

Marianne

From: Hoang, Anhthu <Hoang.Anhthu@epa.gov>

Sent: Friday, August 16, 2024 1:42 PM

To: Engelman-Lado, Marianne (she/her/hers) <EngelmanLado.Marianne@epa.gov>; Wilson, Adam <wilson.adam@epa.gov>

Subject: FW: To Jackie Contreras DPSS: Complaint of discrimination civil rights violations & lack of help towards Native Americans at Grow (DPSS) 1819 Charlie Sifford Dr, Los Angeles, CA 90047

Hi Marianne and Adam. I'm forwarding this correspondence because it looks like a complaint. Thanks.

From: (b)(6) Privacy, (b)(7)(C) Enf. Privacy

Sent: Friday, August 16, 2024 1:27 PM

To: (b)(6) Privacy, (b)(7)(C) Enf. Privacy

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Subject: Re: To Jackie Contreras DPSS: Complaint of discrimination civil rights violations & lack of help towards Native Americans at Grow (DPSS) 1819 Charlie Sifford Dr, Los Angeles, CA 90047

Caution: This email originated from outside EPA, please exercise additional caution when deciding whether to open attachments or click on provided links.

Shame on you DPSS! Homeless minorities deserve better than this! People need to be fired and our taxes need to be better spent! Shame!

On Fri, Aug 16, 2024 at 10:22 AM (b)(6) Privacy, (b)(7)(C) Enf. Privacy wrote:

Dear Mrs **Contreras**,

Yet again, student volunteers are writing to you to share our anger with the discrimination and retaliation taking place towards Native Americans who are experiencing joblessness and homelessness and being neglected by Mexican staffers at DPSS! Homeless Black people are now complaining about this same discrimination and neglect! What on earth is happening!?

DPSS is openly discriminating against Native Americans, again! A lady named (b)(6) Privacy, (b)(7)(C) Enf. Privacy was rude to a Native American and lied to him! This disrespect and neglect will not be tolerated by minority communities and we demand an end to it!

As per a letter sent out by DPSS, (b)(6) Privacy, (b)(7)(C) Enf. Privacy (b)(6) Privacy, (b)(7)(C) Enf. Privacy was meant to call client (b)(6) Privacy, (b)(7)(C) E today at 9am, she failed to do so, failed to pick up the phone when we called her and so far has failed to return messages! She is neglecting a homeless and helpless Native American and our community is sick of the discrimination!! These lazy and unorganized people are causing helpless minorities to lose their benefits and are denying them help to find work! This is DISGUSTING! Student volunteers are doing all the work that your staff is failing to do and we are sick of seeing our taxes wasted while innocent people are dying on our streets!!

Furthermore, student volunteers overheard (b)(6) Privacy, (b)(7)(C) Enf. Privacy of Charlie Sifford DOSs lie to the Native American! She is rude, arrogant and has no regard for the plight of homeless people desperately trying to get back in their feet! She openly lied to a Native American and said she would mail job leads to an EDD address in Torrance, one month later those leads have not arrived! This woman is a disgrace to minorities and we are angry by her arrogant and bigoted attitude towards helpless people of color!

The qualified Native American person applied for a job with START/GROW DPSS & is being denied the job! DPSS is clearly neglecting and possibly retaliating against Native Americans and our community along with the black community is sick of the discrimination! We demand that these civil rights abuses end and we demand (b)(6) Privacy, (b)(7)(C) Enf. Privacy is helped, IMMEDIATELY!

(b)(6) Privacy, (b)(7)(C) E

On Tuesday, April 23, 2024, (b)(6) Privacy, (b)(7)(C) Enf. Privacy wrote:

Hello Mrs Jackie,

We have client (b)(6) Privacy, (b)(7)(C) E here with us. He received a call from (b)(6) Privacy, (b)(7)(C) Enf. Privacy at (b)(6) Privacy, (b)(7)(C) Enf. Privacy asking that the client call her back. He's made several attempts but the phone number she left seems to be the wrong number. He doesn't have a phone, but we are providing him with one. Can you please call him back on the number Esmeralda called him on. Thank you.

On Tue, Apr 23, 2024 at 8:32 AM (b)(6) Privacy, (b)(7)(C) Enf. Privacy wrote:

Good morning Jackie,

Could some one please help ^{(b)(6) Privacy, (b)(7)(C)}. He's been jobless and homeless for two years, he's signed up with several government agencies, he'd really like a job and is capable of work, but no one seems to be helping him. It would be appreciated if someone made a serious effort to help him.

Thank you .

(b)(6) Pr

On Fri, Apr 19, 2024 at 4:18 PM (b)(6) Privacy, (b)(7)(C) Enf. Privacy wrote:

Dear Jackie Contreras Director for DPSS:

This is a very serious letter regarding the neglect, mistreatment and total lack of respect of an elderly homeless Native American man (Case Number: ^{(b)(6) Privacy, (b)(7)(C)}), by the staff of Los Angeles County Grow Department of Public Social Services (DPSS) for General Relief (GR) participants. The total disregard for homeless minorities by the staff at 1819 Charlie Sifford Dr, Los Angeles – the neglect and disregard for homeless minorities is boarding on human rights abuses and civil rights abuses and it needs to be investigated – NOW!

For Six months ^{(b)(6) Privacy, (b)(7)(C) Enf. Privacy} ^{(b)(6) Privacy, (b)(7)(C) Enf. Privacy} Phone ^{(b)(6) Privacy, (b)(7)(C) Enf. Privacy} seems to have been giving this human being ^{(b)(6) Privacy, (b)(7)(C)} the run around, which has caused them to lose their GROW benefits!

In a very timely manner, each month, Client ^{(b)(6) Privacy, (b)(7)(C)} filled out his forms as he was told to do by Veronica Johnson; Client ^{(b)(6) Privacy, (b)(7)(C)} either dropped them off and hand delivered them to the LA Department of Public Social Services at [1819 Charlie Sifford Dr, Los Angeles, CA 90047](#), or faxed them to: ^{(b)(6) Privacy, (b)(7)(C) Enf. Privacy}

On each occasion, Client ^{(b)(6) Privacy, (b)(7)(C)} was repeatedly told by staff at 1819 Charlie Sifford Dr, that the forms he delivered by hand, and inserted into a box, a box that the staff told him to place the forms in - were never received! At which point Client ^{(b)(6) Privacy, (b)(7)(C)} would fax them over - to again be told that the forms weren't received! This is total baloney! Students personally drove the man to drop off the forms and witnessed him putting them in the box - check your security cameras!

We also assisted him with faxing over the forms once a month from the Torrance Career Center, staff there can also confirm that the forms were faxed over! We have copies of all of the monthly job search reports and copies of the confirmation from the fax machine acknowledging that the faxes had been received by ^{(b)(6) Privacy, (b)(7)(C) Enf. Privacy} This woman was playing games with this man and only causing him more grief! On top of searching for a job, serch8ng for a place to spend the night and for places to shower, he now had the added stress of people at Department of Public Social Services [1819 Charlie Sifford Dr](#), continually LOSING his paperwork! These people just don't care about homeless minorities and only add to the stresses that they are already encountering!

Last month, the man received a letter (please see attached), at the Torrance Career Transition Center which collects his mail for him. The letter stated that he was losing his benefits for "not complying with the GR regulations!" This is complete baloney, we insured that he complied in every way possible, sadly his unorganized case worker ^{(b)(6) Privacy, (b)(7)(C) Enf. Privacy} and the unorganized and lazy and uncaring staff at LA Department of Public Social Services [1819 Charlie Sifford Dr, Los Angeles, CA 90047](#), caused the man to lose his benefits due to their neglect! This is DISGUSTING!

Furthermore, numerous phone calls were made to ^{(b)(6) Privacy, (b)(7)(C) Enf. Privacy} to help resolve this matter, phone calls that were ignored and not returned! Apparently, ^{(b)(6) Privacy, (b)(7)(C)} was on vacation during this time and the phone number that was left for her supervisor was called, and messages were left expressing the gravity of the situation, yet she too ignored the calls and failed to return calls for help!

The man was finally able to reach ^{(b)(6) Privacy, (b)(7)(C) Enf. Privacy} this week, in which she failed to help him! During the entire time that ^{(b)(6) Privacy, (b)(7)(C)} was this man's case manager, she also failed to provide him with any job leads and failed help him to find a job, she basically kicked this poor minority man to the gutter! As you can image the community is irate at how our taxes are being WASTED to employ people who have NO regard for their clients!

The staff at [1819 Charlie Sifford Dr, Los Angeles](#) appears to be unorganized, uninterested in helping clients and they are violating their civil and human rights of homeless and jobless minorities by denying them economic opportunities!

We demand that the man is contacted and helped and no longer neglected, ignored and SPIT ON by your employees!

The man needs help reestablishing his GROW payments, he has NOTHING! Those minimal Grow payments were all he had, now he has lost them, because staff failed to help him! Homeless minorities should not have to beg for help, this is disgusting!

Client ^{(b)(6) Privacy, (b)(7)(C)} also needs help getting signed up with lifeline. The ACP Affordably Connectivity, which he had is being discontinued. He needs help signing up for lifeline so he can stay in communications with potential employers! As of now, we lend him a phone - a phone, in which we insert a sim card that we have been paying the ACP bill, so that they can stay in contact with potential employers and GROW staff.

Client ^{(b)(6) Privacy, (b)(7)(C)} had been living off of his credit cards, which are now all maxed out. He is under stress to make payments. He needs someone who can contact the banks and let them know that he is homeless and unemployed, so that the payments will be lowered and interest will stop. Who can he contact for help with this?

Client ^{(b)(6) Privacy, (b)(7)(C) E} was made homeless, due to a corrupt slumlord, who filed a wrongful restraining order on the man as a way to illegally evict him. The slumlord was retaliating because the man stuck up for a female renter, whose clothes were thrown in the streets and locked out of her accommodation by the slumlord. The slumlord did this because she rejected his sexual harassment. The wrongful and fraudulent restraining order caused the man to lose his job and become homeless. The court has since sealed the wrongful restraining order so that it is removed from the record.

Client ^{(b)(6) Privacy, (b)(7)(C)}, needs help suing the slumlord: (b)(6) Privacy, (b)(7)(C) Enf. Privacy

The woman who became homeless from having her belongings tossed in the street and locked out of her rental also needs help reporting the slumlord. It should be added that the slumlord is involved in numerous code violations, child endangerment and exploitation of migrant workers.

Client ^{(b)(6) Privacy, (b)(7)(C)}, desperately needs a better source for job searches and job help. In the past year he's only had two interviews, both jobs he found on his own with no help from job centers or career advisors, these people seem to ignore him. When he had an interview, no one hoped him prepare for it, or had a place where he could interview on zoom. He's homeless and no DPSS services are helping him and the available services have been inadequate. He NEEDS better help to find a job. He has no drug or alcohol issues and has a masters degree, its appealing that LA services can't help him find a job!

Lastly, that same slumlord and his mechanic, were involved in ripping off Client ^{(b)(6) Privacy, (b)(7)(C)} back in 2019. Small claims court rewarded Client ^{(b)(6) Privacy, (b)(7)(C)} the refund, which was a thousand dollars, a thousand dollars which the homeless man can use, unfortunately these people have ignored that court and never repaid the money. The small claims judgment and case number is: Case # ^{(b)(6) Privacy, (b)(7)(C) Enf. Privacy} Again, this money would come in helpful to this homeless man, and it would be appreciated if someone would help him recover it.

We demand that the man is contacted and helped and no longer neglected, ignored and spit on by your employees!

The man needs help reestablishing his GROW payments, he has NOTHING! Those minimal Grow payments were all he had, now he has lost them, because staff failed to help him! Homeless minorities should not have to beg for help, this is disgusting!

We await your reply and help for Client ^{(b)(6) Privacy, (b)(7)(C) E}

(b)(6) Privacy, (b)(7)(C) Enf. Privacy