

## **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

**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 Willitis 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**

**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.

**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?”**

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

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.**

@ 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 7.36 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.**

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**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.**

Regina Abadajos

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From: Regina Abadajos Sent: 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.**

Regina Abadajos

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From: Regina Abadajos Sent: June 9, 2021 12:40 PM To: creeksidewillits@yahoo.com  
Subject: RE: Documents Required  
Cc: Greg and Ramona Mayon, Valerie Cepeda

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.

Regina Abadajos

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*NOTE: That was Epoch One with Regina Abadajos, employee of the non-profit org. Episcopal Community Services (Jan 21, 2021 to June 9, 2021), so Epoch Two began June 9, 2021 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. Actual meeting is July 1, 2021.*

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

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

From Deneen Jones To Ramona Mayon Tue June 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.**

Deneen Jones

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From: Deneen Jones 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.**

Deneen Jones

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From: Deneen Jones To: Ramona Mayon 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.**

Deneen Jones

*>>>>>>>> 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) <<<<<<<<<*



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**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** (*to shorten reading, I kept out MY words in this version but see [www.ramona-mayon.com/word-for-word](http://www.ramona-mayon.com/word-for-word) for the longer version with my side of the dialogue*)

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

@ 2.16 DJ: Oh **we don't have a problem paying the tickets.** ... 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.** ... 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. ... **does the van need repairs?**@ 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. (looking at the RV estimate) **That's not a lot of damages twelve hundred dollars.**

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

@ 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? @ 15.43. DJ: **I'm going to need them to start participating.** ... **Who is the car going to be registered to?** ... And you've got to have **insurance on it as well.** ... 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. ... 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? ... **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? 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.** ...Then they are going to **have to have the person who's going to drive the car...**HDH checks all that too. *I refer to hiring a driving service.* **If you can find one ...** They can be done simultaneously.

@ 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.** ... 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. ... 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...

@ minute 25.25. DJ: **So if you can write down this information for me, we can do this in three stages ... I show mechanic's estimates.** DJ: Perfect. **This is him? .... So are you able to get your caregiver to an office person (at the RV park) and get him to call me.**  
...and **Registration?**

@ 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. ... You find a driver service. And you have insurance. I am going to need proof. ... Yes, it needs to be in your name. DMV, Registration, Insurance all go together.**

@ minute 28.53 DJ: Yeah I don't have a problem with jumping on it, we just got to get (it) out of here. ... 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. ... 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.** ... 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. ... **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. *I tell her all this has been agreed on with first worker back in May and June.* DJ: Yeah, but **he's got to tell that to the people who are gonna pay him.** ... No that's what I said, **we need a rental agreement.** ... 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.**

@ 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.

@ minute 33.57. DJ: **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.** ... 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. ... 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.** *I tell I have been pre-approved.* 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. ... 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)**

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**Email I send that same afternoon with my DL and insurance, etc. she'd asked for earlier.**

From: Deneen Jones To: Ramona Mayon, Branch Trina (HOM) Thu, Jul 1, 2021 at 2:30 PM

**This is perfect Ramona thank you!**

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**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**

From Deneen Jones 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

Deneen Jones

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From: Deneen Jones 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

Deneen Jones

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>>>>>> 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.

Jimisha Baker

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**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 **To:** Ramona Mayon, Baker, Jimisha (HOM) Friday, July 9, 2021 4:06 PM  
**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 recipit and reporting so tha I can turn it in Jimisha at HSH.

Deneen Jones

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**From:** Baker, Jimisha (HOM) **To:** Deneen Jones **Sent:** Friday, July 9, 2021 12:25 PM  
**Subject:** FW: Mayon RV Resolution cost 7.09.21

Hi Deneen,  
I'm passing along the information that was sent by Ms. Mayon today. **Whatever you need from me to make this happen, let me know.**

Jimisha Baker

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

**Pages 119 to 132 of bound book of emails and transcriptions**

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

Deneen Jones

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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.**

Deneen Jones

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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.

Deneen Jones

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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.**

Deneen Jones

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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.**

Deneen Jones

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

I fell 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.

Deneen Jones

>>>>>>>>> *NOTE: She never made the meeting* <<<<<<<<<<

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**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 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?

Deneen Jones

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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.

Deneen Jones

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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

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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.**



From Baker, Jimisha (HOM) <<<<<<< HSH Appeals To Deneen Jones, Ramona Mayon

Mon, Aug 16, 2021 at 4:12 PM

Hi Ramona,

**Deneen is correct, in order to include the vehicle in the assistance, it must result in ending your homelessness.** This will be accomplished through the **property manager completing the forms** that were sent their way. If there is anything you can do to expedite the process on their end that would be great. If there is anything that I can do, please let me know. My number is listed below. Thanks

Jimisha Baker

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**Exhibit AA: final paper arrives from RV park and should have caused \$ to be paid Pages 144 to 145 of bound book of emails and transcriptions**

From Deneen Jones To Ramona Mayon, Baker, Jimisha (HOM), Branch Trina (HOM)  
Mon, Aug 23, 2021 at 12:21 PM

**YAY!!! Trina I am at the office today and Tuesday. I can receive it.**

Deneen Jones

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

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.

Jimisha Baker

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From Helen Cartagena 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 Helen Cartagena

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From Helen Cartagena 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

Helen Cartagena

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From Deneen Jones 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.

Deneen Jones

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From Deneen Jones To Ramona Mayon Sept 7, 2021, 11:20:39 AM

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.

Deneen Jones

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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.**

Deneen Jones

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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.

Helen Cartagna

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

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***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***

**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 To: Ramona Mayon  
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

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

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

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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

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#### 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](https://youtu.be/Hir_Q6UbWRM)

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**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)**

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From Baker, Jimisha (HOM) 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.

Jimisha Baker

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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

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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

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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

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From John Warner To Ramona Mayon & Baker, Jimisha (HOM) <<<<<<< Appeals at HSH 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

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

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.**

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

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From John Warner To: Ramona Mayon, Baker Jimisha (HOM) <<<<<< appeal at HSH (City) Jan 11 at 3:58 PM

We had talked about trying to go to the Daily City (*sic*) 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

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

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. ... 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

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From Jimisha Baker to Ramona Mayon Fri 2/4/2022 5:19 PM

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.

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**.

Jimisha Baker

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#### **EPOCH FOUR: post-John Warner/ ECS-SF: Audios**

**Kim/ HOT 2.03.22** *Me @ 1:50 minute I don't know if I am going to be able to start and move. What's the City going to do to help me...?* Kim: that's what I asked them. @ 2.04 minute "Our big boss, Mark Mattison, great guy, told me there is nothing he nor HOT can do. I mean when I asked him, what can we do and he said, "Theyy are going to tow." SFMTA and the City does not care. *Me (whisper): Wow. Trina & Kim: Yeah. Me @ 2:38 ...and I'm getting hospice, wow. That's unreal (I repeat three times).* Kim suggests getting moved (towed?) closer to Market and Trina says @ 3:05 minute: They really don't give a fuck. Kim @ 4:07 minute: ...plus you have this history with problem-solving and bull shit. <http://youtu.be/kcwUqWnDqjk>

**Trina Branch/ HOT** 5.09.22 Trina @ 1:30 minute "What services are you talking about that you need?" ... @ 4:45 minute: "I wanna know why when you (Trina) brought all the papers to them when I had done every single thing I was supposed to do got everything you bought them all the papers from the landlord on Aug 20. It was set to go. I could still have had a mascotomy at that point and been, had a chance. And it stopped. Why did it stop? I asked you to go get that answer and I never heard back." ... Trina "John doesn't work there any more." @ 5:09 minute: They were only going to fix the RV you didn't want to go into a SIP room and they were going to put your thing in a shop and you say you don't want to go to the TL, remember? Me @ 5:18 minute: I don't want to go to the Tenderloin in a shelter-in-place (room) ... Trina @ 5:22 minute: you wanna fix the RV, right? They weren't going to fix that (pointing to my car). They were only going to fix the (indicates the RV). Me: I have it in black-and-white they are gonna fix both of them by a mobile mechanic, no hotel involved leaving my husband's (ashes) ..Trina @ 5:40 minute: ...they weren't going to use a mobile mechanic, it had to be a shop. Me @ 5:43 minute: I have it in writing. Trina @ 5:47 minute: Well, that's something you have to deal with at (ECS) directly. Me @ 5:49 minute: But how do we deal with ECS directly?

@ 24.00 minute I bring up that I think HSH is running a Ponzi scheme. Trina answers back, that's when people make a bunch of money which produces such grief in me that I start crying about failure to deliver assistances after I have done all that I was asked to do by ECS-SF and HOT says she did all she could for me, even endangered her job by going above and beyond advocating for me. <https://youtu.be/1CqiV0QqEkM>

**David Nakamishi/ HOT** 5.09.22 returns from day before @ minute(s) 11:00 and 15:00 says RV to repair shop and me to a "stabilization room"; also @ minute 8.50 outright threat to tow when I am not inside, affirming the anxiety I have felt all along (@ 16:00 minute "I'll do that and I'll be in touch..." — he never came back nor followed through <https://youtu.be/POYpAbKLgTE>

**Trina Branch/ HOT** returns 6.03.22 to say that a sweep is impending and she said my name was mentioned at a meeting <https://youtu.be/sWhskh2qHF0>

**Supervisor Gordon Mar** 7.09.22 (kindly) talking to a very distressed woman living in her car after attending a meeting of the residents, police, and HSH; again, my name was mentioned and its in the context of a safe parking lot (00:45 seconds) <https://youtu.be/9N5RZarmw3k>

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