

No Services? No Peace

by Ramona Mayon

Conversations are listed as exhibits (capitals A-Z) because that is what this is: PROOF. The initials refer to the person I am talking to. The numbers are the dates the discussion was had. There are three agencies, the last being a non-profit subcontractor: Dept of Homelessness and Supportive Housing (HSH), Homeless Outreach Team (from Dept of Public Health) = HOT and ECS-SF = Episcopal Community Services-San Francisco Audios @ Approximately 85% of the phone calls and in-person visits were recorded. There is an overlap in chronology due to multiple agencies involved.

Recordings are admissible in court if they were taken by **police**. They are also admissible, in some instances, when taken by **private citizens**.

PC 632 eavesdropping laws **do not apply**:

- to law enforcement officers,
- while they are working in their official capacities.

This means that:

1. they can **record** private conversations, and
2. these recordings can be **admitted in court as evidence**.

A private citizen can also legally record a confidential communication if:

1. the person recording is one of the **parties to the conversation**, and
2. he is recording the conversation to gather **evidence** that the other party committed either:
 - a. extortion, under Penal Code 518 PC,
 - b. kidnapping, under Penal Code 207 PC,
 - c. bribery, under Penal Code 67 PC,
 - d. annoying phone calls, under Penal Code 653m PC, or
 - e. any felony involving violence against another person (e.g., murder, under Penal Code 187 PC).

If all of these conditions are met, then:

- the private citizen can **legally record** the conversation, and
- the recording can be **admitted as evidence**.

California's "Eavesdropping law" permits this if I am part of the conversation and I am gathering evidence for a violent felony.

Playlist @

<https://www.youtube.com/watch?v=nQ0ICjLQA3Q&list=PLmSrEMBpjm6cFuKTUNDdgFuogYChtkhH3>

That crime is Dependent Adult Abuse/ neglect and abandonment, to the point I am now dying, due to no housing servies delivered as promised (*see yellow highlighted area*).
Exhibit A

- A) Letter from Sutter Hospice
- B) Letter from HOT re. "services" for a year w/ breast cancer + hospice
- C) Transcript from recording 6.15.21/ answered on main number for system
- D) Audio timeline and links
- E) Email from HOT receiving my rehousing plan
- F) Text chain with HOT 12.28.20 thru July and August 2021
- G) Text chain with RA @ ECS-SF April and May 2021
- H) 3 emails from RA @ /ECS-SF to landlord 5.21.21 + 6.01.21 + 6.09.21
- I) RA @ ECS-SF emails w/ me about estimates
- J) Estimates from Mobilr Mechanic Matt
- K) Email chain w/ RA @ ECS-SF re. Next Step of repairs + smog 6.01.21
- L) Dialogue w/ RA @ ECS-SF April to June 2021
- M) Paper that shows I had a mastectomy scheduled on 6.23.21
- N) Text chain with HOT (TB and C) June thru Aug 2021
- O) My email 6.15.21 to ECS-SF & City Hall with 4 photo attachments
- P) Email chain with DJ @ ECS-SF June 2021
- Q) dialogue of the *only* visit by DJ @ ECS - SF on July 1, 2021
- R) Email chain after the *only* visit by DJ @ ECS - SF on July 1, 2021
- S) DJ @ ECS-SF said I must file a grievance to get SUV repairs/ registration
- T) this is the first actual email to HSH (JB is the manager over ECS-SF)
- U) where JB @ HSH says assistance will proceed
- V) DJ @ ECS-SF response to me
- 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
- X) emails with DJ @ ECS-SF pursuing assistance promised
- Y) Email to DJ @ ECS-SF indicating crisis at my location
- Z) Email chain in which I confront ECS-SF as a first step of appeals process
- AA) 8.20.21 paper arrives from RV park/ should have caused \$ to be paid
- BB) Two texts from HOT showing no progress Aug to Sept
- CC) 9.03.21 appeal direct to JB @ HSH + DJ @ ECS-SF w/ reaction

- DD) 9.23.21 appeal to all the executives @ ECS-SF + JB @ HSH
- EE) 10.04.21 when JW @ ECS-F takes over (third mechanic)
- FF) Candlestick Park is brought up by JW @ ECS-SF in-person and I am panic stricken so I write JB @ HSH
- GG) 10.04.21 JB @ HSH shows there is only loop back to JW @ ECS-SF
- HH) 10.05.21 mechanic has given his honest opinion but I never gave an actual figure to JW @ ECS - SF because I knew it was all a game at this point but I do push hard to get repaired, if it matters
- II) JW @ ECS-SF w/ my original DMV papers 10.05.21 til 1.11.22
- JJ) email chain with Sara Bunting from Adult Protective Services who was called in by JW @ ECS- SF on 10.20.21
- KK) most recent tow threats 2022
- LL) Visit by JW @ ECS-SF returning papers 1.11.22 and our email chain
- MM) Email chain with City Hall and SFPD re. averted Feb 6, 2022 ow

Exhibit A. 3.08.22 letter from Sutter Hospice

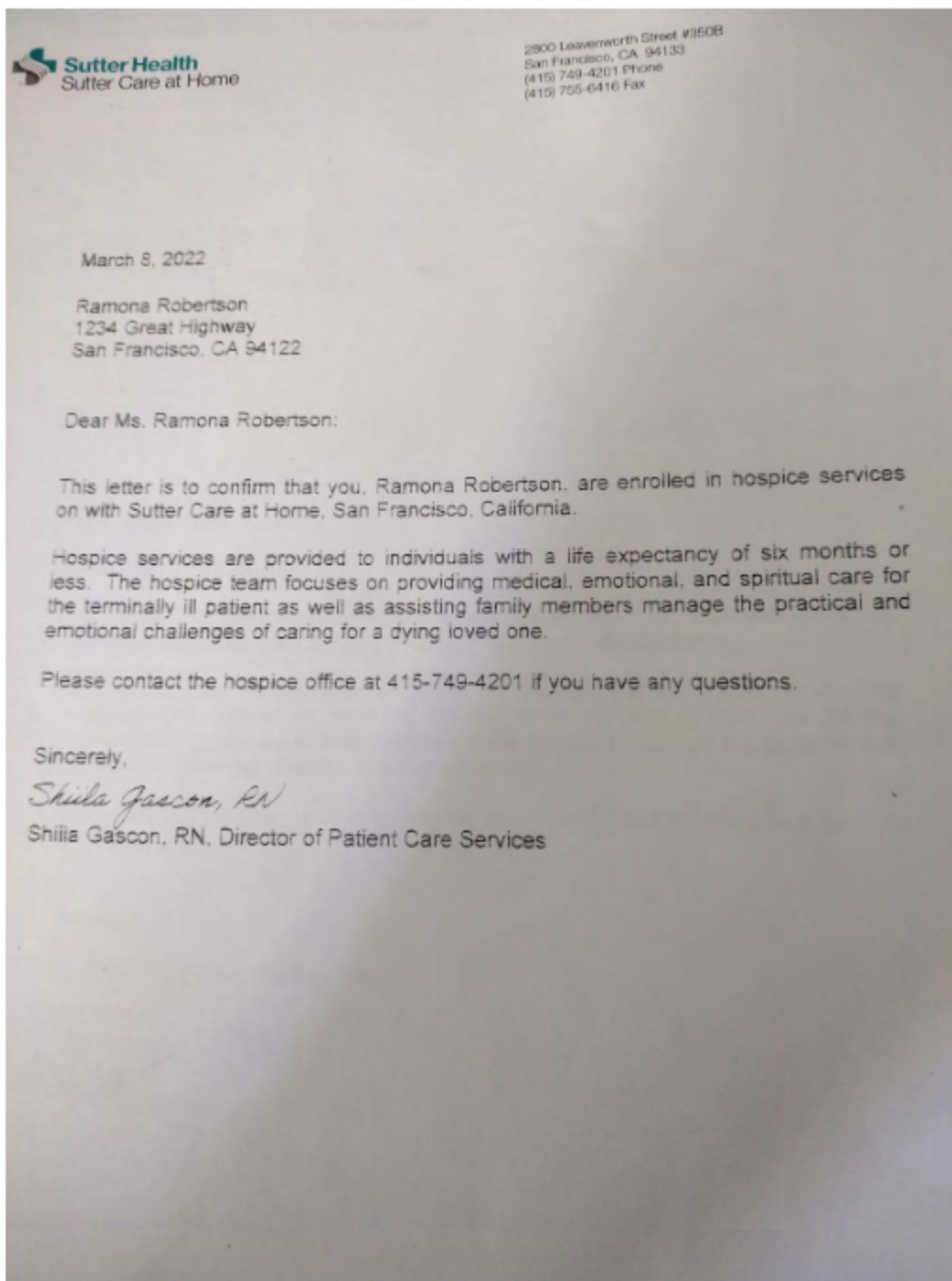


Exhibit B. Letter from HOT re. "services" for a year w/ breast cancer + hospice



Exhibit C. The transcript from recording 6.15.21/ answered on main # of A.C.E. (i.e. Adult Coordinated Entry, the only way to access services as an individual):

Audio @ https://www.youtube.com/watch?v=zIL-O-2aZXA&feature=emb_title

Male voice: "Adult Coordinated Services. Robert speaking. How can I help you?"

Plaintiff: "Yeah, I was wondering what kind of help is available for people in RVs who have too many tickets? And they are going to be towed for the tickets?"

Robert: "Uh. We help get cars out of the town. There's not really anything we can do for a car that's going to get towed."

Plaintiff: "Okay"

Robert: "I can tell you what's required for our help. License, registration, and insurance. But there's a limit to how much we do. Like it's 5 or 6 tickets, to my knowledge."

Plaintiff: "Okay"

Robert: "Hmmm mmmm."

Plaintiff: "No registration. Is there any kind of help for that?"

Robert: "No. You have to have all three. That's the only way they let us help you."

Plaintiff: "Sorry. I didn't hear that part."

Robert: "Only way the DMV lets us help you is if you have license, registration, and insurance."

Plaintiff: "Okay, if I don't have registration, you can't help me?"

Robert: "No."

Plaintiff: "Okay, what do I do to get, like, help as a homeless person in a vehicle?"

Robert: "Uhhhh, uhhhh, I'm not sure. This is a new program, about 6 days ago, with us helping with tickets. Other than that, before this, I didn't know of any program helping."

Plaintiff: "Ohhhh. I understand. Could you, is there like, uhhh, any charity who could help with the registration?"

Robert: "Not that I know of. Like I said, this is the only program I know of like that."

Plaintiff: "Yours is just the tickets?"

Robert: "Mmmm."

Plaintiff: "I have to get registration first?"

Robert: "Yes."

Plaintiff: "My husband died so the car was in his name. I'm his legal wife, so does that help?"

Robert: "That shouldn't be a problem. But the registration will be a problem. You get that straightened out and we might be able to help."

Plaintiff: "I have to get that straightened out first?"

Robert: "Mmmm hmmm."

Plaintiff: "Thank you for your time, sir."

Robert: "No problem. Have a good one."

Exhibit D. TIMELINE OF AUDIO EXHIBITS

1.25.21 Mayor Breed oddly seems to respond directly to my civil rights lawsuit

Mayon v. San Francisco CGC-20-58801

<https://youtu.be/nQ0ICjLQA3Q>

6.15.21 the "entry" call to Adult Coordinated Entry: step one to enter the system per SFMTA

<https://youtu.be/zIL-O-2aZXA>

4.14.21 I return their call 3rd contact w/ Episcopal Community Services which is City's sole entry)

<https://youtu.be/CcoVCc9SJg0>

4.15.21 First actual productive talk with "problem specialist" at ECS (asked for help Nov 16)

<https://youtu.be/SzzvfJKrWiY>

5.04.21 Second productive talk with "problem specialist" at ECS

<https://youtu.be/ZnjoxEpRB4Q>

There was a 5-minute phone call between us while I was driving, about 20 minutes earlier that I keep referring to and apologizing for. I only remember being embarrassed for crying to a stranger.

5.12.21 Third call with “problem specialist” at ECS where I begin to doubt. It’s been a month.

<https://youtu.be/3Ug90IPb9Js>

5.19.21 Fourth call with “problem specialist” at ECS. I’m excited to have found a park to accept my older RV.

<https://youtu.be/ui5MaUTc3UY>

5.21.21 Fifth call with “problem specialist” at ECS.

<https://youtu.be/vVN9V3qzaY4>

5.21.21 Sixth call with “problem specialist” at ECS. Looks rosy - but it’s fake. (I just don’t know it yet.)

<https://youtu.be/k2oW7dARoEA>

5.26.21 Seventh call with “problem specialist” at ECS - obvious I am not going to be helped

<https://youtu.be/u9ZBKbKre0E>

6.09.21 Eighth and final call with *this* with “problem specialist” at ECS where I beg her to help me

<https://youtu.be/7VLKUrCVwIY>

7.01.21 In-person meeting with new worker

<https://youtu.be/Xgmhx3sOPoQ>

7.07.21 My first call with second “problem specialist” at ECS

<https://youtu.be/raaJJB42Mzl>

7.08.21 First call with actual Dept. of Homelessness (earlier calls are with non-profit)

<https://youtu.be/yTKV8r3Qel4>

8.05.21 HOT team collects papers for ECS

<https://youtu.be/fHzohbMgwLA>

9.29.21 Call from HSH Problem-solving manager because I emailed ECS executives

https://youtu.be/yK3pbR_HaKM

9.30.21 Call from ECS boss

<https://youtu.be/gT2ly2bSLU4>

10.01.21 Call from HSH

<https://youtu.be/SWsysM9qpek>

10.01.21 *Another* call from HSH

<https://youtu.be/KZTIPIK-zzo0>

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

10.18.21 HOT team visits (I tell them I burnt my foot/ they offer street nurse)

<https://youtu.be/99gA4KA4Xgc>

11.05.21 Sweep is forming. Part 1 of 3

https://youtu.be/V-9Hj_LzGMc

11.05.21 Part 2 of 3

<https://youtu.be/GoLNeKNrjQE>

11.05.21 Part 3 of 3

<https://youtu.be/y3JtsHKMaDI>

12.01.21 hysterical call to HSH grievance upon discovery that ECS did not pay the DMV

<https://youtu.be/1h59loQeB60>

12.09.21 HOT team visit

<https://youtu.be/7sU9-xFgVSw>

1.04.22 The purge begins. Me talking to SFPD next day.

<https://youtu.be/342zFxpWgeg>

1.10.22 Fear continues: SFPD at Great Highway

https://youtu.be/_XIFdg9IDY4

1.11.22 ECS John Warner arrives with my DMV paperwork he has held 84 days (nor finished DMV tasks)

https://youtu.be/HsYKNhc_PVI

1.12.22 Call from Adult Protective Services (Sara Bunting) about my threat to *terminally dehydrate* if they tow RV

<https://youtu.be/h9n2bFqjNf4>

1.25.22 HOT team visit (they promise to bring a nurse on 1.27.22)

<https://youtu.be/QNqCU9V8GbE>

2.03.22 HOT visit

<https://youtu.be/kcwUqWnDqjk>

2.04.22 HOT Visit (I discuss Supervisor Mar's visit the day before)

<https://youtu.be/QuZl5jro6p0>

2.04.22 talking to friends and others being towed + at end is HOT visit #2

<https://youtu.be/uFvA0fIMksQ>

2.04.22 HOT visit #3 this day/ I push hard for a letter/ she did it as it is on my front door

<https://youtu.be/JJ26j8XsAMl>

2.04.22 Still 2.04.22 and I am forced to beg an SFMTA officer for help to keep from being towed

<https://youtu.be/KRgfvhdqKGY>

2.07.22 SFPD visit + meeting with Hospice nurse: arrives at minute 4.02/ talk to cops 9 more minutes

<https://youtu.be/X4AUOIsv754>

2.08.22 HOT - me telling about 72-hour new tow notice + cop harassment day before

<https://youtu.be/f08dR39-DBw>

2.09.22 one hour visit with HSH Carol Carbone (lovely lady)

<https://youtu.be/Hq8KQmrvxu0>

2.09.22 HOT visit who are told where others moved to/ new tow notice for me

<https://youtu.be/l9lpZOIQi8Q>

2.10.22 call from Carol Carbone (HSH) to help stop the pending tow

https://youtu.be/1z_JnsRo9H4

2.10.22 2nd call from Carol Carbone (HSH) to say tow isn't going to happen

<https://youtu.be/m7HH3L1vlw8>

2.11.22 visit w/ Carol Carbone describing my new book + what is needed to fix RV

https://youtu.be/Lg1AUcnM3_s

2.18.22 HOT brings two new people from "Street Medicine"

<https://youtu.be/d7c03rAludg>

3.04.22 HOT visit where I ask what's the plan

<https://youtu.be/sDLyzQQap4>

3.06.22 HOT visit to tell me there is no update

<https://youtu.be/Q8Y0M15aC-8>

3.10.22 HOT visit - no news

<https://youtu.be/miKRasibo0w>

3.28.22 HOT visit - still no news except John Warner is no longer "with" ECS-SF

<https://youtu.be/xjFVGbfk2hM>

4.01.22 SFMTA good guy shows me how my SUV (that I drive every day) has been reported as "abandoned" but he pushed "No Merit" button

https://youtu.be/3djHw_xymg8

Exhibit E. I asked HOT for specific RV repair and registration as "services" on 11.16.20 and the HOT worker laughed outright at me and said "Oh no, we don't do that."

That's when I went to work to prove her wrong. Below is what I submitted to the agency.

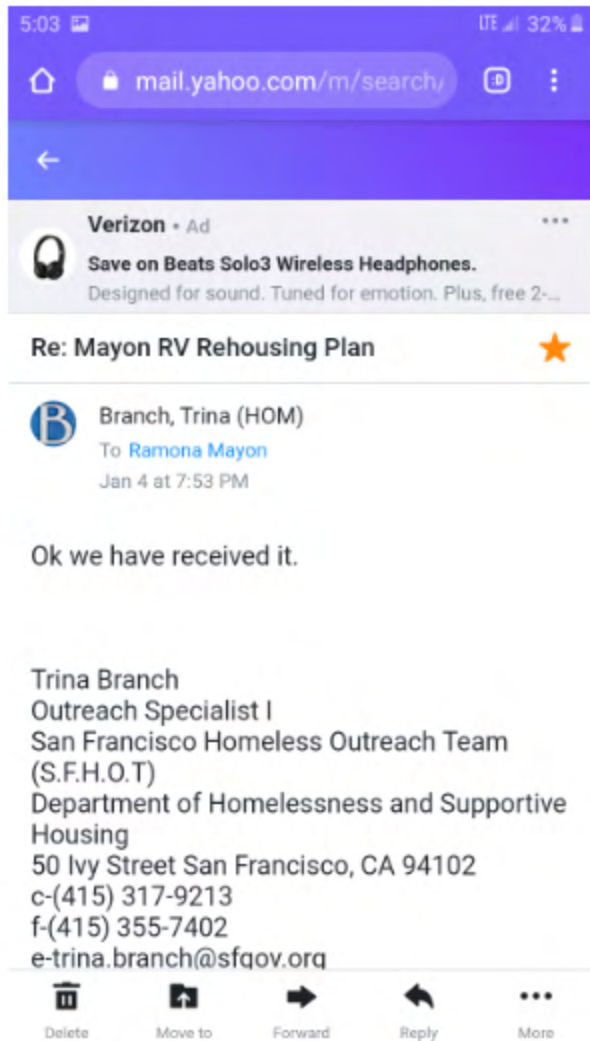


Exhibit E continues as this and the actual plan with an estimate. This I turned into HSH via HOT on 1.04.21. It was also submitted to court as part of the litigation I began Nov 25, 2020 which confronts the City on how it conducted itself in the two tent "resolutions" I was party to. Info (including photos and the three briefs I filed the winter of 2020 - 2021 is at my website www.ramona-mayon.com) Point is all along the City knows I am the litigious type of person who knows enough about procedure to file a pro se case in a week, working while sitting in a tent Days; SUV for nights), charging off a solar panel.

Exhibit E continues: *Mayon RV Rehousing Plan*

CASE HISTORY: RV-home (1996 Gulfstream class c motorhome 27'), stored in the Sierra mountains with ice, and did receive some new damage from that, as well as prior known problems when made homeless by Park Rangers in Sacramento county at the start of the pandemic so I have been away from my possessions for nine and half months. This RV is our home since 2012 and lived in until March 18, 2020 when the county campground we were living in Sacramento County was closed due to pandemic, RV wouldn't start and we were forced, by way of county worker making an Adult Protective Services report on ME because my late husband had liver cancer and the complaint centered around refusing to give up our RV-home and move into a "medically-supported" group home; we were housed for three months in a Sacramento motel as part of Project Roomkey, (vouchers for \$8000); then when funding "ran out" for the motel, we were moved to a desolate FEMA trailer at CalExpo, where he died, without medical support, three weeks later, July 7, 2020.

At this time, I went to my daughter's home two hours north of Truckee and began all the steps necessary to recover my possessions, starting with getting a driver's license - no mean feat in a pandemic while in the mountains. August 14, 2020 the RV was towed by AAA to a storage location a mile from my daughter's and by the end of September, RV was running again due to the fuel pump, filter and ignition module was replaced (\$800) by a professional mobile mechanic, which I paid \$300 and my daughter \$500. Before the RV was transported to SF, the generator was sold out of it to repay my daughter, a single mother of 2 without employment. The landlord wants to evict my daughter because of me staying so long and doing prolonged car repairs on his property.

There had been some funds raised (\$1200) by the children and the SUV was repaired + reconditioned with it, as well as we bought some camping equipment. The plan was to use the upcoming stimulus money to finish the renovations. When this never came, and the landlord becoming more and more angry about me being there, we decided that it would be better for my peace of mind, so I joined the camping membership club "Thousand Trails", which has a total of 7 campgrounds in the mid-section of California, and for \$50 a month, I can camp 4 nights at each campground (tent or RV) and thus pass the time until the stimulus came and we could get the RV renovated mechanically, pass smog, get tags.

The actual crisis came two weeks into the tour of "Thousand Trails" (I made it through four of the campgrounds September 29 to October 14, 2020: Manteca, Nicolaus, Morgan Hill, and Hollister) when the SUV sprang an oil leak. Realizing

that I can't go on (obviously), I came to San Francisco to get help from the people who I know best, our friends (and family case workers) at Sunset Youth Center where our kids went to the seventeen (17) years we lived here. *Mutasem and Maria Dajani mariad@sunsetyouthservices.org Sunset Youth Services 3918 Judah St. SF CA 94122 415-665-0255* They introduced me to their mobile mechanic and the fact he lives in Sacramento now meant that I had to wait for him to work only on the weekends, but eventually, he tracked the problem down on the SUV to a very small plastic part that had broken off and was gushing oil. He repaired it cheaply and efficiently on the side of the road. Because of environmental concerns, obviously I had to park the car and just live out of it while I was awaiting repairs.

My plan is to get the RV into the "Thousands Trails" Elite Package: allows 21-day stays with advance online booking up to six months out; cost is \$690 down and \$145 a month for 36 months; this is in addition to the membership dues I am already paying...in other words, for just under \$200, I can park my RV under trees with electric, water, w.c. and hot showers in trailers, laundry trailers, security gates & fences, and helpful staff should there be an emergency, as on the third day camping in Tahoe National Forest Sept 25, I tripped on my own feet, fell, broke my nose and had to go to the ER for nine stitches, which in the remote mountain campground was certainly made into a major production). Granted, to accomplish this "widow's lifestyle adjustment", I will also need to factor in the cost of a driver for the RV which Mr. Loufas has agreed to do for the first few months, since he is located in Rancho Cordova, he is near enough to do this, as well as continue upkeep on the RV and we hope, eventually teach me how to drive the RV myself. I am not just getting a driver and a mechanic, my children are also getting peace of mind that someone can come help me quicker than they can.

The additional reason I want to have Mr. Loufas as the mechanic for this job is that he can do the repairs while I am actually still in the vehicle, on the side of the road, as opposed to a shop that would make me leave it and thus have to deal with being in a motel again. The only peace I have gotten in the last six months since Greg died is in our home. I can't handle leaving it again, right now.

Steps to get RV to where it can get smogged and tags and leave SF, then immediately entered into the "Thousands Trails" camping membership (I joined at the lowest level in September and used it in four campgrounds to see if it was a valid situation; the company itself is celebrating its 50th anniversary):

- 1) Get drivetrain back in labor \$ 150 U-bolts (le out then rusted) parts \$ 25

- 2) Battery (old one froze and cracked and was le up there) parts \$ 175 Cables (corroded) parts \$ 50 labor \$ 60
- 3) Basic Tune-up, oil change, lube job on joints parts \$ 200 labor \$ 250
- 4) Two front tires (old ones were dry-rotted before the ice) parts \$ 600 labor \$ 100
- 5) Brakes sticking/ master cylinder parts \$ 150 Fix faulty brake light on le side parts \$ 20 labor \$ 250
- 6) Exhaust Leak on shier column parts \$ 20 labor \$ 80
- 7) Broken side panel outside on (ice snapped it off during transport) labor \$300
- 8) Remove and dispose of awning because the brackets broken labor \$ 100
- 9) Drive RV to smog place and wait with it, return to me labor \$ 100
- 10) Sealant to put on roof (leaks right down the middle) parts \$ 200 labor \$ 150
- 11) Cut out/replace wood in floor where its weakened parts \$ 150 labor \$ 100
- 12) DMV ???????
- 13) Down Payment to Elite Package at "Thousands Trails" fee \$ 690
- 14) 1st drive from SF to Manteca "Thousand Trails" campground labor \$ 250
(John drives RV and I drive my SUV...then in three weeks comes and gets RV to drive it to the next 21-day pre-reserved campground help me dump the tanks and refill, etc)

Mechanical: to the point it's driven out of the smog shop, ready for tags \$ 2,630
DMV ?

Interior repairs to make it habitable \$ 600

Thousand Trails down payment on camping pkg upgrade \$ 690

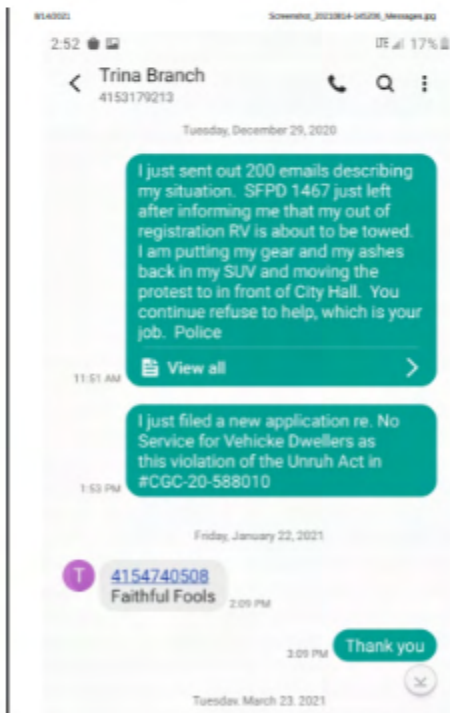
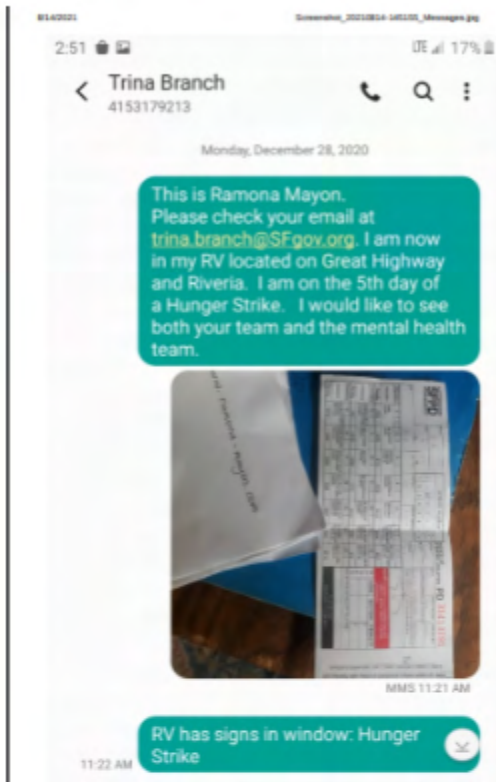
1st transport of RV from San Francisco to Manteca \$ 250

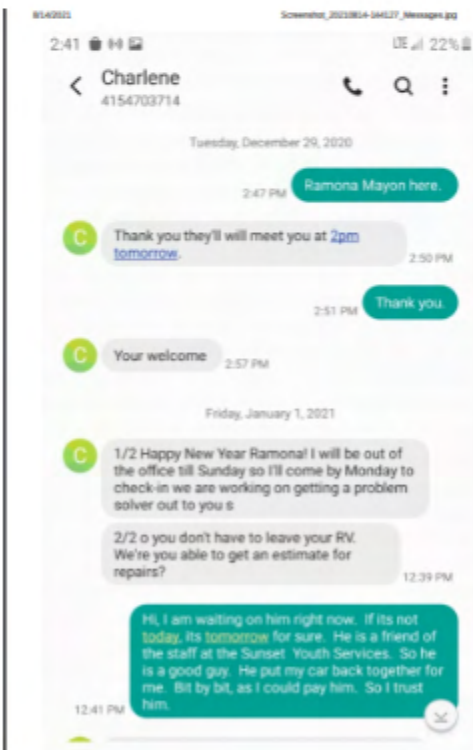
In excess of _____ \$4,520

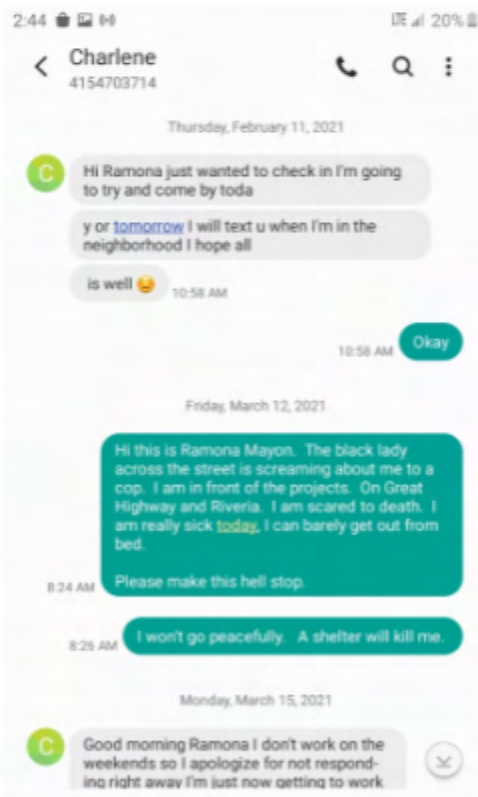
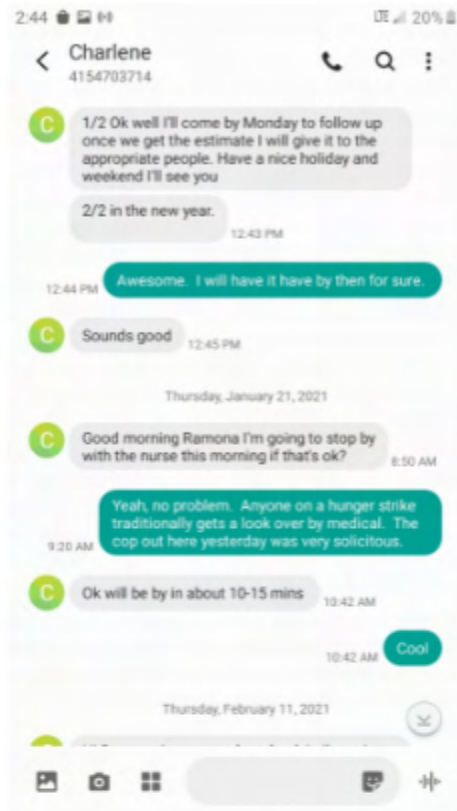
Rehousing plan rejected by RA @ ECS-SF 1.21.22 ("not a permanent solution")

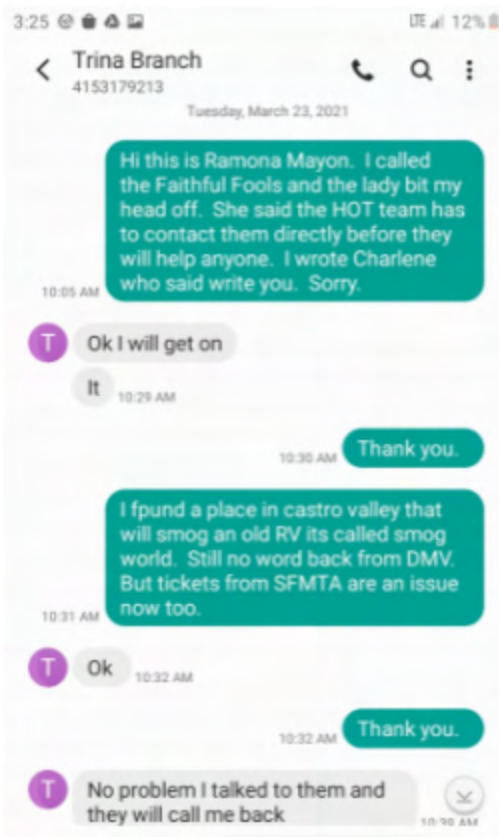
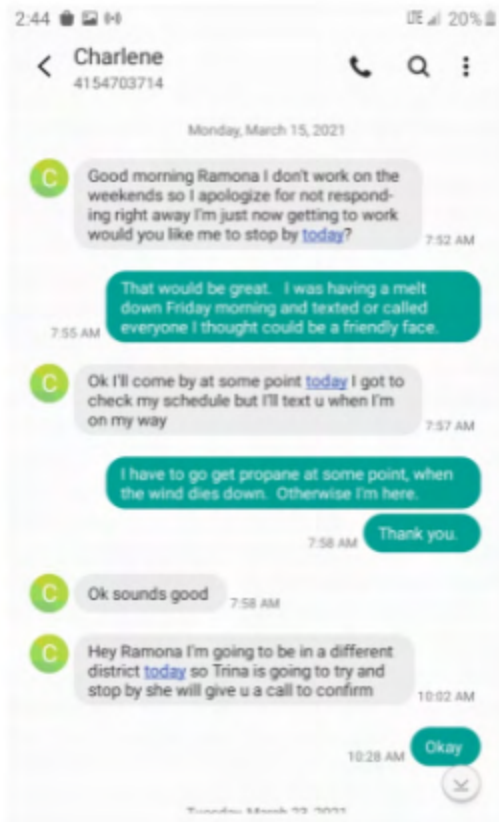
This came via a telephone call I did not record (the recording began when she unexpectedly called me April 14, 2021 to say I was getting services. I recorded from the next phone call onwards because there had been a telephone meeting with the deputy City Attorney in charge of the case filed in November - this is a prerequisite to the upcoming case management conference scheduled ***; I had also filed the third brief, intentionally doing it wrong so only the City-defendant would see my theory of law ... apparently it was good enough to have "services" restarted the very next day. I did not talk to RA @ ECS-SF that day because I was driving back from the doctor visit where I had been given the bad news that I had breast cancer. I returned the call the next day and did record that.

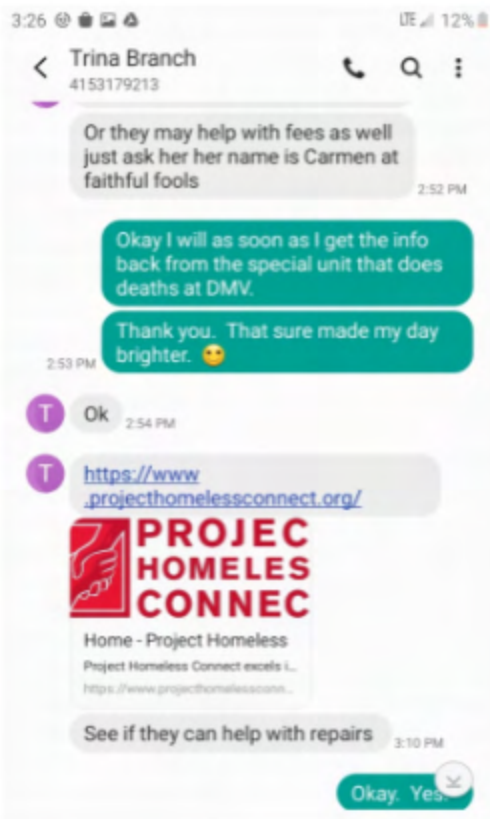
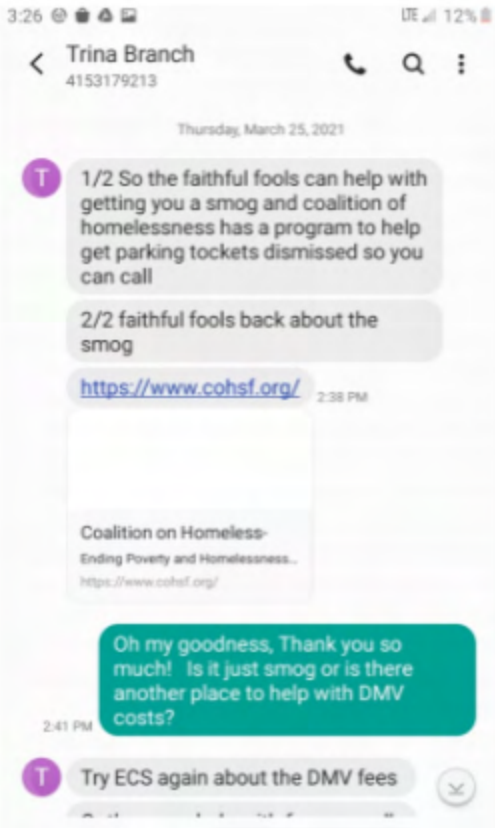
Exhibit F. Text chain w/ two HOT members (TB and C) @ SFDPH 12.28.21 to 8/21

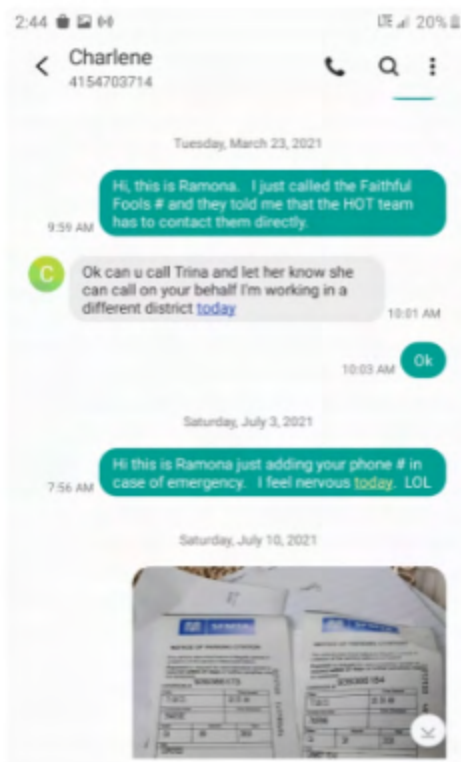
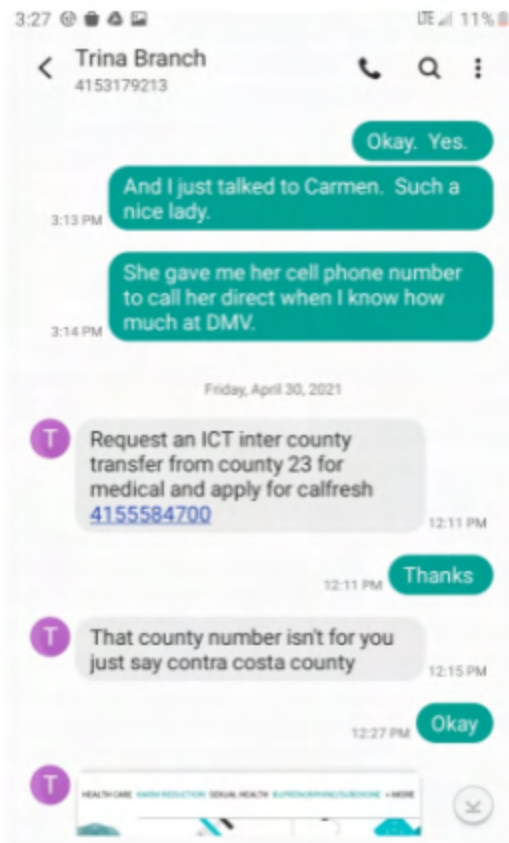


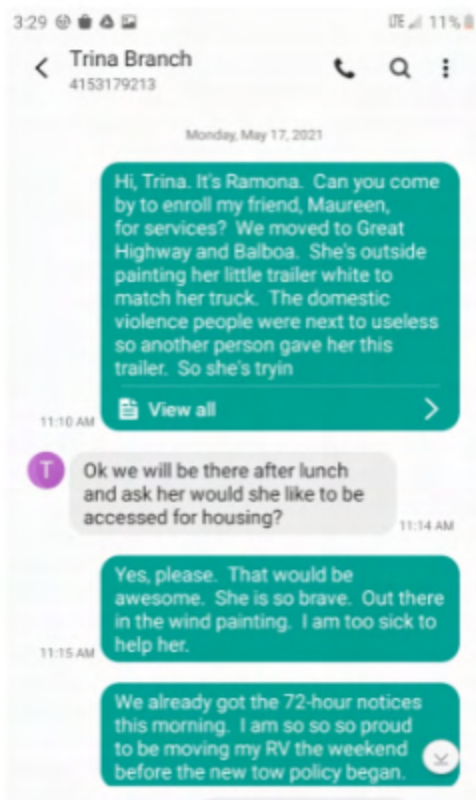
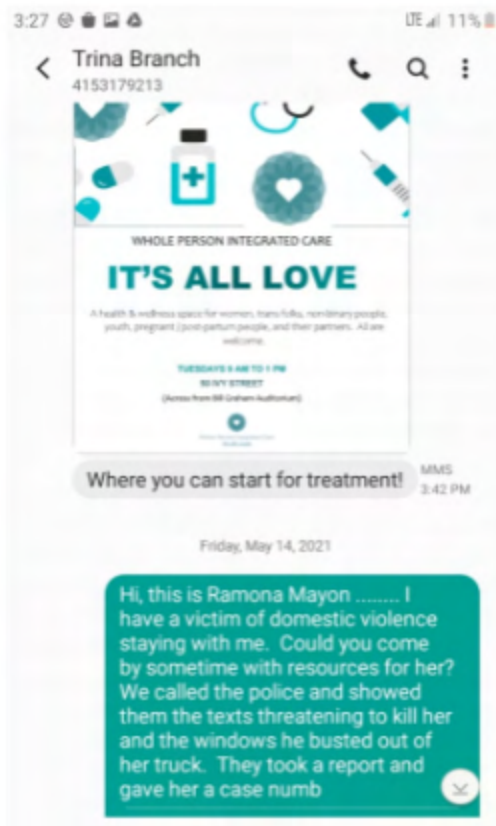


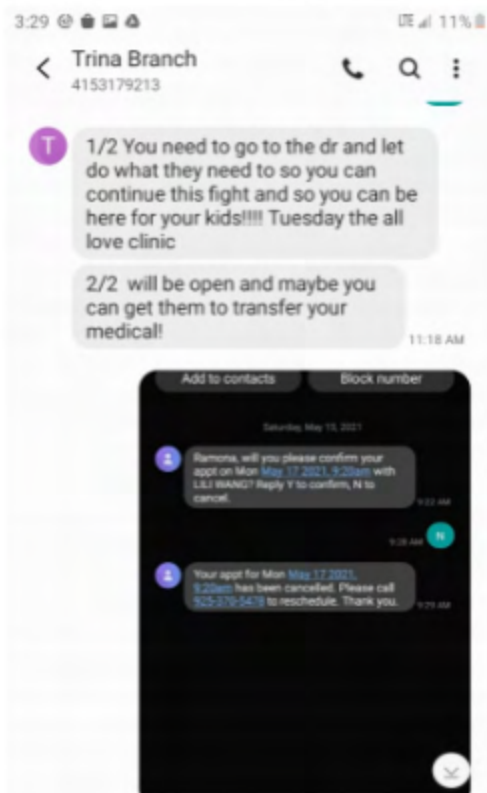
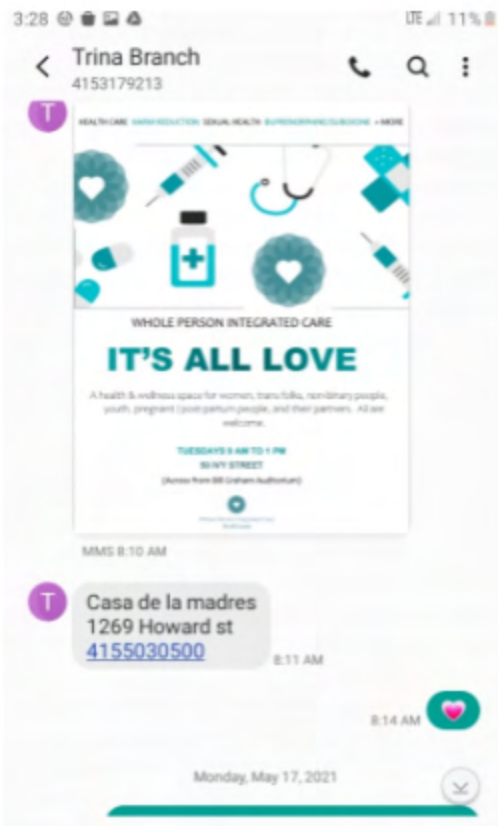


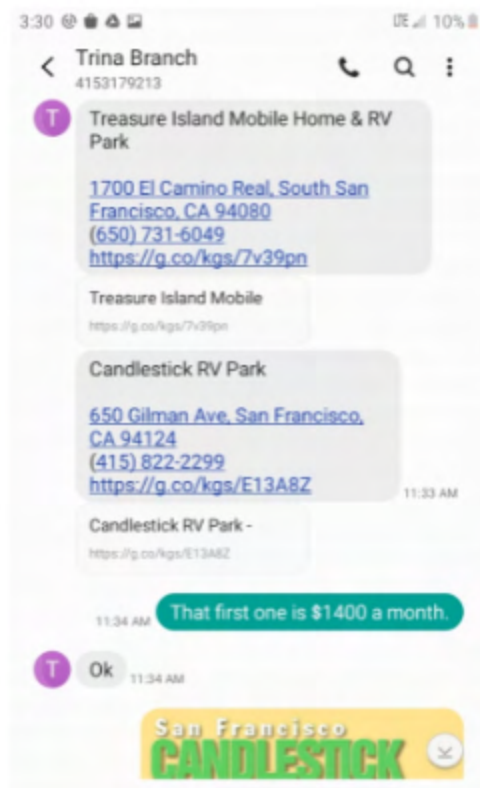
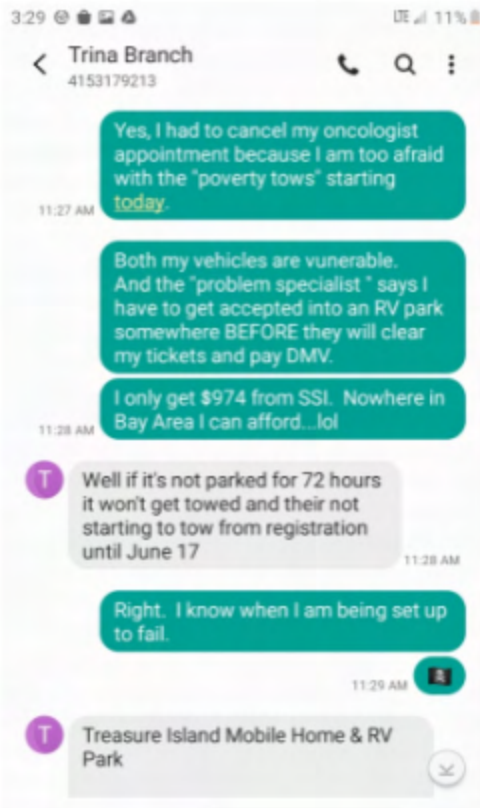


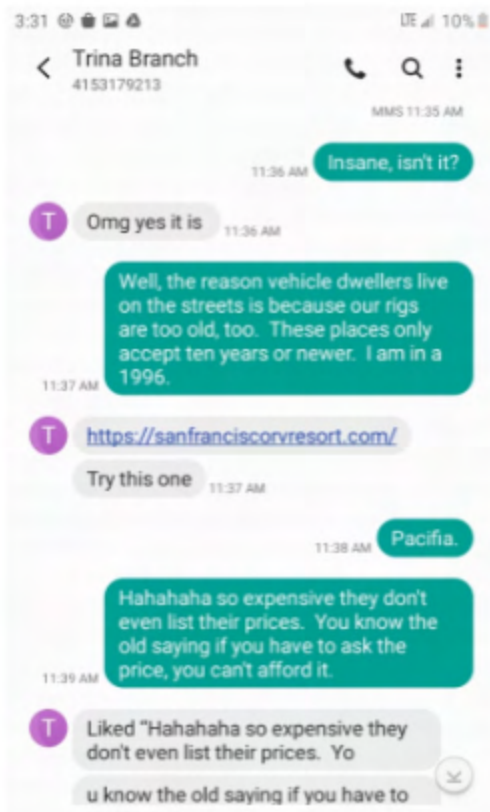












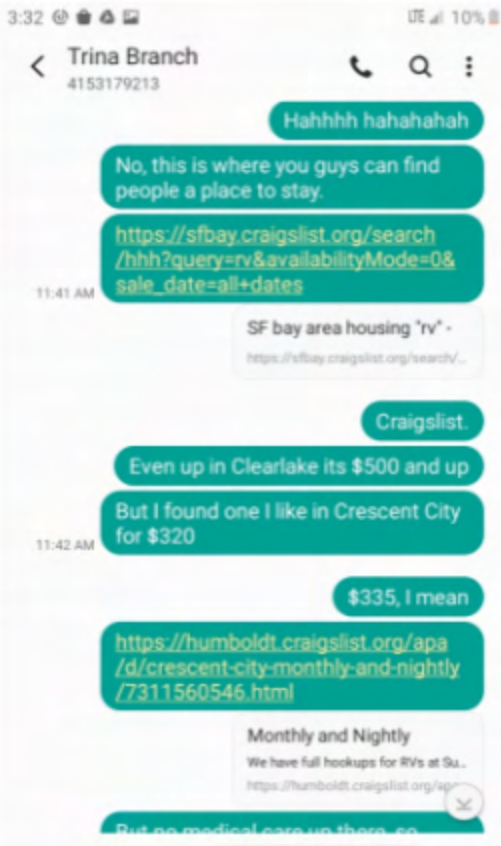
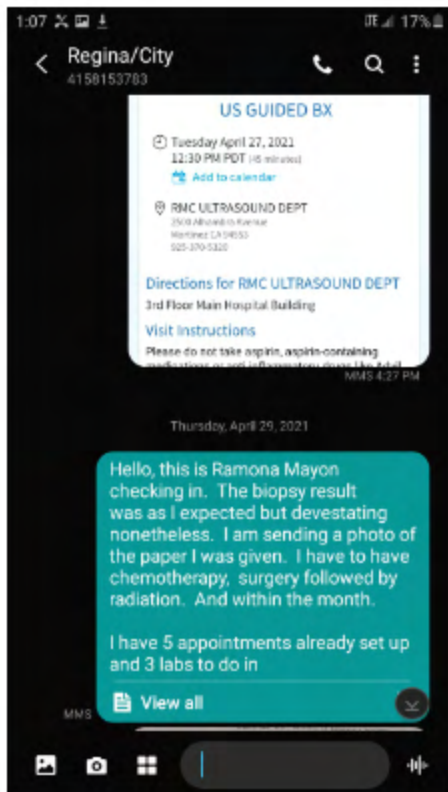
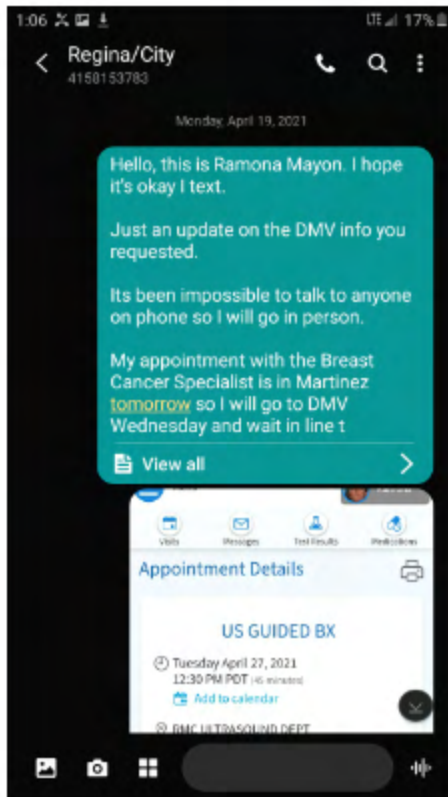
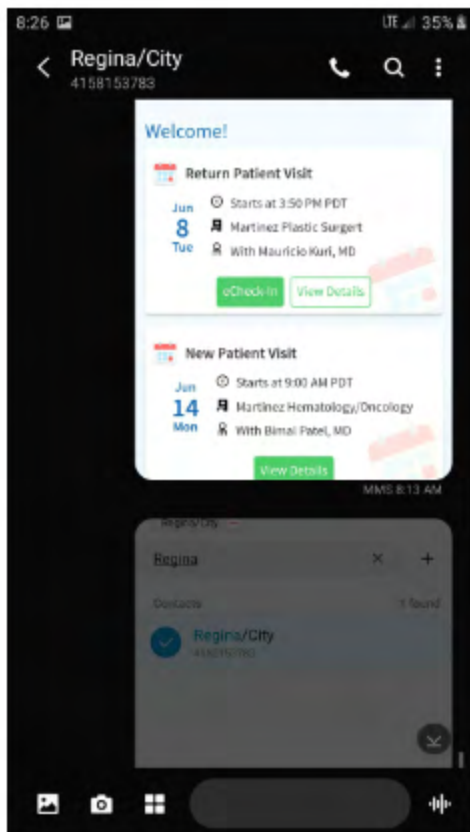
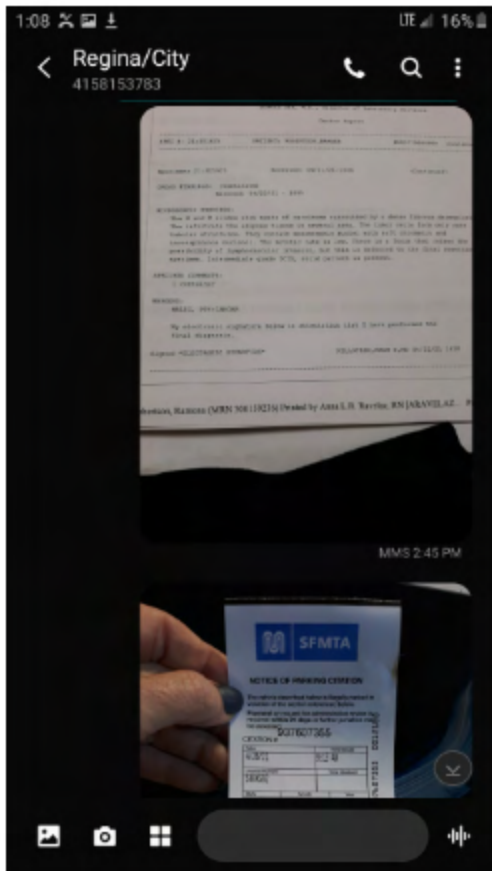


Exhibit G. Text chain w/ RA @ ECS-SF on 4.19.21 (these in addition to phone calls)









Me

7:43 AM, May 18

**(No subject)**

Hello, this is Ramona Mayon with an update: the RV was driven to the other end of Great Highway so it's fully functional again. Still working on blinker. Not necessary for smogging but essential to drive with. The SUV "Check Engine" is back on so that's a hold-up to getting smogged. There's a short in the wiring system, apparently, which is beyond the street mechanic working for me (for free).

Attached photo shows the new 72 hour move notice on 17th and 6 new tickets in two days for no tags/parking violation.

I understood the word "Resolution" in our last conversation to mean that I have to find a park that I can afford and that will accept an older unit (mine is 1996 and good looking but most RV parks practice the "ten years or newer" rule). So I have to be approved into a place before the DMV and tickets can be paid. And that the City can help me with move-in costs?

The reason I ask is I sometimes get "brain fog" from the Lyme Disease (fully diagnosed in 2017) so I don't always remember correctly as to what the order of things are. So maybe I misunderstood the details.

Thank you.



Copy text



Share



Me



8:55 AM, May 19

(No subject)

Hello its Ramona Mayon. I am absolutely astonished, but I was able to complete your task: i.e. find a place that would accept me without meeting me. I was telling a homeless friend about how impossible it was and then she called an old friend and we had a video chat on the spot and said all I have to do is pass a Megan's Law check and bring \$890 to move in & it was either \$395 or \$345 a month. I couldn't hear really well because the whole camp erupted in cheers and and I was too embarrassed to ask again, so long as its under \$400. The site comes with water and electric. I told him you would be calling to check all this with him. I don't think he even got my name but you can say I am the friend of Randy and Mitzi Faya (#415-574-9184) they are going to help me get through the surgery. That is another problem solved. I can't do a set of 3 surgeries without someone willing to stay at least ten days.

My dr is upset with me because I cancelled all my appointments because the towing has begun. I cant leave to go do it because I am afraid to lose my home but also my SUV I am afraid to actually go to my medical appointments because what if my car is towed while I am INSIDE doing tests? So I just cancelled it all and now her nurse calls me every day. She makes me cry, this woman is so insistent I get treatment. It really is too much. I can give you permission to talk to her if that would help speed this up.

The bad news is I am going to have to get a professional finish the work before we can get it smogged. The RV its the blinker switch and brake light, some kind of short that these street mechanics can't fix. On the car, which I have to have to get down to Martinez for the medical stuff, the check engine light is back on again so I am freaked out about that. Its been 10 months of non-stop car repairs on an SSI budget. I am at the end of my abilities.

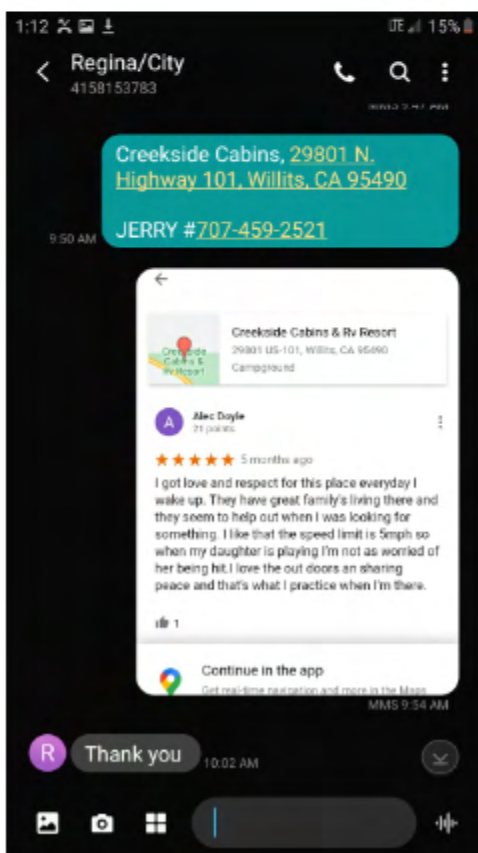
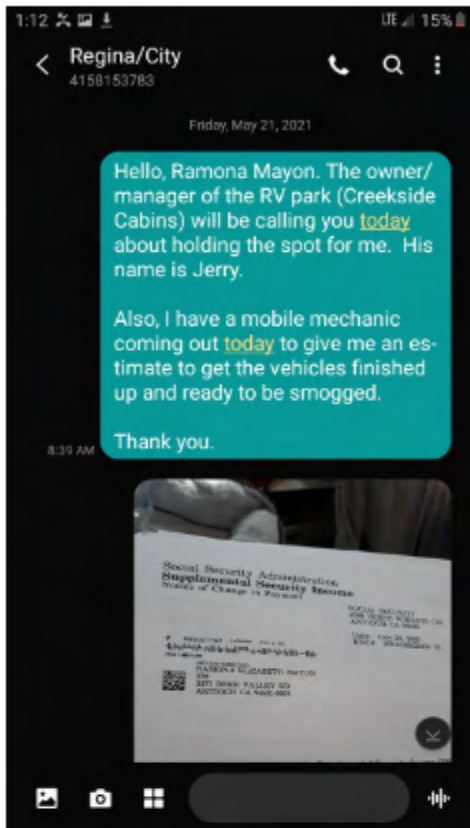
Creekside Cabins/RV Park
29801 N. Highway 101
Willits, CA 95490
Office #707-459-2521 (Jerry is his name)

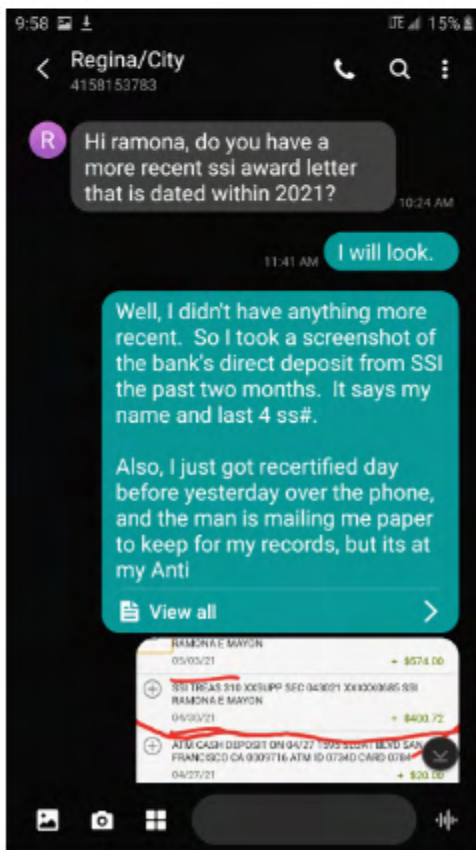
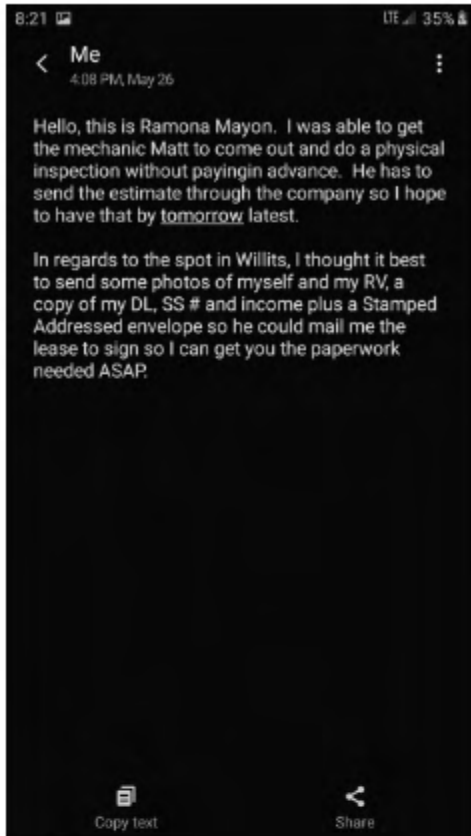


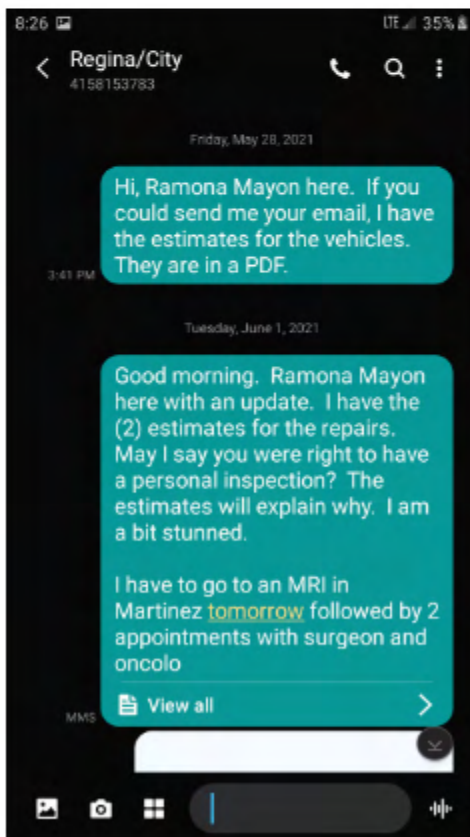
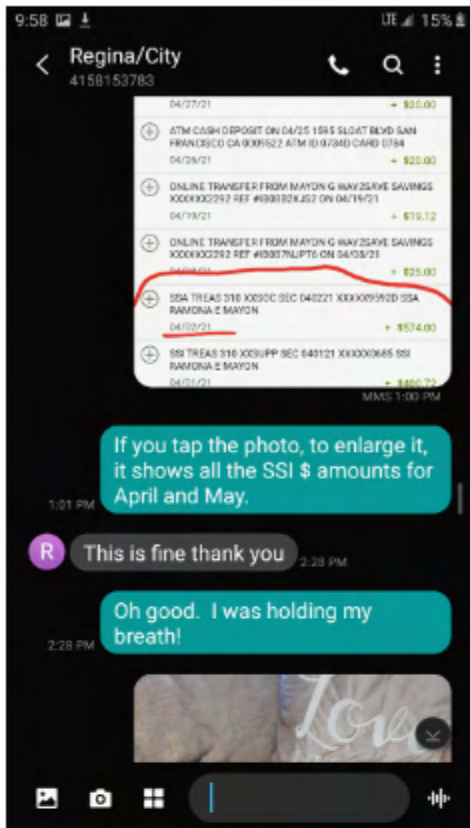
Copy text



Share







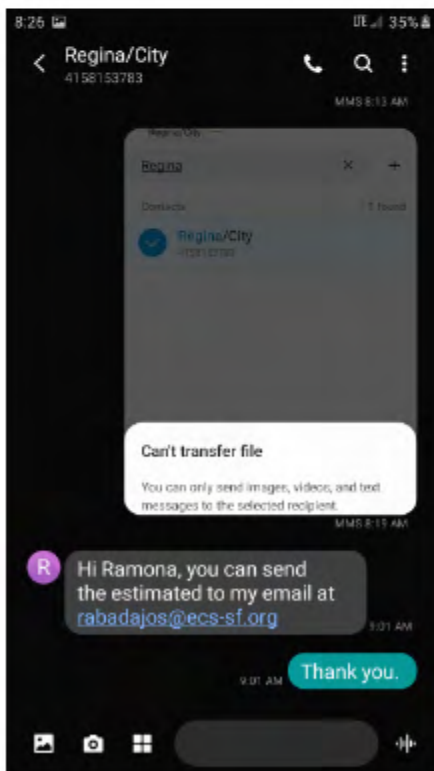
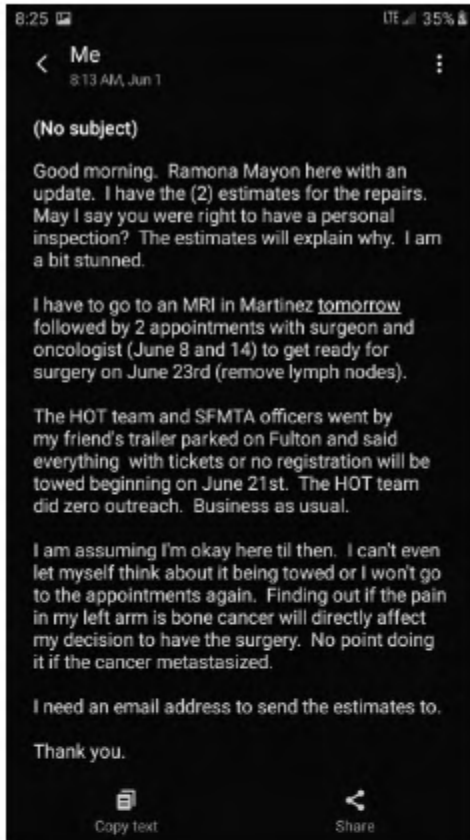


Exhibit H: three (3) emails from RA/ECS-SF to potential landlord
5.21.21 + 6.01.21 + 6.09.21

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.

In the meantime, please feel free to reach out if you have any questions.

Have a great and wonderful weekend.

Regina Abadajos (she/her/hers)
Manager of Problem Solving
Adult Coordinated Entry
123 10th St.
San Francisco, 94103
Episcopal Community Services of San Francisco
rabadajos@ecs.-sf.org |(415) 815-3783

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

Hi Jerry,

I received your voicemail, thank you for getting back to me. I tried giving you a call back, but was not able to leave a message.

Just to clarify, we do not need the lease to be signed to submit for payment, we just need a lease to show the terms of the agreement.

Please let me know if you have any questions.
Thank you!

Regina Abadajos (she/her/hers)
Manager of Problem Solving
Adult Coordinated Entry
123 10th St.
San Francisco, 94103
Episcopal Community Services of San Francisco
rabadajos@ecs.-sf.org |(415) 815-3783

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

Good Afternoon Jerry,

I tried calling you in regards to the lease and W9 for Ramona Mayon, but was unable to leave a message. We will need to receive the documentation in order to proceed with her assistance.

Please let me know how quickly we can receive the documents in order to expedite the process.

Also, I will be moving on from my position starting next week, so Deneen Jones and Valerie Cepeda will support Ramona moving forward. I have CC'd them here if you have any questions.

Please feel free to contact me until then.

Thank you and I hope to hear from you soon.

Regina Abadajos (she/her/hers)
Manager of Problem Solving
Adult Coordinated Entry
123 10th St.
San Francisco, 94103
Episcopal Community Services of San Francisco
rabadajos@ecs.-sf.org |(415) 815-3783

Exhibit I: RA @ ECS-SF emails w/ me about estimates

From Regina Abadajos
To Ramona Mayon
June 1, 2021 9.24 AM

Thank you Ramona for sending these over. Are you waiting on any additional estimates?

Regina Abadajos (she/her/hers)
Manager of Problem Solving
Adult Coordinated Entry
123 10th St.
San Francisco, 94103
Episcopal Community Services of San Francisco
rabadajos@ecs.-sf.org |(415) 815-3783

From: mayonandmayon <mayonandmayon@gmail.com>

Sent: Tuesday, June 1, 2021 9:08 AM

To: Regina Abadajos <rabadajos@ecs-sf.org>

Subject: Emailing Bravada4.pdf



Sorry, I fell back asleep. I get whooshes of exhaustion. No. The only thing is the payment for the smog inspection itself. The shop inside San Francisco that will do smog on an older RV. Golden Gate Auto Service #415-330-0928 at 2380 San Bruno and Silver Ave. The RV smog is \$200 and the SUV \$60. Both come with a retest if it fails. It's a STAR smog shop, which the SUV requires (but not the RV.....the DMV paper I got on May 2 states this).

Ramona

Tue, Jun
1, 2021,
3:07 PM

to
Regina

Thinking about what you said. I sent the RV estimate in a separate email. If it didn't arrive, please let me know. There should have been two separate estimates, one for each vehicle.

Tue, Jun
1, 2021,
3:08 PM

Regina Abadajos
<rabadajos@ecs-sf.org>

to me

Got them, thank you.

Exhibit J: Estimates from Mobile Mechanic Matt:

Mobilemechanic.com

Matthew Faivre

San Francisco, CA 94112

415-657-6506

Customer: Ramona Mayon

Address: 1559 Sloat Blvd. B, Box 175

City, State: San Francisco, CA. 94132-1222

Day Phone: 415 595 6308

Night Phone:

Fax:

Estimate Ref: 11040

Date: June 01, 2021

Time: 07:34 AM

Service Writer: JORDAN

Service Tech: MATT

VID: 1GHDT13WXY2216494

Mileage: 124000

Vehicle: 2000 Oldsmobile Truck Bravada V6-4.3L VIN W

Description	Qty	Price	Extended
Full safety inspection		110.00	110.00
Replace O2 sensor B1S1 cold,		50.00	50.00
Oxygen sensor	1	52.00	52.00
Replace oil pressure sender		130.00	130.00
Oil pressure sender	1	50.00	50.00
Diagnose and repair intermittent short		110.00	110.00
	Labor Total		400.00
	Parts Total		102.00
	Sub-Total		502.00
	Labor Tax 6.2%		24.80
	Parts Tax 7.25%		7.39
	Tax Total		32.19
	Total		\$ 534.19

moonmechanic.com
Matthew Faivre
San Francisco, CA 94112
415-657-6506

Customer: Ramona Mayon
Address: 1559 Sloat Blvd. B, Box 175
City, State: San Francisco, CA. 94132-1222
Day Phone: 415 595 6308
Night Phone:
Fax:
Estimate Ref: 11039
Date: June 01, 2021
Time: 07:32 AM

Service Writer: Jordan
Service Tech: MATT
VID: 1FDLE40G9THA73453
Mileage: 155000

Vehicle: 1996 Ford Truck E 350 Van V8-460 7.5L

Description	Qty	Price	Extended
Recology disposal fee		65.00	65.00
Diagnose and repair parasitic drain.		85.00	85.00
Cut up and remove hazardous appliances, cap off plumbing and electrical.		105.00	105.00
Recology disposal fee	1	70.00	70.00
Install vent in roof, and install plywood to cover dangerous holes in floor.		70.00	70.00
Roof vent,	1	75.00	75.00
Pressure treated plywood	1	85.00	85.00
Full safety inspection		110.00	110.00
Diagnose no/hard start cold		100.00	100.00
Replace driver side exhaust flange gasket.		45.00	45.00
Exhaust flange gasket	1	22.00	22.00
Pre-smog inspection		45.00	45.00
Install a new turn signal relay		25.00	25.00
Turn signal relay	1	35.00	35.00
Lube chassis		65.00	65.00
Drive to Smog shop and back.		50.00	50.00
Labor Total			765.00
Parts Total			287.00
Sub-Total			1052.00
Labor Tax	6.2%		47.43
Parts Tax	7.25%		20.81
Tax Total			68.24
Total			\$ 1120.24

Exhibit K: email chain w/ RA @ ECS-SF re. Next Step of repairs + smog 6.07.22

Mayon/ RV move to Mendocino County



Mon, Jun
7, 2021,
8:42 AM

to
Regina

Good morning. Just updating the case.

On Sunday, my friends called their friend, the manager of Creekside Cabins (Jerry). He simply forgot to send me the prospective lease. He says he can't "hold" the spot or send a signed lease until he receives the deposit and 1st month (\$890). He said he planned to call you this week regarding that point. He still seems very positive about me joining the community.

The address there is Creekside Cabins, 29801 N. Highway 101, Willits, CA 95490.
#707-657-8461

Mechanic (Matt) inquired as to when we would begin. Told him the estimates only went in on Tuesday and we have to wait for HSH approval. His issue is simply blocking out enough time in his schedule to do the work.

My MRI results will be in tomorrow (doctor on vacation so she has to be in the office for me to find out if the pain is bone cancer...ridiculous...especially since it has begun to hurt now in the opposite arm too). There is a surgery scheduled on June 23rd to take out the underarm lymph nodes but I am going to cancel it when I see oncologist on June 14 (Martinez). I am having a hard time getting anyone to see that it's essential that I have to have an actual place to recover before I can begin the (3) surgeries. I can't go to the grocery store without fear that my vehicle home will be seized in the half hour to do that. How do I go "in for a couple days" ?They just schedule stuff unbidden. It's quite disconcerting. In fact, the anxiety being produced from their frequent phone calls has to be bad for one's health!

Speaking of anxiety, the move-in-72-hour notices have begun to be given out to other vehicle dwellers (not me yet). The towing for no registration and/ or no tickets begins June 21, 2021. It is my deepest hope to be away by then. However, life (and politics) being what they are, I am headed over to a friend's trailer to listen to a conference call to know what SFMTA says we all need to do with our "situations". I do know, from research, that to be eligible for (free) return of my vehicles would require being in contact with ECS or HSH so I guess if anything happens, that first move will be what I tell them, to contact you directly. Which doesn't seem fair to you.

The lack of procedure with SFMTA + HSH is distinctly unconstitutional, but what good does knowing that do me? That's the crux of it.

Sincerely,

Ramona Mayon

from: Regina Abadajos <rabadajos@ecs-sf.org>
to: Greg and Ramona Mayon <mayonandmayon@gmail.com>
cc: Deneen Jones <DJones@ecs-sf.org>,
Valerie Cepeda <vcepeda@ecs-sf.org>
date: Jun 9, 2021, 12:25 PM
subject: RE: Mayon/ RV move to Mendocino County
mailed-by ecs-sf.org
:
signed-by ecs-sf.org
:

Hi Ramona,

It was great speaking with you today. As I mentioned I would, I tried reaching out to Jerry again but there was no answer. I will send him an email again shortly and CC as well.

I'm CC'ing the managers who will be continuing your support after my leave. Deneen Jones is the Manager of Mobile Problem Solving, and Valerie Cepeda is the Associate Manager of Problem Solving who is taking over the department. Please feel free to reach out to them if you have any updates to your situation, I have caught them up as to where we have left off.

Best of luck to you!

Regina Abadajos (she/her/hers)
Manager of Problem Solving
Adult Coordinated Entry
123 10th St.
San Francisco, 94103
Episcopal Community Services of San Francisco
rabadajos@ecs.-sf.org |(415) 815-3783

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

Tape 1: April 15, 2021 <https://youtu.be/SzzvfJKrWiY> *(this is our 2nd call, the first - unrecorded - was back in January when she told me over the phone that my plan did not lead to permanent housing/ goodbye and good luck, Mrs. Mayon)*

Here I describe how I came to need help. It is clear she tells me that I will be helped. I explained how I came to be in an unregistered RV. Husband's death 7.07.20 and my recent breast cancer diagnosis before the first minute is over.

R. "So sorry. Sounds like you are dealing with a lot."

Me: "Been a really hard 9 months, since he died, yeah. But being back in my home, my RV is like the only stabilizing force, you know..."

R. "Yeah."

Me: "I was at my daughter's for three months and her landlord went to evict her because I was there so long and that was up in the mountains in a rural area in a pandemic, you wouldn't think that would happen. So I went in my tent and SUV in campgrounds. The SUV sprang a leak and I came here to San Francisco. I lived here 17 years before so I know people and so forth. Got the SUV fixed. Then the snow came where my daughter was up in the mountains with the RV and getting it back, the RV, the difference was like going back to being a human being, it was remarkable."

R. "That's good to hear."

@ minute 3 Me: "...the cancer ... in a pandemic ... to shelter-in-place ... not being able to get anything but my RV and be like well there's nothing else for me to do."

R. "Mmmmm hmmm"

Me: "There's no alternative ... not just my physical health, but my mental and emotional health. It's almost like having my husband back, to be in our home. I have to hold onto it in other words.

Her response (once I shut up long enough for a breath of air) was @ minute 3.37 "I understand. That's why I'm calling. The last time we spoke, you were on the Pacific Highway, right?" going on to recall we spoke in December or January and to ask if I had moved on since then?

Me: discussion of donations and dishonest mechanics ... at the same place...working on brakes and brake lights now working with homeless mechanics

@ minute 5 Me: "Once I get smogged and get my tags, then I can move into a campground, an RV park, which is my goal."

R. "Right."

Next topic up for discussion was my plan to utilize the expanded version of Thousand Trails which would give me a place to live I could afford (\$145 monthly on my SSI budget of \$957). They accepted older RVs (mine is 1996). Water and electric hook ups. Bathrooms. Hot showers. Laundry. Gated RV resort environment with security who rides around the properties. There are 7 in the area.

Then a discussion of my plan to utilize the expanded version of Thousand Trails which would give me a place to live I could afford (\$200 monthly on my SSI budget of \$957). They accepted older RVs (mine is 1996). Water and electric hook ups. Bathrooms. Hot showers. Laundry. Gated RV resort environment with security who rides around the properties. There are 7 in the area.

We discussed paying DMV for the vehicles to be put in my name, and how the tickets may not be "attached" yet at DMV. I specifically tell her I have appealed the SFMTA denial for me to be in a ticket program (because my husband is the registered owner, not I).

Next, I tell her how there's pressure on me to get treatment started immediately. Just talking about the stress of the upcoming cancer treatment causes me to go into an emotional tailspin that goes on for a bit. Specifically the sentence "I just want to die in my own home. I don't have the resources to make that happen."

@ minute 11.45 Me: "The hatred of the neighbors is unbearable. Anxiety-provoking. ... that's why I went to Court, to have other eyeballs look at this. ... I'm not coming into the shelter system to die. I don't have anywhere else. My kids all live in roommate situations. I'm not going to die on their doorsteps. I'm not going into the shelter system. It's completely unfair that people in vehicles aren't treated like other people and given resources because we're easier to fix than anyone else. We are easier. Already halfway there in our own independent ways."

@ minute 12.58 R. "I understand. You're making the effort to keep your RV."

Me: "I don't even know if I can. They could take it at any time. They could just dump me out of it. I can't even explain the conversations I have with cops. I've literally had to say to cops 'I will turn on the propane bottle and I will blow this thing up before I'll let you take me out of it and make me die in a shelter. I won't. My DIGNITY won't let me do it. It's completely a human right."

@ 13.48 R. "I understand. That's why I'm calling."

I clarify that I am not suicidal. I clarify that I am not suicidal. I describe the signs on my RV and describe my hunger strike as a thing between me and God, to give me "Sustenance". I babble on and then apologize for babbling.

@ minute 15:58 R. "...going through a lot...that's what I'm calling to see, 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 R. "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 R. "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 R. "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."

I agree to get the DMV numbers and bring up the SFMTA tickets and I wanted a payment plan and I appealed the denial (in March).

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

We discuss how I will need a driver (at the time I had someone, but that was three months ago).

@ minute 21.04 R. "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. So it doesn't feel so overwhelming, let's take it one step at a time and we'll go ahead and figure out that part first. Does that work?"

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

@ minute 23.40 is where I mess up: "I will have my lifestyle back. I won't be trapped in the City."

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

Tape 2: May 5, 2021 <https://youtu.be/ZnjoxEpRB4Q>

This call happened May 5, 2021 twenty (20) days later. I had only the day before gotten the DMV info as she requested the day before. I was doing medical tests and a biopsy in Martinez. Each time I had to leave the RV alone and it was extremely anxiety-inducing. Going to the DMV was a stressful three hours.

There was a 5-minute phone call between us while I was driving, about 20 minutes earlier that I keep referring to and apologizing for. I only remember being embarrassed for crying to a stranger.

R. "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."

At no point have I tried to downplay the mechanical issues, and I don't understand why she asks it like this. I answer "I'm not all the way there, but I'm confident we're there."

@ minute 1.14 R. "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."

I discuss parking on a property instead of pursuing the Thousand Trails plan due to the upcoming cancer surgeries. I tell her my plan is now a park (in Clearlake where I have a friend).

@ minute 6.58 R. "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."

Me: "They have me set up for the first week of June. I have seven appointments I have to do in Martinez and that's not including lab work, seeing the oncologist plastic surgeon ..."

@ minute 7.53 R. "I'm sorry Ramona you have to go through this."

Me: "...whenever the parking people come, they've come three times in the last few days, I get hysterical."

@ minute 8.30 R. "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 it's 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. I start to cry.

@ minute 11 R. "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 R. "Absolutely."

@ minute 14.30 R. "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."

Me @ minute 15.36 "I apologize again for falling apart on you earlier, I'm normally not like that."

R. reassures me it's okay and nothing to apologize for.

Tape 3: May 12, 2021 <https://youtu.be/3Ug90IPb9Js> (note 90% of these calls came on a Wednesday, like I'm on a to-do list)

It's in this call that the truth begins to emerge. DMV and a mechanic being paid are being tied into having a place set up first. The earlier conversations said the opposite. Which explains why I taped these "problem specialists" in the first place.

Her first question which I missed on the tape was, "What progress have you made?"

I describe stress and anxiety about finding a place before the towing is reinstituted. Her reply was "Yes, I heard about that."

She asked how the repairs are going. I am still without help except for sporadic but extremely cheap mechanic work from my homeless comrades. I describe a trip to a tow yard to buy a used blinker unit because I can't afford a new one and the City has yet to start actually helping (the initial conversation about "getting someone out there to do repairs was at minute 19.50 on the April 15, 2021 video).

I describe listening to SFMTA's meeting about so-called poverty tows but that they announced a one-time ticket waiver for homeless people. If they did that, I would only owe DMV \$652.

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

Bit later she repeats that same odd statement: "I don't want you to worry with the costs of everything." She 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 ".

Not a really good word to use because it is what the police do when they come throw everyone's stuff away and make people leave an encampment..

Again, though, she affirmatively uses the phrase: "We can move forward with paying."

I then circle back to how the DMV works and what will be required to get that done. I mention the paper permits used to drive legally to have it smogged. These come after the DMV gets paid. At this point I expect her to agree to start processing the DMV because it IS what she had said in our 1st session April 15th would be the first step.

She responds with an appropriate reply about being more comfortable for my (3) surgeries.

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."

Ugh. But at least they are still offering to pay it...right?

Tape 4: May 19, 2021 <https://youtu.be/ui5MaUTc3UY>

Began these active negotiations for help April 15, 2021 ... but in January I submitted my rescue plan via email and was rejected then (also submitted it into the court case I began ... so there have been two separate stages here.

I blab on endlessly about how great a miracle this is. So that's hard to listen to, all that relief in my voice (reader, please note I am uploading these tapes June 21-22, 2021 so by now I realize they have no intention of helping me).

R. wants to know right off if I have the RV repaired. That's so cold. I am sick, poor, and totally alone. I really think the way she always asks if I have it repaired, I want to say "How on \$954 a month?" After coming clean about being at the end of my street mechanics' skill set, I tell her how much anxiety it is for me to try to go to pre-op tests and things I need to be doing because I am worried all the time I'm inside the dr's that my SUV is being towed.

R. "This opportunity to move to trailer park..."

R. wants to know if I can get RV into this park without paying the registration. "Does he require it?" Needless to say, my heart sank to hear this.

I describe the need to be running and legal in fire country. I say this is a tight, tight market for people of my income

I also ask her to not disclose to him about my need for a mastectomy.

R. @ minute 9 discusses getting a mobile mechanic and a proper estimate. Action words as in "What would it take to get estimates". She even suggests YELP as a better source for a mobile mechanic than Craigslist. At no point does she say I have to go to an actual repair shop, as the June 18, 2021 email from the new worker says I have to do. A month later, I'm being told I have to find a "real" shop. This is exactly why I taped them. I am too sick for this kind of treatment.

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

Which is when I knew I was being lied to. When does a government worker ever say that? Then she goes on about what I need to find out about saving the spot in the park. I tell her that he needs a deposit and 1st month, total of \$890. She makes noises that are appropriate, as in "I don't want you to lose this spot...keep me in the loop...sounds like we are making progress."

This is the phone call where I hung my head and wept afterwards, realizing they aren't gonna help me. This is a game they are playing with my life.

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

We spend first 2 minutes discussing my new kittens, a gift from my daughter-in-law.

@ minute 1.53 R. gets down to business, using Action Verbs. She describes the proposed assistance as a "one-time investment".

She asks me to provide recent proof of my SSI income (I did). R. asks if the RV park is pay-by-day or is there a lease available. She seems pretty flexible in her language as to what is needed, as far as paperwork requirements.

I get distracted trying to describe how I couldn't get to my medical appointments in Martinez (my health insurance is in Contra Costa county). I relate that I have found a mobile mechanic who will do both vehicles and is willing to drive the RV to the smog place. He is also a former smog tech so I feel good about him.

@ minute 8.55. R. "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. Should she reach out or wait for his call?

R. "Things are looking up."

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

@ minute 12 I make a specific statement of fear about how either of the vehicles could be taken. She has no response (re. Payment to DMV).

This conversation ends with her 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)

R. 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 R. "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."

Her 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. R. says "Great."

I ask about gas for the drive up. She says yes.

At the end, when I say I have people who are driving me up in a convoy, R. says "Wow. That will be an amazing day."

Tape 7: May 26, 2021 <https://youtu.be/u9ZBKbKre0E>

R. calling to check on how things are going

Me: I found someone if he is compatible to you all (I go on to discuss the ongoing headache of the brake lights and blinker)

R. she specifically says "Mobile Mechanic services, right?"which rather contradicts what the new worker is telling me now that an actual auto repair shop is necessary to move forward ... and where would I find one in San Francisco that will accept an older RV and where am I to stay while it's being repaired for at least a week??? The mobile mechanic can be done in a day or two and I never leave home.

Me: "not an individual shop"

R. "They come out or what?"

She then switches the topic to say she hasn't heard back from Jerry. "Really, no rush. Just to hold your space." You can tell by my response "stuck in limbo" that I want her to be aware I understand I am not really going to be helped

R. again switches topics and asks how my medical care was going and did I reschedule? I told her about the MRI on my arm and my concern was bone cancer. She expressed concern, so I added something about my housing being unstable.

She calls it a lot on my plate and asks me how I am managing. I tell her I miss my husband a lot and having cancer makes me feel mildly desperate but that's more due to the housing situation. I can't see my way forward. She wanted to know if I had thoughts of self-harm.

I was beginning to feel gaslit, but are you really, if you KNOW you are being gaslit? She wants to know if my kids are helping. Is this coming from a manual on how to make a recent widow, newly diagnosed with breast cancer, feel even worse?

I told her my kids were devastated and were doing all they could. That they were scared of being on the planet without their mom.

R. "Yeah."

Me: "This is what we do in life. We get old and die."

After a bit more of this crap, she says, "At least you have an option, Creekside Cabins."

I told her how I was grateful for my income w/ SSI (\$974) and that I was recently recertified in my disability.

Repairs. Tickets. DMV.

@ minute 9.40 R. clearly says "We can take care of that."

me: "The stress. My capacity to cope with it is going downhill."

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

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

me: "I have picked him."

R. then goes into detail how I must get a full, written estimate in M order for her to process it. I explain I have no money till the first when I get my SSI. She doesn't offer to arrange it or tell me how to get it done for free. 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."

There's that suspicion-inducing phrase coming out of a government worker's mouth. Who ever says that? And why keep saying it when it's obvious I know by now that nothing is going to happen.

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

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

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

Tape 8: June 9, 2021 <https://youtu.be/7VLKUrCVwIY>

R. got your email. Out of the office. Resolution. Pathway out of your situation. Can't move forward. Repairs. DMV.

@ minute 1.36 R. "our services depend on resolution."

Me: "I agreed to the resolution."

@ minute 3.54 me: medical care leading to the possibility of hospice (compare to her compassion in first 3 or 4 calls, now it's just a 'yeah' or silence...that's deadly to a homeless, recently widowed, isolated woman with diagnosed breast cancer needing a place to recover from surgery)

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

@ minute 5.30 me: tows beginning ... appreciative you are still working with m

@ minute 5.45 going backward (referring to the DMV not being paid since May 4th I delivered the DMV paperwork)

@ minute 6.04 me: "talking since April 15" (that's me fulfilling the Dept. of HSH's requirement of appeal that I must first confront the subcontractor directly and go through "their internal procedure"). I also mention my original plan back in December that I submitted to the court which the very first call with R. referred to and she clearly said "There would be no problem paying for your camping pass." The reason I filed an admin claim back in March was because in the first phone call with ECH (un-taped), I was told my plan didn't lead to permanent housing.

@ minute 6.23 R. "Still a go if I can get information from Jerry ... a copy of the lease with your info on it (She doesn't mention the W9 form they had wanted earlier — does that mean he faxed it to them like he said he would ?).

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

@ minute 7.36 R. "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 R. says she is moving on to another job and I will be given to the new manager Deneen Jones.

@ minute 13.40 me: "Any leeway?" ... "I feel very panicky."

R. I will reach out to Jerry and tell the new managers.

That conversation was on June 9. I sent the new worker an email on June 15. She wrote me back that same day, a very nice email, shortly after 5 o'clock. I affirm that meeting at the RV is fine and give exact locations and my phone number, asking they come anytime but please text first.

The next day around two pm there's an email that tells me to get services from Alameda county (where my younger daughter lives). I go into an emotional tailspin (remembering, please, I have cancer and I am in deep sorrow and isolation from losing my husband of 28 years in a pandemic), so I write her back and ask her for the appeals process.

She writes me back at 7 pm to say no, not necessary because I am not being denied services and they will see me next Wednesday.

This is being written on a Wednesday so I have to wait a week, in spite of the dreaded tows of unregistered vehicles beginning on the coming Monday. I do not reply. Once I have asked you for the appeals process, and you don't give it to me, we are done. Legally-speaking, I mean. I have fulfilled my attempt to find out what the internal appeals procedure is, and on this tape with the first worker, I confronted her directly about why couldn't we BEGIN services.

On Friday, June 18, she writes another, quite detailed email, finishing with “the goals are the same.”

At the appointed time, I was at home at the RV with two friends, one who is going to be my caregiver after the upcoming three surgeries.

The other is a death doula, who is helping me plan the death I want. Both had questions for the worker. Mostly I wanted a witness for what was going to be said to my face, if the phone treatment has been so disrespectful (in that it’s all been lies, not their tone itself), I didn’t want to see them alone.

We also had the prospective landlord on standby at 2.15 pm to give them any other info or affirmation they need (ohhhh yes, I forgot...my friends drove up there and got a copy of the documentation, including a list...I mailed it certified to ECS on June 14, 2021.

As for the meeting at 2pm on June 23, 2021, where I would be told what services I am to get (or not), she never showed, she didn’t text or email, either. This is absurd, yet funded by taxpayers.

No message or call Wednesday, Thursday, or Friday. On Monday nothing, but late in the day, I get a text message from the HOT team worker who says she is bringing the “Problem Specialist” out with her. That turns into another text message where Ms. Jones is coming out on Thursday July 1 at 11 am. She adds that she was told by Ms. Jones that I would have to put the RV in a shop and stay in a shelter while it’s being repaired.

A shelter, with diagnosed breast cancer.

~ ~ ~

EPOCH TWO WHERE ECS-SF WORKER #2 BEGINS (DJ) (so epoch one was with RA @ ECS-SF from Jan 21, 2021 to June 9, 2021)

Exhibit M: Medical reports that show I had a mastectomy scheduled on June 23, 2021 which ironically was the day the second worker scheduled to come meet me and settle on the phone with the landlord about paying him. She didn’t show, call, or reschedule, which I will next show in exhibit N, with me telling TB @ HOT about it in texts.

JUNE 2021 MEDICAL

Progress Notes

CHARLEEN L. KM, MD at 6/22/2021 3:45 PM

Breast Consultation

6/22/2021

Primary Care Physician: Anita C. Gaiand, MD

HPI:

CC:
Chief Complaint
Patient presents with
• Follow-up

Ramona Robertson is a 60 y.o. female G7P5A2 who presents with palpable right breast mass. She palpated it 1.5 years ago but then her husband was diagnosed with liver cancer and passed away 9 months ago. She became homeless for 6 months and only 3 months ago got her RV back to live in. She has lost 71 pounds since her husband died, which she attributes to loss of appetite from grieving and stress. The right breast mass has increased in size but is not painful. She has right chest wall pain and left arm pain and was told she had shoulder arthritis. She states that for the last 6 months she has had bilateral leg weakness and also pain in her back between her shoulder blades.

4/14/21- Bilat breast Dx Mammog- Left breast 7mm smooth density central breast. Right breast spiculated 2.4x1.5cm density.
Left breast US- 7mm cyst- benign.
Right breast US- 1000 N6 14x12x10mm hypoechoic mass. LNs nl. BIRADS 5.

MyChart - Visit Summary (1).pdf

3 / 4

1. Breast mass, right
Right breast mass is IDC, grade 1, ER/PR+, Her2 Negative.
The mammogram measured it to be 2.4cm and the Ultrasound measured it to be 1.4cm. Clinically, it feels more like 2.5cm on exam.

I am ordering MRI because of the size discrepancy between the mammo and US.

I am referring her to oncology because she has so many systemic complaints and the size of the tumor.

She spoke with Dr. Patel, who recommended surgery first. However, due to her housing situation, she is not able to leave her RV as it will be towed. I have had to cancel her surgery because she was not able to get her MRI done, see the plastic surgeon, and even follow up in clinic. I will ask Dr. Patel to treat her with neoadjuvant endocrine therapy while she is getting her housing situation sorted out and until she is able to get her preop workup done and her surgery done.

I had initially discussed options for breast conservation versus mastectomy. She was interested in breast conservation with mastopexy and contralateral symmetry procedure.
PLS consultation is pending.

She will follow up with me after the MRI.

<https://mychart.cchealth.org/MyChart/visitSummary?node=notes&node=RP-24.RQ:M-28x50ManghtEline-3D-3D-24x72x83...>

6/30/2021 MyChart - Visit Summary

AUGUST 2021 MEDICAL

Progress Notes

CHARLEEN L. KM, MD at 8/31/2021 4:00 PM

Breast Consultation

8/31/2021

Primary Care Physician: Anita C. Gaid, MD

HPI:

CC:
Chief Complaint
Patient presents with

- Breast Cancer

Ramona Robertson is a 60 y.o. female G7P5A2 who has right breast cancer. She first palpated it 1.5 years ago but then her husband was diagnosed with liver cancer and passed away. She is homeless and is living in her RV in San Francisco until she can stabilize her housing situation. She has no appetite and has lost weight.

4/14/21- Bilat breast Dx Mamm- Left breast 7mm smooth density central breast. Right breast spiculated 2.4x1.5cm density.
Left breast US- 7mm cyst- benign.
Right breast US- 1000 N6 14x12x10mm hypochoic mass. LNs nl. BIRADS 5.

4/20/21- right breast biopsy. Path: IDC grade 1, ER/PR+, Her2neu negative.

She has not been able to get any of her preop testing and PLS eval done due to housing situation with her RV. She has spoken with Dr. Patel over the phone, who recommends surgery first.

She has now noticed a right neck mass that is painful and not mobile. Because of her housing situation, she has not been able to come here to get it checked out. She also has pain between her shoulder blades and is on pain medications. She has a grape-sized lump in the rectal area that is worse with straining.

Palpable breast mass: see HPI
Nipple Discharge: none

<https://mychart.cchealth.org/MyChart/make.asp?mode=visitsummary&outmode=notes&in=HPI%20abg%20V08P052%20C00%20-30-30-24%20G%20E%20...>

8/31/2021 MyChart - Visit Summary

Nipple inversion: none
Skin changes: none

Breast History:
Menarche: 11
Menopause: 53
Age at first birth: 19
Lactation: 6years
OCPs: 4years
HRT: N/A
Breast surgeries/biopsies in the past: none
Family Hx of breast cancer: Maunt breast cancer- age 50s

Past Medical History:
Diagnosis
• Malignant neoplasm of upper-outer quadrant of right breast in female, estrogen receptor positive

Date: 6/14/2021

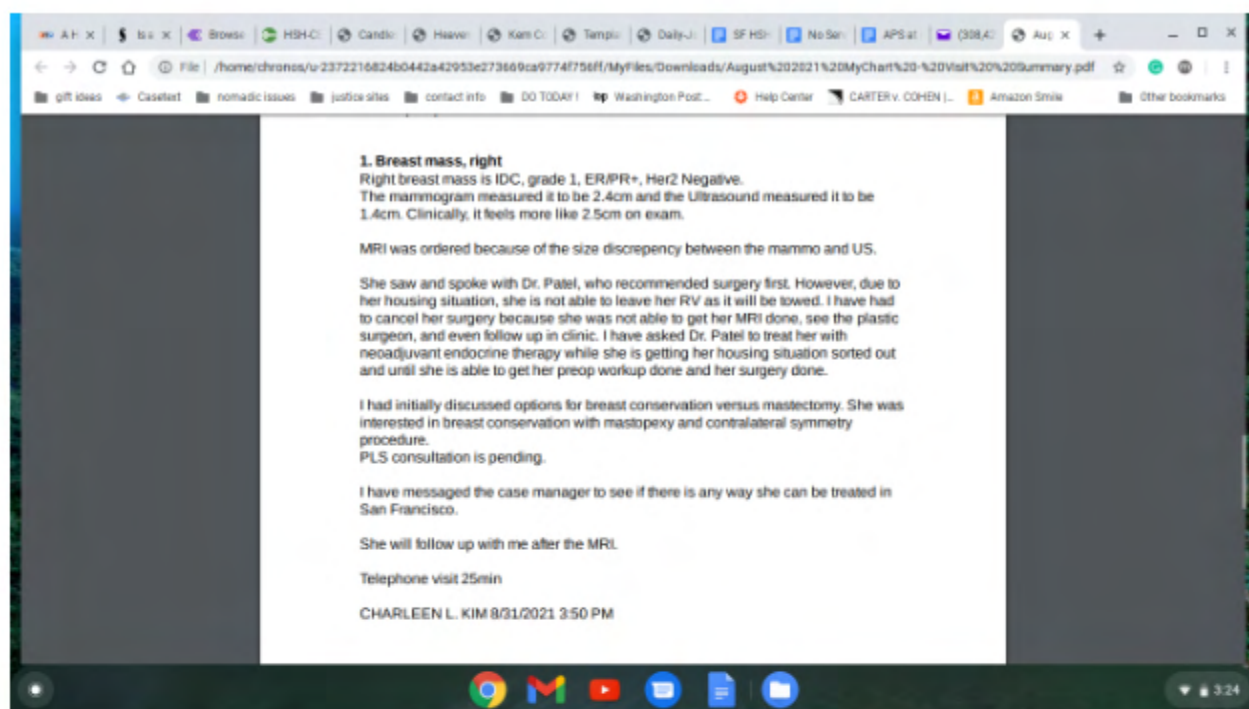
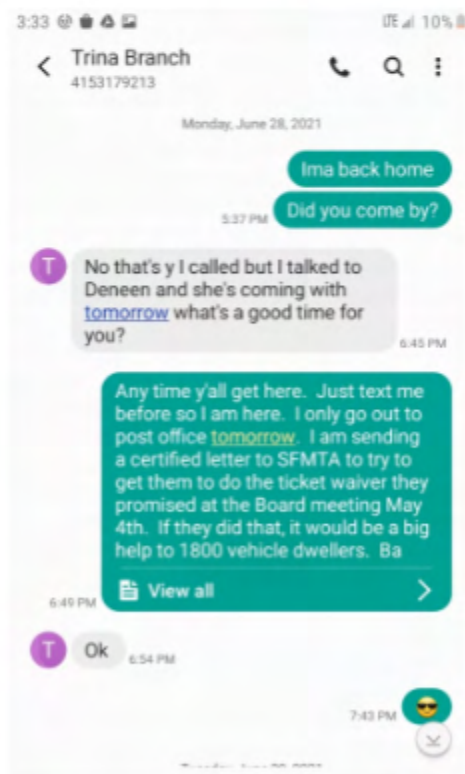
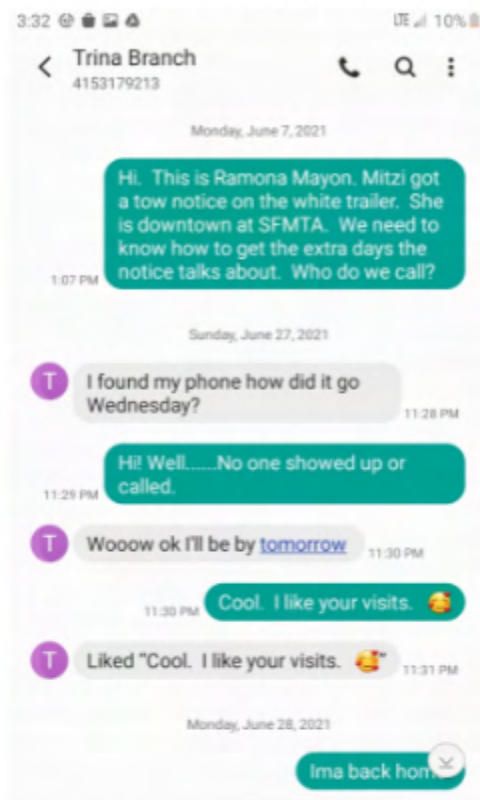
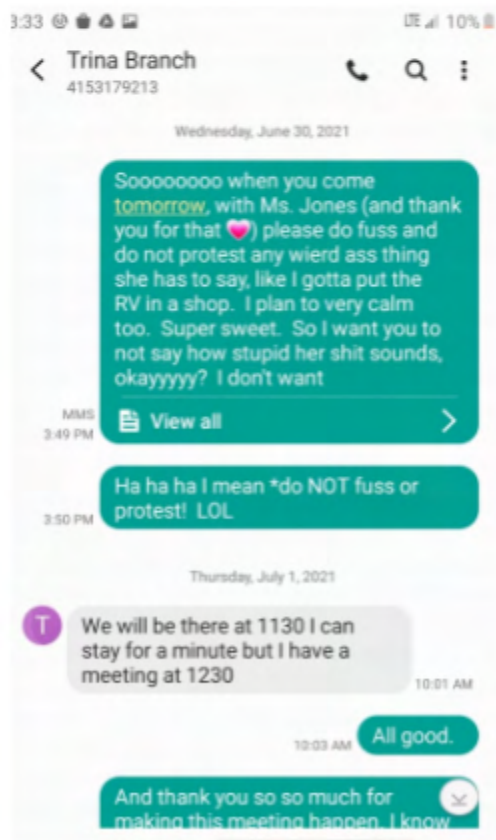
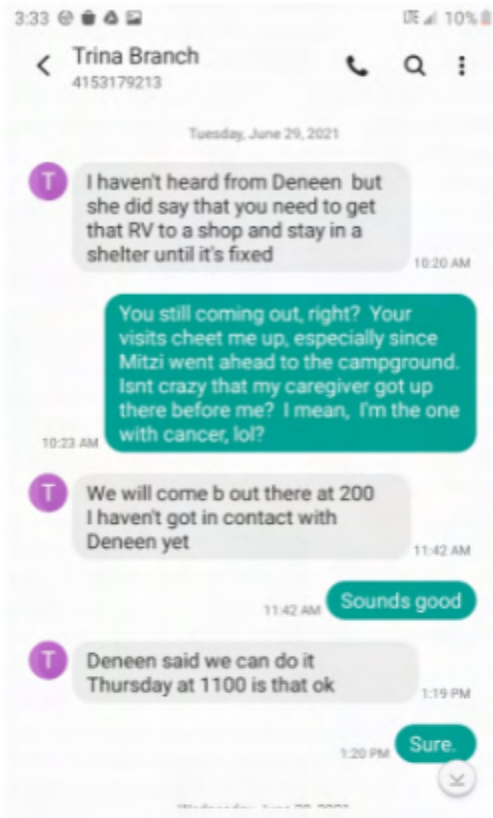


Exhibit N: text chain with HOT (TB and C) June to Aug 2021 re. ECS-SF new case manager and how SFMTA continues to harass “occupied vehicles”.





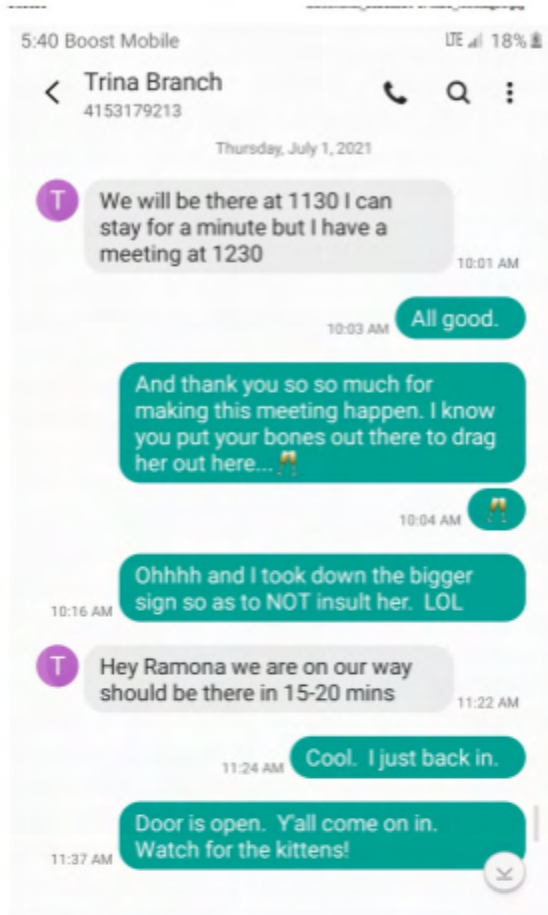
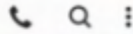


Exhibit N continues with proof of SFMTA visit July 2021



2:45 LTE 20%

< Charlene
4154703714



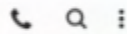
MMS 11:33 AM

11:34 AM I know you are off today, but this just happened. He was so sarcastic. Just really mean. "Why do you think I am here?"

11:37 AM I showed him the file where ECS is working with me. He looked at then ignored it.

5:40 LTE 18%

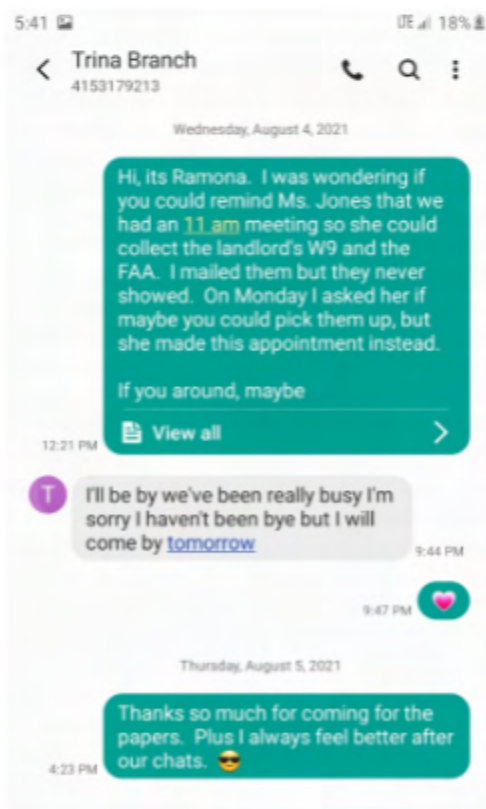
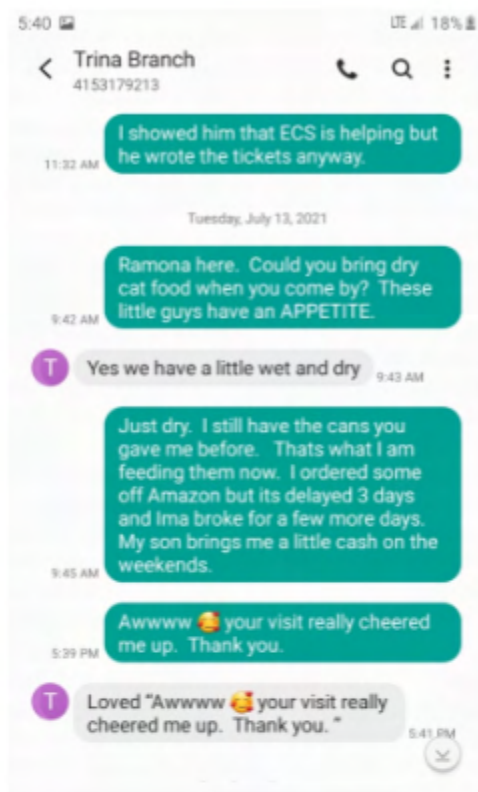
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PERSONAL INFORMATION	
NAME	DATE
ADDRESS	DATE
CITY	DATE
STATE	DATE
ZIP	DATE
PHONE	DATE
EMAIL	DATE
DOB	DATE
SEX	DATE
RACE	DATE
ETHNICITY	DATE
RELIGION	DATE
MARRITAL STATUS	DATE
CHILDREN	DATE
EDUCATION	DATE
CAREER	DATE
HOUSING	DATE
VEHICLE	DATE
FINANCIAL	DATE
HEALTH	DATE
DRUGS	DATE
ALCOHOL	DATE
SMOKING	DATE
RECREATION	DATE
INTERESTS	DATE
HOBBIES	DATE
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CONTACTS	DATE
REFERENCES	DATE
COMMENTS	DATE
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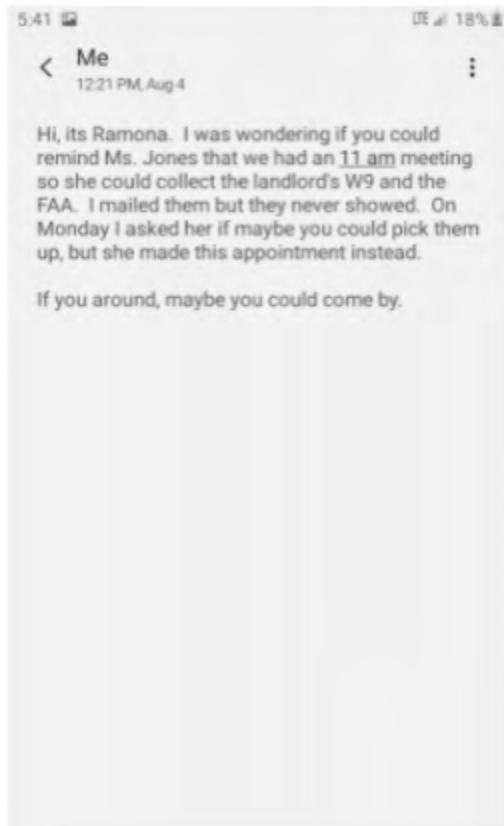


Exhibit O: my angry emails 6.15.21 to ECS-SF, as well as City Hall, which I consider attempt #1 to appeal

Ramona Mayon <ramonamayon@yahoo.com>
To: DJones@ecs-sf.org, vcepeda@ecs-sf.org
Tue, Jun 15, 2021 at 9:26 AM

To Whom It May Concern:

My friend drove up and got the lease papers. I sent them certified yesterday. They should be there today or tomorrow.

Attached photo of me yesterday trying to get information from Parking Control Officer. I told him that I'm being helped by ECS and to please NOT tow or ticket. He told us, "It's coming. Get ready. You must leave immediately."

Also attached is my denial for a ticket payment plan at SFMTA. I appealed it (again certified mail to prove I sent it). It was because I am not the registered owner.

The next two attachments are from SFMTA's flier for what to do when you are homeless and lose your vehicle home to a tow. The exact rule is I have to be the registered owner. I am not. I am the widow of the registered owner. Exact same problem trying to get a payment plan for tickets.

See attachments of DMV paperwork I went and got in person May 3. It's going to be even more to pay because the tickets for "no tags" keep coming. See photo of the six tickets from SFPD in two nights that I got recently. The neighbors hate the RV and call in constantly.

Which brings me to the next attachment because I don't think anyone believes how sick I am. The pain in my arm bone is much worse. I went for x ray and MRI and now they need another MRI and a bone biopsy to tell me what I already know. I am having to leave the RV and drive to Martinez for these appointments and the anxiety over whether or not I will return to my home (and husband's ashes) intact FEEDS the cancers I have. Yes, it is multiple. I told everyone back in November I had breast cancer and I was right. Seeing as everyone reading this email is female or family, I will say this bluntly: I refuse to get a colonoscopy to prove to anyone the grape size lump in my rectum is cancer too. This is all so undignified and I lost my husband of 28 years last July (liver cancer) so there is no one to care for me after these invasive and painful tests.

I am at my breaking point. Somehow I think that's the general plan so I will get so sick I agree to move into a motel room or, worse, one of those downtown SROs. Never. Not a snowball's chance in hell. That's how my husband died. Project Roomkey in Sacramento instead of helping us stay in our RV. Final three weeks in a FEMA death camp. People in prison have more care.

We were living in a campground in the Delta, daily pay for \$15. When Gavin Newsom closed the campgrounds March 18, our RV suffered a fuel pump failure. Instead of helping us, the worker filed an Adult Protective Report to try to force my husband into hospice. We were put in motels instead then a trailer behind a chain link fence, where he died a hard death, just the two of us.

So I was without our RV March 19 to December 23.

I will keep fighting the hate. Of course, that's why I went public in the first place. I already know how hated vehicle dwellers are. I have published books on Amazon about this xenophobia. In February, my essay was on the cover of the Street Sheet. Still and all, it took 113 days on a hunger strike to even get to talk to Regina in the first place and now I have to start over with a new social worker. Even more strangers in my life because I am sick and poor. Okayyyyyyyyyyy. I just want to die in my own home, in my own bed. That's my only goal here.

As I told Regina, y'all are going about this backwards. DMV needs to be paid first so I am able to get my home and effects back from AutoReturn, should it be towed. They get rid of stuff fast. This happened to me in 2006 with our schoolbus home of a decade. This very spot I am parked in now. I had young children then. Now I am a widow. You can just imagine the PTSD these last months of my life. I don't care. I will do anything to stay in this RV where my husband still lives (in my mind).

I had no choice. I had to bring my RV down from the mountains or it would have been lost to the snow. It's been our home since 2012. When I am inside, I don't feel like my husband is dead. I will die if I lose this PARTICULAR vehicle. And if I lose the SUV, I can't get to medical care that far up north.

So in my opinion, as I told Regina when we first began April 15th, the DMV should be paid ASAP. The SFMTA tows begin this coming Monday. Why aren't we getting ahead of this? I asked Regina and she said it was because the City "didn't want to do the repairs unjustly". Well, if they tow the RV, then I will not be able to get it back. Where is the equity in that? This would be a preventative measure. The payment of the DMV will entitle me also to a paper to legally drive the RV to smog it, as well as a paper that lets them sit unmolested on the street.

The smog place for an older RV is Golden Gate Auto Service at 2380 San Bruno, SF 94134 #415-330-0928. RV cost is \$200 and SUV is \$80. They come with 1 retest.

The mechanic is still available. His name is Matt and his number is #415-657-6506. I don't quite catch how he wants to be paid but he did tell me he was ready to go to your office with his ID. I found him on mobilemechanics.com but when he came out without being paid for doing the estimates, he indicated to me that he was an independent contractor. I am happy to hope I can finally finish 10 months of solo repairs with a professional.

Finally, Regina and I discussed the need for gas for the move for the RV, the SUV, as well as the vehicle of my friend driving up the RV to Willits, so they can return to San Francisco also (so that's a 320 mile round trip for them, plus one-way gas for my SUV which gets 12 to 15 mpg but the RV is a gas guzzler due to size of engine i.e. 460).

Also, a new request for the purpose of this move. I need AAA so if anything goes wrong on the trip up, we have help. The service level that includes a 200-mile tow is \$129.

Thank you for your consideration of my input on this situation that becomes a crisis Monday 6.21.21 because my HOT worker Trina Branch tells me "SFMTA means business this time." I do really feel all this work with ECS may just be a mirage, because when my friend (cc'd on this email plus my death doula, whom I met as a result of the signs on my RV: Teresa Marchese; the others are my sons and daughters and daughter-in-law so all will see how hard I tried to get help before my death - there is some issue among my family members that I don't try hard enough to get "official" help). My friend Mitzi Fata called yesterday to ACE to get help for her about to be towed situation and she was told that only people actually on the street, like in a tent, are helped at ACE and that there is no help for people in trailers or RVs. SFMTA says to call the HOT team. So I don't know if any of this is actually REAL. Please realize as I say that, I am in a fog of grief for 11 months. I am also very, very ill.

I have been a "client" of the HOT team since Nov 16, 2020 so all this is known. I just feel that getting a new social worker, all this needed to be said again, this time in writing. I don't feel like this is going well at all and I needed to say that out loud. My anxiety is pretty bad at this point. I am unable to function without my home, physically or emotionally, and if I lose it (again), I will go sit in front of City Hall and terminally dehydrate. It will take 5 to 9 days. I will not suffer life without my vehicle home. I will not live in "permanent supportive housing". I am a gypsyTraveller. An ethnic nomad. I have a right to my heritage. It is a deep spiritual wound to our people to lose a vehicle home through a tow. I have experienced it once in 2006. I will not be able to survive that blow again because my beloved husband is gone ahead to Heaven. Please realize this is a matter of life and death and the City's action is needed relatively soon. Tows begin in five days. I don't feel confident about my chances of making it out of here safely.

Sincerely,
Ramona Mayon

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PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions



6/14/2021

Yahoo Mail - Update - Payment Plan Application Denied - Case # 3

Update - Payment Plan Application Denied - Case # 345655
ref:_00DtOCmd2_50000jKhag:ref

From: SFMTA Services (case-admin-sf@sfmta.com)
To: ramonamayon@yahoo.com
Cc: case-admin-sf@sfmta.com
Date: Monday, March 29, 2021, 05:54 AM PDT

SFMTA

Ramona Mayon
3377 DEER VALLEY RD 278
ANTIOCH, CA 94531

Payment Plan Application Update

Are you currently homeless? Was your car towed or booted?

You may be eligible for for a one-time waiver of your towing or booting fees. Your storage fees could be waived for up to 15 days.

1 STEP ONE

You may be eligible for this one-time discount if you have contacted one of the City's Access Points in the last six months. Access Points help people experiencing homelessness.

To confirm you have contacted one of the City's Access Points, **call one of the Access Point phone numbers on the back of this flyer.**

If you have **NOT** contacted one of the City's Access Points, you can still qualify for the one-time discount by scheduling a short phone meeting.

The phone numbers for the Access Points are on the back of this flyer. You can also go to the Access Points in person. The closest Access Point to AutoReturn is: Episcopal Community Services, 123 10th Street (at Mission), San Francisco, CA 94103.

2 STEP TWO

If you think your car is towed, immediately call City and County of San Francisco Impound at 415.865.8200. Go to AutoReturn (450 7th Street, San Francisco, CA. Cross streets are Harrison and Brannon) to get your car.

AutoReturn will confirm that you have been seen by one of the Access Points below in the last six months. **Please note that it may take up to one business day to verify your eligibility.**

You must be the registered owner or be on the car's rental contract in order to retrieve your car. Please bring the following to AutoReturn to retrieve your car:

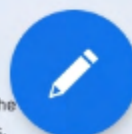
1. Valid driver's license
2. Keys for the vehicle

AutoReturn can verify ownership for California vehicles. Other ways to verify ownership include:

- Valid registration
- Title, or
- Rental agreement

ACCESS POINT PHONE NUMBERS AND LOCATIONS

You are eligible for the one-time towing and booting discount if you have contacted one of the Access Points in the last six months. Access Points help people experiencing homelessness.



     	
Community Services, 123 10th Street (at Mission), San Francisco, CA 94103.	AutoReturn can verify ownership for California vehicles. Other ways to verify ownership include: • Valid registration • Title, or • Rental agreement

ACCESS POINT PHONE NUMBERS AND LOCATIONS

You are eligible for the one-time towing and booting discount if you have contacted one of the City's Access Points in the last six months. Access Points help people experiencing homelessness.

To confirm you have contacted one of the City's Access Points, call one of the Access Point phone numbers below.

If you have **NOT** contacted one of the City's Access Points, you can still qualify for the one-time discount by scheduling a short phone meeting with a caseworker.

SINGLE ADULTS CALL:

Adult Access Point Partnership
2111 Jennings Street (at Van Dyke)
San Francisco, CA 94124
415-487-3300 x7000

Adult Access Point Partnership
123 10th Street (at Mission)
San Francisco, CA 94103
415-487-3300 x7000

Adult Access Point Partnership
1138 Howard St
San Francisco, CA 94103

FAMILIES CALL:

The Mission Access Point
2871 Mission Street
San Francisco, CA 94110
415-872-1281

Bayview Access Point
1641 LaSalle Avenue
San Francisco, CA 94124
415-430-8320

YOUTH UNDER 24 CALL:

Larkin Street Engagement and Community Center
134 Golden Gate Ave
San Francisco, CA 94102
415-673-0911

3rd Street Youth Center and Clinic
1728 Bancroft Ave
San Francisco, CA 94124
510-836-1324

LYRIC
127 Collingwood Street
San Francisco, CA 94114
415-696-4191

Homeless Youth Alliance
415-318-6384





(All in 48-hour period)

Exhibit O continues: this is who I forwarded it to next (the deputy City Attorney in charge of the case I filed in Nov. 2020), with a cover letter.

Goldman Jeremy (CAT)

Tue, Jun 15, 2021 at 9:47 AM

Dear Mr. Goldman,

You probably want to read this missive I just sent the new worker at Episcopal Community Services. As I said in our last phone call, the Dept. of Homelessness people are rudderless. But nonetheless violating constitutional rights and the Unrun act. I may be dying (confirmation attached) and doing so under harsh conditions, but it hasn't affected my intellect in the slightest.

Sincerely,
Ramona Mayon

Exhibit O continues: this is who got it next and the cover letter I wrote.

Ramona Mayon <ramonamayon@yahoo.com>

To:

mayorlondonbreed@sfgov.org,
shamann.walton@sfgov.org,
aaron.peskin@sfgov.org,
chanstaff@sfgov.org,matt.haney@sfgov.org,
gordon.mar@sfgov.org, Marstaff (BOS),
mandelmanstaff@sfgov.org,
melgarstaff@sfgov.org,
Preston Dean (BOS),
hillary.ronen@sfgov.org,
ahsha.safai@sfgov.org,
Stefani Catherine (BOS)

To Whom it May Concern:

This is what I just sent to the deputy City Attorney in charge of *Mayon v. San Francisco*. I forwarded him what I wrote the new worker I have been assigned to at Episcopal Community Services. I am positive the worker won't understand what I am saying, but I know the lawyers among you will. This email serves as an administrative step to complain about my disparate treatment by Dept. of HSH and its subcontractors since there is no other way to object that zero has actually been paid for since April 15 when we began to work together (at deputy City Attorney 's behest, not some change of heart or other human kindness). That is unconscionable because the move is necessary before I can get chemotherapy/ surgery/ radiation on the 1 inch lump in my right breast. The diagnosis is attached.

Poverty tows begin on Monday.

Sincerely,
Ramona Mayon

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

Deneen Jones <djones@ecs-sf.org>

To: Ramona Mayon,

Valerie Cepeda

Tue, Jun 15, 2021 at 5:34 PM

Hi Ramona,

My name is Deneen Jones on this email with me is my Associate Manager Valerie. Regina's last day was today. 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. You have been dealing with this for a while, so your opinion means a lot to us.

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. If possible, can you, please let Valerie and I know where you at so we can come visit you personally. I also want to save you money from having to express mail items to us.

It was nice meeting you over email Ramona. 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. I look forward to hearing from you.

Thank you,

Deneen Jones

Manager of Mobile Problem Solving

ECS Adult Coordinated Entry

Ramona Mayon <ramonamayon@yahoo.com>

To: Deneen Jones

Tue, Jun 15, 2021 at 6:13 PM

Ohhhh I am so glad to meet you. Yes please, come out anytime. Just let me know. I do run out for groceries and such so if you text me when you are on your way. #415-595-6308. Yes, Jerry (the landlord) is a really nice guy. He wouldn't mind y'all calling at all.

Ramona

Ramona Mayon <ramonamayon@yahoo.com>

To: Deneen Jones

Wed, Jun 16, 2021 at 12:49 PM

Hi, I just now noticed that my daughter Serenity sent an email. If there was help available from her (or my older sons), I wouldn't be here in the first place. I would already be settled.

Serenity hosted me for 84 days in Calpine when my husband first died. She had my RV towed up there Aug 14. Then she had a change of heart about me staying there and to be honest, reading her fake sense of outrage and concern, I see clearly now that I did the best thing for my mental health. Feel free to call her but as you can tell, she's got blame issues. Also she has no intention of physically helping me with the move, though I would welcome her presence. I love her. I love all my children. I have five children altogether, but only the younger two are loving and whom I am comfortable with. But both live in roommate situations. They are emotionally supportive and send me gifts and small amounts of money, if I ask. One lives in Oakland and one in the city of Richmond. Neither of those two have the ability to help me into a better situation, while the older three do but won't. I know it's part of the process of getting help, having to disclose stuff like this, but I truly wish I didn't have to. Husband died July 7 and rest of that month, August and September were spent being made a "project" that essentially my daughter couldn't pull off and that needs some justification to her siblings (or herself). I hope that makes some kind of sense. I feel like her email implies help I am refusing from family members. That's just not true.

Sincerely,

Ramona Mayon

Deneen Jones <djones@ecs-sf.org>

To: Ramona Mayon

Cc: Valerie Cepeda

Wed, Jun 16, 2021 at 2:12 PM

Hi Ramona,

I was thinking of myself and Valerie coming to see you next Wednesday at 2:30pm. I can then give you information on Coordinated Entry for Alameda county. I am sure they can assist. I would love to help however, I'm in the city and county of San Francisco and I have no privilege to housing or services in another county. We can definitely work on connecting you both to services at the same time when I come meet with you if that day and time works for you.

Let me know and thanks for getting back to me.

Deneen Jones

Manager of Mobile Problem Solving

ECS Adult Coordinated Entry

Email: djones@ecs-sf.org

Cell #: (415) 912-6974

Ramona Mayon <ramonamayon@yahoo.com>

To: Deneen Jones, Valerie Cepeda

Wed, Jun 16, 2021 at 5:59 PM

To Whom It May Concern,

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

Sincerely,

Ramona Mayon

Deneen Jones <djones@ecs-sf.org>
To: Ramona Mayon, Valerie Cepeda
Wed, Jun 16, 2021 at 7:14 PM

We are not denying you services you are in San Francisco. That information was for your daughter whom you mentioned is in Alameda. We will be working with you when we meet with you on Wednesday.

Deneen Jones
Manager of Mobile Problem Solving
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

From: Deneen Jones <djones@ecs-sf.org>
To: Ramona Mayon <ramonamayon@yahoo.com>
Sent: Friday, June 18, 2021, 03:40:54 PM PDT
Subject: Documents

Hi Ramona,

Thank you so much for mailing the documents. Valerie and I would still like to meet with you next week on Wednesday at 2pm.

I looked over the paperwork and noticed that Creekside Cabin & RV Resort has not filled any documents. On the lease where it asks for the tenants name its blank. On the deposit sheet where it asks who will be residing in the resort, they left it blank and there are no signatures between yourself and the property manager. I attempted to call Creekside Cabin and no one answered. I was unable to leave a message because the voicemail was full.

Maybe we can work on calling the owner of the Resort next week with you present. In terms of the vehicle does repairs need to be made on it. Traditionally we do not offer an auto body / car repair mechanic. It is the responsibility of the client to find a suitable shop to make repairs and we will pay the auto shop by means of a check. Do you have a car repair shop in mind?

We can discuss all this next week. My goal is still the same. To 1.) repair the vehicle 2.) pay tickets 3.) move in cost for RV park. I think that may be the safest way to pull this off without receiving more tickets.

PS: I left you a voicemail on your cell phone. Feel free to call me Monday through Friday from 9am to 5pm.

*Deneen Jones
Manager of Mobile Problem Solving
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974*

Dialogue begins @ .35

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

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

Me: Making sure it doesn't smell 'catty'. I worry about that.

DJ: No, not at all. Oh yes, a cat mom.

Me: Thank you for coming all the way out here.

DJ: No worries. I wanted to come out here, I just wanted to make sure you are here and I wanted to make sure I knew where you were.

DJ: (pointed to the most recent street cleaning ticket, broke down here since Dec 23, 2020) I see you are getting more tickets, huh?

Me: Oh well. Made copies to take back with you...the tickets I'm going to try again where they'll let me pay or there's supposed to be the waiver coming for all the homeless tickets. My DMV would only be \$652 for both vehicles if the tickets, if they did do the one-time waiver.

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

Me: There's a lot of them.

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

Me: I was just trying to work out the components.

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

Me: Yeah, I'm so aware of that. They are very vocal. We had fireworks last night and they were right outside.

DJ: This is their desirable (blurs)...does the van need repairs?

Me: Yes. For ten months, oh more than that, next week, my husband's been gone a year. For a year I have been piece-mealing what was a fuel pump problem in the beginning and essentially I had to trade my generator for a fuel pump job up in the mountains. Came down...what happened in the months we were in the Project Roomkey in Sacramento, racoons ate in here, while it was in the park on Sherman Island in Sacramento county. They let it stay in the park because I went to court immediately when they filed an Adult Protective Services claim on me against my husband, 68 with liver cancer. I went right to court immediately and so they left the RV there. So what happened was racoons have eaten a lot of the wiring, like I won't even use, if I were to go into the campground I'm not even going to plug in the RV itself. I'm concerned. We used to have fine AC, you know, everything. There is a brake light issue and a blinker light issue and there's something that makes a shorting sound. And you know, this is fire country. So this guy (handing Ms. Jones the estimates) came out and went all over it. In the car there's one issue called an oil pressure sender.

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

Me: yeah we got him ---- me and Regina --- we worked looking for one. She suggested YELP. Found this guy, he's through a thing called mobilemechanics.com. So you pay the company, okay, and they don't release the money to the mechanic until you are happy with his job, so it's not just like finding someone on YELP or Craigslist. It goes through a system. He's also perfectly willing to come down and give his credentials.

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

Me: Yes. I understand. I'll send you the link so you can understand it. I've been robbed of donations....the first (mechanic), he just took it all. I got him through my kids' youth center. I lived here 17 years, so he got recommend thru my kids' youth center, so I didn't think twice giving him \$770 something. He'd come at night. I'm sick and I wouldn't go out there. Nervous. Married 28 years.

DJ: What damn mechanic is coming out at midnight? What could you see, man?

Me: When the RV got brought down, I know these neighbors hate me for it, but I had no choice. It was getting snowed-in when I got it. Everything was frozen in here, papers, clothes, waterjugs, everything. The first few nights I just kept sleeping in the car. First

snowstorm to get it out of there. Basically we bribed the AAA guy because they won't tow them if they haven't got stickers on them and so my daughter just passed off some cash. I have a beautiful photograph of snow on the ground and sun and the RV leaving. So when it got here, it was a Saturday, there was one place to park, this one spot right here, literally the only spot. These neighbors come out shaking their fists, yelling, screaming. I'm not trying to be racially insensitive. I'm from the South. I know what lynch mobs feel like now. I'm not going to make a big deal about it. It is what it is.

Dj: Yeah.

Me: And I took a whole bunches of pieces of paper and wrote "COVID widow on a hunger strike" and I put "Intimidation of Occupation" on the side, because I know the law.

DJ: How did they respond?

Me: It went undercover. Like it became the fireworks. Or poop would get dropped at the back of the truck and people would come out and make a big deal about putting disinfectant around my RV so I'd get out in the middle of the street and take (their) pictures.

@ 9.05 Me: I had to do what I had to do for my health. I knew from the beginning I had cancer. I already knew. My maternal aunt died of it. Got that thing in it: tik tok.

@ 9.25 Me: So I kept working with this mechanic for awhile and he fed into my paranoia about the people and that's how he came to come at night because he came from the outskirts of Sacramento to help me but he was recommended by the Sunset Youth Center who I were bestest of friends so I thought.

DJ: He might be a good guy but he sees a woman alone. You know what I mean.

Me: And this went on...he made a big estimate. I think he was sitting around waiting for the payday. It was never going to come and he just thought the money he got was to come out here to talk to me.

DJ: That's almost a thousand dollars.

Me: My homeless friends got wind of this and I did get ripped off from another guy but it was only for \$100. My husband always dealt with this stuff. So these homeless guys, some of them are kinda crazy, but yeah, they saved my faith in humanity. One set of them --- there have been 9, 10 mechanics in the past year --- but these guys went off to Bayshore and found an RV just like mine but was about to be towed off and switched them so now I have practically brand-new tires and they didn't charge anything. I made a big meal for everyone. They yanked out the old fridge ... guy here (indicating estimates) says we gotta pull out the floor too because he's worried these things are gonna fall through. Me and the crazy guys already took out the refrigerator. It required cutting it in half.

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

Me: That's just for the RV. The SUV has got issues because it can't pass smog because the oil light sensor keeps coming on and here's the thing. I've had both vehicles undergo some major stuff. The 1st mechanic who took my money, he did for \$400 fix my oil leak in the SUV that I came here to fix. It took like a month-and-a-half to figure out where it was so I did have confidence in him. But he couldn't figure out the smog thing. This (new) guy is a former smog technician and he's willing to drive it to the smog place for me to get it into and listen to whatever they say because I'm kinda of mental about things my husband used to do like smog or going to DMV...

DJ: Things he would be doing.

Me: 13 good reviews (on mobilemechanics website). I can send you the links. I feel pretty confident about him. He's got safety checks he wants to do before, I need to be able to be in fire country and drive this thing out. The RV park is right on Highway 101.

DJ: In Vallejo or Vacaville?

Me: Up in Mendocino, north of Willits.

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

@ 13.21 Me: Okay. Let me move to that section (indicating binder of paper). The guy who runs it is a good friend of my friend who is going to be my caretaker as I go ...

instead of going into hospice I have it set up with her. She's already moved up there got help from a place called Faithful Fools. They bought her a \$1500 5th wheel (trailer) and it's already there, two spaces down from where I'm going to be. The owner bought a third park and the person in the office has quit. Then there's a fax number. He says he can fax you. The other Wednesday when you weren't here, he was on the phone ready to talk.

DJ: We don't have a fax machine.

Me: Their reception on the telephone. I can't get Mitzi on the phone.

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

Me: Okay so these are country people and they don't deal with technology. They took these pictures (handing her a set for her files) to show me my spot. He's going to put me right up front where the Tioga is because he's worried about ambulances and stuff getting in and out. It's only seven miles from Willits. Right before the Redwoods start, so it's not super-high.

DJ: Yeah.

@ 14.38 Me: I'm really kind of (sighs) ... I don't really know what I think about anything at this point. So this will be my spot...

DJ: Really emotional.

Me: It's my husband. He would have loved this. I feel like he is leading the way. So I'm just going to leave it at that. So this will be my spot. This area would be my front door and they (my caregiver and her husband) would be right down here. Their trailer, the one they bought, is right here. Okay, so this is their move-in (receipt). She's just dying up there, "How can the caregiver be up here, before the cancer person?" She's just mad, she drove down the other day.

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

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

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

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

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

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

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

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

DJ: Okay you've got insurance.

Me: I don't think it's a big deal to switch it to my name. I have insurance in my name on the car.

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

DJ: Well, there are several moving parts that we have to kind of figure out. So one of the moving parts is this area, right, because HSH is only concerned with permanent housing and so if they can at least start communicating then she can start the process of application because the application they gave us was blank. They didn't write anything in it, they just sent down a whole bunch of papers that were blank and of course, we can't do anything with that. The second part of this is fixing the vehicle and removing it so that we can get the tickets. So that's why I was in hopes that whoever can fix it, then it has to be immediately removed because then I can take every ticket it has and wipe it clean and be done with it because they have it highlighted that registration has to be clean, that means she can't go in with any tickets and I understand they will continue to give her tickets because they want her gone and they are working with you know I know when we were working on dispatch, DPT would call all the time and say come get them out so we can tow it and I'd say no, thank you for calling us. Because that's not what I'm into. So, this is a war that the City is kind of having on the homelessness and the City is not altogether on it because HSH (Dept. of Homelessness and Supportive Housing) which is my City sponsor doesn't want this to

happen and they are willing to take City funds and pay another entity of the City but when I was talking to the government what has to make sense is that we have to sweep up all the tickets all at once so it's a clean Registration so that when she goes in, we can register it in her name and roll it into the park. So we need the park communicating with us as well as getting the car fixed and then moving it. Because if I can't get this car out of this neighborhood just they are gonna set us up for failure.

Me: Right.

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

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

@ 19.30. DJ: Okay.

Me: He'll be faster than a shop.

DJ: Okay, that would be good. If he was to fix the car, 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? Do you think Bayshore is a nice neighborhood? I know it's (?) a nice neighborhood. Do you think they ticket a lot over, Trina? You guys don't have that RV park anymore, huh?

Trina (HOT team): No, out on Balboa, no, they closed down VTC (i.e. Vehicle Triangle Center).

Me: That's where Mitzi was.

Trina: Yeah, that's where Randy and Mitzi were.

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

Trina: I'll have to call (?) She can see. I don't really know.

DJ: I was hoping I could partner with you guys because you get it what I'm saying, right?

Trina: Yeah, yeah, yeah.

DJ: We got to get it out this neighborhood.

Trina: Yeah

DJ: They are not going to stop.

Trina: Yeah.

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

Trina: Yeah.

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

Trina: Keeps incurring same problem...

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

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

Me: Maybe we just get a service for that.

DJ: If you can find one

Me: Yeah. They are on Craigslist, insured.

DJ: The only reason we ask you to do it is if I referred someone...(?) You could definitely go to a lawyer and say she sent me to this person and he... client choice

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

DJ: They can be done simultaneously.

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

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

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

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

Me: I understand it. They tell me.

DJ: Sunnydale properties at \$899,000.

Trina: Here's the thing about California. In the next 10 years, if you don't have no money, you ain't gonna be able to live in California, especially the Bay area.

DJ: Oh they are pushing us out. This is very real. This what you are going through. So if anything today, you have gotten peace of mind to know you are not in the Twilight Zone, Rod Sterling is not gonna walk up. No. This is happening and that's why I told the City, I got to get her out of the neighborhood. The whole neighborhood because if I move you from one street to another then it's going to happen again (repeats). The neighborhoods that are a little bit...

Me: I feel like this could happen in three days - 72 hours - I think it could be even quicker than that. I haven't reached out to him on a week because I feel kinda stupid, you know, "You still there?". But he's always upbeat. It's easier for him, but tracking down battery drainage on 2 vehicles is mind-boggling.

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

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

DJ: Perfect. This is him?

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

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

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

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

DJ: I promise not to bug them.

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

DJ: ...and Registration?

Me: Yes, it's in there. As of May 4th. And the death certificate. Marriage certificate. Medical stuff. I was supposed to go in on June 23rd for three surgeries. They wrote this really crappy ... this is what I have 2.4 cms ...They talk about my housing situation. Here is what I have, maybe if you show the City people they might ...

@ 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 email program. This is your HIPAA stuff so I'd rather not have this. It's medical stuff and not part of the ONE system. This is also sensitive stuff (handing me back the SFMTA ticket appeals package) and I'm not rejecting it, I'm just telling you that even without it, I would still be helping you because there's two eligibilities to consider. Homeless. And in San Francisco. You fit the bill.

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

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

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

Me: Yeah, I will get all that.

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

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

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

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

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

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

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

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

DJ: I can do that as well, but we have to have a lease with you signing it and them signing it and dating it so the government has a contract so it knows you are going to go there and not back out of the deal ... took your money and you are calling us again saying they won't let you in. You know what I mean. You'd be surprised but this is what the county wants so we need them to respond so we can get the documentation and I

can pay them. And I know you can go. Last thing on my list would be driver service. You'll have to get all that together. That would be taking you and putting you into housing. My two biggest things at this point. Since we have this mechanic, I'm not worried about that anymore. My two biggest things are the tickets and them (?). They both run congruent with each other. They are together. Hand-in-hand.

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

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

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

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

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

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

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

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

Me: He did all this for Regina.

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

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

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

@ minute 33.57. First thing I'm going to take care of him. Taking care of him means we can move the car and I can pay the tickets. So that's two things stomped out. I really need from you is Creekside and the driver service. Is the kicker, we can't touch anybody unless we have a permanent housing solution and I'm really supposed to have Creekside first but HSH is allowing me to do it my way because if we don't do it my way, then we don't have Creekside because you are gonna have more tickets (the prospective lease) says highlighted in their application, it had to have clear registration license insurance. That is what they put, they have to approve or deny you to ME so that I can understand what's happening so I can --- I can't just release money from the City and County of San Francisco without them not having guaranteed you are getting taken off the street because that would mean big trouble for me they would be very upset and this is going to be a very expensive resolution and they don't mind paying but they want to know you are going to be off the street. They don't want to pay and then you are still going to be on the street and then it's the same story, somebody ripped me off and they are looking at me and I'll probably be the head to roll and you'll have another manager come down here because I won't have a job. So we gotta get Creekside to respond because they are the ones to keeps is out of the ticket lane and then I get it all cleaned up, register it in your name, take insurance in your name, get that guy at Creekside, I'm going to deal with the mechanic.

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

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

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

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

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

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

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

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

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

DJ: You can tell.

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

Charlene (HOT team) arrives.

(female squeals of delight)

Me: I haven't seen you in forever.

DJ: So I'll be talking to you (exits).

Charlene: thanks Deneen.

DJ: No worries, no worries

Charlene (to me): Wow. You made some changes. Ohhh. I love what you did, though. It looks so inviting and just nice.

Me: I found everything on the streets. And Ross. Me and Ross do get along.

Charlene (quoting the photo collage frame next to my desk): "Do all things with great love"

Charlene: So you finally gonna get some assistance?

Me: It looks like it.

Charlene: How did that conversation go?

Me: It went great but they've all gone great once they get started so I can't really ...

Charlene: It's just a matter of doing it, if they're ready.

Me: They keep saying that and going that way and it becomes another...

Charlene: obstacle?

Me: That's okay I'm going through that. It is what it is. And....

Charlene: How are you feeling?

Me: Pretty rough. Two times surgery has to be rescheduled and this whole process is going on 11, 11 and half weeks but God has been great in all ways, like once the repairs got hooked up, (then) to have a place a week later, we found a place and Mitzi and Randy have gone up there already to be my caregivers.

Charlene: That's what I heard.

Me: and they did everything through Faithful Fools now a new to them 5th wheel \$1500 just gorgeous.

Charlene: Oh really?

Me: Faithful Fools bought it. They paid part of the registration.

Charlene: Ohhhh.

Me: ...and the move-in costs.

Charlene: Oh wow.

Me: All in about five days.

Charlene: I didn't know that.

Me: It's taken me eleven weeks now.

Charlene: That's crazy. I know you are ready for this whole thing too... so you can just go relax, not having to do this shit anymore...hopefully it won't be too much longer...things will start rolling and we'll be able to get you some support and out of here.

Me: I feel like God has His purposes. (Indicating the living room) You saw the place when I first got it (back). It was like frozen.

Charlene: That's why I was like WOW.

Me: I slept in my car the first week of cleaning it up. Raccoons had been in here eating a bunch of stuff...not photos or anniversary cards...

Charlene: the important stuff.

Me: That's why I can't lose this RV because he doesn't feel dead in here.

Charlene: Yeah, he's here.

Me: ...if it's a fantasy he's in the living room watching TV, then that's what it takes. This cancer stuff is no fun. The cancer sweats at night have started. I have no shower.

Charlene: Ideally to be somewhere you could sit and soak.

Me: Up there they have laundry, showers, bathrooms...articles of civilization.

Charlene: Yeah, fully.

Me: They are just having a hard time getting their criteria met...sooooooooo ummmmm patience?

Charlene: We're gonna get you out of here though (repeats).

Me: It's been six months.

Charlene: Yeah, it's been a long time.

Me: I've been playing the political...

Charlene: But it's your turn to just relax. Well, I love you, Ramona.

Me: If they come (SFPD and SFMTA) I need a HOT team to answer.

Charlene: You can call me.

Me: Middle of the night.

Charlene: Just call me. Yeah just call em.

Me: When they come, I am hysterical.

Charlene: Well, they should just leave you the fuck alone, you're trying to get out of here.

Me: I've threatened to blow myself up with the propane bottle in the beginning when they were aggressive.

Charlene: Yeah, I remember that. Well, they just need to give you...

Me: And now I am telling SFMTA if they take it, I will just sit in front of City Hall and not eat or drink and you will suffer (repeats) from the infamy of having a gypsy ... (blurs)

Charlene: Just need a couple more things. It's not being held up because of you. It's the process. You're leaving. They just need to give you a break but you can always call me even just to tell me hello and I will call you too.

Me: Right on.

Charlene: I'm happy to see you. I'm sorry you are not feeling well.

Me: Thank you.

Charlene: My prayers are always with you.

Me: Thank you. We don't know God's plans.

Charlene: Gonna get better. (repeats) One day at a time.

Exhibit R: email chain after the *only* visit by DJ @ ECS - SF on July 1, 2021

Ramona Mayon <ramonamayon@yahoo.com>

To: Deneen Jones, Branch Trina (HOM)

Thu, Jul 1, 2021 at 1:55 PM

Hello,

To follow up on our visit, as you requested I immediately called my caregiver (already up at Creekside), Mitzi Fata @ #415-902-0986. She is off the mountain today, so reception was good. That seems to be a real problem up there.

The cell # of the property manager, Jerry, is 707-459-2521. I told her about Jerry not (really) wanting me to move in and she disagreed with that assessment. There's no issues like that, so I feel a little better.

Also, I reached out to the mechanic, so he is waiting for your call. #415-657-6506 No problem with getting started ASAP.

The smog place that will do an older RV (plus SUV has to be done too at same time --- I will drive SUV and mechanic RV) is Golden Gate Auto Repair 2380 San Bruno Ave, San Francisco, CA 94134 Phone: (415) 330-0928

I am thinking about what you said, once we leave there (the smog place), I can simply get the mechanic to drive the RV to another neighborhood, as you requested, while I wait for the next stage, but I don't think Bayshore is a good idea. It's kinda scary for a woman alone out there - maybe if I had a dog, I would, but definitely can park in a new neighborhood. Anything that I can do to help get the tickets and DMV done, I am absolutely on board. At DMV, the cost may be wildly different because those first figures were done on May 4 and more tickets since then. I think that may take two trips to get the sticker done (is it at all possible, maybe there is someone who can get the transfer papers from me and go do it? Because I am having a real hard time standing more than 10 minutes these days...side-effect of the cancer, says my oncologist...but if I have to I will...anything to get out of here).

Looking for a driving service next. Although, I was thinking the mechanic might do it for an extra fee. I am comfortable with him.

Plus I changed over the RV insurance to my name in preparation of going to the DMV. Please see attached proof of ID card plus the first screenshot shows the policy is good into 2022.

Finally, I checked on the portable ACs on Amazon and my goodness, you certainly nailed the prices.

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

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

Sincerely,
Ramona Mayon

Deneen Jones <djones@ecs-sf.org>
To: Ramona Mayon, Branch Trina (HOM)
Thu, Jul 1, 2021 at 2:30 PM

This is perfect Ramona thank you!

Deneen Jones
Manager of Mobile Problem Solving
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

Exhibit S: told I must file a grievance in order to get SUV repairs/ registration
<https://youtu.be/raaJJB42MzI>

Deneen Jones <DJones@ecs-sf.org>
To: Ramona Mayon
Wed, Jul 7, 2021 at 3:37 PM

SUBJECT LINE: HSH Grievance

Hi Ramona,

SFACES@ECS-sf.org

leslie.bilbro@sfgov.org

jimisha.baker@sfgov.org

Deneen Jones
Manager of Mobile Problem Solving
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

From Helen Cartagena
To ramonamayon@yahoo.com
Jul 7, 2021 at 4:01 PM

Hi Ramona,

Attached is our FAA! Have a great day.

Helen Cartagena (she, her, hers)

Problem Solving Specialist

Adult Coordinated Entry

Episcopal Community Services of San Francisco

123 10th St. San Francisco, CA 94103

Mobile: (415) 218-4278

Ramona Mayon <ramonamayon@yahoo.com>

To: Deneen Jones

Thu, Jul 8, 2021 at 9:14 AM

Good morning

I spoke to the mechanic, Matt, last night and he said he would be sending you an email with a couple ways to get the contract started and pay him. I would prefer, please, that we would go through the mobile mechanics. com system, where I first found him, because it ensures this job gets done once and for all. I need peace of mind in dealing with another mechanic. It's been a full year in crisis over the repairs. I have never in my life been so flim flammed and conned and ignored and treated so miserably as 2021. For everyone else it's been COVID, but for me, it's these damn mechanics. I like Matt a lot, very straightforward and his expertise is in the two areas I am stuck at. But please pay through the escrow system. I am enclosing a link from their website that explains how it works. There's also a Contact page on their website and you can reach out directly. From the requirements needed by the government, this seems right up their alley too. It's quite brilliant, in my opinion.

<https://mobilemechanic.com/how-it-works>

As to the other needs, I will have the letter regarding the car repairs off to the HSH emails you sent me later today. I will send you a copy too. I appreciate very much through your advocacy that we are able to move ahead with the RV repairs at last.

Also I downloaded the paper for the landlord and will give it to my caregiver on Saturday when she comes to help me box up things and clean. I will give her a stamped addressed envelope to send it back to me pronto. But it will probably take into next week to get it back, but at least now we have clarified for the government that I have absolutely been accepted somewhere.

In the letter I am writing the government emails you sent, also I will include that I find it disturbing that nothing was real about what SFMTA said May 4 in a public hearing they had reached a decision to offer a one-time ticket waiver for the homeless. They said the HOT teams and HSH would be trained in outreach on this. Yes, I know different agency. But I need help navigating their process and no one at HOT or ECS or, for that matter, HSH knows about it. These tickets are a huge hurdle to stability for me.

Also, for the purpose of what I am to write to the government appeal, I am wondering - and again, different agency - why do I not qualify for the Rapid Rehousing rental subsidy, in light of my rather dire health issues. I am looking at hospice options and I started wondering why this is not a part of my housing assessment. I understand your work is as a problem specialist, so its not the same funding matrix, but I am curious how one accesses these rental subsidies I read about. How is it I do not qualify, is more my question.

I got the official diagnosis on April 14. I was assessed in Dec. But according to Triana, I can't be reassessed until late July. I think somehow this important piece of information is being left out. I have a 1.5cm malignant invasive tumor in my right breast. The bone in my left arm feels like something is gnawing in there all the time. I have a hard time walking (getting started is hard, once I get going I have a range of about 10 to 15 minutes if I have a shopping cart to lean on). And worst of all, I live in a fog of grief over the way my best friend of 28 years died in CalExpo's FEMA camp last July. A widow (especially after a long term relationship) has a 65% higher chance of dying in the first year after the death. How can none of this be a factor in my need for housing help in a pandemic that has torn my life apart? CARES Act funding was meant for this.

I am restarting my appeal at SFMTA regarding the tickets (on 2000 Oldsmobile) because if it isn't registered, I am unable to drive it much longer. Sooner or later, it's

going to get towed. That's an impossibly anxious way to live, but I need it for my breast cancer treatment AND surgery (now postponed twice, as I keep saying...I know its probably my imagination, but the lump feels twice what it was when the SFPH street nurse felt it back in February). I am depressed, in increasing pain, and my health care on hold for seven (7) months because I have to always be inside the RV to prevent it from being towed.

The basis of my lawsuit against the City is that vehicle dwellers are treated (wildly) differently compared to other people when it comes to getting services. The Unruh Act protects unpopular groups like mine. Let me put that in a different way, I am dying of cancer. I am a gypsy. An ethnic gypsy Traveller. 75% of Americans don't realize we Travellers are even a separate race. The seven months I have waited to be helped is because I live in a vehicle (which is what gypsies do). If I was a person in a tent, willing to go a motel room (again), then I would already have had my surgery months ago and be going through the radiation part now. That bias in deciding if I get (life-saving) services or not, when I get them, and extra conditions for getting them, that's what has to be addressed in a courtroom. As Martin Luther King Jr. put it so well, I won't live to see it, but I too have a dream of equality. Please let me know anything else I can do.

Sincerely,
Ramona Mayon

Deneen Jones <djones@ecs-sf.org>
To: Ramona Mayon
Thu, Jul 8, 2021 at 9:54 AM

Good Morning Ramona,
Thank you for all your hard work. I will go through the service so I can get a receipt that will be turned into the City. If you can get Creekside to fill out the docs we will be rocking and rolling. Look forward to hearing from you

Deneen Jones
Manager of Mobile Problem Solving
ECS Adult Coordinated Entry

Exhibit T: this is the first actual email to HSH (JB is the manager over ECS-SF)

From: Ramona Mayon <ramonamayon@yahoo.com>

Sent: Thursday, July 8, 2021 10:29 AM

To: Baker, Jimisha (HOM) <jimisha.baker@sfgov.org>; Bilbro, Leslie (HOM) <leslie.bilbro@sfgov.org>; SFACES@ECS-sf.org

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

Subject: Grievance step re. MAYON RV Resolution

To Whom It May Concern:

My problem specialist, Ms. Jones, gave me these three emails 7.07.21 so I could explain why including my 2000 Oldsmobile SUV repairs/ DMV is as essential to resolving homelessness as the RV repairs/ DMV is.

I am 60, widowed a year ago, officially disabled by SSI (mobility issues) in 2017 which is my only source of income. April 14, 2021 I was diagnosed with invasive breast cancer, 1.5 cm lump, that requires surgery, which has been scheduled and cancelled twice due to having nowhere safe to recover (it's actually going to be three surgeries, not just one, plus multiple pre-op appointments). I offered the proof of all this to Ms. Jones, who read it but said she could not accept the paper itself, due to restrictions on inputting sensitive information to the ONE system.

While it is possible for me to drive the RV to do errands or go to grocery shop, as most rural areas have large parking lots, this is not the case for my health care, which is located in Martinez. I need my car to complete my breast cancer treatment, which is expected to be another 9 months after the set of surgeries. Without it, I have no way to seek treatment.

As I expressed to Ms. Jones, I feel I am being treated to a different standard than other recipients of CARES Act funding that is expended to help them escape the effects of the pandemic. I am forwarding my email to her (sent today 7.08.21) so I can be sure I fulfill this necessary step of the required in-house appeals process. I go into detail in my email with Ms. Jones what my broader grievances are.

Since I don't yet know what laws govern the disbursement of CARES Act funding (and thus, relate to this 7.07.21 denial of an essential part of the Resolution plan), I turned to the federal laws, which, in general, deal with poor people having an excess of vehicles. The RV is my home and once in the park, is stationary. Therefore, SSA allows me my second vehicle as it is "necessary for employment", "necessary for medical treatment of a specific or regular medical problem" or "necessary because of climate, terrain, distance, or similar factors to provide necessary transportation to perform essential daily activities". *20 C.F.R. at 416.1218 (b)(1)*

Additionally, federal law requires state's resources rules for determining Medicaid eligibility for SSI-related people (aged, blind, or disabled) can be no less restrictive than the federal rules. *42 U.S.C. at 1396a (a)(10)(c)(i)(III); 42 C.F.R. at 435.601*

Finally, as this is CARES Act dollars being expended on my Resolution, then the federal Elder Justice Act pertains to my situation, as I am 60 years old. The Elder Justice Act seeks to promote elder justice, which it defines as efforts to "prevent, detect, treat, intervene in, and prosecute elder abuse, neglect, and exploitation [and] protect elders with diminished capacity while maximizing their autonomy."

I need the 2000 Oldsmobile SUV for "necessary for medical treatment if a specific or regular medical problem" and to maintain my autonomy as I face a life-threatening disease 160 miles from my medical care facilities. The SUV is essential to the success of this Resolution plan and I respectfully ask that its repairs and DMV costs be approved upon reconsideration.

Sincerely,

Ramona Mayon

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

To: Ramona Mayon, Bilbro, Leslie (HOM), SFACES@ECS-sf.org

Cc: Deneen Jones

Thu, Jul 8, 2021 at 3:09 PM

Hello Ms. Mayon,

I'd like to discuss this with you further. I'll give you a call at the number you have on file with ECS, I can also be reached at the number listed below.

Thanks,

Jimisha Baker (she/her)

Problem Solving Program Manager

San Francisco Department of Homelessness and Supportive Housing

jimisha.baker@sfgov.org|P: 628.261.2422

Exhibit T continues:

Audio of call between myself and JB @ HSH

<https://youtu.be/yTKV8r3QeI4>

From: Ramona Mayon <ramonamayon@yahoo.com>

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

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

Subject: Mayon RV Resolution cost 7.09.21

Dear Ms. Baker,

Thank you for your call yesterday. I have attached the documents and information you need. First, my driver's license and then insurance in my name on both vehicles. The DMV information was obtained on May 4, 2021 so I am thinking more of the tickets have attached at DMV so this amount has increased.

However, I am listing the tickets themselves first (since this figure maybe I can get the "one-time homeless ticket waiver" SFMTA Board of Directors were told about by staff on May 4, 2021 which would eliminate this hurdle). I took screenshots which I attached also. RV tickets \$2840 SUV tickets * \$2227

* SUV has an additional ticket infraction from the toll (photo below) \$124 (these have started since the medical tests driving back and forth to Martinez and I try to pay them as soon as I get them but these slipped through and just got a fine this month, so maybe they aren't attached at DMV yet).

As of May 4, 2021 DMV:

RV \$1226 + \$15 transfer fee

SUV \$ 865 + \$15 transfer fee

Once the vehicles are repaired, **Golden Gate Auto Services, 2380 San Bruno Ave, San Francisco, CA (415) 330-0928** (this is the only place in town that will smog an older RV) so the place they will be driven once repaired (by the mechanic, as part of his service because I can't drive the RV in the City on the small streets, once I am on the freeway or in a rural area, I am good to go):

smog voucher RV \$200

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

Repairs (attached estimates from the mobile mechanic but here is a link that explains how the service pays him after the work is done

<https://mobilemechanic.com/how-it-works> plus their contact page for further questions you might have <https://mobilemechanic.com/call-for-assistance>)

RV repair \$1420.24

SUV repair \$ 684.19

In terms of my SUV being essential to my autonomy and well-being, it's not only the medical treatment I need it for, but also I foresee needing to earn some extra money up there since I will be paying rent (\$400 out of my \$974 from SSI plus utilities, extra gas to go to get medical check-ups in the Bay area is \$100 roundtrip. etc). I mentioned this in our call yesterday, maybe babysitting or delivery of food. Along that train of thought, for you to know I am wanting to do something feasible, I attached a set of papers (PDF) regarding Mendocino's "Cottage Food Permits" which cost very little and I could start a home bakery business and deliver the items --- my SUV is the perfect size for that. I was

a baker in the 80's for nearly 5 years and have done it as a hobby at the holidays forever. People adore my pineapple upside-down cake.

There are two other final expenses I need to bring up. One I already mentioned to Regina A. which is to renew my AAA (\$129) because I am going to be going back and forth to the Bay area for the breast cancer treatment (and follow-ups) so I need to be able to face any issue on the way, including flat tires, dead batteries, etc. In my mind, AAA is essential for the move up itself, because if anything goes wrong (God forbid!!!) then right then, I call the service and within the hour, I could have the RV towed the remainder of the way to Creekside (there's a 200-mile limit on tows). AAA is insurance for the trip up.

Okay, the final moving part is one I haven't wanted to even talk about because it's so embarrassing. But here goes. The RV tanks for the toilet are full and I need them empty before I go up there. It's already going to be a climb up the mountain for this old RV (1996) and it is a known RV-lifestyle tip-of-the-trade, DO NOT travel with a full black tank. It's a huge, huge weight issue and will contribute to the stress on the vehicle (and me). When we were living on Sherman Island, outside of Antioch, we went once a month and dumped the tanks ourselves. Well, my husband did. I sat in the truck. I literally have no idea how to do it and I need a service to come out and do it (and show me how!). The biggest service online <http://www.honeybucket.com/rv-pumping/> charges \$200 to do it, which is outrageous. I attached the quote they texted and apparently there's a wait list for doing it, too.

I think that's everything, again, the only costs that are going to be different is DMV and because I have a really hard time standing longer than 20 minutes, I am waiting to see if I can avoid doing it an extra trip. I'll try to figure out how to get the updated cost by telephone or see if someone else will go for me.

Also, I am sending a second email with photos of what will be my RV spot up at Creekside. It's where the brown Tioga is sitting. It's leaving this month and Jerry (the manager) is giving that spot to me for ambulance access, he said.



My caregiver, Mitzi Fata (415-902-0986) moved in about three weeks ago and will be two doors down from me, so that's a relief to already know somebody. I feel like I have already made a bad impression on them, as it is. Mitzi will be taking back the FFA form and getting him to fill it out and give another copy of his W9 (he faxed it to ECS main number but it didn't go to the problem specialist dept. --- but he does have one!). I will send it to Ms. Jones as soon as it comes back to me. The total move-in costs for the RV park are \$890. Also there are photos of where I am parked now (Great Highway at Rivera), my two vehicles (my world), and what the inside looks like. I am truly grateful for this help to save my home, my sanctuary, as you will see in the photos, it means everything to me. Please let me know if I can send anything else.

Sincerely,

Ramona Mayon



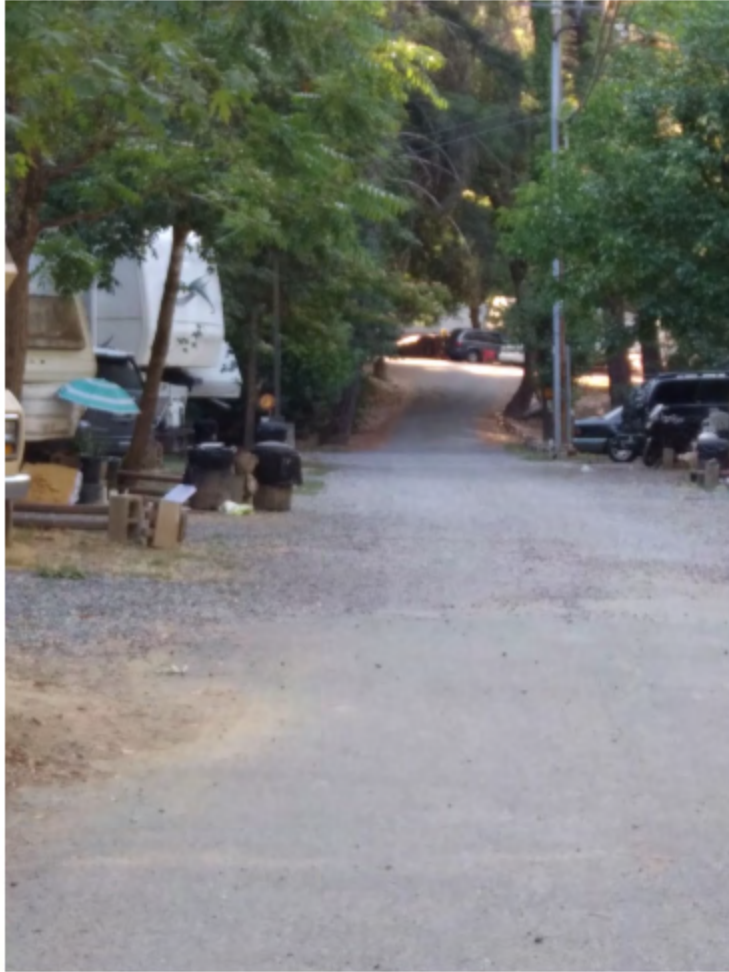


Exhibit U: where JB @ HSH says assistance will proceed

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 (she/her)

Problem Solving Program Manager

San Francisco Department of Homelessness and Supportive Housing

jimisha.baker@sfgov.orgP: 628.261.2422

Exhibit V: DJ @ ECS-SF response

From: Ramona Mayon <ramonamayon@yahoo.com>

Sent: Friday, July 9, 2021 3:11 PM

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

Subject: progress

Dear Ms. Jones,

I just wanted to let you know that I printed out the form you sent and I bought a priority envelope with tracking so when Mitzi sends it back, I will know its coming. That way, it can't get lost. I expect it back Wednesday or so. Then I will mail on to you.

I had a very nice talk with Ms. Baker yesterday and sent her all the things she requested.

Sincerely,

Ramona Mayon

Deneen Jones <djones@ecs-sf.org>

To: Ramona Mayon

Fri, Jul 9, 2021 at 4:07 PM

Yay!!!! Thank you, Ramona! I feel so excited because I know this is going to work.

Deneen Jones

Manager of Mobile Problem Solving

ECS Adult Coordinated Entry

Email: djones@ecs-sf.org

Cell #: (415) 912-6974

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

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

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

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

Subject: Re: Mayon RV Resolution cost 7.09.21

Hi Ramona,

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

Thank you,

Deneen Jones

Manager of Mobile Problem Solving

ECS Adult Coordinated Entry

Email: djones@ecs-sf.org

Cell #: (415) 912-6974

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

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

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

Subject: FW: Mayon RV Resolution cost 7.09.21

Hi Deneen,

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

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

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

Ramona Mayon <ramonamayon@yahoo.com>

To: Deneen Jones

Thu, Jul 15, 2021 at 8:45 AM

#1 I spoke to Mitzi (my caregiver) last night and they got Jerry to sign the paper. They said he changed something on it. Of course he did! I asked if they had his W9 and he yells in the background: "She's got everything she needs." He was cussing up a storm, too. Boy, he can really rip. Word government cursed repeatedly. So your guess is as good as mine what we will get back. I pre-addressed and stamped the priority envelope to go to my mailbox so it will be another day or two. Mitzi said she would mail it today. Hopefully it doesn't fly off the mail truck on its damn way here.

Also, attaching a screenshot of the text message she sent me Saturday about him signing nothing, so this is definitely progress. Capital "P". Why is this man so angry? I'm sure he will be telling me when I get there.

#2 I wanted to lay out how the payment works for Matt at mobilemechanics.com when it's time.

a) Go to website and log in with my profile information. www.mobilemechanics.com

username: ramonamayon@yahoo.com password: holyghost123

b) Click on the Menu bar and it will show "My Projects" there is one project for the RV and one for the SUV. Matt has listed his price for each one, so each would be able to be addressed independently from the other.

c) Click on "Hire Me" and it will carry you through to a credit card page. Where it says email, it autofills my address, so if that messes things up, I include the company's contact points.

d) The support number is 1-888-391-MECH or support@mobilemechanics.com

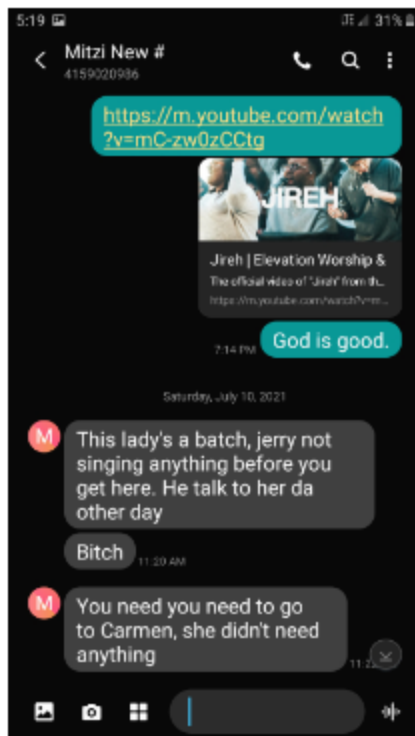
#3 On Saturday, I had a disturbing encounter with a PCO who was really aggressive. I have attached his photo. He said "You know why I am here." I am reporting him to SFMTA because he looked at all the paperwork showing I am working with you and it meant absolutely nothing. What has the point of it all been, these past weeks? If my RV gets towed before it can be registered to my name, the Auto Return people won't give it back to me because I am not its registered owner (thats on their flyer - I will take a photo and attach). Even though I told him I have cancer, he wouldn't put his mask back on. I cried for hours after he left. I miss my husband so much at times like this. I am more paranoid than ever to not leave the RV alone. It's obvious he enjoys his job

very much. He was, by far, the meanest I have had to deal with. I promised him that he would be the one I called to be named in my lawsuit to represent the City. He answered "I'll be there." He deserves me.

Well, this really isn't part of the case with y'all, but my cancer doctor in Martinez yelled at me one time too many about delaying surgery and I fired her. Already informed SSA of change of address so I can go down to UCSF as soon as its safe to leave the vehicles alone and I'll spend the day getting tested, that way I will have myself on the list at Oncology and they can order my records and schedule me while I am getting settled in up at Creekside. Its a beter fit. That way Mitzi (who will be driving me back in her vehicle as it is needed) has something to do while she waits for me to get treatment. She is a union delegate for the local carpenter's union. So going to Martinez is no longer a thing. I feel slightly relieved. I need to make a decisive move on my health care. It's been on hold long enough.

Sincerely,
Ramona Mayon

ATTACHMENTS ON THIS EMAIL:





You may be eligible for a one-time waiver of your towing or storage fees.
Your storage fees could be waived for up to 15 days.

1 STEP ONE

You may be eligible for this one-time discount if you have contacted one of the City's Access Points in the last six months. Access Points help people experiencing homelessness.

To confirm you have contacted one of the City's Access Points, call one of the Access Point phone numbers on the back of this flyer.

If you have NOT contacted one of the City's Access Points, you can still qualify for the one-time discount by scheduling a short phone meeting.

The phone numbers for the Access Points are on the back of this flyer. You can also go to the Access Points in person. The closest Access Point to AutoReturn is: Episcopal Community Services, 123 10th Street (at Mission), San Francisco, CA 94103.

2 STEP TWO

If you think your car is towed, immediately call City and County of San Francisco Impound at 415.865.6200. Go to AutoReturn (450 7th Street, San Francisco, CA. Cross streets are Harrison and Brannan) to get your car.

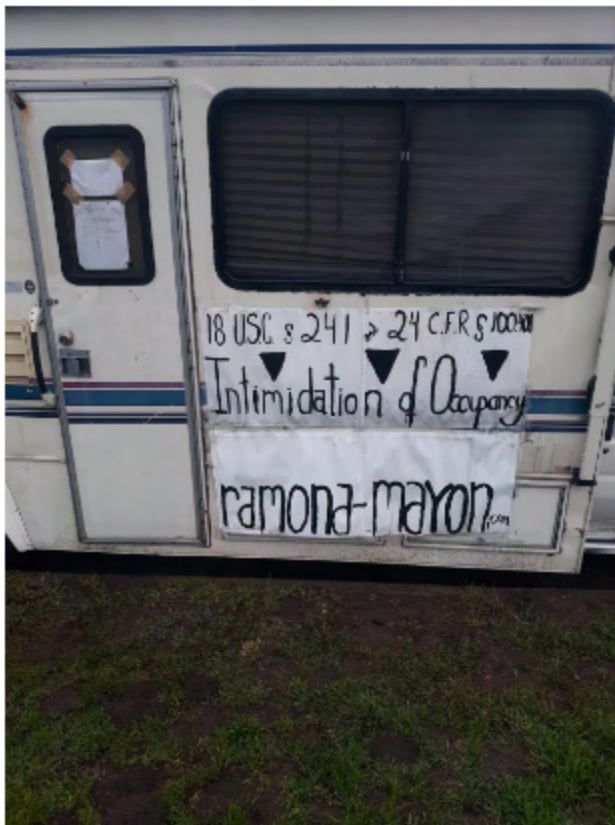
AutoReturn will confirm that you have been seen by one of the Access Points below in the last six months. Please note that it may take up to one business day to verify your eligibility.

You must be the registered owner or be on the car's rental contract in order to retrieve your car. Please bring the following to AutoReturn to retrieve your car:

1. Valid driver's license
2. Keys for the vehicle

AutoReturn can verify ownership for California vehicles. Other ways to verify ownership include:

- Valid registration
- Title of
- Rental agreement





SFMTA

NOTICE OF PARKING CITATION

The vehicle described below is illegally parked in violation of the section referenced below.

Payment or request for administrative review is required within 31 days or further penalties may be assessed.

CITATION # 939306173

Date	7/28/21	Time Issued	18:15 AM
License Number	5MUS362	Time Cleared	
State	CA	Month	09
Year	2019		
Color	COVERED		
Make/Model	FORD	Body	Box
Location	2231 Great Highway		
Officer	C.T.	Signature #	0106
2044 REGISTRATION TABS AMOUNT DUE: \$121.00			
COMMENTS: FINE INCLUDES HANDICAPPED STATE FEES EXP. TABS CORRECTABLE, VEH N/EXP REG OVER 6 MONTHS MAY BE TOWED PHOTO ON FILE			
CERTIFICATE OF CORRECTION OFFICER'S SIGNATURE (CVC 40000) SIGN DATE (CVC 40000) SIGN DATE (CVC 40000)			

SFMTA

NOTICE OF PARKING CITATION

The vehicle described below is illegally parked in violation of the section referenced below.

Payment or request for administrative review is required within 31 days or further penalties may be assessed.

CITATION # 939306184

Date	7/28/21	Time Issued	18:36 AM
License Number	7M7046	Time Cleared	
State	CA	Month	09
Year	2020		
Color	CANNOT READ		
Make/Model	FORD	Body	Box
Location	2232 Great Highway		
Officer	C.T.	Signature #	0106
2044 REGISTRATION TABS AMOUNT DUE: \$121.00			
COMMENTS: FINE INCLUDES HANDICAPPED STATE FEES EXP. TABS CORRECTABLE, VEH N/EXP REG OVER 6 MONTHS MAY BE TOWED PHOTO ON FILE			
CERTIFICATE OF CORRECTION OFFICER'S SIGNATURE (CVC 40000) SIGN DATE (CVC 40000) SIGN DATE (CVC 40000)			



From: Ramona Mayon <ramonamayon@yahoo.com>

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

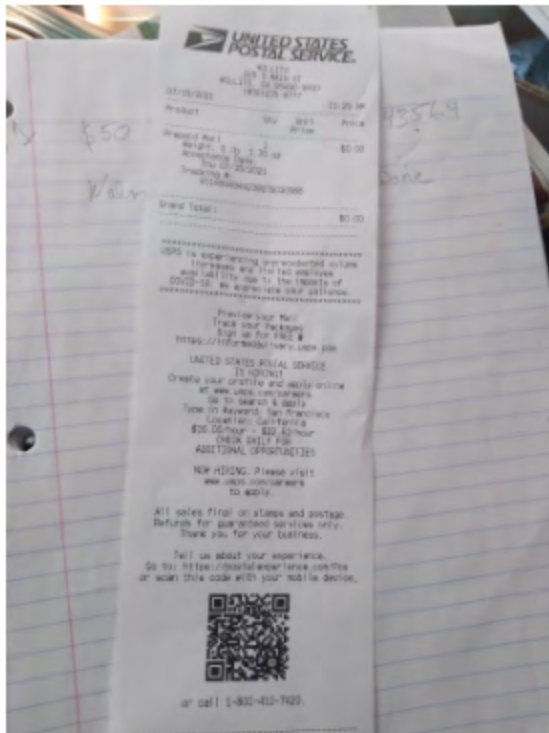
To: Deneen Jones <DJones@ecs-sf.org>

Subject: Creekside Paper(s) in the mail

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

Sincerely,

Ramona Mayon



From Deneen Jones

To: Ramona Mayon

Thu, Jul 15, 2021 at 4:13 PM

Hi Ramona,

I dont have a fax machine at 123 10th street so I will have to hunt that fax machine down to locate it. We scan and email for safety, and confidentiality of personal information.

Thanks for all the hard work i'll look into that fax on my end.

Deneen Jones
Manager of Mobile Problem Solving
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

From Ramona Mayon
To: Deneen Jones
Thu, Jul 15, 2021 at 5:47 PM

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

Ramona

From: Ramona Mayon
To: Deneen Jones
July 22, 2021 9:06 AM
Subject: Mayon RV Resolution

Hello Ms. Jones,

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

Sincerely,

Ramona Mayon



Episcopal
Community Services
San Francisco

Building Community. Developing Skills. Enriching Lives.

Financial Assistance Agreement

I, [LANDLORD/PAYEE]

☒ Gerald S Wiedemann

will accept [AMOUNT] \$890

from ECS to be used for the following

purpose

deposit + 1st month rent

These goods/services will support. [PROGRAM PARTICIPANT]

Ramona Mayon

with housing at [ADDRESS]

Creekside Cabins, 29801 Hwy 101, Willits, Ca

for [ANTICIPATED LENGTH OF STAY]

1 year

Landlord/Payee Name:

Landlord/Payee Contact:

☒ Gerald S Wiedemann

☒ 707-657-8461

Signature:

Date:

☒ [Signature]

☒ 7-16-21

ECS Program Participant Contact:

Ramona Mayon

415-595-6308

For ECS Staff Only

Staff Name: _____

Signature: _____

Budget Source: ☐ GF ☐ WPC

Date: _____

☐ The resolution cannot be funded by an alternate source in a timely fashion

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

Manager of Mobile Problem Solving

ECS Adult Coordinated Entry

Email: djones@ecs-sf.org

Cell #: (415) 912-6974

From: Ramona Mayon

To: Deneen Jones

Jul 22, 2021 at 10:31 AM

Alrighty. I will work on that.

-R

From Ramona Mayon
To Deneen Jones
Jul 27, 2021 at 10:42 AM

1 attachment (W9 of RV park)

Hello,

Please find attached photo of W9, which my caregiver Mitzi dropped off this morning.

I will go to post office to mail it. I am waiting for some cash to be dropped off so I can send it, so it will be later this afternoon before I get that done.

Jerry (the manager) is leaving for New York on Friday for a two-week vacation. I wanted to give you a heads-up on that. His cell # is 707-647-8561 and Creekside itself is #707-459-2521

Sincerely,
Ramona Mayon

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.

Thanks Ramona

Deneen Jones
Manager of Mobile Problem Solving
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

From Ramona Mayon
To Deneen Jones
Jul 27, 2021 at 11:10 AM

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

I had a video zoom meeting with my doctor in Antioch this morning. I am a little shook up from it. I really need to get moved soon so I can do surgery. She said it wasn't a good idea to wait much longer on starting treatment due to some other symptoms and stuff. I am so anxious I can't even think straight.

That's why I am worried about the "completed application" - is this something I missed I should have done?

-R

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

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

Deneen Jones
Manager of Mobile Problem Solving
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

From Ramona Mayon
To Deneen Jones
Jul 27, 2021 at 11:18 AM

Hi, Me again. I checked with the post office and it shows out for delivery yesterday. I did make a copy of the FFA form he sent back so if it doesn't arrive, maybe the HOT team could pick it up and bring it to you?

-R

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

I will pick it up if it is not here by Wednesday.

Deneen Jones
Manager of Mobile Problem Solving
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

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

I dont have a pre-approval letter. I don't even know what that is. My heart is just pounding right now. Jerry won't give me anything else.

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

Well, let me look at the FAA and call Jimisha. She may accept it. The Property Manager when I last spoke to him stated he can make on. I will contact him again. Dont worry it will all work out I am sure of it.

Deneen Jones
Manager of Mobile Problem Solving
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

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

Hi, I was wondering if there was any news.

Sincerely,
Ramona Mayon

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

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

-R.

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

Good AM,
I was sick on Friday apologies. I will check with the front desk and see if I received any mail. Last I checked I haven't. I will also call and leave a message with Creekside to check on the W-9. Jimisha has been busy however, I will check in to see if she has time to talk about if we can move forward once the W-9 is here.

Deneen Jones
Associate Director
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

NOTE: change in her job title

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

Good Morning, I am sorry to hear you were ill. I have extra copies of both documents. I sent the W9 with only regular stamp, not certified, so I can't prove I sent it. But the FAA, that I did send certified. Maybe Trina from HOT could stop by and collect copies, since you are under the weather. Or I can remail (both) by Priority tomorrow when I get some money.

Sincerely,
Ramona Mayon

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.

NOTE: She never made the meeting.

Exhibit Y: email to DJ @ECS-SF and HOT indicating crisis

From Ramona Mayon
To Deneen Jones, Trina Branch
8/16/2021
Subject: 3-hr verbal assault + fireworks

On Aug 7, 2021 4 pm, I received the attached email. It refers to a broke window on the car of residents across street. The car was parked behind my RV about 20 feet behind me. I heard nothing. I was questioned repeatedly by the owners, over several day period. My fault is simply knowing the person who is trying to get them evicted from their HUD housing, whom they suspect broke the window. From about 11 pm that night til 2 am, off and on, a man stood outside my RV door and yelled. He said (among other things) that I would regret it if I did not move. Other men joined him (they didn't yell). Then fireworks were set off right outside my RV. No, I did not call the police because I already afraid of

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

-R

Exhibit Z: email to DJ@ECS-SF confronting problem as HSH's required appeal step.

From Ramona Mayon
To Deneen Jones
Aug 16, 2021 at 12:58 PM
Information please

Ms. Jones,

Please explain the reason I have been denied.

It has been two weeks since you last emailed me and three weeks since you said you would talk to Ms. Baker regarding the new paper you need (i.e. owner's pre-approval letter). At the time, all signs indicated this was a "go".

On Aug 5, 2021 HOT (Trina and Matt) picked up the papers (FAA and W9). That was 11 days ago.

I would remind all reading this that I had to cancel the mastectomy (scheduled June 23rd) because of these papers you needed. The treatment includes chemotherapy first and radiation afterwards. This has been documented as April 14, 2021.

Why have I been denied? And if not denied, what is going on?

Sincerely,
Ramona Mayon

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 turing 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
Associate Director
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

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

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

-R

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

The amount of time is processing for us. You must be told by a worker or Jimisha that you were denied. I know this is not moving as fast as any one of us would like it to but please do not come to your own conclusions. Allow the program workers to continue to call and leave messages for Creekside because that means we are working on it.

If Creekside was more communicative with us and the government, we would've been paid the move in cost and moved on. That is the holdup at present.

Deneen Jones
Associate Director
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

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

Could we please deal with the vehicles now, so at least I can go to my medical appointments, continue the tests the doctor needs done, and get things going with the chemo? I am scared to even go to the grocery store or post office, for fear of seizure.

From Deneen Jones
To Ramona Mayon
& Baker, Jimisha (HOM)
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
Associate Director
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

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

What is it that is needed from Creekside exactly?

From Deneen Jones
To Ramona Mayon, Baker, Jimisha (HOM),
Branch, Trina (HOM), creeksidewillits@yahoo.com
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.

Creekside, please fill out your portion of the attached document. Once you have completed it, please email it back to me and CC Romana.

Romana once Creekside has filled out their portion, please print what they have sent back and sign it. You can email it back or ask Trina (whom I added to the email) to bring it to me. I added our government funder so that she can look over everything. Once we have the move in secured, we can move forward with the one vehicle Jimisha approved and the tickets with the gas and amazon gift card.

Thanks all,

Deneen Jones
Associate Director
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

From: Ramona Mayon

To: Deneen Jones

August 16, 2021 3:22 PM

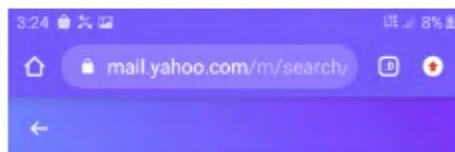
I did speak to Ms. Baker and she approved both vehicles being repaired because I need to be able to use it for going to medical treatment and to get some additional income going. Furthermore, I will not be allowed to keep any unregistered vehicle (RV or personal) in his park. I do have a copy of the email where Ms. Baker approved this. I will forward it to you.

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

From Ramona Mayon

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

Aug 16, 2021 at 3:26 PM



From: Baker, Jimisha (HOM)
<jimisha.baker@sfgov.org>
Sent: Friday, July 9, 2021 12:25 PM
To: Deneen Jones <DJones@ecs-sf.org>
Subject: FW: Mayon RV Resolution cost 7.09.21

**EXTERNAL SENDER - Examine links closely
before clicking on them and do not open
unexpected attachments**

Hi Deneen,

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



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

Learn: hsh.sfgov.org | Follow:
[@SF_HSH](https://twitter.com/SF_HSH) | Like: [@SanFranciscoHSH](https://twitter.com/SanFranciscoHSH)



Delete



Move to



Forward



Reply



More

From: Deneen Jones

To: Ramona Mayon, Baker, Jimisha (HOM)

August 16, 2021 3:39 PM

FAA is us agreeing on the funds and the rent intent is an agreement between you and the landlord that they agree to rent to you.

If Jimisha agreed for both of the cars, then that's fine she can let us know that when we are finished with the rental docs.

Deneen Jones

Associate Director

ECS Adult Coordinated Entry

Email: djones@ecs-sf.org

Cell #: (415) 912-6974

Ramona Mayon <ramonamayon@yahoo.com>

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

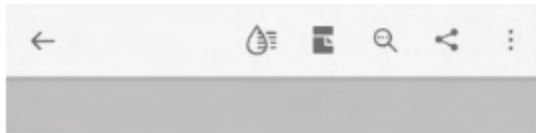
Mon, Aug 16, 2021 at 3:33 PM

To Whom It May Concern:

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

Sincerely,

Ramona Mayon



Episcopal Community Services: San Francisco Adult Coordinated Entry

Intent to Rent

To whom it may concern:

I, (LANDLORD/PAYEE) _____, agree to rent to
(ECS PROGRAM PARTICIPANT) _____ a place to live at the
following address (ADDRESS):

Full amount for first month move-in is (AMOUNT): \$ _____

The effective move-in date is (DATE): _____

Landlord/Payee Name: _____ Signature: _____

Landlord/Payee Contact: _____ Date: _____

ECS Program Participant Contact: _____



 **Episcopal Community Services**
San Francisco
Building Community. Developing Skills. Creating Lives.

Financial Assistance Agreement

I, (LANDLORD/PAYEE) ☒ Gerald J Wiedemann

will accept (AMOUNT) \$890 from ECS to be used for the following
purpose: deposit + 1st month rent

These goods/services will support (PROGRAM PARTICIPANT):
Ramona Mayon with housing at (ADDRESS):
Creekside Cabins, 29801 Hwy 101, Willits, Ca

for (ANTICIPATED LENGTH OF STAY): 1 year

Landlord/Payee Name: _____ Landlord/Payee Contact: _____
☒ Gerald J Wiedemann ☒ 707-657-8461

Signature: _____ Date: _____
☒ [Signature] ☒ 7-16-21

ECS Program Participant Contact:
Ramona Mayon 415-595-6308

For ECS Staff Only _____

Staff Name: _____ Signature: _____
Budget Source: ☐ GF ☐ WPC Date: _____

_____ course in a timely fashion

Mayon
at Blvd
2 B, Pmb 17
1650 CA
132-1222

From Deneen Jones
To Ramona Mayon, Baker, Jimisha (HOM), Branch Trina (HOM)
Mon, Aug 16, 2021 at 3:34 PM

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

Deneen Jones
Associate Director
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

From Ramona Mayon <ramonamayon@yahoo.com>
To Baker, Jimisha (HOM), Branch Trina (HOM), Deneen Jones
Mon, Aug 16, 2021 at 3:49 PM

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

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

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

Versus

To Whom It May Concern:

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

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

Sincerely,
Ramona Mayon

From Deneen Jones
To Ramona Mayon, Baker, Jimisha (HOM), Branch Trina (HOM)
Mon, Aug 16, 2021 at 4:09 PM

Ramona,

Please let me handle the intervention. You are in the loop of the process. Creekside will fill out the form I requested, and we will move forward from there.

Thank you

Deneen Jones
Associate Director
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

From Baker, Jimisha (HOM)
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 (she/her)

Problem Solving Program Manager

San Francisco Department of Homelessness and Supportive Housing

jimisha.baker@sfgov.org|P: 628.261.242

From Ramona Mayon

To Deneen Jones, Baker, Jimisha (HOM)

Mon, Aug 16, 2021 at 4:18 PM

Hello Ms. Baker,

I am already working on that paper, with my caregiver, Mitza Fata, who is already up there.

Can we clarify if my car will be assisted in the resolution, as we discussed over the phone, so I can have a way to get to medical treatment and earn extra money, in order to be able to continue to pay the rent/electric?

Sincerely,

Ramona Mayon

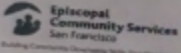
NOTE: she called to affirm but I didn't have the tape player going; however phone records show a call from her number.

Exhibit AA: final paper arrives from RV park and should have caused \$ to be paid

From Ramona Mayon
To Deneen Jones, Juimisha Baker, Trina Branch
8/20/2021 8:00 AM
Intent to Rent paper is here

Could Trina come pick it up please? I am at 1334 GreatHighway (crossroad is Lincoln). Also, I am no longer sure if Matt is available because he didn't answer my last text message of July 30. So he needs to be called beforehand, to ascertain if he still wants to do the work. On Aug 16, around 4.30pm, Ms Baker called to affirm the Oldsmobile is part of the Resolution plan.

Sincerely,
Ramona Mayon



 Episcopal Community Services: San Francisco Adult Coordinated Entry

 Intent to Rent

To whom it may concern:

I, [LANDLORD/PAYEE] Creekside RV Park, agree to rent to
 [ECS PROGRAM PARTICIPANT] Ramona Mayon a place to live at the
 following address [ADDRESS]:
29801 W Hwy 101
Willits CA 95490

Full amount for first month move-in is (AMOUNT): \$ 890⁰⁰

The effective move-in date is (DATE): ? moving starts when
we receive payment
we are ready for her
she can move in immediately

Landlord/Payee Name: Gerald Wiegman Signature: [Signature]

Landlord/Payee Contact: 707-459-2521 Date: 8/19/21

ECS Program Participant Contact: Ramona Mayon # 415-595-6308

*

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.

Thank you,

Deneen Jones
 Associate Director
 ECS Adult Coordinated Entry
 Email: djones@ecs-sf.org
 Cell #: (415) 912-6974

Exhibit BB HOT texts Aug 5 and Aug 30, 2021

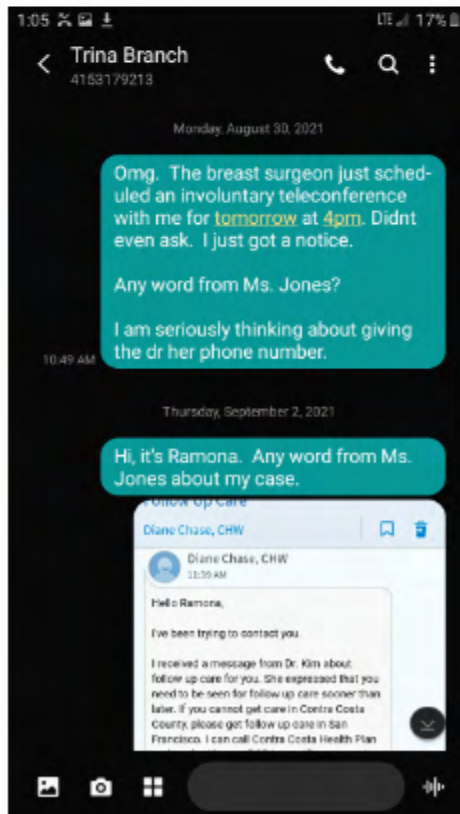
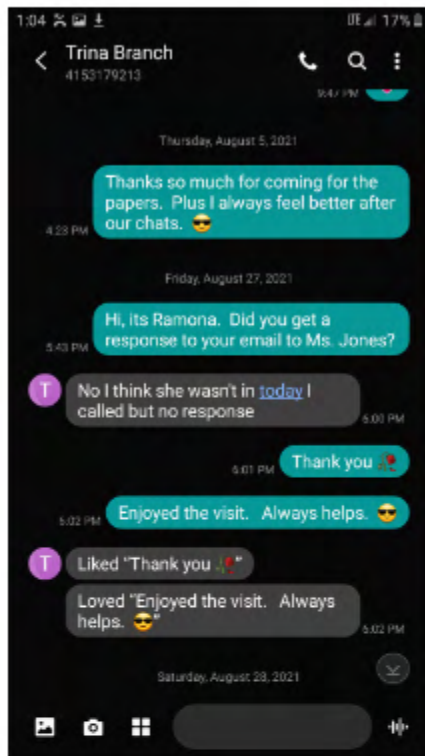


Exhibit CC 9.3.21 appeal direct to JB @ HSH + DJ @ ECS-SF

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

The breast cancer surgeon made an unexpected teleconference call to me a couple days ago and the cancer team's social worker wants to help. They all want to know when can I be operated on? And that's a question only you can answer.

Be informed, however, I have a new lump, but it's on my neck and its painful and getting big quick. Dr says breast cancer may have metastasized there already. If so, I don't have long to live.

This delayed treatment, per this study @ <https://doi.org/10.1136/bmj.m4087> (see attached infographic which explains visually) means every 4 weeks that treatment is delayed, my chances of dying from this is 10% higher.

In other words, since I started being actively "assisted" by ECS, who called me back on April 14, 2021 (coincidentally the same day I got the mammogram), it's been 140 days, or 20 weeks, so my death is 50% more likely than if I had been able to have the mastectomy scheduled on June 23, 2021.

My lifespan is being actively endangered by this delay. It also hurts my dignity, this official disregard for the constant anxiety I am in, because of this confusing process to get assistance. I am uncomfortable even emailing you after the last response from you on Aug 16, but you have to be informed that I am much, much sicker (and physically weaker) than I was when I was first accessed Dec 29, 2020. I need a reassessment by HSH, which HOT said can happen only every six months. It's been 9 months.

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

1. At the very least, I need funds for a 2nd person on scene the day of the work, to help me move my personal stuff for the mechanic to remove the hazardous items. I have zero upper-body strength.

2. I need to talk about buying the roof seal. Fire works caused real damage. Same person as in #1 has agreed to do roof seal for \$200 labor (a service charges upwards of \$800 plus roof seal is approx. \$380)

3. I located the mechanic via the website. He had just lost his phone. He is still on board.

4. I could literally be up in Mendocino by Wednesday or Thursday, latest by next weekend. And Jerry sent the message that "my" spot has already been cleaned out.

That's another thing. How long does the City expect Creekside to hold open that site for me? Or is that the plan? Delay until he rents it to someone else and I get zero assistance and you have to put me in an SRO in the Tenderloin.

Jerry told me May 21, 2021 I was welcome. That hasn't changed.



On Aug 20, 2021 Trina from HOT picked up the "Intent to Rent" : 15 days ago.

On July 26, 2021 Trina from HOT picked up the W9 and FAA. At that time, we should have been informed I also needed the "Intent to Rent": 40 days ago.

On June 1, 2021 all the info re. place to go and professional repair estimates was given to Regina: 95 days ago.

Trina from HOT stated on her last visit here that she asked you if there was anything else that you needed from me and she said you said "No."

It's been 15 days since you got the "Intent to Rent". Those fifteen days delayed treatment means my chance of dying went up 5%.

Please inform me when (or if) this move is going to happen because I have to talk to the social worker for my cancer team today.

Sincerely,
Ramona Mayon

7:28 LTE 35%

mychart.cchealth.org/MyCh

MyChart
Central Coast Health Services

Menu Ramona

Visits Messages Test Results Medications

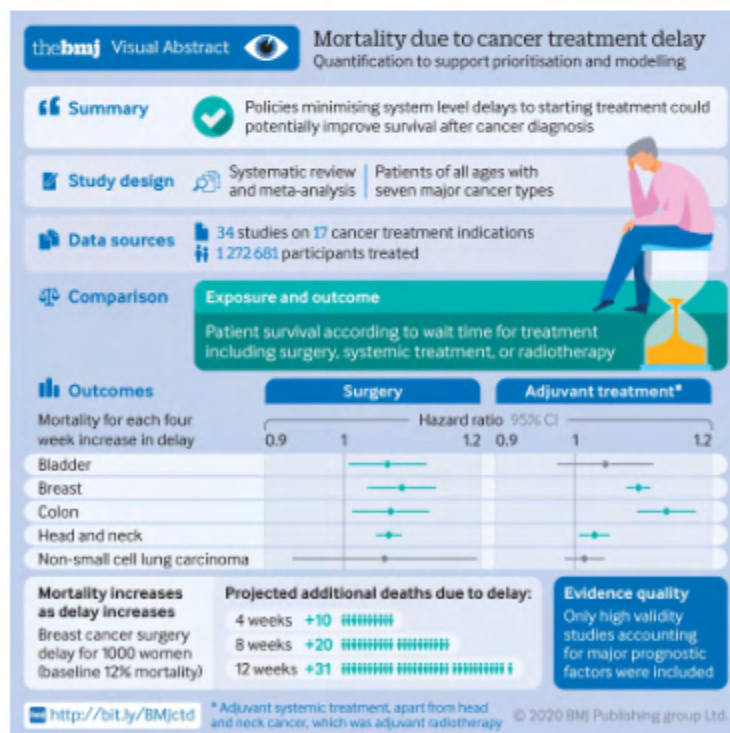
Appointment Details

After Visit Summary® **Notes**

Telephone Encounter

Nurse Anna R at 8/30/2021 10:36 AM
T/c by Breast Health Nurse to schedule appointment in Breast Clinic & to inquire if pt already completed Breast MRI procedure. No answer, Im to call back

[Back to the Appointments and Visits page](#)



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

Good morning,

Ms. Mayon, I'm sorry to hear about the status with your health. I understand how that can be very stressful given all that's going on. I'll look into the status of your request and someone will get back to you today.

Thank you,

Jimisha Baker (she/her)

Problem Solving Program Manager

San Francisco Department of Homelessness and Supportive
Housing

jimisha.baker@sfgov.org | P: 628.261.2422

From Ramona Mayon
To Baker, Jimisha (HOM)
Fri, Sep 3, 2021 at 11:51 AM

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

-R

From Baker, Jimisha (HOM)
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 (she/her)

Problem Solving Program Manager

San Francisco Department of Homelessness and Supportive Housing

jimisha.baker@sfgov.org | P: 628.261.2422

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

Hi Ramona,

I am so sorry to hear about everything that has been going on. I am going to make sure that I work as quickly as possible as this is very much time sensitive.

My name is Helen, I've talked to you in the past but I wanted to follow up with you. I am the lead with the Flex Fund requests here at ECS, I will be working with Deneen side by side to ensure we get this done as soon as possible.

Deneen and I will be meeting on Tuesday to further discuss the details for the request that we will be expediting. Just for a little context, our office closes at 1pm today and due to the holiday, and we will be closed on Monday; we will be back in office on Tuesday.

Deneen will be working on the mechanic side of things for your RV.

Thank you so much for your patience, Ramona. Speak to you soon,

Helen Cartagena (*she, her, hers*)

Problem Solving Specialist

Adult Coordinated Entry

Episcopal Community Services of San Francisco

123 10th St. San Francisco, CA 94103

Office: (415) 487-3300 ext. 4942 Cell: (415) 218-4278

From Ramona Mayon <ramonamayon@yahoo.com>
To Helen Cartagena
CC: Deneen Jones, Baker Jimisha (HOM)
Fri, Sep 3, 2021 at 12:27 PM

Thank you. I didn't even realize about the holiday. Then I will wait to talk to the cancer team's social worker after, when I feel more solid.

Sincerely,
Ramona Mayon

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

Good morning Ramona,

I gave you a call and left a message but I want to follow up via e-mail as well. Deneen and I are meeting and working on your request and I noticed that we don't have your proof of income, is it possible for you to send me via e-mail your SSI award letter?

We've also reached out to the mechanic, but we were unable to get a hold of him, so a voicemail was left – I am hoping that we can touch base with him soon, as well.

Thank you,

Helen Cartagena (*she, her, hers*)

Problem Solving Specialist

Adult Coordinated Entry

Episcopal Community Services of San Francisco

123 10th St. San Francisco, CA 94103

Office: (415) 487-3300 ext. 4942 Cell: (415) 218-4278

From Ramona Mayon

To: Helen Cartagena

Cc: Deneen Jones, Baker, Jimisha (HOM)

Sep 7, 2021 at 10:59 AM

Good morning,

I am having trouble keeping my phone charged because I have to turn it off to charge it. Plus the battery is draining rapidly, so its always off, being charged.

Attaching screenshots of what I sent Regina on May 21, 2021. If you need the copies of actual paper, I can mail them or give them to Trina from HOT.

Re. Mechanic Matt, his new phone number is 1-650-669-2759

The process for paying him is through the account set up at www.mobilemechanics.com with user name: ramonamayon@yahoo.com password: holyghost123 click on menu bar and it shows "my projects" where there are two projects, one for RV and one for SUV. Click on each separately to pay for that project. Click "Hire me" which carries through to a credit card page. The support number for the company is 1-888-391-MECH or support@mobilemechanics.com

There is a new problem, I wrote about in last couple of emails. I suffered an extremely intimidating 3-hour hate crime on August 8, which is why I had to move the RV where it is now, on the corner of Lincoln and Great Highway. Men stood outside my house from 11 pm til 2 am and yelled at me for being there so long and set off fireworks right by the RV. There is visible ember damage on the roof. They live across street and just had enough of me there.

Just the short drive over here, pieces of roof were coming off, I could see in rearview mirror. It needs 5 gallons of Roof seal from Home Depot and I have a (homeless) person who will do it for \$200. He would have to be paid cash in person. His name is Cee and he is known to Trina from HOT. I asked her and she automatically gave a good recommendation for his character. He lives in one of the SIP hotels. He will also help me move things to get ready for mechanic taking out the hazardous appliances and broken floor pieces.

All the other "moving pieces" of the Resolution are in previous emails but I can't handle the removal of stuff problem alone. Physically alone, I mean. The thought of all effort needed, and me barely walking now, all this has me just weeping again. I have no strength left.

-R

From Ramona Mayon

To Helen Cartagena

Cc Deneen Jones,

Baker, Jimisha (HOM)

Sept 7, 2021 at 11:05 AM

I'm sorry my phone is malfunctioning today. My last email has info for Matt.

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

-R

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

To Helen Cartagena, Ramona Mayon

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

Sept 7, 2021 at 10:49 AM

Hi Ramona,

I left a message for the mechanic a moment ago. I am attempting to get in contact with him to set up a time frame for him to come out and begin work. Also, I looked at the website you found him from which is <https://mobilemechanic.com/how-it-works> and I cannot locate how to pay Matthew Faivre.

How To Hire A Mobile Mechanic

How You Hire A Mobile Mechanic. Click the Get Estimate button on our home page or hamburger menu in the top right corner. Fill Get Estimate form out.

mobilemechanic.com

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.

Thank you,

Deneen Jones

Associate Director

ECS Adult Coordinated Entry

Email: djones@ecs-sf.org

Cell #: (415) 912-6974

From Ramona Mayon <ramonamayon@yahoo.com>

To Deneen Jones

Tue, Sep 7, 2021 at 11:16 AM

>>>>>>> *Sent proof of my SSI income*

From Ramona Mayon <ramonamayon@yahoo.com>

To Deneen Jones, Baker Jimisha (HOM), Helen Cartagena

Sept 7, 2021 at 11:18 AM

>>>>>>> *Sent more recent proof of SSI income*

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

Hi Ramona,

Helen was able to see your tickets online so we will pay that here with the credit card. She's looking into the DMV right now to see if we can pay them from here, we will.

I am on the phone with the mechanic now so we are getting the info on his supervisor so we can pay him with the credit card now.

Thanks for the income, Helen can package together the move in funds paperwork now.

Deneen Jones
Associate Director
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

From Ramona Mayon <ramonamayon@yahoo.com>
To Deneen Jones, Helen Cartagena
Sept 7, 2021 at 11:28 AM

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

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.

Thanks Ramona

Deneen Jones
Associate Director
ECS Adult Coordinated Entry
Email: djones@ecs-sf.org
Cell #: (415) 912-6974

From Ramona Mayon
To: Helen Cartagena, Deneen Jones
Sept 7, 2021 12:47 PM

FORD RV @
<https://mobilemechanic.com/project/san-francisco-ca-auto-repair-on-1996-ford-econoline>

SUV @
<https://mobilemechanic.com/project/san-francisco-ca-auto-repair-on-2000-oldsmobile-bravada>

Yes, I understand about DMV. I have all the paperwork to go back in with when necessary. Maybe it's possible to make an appointment with DMV so there's not so much time in line.

-R

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 Cartagena (*she, her, hers*)

Problem Solving Specialist

Adult Coordinated Entry

Episcopal Community Services of San Francisco

123 10th St. San Francisco, CA 94103

Office: (415) 487-3300 ext. 4942 Cell: (415) 218-4278

Ramona Mayon <ramonamayon@yahoo.com>

To: Helen Cartagena

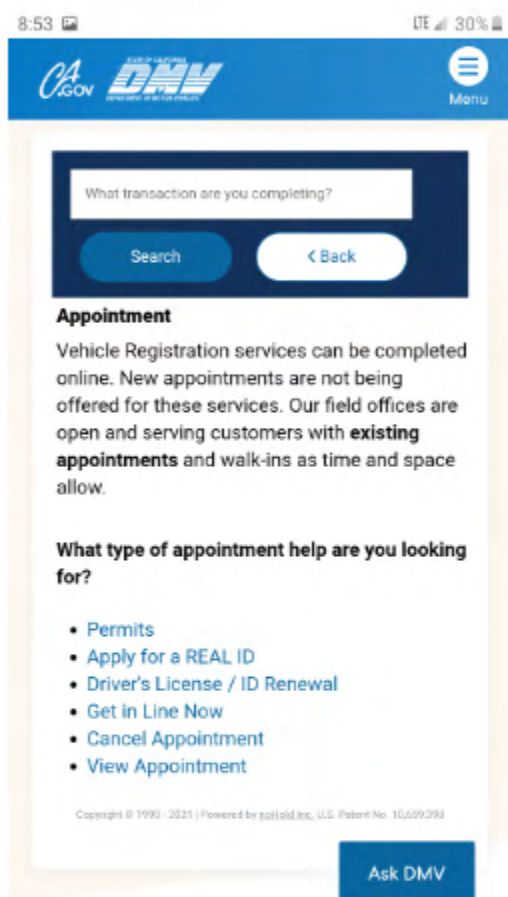
Mon, Sep 20, 2021 at 8:19 AM

The attachments show:

1. No appointment can be made for vehicle registration.
2. The documents I obtained on May 3 for Regina - re. current prices.....at the time, I wasn't as sick as I am now. I cannot go stand in line for 2 hours. When this was first discussed with ECS (Regina), it was laid out that in order to complete this step, the ECS employee with the credit card would collect the paperwork from me, including the transfer of title paper, and that ECS employee would go pay in person, without me. At that time, I would only receive the temporary paperwork that let's me drive it to be smogged. Once smogged, I would have to return to DMV for the stickers.
3. The tickets at SFMTA were not able to be cleared because only the registered owner is allowed to do the program. Attached denial from SFMTA.
4. Today is exactly a month since I gave the "Intent to Rent" paper to Trina from HOT and 18 days since I complained to HSH about the delay to my surgery. The lump on my neck has now increased to the back and now seems to be going to other side, too. I cannot leave the RV to go it looked at because I am all too aware of how the unregistered/ excess ticketed vehicle homes are being towed as soon as they are not occupied.
5. Also attaching the current medical papers. My diagnosis is serious enough to be included in my re-evaluation, because I did not have it back in December, when I

evaluated for housing. At the early July meeting, Ms. Jones refused to take the paperwork citing privacy concerns, but this paper with a full diagnosis would put me in another division of HSH.

Sincerely,
Ramona Mayon



EPOCH THREE BEGINS SEPT 23, 2021 WHEN I AM HANDED OVER TO THE EXECUTIVE DIRECTOR OF THAT SECTION< JOHN WARNER - HE IS THE BOSS OF THE EARLIER TWO WORKERS (thus epoch two with DJ @ ECS-SF lasted from June 9 til Sept 15, 2021)

Exhibit DD 9.23.21 appeal to all the executives @ ECS-SF + JB @ HSH

From Ramona Mayon
To Baker, Jimisha (HOM), Deneen Jones, Helen Cartagena
Cc: bstokes@ecs-sf.org
ccallandrillo@ecs-sf.org
elarra@ecs-sf.org
jwarner@ecs-sf.org
etarzon@ecs-sf.org
tluong@ecs-sf.org
rlim@ecs-sf.org
secker@ecs-sf.org
calvarez@ecs-sf.org
jbannon@ecs-sf.org

Sept 29, 2021 at 4:20 PM

Hello all,

Its been 23 days since Ms. Jones and Ms. Cartagena last worked on my case. No one has been in touch with me since Sept 15. My last email was Sept 20 to Ms. Cartagena. On Sept 7, there was a flurry of emails but nothing actually happened. The mechanic was called but not actually hired.

The last document needed ("Intent to Rent") was given to HOT (Trina Branch) on Aug 20, more than a month ago. Even earlier than that, the original paperwork from the landlord (FAA and W9) was in on July 28.

This is kinda getting obvious, y'all. Soooooooooooooo in that spirit, I have assembled all the email and texts from ECS and HSH into one document so as to be able to read it easier, then I extracted the "action phrases", even colour-coded them (blue for what I have done and/ or asked for and pink for ECS for what they have promised to do and/or asked me to do). I have attached the 25-page document (mind you, these are just excerpts as the original set of emails was over 70 pages long). After a long study of our 9-month correspondence, all the emails from ECS do SEEM to solidly indicate that I am receiving services.

Then why am I being ignored? What am I doing wrong? And what do I do about it? Delay IS denial, and in my case, deadly. I **must** begin getting treatment for my cancer.

If you check the emails this one is being sent to, I include all of ECS email addresses I could find online in order to make sure I appeal properly. It's a very opaque process I must say. As I read it, one must fully confront the "service provider" first, then send it on, in written form to HSH, then one is cleared to go to court and so forth after the 45-day internal review at HSH. Thus that is the purpose of assembling the

back-and-forth between us: the rules say it has to be a written grievance. By no means do I expect ANY of you to either read it or respond.

Sincerely,
Ramona Mayon
(taking up my blogging again @ <https://www.ramona-mayon.com>)

Audios

9.29.21 Call from HSH Problem-solving manager because I emailed ECS executives
https://youtu.be/yK3pbR_HaKM

9.30.21 Call from ECS boss
<https://youtu.be/gT2ly2bSLU4>

10.01.21 Call from HSH
<https://youtu.be/SWsysM9qpek>

10.01.21 *Another* call from HSH
<https://youtu.be/KZTIPK-zzo0>

From Ramona Mayon
To Baker, Jimisha (HOM)
Sept 30, 2021 10:14 AM

The one I told you about, by ECS, about RV dwellers. Thank you for your call.



Exhibit EE: 10.04.21 when JW @ ECS-F takes over (3rd mechanic)

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

Hello Ramona,

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

- Tomorrow ECS will reach out to the RV park to make sure placement is still available.
- Tomorrow ECS will attempt to make contact with the machinic about repairs and smogging
- By end of day Monday ECS staff will outreach your RV for DMV paperwork. We will confirm time of outreach before heading out to the RV. Can you confirm what documents, and will we be picking up copies or originals? These will be for the title switch and registration. Also let me know if you need us to assist with copies for these documents.
- I emailed the SF MTA 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

Episcopal Community Services

1138 Howard Street, San Francisco, CA 94103

Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 |W: C: (415) 324-9092

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

Hi, I wanted to advise that my phone won't take a charge (today of all days), so my only communication is via email on my pad. I am the RV at 1234 Great Highway. Big white RV at the corner of Lincoln and the beach. Trina from HOT has been by a few weeks ago. She knows where. I know you said Thursday that you wanted to send someone for the DMV papers. I am here all day. I went and copied the insurance cards for each vehicle too. Also my driver's license. Everything else is original as required. I read the rules carefully plus when I went May 4, the DMV woman also explained how to do it when a spouse dies. Also just spoke to Jeff a minute ago and he is coming out tomorrow morning to start work. Bringing a blinker switch that he spent his own money for at the tow yard. Fingers crossed it fits. Sincerely, Ramona Mayon

From John Warner
To Ramona Mayon
Oct4, 2021, 02:02:06 PM

Hello Ramona,

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

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

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

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

John Warner (*he, him, his*)
Director of Adult Coordinated Entry
Episcopal Community Services
1138 Howard Street, San Francisco, CA 94103
Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 | W: C: (415) 324-9092

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

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

-R

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

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

John Warner (he, him, his)
Director of Adult Coordinated Entry
Episcopal Community Services
1138 Howard Street, San Francisco, CA 94103
Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 |W: C: (415) 324-9092

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

Mayon RV mechanic

Ramona Mayon <ramonamayon@yahoo.com>
To: Baker, Jimisha (HOM)
Cc: John Warner
Oct 4, 2021 at 8:32 AM

Dear Ms. Baker,

You told me to reach out when problems arose, so here goes:

Please do NOT pay the mobile mechanic (Matt) that I had originally contracted with. He does NOT answer my texts. He has, in the past weeks, become increasingly curt with me. He has been "on hold" since May, but that's no excuse to ignore me. I have lost confidence in him working for me.

In Matt's place, I want to put the mechanic, Jeff, who was working on the vehicles back in April. He is the only person in this past year I have worked with that I have any confidence in. Please call him (Jeff) at #650- 476-1757

He left back in May to go to New Jersey to care for an elderly relative instead of them going into hospice and has only just returned Saturday. He came out yesterday to see me.

He was thoroughly disgusted to see I have done nothing else since we left off. We were making some real headway until mid-April then I got the cancer diagnosis and was doing the MRIs and stuff.

Jeff has a heart for what he's doing, I want him back working on this. Regina (1st ECS worker) didn't want anyone but a "real" mobile mechanic so I had to go looking and found Matt online. He was only one willing to come out for free and do the estimate. He never even drove the truck.

Jeff, on the other hand, has driven the RV several times, moving it around for me. He has been up and under it too. He did a super-cheap brake-job (master cylinder), I have photos of that on my blog he also got me (free) tires on the front of the RV (front ones were dry-rotted but the rear tires were replaced by my husband in 2018).

He has a friend who has a junk yard where he can get parts and he was looking at the tires, and out-of-the-blue, he just starts taking them off and next thing I know, he has gone across town and gotten me two practically new tires, rims and all. I had to MAKE him take gas money (\$30).

Before he left to care for his dying relative, he also came out and tried to finish the brake lights. He is the only reason I know I have actual power to the lights, as the fuses that were out. Again no cost.

He also yanked out the old fridge that was about to fall through the hole in the floor. He can finish that too. He knows how to do everything an RV needs because he is a vehicle dweller.

He can apply the roof seal too, instead of the other guy who I wrote to Ms Jones about in August.

He will need to have some money up front to buy parts and supplies, and he obviously can't take credit card, so someone would have to come pay him for the labor at the finish, but he needs does need something to START to get parts bought with.

I also would ask if he could be put up in a room at the motel next door (so he can shower up after). If we can work down til dark, we can FINISH this in two or three days. He has a job waiting for him as a care giver for yet another elderly relative in Las Vegas, stopping here only long enough to do this with me, but til then, he is sleeping in his truck.

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

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

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

Sincerely,
Ramona Mayon

Exhibit FF: Candlestick Park is brought up by JW @ ECS-SF in-person and I am panic stricken so I write JB @ HSH

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

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

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

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

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

The original Resolution plan that I took to court on January 6, 2021 focused on using the "Thousand Trails " camping pass as my homebase. 21-days per campground. 7 campgrounds in the Bay area-Sacramento region. All have electric and water. Showers. Laundry. Security people on site. For \$150 per month plus cost of gas driving to next campground. On an SSI check of \$974, I could have afforded that. Creekside is \$400 plus electric.

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

In other words, the usual ignorant bias of sedentary people towards nomadic people. It isn't that we ("homeless") are "service resistant ", maybe it's that the services being offered aren't "culturally-appropriate". I am an ethnic nomad, an American-born Scottish Traveller and I have lived on wheels almost my whole life. I have a 1st amendment right to express my heritage just like any other American.

People like me are never going to want to give up our property or our lifestyle. It's a human instinct.

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

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

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

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

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

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

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

Once Mr. Warner left, I started thinking, have I derailed the services by telling him how I feel about having to move north?

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

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

Step #2) Mr. Warner told me to get new written estimates from Jeff as well as how much up front to get parts and supplies, in order to get started. Jeff is coming out today with the RV's new rear blinker unit he bought with his own money. Mr. Warner said we would await your decision, so while that's in motion, I need to add in his cousin (\$500) into the equation who will be helping him the 2 to 3 days this will take. At 10 hours a day, that's

about minimum wage. It's a lot of work and I have zero upper body strength to move personal property and they want to do it quick and be onto their next project.

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

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

Sincerely,
Ramona Mayon

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

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

Exhibit GG 10.04.21 where JB @ HSH shows how there is only a loop back to JW @ ECS-SF

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

Hi Ms. Mayon,

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

Thank you,

Jimisha Baker (she/her)

Problem Solving Program Manager

San Francisco Department of Homelessness and Supportive
Housing

jimisha.baker@sfgov.org | P: 628.261.2422

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

From Ramona MAYon

To John Warner

10/5/2021 8.07 pm

Mayon Resolution Updated Estimate

I am devastated at how much damage I have in the roof. It far exceeds what I thought. The worst two weather conditions, being frozen in December and then 10 months in salt air. I can't even bring myself to add it all up yet. I am going to have to apply for an energy weatherization grant to have enough to fix it. He (Jeff) also wants the roofing seal guy I told Ms. Jones about (August email) to come do that at same time because he won't have enough time, because he knows I need to get the surgery done. He spent the day listening to my fears at what is going to happen up in Mendocino. I think my best choice is get up there and try to get seen for surgery as soon as I can and just be done with it. My kids need that from me. So can we go ahead and stick to the original plan? My main reason is the timing. Candlestick won't be open for 2 more months, probably more. With Jeff's help (and ECS's), I could be moved into the park this time next week, making doctor appointments. The RV park manager Jerry personal cell # is 707-657-8461. Ms. Jones said in one of her emails that an extra two months of rent might be possible, in addition to deposit and 1st month. That would enable me to get past the travel costs of the medical care before I have to shoulder the rent too. This will make recovery a lot, lot easier. So in the morning, I will type out what he wrote about everything. He is available to be interviewed #650-476-1757 (Jeff Carr) and also said he was willing to communicate daily with your staff, bring in receipts, make videos as he works, whatever it takes for trust to be built that he is doing a honest day's work.

Sincerely,

Ramona Mayon

From Ramona Mayon
To John Warner, Jimisha Baker
10/6/2021 5:49 am

this article explains why I am fighting so hard for this RV...not just a roof over my head. I will do anything to save the psychological comfort I feel in here.
<https://www.wellandgood.com/transitional-objects/amp/>

Exhibit II: JW @ ECS-SF w/ my original DMV papers 10.05.21 til 1.11.22 (84 days)

From John Warner
To Ramona Mayon
Oct 6, 2021 at 2:38 PM

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

John Warner (he, him, his)

Director of Adult Coordinated Entry

Episcopal Community Services

1138 Howard Street, San Francisco, CA 94103

Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 |W: C: (415) 324-9092

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

Hello Ramona,

Wanted to give you an update from today:

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

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

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

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

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

Please let me know if there are any questions.

Thank you,

John Warner (he, him, his)

Director of Adult Coordinated Entry

Episcopal Community Services

1138 Howard Street, San Francisco, CA 94103

Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 | W: C: (415) 324-9092

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

Hello Mr Warner,

Yes, I understand.

Please know it's not about leaving the RV. The cancer keeps me from going in person. Standing longer than 20 minutes is impossible for me at this point. I got on SSI on the first attempt in 2017, because of MRIs showing hip issues and disc herniation, so I was deemed disabled, even before the cancer hit. This is not about my fear of being towed. When I went to the DMV at the beginning of May to begin the process for Regina Abadajos, I was in bed for a solid week afterwards. I'm not capable of doing it, my apologies.

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

Sincerely,
Ramona Mayon

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

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

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

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

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

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

John Warner (he, him, his)

Director of Adult Coordinated Entry

Episcopal Community Services

1138 Howard Street, San Francisco, CA 94103

Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 |W: C: (415) 324-9092

From: Ramona Mayon

To: John Warner

Oct12, 2021 3:56 PM

Subject: Re: Updates from the DMV

Hello Mr. Warner,

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

Re. Cellphone ... I have a mailing address here: 1559 Sloat Blvd. Suite B. Box 175, San Francisco CA 94132-1222 which it is coming to.

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

Yes, I would like to see what you can come up with. No doubt it will be better than what I have done.

Re. Ticket for Street Repairs: well, let's walk through that scenario. I would be present, of course, I would tell them, FIRST, I have documented proof I am dying of breast cancer. SECOND that my husband of 28 years died in the 1st wave of COVID and I was made immediately homeless. THIRD, it's taken nearly ELEVEN months (probably more by the time I have to have this conversation) to get ECS to pay a mechanic so I can finally leave this hate-filled place (asked HOT for help 11.16.20). Yes, I would readily (and loudly) shame any SFMTA parking control officer (or cop) who even tried to give me a ticket like that. I know I certainly do it to the ones who harass me now, as well as the Park Rangers and gardeners who come around like they own the road I am parked on.

Be assured if he did give me a ticket for something related to the rescue of my vehicles, I would have him in federal court so fast it would make his head spin, because that sign with the small black, upside down triangles that says "Intimidation of Occupation" with two (federal) laws above it, that means that person can be fined up to \$10,000 and/ or spend up to a year in jail for being in conspiracy to deprive me of my housing rights.

Though to tell the truth, lately there have been a lot of private citizens saying rude things, so I am putting up new signs on the RV to explain why I am here in "their" park, with my breast cancer still untreated and getting more despondent every day.

Sincerely,
Ramona Mayon

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.

thank you,

John Warner (he, him, his)

Director of Adult Coordinated Entry

Episcopal Community Services

1138 Howard Street, San Francisco, CA 94103

Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 |W: C: (415) 324-9092

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

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

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

Please immediately call and hire him to fix my vehicles. Jeff Carr #650-476-1757. Please make this happen, no matter what perimeters you feel necessary to create to safeguard the funding matrix.

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

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

Sincerely
Ramona Mayon

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

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

I have no ability to go on like this silently waiting for rescue from this automotive crisis I have been in for so many months now. I am very ill. The lump on my neck has not decreased. This endless unattended-to stress is eating up any chance I have of getting better.

When do we actually get this work started? I want this mechanic because he is only one who imbides confidence into ME. And that's what I need more than anything. Working with y'all at ECS and HSH and City Hall (while surviving broke-down on the street situation, facing my demise from cancer, having just gone through that with my husband of 28 years) this has truly been the most draining experience of my life. Kafkaesque is the word that comes to mind.

Please hire Jeff Carr who actually cares about this job, and is someone who takes an interest in this matter as a HUMAN BEING. Discuss with him (not me) #650-476-1757 as stage 1 as RV starting on its own and moving to beach by next Tuesday to avoid the next street cleaning but then ALSO assign someone as a go-between for you and him on what needs doing. I am too sick for this endless estimate game.

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

Sincerely
Ramona Mayon

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

Hello Ramona,

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

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

John Warner (he, him, his)

Director of Adult Coordinated Entry

Episcopal Community Services

1138 Howard Street, San Francisco, CA 94103

Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 |W: C: (415) 324-9092

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

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

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

I will liaison anyway I can.

-R

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

Hello Ramona,

Just wanted to give you an update on today's progress at the DMV. I was able to take the paperwork and they said that it was all completed, with the exception of the smogging. All the MTA tickets had cleared, ECS was able to pay for the one ticket in Sacramento county and pay for the registration fee. Now the only thing left to do for the RV is get the smogging done and take the paperwork back to the DMV. At that point, the title and registration should be in your name. They were able to give me some temporary usage paperwork to be used for the day of the smogging as well. It a piece of paper and not a sticker. I had asked about the sticker, and they said SF doesn't do that.

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

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

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

John Warner (he, him, his)

Director of Adult Coordinated Entry

Episcopal Community Services

1138 Howard Street, San Francisco, CA 94103

Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 |W: C: (415) 324-9092

Support ECS: ECS-SF.org | Follow: @ECS_SF | Like: Facebook.com/ECSofSF

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

Hello Mr Warner,

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

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

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

The weather is the limiting issue for the repairs. Its going to storm until Tuesday. No way to work on wires or brakes until its dry. However, I could get started on hauling out the hazardous appliances and rotten floor. The RV can't be driven to smog with the possibility of things falling through.

The social worker you sent has someone she is sending to haul away stuff but until Jeff (#650-476-1757) is on board, the only thing I need throwing away is the queen size mattress in the loft, as it is already now soaked from the one night of rain.

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

Sincerely,
Ramona Mayon

LAST COMMUNICATION WITH JW @ ECS-SF UNTIL JAN 11, 2022; please note that he called Adult Protective Services on me to see if I was self-harming by refusing to go to seek medical care. The exact moment JW @ ECS-SF arrives to collect my signature again, he has Sara Bunting APS arrive at my home (10.20.21) and she is sitting in my living room alone while I sign said papers. The following conversations happened with Ms. Bunting.

JW @ ECS-SF never scanned me the papers and only returned the originals after 84 days and only then because I wrote demanding them. Only the RV registration was paid. Nothing else was delivered by ECS-SF.

Exhibit JJ: email chain with Sara Bunting from Adult Protective Services who was called in by JW @ ECS- SF on 10.20.21

From Bunting, Sara (HSA)
To Ramonamayon@yahoo.com
Oct 21, 2021 at 1:06 PM

Hi R,

Got your email from John. Left you a voice mail but not sure phone is in working order. Made referral to Marcus (the man who can haul out stuff from RV) today so I need to clarify with him if email or phone is best way to communicate with you.

John asked that I try to get you another on-going social worker. I am filling out the referral but need some additional info from you.

- 1.) Are you considered an SF resident right now?
- 2.) What is your income, type and amount?
- 3.) What form of health insurance do you have? My recollection was you were in between plans?

Thanks, Sara

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

Fax 415-355-3549

Hotline 415-355-6700

From Ramona Mayon
To Bunting, Sara (HSA)
Oct 21, 2021 at 1:36 PM

Hi,

Yes there's a phone problem. It dies as soon as I try to talk on it. It can take texts #415-595-6308 so that's fastest way to reach me. I ordered a lifeline phone but its been delayed.

Yes, I am an SF resident now. I have already changed it at SSA but just working out the glitch so I can get my insurance switched to this county. I plan to seek care at UCSF Cancer Center on 3rd street. My regular care was at UCSF from 1998 til 2013, when we moved to Antioch.

Mailing address is
1559 Sloat Blvd Suite B Box 175
San Francisco CA 94132-1222

Income is \$974 a month from SSI. My health insurance stems from SSI.

Sincerely,
Ramona Mayon

From Bunting, Sara (HSA)
To Ramona Mayon
Oct 21, 2021 at 1:40 PM

Great thanks for quick response. I'll tell Marcus he can text you but email as well just in case.

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

From Bunting, Sara (HSA)
To Ramona Mayon
Oct 22, 2021 at 2:01 PM

Hi Ramona,

I remember you telling me you called social security. By chance was that to alert them that you have relocated to San Fran? I guess your call to social security will help facilitate getting the medical insurance stabilized. Sorry if this is all old news to you, I'm playing catch up with your situation. Also sounds like there might have been confusion with you name. Would you say your full name is Ramona Robertson Mayon?

Also did Street Medicine see your foot and have any suggestions?

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

From Ramona Mayon
To Bunting, Sara (HSA)
Oct 22, 2021 at 2:29 PM

Hello, legal name is Ramona Mayon at SSA with Robertson being my maiden name still at Contra Costa county health care. On my driver's license and at SSA itself it is Mayon.

The glitch is at SSA as the worker only updated the mailing address, not the residence. I have made a total of 3 calls to local SSA, another to main number (impossible to get through) and so I mailed a Priority letter last week to the local SSA. Until I can get that fixed, I can't get assigned to the new health care plan, nor a PCP. It's awfully frustrating, but I am hoping it gets fixed this week.

HOT team texted this morning to ask to come on Monday at 10 am. Which is fine.

The foot is doing what scalded feet do, nothing too bad yet. From the ankle up, I can feel throbbing but no heat or swelling. In the 80s, I trained as a midwife so I know how to spot shock and so forth.

I had to go get my propane bottle filled in Pacifica and the guy carried it to my car and when I got home, one of the other the RV dwellers brought it from car to RV. That will last me 3 weeks if I am careful. Other than that, I am just resting, staying hydrated, and quite hopeful it stays a manageable non-medical issue. I do feel a bit under the weather, but I think that's just the body mounting a decent response which is actually a good sign.

There is something that I think I would like help with, which is getting IHHS worker hours set up, because it seems like I am not going to leave after all. I had planned to do this in Mendocino at the RV park. There's a recent rule change at the main agency that says RVs can be considered as one's home, and approved for IHHS hours, but not for free-range RV dwellers people like me. I would like a pathway to overturning that rule, again utilizing the Unruh Act.

It would be of great benefit to people out here if they could hire help. Its a labor intensive lifestyle.

Oh, I forgot to say. Mr. Warner was able to acheive paying for the RV (my smaller vehicle next week?) at DMV. That's great news.

Sincerely,
Ramona Mayon

From Bunting, Sara (HSA)
To Ramona Mayon
Oct 22, 2021 at 3:31 PM

Lots of good information and you're way ahead of what I was anticipating. A nurse from my fellow department is agreeable to coming out with me to visit you, if/when you feel you need a medical check. Should we set up something with her for next week or wait? If next week sounds good to you, Thursday would be best for me.

Regarding IHSS (In Home Support Services). Not sure the difference between RV's that can have IHSS and "free-range dwellers". Does this mean you need to be in the Mendocino RV park/type of setting to be approved for IHSS?

It's my understanding, because it is a county funded program, your Medi-Cal needs to be in SF, which I thought was still being transferred from Antioch? In meantime the hardest part about IHSS these days is finding a worker. Do you have any friends/family that would want to be the IHSS worker/caregiver? They would need to complete a packet and get finger printed with IHSS. Sara

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

From Ramona Mayon
To Bunting, Sara (HSA)
Oct 22, 2021 at 4:33 PM

Yes Thursday is fine. Just let me know what time is good for y'all. Yes, I will bear down and get the SSA worked out this week. And finally, yes it's the RV park setting-only for being able to access IHSS hours. But I will have to wait til I can get the proper medi-cal status and medical care set-up. It was just a spontaneous thought.

Ramona

From Bunting, Sara (HSA)
To Ramona Mayon
Oct 25, 2021 at 1:37 PM

The RN and I can visit you at 11:00 am on Thursday. See you then, Sara

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

From Bunting, Sara (HSA)
To Ramona Mayon
Nov 3, 2021, at 02:08 PM

Hi Ramona, did your place get cleaned out? Sara

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

From Ramona Mayon
To Bunting, Sara (HSA)
Nov 3, 2021 2:29 PM

Re: Cleaning happen?

Hi Sara, on Friday its to happen. Just the mattress, though. I felt like it was prudent to wait to rip out the kitchen cabinet with the pipes and all until I had someone who had done it before. But I will be very grateful to get the mattress out as its wet from the roof leaking and going moldy. So I'm very much looking forward to seeing Marcus on Friday.
Ramona

From Bunting, Sara (HSA)
To Ramona Mayon
Nov 5, 2021 at 11:14 AM

Hi Ramona, have you received any confirmation that you have insurance in SF yet? Wondering if you know for sure, if you can start making medical appointments? Let me know how I can be helpful? Sara

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

To Ramona Mayon
From Bunting, Sara (HSA)
Nov 5, 2021
Re: Insurance stuff

The glitch at SSA is still on the SSA as me living in CCC for the SSI part. Its still "pending" at local end. See attached screenshot. But supposedly the worker has fixed it internally by the mailing address being local; however, managed health care disagrees, so I have sent a set of letters in all directions. Marcus came for the mattress. He was so nice. When he saw I was crying, he bowed his head and said a silent prayer. I was so touched.

Ramona Mayon

Bunting, Sara (HSA)
To
Ramona Mayon

Nov 5, 2021 at 11:14 AM

Hi Ramona, have you received any confirmation that you have insurance in SF yet? Wondering if you know for sure, if you can start making medical appointments? Let me know how I can be helpful? Sara

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

From Bunting, Sara (HSA)

To Ramona Mayon

Nov 5, 2021 at 12:32 PM

Ok, bummer that it isn't resolved yet but great to hear you're on top of it!! Thanks, Sara

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

From Bunting, Sara (HSA)

To Ramona Mayon

Nov 17, 2021 at 10:29 AM

Hi Ramona, just checking in. It seems like you have control of medical plans? I think I will close my case unless there's something you think I can help you follow up on? Sara

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

From Bunting, Sara (HSA)
To Ramona Mayon

Nov 22, 2021 at 1:11 PM

Hi Ramona, just checking in. It seems like you have control of medical plans? I think I will close my case unless there's something you think I can help you follow up on? Sara

Sara Bunting, MFT (pronoun she/her/hers)

Protective Services Worker

San Francisco Adult Protective Services

415-760-8627

From Ramona Mayon
To Bunting, Sara (HSA)
Nov 22, 2021 at 1:30 PM

Yes, I have an appointment with my regular dr on Nov 30.

Happy Thanksgiving, Ramona

Exhibit KK: the most recent tow threats 2022

SUBJECT LINE: SFPD to tow MAYON RV today

From: Ramona Mayon (ramonamayon@yahoo.com)
To: jwarner@ecs-sf.org; jimisha.baker@sfgov.org; sfpdtaravalstation@sfgov.org;
matthew.faliano@sfgov.org; trina.branch@sfgov.org; sara.bunting@sfgov.org

Cc: bstokes@ecs-sf.org; ccallandrillo@ecs-sf.org; elarra@ecs-sf.org;
etarzon@ecs-sf.org; jbannon@ecs-sf.org; jwarner@ecs-sf.org; rlim@ecs-sf.org;
secker@ecs-sf.org; tluong@ecs-sf.org; calvarez@ecs-sf.org

Bcc: mayorlondonbreed@sfgov.org

Date: January 11, 2022, 10:00 AM PST

This missive to you and HSH is also going to SFPD Taraval station who plans to tow the RV for being unregistered/ not moving for more than 72 hours. It is still at Great Highway and Lincoln.

Please return the DMV papers (and my husband's death certificate/ our marriage license) that you have held without just cause for 84 days. I need them to prevent being towed today.

Your response, or lack thereof, will be duly noted in the petition for a writ of mandate that I am writing the Court today and filing tomorrow, asking that the City show cause for the excessive delay in receiving the assistance already-approved July 9, 2021, via email from HSH Ms. Baker, in a manner that is "prompt and humane". (WIC 10000)

Beyond not sending back the DMV papers, nor paying for the mechanic, nor the move-in money to the Mendocino RV park, most crucially for the police and the mayor to be informed that I was supposed to have a mastectomy June 23 but ECS needed the RV park's W9. Once you had that, two more "documents" you needed. By Aug 20, you had everything and still didn't move on paying the RV park, when it was y'all that insisted I get approved into an RV park (which I was on May 21). The last time I saw you was when I signed my DMV documents for you in person on Oct 20. Your last email only mentions that I need to hurry and get smogged. Not a word about the necessary repairs. Screenshots of your last emails can be seen at my website.

I immediately need my DMV papers plus a letter from SOMEONE at your office (or Ms. Baker's) saying I am in the "system" being assisted and that way I can ask SFPD to leave my HOME alone. An email would suffice. I can print it out.

The fact I am elderly, dying of breast cancer, recently widowed, after months and months of working with Dept. of Homelessness here I was yesterday, alone, still broke-down, facing cops so mean and so openly angry for me being parked too long on "his street"... well, I was left stunned and yes, very frightened by the look on his face. SFPD Richards. I have never been yelled at by a man. Not my husband, my son, my brother, or my daddy. I suddenly realized that yesterday when Officer Richards did it. I immediately thought, "This man wants to hurt me." And you too, Mr. Warner, you too want me hurt because you hold the original paid-for DMV papers that I need THIS MORNING to prevent the seizure of my HOME. For 84 days, nearly 3 months.

HOT doesn't answer my plea for written proof I am "in the system". So how do I prove I'm on your caseload?

It is my belief, all of you - in a concerted effort - intend me to be made homeless by this tow today, so then HSH, with help of the nice Ms. Sara Bunting from Adult Protective Services, can process me as medically-fragile into a depressing, solitary room in the Tenderloin. Or worse, as you suggested on our first meeting, out on that radioactive rock at Candlestick.

I will kill myself first. Plain as I can say it. Gonna say it in writing to Judge Schumer tomorrow. As I said, you have until close of business today to have your response, or lack thereof, in front of judge tomorrow.

Since this information is also going to SFPD Taraval Station (because Officer Richards refused to take a police report), I include my phone #415-595-6308 and website with a detailed timeline @ <http://www.ramona-mayon.com-how-long> of this matter, as well as attaching 25 pages worth of email back and forth with your workers and me, to show I am "in the system".

Along with sending this to all the executives at Episcopal Community Services, to Ms. Bunting from Adult Protective Services (because I think you are - and the police - are abusing me in a way that endangers my life and I want to report it before I am further blamed for this crisis your deliberate indifference has put me in).

Additionally, there is an officer, Matthew Faliano, whom I am including in this email, because he was kind to me at the beginning of my (113-day) hunger strike and he is at the Taraval Station too. He gave me his card. But the only other (direct) SFPD officer who will be mailed a paper copy of this email is Lieutenant Andrew Cox, the person from SFPD's legal dept. who filed a declaration into the case #CGC-20-588010 directly stating that until the pandemic is over, "SFPD has no plans to tow the Petitioner's vehicle".

As we all know, Omicron infections - and hospitalizations - are soaring. I don't even understand why I am being threatened with a seizure of my home at this critical time in the pandemic (attaching my cancer diagnosis to prove I am this ill). California Vehicle Code 22650 (b) states that warrantless seizures, without good cause, are Fourth Amendment violations.

Sincerely,
Ramona Mayon

From Ramona Mayon
To Goldman Jeremy (CAT)
Jan 11 at 12:30 PM

Dear Mr. Goldman,

Heads-up as a professional courtesy. You strike me as kinda nice man, you know, to be in such a shitty job as litigating delayed care for homeless people (i.e. care/ benefits delayed are actually denied and deserving of due process). It's the old gypsy hate thing. I told you I would prove it. Sorry to ruin your day. But these people want to kill me and I am not letting that happen.

Why have I been put on the "To Die" list? Because I live in an RV and why do I live in an RV? Because I am a GypsyTraveller. What did I do wrong to get kicked off the conveyor belt of "care"... I outright refused to even consider moving to "Safe Parking" on Candlestick Park. There is absolutely NOTHING safe about that place. I am already sick and fading quite fast, thank you.

Mmmmm, also I just published another book on Amazon. It will be "live" at any hour. "The Vehicle Dwellers Legal Primer" with a bonus lesson that is a timeline of 600+ years of gypsy hate, some of it very violent and graphic. People love that kinda of stuff. If I can sell seven or so a day, then I can rent a room across the street and I will be allowed to park my RV there for as long as I want. Just discovered that is an option this morning. What a tidy solution! So if my HOME is towed (oh and these threats - several days of them - all on audio tape of course - photos too), then I will set up in the tent right here on corner of Great Highway and Lincoln Ave, where I was in *before* and sell my book in the daytime so I can get enough to finish repairs myself, while I will be forced, over and over and over, to explain to every single person who crosses my path how I have been treated. I'll have it down real good by the time we get in front of a jury.

I have done so much work on this old RV, mostly by myself, because it's how I convince myself my husband is still here, so ain't nobody taking it without a pre-seizure hearing. Which I will be filing for tomorrow.

The correct link is www.ramona-mayon.com/how-long

Sincerely,
Ramona Mayon

from Serenity (*my eldest daughter*)
To MayorLondonBreed@sfgov.org
Cc: melgarstaff@sfgov.org
chanstaff@sfgov.org
matt.haney@sfgov.org
gordon.mar@sfgov.org
aaron.peskin@sfgov.org
dean.preston@sfgov.org
mandelmanstaff@sfgov.org
hillary.ronen@sfgov.org
ahsha.safai@sfgov.org
catherine.stefani@sfgov.org
shamann.walton@sfgov.org
newsdesk@kpix.com
newstips@kpix.com
outreach@sfpublishpress.org
berry@kron.com

Jan 11 at 2:42 PM

Dear Mayor London Breed, Supervisors, and CC'd media representatives,

The email below is an SOS from my mother who currently lives in an RV in San Francisco. She attaches a paper trail of all the contact made with various City employees. I am deeply concerned with the disdain and huge gap in services in her case. I am an unemployed (furloughed due to Covid) single mother of two, living across the state and unable to assist her myself. She has been promised assistance repeatedly and has been failed repeatedly. Her condition is one of absolute misery, and one that could have been mitigated in both cost and suffering with the right kind of assistance from the very beginning. Can you please reach out to those City Representatives that can close this gap? I know that you hold the dignified treatment and health of all of your citizens among your priorities, and I've always admired that about your campaign. Thank you for your time and attention to matter of my mother.

Sincerely,
Serenity Enriquez

Exhibit LL: Visit by John Warner returning papers Jan 11, 2022 and our email chain

VISIT AUDIO

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

From Ramona Mayon
To John Warner, Baker Jimisha (HOM)
Jan 11 at 2:31 PM

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

Sincerely,
Ramona Mayon

Re: Your visit

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

Hello Ramona,

When I went to the DVM to get the RV taken care of I had to make a few trips to your RV and the DMV to get paperwork updated. The DMV said that they would only let me deal with one vehicle per visit. We had talked about trying to go to the Daily City DMV where you could be in the parking lot since you said that you would not be to come in, and I could quickly go out to the parking lot to update any paperwork, without having to travel from the DMV to your RV. There was an issue with the spring in your car door and you said that would not be an option.

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

John Warner (*he, him, his*)
Director of Adult Coordinated Entry
Episcopal Community Services
1138 Howard Street, San Francisco, CA 94103
Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 | W: C: (415) 324-9092

From Ramona Mayon
To John Warner
Jan 11 2:39 PM
Receipt please

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

From John Warner
To Ramona Mayon
Jan 11 at 3:00 PM

Just forwarded it to you.

John Warner (he, him, his)

Director of Adult Coordinated Entry

Episcopal Community Services

1138 Howard Street, San Francisco, CA 94103

Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 |W: C: (415) 324-9092

Episcopal Community Services
San Francisco
Building Community/Developing Skills/Bringing Lives

Financial Beneficiary Agreement

1. BENEFICIARY: Ramona Mayon

I/We accept the following goods and services:
Please check box to indicate:
☐ from ECS for the amount of (AMOUNT): \$0.00 to be used for the following purposes: To get life registration to be able to move into a permanent setting

These goods/services will support (BENEFICIARY): Ramona Mayon
with housing at (ADDRESS):

AN ANTICIPATED LENGTH OF STAY: permanent

Beneficiary Name: Ramona Mayon
Beneficiary Contact: ramonamayon@ecs-sf.org

Signature: [Handwritten Signature] Date: 1/11/20

For ECS Staff Only

Staff Name: _____ Signature: _____
Outpost Source: ☐ G4 ☐ HPC Date: _____
☐ The relocation cannot be funded by an alternate source in a timely fashion.

I am the woman in the white RV on the corner of Lincoln and Great Highway. The one you said January was on the "Resolution" list.

Attached documents prove #1) I have breast cancer, #2) that the City's Dept of Homelessness is assisting, #3) the DMV has been paid on RV.

Please be informed that Adult Protective Services is already on the scene to speak to you as needed. She is Sara Bunting at #415-355-3585 or Sara.Bunting@sfgov.org

I am extremely ill, in constant pain, and I have outright told her - and also City Hall - that I will kill myself if SFPD or SFMTA try to make me homeless. I will go sit in front of City Hall and starve to make my point of the inhumanity of this place. Will take less than a week. I lost my husband of 27 years in the first wave of COVID-19. I am so devastated. I have no reason to live except for the memories inside this RV. Literally my only comfort is in here. I will lose my mind if it's taken. He is still alive in here, in this space. To lose it will feel like him dying all over again. It will kill me.

All I ever asked for is help to leave San Francisco and go back out in a rural campground, where I was before he died.

I simply need a professional (licensed) trustworthy mobile mechanic. My son couldn't figure out the wiring problem.

The Dept. of Homelessness has agreed since July 9, 2021 to repair and register both my vehicles so I can go live in an RV park out-of-town. It's in writing. Ask them why the delay!

Since you are a longtime cop, let me give you a character reference from inside SFPD. Retired SFPD Paul Swiatko. He knows me as Ramona, Greg Mayon's wife, in the black school bus. Bet he asks you where I am.

Please realize how I see your repeated threats to tow my RV-home: it's attempted murder if you KNOW you are doing it a vulnerable widow, already disabled (on SSI) 61-year-old with breast cancer who IS being assisted by the City. All proven with attached documents.

The way you yelled at me January 10, that scared the bejeezus outta me.

That's the only reason I am going back to Court, to set up a "pre-seizure hearing". But I did, however, manage to make the social worker at Episcopal Community Services (ECS) immediately bring me the DMV papers he had been holding since Oct 20. The receipt I signed is dated Jan 11, 2022. Last 2 attachments show the most recent email from him where it appears business-as-usual. Such a liar. It just oozes off him. You can read for yourself, his email full of excuses.

And he's the MAIN GUY dealing with the homeless. The boss. Disgusting. Just think about it, if they can do this to me, as educated and articulate as I am, able to write my own legal paper and argue it, think about what this foul organization is doing to the others: these scared raped drug-addled drunk broken women under tarps repeatedly violated and never telling anyone because.... you know, who is listening to them?

Well, I can pretty much promise you someone will hear me. I'll get help and move on down the road. But these others out here, no one will ever help them, will they? Those thieves inside the non-profits don't even know they exist. Worse, wouldn't help them even if they did. That's criminal, isn't it?

But no. That's just reality.

Sincerely
Ramona Mayon

Fw: SFPD are mandated reporters

Ramona Mayon

To: Goldman Jeremy (CAT)

Jan 24 at 8:42 AM

----- Forwarded Message -----

From: Ramona Mayon <ramonamayon@yahoo.com>

To: Ian.T.Richards@sfgov.org <ian.t.richards@sfgov.org>;

daniel.w.rosiak@sfgov.org <daniel.w.rosiak@sfgov.org>

Sent: Monday, January 24, 2022, 08:33:22 AM PST

Subject: SFPD are mandated reporters

From Ramona Mayon

To Marstaff (BOS)

Feb 3 at 9:00 PM

Good evening, here is the link that I told Supervisor Mar that'd I'd send him to my new book out on Amazon. **The free edition @ www.anyflip.com/gdpn/yrfj**

The first two pages are intentionally blank and only actual writing I do is on page 149 to 152. But it does concisely explain why I hold the case that is going to entirely change the Homelessness Industry because henceforth, RVs must be included into the General Land Use plan. That simple.

It was a very in-depth conversation with Supervisor Mar and I would like him to know I felt he heard me.

The way my husband died in Sacramento's FEMA camp, and now with me getting a hospice referral just yesterday, having to fight to have care and a death with dignity in my own home, after 9 months of jumping through hoops for Episcopal Community Services only to be denied-by-delay.

Well, I promise you that their deliberate indifference to my cancer and to my worsening mental health, all that will be heard by juries one day. Yes, plural. Federal court for taking down that Ponzi scheme called HSH and county court for forcing Park and Rec to open RV parks (not segregation camps). The new standard will no longer be Martin v. Boise, which was never much to begin with. Yes indeed, going forward, Mayon v. San Francisco will be what municipalities will have to contend with.

Again, I deeply appreciated the visit and how long he devoted to listening to me. I can see why his constituents like him so much.

Sincerely,
Ramona Mayon

From: Ramona Mayon <ramonamayon@yahoo.com>
Sent: Friday, February 4, 2022 10:22 AM
To: John Warner <jwarner@ecs-sf.org>; Baker, Jimisha (HOM) <jimisha.baker@sfgov.org>; Bunting, Sara (HSA) <sara.bunting@sfgov.org>; Marstaff (BOS) <marstaff@sfgov.org>; Breed, Mayor London (MYR) <mayorlondonbreed@sfgov.org>
Subject: Easy solution

To John Warner (Episcopal Community Services),

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

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

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

Smog vouchers.

AAA

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

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

Sincerely,
Ramona Mayon

Re: Easy solution

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

Hello Ramona,

Some quick things for you

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

The idea for south San Francisco is an option, or if there is a way to get you to the DMV, might work. If there was a way to per pay, we can look into those options with you, but this is something that a case manager would normally handle.

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

John Warner (*he, him, his*)
Director of Adult Coordinated Entry
Episcopal Community Services
1138 Howard Street, San Francisco, CA 94103
Jwarner@ECS-SF.org | W: (415) 487-3300 x4423 |W: C: (415) 324-9092

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

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

NOTE: this is final communications directly with JW @ ECS-SF; the rest is just conversational inclusion

From Branch, Trina (HOM - Contractor)
To Ramona Mayon
Feb 4 at 6:08 PM

Trina Branch
she/her
Outreach Specialist II
San Francisco Homeless Outreach Team (SFHOT)

Heluna Health
50 Ivy Street
San Francisco, CA
Phone number: (415) 317-9213



City and County of San Francisco
Department of Homelessness and Supportive Housing

San Francisco Homeless Outreach Team
50 Ivy Street
San Francisco, CA 94102
Phone (415) 355-7555
FAX (415) 355-7404

February 4, 2022

To Whom It May Concern,

This letter is to verify that Ramona Mayon is currently homeless and actively works with the San Francisco Homeless Outreach program. She's currently being put into hospice care due to her diagnosis of breast cancer. We have been diligently working with her for over a year. We have also referred her to ECS for problem solving for further support. If you should have any questions or concerns, please do not hesitate to reach out to me directly.

Sincerely,

Trina Branch
Outreach Specialist II
415-317-9213
415-823-1855

From Ramona Mayon
To Branch, Trina (HOM - Contractor)
Feb 4 at 7:23 PM

Thank you so much.

Ramona

John, Baker et al
Feb 4 7:57 AM
Mayon RV Resolution

To Whom It May Concern: Supervisor Gordon Mar came out to visit me. Bit of a shock because the last time I emailed his office was in June last year. He just walked up. Such a nice man to spend half an hour listening. I felt a lot better afterwards. And he said he would follow-up. Earlier HOT came by to tell everyone here (approximately 7 RVs) that all are going to be towed for the marathon on Sunday. There were no resources offered, because there aren't any actually available. Everyone is in complete crisis mode out here. That's the point, right? However, I was specifically told that I personally would be receiving no help from the City. That's a direct quote. Of course I figured this out when Deneen Jones sent an email saying she had moved on to another office and you (she used your name in the email) were **trying** to reach the RV park to pay them. Attached screenshot. Also attached please find the new referral from my dr for hospice. Also attached is the comment I just left on this article

@<https://www.sfchronicle.com/sf/articleComments/One-data-source-shows-signs-that-homelessness-is-16830483.php>

7:15

LTE 20%



Next Up: My preschooler coughed in my face
and gave me COVID....



RamonaMayon · 3m ago

...

I am now at 14 months inside the system trying to get help to repair and register my RV and move out to an RV park (up north) so I can get breast cancer treatment. I document their kafkaesque demands here at www.ramona-mayon.com/how-long. I jumped all their hoops, changed what I was told to change, chased paper, changed more things, chased even more paper, waited and waited and waited patiently only to be told yesterday by HOT that no help is coming. Why? Dept. of Homelessness and Episcopal Community Services WON'T help me now because I refuse to go to the environmentally suspect parking lot at Candlestick park. Back in June I had to postpone a mastectomy because no way to recover on the street. Yesterday I got a referral for hospice. The total amount of help I needed was about \$4500. It could have saved my life.

Reply  



Please preserve all records regarding my case. Please prepare and send me a copy of everything in my file, including the results of the September 3 and September 29 appeal request I sent you, Ms. Baker.

My mailing address is Ramona Mayon, 1559 Sloat Blvd. Suite B-Box 175,
San Francisco CA 94132

Sincerely,
Ramona Mayon

From Ramona Mayon
To Bunting, Sara (HSA)
Feb 4, 2022 9:24 AM

Dear Ms. Bunting (Adult Protective Services):

This is Ramona Mayon in the white RV on the beach you visited on October 20.

I am attaching a screenshot of the conversation length and phone # for Sutter Hospice. Also attaching screenshot of the Dr. referral. I have my 1st appointment with a nurse tomorrow at 4.30 pm at my RV.

However, being still non-operational, it is due to be towed tomorrow at midnight for a marathon out here. HOT came out yesterday and specifically told me that I would be getting no services from ECS after all. John Warner and Deneen Jones have been deliberately indifferent to my cancer. The day of reckoning has arrived. Is my home after tomorrow a tent in the dunes? Because I am NOT going into the Tenderloin as I have previously stated.

I also attach a comment (my 1st public outing) I made this morning on an article about the increase in homelessness at the Chronicle. Needless to say, I have barely begun to express myself.

Let's see, what else? Oh yes, interestingly Supervisor Gordon Mar stopped for a half-hour visit. I was shocked because I had not emailed since last June. Such a nice guy. He said he would "follow-up". He even asked I send him the link to my new book www.anyflip.com/gdpn/yjrf

I would suggest, as I asked HOT Trina Branch for yesterday, a letter from HSH to SFMTA and SFPD ordering a "No Tow" status. You can go to the bank on the fact that a judge will be considering all this next week.

Sincerely,
Ramona Mayon

From Ramona Mayon

To Sara Bunting
Feb 4 at 9:53 AM

This message is to Adult Protective Services, Sara Bunting. I was sent this message from Jimisha Baker at HSH.

Pure gaslighting. And sent encrypted, no less.

This is abuse, Sara. Coming from the people meant to help me. There is NOTHING I have not done they asked. John Warner held my DMV documents for 84 days and did not return them until I wrote and demanded them. He returned the SUV documents unpaid. He didnt pay the RV park back in August that would have got me somewhere safe to get care. I brought in 3 separate mechanics and not one of them was good enough to pay. On Jan 11, 2022, John Warner told me that I am supposed to find a legal place to do the repairs. What does that even mean?

Now its ME that didn't do some step. Well, ask them for me, please, what step did I miss? What part did I not cooperate? She says if there is no response on my part, she will assume I decided not to work with the program. I supplied every paper asked for and no one at ECS was willing to actually PAY the RV park and the mechanic. What exactly am I expeted to do to make this happen?

I would deeply appreciate your help in ascertaining this.

Thank you,
Ramona Mayon

NOTE: no response



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

Fri 2/4/2022 5:19 PM

[Show all 4 recipients](#)

To: Ramona Mayon <ramonamayon@...>

Do Not Forward: Recipients can't forward, print, or...



Hello Ms. Mayon,

Our program has a grievance process available to clients that wish to have requests reviewed at the Access Point leadership level and department level. To this date I have not received a grievance from you as you were never denied services. I have spoken with you via phone multiple times and exchanged emails to explain what needs to be done to move forward your request for assistance. The last time we spoke by phone in December we discussed RV repairs and that a mechanic would need to be selected in order to complete repairs on the RV. This was also communicated to you in January when you reached out via email regarding a threat to tow your RV. You were advised to contact ECS to continue working with their staff to support moving you to the RV park.

ramonamayon@yahoo.com

Sign Out



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. You can also connect with ECS by phone at (415) 487-3300 extension 7000. 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 their homelessness, staff cannot make progress without your partnership. Because of this, if there is no response on your part to partner with an Access Point, I will assume that you have decided not to work with the program. If you would like alternative options to support you outside of Problem Solving please let me know.

Thank you,



Jimisha Baker (she/her)

Problem Solving Program Manager
San Francisco Department of
Homelessness and Supportive Housing
jimisha.baker@sfgov.org | P: 628.261.2422

Learn: [\[dhsh.sfgov.org\]](https://dhsh.sfgov.org) hsh.sfgov.org |

Follow: [@SF_HSH](https://twitter.com/SF_HSH) | Like:

[@SanFranciscoHSH](https://twitter.com/SanFranciscoHSH)

CONFIDENTIALITY NOTICE: This e-mail is intended for the recipient only. If you receive this e-mail in error, notify the sender and destroy the e-mail immediately. Disclosure

ramonamayon@yahoo.com

Sign Out

Exhibit MM Email chain with City Hall and SFPD re. averted Feb 6, 2022 tow

From: Ramona Mayon <ramonamayon@yahoo.com>
Sent: Friday, February 4, 2022 10:22 AM
To: John Warner <jwarner@ecs-sf.org>; Baker Jimisha (HOM) <jimisha.baker@sfgov.org>; Bunting Sara (HSA) <sara.bunting@sfgov.org>; Marstaff (BOS) <marstaff@sfgov.org>; mayorlondonbreed@sfgov.org <mayorlondonbreed@sfgov.org>

From Ramona Mayon
To Marstaff (BOS) marstaff@sfgov.org
Feb 6 at 2:08 PM
Gratitude for crisis averted.

Please let the Supervisor know it was very peaceful night. I attach photos, right about 11-ish. I worked hard and managed to convince all they must flee from me because I DID get a pass. Needless to say, I am exhausted today.

Now here's the problem. All of these misfits saw that not one bit of space was even used for the event and now feel very, well, let's say hostile. More antisocial than ever. Two more photos attached. So can I give a suggestion? And I know it will sooth the hostile neighbors who are gunning for these feral raccoons, I mean, people. This has been months in making. It needs averting. I think I have a solution.

There is a WONDERFUL gardener down here, named Lauren in charge of the corner landscaping. Well, a whole two mile stretch, really. She was the one who I was talking to when I saw the road rage incident happen. Get ahold of Park and Rec. Like I would say do this now, as soon as you read this, because these people are going to come back. They have said so. Simply get Lauren to declare a "State of Emergency" and give her a (monster) budget to repair the (very real) damage done. Block this section off immediately. Stick a piece of equipment or two there. Its worth losing the parking if it gives you time to figure out what to do with the broke-RV beach bum community down here.

Except... ..

They all showed up with me to help that man. When I ran back for the towel to keep the blood from spreading so area wouldnt be slippery for SFPD, I screamed 911 MAN DOWN as loud as I could and I saw an army, I mean an army of people pour out of those

awful trailers and tents to help me. Cell phones, sticks, knives, bangages. But mostly they did what I said do. They moved traffic, they kept people away, helped me stop some square guy insistent on flipping John over, which my EMT daughter said could have caused him to drown in his own blood. Mostly, there were people on there hands and knees saying "hang on, help is coming, we are here, your dog is okay, we got it". It was so heartbreakingly nice, I can barely write about it.

They don't deserve to be treated like non-humans.

I lost everything to COVID-19. Husband of 28 years. My home with him. My ability to ever feel okay again. My chance to even have possibly treated my breast cancer. I didn't even have a funeral or a service. So obviously, the fight to care about something is an every day battle. Don't get me wrong, the scene out here at midnight is exactly what the police reports say. Worse. It is a real zombieland. Drugs take everything. But let me put it another way: under our constitution, all deserve a chance. All deserve equal access. Not just me because I am able to advocate BETTER for myself.

There's no way for these people to get ANY help because there is zero gridwork to get anywhere at Dept. of Homelessness. It's obscene.

I do thank you for this opportunity to even write this much. Its a real war out here. I know how to stop this insanity. It's not even that hard. It's just campgrounds. Then you craft curtiledge codes to clear the sidewalks. Bam, done. With notice, of course. Neighborhoods regain the control over their (tax-paying) status yearns for. Win-win, as they say.

I would even imagine every city and township in America will copy cat, so do it right the first time. Three sets of notices. Ask for signatures (and even ID to match). That will be satisfying any judicial standard and you will have empowered the local neighborhood to keep sidewalks clear. Dream of all your constituents, I would imagine.

Also, again with building the campgrounds, police then can (legally) fulfill the Martin v. Boise requirements. Just a thought.

Anyway, just wanted to show y'all a discreet way to keep this particular encampment from reforming around me. Like I said the other evening when Supervisor Mar came by a second time (to my shock!)look, I am the "Broken window" that allowed this encampment to fester in the first place. Easy enough (really!!) to get rid of me by fixing my inability to leave here (in the first place) repairs, smog, DMV.

Sure that works for me alone and what good is that, even in the short-range for everyone else? I am headed to Thousand Trails to spend my last days in peace by a river somewhere, but what about these others out here, as they float around like derelict pirate ships, and trust me, I see with my own eyes how they do truly terrify the squares. I mean, neighbors.

I know how to fix this. I ought to hire myself out as a consultant but I am too much of a revolutionary to ever do that. Instead I will just tell you and for free. I owe you a favour, the way I see it! I could have lost wverything last night

Okay, as I said, really it's not even hard. It's built-in with SFPD code 97 where Park and Rec can approve any damn body they want to stay in the park. They let rock stars in, nobody else. There you go. Bingo. An equal protection violation. The law needs updating due to the Martin v. Boise stuff, anyway. Tweak it to include the need for "house cars" to have legal sites available first.

Okay, this is just the craziest email I ever wrote in my life! I am stretching my comfort zone because the Supervisor helped me so much this weekend while I met the Hospice people... which was as awful as it sounds... ..but yeahhhhhhhh something needs to happen for these (very) injured people down here and London Breed did say two (2) campgrounds.

Again, I deeply appreciate the in-person visits by the Supervisor. What a nice, nice thing to experience during my existential crisis. He is to be commended.

Sincerely,
Ramona Mayon*

From Ramona Mayon <ramonamayon@yahoo.com>
To: Marstaff (BOS), Goldman Jeremy (CAT)
Feb 9 at 12:16 PM
The purge continues.

----- Forwarded Message -----

From: Ramona Mayon <ramonamayon@yahoo.com>
To: sfpdtaravalstation@sfgov.org <sfpdtaravalstation@sfgov.org>;
ian.t.richards@sfgov.org <ian.t.richards@sfgov.org>; daniel.w.rosiak@sfgov.org
<daniel.w.rosiak@sfgov.org>
Sent: Wednesday, February 9, 2022, 12:10:32 PM PST
Subject: White RV brokedown on Ocean Beach/ Lincoln

Re. Homeless Patrol Richards and Rosiak/ they plan to tow RV at 10am February 10, 2022

Attached please find the paper that show I enrolled in Hospice 2.05.22 because I am dying of breast cancer ... that's the nurse who was present when during your visit when you posted the 72-hour notice.

Also attached a paper from HOT showing I am working with the City to be repaired and relocated.

Carol Carbone from HSH is who was just here and is actively calling for compassion by sending the Hospice info to SFPD/ SFMTA. Attached are photos of my signature allowing y'all to read my medical info.

Now, more practically, here is the phone number I told you about, that of the Assistant DA # *** *** ***** who has been brought in by the sister of the hit and run victim at Lincoln and Great Highway. Attached screenshot of her text to me the night before the marathon.

Friends of the family of the hit and run victim have called their Supervisor and City Hall, even offered to have a vigil, to protest out here physically being by me as you tow the RV. I don't want that. I just want ECS to do what they promised months ago.

NOTE: We both know SFMTA policy is to return it after a few days via Dept of Homelessness. So why take it in the first place? Husband's ashes in here and I too am dying. Why do I have to be afraid of you. Why make the police be part of my Negligence & Abuse lawsuit ? I prefer it remains Episcopal Community Services since it is their actions, or lack thereof. Why would you make SFPD part of this?

Supervisor Gordon Mar visited twice prior to the marathon and reached out to SFMTA to prevent the tow for the event. I am forwarding him this email directly and then I will post it on my website www.ramona-mayon.com as a simple way to keep all updated. He has already been alerted about this new threat from one of the friends of the hit-and-run victim.

Finally, Sutter Hospice is arranging for a mobile mechanic to come look at my RV. The phone # of the person who told me that (yesterday) is *** *** *****. I would appreciate your continued patience. Dying is hard enough already. Please do not take my home.

Sincerely,
Ramona Mayon

Hospice Consent/Election

Right to Choose an Attending Physician

I understand that I have a right to choose an attending physician to oversee my care. My attending physician will work in collaboration with the hospice agency to provide care related to my terminal illness and related conditions.

☐ I do not wish to choose an attending physician.

☒ I acknowledge that my choice for an attending physician is:

Physician Full name: Dr. Leah Fitzgerald NPI: _____

Office Address: 2800 Leavenworth St. SE, 99453

Phone Number: (415) 744-6101

Effects of a Medicare or Medi-Cal Hospice Election

☒ I choose to elect the Medicare/Medi-Cal Hospice Benefit and receive hospice services from Sutter Care at Home.

I understand that by electing hospice care under the Medicare/Medi-Cal Hospice Benefit, I am waiving (giving up) all rights to Medicare/Medi-Cal payments for services related to my terminal illness and related conditions. I also understand that, while this election is in force, Medicare/Medi-Cal will make payments for care related to my terminal illness and related conditions only to the designated hospice and attending physician that I have selected.

I understand that items, services and drugs not related to my terminal illness or related conditions are exceptional and unusual and, in general, the hospice will provide my care under the hospice benefit. The items, services, and drugs not related to my terminal illness and related conditions will continue to be eligible for coverage by Medicare/Medi-Cal under a separate benefit.

☒ I acknowledge and understand the above, and I authorize Medicare/Medi-Cal hospice coverage to be provided by Sutter Care at Home to begin on: 2/5/2022 (effective date of election).

Note: The effective date of the election may be the first day of hospice care or a later date, but may be no earlier than the date of the election statement. An individual may not designate an effective date that is retroactive.

Patient Notification of Hospice Non-Covered Items, Services, and Drugs

- As a Medicare beneficiary who elects to receive hospice care, I understand that I have the right to request at any time, in writing, the "Patient Notification of Hospice Non-Covered Items, Services, and Drugs" addendum that lists conditions, items, services, and drugs that the hospice has determined to be unrelated to my terminal illness and related conditions and that will not be covered by the hospice.
- I understand that if I request the addendum within 5 days of the date of my hospice election, the hospice will furnish the form within 5 days of my request. If I request the form at any later point in time, the hospice will furnish this notification within 3 days of my request.

Patient Rights, Responsibilities, and Acknowledgement

- I have received a copy and an explanation of "Patient Rights" and "Patient Responsibilities" specific to my care needs and agree to perform care tasks.
- I have received the "Notice of Privacy Practices". I understand that this notice provides information about how my protected health information may be used or disclosed.
- I have received information on how to voice a complaint at the agency and state level.
- I have received written information and an explanation of Advance Directives.
- I have received a copy and an explanation of the patient handbook, "My Guide to Hospice".
- I have been informed of which items, services, and drugs the hospice will cover and furnish upon my election to receive hospice care.
- I have been informed of the hospice services that will be provided and of the frequency of the proposed visits.

Patient Name: Robertson, Ramona

MR# _____

Rev. 10/2021

Hospice Consent/Election

- I have received the Physical Therapy Board of California (PTBC) Form NTC 12-01. This form explains how I may obtain information on verifying a physical therapist's license, what to expect from therapy, my rights as a patient, and how to file a complaint.
- I acknowledge that I have been given sufficient time and opportunity to review this entire document. I confirm that all my questions have been answered fully and to my satisfaction.

Beneficiary and Family-Centered Care Quality Organization (BFCC-QIO)

- As a Medicare hospice beneficiary, I have the right to contact the Beneficiary and Family-Centered Care Quality Organization (BFCC-QIO) to request Immediate Advocacy if I disagree with any of the hospice's determinations. The BFCC-QIO that services my area is:

BFCC-QIO Name: Livanta
BFCC-QIO Phone Number: 877-588-1123
www.livanta.com

ⓧ Ramona Robertson
Beneficiary/Patient Signature

Feb 5, 2022
Date

☐ Beneficiary is unable to sign. Reason: _____

Authorized Representative Signature

Printed Name

Relationship

Date

Ph
Staff Signature

Rae Law
Printed Staff Name

2/5/2022
Date

Patient Name: Robertson, Ramona

MR# _____

Rev. 10/2021



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Authorization for Use or Disclosure of Information
Department of Homelessness and Supportive Housing

This is a consent for release of information about:

Ramona Mayan
Name of tenant/prospective tenant or program participant

9/1/1960
Date of Birth

I hereby authorize the staff of the Department of Homelessness and Supportive Housing to release information to and/or obtain information from the following agency and/or person:

SFMTA

This authorization includes the release of information of:

Health information and status of RV/car repair for purposes of addressing risk of RV dwelling tow

My signature below acknowledges my understanding and authorization for the following:

1. This release is valid for one year from the date that this release was signed, unless I otherwise decide to revoke permission.
2. I may revoke this authorization at any time in writing to both the agency giving and the agency receiving the consent.
3. A copy of this form is as valid as the original.

I have read this release form, or it has been read to me, and I understand its content.

Ramona Mayan

(Signature of tenant/prospective tenant/participant)

2.9.22

Date





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Authorization for Use or Disclosure of Information
Department of Homelessness and Supportive Housing

This is a consent for release of information about:

Ramona Mayan
Name of tenant/prospective tenant or program participant

9/11/1960
Date of Birth

I hereby authorize the staff of the Department of Homelessness and Supportive Housing to release information to and/or obtain information from the following agency and/or person:

SFPD

This authorization includes the release of information of:

Health information and status of ^{RV} car repair
for purposes of addressing risk of RV dwelling
felony

My signature below acknowledges my understanding and authorization for the following:

1. This release is valid for one year from the date that this release was signed, unless I otherwise decide to revoke permission.
2. I may revoke this authorization at any time in writing to both the agency giving and the agency receiving the consent.
3. A copy of this form is as valid as the original.

I have read this release form, or it has been read to me, and I understand its content.

Ramona Mayan

(Signature of tenant/prospective tenant/participant)

2.9.22

Date

415.355.5355
<http://hsh.sfgov.org>



(Revised)

On Tuesday, February 15, 2022, 08:20:12 AM PST, Marstaff (BOS)
<marstaff@sfgov.org> wrote:

Dear Ramona,

I work for Supervisor Mar and I wanted to check in on your progress with the various bureaucracies (MTA, HSH etc) on getting RV repair and support.

I know that Li Lovett from our office inquired with the DA victim services; I see your outreach to ECS below; and yesterday I spoke on the phone with Carol Chris (sister of John Chris whom you witnessed get victimized by a hit and run). All wish to find a way to help.

We could have an update by email, but if you are ok with it, I'd like to come for visit this morning and talk about how Supv Mar's office can help with next steps.

Let me know.

Sincerely,

Ralph Lane

Office of Supervisor Gordon Mar

City Hall | 1 Dr Carlton B Goodlett Place Room 264

415.554.7460

[Facebook](#) | [Twitter @D4GordonMar](#) | [Instagram @D4GordonMar](#)

From Ramona Mayon <ramonamayon@yahoo.com>

To: Marstaff (BOS): Ralph Lane

Feb 16 at 10:24 AM

Re. matters discussed yesterday

I am writing you with the energy of having just been confronted *screaming across the street* by the girl I know to be forced into sexual intercourse multiple times by predatory men. I will repeat in writing what I said in person yesterday, there are at least two serial rapists hidden among the homeless community. I demand a safe place for these very, very damaged and in-danger women to park/camp IMMEDIATELY.

I have literally made myself a target of whoever is doing this. Ten minutes ago, 9.30 am in the morning, I am yelling to her as she runs barefoot into Golden Gate Park, "I AM TELLING PEOPLE WHO WILL HELP. Tell us who. Please. Please."

I was weeping. I have no recourse but to write you this. I am 61, everyone out here knows I just got put in hospice for my breast cancer. I am SSI because I have mobility issues, so I often limp when I do my daily walks around the block. Furthermore, this futile battle with HSH for funds with my broke-down unrepaired situation has made me unpopular within the homeless community itself, a sitting duck, as we say back home. My RV could easily be broken into and it is well-known among the homeless community, that the police DO NOT RESPOND to homeless-on-homeless crime. And conveniently, every RV that could have been protective of me has been "moved on" due to the marathon Feb 6th.

All the things I promised I would send you, regarding my own situation, I will do so later today, but I needed to reach out with this immediately. I am making this an SOS entry on my blog and sending it on to the small activist community forming since the hit-and-run Feb 4th. I am also sending it to every single police email I can find, starting with the homeless patrol, right now.

I know my cancer feasts on the stress I just experienced. I will, however, not back down.

Sincerely,
Ramona Mayon

<https://ramona-mayon.com/2022/02/16/s-o-s-for-the-women-in-ocean-beachs-homeless-community/>

Ramona Mayon
To: Marstaff (BOS)
Cc: CC
Feb 16 at 6:49 PM

Hi,

PDF for the "Camp Mayon" prototype is attached ... after the rough start to the day, I wanted to end it on a positive note. I will make a blog of this too (at <https://www.ramona-mayon.com>) so I can improve it (there) as time goes on.

Also, regarding my sense of personal safety after my horrible confrontation with reality this morning, one of the homeless men has pitched his tent in the parking lot to watch out for me, which is typical of this community. Despite their appearance, they care very much.

Tomorrow A.M. I will send the PDF about my RV repairs with potential mechanics off of Craigslist. I just needed to focus on finishing it after (hopefully) some sleep.

Thank you again for your kind - and encouraging - visit yesterday.

Sincerely,
Ramona Mayon

NOTE: no response since I sent this, did not expect one, nor have sought it out.

Camp Mayon

Ground Zero: Acknowledge that since 1971 San Francisco has been - and continues to be - a Sundown Town for gypsyTravellers and other vehicle dwellers. Rewrite SFPD 97 to comply with Martin v. Boise. Or maybe let's do the right thing, get rid of it altogether because you realize it's outright discrimination because you studied **our** history. Maybe start with a quick rundown of hate against nomadic people since 1300s, see the last 40 or so pages of my new book out on Amazon: Vehicle Dwellers' Legal Primer <https://www.amazon.com/dp/1539496023> or for a free flip page version go to www.anyflip.com/gdpn/yrijf (1st two pages are intentionally blank)

Phase One: To grandfather in this first emergency need for a site for campgrounds, use the section of SFPD 97 that says the General Manager of Park + Rec can authorize the use of anywhere in the park for anyone he says can be in the park, in a "house car". There must immediately be set up a *Women's - Only* campground. RVs. No tents. Women are being raped repeatedly in their tents and tarps. It has to stop now. These violated women need the safety of a metal wall and a locking door. These can be donated or purchased used off Craigslist. It is ludicrous to not consider these as a resource. In the litigation I began against the Dept. of Homelessness, I attach as an exhibit a letter sent (in 2020) to Vice-President Pence from the RV Industry President donating some new motorhomes to the cause of fighting COVID-19. The letter describes all the things our unique vehicles can be utilized for, including *living quarters*. Thus, ground zero is to accept that a used RV is safer (and more home-like) than a canvas tent, safer (and more home-like) than a shelter, and far cheaper (and more home-like) than a motel room (which are merely a clever part of the scarcity model that Dept. of Homelessness uses as part of their approach to controlling the available poverty housing for the "deserving poor"). NOTE that the reason that RVs are a forbidden housing resource is that if governments started to utilize it, then it would have to actually provide for the RVs already in the municipality being utilized as homes (a.k.a. gypsyTravellers and other ethnic nomads, the van-lifers, the temporary 9-5 weekday

vehicle dwellers. It's just easier to ignore the elephant in the room. That is that RVs are wonderful, safe, inexpensive, readily-available, furnished, instant homes that can help people escape tragedy and start their lives over immediately. These RVs should also be given to their occupants, say in a year or 18 months, once these women have stabilized, gotten driver's lessons and their license, a sense of somewhere they'd like to go. Set them up with a *Thousand Trails* membership and a small amount of support and I bet 95% of them would drive off in the sunset and happily find new lives in new hometowns. It would give them HOPE and a sense of moving on from their violation. Same with domestic abuse victims. In fact, this idea in general (i.e. the title-transfer of RVs to people once they have "earned" them by straightening out the factors in their life that destroys their forward progress) could be utilized against the pending wave of evictions. It would give people both hope and a practical hand-up. It would be okay - though most likely unconstitutional and thus unenforceable - to require people with their gifted vans and RVs to leave San Francisco upon completion of the title-transfer. I recognize the fear that the City might be flooded with RV dwellers. But consider presenting it to them as way to be admired and copied by the entire nation if this world-class City (capital C) were to 100% solve homelessness in 90 days for a minimal amount of money (as compared to the current plan of purchasing of hotels at \$300,000+ per unit PRIOR to renovations).

Phase Two: Commandeer the space for several campgrounds throughout the City. First and foremost, it is illogical to NOT have campgrounds for both tents and RVs (separate sections). Why are there NO commercial RV parks or any kind of campground here? Maybe study how *Thousand Trails* runs theirs. Just a really important business model and source for advice on how to run a campground. Money-making business everywhere. Why not here? But, ummm, quick question, exactly what does Urban Alchemy or Mother Brown's know about running a campground? So let's pause for a sec and set up a clear understanding that you have a choice. Run real campgrounds that are a pleasure to be in (again, actually go see all of the seven *Thousand Trails* campgrounds in a 150-mile radius). Or you can go on with these Safe Parking Lots and Vehicle Triage, which are segregation camps. Furthermore, the need of HSH to shuffle people into "real housing" is a type of gypsy conversion therapy, which I fully intend to address in my lawsuits. The fact is gypsies, Travellers, other nomads, and the Rainbows exist (*i.e. a specific type of free-range citizen that identifies and lives in "tribes" and attends "gatherings" around the country*). Snowbirds exist (*i.e retirees who have actual homes in the Northeast but spend winters in the Southern climate, usually in expensive, very large motorhomes*). Van lifers exist (*i.e. hitting the off-grid spots and extreme sports in a \$100,000 Sprinter "van" and generally with a social media following of folks who live vicariously online through others*) . Then there's people who use a vehicle-home as a base to work in the City during the week. Even worse, there's people

who are abandoning society's old model of apartment-life. The pandemic has changed everything and this is how it gets fixed. Please get rid of the idea that the "normal RVer" and the "homeless RVer" are any different from one another in either *needs* or *rights*. No difference between us and any other American.

So, to proceed, in addition to the women-only campground, what you will need are THREE (3) types of campgrounds:

- ☐ #1) the real transient's stop-over: an overnight place to pay a small nightly fee for which no facilities are given, just a legal place to get off the road. No supportive services needed because these are the people who are already housed — they are just passing through. Services add value. Offer them on a pay-per-use rate.
- ☐ #2) the pay-by-the-week regular campground for all types of rigs (most RV parks in California practice the 10-year-old-or-newer rule); it will need to be run on a sliding scale; presentation of a current EBT card or being on SSI, etc. gets the federal rule invoked (30% of one's income);
- ☐ #3) the campground that allows people to live there by-the-month (again, a sliding scale available)

Phase Three: for immediate overnight housing, think outside the box. Purchase buses used to host the bands of touring musicians. They have private sleep bunks, sanitation facilities that can be dumped at any RV park and re-filled, cooking facilities, storage underneath. School buses can also be utilized like this. Staff it with a counsel-type who can triage these desperate feral women out here. Immediate safe refuge to a rape victim or someone being stalked. If it's a psychotic breakdown, help can be summoned. These buses, parked in danger zones by Golden Gate park, Lake Merced, the Tenderloin, Candlestick, etc, become a lighthouse for desperate, lost women. Literally, a candle in the window (solar-powered, of course). Daytime they convert to a place that people know they can reach out to for help - and get it. This is already being done in Australia. <https://www.sleepbus.org/>

Phase Four: So your bus with the candle in the window has collected a few waifs, kept them safe literally that night, gave them a sandwich, a chance to let them talk or just crash. Then what? If they aren't willing to come into the campgrounds, most of those will slip off at first light but still need a place to spend the day. All humans suffer from fear of isolation. That's why encampments grow out-of-control. They need a "town square" where they can sit and chew the fat (and maybe learn something). Another element (a.k.a. problem) is the sheer amount of STUFF collected by this community. Part of it is hoarding, a mental illness, but a larger part is to have something to barter. For some, it's all that there is left for them to do in society, collect the trash we throw out. Sooooooooooooo that's where the *Thieves Market* comes in...allow these negative things

to be transformed, a space for them to flourish by displaying and selling their crafts or their finds. This can also be seen as a way for the larger community to come to like a casual, open-air market, as it is in Mexico City (this is where the name comes from). Around this “town square” for the alternatively-housed, you place your “service trucks”, similar to common place food trucks. You see, in allocating a set of hubs (again, homeless are everywhere, so they will need this in almost all districts, they don't have to large – they just need to exist – think of them as an outdoor living room), thus the homeless will come to where there is a place to get water, eat a free bowl of soup, get a sandwich to carry away with them, charge their phone (solar panels attach to a regular car battery then using a \$50 inverter), etc. But this is NOT a navigation center to get herded into the system. This is a free-and-easy place people go to spend their day. It will be accessible by the general public so it will be something of character and interest. An asset, in other words. I'd also point out that certainly the police would appreciate central locations like this to check for actual stolen goods and the psychopaths out here hurting the women. I think in your internal discussions that ought to be pointed out repeatedly.

Phase Five jobs jobs jobs ... can we please make a concerted effort to find folks work?

The End

