

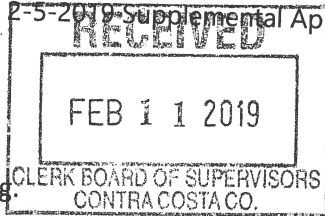
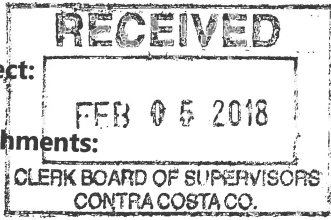
3

Mary Dunne Rose

For Board of Supervisor Appeal

Hearing

From: Mary Dunne Rose <marydRose1@gmail.com>
 Sent: Tuesday, February 5, 2019 1:02 PM
 To: 'Jami Napier'
 Cc: 'Sean Tully'; 'Mary Dunne Rose'
 Subject: RE: 2/12 Appeal Hearing Date and 2-5-2019 Request for Supplemental Appeal information packet to the upcoming BofS Appeal Hearing MS06-0037
 Attachments: 2-5-2019 Supplemental Appeal Submitted to BofS Appeal Hearing_000012.pdf



Hi Jami,

Good talking with you this morning.

Please find attached additional information, supplemental information for the upcoming BofS Appeal hearing for Grandview Project MS 06-0037.

Please stamp and return the front page so I know Clerk of Board has received. Please include this important information in my appeal packet for all Board of Supervisors to read.

This is information I have been waiting to meet with the BofS C. Andersen to give her and discuss with her. However, the meeting never took place.

Thank you for your help!

Thanks,
Mary Dunne Rose
925-286-8796

From: Jami Napier <Jami.Napier@cob.cccounty.us>
 Sent: Tuesday, February 5, 2019 11:11 AM
 To: 'Mary D Rose' <marydRose1@gmail.com>
 Subject: 2/12 Appeal Hearing Date

Good Morning Ms. Rose,

Per our phone conversation yesterday you are coming to Clerk of the Board on Friday to get a photocopy of your hearing item and all attachments. I just wanted to make sure you knew that we charge .10 per page. We only accept cash or a check. I don't know how many pages at this point since the agenda has not been published, but it will be quite a lot of paper.

I could also email you the agenda and attachment as it is the exact same thing as what we would be printing to you.

-Jami

Jami Napier
Chief Assistant Clerk of the Board
(925)335-1908

Handwritten initials/signature

RECEIVED

FEB 11 2019

Mary Dunne Rose

CLERK BOARD OF SUPERVISORS
CONTRA COSTA CO.

From: Mary Dunne Rose <marydrose1@gmail.com>

Sent: Tuesday, February 5, 2019 12:30 PM

To: 'Jen Quallick'; 'Gayle Israel'

Cc: 'Mary Dunne Rose'

Subject: FEB 05 2018
Attachments: RE: Requested meeting with board of supervisor Candice Andersen Grandview Place Contra Costa Information Security Program.PDF; Contra Costa County, CA Ordinance Code hardship.pdf; Attach-D-TxtPropFairHouseReg (1).pdf; 11-26-2018 Agenda CCC DCD and MDR with minute notes.pdf; CCC Consortium Analysis of Imped to Fair Hous. and spend HUD_000010.pdf

RECEIVED

CLERK BOARD OF SUPERVISORS
CONTRA COSTA CO.

Good Day Board of Supervisor C. Andersen,

Still waiting to hear back from your office. See below prior requests.

Topics:

1. Yesterday's email dated 2/4/2019 CCC information security policy statement" (ISR), CCC non-communicative, no response and other email sent 2/4/2019
2. Still waiting to go over the "Board of Supervisors Requested List of Conditions of Approval" BofS C. Andersen requested I prepare and said we would meet to go over. I submitted the list to DCD A. Bhat some months ago and she should have given to your office by now.
3. Public Works continued discriminatory communications and written policies and laws. See attached, already provide Brian Balbus on 12-4-2018.
4. Deemed approved Stream Line Act
5. CCC Public Works Hardship Exception
6. State of CA Fair Employment & Housing Council Fair Housing Regulation Attachment D- see attached 7. Discussion at 11/26/2018 meeting with DCD regarding How is DCD CD implementing the: CCC Consortium Analysis of Impediments to Fair Housing Choice Plan? Original 2010 plan and the 2015 to 2020 Plan.
8. Discussion at 11/26/2018 meeting with DCD regarding How is DCD CD implementing the current Action Plan relating to HUD funds such as CDBG Federal grants relating to funding of certain projects? Please include the Fair Housing Education and Enforcement sections and Government Barriers section with impediments discussed and actions taken to address disabled folks and money spent for disabled folks.

Thank You,
Mary Dunne Rose

-----Original Message-----

From: Jen Quallick <Jen.Quallick@bos.cccounty.us>

Sent: Monday, November 19, 2018 12:02 PM

To: Mary D Rose <marydrose1@gmail.com>; Gayle Israel <Gayle.Israel@bos.cccounty.us>; Gayle@bos.cccounty.us

Subject: Re: Request meeting with board of supervisor Candice Andersen Grandview Place universal design housing of our choice

Good afternoon Ms. Dunne-Rose,

Supervisor Andersen is unavailable this week. We will discuss the matter at hand with her next week and let you know when she might be available to review.

Summary

Mary Dunne Rose

Subject: FW: Position on the Agenda for the February 12th Board of Supervisor Hearing. Request confidentiality, privacy of this matter and it be heard not in an open public hearing process, Request codified reasonable accommodation written law be provided to appli

From: Mary D. Rose <marydrose1@gmail.com>

Sent: Monday, February 4, 2019 8:40 AM

To: Sean Tully <Sean.Tully@dcd.cccounty.us>; John.Kopchik@dcd.cccounty.us; Brian Balbas <brian.balbas@pw.cccounty.us>; Jami Napier <Jami.Napier@cob.cccounty.us>; Gayle@bos.cccounty.us

Subject: Re: Position on the Agenda for the February 12th Board of Supervisor Hearing. Request confidentiality, privacy of this matter and it be heard not in an open public hearing process, Request codified reasonable accommodation written law be provided to appli

Dear Board of Supervisor Candice Anderson,

I again request confidentiality, privacy of this matter. I beg you, CCC can hurt my career, fully destroy my internal worldview of laws, justice and our government's processes working with one disabled person who just wants to build a disabled friendly home.

One disabled friendly home for a senior to age in place...

Haven't you made me suffer enough of your process? How much mean-spirited intent, unkindness and total disregard for common human decency and rights will you continue to force me, a disabled applicant and human, to endure?

Contra Costa County's (CCC) "internal policy" reasonable accommodation (RA) is only an internal policy; not codified, not approved by the board of supervisors. It is not adequate, it is unfair to disabled folks, it is not in compliance with so many laws and leads to a grossly deficient, unjust process and procedures resulting in discrimination and suffering of all persons, including handicapped individuals.

Contra Costa County's process for approving and processing conditions of approval is also severely fraudulent and discriminatory.

Please see applicant's prior emails, communications, pleadings, appeals with PW Public Works and DCD Department of community development, documents given to CCC by this disabled applicant. This long, extremely unpleasant, Multi years process is something no person should have to ever experience!!!

Applicant respectfully requests, again as I have so many times in the past, she be given a codified RA policy that is real law, such as a valid municipal code, reviewed and approved by BOFS Board of Supervisors RA reasonable accommodation written policy and procedures that includes valid processes and procedures; proper training, communication; prohibition against all types of elder abuse and fraud against all persons; an information policy statement, confidentiality, privacy processes during a prompt RA process. To date, the above Lawful RA Policy has not been provided to me.

This policy should have been widely distributed by CCC and be well known by completely trained and supervised employees, staff, supervisors all the way to the top decision makers of CCC; on your websites, CCC should have brochures distributed, poster postings at County sites and codified RA policy made available to all the public. These actions could help so many future disabled people and prevent the type of long term discrimination and suffering I have had to experience if CCC would only implement them...

As there is no parking given the ongoing construction, CCC's destruction of the main parking lot, perhaps it would be best for a handicapped individual to go first on the agenda. Yes, First on agenda would be greatly appreciated.

Someone with mobility problems would benefit from driving very early in the morning, sitting in the cold, with great anxiety, to secure a parking place so they can be fully shamed, labeled, humiliated, recorded on TV and the Internet.

CCC Long-term goal of demeaning an individual; from approving discriminatory, unreasonable, impossible to satisfy and absurd conditions of approval through a BOFS public hearing process will be complete.

Thank you for your consideration of this matter.

Warm Regards,

Mary Dunne Rose
925-286-8796

Sent from my iPhone

On Jan 31, 2019, at 9:53 AM, Sean Tully <Sean.Tully@dcd.cccounty.us> wrote:

Mary:

Good afternoon. As stated in our correspondence of August 23, 2018, there is no provision in DCD's Reasonable Accommodation Policy or the County Ordinance that delegates the Board of Supervisor's authority to hear reasonable accommodation appeals to the County Administrator or any other County officer. Therefore, we continue to prepare for your upcoming appeal hearing before the County Board of Supervisors on February 12, 2019. However, we continue to explore avenues that may allow the County to accommodate you as much as possible. That being said, DCD staff is open to putting in a request with respect to the timing of when your appeal will be heard. It appears that there may be a number of discussion items on the Board's agenda for that day, and staff would like to know if you have any preference for having the item heard at the beginning, middle, or end of the "Discussion Items" portion of the agenda.]K

Having your appeal heard earlier on in the agenda can limit the amount of wait time for your item. Conversely, having your item heard later on in the hearing will allow hearing attendees for other items the opportunity to leave the Board Chambers once their item is heard. At your nearest convenience, I kindly request that you advise staff of any scheduling preference you may have, if any. We are unable to guarantee the final placement of your appeal on the agenda, but we will do our best and put in your request with the Clerk of the Board as soon as it is received.

SEAN TULLY
SENIOR PLANNER
CONTRA COSTA COUNTY
DEPARTMENT OF CONSERVATION AND DEVELOPMENT
30 MUIR ROAD
MARTINEZ, CA 94553
(925) 674-7800 PH
(925) 674-7258 FX

Mary Dunne Rose

BofS List

From: Mary Dunne Rose <marydrose1@gmail.com>
Sent: Thursday, November 8, 2018 10:47 AM
To: 'Sean Tully'; aruna.bhat@dcd.cccounty.us; John.Kopchik@dcd.cccounty.us
Cc: jen.quallick@bos.cccounty.us; 'Gayle Israel'; mike.carlson@pw.cccounty.us; admin@pw.cccounty.us; brian.balbas@PW.cccounty.us
Subject: BofS requested list updated 11-8-2018 for meeting w Deputy Director A Bhat
Attachments: PDF 11-8-2018 updated List of applicant COA compared to other CCC projects.pdf; Revised Determination.pdf

C.A. BofS, requested applicant prepare list

Hi Aruna,

Please find updated "list" as requested by CCC BofS Andersen.

Hope this list helps our discussions today.

Thanks,
Mary Rose

From: Mary D Rose <marydrose1@gmail.com>
Sent: Thursday, November 8, 2018 8:15 AM
To: Sean Tully <sean.tully@dcd.cccounty.us>; Aruna B CCC Aruna Bhat Deputy Director - Community Development Department of Conservation and Development Contra Costa County 30 Muir Road Martinez, CA 94553 Phone: 925 674 7784 <aruna.bhat@dcd.cccounty.us>
Cc: John.Kopchik@dcd.cccounty.us; Mike Carlson <mike.carlson@pw.cccounty.us>; Brian Balbas <brian.balbas@pw.cccounty.us>
Subject: Fwd: Revised DCD Director's Determination letter, applicants RA request for help and assistance

Good morning Aruna,

This morning we have a meeting regarding the "list" board of supervisor Andersen requested we work on.

Other matters to discuss:

First, I received the partial denial revised DCD directors determination letter which did not include any of the items we had already agreed upon in the list such as building the two impossible roads and my drainage nexus analysis reasonable accommodation request. Very, very distressing! They were totally ignored in the, second partial denial revised determination letter!!! This is causing applicant great anxiety and suffering and confusion!

Second question, is the DCD director issuing a third revised Determination letter to address applicants submission of drainage "PW additional information needed" RA request? Critically important, will the third letter address the items on the "list" that we are working on?

Third, why are we even working on a list of the conditions of approval if the DCD director is not addressing and documenting our work in the Directors response letter? Applicant is just trying to figure out this part of the reasonable accommodation Policy process. What is the timeline for completion? What are the steps in the process CCC will follow? What does the "List" end product look like, legally, as part of her final map and permit? Applicant believes a

From: Mary D Rose <marydrose1@gmail.com>

Sent: Monday, February 4, 2019 9:31 AM

To: John.Kopchik@dcd.cccounty.us; Brian Balbas <brian.balbas@pw.cccounty.us>; Jami Napier <Jami.Napier@cob.cccounty.us>; Sean Tully <sean.tully@dcd.cccounty.us>; **Gayle.Israel@bos.cccounty.us**; Mary Dunne Rose <marydrose1@gmail.com>; **jen.quallick@bos.cccounty.us**

Subject: Re: 3rd request; safeguard protected information, non-public information protection policies requested and Proposed Reasonable accommodation: Public BofS Appeal Hearing Date

Good morning BofS Candice Anderson,

Applicant would like a copy of the DCD and PW and CofBofS policy's developed, third Request, **including best practices, specifically to protect disabled people who request reasonable accommodations and request privacy information and confidentiality of distribution of information to comply with all federal, state and local laws.**

Please see prior communication request below that have been ignored.

It is my understanding it is in the CCC information security policy statement" (ISR)"?

Thank you in advance for your assistance, greatly appreciate the help!

Please provide.

Warm Regards,

Mary Dunne Rose
925-286-8796

Sent from my iPhone

On Dec 19, 2018, at 7:59 AM, Mary Dunne Rose <marydrose1@gmail.com> wrote:

Dear Mr. Kopchik and Mr. Balbas,

Happy holiday Season!

Second request, please communicate. Have not heard back from CCC.

Please provide information regarding a copy of the "**CCC information security policy statement" (ISR)**" developed expressly for community development and Public Works along with the clerk of the Board of supervisors. Specifically, please provide your overall information protection technology policies, See page 50 for requirements of developing written reasonable information security procedures and controls etc. Applicant would like a copy of the DCD and PW and CofBofS policy's developed, **including best practices, specifically to protect disabled people who request reasonable accommodations and request privacy information and confidentiality of distribution of information to comply with all federal, state and local laws.**

The **information policy statement** should describe what information should be protected, as well as the extent of allowable distribution.

Thank You,
Mary Dunne Rose

From: Mary D Rose <marydrose1@gmail.com>

Sent: Friday, December 14, 2018 8:47 AM

To: Sean Tully <Sean.Tully@dcd.cccounty.us>

Cc: jen.quallick@bos.cccounty.us; John.Kopchik@dcd.cccounty.us; Aruna B CCC Aruna Bhat Deputy Director - Community Development Department of Conservation and Development Contra Costa County 30 Muir Road Martinez, CA 94553 Phone: 925 674 7784 <aruna.bhat@dcd.cccounty.us>; Brian Balbas <brian.balbas@pw.cccounty.us>

Subject: Re: safeguard protected data, non-public information protection policies requested and Proposed Reasonable accommodation Appeal Hearing Date

Hi Sean,

Happy holiday season to you!

Applicant accepts Tuesday February 12, 2019 under protest and lack of any control of dates setting for my RA appeal hearing. I requested a date in December or January and Contra Costa County gave me February!

Again, applicant requests my confidentiality and privacy of my medical condition and any related information, be respected and kept private! Again I requested it not be heard before the board of supervisors in a public hearing instead could the county administrator please hear the RA appeal? Please see city of Oakland reasonable accommodation policy for an example of proper protection of confidential information by public entity.

Please follow Contra Costa County, California best practices information security program policies and any related code of practices, administrative bulletins and other county laws and rules.

I respectfully request, as a reasonable accommodation request, a copy of the "**CCC information security policy statement**" (ISR) developed specifically for community development and Public Works along with the clerk of the Board of supervisors. Specifically, please provide your overall information protection technology policies, See page 50 for requirements of developing written reasonable information security procedures and controls etc. Applicant would like a copy of the DCD and PW and CofBofS policy's developed, including best practices, specifically to protect disabled people who request reasonable accommodations and request privacy information and confidentiality of distribution of information to comply with all federal, state and local laws.

The information policy statement should describe what information should be protected, as well as the extent of allowable distribution. Page 39, conclusion states, "information risk management includes the identification, assessment and management of information assets, assets that contain or transfer vital information... Proper risk management ensures that confidential information is not breached, data integrity is retained...". "Policies enable a department to defined how to prevent the exploitation of information assets and how to discipline those people who do compromise the information." (CCC documented good faith effort's). Page 44 discusses best practices that are to be implemented. Page 48 states, "...information that is confidential or sensitive must be assessable only to those who have a legitimate need and right to know." Further, page 48 states "CCC departments are responsible for identifying what information is public, confidential and or sensitive...determining the protection necessary and managing the information accordingly."

Thank you.

Warm Regards,

Mary Dunne Rose

Contra Costa County California

“Best Practices” Information Security Program

**Information Security Advisory Committee
January 2004**

Tools, auditing systems, and policy enforcement systems can greatly ease and speed the assessment and management process.

Conclusion

Risk management must be fully understood by any department that seeks long-term success. Information risk management includes the identification, assessment, and management of information assets – assets that contain or transfer vital information on which the department depends. Proper risk management ensures that confidential information is not breached, data integrity is retained, and information and service availability is provided.

Assess information risks by first creating an Information Risk Management (IRM) group that takes responsibility for assessing and managing risk not only on a one-time snapshot basis, but on a continual basis as well. To assess risk, this group needs to identify the vital information assets within a department. Once these assets are fully understood, the group will need to identify any threats that can compromise their confidentiality, integrity, and availability. Risk to each asset can then be measured. Generally, the more valuable an information asset is to the department, and the higher probability threats are to occur against this asset, the more risk is involved. To provide a more detailed risk assessment, advanced models may also need to be used.

Once risk to the department's information assets is understood and measured, this assessment must be communicated to upper management so that decisions on how to manage the risks can be made. Managing risk involves the acceptance, transferal, or mitigation of the risk. In any case, detailed cost/benefit analysis must be used to determine exactly how to manage the risk.

Accepting risk should only occur if the risk is low or the cost of transferring or mitigating the risk is too high. Transferring the risk involves using a third party insurance entity to transfer the risk in part or in full. Mitigating the risk involves countering the risk - and the threats involved - with solutions. These solutions can either be third party-supplied or internally developed.

Also important is the use of tools, auditing, and policies. Tools can be used to help assess risk, as with dedicated information risk management systems. Some tools can also help mitigate risk for the longer-term. Auditing allows the department to identify over time the possible threats and risks to a department and allows future risk assessment and management. Policies enable a department to define how to prevent the exploitation of information assets and how to discipline those people who do compromise the information. Policies, whether procedural-based, or system based, should be used to minimize risk.

By following this general process, a department can be much smarter when making decisions, not only benefiting the profits of the department, but also benefiting everyone involved.

Monitoring Effectiveness and Assurance

Introduction

The county must be able to monitor the measures that have been implemented within the Information Security Program and must determine that security goals of the enterprise are met. This section defines how this is accomplished. Information collected from processes that measure effectiveness and assurance enable the county to identify value in implemented security measures.

Security is something that everyone needs. We need it in our personal as well as professional lives. When our personal security is threatened, it is natural for us to reflect on events that occurred. Did we handle it well, maybe something didn't go quite right and we need to think about what to do next time. If we managed to escape without harm, it makes us feel secure and proud that we were effective in dealing with the situation. This provides "proof" that we were prepared enough to fend off a threat. Daily, we get into cars and feel assured that the air bag will deploy if we get into a collision. We are assured of the effectiveness of this device because manufacturers provide us with proof that it works and we are provided with evidence that drivers escaped injury when these devices were deployed.

Although they seem very different, threats that affect our personal security have much in common with threats that affect the security of information in the county. These risks take form as threats to county information. Both types of threats need protective measures and a process for identifying how effective the security measures are. In the county, there are electronic guardians that stand watch twenty-four hours a day, protecting sensitive county information. The most familiar of these electronic watchdogs is "anti-virus software" that is installed on county computers. We know it is there, but how do we know it is doing a good job? How many threats were actually stopped? How many threats went unnoticed? Were county business activities disrupted? There are more complicated preventative devices such as firewalls and intrusion detection systems, but the idea is the same. After deploying security measures, processes must be established to gather information about how well those security measures are performing. After the information is collected, it needs to be "independently" reviewed and evaluated. This is referred to as "separation of duties." Separation of duty is extremely important in monitoring effectiveness and assurance of information security. Staff responsible for administration of a process should not be responsible for evaluating how effectively it protects the county.

How to Measure Effectiveness and Assurance

Some of the ways that information security effectiveness and assurance can be measured are: best practices, benchmarking, surveys, penetration tests, vulnerability assessments and audits of automated and procedural processes.

Best Practices

Industry standard best practices are used in identifying ways to minimize the risks to county informational assets. Best practices identify new measures to be implemented or can be used in comparing to existing measures.

Exhibit 2: Sample Information Security Program

Goals

Information is a valuable asset to any organization. It is an asset that must be readily accessible to those who use the information.

To maintain integrity, information must be safeguarded and protected from inappropriate modification or use. Information that is confidential or sensitive must be accessible only to those who have a legitimate need and right to know.

Information must be carefully safeguarded through clearly defined roles and responsibilities and well-founded risk management procedures that do not unduly restrict access and incorporate careful disaster recovery planning.

Information Security Awareness

All employees and contractors should be aware of the importance of safeguarding county-controlled information and should integrate responsible information practices in their daily routines. Awareness training will be the responsibility of each department.

Roles and Responsibilities

The Board of Supervisors is entrusted to ensure ongoing county services through program support, funding, sponsorship, and board resolution that will allow county departments the ability to perform the county's business.

The County Administrator may establish policies and procedures designed to safeguard county information and compliance through oversight and program audits.

Each county department is responsible for the development and implementation of information security policies and procedures. They are responsible for keeping employees informed of information security programs and conscious of the importance of protecting county-controlled information.

The County Chief Information Security Officer (CISO) is responsible for recommending information security policy and procedures, administration of the countywide Information Security Program, and overseeing compliance by county departments.

Under the Information Security Program, the Internal Information Systems Auditor is responsible for being an advisory member to the ISAC and, working with the CISO to see that the county's assets remain available, maintain integrity, and provide accountability.

County departments, as information owners, are responsible for identifying information as public, confidential and/or sensitive, assigning value to the asset, determining the protection necessary and managing the information accordingly. Information Technology units are responsible for the technical means, to the extent possible, of preserving the integrity and security of county-controlled information and fulfilling the duties of Information Custodian.

Every county employee is responsible for understanding the need for information security and for following the policies and procedures designed to safeguard county-controlled information.

Overall Information Technology Policy

The county will manage the use of information technology to support and ensure countywide planning and collaboration on systems for common services (i.e., networks) and functions. The county will build and maintain a secure, common, standards-based, countywide information technology infrastructure (e.g., access controls, monitoring, network design and deployment) for collaboration between departments and other governmental institutions. County departments will individually manage the use of information technology in support of their missions, goals, and objectives and for dissemination of information to the public.

Elements of Information Security

Each county department will provide for the integrity and security of its information assets by:

- ❑ Developing reasonable information security procedures and controls;
- ❑ Informing and training all employees regarding information security issues;
- ❑ Evaluating employee performance in adherence to security policies and procedures;
- ❑ Identifying by type, all automated files, data bases, and other information owned or possessed by the department;
- ❑ Identifying automated systems which allow dial-up communication access to critical applications or sensitive information; and,
- ❑ Auditing compliance with all facets of the information security program.

Responsibility for Information Assets

Each department of the county maintains ownership and responsibility of the automated files, databases, and other information used in its business activities. If more than one department uses the information, the designated owner is defined as the department that collects and maintains the data by law or mission and authorizes the use of that information.

Each department must designate an information manager or representative(s). Information managers are responsible for determining the value of the various assets, the proper classification of information (e.g., public, confidential, and sensitive) and for authorizing and overseeing the access to files, databases, and other information by users.

Access Protection

Several layers of security protect the county's automated files and databases. System security administrators are responsible for creating, changing and removing user IDs, authorizing access to files and monitoring system usage for all platforms where data resides.

Information users of automated information are individually responsible to keep their passwords confidential and secure. When necessary, specific group-use, read only, user IDs will be assigned by system security administrators. User IDs must not be shared between employees or between supervisors and managers and their subordinates or vendors.

Mary Dunne Rose

From: Mary Dunne Rose <marydrose1@gmail.com>
Sent: Monday, November 26, 2018 10:33 AM
To: 'Gayle Israel'
Cc: marydrose1@gmail.com
Subject: FW: Community Development meeting 11/16/2018; 3rd Meeting request with the DCD director John Kopchik RA

Apologies Gayle, I did not mean to leave you off! See below.
Mary

-----Original Message-----


From: Mary Dunne Rose <marydrose1@gmail.com>
Sent: Monday, November 26, 2018 9:26 AM
To: 'John Kopchik' <John.Kopchik@dcd.cccounty.us>; brian.balbas@PW.cccounty.us; admin@pw.cccounty.us
Cc: 'Aruna Bhat' <Aruna.Bhat@dcd.cccounty.us>; 'Sean Tully' <Sean.Tully@dcd.cccounty.us>; 'Brian Balbas' <brian.balbas@pw.cccounty.us>; mike.carlson@pw.cccounty.us; jen.quallick@bos.cccounty.us
Subject: RE: Community Development meeting 11/16/2018; 3rd Meeting request with the DCD director John Kopchik RA

Hi Mr. Kopchik,


Trust you are enjoying the smoke free, incredible fall weather!

The meeting today is for DCD, my community development agenda is full and I understand our meeting is one hour as DCD director indicated in email below. Deputy director A Bhat has many times informed, instructed applicant to meet and talk directly with public works on certain items. Applicant respects A Bhat's advice.

Brian Balbas, public works director is more than welcome to attend the DCD and applicant's meeting today! Applicant has not yet met or talked with Mr. Balbas. He will learn much and hopefully start "getting up to speed" with the information discussed.

However, the time will be used to go over the many DCD items outstanding, for example, some of the items on the "Board of Supervisor requested list" A Bhat items she said is looking into (outstanding items) and will be reporting back so we can finalize. There are just so many 2006 CCC imposed Conditions of Approval that are discriminatory, that are barriers to building housing of my choice, that take DCD time to discuss!!! BofS C Andersen request we work on, complete the list and applicant has done her part. Just the list has taken over 45 hours of my time to date...CCC needs to do their part for the BofS. Applicant feels strongly if a CCC BofS requests certain actions, they should be completed properly and worked on in good faith efforts to show respect and honor the Supervisor's wishes. 

Applicant is still waiting, hopefully and in good faith, for the Director of PW to contact me directly and set up a meeting for a full hour, as I have requested many, many times, to go over the outstanding PW items. Perhaps PW Director Brian Balbas might bring his calendar to the meeting to set up a date for the PW meeting (at least one hour)? Or his PW administration staff might contact me directly as this would be a respectful effective RA communication process?

Unfortunately, it is applicant's understanding the PW director has made his decision already. Most recently he emailed applicant, stating, "... as I previously stated, I am not of the opinion that the existing conditions should be modified at this time." Clearly, PW director's mind is closed to any compromise, special appeal or request and any negotiation. He still refuses to direct Mike Carlson to work on my project, prioritize and get back with answers, in writing, to applicants outstanding items. Applicant needs to file my "additional information BofS appeal" in the next 7 days without any 

response and answers from PW. Applicant has tried to work with PW and has met with stone walls, solid barriers, ineffective communication RA processes.

Looking forward to seeing everyone today! I am working on finishing the DCD agenda for our meeting today.

Mary Rose
925-286-8796

-----Original Message-----

From: John Kopchik <John.Kopchik@dcd.cccounty.us>
Sent: Monday, November 26, 2018 6:20 AM
To: Mary D Rose <marydrose1@gmail.com>
Cc: Aruna Bhat <Aruna.Bhat@dcd.cccounty.us>; Sean Tully <Sean.Tully@dcd.cccounty.us>; Brian Balbas <brian.balbas@pw.cccounty.us>
Subject: RE: 3rd Meeting request with the director John Kopchik RA

Thank you Mary. I hope your holiday was also wonderful.

We look forward to seeing you at 1 pm today. I alerted Brian Balbas, Public Works Director, to this meeting and he has adjusted his schedule so that he is able to join the meeting as well. See you at 1 pm at 30 Muir.

--John

-----Original Message-----

From: Mary D Rose <marydrose1@gmail.com>
Sent: Saturday, November 24, 2018 5:57 AM
To: John Kopchik <John.Kopchik@dcd.cccounty.us>
Cc: Aruna Bhat <Aruna.Bhat@dcd.cccounty.us>; Sean Tully <Sean.Tully@dcd.cccounty.us>
Subject: Re: 3rd Meeting request with the director John Kopchik RA

Trust you had a wonderful Thanksgiving!

Monday, November 26 at 1 pm will work.

Thank you.

Warm Regards,

Mary Dunne Rose
925-286-8796

Sent from my iPhone

> On Nov 21, 2018, at 2:34 PM, John Kopchik <John.Kopchik@dcd.cccounty.us> wrote:

>

> Dear Ms. Rose—

>

> Aruna and Sean have been keeping me updated on their many recent and extensive communications with you. They have invested substantial time to address and respond to your questions and concerns. I think they have been representing the Department of Conservation and Development well and have accurately communicated our policies and determinations. I

>

> I had hoped that your concerns were being resolved through those ongoing communications but that seems not to be the case. In the hopes that one more meeting may help bring some resolution and clarity, Aruna and I will make ourselves available to meet with you.

>

> Of the times you suggest below, the soonest option that works for the two of us is Monday, November 26 at 1 pm. We can meet for up to one hour at that time. The next available option after that would be December 11 at 1. I expect the earlier option would be better for all of us. Does November 26 at 1 still work for you?

>

> Thank you.

>

> —John

From: Brian Balbas <brian.balbas@pw.cccounty.us>

Sent: Thursday, November 8, 2018 5:00 PM

To: Mary Dunne Rose <marydrose1@gmail.com>

Cc: Admin <admin@pw.cccounty.us>; Mike Carlson <mike.carlson@pw.cccounty.us>

Subject: Re: PW 5th email Meeting request, 6th voice mail request; timeline request, Reasonable accommodation policy for Public Works request, Request for assistance

Ms. Rose,

I am aware of the circumstances surrounding your case. Mr. Carlson, Mr. Gospodchikov, and other staff have met with you or spoken with you on several occasions. They have also coordinated with the Department of Conservation and Development and the many staff that have been responding to your numerous concerns related to this application. I am not in the office the rest of this week as I am chairing a conference for APWA. I had conversations with staff prior to the conference and based on the information I have reviewed I do not see any basis for your assertions that Public Works has not worked to meet the conditions of approval for your application. Furthermore the letter sent by John Kopchik shows the County's work in addressing the accommodations that can be accommodated.

The Public Works conditions required as part of this application are appropriate, consistent with similar applications and shall remain in place. Should you wish to request modifications to your conditions I would suggest you follow the normal process to ask for modifications to your conditions of approval.

I strongly disagree with your assertion that Public Works is ignoring and unwilling to work with anyone, specifically "disabled people" on this or any other interaction. That is blatantly false and I cannot simply allow statements such as that be made without calling them out as inaccurate, unjust and unfair, especially in light of the number of staff that have worked with you on your concerns.

With that said, I'm happy to meet with you as schedules allow, however I have been made aware of the circumstance and reasonable accommodations you have requested and as I previously stated, I am not of the opinion that the existing conditions should be modified at this time.

~Brian

Sent from my mobile device

On Nov 8, 2018, at 3:52 PM, Mary Dunne Rose <marydrose1@gmail.com> wrote:

Dear PW Director,

I have called and tried to communicate with your Secretary Ms. Wara during the last 30 days. I have left Ms. Wara at least 6 voice messages and this is the 5th email request for setting a meeting date to talk with you, the PW director, Brian Balbas.

Time is running out. Nothing substantial has been done by PW regarding my RA requests.

Mr. Carlson has had no time to work on or even review anything applicant has submitted. Mr. Carlson and I have only had a three 10 minutes meetings, with one half hour meeting at the beginning of this process just to bring him up to date. This adds up to less than 2 hours meeting time to discuss a number of complex issues. Mike C. has admitted he has not read my RA submittal of information to PW.

Applicant needs the RA process with PW to be an timely, effective, interactive communication process to work.

It is becoming very apparent CCC PW will not work with disabled people to process RA requests. Instead, they just ignore requests and documents submitted.

Slava said in the last meeting he had not even read my information submitted that we were going over. In addition, Slava said:

1. Applicant requests an hour face to face meeting with the Director. Slava Gospodchikov, in the 10-11-2018 meeting with applicant stated, "I do not believe the conditions of approval were discriminatory, that it's just a matter of perception..." when we were discussing CCC Rose Marie's Pietras disparate treatment of applicant by intentionally writing and imposing different, additional, restrictive conditions of approval not imposed on other similarly situated non-disabled persons (see list attached). Applicant was shocked, immediately upset and extremely insulted by the comment and deeply offended by his inappropriate "critique of disabled peoples ability to think" when we were opening good faith negotiations regarding the conditions of approval modifications. Most important, Slava is prejudice, just because I have physical feet disability, DOES NOT MEAN MY BRAIN DOES NOT WORK, MY PERCEPTION, UNDERSTANDING AND THOUGHT PROCESSES ARE JUST FINE, some the CofA are discriminatory!!!
2. Most discriminatory comments by Slava G. was stating, "...reasonable accommodation will NEVER be (used to waive) waived by Public Works for drainage (issues) that effects public safety." Slava continued, told me applicant could, "change CofA, can be changed by public hearing to Zoning Administrator, then appeal in public hearing to Planning Commission." Slava told applicant, "You (I) need to come to a solution..." This is disparate treatment, long term discrimination with malicious intent by CCC! I requested RA process and am told I have to use the standard CCC modification/variance process, not the RA process. See laws below.
3. For example, S. Gospodchikov stated "...I don't know about reasonable accommodations..." at the meeting. Why is CCC sending someone to meet with applicant that doesn't bother learn RA laws?

This email is my 5th request (email 10/15/2018, email 10/30/2018, spoke with Directors Executive secretary Michele Wara October 30, 2018 to set up a meeting with PW director Brian Balbas. Ms. Wara would not make an appointment, said she would inform the director of my reasonable accommodation request for an appointment and I've still heard nothing back. This is not an effective RA communication process. Please see prior email dated November 5, 2018 for additional request for meeting. Again, applicant is requesting a meeting with the public works director under the RA laws, I am requesting assistance. I am available this Wednesday, November 7 between eight and 10am, Thursday, November 8 anytime, all day Friday, November 9 any time after 1 PM, Wednesday, November 14 anytime all day, Monday, November 19 anytime between 8 AM and 10 AM. Please advise.

Please pick a date and time and let me know!!!

Mary Rose

it is located or carried out in close proximity to water. (The term includes only docking facilities, port facilities that are necessary for the loading and unloading of cargo or passengers and ship building and ship repair facilities, but does not include long-term storage or related manufacturing facilities.)

(Ords. 2000-33, 99-35, 96-11, 90-118, 88-50, 87-45).

82-28.466 - Governing body.



"Governing body" means the local governing unit, i.e. county or municipality, that is empowered to adopt and implement regulations to provide for the public health, safety and general welfare of its citizenry.

(Ord. 2000-33, 99-35).

82-28.468 - Hardship.

Hardship Exception



"Hardship," as used in Section 82-28.516, Variances, means the exceptional hardship that would result from a failure to grant the requested variance. The county requires that the variance be exceptional, unusual and peculiar to the property involved. Mere economic or financial hardship alone is not exceptional. Inconvenience, aesthetic considerations, physical handicaps, personal preferences or the disapproval of one's neighbors cannot, as a rule, qualify as an exceptional hardship. All of these problems can be resolved through other means without granting a variance, even if the alternative is more expensive or requires the property owner to build elsewhere or put the parcel to a different use than originally intended.

(Ords. 2000-33, 99-35, 96-11, 90-118, 88-50, 87-45).

82-28.470 - Highest adjacent grade.



"Highest adjacent grade" means the highest natural (i.e. undisturbed) elevation of the ground surface prior to construction next to the proposed walls of a structure.

(Ords. 2000-33, 99-35, 96-11, 90-118, 88-50, 87-45).

82-28.472 - Historic structure.



"Historic structure" means any structure that is:

- (1) Listed individually in the National Register of Historic Places or preliminarily

82-28.468 - Hardship.

"Hardship," as used in Section 82-28.516, Variances, means the exceptional hardship that would result from a failure to grant the requested variance. The county requires that the variance be exceptional, unusual and peculiar to the property involved. Mere economic or financial hardship alone is not exceptional. Inconvenience, aesthetic considerations, physical handicaps, personal preferences or the disapproval of one's neighbors cannot, as a rule, qualify as an exceptional hardship. All of these problems can be resolved through other means without granting a variance, even if the alternative is more expensive or requires the property owner to build elsewhere or put the parcel to a different use than originally intended.

(Ords. 2000-33, 99-35, 96-11, 90-118, 88-50, 87-45).

From Public Works, CCC, "Conditions of Approval" What do they mean

convey" requirement. This means that the developer of a parcel of land must install adequate storm drains within and outside the development to ensure that downstream properties are not damaged by the development. The storm drains must extend from the development to a drainage facility of adequate capacity to handle the storm flow without flooding or to an adequate natural watercourse (usually a creek) with definable bed and banks.

Compliance with the "collect and convey" requirement can be very costly. In some instances, the Flood Control District has information that may indicate the magnitude of this requirement. You are welcome to review this information with either the County Public Works or Flood Control District staff. You should recognize that neither the County nor the District can provide you with accurate information on costs.

It is recommended that you contact a professional Civil Engineer for assistance in determining the magnitude and cost of the drainage improvements necessary to meet the various County drainage ordinance requirements for your development.

All land development is subject to the collect and convey requirements of the Ordinance Code, with a few exceptions:

1. If the development is residential and is located east of Marsh Creek and results in parcel sizes of 10 acres or larger;
2. If the development is residential and is located west of Marsh Creek and results in parcel sizes of 5 acres or larger;
3. If the development proposal consists of a secondary

unit, second residence, mobile home, caretaker unit or other similar auxiliary structure that results in the creation of no more than 1,500 square feet of impervious surface area;

4. If the applicant submits findings (see Section 92-6.002 in Title 9 of the County Ordinance Code) that substantiate that the project is not in a FEMA 100-year flood hazard area, that storm waters from the project will not foster downstream property damage or adverse flooding impacts, that the proposed storm drainage will be characteristic of those facilities which exist in the area, and that there is some benefit to the surrounding properties in the watershed. Public Works staff must concur with the findings for an exception to be granted under Section 92-6.002.

5. Based on unique circumstances, the Board of Supervisors may grant an exception for a specific project. Exceptions of this type are not granted without Public Works staff concurrence, and are extremely rare.

Exceptions from the collect and convey requirement are generally granted only under the condition that the applicant maintains the existing drainage pattern and does not allow concentrated storm water to discharge onto adjacent properties.

Creek Mitigation Fees: Under most circumstances, the collect and convey requirements of Title 9 are satisfied by discharging storm water to a natural watercourse, usually a creek. However, some creeks in the County, such as the San Ramon Creek and San Pablo Creek, do not have adequate capacity to handle the storm water from all the

PLEASE SET CELL PHONES TO
VIBRATION OR TURN THEM OFF
DURING THE MEETING.

CCC and Applicant Meeting
(MS 060037 78 Grandview Place Walnut Creek CA)
Confidential * Tuesday December 4, 2018 at 1:30pm
Department of Public Works Martinez, CA

AGENDA

Attending Public Works Director Brian Balbas, Mary Dunne Rose Applicant

Agenda Topics:

1. **Board of Supervisor List Applicant still waiting to hear back from PW since 10-11-2018.** PW said they would get back to applicant and they never have contacted me. See list, PW outstanding items. Never heard back.
2. **Applicant made offer to purchase land and PW said they would process and get back to me.** What is the status, never hear back?
3. **See attached email dated 11/7/2018.**
4. **Applicant Filed PW RA Request Supplemental Information and Nexus for BofS appeal hearing with PW (RA Req, Nexus PW Packet), no response.** Please respond to RA Requests submitted to PW on 10/26/2018. Applicant has not received any official reply, in writing, from CCC PW, why? Did
Public Works forward to BofS?
5. **RA Req, Nexus PW Packet discussed CCC knows Drainage in applicant's neighborhood** has "...the capacity of the inadequate storm drain system..." Please advise why Westborough was granted special privileges, pay drainage fee and not make substantial improvements in proportion to amount of development?
6. **Applicant and her neighborhood not in flood zone.** Please comment as to why PW is forcing applicant to make unreasonable, excessive improvements not in proportion to her building?
7. **Time for Answering Emails** – What is CCC policy regarding the standard time for staff to answer RA phone calls and emails? One day, two days a week?
8. **Why does CCC PW have prejudice ordinance 82.28.468 Exceptional Hardship Variance Granting?** Why does CCC PW target and single out "physical handicap" (reasonable accommodation anti-discrimination laws ignored) cannot qualify as an exceptional hardship? Why does the CCC ordinance tell disabled folks they will be required to build elsewhere? *attached agreed to PW Brian Balbas @ meeting. will get back to me regard hardship*
9. **Applicant did not bother filing for a Hardship, might PW consider if applicant files one?** Please provide the RA rules and policy that relates to filing the hardship, so applicant can file.
10. **How is PW answering the Annual Report to Federal government officials relating to federal highway funds and non-discrimination?**

ATTACHMENT D

Fair Employment & Housing Council Fair Housing Regulations

CALIFORNIA CODE OF REGULATIONS
Title 2. Administration
Div. 4.1. Department of Fair Employment & Housing
Chapter 5. Fair Employment & Housing Council
Subchapter 7. Discrimination in Housing

Full, complete,
detail sent
to Board of
Supervisor

TEXT

[All additions to the CA Code of Regulations]

C. Anderson

before BofS

Meeting

Article 1. General Matters

§§ 12000-12004. [Reserved]

§ 12005. Definitions.

As used in this subchapter, the following definitions shall apply:

(a) "Adverse action" means action that harms or has a negative effect on an aggrieved person. The adverse action need not be related directly to the dwelling or housing opportunity forming the basis for the lawsuit or administrative complaint; for example, filing false allegations about a tenant with a tenant's employer may constitute adverse action. Adverse action includes:

(1) In dwellings that are rented, leased, or otherwise made available for occupancy whether or not for a fee, adverse actions include:

(A) Failing or refusing to rent or lease real property, failing or refusing to continue to rent or lease real property, failing or refusing to add a household member to an existing lease, reducing any tenant subsidy, increasing the rent, reducing services, changing the terms, conditions, or privileges, threatening to or actually filing false reports with tenant reporting agencies, unlawfully locking an individual out of, or otherwise restricting, access to all or part of the premises, harassment, termination, or threatened termination of tenancy, serving a notice to quit, filing an eviction action, evicting a tenant, refusing to provide a reasonable accommodation or reasonable modification, or engaging in any other discriminatory housing practice; and

(B) Taking any action prohibited by California Civil Code sections 1940.2 (a), 1940.3(b), 1940.35, or 1942.5(c) or (e), or Code of Civil Procedure 1161.4(a);

(2) Taking any action prohibited by Article 24 regarding the consideration of criminal history information;

PLEASE SET CELL PHONES TO
VIBRATION OR TURN THEM
OFF DURING THE MEETING.

CCC and Applicant Meeting

(MS 060037 78 Grandview Place Walnut Creek CA) Confidential * Monday November 26, 2018 at 1:00pm
One hour Meeting Department of Community Development Contra Costa County (DCD CCC) Muir Dr.
Martinez, CA

Minutes for Meeting 11/26/2018

Attending DCD Director J Kopchik (DCDDJK), DCD Deputy Director A Bhat (DDAB), Mary Dunne Rose Applicant (MDR) Visitor PW Director Brian Balbas (PWDBB) - MDR and PWDBB set PW meeting for Tuesday Dec 4th at 1:30pm (PWDBB has conference rest of his week, can't meet).

Agenda Topics:

1. **Approve minutes from last meeting on 11-8-2018** Applicant handed out Agenda and attached written minutes that MDR had emailed above CCC personal on 11/8/2018. DCDDJK said CCC doesn't approve minutes for the meeting, he will look into maybe considering issuing letter.
2. **Correct Date Applicant Submitted RA Request is 9/29/2017.** MDR handed DCDDJK email from DDAB confirming, in writing, MDR submitted the original RA request on 9/29/2018. Clarified the original date applicant submitted Reasonable Accommodation Request to DCD A Bhat was 9/29/2017. MDR requested DCDDJK please correct all correspondence to reflect correct date and use correct 9/29/2017 date in future.
3. **When is Applicant Response to Revised Director Denial Letter due to BofS?** This Friday or following Monday Dec. 3, 2018 dates were discussed, 30-day RA internal policy lands on weekend. DDAB said CCC usually allows to go to next working day. Applicant discussed and agreed with DCDDJK that applicant will submit supplemental appeal information no later than Monday 12-3-18 and will move forward with the RA process. MDR needs to call and make appointment with CCC Sean Tully.
4. **Fees Charged for RA Processing** – Applicant asked, “does CCC intend to “back bill” for my project?” DCDDJK said CCC will not go back and back bill, large balloon payment. However, DCDDJK suggested I should apply for a “modifications of conditions of approval, need to put down \$1,000.00 and more will be charged”. Applicant has already spent over \$60,000.00, devoted countless hours over the years and gotten nothing. DDAB said modifications of conditions of approval was open hearing, public process. DCDDJK asked MDR, as we are nearing end of RA process, to try not to make additional requests (emails, phone calls) of DCD staff. Applicant understands.
5. **Applicant did indeed provide all information requested by CCC prior to first CCC DCD Deputy Director Denial of RA Request letter.** Applicant handed DCDDJK attached email from CCC Senior Planner Sean Tully stating, “I have all the information that has been requested of me to date. A final determination from the County should be coming shortly.” In the first denial letter CCC stated they wanted more information but CCC staff said he had everything.
6. **Time for Answering Emails** – What is CCC policy regarding the standard time for staff to answer RA phone calls and emails? One day, two days a week? No set policy per DCDDJK, professional standards for CCC CD.
7. **Again, Applicant Requests Confidentiality and Privacy in the appeal process to Board of Supervisor.** Applicant again requested she would like head of Planning Commission or CCC Administrator to review to preserve privacy, disabled condition.

8. **How is DCD CD implementing the: CCC Consortium Analysis of Impediments to Fair Housing Choice Plan? Original 2010 plan and the 2015 to 2020 Plan.** *DCDDJK said CCC can't be doing applicants research. Applicant said OK.* *See attached*
9. **How is DCD CD implementing the current Action Plan relating to HUD funds such as CDBG Federal grants relating to funding of certain projects? Please include the Fair Housing Education and Enforcement sections and Government Barriers section with impediments discussed and actions taken to address disabled folks and money spent for disabled folks.** *DCDDJK said CCC can't be doing applicants research. Applicant said OK.*
10. **How is DCD CD answering the Annual Housing Element Progress Report to Sacramento state officials relating to RA process and fair housing?** *DCDDJK said CCC can't be doing applicants research. Applicant said OK.*
11. **Board of Supervisor List:** *Applicant and DDAB discussed there were some items DDAB was "looking into" and would get back to applicant on the Board of Supervisors list. We discussed the building requirement of impossible 2 roads. DDAB will look into about putting some of the items we compromised/DDAB "interpreted" on in writing. Applicant is firm any compromises/ agreement need to be in writing. See prior Applicant MDR email 11-8-2018 of minutes of 11-8-2018 half hour phone meeting. DDAB said she would see what she could do. Applicant also gave DDAB the Board of Supervisor List for her review.*
12. *Additional discussion at end of meeting.* *DCDDJK had to go to another meeting. Meeting to end at 2:00. Visitor PW Director Brian Balbas suggested applicant drive home gather her PW information and drive back now for a PW meeting, in the Bay Area Traffic (applicant would not get back until 4:45pm or 5:00pm)!!! Applicant had a client appointment after the meeting for her work. Applicant has sent over 7 emails and many phone call to request meeting date with PW director. Applicant asked PWDBB to set meeting date, MDR and PWDBB set PW meeting for Tuesday Dec 4th at 1:30pm (PWDBB has conference rest of his week, can't meet). This date is **past the applicant 30 deadline discussed above #3 for BofS supplemental information appeal packet, too late for input to BofS packet.***

Mary Dunne Rose

From: M D Rose <trustmdrose@gmail.com>
Sent: Sunday, November 25, 2018 9:05 AM
To: gabriel.lemus@dcd.cccounty.us
Subject: CCC appendix 2 impediments to fair housing; Please send a PDF copy to me

Hi Gabriel,

Trust you had a wonderful Thanksgiving holiday! It's so nice when we get time off!

See below that I copied and pasted today from the CCC website:

Analysis of Impediments to Fair Housing Choice Document

Contra Costa County Consortium Analysis of Impediments to Fair Housing Choice

Appendix 1: List of Stakeholder Interviews

Appendix 2: Past Impediments and Actions

I am having a problem with my computer getting the "appendix two: past impediments and actions" listed on the county's website to print out right.

Would ever so greatly appreciate you emailing me a PDF of the "appendix number 2: past Impediments and actions" listed on your website.

Thank you in advance for helping me, hope it doesn't take too much time!

Take care,

Mary Rose
925-286-8796

Appendix 2: Best Practices

	<p>Pittsburg - Agreements such as a lease or housing agreement executed by the City, SA, HA, etc. specifically addresses language against discrimination.</p>
<p>8. IMPEDIMENT: Failure to provide reasonable accommodation to persons with disabilities.</p>	
<p>8.1. Action: Support efforts to educate tenants, and owners and agents of rental properties regarding the right of persons with disabilities to reasonable accommodation.</p>	<p>Concord - Through 2010-2015, the City contracted with Housing Rights and ECHO to promote fair housing assistance and tenant/landlord counseling to provide reasonable accommodation to persons with disabilities.</p> <p>Pittsburg - PCSI services funded by SA.</p> <p>Walnut Creek - Walnut Creek funds ECHO Housing to provide Tenant/Landlord and Fair Housing services.</p>
<p>8.2. Action: Support efforts to enforce the right of persons with disabilities to reasonable accommodation and to provide redress to persons with disabilities who have been refused reasonable accommodation.</p>	<p>Concord - Through 2010-2015, the City contracted with Housing Rights and ECHO to promote fair housing assistance and tenant/landlord counseling to provide reasonable accommodation to persons with disabilities.</p> <p>Pittsburg - Agreements such as a lease or housing agreement executed by the City, SA, HA, etc. specifically addresses language</p>

X

X

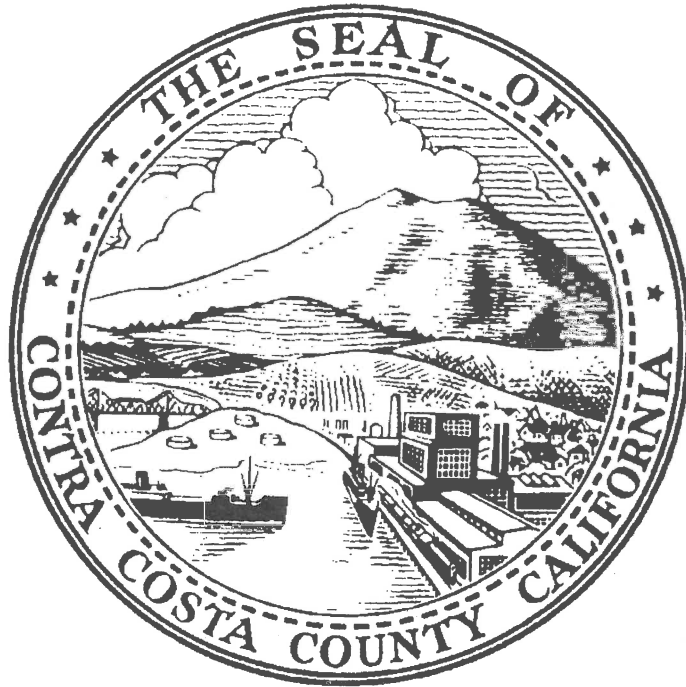
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25

<p>Census Tracts with loan origination rates under 50 percent according to the most recently published HMDA data.</p>	<p>the loss of Redevelopment funding. City staff has contacts with Spanish-speaking loan agents that are also listed on the City's Preferred lender list.</p>
<p>5.2. Action: Member jurisdictions will encourage mortgage lenders to responsibly market loan products to households who wish to purchase homes in Census Tracts with loan origination rates under 50 percent according to the most recently published HMDA data.</p>	<p>Concord - City staff has contact with Spanish-speaking loan agents that are also listed on the City's Preferred lender list to market to both English and Spanish speaking low-income clients. The City also coordinated the subordination of existing loans to assist existing eligible homeowners in the FTHB Program or Rehabilitation Loan Program to achieve better interest rates through a refinance of their homes.</p>
<p>6. IMPEDIMENT: Lack of knowledge of fair housing rights.</p>	<p>6.1. Action: Support efforts to educate tenants, and owners and agents of rental properties regarding their fair housing rights and responsibilities.</p> <p>Concord - Concord allocated resources to encourage and facilitate the development of affordable housing, as detailed in this CAPER. To ensure fair access to housing for all in Concord, the City invested \$70,000 in resources for fair housing and tenant/ land lord counseling services through Housing Rights; \$40,000 to provide one-stop services for housing and tenant/landlord issues at the Mt. Diablo Housing Opportunity Center; and additional \$5,000 to provide augmented foreclosure-related housing services. At least 67 percent of all services were provided to extremely low- and very</p>

CONTRA COSTA COUNTY



FY 2014/15 ACTION PLAN

***Community Development Block Grant
HOME Investment Partnerships Act
Emergency Solutions Grants
Housing Opportunities for Persons with AIDS***

April 4, 2014

Second Units	Facilitate the development of second units.	Ongoing	There were 13 building permits issued for second units.
Affordability by Design	Develop affordability by design program to promote creative solutions to building design and construction.	2017	There is nothing to report for this reporting period.
New Initiatives Program	Develop new programs or policies to fund or incentivize affordable housing development.	2017	There is nothing to report for this reporting period.
Special Needs Housing	Increase the supply of special needs housing.	Ongoing	The project on Fred Jackson Way in North Richmond added two units of very low income rental housing for women leaving prison with \$245,250 of NSP1 funds.
Developmental Disabled Housing	Increase the supply of housing available to persons with developmental disabilities.	Ongoing	There were none this reporting period in the unincorporated County.
Accessible Housing	Increase the supply of accessible housing.	Ongoing	There were no new construction projects in this reporting period in the unincorporated County. There were three projects that the County provided funding in the cities of Antioch, El Cerrito, and Walnut Creek that included a total of 8 fully accessible units, 6 physically disabled units, and 2 vision/hearing impaired units.
Reasonable Accommodation	Increase the supply of special needs and accessible housing.	Ongoing	Translation services were provided to an extremely low NPP client.
Council on Homelessness, formerly known as, Contra Costa Interagency Council on Homelessness	Meet the housing & supportive services needs of the homeless.	Ongoing	They continue to support the development of permanent supportive housing.
Farmworker Housing	Increase the supply of farmworker housing.	Annually: Include farmworker housing in CDBG, HOME NOFA	There were none built this reporting period.
First-Time Homebuyer Opportunities	Provide additional homeownership opportunities.	Ongoing	Permits were issued for 12 Muir Ridge homes. The County also provided 55 Mortgage Credit Certificates throughout the county and cities.
Extremely Low Income Housing	Promote development of housing affordable to extremely low income households.	Annually: Prioritize x-low income housing in funding recommendations	The County continues to provide funding preferences to developers who include units that are affordable to extremely-low income households. There were a total of 187 extremely low income housing projects during this reporting period (See Neighborhood Preservation Program and Weatherization Program).

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Handwritten mark: a large 'X'.

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Anti-Discrimination Program

Promote fair housing.

Complete update to the AI after promulgation of new regulations

There are no updates to report this period. The AI as adopted by the Board of Supervisors on 5/25/2010 with a major effort to update the AI initiated in late 2015.

Residential Displacement Program

Limit number of households being displaced or relocated because of County sponsored programs or projects.

Ongoing

There are no updates to report this period.

Residential Energy Conservation Program

Participate in Bay Area regional efforts to reduce energy consumption.

2015: Review examples of guidelines for solar retrofit

A tutorial and checklist for residential solar retrofit building permit applications was established and posted on-line under the Building Inspection Division's e-permit web page.

Neighborhood Preservation Program

Improve the quality of existing housing & neighborhoods.

Ongoing

There were 16 homes within the county that were rehabilitated. 6 low income, 4 very low income, and 6 extremely low income.

Weatherization Program

Assist homeowners and renters with minor home repairs.

Ongoing

305 units have been weatherized in County cities, towns, and communities. 181 units were extremely low income, 84 units were very low income, and 30 units were low income.

Code Enforcement

Maintain & improve the quality of existing housing & neighborhoods.

Ongoing

There were a total of 1128 cases opened with 1059 cases closed. Approximately 85-90% of all cases were residential.

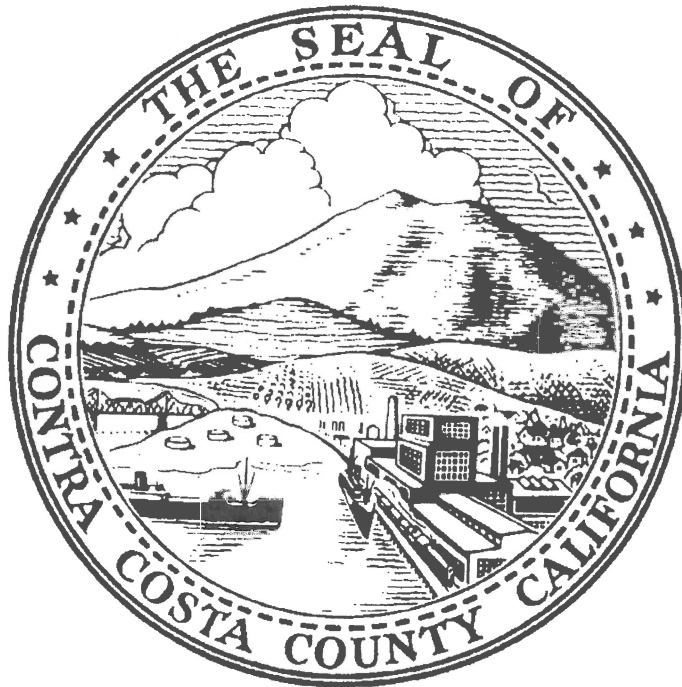
Preservation of Affordable Housing Assisted with Public Funds

Preserve the existing stock of affordable housing.

Ongoing

There were no projects that involved the preservation of affordable housing in the unincorporated County. The County issued \$12.5 million in bonds to the cities of Oakley and Walnut Creek for a total of 85 units.

CONTRA COSTA COUNTY



FY 2014/15 ACTION PLAN

***Community Development Block Grant
HOME Investment Partnerships Act
Emergency Solutions Grants
Housing Opportunities for Persons with AIDS***

April 4, 2014

Fair Housing Education and Enforcement

6. IMPEDIMENT: Lack of knowledge of fair housing rights.

6.1. Action: Support efforts to educate tenants, and owners and agents of rental properties regarding their fair housing rights and responsibilities.

7. IMPEDIMENT: Discrimination in rental housing.

7.1. Action: Support efforts to enforce fair housing rights and to provide redress to persons who have been discriminated against.

7.2. Action: Support efforts to increase the awareness of discrimination against persons based on sexual orientation.

8. IMPEDIMENT: Failure to provide reasonable accommodation to persons with disabilities.

8.1. Action: Support efforts to educate tenants, and owners and agents of rental properties regarding the right of persons with disabilities to reasonable accommodation.

8.2. Action: Support efforts to enforce the right of persons with disabilities to reasonable accommodation and to provide redress to persons with disabilities who have been refused reasonable accommodation.

9. IMPEDIMENT: Lack of information on the nature and basis of housing discrimination.

9.1. Action: Monitor the incidence of housing discrimination complaints and report trends annually in the CAPER.

9.2. Action: Improve the consistency in reporting of housing discrimination complaints. All agencies that provide this information should do so in the same format with the same level of detail. Information should be available by the quarter year.

9.3. Action: Improve collection and reporting information on discrimination based on sexual orientation and failure to provide reasonable accommodation to persons with disabilities.

Government Barriers

10. IMPEDIMENT: Lack of formal policies and procedures regarding reasonable accommodation.

10.1. Action: Jurisdictions which have not done so will adopt formal policies and procedures for persons with disabilities to request reasonable accommodations to local planning and development standards.

11. IMPEDIMENT: Transitional and supportive housing is not treated as a residential use subject only to those restrictions that apply to other residential uses of the same type in the same zone, and is not explicitly permitted in the zoning code.

11.1. Action: Jurisdictions which have not done so will amend their zoning codes to treat transitional and supportive housing types as a residential use subject only to those restrictions that apply to other residential uses of the same type in the same zone, and to explicitly permit both transitional and supportive housing types in the zoning code.

<p>Anti-Discrimination Program</p>	<p>Promote fair housing.</p>	<p>Complete update to the AI after promulgation of new regulations</p>	<p>There are no updates to report this period. The AI as adopted by the Board of Supervisors on 5/25/2010 with a major effort to update the AI initiated in late 2015.</p>
<p>Residential Displacement Program</p>	<p>Limit number of households being displaced or relocated because of County sponsored programs or projects.</p>	<p>Ongoing</p>	<p>There are no updates to report this period.</p>
<p>Residential Energy Conservation Program</p>	<p>Participate in Bay Area regional efforts to reduce energy consumption.</p>	<p>2015: Review examples of guidelines for solar retrofit</p>	<p>A tutorial and checklist for residential solar retrofit building permit applications was established and posted on-line under the Building Inspection Division's e-permit web page.</p>
<p>Neighborhood Preservation Program</p>	<p>Improve the quality of existing housing & neighborhoods.</p>	<p>Ongoing</p>	<p>There were 16 homes within the county that were rehabilitated. 6 low income, 4 very low income, and 6 extremely low income.</p>
<p>Weatherization Program</p>	<p>Assist homeowners and renters with minor home repairs.</p>	<p>Ongoing</p>	<p>305 units have been weatherized in County cities, towns, and communities. 181 units were extremely low income, 84 units were very low income, and 30 units were low income.</p>
<p>Code Enforcement</p>	<p>Maintain & improve the quality of existing housing & neighborhoods.</p>	<p>Ongoing</p>	<p>There were a total of 1128 cases opened with 1059 cases closed. Approximately 85-90% of all cases were residential.</p>
<p>Preservation of Affordable Housing Assisted with Public Funds</p>	<p>Preserve the existing stock of affordable housing.</p>	<p>Ongoing</p>	<p>There were no projects that involved the preservation of affordable housing in the unincorporated County. The County issued \$12.5 million in bonds to the cities of Oakley and Walnut Creek for a total of 85 units.</p>

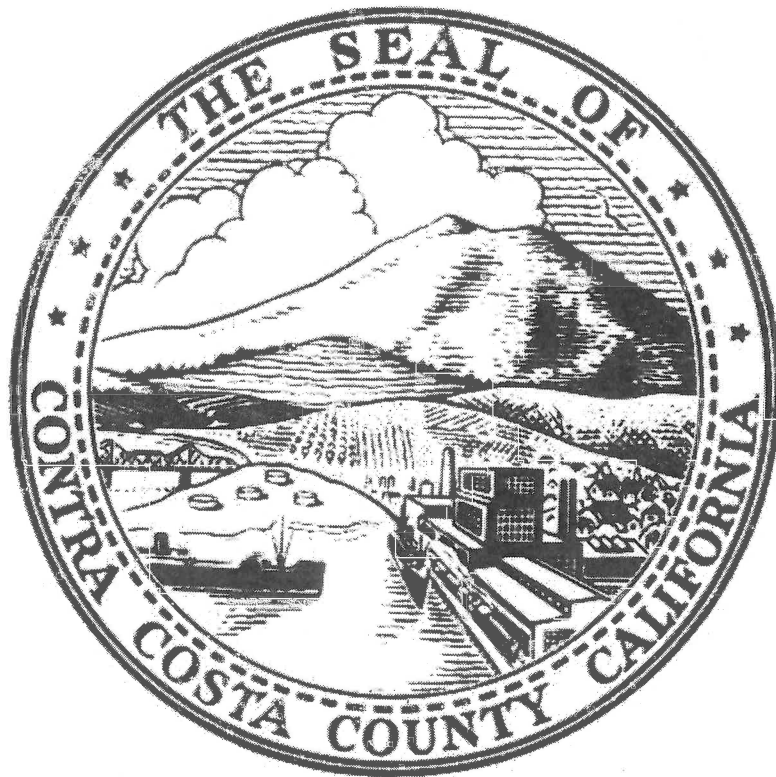
Second Units	Facilitate the development of second units.	Ongoing	There were 13 building permits issued for second units.
Affordability by Design	Develop affordability by design program to promote creative solutions to building design and construction.	2017	There is nothing to report for this reporting period.
New Initiatives Program	Develop new programs or policies to fund or incentivize affordable housing development.	2017	There is nothing to report for this reporting period.
Special Needs Housing	Increase the supply of special needs housing.	Ongoing	The project on Fred Jackson Way in North Richmond added two units of very low income rental housing for women leaving prison with \$245,250 of NSP1 funds.
Developmental Disabled Housing	Increase the supply of housing available to persons with developmental disabilities.	Ongoing	There were none this reporting period in the unincorporated County.
Accessible Housing	Increase the supply of accessible housing.	Ongoing	There were no new construction projects in this reporting period in the unincorporated County. There were three projects that the County provided funding in the cities of Antioch, El Cerrito, and Walnut Creek that included a total of 8 fully accessible units, 6 physically disabled units, and 2 vision/hearing impaired units.
Reasonable Accommodation	Increase the supply of special needs and accessible housing.	Ongoing	Translation services were provided to an extremely low NPP client.
Council on Homelessness, formerly known as, Contra Costa Interagency Council on Homelessness	Meet the housing & supportive services needs of the homeless.	Ongoing	They continue to support the development of permanent supportive housing.
Farmworker Housing	Increase the supply of farmworker housing.	Annually: Include farmworker housing in CDBG, HOME NOFA	There were none built this reporting period.
First-Time Homebuyer Opportunities	Provide additional homeownership opportunities.	Ongoing	Permits were issued for 12 Muir Ridge homes. The County also provided 55 Mortgage Credit Certificates throughout the county and cities.
Extremely Low Income Housing	Promote development of housing affordable to extremely low income households.	Annually: Prioritize x-low income housing in funding recommendations	The County continues to provide funding preferences to developers who include units that are affordable to extremely-low income households. There were a total of 187 extremely low income housing projects during this reporting period (See Neighborhood Preservation Program and Weatherization Program).

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CONTRA COSTA COUNTY FY2017/18 CAPER

(Consolidated Annual Performance & Evaluation Report)



**Community Development Block Grant
HOME Investment Partnerships Act
Emergency Solutions Grants
Housing Opportunities for Persons with AIDS
Neighborhood Stabilization Program**

September 26, 2018

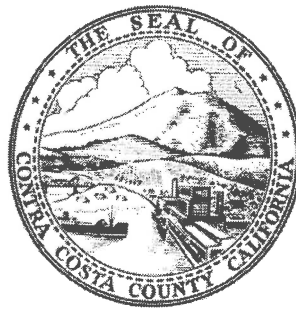
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**CONTRA COSTA COUNTY
FY 2017/18 CAPER
Public Service Projects**

Project ID	Sponsor	Project Name/ Location	Project Objective/Description	Project Status	COBG Funds Budgeted	FY 2016/17 Expenses	Total Served	Race/Ethnicity (bottom number represents those who identify Hispanic as ethnicity in addition to selecting a racial category)												Income			
								White		Asian		Am.Ind./ Alaska Native		Native Haw./ Pacific Is.		Am. Ind./ White		Asian/ White		Am.Ind./ White		50%	80%
								Hisp.	Non-Hisp.	Hisp.	Non-Hisp.	Hisp.	Non-Hisp.	Hisp.	Non-Hisp.	Hisp.	Non-Hisp.	Hisp.	Non-Hisp.	Hisp.	Non-Hisp.	Hisp.	Non-Hisp.
17-28-PS	RYSE, Inc. 205 41st Street Richmond, CA 94805 (510) 374-3401	RYSE Career Pathway Program - West County	The purpose of this program is to support economic development by providing a combination of 1) career skill development, 2) paid work experience and internships, with 4) academic enrichment and interventions. Primary Performance Measurement: Provide support services and teach basic skills to 230 Urban County youth, in order to enable them to maintain long-term financial stability.	Complete.	\$40,000	\$40,000.00	289	9 4	119 7	10 0	2 2	2 2	2 0	0 2	52 4	3 81	90 152	82 35	100%				
17-28-PS	YMCA of the East Bay (Fiscal Agent) 2300 Broadway Oakland, CA 94612 (510) 524-8252	James Morehouse Project at El Cerrito High School - 540 Ashbury Ave. El Cerrito, CA 94530 West County	The purpose of the project is to improve the well-being and success of students in school and reduce barriers to learning by providing comprehensive mental health services to students attending El Cerrito High School. Primary Performance Measurement: Provide mental health services to 110 El Cerrito High School students in order to improve the students' well-being and reduce barriers to learning.	Complete.	\$10,000	\$10,000.00	114	17	33	15	0	0	0	0	0	0	49	38	32	100%			
Objective CB - 4 Fair Housing: To continue to promote fair housing activities and affirmatively further fair housing.																							
17-30-PS	Eden Council for Hope and Opportunity (ECHO) 770 A Street, Hayward, CA 94544-9380 (510) 581-9380	Fair Housing Services Program	The purpose of this program is to further fair housing by addressing discrimination in Antioch, Concord, Walnut Creek, and urban Contra Costa County. Investigating allegations of discrimination; conducting audits to uncover discrimination; and provide training housing providers. Primary Performance Measurement: Provide services to 80 urban County residents.	Complete.	\$40,000.0	\$32,180.2	91	28 12	44	1	4 3	0	0	7 6	0	0	0	6 3	11	23	81%		
Objective H - 1 Housing & Supportive Services for the Homeless: Further "Housing First" approach to ending homelessness by supporting homeless outreach efforts, emergency shelter, transitional housing, and permanent housing with supportive services to help homeless persons achieve housing stability.																							
17-31-PS	Contra Costa County Behavioral Health Services 1350 Arnold Drive, Ste 202 Martinez, CA 94553 (925) 313-7700	COHS-CORE Street Outreach Program Urban County	The purpose of this program is to provide daytime street outreach to the homeless population in Contra Costa County in small multidisciplinary teams that will work collaboratively to engage and stabilize homeless individuals living outside and deliver health and basic need services and aid in obtaining interim and permanent housing. Primary Performance Measurement: Provide street outreach to the homeless population in Contra Costa County via small multidisciplinary teams that will work collaboratively to engage and stabilize homeless individuals living outside, and deliver health and basic need services and aid in obtaining interim and permanent housing to at least 450 Urban County homeless	Complete.	\$22,224	\$22,289.92	1,864	773 66	611 8	28 1	187 157	28 15	9 7	4	10 2	2 1	211 11	1864	0	100%			
17-32-PS	Contra Costa County Behavioral Health Services 1350 Arnold Drive, Ste 202 Martinez, CA 94553 (925) 313-7700	Contra Costa Adult Continuum of Services Mar-A-A-Mold Industrial Concord, CA 94520 - Urban County	The purpose of this program is to prevent homelessness by offering a safe shelter environment with critical support services. Objectives of the program are to give emergency shelter to homeless adults and provide services to help them transition to more permanent situations. Primary Performance Measurement: Provide shelter and supportive services to 150 Urban County homeless men and women to help them regain housing.	Complete.	\$54,000	\$54,000.00	421	188 18	181 1	7	28 26	3 1	6 2	1	1	2	3 1	421	0	100%			

CONTRA COSTA COUNTY 2017 GENERAL PLAN ANNUAL PROGRESS REPORT

**Submitted to:
Board of Supervisors
Contra Costa County
March 27, 2018**



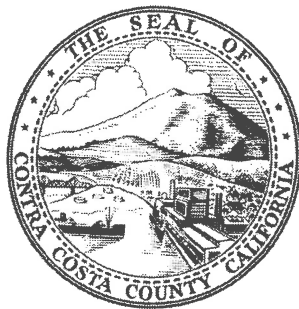
**Prepared by:
Contra Costa County
Department of Conservation and Development**

<p>Accessible Housing</p> <p>Reasonable Accommodation</p>	<p>Increase the supply of accessible housing.</p>	<p>Ongoing</p>	<p>The County continues to require accessible units in all new construction projects that received HOME or CDBG funding. Accessible units are included in rehabilitation projects when feasible where five percent of the units must be accessible to the physically impaired and an additional two percent of the units must be accessible to the hearing/vision impaired. (See New Construction and Affordable Housing Program)</p>
<p>Contra Costa Interagency Council on Homelessness</p>	<p>Increase the supply of special needs and accessible housing.</p>	<p>Ongoing</p>	<p>Through the NPP program, the County assisted in the funding of 2 projects that included accessibility improvements for accessible bathroom renovations.</p>
<p>Farmworker Housing</p>	<p>Meet the housing & supportive services needs of the homeless</p>	<p>Ongoing</p>	<p>This program is currently known as the Council on Homelessness. They continue to support the development of permanent supportive housing. Hearth Act funds are used for the support of existing permanent supportive housing units or placement of people into permanent supportive housing.</p>
<p>First-Time Homebuyer Opportunities</p>	<p>Increase the supply of farmworker housing</p>	<p>Annually: Include farmworker housing in CDBG, HOME NOFA (See #5 above)</p>	<p>There were none built this reporting period. The County's Farmworker Housing Ordinance was adopted in September 2017.</p>
<p>Extremely Low Income Housing</p>	<p>Provide additional homeownership opportunities.</p>	<p>Ongoing</p>	<p>The County provided 24 households with Mortgage Credit Certificate Program (MCC) funds throughout the county and cities with a total of \$1,890,150 in MCC funds.</p>
<p>Sites Inventory</p>	<p>Promote development of housing affordable to extremely low income households.</p>	<p>Annually: Include a priority for extremely-low income housing in CDBG, HOME, HOP</p>	<p>The County continues to provide funding preferences to developers who include units that are affordable to extremely-low income households. There were a total of 275 extremely low income housing projects during this reporting period (See Neighborhood Preservation Program and Weatherization Program).</p>
<p>Mixed-Use Developments</p>	<p>Provide for adequate housing sites, including 'as-right development' sites for homeless facilities</p>	<p>Ongoing maintenance of site inventory.</p>	<p>There are no changes or updates for this reporting period.</p>
<p>Mixed-Use Developments</p>	<p>Encourage mixed-use developments.</p>	<p>2016/2017: Draft outline of revised ordinance and meet with</p>	<p>The Saranap Village project in the Saranap community was granted planning entitlements for retail with 70 for-sale condominiums, 6 for-sale townhomes, and 122 rental apartment units.</p>

X

CONTRA COSTA COUNTY 2015 GENERAL PLAN ANNUAL PROGRESS REPORT

**Submitted to:
Board of Supervisors
Contra Costa County
April 26, 2016**



**Prepared By:
Contra Costa County
Department of Conservation and Development**

Phone calls Log to request help with Housing Discrimination by Mary D Rose

MDR said: Requesting legal help for housing discrimination and CCC non compliance with Reasonabel Accommodations RA concerning building a disability friendly house in CCC. The County has imposed Conditions of Approval that are discriminatory, huge barriers to housing of my choice. Been over one year & CCC just denys appeals. Now at Board of Supervisor Appeal level and I need legal help to stop discrimination, ensure fair housing of my choice and proper applicantion of RA civil rights.

Date	Phone #	Entity Name	Comments
11/18/2018	1-510-581-9380	Called Echo Housing	Left message no answer
11/19/2018	1-510-581-9380	Called Echo Housing	MDR spoke with Sandra Martinez from Echo Housing called. She said Echo does counseling for tenant/landlord problems. Said she would have Delia call be back to discuss.
11/19/2018	1-510-581-9380	Called Echo Housing	Delia from Echo Housing said they serve people with complaint about landlords, tenants, hotels, advertisements. Can not help with reasoanble accommodations of structure not yet built.
11/20/2018	1-510-663-4745	Echo Housing	Echo called back, they said they cant help with RA building housing area. Echo deals only with rental , evictions that sort of practice area. She told me to phone Bay Area Legal Aid 1-800-551-5554 .
11/20/2018	925-609-7900	CCC Senior Legal Services	Tina said the don't do the reasonable accommodation in the area of my issues. She said to call Disability Rights CA 1-800-776-5746 , they might help me.
11/21/2018	1-800-551-5554	Bay Area Legal Aid	Called, just rang and rang. Hung up. Thanksgiving week.
11/27/2018	1-800-551-5554	Bay Area Legal Aid	Called BALA, on hold for over 2 hours. Website says, "Get help through the Legal Advice Line, a free legal hotline available to qualified low-income residents living in the Bay Area. The Legal Advice Line provides counsel and advice." Attorney Louie advised MDR that they help with landlord, tenant issues, evictions and even reasonable accommodations with a landlord. But they do not help with County issue "outside their area of practice". MDR requested he check with his manager. He checked and his manager said it was outside of their practice area. Referred me to Disability Rights CA, Oakland, 510-267-1200. And Independent Living Resources in Concord 925-363-7293.

11/27/2018 1-510-267-1200 Disability Rights Calif.

Called, spoke with Karla. She said she was intake and she would forward my call to a legal rep. Then Esmeralda Elenes called, we spoke over 12 minutes, she asked additional questions and said she would present to her group to see if anyone would take the case. Esmeralda said she would contact me and let me know if they would take by next week.

12/3/2018 1-510-267-1200 Disability Rights Calif.

Still waiting for call back

1/4/2019 1-510-267-1200 Disability Rights Calif.

Still waiting for call back

2/5/2019 1-510-267-1200 Disability Rights Calif.

Called again. Esmeralda Elenes not answering phone. Sent back to "intake pool." On hold for over 11 minutes. Diana Rineda, receptionist told me Esmeralda said, "she was busy, just leave a message." Applicant left message.
Esmeralda Elenes Called back, she said they are closing my file and referring me to hire my own attorney.

2/5/2019 1-510-267-1200 Disability Rights Calif.



California's protection & advocacy system

SAN DIEGO REGIONAL OFFICE

1111 Sixth Ave., Ste. 200

San Diego, CA 92101

Tel: (619) 239-7861

TTY: (800) 719-5798

Toll Free: (800)776-5746

Fax: (619) 239-7906

www.disabilityrightsca.org

CONFIDENTIAL COMMUNICATION

February 5, 2019

Mary DunneRose
1020 Glasgow Place
Danville, CA 94526

Dear Ms. DunneRose,

Thank you for contacting Disability Rights California regarding Contra Costa County. It was a pleasure speaking with you. When we spoke, you informed me you were having issues with the county allowing you to build a disability friendly home on your property. You felt the project manager had made the conditions of approval impossible. At the time of our conversation you were at the appeal process with the Board of Supervisors and had requested the hearing not be made public as you felt it would affect your business. You were seeking legal representation for the hearing but did not yet and have hearing date.

At that time you were informed I would be presenting your case to the attorneys and advocates in our office. Unfortunately our agency does not have the resources to represent in your case and it is suggested you contact the California State Bar Association for referrals. I am including with this letter our Disability Discrimination Fact Sheet: Government Agencies

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and Other Public Entities. We hope that this information allows you to successfully advocate for yourself or others.

We are closing your file and will not take further action on your behalf regarding this issue. If you have questions in the future about a new legal issue, you can contact our Short Term Assistance Line at 1-800-776-5746.

We would like to know what you thought of our services. Please consider filling out a client satisfaction survey, available at this link: www.disabilityrightsca.org/ClientSurvey. Our grievance policy is available on our website at: <http://www.disabilityrightsca.org/connect/whom.htm>

I hope that this information is helpful and wish you the best as you continue with the advocacy process. Contributions of any amount help us serve more clients in need of assistance. If you are interested in making a contribution, you can do so here: <http://www.disabilityrightsca.org/about/donate.htm>

Please feel free to contact Disability Rights California again in the future should you need assistance with a new disability related legal issue.

Sincerely,

Esmeralda Elenes
Short Term Assistance Advocate

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