

From: [Aram James](#)
To: greg@gregtanaka.org; [Council, City](#); [Jonsen, Robert](#); [Perron, Zachary](#); [Human Relations Commission](#); JRosen@dao.sccgov.org; city.council@menlopark.org; citycouncil@mountainview.gov; [Stump, Molly](#); paloaltofreepress@gmail.com; cindy.chavez@os.sccgov.org; [Kniss, Liz \(internal\)](#); [Kou, Lydia](#); city.council@menlopark.org; council@redwoodcity.org; [Carlos Bolanos](#); [City Mgr](#)
Cc: [chuck jagoda](#)
Subject: There is no excuse for Taser use in our jails -Jan 2018 by Richard Konda & Aram James ---another piece on Taser (the last for today) that is particularly instructive re why Tasers should be banned in Palo Alto---please read this piece ---and Palo Alto Cit...
Date: Thursday, January 16, 2020 5:33:39 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

FYI: Critical read re the buts and bolts of Tasers

http://ccin.menlopark.org/att-17785/Aram_James_DJ-1-12-18_.pdf

Shared via the [Google app](#)

Sent from my iPhone

From: [Mark Cox](#)
To: RabbiMizrachi@gmail.com
Cc: MediaInquiries@kushner.com
Subject: EN APXHI ΕΠΟΙΗΣΚΑΝ
Date: Thursday, January 2, 2020 9:34:31 PM

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THE THREE WORDS OF "EN APXHI ΕΠΟΙΗΣΚΑΝ" BEGIN THE FIRST BOOK OF THE TORAH BY THE "VETVS TESTAMENTVM THE IVXTA SEPTUVAGINTA" OF 1587 .., AND THE BOTH THE SECOND AND THE THIRD WORDS OF THE SIXTINE TEXT OF 1587 ARE UNKNOWN GREEK WORDS WHOSE NUMBERS TOGETHER BY THEIR OCCURRENCE IN THE TEXT IS NOT UNLIKE THE AXIAL TILT OF THE WORLD WHICH IS TWENTY-THREE DEGREES AND I DON'T KNOW EXACTLY BUT DOES THIS HAVE WORLDWIDE IMPLICATIONS GIVEN "EVERYONE" IS READING REPLACEMENT WORDS THAT ARE RELATED WORDS YET ARE "DIFFERENT" WORDS AND WOULD YOU WANT TO BE REPLACED BY A FRATERNAL TWIN WHOM YOU DIDN'T EVEN KNOW EXISTED BECAUSE HEY YOU WERE HAPPY IN THE CROSSWORD PUZZLE OF YOUR "HARD EARNED" EXISTENCE WHEN SUDDENLY YOU'VE BEEN REPLACED AND THERE IS THIS STRANGE FAMILIAR YET UNFAMILIAR SIBLING THRASHING "EVERYTHING" YOUR EXISTENCE WAS HOLDING TOGETHER BY THE FRAMEWORK OF YOUR BEHAVIOR AND ALL YOU CAN DO IS WATCH FROM THE SIDELINES OF YOUR OFF STAGE CONFINEMENT AND WONDER WHEN THE WORLD WILL WAKE UP FROM THEIR EXTENSIVE BLINDING OF A FORM OF INSANITY THAT IS FUSED TO NOT PAYING ATTENTION TO ANYTHING BECAUSE EVERYONES DAYS ARE SPENT EATING TRASH BECAUSE EVERYONE HAS AGREED TO AGREE THAT TRASH IS GOOD FOR YOU BECAUSE TRASH IS EASY AND CONVENIENT SO WE MIGHT AS WELL JUST EAT TRASH BECAUSE TRASH IS FRIENDLY AND TRASH IS FASHION FORWARD BECAUSE EVERYONE AGREES STUPID IS BEAUTIFUL HENCE "APXHI" BECOMES "APXH" AND "ΕΠΟΙΗΣΚΑΝ" BECOMES "ΕΠΟΙΗΣΕΝ" BECAUSE NO ONE HAS THE TIME TO FIND THE "MISSING DICTIONARY" SO THEN WE HAVE "EN APXH ΕΠΟΙΗΣΕΝ" LITTERING THE PAGES OF HISTORY IN A MOCKERY OF WHAT WAS WRITTEN EVEN IN THE VALID TRA THAT FUNCTIONED AS THE RANSOM FOR THE RELEASE OF HEBREWS FROM SLAVERY UNDER GREEK PHARAOHS SO THAT WE CAN RUSH TO OUR BUFFET OF CONTINUOUS TRASH PRETENDING TO BE THE UNALTERED BREAD OF LIFE THE LIGHT OF THE FATHER GOD ELOHIM THEOS TO EAT TRASH WITH MORBIDLY DISEASED FIENDS WE'VE ALLOWED TO BECOME OUR BEST FRIENDS AT THE BANQUET TABLE OF FUCK THE DETAILS THEY WEREN'T THAT IMPORTANT WE'D RATHER GET SHOT AT "ARCH FAST FOODS" WHILE WAITING IN LINE FOR ANOTHER "MERRY TEAT BLOOD CHEST WITCH" TO SUCK IN ANOTHER ALLOTMENT OF DECEITFUL WHISPERING SPIRITS TO TURN OUR LIVES INTO THE ORGIES OF NEVER ENDING AFFLICTIONS AS WE AGE LIKE THE MACABRE BECAUSE THE WINNERS GET THE FREE PRIZES OF LIVES THAT ARE VOID OF MEANING AND SO "EN APXH ΕΠΟΙΗΣΕΝ" "BEGINS WITHOUT MOVEABLE NU MEANING WITHOUT HAITUS" EVEN LIKE THE VERY NU WE SEE AT THE END OF "EN" EXCEPT THERE ISN'T A VOWEL ON THE OTHER SIDE OF NU THE RIGHT SIDE UNLESS YOU COUNT THE "A" OF "APXI" THE WRONG EVEN THOUGH CLOSE BUT NOT EXACTLY CORRECT WORD WHILE "APXHI" HAS TWO VOWELS WE COULD ACTUALLY BREAK WITH NU THE GREEK LETTER "N" TO CREATE A HIATUS EXCEPT WE'RE NOT USING "APXHI" BECAUSE WE'RE USING "APXH" BUT IF WE WERE USING "APXHI" AND IF WE WERE USING MOVEABLE NU TO CREATE A HIATUS TO SEPARATE THE TWO VOWELS "H" AND "I" THEN WE WOULD HAVE "APXHNI" WHICH BY THE GREEK PONTIC DIALECT PRESERVING THE ARCHAIC PRONUNCIATION OF KOINE GREEK WE WOULD HAVE SOMETHING SOUNDING LIKE "ANARCHY" WHICH MIGHT ACTUALLY MEAN SOMETHING LIKE WHEN THE ARCHITECT BEGINNING THE NEVER ENDING PROJECT COMES HOME TO SEE THAT HIS CANINE DOG HAS TORN ALL OF HIS VISIONARY ARCHITECTURAL RENDERING INTO TORN SCRAPES THAT LITTER THE ROOM LIKE LITURGY IN A CHURCH OF MAN MADE DOCTRINES MADE OF ALTERED SCRIPTURE WHERE THE OFFICE THAT USED TO BE THE HOME OF HIS MOST PRECIOUS IDEA IS NOW HIS WORST NIGHTMARE SO THEREFORE WHATEVER IS HAPPENING HERE IS CERTAINLY THE OPPOSITE OF

THIS HAITUS OF ANARCHY THOUGH WHAT THIS OPPOSITE EXACTLY CANNOT BE KNOWN FOR AS LONG AS WE DON'T KNOW WHAT "ΕΠΙΟΙΗSCN" MEANS EVEN THOUGH WE DO KNOW THAT "ΕΠΙΟΙΗSEN" MEANS WITHOUT MOVEABLE NU WHICH MEANS WITHOUT HAITUS WHICH MEANS WITHOUT BREAKAGE THOUGH THIS HAS THE SOUND BY THE WORD THAT WAS REPLACED "ΕΠΙΟΙΗSCN" OF AN ENDING COMPRISED OF (("SS" + "SH" + "NN")) IF ((SIN [(ψ)] + SHIN [(ψ)])) HAVE ANY BEARING FOR "SC" WHOSE FORMS ARE THE CHARACTERS SIGMA AND SIGMA WHERE THE SECOND SIGMA IS A VARIANT FORM OF GREEK SIGMA WHICH MIGHT ACTUALLY CONVEY THE SOFTER SOUND AS WITH SHIN (ψ) AND THIS "SCN" THEN WOULD BE NOT UNLIKE THE SOUND OF THE OCEAN BY A WAVE EVEN AS THE GREEKS LIVED ALONG THE SHORES OF THE MEDITERRANEAN AND POPULATED ISLANDS OF THE AEGEAN SEA AND THIS MIGHT INCLUSIVE BE THE SENSE OF EMPIRE IN SUCCESSION AS A NEW BEGINNING EVEN BY EVOLUTION IS BEGUN IN THE AFTERMATH OF THE BACKSTORY THAT IS PRESENTLY LOST TO US EVEN THOUGH EGYPT, GREECE, AND ROME MAY RETAINED AND DELIVERED DISTORTED RENDERING OF THE TRUTH THAT BECAME MYTHS THROUGH REVISIONS OF WHAT WE ONCE WERE BEFORE WE RUSHED INTO FATHOMLESS DARKNESS IN REBELLION.

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From: Mark Cox
To: RebbiMuzachi@gmail.com
Cc: MediaInquiries@kushner.com
Subject: EN APXHI EPIOHSCN (!)
Date: Friday, January 3, 2020 8:45:50 PM

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I CURSE THE OPERATIONAL DELEGATES OF THE DEATH CULTS WHO HAVE IMPINGED UPON MY LIFE IN ANY WAY, SHAPE OR FORM TO A STATE OF NEAR DEATH UNTIL THEY WILLFULLY SERVE ME AND THEIR OTHER VICTIMS AS SLAVES AND PROVIDE DOCUMENTATION TO ALL OF WORLD HISTORY OF EVERYTHING THEY KNOW ABOUT EACH RESPECTIVE DEATH CULT AND DOCUMENT EVERYTHING THEY HAVE DONE WILLFULLY SO AND THEN SUBMIT TO INCARCERATION AND WHEN THEY ARE IN INCARCERATION THEY MUST PLANT THE LIGHT OF THE FATHER GOD WITHOUT GUILF AND WITHOUT RETURNING TO THE DEATH CULTS IN ANY WAY AND IF THEY RETURN TO GUILF OR RETURN TO OPERATIONAL STATUS AS A MEMBER OF ANY DEATH CULT THEN I CURSE THEM TO DEATH WHILE IN CONFINEMENT AND CURSE THEM TO BE MY SLAVE AS A JINN FOR AS LONG AS I LIVE WHERE THEY WILL BE BATHED IN LIGHT AS THEY SERVE AS MY SLAVE IN COMPULSION AND IF THEY DRAG THEIR ASS THEN LET THEM BE DIPPED INTO HELLFIRE UNTIL THEY UNDERSTAND THE MEANING OF COMPLETE AND ABSOLUTE OBEDIENCE TO THE LIGHT OF TRUTH.



[::]

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From: Mark Coy
To: RebbiMurachi@gmail.com
Cc: MediaInquiries@kushner.com
Subject: EN APXHI EFOIHSCN (iii)
Date: Saturday, January 4, 2020 12:39:30 PM

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WHEN YOU THINK OF THE SOUND OF "EN ARXHI" BY THE PONTIC DIALECT OF GREEK WHICH PRESERVES THE ARCHAIC KOINE PRONUNCIATION THEN THESE TWO WORDS DO SOUND A BIT LIKE AND NOT UNLIKE THE WORD "ANARCHY" ...

WOULD THE SOUND OF "ANARCHY" BE LIKE THE SOUND OF "BEAR SHIT" IN THE DOWN MARKET THAT SENT TRILLIONS INTO A CHASM COVERED WITH DARKNESS?

"HOW CAN YE DISBELIEVE IN GOD ((GOTT : ALLAH : THEOS : ELOHIM : PA'TAH)), WHEN YE WERE DEAD AND HE MADE YOU ALIVE, AND THEN HE WILL KILL YOU AND THEN MAKE YOU ALIVE AGAIN, AND THEN TO HIM WILL YE RETURN? IT IS HE WHO CREATED FOR YOU ALL THAT IS IN THE EARTH, THEN HE MADE FOR THE HEAVENS AND FASHIONED THEM SEVEN HEAVENS; AND HE KNOWS ALL THINGS."

[::]

I CURSE THE OPERATIONAL DELEGATES OF THE DEATH CULTS WHO HAVE IMPINGED UPON MY LIFE IN ANY WAY, SHAPE OR FORM TO A STATE OF NEAR DEATH UNTIL THEY WILLFULLY SERVE ME AND THEIR OTHER VICTIMS AS SLAVES AND PROVIDE DOCUMENTATION TO ALL OF WORLD HISTORY OF EVERYTHING THEY KNOW ABOUT EACH RESPECTIVE DEATH CULT AND DOCUMENT EVERYTHING THEY HAVE DONE WILLFULLY SO AND THEN SUBMIT TO INCARCERATION AND WHEN THEY ARE IN INCARCERATION THEY MUST PLANT THE LIGHT OF THE FATHER GOD WITHOUT GUILF AND WITHOUT RETURNING TO THE DEATH CULTS IN ANY WAY AND IF THEY RETURN TO GUILF OR RETURN TO OPERATIONAL STATUS AS A MEMBER OF ANY DEATH CULT THEN I CURSE THEM TO DEATH WHILE IN CONFINEMENT AND CURSE THEM TO BE MY SLAVE AS A JINN FOR AS LONG AS I LIVE WHERE THEY WILL BE BATHED IN LIGHT AS THEY SERVE AS MY SLAVE IN COMPULSION AND IF THEY DRAG THEIR ASS THEN LET THEM BE DIPPED INTO HELLFIRE UNTIL THEY UNDERSTAND THE MEANING OF COMPLETE AND ABSOLUTE OBEDIENCE TO THE LIGHT OF TRUTH. YES THIS INCLUDES EVE BRAUN THE SADISTIC BITCH WHO BEDDED MY STRANGE LEARY MAFIA UNCLE JON LEARY WHOM I SUSPECT WAS THE SHOOTER OF JFK 22ND NOV '63. JON LEARY WHOSE SON JON C LEARY IS SAID TO HAVE DIED OF TWENTY SIX STAB WOUNDS ON APRIL 6TH 1977 AND THIS HAPPENED AFTER JONNY LEARY BROKE HIS OATH OF SILENCE TO ME AND MY MOUTH PROTESTED LOUDLY TO THE ADULTS OF HIS INTENT OF MEMBERSHIP. NINETEEN YEARS AFTER MY COUSIN SUPPOSEDLY DIED ON NISAN "MONTH 1" THE NINETEENTH "19" LIKE MY MOUTH LIVED ON "119" E. SOUTH AVE MY STRANGE UNCLE JON LEARY HAS ME FLOWN FROM LAX TO LINCOLN "HONEST ABE" NEBRASKA FOR WORK WHEREIN JON INTRODUCES HIMSELF AS RON TOMCZAK THE OWNER OF [VICTORY : "NICEAN NICE DECETIFUL GUYS CUTTING OUT THE MATERNAL ASPECT OF ELOHIM TO ELEVATE MIRIAM AS THE UNCONJUGATING VIRGIN WHEN THE MESSIAH'S TEMPLE SKULL BROKE THE HYMEN OF MIRIAM UPON BIRTH"] [CONSULTANTS : "CULT ADVISORS"] AND HAVING A CERTAIN FONDNESS FOR THE STRANGE I CONTINUED WORKED TO WORK WITH VICTORY CONSULTANTS FOR MY ODD BALL IRISH MAFIA UNCLE IN SOUTHERN CALIFORNIA WHICH IS HOW I GOT TO MEET EVA BRAUN THE MATRIARCH OF THE NAZI HIERARCHY : EVA BRAUN "EVIL BRAIN-STRENGTH" WHOSE ABILITIES ARE ROOTED IN HER SUBMISSION TO WHISPERING SATANS WHO SEEK TO KILL ANOTHER SEVERAL MILLION HEBREWS IN THE PERIOD BEGINNING IN AD 2026. THE SUBTLE GOOSE STEP OF EVA "JANE" PUTS HER REICH LEG IN THE FOURTH QUADRANT WHILE HER LEFT ARM EVOKES LEVITATION : THE RISE OF THE FOURTH REICH DEFINED BY EVA'S BACKDROP AS EVA'S DEFINITION OF PARADISE AND THEY WISH TO CUT DOWN COMPETING HEBREW FAMILIES LIKE WEEDS AS EVA'S ZEBRA SHIRT TOUCHES ON THE MENTALITY OF THE FINAL SOLUTION "THE END." EPILOGUE : BLUE JEANS EVA'S GENES RECEIVING EVERYTHING PROMISED TO AVRAAM.





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THE THREE WORDS OF "EN APXH EPIOHSCN" BEGIN THE FIRST BOOK OF THE TORAH BY THE "VETVS TESTAMENTVM THE IVXTA SEPTVAGINTA" OF 1587 ... AND THE BOTH THE SECOND AND THE THIRD WORDS OF THE SIXTINE TEXT OF 1587 ARE UNKNOWN GREEK WORDS WHOSE NUMBERS TOGETHER BY THEIR OCCURRENCE IN THE TEXT IS NOT UNLIKE THE AXIAL TILT OF THE WORLD WHICH IS TWENTY-THREE DEGREES AND I DON'T KNOW EXACTLY BUT DOES THIS HAVE WORLDWIDE IMPLICATIONS GIVEN "EVERYONE" IS READING REPLACEMENT WORDS THAT ARE RELATED WORDS YET ARE "DIFFERENT" WORDS AND WOULD YOU WANT TO BE REPLACED BY A FRATERNAL TWIN WHOM YOU DIDN'T EVEN KNOW EXISTED BECAUSE HEY YOU WERE HAPPY IN THE CROSSWORD PUZZLE OF YOUR "HARD EARNED" EXISTENCE WHEN SUDDENLY YOU'VE BEEN REPLACED AND THERE IS THIS STRANGE FAMILIAR YET UNFAMILIAR SIBLING THRASHING "EVERYTHING" YOUR EXISTENCE WAS HOLDING TOGETHER BY THE FRAMEWORK OF YOUR BEHAVIOR AND ALL YOU CAN DO IS WATCH FROM THE SIDELINES OF YOUR OFF STAGE CONFINEMENT AND WONDER WHEN THE WORLD WILL WAKE UP FROM THEIR EXTENSIVE BLINDING OF A FORM OF INSANITY THAT IS FUSED TO NOT PAYING ATTENTION TO ANYTHING BECAUSE EVERYONES DAYS ARE SPENT EATING TRASH BECAUSE EVERYONE HAS AGREED TO AGREE THAT TRASH IS GOOD FOR YOU BECAUSE TRASH IS EASY AND CONVENIENT SO WE MIGHT AS WELL JUST EAT TRASH BECAUSE TRASH IS FRIENDLY AND TRASH IS FASHION FORWARD BECAUSE EVERYONE AGREES STUPID IS BEAUTIFUL HENCE "APXHI" BECOMES "APXH" AND "EPIOHSCN" BECOMES "EPIOHSEN" BECAUSE NO ONE HAS THE TIME TO FIND THE "MISSING DICTIONARY" SO THEN WE HAVE "EN APXH EPIOHSEN" LITTERING THE PAGES OF HISTORY IN A MOCKERY OF WHAT WAS WRITTEN EVEN IN THE VALID TRA THAT FUNCTIONED AS THE RANSOM FOR THE RELEASE OF HEBREWS FROM SLAVERY UNDER GREEK PHARAOHS SO THAT WE CAN RUSH TO OUR BUFFET OF CONTINUOUS TRASH PRETENDING TO BE THE UNALTERED BREAD OF LIFE THE LIGHT OF THE FATHER GOD ELOHIM THEOS TO EAT TRASH WITH MORBIDLY DISEASED FIENDS WE'VE ALLOWED TO BECOME OUR BEST FRIENDS AT THE BANQUET TABLE OF FUCK THE DETAILS THEY WERENT THAT IMPORTANT WE'D RATHER GET SHOT AT "ARCH FAST FOODS" WHILE WAITING IN LINE FOR ANOTHER "MERRY TEAT BLOOD CHEST WITCH" TO SUCK IN ANOTHER ALLOTMENT OF DECEITFUL WHISPERING SPIRITS TO TURN OUR LIVES INTO THE ORGIES OF NEVER ENDING AFFLICTIONS AS WE AGE LIKE THE MACABRE BECAUSE THE WINNERS GET THE FREE PRIZES OF LIVES THAT ARE VOID OF MEANING AND SO "EN APXH EPIOHSEN" BEGINS WITHOUT MOVEABLE NU MEANING WITHOUT HAITUS" EVEN LIKE THE VERY NU WE SEE AT THE END OF "EN" EXCEPT THERE ISN'T A VOWEL ON THE OTHER SIDE OF NU THE RIGHT SIDE UNLESS YOU COUNT THE "A" OF "APXI" THE WRONG EVEN THOUGH CLOSE BUT NOT EXACTLY CORRECT WORD WHILE "APXHI" HAS TWO VOWELS WE COULD ACTUALLY BREAK WITH NU THE GREEK LETTER "N" TO CREATE A HIATUS EXCEPT WE'RE NOT USING "APXHI" BECAUSE WE'RE USING "APXH" BUT IF WE WERE USING "APXHI" AND IF WE WERE USING MOVEABLE NU TO CREATE A HIATUS TO SEPARATE THE TWO VOWELS "H" AND "I" THEN WE WOULD HAVE "APXHNI" WHICH BY THE GREEK PONTIC DIALECT PRESERVING THE ARCHAIC PRONUNCIATION OF KOINE GREEK WE WOULD HAVE SOMETHING SOUNDING LIKE "ANARCHY" WHICH MIGHT ACTUALLY MEAN SOMETHING LIKE WHEN THE ARCHITECT BEGINNING THE NEVER ENDING PROJECT COMES HOME TO SEE THAT HIS CANINE DOG HAS TORN ALL OF HIS VISIONARY ARCHITECTURAL RENDERING INTO TORN SCRAPES THAT LITTER THE ROOM LIKE LITURGY IN A CHURCH OF MAN MADE DOCTRINES MADE OF ALTERED SCRIPTURE WHERE THE OFFICE THAT USED TO BE THE HOME OF HIS MOST PRECIOUS IDEA IS NOW HIS WORST NIGHTMARE SO THEREFORE WHATEVER IS HAPPENING HERE IS CERTAINLY THE OPPOSITE OF THIS HAITUS OF ANARCHY THOUGH WHAT THIS OPPOSITE EXACTLY CANNOT BE KNOWN FOR AS LONG AS WE DON'T KNOW WHAT "EPIOHSCN" MEANS EVEN THOUGH WE DO KNOW THAT "EPIOHSEN" MEANS WITHOUT MOVEABLE NU WHICH MEANS WITHOUT HAITUS WHICH MEANS WITHOUT BREAKAGE THOUGH THIS HAS THE SOUND BY THE WORD THAT WAS REPLACED "EPIOHSCN" OF AN ENDING COMPRISED OF ((("SS" + "SH" + "NN")) IF ((SIN [(w)] + SHIN [(w)])) HAVE ANY BEARING FOR "SC" WHOSE FORMS ARE THE CHARACTERS SIGMA AND SIGMA WHERE THE SECOND SIGMA IS A VARIANT FORM OF GREEK SIGMA WHICH MIGHT ACTUALLY CONVEY THE SOFTER SOUND AS WITH SHIN (w) AND THIS "SCN" THEN WOULD BE NOT UNLIKE THE SOUND OF THE OCEAN BY A WAVE EVEN AS THE GREEKS LIVED ALONG THE SHORES OF THE MEDITERRANEAN AND POPULATED ISLANDS OF THE AEGEAN SEA AND THIS MIGHT INCLUSIVE BE THE SENSE OF EMPIRE IN SUCCESSION AS A NEW BEGINNING EVEN BY

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From: [Mark Cox](#)
To: RabbiMizrachi@gmail.com
Cc: MediaInquiries@kushner.com
Subject: Vicegerent
Date: Sunday, January 5, 2020 12:12:13 PM

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The Word "Vicegerent" is "Patih" in the Islands South East Asia above Australia which is Oddly like "Pa'tah" reading the Hieroglyphic of Memphis Egypt from Right to Left and Vicegerent is like the Second in Charge where Gerent is "Relative, Related" and the Hieroglyphic of Memphis is the Complete Canon of Scripture hence the Name of Pa'tah touches on the Scripture where Pa'tah is like "Father" like "Paternal" and Patristic" like "Peter" like "Prophet" whose Enculturation is Nourishment like "Pitah Bread" and the Writing of Scripture is the Knowledge of the Father God where upon the Incarnation of Scripture is the Messiah substitutional replacement for the Death we caused ((to ourselves ["I think" in the Seek of Curiosity of Κῦριος])) prior to Adam and Eve. The Gerent is the Son the Incarnation of Unaltered Scripture bestowed as the Lamb by the Unified Elohim where the Anointing is Contingent upon Absolutely Zero Deviations in Sacred Scripture in Rumination that turns Water in Wine meaning my Conjecture is that the Application of Oil was to Invoke the Spirit which is the Wine hence why Nazarite Vows were the Absence of Wine as with John the Baptist the Lifeguard where the Presence of the Spirit is the Absolute Replacement of the Use of Wine while Wine is "Sound-Alike" to Whine like the Passage in Isaiah "One Crying in the Wilderness." So when the Quran which sounds like the Crushing of Olives and Koroneiki Olives are an Esteemed Greek Olive and Kefas means Small, Green Divination Stone and Small Green Divination Stone could be Unripe Green Olives for producing Early Harvest "Peppery" Olive Oils while Divination conveys Dividing like Rightly Dividing the Son of Elohim "Adam" to become Man and Woman to from whence Nations are Made and Noah plants Grapes and the Messiah turned Water into Wine and in the Final Supper before the Flight on the Crucifix the Messiah handed out Bread and Wine the Meme that defines the Path of Chewing the Jaw to Invoke the Bestowment of Wine to Answer Thirst because the Path of the Way is the Rumination of the Jaw of the Six Books of the Law as those who would remove One Book from the Six Books will spend the Rest of their Lives reading about Pentecost without ever Experiencing Rushing Wind with Tongues of Fire. "Hey Bob. Do you remember when we had the Dispensation of the Spirit?" "Yeah." "Well how come we can only Remember it?" "I don't know. Keep passing the Basket."

From: [Mark Cox](#)
To: RabbiMizrachi@gmail.com
Cc: MediaInquiries@kushner.com
Subject: Gwyneth Paltrow
Date: Monday, January 6, 2020 12:08:51 PM
Attachments: [image1.png](#)

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Bri Hart Kinney must be the Child of Gwyneth Paltrow. That's what I think. Tammy wore Earth Tone as the Message of her Pointer to the Unspeakable at the Globe Awards? How do you define where the Bounds of Reality are Defined? Why does Alice Meyer's Appearance seem like a Warlock or Witch said Something Awful to inflict a Distortion? That's when you have to Break Curses in God's Name "Yhawuðwah Elohim." When is a Disguise a Disguise as in Hollywood in the Hood and when is a Disguise a Demonic Manifestation? It's Hard to Say. Cry Wolf and the Pack of Wolves appear along the Ridge of the Mountain to Descend and tear apart the Flock of the Shepherd who was Stuffing his Mouth with Proclaimed Lies until the Alpha Wolf knocks the Deceiver to the Ground to Maul him to Death in Fulfillment of the Cry of "Wolf." The Other Day there was this Couple and they were Walking and the Girl's Head and Face where of Immense Ghoulish Proportions and I've Never Seen Anything like that in My Life. I should have taken a Picture. Was this a Hollywood Gag in the Mall's Outside Area? Was this an Odd Manifestation of a Horrible Disease to the Face that cannot be found by Looking Online until you find Romula Pilapil in the Daily Mail who is Afflicted with a Mystery Illness unless this is a Strange Joke and I don't know except Sunny turned to Point to Roma Queensland Australia after I began saying the Age of Lamech is 753 and Rome was founded by Romulus and Remus in 753 BC and the Visit of Sunny on Madison Street in Seattle was on July 21, 2017 which was 19 Days before my 56th Birthday by my Birth in Dublin on August 9th 1961 and the Article in the Daily Mail was published July 17, 2019 and Updated the Same Day at 06:09 Hours even as My Birth by the Roman Calendar from Romulus before Julius was Sextilis Novem "69" and I still don't know what I saw as to whether it was a Gag, or an Illness, or the Revelation of an Evil Spirit that Only I could see. I would have had to have taken a Picture to know and how could you do that to Someone? Even Adolf Hitler didn't have the Balls to Release the Photos of Adolf shoving Starving Jews into their Oven as they Screamed like Lobsters in the Flames. Do you think Eva Braun has some 16 Millimeter Footage? Do they think Drink from Tea Cups Ceremonially while the Skin and Bones are Screaming? Before? After? During? Maybe before? Did they share a Last Tea Cup? Did Hitler offer a Gas Mask to the Victim? Nice Guy? Did their Children Hang Out with Jews in the Death Camps? Secretly Selecting the Next Child for their Extinction? Do you remember waiting to be Selected for a Team in Grade School. Your own "Peer" selects and then you Play a Game of Burn in Ovens? How does Sadists rear their Own Children to be Unflinching Sadists? "Now it's time to bed your Own Mother. Don't worry. Papa Adolf will be in the Other Room reading the Newspaper. Mother has to teach you the Skills of the Artful Lover." ...? The Question Mark Key on the iPad is Functional Sadism. "How the Fuck do you get this Key to Work?" Oh yeah. Kelly Jean Leary is Lauren Powell Jobs is the Daughter of Jon Leary "Ron Tomczak" of El Cajon of Victory Consultants and of Challenge Ranch. And Jon Ron "Genre" is the Child and Lover of Eva Braun hence either Eva is the Grandmother of Kelly or is the Grandmother and the Mother of Kelly unless Hannah Murphy Leary is the Mother then Eva "Jane Kingsley Tomczak" Braun is the Grandmother though Eva also could be the Grandmother of Replacement Reed Jobs "Awkward" who was switched out for Original Reed Jobs "Charismatic" and Maybe Kelly Laurene and Replacement Reed Jobs are Skeeping Together to Keep the Family Cult Afloat in the Swamp "Madame Helga Snap Your Whip as We Ride Your Pleasure Ship. Mistress Ellen Can You See Me Upon My Bended Knee? On Your Boat We Will Float As We Eat Satanic Goat." We knew there were Satanists. Why didn't we know they actually practiced Satanism? All this Happened because Jeff Laird "Steve Jobs" the Younger Brother of Mike Laird "Howard Stern" wanted to Lie and Say that "Steve Jobs" wasn't a Child of Israel. Shem : Hear Israel : Listen to Is the Radiance of Elohim : Don't Listen to Was the Radiance of Elohim. Then Six Million Hebrews and Gypsies are Murdered in the Holocaust and Maybe we know about them because they were Known to be Hebrews and Gypsies and Maybe the Ten Million Hebrews and Gypsies were Buried in Hidden Death Camps because they tried to Hide the Fact they were Hebrews and Gypsies ... Hence they All Died for Altered Truth yet Some are Known and Some are Hidden to the History of Monstrosity. Jekyll and Hyde? Why are Gypsies in the Mix? The Egyptians had Sacred Writing of the Father God "Pa'tah" the Creator Deity who had a Diet for Us and the Diet was the Truth and the Truth was Buried and Pharaohs in the Life of Moses were Brain Dead to the Truth and had No Knowledge of Joseph and would then be Lost to Understand that the Truth of the Father God Elohim is the Radiance in the Mouth and so Pa'tah becomes Devla in Romani and Self Deified Pharaohs were Devils to their Own Families. The Same Thing Happens in the Shift from Sans to Saints to Satans. Sans as in Without Deceit Without Guile Without Theft to Saint Pray to Me with your Money for the Pay Raise Prize when the Truth is Uninvoked Publicly to Satans who Hunt Down the Truth Others Retain to Strip the Wealth of Knowledge from All Competing Tribes to be Absolutely Severed. Your Lineage did this to You? My Lineage did this to Me? Like Jeff Steve to his Kids? You can't Play a Game without the Rule Book because the Other Side will then have the Legal Right to Break All the Rules because then the Game is Fair. Avraám didn't do that yet Avraám did Speak in Guile Twice with Respect to Sarrah and Twice Avraám lost Sarrah his Wife to the Ruler of the Land. Sarrah was the Sister of Another Mother and to be the Sister of Another Father would convey a Sister-in-Law while be the Sister of Another Mother would convey a Sister-in-Law who is a Sister-in-Spirit that means More Than a Legal Promise but the Realization of the Promise hence while Sarrah was the Wife of Charran before Charran died Sarai was a Manifest Blessing to the Kin of Charran. By her Beauty Sarai could have married the King of her Choice yet Sarai lived in Tents with Avraám to Levirate the Seed of Charan through Agar the Egyptian before the Translation of the Sarai's Body to Laughter to be Consecrated with Conception of Isaac so Messiah could be Manifest in the Temple of Levite when the Christening of the Breaking of the Hymen is when the Hallway to the Womb allows the Procession of the Skull of the Temple of the Messiah to Exit the Hallway hence to Claim Miriam is thereafter the Virgin Mary is to Claim the Birth was by Cesarean Section the Distortion redirecting the Messiah to Julius Caesar the Cutter who Dies on the Ides of March in 44 BC ((Tetra Tetra)) by 23 Stab Wounds in the Curia of the Theater of Pompey the Intruder of the Holy of Holies on Yom Kippur on 23 September 63 BC who is the Roman Witness to the Absence of a Statue of the God of Children of Israel hence was Julius the Former High Priest of Jupiter the Author of the Distortions to the Scripture that Created the Hybrid Bible "BiBaal" "BiBull" the Book of Baal "Marduck" wearing the Clothing of Hebrew Scripture whose Statue would be the Bull like the Children of Israel made a Beast of Gold after leaving Egypt and the Pharaoh of Joseph wanted a Son of Jacob to tend to Pharaohs Cattle the Same Pharaohs whose Dream of Seven iLL Favored Cows would devour the Seven Fats Cows inferring that Unless "Something was Done" the Egyptians would Resort to Cannibalism even Eating the Household of Pharaoh and Baal in the Stars is Jupiter in Latin who is Zeus in Greek and when Bulls are fought the Red Cape is Waved like the Demonstration of the Bedsheet with Blood to Prove their Daughter's Virginity in the Face of an Accusation from their Son-in-Law who might then become the Angry Bull to Die in a Spectacle of Rage hence Laban must have held Two Bedsheets to Seal the Deal of Rachael for Fourteen Years and Leah for Seven Years. The Famine then must have been related to allowing Distortions of Baal to Deviate the Sacred Egyptian Writing that is Preserved in the Carbuncle with the Prasian Stone the Cipher Stone. We found Rosetta. Elohim appeared to Moses in a Burning Bush. What precedes the Bear Market of Collapse is the Bull Market of Elevating Augustus Horns. Would Paul who was Saul who was Pontus Pilate who escaped his Execution for the Resurrection "The Samaritan Uprising" ((The Good Samaritan could confirm the Death of the Messiah placed in the Tomb and Anointed with Myrrh and Aloes)) to Forgive Debts in Exchange for becoming a Pharisee "What is Truth" though by then the Hebrew Scrolls had been Switched Would Paul from Tarsus have been Pompey who was Stabbed and Beheaded on a Boat Outside Egypt Fifteen Years after Violating the Holy of Holies on Yom Kippur the Only Day the High Priest could enter the Holy of Holies on the Day of Atonement wherein they would tie a Rope around the High Priest so that if the High Priest had died in the Holy of Holies then his Body would be Pulled Out without entering the Holy of Holies yet Pompey didn't Die in the Holy of Holies despite the Cultic Indoctrination of the Roman Faith and Maybe Pompey wanted to Know the Truth like the Question of Pontus Pilate in his Brief Encounter "What Is Truth?" "Is there a Statue of the Hebrew God ((Deus))?" Yet Paul's Hard Lesson is for the Consequence of Being the Very Delegate from Rome who would Authorize the Crucifixion of the Incarnate Torah would mean that after Paul's Brief Encounter with Unaltered Truth thereafter Paul would turn to Crucified Hebrew Scripture to Allow the Nails of Deception to Enter his Head hence Paul becomes the Emissary of the Letter of Distortion to Break the Torah by Ending the Covenant of Male Circumcision to Cut Off the Uncircumcised from their Kin.



Romulo Pilapil, 56, a carpenter from the Philippines, has been left with a face swollen to three times its normal size after suffering from a mystery illness



From: [Scott Wiener](#)
To: [Human Relations Commission](#)
Subject: Amazing turnout!
Date: Tuesday, January 14, 2020 9:01:45 AM

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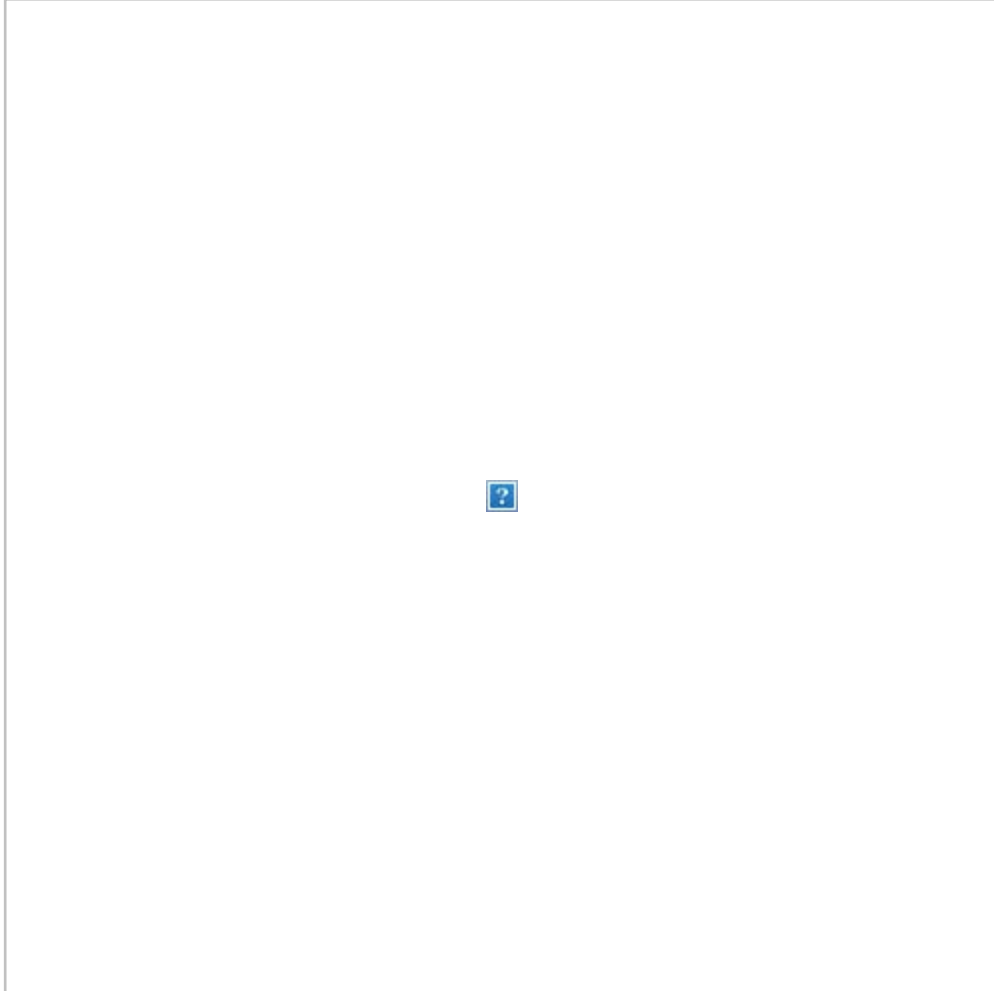
Scott Wiener



Friend,

Thank you to everyone who joined us for our campaign kickoff on Saturday! We enjoyed perfect weather; a great venue; and support from our speakers Lieutenant Governor Eleni Kounalakis, Mayor London Breed, District 8 Supervisor Rafael Mandelman, SF Labor Council Executive Director Rudy

Gonzalez, Daly City Councilmember Ray Buenaventura, and Alice B. Toklas LGBT Democratic Club Co-Chair David Fujimoto. It was such a success that we ran out of space inside the venue and the 200+ person crowd spilled out into the street!



Vote-by-mail ballots drop in a few short weeks, and if we're going to keep this momentum going, we need you to volunteer! [Fill out this form](#) to let us know if you can knock doors, do visibility, or if you would like a window sign for your home.

I've already started knocking on doors, my favorite campaign activity.



See you out there!

Sincerely,



Scott Wiener

P.S. We've given out so many window signs that we need to order more! [Donate today!](#)

Paid for by Re-Elect Scott Wiener for State Senate 2020. FPPC #1392654.

This email was sent to hrc@cityofpalto.org. To stop receiving emails, [click here](#).

From: [California Against Slavery](#)
To: [Human Relations Commission](#)
Subject: The Calendar of Events has Launched! Take a Look...
Date: Tuesday, January 14, 2020 12:06:07 PM

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Making a Difference is Easier than Ever



It takes a village to raise a child,
and it takes a village to *protect* one.

Polaris identified 3,272 victims of
human trafficking in California
during 2018.

Get involved with your community
through our new Calendar of Events.
Let's make California a safer place!

Volunteer or simply attend an event. For a truly Connected and
Collaborating California, we need YOU.

Take a look at everything already lined up for this month:

See Calendar of Events!

If you have any questions, reply to this email.
Thank you for fighting against slavery *together!*

California Against Slavery | P.O. Box 19323, San Diego, CA 92159

[Unsubscribe hrc@cityofpaloalto.org](mailto:hrc@cityofpaloalto.org)

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Sent by cas@californiaagainstsavery.org in collaboration with



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Cc: [mary.greenwood@jud.ca.gov](#); [Adrienne.Grover@jud.ca.gov](#); [Alison.Danner@jud.ca.gov](#); [Eugene.Premo@jud.ca.gov](#); [Franklin.Elia@jud.ca.gov](#); [Nathan.Mihara@jud.ca.gov](#); [patrick@sdap.org](#); [sixth.district@jud.ca.gov](#); [Human Relations Commission](#)
Subject: Corrective Action against William Robinsion regarding Robert Moss Homicide
Date: Thursday, January 16, 2020 1:38:58 PM

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Honorable California Supreme Court Justices

Honorable California Supreme Court Justices,

This petition is to request investigation & corrective action into Sixth District Appellate Program Assistant Director: William R. Robinson, who has been caught committing fraud & manipulating court records pertaining to the 2012 homicide of Markham Plaza Resident Robert Moss, which was concealed from 2013//2014 Civil Grand Jury Investigation into the Santa Clara County Public Guardian & subject of malicious prosecution of San Francisco Bay Area public safety advocate & community leader: Cary Andrew Crittenden.

http://www.scsccourt.org/court_divisions/civil/cgi/2014/PublicGuardian.pdf

<https://www.docdroid.net/ZcIsZoN/declaration-of-facts-in-support-of-petition-for-habeas-corpus-relief.pdf>

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Ms Nancy Ford
nf@silicon-valley.city

For information regarding the falsified police reports, please visit: <http://www.uglyjudge.com/santa-clara-county-california-government-conspiracy-exposed-police-falsified-reports-to-frame-whistle-blower-cary-andrew-crittenden/>

OPINION

Monday, December 18, 2019 Daily Post 9

City foot dragging

Dear Editor: In response to the Post's story on Saturday, "More police secrecy proposed," I find it difficult to reconcile the alleged racist conduct of Palo Alto Police Capt. Zach Perron and the systematic foot dragging by city officials in refusing to release this long overdue investigation.

It's difficult not to conclude that we are watching an ongoing cover-up. The alleged incident dates back to Jan. 28, 2014, nearly five years ago. Not only has the investigation not been released but Perron was rewarded with a promotion.

The longer this incident is allowed to fester, the more likely it will catch fire with the public, the press, social media, and social justice groups like Black Lives Matter.

If our city were really concerned with ending the long-standing animus between the African American community and police the Perron investigation would be released immediately.

**Aram James
Palo Alto**

From: [Aram James](#)
To: [Human Relations Commission](#)
Cc: [Council, City](#); greg@gregtanaka.org
Subject: Palo Alto City Council Priorities for 2020 -submitted by Aram James and related issues
Date: Thursday, January 16, 2020 3:30:00 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Hi Council member Greg Tanaka,

I hope you and your family are doing well. I previously lived in Palo Alto for most of my life..but moved to Redwood City for the last 5-6 years. I'm now living in Palo Alto again.

1. At some point I would like the opportunity to meet with you to discuss my experience with issues surrounding safe parking programs.

My personal # 1 priority for the city council for 2020

2. I would also like to discuss, with you, the issues surrounding PAPD Captain Zack Perron -and the failure of the city and or the police department —and the part played by the Palo Alto Independence Police auditor —in failing to release the IPA report re allegations that Captain Perron acted in a racist and bigoted manner towards a now former member of the PAPD -during an incident dating back to Jan 28, 2014...nearly six years ago now.

In fact I know that soon the city of Palo Alto will be having Its annual meeting re setting priorities for 2020. My request is that this critical issue be prioritized as the # 1 issue before the city council for 2020. I realize this is a long shot -but I feel compelled to make my best effort to see that this issue is not ignored.

I will copy this e-mail to the entire city council and any staff members you suggest so that at least my input is considered prior to the annual retreat —for priority setting.

In a separate e-mail I will send a copy of a short letter to editor of the Daily Post....that I wrote back on December 16, 2019 titled: *City foot dragging*.

3. **Second requested priority
for our city council for 2020..Ban
Tasers**

In the 2007 I was very active in Palo Alto in opposing the introduction of Tasers into the city of Palo Alto. I believe it is time to permanently ban Tasers in Palo Alto....it is not a weapon that is needed by our police department. The weapon is extremely expensive to maintain and are very unsafeand are rarely used by the PAPD.

In a separate email I will send you two articles I co-authored with attorney Richard Kondaa few years back... when we opposed the purchase and use of Tasers by the Santa Clara County Sheriff's Department.

Although the issue of the use of Tasers in our jails is different than the use of Tasers by our police in the streetsmany of the key issues are the same. I will also send you-if still available-the video of my presentation to the Palo Alto Taser Task Force back in 2007. Ultimately in May of 2007 our City Council in a 5-4 vote...voted to allow the PAPD to purchase Tasers. Guess who provided the 5th and deciding vote!!!!

**3rd priority for the City Council
to consider in 2020 is a bathroom
At Bol Park.**

4. I will discuss this issue in detail with you....
council member Tanaka...when we meet
and do my best to prepare a memo of
reasons for this request to be provided to
staff members who are preparing issues for the upcoming
retreat.

Sincerely,

Aram James
415-370-5056
abjpd1@gmail.com

Sent from my iPhone

From: [Aram James](#)
To: greg@gregtanaka.org; [Council, City; Human Relations Commission; chuckjagoda1@gmail.com; Jonsen, Robert; city.council@menlopark.org; citycouncil@mountainview.gov; city.council@menlopark.org; Kniss, Liz \(internal\); paloaltofreepress@gmail.com; Kou, Lydia; council@redwoodcity.org; Perron, Zachary; City Mgr](#)
Subject: Aram James presents to the Taser Task Force part 2 March 2007
Date: Thursday, January 16, 2020 3:48:06 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

<https://archive.org/details/aramjamesPaloAltoTaserTaskForcePt2>

Shared via the [Google app](#)

Sent from my iPhone

From: [Aram James](#)
To: greg@gregtanaka.org; [Human Relations Commission](#); [City Mgr; Jonsen, Robert](#); paloaltofreepress@gmail.com; city.council@menlopark.org; city.council@menlopark.org; council@redwoodcity.org; [Dave Price](#); [Kniss, Liz \(internal\)](#); [Kou, Lydia](#); chuckjagoda1@gmail.com
Subject: Taser Task Force part 3 Ray Samuels letter read by Aram James March 2097
Date: Thursday, January 16, 2020 3:54:24 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

<https://archive.org/details/raySamuelsOnTasers>

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Sent from my iPhone

From: [Aram James](#)
To: greg@gregtanaka.org
Cc: [Dave Price](#); paloaltofreepress@gmail.com; [chuck jagoda](#); [Council, City](#); [Council, City](#); [Carlos Bolanos](#); jrosen@da.sccgov.org; [Kniss, Liz \(internal\)](#); [Kou, Lydia](#); city.council@menlopark.org; citycouncil@mountainview.gov; [City Mgr](#); [Jonsen, Robert](#); [Perron, Zachary](#); [Human Relations Commission](#); michael.gennaco@oirgroup.com; [Stump, Molly](#); [Minor, Beth](#)
Subject: Why Tasers should be banned in Palo Alto —and why this issue should be prioritized as a top issue by the PA City Council in 2020—see piece below by Richard Konda & Aram James —issues discussed in the below article are meant to be instructive on the is...
Date: Thursday, January 16, 2020 4:49:43 PM

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<https://siliconvalleydebug.org/stories/stop-tasers-from-being-introduced-to-our-jails>

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Sent from my iPhone

From: [Aram James](#)
To: greg@gregtanaka.org
Cc: paloaltofreepress@gmail.com; Council, City; Jonsen, Robert; council@redwoodcity.org; city.council@menlopark.org; citycouncil@mountainview.gov; Kniss, Liz (internal); [chuck jagoda](#); Perron, Zachary; Dave Price; Kou, Lydia; Human Relations Commission; JRosen@dao.sccgov.org
Subject: Expert: Stun guns are far from being a 'nonlethal' alternative to bullets —-2015
Date: Thursday, January 16, 2020 4:58:12 PM

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FYI: Another article that is instructive re why Tasers should be banned in Palo Alto —and should be prioritized as a top issue by the city council in 2020.

<https://sfbayview.com/2015/12/expert-stun-guns-are-far-from-being-a-nonlethal-alternative-to-bullets/>

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Sent from my iPhone

From: [Scott Wiener](#)
To: [Human Relations Commission](#)
Subject: It's time for ACTION, solve the housing crisis [SIGN ON]
Date: Thursday, January 16, 2020 5:04:55 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Scott Wiener



Friend --

As your Senator, I've pressed for bold action to address our housing crisis. The urgency is clear: evictions are spiking, young families are leaving the state, and people are being pushed into homelessness.

[You can watch my new video here about how I am working to address](#)

[California's housing crisis >>](#)



Last week, I introduced an updated version of Senate Bill 50, a bill that will help ease California's 3.5 million housing shortage by reforming California's housing laws and making it possible to build apartment buildings and affordable housing across our state.

Passing Senate Bill 50 will help solve the fundamental issues driving the housing crisis.

[**SIGN ON AS A CALIFORNIA CONSTITUENT CO-SPONSOR OF SB 50 >>**](#)



But if we are going to get this transformative bill passed in the Legislature, I need to show my fellow legislators just how many Californians support this bold, progressive plan to address our housing emergency.

That's why I am humbled by the voices of Californians across the state who have stood up to support this important legislation. On Twitter and Facebook, people are speaking out...



That's why I have to ask: [**Will you add your voice and sign on as a California constituent co-sponsor of SB 50 by adding your name here?**](#)



We cannot afford to kick the can any further on addressing our housing crisis. Together, we can get SB 50 passed to make sure all Californians have a home.

Thank you for signing on as a California constituent co-sponsor!



-- Senator Scott Wiener

Senator Scott Wiener represents District 11 in the California State Senate. District 11 includes all of San Francisco, Broadmoor, Colma, and Daly City, as well as portions of South San Francisco.

In the Senate, Senator Wiener works to make housing more affordable, invest in our transportation systems, increase access to healthcare, support working families, meaningfully address climate change and the impacts of drought, reform our criminal justice system, reduce gun violence, reduce California's high poverty rate, and safeguard and expand the rights of all communities, including immigrants and the LGBT community.

If you would like to learn more about Senator Wiener's re-election campaign, please visit our website here: <http://www.scottwiener.com/>

If you wish to unsubscribe, you can do so here: <https://www.scottwiener.com/unsubscribe>



Paid for by Re-Elect Scott Wiener for State Senate 2020. FPPC # 1392654.

Mailing Address: 5940 College Ave., Suite F, Oakland, CA 94618

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Created with [NationBuilder](#), the essential toolkit for leaders.

From: [Aram James](#)
To: [Human Relations Commission](#); epatoday@epatoday.org
Subject: Palo Alto City Council Priorities for 2020 -submitted by Aram James and related issues
Date: Thursday, January 16, 2020 5:41:54 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Hi Council member Greg Tanaka,

I hope you and your family are doing well. I previously lived in Palo Alto for most of my life..but moved to Redwood City for the last 5-6 years. I'm now living in Palo Alto again.

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and do my best to prepare a memo of
reasons for this request to be provided to
staff members who are preparing issues for the upcoming retreat.

Sincerely,

Aram James
415-370-5056
abjpd1@gmail.com

Sent from my iPhone

From: [Aram James](#)
To: [mark weiss](#); [Council, City](#); [Stump, Molly](#); [Jonsen, Robert](#); [City Mgr](#); [paloaltofreepress@gmail.com](#); [Kniss, Liz \(internal\)](#); [price@padailypost.com](#); [chuckjagoda1@gmail.com](#); [Kou, Lydia](#); [jrosen@da.sccgov.org](#); [Human Relations Commission](#)
Subject: Hi Folks, my 3 priorities for the city council and the HRC in 2020—submitted by aram James
Date: Thursday, January 16, 2020 10:38:43 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

FYI: Tried to post this piece to Palo Alto online's story (today's article) re our currently extraordinarily dysfunctional HRC without success —Mark Weiss -had numerous excellent posts—thus my initial greetings to Mark

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Hi Folks,

Hi Mark Weiss! Love you my friend.! Been more then 40 years since I saw Charlie Musselwhite ...so sorry I missed the recent event you produced featuring Charlie W. How did it go? After 5 years or so of living in Redwood City ...I'm back living in Palo Alto.

1. Like you Mark I love Lakiba Pittman. I'm so old that I was an assistant soccer coach for her son and my oldest son Sean back 40 years ago. I loved attending HRC meeting back when Lakiba was on the commission. I respect LaDoris Cordell very much but don't always agree with her. I certainly didn't ask LaDoris Cordell, despite my adamant opposition to Tasers, to resign from the city council, back in 2007, when she provided the 5th and deciding vote in favor of bringing deadly Tasers to Palo Alto.

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Here are my suggested priority issues for 2020. As an aside...I don't think I'll get the time of day on any of the 3 issues either with the city council or the HRC. No chance on the 1st two issues... for sure...# 3 a long-shot. Here they are.

Priority # 1: The City must release the report on the Captain Zack Perron scandal. The alleged racist and vile incident occurred January 28, 2014—6 years ago this month. I have great respect for HRC member Daryl Savage... but I believe consciously or unconsciously she harbors such a pro police bias she is unable or incapable of ever voting for an issue that calls for more police accountability or

transparency. Of course, if facts to the contrary exist—I'm am willing to take a second look.

Similarly....the entire city council talks a good game on police transparency...but they're afraid to take a stand against the police chief, the city manager, or the city attorney on releasing the Zack Perron investigation.

I watched the entire city council discussion- last meeting in December 2019—and the 1 hr or so discussion.... on the Perron investigation was an exercise in obfuscation...the Council talked all around the issue for the entire Perron agenda itemand not one council members dared asked the operative question of the police chief, city manager or city attorney. Are you going to release the report? Yes or No? My strong opinion is that the council will never stand up to the police, city manager or city attorney on the issue.

Our only chance is If the issue goes viral ...and grassroots organizations including Black Lives Matter —demand that the report be released and the cover-up cease.

2. Priority issue # 2: revisit the Taser issue from 2007 —and after a robust discussion Ban Tasers in Palo Alto. Today I sent the council and the HRC numerous articles on the Taser issue —of relatively recent vintage -2015 -2018—and a three part anti-Taser video of my presentation before the Taser Task Force back in 2007. Daryl Savage was on the Taser Task Force —was unfailing polite...including to me during my presentation—and at all times. My experience-observation were that Daryl Savage was incapable of rising above her inherent bias to give the anti-Taser position a fair hearing-Trial. Similarly beyond some polite lip service to the dangers of Tasers —the city Council will ignore the growing body of evidence that Tasers kill indiscriminately and hugely disproportionately people of color and vulnerable populations. The council will yet again bow to the police chief's wishes and non responsive answers to hard questions on Tasersand ultimately will vote to retain Tasers —even assuming the HRC or council will even be willing to put the matter on their respective agendas.
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To: [mark weiss](#); [Council, City](#); [Stump, Molly](#); [Jonsen, Robert](#); [City Mgr](#); [paloaltofreepress@gmail.com](#); [Kniss, Liz \(internal\)](#); [price@padailypost.com](#); [chuckjagoda1@gmail.com](#); [Kou, Lydia](#); [jrosen@da.sccgov.org](#); [Human Relations Commission](#)
Subject: Re: Hi Folks, my 3 priorities for the city council and the HRC in 2020—submitted by aram James
Date: Thursday, January 16, 2020 10:54:50 PM

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From: [mark.weiss](#)
To: [Aram James](#)
Cc: [Council, City; Stump, Molly; Jonsen, Robert; City Mgr; paloaltofreepress@gmail.com; Kniss, Liz \(internal\); price@padailypost.com; chuckjagoda1@gmail.com; Kou, Lydia; jrosen@da.sccgov.org; Human Relations Commission](#)
Subject: Re: Hi Folks, my 3 priorities for the city council and the HRC in 2020—submitted by aram James
Date: Friday, January 17, 2020 11:46:14 AM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

As always Dr. Aram (juris), interesting to reframe our political policy and community reality from your perch.

Charlie Musselwhite played the big beat on San Antonio near the current JCC in the current mosque Dash where the dead also did a trip – or test -50 years prior. By the way I am producing a show at the new Mitchell Park – we the people approved a \$41 million bond issued liability and now we want to see how rock rolls there— tonight with Johnny A and Jerry Hannan.

Also I am about to announce in July a one woman show about mother Jones the labor activist.

Also per my comments on the most responsible of the local press website and the human relations commission if I can't get the actual "Mr. black quote from the Quentin Tarantino movie to facilitate a workshop I would at least imagine such and write about it in my head first question who is Mr. pink or who wants to be Mr. pink and why.

Mark Weiss

DbA Earthwise

PS some of my earliest political philosophies were developed in a laboratory run by a man named Clay Leo at Gunn high school in 1979: his go Bam what do yours do? History and geography of the bay area Metropolis – American political behavior.

Sent from my iPhone

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...more on the merits later.

Sincerely,

Aram James

From: Amy Ruiz
To: Ming.Chin@jud.ca.gov; Carol.Corrigan@jud.ca.gov; Goodwin.Liu@jud.ca.gov; mCuellar@jud.ca.gov; Leondra.Kruger@jud.ca.gov; Joshua.Groban@jud.ca.gov; tCantil-Sakauye@jud.ca.gov
Cc: mary.greenwood@jud.ca.gov; Adrienne.Grover@jud.ca.gov; Alison.Danner@jud.ca.gov; Eugene.Premo@jud.ca.gov; Franklin.Elia@jud.ca.gov; Nathan.Mihara@jud.ca.gov; patrick@sdap.org; sixth.district@jud.ca.gov; [Human Relations Commission](#)
Subject: Corrective Action against William Robinsion regarding Robert Moss Homicide
Date: Friday, January 17, 2020 3:10:07 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Honorable California Supreme Court Justices

Honorable California Supreme Court Justices,

This petition is to request investigation & corrective action into Sixth District Appellate Program Assistant Director: William R. Robinson, who has been caught committing fraud & manipulating court records pertaining to the 2012 homicide of Markham Plaza Resident Robert Moss, which was concealed from 2013//2014 Civil Grand Jury Investigation into the Santa Clara County Public Guardian & subject of malicious prosecution of San Francisco Bay Area public safety advocate & community leader: Cary Andrew Crittenden.

http://www.scsccourt.org/court_divisions/civil/cgj/2014/PublicGuardian.pdf

<https://www.docdroid.net/ZcIsZoN/declaration-of-facts-in-support-of-petition-for-habeas-corpus-relief.pdf>

--

Ms Amy Ruiz
aruiz@yahooooo.com

For information regarding the falsified police reports, please visit: <http://www.uglyjudge.com/santa-clara-county-california-government-conspiracy-exposed-police-falsified-reports-to-frame-whistle-blower-cary-andrew-crittenden/>

From: [Michael Meyer](#)
To: [Ming.Chin@jud.ca.gov](#); [Carol.Corrigan@jud.ca.gov](#); [Goodwin.Liu@jud.ca.gov](#); [mCuellar@jud.ca.gov](#); [Leondra.Kruger@jud.ca.gov](#); [Joshua.Groban@jud.ca.gov](#); [tCantil-Sakauye@jud.ca.gov](#)
Cc: [mary.greenwood@jud.ca.gov](#); [Adrienne.Grover@jud.ca.gov](#); [Alison.Danner@jud.ca.gov](#); [Eugene.Premo@jud.ca.gov](#); [Franklin.Elia@jud.ca.gov](#); [Nathan.Mihara@jud.ca.gov](#); [patrick@sdap.org](#); [sixth.district@jud.ca.gov](#); [Human Relations Commission](#)
Subject: Corrective Action against William Robinsion regarding Robert Moss Homicide
Date: Friday, January 17, 2020 6:37:02 PM

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<https://www.docdroid.net/ZcIsZoN/declaration-of-facts-in-support-of-petition-for-habeas-corpus-relief.pdf>

--

Mr Michael Meyer
mm@aaooil.com

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From: [Sandra Dias](#)
To: [Ming.Chin@jud.ca.gov](#); [Carol.Corrigan@jud.ca.gov](#); [Goodwin.Liu@jud.ca.gov](#); [mCuellar@jud.ca.gov](#); [Leondra.Kruger@jud.ca.gov](#); [Joshua.Groban@jud.ca.gov](#); [tCantil-Sakauye@jud.ca.gov](#)
Cc: [mary.greenwood@jud.ca.gov](#); [Adrienne.Grover@jud.ca.gov](#); [Alison.Danner@jud.ca.gov](#); [Eugene.Premo@jud.ca.gov](#); [Franklin.Elia@jud.ca.gov](#); [Nathan.Mihara@jud.ca.gov](#); [patrick@sdap.org](#); [sixth.district@jud.ca.gov](#); [Human Relations Commission](#)
Subject: Corrective Action against William Robinsion regarding Robert Moss Homicide
Date: Sunday, January 19, 2020 12:22:56 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

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Ms Sandra Dias
eah@yandex.com

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From: [Scott Wiener](#)
To: [Human Relations Commission](#)
Subject: Save the Date!
Date: Tuesday, January 21, 2020 2:46:08 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Scott Wiener



Friend,

My re-election efforts are kicking into high gear! I want to share a few important updates from the campaign trail with you:

First, I'll be hosting a Grassroots Reception on February 21! Our biggest event of the primary season will feature a night of music and special guests to be

announced. [Make sure to get your tickets today!](#)

Re-Elect Scott Wiener Grassroots Reception

February 21, 5:30-7:00 PM

Cafe Du Nord (2174 Market St.)

[RSVP here](#)



Second, my campaign team has revamped [ScottWiener.com](#) for 2020! Head to the site to learn more about my [progressive work in the State Legislature](#), see my ever-growing [list of 2020 endorsements](#), or [sign up to volunteer](#).

Finally, I'm proud to announce today some new and very important endorsements: Planned Parenthood Northern California Action Fund and San Francisco Board of Supervisors President Norman Yee. If you would like to be added to our website as an endorser, make sure to fill out our [volunteer form](#) and check "You may use my/our name as an endorser."

[See you on February 21!](#)

Sincerely,



Scott Wiener

Paid for by Re-Elect Scott Wiener for State Senate 2020. FPPC #1392654.

This email was sent to hrc@cityofpal Alto.org. To stop receiving emails, [click here](#).

From: [Aram James](#)
To: [Stump, Molly](#); JRosen@dao.sccgov.org; [Jonsen, Robert](#); [Council, City](#); citycouncil@mountainview.gov; [GRP-City Council](#); [Tom DuBois](#); [Kniss, Liz \(external\)](#); [Steven D. Lee](#); [Lydia Kou](#); [Dave Price](#); [Zack](#); [Human Relations Commission](#)
Cc: [Aram James](#)
Subject: reexamining the need for Tasers in Palo Alto-- 2020 priority
Date: Tuesday, January 21, 2020 6:36:51 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

1/21/20

From: Aram James: abjpd1@gmail.com--415-370-5056

To: City Council, City Attorney, City Manager, Police Chief and the community

**Reexamining the need for Tasers in Palo Alto,
a priority for review by our city council in 2020**

1. In the past I've been labeled a **police critic** –and that might be a fair characterization –and that's okay with me... but I prefer being referred to as a **Best Police Practices Advocate**.
2. In 2020 I'm requesting that the City council and the community reexamine the need for Tasers –particularly in light of a growing body of evidence—since 2007—that Tasers are far more dangerous than originally thought.
3. Build the community conversation based on data and the facts re Taser usage and expenses, here in Palo Alto.

CPRA request

4. To: City Attorney Molly Stump: I am making a formal CPRA request tonight for the following information:
5. The number of times Tasers have been deployed since their implementation in 2007—and a breakdown of the data re the number of times Tasers have been deployed each year from 2007 to the end of 2019.
6. The cost or monies spent purchasing Tasers on an annual basis from 2007-2019 –grand total and the annual cost. The cost to replace Tasers. The cost to repair Tasers—etc. The total amount spent on Tasers annually-- including the costs specially attributed to Taser training of new officers and the retraining of long term-employed officers.
7. The number and case names of law suits filed against the city of Palo Alto based entirely on Taser usage.... and or based on Taser usage and other uses of force...from 2007 thru 2019. Litigation costs –including the cost of hiring of outside council to litigate Taser related cases from 2007-2019.
8. All info re monies paid by Axon Enterprise, formerly Taser International, to members of the PAPD.
9. Consistent with the language and spirit of the CPRA assistance from the city in identifying

other expenses related to the use of Tasers that I have not identified in this CPRA request.

10. Once I have received and reviewed the above data—I will come back to the city council with any conclusions I can glean –and make any arguments and conclusions justified by the data.

11. I am happy to sit down with any council member who would like to discuss issues related to the use of Tasers –in the city of Palo Alto.

Sincerely,

Aram James

From: [Aram James](#)
To: [Stump, Molly](#); [Molly.ONeal@pdo.sccgov.org](#); [paloaltofreepress@gmail.com](#); [greg@gregtanaka.org](#); [Kou, Lydia](#); [Kniss, Liz \(internal\)](#); [chuckjagoda1@gmail.com](#); [city.council@menlopark.org](#); [Dave Price](#); [Jonsen, Robert](#); [council@redwoodcity.org](#); [Steven D. Lee](#); [jrosen@da.sccgov.org](#); [David Angel](#); [Roberta Ahlquist](#); [wilpf.peninsula.paloalto@gmail.com](#); [city.council@menlopark.org](#); [City Mgr](#); [Dave Price](#); [cindy.chavez@bos.sccgov.org](#); [Anna Griffin](#); [Minor, Beth](#); [Raj](#); [Richard Konda](#); [DuBois, Tom](#); [Kou, Lydia](#); [Damon Silver](#); [michael.gennaco@oirgroup.com](#); [james.pitkin](#); [lgauthier@cityofepa.com](#); [lmoody@cityofepa.org](#); [Tony Dixon](#); [Greer Stone](#); [Thomas Atwood](#); [rabrica@cityofepa.org](#); [Human Relations Commission](#)
Subject: Should the city of Palo Alto ban Tasers?
Date: Wednesday, January 22, 2020 1:31:16 AM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

1/22/2020

Hi Folks,

I'm hoping to persuade the Palo Alto City Council to re-examine the need for Tasers in Palo Alto. I'm requesting that the Taser issue be one of the council's priority issues in 2020.

Since the introduction of Tasers in Palo Alto... a growing body of evidence suggests that Tasers are much more dangerous than originally thought.

In September of 2014.... I was invited to speak as part of a panel on whether Berkeley's police should be allowed to purchase and use Tasers. As part of my presentation.... I discussed my own experience with the same issue in Palo Alto back in 2007.

My presentation was a brief 13 minutes or so... but covered many of the key issues the PA City Council ... and the community at large.... should take into consideration when deciding whether Taser are no longer needed in Palo Alto (see the link to my presentation below).

Sincerely,

Aram James

Check out this video on YouTube:

<https://youtu.be/zxRyBZjY46s>

Sent from my iPhone

From: [mark weiss](#)
To: [Aram James](#)
Cc: [Stump, Molly](#); [Molly.ONeal@pdo.sccgov.org](#); [paloaltofreepress@gmail.com](#); [greg@gregtanaka.org](#); [Kou, Lydia](#); [Kniss, Liz \(internal\)](#); [chuckjagoda1@gmail.com](#); [city.council@menlopark.org](#); [Dave Price](#); [Jonsen, Robert](#); [council@redwoodcity.org](#); [Steven D. Lee](#); [jrosen@da.sccgov.org](#); [David Angel](#); [Roberta Ahlquist](#); [wilpf.peninsula.paloalto@gmail.com](#); [City Mgr](#); [Dave Price](#); [cindy.chavez@bos.sccgov.org](#); [Anna Griffin](#); [Minor, Beth](#); [Raj](#); [Richard Konda](#); [DuBois, Tom](#); [Damon Silver](#); [michael.gennaco@oirgroup.com](#); [james pitkin](#); [lgauthier@cityofepa.com](#); [lmoody@cityofepa.org](#); [Tony Dixon](#); [Greer Stone](#); [Thomas Atwood](#); [rabrica@cityofepa.org](#); [Human Relations Commission](#)
Subject: Re: Should the city of Palo Alto ban Tasers?
Date: Wednesday, January 22, 2020 5:32:16 PM

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I agree with Dr Aram James JD about tasers' in Palo Alto impropriety.
This is Silicon Valley not Torquemada.
Mark B Weiss
Palo Alto
January 22, 2020

Sent from my iPhone

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>
> 1/22/2020
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> Check out this video on YouTube:
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>
> Sent from my iPhone

From: [aram.james](#)
To: [City Mgr; chuck.jagoda; Wintergery; Kou, Lydia; Council, City; citycouncil@mountainview.gov; WILPF.peninsula.paloalto@gmail.com; council@redwoodcity.org; Jonsen, Robert; Perron, Zachary; JRosen@dao.sccgov.org; michael.gennaco@oirgroup.com; fred.smith; Richard Konda; Raj; Nicholas Chan; chuck.jagoda](#)
Subject: Aram James's 3 priorities for the Palo Alto City Council in 2020-feedback appreciated
Date: Thursday, January 23, 2020 3:33:45 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Aram James in Duveneck/ St Francis

January 23, 2020, 11:49 AM

1. Priority for 2020 —release the investigation re Palo Alto Police Captain Zack Perron. The alleged vile and racist conduct by Perron is being covered up by the city of Palo Alto. The alleged racist incident occurred on Jan 28, 2014 —nearly 6 years ago. Having a high ranking officer under a cloud of racist and outrageous conduct is unacceptable. If the allegations are true the message being sent to the other members of the PAPD and to our community membersis that our city council, city manager, city attorney and police chief are willing to accept and promote a culture of racism in our police department -with no mechanism in place to expose and hold accountable racist members of the PAPD. We must not allow such a culture to fester in our city.

2. I have filed an extensive CPRA request (at the city council meeting on Tuesday January 21, 2020) re important data re the of use of Tasers, expense of Tasers and other relevant data points. I expect full transparency in the release of these records in a timely fashion ...and full compliance with the CPRA by the city. Once I have all necessary data—I will present the information to the community and the city council. I will then call for the city council and HRC to re-examine whether Tasers are still necessary in Palo Alto. Should we ban Tasers in Palo Alto given the growing evidence that Tasers are much more dangerous then originally thought?

3 priority for 2020. A robust discussion re the critical need for a bathroom at Bol Park. A bathroom designed to complement the extraordinary natural setting.

Sincerely,

Aram James

[415-370-5056](#)

P.S. any guideline for civility (code for self-censorship) must not be used to chill speakers full right to exercise their first amendment rights.

[read less](#)

If it looks good, click OK. Otherwise, click EDIT.

OK

Edit

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Set Language



Sent from my iPhone

From: [Scott Wiener](#)
To: [Human Relations Commission](#)
Subject: For me, this work is personal
Date: Thursday, January 23, 2020 4:55:10 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Scott Wiener

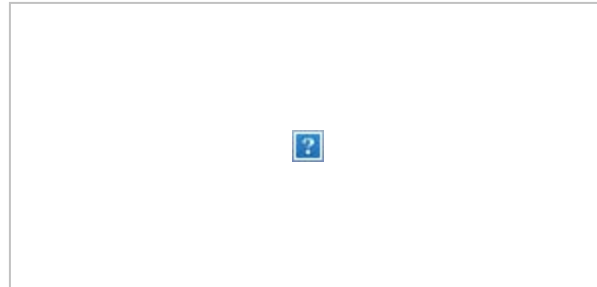


Friend --

As a proud gay man and, before being elected to the Senate, the occupant of Harvey Milk's former seat on the Board of Supervisors, it is my privilege to champion the needs of LGBTQ people all across this state.

That's why I was proud to unveil my new legislation last week to commit

the State of California to creating a master plan for ending new HIV infections, hepatitis C infections, and other sexually transmitted infections. These diseases disproportionately impact LGBTQ communities and communities of color. We must take bold action to end these epidemics. [READ ABOUT MY BOLD PLAN HERE »](#)



[Will you sign on here in support of my bill \(SB 859\) to comprehensively address California's sexually transmitted disease crisis? SIGN ON >>](#)



For me, this fight is personal.

I have lost friends and loved ones to HIV. I came of age as a gay man in the 1980s, when there was no effective treatment for the disease, and far too many members of our community were dying.

With greater access to HIV-prevention medication, educational awareness, and de-stigmatization of HIV, hepatitis C, and STDs, many lives can be saved.

[SIGN ON AS A CALIFORNIA CONSTITUENT CO-SPONSOR OF SB 859 >>](#)



As the chair of the California LGBTQ Legislative Caucus, I refuse to sit back while more Californians suffer from preventable diseases.

I will continue to fight to make the eradication of HIV and other STDs a top priority in California. Thank you for taking action to join me in this effort!





Senator Scott Wiener represents District 11 in the California State Senate. District 11 includes all of San Francisco, Broadmoor, Colma, and Daly City, as well as portions of South San Francisco.

In the Senate, Senator Wiener works to make housing more affordable, invest in our transportation systems, increase access to healthcare, support working families, meaningfully address climate change and the impacts of drought, reform our criminal justice system, reduce gun violence, reduce California's high poverty rate, and safeguard and expand the rights of all communities, including immigrants and the LGBT community.

If you would like to learn more about Senator Wiener's re-election campaign, please visit our website here: <http://www.scottwiener.com/>

*If you wish to unsubscribe, you can do so here:
<https://www.scottwiener.com/unsubscribe>*

Paid for by Re-Elect Scott Wiener for State Senate 2020. FPPC # 1392654.

Mailing Address: 5940 College Ave., Suite F, Oakland, CA 94618

<https://www.scottwiener.com/unsubscribe>

This email was sent to hrc@cityofpalalto.org. To stop receiving emails, [click here](#).

From: [Hans-Peter Tiemann](#)
To: [Aram James](#); [Stump, Molly](#); [Molly.ONeal@pdo.sccgov.org](#); [paloaltofreepress@gmail.com](#); [greg@gregtanaka.org](#); [Kou, Lydia](#); [Kniss, Liz \(internal\)](#); [chuckjagoda1@gmail.com](#); [city.council@menlopark.org](#); [Dave Price](#); [Jonsen, Robert](#); [council@redwoodcity.org](#); [Steven D. Lee](#); [jrosen@da.sccgov.org](#); [David Angel](#); [Roberta Ahlquist](#); [wilpf.peninsula.paloalto@gmail.com](#); [City Mgr](#); [Dave Price](#); [cindy.chavez@bos.sccgov.org](#); [Anna Griffin](#); [Minor, Beth](#); [Raj](#); [Richard Konda](#); [DuBois, Tom](#); [Damon Silver](#); [michael.gennaco@oirgroup.com](#); [james pitkin](#); [lgauthier@cityofepa.com](#); [lmoody@cityofepa.org](#); [Tony Dixon](#); [Greer Stone](#); [Thomas Atwood](#); [rabrica@cityofepa.org](#); [Human Relations Commission](#)
Subject: Re: Should the city of Palo Alto ban Tasers?
Date: Friday, January 24, 2020 7:54:12 AM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Good work my friend

[Sent from Yahoo Mail for iPhone](#)

On Wednesday, January 22, 2020, 1:30 AM, Aram James <abjpd1@gmail.com> wrote:

1/22/2020

Hi Folks,

I'm hoping to persuade the Palo Alto City Council to re-examine the need for Tasers in Palo Alto. I'm requesting that the Taser issue be one of the council's priority issues in 2020.

Since the introduction of Tasers in Palo Alto... a growing body of evidence suggests that Tasers are much more dangerous then originally thought.

In September of 2014.... I was invited to speak as part of a panel on whether Berkeley's police should be allowed to purchase and use Tasers. As part of my presentation.... I discussed my own experience with the same issue in Palo Alto back in 2007.

My presentation was a brief 13 minutes or so... but covered many of the key issues the PA City Council ... and the community at large.... should take into consideration when deciding whether Taser are no longer needed in Palo Alto (see the link to my presentation below).

Sincerely,

Aram James

Check out this video on YouTube:

<https://youtu.be/zxRyBZjY46s>

Sent from my iPhone

From: [Thomas Atwood](#)
To: [Aram James](#)
Cc: [Stump, Molly](#); [Molly.ONeal@pdo.sccgov.org](#); [paloaltofreepress@gmail.com](#); [greg@gregtanaka.org](#); [Kou, Lydia](#); [Kniss, Liz \(internal\)](#); [chuckjagoda1@gmail.com](#); [city.council@menlopark.org](#); [Dave Price](#); [Jonsen, Robert](#); [council@redwoodcity.org](#); [Steven D. Lee](#); [jrosen@da.sccgov.org](#); [David Angel](#); [Roberta Ahlquist](#); [wilpf.peninsula.paloalto@gmail.com](#); [City Mgr](#); [Dave Price](#); [cindy.chavez@bos.sccgov.org](#); [Anna Griffin](#); [Minor, Beth](#); [Raj Jayadev](#); [Richard Konda](#); [DuBois, Tom](#); [Damon Silver](#); [michael.gennaco@oirgroup.com](#); [james pitkin](#); [lgauthier@cityofepa.com](#); [lmoody@cityofepa.org](#); [Tony Dixon](#); [Greer Stone](#); [rabrica@cityofepa.org](#); [Human Relations Commission](#)
Subject: Re: Should the city of Palo Alto ban Tasers?
Date: Friday, January 24, 2020 9:08:48 AM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Thank you for staying in this struggle, Aram. Your patient, farsighted efforts will yield their harvest in due course.

Appreciatively,

Thomas

Thomas Atwood
"El Gran Bufón"
Community Advocate, Fool
<http://www.foolsmmission.org>

2824 Louis Road
Palo Alto CA 94303

650-759-5060

"A fool thinks himself to be wise, but a wise man knows himself to be a fool." -Shakespeare

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>
> 1/22/2020
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>
> Aram James

>

>

> Check out this video on YouTube:

>

> <https://youtu.be/zxRyBZjY46s>

>

>

> Sent from my iPhone

From: [chuck jagoda](#)
To: [Thomas Atwood](#)
Cc: [Aram James](#); [Stump, Molly](#); [Molly.ONeal@pdo.sccgov.org](#); [Palo Alto Free Press](#); [greg@gregtanaka.org](#); [Kou, Lydia](#); [Kniss, Liz \(internal\)](#); [city.council@menlopark.org](#); [Dave Price](#); [Jonsen, Robert](#); [council@redwoodcity.org](#); [Steven D. Lee](#); [jrosen@da.sccgov.org](#); [David Angel](#); [Roberta Ahlquist](#); [WILPF Peninsula Palo Alto](#); [City Mgr](#); [Dave Price](#); [cindy.chavez@bos.sccgov.org](#); [Anna Griffin](#); [Minor, Beth](#); [Raj Jayadev](#); [Richard Konda](#); [DuBois, Tom](#); [Damon Silver](#); [michael.gennaco@oirgroup.com](#); [james.pitkin](#); [lgauthier@cityofepa.com](#); [lmoody@cityofepa.org](#); [Tony Dixon](#); [Greer Stone](#); [rabrica@cityofepa.org](#); [Human Relations Commission](#)
Subject: Re: Should the city of Palo Alto ban Tasers?
Date: Friday, January 24, 2020 11:11:42 AM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

I'd like to endorse what Thomas Atwood says!

Thanks Aram for your public spirited fight on this crucial issue.

Chuck Jagoda

On Fri, Jan 24, 2020 at 9:08 AM Thomas Atwood <thomas@foolsmission.org> wrote:

Thank you for staying in this struggle, Aram. Your patient, farsighted efforts will yield their harvest in due course.

Appreciatively,

Thomas

Thomas Atwood
"El Gran Bufón"
Community Advocate, Fool
<http://www.foolsmission.org>

2824 Louis Road
Palo Alto CA 94303

650-759-5060

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> 1/22/2020

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> Aram James

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> Check out this video on YouTube:

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> <https://youtu.be/zzRyBZjY46s>

>

>

> Sent from my iPhone

--

Chuck

From: [Aram James](#)
To: [Kniss, Liz \(internal\)](#); [Kou, Lydia](#); paloaltofreepress@gmail.com; [DuBois, Tom](#); [Fine, Adrian](#); [City Mgr](#); [Human Relations Commission](#); [Steven D. Lee](mailto:Steven.D.Lee@da.sccgov.org); jrosen@da.sccgov.org; [Jonsen, Robert](#); [Winter Dellenbach](#); chuckjagoda1@gmail.com; price@paddailypost.com; [Perron, Zachary](#); [Minor, Beth](#); [mark weiss](#); allison@dailypost.com; [Richard Konda](#); [Raj](#); [City Mgr](#); michael.gennaco@oirgroup.com; [Stump, Molly](#); [Public Defender Media](#); [Lewis, James](#); greg@gregtanaka.org; Imoody@cityofepa.org; [Roberta Ahlquist](#); wlpf.peninsula.paloalto@gmail.com; citycouncil@mountainview.gov; CityAttorney@santaclaraca.gov; Molly.ONeal@pdo.sccgov.org; [Miguel Rodriguez](#)
Subject: Paul Kleyman interviews Aram James: Stun guns are far from being a non-lethal alternative to bullets—Dec 2015
Date: Monday, January 27, 2020 12:02:08 AM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

To: The City Council of Palo Alto and the community they represent: Time to re-examine the need for Tasers in Palo Alto (see Interview below).

From: Aram James: Over the next month or so I will be submitting at least one article a week... so our city government and community can be as fully informed on the risk of Tasers as possible. At some point in 2020, I'm hopeful the question of whether Palo Alto any longer needs Taserscan be formally placed on the city council agenda for consideration.

<https://sfbayview.com/2015/12/expert-stun-guns-are-far-from-being-a-nonlethal-alternative-to-bullets/>

Shared via the [Google app](#)

Sent from my iPhone

From: [Aram James](#)
To: [Fine, Adrian](#); [Kniss, Liz \(internal\)](#); [DuBois, Tom](#); [Kou, Lydia](#); michael.gennaco@oirgroup.com; paloaltofreepress@gmail.com; [Anna Griffin](#); chuckjagoda1@gmail.com; [Winter Dellenbach](#); wilpf.peninsula.paloalto@gmail.com; [City Mgr](#); [Council, City](#); [Dave Price](#); [Jonsen, Robert](#); [Human Relations Commission](#); greg@gregtanaka.org; council@redwoodcity.org; citycouncil@mountainview.gov; [Abenicio Cisneros](#); paloaltofreepress@gmail.com; [Donna Wallach](#); epatoday@epatoday.org; [Carlos Bolanos](#); cindy.chavez@bos.sccgov.org; [Richard Konda](#); rabrica@cityofepa.org; [Raj](#); CityAttorney@santaclaraca.gov
Cc: [mark weiss](#); [Tony Dixon](#); [PD Dan Mulholland](#)
Subject: To: The City Council of Palo Alto and the community they represent...
Date: Monday, January 27, 2020 12:32:29 AM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

To: The City Council of Palo Alto and the community they represent: Time to re-examine the need for Tasers in Palo Alto (see Interview below).

From: Aram James: Over the next month or so I will be submitting at least one article a week... so our city government and community can be as fully informed on the risk of Tasers as possible. At some point in 2020 I'm hopeful the question of whether Palo Alto any longer needs Taserscan be formally placed on the city council agenda for consideration.

<https://sfbayview.com/2015/12/expert-stun-guns-are-far-from-being-a-nonlethal-alternative-to-bullets/>

Sent from my iPhone

From: [Scott Wiener](#)
To: [Human Relations Commission](#)
Subject: Join our grassroots movement!
Date: Wednesday, January 29, 2020 9:09:51 AM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Scott Wiener



Friend,

I'm proud to have passed 36 bills into law during my time in the Senate, and I've been working hard this year to pass new legislation that moves California forward. I do take the occasional night off, though, and my campaign team is planning a special one to spend with you.

[Please join me for a Grassroots Reception at Cafe du Nord on February 21st.](#) We'll have music, dancing, food and drink, and appearances from special guests. Tickets start at only \$50!

Re-Elect Senator Scott Wiener Grassroots Reception

February 21, 5:30-7:00 PM

Cafe Du Nord

2174 Market St.

[RSVP here](#)



And speaking of grassroots efforts, I need your support in the field! I've been spending my mornings at transit stops and farmers markets reminding voters I'm up for re-election this year.



Can you join us? Here's a list of upcoming events:

- Saturday 2/1, 10am-12pm: Lit Drop @ Diamond Heights Safeway
- Thursday 2/6, 7am-9am: MUNI Visibility @ Presidio & Geary
- Saturday 2/8, 1pm-3pm: Lit Drop @ Cole & Carl with United Democratic Club

Reply directly to this email if you plan on joining Team Wiener at any of these events. Let's show our district the groundswell of grassroots support for #Wiener2020!

Sincerely,



Scott Wiener

Paid for by Re-Elect Scott Wiener for State Senate 2020. FPPC #1392654.

This email was sent to hrc@cityofpaloalto.org. To stop receiving emails, [click here](#).

From: [Cary Andrew Crittenden](#)
To: bill@sdap.org
Cc: patrick@sdap.org; sixth.district@jud.ca.gov; mccomas.b.c@gmail.com
Subject: Re: Supplemental brief. (H046743 / H045195) - Attorney Brian McComas
Date: Wednesday, January 29, 2020 10:57:28 AM
Attachments: [DECLARATION OF FACTS IN SUPPORT OF PETITION FOR HABEAS CORPUS RELIEF.pdf](#)
[PublicGuardian.pdf](#)

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Dear Mr. Robinson,

I have not received copy of recent “supplimental brief” filed by Mr. McComas.

Since around May of last year, Mr. McComas has continuously and repeatedly failed to adequately communicate, and to keep me reasonably informed.

It has been noted that this behavior of his began with the filing of the opening brief, which contained multiple false, misleading statements which still have not been adequately addressed, and contribute to the deception applied in earlier records such as the civil grand jury investigation into the Santa Clara County Public Guardian, falsified police reports, and others referred to in my declaration in support of petition for habeas corpus relief.

I still am being denied my constitutionally protected right to competent legal representation and due process.

Rule 3-500 Communication

A member shall keep a client reasonably informed about significant developments relating to the employment or representation, including promptly complying with reasonable requests for information and copies of significant documents when necessary to keep the client so informed.

Regards,
Cary Andrew Crittenden |. 408-318-1105

Note to court: This email is to be appended to court record to dockets (H046743 / H045195)
(I am NOT represented by attorney)



2013-2014 SANTA CLARA COUNTY CIVIL GRAND JURY REPORT

PROBATE CONSERVATORSHIP: A SAFETY NET IN NEED OF REPAIR

SUMMARY

The 2013-2014 Santa Clara County Civil Grand Jury (Grand Jury) received a complaint alleging the “mishandling” of a client’s case referred to the Office of the Public Administrator/Guardian/Conservator (PAGC). Adult Protective Services (APS) had referred the client to PAGC. The individual’s medical condition deteriorated significantly over five months, and the client died before being conserved. The Grand Jury sought to examine the actions or inactions of the PAGC in the matter. The Grand Jury’s inquiry into this case led to a broader examination of the safety net provided by Santa Clara County for seniors who are not able to advocate for themselves, have no one else to advocate for them, and whose cognitive abilities are severely compromised.

The Grand Jury explored the process of conservatorship for seniors, age 65 or older, from Adult Protective Services (APS) through PAGC to Probate Court. The management of the client’s needs during this prolonged time and the efficiency of handling the referrals to a final legal judgment of conservatorship by the Probate Court were investigated. The specific areas within APS and PAGC upon which the Grand Jury focused its attention are the following:

- The procedure of assigning an account/case number at the initial contact,
- Decisions prior to the acceptance of referrals to PAGC,
- Incomplete or insufficient information sharing between APS and PAGC,
- The Capacity Declaration,
- Training for new and current deputy public guardians,
- Updated Policies and Procedures Manual for PAGC not reflecting current practices,
- Background checks for APS workers and deputy public guardians, and
- Lack of PAGC statistics for case management.

BACKGROUND

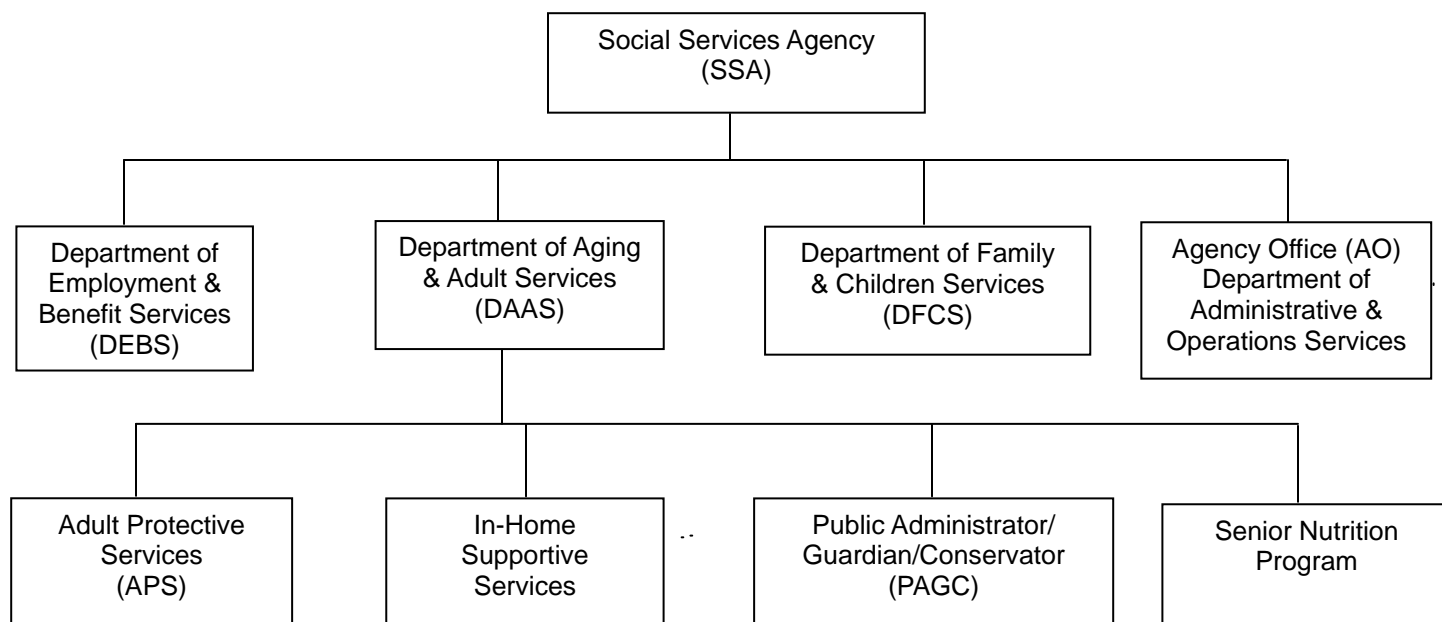
Santa Clara County is home to a population of approximately 1.8 million residents (2012 United States census estimate), of which 11.7 % are identified as over the age of 65, about 213,000 individuals.¹ Most of these elderly citizens will eventually require some level of support and assistance as they advance toward the end of their lives. A few will have limited

¹ <http://quickfacts.census.gov/qfd/states/06/06085.html>.

or no support system available within their family circle to execute their affairs.

The Department of Aging and Adult Services (DAAS), a division of the Santa Clara County Social Services Agency (SSA), was formed in 1997. DAAS consolidated several separate and distinct divisions to improve coordination among In-Home Supportive Services, the Senior Nutrition Program, the Office of the Public Administrator/Guardian/Conservator (PAGC), and Adult Protective Services (APS). The stated goals include coordinating and enhancing services for seniors that are delivered under county programs and strengthening partnerships in the community and among these departments.²

SSA Organization Chart (Abbreviated)



The Grand Jury examined the roles of APS, PAGC, and Office of the County Counsel (County Counsel).

ADULT PROTECTIVE SERVICES (APS)

APS is a department whose activities are defined by the California Welfare & Institutions Code. APS serves two population groups: elders (age 65+) and dependent adults (age 18-64) who are suspected of being abused and neglected. Types of abuse that are investigated include physical, sexual, financial, neglect or self-neglect, and isolation. Reports of abuse are taken on a 24/7 basis.³ The mission of APS is to provide preventative and remedial interventions, such as investigation, assessment, counseling, development of a service plan, case management on a time-limited basis, and referrals to community resources. The law mandates the availability of these services through APS, but since the client is not conserved, acceptance of the services is voluntary.

²Adult Protective Services Handbook of Santa Clara County, n.d., 2-2.

³ Welfare and Institutions Code section 15763.

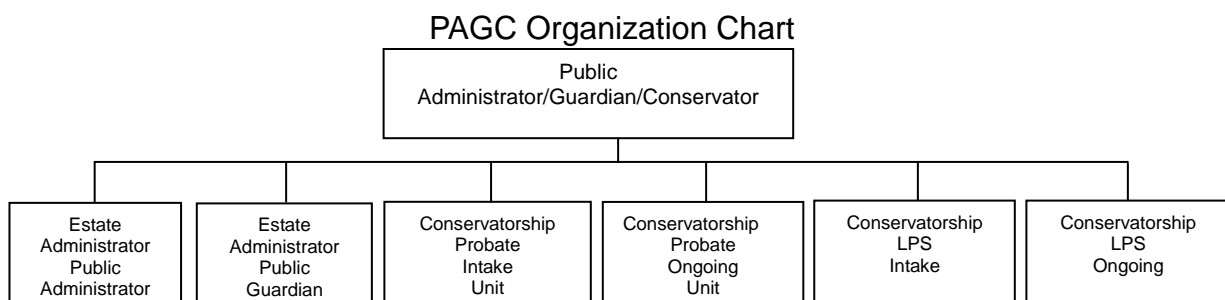
The primary goal is to maintain the client in his/her home, while securing his/her ongoing health and safety as much as possible, using existing community-based services.⁴ When the client is no longer able to make personal, health, or financial decisions without great risk to his/her well-being, or is in danger of being abused by others, and when other family members or other individuals are not willing, able, or appropriate to step into a formal caregiver role, APS makes a referral to PAGC for further investigation. The outcome of this investigation could lead to a permanent conservatorship.⁵

APS together with PAGC, the District Attorney, County Counsel, and other law enforcement entities staff the rapid response Financial Abuse Specialist Team (FAST). The team, established in 1999 by DAAS, allows a multi-disciplinary approach to take quick action and intervene in situations where the elderly person is in imminent risk of financial abuse. The team then also addresses the client's broader issues.⁶ Non-FAST cases (clients not at imminent financial risk) do not have the same level of information sharing and cooperation among the departments.

OFFICE OF THE PUBLIC ADMINISTRATOR/GUARDIAN/CONSERVATOR (PAGC)

"The Office of the Public Guardian insures the physical and financial safety of persons unable to do so on their own, and when there are no viable alternatives to a public conservatorship. The Superior Court determines whether a conservatorship should be established. The court process includes petitioning the court and notifying the proposed conservatee and his/her family of the proceedings. A conservatorship is established only as a last resort through a formal hearing. The Superior Court can appoint the Public Guardian as a conservator of the person only, estate only (for probate), or both person and estate."⁷

The PAGC serves several groups of clients: elderly and dependent adults (probate conservatorships) and the severely mentally ill under the State of California Lanterman-Petris-Short Act of 1967 (LPS conservatorships – CA Welfare & Institutions Code §5000 et seq.). Probate and LPS conservatorships have separate divisions within PAGC, and each operates its own intake and ongoing units. The intake unit case manages the client who is awaiting conservatorship; the ongoing unit assumes management after the granting of conservatorship. The Public Administrator handles the closing of estates of the deceased, when no other alternatives such as wills and trusts exist.



⁴ *Id.* at 15750 et. seq.

⁵ Adult Protective Services Handbook of Santa Clara County, n.d., 9-5

⁶ "Financial Abuse Specialist Team Practice Guide Santa Clara County," Version 1.0, 12/2010, 3

⁷ <http://www.sccgov.org/sites/ssa/Department%20of%20Aging%20-20%Adults%...Services/Public%20Guardian/Pages/Office-of-the-Public-Guardian.aspx>.

The Probate Intake Unit receives referrals from APS, skilled nursing facilities, hospitals, the court, and the community when there is concern about the cognitive and/or physical ability of the elderly person to function competently on his/her own, or for protection from outside abuse (financial, physical, emotional), and long-term intervention appears to be warranted. (See Appendix A.) Following an extensive investigation, the Public Guardian (PG) may decide to petition the Probate Court to request appointment of the PG as the legal conservator of record. This occurs only after extensive exploration for less restrictive alternatives such as willing and available family members or friends, and no one is found.

The individual can be conserved in the following ways, as determined in Probate Court:

Conservatorship of the person: The conservator assures that all personal care, medical care, and services needed to maintain a safe and comfortable living environment are provided for the conservatee.

Conservatorship of the estate: The conservator bears the responsibility for locating, managing, and protecting all assets of the conservatee's estate. She/he also applies for all income and benefits to which the conservatee is entitled, pays all just debts, and keeps separate records of all the funds received and disbursed on the conservatee's behalf.

An individual may have both his/her person and estate conserved, based on the judgment of the court after careful consideration of all of the facts in the case.

There are two types of probate conservatorship, permanent and temporary. The first step for both is to determine if the client is a candidate for referral for conservatorship. According to the Policies and Procedures Manual of the PAGC (Procedure 704.0), PAGC has 30 days to respond to the referring party; e.g., APS, hospital, or nursing home about accepting the referral. Once the referral is accepted, the deputy public guardian investigates the need for conservatorship and assembles a packet of documents including the Capacity Declaration, a physician's evaluation of a person's ability to handle his/her well-being and affairs. (See Appendix B.) A completed Capacity Declaration is mandatory to obtain a conservatorship. Then the deputy public guardian sends the packet to County Counsel. If the packet is complete, County Counsel prepares the petition for conservatorship, and a court date is initially calendared for 10 weeks in the future. After the Probate Court receives the petition, the Superior Court investigator independently reviews the documents and further investigates so that she/he can make a recommendation to the judge on conservatorship.

If time is of the essence, a temporary conservatorship can be sought. The temporary conservatorship has a limited term of one month. PAGC may petition the Probate Court to extend the temporary conservatorship, if needed.⁸ This conservatorship has limited powers necessary to ensure the health, safety, and support of the proposed conservatee and protection of his/her property. It protects the client in the moment (a medical or financial emergency) before going forward with a permanent conservatorship.⁹ A permanent

⁸ Probate Code section 2257

⁹ Probate Code section 2252

conservatorship is petitioned at the same time as the temporary conservatorship with the client being charged a fee for both petitions. Temporary conservatorships are filed with the court for a hearing date within three weeks. Unlike the permanent conservatorship, the temporary conservatorship does not allow decisions concerning the conservatee's real estate, routine medical care, or financial matters, unless urgent.

For purposes of this investigation, the Grand Jury chose to focus only on the portion of PAGC that deals with non-LPS probate conservatorships for the elderly from the point of referral to the Probate Court naming the Public Guardian as legal conservator. The process of moving a client through conservatorship is complicated and prolonged.

In the process of probate conservatorship, clients can spend as much as four to six months in a holding pattern, between PAGC'S acceptance of a case and the Probate Court's formal granting of temporary and/or permanent conservatorship. During this period, the client has already been deemed to lack the capacity to make good decisions for him/herself, as established by a physician via the Capacity Declaration. Further, the deputy public guardian assigned to the client has not been granted any legal authority to conduct business on behalf of the client.

Until permanent conservatorship is completed, the deputy public guardian must confront the clients' day-to-day issues without having the legal capacity to make decisions for the clients. The Grand Jury found that deputy public guardians, by necessity, bring their own personal skills and creativity into play to respond to clients' inability to care for their own needs under these precarious circumstances.

A temporary conservatorship may be sought to alleviate a crisis and is only a stopgap solution. It is limited in time, thirty days, and scope, a medical or financial emergency. Once the permanent conservatorship is in place, PAGC officially assumes the ongoing legal and physical responsibility for attending to all business and personal decisions surrounding the clients, and they will be case-managed accordingly.

The Grand Jury concludes that this legal limbo in which the deputy public guardians find themselves underscores the need to eliminate any delays within the conservatorship process that are easily correctable.

OFFICE OF THE COUNTY COUNSEL

The Office of County Counsel (County Counsel) is the legal advisor to the County of Santa Clara. Within this department are attorneys representing various practice areas, and according to County Counsel, the "Probate Section represents and advises the PAGC in almost 1,000 conservatorship, decedent estate and trust proceedings each year."¹⁰ The deputy county counsel assigned to probate prepares the petition for conservatorship, based on documents received from PAGC. The County Counsel staff calendars the case for a Probate Court hearing. Prior to the hearing in Probate Court, a court-appointed individual, the court investigator, does an additional independent examination of the facts. The investigator independently evaluates the need for conservatorship and recommends whether the court

¹⁰ <http://www.sccgov.org/sites/cco/Pages/Office-of-County-Counsel.aspx>.

should grant a conservatorship.

METHODOLOGY

In preparing this report, the Grand Jury conducted 17 interviews, received email responses to questions, did web searches, attended a demonstration of the PAGC Panoramic Case Management System (PANO) and examined various documents. The Grand Jury subpoenaed and reviewed financial, medical, and case management records of the deceased client mentioned in the complaint.

Interviewed employees from the following:

- Adult Protective Services (APS),
- Office of the Public Administrator/Guardian/Conservator (PAGC),
- Office of the County Counsel, and
- Superior Court of California.

Emailed communications with the following departments of Santa Clara County:

- Social Services Agency (SSA) which includes the Department of Aging and Adult Services (DAAS), APS, and PAGC,
- Office of County Counsel,
- Employee Services Agency (ESA), and
- Superior Court of California.

Web searches (See Appendix C.1.)

Manuals and codes (See Appendix C.2.)

Statistics for APS, PAGC, and Superior Court of California (See Appendix C.3.)

Forms and documents not included in the above (See Appendix C.4.)

DISCUSSION

The Grand Jury began its investigation in response to a complaint that PAGC delayed establishing a conservatorship over a client who was referred to PAGC by APS. The client's medical condition deteriorated over five months with the client dying without a conservatorship in place. The Grand Jury reviewed this specific case and did not conclude that there was mishandling. Nevertheless, this case directed the Grand Jury's efforts to review and to evaluate the processes involved in determining conservatorship for the elderly.

The following sections outline what legal, procedural, and communication processes/factors

contribute to such a lengthy process for conservatorship. The Grand Jury also notes deficiencies and obstacles, which must be addressed in order to better the process.

Process for Receiving, Formally Recording, and Accepting Referrals

The Grand Jury found that when a referral is taken from a referring party, there are inconsistencies as to when the information is logged into the Panoramic Case Management System (PANO) and assigned an account/case number. The Grand Jury learned of instances where the inputting of data had been delayed, and therefore the client was not being tracked in the system, essentially lost and not receiving services. In those cases, the issue was brought to light when the referring party made inquiry as to the status of the client, and hard copies of the documents had to be hunted down. Procedure 709.1, updated January 21, 2014, requires that client data be entered when the referral is received, and this process is not followed in each and every case. As a result, the Grand Jury also learned that because of these past issues, a new PANO screen dedicated to the entry of referral data was going to be developed, along with clearer guidelines as to when and who would input data and assign an account number. The new screen, along with a new PAGC Procedure 709.2, dated May 20, 2014, is to be implemented.

Regarding the PAGC determination process for accepting or rejecting a client for conservatorship, which involves the removal of civil rights, the Grand Jury learned that a formal change is planned for the near future that will restructure how incoming referrals are reviewed. Currently, recommendations for acceptance or rejection of a client are at the discretion of one employee, and that decision is passed on to the Public Guardian for concurrence. The proposed new process will create a three-person panel to discuss and evaluate the merits of each case prior to the decision to accept or reject. It is intended to allow differing staff perspectives to be presented and considered collaboratively. This panel will convene bi-weekly. This one-year trial project was given a March 1, 2014 start date, but had not been implemented as of May 1, 2014.

Communication between APS and PAGC/Incomplete Information Sharing

The Grand Jury's investigation revealed that information sharing between APS and PAGC is critical for evaluating a client for possible conservatorship and for knowing when the conservatorship is completed. Complicating the situation, APS and PAGC have different computer systems that can be accessed only by the respective employees of each division. The investigation revealed that information sharing between APS and PAGC needs improvement.

APS completes and sends an interdepartmental form to PAGC entitled Request to Establish a Probate Conservatorship (SC-1). This form provides only basic client information including contacts, income, physician, and reason for conservatorship. PAGC cited a need for more information in SC-1 including relevant details contained in previous referrals to APS and potentially dangerous situations (aggressive dog, gun in the home, or resistant individuals). The lack of information results in the deputy public guardian having to discover the details on his/her own versus just reconfirming the veracity of the facts. If a situation is known to be potentially dangerous, the deputy public guardian would obtain appropriate backup when visiting the client in the home. As a result, with information that is more detailed, the deputy

public guardian would be able to proceed more safely, effectively, and with a clearer understanding of the client's situation.

After receiving a referral for evaluation of conservatorship from APS, the deputy public guardian is required within thirty days per PAGC Procedure 704.0 to contact APS as to the acceptance of the referral for conservatorship investigation. This notification is important to assist the APS worker in his/her further case planning for the referred client. The Grand Jury found that once PAGC acknowledges the referral and undertakes further evaluation of the client, little or no additional information about the client is shared. Since not all referred clients are conserved, it is important for the APS worker to be kept in the loop so that they will know if the client is still being actively evaluated and is receiving services from PAGC. This information influences the APS worker's decision when to close the case.

The Grand Jury was told that the lack of two-way communication between the departments is an issue. Clearly, a more collaborative approach between APS and PAGC would greatly benefit their shared clients.

Capacity Declaration

In every request for a formal conservatorship through the Probate Court, the client's physician must complete a Judicial Council of California Form GC-335, the Capacity Declaration. (See Appendix B.) The physician renders his/her professional opinion about the cognitive capacity of the individual to manage his/her own affairs and to perform activities of daily living. An additional attachment to the Capacity Declaration for dementia evaluation allows placement in a secured facility and the use of psychotropic medication (Probate Code §2356.5). The APS social worker, during the initial investigation, or the PAGC deputy assigned to manage the case is responsible for coordinating with the physician to complete this form. It is the responsibility of the PAGC deputy to ensure that the form is complete when sending the referral to County Counsel to petition the court for conservatorship. Since the Capacity Declaration is the basis for a formal judgment to conserve and legal proof of the need for a conservatorship, incomplete forms are returned to the PAGC deputy who then has to contact the physician again. Without a completed Capacity Declaration, a court hearing cannot be set, and the case is unable to advance through the Probate Court system. This results in a delay in the conservatorship process.

Staff Training

The 2012-2013 Santa Clara County Civil Grand Jury identified that the PAGC lacked a formal training plan for new employees and interoffice transfers.¹¹ As of March 1, 2014, the PAGC has made only minimal progress towards resolving this problem. There continues to be no formal written training manual or program to address this problem; the preferred method seems to be shadowing more experienced employees and obtaining information from a supervisor. It is important that PAGC address this, particularly since staff turnover in the PAGC Probate Intake Unit has been greater than 50 percent in the past two years.

A specific example of lack of training is in the use of a computerized case management

¹¹ 2012-2013 Santa Clara County Civil Grand Jury, *Improvements Are Needed in the Office of the Public Administrator/Guardian/Conservator*.

system. In 2009, PAGC implemented a new computerized system, Panoramic Case Management System (PANO), for managing its work. The PANO vendor describes it as a case management system designed to handle cases from investigation and opening to case closure. PANO tracks clients, their assets, heirs, and maintains case notes.¹² The 2012-2013 Grand Jury found that PAGC personnel were not utilizing PANO consistently, and PAGC had no clearly delineated personnel responsible for problem solving, maintenance, and training for the software system.¹³ The 2013-2014 Grand Jury investigation has revealed that PAGC staff training on PANO consists of informal training with a supervisor and peers. The Grand Jury was told that PAGC has hired an employee to receive training from the PANO vendor with the intent that this person will then instruct the employees of PAGC how to use PANO. While this may appear to be progress, it has been five years since PANO was implemented, and the lack of formal training continues to prevent it from being utilized to its fullest capacity.

A formal job training program including the use of PANO results in a consistent, competent, and accountable staff, ultimately benefitting the client.

Policies and Procedures for PAGC

The basic guide to the day-to-day operations of PAGC is its Policies and Procedures Manual (P&Ps) that directs employees through the various processes required to serve their clients and provides step-by-step details for each task.

The 2012-2013 Santa Clara County Civil Grand Jury reviewed the PAGC's P&Ps and found that as of August 2012 nearly two-thirds of the policies and procedures had not been reviewed or updated for five years or more.¹⁴ As a result, an effort has been undertaken over recent months to have the manual reformatted, updated, and made available to staff on the PAGC intranet. The Grand Jury was informed that the process has now been completed for the entire manual, and the P&Ps are now up to date.

The Grand Jury learned that the content of many of the P&Ps was not updated; only the dates on the pages were changed. For instance, old job titles and references to a former computer case management program have not been removed raising concern as to how much attention was given to the updates of the procedures themselves.

This leaves the Grand Jury to wonder how effective the P&Ps are in guiding new staff, or serving as a reference for all staff in conducting the work of the department. The Grand Jury determines that there is still much work to be done in this area including updating current job titles and responsibilities.

Background Checks

The employees of APS and PAGC have access to frail and cognitively impaired clients' homes and frequently handle personal property, financial assets, and household goods. According to the Annual Report of PAGC on August 8, 2013, PAGC manages a financial

¹² <http://www.panosoft.com>.

¹³ 2012-2013 Santa Clara County Civil Grand Jury, *Improvements Are Needed in the Office of the Public Administrator/Guardian/Conservator*.

¹⁴ *ibid.*

inventory of clients' assets totaling \$62,787,998.25.¹⁵ Additionally, personal property and valuables are kept in storage at a warehouse and a locked property room, accessed by select PAGC employees.

The Grand Jury found that employees of APS and PAGC are not fingerprinted. The current background check for a potential new hire searches only the last seven years for felonies and misdemeanors. It does not include Live Scan, a computerized fingerprinting system that searches nationally for criminal activity from 18 years of age to the present. Live Scan is no more expensive than the more limited background check presently done for prospective APS or PAGC hires. The increase in the level of background checks to include Live Scan review requires the concurrence of county management and county labor bargaining units. The Grand Jury contends that these new personnel should be subjected to fingerprinting and additional scrutiny from age 18 forward to current age when hired by the county to safeguard and minimize the risk to this vulnerable population and their assets.

Inadequate Statistics

The Social Services Agency (SSA) publishes statistics both quarterly and annually. The quarterly document is called the Vital Signs Report,¹⁶ and the annual report is presented to the Board of Supervisors (BOS) Children, Seniors and Families Committee of Santa Clara County.¹⁷

In the preface of the Vital Signs Report, the importance of statistics is well stated: "Performance Management in the SSA is an interactive process that includes setting and clarifying goals; developing targets and measures to assess progress; meet reporting requirements, monitor program outcomes, evaluate program and management effectiveness; and to increase the use of performance indicators to [produce] informed [ed] programmatic decisions."¹⁸

However, looking at the quarterly Vital Signs Report, the Grand Jury was unable to evaluate the magnitude of the workload of the Probate Intake Unit because the following statistics were combined with the LPS unit:

- number of PAGC cases managed monthly (Appendix D.1 and D.2),
- initial evaluation completed by PAGC within seven days (Appendix D.1 and D.2), and
- percentage of face-to-face contacts with all conservatees within 90 days (Appendix D.2).

¹⁵ Office of the Public Administrator Guardian/Conservator 2013 Annual Report, Social Services Agency Department of Aging and Adult Services, 11.

¹⁶ Vital Signs Report-A Review of Key Performance Indicators; quarterly, published by Santa Clara County Social Services Agency Division of Data Analysis, Program Integrity and Research-Office of Research and Evaluation, July-September. 2013.

¹⁷ Office of the Public Administrator Guardian/Conservator 2013 Annual Report, Social Services Agency Department of Aging and Adult Services.

¹⁸ Vital Signs Report-A Review of Key Performance Indicators; quarterly, published by Santa Clara County Social Services Agency Division of Data Analysis, Program Integrity and Research-Office of Research and Evaluation, July-September. 2013, i.

In addition, the accuracy of the combined statistics is in question because the Probate Intake Unit does not track initial referrals in a consistent manner according to their own procedures. Combined with the lack of formal training on PANO and the resultant lack of uniformity in recording the case data, the Grand Jury questions the validity of all the PAGC combined statistics.

Also in the quarterly Vital Signs Reports, there are two categories of data that are listed without numbers because the “data [is] unavailable.”¹⁹ This data has not been available for several past quarterly reports. The categories are:

- file conservatorship inventories with the court within 90 days (Appendix D.2), and
- complete annual LPS reappointments within court time guidelines (Appendix D.2).

In the latest Vital Signs Report (October 2013 through December 2013), these categories are deleted.

When the Grand Jury asked for further statistics for the Probate Intake Unit such as source of referral and number of referrals accepted and rejected, a report was produced that showed the number of referrals in 2012 was 73 and in 2013 was 89. (See Appendix A.) However, the number of referrals to the Probate Intake Unit provided by PAGC in their annual report to the Children, Seniors and Families Committee of the BOS averaged 200 per year.²⁰ PAGC admitted that the information provided to the BOS committee was incorrect, overstated by more than 100%. In summary, the Probate Intake Unit does not actively track their referrals as to number or source although PANO, their computerized system, has that capability.

The Grand Jury concurs with the SSA's Vital Signs Report that performance measurement statistics would facilitate effective management of PAGC including staffing and budgeting. However, the statistics need to be accurate, meaningful, and complete.

CONCLUSIONS

The Grand Jury investigated Adult Protective Services (APS) and the Office of the Public Administrator/Guardian/Conservator (PAGC) from the point of conservatorship intake referral to PAGC to completion of the conservatorship process in Probate Court. The Grand Jury conducted interviews and reviewed documents.

Over the past several years in spite of ongoing scrutiny from various sources including an internal audit manager, Santa Clara County Board of Supervisors, and the 2012-2013 Grand Jury, many issues remain unresolved within PAGC. The Grand Jury learned that PAGC has an understanding of several existing problems, and PAGC has offered reasonable solutions for them, but is failing to meet their own deadlines.

PAGC does not consistently follow the procedure as outlined in their Policies and Procedures

¹⁹ Ibid, 21.

²⁰ Office of the Public Administrator Guardian/Conservator 2013 Annual Report, Social Services Agency Department of Aging and Adult Services, 4.

Manual that requires the Probate Intake Unit to record all referrals (APS and community) by giving each an account/case number. This makes the referral nearly impossible to track prior to acceptance because there is no account/case number assigned. This is an area where a proposal for improvement--a new intake screen in the Panoramic Case Management System (PANO) dedicated to entering and tracking incoming referrals--is in the process of being implemented.

The decision to accept or reject each new referral presently is at the discretion of one employee; a three-person panel will replace this process. The purpose of the panel is to review the merits of each incoming referral, determine whether the client will be accepted by PAGC for continuing investigation, and create an open forum for the decision-making process that does not currently exist. The Grand Jury learned that this proposal for improvement has recently been initiated.

Two-way communication between APS and PAGC needs to be improved. Both entities are under the auspices of the Social Services Agency's Department of Aging and Adult Services. This department was formed in 1997 in order to facilitate interaction among staff of various units serving seniors and thereby improving the flow of services for these clients. The Grand Jury found that APS and PAGC work cooperatively on urgent cases involving financial risk to the elder (called the FAST team). However, in non-FAST cases, they sometimes provide less than complete information to each other that could make their work more efficient and effective as they serve this very vulnerable and isolated population.

No court hearing date can ever be set without a complete Capacity Declaration. This form, filled out by the client's physician, is used to justify the reasons for seeking conservatorship (lack of physical/mental capacity for managing the client's own affairs). It is the responsibility of the PAGC Probate Intake Unit to ensure this form is complete and accurate. However, the Grand Jury identified it as a document that is not consistently filled out properly or is incomplete and must be returned to the physician causing delays in the conservatorship process. Reviewing the form for accuracy and completeness, prior to sending it to County Counsel, would greatly benefit the client by reducing the time to conservatorship.

The 2012-2013 Grand Jury identified the lack of PAGC training, including the use of PANO, as an issue. It is an ongoing problem. There is a high staff turnover rate within the Probate Intake Unit, and as of March 1, 2014, there was no formalized training plan in place to train replacement staff. Additionally, the Policies and Procedures Manual of PAGC still has incorrect information and therefore is a questionable training and reference tool.

Also of concern to the Grand Jury is the way new hires to APS and PAGC are screened by the Employee Services Agency (Human Resources). The employees of APS and PAGC have access to the homes and property of frail and possibly cognitively impaired individuals, exposing these clients to potential outside abuse. The Grand Jury concludes that all new employees of both departments should receive a higher level of screening, including Live Scan fingerprinting.

Very few statistics are routinely kept and reported by PAGC's Probate Intake Unit. In response to the Grand Jury's request, PAGC had difficulty, but did provide basic statistics (number and sources of referrals, acceptance and rejection rates) for their Probate Intake

Unit. The Grand Jury has noted discrepancies in the number of referrals provided to them by PAGC compared to the number of referrals PAGC referenced in the Office of the PAGC 2013 Annual Report. There is a concern that without correct client counts, well-informed decisions regarding staffing and funding cannot be reasonably made.

The Grand Jury concludes that there are many hardworking, dedicated employees in PAGC who put forth their best efforts on behalf of their clients. However, they are working at a distinct disadvantage because of the operational deficiencies described in this report.

Some of the concerns noted in this report are currently being addressed as a result of the Grand Jury's investigations. The Grand Jury strongly suggests that the County continue to focus on improving the conservatorship process. Thus, for some of the county's most vulnerable citizens, the current path to conservatorship may eventually become streamlined to maximum efficiency.

FINDINGS AND RECOMMENDATIONS:

FINDING 1

By not assigning account/case numbers immediately upon receipt of referrals, PAGC does not follow Procedure 709.1 updated January 21, 2014, "Screening of Referrals," of the PAGC's Policies and Procedures Manual.

RECOMMENDATION 1

The County should require PAGC to follow its new Procedure 709.2 dated May 20, 2014, "Probate Unit Referral Process," in PAGC's Policies and Procedures Manual.

FINDING 2

Acceptance of referrals to PAGC for evaluation for conservatorship, which removes a person's civil liberties, is decided by one person with the concurrence of upper management.–

RECOMMENDATION 2

The County should implement the proposed pilot project of a three-person panel for evaluation of conservatorship referrals in accordance with the new Procedure 709.2 dated May 20, 2014.

FINDING 3

Poor communication and incomplete information sharing from APS to PAGC in non-FAST cases result in inefficiencies and duplication of work.

RECOMMENDATION 3

The County should require APS and the PAGC to develop efficient and effective methods of communication and information sharing.

FINDING 4

In non-FAST cases, PAGC does not always inform APS about the status of the referral after acceptance of the referral for conservatorship investigation.

RECOMMENDATION 4

The County should require PAGC to inform APS of any pertinent changes in the client's status and when conservatorship is granted.

FINDING 5

The Capacity Declaration, a mandatory Judicial Council of California form, is not always completed correctly by the attending physician, resulting in the delay of the conservatorship process.

RECOMMENDATION 5

The County should devise a process to improve identification of errors and omissions on the Capacity Declaration prior to the acceptance of it.

FINDING 6

As of March 1, 2014, there are no formalized written training programs for new and current PAGC staff.

RECOMMENDATION 6a

The County should develop and implement a formal written case management training program for new and current PAGC staff.

RECOMMENDATION 6b

The County should develop and implement a formal written training program for the use of PANO for new and current PAGC staff.

FINDING 7

The current PAGC Policies and Procedures Manual does not reflect current job titles and responsibilities.

RECOMMENDATION 7

The County should require PAGC to correct its Policies and Procedures Manual to reflect current job titles and responsibilities.

FINDING 8

Background checks of prospective APS personnel, prior to the time of hire into the department, do not include Live Scan screening.

RECOMMENDATION 8

The County should require all prospective personnel of APS to receive Live Scan screening prior to the time of hire into the department.

FINDING 9

Background checks of prospective PAGC personnel, prior to the time of hire into the department, do not include Live Scan screening.

RECOMMENDATION 9

The County should require all prospective personnel of PAGC to receive Live Scan screening prior to the time of hire into the department.

FINDING 10

PAGC case management statistics are often incomplete, limited in scope, and inaccurate, leading to SSA management's inability to make effective management and budget decisions.

RECOMMENDATION 10

The County should require PAGC to research, identify, and report complete, comprehensive, and accurate case management statistics.

Appendix A

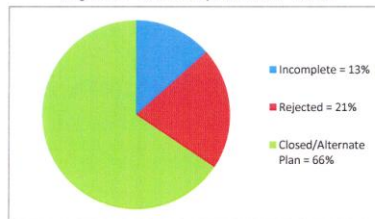
PROBATE REFERRALS RECEIVED, CY 2011 - 2013

Sources	1st 6 Mo	2nd 6Mo	2011	Sources	1st 6 Mo	2nd 6Mo	2012	Sources	1st 6 Mo	2nd 6Mo	2013
HOSP/SNF	26	12	38	HOSP/SNF	14	3	17	HOSP/SNF	15	13	28
COURT	4	2	6	COURT	3	5	8	COURT	4	5	9
PGO	0	0	0	PGO	0	0	0	PGO	0	0	0
APS NF	2	2	4	APS NF	4	2	6	APS NF	3	2	5
JAIL	2	2	2	JAIL	0	0	0	JAIL	0	2	2
APS	50	25	75	APS	29	7	36	APS	18	17	35
OTHER	1	1	2	OTHER	5	1	6	OTHER	2	8	10
Totals	85	42	127	Totals	55	18	73	Totals	42	47	89

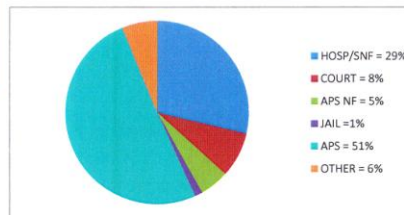
Rejected	2011	2012	2013	Totals
Incomplete	0	3	6	9
Rejected	1	6	7	14
Closed/Alternate Plan	11	10	23	44
Total	12	19	36	67

Total Accepted	222
Total Rejected	67
Total Referrals	289

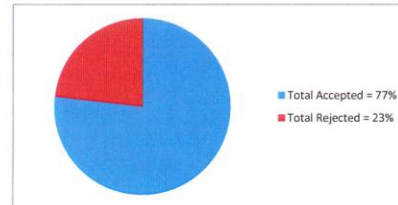
Rejected Referrals, CY 2011 - 2013



Source of Probate Referrals, CY 2011 - 2013



Accepted and Rejected, CY 2011-2013



Deaths prior to completion of conservatorship process and number forwarded to County Counsel will require a case by case analysis during the three year period.

Appendix B

GC-335

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address): <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> TELEPHONE NO.: E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name): </div> <div style="width: 45%;"> FAX NO. (Optional): </div> </div>	FOR COURT USE ONLY
SUPERIOR COURT OF CALIFORNIA, COUNTY OF STREET ADDRESS: MAILING ADDRESS: CITY AND ZIP CODE: BRANCH NAME:	
CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name): <input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	
CAPACITY DECLARATION—CONSERVATORSHIP	CASE NUMBER

TO PHYSICIAN, PSYCHOLOGIST, OR RELIGIOUS HEALING PRACTITIONER

The purpose of this form is to enable the court to determine whether the (proposed) conservatee *(check all that apply)*:

- A. ☐ is able to attend a court hearing to determine whether a conservator should be appointed to care for him or her. The court hearing is set for (date): _____ . *(Complete item 5, sign, and file page 1 of this form.)*
- B. ☐ has the capacity to give informed consent to medical treatment. *(Complete items 6 through 8, sign page 3, and file pages 1 through 3 of this form.)*
- C. ☐ has dementia and, if so, (1) whether he or she needs to be placed in a secured-perimeter residential care facility for the elderly, and (2) whether he or she needs or would benefit from dementia medications. *(Complete items 6 and 8 of this form and form GC-335A; sign and attach form GC-335A. File pages 1 through 3 of this form and form GC-335A.)*

(If more than one item is checked above, sign the last applicable page of this form or form GC-335A if item C is checked. File page 1 through the last applicable page of this form; also file form GC-335A if item C is checked.)

COMPLETE ITEMS 1-4 OF THIS FORM IN ALL CASES.

GENERAL INFORMATION

1. (Name): _____
2. (Office address and telephone number): _____
3. I am
 - a. ☐ a California licensed ☐ physician ☐ psychologist acting within the scope of my licensure
 ☐ with at least two years' experience in diagnosing dementia.
 - b. ☐ an accredited practitioner of a religion whose tenets and practices call for reliance on prayer alone for healing, which religion is adhered to by the (proposed) conservatee. The (proposed) conservatee is under my treatment. *(Religious practitioner may make the determination under item 5 ONLY.)*
4. (Proposed) conservatee (name): _____
 - a. I last saw the (proposed) conservatee on (date): _____
 - b. The (proposed) conservatee ☐ is ☐ is NOT a patient under my continuing treatment.

ABILITY TO ATTEND COURT HEARING

5. A court hearing on the petition for appointment of a conservator is set for the date indicated in item A above. *(Complete a or b.)*
 - a. ☐ The proposed conservatee is able to attend the court hearing.
 - b. ☐ Because of medical inability, the proposed conservatee is NOT able to attend the court hearing *(check all items below that apply)*
 - (1) ☐ on the date set *(see date in box in item A above)*.
 - (2) ☐ for the foreseeable future.
 - (3) ☐ until (date): _____
 - (4) **Supporting facts** *(State facts in the space below or check this box ☐ and state the facts in Attachment 5):*

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.
 Date: _____

 (TYPE OR PRINT NAME)

 (SIGNATURE OF DECLARANT)

Page 1 of ____

CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name):	CASE NUMBER:
<input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	

6. EVALUATION OF (PROPOSED) CONSERVATEE'S MENTAL FUNCTIONS

Note to practitioner: This form is *not* a rating scale. It is intended to assist you in recording your *impressions* of the (proposed) conservatee's mental abilities. Where appropriate, you may refer to scores on standardized rating instruments.

(Instructions for items 6A–6C): Check the appropriate designation as follows: **a** = no apparent impairment; **b** = moderate impairment; **c** = major impairment; **d** = so impaired as to be incapable of being assessed; **e** = I have no opinion.)

A. Alertness and attention

- (1) Levels of arousal (lethargic, responds only to vigorous and persistent stimulation, stupor)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (2) Orientation (types of orientation impaired)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Person
a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Time (day, date, month, season, year)
a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Place (address, town, state)
a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Situation ("Why am I here?")
- (3) Ability to attend and concentrate (give detailed answers from memory, mental ability required to thread a needle)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------

B. Information processing. Ability to:

- (1) Remember (ability to remember a question before answering; to recall names, relatives, past presidents, and events of the past 24 hours)
 - i. Short-term memory

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
 - ii. Long-term memory

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
 - iii. Immediate recall

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (2) Understand and communicate either verbally or otherwise (deficits reflected by inability to comprehend questions, follow instructions, use words correctly, or name objects; use of nonsense words)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (3) Recognize familiar objects and persons (deficits reflected by inability to recognize familiar faces, objects, etc.)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (4) Understand and appreciate quantities (deficits reflected by inability to perform simple calculations)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (5) Reason using abstract concepts. (deficits reflected by inability to grasp abstract aspects of his or her situation or to interpret idiomatic expressions or proverbs)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (6) Plan, organize, and carry out actions (assuming physical ability) in one's own rational self-interest (deficits reflected by inability to break complex tasks down into simple steps and carry them out)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (7) Reason logically.

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------

C. Thought disorders

- (1) Severely disorganized thinking (rambling thoughts; nonsensical, incoherent, or nonlinear thinking)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (2) Hallucinations (auditory, visual, olfactory)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (3) Delusions (demonstrably false belief maintained without or against reason or evidence)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (4) Uncontrollable or intrusive thoughts (unwanted compulsive thoughts, compulsive behavior).

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------

(Continued on next page)

CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name):	CASE NUMBER:
<input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	

6. (continued)

- D. **Ability to modulate mood and affect.** The (proposed) conservatee ☐ has ☐ does NOT have a pervasive and persistent or recurrent emotional state that appears inappropriate in degree to his or her circumstances. (If so, complete remainder of item 6D.) ☐ I have no opinion.

(Instructions for item 6D: Check the degree of impairment of each inappropriate mood state (if any) as follows: a = mildly inappropriate; b = moderately inappropriate; c = severely inappropriate.)

Anger	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Euphoria	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Helplessness	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>
Anxiety	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Depression	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Apathy	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>
Fear	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Hopelessness	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Indifference	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>
Panic	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Despair	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>				

- E. The (proposed) conservatee's periods of impairment from the deficits indicated in items 6A–6D

- (1) ☐ do NOT vary substantially in frequency, severity, or duration.
 (2) ☐ do vary substantially in frequency, severity, or duration (explain; continue on Attachment 6E if necessary):

- F. ☐ (Optional) Other information regarding my evaluation of the (proposed) conservatee's mental function (e.g., diagnosis, symptomatology, and other impressions) is ☐ stated below ☐ stated in Attachment 6F.

ABILITY TO CONSENT TO MEDICAL TREATMENT

7. Based on the information above, it is my opinion that the (proposed) conservatee
- a. ☐ has the capacity to give informed consent to any form of medical treatment. This opinion is limited to medical consent capacity.
- b. ☐ lacks the capacity to give informed consent to any form of medical treatment because he or she is **either** (1) unable to respond knowingly and intelligently regarding medical treatment **or** (2) unable to participate in a treatment decision by means of a rational thought process, **or both**. The deficits in the mental functions described in item 6 above significantly impair the (proposed) conservatee's ability to understand and appreciate the consequences of medical decisions. This opinion is limited to medical consent capacity.

(Declarant must initial here if item 7b applies: _____.)

8. Number of pages attached: _____

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date:

(TYPE OR PRINT NAME)

(SIGNATURE OF DECLARANT)

Conservatorship of the <input type="checkbox"/> Person <input type="checkbox"/> Estate of <i>(Name)</i>	Case Number
<input type="checkbox"/> Conservatee <input type="checkbox"/> Proposed Conservatee	

PROFESSIONAL DECLARANT'S ATTACHMENT TO FORM GC-335☐ **ABILITY TO ENTER INTO FINANCIAL TRANSACTIONS**

1. Based on the information on pages 1-3 of this declaration, it is my opinion that the (proposed) conservatee
- ☐ has the capacity to enter into financial transactions and should not have his or her right to enter into contracts terminated by the Court.
 - ☐ lacks the capacity to enter into financial transactions because the mental deficits indicated above significantly impair the (proposed) conservatee's ability to understand and appreciate the consequences of his or her actions such that the (proposed) conservatee lacks the capacity to understand and/or enter into any contracts or agreements regarding property. *(If this paragraph applies, declarant shall initial here: _____.)*

2. Additional Comments:

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date:

.....
(TYPE OR PRINT NAME)

.....
(SIGNATURE OF DECLARANT)

CAPACITY DECLARATION—CONSERVATORSHIP OF THE ESTATE ATTACHMENT

PB-4015 REV. 7/04

CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name):	CASE NUMBER:
<input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	

**ATTACHMENT TO FORM GC-335, CAPACITY DECLARATION—CONSERVATORSHIP,
ONLY FOR (PROPOSED) CONSERVATEE WITH DEMENTIA**

9. It is my opinion that the (proposed) conservatee ☐ HAS ☐ does NOT have dementia as defined in the current edition of *Diagnostic and Statistical Manual of Mental Disorders*.
- a. ☐ **Placement of (proposed) conservatee.** *(If the (proposed) conservatee requires placement in a secured-perimeter residential care facility for the elderly, please complete items 9a(1)–9a(5).)*
- (1) The (proposed) conservatee needs or would benefit from placement in a restricted and secure facility because *(state reasons; continue on Attachment 9a(1) if necessary)*:

 - (2) The (proposed) conservatee's mental function deficits, based on my assessment in item 6 of form GC-335, include *(describe; continue on Attachment 9a(2) if necessary)*:

 - (3) ☐ The (proposed) conservatee HAS capacity to give informed consent to this placement.
 - (4) ☐ The (proposed) conservatee does NOT have capacity to give informed consent to this placement. The deficits in mental function assessed in item 6 of form GC-335 and described in item 9a(2) above significantly impair the (proposed) conservatee's ability to understand and appreciate the consequences of his or her actions with regard to giving informed consent to placement in a restricted and secure environment.
 - (5) A locked or secured-perimeter facility ☐ is ☐ is NOT the least restrictive environment appropriate to the needs of the (proposed) conservatee.
- b. ☐ **Administration of dementia medications.** *(If the (proposed) conservatee requires administration of psychotropic medications appropriate to the care of dementia, please complete items 9b(1)–9b(5).)*
- (1) The (proposed) conservatee needs or would benefit from the following psychotropic medications appropriate to the care of dementia, for the reasons stated in item 9b(5) *(list medications; continue on Attachment 9b(1) if necessary)*:

 - (2) The (proposed) conservatee's mental function deficits, based on my assessment in item 6 of form GC-335, include *(describe; continue on Attachment 9b(2) if necessary)*:

 - (3) ☐ The (proposed) conservatee HAS capacity to give informed consent to the administration of psychotropic medications appropriate to the care of dementia.
 - (4) ☐ The (proposed) conservatee does NOT have the capacity to give informed consent to the administration of psychotropic medications appropriate to the care of dementia. The deficits in mental function assessed in item 6 of form GC-335 and described in item 9b(2) above significantly impair the (proposed) conservatee's ability to understand and appreciate his or her actions with regard to giving informed consent to the administration of psychotropic medications for the treatment of dementia.
 - (5) The (proposed) conservatee needs or would benefit from the administration of the psychotropic medications listed in item 9b(1) because *(state reasons; continue on Attachment 9b(5) if necessary)*:
10. Number of pages attached: _____

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date: _____

(TYPE OR PRINT NAME)

(SIGNATURE OF DECLARANT)

Page 1 of 1

Appendix C

Documents Reviewed

C.1 Web Searches

- Prior Santa Clara County Grand Jury report of PAGC from 2012-2013
- Grand Jury reports from other counties dealing with concerns about PAGC
- California Advocates for Nursing Home Reform (CANHR) probate conservatorships in CA
- Live Scan fingerprint service
- Official website for the county government of Santa Clara County for the departments of APS, PAGC, and County Counsel
- Hiring flow sheet for Santa Clara County
- United States Department of Census Bureau – January 6, 2014

C.2 Manuals and Codes

- APS Procedures Manual from the state of California (CA) – no publication date
- Adult Protective Services Handbook of Santa Clara County – no publication date
- Financial Abuse Specialist Team Practice Guide, Santa Clara County – December 2010
- Policies and Procedures Manual of the PAGC – 2013-2014
- County of Santa Clara Superior Court of CA Probate Division Procedures Manual – June 2012
- Superior Court Investigator Training Manual from 2006 prepared by CA Association of Superior Court Investigators
- County of Santa Clara Human Resources Practices Manual – updated January 14, 2009
- California Welfare & Institutions Code Sections (W&I) related to the process of conservatorship
- California Probate Code related to probate conservatorship

C.3 Statistics

- APS and County Services Block Grant Monthly Statistical Report SOC 242 from October 2013
- Internal Audit Report of PAGC, Santa Clara County – August 5, 2010, with follow up audit done August 28, 2013
- Office of the PAGC 2012 Annual Report to Children, Seniors, and Families Committee – November 21, 2012
- Office of the PAGC 2013 Annual Report to Children, Seniors, and Families Committee

- Vital Signs Report, A Review of Key Performance Indicators for April – June 2013
- Vital Signs Report, A Review of Key Performance Indicators for July – September 2013
- Vital Signs Report, A Review of Key Performance Indicators for October – December 2013
- Probate Intake Tracking Log with the names redacted for 2013 – received by the Grand Jury January 2014
- Probate Referrals received for the calendar years 2011-2013 provided at the request of the Grand Jury – received by the Grand Jury January 2014
- Temporary and Permanent Probate Conservatorship Petitions filed from 2011- 2013 provided at the request of the Grand Jury – received by the Grand Jury April 2014

C.4 Forms

- Forms used in the conservatorship process
 - Capacity Declaration GC335 – January 1, 2004
 - Request to Establish Probate Conservatorship SC-1 – no date
 - Probate/LPS Referral Disposition Request – no date
 - Confidential Supplemental Form (Probate Conservatorship) GC312 – January 1, 2001
 - Conservatorship Evaluation Report /Recommendation – no date
 - Referral for Court Investigator – Conservatorship – January 2008
- Other forms and documents
 - APS organizational work chart – August 7, 2012
 - PAGC organizational work charts – August 7, 2012 and January 23, 2014
 - PAGC training update letter – January 23, 2014
 - Graphics for conservatorship process – no date
 - ESA updated January 14, 2009

Appendix D.1

Performance Indicator	Fiscal Year Change ¹			Quarter Change ¹		Sep 13 (End Point)	24-month Trend (October 2011 – September 2013)
	FY 13	FY 14	% Change from Last FY	Current Qtr	% Change from Last Qtr		10 11 12 1 2 3 4 5 6 7 8 9
#31- Assessments completed within 21 days of initial face-to-face with clients	172	188	9%	188	1%	167	
#41- Number of PAGC Cases Managed Monthly	1,075	1,007	-6%	1,007	-3%	1,017	
#37- PAGC Initial Evaluations within 7 Days	70.4%	91.0%	21%	91.0%	42%	89.0%	

¹ Change is based on monthly average.

Note: Blue shaded areas denote notable changes (+/- Ten percent).

Appendix D.2

Data Matrices: Department of Aging and Adult Services

Vital Signs Report

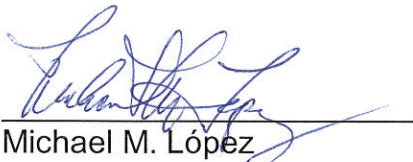
DAAS Indicator ID	Indicator Type	Indicator Name	FY13 Monthly Average	Quarterly Reporting				% Change from Last Qtr	FY14 Monthly Average	% Change from Last FY	Monthly Reporting		
				Oct-Dec 2012 Monthly Average	Jan-Mar 2013 Monthly Average	Apr-Jun 2013 Monthly Average	Jul-Sep 2013 Monthly Average				Jul-13	Aug-13	Sep-13
33	SSA	Number of service plans completed 30 days from initial in-person contact with the clients	185	194	190	194	193	-1%	193	4%	204	198	177
34	SSA	Number of in-person client visits conducted once every 30 days	199	196	210	204	207	1%	207	4%	200	213	207
35	SSA	Number of reports evaluated without initial face-to-face investigation (NIFFI's)	40	26	26	47	62	32%	62	55%	53	70	63
Adult Protective Services & Public Administrator Guardian / Conservator Indicator													
36	SSA	Losses Prevented and/or Monies Recovered by the Financial Abuse Specialist Team (Accumulative total since 2000. In millions)	\$220.41M (through Jun 2013)	\$220.79M	\$220.79M	\$220.41M	\$221.32M	0.4%	\$220.32M (through Sep 2013)	NA	\$221.32M (through Sept 2013)		
Public Administrator Guardian / Conservator													
37	SSA	Conduct initial evaluations within 7 days	70.4%	69.7%	75.3%	49.3%	91.0%	41.7%	91.0%	21%	90.0%	94.0%	89.0%
38	SSA	File conservatorship inventories with the court within 90 days	NA	Data unavailable			NA	NA	NA	NA	Data unavailable		
39	SSA	Conduct face-to-face contacts with all conservatees in 90 days	93.7%	90.7%	95.7%	97.0%	96.7%	-0.3%	96.7%	3%	96.0%	98.0%	96.0%
40	SSA	Complete annual LPS reappointments within court time guidelines	NA	Data unavailable			NA	NA	NA	NA	Data unavailable		
41	SSA	Number of Public Administration/Guardian cases managed monthly											
		Combo (LPS & Probate conservatorship)	24	24	22	23	22	-4%	22	-6%	22	22	22
		LPS	473	465	472	476	472	-1%	472	0%	469	471	476
		PA	254	260	251	232	222	-4%	222	-13%	222	217	226
		Probate	330	333	334	326	313	-4%	313	-5%	312	312	315
		Total	1,075	1,082	1,079	1,034	1,007	-3%	1,007	-6%	1,003	1,000	1,017
		Trust	93	92	94	93	93	1%	93	0%	94	93	93
	Trust-Outside	17	17	17	17	18	4%	18	4%	18	18	18	

* Monthly average unless otherwise noted in comments.

This report was **PASSED** and **ADOPTED** with a concurrence of at least 12 grand jurors on this 11th day of June, 2014.



Bob E. Johnson
Foreperson



Michael M. López
Foreperson pro tem



Anita A. Robles
Secretary



Wilma Faye Underwood
Secretary



2013-2014 SANTA CLARA COUNTY CIVIL GRAND JURY REPORT

PROBATE CONSERVATORSHIP: A SAFETY NET IN NEED OF REPAIR

SUMMARY

The 2013-2014 Santa Clara County Civil Grand Jury (Grand Jury) received a complaint alleging the “mishandling” of a client’s case referred to the Office of the Public Administrator/Guardian/Conservator (PAGC). Adult Protective Services (APS) had referred the client to PAGC. The individual’s medical condition deteriorated significantly over five months, and the client died before being conserved. The Grand Jury sought to examine the actions or inactions of the PAGC in the matter. The Grand Jury’s inquiry into this case led to a broader examination of the safety net provided by Santa Clara County for seniors who are not able to advocate for themselves, have no one else to advocate for them, and whose cognitive abilities are severely compromised.

The Grand Jury explored the process of conservatorship for seniors, age 65 or older, from Adult Protective Services (APS) through PAGC to Probate Court. The management of the client’s needs during this prolonged time and the efficiency of handling the referrals to a final legal judgment of conservatorship by the Probate Court were investigated. The specific areas within APS and PAGC upon which the Grand Jury focused its attention are the following:

- The procedure of assigning an account/case number at the initial contact,
- Decisions prior to the acceptance of referrals to PAGC,
- Incomplete or insufficient information sharing between APS and PAGC,
- The Capacity Declaration,
- Training for new and current deputy public guardians,
- Updated Policies and Procedures Manual for PAGC not reflecting current practices,
- Background checks for APS workers and deputy public guardians, and
- Lack of PAGC statistics for case management.

BACKGROUND

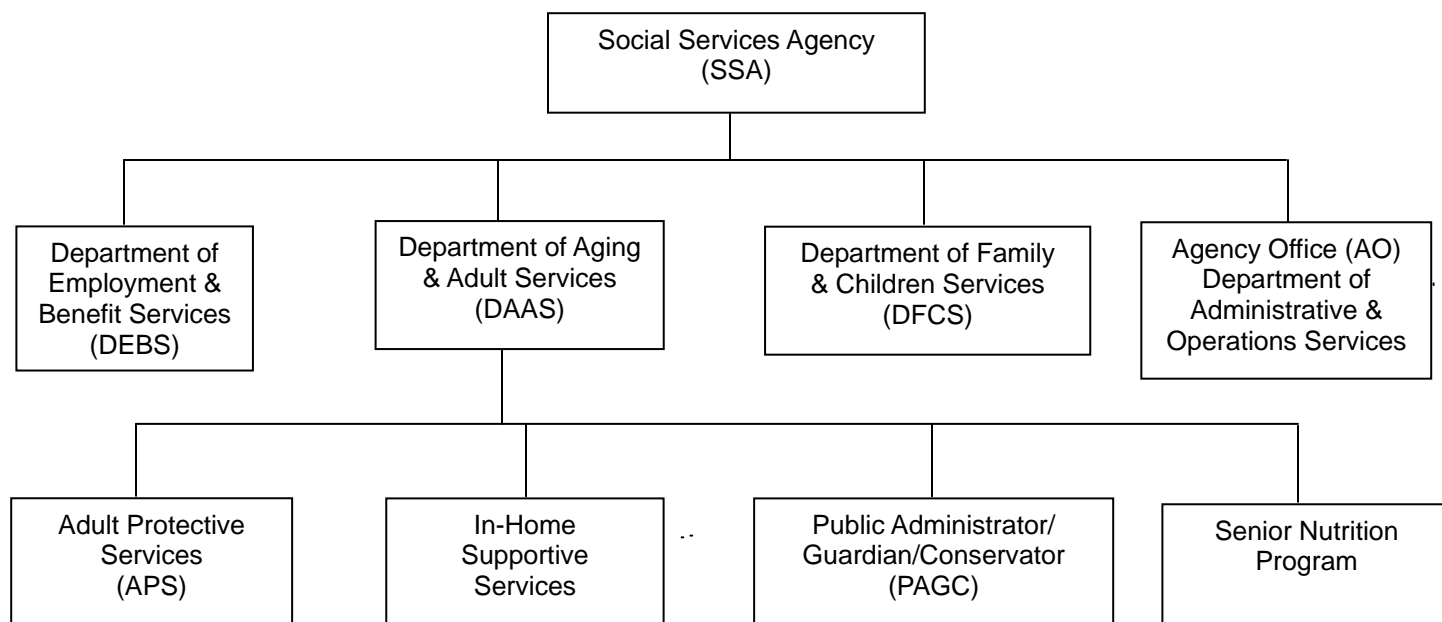
Santa Clara County is home to a population of approximately 1.8 million residents (2012 United States census estimate), of which 11.7 % are identified as over the age of 65, about 213,000 individuals.¹ Most of these elderly citizens will eventually require some level of support and assistance as they advance toward the end of their lives. A few will have limited

¹ <http://quickfacts.census.gov/qfd/states/06/06085.html>.

or no support system available within their family circle to execute their affairs.

The Department of Aging and Adult Services (DAAS), a division of the Santa Clara County Social Services Agency (SSA), was formed in 1997. DAAS consolidated several separate and distinct divisions to improve coordination among In-Home Supportive Services, the Senior Nutrition Program, the Office of the Public Administrator/Guardian/Conservator (PAGC), and Adult Protective Services (APS). The stated goals include coordinating and enhancing services for seniors that are delivered under county programs and strengthening partnerships in the community and among these departments.²

SSA Organization Chart (Abbreviated)



The Grand Jury examined the roles of APS, PAGC, and Office of the County Counsel (County Counsel).

ADULT PROTECTIVE SERVICES (APS)

APS is a department whose activities are defined by the California Welfare & Institutions Code. APS serves two population groups: elders (age 65+) and dependent adults (age 18-64) who are suspected of being abused and neglected. Types of abuse that are investigated include physical, sexual, financial, neglect or self-neglect, and isolation. Reports of abuse are taken on a 24/7 basis.³ The mission of APS is to provide preventative and remedial interventions, such as investigation, assessment, counseling, development of a service plan, case management on a time-limited basis, and referrals to community resources. The law mandates the availability of these services through APS, but since the client is not conserved, acceptance of the services is voluntary.

²Adult Protective Services Handbook of Santa Clara County, n.d., 2-2.

³ Welfare and Institutions Code section 15763.

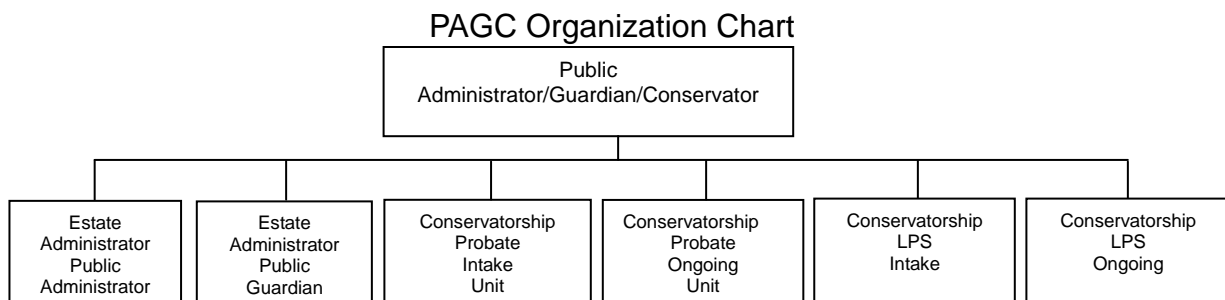
The primary goal is to maintain the client in his/her home, while securing his/her ongoing health and safety as much as possible, using existing community-based services.⁴ When the client is no longer able to make personal, health, or financial decisions without great risk to his/her well-being, or is in danger of being abused by others, and when other family members or other individuals are not willing, able, or appropriate to step into a formal caregiver role, APS makes a referral to PAGC for further investigation. The outcome of this investigation could lead to a permanent conservatorship.⁵

APS together with PAGC, the District Attorney, County Counsel, and other law enforcement entities staff the rapid response Financial Abuse Specialist Team (FAST). The team, established in 1999 by DAAS, allows a multi-disciplinary approach to take quick action and intervene in situations where the elderly person is in imminent risk of financial abuse. The team then also addresses the client's broader issues.⁶ Non-FAST cases (clients not at imminent financial risk) do not have the same level of information sharing and cooperation among the departments.

OFFICE OF THE PUBLIC ADMINISTRATOR/GUARDIAN/CONSERVATOR (PAGC)

"The Office of the Public Guardian insures the physical and financial safety of persons unable to do so on their own, and when there are no viable alternatives to a public conservatorship. The Superior Court determines whether a conservatorship should be established. The court process includes petitioning the court and notifying the proposed conservatee and his/her family of the proceedings. A conservatorship is established only as a last resort through a formal hearing. The Superior Court can appoint the Public Guardian as a conservator of the person only, estate only (for probate), or both person and estate."⁷

The PAGC serves several groups of clients: elderly and dependent adults (probate conservatorships) and the severely mentally ill under the State of California Lanterman-Petris-Short Act of 1967 (LPS conservatorships – CA Welfare & Institutions Code §5000 et seq.). Probate and LPS conservatorships have separate divisions within PAGC, and each operates its own intake and ongoing units. The intake unit case manages the client who is awaiting conservatorship; the ongoing unit assumes management after the granting of conservatorship. The Public Administrator handles the closing of estates of the deceased, when no other alternatives such as wills and trusts exist.



⁴ *Id.* at 15750 et. seq.

⁵ Adult Protective Services Handbook of Santa Clara County, n.d., 9-5

⁶ "Financial Abuse Specialist Team Practice Guide Santa Clara County," Version 1.0, 12/2010, 3

⁷ <http://www.sccgov.org/sites/ssa/Department%20of%20Aging%20-20%Adults%...Services/Public%20Guardian/Pages/Office-of-the-Public-Guardian.aspx>.

The Probate Intake Unit receives referrals from APS, skilled nursing facilities, hospitals, the court, and the community when there is concern about the cognitive and/or physical ability of the elderly person to function competently on his/her own, or for protection from outside abuse (financial, physical, emotional), and long-term intervention appears to be warranted. (See Appendix A.) Following an extensive investigation, the Public Guardian (PG) may decide to petition the Probate Court to request appointment of the PG as the legal conservator of record. This occurs only after extensive exploration for less restrictive alternatives such as willing and available family members or friends, and no one is found.

The individual can be conserved in the following ways, as determined in Probate Court:

Conservatorship of the person: The conservator assures that all personal care, medical care, and services needed to maintain a safe and comfortable living environment are provided for the conservatee.

Conservatorship of the estate: The conservator bears the responsibility for locating, managing, and protecting all assets of the conservatee's estate. She/he also applies for all income and benefits to which the conservatee is entitled, pays all just debts, and keeps separate records of all the funds received and disbursed on the conservatee's behalf.

An individual may have both his/her person and estate conserved, based on the judgment of the court after careful consideration of all of the facts in the case.

There are two types of probate conservatorship, permanent and temporary. The first step for both is to determine if the client is a candidate for referral for conservatorship. According to the Policies and Procedures Manual of the PAGC (Procedure 704.0), PAGC has 30 days to respond to the referring party; e.g., APS, hospital, or nursing home about accepting the referral. Once the referral is accepted, the deputy public guardian investigates the need for conservatorship and assembles a packet of documents including the Capacity Declaration, a physician's evaluation of a person's ability to handle his/her well-being and affairs. (See Appendix B.) A completed Capacity Declaration is mandatory to obtain a conservatorship. Then the deputy public guardian sends the packet to County Counsel. If the packet is complete, County Counsel prepares the petition for conservatorship, and a court date is initially calendared for 10 weeks in the future. After the Probate Court receives the petition, the Superior Court investigator independently reviews the documents and further investigates so that she/he can make a recommendation to the judge on conservatorship.

If time is of the essence, a temporary conservatorship can be sought. The temporary conservatorship has a limited term of one month. PAGC may petition the Probate Court to extend the temporary conservatorship, if needed.⁸ This conservatorship has limited powers necessary to ensure the health, safety, and support of the proposed conservatee and protection of his/her property. It protects the client in the moment (a medical or financial emergency) before going forward with a permanent conservatorship.⁹ A permanent

⁸ Probate Code section 2257

⁹ Probate Code section 2252

conservatorship is petitioned at the same time as the temporary conservatorship with the client being charged a fee for both petitions. Temporary conservatorships are filed with the court for a hearing date within three weeks. Unlike the permanent conservatorship, the temporary conservatorship does not allow decisions concerning the conservatee's real estate, routine medical care, or financial matters, unless urgent.

For purposes of this investigation, the Grand Jury chose to focus only on the portion of PAGC that deals with non-LPS probate conservatorships for the elderly from the point of referral to the Probate Court naming the Public Guardian as legal conservator. The process of moving a client through conservatorship is complicated and prolonged.

In the process of probate conservatorship, clients can spend as much as four to six months in a holding pattern, between PAGC'S acceptance of a case and the Probate Court's formal granting of temporary and/or permanent conservatorship. During this period, the client has already been deemed to lack the capacity to make good decisions for him/herself, as established by a physician via the Capacity Declaration. Further, the deputy public guardian assigned to the client has not been granted any legal authority to conduct business on behalf of the client.

Until permanent conservatorship is completed, the deputy public guardian must confront the clients' day-to-day issues without having the legal capacity to make decisions for the clients. The Grand Jury found that deputy public guardians, by necessity, bring their own personal skills and creativity into play to respond to clients' inability to care for their own needs under these precarious circumstances.

A temporary conservatorship may be sought to alleviate a crisis and is only a stopgap solution. It is limited in time, thirty days, and scope, a medical or financial emergency. Once the permanent conservatorship is in place, PAGC officially assumes the ongoing legal and physical responsibility for attending to all business and personal decisions surrounding the clients, and they will be case-managed accordingly.

The Grand Jury concludes that this legal limbo in which the deputy public guardians find themselves underscores the need to eliminate any delays within the conservatorship process that are easily correctable.

OFFICE OF THE COUNTY COUNSEL

The Office of County Counsel (County Counsel) is the legal advisor to the County of Santa Clara. Within this department are attorneys representing various practice areas, and according to County Counsel, the "Probate Section represents and advises the PAGC in almost 1,000 conservatorship, decedent estate and trust proceedings each year."¹⁰ The deputy county counsel assigned to probate prepares the petition for conservatorship, based on documents received from PAGC. The County Counsel staff calendars the case for a Probate Court hearing. Prior to the hearing in Probate Court, a court-appointed individual, the court investigator, does an additional independent examination of the facts. The investigator independently evaluates the need for conservatorship and recommends whether the court

¹⁰ <http://www.sccgov.org/sites/cco/Pages/Office-of-County-Counsel.aspx>.

should grant a conservatorship.

METHODOLOGY

In preparing this report, the Grand Jury conducted 17 interviews, received email responses to questions, did web searches, attended a demonstration of the PAGC Panoramic Case Management System (PANO) and examined various documents. The Grand Jury subpoenaed and reviewed financial, medical, and case management records of the deceased client mentioned in the complaint.

Interviewed employees from the following:

- Adult Protective Services (APS),
- Office of the Public Administrator/Guardian/Conservator (PAGC),
- Office of the County Counsel, and
- Superior Court of California.

Emailed communications with the following departments of Santa Clara County:

- Social Services Agency (SSA) which includes the Department of Aging and Adult Services (DAAS), APS, and PAGC,
- Office of County Counsel,
- Employee Services Agency (ESA), and
- Superior Court of California.

Web searches (See Appendix C.1.)

Manuals and codes (See Appendix C.2.)

Statistics for APS, PAGC, and Superior Court of California (See Appendix C.3.)

Forms and documents not included in the above (See Appendix C.4.)

DISCUSSION

The Grand Jury began its investigation in response to a complaint that PAGC delayed establishing a conservatorship over a client who was referred to PAGC by APS. The client's medical condition deteriorated over five months with the client dying without a conservatorship in place. The Grand Jury reviewed this specific case and did not conclude that there was mishandling. Nevertheless, this case directed the Grand Jury's efforts to review and to evaluate the processes involved in determining conservatorship for the elderly.

The following sections outline what legal, procedural, and communication processes/factors

contribute to such a lengthy process for conservatorship. The Grand Jury also notes deficiencies and obstacles, which must be addressed in order to better the process.

Process for Receiving, Formally Recording, and Accepting Referrals

The Grand Jury found that when a referral is taken from a referring party, there are inconsistencies as to when the information is logged into the Panoramic Case Management System (PANO) and assigned an account/case number. The Grand Jury learned of instances where the inputting of data had been delayed, and therefore the client was not being tracked in the system, essentially lost and not receiving services. In those cases, the issue was brought to light when the referring party made inquiry as to the status of the client, and hard copies of the documents had to be hunted down. Procedure 709.1, updated January 21, 2014, requires that client data be entered when the referral is received, and this process is not followed in each and every case. As a result, the Grand Jury also learned that because of these past issues, a new PANO screen dedicated to the entry of referral data was going to be developed, along with clearer guidelines as to when and who would input data and assign an account number. The new screen, along with a new PAGC Procedure 709.2, dated May 20, 2014, is to be implemented.

Regarding the PAGC determination process for accepting or rejecting a client for conservatorship, which involves the removal of civil rights, the Grand Jury learned that a formal change is planned for the near future that will restructure how incoming referrals are reviewed. Currently, recommendations for acceptance or rejection of a client are at the discretion of one employee, and that decision is passed on to the Public Guardian for concurrence. The proposed new process will create a three-person panel to discuss and evaluate the merits of each case prior to the decision to accept or reject. It is intended to allow differing staff perspectives to be presented and considered collaboratively. This panel will convene bi-weekly. This one-year trial project was given a March 1, 2014 start date, but had not been implemented as of May 1, 2014.

Communication between APS and PAGC/Incomplete Information Sharing

The Grand Jury's investigation revealed that information sharing between APS and PAGC is critical for evaluating a client for possible conservatorship and for knowing when the conservatorship is completed. Complicating the situation, APS and PAGC have different computer systems that can be accessed only by the respective employees of each division. The investigation revealed that information sharing between APS and PAGC needs improvement.

APS completes and sends an interdepartmental form to PAGC entitled Request to Establish a Probate Conservatorship (SC-1). This form provides only basic client information including contacts, income, physician, and reason for conservatorship. PAGC cited a need for more information in SC-1 including relevant details contained in previous referrals to APS and potentially dangerous situations (aggressive dog, gun in the home, or resistant individuals). The lack of information results in the deputy public guardian having to discover the details on his/her own versus just reconfirming the veracity of the facts. If a situation is known to be potentially dangerous, the deputy public guardian would obtain appropriate backup when visiting the client in the home. As a result, with information that is more detailed, the deputy

public guardian would be able to proceed more safely, effectively, and with a clearer understanding of the client's situation.

After receiving a referral for evaluation of conservatorship from APS, the deputy public guardian is required within thirty days per PAGC Procedure 704.0 to contact APS as to the acceptance of the referral for conservatorship investigation. This notification is important to assist the APS worker in his/her further case planning for the referred client. The Grand Jury found that once PAGC acknowledges the referral and undertakes further evaluation of the client, little or no additional information about the client is shared. Since not all referred clients are conserved, it is important for the APS worker to be kept in the loop so that they will know if the client is still being actively evaluated and is receiving services from PAGC. This information influences the APS worker's decision when to close the case.

The Grand Jury was told that the lack of two-way communication between the departments is an issue. Clearly, a more collaborative approach between APS and PAGC would greatly benefit their shared clients.

Capacity Declaration

In every request for a formal conservatorship through the Probate Court, the client's physician must complete a Judicial Council of California Form GC-335, the Capacity Declaration. (See Appendix B.) The physician renders his/her professional opinion about the cognitive capacity of the individual to manage his/her own affairs and to perform activities of daily living. An additional attachment to the Capacity Declaration for dementia evaluation allows placement in a secured facility and the use of psychotropic medication (Probate Code §2356.5). The APS social worker, during the initial investigation, or the PAGC deputy assigned to manage the case is responsible for coordinating with the physician to complete this form. It is the responsibility of the PAGC deputy to ensure that the form is complete when sending the referral to County Counsel to petition the court for conservatorship. Since the Capacity Declaration is the basis for a formal judgment to conserve and legal proof of the need for a conservatorship, incomplete forms are returned to the PAGC deputy who then has to contact the physician again. Without a completed Capacity Declaration, a court hearing cannot be set, and the case is unable to advance through the Probate Court system. This results in a delay in the conservatorship process.

Staff Training

The 2012-2013 Santa Clara County Civil Grand Jury identified that the PAGC lacked a formal training plan for new employees and interoffice transfers.¹¹ As of March 1, 2014, the PAGC has made only minimal progress towards resolving this problem. There continues to be no formal written training manual or program to address this problem; the preferred method seems to be shadowing more experienced employees and obtaining information from a supervisor. It is important that PAGC address this, particularly since staff turnover in the PAGC Probate Intake Unit has been greater than 50 percent in the past two years.

A specific example of lack of training is in the use of a computerized case management

¹¹ 2012-2013 Santa Clara County Civil Grand Jury, *Improvements Are Needed in the Office of the Public Administrator/Guardian/Conservator*.

system. In 2009, PAGC implemented a new computerized system, Panoramic Case Management System (PANO), for managing its work. The PANO vendor describes it as a case management system designed to handle cases from investigation and opening to case closure. PANO tracks clients, their assets, heirs, and maintains case notes.¹² The 2012-2013 Grand Jury found that PAGC personnel were not utilizing PANO consistently, and PAGC had no clearly delineated personnel responsible for problem solving, maintenance, and training for the software system.¹³ The 2013-2014 Grand Jury investigation has revealed that PAGC staff training on PANO consists of informal training with a supervisor and peers. The Grand Jury was told that PAGC has hired an employee to receive training from the PANO vendor with the intent that this person will then instruct the employees of PAGC how to use PANO. While this may appear to be progress, it has been five years since PANO was implemented, and the lack of formal training continues to prevent it from being utilized to its fullest capacity.

A formal job training program including the use of PANO results in a consistent, competent, and accountable staff, ultimately benefitting the client.

Policies and Procedures for PAGC

The basic guide to the day-to-day operations of PAGC is its Policies and Procedures Manual (P&Ps) that directs employees through the various processes required to serve their clients and provides step-by-step details for each task.

The 2012-2013 Santa Clara County Civil Grand Jury reviewed the PAGC's P&Ps and found that as of August 2012 nearly two-thirds of the policies and procedures had not been reviewed or updated for five years or more.¹⁴ As a result, an effort has been undertaken over recent months to have the manual reformatted, updated, and made available to staff on the PAGC intranet. The Grand Jury was informed that the process has now been completed for the entire manual, and the P&Ps are now up to date.

The Grand Jury learned that the content of many of the P&Ps was not updated; only the dates on the pages were changed. For instance, old job titles and references to a former computer case management program have not been removed raising concern as to how much attention was given to the updates of the procedures themselves.

This leaves the Grand Jury to wonder how effective the P&Ps are in guiding new staff, or serving as a reference for all staff in conducting the work of the department. The Grand Jury determines that there is still much work to be done in this area including updating current job titles and responsibilities.

Background Checks

The employees of APS and PAGC have access to frail and cognitively impaired clients' homes and frequently handle personal property, financial assets, and household goods. According to the Annual Report of PAGC on August 8, 2013, PAGC manages a financial

¹² <http://www.panosoft.com>.

¹³ 2012-2013 Santa Clara County Civil Grand Jury, *Improvements Are Needed in the Office of the Public Administrator/Guardian/Conservator*.

¹⁴ *ibid.*

inventory of clients' assets totaling \$62,787,998.25.¹⁵ Additionally, personal property and valuables are kept in storage at a warehouse and a locked property room, accessed by select PAGC employees.

The Grand Jury found that employees of APS and PAGC are not fingerprinted. The current background check for a potential new hire searches only the last seven years for felonies and misdemeanors. It does not include Live Scan, a computerized fingerprinting system that searches nationally for criminal activity from 18 years of age to the present. Live Scan is no more expensive than the more limited background check presently done for prospective APS or PAGC hires. The increase in the level of background checks to include Live Scan review requires the concurrence of county management and county labor bargaining units. The Grand Jury contends that these new personnel should be subjected to fingerprinting and additional scrutiny from age 18 forward to current age when hired by the county to safeguard and minimize the risk to this vulnerable population and their assets.

Inadequate Statistics

The Social Services Agency (SSA) publishes statistics both quarterly and annually. The quarterly document is called the Vital Signs Report,¹⁶ and the annual report is presented to the Board of Supervisors (BOS) Children, Seniors and Families Committee of Santa Clara County.¹⁷

In the preface of the Vital Signs Report, the importance of statistics is well stated: "Performance Management in the SSA is an interactive process that includes setting and clarifying goals; developing targets and measures to assess progress; meet reporting requirements, monitor program outcomes, evaluate program and management effectiveness; and to increase the use of performance indicators to [produce] informed [ed] programmatic decisions."¹⁸

However, looking at the quarterly Vital Signs Report, the Grand Jury was unable to evaluate the magnitude of the workload of the Probate Intake Unit because the following statistics were combined with the LPS unit:

- number of PAGC cases managed monthly (Appendix D.1 and D.2),
- initial evaluation completed by PAGC within seven days (Appendix D.1 and D.2), and
- percentage of face-to-face contacts with all conservatees within 90 days (Appendix D.2).

¹⁵ Office of the Public Administrator Guardian/Conservator 2013 Annual Report, Social Services Agency Department of Aging and Adult Services, 11.

¹⁶ Vital Signs Report-A Review of Key Performance Indicators; quarterly, published by Santa Clara County Social Services Agency Division of Data Analysis, Program Integrity and Research-Office of Research and Evaluation, July-September. 2013.

¹⁷ Office of the Public Administrator Guardian/Conservator 2013 Annual Report, Social Services Agency Department of Aging and Adult Services.

¹⁸ Vital Signs Report-A Review of Key Performance Indicators; quarterly, published by Santa Clara County Social Services Agency Division of Data Analysis, Program Integrity and Research-Office of Research and Evaluation, July-September. 2013, i.

In addition, the accuracy of the combined statistics is in question because the Probate Intake Unit does not track initial referrals in a consistent manner according to their own procedures. Combined with the lack of formal training on PANO and the resultant lack of uniformity in recording the case data, the Grand Jury questions the validity of all the PAGC combined statistics.

Also in the quarterly Vital Signs Reports, there are two categories of data that are listed without numbers because the “data [is] unavailable.”¹⁹ This data has not been available for several past quarterly reports. The categories are:

- file conservatorship inventories with the court within 90 days (Appendix D.2), and
- complete annual LPS reappointments within court time guidelines (Appendix D.2).

In the latest Vital Signs Report (October 2013 through December 2013), these categories are deleted.

When the Grand Jury asked for further statistics for the Probate Intake Unit such as source of referral and number of referrals accepted and rejected, a report was produced that showed the number of referrals in 2012 was 73 and in 2013 was 89. (See Appendix A.) However, the number of referrals to the Probate Intake Unit provided by PAGC in their annual report to the Children, Seniors and Families Committee of the BOS averaged 200 per year.²⁰ PAGC admitted that the information provided to the BOS committee was incorrect, overstated by more than 100%. In summary, the Probate Intake Unit does not actively track their referrals as to number or source although PANO, their computerized system, has that capability.

The Grand Jury concurs with the SSA's Vital Signs Report that performance measurement statistics would facilitate effective management of PAGC including staffing and budgeting. However, the statistics need to be accurate, meaningful, and complete.

CONCLUSIONS

The Grand Jury investigated Adult Protective Services (APS) and the Office of the Public Administrator/Guardian/Conservator (PAGC) from the point of conservatorship intake referral to PAGC to completion of the conservatorship process in Probate Court. The Grand Jury conducted interviews and reviewed documents.

Over the past several years in spite of ongoing scrutiny from various sources including an internal audit manager, Santa Clara County Board of Supervisors, and the 2012-2013 Grand Jury, many issues remain unresolved within PAGC. The Grand Jury learned that PAGC has an understanding of several existing problems, and PAGC has offered reasonable solutions for them, but is failing to meet their own deadlines.

PAGC does not consistently follow the procedure as outlined in their Policies and Procedures

¹⁹ Ibid, 21.

²⁰ Office of the Public Administrator Guardian/Conservator 2013 Annual Report, Social Services Agency Department of Aging and Adult Services, 4.

Manual that requires the Probate Intake Unit to record all referrals (APS and community) by giving each an account/case number. This makes the referral nearly impossible to track prior to acceptance because there is no account/case number assigned. This is an area where a proposal for improvement--a new intake screen in the Panoramic Case Management System (PANO) dedicated to entering and tracking incoming referrals--is in the process of being implemented.

The decision to accept or reject each new referral presently is at the discretion of one employee; a three-person panel will replace this process. The purpose of the panel is to review the merits of each incoming referral, determine whether the client will be accepted by PAGC for continuing investigation, and create an open forum for the decision-making process that does not currently exist. The Grand Jury learned that this proposal for improvement has recently been initiated.

Two-way communication between APS and PAGC needs to be improved. Both entities are under the auspices of the Social Services Agency's Department of Aging and Adult Services. This department was formed in 1997 in order to facilitate interaction among staff of various units serving seniors and thereby improving the flow of services for these clients. The Grand Jury found that APS and PAGC work cooperatively on urgent cases involving financial risk to the elder (called the FAST team). However, in non-FAST cases, they sometimes provide less than complete information to each other that could make their work more efficient and effective as they serve this very vulnerable and isolated population.

No court hearing date can ever be set without a complete Capacity Declaration. This form, filled out by the client's physician, is used to justify the reasons for seeking conservatorship (lack of physical/mental capacity for managing the client's own affairs). It is the responsibility of the PAGC Probate Intake Unit to ensure this form is complete and accurate. However, the Grand Jury identified it as a document that is not consistently filled out properly or is incomplete and must be returned to the physician causing delays in the conservatorship process. Reviewing the form for accuracy and completeness, prior to sending it to County Counsel, would greatly benefit the client by reducing the time to conservatorship.

The 2012-2013 Grand Jury identified the lack of PAGC training, including the use of PANO, as an issue. It is an ongoing problem. There is a high staff turnover rate within the Probate Intake Unit, and as of March 1, 2014, there was no formalized training plan in place to train replacement staff. Additionally, the Policies and Procedures Manual of PAGC still has incorrect information and therefore is a questionable training and reference tool.

Also of concern to the Grand Jury is the way new hires to APS and PAGC are screened by the Employee Services Agency (Human Resources). The employees of APS and PAGC have access to the homes and property of frail and possibly cognitively impaired individuals, exposing these clients to potential outside abuse. The Grand Jury concludes that all new employees of both departments should receive a higher level of screening, including Live Scan fingerprinting.

Very few statistics are routinely kept and reported by PAGC's Probate Intake Unit. In response to the Grand Jury's request, PAGC had difficulty, but did provide basic statistics (number and sources of referrals, acceptance and rejection rates) for their Probate Intake

Unit. The Grand Jury has noted discrepancies in the number of referrals provided to them by PAGC compared to the number of referrals PAGC referenced in the Office of the PAGC 2013 Annual Report. There is a concern that without correct client counts, well-informed decisions regarding staffing and funding cannot be reasonably made.

The Grand Jury concludes that there are many hardworking, dedicated employees in PAGC who put forth their best efforts on behalf of their clients. However, they are working at a distinct disadvantage because of the operational deficiencies described in this report.

Some of the concerns noted in this report are currently being addressed as a result of the Grand Jury's investigations. The Grand Jury strongly suggests that the County continue to focus on improving the conservatorship process. Thus, for some of the county's most vulnerable citizens, the current path to conservatorship may eventually become streamlined to maximum efficiency.

FINDINGS AND RECOMMENDATIONS:

FINDING 1

By not assigning account/case numbers immediately upon receipt of referrals, PAGC does not follow Procedure 709.1 updated January 21, 2014, "Screening of Referrals," of the PAGC's Policies and Procedures Manual.

RECOMMENDATION 1

The County should require PAGC to follow its new Procedure 709.2 dated May 20, 2014, "Probate Unit Referral Process," in PAGC's Policies and Procedures Manual.

FINDING 2

Acceptance of referrals to PAGC for evaluation for conservatorship, which removes a person's civil liberties, is decided by one person with the concurrence of upper management--

RECOMMENDATION 2

The County should implement the proposed pilot project of a three-person panel for evaluation of conservatorship referrals in accordance with the new Procedure 709.2 dated May 20, 2014.

FINDING 3

Poor communication and incomplete information sharing from APS to PAGC in non-FAST cases result in inefficiencies and duplication of work.

RECOMMENDATION 3

The County should require APS and the PAGC to develop efficient and effective methods of communication and information sharing.

FINDING 4

In non-FAST cases, PAGC does not always inform APS about the status of the referral after acceptance of the referral for conservatorship investigation.

RECOMMENDATION 4

The County should require PAGC to inform APS of any pertinent changes in the client's status and when conservatorship is granted.

FINDING 5

The Capacity Declaration, a mandatory Judicial Council of California form, is not always completed correctly by the attending physician, resulting in the delay of the conservatorship process.

RECOMMENDATION 5

The County should devise a process to improve identification of errors and omissions on the Capacity Declaration prior to the acceptance of it.

FINDING 6

As of March 1, 2014, there are no formalized written training programs for new and current PAGC staff.

RECOMMENDATION 6a

The County should develop and implement a formal written case management training program for new and current PAGC staff.

RECOMMENDATION 6b

The County should develop and implement a formal written training program for the use of PANO for new and current PAGC staff.

FINDING 7

The current PAGC Policies and Procedures Manual does not reflect current job titles and responsibilities.

RECOMMENDATION 7

The County should require PAGC to correct its Policies and Procedures Manual to reflect current job titles and responsibilities.

FINDING 8

Background checks of prospective APS personnel, prior to the time of hire into the department, do not include Live Scan screening.

RECOMMENDATION 8

The County should require all prospective personnel of APS to receive Live Scan screening prior to the time of hire into the department.

FINDING 9

Background checks of prospective PAGC personnel, prior to the time of hire into the department, do not include Live Scan screening.

RECOMMENDATION 9

The County should require all prospective personnel of PAGC to receive Live Scan screening prior to the time of hire into the department.

FINDING 10

PAGC case management statistics are often incomplete, limited in scope, and inaccurate, leading to SSA management's inability to make effective management and budget decisions.

RECOMMENDATION 10

The County should require PAGC to research, identify, and report complete, comprehensive, and accurate case management statistics.

Appendix A

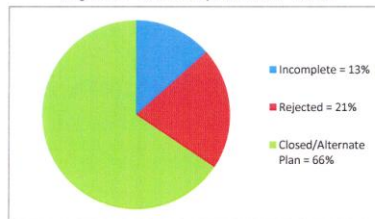
PROBATE REFERRALS RECEIVED, CY 2011 - 2013

Sources	1st 6 Mo	2nd 6Mo	2011	Sources	1st 6 Mo	2nd 6Mo	2012	Sources	1st 6 Mo	2nd 6Mo	2013
HOSP/SNF	26	12	38	HOSP/SNF	14	3	17	HOSP/SNF	15	13	28
COURT	4	2	6	COURT	3	5	8	COURT	4	5	9
PGO	0	0	0	PGO	0	0	0	PGO	0	0	0
APS NF	2	2	4	APS NF	4	2	6	APS NF	3	2	5
JAIL	2	2	2	JAIL	0	0	0	JAIL	0	2	2
APS	50	25	75	APS	29	7	36	APS	18	17	35
OTHER	1	1	2	OTHER	5	1	6	OTHER	2	8	10
Totals	85	42	127	Totals	55	18	73	Totals	42	47	89

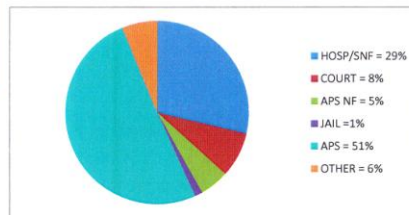
Rejected	2011	2012	2013	Totals
Incomplete	0	3	6	9
Rejected	1	6	7	14
Closed/Alternate Plan	11	10	23	44
Total	12	19	36	67

Total Accepted	222
Total Rejected	67
Total Referrals	289

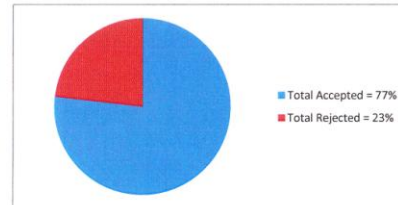
Rejected Referrals, CY 2011 - 2013



Source of Probate Referrals, CY 2011 - 2013



Accepted and Rejected, CY 2011-2013



Deaths prior to completion of conservatorship process and number forwarded to County Counsel will require a case by case analysis during the three year period.

Appendix B

GC-335

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address): <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> TELEPHONE NO.: E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name): </div> <div style="width: 45%;"> FAX NO. (Optional): </div> </div>	FOR COURT USE ONLY
SUPERIOR COURT OF CALIFORNIA, COUNTY OF STREET ADDRESS: MAILING ADDRESS: CITY AND ZIP CODE: BRANCH NAME:	
CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name): <input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	
CAPACITY DECLARATION—CONSERVATORSHIP	CASE NUMBER

TO PHYSICIAN, PSYCHOLOGIST, OR RELIGIOUS HEALING PRACTITIONER

The purpose of this form is to enable the court to determine whether the (proposed) conservatee *(check all that apply)*:

- A. ☐ is able to attend a court hearing to determine whether a conservator should be appointed to care for him or her. The court hearing is set for (date): _____ . *(Complete item 5, sign, and file page 1 of this form.)*
- B. ☐ has the capacity to give informed consent to medical treatment. *(Complete items 6 through 8, sign page 3, and file pages 1 through 3 of this form.)*
- C. ☐ has dementia and, if so, (1) whether he or she needs to be placed in a secured-perimeter residential care facility for the elderly, and (2) whether he or she needs or would benefit from dementia medications. *(Complete items 6 and 8 of this form and form GC-335A; sign and attach form GC-335A. File pages 1 through 3 of this form and form GC-335A.)*

(If more than one item is checked above, sign the last applicable page of this form or form GC-335A if item C is checked. File page 1 through the last applicable page of this form; also file form GC-335A if item C is checked.)

COMPLETE ITEMS 1-4 OF THIS FORM IN ALL CASES.

GENERAL INFORMATION

1. (Name): _____
2. (Office address and telephone number): _____
3. I am
 - a. ☐ a California licensed ☐ physician ☐ psychologist acting within the scope of my licensure
 ☐ with at least two years' experience in diagnosing dementia.
 - b. ☐ an accredited practitioner of a religion whose tenets and practices call for reliance on prayer alone for healing, which religion is adhered to by the (proposed) conservatee. The (proposed) conservatee is under my treatment. *(Religious practitioner may make the determination under item 5 ONLY.)*
4. (Proposed) conservatee (name): _____
 - a. I last saw the (proposed) conservatee on (date): _____
 - b. The (proposed) conservatee ☐ is ☐ is NOT a patient under my continuing treatment.

ABILITY TO ATTEND COURT HEARING

5. A court hearing on the petition for appointment of a conservator is set for the date indicated in item A above. *(Complete a or b.)*
 - a. ☐ The proposed conservatee is able to attend the court hearing.
 - b. ☐ Because of medical inability, the proposed conservatee is NOT able to attend the court hearing *(check all items below that apply)*
 - (1) ☐ on the date set *(see date in box in item A above)*.
 - (2) ☐ for the foreseeable future.
 - (3) ☐ until (date): _____
 - (4) **Supporting facts** *(State facts in the space below or check this box ☐ and state the facts in Attachment 5):*

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.
 Date: _____

 (TYPE OR PRINT NAME)

 (SIGNATURE OF DECLARANT)

Page 1 of ____

CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name):	CASE NUMBER:
<input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	

6. EVALUATION OF (PROPOSED) CONSERVATEE'S MENTAL FUNCTIONS

Note to practitioner: This form is *not* a rating scale. It is intended to assist you in recording your *impressions* of the (proposed) conservatee's mental abilities. Where appropriate, you may refer to scores on standardized rating instruments.

(Instructions for items 6A–6C): Check the appropriate designation as follows: **a** = no apparent impairment; **b** = moderate impairment; **c** = major impairment; **d** = so impaired as to be incapable of being assessed; **e** = I have no opinion.)

A. Alertness and attention

- (1) Levels of arousal (lethargic, responds only to vigorous and persistent stimulation, stupor)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (2) Orientation (types of orientation impaired)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Person
a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Time (day, date, month, season, year)
a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Place (address, town, state)
a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Situation ("Why am I here?")
- (3) Ability to attend and concentrate (give detailed answers from memory, mental ability required to thread a needle)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------

B. Information processing. Ability to:

- (1) Remember (ability to remember a question before answering; to recall names, relatives, past presidents, and events of the past 24 hours)
 - i. Short-term memory

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
 - ii. Long-term memory

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
 - iii. Immediate recall

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (2) Understand and communicate either verbally or otherwise (deficits reflected by inability to comprehend questions, follow instructions, use words correctly, or name objects; use of nonsense words)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (3) Recognize familiar objects and persons (deficits reflected by inability to recognize familiar faces, objects, etc.)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (4) Understand and appreciate quantities (deficits reflected by inability to perform simple calculations)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (5) Reason using abstract concepts. (deficits reflected by inability to grasp abstract aspects of his or her situation or to interpret idiomatic expressions or proverbs)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (6) Plan, organize, and carry out actions (assuming physical ability) in one's own rational self-interest (deficits reflected by inability to break complex tasks down into simple steps and carry them out)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (7) Reason logically.

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------

C. Thought disorders

- (1) Severely disorganized thinking (rambling thoughts; nonsensical, incoherent, or nonlinear thinking)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (2) Hallucinations (auditory, visual, olfactory)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (3) Delusions (demonstrably false belief maintained without or against reason or evidence)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (4) Uncontrollable or intrusive thoughts (unwanted compulsive thoughts, compulsive behavior).

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------

(Continued on next page)

CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name):	CASE NUMBER:
<input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	

6. (continued)

- D. **Ability to modulate mood and affect.** The (proposed) conservatee ☐ has ☐ does NOT have a pervasive and persistent or recurrent emotional state that appears inappropriate in degree to his or her circumstances. (If so, complete remainder of item 6D.) ☐ I have no opinion.

(Instructions for item 6D: Check the degree of impairment of each inappropriate mood state (if any) as follows: a = mildly inappropriate; b = moderately inappropriate; c = severely inappropriate.)

Anger	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Euphoria	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Helplessness	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>
Anxiety	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Depression	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Apathy	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>
Fear	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Hopelessness	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Indifference	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>
Panic	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Despair	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>				

- E. The (proposed) conservatee's periods of impairment from the deficits indicated in items 6A–6D

- (1) ☐ do NOT vary substantially in frequency, severity, or duration.
 (2) ☐ do vary substantially in frequency, severity, or duration (explain; continue on Attachment 6E if necessary):

- F. ☐ (Optional) Other information regarding my evaluation of the (proposed) conservatee's mental function (e.g., diagnosis, symptomatology, and other impressions) is ☐ stated below ☐ stated in Attachment 6F.

ABILITY TO CONSENT TO MEDICAL TREATMENT

7. Based on the information above, it is my opinion that the (proposed) conservatee
- a. ☐ has the capacity to give informed consent to any form of medical treatment. This opinion is limited to medical consent capacity.
- b. ☐ lacks the capacity to give informed consent to any form of medical treatment because he or she is **either** (1) unable to respond knowingly and intelligently regarding medical treatment **or** (2) unable to participate in a treatment decision by means of a rational thought process, **or both**. The deficits in the mental functions described in item 6 above significantly impair the (proposed) conservatee's ability to understand and appreciate the consequences of medical decisions. This opinion is limited to medical consent capacity.

(Declarant must initial here if item 7b applies: _____.)

8. Number of pages attached: _____

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date:

(TYPE OR PRINT NAME)

(SIGNATURE OF DECLARANT)

Conservatorship of the <input type="checkbox"/> Person <input type="checkbox"/> Estate of <i>(Name)</i>	Case Number
<input type="checkbox"/> Conservatee <input type="checkbox"/> Proposed Conservatee	

PROFESSIONAL DECLARANT'S ATTACHMENT TO FORM GC-335☐ **ABILITY TO ENTER INTO FINANCIAL TRANSACTIONS**

1. Based on the information on pages 1-3 of this declaration, it is my opinion that the (proposed) conservatee
 - a. ☐ has the capacity to enter into financial transactions and should not have his or her right to enter into contracts terminated by the Court.
 - b. ☐ lacks the capacity to enter into financial transactions because the mental deficits indicated above significantly impair the (proposed) conservatee's ability to understand and appreciate the consequences of his or her actions such that the (proposed) conservatee lacks the capacity to understand and/or enter into any contracts or agreements regarding property. *(If this paragraph applies, declarant shall initial here: _____.)*

2. Additional Comments:

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date:

.....
(TYPE OR PRINT NAME)

(SIGNATURE OF DECLARANT)

CAPACITY DECLARATION—CONSERVATORSHIP OF THE ESTATE ATTACHMENT

PB-4015 REV. 7/04

CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name):	CASE NUMBER:
<input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	

**ATTACHMENT TO FORM GC-335, CAPACITY DECLARATION—CONSERVATORSHIP,
ONLY FOR (PROPOSED) CONSERVATEE WITH DEMENTIA**

9. It is my opinion that the (proposed) conservatee ☐ HAS ☐ does NOT have dementia as defined in the current edition of *Diagnostic and Statistical Manual of Mental Disorders*.
- a. ☐ **Placement of (proposed) conservatee.** *(If the (proposed) conservatee requires placement in a secured-perimeter residential care facility for the elderly, please complete items 9a(1)–9a(5).)*
- (1) The (proposed) conservatee needs or would benefit from placement in a restricted and secure facility because *(state reasons; continue on Attachment 9a(1) if necessary)*:
- (2) The (proposed) conservatee's mental function deficits, based on my assessment in item 6 of form GC-335, include *(describe; continue on Attachment 9a(2) if necessary)*:
- (3) ☐ The (proposed) conservatee HAS capacity to give informed consent to this placement.
- (4) ☐ The (proposed) conservatee does NOT have capacity to give informed consent to this placement. The deficits in mental function assessed in item 6 of form GC-335 and described in item 9a(2) above significantly impair the (proposed) conservatee's ability to understand and appreciate the consequences of his or her actions with regard to giving informed consent to placement in a restricted and secure environment.
- (5) A locked or secured-perimeter facility ☐ is ☐ is NOT the least restrictive environment appropriate to the needs of the (proposed) conservatee.
- b. ☐ **Administration of dementia medications.** *(If the (proposed) conservatee requires administration of psychotropic medications appropriate to the care of dementia, please complete items 9b(1)–9b(5).)*
- (1) The (proposed) conservatee needs or would benefit from the following psychotropic medications appropriate to the care of dementia, for the reasons stated in item 9b(5) *(list medications; continue on Attachment 9b(1) if necessary)*:
- (2) The (proposed) conservatee's mental function deficits, based on my assessment in item 6 of form GC-335, include *(describe; continue on Attachment 9b(2) if necessary)*:
- (3) ☐ The (proposed) conservatee HAS capacity to give informed consent to the administration of psychotropic medications appropriate to the care of dementia.
- (4) ☐ The (proposed) conservatee does NOT have the capacity to give informed consent to the administration of psychotropic medications appropriate to the care of dementia. The deficits in mental function assessed in item 6 of form GC-335 and described in item 9b(2) above significantly impair the (proposed) conservatee's ability to understand and appreciate his or her actions with regard to giving informed consent to the administration of psychotropic medications for the treatment of dementia.
- (5) The (proposed) conservatee needs or would benefit from the administration of the psychotropic medications listed in item 9b(1) because *(state reasons; continue on Attachment 9b(5) if necessary)*:
10. Number of pages attached: _____

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date: _____

(TYPE OR PRINT NAME)

(SIGNATURE OF DECLARANT)

Page 1 of 1

Appendix C

Documents Reviewed

C.1 Web Searches

- Prior Santa Clara County Grand Jury report of PAGC from 2012-2013
- Grand Jury reports from other counties dealing with concerns about PAGC
- California Advocates for Nursing Home Reform (CANHR) probate conservatorships in CA
- Live Scan fingerprint service
- Official website for the county government of Santa Clara County for the departments of APS, PAGC, and County Counsel
- Hiring flow sheet for Santa Clara County
- United States Department of Census Bureau – January 6, 2014

C.2 Manuals and Codes

- APS Procedures Manual from the state of California (CA) – no publication date
- Adult Protective Services Handbook of Santa Clara County – no publication date
- Financial Abuse Specialist Team Practice Guide, Santa Clara County – December 2010
- Policies and Procedures Manual of the PAGC – 2013-2014
- County of Santa Clara Superior Court of CA Probate Division Procedures Manual – June 2012
- Superior Court Investigator Training Manual from 2006 prepared by CA Association of Superior Court Investigators
- County of Santa Clara Human Resources Practices Manual – updated January 14, 2009
- California Welfare & Institutions Code Sections (W&I) related to the process of conservatorship
- California Probate Code related to probate conservatorship

C.3 Statistics

- APS and County Services Block Grant Monthly Statistical Report SOC 242 from October 2013
- Internal Audit Report of PAGC, Santa Clara County – August 5, 2010, with follow up audit done August 28, 2013
- Office of the PAGC 2012 Annual Report to Children, Seniors, and Families Committee – November 21, 2012
- Office of the PAGC 2013 Annual Report to Children, Seniors, and Families Committee

- Vital Signs Report, A Review of Key Performance Indicators for April – June 2013
- Vital Signs Report, A Review of Key Performance Indicators for July – September 2013
- Vital Signs Report, A Review of Key Performance Indicators for October – December 2013
- Probate Intake Tracking Log with the names redacted for 2013 – received by the Grand Jury January 2014
- Probate Referrals received for the calendar years 2011-2013 provided at the request of the Grand Jury – received by the Grand Jury January 2014
- Temporary and Permanent Probate Conservatorship Petitions filed from 2011- 2013 provided at the request of the Grand Jury – received by the Grand Jury April 2014

C.4 Forms

- Forms used in the conservatorship process
 - Capacity Declaration GC335 – January 1, 2004
 - Request to Establish Probate Conservatorship SC-1 – no date
 - Probate/LPS Referral Disposition Request – no date
 - Confidential Supplemental Form (Probate Conservatorship) GC312 – January 1, 2001
 - Conservatorship Evaluation Report /Recommendation – no date
 - Referral for Court Investigator – Conservatorship – January 2008
- Other forms and documents
 - APS organizational work chart – August 7, 2012
 - PAGC organizational work charts – August 7, 2012 and January 23, 2014
 - PAGC training update letter – January 23, 2014
 - Graphics for conservatorship process – no date
 - ESA updated January 14, 2009

Appendix D.1

Performance Indicator	Fiscal Year Change ¹			Quarter Change ¹		Sep 13 (End Point)	24-month Trend (October 2011 – September 2013)
	FY 13	FY 14	% Change from Last FY	Current Qtr	% Change from Last Qtr		10 11 12 1 2 3 4 5 6 7 8 9
#31- Assessments completed within 21 days of initial face-to-face with clients	172	188	9%	188	1%	167	
#41- Number of PAGC Cases Managed Monthly	1,075	1,007	-6%	1,007	-3%	1,017	
#37- PAGC Initial Evaluations within 7 Days	70.4%	91.0%	21%	91.0%	42%	89.0%	

¹ Change is based on monthly average.

Note: Blue shaded areas denote notable changes (+/- Ten percent).

Appendix D.2

Data Matrices: Department of Aging and Adult Services

Vital Signs Report

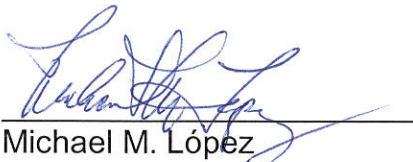
DAAS Indicator ID	Indicator Type	Indicator Name	FY13 Monthly Average	Quarterly Reporting				% Change from Last Qtr	FY14 Monthly Average	% Change from Last FY	Monthly Reporting		
				Oct- Dec 2012 Monthly Average	Jan- Mar 2013 Monthly Average	Apr-Jun 2013 Monthly Average	Jul- Sep 2013 Monthly Average				Jul-13	Aug-13	Sep-13
33	SSA	Number of service plans completed 30 days from initial in-person contact with the clients	185	194	190	194	193	-1%	193	4%	204	198	177
34	SSA	Number of in-person client visits conducted once every 30 days	199	196	210	204	207	1%	207	4%	200	213	207
35	SSA	Number of reports evaluated without initial face-to-face investigation (NIFFI's)	40	26	26	47	62	32%	62	55%	53	70	63
Adult Protective Services & Public Administrator Guardian / Conservator Indicator													
36	SSA	Losses Prevented and/or Monies Recovered by the Financial Abuse Specialist Team (Accumulative total since 2000. In millions)	\$220.41M (through Jun 2013)	\$220.79M	\$220.79M	\$220.41M	\$221.32M	0.4%	\$220.32M (through Sep 2013)	NA	\$221.32M (through Sept 2013)		
Public Administrator Guardian / Conservator													
37	SSA	Conduct initial evaluations within 7 days	70.4%	69.7%	75.3%	49.3%	91.0%	41.7%	91.0%	21%	90.0%	94.0%	89.0%
38	SSA	File conservatorship inventories with the court within 90 days	NA	Data unavailable			NA	NA	NA	NA	Data unavailable		
39	SSA	Conduct face-to-face contacts with all conservatees in 90 days	93.7%	90.7%	95.7%	97.0%	96.7%	-0.3%	96.7%	3%	96.0%	98.0%	96.0%
40	SSA	Complete annual LPS reappointments within court time guidelines	NA	Data unavailable			NA	NA	NA	NA	Data unavailable		
41	SSA	Number of Public Administration/Guardian cases managed monthly											
		Combo (LPS & Probate conservatorship)	24	24	22	23	22	-4%	22	-6%	22	22	22
		LPS	473	465	472	476	472	-1%	472	0%	469	471	476
		PA	254	260	251	232	222	-4%	222	-13%	222	217	226
		Probate	330	333	334	326	313	-4%	313	-5%	312	312	315
		Total	1,075	1,082	1,079	1,034	1,007	-3%	1,007	-6%	1,003	1,000	1,017
		Trust	93	92	94	93	93	1%	93	0%	94	93	93
	Trust-Outside	17	17	17	17	18	4%	18	4%	18	18	18	

* Monthly average unless otherwise noted in comments.

This report was **PASSED** and **ADOPTED** with a concurrence of at least 12 grand jurors on this 11th day of June, 2014.



Bob E. Johnson
Foreperson



Michael M. López
Foreperson pro tem



Anita A. Robles
Secretary



Wilma Faye Underwood
Secretary

From: [Cary Andrew Crittenden](#)
To: [Christopher Welsh](#); judgebullock1948@yahoo.com
Cc: shannon@thefreelagency.com; charles.wilson@scscourt.org; benjamin.williams@scscourt.org; sixth.district@jud.ca.gov; [Bill Robinson](#)
Subject: Re: Discovery Material - Docket B1903942
Date: Thursday, January 30, 2020 11:08:42 AM
Attachments: [DECLARATION OF FACTS IN SUPPORT OF PETITION FOR HABEAS CORPUS RELIEF.pdf](#)
[PublicGuardian.pdf](#)

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Good Morning Chris,.

Thank you the update & I hope you are well.

As I mentioned in earlier, if Heidi appeared a bit hysterical in Starbucks when Ken Cunningham, the animal control officer came into the store, it is likely she had panic attack because Mr. Cunningham's uniform resembled the uniforms worn by Santa Clara County Sheriff Deputies. The reason's for this can best be explained in the attached Habeas Corpus document and corresponding Civil Grand Jury investigation into the Santa Clara County Public Guardian.

Death of Markham Plaza resident: Robert Moss concealed from 2013 / 2014 Civil Grand Jury probe into Santa Clara County Public Guardian

There is reason to believe that delays in receiving the discovery material may relate to conflicts of interest regarding the other case currently on appeal (Dockets [H046743](#) / [H045195](#))

These conflict of interest issues are grounds for:

- 1.) Motion for Change of Venue
- 2.) Motion to Disqualify Santa Clara County District Attorney

I kindly request that these motions be filed on my behalf to secure my rights guarenteed under the 6th and 14th Amendments to the United States Constitution.

Thank you,

Respectfully Submitted,
Cary Andrew Crittenden. |. 408-318-1105

Note to courts: This email and attachments are to be added to the official court record to dockets [H046743](#) / [H045195](#) & B1903942

& is cross referenced to Santa Clara County Superior Court dockets: 1-12-CV226958, C149322 , 1990-1-PR-124467 , 1994-1-PR-133513
(Blind Copied to California Supreme Court Justices)

On Jan 29, 2020, at 12:36 PM, Christopher Welsh <cwelshlaw@gmail.com> wrote:

Hi Cary:

I requested the materials back in 11/7/2019. They have so far sent me the police report, complaint, and RAP sheets. I have provided you with a redacted police report already.

The DA's office told me that they released all the recordings and other discovery to the public defender who was assigned to your case, back in September of 2019. I still haven't received my copy. I am working with them to obtain these materials. Once I have it, I will forward them to you.

Regards,

Christopher A. Welsh
Attorney At Law
5595 Winfield Blvd, Ste.#200
San Jose, CA. 95123
650-336-5729 (Tel.)
650-434-5660 (Fax)
cwelshlaw.info

NOTICE:

This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals named as recipients in the message. This entire message constitutes a privileged and confidential communication pursuant to California Evidence Code Section 952 and California Code of Civil Procedure Section 2018. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, printing, copying, or disclosing the message or content to others and must delete the message from your computer. If you have received this message in error, please notify the sender by return email or contact The Law Office of Christopher A. Welsh at 650-336-5729.

On Tue, Jan 28, 2020 at 11:06 AM Cary Andrew Crittenden <caryandrewcrittenden@icloud.com> wrote:

Good Morning Chris, I hope you are well.

Will be needing the body cam videos from PAPD.. Have you received the body cam video yet?

If so, please provide it to me so that I may review it.

If not, please tell me by what specific date I will be receiving it.

We can not go to trial until after these videos are obtained, and also of course, Heidi and I will be subpoenaing witnesses to our defense.

It appears that these officers violated department policy by not calling supervisor as required. They placed Heidi in unnecessary danger and could have caused her injury or death.

They also appear to have been in violation of at least one section P.A.M.C. Title 9

Have a great day & if you happen to run into Sylvia, please give her my regards.

Respectfully,
Cary Andrew Crittenden | 408-318-1105

On Jan 28, 2020, at 9:51 AM, Christopher Welsh
<cwelshlaw@gmail.com> wrote:

Received. Thank you.

Christopher A. Welsh
Attorney at Law
5595 Winfield Blvd., Ste. # 200
San Jose, CA. 95123
650-336-5729 (Tel.)
650-434-5660 (Fax)
Cwelshlaw@gmail.com

On Sun, Jan 26, 2020, 3:10 PM Cary Andrew Crittenden
<caryandrewcrittenden@icloud.com> wrote:

Hi Chris,

Hope you are having a good weekend.

Unfortunately, I am locked out of my Yandex email account so please use this one instead.

My phone 408-318-1105 should be working again on Tuesday.

Take Care,
Cary

1 IN PROPRIA PERSONA

2 SIXTH DISTRICT COURT OF APPEALSE

3 STATE OF CALIFORNIA

4 CARY ANDREW CRITTENDEN,

Case H045195

5 Petitioner,,
6

7 vs.

Trial court: C1642778:

8 SANTA CLARA COUNTY PROBATION
9 DEPARTMENT AND ,SUPERIOR COURT,
10 COUNTY OF SANTA CLARA

DECLARATION OF FACTS IN SUPPORT
OF PETITION FOR HABEAS CORPUS
RELIEF

11 RESPONDANT
12
13
14

15 IN PROPRIA PERSONA

16
17 Petitioner, Rev. Cary Andrew Crittenden is a well-established and nationally
18 recognized social activist, which includes political activism and tenant rights advocacy at
19 Markham Plaza Apartments, a HUD subsidized apartment complex located at 2000 / 2010
20 Monterey Road in San Jose, California. The concerns brought to my attention by Markham
21 Plaza residents included violence, harassment and hostile living environment by Markham Plaza
22 Property Management. Previously, Markham Plaza had a contract through San Jose Police
23 Departments secondary employment unit and hired San Jose Police officers to work off duty, in
24 San Jose Police uniform as security guards, which raised serious conflict of interest issues. Off
25 duty officers were often assisting in HUD violations, Fair Housing Act and section C-1503 of the
26
27
28

DECLARATION OF FACTS IN SUPPORT OF PETITION FOR HABEAS CORPUS RELIEF - 1

1 San Jose Police Duty Manuel which required that they only enforce laws - not the policies of
2 their employers.

3 In 2008, a complaint was filed by fellow Markham Plaza tenant rights activist, Dr.
4 Christopher Ehrentraut with several law enforcement agencies including the U.S. Department of
5 Housing and Urban Development, The U.S. Postal Service, The San Jose Police Department,
6 The Santa Clara County District Attorney's office and the California Attorney General's office.
7 I had been advocating for Markham Plaza resident Heidi Yauman, who I had a very close
8 relationship with. Heidi Yauman is disabled and was conserved through the Santa Clara County
9 Public Guardian in probate court case (1994-1-PR-133513 / 1990-1-PR-124467) The Public
10 Guardian also has history of facilitating illegal evictions and committing HUD violations, some
11 of which were exposed by ABC News I-Team (Dan Noyes & Jim O'Donnell) The ABC News
12 Story, Investigating the Public Guardian, is featured at the following youtube URL:
13
14

15 <https://www.youtube.com/watch?v=y809jIlev5w>

16
17 There was an incident involving San Jose Police Sergeant Michael Leininger and
18 Heidi Yauman, where Heidi was in outside seating area outside her residence. Heidi Yauman
19 was not violating any laws or lease conditions but was approached by Sergeant Michael
20 Leininger and told to go to her apartment and not come out or she would be arrested. I went over
21 Heidi Yauman's lease with her and the Markham Plaza House Rules and pointed out a section
22 specifying that she, as a tenant was entitled to full enjoyment of all common areas of the
23 complex, including the outside seating area where she was sitting when approached by Sergeant
24 Michael Leininger. Heidi Yauman and I then returned to the outdoor seating area with copy of
25 the house rules and lease where we were approached again by Sergeant Leininger, who said to
26 Heidi Yauman "I thought I told you to go to your room!" I then attempted to show Sergeant
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1 Leininger the lease and house rules. In response to my advocating for Heidi Yauman's fair
2 housing rights, a federally protected activity, Sergeant Leininger commanded me to leave the
3 property and not return or I would be arrested for trespassing. Sergeant Leininger and SEU
4 reserve officer: Robert My name was then unlawfully entered into San Jose Police Department's
5 STOP program database. Heidi Yauman and I were both maliciously targeted and harassed by
6 Sergeant Michael Leininger and reserve officer Robert Alan Ridgeway, who worked under
7 Leininger's supervision. Neighborhood residents approached me and complained that Leininger
8 and his officers were also illegally targeting low income residents, and illegally banning them
9 from "The Plant" shopping center, located across the street from Markham Plaza at the corner of
10 Monterey Road and Curtner Avenue. These included residents of Markham Plaza Apartments,
11 Markham Terrace Apartments, Peppertree Estates Mobile Home Park, and the Boccardo
12 Reception Center, a neighborhood homeless shelter. What Sergeant Micheal Leininger and his
13 officers were doing was very similar to the illegal practice of "red lining".

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15 In 2008, Heidi Yauman submitted a complaint letter to Markham Plaza Property
16 Management, Theresa Coons detailing the harassment and by Sergeant Michael Leininger.
17 Chapter 4 of the HUD management agent handbook describes managements responsibility to be
18 responsive to resident concerns. More info can be found at:

19 <https://www.hud.gov/sites/documents/43815C4HSGH.PDF>

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21 Sergeant Leininger approached me at my place of employment and told me that
22 because of Heidi Yauman's letter complaining about him, she was going to be evicted. Sergeant
23 Michael Leininger also stated that I had been living at Markham Plaza and that he had video of
24 me there. On the contrary, I had not been on the property for many months and had been residing
25 in Palo Alto since June, 2007.

1 This matter was brought to the attention of deputy Santa Clara County Public
2 Guardian Kanta Jindal, who at the time was Heidi Yauman's conservator. It was Jindal's
3 responsibility to advocate for Heidi Yauman and to stop what was obviously very illegal abuse
4 against her. Not only were Heidi Yauman's fair housing rights being violated, and she was being
5 denied the extra care needed because of her disability, but the abuse by property management
6 and sergeant Leininger also violated laws protecting dependent adults and seniors. Deputy Jindal
7 demanded that I stay away from Heidi Yauman and stop advocating for her. Shortly thereafter,
8 Heidi Yauman received a letter from supervising public guardian Dennis Silva alleging false
9 unsubstantiated allegations, including there being video showing I was residing at Markham
10 Plaza Apartments. The letter from Dennis Silver to Heidi Yauman told her she should expect an
11 eviction notice in the near future. Neither Kanta Jindal, or her supervisor, Dennis Silva did
12 sufficient research or follow up on the crisis at Markham Plaza Apartments and were not aware
13 of the widespread abuses taking place, the tenant organizing efforts underway by myself and Dr.
14 Christopher Ehrentaut, and the criminal complaint recently filed against Markham Plaza by Dr.
15 Christopher Ehrentaut. (approximately April, 2008)

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19 In a state of panic, Heidi Yauman wrote up a letter about what was happening
20 regarding Markham Plaza and the public guardian. This letter, which contained a few errors,
21 detailed abuses going back to approximately 2003 with the public guardian including another
22 fraudulent eviction following a 25-month period in which Heidi Yauman was denied services by
23 the public guardian. This letter also referenced abuses by deputy public guardian Rhondi
24 Opheim and two San Jose Police officers : Gabriel Cuenca (Badge 3915) and Tom Tortorici
25 (Badge 2635) This incident, which occurred on January 26th, 2006 is documented here:
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<https://www.youtube.com/watch?v=y5-Khy4bpH4> (Both of these officers were under the supervision of San Jose Police Sergeant Michael Leininger (Badge 2245))

1 **Copies of Heidi Yauman’s letter was distributed to multiple social services**
2 **agencies, law enforcement agencies, left under windshield wipers of police cars, and**
3 **distributed to several court facilities in Santa Clara County. Heidi Yauman received a**
4 **follow up letter from Santa Clara County Superior Court Judge Mary Anne Grilli, and an**
5 **investigation was initiated by Santa Clara County District Attorney Elder Fraud**
6 **Investigator: Detective Dennis Brookins, who was under the supervision of deputy district**
7 **attorney Cheryl Bourlard (California State Bar ID #132044) We also met with San Jose**
8 **City Council Member: Sam Liccardo, who confirmed that he would pass along a copy of**
9 **Heidi Yauman’s letter to the Santa Clara County Board of Supervisors. Council Member**
10 **Sam Liccardo and I discussed the retaliatory incident involving Sergeant Michael**
11 **Leininger, and I sent a follow up letter to Council Member Sam Liccardo , who then**
12 **forwarded the concerns over to the San Jose Police Department’s Internal Affairs Unit.**

13 **Heidi Yauman and I both met with San Jose’s Independent Police Auditor**
14 **office (Suzanne Stauffer & Shivaun Nurr) and Heidi Yauman obtained pro bono legal**
15 **counsel from the Law Foundation of Silicon Valley (Melissa Antoinette Morris – California**
16 **State Bar ID# 233393)**

1 **Copies of documents were made available to Dr. Christopher Ehrentraut to**
2 **supplement the existing criminal complaint which included violations of the Unruh Civil**
3 **Rights Act. I called Supervising Public Guardian Dennis Silva to confront him on the letter**
4 **he sent to Heidi Yauman and challenged him to verify or prove a single allegation stated on**
5 **the letter. Dr. Christopher Ehrentraut also called Dennis Silva to brief him on the crisis at**
6 **Markham Plaza, and the widespread abuse that had been occurring and pleaded with Mr.**
7 **Silva to not participate in the attacks against Heidi Yauman and the other residents.**
8 **Dennis Silva called me back and conceded that he was unable to prove or verify any of the**
9 **allegations and stated that Heidi Yauman was not going to be evicted from Markham Plaza**
10 **Apartments.**

13 **That same day, Markham Plaza Property Manager: Theresa Coons was**
14 **terminated from her position. Deputy Public Guardian Kanta Jindal was also abruptly**
15 **removed as Heidi Yauman's case. Theresa Coons was replaced by Markham Plaza**
16 **Property Manager Katrina Poitras, and Deputy Public Guardian Kanta Jindal was**
17 **replaced by deputy public guardian Rebecca Pizano-Torres.**

1 During the same time period in 2008, San Jose Police Officer Robert Ridgeway
2 was arrested and convicted for domestic violence against his wife, Minette Valdes in Santa Clara
3 County Superior Court Case CC891592. Following his arrest, and the complaint by Dr.
4 Christopher Ehrentraut, Robert Ridgeway was no longer a San Jose Police officer. On October
5 22nd, 2008, Robert Ridgeway started a corporation called WifiSwat (Entity number: C3166900),
6 Robert Ridgeway resumed working through contracts with Markham Plaza Apartments, and
7 “The Plant” shopping center as a surveillance camera technician DBA: WifiSwat. Robert
8 Ridgeway’s supervisor, Sergeant Michael Leininger (badge no. 2245) retired from the San Jose
9 Police Department and started his own security company: Safety First Security LTD (PI 27360
10 PPO 16683) Michael Leininger also continued to working with Markham Plaza Apartments and
11 “The Plant” shopping center DBA “Safety First Security.” Through his private company, he
12 employed uniformed off-duty San Jose Police officers as security guards at both locations.
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17 I continued to work with local and neighborhood residents and other community
18 leaders in addressing neighborhood safety and redevelopment concerns and police misconduct
19 related issues in the neighborhood and throughout the city. I also networked with activists and
20 organizations from around the country to bring about public awareness to abusive
21 conservatorships and to advocate for better laws protecting dependent adult / seniors and
22 disabled. I worked very closely with San Jose City Council Member Madison Nguyen who set
23 up an office at “The Plant” shopping center. Councilmember Nguyen and I to set up meetings
24 with the residents at Markham Plaza Apartments, who asked us to help start a Neighborhood
25 Watch Program. There were also discussions about starting a neighborhood association or
26 joining forces with the nearby Tully / Senter Neighborhood Association. When the hostile living
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1 environment at Markham Plaza Apartments became too overwhelming for Heidi Yauman to
2 withstand, she would often hang out with Councilmember Madison Nguyen at her “Plant
3 Shopping Center” campaign office.
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6 I also worked closely with many others including San Jose Independent Police
7 Auditor: Judge Ladoris Cordell (ret), San Jose Police Chief Christopher Moore, San Jose Police
8 Internal Affairs Commander: Lieutenant Richard Weger and Jose Salcido, a retired sheriff
9 department lieutenant and Public Safety advisor for Mayor Chuck Reed. In 2010, a police
10 misconduct news story regarding initiated by me made international news and was featured on
11 the television show: Good Morning America and in 2011, I received an invitation to meet with
12 U.S. President Barack Obama. I been a professional activist for many years and have been
13 invited as guest speaker at Stanford University and my video presentations have been used to
14 teach law school students.
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18 In April 2012, The San Jose Police Department’s secondary employment unit was
19 subject of scathing audit by the San Jose City Auditor’s office under supervision of Sharon
20 Erickson. San Jose Police chief Christopher Moore acted upon my recommendations to better
21 supervise the Secondary Employment unit after my recommendations were echoed by auditor
22 Sharon Erickson. Changes were made to San Jose Police departments organizational structure
23 and the secondary employment unit was moved out of the bureau of administration and relocated
24 to the office of the chief of police. Michael Leininger’s security company (Safety First) lost it’s
25 contact with “The Plant” shopping center and San Jose Police Lieutenant Anthony Mata was
26 assigned to oversee SJPd officers working SEU paid jobs at “The Plant” shopping center. San
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1 Jose Police Chief Christopher Moore requested that Lieutenant Anthony Mata and I work
2 together in resolving with the problems with the officers at “The Plant” shopping center.
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5 Also, In April of 2012, Heidi Yauman was visited at her home by probate court
6 investigator Yara Ruiz to review matters relating to her conservatorship. I attended this meeting
7 as Heidi Yauman’s advocate and at the meeting, I learned from court investigator Yara Ruiz that
8 the public guardian had falsified documentation in Heidi Yauman’s probate court file which
9 falsely claimed that I was living at Markham Plaza in 2008 and that the public guardian had
10 intervened to stop the eviction. I followed up in writing with the Public Guardian, probate court
11 investigator Yara Ruiz and other government agencies, including the California Judicial Council
12 and U.S. Department of Housing and Urban Development regarding this fraud and mentioned
13 that I would be assisting Heidi Yauman in preparing a declaration contesting the fraudulent
14 probate court records. Deputy Public Guardian Rebecca Pizano Torres began calling Heidi
15 Yauman and showing up at Markham Plaza Apartments trying to persuade Heidi Yauman not to
16 file a declaration contesting the false records and an emergency meeting was called by her
17 supervisor: Carlotta Royal. Heidi Yauman was then contacted by probate court investigator:
18 Yara Ruiz and told that deputy public defender George Abel was assigned to her case to assist
19 her with the declaration contesting the false probate court records. Deputy Public Guardian
20 Rebecca Pizano Torres told Heidi Yauman that I could not help her with her declaration because
21 she now had an attorney (George Abel) assigned to handle it for her. I followed up with the
22 public defender’s office in writing regarding these issues and included public defender Molly
23 O’Neal in the correspondences in hopes that she would hold those under her supervision
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1 accountable. Deputy Public Defender George Abel did not assist Heidi Yauman with her
2 declaration contesting the fraudulent probate court records.
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5 Additionally, in April of 2012, another public guardian conservatorship: the
6 conservatorship of Gisela Riordan – Probate court case 1-10-PR-166693 had been generating
7 attention from activists and organizations from across the country for the isolation and poor
8 living conditions at Villa Fontana retirement community in San Jose. These activists included
9 Linda Kincaid, Janet Phelan, Marti Oakley, Latifa Ring, and Ken Ditkowski and other attorneys
10 and organizations working to reform conservatorship laws, including active and retired law
11 enforcement officers. The probate court judge was Thomas Cain, but Judge Socrates Peter
12 Manoukian had presided over the eviction of Gisela Riordan’s son, Marcus Riordan from her
13 home in what many believed was to assist the public guardian in seizing her house and other
14 property - Case -10-CV-190522. Deputy Public Guardian Rebecca Pizano-Torres was very
15 involved in this issue as was probate court investigator: Yara Ruiz and others who were also
16 involved in the matter involving the fraudulent probate court records in Heidi Yauman’s probate
17 court file. Linda Kincaid and others had contacted me after hearing of problems Heidi Yauman
18 had with the public guardian leading up to the recent issue pertaining to the discovery fraudulent
19 probate court records, and roadblocks we had encountered in attempt to address these issues.
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21 NBC News (Kevin Nios) and ABC News I-Team (Jim O’Donnell & Dan Noyes) had both began
22 investigating the public guardian and conducting interviews with conservatees, their advocates,
23 friends and family.
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On May 7th, 2012 a homeless man was shot and killed at Curtner Avenue & Almaden Road, a short distance from Markham Plaza Apartments. Myself, Council members Madison Nguyen, Pierluigi Oliviero and other community leaders organized a neighborhood meeting on May 14th, 2012 which took place at “The Plant” shopping center across the street from Markham Plaza to address homeless related concerns. Though I worked closely with vice mayor / council member Madison Nguyen, I disagreed with her on her handling of the issue which I believed was being construed and framed as a homeless issue and being used to get federal funding from the U.S. Department of Housing and Urban Development to fund the San Jose Police Department. I believed officials were skewing data to obtain grant money and that once obtained, much of this money would be spent inappropriately. I suggested that instead of funding the San Jose Police Department, federal grant money should be directed to getting homeless people housed at Markham Plaza Apartments and helping to empower those who already lived there with better jobs and housing. Another idea was to provide a resume workshop for the Markham Plaza residents, perhaps by expanding an existing program provided by the nearby Cathedral of Faith Church. I had difficulty getting neighborhood residents to attend the meeting because the San Jose Police officers working at “The Plant” shopping center had issued illegal “Stop orders: preventing neighborhood residents from being at “The Plant” shopping center. I brought suggestions and concerns of residents with me. Some residents were concerned that Robert Ridgeway was distributing guns at Markham Plaza & thought a neighborhood gun buyback program would be a good idea. Residents thanked me for their advocacy and support, and some warned me that Michael Leininger may try to retaliate against me for the audit that had taken place and him losing his business contract with “The Plant” Shopping center and causing 8 of his officers to be fired. San Jose Police Lieutenant Anthony Ciaburro was present at the May

1 14th, 2012 meeting and had been supervisor to Sergeant Michael Leininger who was supervisor
2 to Robert Ridgeway, who was allegedly distributing guns. At the time, former SJPD officer
3 Robert Ridgeway was also in charge of maintaining security cameras at “The Plant” shopping
4 center where the meeting was held. Deputy Santa Clara County Public Guardian Rebecca
5 Pizano-Torres continued to cause problems for Heidi Yauman, who was experiencing an
6 increased level of harassment by Markham Plaza property manager Elaine Bouchard and other
7 EAH Housing staff. Despite written follow up attempts, Deputy public defender George Abel
8 was completely unresponsive and did not assist Heidi Yauman in her declaration contesting the
9 fraudulent probate court records regarding Markham Plaza. Meanwhile, the public guardian did
10 not intervene to stop the harassment against Heidi Yauman which placed me in the position
11 where I would have to intervene on Heidi Yauman’s behalf. Markham Plaza property manager
12 Elaine Bouchard would respond that she would work exclusively with the Public Guardian. We
13 were caught in loop because public guardian would repeatedly fail to intervene, breaching their
14 fiduciary duty. I would therefore repeatedly be forced to intervene to stop the perpetual abuse
15 and harassment and the “script was flipped” to make it appear as if I was harassing them.
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20 On June 10th, 2012, Linda Kincaid and I interviewed on national radio show
21 (Truth Talk Radio, hosted by Marti Oakley) regarding the Public Guardian’s office and
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23 On June 15th, 2012 Heidi Yauman was served with “Notice of termination of
24 tenancy” papers from the Law office of Todd Rothbard, which suspiciously accused her of
25 having a person named “Andrew Crittenden” residing with her without authorization from
26 management. “Andrew Crittenden” was named as co-defendant in Santa Clara County Superior
27 Court case 1-12-CV226958. This attracted the attention of organizations from across the country
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1 who were monitoring the public guardian's office and the developments at Villa Fontana
2 retirement community. The name "Andrew Crittenden" appeared to be fictitious representation
3 of myself, with attempt to create an illusion of consistency with the fraudulent probate court
4 records created by the public guardian that deputy public defender: George Abel. In addition to
5 organizations and activists from across the country focusing on the public guardian, and local
6 efforts to obtain and allocate federal grant money from the U.S. Department of Housing and
7 Urban Development, other organizations that dealt with housing rights and advocacy also
8 became involved. These included the Affordable Housing Network and the National Alliance of
9 HUD Tenants, who I had been working with in attempt to establish a Markham Plaza Tenant
10 Association. I assisted Heidi Yauman in preparing an "answer to unlawful detainer" but there
11 was no answer to unlawful detainer prepared for "Andrew Crittenden" since that was not my
12 name and I was not living at Markham Plaza. Heidi Yauman's Answer to unlawful detainer to
13 case 1-12-CV226958 referenced to a code enforcement complaint filed on June 4th, 2012, which
14 should have afforded Heidi Yauman protections against eviction pursuant to the Fair
15 Employment and Housing Act. Deputy Public Guardian Rebecca Pizano-Torres was replaced by
16 Bruce Thurman for a very brief time period, then replaced by deputy public guardian: Arlene
17 Peterson (AKA: Arlene Claude)
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1 After Heidi Yauman’s answer to unlawful detainer was filed with the court,
2 deputy Santa Clara County Counsel, Larry Kubo (State Bar ID 99873), acting as legal
3 counsel for the Public Guardian, supposedly acting in Heidi Yauman’s behalf. The Answer
4 to unlawful detainer filed by Larry Kubo, which was accepted by Judge Socrates Peter
5 Monoukian overrode the original answer to Unlawful detainer, created the illusion of
6 consistency with the fraudulent records deputy public defender George Abel was supposed
7 to help Heidi Yauman challenge 2 months earlier. It also made no mention of the June 4th,
8 2012 code enforcement complaint, effectively stripping Heidi Yauman of her retaliatory
9 eviction protections established in the Fair Employment and Housing Act. (FEHA). It is
10 important to emphasize that deputy county counsel Larry Kubo and Judge Socrates Peter
11 Manoukian were both intimately involved in the public guardian’s escalating crisis at Villa
12 Fontana retirement which was subject to attention from all over the country, publicity and
13 attention which would soon engulf Markham Plaza Apartments. Deputy County Counsel
14 Larry Kubo was under the supervision of Santa Clara County County Counsel Lori Pegg
15 (State Bar ID 129073), who, according to rule 3-110 (California Rules of professional
16 conduct), was ultimately responsible for the conduct of all attorneys under her supervision
17 and obligated by law to take corrective action in the event that any of them should fail to
18 act competently.
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1 I appeared in court with Heidi Yauman on case 1-12-CV226958 in
2 department 19 (Judge Socrates Peter Manoukian) Deputy Public Guardian Arlene
3 Peterson arrived accompanied by county counsel Larry Kubo. Markham Plaza was
4 “represented” by attorney Ryan Mayberry, from the Law office of Todd Rothbard. Judge
5 Socrates Peter Manoukian made a statement that the case was originally assigned to Judge
6 Mary Greenwood, but that Judge Mary Greenwood recused herself for being personal
7 acquaintance with “Andrew Crittenden” Judge Socrates Peter Manoukian accepted
8 motion by deputy county counsel Larry Kubo to override the answer to unlawful detainer I
9 had helped Heidi Yauman with, replacing it with a different answer unlawful detainer
10 prepared for himself.
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1 Deputy County Counsel Larry Kubo presented a “stipulation order”
2 prepared by attorney Ryan Mayberry to deputy public guardian Arlene Peterson and
3 myself. The language contained within the stipulation order was very confusing and
4 contradictory and was not easy to fully understand. It was even more so difficult for Heidi
5 Yauman, a traumatic brain injury survivor. This stipulation order contained language like
6 “tenant must follow all rules that are or maybe in affect at any or all times) with many
7 variables, (Is specific rule in effect or is it not) , etc. Deputy County Counsel Larry Kubo
8 conned me into signing it, assuring that it would likely help to de escalate the situation. I
9 was told me that it would be unenforceable on me because I was not a resident my true
10 name was not the same as named on the order. I reluctantly signed the stipulation order
11 after taking into consideration the following legal factors: Section 12 of the Markham Plaza
12 house rules clearly stated that HUD laws supersede all rules and lease conditions, another
13 section made clear that all new rules must be approved by HUD (Rendering matter outside
14 jurisdiction of Judge Manoukian’s court) also rules be equally enforced for all residents
15 and may not be enforced arbitrarily.

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19 Heidi Yauman did not sign the stipulation order, but deputy public guardian
20 Arlene Peterson signed it on her behalf which I thought was a big mistake because the
21 confusing and contradictory language contained within the stipulation order appeared to
22 be in violation of California Welfare and institutions code §15656 prohibiting causing
23 confusion or mental anguish on an elder or dependent adult.
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1 That day, while returning home to Markham Plaza Apartments, I
2 accompanied Heidi Yauman for her own safety. Immediately, upon entering the lobby to
3 her own apartment building, Heidi Yauman was in “technically” in violation of the
4 stipulation order because of a rule requiring all guests to “register” at the office. Markham
5 Plaza however, did not have a registration process available and when we asked at the
6 office, the staff had no forms or procedure to do with registration. Another thing that was
7 unclear was the difference between “guest”, and “visitor”, and adding further to the
8 confusion, the stipulation order defined me (or) “fictitious name: Andrew Crittenden” as
9 resident, making me neither: visitor or guest.
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11 The stipulation order was used as a weapon by Markham Plaza Property
12 Management to harass, abuse and terrorize Heidi Yauman and the public guardian refused
13 to intervene to stop the harassment. As before, I was put in position where I had to
14 intervene and hit a wall when told by Markham Plaza Property Management that they deal
15 exclusively with the public guardian. We were caught in the same loop as before, but the
16 harassment and abuse had escalated dramatically, and despite constant pleadings to
17 supervisors of various county agencies, nobody would lift a finger to help. Activists and
18 organizations from across the country continued to monitor the Markham Plaza abuse
19 crisis and ABC News continued to gather information on their investigative series:
20 “Investigating the Public Guardian”
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1 In early July, 2012, I assisted Heidi Yauman in filing 2 requests to property
2 management requesting clarification on the confusing language in the stipulation order.
3 This was proper way to go pursuant to the American's with Disabilities Act in regards to
4 Heidi Yauman's traumatic brain injury, and also Chapter 4 of the HUD Management
5 Agent Handbook. Markham Plaza Property Manager Elaine Bouchard ignored Heidi
6 Yauman's ADA request for clarification, laughed in Heidi's face and told Heidi Yauman
7 she loved to make her suffer.
8

I was also advocating for other residents, and caring for another disabled Markham Plaza resident: Robert Moss, in apartment 409. Robert Moss was in severe pain and could barely walk. He needed my assistance with basic house cleaning and errands to get groceries and other items, including getting his mail which included his medication. He was taking pain killers for condition with his feet, & I believe he also on antibiotics. One very hot day in July, 2012, Heidi Yauman was nowhere around. She was visiting with her mother who lives in Sunnyvale. I was attempting to deliver groceries to Robert Moss, and was confronted by Rudy, the Markham Plaza Property Manager at the front door and told that according to the stipulation order, I was not allowed to deliver the groceries to Robert Moss without Heidi being present. Robert Moss was of course unable to come downstairs to get his groceries and I was forced to sit outside in front of the building on hot day with perishable goods, including melting ice cream. Finally I gave in and walked into the building and took the elevator up to the 4th floor to deliver the groceries and Robert Moss told me he was dizzy and about to pass out because the window was closed and it was too hot for him. He was unable to walk to the window because of the condition on his feet and also because there was big pile of trash between him and the window. I could not help him with this issue because it was so difficult to get access to him. I brought this matter to the attention of public guardian Arlene Peterson who told me she was not Robert Moss's advocate and I would need to take the matter up with management, who told me that they deal exclusively with the public guardian.

1 **Markham Plaza and the public guardian both interfered with me from**
2 **helping Heidi Yauman clean her apartment and remove excess clutter. (they flipped the**
3 **script and accused me of trying to move my belongings in – this had been going on for**
4 **years) In the end, Heidi Yauman was charged for cleaning fees authorized by the public**
5 **guardian who had control of her finances.**

7 **I was working at a nearby apartment complex / storage facility at 1650**
8 **Pomona Avenue, helping the elderly property owner with a federal lawsuit involving**
9 **reverse foreclosure and bankruptcy. Markham Plaza Property Management would**
10 **continue to create problems for Heidi Yauman. And I would have to repeatedly leave work**
11 **to respond to the crisis and try to de-escalate the conflict. Several times I was assaulted**
12 **trying to render aid to Heidi Yauman and Robert Moss. I was reluctant to defend myself**
13 **for fear that I would be portrayed as the aggressor. This was documented to make it**
14 **appear like I was coming to cause problems. Whenever possible, I would check in with**
15 **Heidi in the evening after staff would leave to avoid conflict of having to interact with**
16 **them. I was unable to perform my duties at work and the property owner lost his**
17 **property, residential tenants had to move out and storage clients lost their personal**
18 **belongings. On one occasion when I was unable to respond quickly to Heidi Yauman's**
19 **cries for help, she tried to climb out her forth floor window and down the scaffolding**
20 **equipment set up for painting the building. People outside and at nearby businesses ran up**
21 **and urged Heidi Yauman to climb back in her window. They were confronted by**
22 **Markham Plaza staff and told to mind their own business and that their was court order in**
23 **effect.**

1 **On August 10th, 2012, Judge Socrates Manoukian’s son Matt Manoukian**
2 **who was marine was killed in combat in Afghanistan.**
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1 I wrote to Markham Plaza Property management pleading with them to not
2 proceed with the attacks. I and requested a meeting to discuss ways to resolve the issues
3 and my concerns about their collusion with the public guardian and being afraid that
4 someone getting hurt. I wanted them to know about investigations going on and that the
5 public guardian was being watched from all over the country for Villa Fontana, etc & that
6 the same individuals in the middle of the spotlight were the ones they were in collusion
7 with, and that Markham Plaza, like Villa Fontana was also being watched from all over the
8 country, and I figured it would be in their best interest and the interest of everyone
9 involved that they stay out of the spotlight and avoid the negative publicity. I thought it
10 made perfect sense to sit down with them and discuss ways to coexist in peace and to
11 collaborate on something some thing constructive, like directing some of the HUD funding
12 discussed at May 2012 meeting in a way to benefit the residents, perhaps being channeled
13 through non profits and churches such as Catherdral of Faith, Sacred Heart, Catholic
14 Charities etc. The federal grant money was already available and all that needed to be
15 done was designate proper use for it. It seamed so much more practical to direct energy in
16 a constructive manner rather than destructive and to help people instead of hurting them.
17 This was offer I thought they could not refuse especially since it would benefit EAH
18 Housing as an organization to which they would also gain positive publicity instead of
19 negative publicity. I included email with link to video exposing the isolation of Gisela
20 Riordan at Villa Fontana which sparked the ABC News story. I wanted to put things in
21 proper perspective by showing Markham Plaza that their isolation of Robert Moss and
22 Heidi Yauman was very similar to the isolation of Gisela Riordan. Attorney Ryan
23 Mayberry altered these documents and submitted them as exhibits to the court (Judge
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1 Socrates Peter Manoukian) , these were accompanied by fraudulent, unsigned declarations
2 from individuals including Robert Ridgeway, who alleged that he had video evidence and
3 was able to testify that I was living at Markham Plaza and stayed overnight several nights.
4 This was untrue. Since the original papers were served in June of 2012, I had only spent
5 one night at Markham Plaza, which was the night before in order to ensure that myself and
6 Heidi Yauman were able to get to court on time. On the bottom of one of the exhibits,
7 there are the words: “See Youtube video: and the link to the video of Villa Fontana is
8 showing, proving that the document was altered and demonstrating my intent in informing
9 them of the isolation of Gisela Riordan.
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1 When I tried to cross examine attorney Ryan Mayberry about the fraud
2 concerning the altered documents, and how he knew they were from me (since my name
3 was on the bottom was also cut off below the youtube link), Judge Socrates Peter
4 Manoukian interrupted and diverted the conversation. Judge Socrates Peter Manoukian
5 began interrogating me in court about Villa Fontana and my knowledge and involvement
6 in FBI investigations into to the court system. I stated on the record that the documents
7 had been altered, Judge Manoukian evicted Heidi Yauman on the alleged basis that the
8 organizations and groups from around the county, members of the news media and those
9 present at the May 14th meeting were conspiring together to attack Markham Plaza
10 Apartments, a vast nationwide conspiracy supposedly being orchestrated by “Andrew
11 Crittenden” and funded by the U.S. Department of Housing and Urban Development. I
12 was denied my right to be heard in court and all the witnesses immediately rushed out of
13 the court room. None of them signed their declarations or testified and I was not allowed to
14 cross examine any of them. The only people who spoke were myself, and attorneys Larry
15 Kubo and Ryan Mayberry, The proceedings were being monitored from all over the
16 country and Markham Plaza Apartments plunged themselves headfirst into the spotlight.
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1 The eviction proceedings occurred on October 3rd, 2012, only 53 days after
2 the August 10th death of Judge Manoukian's son Matt Manoukian, who died fighting
3 alleged "terrorists" When googling Judge Socrates Peter Manoukian, a lot of information
4 comes up, but the two main incidents that stand out the most are the death of Judge
5 Manoukian's son Matt Manoukian, and the fraudulent eviction of Heidi Yauman. It
6 appears highly suspicious appears more than coincidental that that these major two events
7 occurred only 53 days apart. One has to wonder if in addition to the fraud and perjury,
8 there may be sanity issues at with Judge Manoukian and the vast number of people and
9 organizations accused of conspiring to attack Markham Plaza Apartments without motive.
10 The Cathedral of Faith church alone has an estimated 12,000 congregation members.
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1 That same evening of October 3rd, 2012, Jim O'Donnell met with victims and
2 their families and advocates at a Denny's restaurant, a few blocks away from Markham
3 Plaza Apartments. National advocate Linda Kincaid, from the National Association
4 Against Guardian abuse was present at the meeting and she announced she had pulled
5 records from the court website regarding case 1-12-CV-226958. These records indicated
6 that "Andrew Crittenden" had been evicted twice from Markham Plaza Apartments. First
7 by default for failing to file answer to unlawful detainer, When deputy public guardian
8 Arlene Peterson's name was mentioned, Anthony Alaimo: mentioned that he two had dealt
9 with Arlene Peterson and that she had shown up at his mothers home with forged eviction
10 papers in what also involved corresponding court cases between department 19 (Judge
11 Socrates Peter Manoukian /- 2008-1-CH-002010) and department 3 (Judge Thomas Cain /
12 1-10-PR-166693) After many people came forward bringing attention to the fraud and
13 abuse, online records referencing docket no. 1-12-CV226958 vanished and no longer be
14 found, other court cases in same court department during same time period were still
15 searchable and accessible.
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After Heidi Yauman's eviction, she was moved by the public guardian to Gainsville Road in San Jose and I had trouble accessing Robert Moss because of the harassment and being assaulted trying to enter Markham Plaza, and my cell phone had fallen from a ceiling wall outlet and had broken. I too was feeling broken and truly exhausted from this terrifying horrific ordeal. I followed up with Mr. (Duncan) Lee Pullen, director of Aging and Adult services on welfare check for Robert Moss and the money embezzled from Heidi Yauman by attorney Ryan Mayberry. Ryan Mayberry and Lee Pullen were neighbors, living a few short blocks from each other in San Rafael, where EAH Housing was headquartered. Lee Pullen authorized the public guardian to pay his neighbor Ryan Mayberry to commit fraud against Heidi Yauman (called attorney fees) payed for with Heidi Yauman's with Heidi Yauman's finances which the public guardian controlled. Lee Pullen was irresponsive to my requests for welfare check on Robert Moss and in early November of 2012, I learned that Robert Moss was discovered dead after Judge Manookian facilitated fraud (fabricated threats) and fake court declarations which Markham Plaza then used to deny Robert Moss accommodations pursuant to the American's with disabilities act. by isolating him like what had happened to Gisela Riordan.

1 In approximately, December 2012, Deputy Public Guardian Arlene Peterson
2 terminated Heidi Yauman's tenancy on Gainsville Road in San Jose and threw her out on
3 the street in the middle of winter. I then allowed Heidi to stay with me at 2700 Ash Street in
4 Palo Alto where I had been illegally subletting since 2007. Since I did not have permission
5 to allow Heidi Yauman to live with me, I also lost my housing on January 26th, 2013. Heidi
6 Yauman and I moved across the street to 5 abandoned houses on Page Mill Road. Deputy
7 Public Guardian also announced plans to terminate Heidi Yauman's conservatorship –
8 closing any doors for opportunity to contest fraudulent documents which public defender
9 George Abel was supposed to assist her with, tossing the ball to Robert Ridgeway who filed
10 fake declaration to creating illusion of consistency with fake probate court records
11 traceable to the earlier eviction attempt scandal from 2008 involving Markham Plaza
12 Apartments, the Public Guardian and San Jose Police Department's Secondary
13 Employment Unit.
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1 I filed a complaint on behalf of Heidi Yauman with the U.S. Department of
2 Housing and Urban Development (HUD Inquiry 345092) which was picked up by Jane C.
3 Shandler at the San Francisco HUD office. Heidi Yauman authorized to act on her behalf
4 pursuant to the American's with disabilities act. After short while, the investigation
5 mysteriously grinded to a halt and HUD stopped responding. I emailed the San Francisco
6 Police Department and told them that Heidi Yauman and I might need a Civil Standby at
7 the San Francisco HUD office because HUD was refusing Heidi Yauman's complaint. I
8 copied the email to the HUD Inspector General's office in Washington D.C. and a short
9 time later, the HUD complaint was reinstated but no explanation was given as to why it had
10 stopped. Soon after that, I was notified that the Public Guardian had intervened and had
11 used their power of attorney to shut down Heidi Yauman's HUD complaint. I followed up
12 meticulously via email with several county officials from across the board to reinstate the
13 HUD complaint and included deputy public defender George Able, who was assigned to
14 represent Heidi Yauman. I copied Public Defender Martha "Molly" O'Neal who, pursuant
15 to rule 3-110 of the California Rules of Professional is ultimately responsible for taking
16 corrective action for the incompetence of all attorneys under her supervision. Martha
17 "Molly" O'Neal did nothing to assist with reinstatement of the HUD complaint, nor did she
18 assist with the declaration to contest the fake probate court files, instead, she held the door
19 open for the false declaration by Robert Ridgeway bringing about the illusion of
20 consistency in the fake court records.
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1 I also filed a whistleblower complaint against deputy county counsel Larry
2 Kubo regarding him over riding the original “answer to unlawful detainer” and stripping
3 out her protections in the Fair Employment and Housing act, basically setting up Heidi
4 Yauman to lose her eviction case (1-12-CV226958). The Whistleblower blower complaint
5 was received and handled by office of County Counsel, under supervision of Lori Pegg,
6 who herself violated rule 3-110 in regards to the misconduct of subordinate attorney,
7 deputy county counsel, Larry Kubo. I furnished the County Counsel Whistleblower
8 program with solid proof supporting my allegations, including copy of the San Jose code
9 enforcement complaint against Markham Plaza with case number, date it was filed and
10 name of the investigator assigned.
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13 County Counsel stonewalled the complaint and told me they could not give
14 information on investigations. I then filed a public records act request on their policies and
15 procedures which are public record. I used these policies and procedures to reverse
16 engineer the whistleblower investigation and determined that they had violated a policy
17 requiring that if a county counsel attorney is subject of whistleblower complaint, then it
18 must be referred upward in the chain of command to the County Executive’s office.
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20 I brought the whistleblower complaint to the County Executive’s office like I
21 was supposed to do and presented them with the same proof given to county counsel. The
22 county executive would either ignore the complaint or direct it back to county counsel and
23 I would continue to send it back to the County Executive citing the policies requiring them
24 to receive the whistleblower complaint. I also continued to follow up on reinstatement of
25 the HUD complaint and was continually given the runaround.
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1 **Hundreds of people, myself included documented these improprieties and**
2 **published them on the internet. These included web banners depicting Judge Socrates**
3 **Peter Manoukian, (Duncan) Lee Pullen – head of Aging and Adult services who and his**
4 **neighbor, Ryan Mayberry, the attorney for Markham Plaza Apartments. The ABC News**
5 **story: Investigating the Public Guardian was also aired and Dan Noyes from ABC News**
6 **interviewed (Duncan) Lee Pullen about the public guardian’s practices of violating laws**
7 **enforced by the U.S. Department of Housing and Urban Development.**
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1 Myself and others began receiving harassing and threatening phone calls
2 from Santa Clara County Sheriff Detective David Carroll, who demanded that I stop
3 pursuing the whistleblower complaint, and the HUD complaint (inquiry 345092) Detective
4 David Carroll demanded that I stop advocating for Heidi Yauman, which included
5 assisting her with medical attention. Detective David Carroll specifically told me not to put
6 anything in writing regarding the EAH Housing Scandal, the abuse of Heidi Yauman and
7 the circumstances surrounding Robert Moss's Death. Detective David Carroll also
8 contacted documentary film producer William Windsor of the "Lawless America" project
9 who was working an documentary film on government corruption which would feature
10 Judge Socrates Peter Manoukian. The Sheriff department accused William Windsor of
11 publishing pictures of himself with guns on social media and threatening judges, though
12 there was never any evidence of this and no arrest was ever made regarding these claims.
13 Web Banners and Information on Judge Socrates Peter Manoukian and detective Detective
14 David Carroll were published on Lawless America sites and were distributed to thousand
15 of people, including organizations that deal with police misconduct and police
16 accountability related issues. Despite claims by Santa Clara County Sheriff deputy Robert
17 Eng, the Lawless America project did not become involved because they were contacted by
18 me, They had signed onto the project much earlier, 2010 or 2011 through the Public
19 Guardian's Gisela Riordan's conservatorship case which had also sparked the ABC News
20 story. Lawless America had been following the developments ever since, including when
21 Markham Plaza Apartments plunged themselves into the middle of the scandal.
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1 In 2014, focus began to shift to Robert Ridgeway, who filed a fake court
2 declaration in case 1-12-CV226958. Like all the other witnesses in case 1-12-CV226958,
3 Robert Ridgeway's declaration was unsigned, he never testified, and I never got the
4 opportunity to cross examine him. Hundreds of people, including myself decided to "put
5 him on the stand" and confront him on his statements, ask him to show the video evidence
6 proving that "Andrew Crittenden" had been living at Markham Plaza and ask him to site
7 the specific nights "Andrew Crittenden" had stayed overnight, etc. Banners were
8 published along with descriptive text with Robert Ridgeway and his new wife, Santa Clara
9 County Sheriff Deputy Aleksandra Ridgeway. The sole focus was to address the false
10 statements in his declaration which he refused to sign and testify to. Robert Ridgeway was
11 offered the opportunity to simply deny making the unsigned allegations contained within
12 his false declaration. Robert Ridgeway was no longer a police officer and the declaration
13 had nothing to do with his duties as police officer and his wife, deputy Aleksandra
14 Ridgeway was not a party or witness to case 1-12-CV226958, and no involvement
15 whatsoever. Affiliated organizations addressing police accountability issues had combined
16 distribution channel capacity to distribute the banner to over 1,000,000 people if designed
17 according to their policies, which would be a "police accountability theme", Robert
18 Ridgeway was therefore depicted with his wife, deputy Aleksandra Ridgeway suggesting
19 that perhaps, he was able to avoid prosecution for the fake declaration in part, because he
20 was married to a law enforcement officer.
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1 **On September 16th, 2014, I was arrested by the Palo Alto Police Department**
2 **on a \$5000.00 warrant issued by the Santa Clara County Sheriff department. (California**
3 **penal code § 653(2)a. The prosecutor was deputy district attorney James Leonard, who**
4 **was a homicide prosecutor 2 years earlier when Markham Plaza Resident Robert Moss**
5 **died. The public defender assigned to the case was Jeffrey Dunn and the judge was Rodney**
6 **Jay Stafford. Jeffrey Dunn lied to me about the required elements to the charge and told**
7 **me I was being charged with “publishing someone’s personal information in a manner**
8 **which could potentially make them feel harassed” which while I pled, an additional**
9 **“victim” was added, that being deputy Aleksandra Ridgeway. I was also lied to about the**
10 **terms and conditions of probation and was not allowed to see the police report, read the**
11 **actual statute or the terms of my probation. The Santa Clara County Superior Court**
12 **Docket number was C1493022. Also, Santa Clara County Sheriff department bailiff’s**
13 **seized from me the phone number for outside attorney: Aram Byron James.**
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1 I was not aware at the time that deputy district attorney James Leonard was
2 homicide prosecutor when Robert Moss died, and it had not yet occurred to me the
3 significance of deputy public defender George Abel's failure to assist Heidi Yauman with
4 her probate court declaration, and the possible collusion involving the civil court
5 declaration by Robert Ridgeway, and that George Abel's failure to assist with probate
6 court declaration may have actually been a contributing factor to causing Robert Moss's
7 death. (The district attorney's office covering up public defender's involvement in
8 homicide) The public defender's office should have immediately declared a conflict of
9 interest and recused. There is also the important question regarding proper as to whether
10 the court system in Santa Clara County may be covering up for their own liability by
11 allowing Judge Socrates Peter Manookian to preside over court cases so soon after his son
12 Matt Manookian was shot and killed.

15 When I finally received a copy of the criminal complaint and the police
16 report, signed by Santa Clara County Sherriff detective David Carroll under penalty of
17 perjury, I noticed another problem besides the false and fabricated statements in the
18 report. County Counsel Lori Pegg, who supervised the fraud by Deputy County Counsel
19 Larry Kubo, and also the mishandled whistleblower complaint regarding Larry Kubo, and
20 had failed to take corrective action pursuant to CRPC 3-110 had since become a Superior
21 Court Judge. Judge Lori Pegg had handled search warrants into my face book account to
22 illegally gather "evidence" in a situation she had been directly involved in when she was on
23 County Counsel – A conflict of interest matter requiring her to recuse pursuant to
24 California Code of Civil Procedure § 170.

Detective David Carroll's falsified police report contained many untrue, misleading and fabricated statements. Some of them are as followed:

- The police report had falsely claimed that Robert Ridgeway had testified at 1-12-CV226958. Which is untrue.
- The police report claimed that I was evicted in case 1-12-CV226958, which is untrue.
- The police report implied that I had created a crime spike in the area of Robert Ridgeway's residence (Yellow-5) and covered up crime at Markham Plaza apartments (Lincoln-4). Records obtained from San Jose Police Department's bureau of technical services showed no measurable crime spike in (Yellow-5) and confirmed the crime at Markham Plaza (Lincoln-4). Furthermore, interviews conducted with Robert Ridgeway's neighbor's revealed that none of them were aware of any crime spike or suspicious activity. Markham Plaza residents reported that many young adults and teen agers were carrying guns.
- The police report claimed that I (or the banners) accused Robert Ridgeway and his wife (they) of committing fraud against a brain damaged woman. That is also untrue. The accusation was directed exclusively at Robert Ridgeway (not his wife)
- The police reports claimed that the web banners spoke negatively about their duties (Robert and Aleksandra Ridgeway) as police officers. This is untrue. The banners were directed specifically at the false declaration Robert Ridgeway had filed. This was long after his arrest and he was not a police officer. Aleksandra Ridgeway had nothing to do with the declaration and the declaration had nothing to do with her duties as police officer. Only her husband's criminal activity. Adding further to the irony is that through my work reforming the San Jose Police Department's Secondary Employment Unit, I was the one who defined the parameters of Robert Ridgeway's duties were, and were not and because of that fact, I would know better than anyone, including Robert Ridgeway himself, what his duties were.
- The false police report also fabricated a statement I made in response to a congressional investigation into Lodi Police Department and the chief of police Mark Helms (Crapping in his panties about the congressional investigation). Instead, the police report misrepresented this statement as if I were trying to instill fear into Lodi Chief of Police Mark Helms.
- The police report implied I have antigovernment ideology and claimed I had been "videoed 'attending antigovernment protests. This is also untrue. I am neither anti-government or anti-police and have never attended to an anti-government protest, nor have I ever been videoed at one.
- Though not directly stated, fabricated statements contained within the police report implied that the campaign was controlled and directed by me alone and that I were somehow controlling all the different churches, investigators, organization, s law firms, designers, etc. and that none of them communicated or collaborated with one another and everything came from me and was directed by me and that all communications between the various players passed through my hands. The report portrayed me as a master puppeteer controlling what people did. Or master

1 ventriloquist telling everyone what to say. (I was only a spoke in the wheel – not the
2 axil) and though I may have asked some people to share information (protected
3 under first amendment) hundreds of other people had asked thousands of others to
4 do the same and some of the lead project directors had pages with millions of
5 followers. People were not so much responding to me as they were to Robert
6 Ridgeway simply to get him to answer for his statements. If he did not want to
7 answer for his statements and was not prepared to, then he should never filed the
8 false declaration in 1-12-CV-226958 – Robert Ridgeway was obligated

- 9 - The false police report misrepresented sequences of events and rearranged
- 10 timeframes in which events occurred and circumstances relating to those events.
- 11 - The false police report portrayed me with false persona.

1 In addition to numerous other fraudulent, false and fabricated statements
2 detective David Carroll's police report, proper report writing procedure was not adhered
3 to nor was proper investigative procedure adhered to. Detective David Carroll's
4 investigation was illegal and abusive – not supported by probable cause and outside the
5 scope of his duties as a law enforcement officer.
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7 Another issue I found was that of “front line supervision” detective David
8 Carroll was a “front line” deputy, a rookie detective on his very first investigative
9 assignment. Similiar to the obligations for attorneys in California rules of professional
10 conduct - rule 3-110 for attorneys, Police Sergeants have specific responsibilities for
11 supervising the front-line officers to ensure, among other things that all proper procedures
12 are followed. If the sergeant fails to do so, the sergeant is accountable to his supervising
13 lieutenant for failing to supervise the officers on the front line. Likewise, the lieutenant is
14 accountable to his captain and so forth , so on through the chain of command all the way
15 up to the Sheriff (or police chief, or commissioner – depending on the department) This is
16 an essential vital function in any department to ensure proper policies and procedures are
17 adhered to and also harmonic coordination throughout the rank and file.
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1 In my professional experience, it is would be highly unusual for a police
2 report as bad as this to slip through the cracks and make it past the level of sergeant. If this
3 were to ever happen, the sergeant would be harshly disciplined, possibly suspended or
4 demoted to a lower rank. While examining the report, I noticed it had been reviewed by
5 supervisor: “Riccardo Urena”, who I assumed to be a sergeant. After following up I
6 discovered that sergeant Urena was a high-ranking division captain, and head of the court
7 security division. If a report like this were unusual to make past the rank of sergeant, it is
8 virtually unheard of for it to get to or past the rank of captain. If the court security unit
9 were instead a patrol division, like the West Valley division for example, the division
10 captain is equivalent to the police chief for that specific municipality and would report to
11 the city manager, and also be accountable to the chain of command up to sheriff.

14 The court security division, however, is through contact with the courts as
15 opposed to individual cities so therefore the division commander, Captain Riccardo Urena
16 would likely answer to court officials and the orders passed down through chain of
17 command would be coming from the court officials rather than higher ranking brass such
18 as undersheriff, assistant sheriff or sheriff.

1 **Since Santa Clara County Sheriff Captain Ricardo Urena appears to have**
2 **been reporting to court officials on the matter, and the orders passed downward through**
3 **the chain of command appear to have come from court officials to Captain Riccardo**
4 **Urena, this is another indication that the detective David Carroll's falsified report and my**
5 **arrest and conviction were to cover up liability of the courts for Robert Moss's death.**
6 **Furthermore, another very significant irregularity I noticed is that since Captain Riccardo**
7 **Urena's responsibility is specifically and exclusively limited to matters involving the court,**
8 **then what business had he involving himself with a case that was:**

- 11 **1) Within the limits of the city of San Jose under the jurisdiction of the San Jose Police**
12 **Department / Bureau of field operations / Southern Patrol Division / District Yellow /**
13 **Beat 5 (Yellow-5)**
- 14 **2) Involving a sheriff deputy (Aleksandra Ridgeway) who was at the time, not a court**
15 **security officer (I believe she was patrol officer in Burbank, unincorporated Santa**
16 **Clara County.**
- 17 **3) Assigned to detective David Carroll, who was not even assigned to the court security**
18 **division or in the same chain of command as Captain Riccardo Urena. Detective David**
19 **Carroll was assigned to the investigative division. Why then was he receiving orders**
20 **from a captain from a different division who was receiving his orders from court**
21 **officials? The Ridgeway residence where the fabricated crime spike did not occur was**
22 **not a court facility, had nothing to do with the courts.**

1 **These inconsistencies and irregularities and Captain Riccardo Urena's**
2 **involvement indicates that the issues fabricated and presented within the reports were no**
3 **as they appeared or claimed to be. They had nothing to do with crimes committed against**
4 **Robert Ridgeway or his wife, deputy Aleksandra Ridgeway. They were in fact court**
5 **related issues. They would have had to be otherwise they would not have been supervised**
6 **and directed by Court Security Division commander who reports to court officials.**

8 **There also appears to be breach of contact issues (Sheriff court security**
9 **contact between the courts and county of Santa Clara) and issues that may be of interest to**
10 **the State Controller office in that these county sheriffs being supported by state funds, and**
11 **these state funds appear to be financing federal crimes such as witness intimidation, USC**
12 **Title 18 Section 4, USC Title 42 Section 3631, USC Title 18 section 241 & 242, etc.**

1 In October of 2014, I worked on preparing a Marsden Motion and motion to
2 withdraw plea of no contest. I had been following up with deputy public defender Jeffrey
3 Dunn and others including Public Defender Molly O'Neal, who, pursuant to CRPC 3-110,
4 was responsible for the taking corrective action for all attorneys under her supervision
5 including Jeffrey Dunn and George Abel and these emails cross referenced cases C1493022
6 and 1-12-CV226958. Molly O'Neal did not take corrective action as required, further
7 violating my due process rights. I followed regarding the way Deputy Public Defender
8 Jeffrey Dunn misled me, the falsified reports and the events leading up to them, and the
9 court security bailiff seizing the phone number to outside attorney Aram James, making it
10 so that I could not consult with him on the true meaning of the statute, etc. Deputy Public
11 Defender Jeffrey Dunn assured me that the court security videos would be secured, and
12 that an investigation would be conducted into the theft of the phone number for attorney
13 Aram James. I was stonewalled and given the runaround on other issues such as being
14 conned and coerced into false plea, the falsified police reports, and the stalking,
15 harassment, and threats by Santa Clara County Sheriff Detective David Carroll, who
16 through this falsified report, created an illusion of consistency between fake court cases: 1-
17 12-CV226958 & C1493022

21 I also published a news article about the facts of the case and how I had been
22 railroaded by the public defender's office and district attorney James Leonard, who was
23 homicide prosecutor in 2012 when Markham Plaza resident Robert Moss was discovered
24 dead after Jeffrey Dunn's colleague refused to assist with declaration contesting fake
25 probate court records.
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1 On October 16th, 2014, I arrived at the Santa Clara County Superior Court
2 Hall of justice for my Marsden Motion & Motion to Withdraw plea with my paperwork in
3 hand showing the email correspondences with Jeffrey Dunn and others since being
4 released. I was met by deputy public defender Jeffrey Dunn and others. As soon as I
5 walked into the court room, deputies seized my paperwork and I was placed in hand cuffs
6 and arrested. Deputy District attorney James Leonard smirked and Judge Rodney Stafford
7 Laughed and declared: “Let the record reflect that the defendant is now in custody” I lost
8 my composure while attempting to argue my motion, which was denied by Judge Rodney
9 Stafford. I did not get to submit my paperwork on the court record because it had seized by
10 sheriff deputies. Deputy District Attorney James Leonard whispered into the ear of one of
11 the bailiffs, and I was then led from the court room where I was tortured in a holding cell.
12 Another alleged victim of Judge Manookian, Mr. Tedd Scarlett claims he was also tortured
13 by sheriff deputies in holding cell which resulted in him suffering a heart attack. Ted
14 Scarlett has medical records and other documents supporting his claims.
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18 I still had not received the terms and conditions of my probation, but 20 days
19 later, while returning to court for alleged violation of probation hearing in department 42.
20 While waiting in court holding cell, a deputy outside the cell told me was calling out what
21 sounded like my last name: Crittenden, only pronouncing it QUITTenden! QUITTenden!
22 With emphasis on the word/syllable “QUIT” & saying Heidi needs you out there to protect
23 her. You need to get out of custody as quickly as possible or she is going to get raped,
24 beaten up and killed.
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1 I appeared in department 42 before Judge Rodney Stafford and was
2 represented by deputy public defender Thompson Sharkey who employed similar tactics
3 like Jeffrey Dunn had. Thompson Sharkey told me that by accepting the terms of
4 probation, I had forfeited my first amendment right to freedom of speech regarding
5 criticizing public officials established by the supreme court decision: New York Times vs.
6 Sullivan and that by publishing information online about facts the case including the article
7 about James Leonard and Jeffrey Dunn, I had violated probation and to be released from
8 jail, I would have to accept a fake CR-161 criminal protective order naming deputy district
9 attorney James Leonard (Who was homicide prosecutor when Markham Plaza resident
10 Robert Moss was found dead after fraud was used to deny him accommodations pursuant
11 to the American's with disabilities act. I asked deputy public defender Thompson Sharkey
12 what the purpose of the fake criminal protective order was. Thompson Sharkey replied
13 "To get out of jail" The fake criminal protective order issued also prevented me from
14 publishing information about Deputy District Attorney James Leonard on the internet.
15 Thompson Sharkey told me to admit to publishing the news article and "the other stuff"
16 and be released in a few days.
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After I was released, I discovered that while in custody, someone had published detective David Carroll's falsified police report online using my name. It could not have been me because I was in custody. Over the course of time, several hundred people, many whom I did not know and never heard of came forward as witnesses that the police report was falsified. These included individual activists and members of various organization who had signed onto the project, people who were not signed onto the project, but were neighbors and friends from Palo Alto that knew I was had been living there and people who knew me and disagreed with the way I was portrayed in the fake police report, knowing that I do not behave as described, etc. It has generally been the case that when court or police records are published online, they are quickly refuted and discredited by the public, but to this date, to the best of my knowledge, no one has been able to refute or discredit a single coalition web banner has been published and put into circulation regarding this issue and although the internet is flooded with conspiracy theories, in my professional experience and extensive research, I know of no other situation where such extreme measures were taken to censor the free flow of information. If the coalition web banners were in fact without merit, and not supported by factual evidence, then logic would dictate that it would be left alone and the coalition web banners would discredit themselves.

1 After being released I also checked in with probation officer Douglas Davis,
2 at the probation office inside the Palo Alto Court house. Officer Douglas Davis gave me a
3 copy of the terms and conditions of my probation which showed I had given up my second
4 and fourth amendment constitutional rights, I did not give up my first amendment rights,
5 and in no way, shape or form did I violate probation by publishing facts about the cases
6 online. Again, I was denied my right to due process and there is now I now have a fake
7 probation record which falsely claims I had violated probation which I had not. Attorney
8 Thompson Sharkey has since been caught railroading and defrauding another defendant:
9 Mr. Victor Meras in Santa Clara County Superior Court Case C1769315. Attorney
10 Thompson Sharkey has also, on at least 3 occasions been sued for professional negligence.
11 Santa Clara County Superior Court docket numbers are 1994-1-CV-739331, 1995-1-CV-
12 754610, 2006-1-CV-066347.

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15 In January of 2019, I contacted the Santa County Sheriff Department's
16 Internal Affairs Unit to file a formal misconduct complaint against Detective David
17 Carroll, deputy Aleksandra Ridgeway and Captain Riccardo Urena. I spoke with internal
18 affairs sergeant Alfredo Alanis, who issued me Internal Affairs Case number 2015-09.
19 Sergeant Alfredo Alanis immediately lied to me and told me that internal affairs had one
20 year to investigate the complaint. I corrected Sergeant Alfredo Alanis by explaining to him
21 that pursuant to California Government Code § 3304, the one year he was referring to
22 applied to allegations, not complaints and that an allegation was an individual component
23 to a complaint.
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1 **During the time I worked with the San Jose Independent Police Auditor's**
2 **office, I developed a formula to ensure that internal affairs investigations were properly**
3 **processed. Generally, I would submit each allegation separately to ensure that they were**
4 **handled separately, and I would usually submit each allegation a few days or 1 week apart**
5 **but not until I had first tried and tested the evidence. If inadequate findings are returned,**
6 **then it is more efficient to trouble shoot the investigation for procedural flaws etc. I could**
7 **also better identify when a procedural mishap occurred by specific timeframes. By having**
8 **copies of the investitive procedure on hand, investigations can be reverse engineered much**
9 **like computer programs.**

10
11
12 **Each allegation would then be forwarded to the public defender investigative**
13 **unit, along with Internal Affairs Case number, officer name and badge number, etc. IA and**
14 **PDO would both be provided with witness information, evidence, etc. This measure is**
15 **taken so that in the event that a pitches motion is ever filed against the same officer, the**
16 **public defender is better equipped to track whether documents are missing from officer's**
17 **personnel files or if the records do not match.**

18
19 **Before I could barely begin the process with internal affairs, received a from**
20 **lieutenant Neil Valenzuela claiming that "the matter" was determined unfounded.**
21 **Evidence and witnesses were ignored, etc. There was no investigation. It was a sham.**
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1 I received an email from lieutenant Neil Valenzuela saying the that the
2 investigation was done by himself and Sergeant Albedo Alanis. This was a confession to
3 botched investigation because Captain Ricardo Urena was named in the complaint for
4 either failure to supervise or handing down unlawful orders. A sergeant or lieutenant may
5 not investigate a captain because a captain outranks them both. It is common knowledge
6 that the allegations against Captain Ricardo Urena would have to be investigated by
7 undersheriff, assistant sheriff or sheriff.
8

9 The Santa Clara County Public Defender's office is very well resourced,
10 having a team of about 30 investigators. A higher than average attorney/investigator ratio
11 than you would normally find. It is the responsibility and obligation of these investigators
12 to scrutinize every jot & tittle of police report and verify whether or not the information
13 contained therein is accurate, and whether proper procedures were followed. This is like
14 the obligation of a police sergeant to supervise front line officers in filing reports. The
15 Sergeant would generally know that he would have to catch these things because if not, the
16 public defender would, their credibility would be shattered, and the sergeant's ass would
17 be on the line.
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1 Each and every time and allegation were systematically passed to the public
2 defender to be handled accordingly and each and every time they dropped the ball and
3 ignored it. I literally had to beg and plead to investigate what myself, and hundreds of
4 others claimed were false and fabricated reports. They were presented with before and
5 after versions of altered Facebook transcripts, shown where exculpatory statements were
6 stricken from police reports. Etc. I was being prosecuted by the public defender's office
7 and the district attorney's office, playing "good cop / bad cop" I did everything I could
8 think of to defend myself, emailed top supervisors in regards to (CRPC RULE 3-110)
9 Judges regarding (Canon 3D) and even emailing district attorney with evidence that the
10 public defender was acting incompetently and maliciously thinking that perhaps this would
11 be exculpatory evidence that could be withheld. I was terrified of thought of filing a
12 Marsden motion because when I tried that previously, I was arrested, tortured and re-
13 railroaded by attorney Thompson Sharkey on fake probation violation.

14 By refusing to investigate the false reports and to their job, The public
15 defender denied me these public services that I am automatically entitled to, and repeatedly
16 my due process rights were violated. The public defender bent over backwards to not
17 defend me and to preserve the false narrative created by the district attorney's office and
18 sheriff department. With unbridled discretion, the incompetent and dangerous officers
19 continued to hammer out false reports and no agency or official lifted a finger to stop them.

1 **Approximately March 20th, 2015, Attorney Thompson Sharkey payed me a**
2 **visit in Palo Alto and offered to pay me money to violate fake CR-161 criminal protective**
3 **order naming deputy DA James Leonard. I recorded the conversation. District Attorney**
4 **investigator James Leonard. I also received a call from detective Dennis Brookins asking**
5 **me to please testify in court for him that his mishaps from 2008 investigation were**
6 **accidental, not intentional. I have recordings voicemail messages from detective Dennis**
7 **Brookins.**

9 **On March 24th, 2015, A San Jose Patrol officer by the name of Michael**
10 **Johnson was shot and killed in the line on duty. I was very saddened by the news, and yet**
11 **concerned because this occurred in patrol district Lincoln, very close proximity to**
12 **Markham Plaza Apartments, and the gun issue I tried to address there 3 years earlier. I**
13 **tried brushing it off as coincidence. The very next day, on March 25th, 2015 I was on the**
14 **phone with a friend of mine who is retired Los Angeles Police officer, when Santa Clara**
15 **County Sheriff detective Samy Tarazi and Lieutenant Elbert Rivera came to arrest me on**
16 **more bogus trumped up probation charges because an organization called “Copblock”**
17 **published a web banner on line with deputy Aleksandra Ridgeway’s picture saying that she**
18 **falsified a report covering up a murder committed by her husband. This kind of thing is to**
19 **be expected with such a high-profile case that has generated a lot of public attention. There**
20 **was no evidence linking this web banner to me. The publisher’s contact information and**
21 **court case information were published along with the banner, but I sat in jail for 40 days**
22 **and neither the public defender or sheriff department made any effort to contact the**
23 **publisher.**

1 Deputy District Attorney Amanda Parks tried to railroad me in another fake
2 probation violation by refusing to let any exculpatory evidence into record. Would not
3 contact witnesses who were in ABC news story: Investigating Public Guardian, Alleged
4 victims of Judge Manookian, others who claimed to have been targeted by sheriff detective
5 David Carroll, etc. She even filed a motion to disqualify district attorney making false
6 statements in “declaration of facts”, preserving the false narrative that had been created.
7 The Judge was Michele McKay-McCoy, who was also a homicide prosecutor when Robert
8 Moss was found dead. I finally got the charges dismissed after having to email board of
9 supervisors, state bar, everyone I could think of begging to PLEASE assign investigators
10 and interview witnesses and allow me to present evidence.
11
12

13 I met deputy public defender Amanda Parks outside department 42 (Judge
14 David Cena) Amanda Parks announced that the charges were dismissed, and my case was
15 being moved to Palo Alto court. She was in tears that I had emailed so many people and
16 supposedly embarrassed her (trying to get her to do her job) begging and pleading to be
17 allowed to have evidence and witnesses. I said quietly, “Amanda I could bring this to the
18 state bar” at which she shrieked out and screamed in front of witnesses: “Don’t you dare
19 threaten me!”, and she then rushed into an elevator after deputy district attorney James
20 Leonard.
21
22

23 Deputy Public Defender Gary Goodman was assigned to misrepresent me,
24 and Deputy District Attorney Barbara Cathcart was assigned as new prosecuting attorney.
25 The judge was Aaron Persky.
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28

1 Deputy Public Defender Gary Goodman did nothing to address the false
2 police reports and Public Defender Martha “Molly” O’Neal did not take corrective action
3 pursuant to California Rules of Professional conduct 3-110. The top of an organizational
4 chart is “The People” and going above the public defender to the county executive and
5 board of supervisors did not help. The only resort remaining was to make the matter public
6 and expose it online to as many people as possible. The fact that such extensive effort was
7 made to censor the information was indication that it must be working. If it was not having
8 some sort of positive effect, then officials would not be so bothered by it. This taken as
9 encouragement to publish as much as possible. There was accurate record of events online
10 to offset the false police reports and court records.
11
12

13 Publishing on the internet about the facts of the case was protected by the
14 first amendment to the U.S. Constitution, used for protection, and to redress legitimate
15 grievances. The falsified police reports and fake court records were criminal acts of fraud
16 and perjury used as weapons to harass and attack. It was ironic how so much effort was
17 being made to censor free speech, but nobody was taking effort to censor the fraud and
18 perjury in the false police reports, and this is the point I was trying to make in the email
19 sent to detective David Carroll which led to my arrest on December 25th, 2015 on felony
20 stalking charge and 4 misdemeanors (I do not have original docket, but refiled as Docket
21 C162778 and appellate case number is H045195)
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1 Nothing was intended as a threat and I have not ever attempted to incite
2 violence against anyone ever. I was upset about and frustrated and terrified by these false
3 reports and helpless to stop them. I was emotional about the holidays and the anniversary
4 of the death of my sister Connie who died at the age of 44. If not upset and frustrated, I
5 would have given more forethought and would not have sent the email. Not because
6 detective Carroll would interpret it as a threat, but if I given it forethought, I would have
7 known that the District Attorney's office could easily spin it to make it appear as a threat
8 to validate their false narrative.
9

10
11 One of the things mentioned in the report about my felony arrest was the
12 repeated emails I had sent to detective David Carroll. This was worded in a way to make
13 me look bad but in my opinion, this is his Detective David Carroll's fault not mine.
14 Detective David Carroll falsified reports about me and said things he knew were not true.
15 Emailing him repeatedly should not have been necessary. I should not have had to ask him
16 more than one time to correct the false reports. It is my first amendment right to redress
17 grievances and that's exactly what I was doing, yet sergeant Samy Tarazi acted as if this
18 were a crime.
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1 When I brought this to the attention of deputy public defender Gary
2 Goodman and mentioned the fictitious names such as “Andrew Crittenden” and the
3 swapping of names and roles that took place, and the public defender not following up as
4 required, and investigating the reports, he called “a doubt” (penal code 1368) alleging
5 “Andrew Crittenden” and “Cary Crittenden” may be multiple personalities. I had made a
6 joke with him once about how the reports placed me in 3 locations simultaneously making
7 me 3 people so therefore, I should have 3 attorneys. Obviously, this was in jest, but Gary
8 Goodman suspended the proceedings for mental health evaluation. Never did he address
9 Judge Manookian’s mental state when Judge Manookian accused hundreds of people of
10 plotting terrorist attack against Markham Plaza Apartments, a HUD subsidized apartment
11 complex (53 days after his son Matthew Manookian was killed in combat.
12
13

14 Gary Goodman also never addressed the mental state of Santa Clara County
15 Sheriff Deputy Aleksandra Ridgeway who claimed to see prowlers and suspicious
16 characters pacing back and forth and creeping around her house, yet she was the only
17 person who could see these “imaginary people.” Gary Goodman himself is notorious for
18 making bizarre statements even on record, with his office in Palo Alto, Gary Goodman
19 makes statements on the record referring to the San Jose Public Defender’s office as “The
20 Mothership” that will “Beam the discovery papers to him”, yet Gary Goodman is not
21 locked up for speaking with aliens & everyone knows he is joking and using metaphor.
22
23

24 I was denied my due process rights, and speedy trial because my own
25 attorney, deputy public defender Gary Goodman deliberately chose to twist my words
26 around just like a district attorney prosecutor.
27
28

1 Deputy Public Defender Jenifer Bedola submitted a false evaluation report
2 saying that Doctor David Berke had determined I was incompetent to stand trial. No
3 evaluation was ever done of me by Doctor David Berke, and the evaluation report was also
4 fabricated evidence. This is like extracting my fingerprints from an item that I had never
5 touched. I met with another doctor afterward who determined I was competent.
6

7 I took medication while in custody: “Risperdal” Not for mental illness, but
8 to deal with the stress of incarceration and being powerless and helpless. I had taken some
9 another inmate had given me, then asked for doctor prescription. It helped me to sleep
10 while in jail but had nothing to do with my behavior. Only dealing with the situation. When
11 I was released on O.R. however, one of the terms was to take the medication. Even though
12 it no relevance to the charges against me, etc. When I went to trial, I was not able to
13 adequately testify because of being too “doped up” on the medication. My response time
14 was slow in contemplating what to say and how to answer during cross examination and
15 direct examination.
16
17

18 Deputy District Attorney lied to the court during prelim and lied to the jury
19 during trial presenting the false narrative, which defense attorney William Bennet did not
20 object to and did not strike. Deputy District Attorney Barbara Cathcart also lied to the
21 jury about the false police reports which William Bennett did not object to. Nor was their
22 motion to strike,
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1 Attorney William R. Bennett did excellent job defending my first amendment
2 right to redress grievance and make public my allegations about fraud, falsified reports
3 and corruption, but he failed to directly address the fraud and false police reports in that
4 he did not investigate the falsified reports, procedural violations, etc, nor did he effectively
5 cross examine Detective David Carroll about the false police reports. He did not address
6 other due process violations about the earlier cases – not for purpose of relitigating past
7 issues, but rather to validate that their were indeed legitimate issues that I did have first
8 amendment right to redress.
9

10
11 Attorney William Bennet failing to object to statements by Barbara Cathcart
12 claiming that the police reports were not falsified, and that I was living at Markham Plaza
13 when I was not, and this helped Barbara Cathcart sustain her narrative and convince the
14 jury that I had lied and made things up, and falsely prove the element of “no legitimate
15 purpose” and then go on to make the argument that I had no constitutional right to lie
16 about detective David Carroll, - thus subject matter jurisdiction was fraudulently procured
17 over constitutionally protected activity, and I was denied right to fair trial. The court acted
18 in excess of jurisdiction, and though I do not recall ther specific case law, the supreme
19 court has ruled that their can be no punishment for exercising a constitutional right.
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1 One of the exhibits pertained to Family Court Case JD20223/JD20224 in
2 which I advocated for parents Ashley Stevens and Scotty Harris regarding their daughter
3 Ashley Harris. Ashley had interviewed in a video series in which she alleged abuse under
4 the care of Santa County Child Protective Services. In at least one video, Ashley Harris
5 alleged she may be victim of sexual abuse. Soon after the videos were published online,
6 Ashley Harris disappeared, and her social worker Anthony Okere filed a missing persons
7 report.
8

9 Santa Clara County Detective David Carroll had been transferred to juvenile
10 missing persons unit which I found highly suspicious. I was familiar with detective David
11 Carroll and his history of covering for department of social services because of what
12 happened with Heidi Yauman and what he did to me for trying to advocate for Heidi
13 Yauman. For these reasons, I suspected that Detective David Carroll may be involved in
14 Ashley Harris's disappearance but I did not him. In advocating for the family, I was
15 involved in creation of a web banner suggesting detective David Carroll may be involved
16 which I believed was highly likely. It turned out that Ashley Harris had run away and she
17 eventually turned up.
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1 My actions were not out of malice, but out of legitimate fear for Ashley's
2 safety, When asked if I believed all allegations I made, I said "I don't know" or "I;m not
3 sure" I was presented with web banner relating to JD20223/JD20224 and asked if I
4 believed Detective Carroll abused her & I said no. Had Ashley Stevens and Scotty Harris
5 been allowed to testify, then the history would have been clear. Francine Stevens had even
6 told be she had seen a man she believed to be detective David Carroll observing her at the
7 Martin Luther King Library in downtown San Jose and thought he had been following her.
8 Barbara Cathcart was able to use this to persuade the jury that I had lied about, and that
9 "lying" was not constitutionally protected activity, thus fraudulent jurisdiction was
10 procured over my constitutional rights – and I was further denied my right to due process.
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1 I had stated in an email that Detective David Carroll was violent. I stand by
2 that statement as the supreme court has ruled that color of law abuse is violence and he
3 committed these abuses against Heidi Yauman, and me also for advocating for her. Heidi
4 Yauman was a dependent adult and very vulnerable and his abuses against her, though not
5 by direct contact caused her injury and great suffering. Few would argue that Charles
6 Manson and Adolf Hitler were violent, even if they did not have direct contact with their
7 victims. The legal dictionary may not consider this violence but I do and legal dictionary is
8 different from Websters and others. Deputy District attorney Barbara Cathcart had
9 convinced the jury that had lied about detective Carroll being violent and in her closing
10 argument was that I must have lied about everything, and therefore that non statements
11 were constitutionally protected. William Bennett should have cross examined Detective
12 David Carroll in this manner about the false statements in his reports. It was not me who
13 maliciously lied about detective David Carroll, It was Detective David Carroll and attorney
14 Barbara Cathcart who lied about me.

15
16
17
18 Barbara Cathcart lied about the perjury in detective David Carroll's report,
19 claiming he was "doing his job" and fraudulently procured jurisdiction over my first
20 amendment rights to speak out the perjury and fraud, and redress my grievances.
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24 SINGED INDER PENALTY OF PERJURY

25 CARY ANDREW CRITTENDEN: _____
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2013-2014 SANTA CLARA COUNTY CIVIL GRAND JURY REPORT

PROBATE CONSERVATORSHIP: A SAFETY NET IN NEED OF REPAIR

SUMMARY

The 2013-2014 Santa Clara County Civil Grand Jury (Grand Jury) received a complaint alleging the “mishandling” of a client’s case referred to the Office of the Public Administrator/Guardian/Conservator (PAGC). Adult Protective Services (APS) had referred the client to PAGC. The individual’s medical condition deteriorated significantly over five months, and the client died before being conserved. The Grand Jury sought to examine the actions or inactions of the PAGC in the matter. The Grand Jury’s inquiry into this case led to a broader examination of the safety net provided by Santa Clara County for seniors who are not able to advocate for themselves, have no one else to advocate for them, and whose cognitive abilities are severely compromised.

The Grand Jury explored the process of conservatorship for seniors, age 65 or older, from Adult Protective Services (APS) through PAGC to Probate Court. The management of the client’s needs during this prolonged time and the efficiency of handling the referrals to a final legal judgment of conservatorship by the Probate Court were investigated. The specific areas within APS and PAGC upon which the Grand Jury focused its attention are the following:

- The procedure of assigning an account/case number at the initial contact,
- Decisions prior to the acceptance of referrals to PAGC,
- Incomplete or insufficient information sharing between APS and PAGC,
- The Capacity Declaration,
- Training for new and current deputy public guardians,
- Updated Policies and Procedures Manual for PAGC not reflecting current practices,
- Background checks for APS workers and deputy public guardians, and
- Lack of PAGC statistics for case management.

BACKGROUND

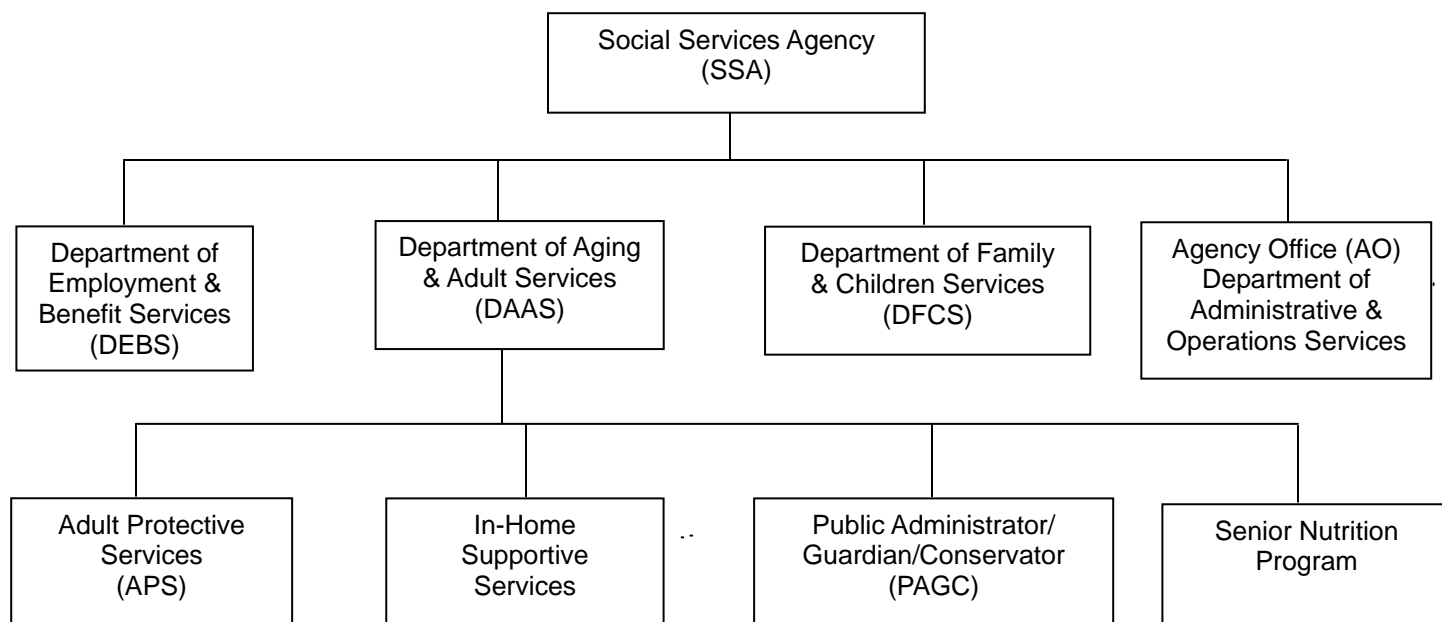
Santa Clara County is home to a population of approximately 1.8 million residents (2012 United States census estimate), of which 11.7 % are identified as over the age of 65, about 213,000 individuals.¹ Most of these elderly citizens will eventually require some level of support and assistance as they advance toward the end of their lives. A few will have limited

¹ <http://quickfacts.census.gov/qfd/states/06/06085.html>.

or no support system available within their family circle to execute their affairs.

The Department of Aging and Adult Services (DAAS), a division of the Santa Clara County Social Services Agency (SSA), was formed in 1997. DAAS consolidated several separate and distinct divisions to improve coordination among In-Home Supportive Services, the Senior Nutrition Program, the Office of the Public Administrator/Guardian/Conservator (PAGC), and Adult Protective Services (APS). The stated goals include coordinating and enhancing services for seniors that are delivered under county programs and strengthening partnerships in the community and among these departments.²

SSA Organization Chart (Abbreviated)



The Grand Jury examined the roles of APS, PAGC, and Office of the County Counsel (County Counsel).

ADULT PROTECTIVE SERVICES (APS)

APS is a department whose activities are defined by the California Welfare & Institutions Code. APS serves two population groups: elders (age 65+) and dependent adults (age 18-64) who are suspected of being abused and neglected. Types of abuse that are investigated include physical, sexual, financial, neglect or self-neglect, and isolation. Reports of abuse are taken on a 24/7 basis.³ The mission of APS is to provide preventative and remedial interventions, such as investigation, assessment, counseling, development of a service plan, case management on a time-limited basis, and referrals to community resources. The law mandates the availability of these services through APS, but since the client is not conserved, acceptance of the services is voluntary.

²Adult Protective Services Handbook of Santa Clara County, n.d., 2-2.

³ Welfare and Institutions Code section 15763.

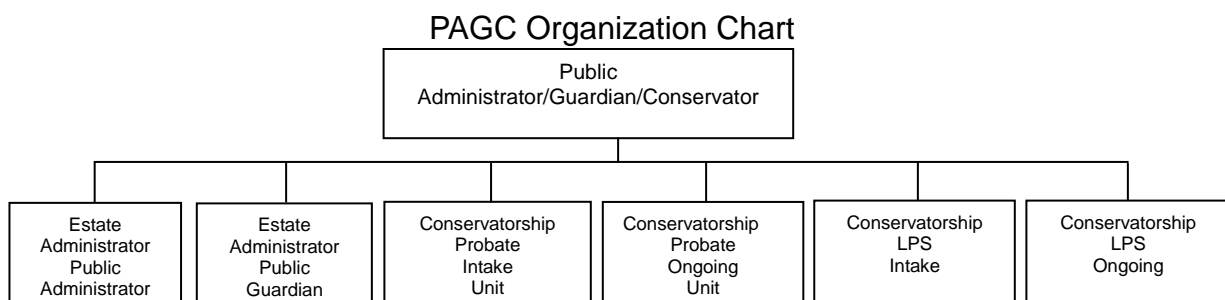
The primary goal is to maintain the client in his/her home, while securing his/her ongoing health and safety as much as possible, using existing community-based services.⁴ When the client is no longer able to make personal, health, or financial decisions without great risk to his/her well-being, or is in danger of being abused by others, and when other family members or other individuals are not willing, able, or appropriate to step into a formal caregiver role, APS makes a referral to PAGC for further investigation. The outcome of this investigation could lead to a permanent conservatorship.⁵

APS together with PAGC, the District Attorney, County Counsel, and other law enforcement entities staff the rapid response Financial Abuse Specialist Team (FAST). The team, established in 1999 by DAAS, allows a multi-disciplinary approach to take quick action and intervene in situations where the elderly person is in imminent risk of financial abuse. The team then also addresses the client's broader issues.⁶ Non-FAST cases (clients not at imminent financial risk) do not have the same level of information sharing and cooperation among the departments.

OFFICE OF THE PUBLIC ADMINISTRATOR/GUARDIAN/CONSERVATOR (PAGC)

"The Office of the Public Guardian insures the physical and financial safety of persons unable to do so on their own, and when there are no viable alternatives to a public conservatorship. The Superior Court determines whether a conservatorship should be established. The court process includes petitioning the court and notifying the proposed conservatee and his/her family of the proceedings. A conservatorship is established only as a last resort through a formal hearing. The Superior Court can appoint the Public Guardian as a conservator of the person only, estate only (for probate), or both person and estate."⁷

The PAGC serves several groups of clients: elderly and dependent adults (probate conservatorships) and the severely mentally ill under the State of California Lanterman-Petris-Short Act of 1967 (LPS conservatorships – CA Welfare & Institutions Code §5000 et seq.). Probate and LPS conservatorships have separate divisions within PAGC, and each operates its own intake and ongoing units. The intake unit case manages the client who is awaiting conservatorship; the ongoing unit assumes management after the granting of conservatorship. The Public Administrator handles the closing of estates of the deceased, when no other alternatives such as wills and trusts exist.



⁴ *Id.* at 15750 et. seq.

⁵ Adult Protective Services Handbook of Santa Clara County, n.d., 9-5

⁶ "Financial Abuse Specialist Team Practice Guide Santa Clara County," Version 1.0, 12/2010, 3

⁷ <http://www.sccgov.org/sites/ssa/Department%20of%20Aging%20-20%Adults%...Services/Public%20Guardian/Pages/Office-of-the-Public-Guardian.aspx>.

The Probate Intake Unit receives referrals from APS, skilled nursing facilities, hospitals, the court, and the community when there is concern about the cognitive and/or physical ability of the elderly person to function competently on his/her own, or for protection from outside abuse (financial, physical, emotional), and long-term intervention appears to be warranted. (See Appendix A.) Following an extensive investigation, the Public Guardian (PG) may decide to petition the Probate Court to request appointment of the PG as the legal conservator of record. This occurs only after extensive exploration for less restrictive alternatives such as willing and available family members or friends, and no one is found.

The individual can be conserved in the following ways, as determined in Probate Court:

Conservatorship of the person: The conservator assures that all personal care, medical care, and services needed to maintain a safe and comfortable living environment are provided for the conservatee.

Conservatorship of the estate: The conservator bears the responsibility for locating, managing, and protecting all assets of the conservatee's estate. She/he also applies for all income and benefits to which the conservatee is entitled, pays all just debts, and keeps separate records of all the funds received and disbursed on the conservatee's behalf.

An individual may have both his/her person and estate conserved, based on the judgment of the court after careful consideration of all of the facts in the case.

There are two types of probate conservatorship, permanent and temporary. The first step for both is to determine if the client is a candidate for referral for conservatorship. According to the Policies and Procedures Manual of the PAGC (Procedure 704.0), PAGC has 30 days to respond to the referring party; e.g., APS, hospital, or nursing home about accepting the referral. Once the referral is accepted, the deputy public guardian investigates the need for conservatorship and assembles a packet of documents including the Capacity Declaration, a physician's evaluation of a person's ability to handle his/her well-being and affairs. (See Appendix B.) A completed Capacity Declaration is mandatory to obtain a conservatorship. Then the deputy public guardian sends the packet to County Counsel. If the packet is complete, County Counsel prepares the petition for conservatorship, and a court date is initially calendared for 10 weeks in the future. After the Probate Court receives the petition, the Superior Court investigator independently reviews the documents and further investigates so that she/he can make a recommendation to the judge on conservatorship.

If time is of the essence, a temporary conservatorship can be sought. The temporary conservatorship has a limited term of one month. PAGC may petition the Probate Court to extend the temporary conservatorship, if needed.⁸ This conservatorship has limited powers necessary to ensure the health, safety, and support of the proposed conservatee and protection of his/her property. It protects the client in the moment (a medical or financial emergency) before going forward with a permanent conservatorship.⁹ A permanent

⁸ Probate Code section 2257

⁹ Probate Code section 2252

conservatorship is petitioned at the same time as the temporary conservatorship with the client being charged a fee for both petitions. Temporary conservatorships are filed with the court for a hearing date within three weeks. Unlike the permanent conservatorship, the temporary conservatorship does not allow decisions concerning the conservatee's real estate, routine medical care, or financial matters, unless urgent.

For purposes of this investigation, the Grand Jury chose to focus only on the portion of PAGC that deals with non-LPS probate conservatorships for the elderly from the point of referral to the Probate Court naming the Public Guardian as legal conservator. The process of moving a client through conservatorship is complicated and prolonged.

In the process of probate conservatorship, clients can spend as much as four to six months in a holding pattern, between PAGC'S acceptance of a case and the Probate Court's formal granting of temporary and/or permanent conservatorship. During this period, the client has already been deemed to lack the capacity to make good decisions for him/herself, as established by a physician via the Capacity Declaration. Further, the deputy public guardian assigned to the client has not been granted any legal authority to conduct business on behalf of the client.

Until permanent conservatorship is completed, the deputy public guardian must confront the clients' day-to-day issues without having the legal capacity to make decisions for the clients. The Grand Jury found that deputy public guardians, by necessity, bring their own personal skills and creativity into play to respond to clients' inability to care for their own needs under these precarious circumstances.

A temporary conservatorship may be sought to alleviate a crisis and is only a stopgap solution. It is limited in time, thirty days, and scope, a medical or financial emergency. Once the permanent conservatorship is in place, PAGC officially assumes the ongoing legal and physical responsibility for attending to all business and personal decisions surrounding the clients, and they will be case-managed accordingly.

The Grand Jury concludes that this legal limbo in which the deputy public guardians find themselves underscores the need to eliminate any delays within the conservatorship process that are easily correctable.

OFFICE OF THE COUNTY COUNSEL

The Office of County Counsel (County Counsel) is the legal advisor to the County of Santa Clara. Within this department are attorneys representing various practice areas, and according to County Counsel, the "Probate Section represents and advises the PAGC in almost 1,000 conservatorship, decedent estate and trust proceedings each year."¹⁰ The deputy county counsel assigned to probate prepares the petition for conservatorship, based on documents received from PAGC. The County Counsel staff calendars the case for a Probate Court hearing. Prior to the hearing in Probate Court, a court-appointed individual, the court investigator, does an additional independent examination of the facts. The investigator independently evaluates the need for conservatorship and recommends whether the court

¹⁰ <http://www.sccgov.org/sites/cco/Pages/Office-of-County-Counsel.aspx>.

should grant a conservatorship.

METHODOLOGY

In preparing this report, the Grand Jury conducted 17 interviews, received email responses to questions, did web searches, attended a demonstration of the PAGC Panoramic Case Management System (PANO) and examined various documents. The Grand Jury subpoenaed and reviewed financial, medical, and case management records of the deceased client mentioned in the complaint.

Interviewed employees from the following:

- Adult Protective Services (APS),
- Office of the Public Administrator/Guardian/Conservator (PAGC),
- Office of the County Counsel, and
- Superior Court of California.

Emailed communications with the following departments of Santa Clara County:

- Social Services Agency (SSA) which includes the Department of Aging and Adult Services (DAAS), APS, and PAGC,
- Office of County Counsel,
- Employee Services Agency (ESA), and
- Superior Court of California.

Web searches (See Appendix C.1.)

Manuals and codes (See Appendix C.2.)

Statistics for APS, PAGC, and Superior Court of California (See Appendix C.3.)

Forms and documents not included in the above (See Appendix C.4.)

DISCUSSION

The Grand Jury began its investigation in response to a complaint that PAGC delayed establishing a conservatorship over a client who was referred to PAGC by APS. The client's medical condition deteriorated over five months with the client dying without a conservatorship in place. The Grand Jury reviewed this specific case and did not conclude that there was mishandling. Nevertheless, this case directed the Grand Jury's efforts to review and to evaluate the processes involved in determining conservatorship for the elderly.

The following sections outline what legal, procedural, and communication processes/factors

contribute to such a lengthy process for conservatorship. The Grand Jury also notes deficiencies and obstacles, which must be addressed in order to better the process.

Process for Receiving, Formally Recording, and Accepting Referrals

The Grand Jury found that when a referral is taken from a referring party, there are inconsistencies as to when the information is logged into the Panoramic Case Management System (PANO) and assigned an account/case number. The Grand Jury learned of instances where the inputting of data had been delayed, and therefore the client was not being tracked in the system, essentially lost and not receiving services. In those cases, the issue was brought to light when the referring party made inquiry as to the status of the client, and hard copies of the documents had to be hunted down. Procedure 709.1, updated January 21, 2014, requires that client data be entered when the referral is received, and this process is not followed in each and every case. As a result, the Grand Jury also learned that because of these past issues, a new PANO screen dedicated to the entry of referral data was going to be developed, along with clearer guidelines as to when and who would input data and assign an account number. The new screen, along with a new PAGC Procedure 709.2, dated May 20, 2014, is to be implemented.

Regarding the PAGC determination process for accepting or rejecting a client for conservatorship, which involves the removal of civil rights, the Grand Jury learned that a formal change is planned for the near future that will restructure how incoming referrals are reviewed. Currently, recommendations for acceptance or rejection of a client are at the discretion of one employee, and that decision is passed on to the Public Guardian for concurrence. The proposed new process will create a three-person panel to discuss and evaluate the merits of each case prior to the decision to accept or reject. It is intended to allow differing staff perspectives to be presented and considered collaboratively. This panel will convene bi-weekly. This one-year trial project was given a March 1, 2014 start date, but had not been implemented as of May 1, 2014.

Communication between APS and PAGC/Incomplete Information Sharing

The Grand Jury's investigation revealed that information sharing between APS and PAGC is critical for evaluating a client for possible conservatorship and for knowing when the conservatorship is completed. Complicating the situation, APS and PAGC have different computer systems that can be accessed only by the respective employees of each division. The investigation revealed that information sharing between APS and PAGC needs improvement.

APS completes and sends an interdepartmental form to PAGC entitled Request to Establish a Probate Conservatorship (SC-1). This form provides only basic client information including contacts, income, physician, and reason for conservatorship. PAGC cited a need for more information in SC-1 including relevant details contained in previous referrals to APS and potentially dangerous situations (aggressive dog, gun in the home, or resistant individuals). The lack of information results in the deputy public guardian having to discover the details on his/her own versus just reconfirming the veracity of the facts. If a situation is known to be potentially dangerous, the deputy public guardian would obtain appropriate backup when visiting the client in the home. As a result, with information that is more detailed, the deputy

public guardian would be able to proceed more safely, effectively, and with a clearer understanding of the client's situation.

After receiving a referral for evaluation of conservatorship from APS, the deputy public guardian is required within thirty days per PAGC Procedure 704.0 to contact APS as to the acceptance of the referral for conservatorship investigation. This notification is important to assist the APS worker in his/her further case planning for the referred client. The Grand Jury found that once PAGC acknowledges the referral and undertakes further evaluation of the client, little or no additional information about the client is shared. Since not all referred clients are conserved, it is important for the APS worker to be kept in the loop so that they will know if the client is still being actively evaluated and is receiving services from PAGC. This information influences the APS worker's decision when to close the case.

The Grand Jury was told that the lack of two-way communication between the departments is an issue. Clearly, a more collaborative approach between APS and PAGC would greatly benefit their shared clients.

Capacity Declaration

In every request for a formal conservatorship through the Probate Court, the client's physician must complete a Judicial Council of California Form GC-335, the Capacity Declaration. (See Appendix B.) The physician renders his/her professional opinion about the cognitive capacity of the individual to manage his/her own affairs and to perform activities of daily living. An additional attachment to the Capacity Declaration for dementia evaluation allows placement in a secured facility and the use of psychotropic medication (Probate Code §2356.5). The APS social worker, during the initial investigation, or the PAGC deputy assigned to manage the case is responsible for coordinating with the physician to complete this form. It is the responsibility of the PAGC deputy to ensure that the form is complete when sending the referral to County Counsel to petition the court for conservatorship. Since the Capacity Declaration is the basis for a formal judgment to conserve and legal proof of the need for a conservatorship, incomplete forms are returned to the PAGC deputy who then has to contact the physician again. Without a completed Capacity Declaration, a court hearing cannot be set, and the case is unable to advance through the Probate Court system. This results in a delay in the conservatorship process.

Staff Training

The 2012-2013 Santa Clara County Civil Grand Jury identified that the PAGC lacked a formal training plan for new employees and interoffice transfers.¹¹ As of March 1, 2014, the PAGC has made only minimal progress towards resolving this problem. There continues to be no formal written training manual or program to address this problem; the preferred method seems to be shadowing more experienced employees and obtaining information from a supervisor. It is important that PAGC address this, particularly since staff turnover in the PAGC Probate Intake Unit has been greater than 50 percent in the past two years.

A specific example of lack of training is in the use of a computerized case management

¹¹ 2012-2013 Santa Clara County Civil Grand Jury, *Improvements Are Needed in the Office of the Public Administrator/Guardian/Conservator*.

system. In 2009, PAGC implemented a new computerized system, Panoramic Case Management System (PANO), for managing its work. The PANO vendor describes it as a case management system designed to handle cases from investigation and opening to case closure. PANO tracks clients, their assets, heirs, and maintains case notes.¹² The 2012-2013 Grand Jury found that PAGC personnel were not utilizing PANO consistently, and PAGC had no clearly delineated personnel responsible for problem solving, maintenance, and training for the software system.¹³ The 2013-2014 Grand Jury investigation has revealed that PAGC staff training on PANO consists of informal training with a supervisor and peers. The Grand Jury was told that PAGC has hired an employee to receive training from the PANO vendor with the intent that this person will then instruct the employees of PAGC how to use PANO. While this may appear to be progress, it has been five years since PANO was implemented, and the lack of formal training continues to prevent it from being utilized to its fullest capacity.

A formal job training program including the use of PANO results in a consistent, competent, and accountable staff, ultimately benefitting the client.

Policies and Procedures for PAGC

The basic guide to the day-to-day operations of PAGC is its Policies and Procedures Manual (P&Ps) that directs employees through the various processes required to serve their clients and provides step-by-step details for each task.

The 2012-2013 Santa Clara County Civil Grand Jury reviewed the PAGC's P&Ps and found that as of August 2012 nearly two-thirds of the policies and procedures had not been reviewed or updated for five years or more.¹⁴ As a result, an effort has been undertaken over recent months to have the manual reformatted, updated, and made available to staff on the PAGC intranet. The Grand Jury was informed that the process has now been completed for the entire manual, and the P&Ps are now up to date.

The Grand Jury learned that the content of many of the P&Ps was not updated; only the dates on the pages were changed. For instance, old job titles and references to a former computer case management program have not been removed raising concern as to how much attention was given to the updates of the procedures themselves.

This leaves the Grand Jury to wonder how effective the P&Ps are in guiding new staff, or serving as a reference for all staff in conducting the work of the department. The Grand Jury determines that there is still much work to be done in this area including updating current job titles and responsibilities.

Background Checks

The employees of APS and PAGC have access to frail and cognitively impaired clients' homes and frequently handle personal property, financial assets, and household goods. According to the Annual Report of PAGC on August 8, 2013, PAGC manages a financial

¹² <http://www.panosoft.com>.

¹³ 2012-2013 Santa Clara County Civil Grand Jury, *Improvements Are Needed in the Office of the Public Administrator/Guardian/Conservator*.

¹⁴ *ibid*.

inventory of clients' assets totaling \$62,787,998.25.¹⁵ Additionally, personal property and valuables are kept in storage at a warehouse and a locked property room, accessed by select PAGC employees.

The Grand Jury found that employees of APS and PAGC are not fingerprinted. The current background check for a potential new hire searches only the last seven years for felonies and misdemeanors. It does not include Live Scan, a computerized fingerprinting system that searches nationally for criminal activity from 18 years of age to the present. Live Scan is no more expensive than the more limited background check presently done for prospective APS or PAGC hires. The increase in the level of background checks to include Live Scan review requires the concurrence of county management and county labor bargaining units. The Grand Jury contends that these new personnel should be subjected to fingerprinting and additional scrutiny from age 18 forward to current age when hired by the county to safeguard and minimize the risk to this vulnerable population and their assets.

Inadequate Statistics

The Social Services Agency (SSA) publishes statistics both quarterly and annually. The quarterly document is called the Vital Signs Report,¹⁶ and the annual report is presented to the Board of Supervisors (BOS) Children, Seniors and Families Committee of Santa Clara County.¹⁷

In the preface of the Vital Signs Report, the importance of statistics is well stated: "Performance Management in the SSA is an interactive process that includes setting and clarifying goals; developing targets and measures to assess progress; meet reporting requirements, monitor program outcomes, evaluate program and management effectiveness; and to increase the use of performance indicators to [produce] informed [ed] programmatic decisions."¹⁸

However, looking at the quarterly Vital Signs Report, the Grand Jury was unable to evaluate the magnitude of the workload of the Probate Intake Unit because the following statistics were combined with the LPS unit:

- number of PAGC cases managed monthly (Appendix D.1 and D.2),
- initial evaluation completed by PAGC within seven days (Appendix D.1 and D.2), and
- percentage of face-to-face contacts with all conservatees within 90 days (Appendix D.2).

¹⁵ Office of the Public Administrator Guardian/Conservator 2013 Annual Report, Social Services Agency Department of Aging and Adult Services, 11.

¹⁶ Vital Signs Report-A Review of Key Performance Indicators; quarterly, published by Santa Clara County Social Services Agency Division of Data Analysis, Program Integrity and Research-Office of Research and Evaluation, July-September. 2013.

¹⁷ Office of the Public Administrator Guardian/Conservator 2013 Annual Report, Social Services Agency Department of Aging and Adult Services.

¹⁸ Vital Signs Report-A Review of Key Performance Indicators; quarterly, published by Santa Clara County Social Services Agency Division of Data Analysis, Program Integrity and Research-Office of Research and Evaluation, July-September. 2013, i.

In addition, the accuracy of the combined statistics is in question because the Probate Intake Unit does not track initial referrals in a consistent manner according to their own procedures. Combined with the lack of formal training on PANO and the resultant lack of uniformity in recording the case data, the Grand Jury questions the validity of all the PAGC combined statistics.

Also in the quarterly Vital Signs Reports, there are two categories of data that are listed without numbers because the “data [is] unavailable.”¹⁹ This data has not been available for several past quarterly reports. The categories are:

- file conservatorship inventories with the court within 90 days (Appendix D.2), and
- complete annual LPS reappointments within court time guidelines (Appendix D.2).

In the latest Vital Signs Report (October 2013 through December 2013), these categories are deleted.

When the Grand Jury asked for further statistics for the Probate Intake Unit such as source of referral and number of referrals accepted and rejected, a report was produced that showed the number of referrals in 2012 was 73 and in 2013 was 89. (See Appendix A.) However, the number of referrals to the Probate Intake Unit provided by PAGC in their annual report to the Children, Seniors and Families Committee of the BOS averaged 200 per year.²⁰ PAGC admitted that the information provided to the BOS committee was incorrect, overstated by more than 100%. In summary, the Probate Intake Unit does not actively track their referrals as to number or source although PANO, their computerized system, has that capability.

The Grand Jury concurs with the SSA's Vital Signs Report that performance measurement statistics would facilitate effective management of PAGC including staffing and budgeting. However, the statistics need to be accurate, meaningful, and complete.

CONCLUSIONS

The Grand Jury investigated Adult Protective Services (APS) and the Office of the Public Administrator/Guardian/Conservator (PAGC) from the point of conservatorship intake referral to PAGC to completion of the conservatorship process in Probate Court. The Grand Jury conducted interviews and reviewed documents.

Over the past several years in spite of ongoing scrutiny from various sources including an internal audit manager, Santa Clara County Board of Supervisors, and the 2012-2013 Grand Jury, many issues remain unresolved within PAGC. The Grand Jury learned that PAGC has an understanding of several existing problems, and PAGC has offered reasonable solutions for them, but is failing to meet their own deadlines.

PAGC does not consistently follow the procedure as outlined in their Policies and Procedures

¹⁹ Ibid, 21.

²⁰ Office of the Public Administrator Guardian/Conservator 2013 Annual Report, Social Services Agency Department of Aging and Adult Services, 4.

Manual that requires the Probate Intake Unit to record all referrals (APS and community) by giving each an account/case number. This makes the referral nearly impossible to track prior to acceptance because there is no account/case number assigned. This is an area where a proposal for improvement--a new intake screen in the Panoramic Case Management System (PANO) dedicated to entering and tracking incoming referrals--is in the process of being implemented.

The decision to accept or reject each new referral presently is at the discretion of one employee; a three-person panel will replace this process. The purpose of the panel is to review the merits of each incoming referral, determine whether the client will be accepted by PAGC for continuing investigation, and create an open forum for the decision-making process that does not currently exist. The Grand Jury learned that this proposal for improvement has recently been initiated.

Two-way communication between APS and PAGC needs to be improved. Both entities are under the auspices of the Social Services Agency's Department of Aging and Adult Services. This department was formed in 1997 in order to facilitate interaction among staff of various units serving seniors and thereby improving the flow of services for these clients. The Grand Jury found that APS and PAGC work cooperatively on urgent cases involving financial risk to the elder (called the FAST team). However, in non-FAST cases, they sometimes provide less than complete information to each other that could make their work more efficient and effective as they serve this very vulnerable and isolated population.

No court hearing date can ever be set without a complete Capacity Declaration. This form, filled out by the client's physician, is used to justify the reasons for seeking conservatorship (lack of physical/mental capacity for managing the client's own affairs). It is the responsibility of the PAGC Probate Intake Unit to ensure this form is complete and accurate. However, the Grand Jury identified it as a document that is not consistently filled out properly or is incomplete and must be returned to the physician causing delays in the conservatorship process. Reviewing the form for accuracy and completeness, prior to sending it to County Counsel, would greatly benefit the client by reducing the time to conservatorship.

The 2012-2013 Grand Jury identified the lack of PAGC training, including the use of PANO, as an issue. It is an ongoing problem. There is a high staff turnover rate within the Probate Intake Unit, and as of March 1, 2014, there was no formalized training plan in place to train replacement staff. Additionally, the Policies and Procedures Manual of PAGC still has incorrect information and therefore is a questionable training and reference tool.

Also of concern to the Grand Jury is the way new hires to APS and PAGC are screened by the Employee Services Agency (Human Resources). The employees of APS and PAGC have access to the homes and property of frail and possibly cognitively impaired individuals, exposing these clients to potential outside abuse. The Grand Jury concludes that all new employees of both departments should receive a higher level of screening, including Live Scan fingerprinting.

Very few statistics are routinely kept and reported by PAGC's Probate Intake Unit. In response to the Grand Jury's request, PAGC had difficulty, but did provide basic statistics (number and sources of referrals, acceptance and rejection rates) for their Probate Intake

Unit. The Grand Jury has noted discrepancies in the number of referrals provided to them by PAGC compared to the number of referrals PAGC referenced in the Office of the PAGC 2013 Annual Report. There is a concern that without correct client counts, well-informed decisions regarding staffing and funding cannot be reasonably made.

The Grand Jury concludes that there are many hardworking, dedicated employees in PAGC who put forth their best efforts on behalf of their clients. However, they are working at a distinct disadvantage because of the operational deficiencies described in this report.

Some of the concerns noted in this report are currently being addressed as a result of the Grand Jury's investigations. The Grand Jury strongly suggests that the County continue to focus on improving the conservatorship process. Thus, for some of the county's most vulnerable citizens, the current path to conservatorship may eventually become streamlined to maximum efficiency.

FINDINGS AND RECOMMENDATIONS:

FINDING 1

By not assigning account/case numbers immediately upon receipt of referrals, PAGC does not follow Procedure 709.1 updated January 21, 2014, "Screening of Referrals," of the PAGC's Policies and Procedures Manual.

RECOMMENDATION 1

The County should require PAGC to follow its new Procedure 709.2 dated May 20, 2014, "Probate Unit Referral Process," in PAGC's Policies and Procedures Manual.

FINDING 2

Acceptance of referrals to PAGC for evaluation for conservatorship, which removes a person's civil liberties, is decided by one person with the concurrence of upper management.–

RECOMMENDATION 2

The County should implement the proposed pilot project of a three-person panel for evaluation of conservatorship referrals in accordance with the new Procedure 709.2 dated May 20, 2014.

FINDING 3

Poor communication and incomplete information sharing from APS to PAGC in non-FAST cases result in inefficiencies and duplication of work.

RECOMMENDATION 3

The County should require APS and the PAGC to develop efficient and effective methods of communication and information sharing.

FINDING 4

In non-FAST cases, PAGC does not always inform APS about the status of the referral after acceptance of the referral for conservatorship investigation.

RECOMMENDATION 4

The County should require PAGC to inform APS of any pertinent changes in the client's status and when conservatorship is granted.

FINDING 5

The Capacity Declaration, a mandatory Judicial Council of California form, is not always completed correctly by the attending physician, resulting in the delay of the conservatorship process.

RECOMMENDATION 5

The County should devise a process to improve identification of errors and omissions on the Capacity Declaration prior to the acceptance of it.

FINDING 6

As of March 1, 2014, there are no formalized written training programs for new and current PAGC staff.

RECOMMENDATION 6a

The County should develop and implement a formal written case management training program for new and current PAGC staff.

RECOMMENDATION 6b

The County should develop and implement a formal written training program for the use of PANO for new and current PAGC staff.

FINDING 7

The current PAGC Policies and Procedures Manual does not reflect current job titles and responsibilities.

RECOMMENDATION 7

The County should require PAGC to correct its Policies and Procedures Manual to reflect current job titles and responsibilities.

FINDING 8

Background checks of prospective APS personnel, prior to the time of hire into the department, do not include Live Scan screening.

RECOMMENDATION 8

The County should require all prospective personnel of APS to receive Live Scan screening prior to the time of hire into the department.

FINDING 9

Background checks of prospective PAGC personnel, prior to the time of hire into the department, do not include Live Scan screening.

RECOMMENDATION 9

The County should require all prospective personnel of PAGC to receive Live Scan screening prior to the time of hire into the department.

FINDING 10

PAGC case management statistics are often incomplete, limited in scope, and inaccurate, leading to SSA management's inability to make effective management and budget decisions.

RECOMMENDATION 10

The County should require PAGC to research, identify, and report complete, comprehensive, and accurate case management statistics.

Appendix A

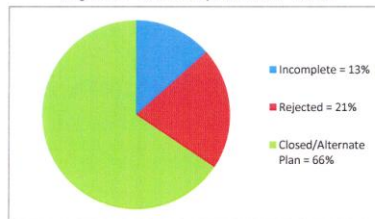
PROBATE REFERRALS RECEIVED, CY 2011 - 2013

Sources	1st 6 Mo	2nd 6Mo	2011	Sources	1st 6 Mo	2nd 6Mo	2012	Sources	1st 6 Mo	2nd 6Mo	2013
HOSP/SNF	26	12	38	HOSP/SNF	14	3	17	HOSP/SNF	15	13	28
COURT	4	2	6	COURT	3	5	8	COURT	4	5	9
PGO	0		0	PGO	0		0	PGO	0		0
APS NF	2	2	4	APS NF	4	2	6	APS NF	3	2	5
JAIL	2		2	JAIL			0	JAIL	0	2	2
APS	50	25	75	APS	29	7	36	APS	18	17	35
OTHER	1	1	2	OTHER	5	1	6	OTHER	2	8	10
Totals	85	42	127	Totals	55	18	73	Totals	42	47	89

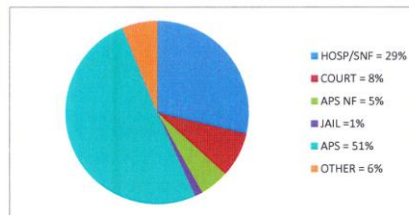
Rejected	2011	2012	2013	Totals
Incomplete	0	3	6	9
Rejected	1	6	7	14
Closed/Alternate Plan	11	10	23	44
Total	12	19	36	67

Total Accepted	222
Total Rejected	67
Total Referrals	289

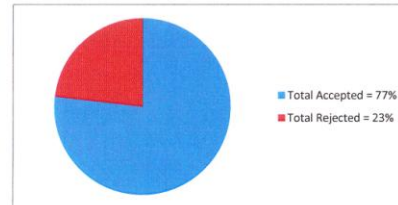
Rejected Referrals, CY 2011 - 2013



Source of Probate Referrals, CY 2011 - 2013



Accepted and Rejected, CY 2011-2013



Deaths prior to completion of conservatorship process and number forwarded to County Counsel will require a case by case analysis during the three year period.

Appendix B

GC-335

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address): <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> TELEPHONE NO.: E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name): </div> <div style="width: 45%;"> FAX NO. (Optional): </div> </div>	FOR COURT USE ONLY
SUPERIOR COURT OF CALIFORNIA, COUNTY OF STREET ADDRESS: MAILING ADDRESS: CITY AND ZIP CODE: BRANCH NAME:	
CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name): <input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	
CAPACITY DECLARATION—CONSERVATORSHIP	CASE NUMBER

TO PHYSICIAN, PSYCHOLOGIST, OR RELIGIOUS HEALING PRACTITIONER

The purpose of this form is to enable the court to determine whether the (proposed) conservatee *(check all that apply)*:

- A. ☐ is able to attend a court hearing to determine whether a conservator should be appointed to care for him or her. The court hearing is set for (date): _____ . *(Complete item 5, sign, and file page 1 of this form.)*
- B. ☐ has the capacity to give informed consent to medical treatment. *(Complete items 6 through 8, sign page 3, and file pages 1 through 3 of this form.)*
- C. ☐ has dementia and, if so, (1) whether he or she needs to be placed in a secured-perimeter residential care facility for the elderly, and (2) whether he or she needs or would benefit from dementia medications. *(Complete items 6 and 8 of this form and form GC-335A; sign and attach form GC-335A. File pages 1 through 3 of this form and form GC-335A.)*

(If more than one item is checked above, sign the last applicable page of this form or form GC-335A if item C is checked. File page 1 through the last applicable page of this form; also file form GC-335A if item C is checked.)

COMPLETE ITEMS 1-4 OF THIS FORM IN ALL CASES.

GENERAL INFORMATION

1. (Name): _____
2. (Office address and telephone number): _____
3. I am
 - a. ☐ a California licensed ☐ physician ☐ psychologist acting within the scope of my licensure
 ☐ with at least two years' experience in diagnosing dementia.
 - b. ☐ an accredited practitioner of a religion whose tenets and practices call for reliance on prayer alone for healing, which religion is adhered to by the (proposed) conservatee. The (proposed) conservatee is under my treatment. *(Religious practitioner may make the determination under item 5 ONLY.)*
4. (Proposed) conservatee (name): _____
 - a. I last saw the (proposed) conservatee on (date): _____
 - b. The (proposed) conservatee ☐ is ☐ is NOT a patient under my continuing treatment.

ABILITY TO ATTEND COURT HEARING

5. A court hearing on the petition for appointment of a conservator is set for the date indicated in item A above. *(Complete a or b.)*
 - a. ☐ The proposed conservatee is able to attend the court hearing.
 - b. ☐ Because of medical inability, the proposed conservatee is NOT able to attend the court hearing *(check all items below that apply)*
 - (1) ☐ on the date set *(see date in box in item A above)*.
 - (2) ☐ for the foreseeable future.
 - (3) ☐ until (date): _____
 - (4) **Supporting facts** *(State facts in the space below or check this box ☐ and state the facts in Attachment 5):*

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.
 Date: _____

(TYPE OR PRINT NAME)

(SIGNATURE OF DECLARANT)

Page 1 of ____

CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name):	CASE NUMBER:
<input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	

6. EVALUATION OF (PROPOSED) CONSERVATEE'S MENTAL FUNCTIONS

Note to practitioner: This form is *not* a rating scale. It is intended to assist you in recording your *impressions* of the (proposed) conservatee's mental abilities. Where appropriate, you may refer to scores on standardized rating instruments.

(Instructions for items 6A–6C): Check the appropriate designation as follows: **a** = no apparent impairment; **b** = moderate impairment; **c** = major impairment; **d** = so impaired as to be incapable of being assessed; **e** = I have no opinion.)

A. Alertness and attention

- (1) Levels of arousal (lethargic, responds only to vigorous and persistent stimulation, stupor)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (2) Orientation (types of orientation impaired)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Person
a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Time (day, date, month, season, year)
a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Place (address, town, state)
a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>	Situation ("Why am I here?")
- (3) Ability to attend and concentrate (give detailed answers from memory, mental ability required to thread a needle)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
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B. Information processing. Ability to:

- (1) Remember (ability to remember a question before answering; to recall names, relatives, past presidents, and events of the past 24 hours)
 - i. Short-term memory

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
 - ii. Long-term memory

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
 - iii. Immediate recall

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (2) Understand and communicate either verbally or otherwise (deficits reflected by inability to comprehend questions, follow instructions, use words correctly, or name objects; use of nonsense words)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (3) Recognize familiar objects and persons (deficits reflected by inability to recognize familiar faces, objects, etc.)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (4) Understand and appreciate quantities (deficits reflected by inability to perform simple calculations)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (5) Reason using abstract concepts. (deficits reflected by inability to grasp abstract aspects of his or her situation or to interpret idiomatic expressions or proverbs)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (6) Plan, organize, and carry out actions (assuming physical ability) in one's own rational self-interest (deficits reflected by inability to break complex tasks down into simple steps and carry them out)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (7) Reason logically.

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------

C. Thought disorders

- (1) Severely disorganized thinking (rambling thoughts; nonsensical, incoherent, or nonlinear thinking)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (2) Hallucinations (auditory, visual, olfactory)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (3) Delusions (demonstrably false belief maintained without or against reason or evidence)

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------
- (4) Uncontrollable or intrusive thoughts (unwanted compulsive thoughts, compulsive behavior).

a	<input type="checkbox"/>	b	<input type="checkbox"/>	c	<input type="checkbox"/>	d	<input type="checkbox"/>	e	<input type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------

(Continued on next page)

CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name):	CASE NUMBER:
<input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	

6. (continued)

- D. **Ability to modulate mood and affect.** The (proposed) conservatee ☐ has ☐ does NOT have a pervasive and persistent or recurrent emotional state that appears inappropriate in degree to his or her circumstances. (If so, complete remainder of item 6D.) ☐ I have no opinion.

(Instructions for item 6D: Check the degree of impairment of each inappropriate mood state (if any) as follows: a = mildly inappropriate; b = moderately inappropriate; c = severely inappropriate.)

Anger	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Euphoria	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Helplessness	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>
Anxiety	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Depression	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Apathy	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>
Fear	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Hopelessness	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Indifference	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>
Panic	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	Despair	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>				

- E. The (proposed) conservatee's periods of impairment from the deficits indicated in items 6A–6D

- (1) ☐ do NOT vary substantially in frequency, severity, or duration.
 (2) ☐ do vary substantially in frequency, severity, or duration (explain; continue on Attachment 6E if necessary):

- F. ☐ (Optional) Other information regarding my evaluation of the (proposed) conservatee's mental function (e.g., diagnosis, symptomatology, and other impressions) is ☐ stated below ☐ stated in Attachment 6F.

ABILITY TO CONSENT TO MEDICAL TREATMENT

7. Based on the information above, it is my opinion that the (proposed) conservatee
- a. ☐ has the capacity to give informed consent to any form of medical treatment. This opinion is limited to medical consent capacity.
- b. ☐ lacks the capacity to give informed consent to any form of medical treatment because he or she is **either** (1) unable to respond knowingly and intelligently regarding medical treatment **or** (2) unable to participate in a treatment decision by means of a rational thought process, **or both**. The deficits in the mental functions described in item 6 above significantly impair the (proposed) conservatee's ability to understand and appreciate the consequences of medical decisions. This opinion is limited to medical consent capacity.

(Declarant must initial here if item 7b applies: _____.)

8. Number of pages attached: _____

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date:

(TYPE OR PRINT NAME)

(SIGNATURE OF DECLARANT)

Conservatorship of the <input type="checkbox"/> Person <input type="checkbox"/> Estate of <i>(Name)</i>	Case Number
<input type="checkbox"/> Conservatee <input type="checkbox"/> Proposed Conservatee	

PROFESSIONAL DECLARANT'S ATTACHMENT TO FORM GC-335☐ **ABILITY TO ENTER INTO FINANCIAL TRANSACTIONS**

1. Based on the information on pages 1-3 of this declaration, it is my opinion that the (proposed) conservatee
 - a. ☐ has the capacity to enter into financial transactions and should not have his or her right to enter into contracts terminated by the Court.
 - b. ☐ lacks the capacity to enter into financial transactions because the mental deficits indicated above significantly impair the (proposed) conservatee's ability to understand and appreciate the consequences of his or her actions such that the (proposed) conservatee lacks the capacity to understand and/or enter into any contracts or agreements regarding property. *(If this paragraph applies, declarant shall initial here: _____.)*

2. Additional Comments:

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date:

.....
(TYPE OR PRINT NAME)

(SIGNATURE OF DECLARANT)

CAPACITY DECLARATION—CONSERVATORSHIP OF THE ESTATE ATTACHMENT

PB-4015 REV. 7/04

CONSERVATORSHIP OF THE <input type="checkbox"/> PERSON <input type="checkbox"/> ESTATE OF (Name):	CASE NUMBER:
<input type="checkbox"/> CONSERVATEE <input type="checkbox"/> PROPOSED CONSERVATEE	

**ATTACHMENT TO FORM GC-335, CAPACITY DECLARATION—CONSERVATORSHIP,
ONLY FOR (PROPOSED) CONSERVATEE WITH DEMENTIA**

9. It is my opinion that the (proposed) conservatee ☐ HAS ☐ does NOT have dementia as defined in the current edition of *Diagnostic and Statistical Manual of Mental Disorders*.
- a. ☐ **Placement of (proposed) conservatee.** *(If the (proposed) conservatee requires placement in a secured-perimeter residential care facility for the elderly, please complete items 9a(1)–9a(5).)*
- (1) The (proposed) conservatee needs or would benefit from placement in a restricted and secure facility because *(state reasons; continue on Attachment 9a(1) if necessary)*:

 - (2) The (proposed) conservatee's mental function deficits, based on my assessment in item 6 of form GC-335, include *(describe; continue on Attachment 9a(2) if necessary)*:

 - (3) ☐ The (proposed) conservatee HAS capacity to give informed consent to this placement.
 - (4) ☐ The (proposed) conservatee does NOT have capacity to give informed consent to this placement. The deficits in mental function assessed in item 6 of form GC-335 and described in item 9a(2) above significantly impair the (proposed) conservatee's ability to understand and appreciate the consequences of his or her actions with regard to giving informed consent to placement in a restricted and secure environment.
 - (5) A locked or secured-perimeter facility ☐ is ☐ is NOT the least restrictive environment appropriate to the needs of the (proposed) conservatee.
- b. ☐ **Administration of dementia medications.** *(If the (proposed) conservatee requires administration of psychotropic medications appropriate to the care of dementia, please complete items 9b(1)–9b(5).)*
- (1) The (proposed) conservatee needs or would benefit from the following psychotropic medications appropriate to the care of dementia, for the reasons stated in item 9b(5) *(list medications; continue on Attachment 9b(1) if necessary)*:

 - (2) The (proposed) conservatee's mental function deficits, based on my assessment in item 6 of form GC-335, include *(describe; continue on Attachment 9b(2) if necessary)*:

 - (3) ☐ The (proposed) conservatee HAS capacity to give informed consent to the administration of psychotropic medications appropriate to the care of dementia.
 - (4) ☐ The (proposed) conservatee does NOT have the capacity to give informed consent to the administration of psychotropic medications appropriate to the care of dementia. The deficits in mental function assessed in item 6 of form GC-335 and described in item 9b(2) above significantly impair the (proposed) conservatee's ability to understand and appreciate his or her actions with regard to giving informed consent to the administration of psychotropic medications for the treatment of dementia.
 - (5) The (proposed) conservatee needs or would benefit from the administration of the psychotropic medications listed in item 9b(1) because *(state reasons; continue on Attachment 9b(5) if necessary)*:
10. Number of pages attached: _____

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date: _____

(TYPE OR PRINT NAME)

(SIGNATURE OF DECLARANT)

Page 1 of 1

Appendix C

Documents Reviewed

C.1 Web Searches

- Prior Santa Clara County Grand Jury report of PAGC from 2012-2013
- Grand Jury reports from other counties dealing with concerns about PAGC
- California Advocates for Nursing Home Reform (CANHR) probate conservatorships in CA
- Live Scan fingerprint service
- Official website for the county government of Santa Clara County for the departments of APS, PAGC, and County Counsel
- Hiring flow sheet for Santa Clara County
- United States Department of Census Bureau – January 6, 2014

C.2 Manuals and Codes

- APS Procedures Manual from the state of California (CA) – no publication date
- Adult Protective Services Handbook of Santa Clara County – no publication date
- Financial Abuse Specialist Team Practice Guide, Santa Clara County – December 2010
- Policies and Procedures Manual of the PAGC – 2013-2014
- County of Santa Clara Superior Court of CA Probate Division Procedures Manual – June 2012
- Superior Court Investigator Training Manual from 2006 prepared by CA Association of Superior Court Investigators
- County of Santa Clara Human Resources Practices Manual – updated January 14, 2009
- California Welfare & Institutions Code Sections (W&I) related to the process of conservatorship
- California Probate Code related to probate conservatorship

C.3 Statistics

- APS and County Services Block Grant Monthly Statistical Report SOC 242 from October 2013
- Internal Audit Report of PAGC, Santa Clara County – August 5, 2010, with follow up audit done August 28, 2013
- Office of the PAGC 2012 Annual Report to Children, Seniors, and Families Committee – November 21, 2012
- Office of the PAGC 2013 Annual Report to Children, Seniors, and Families Committee

- Vital Signs Report, A Review of Key Performance Indicators for April – June 2013
- Vital Signs Report, A Review of Key Performance Indicators for July – September 2013
- Vital Signs Report, A Review of Key Performance Indicators for October – December 2013
- Probate Intake Tracking Log with the names redacted for 2013 – received by the Grand Jury January 2014
- Probate Referrals received for the calendar years 2011-2013 provided at the request of the Grand Jury – received by the Grand Jury January 2014
- Temporary and Permanent Probate Conservatorship Petitions filed from 2011- 2013 provided at the request of the Grand Jury – received by the Grand Jury April 2014

C.4 Forms

- Forms used in the conservatorship process
 - Capacity Declaration GC335 – January 1, 2004
 - Request to Establish Probate Conservatorship SC-1 – no date
 - Probate/LPS Referral Disposition Request – no date
 - Confidential Supplemental Form (Probate Conservatorship) GC312 – January 1, 2001
 - Conservatorship Evaluation Report /Recommendation – no date
 - Referral for Court Investigator – Conservatorship – January 2008
- Other forms and documents
 - APS organizational work chart – August 7, 2012
 - PAGC organizational work charts – August 7, 2012 and January 23, 2014
 - PAGC training update letter – January 23, 2014
 - Graphics for conservatorship process – no date
 - ESA updated January 14, 2009

Appendix D.1

Performance Indicator	Fiscal Year Change ¹			Quarter Change ¹		Sep 13 (End Point)	24-month Trend (October 2011 – September 2013)
	FY 13	FY 14	% Change from Last FY	Current Qtr	% Change from Last Qtr		10 11 12 1 2 3 4 5 6 7 8 9
#31- Assessments completed within 21 days of initial face-to-face with clients	172	188	9%	188	1%	167	
#41- Number of PAGC Cases Managed Monthly	1,075	1,007	-6%	1,007	-3%	1,017	
#37- PAGC Initial Evaluations within 7 Days	70.4%	91.0%	21%	91.0%	42%	89.0%	

¹ Change is based on monthly average.

Note: Blue shaded areas denote notable changes (+/- Ten percent).

Appendix D.2

Data Matrices: Department of Aging and Adult Services

Vital Signs Report

DAAS Indicator ID	Indicator Type	Indicator Name	FY13 Monthly Average	Quarterly Reporting				% Change from Last Qtr	FY14 Monthly Average	% Change from Last FY	Monthly Reporting		
				Oct-Dec 2012 Monthly Average	Jan-Mar 2013 Monthly Average	Apr-Jun 2013 Monthly Average	Jul-Sep 2013 Monthly Average				Jul-13	Aug-13	Sep-13
33	SSA	Number of service plans completed 30 days from initial in-person contact with the clients	185	194	190	194	193	-1%	193	4%	204	198	177
34	SSA	Number of in-person client visits conducted once every 30 days	199	196	210	204	207	1%	207	4%	200	213	207
35	SSA	Number of reports evaluated without initial face-to-face investigation (NIFFI's)	40	26	26	47	62	32%	62	55%	53	70	63
Adult Protective Services & Public Administrator Guardian / Conservator Indicator													
36	SSA	Losses Prevented and/or Monies Recovered by the Financial Abuse Specialist Team (Accumulative total since 2000. In millions)	\$220.41M (through Jun 2013)	\$220.79M	\$220.79M	\$220.41M	\$221.32M	0.4%	\$220.32M (through Sep 2013)	NA	\$221.32M (through Sept 2013)		
Public Administrator Guardian / Conservator													
37	SSA	Conduct initial evaluations within 7 days	70.4%	69.7%	75.3%	49.3%	91.0%	41.7%	91.0%	21%	90.0%	94.0%	89.0%
38	SSA	File conservatorship inventories with the court within 90 days	NA	Data unavailable			NA	NA	NA	NA	Data unavailable		
39	SSA	Conduct face-to-face contacts with all conservatees in 90 days	93.7%	90.7%	95.7%	97.0%	96.7%	-0.3%	96.7%	3%	96.0%	98.0%	96.0%
40	SSA	Complete annual LPS reappointments within court time guidelines	NA	Data unavailable			NA	NA	NA	NA	Data unavailable		
41	SSA	Number of Public Administration/Guardian cases managed monthly											
		Combo (LPS & Probate conservatorship)	24	24	22	23	22	-4%	22	-6%	22	22	22
		LPS	473	465	472	476	472	-1%	472	0%	469	471	476
		PA	254	260	251	232	222	-4%	222	-13%	222	217	226
		Probate	330	333	334	326	313	-4%	313	-5%	312	312	315
		Total	1,075	1,082	1,079	1,034	1,007	-3%	1,007	-6%	1,003	1,000	1,017
		Trust	93	92	94	93	93	1%	93	0%	94	93	93
	Trust-Outside	17	17	17	17	18	4%	18	4%	18	18	18	

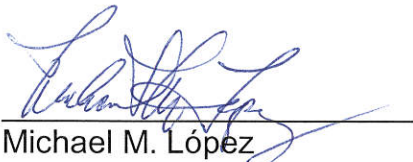
* Monthly average unless otherwise noted in comments.

21

This report was **PASSED** and **ADOPTED** with a concurrence of at least 12 grand jurors on this 11th day of June, 2014.




Bob E. Johnson
Foreperson



Michael M. López
Foreperson pro tem



Anita A. Robles
Secretary



Wilma Faye Underwood
Secretary

From: [Jack Persons, Campaign Manager](#)
To: [Human Relations Commission](#)
Subject: We are not giving up
Date: Saturday, February 1, 2020 12:38:49 PM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Scott Wiener



So many of us are deeply disappointed that the State Senate failed to pass SB 50 this week, despite a broad, bipartisan coalition from across the state demanding a change to California's broken housing status quo. SB 50 stood for the common sense notion that we need millions of new homes and that we should focus those new homes near jobs and housing instead of building unsustainable sprawl.

Let me be clear: **This fight is not over.** In fact, on Thursday - the same day SB 50 was defeated - Senator Wiener introduced two new housing placeholder bills, which will shortly become strong housing production bills. Senator Wiener REFUSES to let obstructionist politics - the politics that got us into this housing mess - get in the way of taking real action to solve our state's most pressing crisis.



SB 50 has created real, people-powered momentum in its wake to fix the status quo. [Join Senator Wiener for a Grassroots Reception in San Francisco on February 21st. Tickets start at only \(SB\) \\$50:](#)



[And if you can't make it, please consider donating to our re-election efforts in 2020.](#)



California's long-term failure to build enough housing is harming millions of Californians, damaging our economy, badly undermining our climate goals, and threatening California's status as a center of innovation and diversity. **Now more than ever, California needs a housing champion in the State Legislature, and Scott Wiener will lead that charge into his second term.**

Together, we will get a progressive overhaul of housing accomplished this year!

-- Jack Persons, Campaign Manager

P.S. Need a window sign? Email info@scottwiener.com with the subject line "Window Sign Request" and we'll arrange to deliver a sign right to your door!



Senator Scott Wiener represents District 11 in the California State Senate. District 11 includes all of San Francisco, Broadmoor, Colma, and Daly City, as well as portions of South San Francisco.

In the Senate, Senator Wiener works to make housing more affordable, invest in our transportation systems, increase access to healthcare, support working families, meaningfully address climate change and the impacts of drought, reform our criminal justice system, reduce gun violence, reduce California's high poverty rate, and safeguard and expand the rights of all communities, including immigrants and the LGBT community.

If you would like to learn more about Senator Wiener's re-election campaign, please visit our website here: <http://www.scottwiener.com/>

If you wish to unsubscribe, you can do so here: <https://www.scottwiener.com/unsubscribe>



Paid for by Re-Elect Scott Wiener for State Senate 2020. FPPC # 1392654.

Mailing Address: 5940 College Ave., Suite F, Oakland, CA 94618

This email was sent to hrc@cityofpaloalto.org. To stop receiving emails, [click here](#).

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From: [Aram James](#)
To: [City Mgr](#); [City Mgr](#); [Stump, Molly](#); [Greer Stone](#); paloaltofreepress@gmail.com; greg@gregtanaka.org; [Kniss, Liz \(internal\)](#); [Human Relations Commission](#); wilpf.peninsula.paloalto@gmail.com; [chuck jagoda](#); [Kou, Lydia](#); [DuBois, Tom](#); [Fine, Adrian](#); city.council@menlopark.org; [Steven D. Lee](#); [Roberta Ahlquist](#); [Council, City](#); [Jonsen, Robert](#)
Subject: Assembly Bill 686 -Bill's Goal fairness in housing — very important legislation -cities forced to respond -and mandates city plan.....
Date: Saturday, February 1, 2020 1:37:48 PM

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<http://mercurynews.ca.newsmemory.com/?publink=0bb60f54d>

Sent from my iPhone

From: [chuck jagoda](#)
To: [Aram James](#)
Cc: [City Mgr](#); [Stump, Molly](#); [Greer Stone](#); [Palo Alto Free Press](#); [Greg Tanaka](#); [Kniss, Liz \(internal\)](#); [Human Relations Commission](#); [WILPF Peninsula Palo Alto](#); [Kou, Lydia](#); [DuBois, Tom](#); [Fine, Adrian](#); [city.council@menlopark.org](#); [Steven D. Lee](#); [Roberta Ahlquist](#); [Council, City](#); [Jonsen, Robert](#)
Subject: Re: Assembly Bill 686 -Bill's Goal fairness in housing — very important legislation -cities forced to respond -and mandates city plan.....
Date: Saturday, February 1, 2020 1:52:46 PM

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Thanks for sharing!

Good, true article.

It's hard to really grasp the fact that local cities (not just Palo Alto) have spent the last forty years NOT building for the lower levels of the market. Which SO obviously disadvantages the lower and middle classes and leaves us right where we are now-- caught between those who need housing but can't find anything affordable and those (present residents and developers and City Council cohorts) hell bent on only catering to those who can pay big bux to live here. How long, how long will this stupid stalemate survive?

Chuck

On Sat, Feb 1, 2020 at 1:37 PM Aram James <abjpd1@gmail.com> wrote:

Follow the link below to view the article.

<http://mercurynews.ca.newsmemory.com/?publink=0bb60f54d>

Sent from my iPhone

--

Chuck

From: [Aram James](#)
To: [Fine, Adrian](#); [City Mgr](#); [Council, City](#); [chuck jagoda](#); [Roberta Ahlquist](#); [paloaltofreepress@gmail.com](#); [Kniss, Liz \(internal\)](#); [Kou, Lydia](#); [Jonsen, Robert](#); [city.council@menlopark.org](#); [greg@gregtanaka.org](#); [Human Relations Commission](#); [council@redwoodcity.org](#); [price@paddailypost.com](#); [citycouncil@mountainview.gov](#); [jrosen@da.sccgov.org](#); [wintergery@earthlink.net](#); [WILPF.peninsula.paloalto@gmail.com](#); [Stump, Molly](#); [Molly.ONeal@pdo.sccgov.org](#); [Anna Griffin](#); [Minor, Beth](#); [Bill Johnson](#); [Ian Bain](#); [Bains, Paul](#); [cindy.chavez@bos.sccgov.org](#); [City Attorney](#); [Cecilia Taylor](#); [Cecilia Taylor](#); [Donna Wallach](#); [mark weiss](#); [epatoday@epatoday.org](#); [Shikada, Ed](#); [paloaltofreepress@gmail.com](#)
Subject: Fact sheet re AB 686 —important read...end segregated-housing -and take certain affirmative actions —applies to Palo Alto—time to plan —time to act ...
Date: Sunday, February 2, 2020 10:09:19 AM

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

<https://www.nhlp.org/wp-content/uploads/AB-686-Fact-Sheet-Feb.-2019.pdf>

Shared via the [Google app](#)

Sent from my iPhone

From: [Roberta Ahlquist](#)
To: [Aram James](#)
Cc: [Fine, Adrian](#); [City Mgr](#); [Council, City](#); [chuck jagoda](#); [Mark Petersen-Perez](#); [Kniss, Liz \(internal\)](#); [Kou, Lydia](#); [Jonsen, Robert](#); [city.council@menlopark.org](#); [greg@gregtanaka.org](#); [Human Relations Commission](#); [council@redwoodcity.org](#); [price@padailypost.com](#); [citycouncil@mountainview.gov](#); [jrosen@da.sccgov.org](#); [Winter Dellenbach](#); [WILPF Peninsula Palo Alto](#); [Stump, Molly](#); [Molly.ONeal@pdo.sccgov.org](#); [Anna Griffin](#); [Minor, Beth](#); [Bill Johnson](#); [Ian Bain](#); [Bains, Paul](#); [cindy.chavez@bos.sccgov.org](#); [City Attorney](#); [Cecilia Taylor](#); [Cecilia Taylor](#); [Donna Wallach](#); [mark weiss](#); [epatoday@epatoday.org](#); [Shikada, Ed](#)
Subject: Re: Fact sheet re AB 686 —important read...end segregated-housing -and take certain affirmative actions — applies to Palo Alto—time to plan —time to act ...
Date: Monday, February 3, 2020 3:37:02 PM

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Thanks for sharing! Good piece to use.
Went to 35 years of EPA RENT CONTROL ON SAT. WOW,
GREAT EVENT, INFORMATIVE, INCLUSIVE, SOCIAL JUSTICE COMMUNITY.
THEN WENT TO PA 'RETREAT' IN AFTERNOON...WHAT A CONTRAST..MOSTLY
WHITE,
DEALING W/ PETTY ISSUES...WHICH WORLD DO WE LIVE IN?

On Sun, Feb 2, 2020 at 10:09 AM Aram James <abjpd1@gmail.com> wrote:

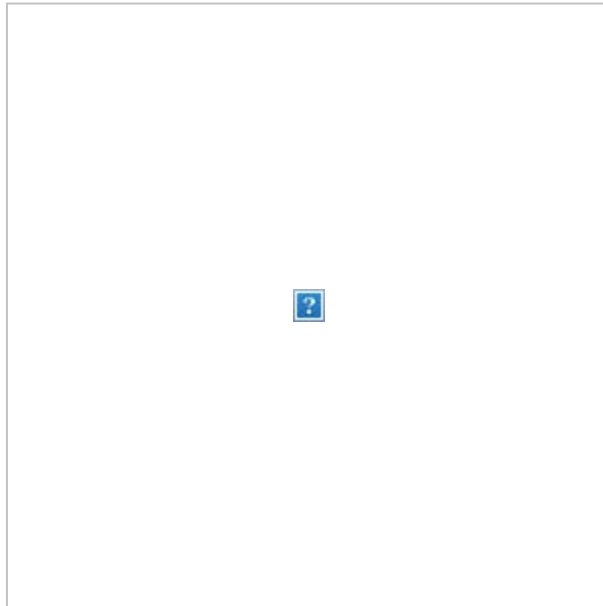
<https://www.nhlp.org/wp-content/uploads/AB-686-Fact-Sheet-Feb.-2019.pdf>

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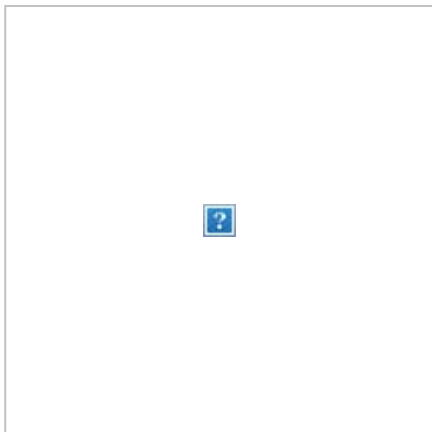
Sent from my iPhone

From: [California Against Slavery](#)
To: [Human Relations Commission](#)
Subject: January Recap and February Lineup
Date: Wednesday, February 5, 2020 9:05:38 AM

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Let's Populate February!



Submit Your Event!

There were 35 events publicized on CAS for January, in Fresno, San Marcos, Sacramento, Contra Costa, Riverside, Los Angeles, Oakland, San Bernardino, and many more cities!

Polaris identified 3,272 victims of human trafficking in California during 2018. We're proud to see everything that is being done across the state to stop it. For February, we are looking forward to a webinar, free conference, trainings and speakers.

We'll send out an email blast with this months lineup with details soon.
Make sure to include your organization's events, submit them even if they
are a couple months out.

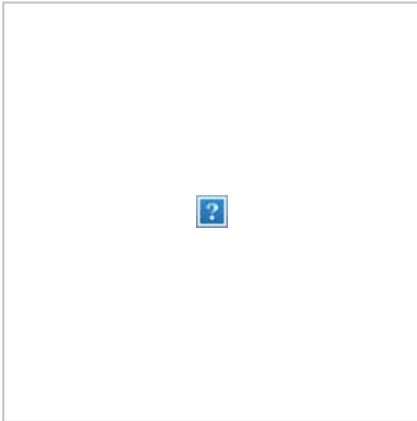
If you have any questions, reply to this email.
Thank you for fighting against slavery *together!*

California Against Slavery | P.O. Box 19323, San Diego, CA 92159

[Unsubscribe hrc@cityofpaloalto.org](mailto:hrc@cityofpaloalto.org)

[Update Profile](#) | [About Constant Contact](#)

Sent by cas@californiaagainstsavery.org in collaboration with



Try email marketing for free today!

From: [Norman](#)
Subject: Re: Reply !!!
Date: Wednesday, February 5, 2020 2:53:23 PM

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Greetings,

I am Norman Holmes, Chief Executive Officer (C.E.O) to PEAKWARD ENTERPRISES LIMITED based in United Kingdom, MANUFACTURING & TRADING company with head office in Hongkong, with branches all over Asian continent. Our firm export raw materials to various countries Canada and United States e.t.c. Due to the delay of foreign cheques clearance in U.K and high taxes, we are interested in employing your services, to work with us online as payment receiving officer, and your job is to receive payment from clients by wire transfer/cheques and you will be entitled to 5% of funds received from our clients. This offer does not required any form of fees from you neither much stress.

If you are Interested in being a Representative/Payment Officer by providing your Complete details Names, Address, Age, Mobile/Telephone Numbers and Email for easy access.

Best regards,
Mr. Norman Holmes.