



CITY OF WOONSOCKET

HUMAN SERVICES

ACTIVITY REPORT

Council member Garrett Mancieri

City of Woonsocket

Sub: Requested Documentation/Activity Report

I am in receipt of your email regarding a monthly report. I must apologize that I was unaware a monthly report was required unless it involved City Council intervention. Below you will see a list of my daily activities which may not always require a written report and some dated activities that generated documentation. I am also providing an activity log I generated during my first several months in the office. The list below does not include many other investigations which are saved in a file folder identified as "Daily Activity Reports" which I can make available for review if required.

VARIOUS DUTIES

1. Assuming all responsibility for the Senior Center including repairs and maintenance.
2. Flag Day Ceremony coordination with the Senior Center
3. Addressing displaced residents received through emails, phone calls, or complaints.
4. Working with CCA regarding the homeless issue.
5. Meeting with various organizations regarding warming centers, placement, HS services.
6. Working with the WHA regarding placement for residents and availability.
7. Assisting our elderly with heat, electric, and phone services.
8. Following through on complaints received from the Fire Department regarding rescue runs and additional assistance needed.
9. Reaching out to Elderly Affairs regarding follow-up intervention with residents in need.
10. Meeting with and assisting Veteran Organizations with veterans in need or assisting in completing Veteran Celebrations such as Memorial Day events.
11. Completing a rededication regarding Cpl. Thomas Shipp a.k.a. Shipp Sq.
12. Responding to daily calls and emails.

12-14-2023 Communication with CCA regarding assistance with heating 83-year-old female.

2-20-2024 429 Woodland Rd Assist family with Family Court placement

2-22-2024	Condition Check Robert White 64 Merida Ave Fire Dept. Complaint Prot. Ser. Cont.
4-2-2024	100 Front Street Fire Dept. Complaint. Elderly Affairs Called.
4-10-2024	Woonsocket Plaza. Owner complaint regarding homeless.
4-19-2024	92 Star Ave Hording Issue. Elderly affairs and Inspections involved.
4-22-2024	485 South Main St assist veteran with dementia Veteran Services involved.
4-24-2024	30 Willow Street no heat complaint. Landlord contacted resolved.
5-6-2024	Homeless Bernon St Bridge. Complaint lodged by River Island Condominiums.
5-13-2024	16 Green Street Fire Department complaint. Elderly Affairs contacted.
5-15-2024	Homeless seeking assistance Placement made.
5-16-2024	Resident requiring assistance. Kennedy Manor Stacy Dauphin. Addressed
5-22-2024	Assisted displaced resident. Christine Gray 755 Cumberland Hill Rd Assist with placement elderly male. Placed in Oakland Grove Nursing Home
5-30-2024	Kim Berthelette 133 Rockridge Drive. Obese female Elderly Affairs involved.
6-5-2024	99 Allen St Condominiums complaint homeless Court Street Bridge. Woonsocket Police assisted several arrested on various charges.
6-20-2024	Benjamin O'Connor 35 Saint Cecile St Councilman Gendron Determined to be a police issue regarding disturbing the peace.
6-24-2024	Lylete Couepel 86 Pine Street. Landlord tenant issue inspections notified.
7-3-2024	17 Louis Street assist veteran family req by Veterans Affairs.
7-5-2024	409 Wood Ave Follow up requested by Fire Department. Elderly Affairs notified.

This report does not preclude other activities that do not require a report such as meetings or follow-up investigations. Additionally, many investigations listed above required several days of follow-up in addition to other issues that generate daily.

Michael Houle

Int. Director

Human Services

HUMAN SERVICES ASSIGNMENT

150 DAYS

6-12-2023 THRU 1-10-2024

EXCLUDES WEEKENDS & SEVEN REMAINING HOLIDAYS

WORKING ACTIVITY LOG

JUNE 12, 2023 (DAY 1) 4Hrs

First day in Human Services position. Clean office and began sorting through old documents and reorganizing the office.

Received call from Mr. Marc Michaud 303-424-5767 regarding an issue with SNAP funds not being transferred to his account accordingly. Went to DHS Pond Street and met with the management who will be addressing this issue.

Receive call from a female identified as Marissa complaining about not having a proper place to reside. Indicated she was presently living on Robinson Street but needed to move out. She was directed to contact the Woonsocket Housing Authority and complete an application for housing.

Have a scheduled meeting with T-Mobil on Thursday at 11:30 to learn about the services being provided to our less fortunate and contact points for specific problems.

JUNE 13, 2023 (DAY 2) 4Hrs

Arrived for work and continued addressing the issues with the office. I drove to the Woonsocket Senior Center and met with the ED and staff. Have forwarded my contact information for future contact and interaction. Continuing to address the office and older documents.

1JUNE 14, 2023 (Day 3) 4Hrs

Arrived for work and intended on cleaning out older unnecessary documents. Spoke with Director Chamberland requesting print out of existing budget related to Human Services and a copy of the proposed budget for 2023-2024.

Made contacts and introductions with CCF Services establishing contacts and resources.

June 15, 2023 (Day 4) 4Hrs

Arrived for work. Received a communication from Michelle Taylor, the VP of Community Care Alliance 245 Main Street Woonsocket introducing herself and providing contact numbers. I went to the main office on 6-14-23 to establish contacts.

Will be conducting a Zoom Meeting at 10am with the RI Food Bank and Multitude Ministries regarding their services related to food deliveries within our community. I believe this could be very beneficial to those needing meals but our veterans as well who may require such services.

Still continuing to work on addressing clutter within the office.

Zoom meeting at 11:30 with T-Mobil regarding senior services available through T-Mobil

June 16, 2023 (Day 5) 4Hrs

Arrived for work and began the process of documentation regarding the collaboration with the RI Food Bank and the Woonsocket Housing Authority. Numerus email exchanged with RI Food Bank and a package established to provide the WHA Director.

Also spoke with Multitude Ministries regarding their involvement and delivery availability of services to applicants.

Meet Director Boisvert in my office regarding WHA documentation and briefly discussed the City of Woonsocket Food collaboration. We intend to meet next week on this proposal.

Cont. to clean office and restructure

June 19, 2023 (Day 6) 4Hrs

Arrived for work. Addressing the RI Food Bank program and have contacted the WHA for an undated tenant list. Intending to meet with Director Boisvert on Tuesday to close several requirements by the RI Food Bank including a place of storage, refrigeration, and a proper distribution list of qualified tenants. The creation of the application and site coordinator will also be established.

Working on the RIGL Title 45 Chapter 25 as it relates to the Board of Tenant Affairs. Have printed all documentation regarding the board both under RIGL and the policy handbook provided by the WHA. Will meet with Mayor to begin establishing this Tenant Affairs Board.

Locate the laptop behind the desk which I will be utilizing for zoom meetings but need to restructure access with IT.

June 20, 2023 (Day 7) 4Hrs

Completed several emails to Senior Center and Mayor regarding events that occurred over the last several days.

Completed the Rhode Island Food Bank project and intend on meeting with Director Boisvert today at 11:15 to finish up any unaddressed details. Will be doing a walk through at Kennedy Manor to ensure that the building will meet the standards required by the RI Food Bank for food box distribution.

Emailed Barbra Waterman at the Senior Center requesting a tour and update at the center.

Contacted Kelly Hsu at Oak Street Health and left a message to call me so arrangements can be made for an introductory meeting regarding their services being provided.

Completed a Tenant Affairs handbook addressing all aspects of Tenant Affairs Boards and the specifications regarding their operation and authority. Suggested that a 10-person board be appointed with four appointed by the mayor, and six elected to represent each development and high-rise.

June 21, 2023 (Day 8) 4Hrs

Received a call from Charlene Egan of 109 Arnold Street requesting assistance regarding moving to a new apartment. States that her ceiling collapsed during the evening due to water damage and needs to be moved. I will be calling CCA and speaking with Roberta Silklane who reported case worker regarding this matter at 401-235-7029 or the main office at 401-235-7000.

Complainant:

Charlene Egan 3-6-1960

109 Arnold Street Woonsocket, RI 02895

401-488-4368

109 Arnold Street Manager: Tony Karma

NOTE: Report generated, and matter addressed and closed.

Meet Lt. Doura to visit a homeless camp under the Hamlet Ave bridge on the East side. At least one dozen tents were under the bridge and people living in unsanitary conditions. An issue with a large build-up of garbage bags existed and will need to be addressed. Lt. Doura indicated that several other locations exist which I intend on visiting. The matter needs to be addressed with administration.

Received an email from Mike Debroisse regarding a homeless person, Jennifer Remuck indicating that she was looking for an apartment and presently homeless with her boyfriend, Edward Vincent. The email alluded to the fact that Jennifer is on many different lists for housing but has received no offers of availability. I attempted to call her and was told that she was presently at the doctors. I arranged to speak with her on Thursday morning.

NOTE: a check with the WHA verified that in 2014 her application for housing had been closed after she failed to appear and provide the required documents.

June 22, 2023 (Day 9) 4Hrs

As of 10am today, Jennifer Remuck has not returned my call for assistance with placement.

Meet with Tom Boucher from Pace and conducted a full tour of the Pace Facility located at 781 Social Street. Found that this resource could be a great benefit to our senior residents 55 and older. I will be reaching out to the Woonsocket Housing Authority with the intent of arranging a presentation to our senior residents.

Have determined that the Boy Scouts were involved in the Veterans Park on Davidson Street and will verify who installed the flag poles.

On June 21, 2023, I received an email regarding Ron and Kathy Davis residing at Crepeau Court. Mr. Davis was presently at Oakland Grove receiving rehabilitation after leaving Landmark Hospital and wanted to be discharged. His wife Kathy was seeking assistance in driving him

home and did not want to pay fees associated with the transfer. I spoke with Doug Klein, a case worker at Oakland Gove who verified that Mr. Davis was attempting to leave against the advice of Oakland Grove. Mrs. Davis was called and informed about the conversation and removing Mr. Davis was not in her husband's best interest. She was also directed to Uber or Lift if she chooses to remove him, an action the City of Woonsocket would not become involved in.

June 23, 2023 (Day 10) 4Hrs

Met with Director Boisvert to solidify the RI Food Bank collaboration and ensure our site requirements were met. A call and email were sent to the RI Food Bank to verify this.

Continued to address the Parkview Social Club issue. Still awaiting a call from the Secretary of State regarding this. Attempting to have fines and fees waived with a reinstatement of the non-profit status.

Sorted through two more boxes of older documents that were left behind.

Received written decision from RI Ethics Commission regarding my temporary employment with the city and position with the WHA Board of Commissioners. The RI Ethics commission would not render a decision based on the scope of the commission's authority.

The call was received that parking at Parkview 218 Pond Street was being restricted and that everyone was being forced to seek other parking alternatives. Spoke with maintenance director who stated that some of the curbing was being replaced and the apron along the back of the building as well. Just limited tenants were forced to move but the parking lot behind the former House of Brides was made available to them for alternative parking,

June 26, 2023 (Day 11) 4Hrs

Meet with Mayor to discuss several on-going developments and updates.

Had our computer tech. set up our zoom meeting camara so I can join in on meetings.

Reached out to the Rhode Island Food Bank regarding arranging an inspection of the hoist location and ascertain how many units will be made available to our residents. (Food Boxes), the application period, and a start date which need to be coordinated with the WHA.

Reached out to the Police Department regarding a report that a water pipe burst at 185 Bourdon Blvd when the family was not home. The family had to be relocated to a hotel pending

placement and relocation or clean up. Informed that police did not respond, and the matter was addressed by the fire department.

Attempted to get a copy of the fire report yesterday at station2 with no success.

June 27, 2023 (Day 12) 4Hrs

Placed an email yesterday to CCA regarding Erica Kemegue 7-15-98 who called the office regarding heat and electric assistance. Indicated that her application had been filed out with CCA and approved. RI Energy told her when she called that the application had never been received. Received notification today from CCA Michelle Taylor that she had received my email concerns. She also said that the matter was being addressed for Erica Kemegue. I will follow up with a call to Erica ensuring her issue has been addressed.

Mayor has brought to my attention that an elderly female Vivian Cormier age 80 residing at Kennedy Manor, a WHA property **in apartment #314 (401-692-9899)** is requiring some assistance with daily needs such as shopping, laundry, etc. Her husband apparently passed away and Vivian is visually impaired as well. I will be visiting her today to assess what her needs are and what can be done to assist her.

NOTE: Has been referred to PACE and scheduled for an appointment and interview. Has refused services.

Meet with a family of five who indicated that they have been living in their car. The family was as follows:

Angel Antonio Figueroa	10-15-95
Wilmary Vazquez	08-28-97
Anari	Age 1
Liam	Age 4
Athena	Age 6

The family had been living at 104 Sayles Street, the Glenark Landing since 2019. According to Figueroa, he had been employed at Dollar Tree but recently terminated from his job. The family continued living at Glenark without paying rent until evicted weeks ago. When questioned, Figueroa acknowledged that he has been working security part-time for the Woonsocket Housing Authority and has applied for housing with the WHA as well. I attempted to call CCA with no success and emailed Director Taylor regarding this family to get them temporary housing. Mayor Baldelli-Hunt was apprised of this situation and did authorize temporary

placement in a local motel from June 28, 2023, until July 4, 2023. I intend on following through with CCA on additional placement and the WHA regarding their application status. Figueroa was also directed to have his younger daughter taken to Thundermist regarding her extensive cough.

June 28, (Day 13) 4Hrs

Most of the morning was spent returning calls and arranging for placement of five homeless people at the Woonsocket Motor Inn. **The Vazquez family were: 401-636-6617**

Angel Figueroa 10-15-1995

Wilmary Vazquez 08-28-1997

Anari age 1

Athena age 6

Liam age 4

CCA notified as well regarding their status and required placement.

July 5, 2023 (Day 14) 4Hrs

Call from Merisa Saint Sauveur/Kearns regarding Snap Benefits not received. She stated that weeks passed with no food assistance from the state. I emailed DHS Pond St regarding this matter requesting that she be called and informed of her status. 401-545-6536

UPDATE: DHS WILL BE INTERVIEWING TO COMPLETE APPLICATION PROCESS

Verified delivery of accessories for the flag poles Vet Park.

Reached out to Pace Mr. Boucher regarding the visit with Mrs. Corvier Kennedy Manor.

Called Linda Conley regarding billing from Landmark Hospital for an MRI covered by Medicare and Medicaid. Calling the hospital.

Return call from the Vazques family with no success with CCA. Sent Director Taylor and email with this matter and a resolve.

Andrew Plante 4-17-68 came in to assist Daniel Hogan of 455 Prospect Street with a sewer bill. His club Patriot Riders of America will pay the bill. Call made to obtain this documentation which is being emailed to me.

Daniel Hogan

Contact: Andrew Plante 508-316-5285

7-6-42

222 North Main St Woonsocket RI

038-26-2304

Worked on adopting a spot program verifying locations and sign conditions.

July 6 (Day15) 4Hrs

Received email confirmation from Director Taylor that the Vazquez family of five have been relocated to a family shelter through CCA. Their WHA application is still active.

Drove to Oakland Grove regarding a complaint from Kathy Davis that her husband Ron Davis is being held against his will. I met with the Administrator Brian McGuinness who indicated that Davis was a patient in physical therapy transported from Landmark Hospital. He also verified that through brief discussions with Mr. Davis, it appeared that a love-hate relationship exists with his wife Kathy. He stated that Ron Davis is not being held against his will as alleged by his wife and that this situation had occurred last month when Davis returned home. I also solidified that a no contact order does not exist, and Ron Davis can leave the facility at any time. There are no reasons to believe that the allegations being brought forward by Mrs. Davis are true.

Ron & Kathy Davis 401-309-2421

MATTER CLOSED

Drove to Landmark Hospital, billing section to address a complaint that Linda Conly, the caller was receiving bills for an MRI. Mrs. Conly called and stated that she had received an MRI at Landmark at the beginning of the month and although covered through Medicare & Medicaid, she continues to be billed. I spoke with Erica S. in billing who verified that Mrs. Conly had not been at Landmark recently and her last visit was December 2022. She also verified that no bills existed for Mrs. Conly. I placed a call to **401-318-4932** and left her a message with this information.

NOTE: Determined that Open

Received a call from Judith Levine concerned about the living conditions her son was being subjected to as a residence of Woonsocket. Mrs. Levine, residing in Newton Mass, refused to provide me with her son's information, including his address and contact information. She indicated that she would have him call me directly to address his concerns if he chooses to. She would not provide me with any further information regarding her son or the address and property owner's name. **Judith Levine: 1-617-331-0388**

MATTER CLOSED LACK OF INFORMATION OR CORPORATION

Attended meeting with YMCA Director Dave Maloney regarding a boxing promotion being developed with Hector Camacho, a boxing champion for an event and exhibition on October 6th, 2023, at Autumnfest with a rain date of October 7th. Awaiting confirmation of Mr. Camacho's commitment to this date and a planned agenda of events and demonstrations to work from. The Mayor, Capt. Picard, Mr. Maloney, Liz Kerrigan, and I were in attendance. Also discussed was a Celtics Basketball camp being provided between September and December of this year through the YMCA at \$50.00 per child ages 5-15 years. The city would provide the courts and a list of three hundred children requested to attend. Dmaloney@YmcaPawt.org

July 7 (Day 16) 4Hrs

Day was devoted to completing the Adopt A Spot program and addressing the Parkview Social Club issue. I also spoke to Mrs Connely again who verified that Landmark was not the provider of her MRI. Will be speaking with Open MRI in North Smithfield RI

July 10 (Day 17) 4Hrs

Completed the Adopt-A-Spot program and mailed out billing. Went to American Beauty Signs to order three replacement signs need for the program.

Spoke with the Park View Social Club and obtained a check for \$720.00 dollars to reinstate their nonprofit status. Will be going to the RI Sec. of State with required documents. Picked up check #517 for the RI Secretary of State.

Following up on Linda Conley's issue with billing from Open MRI. Drove to Open MRI in North Smithfield and spoke with billing. I was able to determine that Linda Conley is being billed because she has never provided her Medicaid primary account number to Open MRI. I have made several calls to Conley to inform her of this and direct her to provide the information which will address her issues.

MATTER CLOSED 7-10-2023.

Drove to American Signs Works and provided them with three separate sign blanks no longer being used. They will be creating three additional signs that need to be replaced and forwarding an estimate for the signs.

Returning to the office tonight regarding attending the Woonsocket City Council Meeting

At City Council Meeting 18:45 on 7-10-2023

July 11 (Day 18) 4Hrs

Reached out to the RI Food Bank regarding a walk-through meeting at Kennedy Manor on Friday July 14th referencing the food program for our elderly. Scheduled for 10am on Friday.

Will be removing three separate Adopt-A-Spot signage who no longer participate in the program.

Have reached out to the RI Secretary of State regarding the Parkview Social Club and moving forward with their reinstatement status as a non-profit organization. Will need an additional filing regarding the registered agent and changing that information.

Meeting with staff regarding additional funding sources at 10Am

Have reached out to Director Yarn, the RI VA Director regarding a DD-214 for Mr. Daniel Hogan. I attempted last week with a phone message with no success. I have forwarded an email with the information need for Mr. Hogan

Meet with Mayor to discuss several upcoming issues including an IT Policy and assorted task that need to be addressed.

Spoke with Cindy Johnston regarding overseeing the Senior Center Billing and monthly meetings. Have been assigned as the filer for the Senior Center and will be seeking direction from Finance regarding this assignment,

July 12, 2023 (Day 19) 4hrs

Met with WHA Director Boisvert to solidify Fridays walk through with the Rhode Island Food Bank at Kennedy Manor. Also verified that flyers would be produced and forwarded to all residents over the age of sixty. This will provide a two-week window for application sign-ups. The intent is to get this pilot off the ground during the first week of August.

Meet with residents of 218 Pond Street reference to the Parkview Social Club and signing required documents for the Secretary of State. Spent most of the morning addressing this issue

with positive results. The Parkview Social Club has been reinstated as an active non-profit organization, having provided the necessary documents, and paying fees and fines totaling \$705.00 dollars.

Completed a drafted IT Policy for review on behalf of the City of Woonsocket. Policy is in review.

Returned several calls and learned a referral to Pace had refused assistance. Mrs. Coriveau of 218 Pond Street.

July 13, 2023 (Day 20) 8hrs

Arrived and checked several emails. Returned several calls.

Met with representatives of Oak Street Health on Diamond Hill Road. Discussed strategies to market Oak St in the high-rises and family sites.

Meet with Director Boisvert and coordinated the RI Food Bank inspections expected Friday June 14 at Kennedy Manor.

Due to lack of funding for temporary help, I covered the phone calls regarding administration all day and addressed any concerns being called in.

Called and left messages with VA Director regarding Mr. Hogan

July 14, 2023 (Day 21) 8hrs

Returned several calls regarding placement and direction.

Meet with the WHA Director and staff at Kennedy Manor regarding a walk through with the RI Food Bank. This is in reference to kicking off a food box delivery program expected to launch during the first week of August 2023.

Made several inquiries regarding the establishment of a Tenant Board of Affairs. Have solidified two appointees and waiting for confirmation of the other two.

Spoke with Senator Reeds staff regarding a meeting in the city with Neighborhood Watch in which the mayor will be attending on behalf of the city.

Have made several calls to the Division of Veteran Affairs attempting to get a copy of a DD214 for Mr. Hogan, a terminal veteran residing in Woonsocket. Waiting for a call back.

Have reached out to the WFD for assistance in replacing to missing flagpole tops at Veterans Park on Division Street.

Assisting a homeless man Mathew Sonella establish housing and has been directed to CCA, WHA, CES, to file applications and the Social Security Office to get required documents needed for assistance.

Spoke with Director Yarn of the Veterans Association regarding DD214 for Mr. Hogan. Unfortunately, his records were not on file and needed to be requested through channels. I have received the documents needed and will be forwarding them to Mr. Parenteau for follow-up.

Spoke with Mrs. Corriveau who resides at Kennedy Manor. An attempt to provide her care through Pace was unsuccessful. She refused the offer and insisted on entering a nursing home. I will be meeting with her on Monday and have provided groceries, a concern she had when calling.

Several complaints were received regarding grass and overgrowth in the Dunn Park Area. The matter was referred to Scott Rousseau at Highway.

Complaint received from neighbor regarding the exterior conditions of 1055 Park Ave. Matter referred to minimum housing.

June 17, 2023 (Day22) 8Hrs

Spent the morning responding to numerous emails and requests for information and assistance.

Working on the re-creation of the tenant advisory board required by law. Have secured two commissioners to date. Also preparing all documents required and state laws governing this board.

Received several payments regarding adopt-a-spot forwarded to Jen in highway.

Addressing a complaint regarding roosters crowing all hours of the day in Fairmount. Information has been forwarded to the ACO for a resolution.

Call and copy of an email being sent from RI Energy asking customers to participate in an on-line study which would provide a \$75.00 dollar stipend. Call made to advertising company, Bellomy in North Carolina to verify. Was verified as legitimate.

A call made to RI Elderly Affairs regarding any existing grants to allocate monies to cities and towns for elderly orientated issues and needs.

June 18, 2023 (Day 23) 8hrs

Arrived check messages.

Left voice mail with Sgt. Jen North regarding Roberto Rodriguez and community service. Sgt. North indicated that Municipal Court by rule no longer employs community services for liability reasons. Need to call Mr. Rodriguez back. **Has located hours to do CLOSED.**

Training with Tyler Freiburger regarding the EEP Software 9am.

Received a call from Mr. Plante regarding a DD-214 for a Veteran Mr. Hogan. Attempts to get this document were being obtained through Senator Whitehouse's office. Received a call today that the family located the document dated pre-1971. **MATTER RESOLVED**

Call received from Angelina Davis of 159 Alysworth Ave requesting assistance with a nurse. She stated that two weeks had passed, and no one had been to her home. I will be going to this address to assess the situation. Meet Mrs. Dagesse at her home and after a brief discussion, I learned that she could take care of herself. She told me that the visiting nurse was not coming and believed it was because she refused to be bathed which she indicated she does on her own.

During a brief discussion it was obvious that Mrs. Dagesse was suffering from loneliness and required interaction. I spoke with Michael Okunfolami at Pace regarding Angelina and the possibility of interaction at their center. It was explained that unless she suffered from several chronic issues, agreed to the required documentation, and a change regarding medical providers, she would not qualify. Have scheduled an appointment on Wednesday 7-19-2023 at 10:30 for a visit and walk through.

Angelina Dagesse

159 Alysworth Ave

765-1113

AGE 100

Received a call from Kathleen Davis regarding her husband at the Oakland Grove Center on Cumberland Hill Road. I have spoken to Mrs. Davis several times on this issue. Her husband is receiving rehab at the direction of Landmark Hospital and not being held against his will. There appears to be a domestic matter according to a conversation I had with the administrator at Oakland Grove. Based on my previous inquiry and investigation regarding this matter, there is no evidence that Mr. Davis is being held against his will. **MATTER UNFOUNDED/CLOSED**

Call received from Clement Tina Alveraze of 103 Fourth Ave inquiring about rent and utility assistance. She was directed to RI Elderly Affairs (Human Aging) and CCA for assistance with such programs.

July 19, 2023 (Day 24) 8Hrs

Returned several calls regarding messages left.

Mrs. Dagassie son called and stated that his mother was not available to view Pace today and would call me back.

Forwarded documents to WHA regarding RI Food Bank project.

Went to 53 Andrews Street after receiving a complaint from a neighbor that the grass was overgrowing and that several outside structural issues existed with the property. I was told that the home was in foreclosure and that children were living there. I responded with the police to ensure that the children were safe, and the living were in acceptable conditions. We met with one of the occupants (See Report to file) and were allowed entry to the home. Other than messy and in complete disarray, the electricity was on and the air conditioner working. The children appeared to be healthy as well. (See letter to file)

Went to 663 Bernon Street as well after receiving anonymous information that children living at the second floor needed to be checked on. Arriving with police we met with an African Family that provided a language barrier at best. There were two dogs barking and living in the house which was in complete disarray. The hallways were filthy, and another tenant indicated when spoken to that she was moving due to the conditions of the building. She indicated that the 2nd floor tenants allow their dogs to urinate and defecate in the hallway. We were allowed into the apartment for a brief second and noticed two dogs in separate cages along with several children running about the house. The utilities were on, and it appeared that something was being cooked on the stove. I did speak with inspections of my findings and observations regarding the property. Nothing at the time visually existed requiring action be taken regarding the children. I did notify inspections that the property should be inspected internally as well.

July 20, 2023 (Day 25) 8hrs

Returned several calls regarding let messages.

Spoke with Vivian Comier who called and insisted on living in a nursing home. I did speak with someone from the Friendly Nursing Home, where Vivian indicated he wanted to live regarding her situation. Even with limited information, the staff at Friendly stated that a full interview would be required and that her medical condition could prevent her from being a patient.

I will be speaking with her again.

Meet with sign maker to secure additional signage needed for adopt-a-sign.

Meet with staff at Friendly Home to seek additional information and directions regarding Mrs. Comier.

Call from Dawn Evans 5-6-1970 indicating that she is homeless and has been living on the street. She further stated that she had registered with CES and had not received a call for nearly a year. Her number is 401-360-0261 and her matter was forwarded to CCA, Director Taylor via an email requesting verification of her registration and prior contacts.

Called made to Clay Dustin, Manager of MR. Camacho the fighter who the city discussed hosting through the YMCA and Autumfest. Additional information has surfaced that MR. Camacho who was being hosted under the Guns Down Gloves Up program requires expenses, lodging, and an appearance fee not originally discussed. Mr. Dustin can be reached at 615-894-4853.

A Nancy Cooper called regarding direction a 65-year-old requiring psychological assistance being emailed and texted regarding a meeting with an unknown male at a hotel. I suggest that a police report be generated based on the existing facts and contact made with Health Aging regarding this information.

Received a call from Andrea Myers 1-508-372-5886 regarding what she believed to be a shortage on her food stamps. I emailed DHS and requested information on this issue.

July 21, 2023 (Day 26) 8hrs

Returned several calls.

Addressed citizen concerns filed with City Hall on various issues.

Worked on boxing event which was terminated due to fees and costs that were never disclosed during our original meetings.

Have been attempting not find shelter for Dawn Evans with a service dog 360-0261 with no luck. She was referred to a walk-in shelter at 627 Cranston Street in Providence. I called the provided number and received no answer but left the information in a voice mail.

July 24, 2023 (Day 27) 4Hrs

Arrived and returned several calls.

Identified several checks regarding the adopt-a-spot program which were copied and recorded.

Worked on the up-coming agenda for the Senior Center Board of Directors Meeting dated August 3, 2023.

Reached out to RI Food Bank regarding our up-coming Food Bank Distribution at Kennedy Manor.

Sched. Training in EFP with Cindy Johnston for Tuesday morning and billing for the Woonsocket Senior Center.

Received a complaint from a gentleman living in the Fairmont area regarding a crowing rooster. Have left a message with Captain Picard who I believe addressed this same matter last week. The rooster was being transferred to a farm. Will follow through.

Received a call from Sheila Swan 204-4065 regarding her granddaughter working. During a brief discussion I determined that Miss Swan was looking for DHS services on Pond St where she was re-directed.

July 25, 2023 (Day28) 4hrs

Arrived and checked several emails received from callers requesting assistance.

Contacted Nichole Morin requesting community service for 60 hours ordered by the DMV. Spoke with the police department who suggested that I direct Morin to the library or the school department for community service. Nichole Morin: 401-575-9082

Received a call from Vivian Comier residing at Kennedy Manor apartment #314. The number is 401-692-9899. I have engaged Mrs. Morin numerous times regarding her issues which she refuses to address. Many avenues have been proposed including visiting nurse, Pace, and other services that could address her situation. She has refused all offers. Based on this I have placed a call to Healthy Aging requesting an investigator from the State Division of Elderly Affairs to do an evaluation regarding Mrs. Comier. That call was received, and her information provided.

Mrs. Comier's daughter is Debra Vazquez 98 Rivulet St Woonsocket RI 401-769-4557

Call received from Bonnie Priest residing at Parkview Manor on Pond Street. Call was about Alundra Cox, a 54-year-old female living with Priest requiring specific housing and health services. Priest explained that Cox was mentally and physically challenged and apparently paralyzed on one side. She further stated that she had been residing in Massachusetts at a facility which she vacated and was not being allowed to return. I was also told that Cox could not care for herself and needed assistance with bathing and other activities. I explained that Miss Cox appeared to need extensive services provided by nursing homes or a state facility; nothing the City of Woonsocket or other providers could facilitate. I directed her to call Healthy Aging and several nursing homes to see if Miss Cox qualified for such placement.

BONNIE PRIEST 508-369-9899

Training with Cindy Johnston regarding Human Services accounts and overseeing the Woonsocket Senior Center paid accounts.

July 26, 2023 (Day 29) 4hrs

Arrived at work and checked several emails.

Completed the proposal for the Armenia resolution to be reviewed by Mayor.

Created file folders for the upcoming Senior Center billings and spread sheets. Also arranged the upcoming Senior Center Board Meeting Scheduled for August 3, 2023.

Received a call from Mr. Riley, the security director for the WHA regarding an employee who was homeless. Apparently, Marquis Fernandes completed his shift and returning home found

all his belongings on the front lawn. Mr. Riley indicated that Marquis needed placement for three days until he could find alternative housing instead of sleeping in a hallway that evening.

Due to the circumstances, I arranged for a three-day stay at the Woonsocket Motor Inn while Marquis planned for alternative accommodation. He met the qualifications as a displaced local resident. At approximately 1800 that same evening I received a call from Mr. Riley informing me that Marquis had found other permanent living arrangement's and that the motor inn was not necessary. I drove to the Woonsocket Motor In and solidified that Marquis had cancelled his reservation with the city not incurring any charges. **MATTER CLOSED**

July 27, 2023 (Day30) 4hrs

Returned to work and addressed several phone calls and emails.

On the evening of July 26, 2023, I received a call from the office manager at the Friendly Nursing Home regarding a patient Janet Olson age 89. Mrs. Olson had bene taken to the nursing home after being involved in a domestic assault with her daughter Nancy Lanagan in which the daughter had been arrested for domestic assault. Mrs. Olson, a dementia patient, was also provided with a no contact order. Management at the nursing home was requesting a copy of the no contact order that was required to be placed on file and brought to my attention that the suspect presently had power of attorney over the victim, a more concerning fact that needed to be addressed. I informed nursing home administration that I would investigate this matter and return a call the following day with a resolve.

I have placed a call to the police department and received a return call from Captain Picard who will provide me with a copy of the report and no contact order. I then intend on calling RI Office of Elderly Affairs (Healthy Aging) and reporting this matter and my concerns regarding power of attorney presently held by the suspect in this matter.

FOLLOW-UP: Meet with administration at the Friendly Nursing Home and gave them a copy of the No Contact Order. They were instructed to call the police department if Lanagan attempted to contact her mother. I also informed them that the NCO has authority over Lanagan's Power of Attorney which I explained I intended on addressing Elderly Affairs. Spoke with Mickaela Driscoll from Elder Abuse RI AG and have arranged an interview with the victim at the nursing home on July 28, 2023, at 9:30 Am.

I received a call from **Mrs. Murphy 766-1206** regarding WHA placement in a high-rise. The couple presently reside at 48 Kenwood Street, 2nd floor, and both suffer from medical conditions that prevent them from climbing stairs any further. I directed Mrs. Murphy to seek an application from the WHA Main Office and submit it listing all four high rises for

accommodation and availability. Mrs. Murphy documented my office number and stated she would return a call once the documents were completed, and the process began with the WHA.

I received a call from a tenant residing at 2255 #B Diamond Hill Road complaining about her apartment having mold and other issues. She indicated that management had been made aware of the concern but instead of addressing the problem accordingly, they provided her with a spray and instructed her to address the mold herself. She resides there with a four-year-old child and was very concerned about the mold and her child's wellbeing. I advised her that this complaint would be forwarded to inspections and that someone from city hall would be contacting her regarding her complaint. Matter forwarded to inspections and her information is:

Danishn Campos

2255 #B Diamond Hill Road

Woonsocket RI 02895

401-744-1808

Received a call from **Mrs. Jeanne Sonier age 78 765-5708 residing at 302 Pond Street** Woonsocket RI Jeanne called regarding a verbal notice she received from the housing manager that her rent was being increased from \$800.00 monthly to \$1400.00 monthly. Additionally, she was told that she needed to vacate the apartment by August 31st. A check of Rhode Island Law 34-18-16.1 specifically states that a 30-day written notice must be provided and in the case of a month-to-month tenant over 62 years of age, a 60-day written notice is required. During my conversation with Jeanne, I was told that she did contact an attorney who will be drafting a letter to management. I instructed Jeanne to get an application for housing through the WHA and submit the application right away. Additionally, I also told her to call my office if any form of harassment occurs during the process and until she vacates the apartment legally.

Manager: William Rawlings 401-385-5146

Received a call from Ann Cottier 286-5031 inquiring about advertising at the up-coming Autumn fest and was referred to **Judy Sullivan at 256-0649**, the sitting President of this committee.

Call from **Admiral Fire Inspections at 401-726-3473** in reference to scheduling an inspection from the Senior Center. I called Kate back and have scheduled an inspection on

July 28, 2023 (Day 31) 4hrs

Arrived at work and addressed several calls and messages left.

Sent an email regarding section 8 vouchers:

I received an email forwarded to me from one of our employees. This was regarding your inquiry relating to HUD Guidelines and rental income. Rents from tenants are based on 30% of their income and have established guidelines for apartment rents in this area. Landlords accepting section 8 vouchers are fully aware of this as well. HUD guidelines clearly explain that tenants are not allowed to pay landlords any additional income for rent once the landlord has accepted the section 8 voucher and the HUD established amount allowed for rent. HUD will view this in one of several ways to include the following.

1. If you pay additional rental income to a landlord above what has been approved, you should not be in the program and risk forfeiting your voucher.
2. Additional payments indicate that income was not brought forward when the voucher was originally applied for and can forfeit your voucher.
3. If this was allowed, landlords would take advantage of tenants which explains why the system operates the way it does.

I hope this explanation helps you understand the HUD Rules and any landlord demanding monies above the section 8 voucher approval should be reported to HUD.

Received a call from Nelfin Perpin'seul residing at 2109 #C Diamond Hill Road 401-309-4406 requesting information about fuel assistance. The caller was later identified as and instructed to reach out to either CCR at 235-7000 or Healthy Aging at 462-3000.

Meeting with the RI Attorney General's office at the Friendly Nursing Home at 09:30 hours to complete a follow-up regarding Mrs. Olson who was assaulted by her daughter and has power of attorney with an active no contact order in place. Our issue is securing Mrs. Olson's financial assets from her daughter who presently has access to them. During the interview, it was clearly obvious that Mrs. Olson suffered from dementia and could remember the events of 7-21-2023. Additionally, we were informed by staff that an evaluation had been completed on Mrs. Olson and her abilities and cognitive skills, which were determined to be very low. AG Investigator Driscoll stated that she would be speaking with legal services regarding securing any financial accounts Olson had. Additionally, the suspect, Nancy Lanagan's power of attorney was also going to be addressed with the AG as well.

CONCLUSION: FORWARDED TO ATTORNEY GENERAL FOR INVESTIGATION

July 31, 2023 (Day 32) 4hrs

Arrived and returned several calls.

Went to Veterans Park and determined that the city did not have a boom truck that could reach out to replace the ball on the flag poles. Suggested that the replacement occurs during the Winter months when the ground is frozen or utilize a scissor lift to do so. I am researching options for this lift.

Meet with Alyssia in grants and funding to discuss the upcoming 2024 grant availability and meeting to complete a grant application presently available. It should be noted that the city is entitled to this grant every year but requires a new application each time.

Organized several bills for the Senior Center Meeting on Thursday afternoon.

Transferred a communication/letter to the law department.

Have reached out to the RI Food Bank to establish a start date for the food box distribution process. Message has been left.

August 1, 2023 (Day 33) 4hrs

Arrived at work and checked both my emails and phone messages.

Spoke with Councilwoman Gonzales regarding a vacant apartment owned by Robert Lussier that was available. I called Mr. Lussier and left a message to call me. Mr. Larson has been looking for an apartment with his girlfriend.

Bob Lussier: 401-692-0993

Joseph Larson: 401-390-0947

I meet with our two Grant Fund Overseers at a 9am meeting to address another grant that was being offered and needed to be applied for. Both Veronicka Vega and Alyssa McDermott were familiar with the process and indicated they would complete the requirements for the grant.

Called Lorainne Provencher back regarding her call about placement within the WHA properties. She was directed to seek and application for Edward Ruff seeking an apartment.

Lorainne Provencher: 401-529-5515

Have scheduled an appointment with Admerial Fire Inspections for Thursday at 9am to certify the Senior Center. An email was sent to Aging Well, Barbara Waterman regarding the inspection.

Spoke with the Rhode Island Food Bank and the WHA scheduling the first food box donation on August 18, 2023, at 13:00 hrs. Mayor's Office and WHA have been notified.

Have reached out to three separate sign companies regarding the River Island Park sign that needs to be replaced. Awaiting calls back on this inquiry.

Spoke with Angelina Dagess from Alysworth Ave regarding the Pace Program. She is 100 years old and seeking alternatives to her available time during the day.

Meeting with various department leaders at 12:30 hours to discuss the Dignity Bus and the direction we will be taking regarding this endeavor.

Attended the National Night Out festivities at World War II Park at 17:00 hours. The Public Safety Division gave a great showing which attracted many people.

Spoke with Councilman Scott MacGee regarding an elderly female having to move from Pond Street. He was advised that I had addressed this matter with the complainant and called the property manager regarding the tenant's rights and eviction. He was also told that the victim had been directed to the WHA for an application and possible placement in a high-rise development.

August 2, 2023 (Day34) 4hrs

Arrived and checked my messages and calls.

Call received from Councilman Scott McGee which had already been addressed the previous day. 401-639-2906

Returned a call from caller identified as David regarding Snap benefits. The provided return call number was incorrect.

Call received from Ann Porier at Beauchemin Lumber regarding a change of sign locations in the Adopt-A-Spot Program. I will be meeting with her regarding this.

Information received that a tenant residing at Parkview Manor may be depressed and in possession of firearms. I will be conducting a wellness check this morning regarding his status and the information received.

FOLLOW-UP: Resident identified as Mr. Robert J. Parenteau 218 Pond Street #1008. Meet with him and Director Boisvert and determined that no weapons were in the apartment. A full report has been completed and additional WHA contact reports provided with the package. He will be offered lodging in another WHA facility by management if this addresses the issues and he agrees.

August 3, 2023 (Day 35) 7hrs

Checked and addressed all calls and emails regarding assistance and directions.

Meeting with Admiral Fire at the Senior Center for a fire prevention check-up of the alarm system and operating system. Two batteries needed to be replaced.

I left the city at 10am for a meeting in Providence at 11am with the Commerce Commission and Governor McKee regarding the homeless situation and ways to address this problem in Rhode Island.

I returned to the office and addressed several calls prior to a Board of Directors Meeting at the Senior Center at 1500 hours.

August 4, 2023 (Day36) 4hrs

I arrived at the office and checked messages learning that several Adopt-A-Sign business signs were completed and needed to be picked up.

Completed the minutes of the Senior Center Meeting for the day prior.

Received a call from **Cecile StPierre 4-10-36 residing at 1059 Diamond Hill Road 769-6699**. Her message appeared to be very concerning as she explained issues with a tenant. I drove to her home and after an hour's conversation learned that a tenant on the second floor had not been maintaining his apartment properly. Unable to go upstairs due to her physical disabilities, she said that a plumber had brought the condition of the apartment to her attention. I explained that she needs to retain an attorney and move through the eviction process if tenant was not maintaining the apartment and was refusing to leave. Mrs. St. Pierre was also instructed to call my office if anything changed that threatened her or the matter had escalated to verbal, physical, or harassment in any form. She was provided with my business card and private cell phone contact number if any further assistance was needed.

I drove to Beauchemin Lumber regarding a request to change sign locations in the Adopt-A Spot Program.

Went to Noth Smithfield pick-up prepared signs for Adopt-A-Spot that had been ordered.

August 7, 2023 (Day 37) 4hrs

Arrived and returned several calls.

Met with a Digital Sign company regarding a new sign at River Island Park. Will be checking for existing grants to offset the cost.

Did all my billing for the Senior Center which has been forwarded the Finance Department for payment.

Entering all billing and making copies of said documents for presentation at the next Board of Directors meeting in mid-August.

Have reached out to the Secretary of State to register as the new contact person for uploading documents, minutes, and meeting notices for the Senior Center.

August 8, 2023 (Day 38) 4hrs

Arrived at work and checked my messages.

Returned calls to Carlos Reyes looking for assistance with burial cost. Provided Healthy Aging contact numbers.

Call from Kathleen Robin inquiring about an increase in her SNAP benefits. Referred to DHS on Pond Street.

Information obtained regarding the completion of a grant being done by Alyssa and Veronica for \$36,241.00 dollars.

Went to Beauchemin Lumber regarding a call from the owner requesting an Adopt-A Sign location change. Court Sq to Market Sq at Arnold St and Main St.

Meet with Vivian Comier at Kennedy Manor regarding her living conditions and needed assistance. During a lengthy visit, Mrs. Comier refused any type of suggestion that involved leaving her apartment or assisted living. She was receptive to immediate intervention once a week for food shopping and conversation. I told her I would research this option and see what was available. In doing so most applications require an hourly minimum and in most cases that would be 10-15 hours weekly, more than what Mrs. Comier wanted. Another company, Care.com offered a more relaxed environment but needs to be vetted prior to any conclusions being reached. I will be calling Care.Com on Wednesday and inquiring about their services.

August 9, 2023 (Day 39)

4hrs

Yesterday afternoon I received a call from Claire Chevrette 401-644-6670, the sister of Janet Olson who was at the Friendly Nursing Home after being assaulted by her daughter Nancy Lanagan. She informed me that the power of attorney had been removed Nancy but that her niece was apparently removing monies from her mother's account. She also verified that Nancy was on her mother's account and although she had gone to the bank to address this, the bank told that there was nothing they could do. I gathered some information and called the AG Investigator in this case, Mickaela Driscoll, and left a message to have her call my office in the morning.

FOLLOW-UP: Reached Investigator Driscoll and relayed the information that had been brought to my attention by Mrs. Chevrette regarding her sister's bank accounts. Driscoll indicated that she was going to call the bank and see what information could be obtained. We agreed that if Olson had been on the account over the last several years, not much could be done. If her addition to the accounts were recent, Driscoll indicated that a hold could be placed on the account.

Checking my messages, I received a call from "Janice" at Tri-County regarding Vivian Comier. She asked that I call her at 401-479-7162. I have made several calls leaving my contact information on her work phone. Her cell phone message box was full and would not accept any messages.

Call received for assistance with a cancelled insurance card from Neighborhood Health Plan of Rhode Island. The caller, Cheryl Anderson 4-26-1958 with a member id number of #666912804 had her cover cancelled. I called Neighborhood at 401-459-6020 and confirmed the cancellation for lack of information. Anderson was instructed to call Neighborhood at the number I provided to address the issue.

Meeting with the Mayor on upcoming and on-going events being addressed.

Spoke with Janice Carello, an investigator with Tri-County, who visited Mrs. Comier to discuss her situation. I was informed that Tri-County has been involved with Mrs. Comier for over two years and aware of her situation. Like many resolves put forward to her, Mrs. Comier has refused help or suggestions according to Carello. The investigator stated that a report would be generated and forwarded to Elderly Affairs regarding her interaction with Comier. Right now it appears that all resources have been exhausted until Comier is ready to accept change The investigator was: **Janice Carello 401-479-7162 or 401-709-2633.**

And Mrs. Plante

August 10, 2023 (Day 40) 4Hrs

Emails and calls checked.

Meet with Mrs. St. Pierre from Diamond Hill Road regarding the roof and estimates that she had received. I provided her with an application for a grant that would complete the repairs free of charge. She was grateful and said that she would complete the application this weekend.

Meet Lt. Oliver from the Woonsocket Police Department and drive to Aylsworth Ave and meet with Mrs. Dages. We discussed her needs including a damaged fence that needed securing. Lt. Oliver stated that he knew someone who could come to the home and repair the fence preventing access to the backyard and pool area.

Meet with Mayor regarding a letter received from Mr. and Mrs. Plante of 323 Maple Street regarding their roof and inflated quotes for repairs. This matter is being investigated with the Mayor's Office to see what alternatives exist to address this matter.

Looking into the operational aspects of other Senior Centers in the state to see if we have better alternatives that would benefit our seniors and serve their needs. I have sent a generic letter to over seventeen Senior Centers requesting specific information on their operating procedures.

I have requested all calls for service including police, fire, rescue, and any other services generated from High St and Arnold St down to Main Street including Fountain St.

FOLLOW-UP: I have reached out to Jimmy LaForest regarding a quote to repair stairs at 323 Maple Street in addition to the roof. The stairs were identified as an issue requiring replacement in the original grant the Plant family applied for and was granted. The grant originally maxed out at \$25,000 with estimates received exceeding \$37,000.00. A brief inquiry has already determined that the estimates appear to have been blotted above what the repairs should cost, an issue yet to be determined and verified.

August 11, 2023 (Day 41) 8Hrs

Received a call from Mrs. St. Pierre from Diamond Hill Road informing me that her grant application has been completed and needed to be picked up. Will do so this morning.

Meet with Attorney at a WHA meeting.

Meet with John Erben attempting to locate home placement. During a discussion he admitted living with friends in Blackstone and was in possession of a liter bottle of Vodka in his backpack. He admitted working at CCA and being fired for unknown reasons. A communication was sent to CCA and a response received indicating that they would be reaching out to Erben addressing his needs.

Spoke with Lacesta Robinson who came to City Hall on behalf of her son and two-year-old grandson. She was inquiring about an apartment and explained that her son had been evicted as of Tuesday from Village Road for property damage. She said that his girlfriend Ciara was the issue and suffers from bipolar conditions. Mom was told to go the WHA for an application which needed to be submitted for housing. I explained that anything which could be provided would be temporary at the very best and not address the long-term placement issue.

Contact: 1-774-277-5527 444 Rathbun Street Woonsocket RI. 02895

Continued inquiry regarding Senior Centers in the state and the different operational aspects various communities utilize.

August 15, 2023 (Day42) 4Hrs

Arrived and checked my messages returning several calls.

Filed numerous reports and contacts during the last several weeks.

Received information that three signs needed to be picked up in North Smithfield regarding the Adopt-A-Spot program.

Received additional quotes regarding the 323 Maple Street property and the Healthy Homes Project. Need to address a required lead removal certificate not required with project and required changes and repairs.

Spoke with Beauchemin Lumber regarding changing their sign location to Market Sq.

Meet with Michael Royster, Planning Division regarding the 323 Maple Street address. He agreed to take on the project and address the issues both with the property and the bids submitted that appear to be very high. Have scheduled a meeting on Wednesday 1:30 to discuss this property.

August 16, 2023 (Day43) 4Hrs

Arrived and addressed several emails sent.

Went to Senior Center regarding structural information on the operations of the Senior Center.

Went to Evergreen Nursing home located on Green Street regarding a no trespass order. Spoke with Director Erica Martinelli who stated that a recent patient Roger Beauregard 12-21-60 had a son identified as Brian Boulris that was not welcomed on the property. Apparently, issues exist with alcohol abuse. I spoke with Chief Calouro who advised me to have the nursing home send a letter on their official letterhead paper requesting the no trespass order. I spoke with Director

Martinelli who will be providing me with a letter that will be forwarded to the police department for appropriate action.

Completed the Senior Center Board of Directors packaged for the Thursday meeting.

Spoke with the RI Food Bank regarding the Friday Food Box Exchanged regarding times and operational procedures.

Obtained grant information from the state regarding Woonsocket's upcoming grant totaling \$36,241.00 dollars which has been forwarded to our grants division.

August 17, 2023 (Day44) 4hrs

Arrived and checked messages returning several calls.

Spent two hours addressing the Adopt-A-Spot program changing several signs.

Spoke with the RI Food Bank regarding a follow-up on Fridays dist. At Kennedy Manor. In addition, I took an on-line certification course with the food bank regarding distribution.

I received a call from Carlos Saez, a Spanish male who brought to my attention that he was homeless and had been living in a tent. He was requesting assistance with placement but when asked where he resided previously, he would not be specific or explain why he was homeless. Additionally, when questioned, he verified that he does receive approximately \$1,200.00 monthly.

I directed Saez to CCA and the shelter on Sayles Street informing him that the Sayles Street location was temporary. When addressing CCA, he said that he had already been there and had registered with the state system for home placement as well, facts that have yet to be verified. I did reach out to the WHA and learned that he did once live at 67 Bourdon Blvd from 5/2002 through 6/2020. He was apparently evicted after defaulting on his monthly rent totaling \$1,750.17. When asked about this he did respond vagally, never really explaining what really occurred. I told him that until his issues with the WHA are addressed, this default will follow him no matter where he applies.

Spoke with Mike Royster and the Mayor regarding 323 Maple Street. New bids for repair services are being posted and offered as a package or separately applied for.

Docket prepared for Senior Center Meeting at

August 18, 2023 (Day 45) 4hrs

Entire day spent at Kennedy Manor regarding the food box distribution project with WHA.

August 21, 2023 (Day 46) 4hrs

Arrived at work and checked my messages.

Received a call from Karleen at Thundermist requesting assistance with moving an elderly female from her apartment. Have reached out to WHA for information on movers who do this. I will be forwarding the contact information when received. Karleen is at 401-864-2113.

NOTE: Retuned call and her message indicated she will be out of the office until 8/25/23. I left a message providing a contact number regarding movers.

Received a call from a family member regarding Edmund Ruff who had been seeking placement with the Woonsocket Housing Authority. I had directed Mr. Ruff and family to complete an application with the WHA for placement. I will be calling to get a status on his application.

Received a call from Debra Catalono residing in her car with two dogs. She has called previously seeking placement and was told that most locations that are available will not allow dogs in the shelter, an issue she refused to understand or address. She has been placed on the WHA waiting list and registered with the state Coordinated Entry System for placement as well with no apparent availability. I can only assume her pets are the issue with placement. **401-692-0768**

Bills for the Senior were received and processed accordingly for payment.

- Spoke with Alyssa McDermott regarding the grant proposal for 323 Maple Street, the Plante residence. I asked if the grant could be separated based on each repair and offered as one package as well. She was unsure but would check to see if we could bid on each repair separately. I also verified that the applications are reviewed by her and several other employees regarding accuracy and information based on the guidelines provided in the grant itself. The time frame from review normally takes no more than several days.

City Council Meeting 7Pm **CANCELLED**

August 22, 2023 (Day 47) 4Hrs

Arrived and checked my messages.

Call made to Rebecca Yard regarding donations to the Dignity Bus (401-477-2078) and was directed to Councilwoman Gonzales for direction.

Call made to Sue. 401-767-9205

Transferred office desktop and equipment to a new office.

Meet Michael Royster regarding 323 Maple Street. Per the Mayor he was instructed to provide three separate bids for work needed at this location by 1pm today.

Called Kyle regarding 323 Maple Street and adjusted the roofing bid from \$10,000 to \$15,000 based on the inspector's evaluation that the roof has four layers of shingles, and the entire roof sub-flooring needs to be replaced. He also indicated that the fence was not a code violation at this time and did not need to be replaced.

August 23, 2023 (Day 48) 4Hrs

Spoke with Roger Singh 508-505-1977 regarding an introduction to the area shelters. He is looking to provide hot meals through a program called "Lets Share A Meal" program. I will be speaking with him further on this.

Will be conducting a walk through of 323 Maple Street after speaking with our Housing & Community Development Division regarding the Healthy Home Project. Contractors have requested a visual of the property prior to providing bids. A second walk-through is also scheduled for Friday at 1059 Diamond Hill Road as well.

Received a communication from the Museum of Work and Culture requesting their annual contribution of \$35,000 dollars. I discussed the matter with Finance and will be forwarding said funds to the museum.

Attended a staff meeting at 1530 hours through 1730 hours with the mayor and all division heads.

August 24, 2023 (Day 49) 4Hrs

Arrived at work and returned several calls.

Received a call from Angelia Gonzales **401-952-0383** regarding being overcharged for rent. I have attempted a return call with no success. I will attempt a second call later this morning.

My second attempt was successful and during a discussion I learned that her complaint was regarding a dispute with the landlord over rent that was owed. She was directed to legal services and provided the contact numbers to do so. During my conversation, she told me that the 114 Wood Ave property had many code violations including mold, holes in the roof, and unsafe porches and stairs. I completed a report for file which was forwarded to Minimum Housing for investigation.

Received a complaint from a tenant at a WHA property specifically Crepeau Court that homeless people were utilizing the property to sleep, beg, and sexual intercourse during the night. Additionally, the tenant reported the matter to security specifically "Tracy" who according to the tenant instructed him to leave them alone because they were homeless. I met with Director Boisvert at Crepeau Court and Mike Riley, security manager regarding this situation. Mr. Riley was aware that a homeless problem did exist and gave me a copy of a memo provided to nighttime security patrols to move anyone loitering on property. Mr. Riley also stated that the same issues are also occurring at Kennedy Manor, which he is also addressing. He was advised to call the police if homeless people refuse to leave the property. Director Boisvert will be speaking with WHA attorneys to see if we can enforce no trespass orders on WHA property.

Viewed property at 323 Maple Street regarding the Safe At Home Grant. Performing a scheduled walk through on Diamond Hill Road on Friday at 10am regarding the same program and needed repairs.

August 25, 2023 (Day 50) 4hrs

Arrived at work and checked my messages.

Completed the payment voucher transferring the annual \$35,000.00 contributions to the Work & Culture Museum.

Completed payroll documents for the city and Federal ESG-CV1

Meet with Aaron Broccoli and Ryn at 1059 Diamond Hill Road, the home of Mrs., StPierre regarding an inspection and walk through of the property. The inspection was in reference to the Safe Home Grant which she had applied for.

I responded to 52 Hemond Ave with Inspector Aaron Broccoli Housing Inspector, and Officer Hamond of the Woonsocket Police Department regarding a complaint received that the stairwells, porches, and the apartment was cluttered from floor to ceiling creating a serious fire hazard. Additionally, the complaint also brought to our attention that three children were living in the apartment which the complainant was concerned about.

Upon arrival we met with Ewa Boszta, the first-floor tenant, and informed her why we were there. She allowed us into her apartment which we checked and verified that hording did not exist and that the children were not living in unsafe conditions. An additional check of the second-floor apartment verified a vacant unit and no hording in the hallways creating any obstructions.

CONCLUSION: The complaint reported was false and unfounded

Meet with April Nunes 401-380-9162 at City Hall regarding placement. She was looking for an apartment and was directed to CCA to state register for placement and directed to the WHA as well to complete an apartment application.

Received a proposal for an updated alarm system for the Senior Center. This matter will be discussed with management prior to approval.

August 28, 2023 (Day 51) 4hrs

Arrived and checked my messages.

A return call was made to the Director of Evergreen Nursing Home regarding a no trespass order requiring an original signature on the document.

Received call from unknown person regarding the shelter in Smithfield. Caller stated that drugs can be purchased and that residents, some of which are working two jobs and remain in the shelter. Children being left alone without supervision and a host of numerous issues this caller felt needed to be reported. I will be following up with a return call to **401-309-9117**

MATTER FORWARDED:

Spoke with the caller Oliver Lyons who brought to my attention drugs being sold at the facility and children being left alone unattended. Since the facility is in Smithfield RI, the All-Season Motel I called Smithfield Police and spoke with Detective Beausoleil regarding this matter. He was provided with the contact information for Mr. Lyons and stated he would reach out to him and check on the children in room #285 being left unattended all day.

August 29, 2023 (Day 52) 4hrs

Arrived at work and checked my messages.

Returned a call to 659-7864 regarding a section 8 voucher and occupying an apartment owned by a relative. The caller was told that family-owned properties cannot be rented under section #8 vouchers to relatives. This is a HUD ruling.

Completed several payment vouchers for expenses at the Senior Center including elevator maintenances and Verizon.

Received a call from Donna Smith, a relative of Miss. St. Pierre residing at 1059 Diamond Hill Road. I left a message requesting that she call me back regarding the issues at 1059 Diamond Hill Road.

Attempting to schedule RI Food Bank training required to distribute food box products to residents. Have left messages.

Spoke with Mike Debrousse regarding an accident on Willow Street that damaged a wheelchair ramp. A call was made to the police department to obtain the police report verifying if any insurance existed on the car striking the ramp.

Call received from Donna Smith, Miss. St. Pierre's niece requesting that her aunt's application for the Home Grant be terminated at this time. She indicated that the family would be addressing the issues in the house and moving towards eviction of the second-floor tenant. I explained the application would be terminated but emphasized that several code violations still existed within the property that needed immediate attention. I left a notification with Ryan Leech Inspections and Aaron Broccoli the Housing Inspector.

Meet with the Cote Construction company at the Veterans Park on Davidson St and assisted in replacing two flagpole tops that were missing.

Meeting with Task Force at 15:30 hrs. regarding the Dignity Bus and the current efforts and resolves still needed to make the bus operational. Meeting 2nd floor conference room.

August 30, 2023 (Day 53) 8hrs

Arrived at work and made several phone calls.

Home Fund Meeting at 10am

Addressing a meet and greet at all high rises for the month of September.

Received a call from Gail Sherman regarding a lost DHS Card at Stop & Shop in Smithfield RI. I drove to the North Smithfield store and spoke with the manager explaining the situation and that Mrs. Sherman is a Veteran. He stated that he would call the Smithfield store and get back to me if the card was located.

Staff meeting with Mayor at 15:30 hours.

Received a call from Lorraine Provencher regarding WHA application for a Mr. Ruff. She inquired regarding the step process which I explained fully.

August 31, 2023 (Day 54) 4hrs

Arrived at work and checked messages. Several business calls were returned.

Worked on the Tenant Review Board documents regarding structure, organization, and compensation. Also determined monetary base which is \$10.00 per meeting and \$20.00 per meeting for officers.

Through verification from the City Clerk, a determination was made that the original lease for the Senior Center had expired on July 11, 2023, and that an active updated lease did not exist. I will be addressing this with the mayor.

In the process of establishing a meet and greet with the mayor and the new director of the Woonsocket Housing Authority Director Todd Boisvert. Suggested that four separate town hall meet and greet secessions be scheduled for the month of September addressing upcoming changes both in the city and the WHA as well.

Receive a call from Lorraine Provencher regarding the status of a WHA application. She was brought up to speed on the application status and what the next steps in the process were.

I attempted to reach Gail Sherman 949-3148 regarding a lost EBT Card. I had gone to Stop and Shop in North Smithfield to locate her card. While there several calls were made by management to neighboring stores with no success. I will be attempting another call and directing Gail Sherman to DHS on Pond Street for another card.

Spoke with Penny Degnan 401-442-3183 regarding shelter for the winter season. She was directed to register with the CSI System for homeless people. She also said that family members were willing to fund an apartment if one became available. I have placed her information on file and indicated I would call her back if an apartment became available.

September 1, 2023 (Day 55) 4hrs

Drove to Kennedy Manor regarding a food box delivery from the Rhode Island Food Bank and distribution today at 13:30 hours.

Arrived at work and checked my emails and phone messages returning several calls.

Have begun working on establishing a new Tenant Affairs Review Board required by state statute to include policies, procedures, and operational direction for the board to utilize.

Called Stop and Shop back in Smithfield RI regarding a resident and her lost EBT Card. Manger will check and call me back.

I called Nichole Archambault regarding housing availability. I have directed her to the WHA for an application. She has also been advised that registering with the states homeless registration could assist her in locating available housing.

Spoke with the RI Food Bank and verified training on Wednesday in Providence.

September 5, 2023

(Day 56)

4hrs

Arrived at work and received a phone call from Deanna Zazza regarding a rent increase at the WHA because her daughter is still in college. I called the Director of the WHA to address this issue.

Paula Brissett called regarding her son living on Diamond Hill Road in an apartment infested with mice and rats. Will call back on Wednesday with the proper address so a complaint can be forwarded to minimum housing. The caller states that a security camera has captured rats around the building and mice inside.

I spent the rest of the day spent on putting together the Tenant Review Board documents.

September 6, 2023

(Day 57)

4hrs

Attended a training program for the Rhode Island Food Bank for distribution certification in Providence RI. (9am to 11:00 am)

Returned to the office and addressed several calls and emails.

Response emailed to Barbara Waterman regarding the physical fitness programs at the Senior Center.

Received information regarding mice and rat issues at 252 Burnside Ave from Ryan Leech. The matter was brought to the attention of Inspector Broccoli.

Call received regarding mice and rat issues from Paula Brassard regarding 294 Diamond Hill Road. Matter forwarded to inspections and caller notified. 401-528-7251

The caller requested information on noise complaints at a condo he resides in. His address was not provided and was referred to calling the police when noise complaints occur or addressing matters with management.

September 7, 2023

(Day 58)

4hrs

Drove to 323 Maple Street to speak with Mr. Plante regarding his age and yearly income. This was in reference to additional tax credits he may be entitled to. He was not home at the time.

Email received regarding assistance with a furnace and a number 415-782-2768 left for a return call. I attempted to call the provided number and reached a hotel in San Francisco instead. Wrong number provided.

Meet with Ryan Leech and Mark Brizard regarding an issue at 333 Robinson Street. A family of four have apparently been infected with high levels of lead. A need to increase the cost from an approved \$50,000 to \$100,000 is needed to encapsulate the entire home addressing this lead issue. The doctors' reports indicate a rise in lead levels from 4 to 6 in one year and then 6 to 8 in less than six months. The seven-month-old baby has a level of 6 which is unacceptable. I will be discussing this with the Mayor.

Received a communication from a Mr. Godin at Rock Ridge regarding a homeless camp in the woods behind the development. This email was forwarded to the Woonsocket Police Department, specifically Deputy Chief Calouro for investigation. Email sent to the complainant as well.

Spoke with Paula Brizard regarding a rat problem at 294 Diamond Hill Road, a residence where her sons resides. She verified that the landlord has placed rat traps to address the issues and will call back if the matter is not resolved.

Angelica Gonzales of 114 Wood Ave called again regarding the living conditions at her apartment. She states that rats are in her home and that the landlord refuses to address the matter with traps or other means. I told her that the matter would be forwarded to the inspection division.

Received a call from Erica residing at 53 Steves Lopes Way regarding a bee's nest at her home. She was told that the city does not address bee issues and was provided with three numbers from the internet on exterminators that could be called to resolve her issues.

Call received from elderly female 401-578-2768 regarding assistance with purchasing a new furnace for her home. She was referred to Healthy Aging at 767-3000

September 8, 2023

(Day 59)

4hrs

Arrived at work and checked several messages.

Completed my weekly work slips for the city and the Federal Government regarding reimbursement.

Completed site visit scheduled regarding meet and greet at the high-rise units.

Met with Mr. Plante from 323 Maple Street and advised him that his grant had been approved and the work on the porch and stairs would be completed. He was also informed that he qualified for an additional credit on his taxes because of his age, which suggested he apply for.

An email was sent to Warwick Ice Cream regarding a quote on 300-400 ice cream cups for the upcoming Meet & Greet with our elderly population.

Went to Saint Germain Manor regarding securing placement for the ice cream being provided to our elderly.

Met with management at the WHA regarding selections regarding the Tenant Board of Review requesting applicants who wish to serve.

Met with Ryan Leech regarding the Robinson Street property requiring lead abatement issues.

September 11, 2023

(Day 60)

4hrs

Arrived at work and checked my messages. Call received from Evergreen Nursing Home regarding a no contact order. I will be picking up this request and filing such with the Woonsocket Police Department for service.

Received an email from Hermie London regarding changing her mind on being on the Board of Tenant Affairs. Will speak with Mayor on this point based on the fact that the first four appointments are authorized through the Mayors Office.

Receive an email from Aaron Broccoli the Chief Code Enforcement Officer regarding an apartment at 733 Third Ave. Code violations include fire hazards, animal issues, clutter, and children living in an unhealthy environment. Police did respond with Animal Control to address the issues. I will be seeking a copy of the police report.

Woonsocket Housing Authority called requesting several signatures regarding documents that need to be signed.

I was assigned to a conference call at 10am. Notified meeting was cancelled.

Return call made to Darayal Barbossa 401-425-9139 regarding questions about his rights to return home. Informed that landlord does not have the right to evict or remove you from your

home without the proper eviction process taking place. Additionally, the caller also informed that wife does not have the right to get a restraining order removing him from the apartment unless probable cause exist to issue one. Not wanting to be married any longer does not constitute that cause and unless served with proper paperwork, Barbossa was told he has rights to his apartment and property.

City Council Meeting 7pm till 11:00pm

September 12, 2023

(Day 61)

4hrs

Arrived and checked my messages returning several calls regarding assistance and direction on various matters.

Spoke with Ryan Leech regarding 323 Maple Street and the anticipated start date for repairs.

Meet with Mayor on various issues.

Worked on the tenant review board creation regarding authority under RI General Laws 45-25-18 inclusive.

Called the Woonsocket Police Department regarding the events that occurred at 733 Third Ave regarding an inspection by the Chief Code Enforcement Officer Aaron Broccoli. The matter involved a family residing in unhealthy conditions. Awaiting a return call. Sgt Kamer called back from the police department and will be researching this event and what additional intervention occurred.

September 13, 2023

(Day 62)

4hrs

Arrived at work and checked my messages. Returned several calls.

Intend to meet with Director O'Brian from HUD doing a site visit at the WHA main office today. Want o to discuss several issues regarding the City of Woonsocket and the WHA.

Met with Sabrina Sanchez seeking an apartment and presently residing at the Woonsocket Motor Inn. She had been evicted from 354 Cass Ave and provided pictures explaining why she had not paid her rent. She was directed to the WHA, and it was suggested that she apply to other various low-income developments including Glenmark Landing as well. The pictures and a copy of the report were forwarded to inspections.

Met with representatives of Neighborhood Health Plan regarding changes in Medicaid and requirements of members to update their information. It's believed that over 1500 residents will be affected by the said changes and requirements.

September 14, 2023

(Day 63)

4hrs

Arrived and checked my messages returning several calls.

Addressed an issue regarding a new business requiring an inspection by the DOH. Unable to make contact over the last several days, I emailed the inspections division requesting assistance. The business is Crowned Beauty located at 614 North Main Street owned by Renee Lugo with a contact number of 401-309-5959.

Spoke with Mr. Lasardo regarding Snap Benefits and provided him with directions and contact numbers.

Spoke with Director Boisvert regarding a recent inspection of the WHA by HUD Boston. Director Boisvert indicated that the WHA was determined to have no findings and that a report will follow verifying such.

Spoke with the State Treasures Office regarding a call and notification that the city has over \$21,000 in unclaimed property that needs to be addressed. Information forwarded to Mayors Office.

Went to 21 East Orchard Street with Officer Tim Hammond regarding checking the condition of an elderly male identified as Ebby Garcia age 77. Upon arrival we were allowed into his apartment which was unclean and lacked a proper bedroom and bed. Garcia was sleeping on the floor on a damaged inflatable mattress which did not work. A quick inspection also revealed that he had no food stores in the apartment including the refrigerator and nothing in the freezer. The matter is under investigation and will be forwarded to Elderly Affairs for assistance and review.

September 15, 2023

(Day 64)

4hrs

Arrived and checked my messages and emails returning several calls

Attempted to reach a caller identified as Donna Ball who was complaining about a shelter in Smithfield RI. I returned the call several times at the number provided with no success. 401-358-8432

Went to Social Security regarding the investigation on 21 East Orchard Street.

Went to DHS regarding the 21 East Orchard Street investigation.

Went to Santander Bank regarding the 21 East Orchard Street investigation receiving no cooperation in this matter.

Will be calling Elderly Affairs regarding this matter and making them aware of the living conditions associated with 21 East Orchard Street.

Working further on the October Health Clinic presentation and have reached out to Pace and Oak Hill as well regarding their participation.

Spoke with Officer Tim Hamman regarding food stuffs from St. James church to cover him for the weekend. Unable to locate available food, I drove to Stop & Shop and purchased over \$106.00 dollars' worth of food stuff that were delivered by Officer Hammond and I to Garcia's home.

September 18, 2023

(Day65)

4hrs

Arrived at work and checked my messages.

Met with a walk-in attempting to locate housing. He was referred to CCA for assistance.

Received a phone call from an unknown caller upset about the fact that an adult content show was being allowed to be shown at the Charter Beacon School. He further raised concerns that a City Councilman Garrett Mancieri and Chairman of the Board of Directors for the school would allow this. Administration informed.

Spoke with John Monse, landlord of 21 East Orchard Street regarding Mr. Garcia. (See Report)

The matter is being forwarded to Elderly Affairs for assistance and an evaluation of Mr. Garcia and his living conditions.

Received a call which was returned to Councilwoman O'Hara in North Smithfield regarding an adult show being shown at the Beacon Charter School in Woonsocket. She voiced her resentment regarding this type of show and audience being shown on school grounds. She also asserted the fact that the school being utilized was a charter school used by various communities who were not happy from what had been printed in the Valley Breeze. She verified that several calls had already been made to the RI Department of Education.

Placed a call to Elderly Affairs regarding the Garcia matter at 21 East Orchard Street.

Spoke with Pace regarding a walk through with the Senior Center Board of Directors soon. Also planned for a meeting on Tuesday 9-19-2023 regarding participation in the wellness clinic in October.

Completed vouchers for reimbursement of office supplies, food items regarding 21 East Orchard Street, and Staples regarding office labels.

Call received from Veronica Ball residing at Saint Germain Manor. She was calling regarding an issue with access to the internet in her apartment. This matter was resolved by the WHA prior to my call.