'm telling the government I gotta get this car outta this neighborhood so the tickets can stop. So then I can take care of one problem. Because as we stand, I can't clear one problem up ...

Trina: Keeps incurring same problem...

@ minute 21.07 DJ: **Boom. Clean registration. Boom. Fix vehicle. Boom. Clean tickets up. Boom. Pay Move-in costs. Boom. Drive off into where you are going.**

DJ: Then they are going to **have to have the person who's going to drive the car...**HDH checks all that too.

*Me: Maybe we just get a **service** for that.*

DJ: **If you can find one**

Me: Yeah. They are on Craigslist, insured. We could just use a driver's service, when it's ready to drive, the actual fixing of it, a day or 2, then going to DMV could be done at the same time.

DJ: They can be done simultaneously.

Me: If they are done, I could be out of here day after tomorrow on my husband's one-year anniversary on the 7th and I'm trying so hard to get mentally where I'm okay with it.

@ minute 22.32 DJ: **How I would look at it is, to get the car fixed, to move it, since you wanna get it fixed here, get the car fixed. But we have to move it because if we don't move it, I am not ever going to be able to take care of the tickets. Yeah.**

Me: As far as moving it, I can go find another spot to park it but I don't think Bayshore...

DJ: The only reason I'm saying neighborhoods might be going downhill a little bit in another place. These people here are in million-dollar properties.

Me: I understand it. They tell me.

DJ: This is happening and that's why I told the City, I got to get her out of the neighborhood. The whole neighborhood because if I move you from one street to another then it's going to happen again (repeats). The neighborhoods that are a little bit...

Me: I feel like this could happen in three days - 72 hours - I think it could be even quicker than that.

@ minute 25.25. DJ. **So if you can write down this information for me, we can do this in three stages ...**

Me: I can give you these estimates and print more.

DJ: Perfect. **This is him?**

DJ: So are you able to get your caregiver to an office person (at the RV park) and get him to call me.

Me: Yes. I will figure out how to do that.

DJ: So we can figure out ... I need a cell phone. Apparently they don't hang in the office.

Me: And the reception up there...I have a really hard time getting her.

@ minute 26.13. Me (indicating papers): Shows me trying to get a (SFMTA) ticket program.

DJ: ...and **Registration?**

Me: I was supposed to go in on June 23rd for three surgeries.

@ minute 27.06. DJ: **Well, the government is going to help you regardless because you are homeless in San Francisco so you are already eligible for this program.** This is your HIPAA stuff so I'd rather not have this.

@ minute 27.55 DJ: We're here. So I'm thinking we're going to take it from this level. **First, mechanic. Move the vehicle. Pay registration. Move you in.** So I need to talk to you about a couple more things. **Gas. Driver issue.**

Me: Find the driver service so that would replace the need for gas.

DJ: **You find a driver service. And you have insurance. I am going to need proof.**

Me: Yeah, I will get all that.

DJ: **Yes, it needs to be in your name. DMV, Registration, Insurance all go together.**

Me: Yes, I'll change that over right away. And I'll find a driver service. I do feel like if we jumped on it, it'd be a matter of done/gone.

@ minute 28.53 DJ: Yeah I don't have a problem with jumping on it, we just got to get (it) out of here.

Me: I just have one other thing to talk about. About my health, the weather up there, going through such extremes. I have to have some kind of **portable AC.** Like Home Depot or Amazon. It's like 95 up there right now.

DJ: We're not worried about that. **We can give you an Amazon gift card.** To be honest, the big deal with them is the tickets. The reason why I put the tickets up there is because they are going to come every day and I'm not going to be able to clean your registration and they (the RV park) won't want you. And if I do all those things and they don't answer, I don't have a Resolution.

Me: The reason we can be sure that there is going to be a Resolution is because my caregivers and the husband are related, like the stepfather-in-law of the manager.

DJ: I can't do it on my own. They are not responding. Yes, between us, you have to get them to respond. Yeah. Because **I have to pay them and if they don't respond to me, I can't pay them. I can't cut a check.**

Me: Yeah, the charity for Mitzi and they took a credit card so I'm not sure...

DJ: I can do that as well, but **we have to have a lease with you signing it and them signing it and dating it so the government has a contract so it knows you are going to go there and not back out of the deal ...** took your money and you are calling us again saying they won't let you in. You know what I mean. You'd be surprised but this is what the county wants so we need them to respond so we can get the documentation and I can pay them. And I know you can go. Last thing on my list would be **driver service.** You'll have to get all that together. That would be taking you and putting you into housing. My two biggest things at this point. Since we have this mechanic, I'm not worried about that anymore. My two biggest things are the **tickets** and them (?). They both run congruent with each other. They are together. Hand-in-hand.

Me: Yeah, I'm a little worried about the signed lease. He told me on the telephone his owners weren't going to sign a lease until they got the money.

DJ: **We don't have a problem giving him the money, but we let us know he's going to approve of you.** I can't pay him if he doesn't approve of you. Normally a person applies for a unit, they run you and see if you are okay and they give you a rental agreement. Then if they give me a rental agreement then I can pay and you can sign the lease.

Me: There's an email between Regina and Jerry dated June 1 "Hi Jerry I received your voicemail" and he told her on the phone that I was pre-approved because she called me to tell me May 31st she said...

DJ: Yeah, but **he's got to tell that to the people who are gonna pay him.**

Me: Okay. Then it says here - yes at the time she was doing this - it says here, "We do not need the lease to be signed to submit it for payment..."

DJ: No that's what I said, **we need a rental agreement.**

Me: But he won't sign it until he has the money...

DJ: Oh but that's not how real estate works...regardless of that ... in my personal life, I'm a realtor. RV parks are great money because all you have to do is keep your registration approved, but **he has to at least say that you've been approved, you've been vetted and he wants you to move in and if you pay these things, you can, and he has to sign and date it.** It's not saying you will take possession. It's saying we agree for her to take possession if these things happen and **what is happening is Jerry is not speaking to me, the person who is gonna pay him.**

Me: He did all this for Regina.

@ minute 32.50 DJ: So Regina told me before she left that she couldn't get to him and then when she did talk to him, he didn't sound too pleased and he said he would send papers and the papers I have are all blank.

Me: Well, he did say I was pre-approved.

DJ: **Unfortunately Regina should have told me that. She should have told me that you are pre-approved. She never told me that. She never told me she had language you are pre-approved. ... She never put anything in there, you are pre-approved.** This is the government. I can't go around it. It's their money. HSH. Two things I need from you when I go back to the office. **I'll call the mechanic. I'll get started on that.** Two things from you. Driver's service.

DJ @ minute 33.57. **First thing I'm going to take care of him. Taking care of him means we can move the car and I can pay the tickets.** So that's two things stomped out. I really need from you is Creekside and the driver service. Is the kicker, we can't touch anybody unless we have a permanent housing solution and **I'm really supposed to have Creekside first but HSH is allowing me to do it my way** because if we don't do it my way, then we don't have Creekside because you are gonna have more tickets (the prospective lease) says highlighted in their application, **it had to have clear registration license insurance.** That is what they put, they have to approve or deny you to ME so that I can understand what's happening so I can --- I can't just release money from the City and County of San Francisco without them not having guaranteed you are getting taken off the street because that would mean big trouble for me they would be very upset and this is going to be a very expensive

resolution and they don't mind paying but they want to know you are going to be off the street. They don't want to pay and then you are still going to be on the street and then it's the same story, somebody ripped me off ...

So we **gotta get Creekside to respond** because they are the ones to keeps is out of the ticket lane and then **I get it all cleaned up, register it in your name, take insurance in your name, get that guy at Creekside, I'm going to deal with the mechanic.**

DJ: Needs to talk to me because I'll be issuing the payment.

Me: Panicky at this point what do you need ... I will go up there physically

DJ: She need to **physically speak to him so we can come upon an agreement ... on where he has started with you, has he done an application, has he passed you through application, is he willing to rent to you, where are you with her tenancy, because as far as I am concerned all I have is a blank bunch of papers** and when me and the finance team and the government looked atvit they were like what is this these papers are just copies and they threw them back at me. And they were looking at them and said Regina said he didn't want her there and I said I don't think that (repeats twice). Regina didn't say that conversation they had was so great what they had.

Trina: I don't think that's true because Randy and Mitzi are there.

DJ: I didn't talk to them. That's why I said I don't think so but **I can't say because I never talked to him. I'm on the case now. I want to talk to him. If he's not put you through the application process, let's do it now, I'll pay the application fee.**

Me: No, I'm in. I'm just telling you, I'm in.

DJ: Well, **he needs to give me paperwork that says she has been approved for the lot and she can take possession of this lot by this date if she gives me this money. That's what I need then I can pay it. And I need it in writing.**

@ minute 38.10 (leaving out the front door) DJ: And can I tell you, this place, it's beautiful.

Me: I've been trying...it's my sanctuary.

DJ: You can tell.

DJ: If there's some (?), we can pay it off...**we can give you a \$500 gift card to take care of that (portable air conditioner)**

Exhibit R: email chain after the *only* visit by DJ @ ECS - SF on July 1, 2021
Pages 102 to 103 of bound book of emails and transcripts

Ramona Mayon <ramonamayon@yahoo.com>

To: Deneen Jones, Branch Trina (HOM)

Thu, Jul 1, 2021 at 1:55 PM

To follow up on our visit, as you requested I immediately called my caregiver (already up at Creekside)

*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. There's no issues like that, so I feel a little better.*

*Also, I **reached out to the mechanic**, so he is waiting for your call.*

*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*

I don't think Bayshore is a good idea. It's kinda scary for a woman alone out there ...

Looking for a driving service next.

***I changed over the RV insurance to my name** in preparation of going to the DMV. attached proof of ID card*

*Finally, I **checked on the portable ACs on Amazon***

https://www.amazon.com/dp/B01AA8WOAK/ref=cm_sw_em_r_mt_dp_06NRW9ZQSYGBJD4FM62Q

Thank you again for coming in person. I appreciate your time.

Deneen Jones <djones@ecs-sf.org>

To: Ramona Mayon, Branch Trina (HOM)

Thu, Jul 1, 2021 at 2:30 PM

This is perfect Ramona thank you!

Exhibit S: audio where I am told I must file a grievance in order to get SUV repairs/ registration plus a new (paper) step has been added

<https://youtu.be/raaJJB42MzI>

Pages 104 to 107 of the bound book of emails and transcriptions

Deneen Jones <DJones@ecs-sf.org>

To: Ramona Mayon

Wed, Jul 7, 2021 at 3:37 PM

SUBJECT LINE: HSH Grievance

Hi Ramona,

SFACES@ECS-sf.org

leslie.bilbro@sfgov.org

jimisha.baker@sfgov.org

<ramonamayon@yahoo.com>

To: Deneen Jones

Thu, Jul 8, 2021 at 9:14 AM

Good morning

I spoke to the mechanic, Matt, last night and he said he would be sending you an email with a couple ways to get the contract started and pay him.

... please pay through the escrow system. I am enclosing a link from their website that explains how it works. <https://mobilemechanic.com/how-it-works>

... I will have the letter regarding the car repairs off to the HSH emails you sent me later today.

... I downloaded the paper for the landlord ...

... 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 do not qualify, is more my question.

(more text but removed for this document)

Deneen Jones <djones@ecs-sf.org>

To: Ramona Mayon

Thu, Jul 8, 2021 at 9:54 AM

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

>>>>>>>>>> **DJ @ ECS-SF moves me to "grievance" @ HSC (i.e. the City):**

From: Ramona Mayon <ramonamayon@yahoo.com>

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

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

Subject: Mayon RV Resolution cost 7.09.21

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 so I am thinking more of the tickets have attached at DMV so this amount has increased.

However, I am listing the tickets themselves first ... I took screenshots which I attached also.
RV tickets \$2840 SUV tickets * \$2227 *SUV has an additional ticket infraction from the toll (photo below) \$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, San Francisco, CA (415) 330-0928** (this is the only place in town that will smog an older RV) so the place they will be driven once repaired*

smog voucher RV \$200

" " SUV \$100 (both come with a retest)

Repairs (attached estimates from the mobile mechanic

RV repair \$1420.24

SUV repair \$ 684.19

*There are two other final expenses I need to bring up. ... **renew my AAA (\$129)** ... The RV tanks for the toilet are full and I need them empty before I go up there. ... The biggest service online <http://www.honeybucket.com/rv-pumping/> charges **\$200** to do it ...*

*My caregiver, Mitzi Fata (415-902-0986) moved in about three weeks ago and will be two doors down from me, so that's a relief to already know somebody. ... Mitzi will be taking back the FFA form and getting him to fill it out and give another copy of his W9 (he faxed it to ECS main number but it didn't go to the problem specialist dept. --- but he does have one!). I will send it to Ms. Jones as soon as it comes back to me. **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, it means everything to me. Please let me know if I can send anything else.*

>>>>>> HSH approves me at this point and is ready to pay for my "Resolution" and even sends an email to DJ @ ECS-SF (July 9, 2021) <<<<<<

**Exhibit U: where JB @ HSH says assistance will proceed
Page 116 of bound book of emails and transcriptions**

Baker, Jimisha (HOM) <jimisha.baker@sfgov.org>
To: Ramona Mayon
Fri, Jul 9, 2021 at 12:24 PM

Thanks for your prompt response. **I will pass this on to Ms. Jones at ECS so things can move forward.** Feel free to reach out if you need my support.

Exhibit W: at the bottom of the email sent me by DJ @ ECS-SF with an email from JB @ ECS-SF TO DJ @ ECS-SF telling her to move forward with assistance

Pages 118 to 119 of bound book of emails and transcriptions

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

Sent: Friday, July 9, 2021 4:06 PM

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

Subject: Re: Mayon RV Resolution cost 7.09.21

Hi Ramona,

this is all good stuff. I **will be contacting Matthew's supervisor so that we can work out if he will take check or credit card.** Along with his receipt and reporting so that I can turn it in Jimisha at HSH.

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.**

>>>>> This
is City telling
ECS-SF to
do the plan
<<<<<<

Exhibit X: emails with DJ @ ECS-SF pursuing assistance promised

Pages 119 to 132 of bound book of emails and transcriptions

From: Ramona Mayon <ramonamayon@yahoo.com>

Sent: Thursday, July 15, 2021 3:04 PM

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

Subject: Creekside Paper(s) in the mail

*I have them coming to me and will immediately mail to you. In case the W9 isn't in there, he did say he faxed it 10 days ago (?) to the number I gave him #833-989-0148 which I got from y'all's website. Maybe the main office has it still? Their machine may have it on memory. Anything else we need from him, I am pretty sure I need to be asking in person. **As I said in our meeting, I affirm that I will send you a copy of the lease, once signed.***

From Deneen Jones

To: Ramona Mayon

Thu, Jul 15, 2021 at 4:13 PM

Hi Ramona,

I dont have a fax machine at 123 10th street so I will have to hunt that fax machine down to locate it. We scan and email for safety, and confidentiality of personal information. **Thanks for all the hard work** i'll look into that fax on my end.

From Ramona Mayon

To: Deneen Jones

Thu, Jul 15, 2021 at 5:47 PM

Thanks. I am just hoping he sent it too. The W9, I mean. The FFA he signed, making one change 🤔

From: Ramona Mayon

To: Deneen Jones

July 22, 2021 9:06 AM

Subject: Mayon RV Resolution

The paper from Jerry arrived last night. I will go now to mail it certified to you. I am attaching a photo of it.

From Deneen Jones

To: Ramona Mayon

Jul 22, 2021 at 9:20 AM

Good AM Ramona, Most amazing. I traced down the fax machine and the office it goes to reported not receiving the fax. My assumption is that whoever came across it shredded it due to HIPPA policies.

Can Creekside mail you or myself whoever they feel most comfortable with the w-9 so we can seal the deal on this and get the 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 the registration, give you gas, food, amazon gift card and bid you a farewell.

Thank you for all your tireless work, Ramona,

From: Ramona Mayon

To: Deneen Jones

Jul 22, 2021 at 10:31 AM

Alrighty. I will work on that. -R

From Ramona Mayon

To Deneen Jones

Jul 27, 2021 at 10:42 AM

1 attachment (W9 of RV park)

Hello,

Please find attached photo of W9, which my caregiver Mitzi dropped off this morning. I will go to post office to mail it.

From Deneen Jones

To Ramona Mayon

Jul 27, 2021 at 10:48 AM

Oh, my goodness Ramona this is amazing.

Once I get the completed application in the mail, I will begin putting the package together so we can pay him the move in funds which would be deposit along with 1st month. HSH may allow me to pay an additional two months of rent if we can get this moving 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.

From Ramona Mayon

To Deneen Jones

Jul 27, 2021 at 11:10 AM

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?*

-R

From Deneen Jones
To Ramona Mayon
Jul 27, 2021 at 11:16 AM

The FAA form, w-9, and the owner's pre-approval letter. Thats it.

*From Ramona Mayon
To Deneen Jones
Jul 27, 2021 at 11:19 AM*

***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.*

From Deneen Jones
To Ramona Mayon
Jul 27, 2021 at 11:31 AM

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. **Dont worry it will all work out I am sure of it.**

*From Ramona Mayon
To Deneen Jones
Jul 30, 2021 at 2:45 PM*

Hi, I was wondering if there was any news.

*From Ramona Mayon
To Deneen Jones
Jul 30, 2021 at 8:35 PM*

*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.** -R.*

From Deneen Jones
To Ramona Mayon
Aug 2, 2021 at 9:11 AM

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 and leave a message with Creekside to check on the W-9. **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 W-9 is here.**

*From Ramona Mayon
To Deneen Jones
Aug 2, 2021 at 9:34 AM*

*Good Morning, I am sorry to hear you were ill. **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*

From Deneen Jones
To Ramona Mayon
Aug 2, 2021 at 10:52 AM

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 never made the meeting <<<<<<<<<<

**Exhibit Z: email to DJ@ECS-SF confronting problem as HSH's required appeal step.
Pages 134 to 143 of bound book of emails and transcriptions**

*From Ramona Mayon
To Deneen Jones
Aug 16, 2021 at 12:58 PM
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?

From Deneen Jones
To Ramona Mayon
Cc Branch Trina (HOM)
Aug 16, 2021 at 1:09 PM

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 in 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 the paperwork into Jimisha so that she can see if she agrees with it since she is the City and County and it is their funds not ours.

So who communicated that you were denied? When was this communicated to you?

*From Ramona Mayon
To Deneen Jones
Aug 16, 2021 at 1:21 PM*

It's the amount of time that's gone by that informs me. -R

From Deneen Jones
To Ramona Mayon
Aug 16, 2021 at 2:06 PM

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 paid the move in cost and moved on. That is the holdup at present.

*From Ramona Mayon
To Deneen Jones
Aug 16, 2021 at 2:27 PM*

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 post office, for fear of seizure.

From Deneen Jones
To Ramona Mayon
& **Baker, Jimisha (HOM)** <<<<<<< HSH appeals
Aug 16, 2021 at 2:36 PM

Hi Ramona,

I cannot touch the vehicles per Jimisha from HSH until Creekside consents on receiving the check and will let you 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 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 air conditioner.**

Thank you,
Deneen Jones

*From: Ramona Mayon
To: Deneen Jones
August 16, 2021 2:39 PM
Subject: Re: Information please*

What is it that is needed from Creekside exactly?

From Deneen Jones
To Ramona Mayon, **Baker, Jimisha (HOM)**, <<<<<<< HSH appeals
Branch, Trina (HOM), **creeksidewillits@yahoo.com** <<<<<< RV Park
Aug 16, 2021 at 3:08 PM
With 1 attachment ("Intent to Rent")

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 Romana so that we can move forward with the payment.

Romona **once Creekside has filled out their portion, please print what they have sent back and signature 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 that 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.**

Deneen Jones
Associate Director <<<<<<<<<<< (NOTE HER NEW JOB TITLE)
ECS Adult Coordinated Entry

As for the new required document from Creekside what is the difference between that and the FAA already submitted?

FAA is us agreeing on the funds and the rent intent is an agreement between you and the landlord that they agree to rent to you. **If Jimisha agreed for both of the cars, then that's fine she can let us know that when we are finished with the rental docs.**

Mon, Aug 16, 2021 at 3:33 PM

To Whom It May Concern:

*I do not understand what is going on. **I have breast cancer and treatment is being delayed excessively.***

From Deneen Jones

To Ramona Mayon, Baker, Jimisha (HOM), Branch Trina (HOM)

Mon, Aug 16, 2021 at 3:34 PM

The rent intent is blank that needs to be filled out by Creekside

From Ramona Mayon <ramonamayon@yahoo.com>

To Baker, Jimisha (HOM), Branch Trina (HOM), Deneen Jones

Mon, Aug 16, 2021 at 3:49 PM

Ms. Baker sent you the information re. both vehicles on July 9, 2021, five weeks ago.

The language is the same and the documents ask for the same thing from the same person.

The FAA: I, landlord/ payee will accept amount \$890 from ECS to be used for the following purpose: deposit and first months rent. These goods/ services will support program participant Ramona Mayon with housing at 29801 Highway 101, Willitis, CA for the anticipated length of stay 1 year.

Versus

To Whom It May Concern:

I, Landlord/ Payee, agree to rent ECS program a place to live at the following address..... Full amount for first month move-in. The effective move-in date is: then place for signature and date.

A court of law will see those documents side-by-side and see them asking for the same thing.

From Deneen Jones

To Ramona Mayon, Baker, Jimisha (HOM), Branch Trina (HOM)

Mon, Aug 16, 2021 at 4:09 PM

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.

Exhibit CC 9.3.21 appeal direct to JB @ HSH + DJ @ ECS-SF
Pages 147 to 159 in bound book of emails and transcriptions

(note: much text removed)

From Ramona Mayon
To Deneen Jones, Baker, Jimisha (HOM) <<<<<<<<<< APPEALS @ HSH
Sept 3, 2021 at 11:20 AM

... 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 happen only every six months. It's been 9 months.**

The plans need to be changed to include hospice care, instead of the originally-planned treatment.

>>>>> note: hospice care did begin Feb 5, 2022 <<<<<<

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 the hazardous items. I have zero upper-body strength.
2. I need to talk about buying the **roof seal**. Fire works caused real damage. Same person as 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** via the website. He had just lost his phone. 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 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.

From Baker, Jimisha (HOM) <<<<<<<<<<<< Appeals at HSH
To Ramona Mayon
Sept 3, 2021, 11:45:35 AM

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 to you today. Thank you

*From Ramona Mayon
To Baker, Jimisha (HOM) <<<<<<< APPEALS HSH (the City)
Fri, Sep 3, 2021 at 11:51 AM*

Thank you for responding. I feel abandoned. I can't stop crying since talking to doctor. My face is all swollen from it. I am hoping writing would stop the tear flow -R

From Baker, Jimisha (HOM) <<<<<<< APPEALS HSH (the City)
To Ramona Mayon
Sept 3, 2021 at 11:55 AM

I'm sorry to hear that. **I'm positive that you haven't been abandoned** and rest assured that you'll receive an update. For now please focus on yourself and allow me to check in with ECS about the request.

From Helen Cartagena <hcartagena@ecs-sf.org>
To Ramona Mayon
Sept 3, 2021, 11:56:50 AM

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 very much 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 will be expediting. Just for a little context, our office closes at 1pm today and due to the holiday, and we will be closed on Monday; we will be back in 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,

From Helen Cartagena <hcartagena@ecs-sf.org> wrote:
To Ramona Mayon
Sept 7, 2021, 10:07:36 AM

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 that 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 we 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.

From Ramona Mayon

To: Helen Cartagena

Cc: Deneen Jones, Baker, Jimisha (HOM)

Sep 7, 2021 at 10:59 AM

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 *****

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.

-R

From Ramona Mayon

To Helen Cartagena

Cc Deneen Jones,

Baker, Jimisha (HOM)

Sept 7, 2021 at 11:05 AM

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.

From Deneen Jones <djones@ecs-sf.org>

To Helen Cartagena, Ramona Mayon

Cc: Baker, Jimisha (HOM), Branch, Trina (HOM)

Sept 7, 2021 at 10:49 AM

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 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

... 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 your 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.

From Deneen Jones <djones@ecs-sf.org>

To Ramona Mayon

Sept 7, 2021, 11:20:39 AM

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.

From Deneen Jones

To Ramona Mayon

Sept 7, 2021, 12:14 PM

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.**

From: Helen Cartagena
To: Ramona Mayon
Cc: Deneen Jones
Sept 15, 2021, 02:20:32 PM
Subject: Check-In

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.

>>>>>>>>>> this was last I would hear from this worker <<<<<<<<<<<<

EPOCH THREE BEGINS SEPT 29, 2021 WHEN I AM HANDED OVER TO THE EXECUTIVE DIRECTOR OF THAT SECTION >>>>>> JOHN WARNER <<<<<<<< HE IS THE BOSS OF THE EARLIER TWO WORKERS (thus epoch two with DJ @ ECS-SF lasted from June 9 til Sept 15, 2021 and epoch one with RA @ ECS-SF was April 14, 2021 til June 9, 2021)

**Exhibit DD 9.29.21 Appeal to all the executives at ECS-SF
Pages 160 to 161 of bound book of emails and transcriptions**

*From Ramona Mayon
To Baker (HOM), Deneen Jones, Helen Cartagena*

Cc: ECS executive emails

Sept 29, 2021 at 4:20 PM

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. (more text in bound book)

Exhibit EE: 10.04.21 when JW @ ECS-F takes over (collecting DMV documents and non-hiring of 3rd mechanic)
Pages 162 to 166 of bound book of emails and transcriptions

From: John Warner <jwarner@ecs-sf.org>
To: Ramona Mayon <ramonamayon@yahoo.com>
Sent: Thursday, September 30, 2021, 09:21:13 PM PDT
Subject: Phone follow up

Hello Ramona,
Thank you very much for taking the call earlier today. Just as a follow up to formalize the plan.

- Tomorrow **ECS will reach out to the RV park to make sure placement is still available.**
- Tomorrow **ECS will attempt to make contact with the machinic about repairs and smogging**
- By end of day Monday ECS staff will **outreach your RV for DMV paperwork.** We will confirm time of outreach before heading out to the RV. Can you confirm what documents, and will we be picking up copies or originals? These will be for the **title switch and registration.** Also let me know if you need us to assist with copies for these documents.
- I emailed the SFMTA contact around the **ticket forgiveness** options. When I get a response or additional information, I will let you know. If this option does not work out, we can explore other options.
- From there we will be able to figure out next steps.

Please let me know if I missed any steps. I will act as primary contact till we can assign a staff member to your case. My email and cell phone are the best forms of communications. **I will reach out to your SF HOT team worker** tomorrow to see if there are any additional coordination that we can work out.

Thank you for your patience in this matter,

John Warner (*he, him, his*)
Director of Adult Coordinated Entry <<<<<<note his title
Episcopal Community Services

*From Ramona Mayon
To John Warner
10/4/2021 2:05 PM
phone issues*

Hi, I wanted to advise that my phone won't take a charge (today of all days), so my only communication is via email on my pad. I am the RV at 1234 Great Highway. Big white RV at the corner of Lincoln and the beach. Trina from HOT has been by a few weeks ago. She knows where. I know you said Thursday that you wanted to send someone for the DMV papers. I am here all day. I went and copied the insurance cards for each vehicle too. Also my driver's license. Everything else is original as required. I read the rules carefully plus when I

went May 4, the DMV woman also explained how to do it when a spouse dies. **Also just spoke to Jeff a minute ago and he is coming out tomorrow morning to start work.** Bringing a blinker switch that he spent his own money for at the tow yard. Fingers crossed it fits.

From John Warner
To Ramona Mayon
Oct 4, 2021, 02:02:06 PM

Hello Ramona,

I tried calling just now and earlier today about document pick up, I must have missed you.

I have a meeting from 2-3:00PM and 4:00-5:00 PM today. **I might just have enough time to grab the documents between 3-4:00 PM.**

I might have some free time this Wednesday to pick up if needed, but I was most likely going to need that time if I don't have staff available to go to the DVM to get this matter taken care of.

If you could either email me back or call my work cell we can set up a time.

John Warner (*he, him, his*)

*From Ramona Mayon
To John Warner
Oct 4, 2021 at 2:07 PM*

Our emails crossed in the mail. Yes, I will be waiting. Today or Wednesday. Sorry about the broke phone. Thank you for coming out. -R

From John Warner
To Ramona Mayon
Oct 4, 2021 at 3:00 PM

It's going to be a super thin window but heading out now. **Please have the docs ready** for pick up.

John Warner (*he, him, his*)

Audio

10.04.21 ECS boss John Warner arrives for DMV documents
<https://youtu.be/jwivkCXzRcU>

10.05.21 ECS John Warner returns for more DMV info
https://youtu.be/Hir_Q6UbWRM

also willing to make the ride to the RV park with me so I won't be so nervous driving alone for the first time since my husband's death, I am really dreading that (also his cousin can drive my car up there too, following us). That way, if any issues arrive, he can fix it on side of road.

The same reasoning goes for renewing my AAA (\$119 expires Oct 6) before we head out to Willits. If something goes wrong, I have both a tow and a mechanic on hand.

Towards answering the Thursday night email from Mr. Warner, cc'd here, I have the originals of the DMV paperwork, as well as death and marriage certificates, and the transfer instructions the DMV lady gave me. Once the DMV is paid, the person paying has to also ask to be issued the "move permits". That will let us (legally) be on the road to go take RV to be smogged.

Exhibit FF: Candlestick Park is brought up by JW @ ECS-SF in-person and I am panic stricken so I write JB @ HSH (see audio)
Pages 166 to 171 of bound book of emails and transcriptions

*Re. Mr. Warner's visit yesterday
From Ramona Mayon
To Baker, Jimisha (HOM), John Warner
Oct 5, 2021 at 3:16 AM*

*Hello Ms. Baker, I wanted to clarify my response to Mr. Warner's inquiry yesterday asking if I knew about the upcoming Safe Parking sites at Candlestick. I could tell by his response he had no idea that **throughout this entire process, ECS has refused me services unless I agreed to move to a permanent RV park.***

He wanted to know why I "picked" Creekside Park.

It's hard to get an older RV into a park (anything older than 10 years old is the cut-off - mine is a 1996) and since I have no rental history nor was the manager able to see my RV (which all want to do before they agree to rent to you), it was a problem to find somewhere to take me. I was accepted at Creekside on the word of my friends, the Fatas, who already moved there, back in the beginning of summer, with the help of the local charity, Faithful Fools. They are close friends with the manager, so he was willing to accept me on their word.

*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.***

The original Resolution plan that I took to court on January 6, 2021 focused on using the "Thousand Trails " camping pass as my homebase. 21-days per campground. 7 campgrounds in the Bay area-Sacramento region. All have electric and water. Showers. Laundry. Security

people on site. For \$150 per month plus cost of gas driving to next campground. On an SSI check of \$974, I could have afforded that. Creekside is \$400 plus electric.

That plan was denied (by Regina) on Jan 29 as not being "permanently housed", even though it would have meant I could have gotten my surgery done already and been living in comfort, in a legal manner, in a campground could afford, near my children. All the Thousand Trails campgrounds are with 60 to 100 miles of San Francisco area, where they live. The denial was because Regina couldn't see how living like that would work.

To get into "Thousand Trails" campgrounds or for that matter, any private RV park, or even a safe parking program, **the vehicles must be registered**, so anywhere I go, that's going to be the prerequisite. It's the basis of the lifestyle.

I felt that for Mr. Warner to even bring up the Candlestick Safe Parking program was to offer an illusion, a mirage, a false hope that I could stay near my family and my memories, get medical care at a world-class facility, if I just quietly keep hanging on.

The reasons I have never wanted to go up to the Mendocino RV park, as I told Mr. Warner yesterday:

#1) two of my children live here (and two grandchildren) and I won't be able to regularly see them, as I do now, once I move to the camp ground;

#2) There's no healthcare in Willits and only a small regional hospital in Ukiah. Do they even have (sufficient) hospice/ palliative care workers up in a rural area like that?

#3) returning to SF for visits is 320-mile round trip which will never happen due to half my income will be going to rent and electric;

#4) never been there/ know nobody there (except the Fatas), whereas I lived in San Francisco from 1997 til 2013 (then Antioch until March 2020). All my memories of my husband and our marriage are here. Our wedding was in Golden Gate park. Close as I have to a home town is SF. So yeah, of course I feel traumatized, like I am being sent to a (rural) prison for a crime I didn't commit.

Once Mr. Warner left, I started thinking, have I derailed the services by telling him how I feel about having to move north? I am really sick, in a lot of pain from the new neck thing, as well as my bones hurt, it's hard to walk too so 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.**

Soooooooooooo I am just going to stay focused on the fact this first step had been achieved: ECS has the vehicle documents in hand for DMV

Step #2) Mr. Warner told me to get new written estimates from Jeff as well as how much up front to get parts and supplies, in order to get started. Jeff is coming out today with the RV's new rear blinker unit he bought with his own money. Mr. Warner said we would await your decision, so while that's in motion, I need to add in his cousin (\$500) into the equation who will be helping him the 2 to 3 days this will take. At 10 hours a day, that's about minimum wage. It's a lot of work and I have zero upper body strength to move personal property and they want to do it quick and be onto their next project.

Re. motel cost. When I told Jeff I had asked for a motel for him, so he could shower at night, and rest better to work next day, he really startled me by saying that I was the one who needed it, since I am sick and don't need to be anywhere near the RV once they taking out the rotten floor and fixing the collapsed roof. I wasn't even thinking where am I am going to "be" while this happens.

Thus, I ask for the motel room to be rented for my use once the approximately two or three-day repair is being undertaken.

Sincerely,
Ramona Mayon

From Ramona Mayon
To Jimisha Baker, John John Warner
10/5/2021 6.15 am
Correction

That should be \$300, not \$500, for a 2nd person to help with work. I didn't proofread.

THE REALLY ODD ANSWER FROM Appeals HSH (City)

Exhibit GG 10.04.21 where JB @ HSH shows how there is only a loop back to JW @ ECS-SF (page 169 of bound book of emails and transcriptions)

From Baker, Jimisha (HOM) <jimisha.baker@sfgov.org>
To: Ramona Mayon
Oct 5, 2021 at 10:09 AM

Hi Ms. Mayon, I'm sorry to hear about the issues with the mechanic. **I'm sure that another person will be able to better assist you.** Going forward, please be sure to inform ECS of updates. Please continue to work with ECS as they will handle the processing of your financial assistance request and respond to inquiries. I will step in for issues that need to be escalated and for grievances. **For now, I'm stepping aside so they can assist you.** Please inform ECS when you can be reached again by phone.

>>> MY PLEA DIRECTLY TO JOHN WARNER TO GO TO WILLITIS RV PARK <<<

Exhibit HH: mechanic has given his honest opinion but I never gave an actual figure to JW @ ECS - SF because I knew it was all a game at this point but I do push hard to get repaired, if it matters

Pages 170 to 171 of bound book of emails and transcriptions

From Ramona Mayon

To John Warner

10/5/2021 8.07 pm

Mayon Resolution Updated Estimate

*I am devastated at how much damage I have in the roof. It far exceeds what I thought. The worst two weather conditions, being frozen in December and then 10 months in salt air. I can't even bring myself to add it all up yet. I am going to have to apply for an energy weatherization grant to have enough to fix it. He (Jeff) also wants the roofing seal guy I told Ms. Jones about (August email) to come do that at same time because he won't have enough time, because he knows I need to get the surgery done. **He spent the day listening to my fears at what is going to happen up in Mendocino. I think my best choice is get up there and try to get seen for surgery as soon as I can and just be done with it. My kids need that from me. So can we go ahead and stick to the original plan? My main reason is the timing. Candlestick won't be open for 2 more months, probably more. With Jeff's help (and ECS's), I could be moved into the park this time next week, making doctor appointments. The RV park manager Jerry personal cell # is 707-657-8461. Ms. Jones said in one of her emails that an extra two months of rent might be possible, in addition to deposit and 1st month. That would enable me to get past the travel costs of the medical care before I have to shoulder the rent too. This will make recovery a lot, lot easier. So in the morning, I will type out what he wrote about everything. He is available to be interviewed #***** (Jeff Carr) and also said he was willing to communicate daily with your staff, bring in receipts, make videos as he works, whatever it takes for trust to be built that he is doing a honest day's work.***

>>> Oct 6 to 14, 2021 I continue to try to get (third) mechanic hired to no avail <<<

Exhibit II: JW @ ECS-SF

Pages 170 to 178 of bound book of emails and transcriptions

From John Warner

To Ramona Mayon

Oct 6, 2021 at 2:38 PM

Hello Ramona, I went to the dmv and they said there was a minor issue with the paperwork. I'm trying to see if I have your number in cellphone, but I'm trying to head out your way to get it updated.

From John Warner
To Ramona Mayon
Oct 6, 2021 at 8:31 PM
Updates from the DMV

Hello Ramona, Wanted to give you an update from today:

Took the documents to DVM and was **told that I could only do one vehicle per visit**, though I could have multiple visits a day. I opted to start with the RV.

DMV originally said there were minor errors with the paperwork, which I took to you, and returned to the DMV. After some processing I was told additional paperwork was needed, which they gave me to get filled out. Not sure why the first person didn't alert me about the additional paperwork, but we can figure out how to get those documents completed.

I am concerned that similar issues with the other vehicle will happen. I would like to try to start the process of the title switch online. There may be follow up emails from this so I will let you know when I start the process.

SFMTA told me that both vehicles were cleared of tickets. At the DMV the ticket was still in their system, and they could not tell me when it should be updated. I'll reach back out to SFMTA to see if they could give some information around how long it will take to clear. **There was also a ticket from Sac which I believe problem solving funds could be used for.**

I understand there are multiple concerns around leaving the RV, but I think moving forward might take more time to complete without you being able to come to the DMV. It's fine to continue without you being present, but just want to make sure you are aware I cannot give an estimate on the amount of time it will take to complete this section of the resolution. I'm looking into other community resources to assist with this process and hopefully move quicker. Please let me know if there are any questions. Thank you,

John Warner (he, him, his)

*From: Ramona Mayon
To: John Warner
Oct 7, 2021 10:40 AM
Subject: Re: Updates from the DMV*

Hello Mr Warner,

Yes, I understand. Please know it's not about leaving the RV. The cancer keeps me from going in person. Standing longer than 20 minutes is impossible for me at this point. I got on SSI on the first attempt in 2017, because of MRIs showing hip issues and disc herniation, so I

was deemed disabled, even before the cancer hit. This is not about my fear of being towed. When I went to the DMV at the beginning of May to begin the process for Regina Abadajos, I was in bed for a solid week afterwards. I'm not capable of doing it, my apologies.

I have ordered a government phone because I can't afford a new one. As soon as it comes, I will send the number. But I can be reached by email through my pad, and I am always here at the RV to receive you or HOT members.

*Sincerely,
Ramona Mayon*

From John Warner
To Ramona Mayon
Oct 12, 2021 at 2:57 PM

Thank you for the clarifications. **We can continue to move forward with things and try to trouble shoot things as they come up. I'll see if there is anyone that can go out this week for the updated signatures.** As for the medical issues would a wheelchair or other medical devices be helpful for these appointments? If not that's understandable, just want to make sure we are covering all the options.

Do you have a way to get the new cellphone or is that going to be something that you would need assistance with?

As for the request around the mechanic and assistance with the RV. At this time the program would not be able to pay for a motel room for the mechanic to expedite repairs. You would still like to use this mechanic we can talk about what that looks like, if not we can look into other options for repair.

I did have a question around the repairs being done on the street and risk for getting additional citations. Has this been explored in the past? I'm concerned that could lead to future issues.

Let me know what your thoughts are when you get a chance.

John Warner (he, him, his)

*From: Ramona Mayon
To: John Warner
Oct 12, 2021 3:56 PM
Subject: Re: Updates from the DMV*

Hello Mr. Warner,

Re. DMV. ... no wheelchair needed as I am able to walk. The issue for me going to DMV is that I can't STAND UP for long periods, due to weakness produced by the cancer issues. Certainly I could be nearby (waiting in my car) and the ECS person could email me, and if needed, I would come in immediately. This might work if we went to the Daly City DMV as they have a big enough parking lot where I could be nearby. I don't think the Fell St. location has adequate parking nearby.

Re. Jeff ... He left for his new job almost right away. I no longer know WHAT to do about the repairs, so it looks like you are going to have see what community resources can produce. I don't trust anyone who looks at it because all say something different. Yes, I would like to see what you can come up with. No doubt it will be better than what I have done.

(more text in bound book)

From John Warner
To Ramona Mayon
Oct 12, 2021 at 4:13 PM

The daily city DMV might be a good fix to this situation if that is a trip that is needed to be made. I'll still try to see what we can do online first, but **if not let's see if we can do make that DMV work.**

For the phone glad one is on the way. When it arrives if we need to update your contact information let me know and we can take care of that. Also, if there are delays or other issues where you need assistance, let me know and we can see what options there are to assist.

For the mechanic, we'll have some staff begin the process of looking for another service.

As for the ticketing seems like you've thought through that scenario pretty well. If it becomes a barrier for any mechanic to work on the RV we can investigate possible solutions at that time.

I'll give an update as soon as get some.

John Warner (he, him, his)

From Ramona Mayon
To John Warner
Oct 14, 2021 at 11:24 AM
Mayon RV mechanic

Mechanic Jeff is back. He is in his way over right now to fix door spring that just fell out the SUV door. I am stuck with the car door open!

As far as I am concerned this man is a saint. I have no money to pay him and he says don't worry about it. He said if he has to, he will even go to junk yard for another door and pay for it himself.

Please immediately call and hire him to fix my vehicles. Jeff Carr #*****. Please make this happen, no matter what perimeters you feel necessary to create to safeguard the funding matrix.

I have breast cancer. I need these vehicles repaired and made legal so I can go to treatment. Its been since April 14 your company has been working on my case.

Also, the next street cleaning ticket is this coming Tuesday. Let's set the goal of having the RV able to start properly and move to beach for that day to avoid that ticket. As you said when you came out last week, SFMTA told you to tell me this waiver was only one I get.

*From: Ramona Mayon
To: John Warner ; Baker Jimisha (HOM)
Oct 14, 2021 12:54 PM*

Photo one is driver's door. See spring location. Next photo is passenger door. Spring is missing. In my hand. Thankfully I hadn't left yet or I would be stranded somewhere.

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.

Please hire Jeff Carr who actually cares about this job, and is someone who takes an interest in this matter as a HUMAN BEING. Discuss with him (not me) as stage 1 as RV starting on its own and moving to beach by next Tuesday to svoid the next street cleaning but then ALSO assign someone as a go-between for you and him on what needs doing. I am too sick for this endless estimate game.

I have twice asked (in emails) for someone from a hospice service and/ or street medicine to meet with me. I insist the seriousness of my health (and thus, the time passing is valuable to me) be acknowledged.

From John Warner
To Ramona Mayon & Baker, Jimisha (HOM) <<<<<<< Appeals at HSH (City)
Oct 14, 2021 at 5:02 PM

Hello Ramona,

Just wanted to let you know that I reached out to Jeff to talk about the work. He did not pick up and his voicemail was full so I could not leave a message. I will try again tomorrow, do you have alternative means of contacting him, like email?

Last email you had informed me that he was no longer available and to look into other options for the repairs. Should we stop looking for other options at this time?

John Warner (he, him, his)

*From Ramona Mayon
To John Warner
Oct 14, 2021 at 5:13 PM*

Yes, try texting him and asking him to call you. That usually works.

He put the door back together and left. I gave him a sandwich and coffee and he went back over to Bayshore. Door is now where I just cant open it anymore. Yes, please get him on board. The man stopped working on someone else's brakes and drove all way across town to fix my door.

I will liaison anyway I can.

-R

From John Warner
To Ramona Mayon
Oct 20, 2021 at 5:59 PM

Hello Ramona,

Just wanted to give you an update on today's **progress at the DMV**. I was able to take the paperwork and they said that it was all completed, with the exception of the smogging. **All the MTA tickets had cleared, ECS was able to pay for the one ticket in Sacramento county and pay for the registration fee. Now the only thing left to do for the RV is get the smogging done and take the paperwork back to the DMV.** At that point, the title and registration should be in your name. They were able to give me some temporary usage

paperwork to be used for the day of the smogging as well. It a piece of paper and not a sticker. I had asked about the sticker, and they said SF doesn't do that.

My suggestion would be to try to get the smogging done as soon as possible. I know you said that you weren't interested in working with the one location that was already identified, but I might reconsider, even if it's just for the smogging. If not, we can look around, but I'm not sure how long it will take to locate another location.

As for the next steps we can figure that out shortly, but **I'll see how much of the car can be done online. As for the RV park, we can look into other options while the work is in process.** Is there any way the 1000 oaks would be willing to offer a lease? Can you remind me where you are looking to start your treatment?

I'll scan over the paperwork I got from the DMV today to you hopefully by tomorrow.

John Warner (he, him, his)

>>>>>>>> *He did not send or bring the documents, nor get back with me, nor pay the mechanic, nor the move-in costs* <<<<<<<<<<

*From Ramona Mayon
To John Warner
Oct 21, 2021 at 2:05 PM*

Hello Mr Warner,

Sorry but I'm confused about the smog issue. It's always been planned to happen at Golden Gate Auto Service, 2380 San Bruno Ave, San Francisco #415-330-0928 because its only place within SF that smogs older RVs. The SUV can be smogged at any STAR ONLY station.

The health care is at UCSF Cancer Center at 1450 3rd Street if I stay in San Francisco. If rejoin the Thousand Trails camping membership, then I will go to the Stanford Cancer Center in Pleasanton, which is only 41 miles from one of the campgrounds. My SSA address is now based in San Francisco but which county health care plan is to be set up is only when I know if I'm staying here in SF or going back to the Thousand Trails system.

Currently I am being seen (via telemedicine) by the cancer team in Martinez and my regular dr in Antioch, Contra Costa county.

The weather is the limiting issue for the repairs. Its going to storm until Tuesday. No way to work on wires or brakes until its dry. However, I could get started on hauling out the hazardous

appliances and rotten floor. The RV can't be driven to smog with the possibility of things falling through. The social worker you sent has someone she is sending to haul away stuff but until Jeff ***** is on board, the only thing I need throwing away is the queen size mattress in the loft, as it is already now soaked from the one night of rain.

I will now prepare full information re. Thousand Trails so everyone can have a better idea of why I am advocating for this so strongly (actually when I went to Court back in January, I already asked for this expansion to the "Elite Package" to be part of my Resolution instead of a traditional RV park).

>>>> please note that John Warner called Adult Protective Services on me to see if I was self-harming by refusing to go to seek medical care. The exact moment JW @ ECS-SF arrives to collect my signature again, it was no coincident that Sara Bunting of APS arrives at my home to see why I am not seeking treatment from my breast cancer. JW @ ECS-SF never scanned me the papers and only returned the originals after 84 days and only then because I wrote demanding them. Only the RV registration was paid. Nothing else was delivered by ECS-SF. <<<<<<

**Exhibit LL: Visit by John Warner returning papers Jan 11, 2022 and our email chain
Pages 194 to 196 of bound book of emails and transcriptions**

VISIT AUDIO

https://m.youtube.com/watch?v=HsYKNhc_PVI&t=4s

From Ramona Mayon

To John Warner, Baker Jimisha (HOM) <<<<<<<< Appeals HSH

Jan 11 at 2:31 PM

Thank you for bringing out the RV papers. However, I was suprised to see the SUV had not been paid. Ms. Baker has told me more than once that it would be included in the "Resolution". Indeed, your last email to me in Oct 20 indicated this was your next step. I will contact the two (licensed) mechanics we talked about just now and have them contact you directly to see if they pass muster.

Re: Your visit

From John Warner

To: Ramona Mayon, Baker Jimisha (HOM) <<<<<< appeal at HSH (City)

Jan 11 at 3:58 PM

Hello Ramona, When I went to the DVM to get the RV taken care of I had to make a few trips to your RV and the DMV to get paperwork updated. The DMV said that they would only let me deal with one vehicle per visit. We had talked about trying to go to the Daily City DMV where you could be in the parking lot since you said that you would not be to

come in, and I could quickly go out to the parking lot to update any paperwork, without having to travel from the DMV to your RV. **There was an issue with the spring in your car door and you said that would not be an option.**

If needed or the car has been repaired or there is another option, we can explore that to get the **payments to the DMV** if it can lead to a resolution.

John Warner (he, him, his)

From Ramona Mayon

To John Warner

Jan 11 2:39 PM

Receipt please

Also, could you send me that photo that you took of the document that I signed. Thank you.

From John Warner

To Ramona Mayon

Jan 11 at 3:00 PM

Just forwarded it to you.

John Warner (he, him, his)

>>>>>Last communication with HSH and John Warner (continues as Exhibit KK) <<<<<

Pages 199 to 201 in the bound book of emails and transcriptions

From: Ramona Mayon <ramonamayon@yahoo.com>

Sent: Friday, February 4, 2022 10:22 AM

To: John Warner <jwarner@ecs-sf.org>; Baker, Jimisha (HOM) <jimisha.baker@sfgov.org>;

Bunting, Sara (HSA) <sara.bunting@sfgov.org>;

Marstaff (BOS) <marstaff@sfgov.org>; Breed, Mayor London (MYR)

<mayorlondonbreed@sfgov.org>

Subject: Easy solution

To John Warner (Episcopal Community Services),

Just now, Ms. Baker said I must reach out again (and again and again) to get services. Hospice nurse comes out tomorrow at 4.30 pm. Tow is at midnight. Marathon on Sunday.

Email me a letter on Dept. of Homelessness letterhead saying to SFPD and SFMTA not to tow my RV because I am being assisted by ECS. Then come back out and get the SUV papers and go pay them. Return them immediately.

Hire any mobile mechanic service YOU want and get this thing running. Let him tell you directly whats wrong on both vehicles.

Smog vouchers.

AAA

Then we can discuss where I am going to live the last few months of my life. I am open to all suggestions except that radioactive rock at Candlestick. But I do intend to die in this RV, with it running and legal.

You can just email the HSH letter and I can print out copies myself. If you are able to obtain it, of course.

Re: Easy solution

From John Warner <jwarner@ecs-sf.org>
To Ramona Mayon
Feb 4 at 5:35 PM

Hello Ramona,

Some quick things for you

- ECS cannot provide notices, memos, or other communications on Dept. of Homelessness letterhead. That would need to come from HSH themselves.
- Last we talked you said that you had two mechanics that I could verify for service on the RV. I have not received that yet. We found a mechanic at one point who you said that we could not use. You would need to authorize individuals to work on your vehicle, explain the issues, it would be more effective for you to locate a shop, and we could work out the details. This seems to be something that a case manager or similar should support you with, I would suggest speaking to your medical provider when they visit to see what services they can assist you with, or linkages. The agencies that we would normally refer clients to for case management weren't able to accept you when linkage was attempted.
- For the SUV paperwork, I am still willing to assist, but it cannot consist of me taking multiple trips back and forth to the DMV to complete the task. The idea for south San Francisco is an option, or if there is a way to get you to the DMV, might work. If there was a way to per pay, we can look into those options with you, but this is something that a case manager would normally handle.

I think before we move forward, we with additional payments to fix the vehicles, we should have a plan on where you are going to go once things are completed. Are program cannot assist in a way were we pay up front without a plan. If the old plan is still valid, please let us know, or we can start a new one.

John Warner (*he, him, his*)

*From Ramona Mayon
To John Warner et al
Feb 4 10:22 AM
Re: Easy solution*

Why didn't ECS pay for the RV park in August? -R

>>>>> The following is the last email I received from JB at HSH (the City) <<<<<<<

From Jimisha Baker
To Ramona Mayon
Fri 2/4/2022 5:19 PM
Hello Mrs Mayon,

To this date I have not received a grievance from you as **you were never denied services**. I have spoken on the phone multiple times and exchanged emails to explain **what needs to be done to move forward** with your request for assistance. The last time we spoke in December we discussed RV repairs and that a mechanic would need to be selected to complete repairs on the RV. This was also communicated to you in January when you reached out via email regarding a threat to tow your RV. You were advised by ECS to continue working with their staff to support moving to the RV park. **Assistance is still available to you**. If you are unable to come to the office for assistance, **please make arrangements with John Warner at ECS** for staff to visit you in person ... This will need to happen to move things forward, progress can not be made without your cooperation. Problem solving offers services that support the household with ending homelessness, **staff cannot make progress without your partnership**. Because of this, if there is no response on your part to partner with an Access Point, I will assume you have decided not to work with the program. If you would like alternative options outside of Problem Solving, please let me know.