

I live in my own RV, which has been sited at San Francisco's version of "safe parking" located at 500 Hunter's Point Expressway, called the Vehicle Triage Center (VTC). It is run by the City's Dept of Homelessness and Supportive Housing (HSH). I come to complain that I was FORCED into here with police presence, that I have no choice but to live in abject living conditions, and what I urgently needed in order to return to a rural RV park lifestyle was repeatedly promised then denied me. These housing services agreed-upon that would have stabilized me, instead I have suffered multiple ADA-accessibility situations (some still-ongoing), but also because of my support of neighbor, Kelly Hughs (who uses a wheelchair and has an active HUD case), I have suffered recent, multiple events of retaliation.

So there's the first part that is what has happened to me personally and then there's second part, that is what happened once I openly showed my support of my disabled neighbor, Kelly Hughs.

People who live in RVs have a unique legal status in San Francisco. Every night at 10pm we are subject to a curfew that comes with a fine and/or county jail for "eating or sleeping in our house car". In 2019 the Board of Supervisors amended the 1971 anti-hippie law to give a "license" to a select few to be allowed to exist (legally, I mean) at something called the "Vehicle Triage Center". The VTC.

I have been here at the VTC for more than 22 months (today is 6.25.24). When I came here, I thought it would be for no more than 3 weeks. It's highly toxic here and I am positive that the City has no actual planning permission for any of us (about 35) to be living here, due to the three different sets of laws controlling the site we are next door to: an NPL SuperFund site, a mere 300' from Parcel F of Hunter's Point Shipyard, which was made radioactive in 1946 by becoming the location where nuclear research began after "Operation Crossroads" when the U.S. Navy brought back dozens of contaminated vessels and experimented. They sat there for years, being sandblasted, right in the unremediated water I have to look at every morning. WHO thought the siting of so-called "safe parking" for RVs would be okay here?

In addition to the local, state, and federal laws that control the Shipyard, the actual ground the RVs sit on out here (former parking lot for Candlestick park and a boat launch area) is in the Maher Ordinance zone, making it a hazardous waste site in its own right. Per that local ordinance there should not be soil disturbing activities of more than 50 cubic yards without a permit. I am pretty sure that if someone were to ask, no such permits exist. I have filmed deep drilling activities right next to our RVs and our pets, without any sign of a water truck to keep the dust down nor a notice to wear a mask/ close your windows. Staff was out there in the dust without a care.

Today's film <https://youtu.be/82fo1QX8bvc?si=1nmPRn-GqU2uleXx> shows the huge, huge pile of dirt that has been removed from the park entrance (started about two weeks ago) and it was brought to sit within mere feet from our homes, our pets, inadequately covered, no dust control.

Why is it there? It took a lot to move that much dirt. Machines going for days. This is the typical stuff that happens to the 35 lives out here (not to mention to the staff - I often think of calling OSHA).

And they know this. 5.9.23, here is Noel, a counselor from BVHPF telling us about it.

<https://youtu.be/yj13nXBqXCg?si=shqCzHAnOhyM2DSi>

I desperately want to leave here but I have been consistently denied the appropriate housing services that would have let me return to the RV park lifestyle I had before my husband died (7.7.20) and I found out I have breast cancer (4.14.21). I am 63 and have been on SSI since 2017 for mobility issues proven by MRIs. I list all this to show how I did at all times qualify for the \$5,000 assistance plan that I asked San Francisco's Dept. of Homelessness and Supportive Housing. It's the very definition of mental cruelty to be constantly promised a way out of here but never getting it so I can go back to a normal RV park with normal access by my family. Worst part of here is we can't have visitors! I have to fight tooth and nail to get my son in, who is my official caregiver on paper, now and when I was on hospice before (16 months). Neither of my daughters have been inside my home in 22 months because I am only allowed the one caregiver. I have several friends I no longer see because of it. Because I am too sick to go to them or to a park to meet, thus I want to have my friends in my home to visit so I can rest immediately after. This No Visitor rule is most painful part of being here for me, as a mother and grandmother. I feel humiliation constantly.

I actively requested help from Dept of Homelessness since 12.29.20 (i.e. repairs to RV, smog, registration, RV park move-in costs). They are a fraud. Plain and simple. An opaque operation that funnels huge grants to silos called non-profits, and it does not go any further. It's not just me. This has happened to dozens out here.

I can show over and over repairs were agreed upon. Repairs appear to be done on paper. We get TOLD on paper that we have repairs. It's only gaslighting if you agree to it. This is open embezzlement. I have a ludicrous amount of contractual-like documents and oral statements as well as having nearly 700 short clips on a YouTube channel of the conditions at the VTC and/or promises made to me. I started filming because I knew HSH silo people were lying and I believe I have the first amendment right to establish that in a court of law. In addition to the films, I have all the emails and texts in a single PDF listed chronologically, from the various official and non-profit people who have promised to carry through the services needed to get me to my "housing solution".

Part one is ECS problem solvers 2020-2022

Part two is time at VTC

This is the entire playlist:

https://youtube.com/playlist?list=PLmSrEMBpjm6ftz1ptynpuqRAE1a8Ys3_K&si=ZSfz2VGoiMW/hu64h

I filmed those aware that Cali. Penal Code 632.01 (d)(E) allows an exemption to the two-party consent laws in California because I am part of the conversation and I am collecting evidence for the (felony) crime against my person and property, which due to my disabilities and age, are financial fraud, neglect, and abandonment by those with duty of care. To promise over and over and over that I would be able to get repaired and registered and move into a normal RV park situation but never fully deliver is the essence of mental cruelty and intentional infliction of emotional distress to a 63-year-old grieving widow with terminal breast cancer and mobility issues.

Below tape was my worst encounter here: 3.7.2023 I'd been here six months by that time. I would later find out that at this date, in the background, BVHPF and Urban Alchemy and the city's Financial Justice Project were putting together a \$100,000 RV repair fund. But in this tape, BVHPF Kisha Escudero who is fully aware money for repairs are coming, which I can prove by documentation in public records (Sunshine act). She is still acting like my only option is to move into a "new place". After the community meeting, she had followed me to my RV and was pressuring me to work with the non profit ECS problem solvers for a new assessment. @ 45 seconds Ms. Escudero indicates to the nearby ECS Problem Solving worker I don't want to work with (due to being lied to for 20 months on the street by ECS) and says "They have money to fix your RV". Then again, pressures me @ 1.32 saying "They have money to fix your RV and get it running and get you to the next place."

<https://youtu.be/Qi-RZjWcYk?si=GuxxctT12pzaito2>

Such cruelty pales to the next tape, same visit, she makes me CRY, which is actually pretty hard to do. Her obvious disdain for my plan to keep my RV collided with every broken promise of the past on-street era. I mean, why did I come to the VTC except I was promised the help that would get me back to the rural area that I NEED, simply because that's where all the RV parks are!!!

https://youtu.be/sO3uVUIOK7s?si=xr9GtMHRx4_EQSiU

I am having to beg her for help with repairs to BE in my RV. I am distraught at the idea of leaving it because I am in mourning for my husband, who died at the beginning of COVID-19 pandemic. At the start of tape, she tells me I can store my RV and take my things to my "new place" (meaning a room in an SRO). She also seems shocked at how inexpensive RV parks are in Clearlake. That indicates they know nothing about how to actually help us move on.

@ 1.01 minute she asks me where my faith is. That's completely illegal. What if I answered in Allah, in Buddha, in a tree, or in no One. This alone should alert.

This tape below is after I agree to talk to ECS problem solver, who you can hear also, in a very soft voice. Once again, BVHPF Kisha Escudero refers to God in a way you can tell thoroughly insults me. I am very religious - what you even could call a hardcore Bible belt Christian - so that is why this use of religious overtones to pressure me to comply with their grant process outrages me. How dare they bring God into this?

<https://youtu.be/e9qES1V1jAs?si=yUXXA7fLjaHRZEDG>

I believe this is all a unique type of discrimination, yes it's because I have terminal cancer and am disabled, but with these non-credentialed case managers making life-changing decisions for me that have led to so much more harm to my RV I will never be able to get into a decent RV park, I am positive the underlying bias is against people who live in RVs. This is happening to everyone out here. If you don't move into real housing or at least pretend to, you get out on an invisible no-fly list.

For me, it's an ethnic thing. I am an American-born Scottish Traveller and I have always lived on wheels. I have written books about it. White papers too.

But after a life of normal RV living, I am stuck here at the end, half-repaired and unregistered, because these people don't think this is a valid home. It's not worth the work, the money, the effort, but who are they to decide that?!! I didn't come here of my own free will. That's the most important point I need to make. I didn't want to come here but I thought my RV was going to be impounded. It felt like my only choice that day.

On 8.9.22, I was forced in here by an "encampment resolution" (all this is on tape) because I was promised by HSOC (the City team of 5 city agencies that does the clearing of encampments - the one I was in was only RVs - about 8 or 9 - parked on a street just off the beach, no trash whatsoever) I was promised that repairs would begin on my RV.

This clip is the fake promise from the man in charge of the sweep promising me repairs would begin at VTC

<https://youtube.com/clip/UgkxmcdISGW3-QdHlBn8EbDfMEfvzHYHRND-?si=gXEG5YT93oRqpP5T>

Five days before that, their co-worker David Nakanishi visited me and brought up my hospice status (I was on hospice for my untreated breast cancer 2.4.22 until 6.1.23 which stopped only because that level of insurance coverage stopped so I am now seen by UCSF Cancer center). The tapes I have of him made on 8.5.22 clearly show him to be intent on scaring me because a "sweep" is coming and he is worried about me. He inquires if I have discussed residential hospice with my medical team, in case my unrepaired and unregistered RV gets towed.

<https://youtube.com/clip/Ugkx1QzDjks3M5FSBsUMj7EeXWJKPFwnCwVN?si=ihOhdPOG4ZiluqEg>

5.09.21 here is same man three months earlier telling me how I am on city's radar to be towed. There are a LOT of this type of clips available. This is just to show a small amount of what drove me into the VTC.

https://youtube.com/clip/Ugkxlubg_uZ8uXxmZeUtxwR3pR7PoYJLihh9?si=W0RZUS6xYQjxCKM8

He even describes how a tow would go down if I wasn't "occupying" the RV at all times.

<https://youtube.com/clip/UgkxmuHL3HgAMnPNn4L14Xj2sDxclcnkTyqA?si=7sMDsqOiT7Aek2w1>

Promises inside the VTC re. Repairs

3.7.23 ex-Camp Director Lou Reed is talking about BVHPF helping with RV repairs

https://youtube.com/clip/UgkxUGF9oWpYpAx8GuWsHooFlmO4dx0x_COa?si=H1Hf2uxdZbw184aO

4.11.23 Whole meeting about RV repairs

<https://youtube.com/playlist?list=PLmSrEMBpjm6c57G8WLCIWnpzKNSrZqOHu&si=8Jgo6DrvW04NdUF7>

5.9.23 More Repair Promises

https://youtu.be/2EFqjwpMkpA?si=O6BWDwpopg1tGEA_

5.22.23 @ minute 1.43 BVHPF case manager Of Kenny Underwood says "What options are you referring to?" when I press him on how because they know I am on hospice, when do I get RV repairs so I can leave the VTC?

<https://youtu.be/pmnyeyM0OQg?si=tsTA7AKQDRn1RLUu>

Same day follow up with my original paperwork and at the end I ask AGAIN about repairs when he uses the word "housing plan". At minute 4.30 I clarify that means RV repairs for me and I mention the word "impound" being in both notices from BVHPF and Urban Alchemy and out the VTC closing shortly (that was a threat throughout 2023 until September)

https://youtu.be/WTriCtHeKuA?si=JlwP_UXF08QqEw9L

Same meeting next tape he says at very beginning, when I say I am very ill, he says "I understand, that's why I want to make this happen ... fast." He has me sign the housing plan, but says he will date it.

<https://youtu.be/YB7ahrXZhxM?si=1yQC40N1LVKxwv2j>

6.27.23 assessment by roofer and in it, it appeared that I would be getting the needed repairs.

9.6.23 Now repairs require a destination address - all a fraud/ just has to look right on paper
<https://youtu.be/L035UXLDfck?si=TeDbut35adVrPi20>

9.7.23 in a powerpoint (PDF public records) titled Candlestick VTC Extension, pg 6 HSH states 15 RVs are being repaired not true at all. I have recent emails from HSH Angelica Valera saying that only 3 people have gotten repairs. Even THAT isn't true.

9.26.23 I confront BVHPF about the mechanic not showing up
https://youtu.be/U2owUS73A_k?si=prEGlvYj-R0iBgZF

1.12.24 @ minute 5.00 I confront about lack of repairs
<https://youtu.be/BiuRMJJoTAc?si=mXZkz4-BWKDQtx2s>

Mechanic worked three days on 1.19.24 and 1.24.24 and 3.8.24 - there was another time, he stopped by for an hour and the original assessment on 6.27.23

Here he starts the RV and I am ecstatic
https://youtube.com/playlist?list=PLmSrEMBpm6cHxAzdx5dbQ0N-2WTIIFk&si=FWy9c_bXXLwpqWfd

It's the last video of that playlist 1-and-half minute audio on 1.19.24 He can clearly be heard to say "They want me to fix everything in the next visit".

Last time I saw the mechanic was 3.8.24
<https://youtu.be/FEIMiMLNRk8?si=whgMEd0E7tUdSqKn> He did a major job (replacing the rear leaf springs, which had been damaged in the tow here on 8.2.9.22 by Atlas Tow).

@ minute 1.30 I ask the mechanic how he got paid by BVHPF and turns out he has to save up, but the parts, take delivery, and then wait 30 to 60 days to be paid. When he left, our understanding was he would return with (at least) three tires, a power steering pump, and we would resume work on starting problem, lack of brake lights, blinker switch, and replace the broken gas filler pipe. Get me to the smog shop.

Now watch me be ghosted (again):

3.12.24 BVHPF Kenny Underwood stops by, wakes me from a nap (that's why I sound so disagreeable), and tells me he doesn't know when Jarred is returning. Yet he wants to know how things are going with "Family Reunification". That means my longtime friend in Clearlake who agreed to receive their calls cheerfully.
<https://youtu.be/d21ebmtj2SU?si=VCVZez7nKNa2Je8D>

3.20.24 I am asking Kenny Underwood, my BVHPF case manager when is mechanic coming back?
<https://youtu.be/CgYOnqbq3Ng?si=c1SDao2oS5sMON6I>

4.2.24 I am going over what has to be done with new BVHPF case managers Darrell and Andrew

<https://youtu.be/bELj-600shE?si=Ts90p0hp3d0UBrQg>

In between the assessment in June 2023 and work in January 2024, the so-called “weatherization crew” (not the original guy who did the assessment and at least was a professional RV roofer). The substitute crew did immense damage to my RV and it leaks much worse. For example, they stripped all the silicon off my windows, replacing it with a thin housing caulk, and now when it rains, all my windows leak. Every skylight drips rain. There were unnecessary holes drilled into the side of my RV causing the siding to buckle. They arrived in a truck with sign: Gig Junk Removal. They were hired by BVHPF who merely brushed of my complaints (and everyone else's).

BVHPF admits at 4.18.24 community meeting that damage was done by their “weatherization crew” (that's me asking at start)

https://youtube.com/clip/UgkxoubSMQ3_BTLqTfRyQ0tvcFh-qfNSa93H?si=zt4kcHSpuS8svfVs

Please note from 4.15.21 until 2.15.22, I worked with the Dept (HSH) so-called “problem solvers” employed by Episcopal Community Services (ECS) who promised from 4.15.21 to assist me to accomplish an entire move to an RV park in Mendocino county, about 150 miles. Here is the first tape I made of the 4.15.21 where ECS Problem Solver Regina Abajodos lied to me that I would be helped. She used action verbs.

<https://youtu.be/SzzvfJKrWiY?si=pnSjfK4kvt9zjwrh>

Her exact words @ minute 8.10 “Sounds like you definitely have a solid plan once you get up and running so just to clarify, do you still need the pass for the campground you're speaking of where you can stay 21 days...” @ minute 19.50” How can we get someone out to you to do repairs?”

Later I would be told I had to move into a normal RV park or else they couldn't help me. I switched to the plan of a place I found outside Willits, that accepted me sight unseen, upon recommendation of mutual friends. Everything had been approved for move-in by end of May 2021, but ECS didn't carry through. I have dozens of emails to show I did everything I was told to do. Only one service was done on 10.20.21 (partial payment at DMV). I had been scheduled June 2021 to get a mastectomy (plus radiation and chemotherapy) so moving to the RV park would have allowed me to seek life-saving medical treatment.

Instead, strangely, the very same problem solver (John Warner) who delayed - then denied - the case plan (without notice or even an explanation), he called Adult Protective Services to report

me for medical self-neglect, 10.20.21, the day he went to pay DMV. He did not return with my paperwork until I called Dept of Homelessness (HSH) liaison to complain. He had kept it 84 days. No explanation. I was abandoned by ECS problem solving throughout summer of 2022 until the sweep on 8.9.22 which forced me into the VTC. I was on hospice by then, thinking I would get to die and join my husband so I just drifted until the sweep.

While it may seem that the first part of my time being lied to (4.15.21 to 2.4.22) was just a one-off thing with a non-profit organization contracted by HSH but they have continued to “service” me throughout my stay at the VTC (including the recent 6.14.24 DMV trip/ onsite RV assessment/ search for possible RV repair funds by newly assigned ECS problem solver Kate Doyle).

This is because ECS runs the federally-required Adult Coordinated Entry and the collection of data for the federally-required ONE files kept on each homeless person. They are the front door into HSH. The “problem solving program” is same organization (ECS) but a different (smaller) bunch of people.

Their role in my complaint centers NOT only on the original 2021 ghosting of my case plan (by ECS/ John Warner) but more importantly on the recently-discovered fact of lies. I found out at the end of April 2024, when I received a PDF copy of my ONE files and it's full of lies. Changes were made in the most recent 11.08.23 assessment.

- 1) It says on 6.3.21 I was verbally aggressive with the HOT outreach worker - a tape made of that visit shows that I was mold as usual - yet the worker says she refuses to work with me anymore;
- 2) It says I have been arrested more than 5 times in past five years (two arrests my entire life, both in Texas, 1984 and 1992);
- 3) It says I have, in the past year, used crisis services, such as medical detox or a suicide hotline, more than 10 times (never used at all - I have family for that stuff);
- 4) I have an identified mental health disorder;
- 5) I have been evicted three times;
- 6) That services were given to me, inc. move-in costs;
- 7) There is an invoice for a battery installation that I can prove never happened because on this date I refused services from the inept and thoroughly creepy mechanic that ECS Problem Solver April Ward brought 8.30.21 as video shows here (the agreement has been I would supply my own licensed mobile mechanic or a shop)
https://youtu.be/aMiawu2GqVs?si=OBhrTd_GBnrS-6XR

I have repeatedly complained about these lies to HSH Angelica Valera (as well as the HSH grievance email) and not one drop of interest or concern by authority about correcting the ONE records. Those lies make me look like someone who is too volatile to rent to or agree to have in a program. That was done with intent.

INHUMANE LIVING CONDITIONS

1. PROPANE REMOVAL SITUATION

Being made to give up our propane bottles is abuse. Yet it was a literal part of the move-in agreement in 2022 you sign (which also said we agree we have no tenant rights and we are just guests). That agreement was different in 2023 in that the specific “unhook your propane” wasn’t written in new one.

But this rule remains as evidenced by this tape of the 3.27.24 community meeting where BVHPF new case manager Darrell is reading us the new HSH rules, which includes this one that is **not** on the posted rules (I photographed them immediately afterwards) thus making it an “underground regulation”.

<https://youtube.com/clip/Ugkx-T0oTNWFqzHt2O3i5VxVFBV-m6MA0uQ?si=adsQbznjhhllcifV>

2 to 3 water bottles a day. Last summer, when food vendor Farming Hope began, there was no water supplied for weeks. We protested and Urban Alchemy began supplying it from their funds (I was directly informed by staff). Also, I am positive the water in the hose isn’t potable, given the toxic location.

Food quality being supplied can easily be established, by comparing current cost to the former cost of providing food to the inhabitants of the VTC. Formerly \$12 per day, per person, at 2 meals per day, when the VTC opened Jan 2022. Now, two-and-half years later, it has not gone up at all to account for the runaway cost of inflation. In fact, figures just out last month show the money being spent per day per person on their food intake is \$8. I take photos of all the food I have received and most with a thermometer. Eggs are delivered lukewarm with fruit in a container. That’s a petri dish for Salmonella. Page on my blog about the VTC shows links to the smaller sub-blogs of the food pictures:

<https://bayviewvtc.wordpress.com/unsafe-food-service>

The “rule” to remove our propane tanks and give them to Urban Alchemy (I have lots of photos of the pen behind my RV full of the seized and/or surrendered bottles) is because there is NO FIRE SUPPRESSION at the VTC. This is admitted to in paperwork found in public records about the VTC and the alleged RV repair fund (treasure trove of it online via the Sunshine act).

In a modern city, with world class technology, HSH makes an entire RVcommunity give up our source of fuel while there is a public RV park next door that SELLS it.

There was no electricity to replace it until late January 2024 so people have been out with nothing for a couple years, although the budget analyst says this is the “most expensive homelessness solution” at \$400 a night when it’s 35 occupancy (seems to be about that

currently). To make us RV dwellers give up our propane is to remove not only our ability to cook our own food how and when we want it, and to heat our homes, but also to refrigerate our food because RV fridges are dual source. Our hot water heaters run off propane. However since there is no clean water supplied with the black water pump out service (available on these trucks but never offered) neither can we (the disabled) access the single water hose and drag it all the way to our RVs to fill our tanks.

When I first moved in there were 16 diesel generators going all night for flood lights none of this electricity was shared with the community. The lawsuit that caused them to be removed had an expert who testified that it was over 800 times what was allowed for diesel particulate to be exposed to people. I couldn't keep batteries in my carbon monoxide tester when I first arrived. It would go off all night long. Do you know how bad it makes you feel about yourself to know you're somewhere you can't get out of and the environment and the people controlling it (and you) don't care that you're being poisoned. I can barely comprehend how bad it's been because I am still here. I talk to a psychotherapist every Thursday at 4 pm to help my feelings of powerlessness and fear and anger. First time in my life I have ever been in therapy.

This space shown in the film is what we are given to replace our hearth (note the massive digging right next to our only microwave and water source)

<https://youtu.be/PxugjrXJ4o4?si=uViaxd-GC-71ElZc>

On 3.7.23 BVHPF Kisha Escudero and Urban Alchemy (now ex) camp Director Lou Reed together, discussed (among other things) how there's no refrigerator at VTC and the meal trays get thrown out at midnight, indicating food is being kept at room temperature for 18 hours and still given to the people, some who already have compromised health issues.

<https://youtu.be/F9jJA8M8okk?si=omjKqIIM2mOgb8X>

There are currently 3 new rented trailers for the community but are never opened except when someone is out touring. I have dozens of photos proving they are locked all the time. Inside them are small fridges, hot water dispenser, microwave, coffee pot, TV, and seating. The figures from May 2024 show these are costing \$8,607 monthly. Additionally, BVHPF is saying they spend \$4,167 monthly on things for the community. They don't even serve soda or snacks at the community meetings anymore. There were even times back in early 2023 when they brought in Costco pizzas with cold soda in a can. Now there is only water bottles handed out, and then only if you ask. It wasn't like that a year ago. There was at least the semblance of a friendly community.

2. RATS

WHARF size rats that live next to a radioactive NPL SuperFund site at that. I have cats but still have chewing damage and stress having to daily see them (dead and alive). I have recent films where I have walked up and down each row to show how old the rat boxes are and how few there are.

When I complained recently to HSH Angelica Valera about having them now (especially when neighbor goes on a vermin bombing spree), Urban Alchemy arrived twenty minutes later and I was given two packs of sticky traps for mice.

3. SECURITY

Tape where staff admits there had been an invasion the night before and tells me nothing to worry about.

<https://youtu.be/qWbD522vths?si=OmVUNR9hftWZdw2A>

They let in who they want, keep out who they are told to.

And by the way, they aren't trained for ANYTHING. Certainly not security.

4. SHOWER ORDEAL

We are supervised and must interact with yet another vendor hired by City. Here neighbor Kelly Hughs is commenting on the invasive question asked for the clipboard: "When is last time you saw a doctor?"

<https://youtube.com/shorts/61oWBvjZ0vM?si=4oop4lnpffJQfBaZ>

https://youtube.com/shorts/9CoOV_R7xxI?si=pN5Rz91PPqJvdHAD

Shower for the past two years was 4 mornings a week. That has changed as a result of Kelly Hughs HUD case. The trailers that have sat unopened since October 2022 were put in use a couple months ago. They removed the porti-cans but only open two stalls for 35 people. There's a constant guard - a man - posted outside all time. I got to my son's apartment to shower because of it.

5. NO ADDRESS out here for delivery service of mail or Amazon or food.

6. SOCIAL ISOLATION

We aren't allowed to have visitors. Ever. "NO VISITORS" rule has damaged my sense of rightness in the world. My daughters and grandchildren have not seen the inside of my home in forever, since I was last on the street back on the beach. To visit them, I have to go to a park and sit in my car instead of being seen in my HOME. This Urban Alchemy-imposed social isolation has caused me deep distress. This place has gutted my sense of home. I want to know where exactly do they get the authority to impose such draconian conditions. Even prisons allow visitors.

My son is my caregiver and he has to leave his car at the gate and walk in. It's a long way from the gate to my RV carrying supplies. It is demeaning. Recently he was denied entry altogether and I had to PROVE he was my official caregiver. HSH continued to press me for his schedule

and what he does for me can be done by their staff. Again, emails prove this. Below tapes show different times with me trying to get him in the first year I was here

https://youtube.com/playlist?list=PLmSrEMBpjm6d_rXMzCQ7mxmySm3QW0s-K&si=fHMHTm5FaCQfCuzh

5.22.23 They wouldn't even let AAA come in to fix a flat tire and made the janitor do it when he "had time", which made me so angry I went back up to office and confronted them about when do I get to leave here.

<https://youtube.com/playlist?list=PLmSrEMBpjm6fhHEkTv64NbIpZZolzDWWV&si=Y35ForkuihTJs2T2>

7. HUMAN ZOO TOURS

There are frequent tours by HSH and/ or Urban Alchemy where they bring in people to show the site to. No warning, no notice, just suddenly people staring at you. I have proof of them photographing us.

8. Removed from our homes at the drop of a piece of paper. Sometimes not even that. Zero due process and full-bore intimidation.

9. Invasion of Seclusion with constant "wellness checks". They are on top of BVHPF suddenly showing up for "services", no appointments made around here. Other services like pump-out is random too. There is no napping in this place, and as a sick person, I resent that tremendously.

10. No one on staff knows anything about RVs or RV parks. That's kinda suspicious.

11. Grievance ignored by the entire agency, not only their non-profits.

I do have a very specific complaint re. ADA access. It is my own incident. It sums up in one incident how hard it is to be disabled here. Date of incident was 12.7.23

You can HEAR the disdain on the tape I made. The Urban Alchemy staffer sarcastically tells me that he has heard others discuss how I use my health conditions as an excuse to keep my car nearby and openly admits to banging on the door of a disabled woman alone at 5 in the morning, demanding I come outside. My daughters were furious that I risked my safety to go out and move the car at all. I should have waited until daylight or at least until other people were around. But I was that angry after being woke at 5 am by an Urban Alchemy employee that I had never seen before nor had a name tag but identified himself as "Rob" who had banged

heavily on my RV, yelling to move my “damn car”, which was parked next to my RV. It had been raining heavily the night before and I have mobility issues (on SSI for it since 2017 with MRIs proving my herniated discs and scoliosis of the hip). The layout for each row of RVs is that there is a double fence protecting the above-ground electric wires but not allowing passage thru to where my passenger car is parked. I would have to walk down and then back around to get to it. That night - with rain and heavy wind - I just couldn't do it. I had never once before parked it next to the RV. Nonetheless I was berated by this staff member. I was so outraged by what he said about my health (that I always used it as an excuse to park my car there) that I got up and moved my car (in the dark) and went looking for him to confront him.

In this tape

<https://youtu.be/O7WsFsMtxNs?si=StSGJBB8n1MNHmyv>

the man from Urban Alchemy “Rob” admits he not only woke me up to move my car, he also says he did it to Kelly Hughs.

The tape (below) is the next morning me telling the day shift supervisor that the issue with her not moving her car last night and being yelled at was not her being stubborn refusing to move her car but that she didn't have the keys. I had earlier found out she had received repeated write-ups over parking her car next to RV so she can get into it with wheelchair needs addressed compassionately...instead she was made to park her car far away, like I was, which is part I first noticed her and began to advocate for her with staff.

<https://youtu.be/yoOVXljhpEQ?si=lqMgbtsgVVy2O-O0>

Note Kelly Hughs was evicted without due process last November and that was extremely alarming to me because it shows what anyone out here can be subject to. It was more than a week before she re-admitted. That made me start to get involved with community.

It wasn't until the 81-year-old man died in the RV directly in front of me, on March 4, 2024, that I began a protest about how we ADA-protected people needing our cars parked near us. I refused to park in regular spot and put my car next to my RV (ironically painted with handicapped emblem plus has actual signs stating it's for handicapped). I posted on the car the paper from my doctor plus an application for a DMV handicapped placard (which I now possess). After a couple weeks, there was a hole cut in fence so I could avoid walking all way around the double-fencing.

This tape on 3.7.24 where I end up crying, demanding I have the right to it. The people in tape were HSH program liaison Angelica Valera and DPW Engineer Erica, who designed the place. She, Erica, admits that they had meant to come back and fix the accessibility problem at my spot.

<https://youtu.be/9L6OCa-Wkxk?si=2HfCAzpu4j4aoiSr>

Here is an earlier tape #2.23.24 between Kelly Hughs, Angelica Valera (HSH) and Erica the “architect” from DPW who designed this place

<https://youtu.be/DHklfgARQCg?si=R8s93FKqvUNC8O52>

I watched Kelly Hughs who is wheelchair dependent have to fight tooth and nail to get to have her car parked next to her RV. It is awful to see others go through this that because you know what you can expect for yourself. However, with terminal cancer, I have a sense of impending doom, because if I can't get repaired and gone to somewhere normal, before I really start to decline, how on earth can I cope out here then ?

Here is the film that started the retaliation against me May 8, 2024.

<https://youtu.be/oef7hsDt-Nw?si=XQEmKUjoMn2HyRFR>

On this tape 5.8.24 you first hear BVHPF discuss how we now have to go get our own food bank bags, as they aren't doing it anymore, then Dept of Homelessness Angelica Valera say that she hopes we are enjoying the picnic tables in spite of there not being a ramp (@ minute 1.14). I immediately tell her that Kelly Hughs can't access it, in spite of an ADA consultant being onsite at about the same time the (new) community picnic area was being set-up, to which Ms. Valera (HSH) says that "ADA doesn't count out here because it's not federal land". Within ten minutes, HUD was listening to this tape.

I started getting write-ups right away, collecting eight altogether for filming.

https://youtube.com/playlist?list=PLmSrEMBpjm6eFYDNfPjp91rL00hyUgqjD&si=kFJ61m1NkMDq_iwT

Above is the entire set of film made surrounding it, especially of interest is how the Urban Alchemy staff holding the hearing wouldn't let the shelter grievance advocate come in for approximately 39 minutes because they wanted me, a 63-year-old woman with mobility issues and overall weakness from cancer, and Kelly Hughs, my witness, a woman in a wheelchair, to go to the entrance of the VTC (about third of a mile away), go outside the gate, and have the hearing there. I refused because I felt I would not be allowed back in to my RV. I have repeatedly witnessed others at VTC be denied access and lose their possessions.

This next film is Kelly and I making a tape on purpose so as to show she can't access the brand new picnic area for the picnic meeting. By angle of camera you can see I am openly filming. The staff reaction to her not being able to access is revealing.

https://youtu.be/56TN_J69IUA?si=mmRsL8Q9Synwz8Ni

Another film of how I ask a subcontractor where is access for Kelly

<https://youtu.be/bzjuWKgxBX8?si=Mevwdjhwwfcr4ruo>

On 6.4.24 after an hour and half Arbitration hearing, I was given a "Second Chance". I have told everyone I want to leave immediately.

The second aspect of retaliation was May 8, 2024 when HSH Angelica Valera wrote me an email to say I was being aggressive at the community meeting. Since I tape them, I can prove that's not true.

This coincided with the rather authoritarian way BVHPF refused to stop giving me "services" which are, in fact, nothing but you agreeing to be lied to. Long chain of emails showing my outrage. This was same week I showed HUD the tape of Angelica Valera saying ADA didn't count out here.

<https://youtu.be/-KoT87h6rSg?si=-zqdREiHSUsCFHjA>

First visit 5.14.24 (so same week I had been "discovered" filming), about 10.15 am, I was asked by Kenny Underwood, ex-case manager, to come to office or get on a video meeting to talk to ECS Problem Solvers about my "options for repairing the RV". I told him I was on a Zoom call with my daughter but he persisted and finally I agreed to the video call and he left. He knew I was filming him as there is a sign right under window and I verbally told him I was filming because I feel unsafe. Because there is no WIFI out here I could not download the app for the Microsoft meeting. I emailed and said this, offering to meet on Zoom. No reply.

<https://youtu.be/daFce3NtAk8?si=HtiSc6qP4rvsYPpg>

An hour later same ex case manager returns with a piece of paper and tells me the offer from ECS is for me to have family reunification which is something that HSH calls help to leave the City and move back to friends or family.

He hands me a paper on BVHPF letterhead. On this paper ECS is making a list of what I must produce in order for them to evaluate. Updated DMV estimate, insurance, my driver's license, make my 6 tickets go away with the waiver program at SFMTA, and give them the info on the friend I am "reunifying with" (yes, I can only get this assistance if I leave San Francisco). But no repairs. I specifically ask. You can hear me say it on the tape I made.

Kenny Underwood ex case manager from BVHPF fired for a week, complained about to hshgrievance@sfgov.org as well as Adult Protective Services (twice now) he asks me, "what repairs, Mrs. Mayon?"

I list them calmly and he says "Basically, essentially, if you get all these repairs, the you will focus on family reunification". Like somehow I had gotten distracted from my goal. I have never shut up about leaving here.

I then start to say I want my neighbor's mechanic Matt and on the tape you can hear me go silent for a long pause. It's because I was gripped with a contraction-like pain on my left side. I couldn't understand where it was coming from, nor could I talk while it happened.

I finish the conversation. Repeating how the DMV process works, really trying to advocate for my case plan to be fulfilled.

After he left and I started uploading the tape just made, the pain got worse until I was in bed, curled in a fetal position. My daughter happened to video call me and saw I was sweating but actually felt cold and clammy. When I told her about that and the pain, she called an ambulance. This was at 2pm

When the ambulance arrived, Kenny and Craig the two BVHPF ex case managers who I'd fired, and who have returned over and over since, against my will, they rush out the office, as does Otis. All are concerned but I want to be left to the care of the EMTs who are just getting out their stuff and heading over. My daughter is on video call. I repeatedly tell the BVHPF and Urban Alchemy staff to leave. My daughter tells them to "get out of my mother's space immediately". Finally a fireman asks them to leave and they do. EKG showed no signs of a heart attack so I didn't go to hospital.

The third aspect of retaliation came in the day of the Arbitration 6.04.24 for the Denial of Services (for 30 days, to punish me for filming) which I honestly expected to lose, so I was pretty worried about being towed back to the street, and I said so to the Urban Alchemy Director James, assistant to the main Urban Alchemy Director Danielle LeBlue. About 15 minutes later, she comes to my RV and gives me a letter on Urban Alchemy letterhead, undated, that stated:

Dear Ramona Mayon,

Following the assessment conducted by Jared's RV Repair on January 19th, your RV was determined to be in drivable condition. Subsequently on March 08, 2024 a new set of leaf springs was installed to improve driving safety. Subsequent to these repairs and in accordance with the professional advice of the RV mechanic, your RV has been officially cleared for independent departure from the VTC site.

Respectfully,

The Urban Alchemy Staff

I simply went outside and took a photo of the rotten tires and sent it to her.

The fourth aspect of retaliation is the reason I decided it was time to make this complaint. Two Fridays ago, 6.14.24, shortly before noon, my son came to the VTC like he has done at least twice a week since I arrived here, to help me by hauling in 5 gal. bottles of water to flush the toilet and do other heavy chores. He is my official IHSS caregiver because I have been dealing with breast cancer since 2020, as well as being on SSI for mobility issues since 2017. He was told to leave on order of Angelica Valera. That is what Otis Hughes told me. It was because I could not PROVE he was my official caregiver. She insisted that another person in my file, Mitzi

Fata, was my caregiver. Ms. Fata is a friend who has been here three times. THREE TIMES. She gets in by bluffing, saying that. Says a lot about gate security, right? I never thought twice about it. Merlin, on the other hand, is well known to staff and residents alike. He has been here at least 500 times, usually in the evenings. I go pick him up and bring him in.

When I contacted the HSH liaison, Angelica Valera, she intentionally made things worse by calling IHSS and telling them I wanted to CHANGE my caregiver to my son. They said they'd send me a "new packet". She had no right to do that. She also told me she would ask **permission from HSH leadership** to allow him in when it came time for me to move (because moving out).

Last month, the Homeless Oversight Commission voted to give this place \$3,256,182 more (on top of millions already). Paperwork from that increase reveals that their alleged staffing numbers are, to say the least, suspect. I live here. There are two people onstaff at night. Paperwork says 7.8 are employed. Well, then where are they?

Re. the word security on some of the staff positions. Urban Alchemy is not allowed to say that or even imply their employees are security because they aren't. Their acclaimed business model is hiring convicted felons, therefore they CAN'T be security.

Sincerely,
Ramona Mayon