

Date: June 08, 2010

Item No. 2
File No. 10018

**SUNSHINE ORDINANCE TASK FORCE
COMPLAINT COMMITTEE
AGENDA PACKET CONTENTS LIST***

- Svetlana Ptashnaya against Adult & Aging Services Dept**
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Completed by: Chris Rustom

Date: June 01, 2010

***This list reflects the explanatory documents provided**

~ Late Agenda Items (documents received too late for distribution to the Task Force Members)

** The document this form replaces exceeds 25 pages and will therefore not be copied for the packet. The original document is in the file kept by the Administrator, and may be viewed in its entirety by the Task Force, or any member of the public upon request at City Hall, Room 244.

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<complaints@sfgov.org>

05/18/2010 10:43 AM

To <soft@sfgov.org>

cc

bcc

Subject Sunshine Complaint

To:soft@sfgov.orgEmail:complaints@sfgov.orgDEPARTMENT:Aging and Adult Services
CONTACTED:Cindy Rasmussen
PUBLIC_RECORDS_VIOLATION:Yes
PUBLIC_MEETING_VIOLATION:No
MEETING_DATE:
SECTIONS_VIOLATED:
DESCRIPTION:Wants results of investigation related to complaint filed against Adult Protective
Services employee Ethelbert Ogbuehi.
HEARING:Yes
PRE-HEARING:Yes
DATE:May 18, 2010
NAME:Svetlana Ptashnaya
ADDRESS:125 Palm Ave., #101
CITY:San Francisco
ZIP:CA 94118
PHONE:
CONTACT_EMAIL:sptashnaya@yahoo.com
ANONYMOUS:
CONFIDENTIALITY_REQUESTED:No

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Svetlana Ptashnaya
<sptashnaya@yahoo.com>
05/16/2010 10:45 PM

To sotf@sfgov.org
cc
bcc
Subject Sunshine Ordinance violation

Svetlana Ptashnaya
125 Palm Ave. #101
San
Francisco, CA 94118
phone:
415-637-1744

sptashnaya@yahoo.com

May 17, 2010



Adele Destro
Interim Administrator
Sunshine Ordinance Task Force
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco CA 94102-4689

Dear Ms. Destro:

Please find the attachments:

1. My complaint regarding unlawful actions and misconduct performed by Adult Protective Services (APS) employee social worker Mr. Ogbuehi sent to APS Program Manager Ms. Peck on 02/11/10.
2. Response I received from APS Supervisor Ms. Rasmussen on 03/05/10 with refusal to "divulge confidential information" including investigation results.
3. My first request to Human Services Agency Executive Director Mr. Throrer regarding violation of my rights under the Sunshine Ordinance sent on 03/15/10 by mail.
4. My first request to Human Services Agency Executive Director Mr. Throrer regarding violation of my rights under the Sunshine Ordinance repeated on 03/31/10 by email and his response.
5. My last request to Human Services Agency Executive Director Mr. Throrer regarding violation of my rights under the Sunshine Ordinance sent on 05/01/10 and his response. Hitherto on 05/17/10 I don't have any information whether facts I mentioned in my complaint were confirmed and whether actions were taken accordingly. Please help to deal with this unlawful outrage.

Sincerely,
Svetlana Ptashnaya

 
1. APS-Svetlana Ptashnaya complaint.doc 2. APS-answer-Svetlana Ptashnaya complaint.doc

  
3. HSA-Svetlana Ptashnaya complaint.doc 4. HSA-Svetlana Ptashnaya complaint.doc 5. HSA-Svetlana Ptashnaya complaint.doc

Svetlana Ptashnaya
125 Palm Ave. #101
San Francisco, CA 94118
phone: 415-637-1744
sptashnaya@yahoo.com
February 11, 2010

Julie Peck
Program Manager
Adult Protective Services (APS)
1650 Mission Street
San Francisco CA 94103

Dear Ms. Peck:

This letter is complaint about unlawful actions and misconduct performed by your employee social worker Mr. Ogbuehi.

On 02/09/10 at 2:10 pm Mr. Ogbuehi came at my apartment in response to my 4th request to clarify situation connected with person he responsible for which lives at same building at apartment straight above mine. Mr. Ogbuehi contacted me in the first place regarding this matter on 01/12/10. During that first conversation we agreed that I will send him all documents pertain to the problem and I requested to provide investigation and give me his official conclusion. I sent him all documents and 3 letters with no answer. After my 4th request Mr. Ogbuehi called and proposed to meet him in café. I explained that had no intent to meet in café and could meet him only in his office or in the building where person he responsible for or someone related to her constantly performs hooligan outrage. He refused to meet in the office and said he will come to my apartment with purpose to define steps to resolve the situation.

After first several minutes when I reminded that he must give me written conclusion about situation with person he responsible for he made the statement that owner of the building (to whom I sent 15 complaints regarding same matter and whose negligence I reported to SF Department of Building Inspection) with her contractor are not pleased with me.

Mr. Ogbuehi next statement started: "If you" which he was not able to finish because I said that our meeting at my apartment finished and he must leave. Surprisingly he didn't leave even chair insisting to stay. I explained that I'll call the police and opened the apartment door waiting him to leave. Your employee Mr. Ogbuehi continued to stay at my apartment saying: "If you touch me you will go in jail" trying to make contact with my hands. Not being successful he finally left.

Please let me know result of your investigation as Government Program Manager as soon as possible.

Sincerely,
Svetlana Ptashnaya

Re: Complaint

...

Fri, March 5, 2010 10:55:53 AM

Cindy Rasmussen

From: <Cindy.Rasmussen@sfgov.org>

...

Add to Contacts

To: sptashnaya@yahoo.com

Cc: julie.peck@sfgov.org

Dear Ms. Ptashnaya,

I have received the letter you sent to Ms. Julie Peck, dated February 11, 2010 regarding your complaint about the APS worker, Ethelbert Ogbuehi.

I have interviewed Mr. Ogbuehi, and have thoroughly reviewed the details of his visit with you, and the concerns you have expressed. I have also read the several emails and letters you have sent regarding your complaints against your neighbor.

As you may know, all specific details of any Adult Protective Services case and related actions are kept strictly confidential, and while I cannot divulge confidential information, I can assure you that this matter has now been fully investigated within our program.

I appreciate you taking the time to write Adult Protective Services, and I can assure you that we are taking appropriate steps to ensure that all APS services and actions are within the scope of our role, and benefit the clients we serve in the community, to the best of our ability.

Sincerely,

Cindy E. Rasmussen, MSW, LCSW
Dept. of Aging and Adult Services
Supervisor, Adult Protective Services
1650 Mission Street, 4th Floor
San Francisco, CA 94120
Phone 415-355-6703
FAX 415-355-3549

Email: Cindy.Rasmussen@sfgov.org

Svetlana Ptashnaya
125 Palm Ave. #101
San Francisco, CA 94118
phone: 415-637-1744
sptashnaya@yahoo.com
March 15, 2010

Executive Director
Human Services Agency
P.O. Box 7988
San Francisco, CA 94120-7988

To whom it may concern:

The attached are copies of my complaint addressed to Adult Protective Services (APS) Program Manager Ms. Peck and answer from APS Supervisor Ms. Rasmussen.

As you can see from my complaint I confronted the attempt of open harassment made by APS employee Mr. Ogbuehi when he performed his duties as part of Government Program.

I believe that no level of confidentiality can prevent me from knowing whether facts I mentioned in complaint were confirmed and whether actions were taken accordingly.

Please let me know all findings connected with me personally that were defined as result of APS investigation.

Sincerely,

Svetlana Ptashnaya

Re: Outrage

From: Trent Rhorer <Trent.Rhorer@sfgov.org>...

To: sptashnaya@yahoo.com

3 Files Download All

Svetlana Ptashnaya complaint.doc (39KB); APS-Svetlana Ptashnaya complaint.doc (41KB); APS-answer-Svetlana Ptashnaya complaint.doc (44KB)

Thank you for your correspondence. I have forwarded your complaint to the director of the Department of Aging and Adult Services for further follow up.

- Trent

Svetlana Ptashnaya <sptashnaya@yahoo.com>

03/31/2010 10:30 PM

To Trent Rhorer <Trent.Rhorer@sfgov.org>

cc

Subject Re: Outrage

Dear Mr. Rhorer,

Attached are copies of all documents sent to HSA by mail on 03/15/10 regarding unlawful actions and misconduct performed by APS employee social worker Mr. Ogbuehi.

Thank you. Sincerely,
Svetlana Ptashnaya

From: Trent Rhorer <Trent.Rhorer@sfgov.org>

To: sptashnaya@yahoo.com

Sent: Wed, March 31, 2010 4:31:00 PM

Subject: Re: Outrage

Ms. Ptashnaya,

There is no complaint attached so I am unable to respond.

Thanks.

- Trent Rhorer

Svetlana Ptashnaya <sptashnaya@yahoo.com>

03/28/2010 09:51 PM

To Trent.Rhorer@sfgov.org

cc

Subject Outrage

Dear Mr. Rhorer,

Attached is copy of my complaint sent by mail on 03/15/10 regarding unlawful actions and misconduct performed by APS employee social worker Mr. Ogbuehi.

Please let me know whether facts I mentioned in complaint were confirmed and whether actions were taken accordingly.

Sincerely,
Svetlana Ptashnaya

Re: Outrage
From: Trent Rhorer <Trent.Rhorer@sfgov.org>
To: Svetlana Ptashnaya <sptashnaya@yahoo.com>
Cc: Anne Hinton <Anne.Hinton@sfgov.org>

Ms. Hinton will send you a response. Thanks.

From: Svetlana Ptashnaya [sptashnaya@yahoo.com]
Sent: 05/01/2010 02:16 PM MST
To: Trent Rhorer
Cc: Anne Hinton
Subject: Re: Outrage

Dear Mr. Rhorer,

San Francisco Human Services Commission states that according to Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) "Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review."

I sent my complaint regarding unlawful actions and misconduct performed by APS employee social worker Mr. Ogbuehi to Adult Protective Services Program Manager Ms. Peck on 02/11/10. You forwarded my complaint to the director of the Department of Aging and Adult Services Ms. Hinton for further follow up on 04/01/10.

Hitherto on 05/01/10 I don't have any information whether facts I mentioned in my complaint were confirmed and whether actions were taken accordingly.

Please let me know approved time limit for this type of investigation.

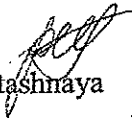
Sincerely,
Svetlana Ptashnaya

Svetlana Ptashnaya
125 Palm Ave. #101
San Francisco, CA 94118
phone: 415-637-1744
sptashnaya@yahoo.com
May 21, 2010

Chris Rustom
Sunshine Ordinance Task Force
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco CA 94102-4689

Dear Mr. Rustom:

The attached is response from Department of Aging and Adult Services Executive Director Ms. Hinton that I received on 05/19/10 – after I sent documents to Sunshine Ordinance Task Force. As you can see from Ms. Hinton letter investigation at Government Agency regarding my complaint took place but my request to get information from conclusive documents was rejected – open violation of my rights under the Sunshine Ordinance. I believe that no level of confidentiality can prevent me from knowing whether facts I mentioned in complaint were confirmed and whether actions were taken accordingly. Please help to protect my rights.

Sincerely, 
Svetlana Ptashnaya



May 4, 2010

Dear Ms. Ptashnaya:

I have received your letter of complaint addressed to Trent Rhorer, Director of the Human Services Agency regarding your concerns about an APS worker in the Department of Aging and Adult Services.

Per your previous request, this matter was thoroughly investigated by our Adult Protective Services Program in March of this year. You were sent a letter from Adult Protective Services Supervisor Ms. Cindy Rasmussen dated March 5, 2010, explaining that this issue was fully investigated then and is now considered closed. As you know, all information related to an Adult Protective Services case is highly confidential. Per State of California regulations, strict laws prevent disclosure of any aspect of the case.

Please be advised that the Department now considers this issue closed.

Sincerely,

A handwritten signature in cursive script, appearing to read "E. Anne Hinton".

E. Anne Hinton
Executive Director

cc: Trent Rhorer, HSA

Re: Complaint

...

Fri, March 5, 2010 10:55:53 AM

From: Cindy Rasmussen <Cindy.Rasmussen@sfgov.org>

...

Add to Contacts

To: sptashnaya@yahoo.com

Cc: julie.peck@sfgov.org

Dear Ms. Ptashnaya,

I have received the letter you sent to Ms. Julie Peck, dated February 11, 2010 regarding your complaint about the APS worker, Ethelbert Ogbuehi.

I have interviewed Mr. Ogbuehi, and have thoroughly reviewed the details of his visit with you, and the concerns you have expressed. I have also read the several emails and letters you have sent regarding your complaints against your neighbor.

As you may know, all specific details of any Adult Protective Services case and related actions are kept strictly confidential, and while I cannot divulge confidential information, I can assure you that this matter has now been fully investigated within our program.

I appreciate you taking the time to write Adult Protective Services, and I can assure you that we are taking appropriate steps to ensure that all APS services and actions are within the scope of our role, and benefit the clients we serve in the community, to the best of our ability.

Sincerely,

Cindy E. Rasmussen, MSW, LCSW
Dept. of Aging and Adult Services
Supervisor, Adult Protective Services
1650 Mission Street, 4th Floor
San Francisco, CA 94120
Phone 415-355-6703

FAX 415-355-3549

Email: Cindy.Rasmussen@sfgov.org

Svetlana Ptashnaya <sptashnaya@yahoo.com>

03/28/2010 09:51 PM

Trent.Rhorer@sfgov.org

To

cc

Subject

Outrage

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Svetlana Ptashnaya

Re: Outrage
From: Trent Rhorer <Trent.Rhorer@sfgov.org>
To: Svetlana Ptashnaya <sptashnaya@yahoo.com>
Cc: Anne Hinton <Anne.Hinton@sfgov.org>

Ms. Hinton will send you a response. Thanks.

From: Svetlana Ptashnaya [sptashnaya@yahoo.com]
Sent: 05/01/2010 02:16 PM MST
To: Trent Rhorer
Cc: Anne Hinton
Subject: Re: Outrage

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San Francisco Human Services Commission states that according to Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) "Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review."

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