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8 UNITED STATES BANKRUPTCY COURT  
9 NORTHERN DISTRICT OF CALIFORNIA, SANTA ROSA DIVISION  
10

11 In re

Case No. 24-10093

12 INDIVIDUALS, NOW,

Chapter 7

13 Debtor.

**PATIENT CARE OMBUDSMAN REPORT**

14  
15 Jerry Seelig, the patient care ombudsman appointed pursuant to Bankruptcy Code Section  
16 333, submits this first interim report. The report is attached as Exhibit A hereto.

17 DATED: May 22, 2024

WILKE FLEURY LLP

18  
19 By:



20 DANIEL L. EGAN  
Attorneys for JERRY SEELIG, Patient Care  
21 Ombudsman  
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## **EXHIBIT A**

## **First Interim Report**

Jerry Seelig, in his capacity as the Patient Care Ombudsman (the “Ombudsman” or “PCO”) <sup>1</sup> and under 11 U.S.C. § 333(a)(1), files this First Interim Report (the “Report”). Pursuant to Bankruptcy Code § 333, and with the expansion and clarification of his duties found in the “ORDER APPROVING MOTION CLARIFYING AND EXPANDING SCOPE OF DUTIES OF PATIENT CARE OMBUDSMAN” Docket #82. The Ombudsman represents the interests of the patients by monitoring the quality of patient care for any significant decline or material compromise. To complete, to the best of his ability, an in-depth monitoring effort, the Ombudsman has, prior to filing this Report, visited all the Individual’s Now (hereinafter the “Debtor”) facilities and worked in a cooperative manner with knowledgeable parties to obtain needed documents, materials, and financial reports.

These visits and interviews, coupled with the PCO’s industry knowledge and experience, have enabled the Ombudsman to provide the Court with this assessment of Debtor prior to and post the transfer to the Chapter 7 Trustee. In support of his filed First Fee Application, the Ombudsman will attend the May 31, 2024 hearing at 11:00 a.m. and will be available at that time to answer any of the Court’s questions and report in greater detail.

This Report will start with an executive summary, followed by a discussion of the Debtor’s client services, the client record and the next steps for the PCO.

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<sup>1</sup> Unless otherwise indicated, use of the term “**PCO or Ombudsman**” will collectively refer to Mr. Seelig, his firm Seelig+Cussigh HCO LLC (“**S+C**”), and the consultants retained by S+C. In conjunction with discharging his duties and preparing this report, the PCO has directed and supervised professionals from S+C. Mr. Seelig's resume was attached to the **AMENDED NOTICE OF APPOINTMENT** [Doc 27]. S+C employed Elias Hinit and Jesus Diaz, two Debtor former employees who were providing client counseling services and were active in assisting in the transfer of housed clients and providing post closing services; both provided invaluable insights in Debtor programs and clients.

## I. EXECUTIVE SUMMARY

### 1. The Ombudsman's Mandate

The Ombudsman employed the standards set by 11 U.S.C §333<sup>2</sup> to:

*Ensure that the client/patient records (“Records”) are secure and available to those who need them.* At this Debtor, many clients received behavioral health, counseling or other forms of mental health services/treatment. Therefore, it must be assumed that regardless of which program enrolled in and/or the services provided, for a significant number of the clients their record contains Health Insurance Portability and Accountability Act (“HIPAA”), Confidential Protected Information (“CPI”), and other demographic and/or personal information that demands security.<sup>3</sup> Additionally, because the Debtor in various programs and services attracted and then enrolled clients who were victims of abuse, Debtor’s employees were Mandated Reporters and therefore completed highly confidential “mandated reporting” entries within that client’s Record.

*Monitor care to determine if there has been a material compromise to and/or potential for compromise to care.* Because this is a healthcare case, according to healthcare regulatory rules and regulations, certain responsibilities to the patients **do not end at the effective date.** A significant number of clients received services and care that can be categorized as “patient care”<sup>4</sup>

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<sup>2</sup> 11 USC § 333. Appointment of patient care ombudsman, (B) (3)

<sup>3</sup> The Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) is a federal law that created standards for protecting sensitive patient health information (“PHI”) from being disclosed without a patient's consent. In order to implement HIPAA, the Department of Health and Human Services (“HHS”) issued the Privacy Rule which includes federal standards for safeguarding the privacy of PHI. The Privacy Rule also explains the standards and regulations that organizations subject to HIPAA, known as “covered entities,” must follow when handling PHI. PHI protected under the Privacy Rule includes individually identifiable health information relating to (i) the individual’s past, present, or future physical or mental health condition; (ii) the provision of health care to the individual, or; (iii) the past, present, or future payment for the provision of health care. Information like the patient’s name, address, birthdate, and social security numbers are all ways to identify a person.

<sup>4</sup> A debtor client, in this case they are both a patient and client we refer to them as ‘client’

and their Records are HIPAA protected. Here, initial monitoring sees both actual or potential compromises to care in the HIPAA breach, failure to find successors for care/services, and potential of and/or real abandonment of patients; each will be reviewed below. Importantly, failing to continue care and abandonment of clients by licensed professionals are key reasons for compromise both client care and the security of Records. Therefore, the Ombudsman is appropriately assessing and, in some instances, supporting efforts at building continuity of care and successor providers, which could lessen the potential for compromised care and can remediate a compromise.

## **2. Summary of the Ombudsman's Initial Efforts**

Securing and ensuring access to records and care monitoring are intertwined. Therefore, access to records, contracts, and materials is essential for the Ombudsman's ability to protect the information and to find or evaluate compromises to care and safety.

The Ombudsman has implemented a cost-effective plan to monitor the Debtor's client care and the security and availability of client records. The Ombudsman has received strong support from community resources, leaders of other care and service organizations, some former employees, and the Sonoma County Governmental Agencies ("the County").

The Ombudsman has conducted six site inspections of the Debtor's primary client and administrative facility, the Social Advocates for Youth ("SAY") Dream Center (the "Dream Center"). Additionally, the Ombudsman has performed site inspections of the Debtor's community outreach facility, the Coffee House Teen Shelter (the "Coffee House").

The Ombudsman has also interviewed former key employees of the Debtor and reviewed patient-related documents and records. Specifically, the Ombudsman interviewed the following:

(i) the Debtor's prepetition Interim CEO, (ii) multiple managers and program leads for the Debtor's Housing and Behavioral client services, (iii) the Director of Housing, (iv) the Human Resources Director (v) the Coffee House Outreach program key staff, (vi) the Outsourced IT-Networking Services Manager, (vii) key managers of Services and Programs at Sonoma County, (viii) the Debtor's Chairman of the Board and her counsel, (ix) other program staff, (x) the former Chairman of the Debtor's Board and other former Board Members, (xi) and many other parties knowledgeable as to the services the Debtor provided to its clients. The Ombudsman has also retained Wilke Fleury LLP as bankruptcy and healthcare counsel to keep him apprised of his obligations under the Bankruptcy Code and applicable healthcare laws and regulations.

The PCO has conducted multiple meetings in the County's office and on-site at the Dream Center with the County's Chief Privacy Officer, his staff, and other County parties who are familiar with record management, contracts, and the Debtor's former housing and health service programs. The PCO has also met with the leadership of TLC Child and Family Services, Community Support Network, West County Community Services, and Catholic Charities of Santa Rosa (collectively, "Organizations"), both individually and on one occasion, together.

The Organizations assumed a leadership role in the transfer of the Debtor's former clients and in the efforts to establish successor services for them. The Ombudsman's interaction with the Organizations has provided him with knowledge as to the Debtor's former clients' location, services provided pre-petition, and efforts at transferring services from the Organizations to the Debtor's former clients. In turn, he has been able to assist the Organizations in their efforts to identify and provide services to the Debtor's former clients, as well as multiple other issues related to the location of records and continuity of care.

On multiple occasions the Ombudsman has responded to requests from the Chapter 7 Trustee, the County, and other parties who have an interest in medical records security and availability. On several occasions, the Ombudsman has met, by Zoom, with the Chapter 7 Trustee and his counsel and County's representatives and their counsel to address the healthcare-related concerns of the Trustee and the County.

The Ombudsman has discovered a wide range of both physical and electronically stored records that contain HIPAA-protected health information ("PHI"), personally identifiable information ("PII"), and other sensitive information at the Debtor's facilities (collectively, the "Protected Records"). The Ombudsman has worked collaboratively with the County and two local providers to transfer some of these Protected Records to the County where appropriate and necessary to ensure continuity of care.

Upon discovery of certain unsecured Records, the Ombudsman transported records from an unsecure location at the Coffee House to a secure location at the Dream Center. The Ombudsman has begun cataloging the Protected Records to determine the requisite retention period and ultimately facilitate the transfer of the Protected Records to an appropriate custodian. Additionally, the Ombudsman has contacted the Debtor's former counseling staff to facilitate the return of all Protected Records and Debtor property, including several laptop computers and keys.

During the site inspection of the Coffee House, the Ombudsman observed evidence of unauthorized access to the facility. The Ombudsman also observed unsecured physical records that may have been accessed by unauthorized third parties. Currently, the Ombudsman is consulting his counsel to determine whether this situation constitutes a HIPAA breach and if so, what, if any, reporting and notification requirements to former patients and governmental organizations will be necessary. Additionally, the Ombudsman's cataloging of additional paper

records and all electronic records is ongoing, and additional potential breaches may be discovered after cataloging is completed.

The Debtor outsourced virtually all aspects of information technology (“IT”) including network creation and maintenance, equipment, training, security, and other necessary IT-Network tasks to “DeepNet,” an outside vendor. The Trustee has, at the Ombudsman’s request, moved quickly to employ DeepNet and they have supported the Ombudsman’s effort to secure digital Records, supporting care services contracts and materials, and other required information.

### 3. Overview

Toward a New Understanding: The California Statewide Study of People Experiencing Homelessness, a comprehensive, often cited study of homelessness in California, states that “more than 171,000 people experience homelessness daily in California....While 12% of the overall United States population lives in California, 30% of nation’s homeless population and half the nation's unsheltered population (those living outside, in vehicles, or in places not meant for human habitation) reducer here.”<sup>5</sup> An early 2024 county-wide on-site survey of homeless individuals estimated a homelessness population of 2,266 individuals in Sonoma County, with the majority within the Santa Rosa city limits.<sup>6</sup>

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<sup>5</sup> Toward a New Understanding: The California Statewide Study of People Experiencing Homelessness, Benioff Homelessness and Housing Initiative, University of California S an Francisco; at: <https://homelessness.ucsf.edu/our-impact/studies/california-statewide-study-people-experiencing-homelessness>

<sup>6</sup> “**Count of homeless residents takes place across Sonoma County**” **The Press Democrat**, Jan. 26, 2024; at: <https://www.pressdemocrat.com/article/news/count-of-homeless-residents-takes-place-across-sonoma-county/#:~:text=Last%20year%2C%20%2C266%20people%20were,homeless%20people%20into%20permanent%20homes.>



Toward a New Understanding found that those experiencing homelessness were shaped by life experiences which contributed greatly to their being homeless:

- Eighty-two percent experienced serious mental illness; over a quarter were hospitalized, and that hospitalization occurred prior to their first instance of homelessness.
- Sixty-five percent reported a time in their lives where they regularly used illicit drugs; 62% reported periods of heavy drinking.
- Over seventy percent experienced physical violence, with over 43% of women and 74% of transgender nonbinary individuals experiencing sexual violence.<sup>7</sup>

The homeless population's pre-existing conditions have been understood by policy makers and practitioners for well over twenty years, leading to an integration of housing services with behavioral health and life skills programs. Based on its extensive research and interviews, Toward a New Understanding offers programs and practitioners the following "Policy Recommendations":

- "Increase access to affordable housing to extremely low-income households" through rental subsidies and housing voucher programs."
- "Expand targeted homeless prevention services in cooperation with social services agencies, health care organizations, domestic violence services, and other community service organizations."

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<sup>7</sup> Toward a New Understanding, page 5

- “Provide robust supports to match the Behavioral health needs of the population” including access to low barrier mental health, substance use, and harm reduction services Programs must be “appropriately staffed and employ evidence-based programs... (e.g., pathways to housing, assertive community treatment, and intensive case management that meets the needs of the population.”
- “Increase outreach and service delivery to people experiencing homelessness, including a focus on unsheltered settings.”<sup>8</sup>

The PCO’s review of the literature and interviews with community practitioners and program managers have allowed him to determine that the best programs for addressing homelessness are those that provide housing along with behavioral and client-focused programs.

## **II. THE DEBTOR’S CLIENT SERVICES**

### **1. The Debtor’s Homelessness - Housing Programs**

Since 1971, the Debtor operated a non-profit multi-service organization, which offered short-term shelters, youth homeless outreach programs, and temporary housing programs for youth, many of whom had escaped situations of abuse and gang affiliations. Based on multiple interviews and research, the Ombudsman believes that for many years the Debtor’s services were shaped to meet the demand of the local community.

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<sup>8</sup> Toward a New Understanding, page 9

The Debtor operated on a three building campus called the “Dream Center” which offered individual rooms and dormitory-style housing for an average of 48 clients ranging from ages 18-35. Virtually all of the clients served by the Debtor received counseling, job and skill training, and other behavioral and social welfare services. The Ombudsman estimated that about six months prior to the petition, the Debtor programs served, on average, 150-300 clients a day.

## 2. Summary of Programs and Services Provided by Debtor Through July 2023

The Table immediately below offers the Court a description of Program Services offered by the Debtor at approximately six months prior to the filing of the Chapter 7 Bankruptcy.

**Table 1: Program Services at approximately six months prior to Filing**

PROGRAM NAME	LOCATION	SERVICES	EST. CLIENTS PER DAY
<b><u>Crisis Hotline</u></b>	Managed by Coffee House Staff	Crisis Hotline primarily for homeless youth; initial point of contact for most clients. Others are referred by Debtor Counseling Staff, or outside sources.	Two-Three
<b><u>Street Outreach Program (“SOP”)</u></b>	Managed from the Coffee House Shelter Bldg.	A Homeless Individuals potential client will be contacted by a SOP Staff to have a consultation meeting. Staff then place them on Coordinated Entry (the County’s homeless database) and create initiated case management. SOP Staff would place them on our Short-Term shelter waitlist and then SOP contact them bi-weekly clients to see if they need supplies and to confirm whether they are still wanting to be on the shelter waiting list.	60
<b><u>Dream Center Short Term Shelter</u></b>	Main Campus Main Bldg.	Provided Emergency Shelter for Homeless 18–24-year-olds with Case Management; maximum stay of six (6) months. Counseling, life skills, employment assistance, and other developmental care services.	12
<b><u>Dream Center Long Term Program</u></b>	Main Campus- Main Bldg.	Provided Long Living Unit for Homeless 18–24-year-old with Case Management; maximum stay of until the age of 25. Counseling, life skills, employment assistance, and other developmental care services.	25
<b><u>Behavioral Treatment Services “Counseling”</u></b>	Main Campus Counseling CTR. Building; Four Counselors were located in multiple	A multi program and treatment modality Counseling Services Center. The Debtor employed licensed and trainee therapists of different credentialing levels to provide services to residents in the Dream, Coffee Housing, and Debtor Rented Housing, as well as on a contracted basis with local School Districts, Medi-	75 in Center 10 in schools

	school through the County	Cal Managed Care Plans, and other payers. Many Counselors did home visits. Most clients were under the age of 18.	
<b><u>Coffee House Shelter Programs/</u></b>	Coffee House Shelter Bldg.	Coffee House Shelter offered clients the following services: "Drop in for hot meal, hygiene products, laundry, tarps, etc.; Clients 18 or younger may reside at coffee house for up to 72 hours without their parents' consent / with parents' consent they can stay up to 21 days; Coffee House shelter staff provided counseling/mediation services to client conflict issues, For clients presenting with abuse, staff filed CPS Mandated Reporting Documents; If the youth is over the age of 18 and requests extra case management services they will be referred to the Street Outreach Program	Two
<b><u>Sponsored Based Rental Assistance "SBRA"</u></b>	Multiple Rental units throughout Sonoma County	Providing Case Management and Subsidized House for Severely Disabled Individuals	10
<b><u>Parent Youth Program</u></b>	One Rental Property in Santa Rosa	Housing for Parents under the 21; provided parenting, life skills, employment preparation, and other classes, as well as counseling.	Two parents each with one child
<b><u>Master Lease Properties Program</u></b>	Two Rental Properties in Santa Rosa	Housing for Homeless Individual 18-24; provided life skills, employment preparation, and other classes, as well as counseling.	Seven Total
<b><u>Workforce Innovation &amp; Opportunity ACT "WIOA"</u></b>	Main Building in "Career Hub Rooms"	Provided Career Counseling, Educational Programs to assist in finding and getting a job, and other Life Skills support.	40
<b><u>TAMAYO Village Housing Program (Debtor announced termination of services in early December 2023 and ended all support services on Dec. 31, 2023)</u></b>	A Santa Rosa Apartment Complex owned and managed by nonprofit Burbank Housing	Debtor enrolled clients in a housing voucher program and placed them in an apartment at Tamayo Village and then provided assisted living and case management support as well as access to all other services provided by SAY.	12-20

### 3. The Current Status of the Debtor' Programs

**Table 2: The Current Status of the Programs cited in Table 1**

<b>PROGRAM NAME</b>	<b>STATUS</b>
<b><u>Crisis Hotline</u></b>	TURNED OFF AND NOTED ON DEBTOR WEBSITE; REFERRAL TO “211” PROGRAM
<b><u>Street Outreach Program (“SOP”)</u></b>	COMPLETELY CLOSED ALL SERVICES TERMINATED
<b><u>Dream Center Short Term Shelter</u></b>	COMPLETELY CLOSED ALL SERVICES TERMINATED; CLIENT TRANSFERRED TO ROOMS RENTED BY THE COUNTY; NO SUPPORT SERVICES OFFERED (Please See II. 4.: Interviews with Debtor’s Clients below and Exhibit A)
<b><u>Dream Center Long Term Program</u></b>	COMPLETELY CLOSED ALL SERVICES TERMINATED; CLIENT TRANSFERRED TO ROOMS RENTED BY THE COUNTY; NO SUPPORT SERVICES OFFERED. APPROXIMATELY THREE-FIVE CLIENTS HAVE BEEN REASSIGNED TO OTHER COMMUNITY PROVIDERS (Please See II. 4.: Interviews with Debtor’s Clients below and Exhibit A)
<b><u>Behavioral Treatment Services “Counseling”</u></b>	ALL BUT THREE COUNSELORS TERMINATED, THREE OR MORE WERE HIRED BY LOCAL PROGRAM TLC WHO IS PROVIDING SERVICES TO APPROXIMATELY 60 OR MORE FORMER DEBTOR CLIENTS; PCO HAS INITIATED AND WILL CONTINUE A MONITORING OF THE CLOSURE AND LACK OF CONTINUITY CARE
<b><u>Coffee House Shelter Programs/</u></b>	COMPLETELY CLOSED ALL DEBTOR SUPPORT SERVICES TERMINATED; SOME CLIENTS HAVE BEEN TRANSFERRED TO OTHER LOCAL PROVIDERS
<b><u>Sponsored Based Rental Assistance “SBRA”</u></b>	A NEW COMMUNITY PROGRAM ASSUMED RESPONSIBILITY FOR SERVICES AND HOUSING FOR SOME OF THE CLIENTS
<b><u>Parent Youth Program</u></b>	COUNTY ASSUMED RESPONSIBILITY FOR SERVICES AND HOUSING
<b><u>Master Lease Properties Program</u></b>	COUNTY ASSUMED RESPONSIBILITY FOR LEASING (Please See II. 4.: Interviews with Debtor’s Clients below and Exhibit A)
<b><u>Workforce Innovation &amp; Opportunity ACT “WIOA”</u></b>	COMPLETELY CLOSED ALL SERVICES TERMINATED –THE OMBUDSMAN ESTIMATES THAT FIVE - SEVEN CLIENTS HAVE BEEN RECRUITED BY OTHER PROVIDERS

<u><b>TAMAYO Village Housing Program (Debtor announced termination of services in early December 2023 and ended all support services on Dec. 31, 2023</b></u>	VOUCHER ARE ADMINISTERED BY COUNTY HOUSING PROGRAM, WITH FEW IF ANY SOCIAL SERVICES PROVIDED TO CLIENTS (Please See II. 4.: Interviews with Debtor's Clients below and Exhibit A)
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#### 4. The Events Impacting Services Before, During, and After the Closing

The Debtor was shaped by decisions, and lack thereof, made well in advance of its choosing to File a Chapter 7 Bankruptcy. Based on interviews with former employees and knowledgeable parties, a review of available information and data, and previous industry knowledge, the Ombudsman believes that the Debtor in the year prior to closing, *did not*:

- Engage in a robust and skilled effort to accurately account for the costs of the client services.
- Have in place the resources needed to assess the quality of client services.
- Engage in a continuous effort involving all parties, including the Board of Directors, to determine what was and was not working in its complex and multi-faceted client services delivery system.
- Employ a structured data-driven performance improvement program to strengthen and fund appropriate client services and programs.

Without these required financial and program quality assessment tools, a Board of Directors made the determination that the enterprise's operations were "not sustainable," which led to:

- Cuts to program funding and termination of key program managers.

- Choosing liquidation over operating, when as reported to the Court by Trustee’s Counsel at the May 10, 2024, Hearing the Debtor possessed “approximately \$900,000 in cash and real property equity with value between \$10 and \$12 million.”<sup>9</sup>
- Having no plan in place for the 24-hour transition to Trustee control mandated by its filing of a liquidating Chapter 7 Bankruptcy.

As illustrated in Table 2 above, these actions by Debtor, with cash and assets available, caused harm to the clients and the surrounding community. The following section will offer a report on the impact that the closure had on the Debtor’s clients.

## **5. Interviews with Debtor’s Clients**

The PCO conducted interviews with 23 of the 41 Debtor’s clients who were housed at either the Dream Center or Leased Housing. Exhibit A offers the Court and interested parties a summary of each interview.

Those interviewed were provided housing services in the following Programs, all of which are summarized in the Tables 1 and 2 found above:

- Short Term within the Dream House Main Facility.
- Long Term Shelter Program within the Dream House Main Facility.
- Master Lease a leased house on Grand Avenue (“G.A”).
- Master Lease - a leased house on Wild Rose Street (“W.R”)
- Master Lease (“SBRA”), which is a long term “Section 8” housing voucher program.

A continuous and shared sentiment manifests in these interviews, one that highlights the profound impact of program on the former clients’ development and growth. For many, the Debtor

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<sup>9</sup> Docket 81: at 49 minutes: The Audio File attached to the PDF includes several hearings. Court Date & Time [ 5/10/2024 11:00:13 AM ]

served as a lifeline during their formative and often troubled years, offering guidance, vital services, support, and a sense of belonging. The Debtor employed a wrap-around or whole-client treatment program, combining housing, health, mental health, career, emotional support, and other social programs that equipped the residents with the tools they needed to navigate life's challenges.

The Debtor's closing harmed these clients, particularly those with housing insecurity, and terminated the much-needed support and education services. Equally important, the closure dealt a significant blow to the surrounding community, which utilized the Debtor's facility as a crisis line, a place to drop in for a meal, a safe space, and a place to obtain essential items. The closure also eliminated a few integrated street outreach programs, which took troubled youth and young adults off the streets, placing them in short or long-term housing followed by assisting them to obtain stable housing in local apartments.

Those interviewed reported that there was great turmoil prior to and after the Debtor's closure. All the interviewees stated that at close, the Debtor's staff demonstrated dedication, working alongside other volunteers to enable a housing transition for residents.

Following the closure, the absence of services from SAY left many whom we interviewed feeling neglected and overlooked. Simply, once supported by integrated housing and social services programs, vulnerable clients soon felt adrift and uncertain about their future.

All but one interviewee expressed gratitude for the essential support they received during their time in the Debtor's programs. Reflecting on their experiences, they emphasized the vital role that Debtor's programs played in their lives.



### III. THE CLIENT RECORD

The Ombudsman with the full support of the Trustee and other community and governmental resources is engaged in a timely and effective effort to both secure medical records and make them available to appropriate parties. Client records also provide needed information in the Ombudsman's effort to report to the Court as to potential and actual compromises to care.

#### A. WHAT INFORMATION?

For over 50 years, the Debtor provided a wide range of housing, social welfare, abuse prevention, and mental and behavioral services to its clients. To comply with audits and regulatory requirements, as well as to document and make available for continuity of care, the Debtor created thousands of files, records, and charts on paper and electronically. A categorization of the content of these files, records, and charts is as follows:

1. Services provided to the Debtor's clients, as well as demographic information and other identifiers were documented and stored both electronically and on paper. These documents, be they on paper or electronic, often contained PII with approximately a third or more containing HIPAA-protected information.
2. The Debtor's employees' demographic and employment information were documented on paper and Electronically. Virtually none of these documents contain PHI, however, most do contain PII.

In Summary, client and employee information can be found in documents and materials supporting the following:

1. ***Programs that demand recording and Storing PHI*** - Programs include both long and short-term housing, counseling, and behavioral services provided by the Debtor.
2. ***Leased Housing Programs*** - includes counseling, behavioral health, or other services that created HIPAA-protected information.

3. ***Financial Documents and Materials*** that may include personally identifiable information (“PII”).
4. ***Human Resources and Personnel documents and materials***, which often includes PII and in some instances HIPAA protected information.
5. ***Operating at Close and past programs***, which documented HIPAA protected and PII. 4. Programs including Tamayo Village Housing, WorkForce Innovation and Opportunity Act, Sponsored Based Rental Assistance, Parent Youth, and some Coffee House based services produced charts and documents that in some instances included PHI and PII.

B. IN WHAT FORM?

The Debtor must have access to and appropriately share client/patient information in a safe and accessible form. The Debtor employs:

- a. Paper Charts – since it’s founding and through its closure, the Debtor utilized paper charts that may or may not contain PHI, yet most do contain some PII.
- b. **Apricot 360, recently renamed as Bonterra Impact Management (“Apricot”)** – for approximately seven (7) years, the Debtor utilized Apricot to track client behavioral and other clinical notes concurrent with entries into paper charts. The Ombudsman, who has complete access to these electronic records, estimates that approximately one-third of the estimated 4,000 client paper charts are fully documented in Apricot. Apricot has been and continues to be useful for audit purposes for a specific housing program and has enabled the Ombudsman to develop a list of housed clients in the year before closing.
- c. **“SmartCare EHR”** - is an Electronic Health Record provided to the Debtor through the Sonoma County Department of Health Services (“County DHS”). The Ombudsman is currently negotiating with the County to gain access to SmartCare.

SmartCare was employed starting July 2023 for Behavioral-Mental Health Services Client/Patients only. SmartCare patients receiving behavioral services prior to SmartCare's implementation will have their behavioral/clinical and other HIPAA-protected information in Apricot and/or in paper charts.

- d. **Homeless Management Information System ("HMIS")** - employed to track housing and other non-HIPAA protected services provided to the Debtor's Clients' housing services. No behavioral or HIPAA-protected information could be entered into HMIS, yet many clients have parallel Apricot and/or paper charts, and in a few instances, they will have HIPAA-protected information entered into their SmartCare EHR. A majority of HMIS records have some PII content.

### C. CATALOGING

The Ombudsman has reviewed multiple records, in some instances both to meet requests from successor providers or payer organizations, he has cataloged specific client records. The Ombudsman has also located and segregated approximately 6,000 files and documents that, subject to a Court Order, will be destroyed to protect PHI and PII. The Ombudsman believes that as of the date of the filing of this Report, he has located and accessed all the Client Records.

## **V. THE OMBUDSMAN'S NEXT STEPS**

The Ombudsman will continue to monitor and report to the Court in compliance with his obligations under Bankruptcy Code § 333, and the **ORDER APPROVING MOTION CLARIFYING AND EXPANDING SCOPE OF DUTIES OF PATIENT CARE**

**OMBUDSMAN** Docket #82. The Ombudsman will engage in the following monitoring and records' security/availability activities:

- A. **Patient Records:** Ombudsman will continue to: (a) identify the location of Records, including by contacting healthcare professionals who were employed or contracted by the Debtor to investigate the location and extent of such Records; (b) catalog the Records for ease of retrieval, and arrange to secure such Confidential Records; (c) notify former Debtor patients as to the location of his/her/their Records as required by all applicable federal and state laws and regulations; and (d) develop a plan to transfer the Records to a successor organization of the Estate or a party capable of retaining, retrieving, and destroying the Records as required by all applicable federal and state laws and regulations, and facilitate the removal of records from the Debtor's real estate to facilitate a sale.
- B. **Monitor care** to determine and report to the Court any material compromises to and/or potential for compromise to care and to the safety and security of Patient/Client Records.
- C. **Potential HIPAA Breach:** To the extent former Debtor patients' PHI was breached or determined not to be handled confidentially, the Ombudsman will assist the Trustee in: (a) thoroughly investigating the extent of the potential breach; (b) where appropriate, notifying the Debtor's former patients, the Office of Civil Rights, the United States Department of Health and Human Services, and any other appropriate state and local government, as necessary, with respect to the potential breach; (c) complying with all notices required under non-bankruptcy law to former Debtor patients relative to the breach; and (d) developing policies and procedures to ensure no further breach will occur during the pendency of the bankruptcy case until such time as the Records are transferred to a custodian.

D. **Transfer of Care:** the Ombudsman will contact healthcare professionals who were employed or contracted by the Debtor to ensure all Records of the former Debtor patients' have been located and cataloged.

E. **Mitigation of Termination of Contracts:** the Ombudsman will review payor and provider contracts and advise the Trustee of methods, if any, to mitigate the consequences of the impending termination of such contracts on patient care.

The Ombudsman's monitoring and assessment activities will enable him to File a Second Report no later than 60 days after the Filing of this Report or sooner if circumstances demand a Report to the Court.

DATED: May 22, 2024

By:



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JERRY SEELIG

In his capacity as the Patient Care Ombudsman

## **EXHIBIT A: CLIENT INTERVIEWS**

The Ombudsman provides this summary of each of the 23 interviews conducted by the Ombudsman's employed consultant Jesus Diaz to support the Court and other parties in interest in understanding of the impact that the Debtor's sudden closure had on its Clients and the community. Mr. Diaz conducted all but two of the interviews on his own, Mr. Seelig accompanied him on those two interviews. Mr. Diaz did not record these interviews; each Summary was written from his notes and Ombudsman and Counsel only made spelling and grammatical editing to his text. The Ombudsman categorizes as to the Clients last or current Housing Program.

### **Short Term Shelter**

**-K.S:** Arrived at the short term shelter some time around August 2023. Heard about SAY through a friend. I was dealing with homelessness, I figured SAY could be a good program to help me out. I was couch surfing and sleeping in parks until I was able to be housed at the short term shelter. At SAY I received services such as Case Management, Free Meals, Housing, Extracurricular Activities, Financial Assistance, and Career Services. SAY was extremely helpful to me during one of the most difficult times in my life. When there were staff layoffs and change in administrations it affected our work experience program and during that time our financial assistance also stopped. I always trusted SAY staff to provide a safe environment for us. During the last months before SAY closed communication was bad. Staff and residents didn't know what was truly going on. We didn't have clear answers until closing day. With SAY being short staffed we weren't able to get the proper support as before. During the rehousing day I was glad to have been able to stay in the hotel. I was afraid I'd be homeless again. With the program closing, I really felt like it put a stop to my progress. I never felt neglected or abandoned. Staff went above and beyond for us. SAY was able to help me find a place at the hotel when the program closed down.

**-E.B:** Around July 2023 I became homeless. I first arrived at Coffee House after finding out about a program when SOP was tabling at the local library. Before arriving at SAY I was struggling between living with parents and couch surfing. The services I received at SAY were Housing, Case Management, Counseling, Career Services, and assistance with Service Navigation. SAY was

extremely helpful to me while it was still working well. Months before SAY closed it was very chaotic and unorganized, even staff were confused and stressed. Staff was short and for some time I went without a case manager. During these times programs such as assistance with Driver's License and Work Experience Programs closed down. The last weeks before it closed down SAY didn't feel like home to be sincere. The communication was so bad, a lot of us were unaware of the situation with SAY and a lot of us were beginning to lose trust with what was told to us. I had no real updates until the day SAY closed. I haven't received any support or services from SAY after the rehousing day.

**-J.P:** I arrived at SAY short term in August 2023 after a friend recommended the program because I was homeless at the time at only 18 years old. The services I received were Job Assistance, Housing, Free Meals, Counseling, and Case Management. My experience with SAY was amazing and I was really sad when it had to close down. Change in staff made it difficult to receive services, I had to change case managers and it slowed down my development.

Last month before SAY closed down it was a total mess, total confusion for the youth, felt extremely anxious and not sure of what would happen to us. Communication was really bad, nobody knew what was really going on. During the rehousing process a few days passed and I hadn't found a place to stay until SAY staff was able to place me in the hotel. Once I arrived at the hotel the staff were super friendly and helpful. Client is doing good and other agencies have stepped forward to assist him. Client wishes there would've been better communication and clarity. Rehousing was very sloppy and rushed. Client would like to know if we will investigate why we closed down even though we had fundraised the money for operations.

### **Long Term Shelter**

**-D.H:** I was introduced to SAY when I was 17 about 8 years ago. I was homeless during high school so I was housed in the Coffee house at first until I was able to be housed in the short term shelter. Then I moved into Tomayo and lived there for about 5 years before I was housed in the long term shelter for about 3 years. The services I received at SAY include housing, food, service navigation, financial assistance, case management, and counseling. My overall experience with SAY was great. I'm very thankful for the program. Even during chaotic times I trusted SAY, the most noticeable change that affected my progress was the end of the financial assistance through

SAY. The rehousing process was easy and smooth, I didn't face any additional challenges. SAY staff did an amazing job, I now have safe and stable housing.

My current situation is great, I am working on finding a job. I haven't received services from SAY since the rehousing day. However, I am receiving services from CSN at the moment.

The closing of SAY not only affected me but it affected such a large number of youth. We all lost case managers we had learned to build a bond with. The only thing I'd like to tell the public is, "take advantage of the opportunities while you have them."

**-A.R:** When my parents split, home turned into a battle zone. So, at 16, I left, trying to find anywhere to crash. It's never easy to live in the streets. I bounced between friends' couches, and often just slept at parks. Every day was a hustle, not just for food and warmth, but battling loneliness and fear. Then, in 2019, I was told about Social Advocates for Youth by a friend. They took me in at their short-term shelter. SAY was a game-changer. They didn't just give me a roof; they gave me counseling, schooling support, you name it. But then, they had to shut down the program because of funding. It hit hard, man. Felt like I was back at square one. But I ain't one to give up. With SAY's help, I was able to be housed on closing day. The road's still rough, but I know I got what it takes to make it through. And one day, I'd like to give back what SAY gave me to those who need it most.

**-A.R:** I had a car accident in 2018 around the time I was 19 years old. I went from doing great in community college to couch surfing after I got addicted to pain killers post my accident. I began staying in the short term shelter before I got moved into a long term shelter in 2021. While in SAY I was able to receive services such as counseling, case management, and housing.

Unfortunately the change in staff affected me directly because I lost and changed case manager 3 times within one year. Felt like I had to start over and over with my goal planning and trust alongside the new case managers. Overall communication was bad during the chaotic times, but there definitely were staff that were dedicated to their work with the youth. Thankfully, CSN has been able to help rehouse me after the program's closure. After the rehousing process I faced a lot of stress and anxiety, which felt like a dark moment in my life. I have been able to find some peace of mind in my living situation and I currently feel a lot better. Although I haven't gotten any



updates on my rental agreement. I certainly felt neglected a few times by the program but I am blessed to have received services.

**-K.O:** I began receiving counseling at SAY in 2021, I began staying In short term in 2023.

I was receiving housing, career assistance, case management, and internships.

There was a chaotic moment when SAY was short in staff that affected the actual time and support we could get from SAY. In the months before closing, communication was really bad. Most of the information or updates I got from reading the press or social media.

However, even though a lot of us were in the dark I trusted the SAY staff would make sure we were safe. The rehousing process wasn't too bad, it was more of a stress not knowing the truth than the rehousing. I now have safe and stable housing. At the moment I feel good, life is aligning and I am getting on my feet. The only challenge I have at the moment is my car broke down and it's still at the SAY parking lot. I'm currently receiving assistance from Shared Community Housing, and Rapid Rehousing. The closing of SAY was devastating, and took a big toll on my mental health in the first few weeks. I wish the administration would've had better communication with us, it hurt us more that we had to find out from outside sources. There were a few times I felt a little neglected, I wish I could've had more support but I am thankful regardless. I would like the public to know that I have a lot of gratitude for all the hardworking staff that helped me and all the volunteers that stepped forward to assist us.

**-J.P:** Since young my life's been a trip. I ran from home when things got too crazy, and then I ended up tangled in a mess of drugs. I was just 16, running wild, crashing wherever, trying to numb the chaos inside. Every day was a blur, chasing that high to forget the pain. Then, in 2019, I came across Social Advocates for Youth. They took me in at their short-term shelter. I was a mess but kinda hoping for a way out. SAY was like a lifeline. They didn't just hand me a bed; they got me into counseling, helped me clean up, and even set me up with some career support. When they had to shut down the shelter it truly affected all of us, I think we were all sad. It hit me hard, like losing my last chance.

But I ain't giving up. With Buckelew and CC help I'm fighting to stay clean, find a stable place to live, and keep getting the help I need. It's still a rocky road, but I'm pushing through.

**-G.C:** I arrived at SAY Coffee House at the beginning of 2023. I used to stop by to get free meals because I didn't always have food at home. When I was 18 I was kicked out of my house so I needed shelter. Services I received with SAY were housing, meals, case management, service navigation and job assistance. The rules of SAY helped me grow and develop such as curfew and no fighting. There was a moment when staff were laid off and I lost my case manager who I had good trust with. Also, SAY ran out of money to provide all the assistance and workshops like before. During the last weeks before SAY closing communication wasn't too bad, and there weren't any extreme difficulties when we were being rehoused. I didn't receive any services or assistance from SAY after it closed down. I think SAY did a great job and I am thankful for the support I received from them while I had the chance.

**-F.E:** Arrived in SAY in 2023 when I was 19 I was looking for shelter, I immigrated to the U.S. at 17 and didn't have a stable home. I lived in a long term shelter for a little over a year where I received services such as service navigation, housing, free food, job assistance and transportation. During my time there the program helped me grow and develop as a person.

SAY was always super supportive and the staff layoffs didn't affect me very much. On the weak SAY was closing I wasn't sure where I would end up. During the closing day things were sloppy, rushed, and stressful. I felt like a burden and I fell into depression. When I arrived at the hotel it was uncomfortable and scary. Since I arrived at the hotel 2 senior residents have passed away in the hotel and it's very depressing. The hotel room is stained and it smells nasty. I am very uncomfortable but I am looking for work so I can move out. I don't feel comfortable and don't have anybody I can trust. Other agencies have begun helping me now since SAY has closed. One thing I want the public to know is that the young people in the streets need compassion and support. We can get lost in darkness without support.

**-A.M:** I used to live with my aunt till she passed away, then life changed and I was all by myself. At 17, I was lost, bouncing around with no place to call home. Anxiety had me in a chokehold, drowning in uncertainty. Then, in 2019, I was told about Social Advocates for Youth. They took me in at their short-term shelter, gave me housing, counseling, and even helped me develop my career through paid internships. It was like finding a light in the darkness. I was sad and confused when they shut down the program. No warning, no explanation. Just rumors flying around, making

my anxiety spiral. It was like the rug got pulled out from under me. Still, I'm grateful for all the support SAY gave me. They helped me find my footing when I was lost, and I'll never forget that. The rehousing process was smooth, they placed me at the hotel and thankfully I have a job so I've been saving up to be able to get my own apt. I wish SAY would've had better communication and had told us the truth about closing since the beginning.

**-C.F:** Me and my mom, we couldn't see eye to eye, always fighting. So at 18, I bounced. Ended up getting accepted in the short term shelter just trying to survive. They hooked me up housing, meals, money help, and even job support. It was like finally catching a break in the storm. But when SAY told us they were closing, I felt like the ground got yanked from under me. I was able to trust SAY to find me stable housing. It was all I could do, but deep down, I had doubts. When SAY shut down, it hit me hard. It was like losing family all over again. But thankfully, Catholic Charities stepped in. They've been helping me out with housing, counseling, and even job training. It ain't easy, but I'm hanging in there. SAY never abandoned me, never neglected me. They were there when I needed them most, and I'll always be grateful for that. Life's still a struggle but I know I'm going to make it through.

**5/17/2024 -A.G:** I first became homeless after graduating from high school. I first found out about this shelter because my sister was previously living at the dream center. I first moved into the short term before transitioning into the long term where I lived for another 8 months. At SAY I was able to receive Housing, food, counseling, and case management. SAY was one of the first places that showed me what stability was like. I finally felt like I had somewhere I belonged. SAY helped me transition into adulthood, SAY also expanded my view on homelessness and a lot of the struggles youth endure in our community. There were a lot of staff layoffs that directly affected our services and development. Somehow it seems as if all the great staff got laid off first. In the month before closure communication was very minimal and confusing. Nobody knew what was really going on. I feel like the staff didn't even know the truth of what was going on, as if everyone was in the dark confused. During the last weeks before the closing of SAY there was so much confusion that I didn't really trust anybody.

The rehousing process was completely stressful and rushed, it was truly overwhelming and emotional. To wake up and see random people coming to pack up your bags and relocate you.

Luckily I was able to transfer to another program smoothly, at the moment my housing isn't the best. My mate overdosed last week and had to be rushed to the hospital. "It's not ideal but it's way better than sleeping in the street."

At the moment I currently feel angry, because till this day we have no clear explanation as to what truly happened with SAY. I'm currently looking for a better place to live. I received support from Elias after the closure but nobody else. Elias has always gone above and beyond to make sure we are all safe. At the moment COTS and The Living Room are providing me assistance and support. It is still difficult for me to process the change. I don't know who to blame, I hate that "people get to decide what will happen with our lives but they don't have the courage to tell us the truth to our faces." In certain ways I felt unheard, neglected at times too, there was no food and I lost about 30 pounds in my time with SAY.

I want people to know what we endured, I want people to know the stress and frustration I feel. People get to live their normal lives but all of us are affected.

"Someone should be held accountable for the youth losing their home and our healing center."

**5/17/2024-N.B:** My parents were always on drugs when I was growing up. It almost seemed normal, but I knew it was not a home, I had to get away. I ended up at SAY after I left home. My family's been struggling with drugs forever, and I've been couch-surfing since I was a teenager, just trying to find some stability. SAY was like a breath of fresh air. Finally, I had a place to call home and people who actually cared about me. It's always that things are starting to get better when something else happens. All the staff started getting laid off little by little and nobody knew what was really going on. When layoffs hit, suddenly the people who had my back were gone. My case manager, the one person I trusted, was gone too. It felt like everything I'd built was crumbling around me. Even though everyone kept telling us we would be good, out of nowhere, they told me I had to move to a hotel. It was all last-minute, and it left me feeling more stressed than ever. I've had bad experiences as a girl in hotels, so of course I was anxious and scared. When SAY closed its doors, it hit hard. Did SAY fail me? Yeah, in some ways. It felt like they left us high and dry when we needed them most. To everyone out there, please remember that behind every closed door is a real person with real struggles. SAY closing isn't just about losing a building; it's about losing hope for people like me who needed it. We need to step up and fight for support services for youth like me. We deserve better, and it's time to make some noise.

### **Master Lease G.A.**

**-D.B:** When I was 18 I became homeless and a friend of mine mentioned SAY to me. I needed shelter but I was in and out from rehab and SAY during that time. I received housing, constant meals, counseling, case management, and job assistance. When I arrived at SAY I was suffering from depression, I'd definitely say that SAY made a huge impact in my life. There was a moment in a short term shelter when SAY was short in staff and the short term shelter was closed half of the day because no staff to run it. I also lost the staff I had trust with due to layoffs. Most of our information about SAY was coming from social media instead of the staff.

Thankfully I was able to transition into the master lease. Things have been stable here since SAY closed. Since SAY closed I have not received any support from SAY, only Gov. assistance.

I don't think SAY ever neglected me on purpose, I think the staff did the best they could at the time. SAY was a great place for people trying to seek a safe space but the fact that a lot of residents had drugs made it hard to get away from temptation.

**-A.M:** Borned in Ukiah I was using heavy drugs since 2022, I ended up in rehab in 2023.

Through research I found SAY as an option and began housing in the short term shelter.

To me it was an honor to have SAY, I was able to receive many services like housing, work assistance programs, financial assistance. "SAY gave us an opportunity to start again."

There was a hard time with SAY when staff were being laid off, things were unstable and I wasn't able to receive the assistance I had been promised. The rehousing process didn't affect me the way it did to others because I was at the master lease. I don't want to live off services forever, but as of now I am thankful, healthy, and blessed. I am facing legal problems at the moment but I'll get through them. Right now I am receiving assistance from Santa Rosa Housing Authority, and Sonoma County Housing. Although I wish there would've been better communication between SAY and us, I am sad that it had to close down. I would like the public to see the immense need for these programs in our community. In my opinion I think a lot of the hard working staff got it wrong by the people making the decisions.

**-J.P:** Arriving at SAY Summer of 2023, I was referred to this program by one of my friend's parents when I was 19. While at SAY I received Housing, Case Management, Counseling, Meals, Basic Needs Assistance, and Job Assistance. SAY helped me learn how to interact with other people and how to live peacefully with others. In my opinion I noticed the program started going downhill ever since the CEO got laid off. During this time communication with staff was difficult, services weren't as accessible as before. Client was in the hospital during the last month before SAY closed. I didn't face any housing issues after the hospital SAY was able to successfully transition me with another program before it closed down. I currently have safe and stable housing. The only person to support me and check on me after SAY closed down was Elias nobody else. The Sonoma County Housing Authority is now providing me assistance. When SAY closed I was not surprised, however I was sad. I did feel as if SAY neglected me a few times but I am still grateful for all the support I received.

#### **Master Lease W.R.**

**-K.N:** SAY first started helping me with resume writing and interview practices about 6 years ago before I was housed with them. SAY made a huge difference in my life and my daughter's life, I was helped with housing and service navigation. I had to change case manager during staff layoffs, which was difficult. Communication was bad during the chaotic times in SAY but I always trusted staff to make sure my daughter and I were safe. It was difficult to know if my housing would be affected by the closing of the program, i am still not sure if I am stable and i feel very much on edge and anxious. I haven't received any assistance from SAY since it closed but I've received assistance from CSN and TLC. Since SAY closed i regressed a few steps back, I wish SAY would've had better communication with the youth.

**-A.G:** In 2019 I came to Sonoma County looking for shelter, I was able to receive housing, therapy, and job assistance. The way SAY was secretive with the youth during the moments of uncertainty was damaging and had a lot of us in fear. The rehousing process was hard on everyone, especially the ones who were still housed in the dream center. I feel good at the moment things are stable as of now and I'm looking for work. I haven't received any services from SAY since it's closing but

I have received support from CSN. I was very sad and disappointed when I heard SAY closed down.

**-A.H:** I got introduced to SAY as a counseling referral in 2016. I received housing, case management, counseling, meals, and work experience. Change in staff affected my development and growth, I didn't have a single case manager for too long. SAY seemed very secretive during the time it was in need of money, most of our updates were through rumors other clients were sharing. During those times I was very unsure and I was afraid, thankfully I still have a roof over my head for now. I didn't face any specific challenges during the rehousing because I wasn't relocated. Although I'm struggling with substance abuse and depression I feel okay. I am currently receiving services from TLC and CSN. During the day SAY closed I was uncertain and I wasn't given a plan or instructions in regards to my housing. I wish SAY would've guided me in the right direction after it's closing. If I could tell anything to the youth struggling it would be to do research, stay aware of resources available.

### **Master Lease SBRA**

**-A.W:** I have been homeless living under a bridge since I was 17 years old. I was able to be housed at AT Coffee House and Tomayo in 2021. Services I received were housing, and financial assistance. Tomayo was very unorganized and I wasn't able to get the proper help I needed. The staff in Tomayo during my stay treated me like I didn't matter or like I was a burden. I often felt like our voices were unheard. I believe SAY was a great organization with good intentions and a lot of potential. However, the people directing the program didn't have compassion for the youth. Facility at Tomayo was a total mess, dark and broken down, definitely neglected. There was an instance when a staff from Tomayo threatened to get a gun on me. I was extremely mistreated at Tomayo. There were only two staff who were genuine and caring. Tomayo was not a progressive or safe place. I think to myself, would I have been more successful if I had received the proper support? A lot of youth were hesitant to go to SAY because we had all heard stories of fights and altercations between the youth where the staff would turn a blind eye. Tomayo was basically a shelter with no proper help. SAY didn't know how to control or avoid violence between the residents. "All I wanted was to heal myself" "I've been so traumatized throughout the years I just want to heal and get help". I chose to leave SAY and be homeless once again, risking my life rather



than to remain in Tomayo. SAY should've valued and retained their dedicated and genuine staff. Even though I had a bad experience with SAY myself, it is sad knowing it had to close down knowing how many young individuals received service from SAY. My suggestion for these types of programs is to be conscious of who's directing these programs. We need people who have experienced the struggle, not just people who graduate from college and apply. I am currently receiving assistance from CSN and mental behavioral health. I have stable housing at the moment.

**-A.D:** I was 15 when I first arrived at SAY Coffee House, I then moved into Long Term for a few years and finally got placed into the SBRA program. While at SAY I received all the general services, housing, case management, meals, job assistance and such. The change in staff affected me directly by replacing the case management I had already built trust with. During the months before SAY closed down communication was really bad, most of the information and updates we received from Social Media or the press. This left me uncertain of my stability because I was having issues with the landlord and the payments weren't going through successfully. I did face some challenges during SAY's closing but at the moment I do have stable housing. I haven't received any services or support from SAY since it closed down. Currently I am receiving assistance from CSN. Towards the end of SAY I did feel a bit neglected but not abandoned necessarily.

**-5/16/2024 A.S:** After turning 18 I was homeless without any family in the county. 2013-2014 I was living at Voices. Prior to that I was hotel hopping for about a year.

I began staying at the Short Term Shelter in 2015. Services I received while in SAY was case management and Sponsored Based Rental Assistance (SBRA). While with SAY, I had a huge difficulty accessing proper services and support. It was so difficult to have proper communication with staff. For whatever reason there were so many staff layoffs, that directly impacted my growth and support. I had 4 different case managers within one year. I wasn't able to receive proper case management. During my time with SAY, communication was an issue from the beginning. Felt like a lot of the staff would tell me anything to brush me off instead of just explaining to me what is going on. Especially during and before SAY's foreclosure most of my information in regards to the agency came from outside sources like the press or social media. In the month before closure, I lost my trust in SAY. With all the lack of communication the trust was lost. During the closing



process I was already housed in the community, however from what I saw it looked very sloppy as they moved in with my now room mate in the middle of the night. During SAY's closure, there was no proper transition into any other programs.

At this moment I am thankful to have stable housing. In the present moment I currently feel "Mentally F— Up". I ended up in the hospital after a mental breakdown and felt alone and neglected. I'm currently "supposedly receiving services from CSN, but I am having an extremely difficult time communicating with anybody there. Seems like they are too busy to make time for me. In my opinion SAY could've had better communication with the youth. Most of the true information the youth received from outside sources. Unfortunately, I did feel neglected and abandoned by SAY. I feel lost and alone. I feel like I can't trust any agency. I thought I could trust SAY, but I feel like they lied to me. I also now feel like every other agency is just lying to me to get paid and brush me away. I want the public and these agencies to know that their decisions directly affect the youth that need it the most. I feel like the whole system failed me.

**PROOF OF SERVICE**

**In re: Individuals, Now Case No. 24-10093**

**STATE OF CALIFORNIA, COUNTY OF SACRAMENTO**

At the time of service, I was over 18 years of age and **not a party to this action**. I am employed in the County of Sacramento, State of California. My business address is 621 Capitol Mall, Suite 900, Sacramento, CA 95814.

On May 22, 2024, I served true copies of the following document(s) described as:

**PATIENT CARE OMBUDSMAN REPORT**

on the interested parties in this action as follows:

**BY CM/ECF NOTICE OF ELECTRONIC FILING:** Pursuant to controlling General Orders and LBR, the foregoing document(s) will be served by the court via Notice of Electronic Filing ("NEF") and hyperlink to the document(s). On the date set forth below, I checked the CM/ECF docket for this bankruptcy case or adversary proceeding and determined that the following persons are on the list of parties to receive NEF transmission at the email addresses stated below:

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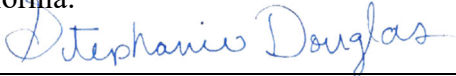
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I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct and that I am employed in the office of a member of the bar of this Court at whose direction the service was made.

Executed on May 22, 2024, at Sacramento, California.

  
Stephanie Douglas