

Testimony in Support of HB 535 HD1 Finance Committee, February 22, 2013, 130 PM.  
TO: The Finance Committee Chairman

**LATE**

I am in Support of HB 535 HD1 as it is a short term solution for many homeless instead of being outdoors in the wind and rain. There is an urgent need for an alternative shelter as the existing shelters are not being run properly. My Experience has been mostly with NEXT STEP.  
From OCT 24, 2011 ongoing to present.

Having to deal with the NEXT STEP SHELTER restrictive entry screening (28 pages of forms) and their kneejerk use of eviction and termination of the taxpaying citizens of Honolulu's Homeless community anything would be an improvement. The male section was running at 45 % vacancy, when new and old males were camped less than 3 blocks away.

Their management style is capricious, whether it is the lowest educated to the CEO Sheila Beckham; they have neither the professional skills nor the "moral Compass to do the right thing" at best. At worst I have known staff members to steal food intended for the homeless resident. I watched as individuals who were wrongly evicted. I watch staff take small mistakes to the eventual eviction of an innocent person. I watch Staff taking legal drugs from patients recovering from implant surgery. Tim Walker (wife Vicky Walker) were paid up, calm, rule abiding family members, He suffered severe brain damage on the streets of Honolulu following said wrongful eviction. 8, count them weeks Tim Walker hung on to life at Queens Medical Intensive care Unit. WHC and NEXT STEP denied any responsibility, they did not visit they did not counsel her and the provided no hospitalization after she collapse on 4 separate incidences at this time. Do not take my word for this call ED BIGGER 383-6093. DARLENE HEIN refused to discuss the shelters negligent procedures shortly before she was forced to resign and leave town I might add.

Jason Espero a 27 year old PolySci major from UH with no work or life experience, no social services training, no business management qualification or compassionate leadership to run a social services operation, what he does have is a wealth of arrogance and malice; which does nothing to help homeless in their time of need. When Tim very slightly recovered and not half the person he was before the attack left the hospital his grief stricken wife overdosed on pharmaceuticals provided by Sheila Beckham's staff. Due process, freedom of speech and association etc. are not practiced at Pier #1 nor many of the other human rights.

Bryan Talisayan, COO of WHC, has carried forward the traditions of lying and deceit. I have personally suffered under Sheila Beckham's conspiring with Bryan, Christopher Khamis, and Pete Fonseca to deprive me of public state supported shelter. My transgression was to report their malfeasance to the proper authorities Lori Tsohaku, DHS Homeless Director and Colin Kippen, Homeless TZAR for Hawaii. They continue to investigate, I am suffering my 18<sup>th</sup> week of expulsion for no valid reason. Christopher K. Recanted over the phone several weeks ago, Pete Fonseca on the other hand attacked me with verbal threats and gestures resulting in submittal of a temporary restraining order against the terrorist threatening by Pete a close friend and employee of Jason Espero. I was testifying at the Chairperson of The state Housing committee the next Monday, on Saturday following Pete F. attack Jason Espero called the Sheriffs to intimidate me from handing out flyers announcing Representative Rida Cabanilla's hearing about the many problems with Next Step.

Considering the choices, living, on one's own is far superior to the threats to life and limb from associating with the likes of Next Step and Sheila Beckham. They take the money and fail to perform in the area of shelter management.

If you have to live in the NEXT step shelter, the Open grass or parking structure with cover and a toilet and beach shower facility would be heavenly. Let it be self run by the homeless occupants and maintain tight fiscal controls.

DO NOT HAVE ANYONE ASSOCIATED AT THE NEXT STEP MESS INVOLVED IN ANY WAY.

Don Crescimanno 478-7867 email himarket@lava.net

# PRESS RELEASE

FROM ED BIGGER, FORMER SENIOR MALE ADVISORY BOARD MEMBER,  
NEXT STEP PROJECT SHELTER, SPONSORED BY THE STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES,  
CONTRACTED BY WAIKIKI HEALTH CENTER

This is being addressed to the individuals, who helped create a system with NO accountability, fiscal protections, human rights abuses, bill of rights suspensions, and business practices from a bygone era. Nepotism flourishes in the Halls of our Capitol.

Jason Espero with Darlene Hein manage the Next Step Shelter at Pier 1, for the Waikiki Health Center.

**Jason has demonstrated a capricious, inconsistent policy and manner in disciplining residents with EVICTIONS.**

Many residents have suffered under his lack of compassionate leadership.

The examples are too numerous to count, here is ONE example:

Tim Walker has been in intensive care for weeks following a severe beating on the mean streets of Honolulu, as a result of a needless, inappropriate decision by Jason Espero. Jason is the current Shelter Coordinator and in my estimation demonstrated a severe lack of experience and compassion.

Darlene's answer to my offer of an invitation to attend a candle light prayer vigil for Tim was "**the shelter is not liable**" Liability, notwithstanding, and I am well aware of how this works. Not one staff member of the shelter or of Waikiki Health Center paid a visit a visit to Queens to see how Tim was doing. If I'm the Director, I'm the first in line to see what's happening. This is called compassion.

**Tim Walker** a NEXT SHELTER RESIDENT, ( FEE PAID UP, CALM, RULE ABIDING INDIVIDUAL, NO RECORD OF DISCIPLINE ISSUES AT NS) was beaten into a coma in downtown Honolulu. That is not a scandal and it is not news that happens every day in Honolulu. If it is not news **why** am I writing, it is in the details that make this scandal develop. TIM is married to Vicky. Someone provoked Tim for some reason, still unknown, at dinner, he reacted with a loud shout of disapproval, The person who provoked him has a history of violence at the shelter and has been formerly expelled for this same behavior. This act was later judged to merit 10 days (This started as a one day suspension, then turned into three days and finally 10 days. We lost him after 5 days on the street as he was at Queens by then. **JASON ESPERO**, son of the State Senator, Willie Espero, Majority floor leader, who helped secure funding from the state coffers for an organization that then hired his son who has no social services skills, personal management, human resources or business credentials to run the largest state facility of its kind in **HAWAII**. **Hello nepotism. Nothing new in our world, but in this case, it was ill advised.**

(See current and past issues of Street Beat. Call for a confidential list of the Names and numbers of the individuals involved **(808) 383-6093, ED BIGGER**.)

The prognosis for Tim is bleak, as he has been on life support for over 2 weeks. We arranged a candle light Friday night service vigil for the downtown community starting at Kawaihao Church to close out **HOMELESS AWARENESS WEEK IN HONOLULU**. "If TIM lives, he and his wife's lives will never be the same" according to the attending physician.

The mismanagement at Next Step Shelter and lack of professional staff and appropriate training is causing more HARM in a medically run shelter than should be tolerated or expected under the rubric of the Hippocratic Oath, required of all physicians. This would not rise to the level of scandal if it were an isolated incident, but it is not.

Using excessive numbers of days and nights of expulsion for trivial offences is wrong on so many levels. We residents in addition to performing all our housekeeping chores pay IN CASH, which causes hysterical comments like "I accidentally threw the CASH IN THE TRASH when funds went missing the Waikiki Health Center, \$60 a month. The state and federal government pays them millions in direct grants and \$100,000's in accumulating tax supported payments thru Medicare. (One minor bicycle accident netted a \$14,000 dollar medical charge. If you are Hawaiian, sick, mentally or physically handicapped, drug addicted alcohol prone and or unemployable you are just too valuable as a commodity to be let go from their supervision (and cash flow). You will be worked through their inefficient bureaucratic system extracting as much as your condition will generate from tax supported programs. This sounds extreme, but someone needs to look at this with an accountant's eye. Have you read the new **WINTER EDITION "STREET BEAT"**?

Medical tests, psychiatric tests, rehab programs, training programs, vocational classes and therapies of every description make the individual a "Goose with the golden Eggs " a continuous cash flow for the bottom line all under the protection of a 501c.. (Federal Tax Grant)

**Be careful. Do not deprive the residents of help, but please give them a certain level of efficient, moral, and ethical, social professionalism. We volunteered for NEXT STEP!**

The eviction rate is going up and up and the length of time is getting greater and greater. **An audit** of this punishment cycle will speak volumes to the question "why do people not want to stay in state supported shelters despite the state extensive outreach programs." (Shelter **vacancy** was as high as **43%** in the men's section, the family section holds less than 50% currently. This was explained to me by Darlene Hein as to having to do with sewage capacity!?? Come On!! Why does Waikiki Health Clinic, Sheila Beckham CEO perform so poorly in **the bedside manner** of their chosen profession..

Why are **performance stats** not published? Who knows their grading system to establish policy decisions. Why is the so called grievous process not handled properly. It simply does not exist!!!! What are the interim reporting cycles to the funding source, The department of Human Services and Susan Chun-Oakland's Senate committee on Homelessness?

Gregg H, Betty F., Don and Patty, Dave C., Bonnie M., Paul P. Tim W. Wade K, Robert D., Don C. Ed. Don D. Ron, Vito and family, Robin and on and on have been excessively punished in this manner Sudden Evictions on dubious trivial grounds by the lowest level of untrained management are simply **unacceptable**. Not simple evictions, but punishment handed out in an arbitrary manner such as evicting a lady friend of mine at 10:30PM on a rainy night instead of sending her to bed and having a discussion the following day, explain that there might be consequences. This has bee my observation on so many occasions. Quick to call the police as a first response. I guarantee, that with my limited Psych background, could have resolved many of these situations

**GOD FORBID DO NOT CLOSE THE SHELTER. PLEASE HELP US TO GET A TRAINED STAFF OR INVESTIGATE WHERE THE PROBLEMS RESIDE AND CORRECT THEM.**

Please be aware that I am one of the success stories, I have a job, a vehicle, an apartment and I pay taxes. My 7 months at the shelter were positive for me. I feel that the staff would mirror this opinion. However, most individuals live in fear of retribution for speaking out and criticizing shelter personnel. When needless injury is brought to this roundtable of discussion, I stand firmly on the

side of every resident, poor, Hawaiian, disabled, injured unemployed, mentally or physically challenged, whomever. Oddly, I stand on the side of the shelter and the service it provides to the community.

Colin Kippen, Lori Tshako, S. Chun-Oakland, John Mizuno, Brickwood Galuteria are aware, but have not acted, injury and loss of life may reach the court of public opinion, where are you in the meantime are you the problem or the solution.

Now for an update as of 2-10-13: After Vicky (Tim Walker's wife, myself and a close family friend, having spent the biggest part of 2 solid months around the clock at Tim's bedside, let alone the tremendous care that Queens provided Tim), we walked Tim out of the hospital under his own power. Keep in mind that this is a man that had a hose coming out of the top of his head and out of every major orifice (Tracheotomy included). He came back to the shelter and 3 weeks ago Vicky (Tim's wife of 12 years) had a heart attack and died next to him in bed at the shelter. Although her health was not good, I feel that this whole process started with Tim getting kicked out for literally no reason as a result of the ensuing stress this caused was precipitated by a lack of training of the staff in charge. And keep in mind that, mysteriously, Darlene Hein resigned the night that Tim Walker was founded beaten within an inch of his life. Coincidence? I think not!!!

**P.S. The above Press Release was delivered to the offices of the 3 Honolulu TV Stations and all the published papers in Honolulu, 8 weeks ago.**

**No one, no journalist or Waikiki Health Clinic Staffer or Next Step Coordinator could lift a finger to investigate the many abuses of the Next Step Shelter. The above very stressful situation led to the heavy medication to sedate Vicky Walker from the Waikiki Health Clinic. After weeks of stress caused by the sever injury to Tim she succumbed to an overdose of medication this past Friday. You will notice the Fund raising TV commercials the Waikiki Health Clinic is paying to white wash**

**and improve their image for the Charity Minded donating citizens of Honolulu.**

# PRELIMINARY REPORT TO THOSE CONCERNED WITH THE OPERATION OF NEXT STEP SHELTER

To: The executive board member of the Waikiki Health Clinic

If you were to believe Sheila Beckham everything is fine at the Next Step Project. I received another solicitation for donation the second in as many months. Years ago I help raise funds for a struggling WHC through a friend of mine Dave Hamill your PR person. I supplied invitation distribution for a fundraiser event at a large Waikiki hotel. I am in my 60's, I have been a resident of Honolulu 45 years, I am a B.S. Honors graduate of the University of Hawaii, Manoa, a retired Vietnam veteran I have worked in Honolulu for companies big and small including Hewlett Packard, Caterpillar Machinery, The USCG, I have manage several large condo/apartment building complexes for individuals, the state of Hawaii, The City and County of Honolulu and HUD. I have extensive experience housing the elderly and the low income section 8 in Hawaii. I have been on a first name basis with Neil Abercrombie since our days at the Manoa Campus and Peter Carlisle since before he ran for City Prosecuting Attorney. the economy has taken a huge hit and I have found my self unemployed and homeless as many are in Honolulu today..

Peter C. the mayor has signed a bill making it a criminal offence to be caught on city property after 10PM.

Neil, asked charities not to feed the hungry outside of established shelters.

I have lived on the streets before as a resident manager in waiting for your next position it is inappropriate to sign a year long term lease which you will not be able to honor. I was lucky and never attacked on the street and only robbed of change once while asleep. **I could always find out of the way places out of the rain to sleep.** Honolulu is no longer the friendly aloha state it use to be in better times. Homeless people are targets of both criminals and well meaning citizen, who just don't want them in their neighborhood. In big cities across the country elderly homeless are being killed for the insurance or

their paltry possessions or cash or imprisoned for their Social Security Check by relatives or friends. **What a world we live in!**

Security Guard services ( the fastest growing segment of the job force ) patrol all of Kakaako day and night, everything is now fenced. The Kakaako park a former garbage dump is off limits to the sleepy. As a senior scholar and continuing my education at the Manoa Campus and a UH card carrying graduate I can not sit on the ground of the University of Hawaii, John Burns School of Medicine.

Just today Sept 12, I was confronted by a Sheriffs and the security guards of the Ala Moana Hotel.during Neil Abercrombie's speech to the NATIONAL CONFERENCE ON AFFORDABLE HOUSING IN HIGH COST AREAS, as a homeless person I was unique without a \$250 registration fee, I was definitely not welcome. Neil exited the hall and acknowledge me, He introduced his aid and suggested an appointment through TIM McBroom 594-7037 special projects aide to the governor.

The Hotel and myself have the same state representative TOM BOWER 586-8530 (It did not feel like it was equal representation 3 security guard / a Hawaii independent Democratic voter )

I was please that Colin Kippen, the states "TZAR" for the Hawaii Homeless came up to me and introduce himself, maybe things are looking up. I have been talking to him since a month before my termination trying to get redress of the abuse by staff members at Next Step against others not able to write or afraid of retribution for their complaints.

**Back to my experience with Next Step.** I spent weeks getting into Next Step filling out 28 pages of rules and forms at a place called Care A Van on Waealae Ave. Jason Espero the coordinator told me to get a ticket for sleeping in the park and he could admit me to NS immediately . I did and was admitted, afterward when I realized I committed a misdemeanour he would not help me with a note to the judge ( this was the first of many interactions in which he provided evidence of his inexperience and lack of responsibility). I had to secure legal representation to avoid a criminal record which I did by giving up due process to plea to a lesser charge. I AM NOT A CRIMINAL, DRUG ADDICT or VIOLENT in any way. I am well behaved, cooperative and a follower of the rules.

I had met Darlene Hein at a time when she was begging for help from us the residents to run the shelter in front of an all hands meeting. i am the first to volunteer to help, Semper Paratus, the US Coast Guard motto "always ready" is a creed I believe in and exercise. What I did not know at the time Nov 2011 was how serious she was because they WHC had just taken over one week after my arrival OCT 24). She was to prove less than competent because she only show up for the monthly meetings. She had no skills in facility management and even less interest. I as a resident manager knew enough to not block fire escapes at night for any reason ( 5 wheel chair residents and 4 elderly walkers again I have the pictures ). She and Jason support an incompetent staff because they do not have **HOUSING EXPERIENCE**.

So why am I writing you. I have been terminated without cause by Jason Espero in writing and Darlene Hien verbally in person. I was asked by **Rep. John Mizuno State of Hawaii Legislative Representative and Chairperson of the Homelessness Committee**. I advised him against going public ( see my e-mail to him) on Channel 4, but he insisted that I would not be **RETALIATED** against by the staff at NS 45 people went to the speak out about conditions at NS. Residents were not happy with the abuses. I was terminated the next week Monday morning of while I was waiting for the month ending ADVISORY COUNCIL meeting.

What had I done to deserve this harsh treatment?

**I observe, write, record, and document the mistreatment of our poorest citizens and then seek redress through the rules setup by the State of Hawaii for the Shelters.** They are sponsor by the state with taxpayers dollars and additional public charitable support. The state enforces ALOHA, it is the law not just an expression.(see HRS excerpt attached).

Every morning, I made with my own funds, **120 cups of coffee**, for the men's section ( and many others) from 5:30AM till about 7:30AM starting Christmas morning 2011 until I was terminated. ( Darlene H. at the time thank me for the service end of February). 40 each 3lbs tins of coffee (12,000 cups total) \$400, \$60 for Cream and 6 bags of sugar \$90 and again I have the pictures) The staffs harassment was unbelievable unless you new the pettiness of MM. MM was most often on the night shift 1PM till morning closing at 8:30. We are lockout out the shelter rain or shine during the day not bad for us single men,



but horrendous on the young single mother with 2, 3 or 4 young children in cloudy, windy conditions.

The staff when MM was lead started harassing me for making the coffee, I was accused of selling coffee, FALSE, I was accused of blocking the microwave, False. I was accused of making noise, FALSE. I was at the men's table it had been the men's table at that location for the previous 2 years. Now it had to be moved to the furthest corner of the shelter out of our natural traffic lane. WHY? I was never given a reason. Then they claimed their was not enough electricity on the rainy mornings certainly not my fault. Finally I purchase an extension cord so i could get the coffee pots off the circuit with the faulty microwave. ELECTRICAL PROBLEM SOLVED. Then the table was taken away. I personally own a table of the same style and manufacturer. Jason said it was he would not approved it. (Again I am a donor of material supplies to the NEXT STEP SHELTER). I said it is exactly the same. I asked to see the approval for the women's table, because that was approved.

SHOW ME THE APPROVAL PAPER FOR THE WOMEN'S COFFEE TABLE.

He told me he could not because it did not exist. **Hey you , reasonable person** what is going on here if it is not a vindictive staff person? Remember Darlene at a meeting with me at Care A Van said and I quote "that is the best location for morning coffee and thanks for your efforts to help the residents" This was early February. The staff posted a sign saying you could not eat at the table. The nearest table was in the women's section 125 feet away. MM tried to write me up for the morning they move the coffee table and I spilled the ruined coffee outside the shelter. **Alvin** a very big staff came to me while i was sitting and ask me to sign a written verbal warning about the spilled coffee as he asked He placed his thumb and forefinger on my clavicle and started to apply great and painful pressure. I sign grinning at him because I knew i would not forget the use of physical force to get my cooperation. ( i heard from a very reliable source that he had been let go by the shelter for taking residents outback in the dark and ruffing them up. Then the staff posted a sign that said you could not sit or wait at the men's coffee table We have no near by dining table to sit at while we are preparing food in the microwave ( I have the picture it is still there? ). NO WRITTEN RULE, Danny a long time resident would sit at the table for 40 minutes from 5AM till 6AM. He was never asked to leave. Toward the end I was threatened with being written while reading a paper waiting for the coffee to finish. This is the moral

equivelent of thelling someone you can use the bathroom, but will will punish you, the resident if you are caught sitting. Absolutly Absured ! And the staff does not understand why the do not get respect? DAH!

All of this was directed at me and no other male resident. If I were to tell the other donors, churches and civic groups about this blatant treatment of a fellow donor, Jason Espero, would not be looking good in the Honolulu community. I understand A L O H A. I have lived it since before Jason was born. Where I come from if someone donates their time energy and money to help your project, you send him a THANK YOU NOTE not a termination letter. WHC needs to look very hard at their professed, MISSION STATEMENT, CORE VALUES (see website) and the reality of how staff ( JASON) treats the homeless poor, the disadvantaged. the unemployed, the addicted, the handicapped, the mental and physically ill our Hawaiian neighbors.

Back to MM the night lead. he was always walking around looking at things in individual cubicles. It was creepy, it had not dawn on me that he was casing who the next eviction would be because he was often the person gather the personal property of the former resident. One day MM claimed that people were complaining that my booth had flys and pornography ( see Chris K. to confirm this ). This was a time the vacancy was so high that I had no resident with in 2 cubicles in any of the four directions on my isle. It was a cut banana from the breakfast that had just finished about 7:30AM. ( The staff does not feed us we are dependent on the generosity of Churches and civic groups. ) So the donation of a 1/2 of a banana by Maryknoll School gives a sociopath a means to harass a defenseless resident. 2 write ups can lead to eviction. Let us look at the other accusation. The pornography was a 3/4inch square photo on the back cover of a DVD. I asked Chris K. a true socialworker to walk by my cubical to see the pornography. He walk by 3 full times looking for it did not spot it until I pointed it out. Chris thought it a joke and said to ignore MM. Latter that evening all the staff had heard about my "pornography". I checked with all the males in the male section to find out who complained to MM. No one had this was another example of his deceitful lying and basically petty character of this individual. He confiscated my power cord and power strip on the day he and Kevin move the men's table away from the door.

What are his qualifications to be a lead? When I latter asked him where was my personal property he said to ask Jason. That "STATEMENT" is a tipical dodge that staff uses to not answe a reasonable question. What was a little smoke is blown into a ragging forest fire by the time Jason walks in shelter. This delay of a reasonable request sets yhe resident off and by extension sets

Jason off because the cowardly acts of MM and others are not reported to him correctly. This leads to a vicious cycle of distrust of staff and residents alike. ( and indirectly letters to Susanne Chun Oakland, John Mizuno, Colin Kippen, The Street Beat, tThe Civil Beat and anyone else involved in homeless programs in hawaii.

He called the sheriffs to have me arrested after I returned from an emergency at Tripler Army Medical Center. Chris put my emergency in the log the night before at about 11PM on Saturday. Keven was still on duty from the night before he knew I left at 10:30 and he did not speak up.

The Tripler hospital ward Nurse LT. Butler sent a fax at 7:02am confirming my story ( I will show you the original). MM so convinced the sheriff that I did not belong in the shelter that he did not even listen put his hand on his gun and order me out of the shelter. I had been up 27 hours at that point and chose to leave. The is **not social work** this is **terrorism perpetrated by a very petty individual** that could have resulted in **grave bodily harm**.

Yet another example, I was awakened at 11PM and told to empty the Coffee, Cream and Sugar from Chris ( The dance instructor's) locker. Chris did not use his locker and he appreciated me making coffee every morning and he let me use his space 2' X 2' X 2'. Chris K, (the shelter lead ) was a witness to the night time harassment and told MM to stop.

We were told to keep clean cloths in black trash bags to keep out the ever present BED BUGS likewise we were told to keep the dirty clothes in closed black trash bags to keep BED BUGS in. I had move my black bags out of the walkway isle when i went to breakfast one Saturday morning. (again this was at the time we had 45% vacancy). My stuff was gone it had not been green tag to be removed from the VACANT cubical next to mine. Since I had seen MM do this to others, I went straight to the desk and he said before I could. " I put them in the dumpster" that is THEFT, depriving someone from the normal use of their personal property. I climbed into the dumpster but only found one bag of plastic sheets of no value to anyone. My 5 bathing suits, polo shirts, socks and underwear were gone about \$70 \$100 worth. FOR GOD SAKES WHO LET HIM BE A SHIFT LEAD IN A SOCIAL SETTING.

**Stupid Pernicious Harassment.** Another time my 85 year old friend THomas Turner came to pick me up one hour early for lunch. They made him wait outside saying to him " they could not confirm that they had a Don Crescimanno in the shelter". He was well known to all the staff he had come to pick me up 3 times a week for the past 5 months. He also help me deliver the 25lbs bags of sugar and coffee as well as the MIDWEEKS at Lunch time.

I started a library for the adults and went to the following libraries to renew the NS stacks, Main, Liliha, McCully, Kaimuki, Manoa and Makiki on a weekly basis. I have occasion to suffer from gout and would make these forays during lunch as I was taking care of a 85 year old WWII Navy vet ( named Tom Turner whom I met managing a building for HUD in Kakaako.) I have a lot of experience living in community settings from the Boy Scouts, Shipboard in the United States Coast Guard, shipboard on many inter island cruises dating from my time as co captain of the sailing team at UH and the many high rise buildings I managed scattered throughout Honolulu over the past decades.

Separate from my personal pot of coffee. I provide coffee, sugar and cream to the general mess after I was forbidden to make coffee for others ?  
MM wrote me up for **soliciting** coffee, which I was not and Ray tried to get me to sign a written verbal warning for providing coffee in support of Pius X Friday breakfast. Neither ray or anyone else knew what the word soliciting meant. This goes to the state of the staffs educational level. Darlene's specific instructions was for the staff to make coffee every day no exceptions ( see minutes 28 Mar.) Ray, MM and others often neglected Darlene's and Jason's direct instructions. Who was neglecting their moral and State legal responsibility TO LIVE ALOHA .

I also made very large salads on Sunday afternoons ( in 2 large 5 gallon white plastic buckets I procured from Charles the Lettuce Farmer ), because at the time fresh produce was virtually none existent ( I am borderline diabetic) As everyone knows fresh vegetables are nutritious. Meals were provided by charities and they tended to go overboard on the starches and sugars. Many meals I had to skip to protect my health.

I would buy with my own funds the tomatoes, peppers, carrots. mushrooms, green onion, onions. salami, cheese, olive oil vinegar to go with the lettuce. (see picture)

Let me tell you about the nutritional FELONY STUPIDITY of the very incompetent NS staff. Charles S. a hydroponic farmer ( [struwecharles@gmail.com](mailto:struwecharles@gmail.com) ) receive a grant to grow fresh produce for the shelter residents. I watched as the planting structures as they were built, the plumbing installed the "greenhouse erected' and the crop carefully cultivated by Charles over a period exceeding 6 weeks. The 250 very large heads of Manoa lettuce grew rapidly under Charles constant care. I was anxious to know the harvest date. I brought a good friend **Gordon Morris ( 630-6084 )**,The Director of Food Service, for all of the Kamehameha campuses to

meet Charles and see the very successful crop and get tips on safe handling. Dallas another staff person told Charles to dump all the lettuce in a dumpster because he did not know the procedures for handling lettuce. Again, waste of food and the dedicated work of an outstanding resident. When Gordon heard of the lettuce disposal, he wanted to immediately recover the lettuce but it had already been picked up by the trash collector. That is when he said if it had been stolen and eaten it would have done someone some good, at \$3 /lbs, 3 lbs a a head and 250 head \$2,250 dollars makes it a FELONY OF STUPIDITY. A quick note from me to Loretta Fuddy, head of the State of Hawaii Department of Health got an e-mail back from a deputy in days explaining how simple it was to thoroughly was the lettuce.

As I said I follow rules, we were required to sign a statement of what was going to happen in the next cycle of bed bug move out it was a page long and i carefully read it and then signed and dated it. The night before as/per instruction I washed and dried 4 loads of clothing and bedding and wrap it air tight in the black trash bags. **EVERYTHING IS MOVED OUT OF THE CUBICAL SO THE EXTERMINATOR CAN SPRAY THE FLOOR AND WALLS.** this is great for the exterminator because most all of the bed bugs are in our things covered up in black plastic trash bags out of his spray nozzle range. Next day we are not allowed to move back in until all our clothing is inspected. I followed the procedure, now they change the procedure (\$8 in the coin washers and driers) Manny announced on looking into my first shirt pocket "Bed Bug EGGS" re wash it. **BULLSHIT!** Many was petty and this is his way of getting even. I carefully scooped out all the detritus in that pocket place the entire contents in a zip lock bag and sent it to the state health department for analysis by the vector control officer for the State of Hawaii Department of Health, an individual I had a professional relation ship with prior to my coming to Next Step. His e-mail back to me in 2 days not to worry no living bed bugs, no body parts and no eggs just dirt. Again an incompetent kept on staff to harass as he pleases. (see following marked Manny)

Now lets get to the gross stupidity of the move out for bug spraying. Many long time residents just put all their stuff in their car or off premise storage only to return the day after inspections.

The next day, if a resident chose to stay out at night he was not inspected at all. I found that the full dryers did not get the center of bundles of clothing hot enough to kill the bugs so bugs migrated to the next user of the dryer extending the infestation to all others not so infected before the "BED BUG SPRAY CYCLE" if heat or cold kills them get a rent a 20' walk in freezer container or pass out powerful hair dryers.

Manny, told me i could not start to dump the trash until 8PM. I had to update my resume at 8:30 computer hour so I started at 7:45, he was going to write me up for doing a job 15 minutes early, I said call Jason. in addition to this pettiness he would always ask to see my ID when I was returning with my arms full of stuff. Petty but a "rule" inconstantly enforced. He wrote me up for "assault". Does he know English, under certain circumstances this could be criminal libel. Chris a staff lead told me to ignore Manny what i had done was to drop a 1 page incident report on his desk. Fortunately, Chris is one of he better leads and college educated in social work.

MM and Ray yet again

The men's TV was a old color TV that ran of of a DVD player in the corner men's section. The selections were limited Chris K one of the professional social workers asked me to help improve it for the men. A friend gave me over 80 recently released DVD for the men's use. I brought them in on a Friday morning ( 2 shopping bags full as a donation to the men's section. ). I was trepanned by MM. I told him it was a donation for the men's section. I just wanted them to take them as i had a job interview that morning and i could not carry them around all day. MM said if I left them they would be thrown in the trash. THIS WAS A GIFT I WAS WORKING WITH A STAFF MEMBER TO ACCOMPLISH A BENEFIT FOR THE SHELTER. I left them on the ground at the picnic table. When i returned that evening to take them to the men's TV, no one on staff knew what happened to them. This went on for a week until my friend and donor threatened to file a theft complaint with the Honolulu Police Department. Someone cut the power cord on the TV. I offered to get a used TV and was told the staff ( JASON )did not want me to do that. Again, Jason when he is given everything necessary to help the residents he refused. months latter they show a children's movies twice a month not the same.

When the "Soul Patrol" ( I had provided tins of Urban coffee to Sean \_\_\_\_ - \_\_\_\_ to defray his expense's and I supplemented coffee to Peter 348-4892 on the staff of) Maryknoll School discontinued bringing breakfast on Wednesdays and Saturdays..

By most Mondays, I procured 2-3 dozen fresh eggs, peppers, onions, cheese, ham, bacon, mushrooms and made omelette's for fellow residents, feeding as many as 20 from an efficient use of the microwave while making 120 cups of coffee, no mean feat. On Tuesdays, Wednesdays and Thursday, i would try to make due with all the leftover bread and pastry products from the night

before. I often purchased Eggo Waffles and sugar free jam to toast and serve if nothing else was available(Staff had a policy of discarding good food because they did not have a way of keeping it. When I offered to procure a refrigerator I was discourage by staff. (This happened continually and was criminal to waste good food when just blocks away people languished on the streets because they had been evicted from Next Step). Wade, Mike, NY Mike, Al Xray, Dave C, Steve, Pat, Ed, Ed B. Dave of the Cosmos. Paul P. Donald, Patty, Maria, and many others can testify to the truth of the above. I have their telephone numbers and permission to use them to corroborate the above.

Staff used to torment Wade K. , he had weight problems, mental health issues and he lacked good hygiene.

He could not easily walk the quarter mile from the city bus stop to the shelter. He would sleep at night in a chair outside his cubical because of sleep apnea, they would wake him up and take the metal folding chair back to the dining area. This was just cruel. They claimed it was a rule that all chairs had to be in the dinning area. This torment led to his being evicted after days of "no sleep' the staff tried to force him awake for a fire drill early on a Saturday morning that we could normally sleep in and ge some peace. Gestapo techniques?? or " Rules are rules " ( we did and do not have a standard fire alarm in the warehouse called "the shelter")

i could not motivate Wade although I gave him coffee, snacks and breakfasts, however, Mike another resident went out of his way to truly help Wade and I could see a mark improvement in Wade disposition and attitude toward his own plight and how to break the grip staff had on his day to day existance. Wade, ironically,escaped to a place called "Safe Haven" in downtown Honolulu and has been doing very well ever since.

Staff likes to keep people out of the shelter for the most trivial of reasons, when it is raining it becomes life threatening. They are a health clinic and they certainly know better. Does their malpractice insurance cover this wantoned behavior or is the State of Hawaii Libel for the damages? Jen suffered such a fate, Paul was hospitalized. I contracted a bad cold.requiring a trip to the Army Medical Center and many many others.

The staff is beyond unprofessional here is an instance of negligent criminality " LEARN HOW TO BECOME A TARO FARMER" I went to a seminar in which the speaker explained work at the farm any day come and go as you please, NO FIXED HOURS, NO SET DAYS, NO PAY just the pleasure of

learning about taro from the ground up. **No Contract, No Educational Certification, just hard manual labor for the poor indigent shelter residents.** I called the National Labor Relations Board in San Francisco and got a call back within the hour and they told me this was a rampant illegal abuse of the US labor laws and that people were preying on immigrant farm worker in Nevada, Arizona, and California with the same scam. The State of Hawaii had no record of permits or knowledge of the perpetrator of this scam. **This was not my job, but the staff just does not understand their moral responsibility to protect their charges ( Social Work 101 ).**

I was appointed ( by Jason Espero) to the Advisory Board for Policies and Procedures of the Next Step Shelter, self governing body. ( Jason as always did not follow his own rules Dan a long term resident was the first chairman for the first meeting ( Dan came ahead of Don and that had been the (first name first) criteria for the rotating chairmanship Dan having had much more experience in shelter living had prepared many pages of speaking points that Jason did not want to come out at the first meeting of the advisory council. ( Free Speech is not one of Jason's strong points ) Dan immediately resigned from the board saying it was fluff and a waste of his time. ( Jason 1, Free Speech 0 ). The council meetings became a joke as Jason and Darlene sat in on all the meetings directing or shutting down discussion on issues that pertained to their mismanagement Deborah P. (an Advisory Board Member) was appalled she and i do not see eye to eye, but she is an intelligent observer of the staff and their many foibles, try to get copies of her dozens of incident reports if you do not believe my accounting of these events.( phone number upon request 389-398\_).

A friend and I had procured over a thousand "Surf Wallets" in the previous year. They were brand new. I suggested that at Christmas we donate them to the shelter this we did approximately 150-200 to all the adult residents to keep or give away. We followed up with donations of 150 to Pious X, 150 to Sacred Heart and 150 Maryknoll to help them out for helping feed the residents at Next Step Shelter.

My 85 year old friend Tom wanted to help the kids and donated 8 tubs of Safeway ice cream. I donated 24 packages of shoulders, Indians, cowboys, pirates, knights, fire and policemen. Why I am mentioning this is I only saw 2 packages of soldiers and none of the ice cream show up out on the mess hall



floor. ( The staff had misplaced 12 lbs \$60 worth of hard Italian salami I had saved for a communal Sunday salad never to be seen again by residents).

Deborah P. the Council Advisor ( and minutes taker) mentioned above used to sit in her large white car overlooking the Next Step entrance and observe things leaving the shelter with staff members. She felt very strongly that stuff donated to the shelter was for the use of the residents. Ron was furious that they would rush the resident chow line through and then get in line themselves to eat the donated food. I have no opinion on that, but I would be interested because I was told I could not give free coffee to the staff, they were not allow to accept anything??? Where I am concerned one very overweight staff member threatened to write up a resident for leaving with a bag of supper.

If the charity gave him the food, then this was one of the many abuses of authority committed by the staff on a regular basis. Remember 2 verbal warnings were enough to get you thrown out on the street. Ask Ed about missing one chore that he did not see posted and being evicted for 3 days.no food, no sleep, no bathroom facilities, no access to medications or any other thing in the shelter. Did I mention Ed had a job driving a truck which he almost lost because of lack of sleep.

I wrote a letter of complaint and that is when I started getting all kinds of flack from the nonprofessional staff, when I ask why I was told to talk to Jason. Jason was rarely available if he did not want to talk to you, he was to "busy". Prior to this I was noticing and objecting to the ways the adult males were being treated by Jason and certain staff members. (We had a vacancy rate as high as 45% males by my count, empty cubicles.) Many just left, petty staff members could do this very easily making their lives miserable by putting people on a continuous helpful list as I experienced and watched other suffer from. The Hawaii politicians cannot understand why so many adult males would rather live on the street than in the Next Step shelter. I am hoping to inform them of the abuse, pettiness and even criminality of the people they have hired to solve the "Homeless Problem"

I had a monthly average of 75 work assignments a month and i completed all of them, 45 for the work in lieu of rent fees (Yes we all Pay \$60 rent a month for a state owned vermin infested leaking warehouse) 25 for the continuous "helpful listings" and only 5 for my regular chores. These where most often incorrectly posted, I complained to "Omee", I complained to staff, I complained to Jason. (he had no experience with writing up a simple calendar, when I explained what standard business practice was, he instead on doing it the

wrong way because of his lack of experience. (he is a political appointee to secure and safe guard state grants, his father is the State Senator Willie Esperro.) I was so exasperated I left a rather scything commentary on Sheila Beckhams voice mail.) Next day Darlene shows up and it is not a monthly meeting ( she rarely visited the shelter this was to set me straight) I had tried on three occasions to go through the grievance procedure, I had left calls on Mark Gannons voice mail 4 times for over a week with no response. Darlene said and I want to be very clear "they will bounce it back to me what ever is said" this is indirect violation of Next Steps contractual obligations to the State of Hawaii to provide a "due process" grievance procedure.

Retribution is alive and well and thriving under the guidance of Jason Espero. I had observe Robert, ( I have his picture ) he was and is a MENSA. He wrote excellent letters complaining about the arbitrariness and inconsistency of the staffs actions and rules enforcement. He was thrown out after one particularly good letter. I have heard he was arrested since his eviction and is now in jail awaiting sentencing ( **people you have a moral obligation under the Hippocratic oath to good and not do worse in your administration of a Medical Health Clinic**) I observed others who spoke out against Jason's arbitrary decisions, Ron, Don D. Robin JoJo, Vito and many, many more go to the fence across from the John Burns School of Medicine and query the homeless men who have experience the horrors of a NS dictatorship. (Even Willie Espero had to run for his office and get elected.) Let me give you the height of stupidity and arrogance. The Friends of Hawaii Book sale Mar 24-25 was held at the warehouse adjacent NS. The staff erected interlocking crowd control fences to keep people from the Book Fair from wandering in the shelter and all day it worked very well. It was a dark and rainy night and I noticed the fencing was still interlock and effectively locking us in in an emergency. I pointed this out to RAY and she said they were not going to have a fire drill so she was not going to open the interlocking fence. People go to jail when people die behind barricaded fire escape exits. I went to FIRE Captain Curtis from the Kakaako Station the next morning with the pictures he agreed to violate them right then and there. He cautioned me that the last resident to bring a fire violation to them was summarily evicted. He said if the Fire Station got a call the next day he would violate them on the spot and I would be protected from RETRIBUTION and RETALIATION. He said a resident had complained that the shelter had no fire extinguishers and he forced them to meet the fire code. He was evicted go to the shelter check to tags the are all Nov 2011 if you do not believe this accounting. That is not the end of it Darlene in her arrogance bragged that she new I had visited the fire station and it was not a problem because they could be easily knocked over. (

Wheel chair bound ? Disabled with a Walker? They are called crowd control barriers for a reason and I can happily demonstrate how well they work as design. Darlene in her conversations always tries to shift the blame or seriousness of her failings. More to come.

I was accuse of coming to the shelter at the noon hour without permission. this is patently false. I came to the shelter occasionally to deliver supplies for the coffee mess that I originally set up for the men's section and was now being made sporadically by the shelter staff. Darlene instructed the staff following the Mar 28, 2012 Advisory council Meeting in which Darlene said "Coffee would be made by the staff every morning no exceptions. The residents would provide the supplies to maintain the coffee mess for the one operated erratically by the staff ( see my many incident reports on this subject ). Able one of the better staff member would tell me when they had run out of sugar, coffee or cream. I would make a note of it and go on my Costco account and by supplies at the best possible price on the following lunch hour ( every day I take an 85 year old to lunch He is a friend ( and I am his legal medical guardian ) that drives a gold Mazda pickup truck he is well known to the residents and staff. I would buy 25lbs bags of sugar tins of coffee and cream and use the pickup to deliver it to the shelter as per Darlene's instructions see minutes for the Mar 28 Advisory Council meeting.) On 3 occasions I delivered the supplies directly to Jason Espero, if I was breaking a rule he would have and should have written me up with a written none verbal warning and gotten a signature. Where are they? **His lying about my generosity to his shelter is despicable.**

At the same council meeting Darlene said it was a good idea to get the Midweek, the staff member I talked to about getting it told me and I quote it is not in my job description. Since the Office for Mid Week was only a 1/4 of a mile away I could not understand why the staff would be so obstructionist. I called and stopped by their office on over 12 occasions. they would give me 2 bundles at the lunch hour and I would deliver them to the door of the Next Step Shelter. Again I was doing a job that should have been done by Jason and his staff. ( MidWeek was very important for the discount coupons for food. I had been using it for years saving up to 40% per month on groceries. The food stamp people have a SNAP seminar that was given at the Next Shelter Kapua told me about it ( check the shelter guest registry for the exact date) and I attended I believe it was put on by Chaminad College. How stupid does Jason have to be to not recognise the value to poor families of discount coupons when they are living on the federal food stamp program ? Again I was persecuted by Jason and Darlene with another despicable lie ( Don

Chapman the editor or Midweek a long term associate explained that the pier one complex did not have a US POSTAL REGISTERED ADDRESS and their distributions computer system was wired into the post office.) I continued to drop off Midweeks at the noon hour eventually the distribution manager gave in and promised regular delivery to the NS Shelter. Lets go to the office of Midweek to confirm my story or ask Dave C 391-2846 who tried to get them by paying \$0.50 a piece (they are FREE to the rest of the public.)

The other accusation was that I did not follow instructions, I was never given written instructions by either Jason or Darlene, Darlene did say to me and I quote "do not due the staffs job" and my answer to her was the staff was doing their job Kapua is my witness to this. This was regarding my procurement of 135 emergency preparedness Brochures from HECO. which I dropped off at the shelter in front of Kapua, he did not write me up because I was performing work that the staff could not or would not do. Dennie was the responsible person for emergency preparedness according to Darlene and she had not gotten around to because of her work load ? Darlene demonstrated her lack of understanding of the recent geological history of the Hawaiian Islands.

She said that they had not arranged to get the buses yet? What buses? What Shelters? What Plan? ( show me a dated copy, ( a White lie to cover her inexperience in housing and basic safety).

I was in an earth quake in Hilo Bay in the early 70's the quake came and within minutes the whole of Hilo Bay was oscillating with seismic "tidal waves" fortunately for Hilo the quake was not very large on the Richter scale. At our location on Pier 1 ( 20 feet from a 6 feet above the vast Pacific Ocean) we would be in EXTREME DANGER with a slippage quake on the big Island. We would have 15-20 minutes warning to get everyone up, dressed and running for the hills, not waiting for a bus coming in from EWA BEACH. 1946, 1960, 1964, 2006, 2011 as every educated person knows history certainly repeats itself.

I volunteered for 10 hours a month to work off my fee schedule. I have no money or job 2 jobs I got did not pay. I am going to try and explain the 3 stooges of comedy when it came to how work was assign to cover this 10 hours a month, the regular chores and the punishing "HELPFUL LIST".

The 10 hours was divided up into 44 - 15 minute segments a month. The Regular chores was supposed to be a rotating schedule that gave you a

reasonable chore once a week The helpful list was 5 days of a single chore repeated for 5 days at approximately the same time.

The Advisory Council minutes where full of statements on how the staff was not publishing the schedules or the rotations correctly, the did not have descriptions of what the jobs were. They did not have any accounting system to determine completion of an assigned task. Just printing the list in a timely manner did not happen.

If it was posted to late you would have already missed a chore before you had a chance to see it.

( again see the minutes Deborah P. has a copy in her computer if the staff lost theirs ), I have a copy that anyone can verify to be the smooth minutes written by Deborah

I was concerned about missing even one chore I asked Omee and Vivian on 2 separate occasions each and I was Told if you miss a chore you could do a "make up chore". Ok a reasonable way to work it considering its chaotic underpinnings of the system.

Omee gave me an unbelievable calendar ( let me show you ) She insisted that I sign a paper saying i would start on JANUARY 1, I had to tell her 4 times she was wrong, then I signed. I noted the Jan and then she realized she made a mistake. I ask what about the 20 chores I had done in June she said and I quote "not to worry you can use them for credit" ????

They change TRASH to mean sweeping outside the building without informing the people doing the job. On the previous list of 4 jobs trash meant dumping all the large rubber trash barrels at the shelter.

Again most of the front line staff could not write clear enough to get by this led to miscommunication that tended to escalate with the resident coming out the ultimate loser.

Many of the men came to me because I was the Senior Male Advisor on the Council complaining that the office was not recording their monthly FEE payments and the accounting was incorrect ( PP, RZ, Steve and many others ) I have little expertise in accounting, but watching everything else Omee did I could imagine sloppy work that could have covered up a multitude of sins.

Added on top of this morass of doing things I Don Crescimanno and Dom Cazimaro have total different names they Omee would combine the 2 names

in so many different combinations that the staff had no idea who she was referring to. When confronted by her error she tried to pass off a forgery of my first name on the same list in pen when the original was printed on a computer. How stupid, how dishonest how unprofessional. What else did she try to put over on people.

I always did every job assigned ask Chris K., 321-6341 Vivian, Able, Alvin

If as Jason says I did not do my chores, (I had a "chore chaperon" for the last 2 week at the shelter, Chris, Joe, Vivian please ask them. What a waste of staff manpower. The procedure at Next Step was to give a written verbal warning that they required you to sign, WHERE ARE ALL THE WARNINGS THEY DO NOT EXIST! Jason with Darlene's approval lied again. How despicable how unprofessional. READ THE MINUTES MAR 28

I have attempted this grievance procedure since the first of the year. As I said I am an honors graduate. Colin Kippen the State of Hawaii TZAR for the homeless and Lori O both have encouraged me to continue with this process.  
DO YOU HAVE A JOB? DO YOU HAVE A HOME? DO YOU HAVE ELECTRICITY? DO YOU EAT REGULARLY? DO YOU SLEEP ON THE STREET? WHO PAYS YOUR EMAIL? YOUR PHONE? YOUR FAX? FRESH FOOD? A BATH? CLEAN CLOTHS?

Due to CONFIDENTIALITY i cannot disclose the last names but all these people are reachable if you want to confirm any of the above statements.

Wade, Mike, NY Mike, 747 Mike, H5 Mike, Montana Mike, Pedro, Pat, Ed B. Ed, Dave C. Astro Dave, Steve, Patricia, Donald, Donald D, Chris Boxer, Chris the dancer, Robert Z, Robert M

Dom C., Jen, B M, Kauai, Michelle T. Ginger, Vivian, Chris, Able, Kapua, Alvin. Happy Feet, B. Leary

I am **Don Crescimanno** 478 7867 and I will discuss this with anyone in a position to affect a positive change for the betterment of NEXT STEP SHELTER

I have documents, statements, phone records, audio recordings, video interviews, public Broadcast from KITV, channel 4 news, Paul Drews interview with protesting NEXT STEP residents at Kakaako Park, Tuesday 10AM, July 22, 2012, web pages and pictures to backup all of the above. I requested the Staff records of my stay at Next Step complaints, incidents, logs, etc. and the head of the DHS, Homeless Division was refused by the NEXT STEP STAFF. She has the State of Hawaii obligation to administer the State supported contracts with the varrious agency's receiving State, Public, Private support for the benefit of the homeless