



HUMAN SERVICES & VETERANS COMMITTEE

COMMITTEE MEETING

~ MINUTES ~

Wednesday, October 23, 2024

11:30 AM

Sullivan Chamber
795 Massachusetts Avenue
Cambridge, MA 02139

The Human Services and Veteran's Committee will hold a meeting hearing Wednesday, October 23, 2024 to discuss issues facing homeless shelters in Cambridge and concerns raised by the unhoused community.

Attendee Name	Present	Absent	Late	Arrived
Marc C. McGovern	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Patricia Nolan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sumbul Siddiqui	<input type="checkbox"/> Remote	<input type="checkbox"/>	<input type="checkbox"/>	
Jivan Sobrinho-Wheeler	<input type="checkbox"/> Remote	<input type="checkbox"/>	<input type="checkbox"/>	
Ayesha M. Wilson	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

A public meeting of the Cambridge City Council's Human Services and Veterans Committee was held on Wednesday, October 23, 2024. The meeting was Called to Order at 11:30 a.m. by the Co-Chair, Vice Mayor McGovern. Pursuant to Chapter 2 of the Acts of 2023 adopted by Massachusetts General Court and approved by the Governor, the City is authorized to use remote participation. This public meeting was hybrid, allowing participation in person, in the Sullivan Chamber, 2nd Floor, City Hall, 795 Massachusetts Avenue, Cambridge, MA and by remote participation via Zoom.

At the request of the Co-Chair, Clerk of Committees Erwin called the roll.

Vice Mayor McGovern – Present/In Sullivan Chamber

Councillor Nolan – Absent

Councillor Siddiqui – Present/Remote

Councillor Sobrinho-Wheeler – Present/Remote

Councillor Wilson – Present/In Sullivan Chamber

Present – 4, Absent – 1. Quorum established.

Co-Chair McGovern noted that the Call of the meeting was to discuss issues facing homeless shelters in Cambridge and concerns raised by the unhoused community. Present at the meeting was Assistant City Manager for the Department of Human Services, Ellen Semonoff. Also present in the Chamber was Councillor Zusy and Mayor Simmons.

Co-Chair McGovern made a motion to suspend City Council Rule 37.8.

Clerk of Committees Erwin called the roll.

Vice Mayor McGovern – Yes

Councillor Nolan – Absent

Councillor Siddiqui – Yes

Councillor Sobrinho-Wheeler – Yes

Councillor Wilson – Yes

Yes – 4, No – 0, Absent – 1. Motion passed.

Co-Chair McGovern offered opening remarks and shared that this was an opportunity for people to voice their experiences in shelters in Cambridge as well as those who work at the shelters to share their goals and procedures. Co-Chair McGovern stressed the importance on whether those who are unhoused are being provided services by the City or nonprofits, that they are being treated with respect. Co-Chair McGovern

indicated that this is a chance for those to speak freely, but also productive, to work towards the goal of improving conditions and work with providers.

Co-Chair McGovern recognized Ellen Semonoff, who introduced Maria Melo, Case Manager, and Hannah Daniel, MSC Program Manager, from the Department of Human Services. Ellen Semonoff offered an overview of the role Human Services provides to the unhoused community and the partnerships with shelter providers.

Co-Chair McGovern recognized Holly Boginski and Maureen Cunningham from Baycove Human Services, Jim Steward from First Church Shelter, Karen Meehan, from the Salvation Army, and James Hardy (joined via Zoom) from the Green Street Shelter who all offered a brief overview of the services that are provided as well as how many beds are available at their respected shelters.

Co-Chair McGovern opened Public Comment.

Lauren Verdant, 341 Broadway, Cambridge, MA, offered suggestions on the quality of life at shelters.

Jeremy Dalpe, 362 Green Street, Cambridge, MA, spoke in favor of Harvard Square Homeless Shelters (HSBS) and shared concerns about other shelters and their staff.

Dan Totten, 54 Bishop Allen Drive, Cambridge, MA, spoke about direct work with the unhoused community and concerns about efforts towards helping the unhoused.

Charyti Reiter, 341 Broadway, Cambridge, MA, On The Rise, voiced concerns that have been raised by participants in shelters.

Cynthia Doucette, 11 Lindsay Terrace, raised concerns about the wellbeing of those staying at the Transition Wellness Center.

Kevin Merrill, 240 Albany Street, Cambridge, MA, shared their experiences as a member of the unhoused community staying in a shelter.

Kevin Merrill stood in silence for three minutes in memory of his friend, Steven Thomas (Kentucky), who passed away.

Susan Marchant Lauziere, 240 Albany Street, Cambridge, MA, spoke on the struggles of being unhoused and their experiences in shelters.

Michelle Pinheiro, 240 Albany Street, Cambridge, MA, spoke on their experience living in shelters.

Jack Mulhern, 240 Albany Street, Cambridge, MA, spoke on their experiences staying at Baycove and raised concerns about living in shelters.

Carrie Ballenger, University Lutheran Church, shared concerns about the loss in funding and stressed the importance of having better communication with partners in the community.

Christine Mumm, 240 Albany Street, Cambridge, MA, raised concerns about the cleanliness of shelters and spoke in favor of overdose prevention sites and the quality of life for the unhoused community.

Erin Aslami, 6 Adams Terrace, Cambridge, MA, Harvard Divinity School, voiced concerns that have been raised by participants in shelters.

Martha Velie Grass, First Parish Church, spoke about their experiences working with guests.

Robert Lutjohann, Faith Lutheran Church, shared concerns about the loss in funding and pointed out that they are hearing the same concerns from the unhoused community that were raised within the last ten years.

Brian Sink, Fenway Health, voiced concerns that have been raised by participants in shelters today and over the years.

Co-Chair McGovern recognized Cassie Hurd from the Material Aid and Advocacy Program (MAAP) who provided comments and concerns on shelters used by unhoused community. Cassie Hurd shared data from a 2021 survey and a current survey about community members' needs and their experiences related to shelters in Cambridge. In addition, Cassie Hurd provided examples that were shared with her from community members on why shelters do not work for them.

**Co-Chair McGovern recognized Co-Chair Wilson who made a motion to close public comment.
Clerk of Committees Erwin called the roll**

Vice Mayor McGovern – Yes

Councillor Nolan – Absent

Councillor Siddiqui – Yes

Councillor Sobrinho-Wheeler – Absent

Councillor Wilson – Yes

Yes – 3, No – 0, Absent – 2. Motion passed.

Co-Chair McGovern thanked everyone for sharing their stories, noting that it is not an easy thing to do. Co-Chair McGovern pointed out how it should be a goal to always try to improve, and that hearing people's experiences is a way to help improve shelters, but also recognize the many challenges shelters can face to try and provide the best experience to people. Co-Chair McGovern shared that it is important for the City to help partner with shelters to help provide the services that people need and deserve.

Co-Chair McGovern recognized Co-Chair Wilson who stressed the importance of assessing, training, and evaluating those who are supporting the lives of people who are most at need. Councillor Wilson asked if the shelter providers could share what training is being offered to their staff and how frequent training is being provided.

Co-Chair McGovern recognized Holly Boginski who shared that in addition to on boarding training, there is annual training provided in crisis prevention, introduction to trauma informed care, and training in harm reduction and substance use. Holly Boginski noted that it is very challenging with the amount of staff turnover, so even with staff being fully trained, people are leaving, and new people are hired, which does not help with consistency. Holly Boginski also provided information on staff supervision and the process of disciplinary action when needed. Co-Chair McGovern asked why there was a lot of staff turnover. Holly Boginski noted that it can be a combination of challenges, including pay, lack of mobility, and feeling overwhelmed.

Co-Chair McGovern recognized Karen Meehan who provided information on a recent two-day mental health training that was provided to staff. Karen Meehan also shared that there are mandatory staff meetings held every other week to address any issues or grievances, noting that a grievance report must be completed within 24 hours following the incident, and explained the process once a grievance has been filed.

Co-Chair McGovern recognized Jim Stewart who shared that the First Church Shelter has a relatively stable staff situation. Jim Stewart shared that staff complete relevant training every two years, and recently they have completed training on HIV and overdose. Jim Stewart noted that the shelter is constantly looking for opportunities to offer employees the chance to learn and grow as care takers to the unhoused community.

Co-Chair McGovern recognized Necati Unsal from Y2Y Shelter who shared that training for staff includes harm reduction, overdose, and cultural sensitivity, in addition to ad hoc training in effort to keep staff as up to date as possible.

Co-Chair McGovern recognized Abby Zachary from HSHS who shared that staff are trained on shelter policies and the enforcement of policies as well as grievance procedures. Abby Zachary pointed out that much of the other trainings that are offered have been shared by the other shelters, including trauma informed care, crisis prevention, emergency procedures, Narcan training, and CPR certification. Abby Zachary also shared that it is important for staff to be trained in the maintenance of the physical shelter space as well as the technology that is being used and that the shelter has mandatory weekly staff meetings.

Co-Chair McGovern recognized Councillor Wilson who asked if the providers could go around the room and share how the building is staffed and pay scales. The shelter providers went around and shared the number of staff that are employed both managerial, clinical, and support staff, current vacancies, volunteer employees, part-time and full-time staff numbers, and pay rate.

Co-Chair McGovern recognized Councillor Sobrinho-Wheeler who asked what the impact of changes in the state emergency shelter system would have on shelters in Cambridge. Ellen Semonoff responded by sharing that the major change has been seen on the family side of shelters in terms of the state changes that have been happening. Jim Stewart also responded and shared frustrations and concerns with changes being made by the state and the need to help all individuals.

Co-Chair McGovern recognized Mayor Simmons who asked if there are written protocols for guests to understand their expectations while staying at shelters. Shelter providers went around the room and provided intake procedures for their respected shelters, with all of them sharing that guests are given information during intake on what the policies and procedures are for their establishments, with many of them adding that in addition to guests given a document to read and sign, policies and procedures are posted around the facility. Some providers shared that they will also have guests sign a document that they have read the policies and procedures.

Co-Chair McGovern recognized Councillor Wilson who made a motion to extend the meeting by ten minutes.

Clerk of Committees Erwin called the roll.

Vice Mayor McGovern – Yes

Councillor Nolan – Absent

Councillor Siddiqui – Yes

Councillor Sobrinho-Wheeler – Yes

Councillor Wilson – Yes

Yes – 4, No – 0, Absent – 1. Motion passed.

Co-Chair McGovern recognized Councillor Siddiqui who asked if there was information on how many shelter beds would be lost with the decrease in funding. Jim Stewart stressed that many of the shelter providers have been concerned about the Transitional Wellness Center closing because of funding. Ellen Semonoff responded and shared that guests of the Wellness Center will be eligible to stay at the new Norfolk Street shelter.

Co-Chair McGovern recognized Councillor Zusy who thanked those who shared their experiences and shared it was a very informative conversation. Councillor Zusy asked if social work programs in the area provide shelters with students to help with staffing issues and questioned if there was a way to create smaller communities within the larger communities within the shelters. Holly Boginski shared that they work with several universities in the Cambridge and Boston area that provide internships, with the hope that when their internship is completed, they would want to stay with the agency. Holly Boginski shared an overview of the setup of the shelter space and pointed out it would be an ideal situation to reconfigure locations to create pods or smaller communities.

Co-Chair McGovern offered closing remarks and thanked everyone for their time and willingness to engage in the conversation. Co-Chair McGovern stressed the importance of respect between staff working at these facilities and guests, conflict resolution, and staff support. Co-Chair McGovern offered comments on consistency and flexibility, noting that not everyone's needs are the same. Co-Chair McGovern highlighted how Cambridge is doing more for the unhoused than many other cities in the Commonwealth. Co-Chair McGovern shared that he looks forward to getting together with shelter providers more often, in more informal setting, to continue the conversation on ways to move forward and improve services.

Co-Chair McGovern recognized Charyti Reiter who noted the importance of people valuing their job and are invested in the mission to achieve and reach goals to help the unhoused population.

Co-Chair McGovern recognized Co-Chair Wilson who shared she would be interested in receiving more information on how often different types of crises are happening in the shelters in order to think about offering services that are needed to help support staff and guests during that time. Co-Chair Wilson also shared interest in receiving more information on activities around crime that are happening within the unhoused community to help address those concerns in future conversations.

Co-Chair McGovern recognized Co-Chair Wilson who made a motion to adjourn the meeting.

Clerk of Committees Erwin called the roll.

Vice Mayor McGovern – Yes

Councillor Nolan – Absent

Councillor Siddiqui – Yes

Councillor Sobrinho-Wheeler – Yes

Councillor Wilson – Yes

Yes – 4, No – 0, Absent – 1. Motion passed.

The meeting was adjourned at approximately 1:46p.m.

Attachment A – Communications received from the public.

Clerk's Note: The City of Cambridge/22 City View records every City Council meeting and every City Council Committee meeting. This is a permanent record. The video for this meeting can be viewed at:

https://cambridgema.granicus.com/player/clip/869?view_id=1&redirect=true

Erwin, Nicole

Attachment A

From: Brian Sink <BSink@fenwayhealth.org>
Sent: Wednesday, October 23, 2024 12:12 PM
To: City Clerk
Subject: Committee Hearing on shelters

Hi,

My name is Brian Sink and I am the program manager for Access: Drug User Health Program here in Cambridge in Central Square. I'm currently a panelist attending the hearing right now, and I'd like to be given the opportunity to speak for a few minutes if possible.

Thank you,
Brian

Brian Sink | Drug User Health Program Manager | Pronouns: He, Him, His
Fenway Health | Green St. | 359 Green St. | Cambridge, MA 02215
Office: 857.313.6797 | Fax: 617.661.2853 | aac.org

 AIDS ACTION

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Erwin, Nicole

From: Lawrence Bradford <bradfordlawrence45@gmail.com>
Sent: Wednesday, October 23, 2024 11:42 AM
To: City Clerk; City Manager; City Council; Schraa, Eugenia
Subject: Cambridge shelters hearing

My name is Lawrence Bradford and I am writing to the council today about my experiences at the Cambridge shelters. I would like this email to be read at today's hearing if possible.

I stayed at The Transitional Wellness Center located on the campus of the Spaulding Hospital in Cambridge. Throughout my stay there, I have not been able to meet with any caseworker or housing worker to assist me with housing applications at that shelter. I have observed situations where client confidentiality was not respected and sometimes a client's private matters would regularly be mocked or discussed openly among shelter staff in front of other clients.

I had also been subject to severe harassment, manipulation, threats, theft, and intimidation, all by staff members. While some of the staff members are nice and kind, the management has been very toxic. I was regularly cornered and blocked from leaving through the doorway when I was told that I need to have a meeting "Right now", when I actually had to leave to go to work, making me late for work several times.

Some of the staff regularly tried to bait me into arguments about non-issues and made-up rule violations that never took place. I have seen the staff use this tactic on others, pick a fight, just to get a guest put out for the day. They would regularly target individuals who have psychiatric disorders, ones that they can trigger easily and get away with it. Directors would also regularly block the doorway to a room while yelling at and berating a shelter guest so that the guest can't leave and is forced to listen to narcissistic abuse. I would watch the directors cause these guests to panic, not understanding what's going on or why they're being yelled at and then get escorted out by the police. The directors would create the drama and manipulate a situation to set up guests who suffer from mental health issues. They would try to get them to act out and then put them in harm's way by involving the police.

I have watched directors Alex Bettencourt and Chris White ganging up on guests shouting at them and trying to intimidate them. Alex Bettencourt would lurch over a guest in a wheelchair with a clenched fist shouting at them to "shut up" and to "stop talking" while Chris White would say "You don't have anyone left", "Nobody is going to help you", "There is nothing you can do", "You don't control the conversation here, we can talk to you how we want and there is nothing you can do about it".

I witnessed my state ID, Birth certificate, social security card and passport being stolen by a staff member. I was patronized and gaslighted by Chris White while reporting the thefts to him. I was threatened with losing my bed and ending up on the streets if I called the police. It took a long time to replace most of my ID's, I still haven't been able to replace all of them yet. My clothes, shoes, coat, phone, glasses, wallet were also stolen over the course of my stay.

We are not treated like humans in this place. We are treated like animals. The food is not good and has little to no nutritional value. They mostly have snacks that have copious amounts of sugar and are not good for adults. The potatoes in the breakfast are too hard to even chew without breaking one's teeth and they do not have any fresh fruit. They provide orange juice once or twice a week, otherwise there is no

source of vitamin c or antioxidants. We are not allowed to bring our own food from outside, yet the shelter does not provide proper nutrition.

They take the linens, bed sheets, towels, blankets, etc. twice a week to be washed and there aren't enough blankets to go around once they're handing the laundry back to us and on cold nights we suffer.

Sometimes it can be very cold and other times it can be excessively hot. If you have a respiratory condition such as asthma, it can be difficult during these times when it is hot enough to be a sauna.

There hasn't been a working laundry machine for almost the entire time I was there. I was allowed to wash my clothes for the first week and then shortly afterwards, there was a notice posted that "Laundry suspended indefinitely". It was not conducive to my situation to walk around with dirty clothes for that long while attending appointments and job interviews. I began to get rashes from wearing dirty clothes while also having a weak immune system from poor nutrition.

One day at 5:30am, Maureen Cunningham kicked my bed so hard that I fell off and hit my face on the floor. I was told by her not to call the ambulance because if I do, I'll be kicked out of the shelter.

The rules at this place are very arbitrary and there is no handbook or place you can refer to in order to learn these rules. Some rules are just made up by the staff on a whim and are told to you to control you while you're not actually breaking any rules.

Grievances don't go anywhere and after filing many grievances and asking about any response from grievances, I've been told by directors that they choose which ones to address and which ones not to bother with.

The bullying, baiting, verbal abuse, psychological abuse, intimidation by the directors became so severe that I would choose to go and sleep outside to avoid the shelter. I felt as if I could be targeted at any time and for whatever accusation they wanted to make up to corner me with. I felt that they had the power to make up any narrative and make something up to involve the police.

If your IDs get stolen there and you do not have them when the Cambridge Housing Authority requests them, then you are removed from the list and will have to start these years long processes over from the beginning. If the directors make up a problem to have the police involved, you risk getting arrested and picking up a charge that you will have to spend at least a year or two going back and forth to court for. Depending on the seriousness of the charges, CHA will deem you ineligible until you've resolved the case. This place is trauma inducing and terrifying. The Transitional Wellness Center, as it is right now, seems to be counterproductive towards getting one's housing.

Erwin, Nicole

From: Dan Totten <dantotten@gmail.com>
Sent: Wednesday, October 23, 2024 11:36 AM
To: City Council
Cc: City Clerk
Subject: Homelessness attachment of interest

I'm referencing this in my comment this morning. I was given permission to share it with the name redacted. Please read it.

Guest Grievance Form

Date: May 9, 2020

Name: [REDACTED]

(You can file a grievance anonymously but will not receive an individual response.)

Description of the issue: I don't like win people are yelling at me respect each other win your staff don't respect us ~~and~~ and talk to us like we are not human being beat that are not going to talk to me like that is one of my trigger I have bipolar, PTSD, ADHD see I have all this problem that I am deal with all this things and why staff can't talk to us with respect or just don't ask any to me at all

How would you like to see it resolved? I try to diffusing the situation by write down things that we can do and it not right that we can't did any of things and why we can't have a meet and talk about it with everybody I have multiple personalities and people going to stop play with me I have my own opinion and my own voice and yes I like to voice my opinion what worry with the suffer list to us respect go a long way and you have people in the shelter calling people niggers and things it OK not with me and then you have a man talk carzy to me then he try to swink off of me that not cook at all and miss maureen she don't want to list too what we have to said about any that not right you can talk to each people and not talk to all of us that the racist shit that I am talk about I will keep on voice my opinion because I am Adult and I don't care if know body don't like I don't care at all will respect me and I am very beautiful woman and very nice people I am not

taking this b's off not nobody I don't give a f*ck who
You are right is right and wrong is wrong we are not whid's up in
Here so stop treat us like that I just real want people to stop
Play with me one monkey don't stop the show you act like you have
Fav oritism up in here that b's that I am talk about it need to
Stop right now. When I wake up out of my sleep I am a Bitch with
A attitude yes I do have a attitude problem I real don't
Care who like it or not, I am not find to play with nobody at all
believe that I will keep on voice my opinion all the time believe
That you'll keep change the rules and it not fair to us at all
So I not know what you'll are going to do about every things that
Is going on with people but somethings real need to be done about
It all ok, ~~we~~ we need to play game at all time to help us
but with a lot of things that we are deal with and nobody know it
that promble are being to happen but if you give us somethings
Too do you would have this promble at all don't keep us
Anythings to do this promble is going to keep going on
with all of us why not diffuse the situation before
If happen so give us game to play and watch how every
things will give better keep us nothings to do will always
be some tyng of things happen all the time and nothing
good going to come out of it watch a see thank you so
very much god blessed use all around the world,

Erwin, Nicole

From: Hanouf Alhazzaa <halhazzaa.85@gmail.com>
Sent: Tuesday, October 22, 2024 4:04 PM
To: City Council; City Clerk; schraa@cambridgema.gov
Subject: Policy Act Proposal for all Shelters in Massachusetts including Cambridge shelters
Attachments: A Policy Act Proposal to be Sponsored.docx

Dear Cambridge City Council,

We hope this letter finds you well.

We were a group of Women and Men from Massachusetts drafted a Policy Act Proposal (as attached with this email) to be introduced to Massachusetts legislation for next Session in January, 2025 and to be adopted as law.

The proposal was sent to Ledyia Edward for sponsorship.

We heard there is a public hearing on Cambridge Homeless shelters, and we thought to share the attached Policy Act Proposal with you for your support. Supporting all 40 Standards or some of them or even one of them by you will make a difference to homeless lives.

Thank you for caring for the people.

Yours Sincerely,
On behalf, Hanouf Alhazzaa

(8/8/2024)

A Policy Act Proposal to be Sponsored by
Senator Lydia Edwards at the Request of the Members of the Public

HIGH STANDARDS TO BE APPLIED TO ANY

SHELTER'S RESTRICTION POLICY IN MASSACHUSETTS

I. MASSACHUSETTS STATE DUTY TO PROTECT AND PROMOTE HUMAN RIGHTS

1.1 Massachusetts State may *not* be legally obliged to provide everyone experiencing homelessness with a wonderful house or accommodation free of charge as soon the individual becomes homeless or at risk of homelessness. But it has a *duty* to take reasonable measures to provide alternatives to housing to all individuals, who are left homeless. This includes Shelters until these individuals are placed in public housing or their own housing.

1.2 Massachusetts State has a *duty* to protect the lives of homeless individuals and protect them also from discrimination. It should take appropriate measures to address the general conditions in the society in the State that may give rise to direct threats to life and discrimination or prevent homeless individuals from enjoying their right to life with dignity and freedom of non-discrimination either in the street or Shelters.

1.3 Massachusetts State should address adequate conditions for protecting the right to life include, where necessary, measures designed to ensure access without delay by individuals to Shelters, essential goods and services such as food, water, shelter, health care, electricity and sanitation, and other measures designed to promote and facilitate adequate general conditions, such as social housing programmers.

1.4 Massachusetts State must endeavor to ensure that any Shelter (at present or to be built up) protects human rights and human dignity of all homeless individuals and meets several standards including but not limited to safety, privacy, sanitation standards, safe drinking water or other public health standards and standards for conditions of heating and ventilation systems. Shelters are not a permanent solution, but an alternative to housing and a step towards obtaining adequate housing with healthy, productive and living people.

1.5 Massachusetts State should also make every effort to the maximum of available resources to offer Shelters with high Standards to be applied to any restriction policy in Massachusetts. This is mainly for the protection of homeless individuals whose lives have been placed at risk in so many ways.

1.6 The streets of Massachusetts State are aggressive and are not safe for homeless individuals, where loitering and trespassing and even normal living activities in the street became illegal in the

US. The Shelters on the other side are also acting with force to operate and with aggressive policies to handle 'homeless individuals' without respect for human rights and laws. Massachusetts State *failure* to prevent or respond to this aggressiveness with high Standards to be applied to any restriction policy in Massachusetts can amount to cruel, inhumane and degrading treatment by the State against its people.

1.7 The State of Massachusetts should *not* and will *not* allow 'the negative consequences of homelessness' including violations of civil and political rights, such as the right to life, the right to security of the person, the right to non-interference with privacy, and the right to the peaceful enjoyment of possessions.

II. POLICY PROPOSAL

2.1 This policy proposal provides a *Policy Advice Act* to be presented to the legislation of Massachusetts. It will be sent to the Chairperson of Joint Committee on Housing in Massachusetts State House, Senator Lydia Edwards, for consideration, to be introduced to legislators at the next session of Massachusetts legislation.

2.2 The subject matter in this policy proposal is a human rights concern (systematic of several violations of human rights) that needs to be considered by the State. It is with our hope that this policy proposal be adopted, as a State policy to be applied to all types of Shelters in Massachusetts.

2.3 This policy proposal suggests High Standards to be applied to any Shelter's restriction policies in Massachusetts. This concerns any period (Peace, War or Armed Conflict) or any crisis or disasters. Some of these High Standards are about procedures on the application of a restriction policy, while others are about the Merits on the application of a restrictions policy. Not all Shelters have these High Standards.

2.4 The US Constitution and Massachusetts Constitution do not have any clauses that prevent legislating these High Standards in Shelters. These Constitutions and human rights are in line with these High Standards.¹

2.5 This policy proposal has reviewed several Massachusetts bills relevant to specifically Emergency and Day Shelters, but mostly bills are focused on budget, resources, family and children.

2.6 This policy proposal has also reviewed several internal restrictions policies. This includes Woods Mullen Shelter (WMS) in Boston, on the Rise (OR) in Cambridge, Community Day Center (CDC) in Waltham and Women Lunch Place (WLP) in Boston. Not all these Shelters are State

¹ See the US Constitution Fourteenth Amendment, Section 1 indicates: "all persons born or naturalized in the United States, and subject to the jurisdiction thereof, are citizens of the United States and of the State wherein they reside. No State shall make or enforce any law which shall abridge the privileges or immunities of citizens of the United States; nor shall any State deprive any person of life, liberty, or property, without due process of law; nor deny to any person within its jurisdiction the equal protection of the laws." U.S. Const. Amend. 14, § 1 The Massachusetts Constitution, Article I indicates "Article I. "All men are born free and equal, and have certain natural, essential, and unalienable rights; among which may be reckoned the right of enjoying and defending their lives and liberties; that of acquiring, possessing, and protecting property; in fine, that of seeking and obtaining their safety and happiness." Mass Const. Art. I

funded. Not all these internal restrictions policies are published to people and they are changing constantly.

2.7 These High Standards will help any actor, who intends to build a Shelter or has a Shelter in Massachusetts State to take them into consideration when designing, creating, implementing or emending or evaluating policies concerning restrictions in the Shelter. Up until now, there are no Standards that are applied to all shelters.

2.8 Once this policy proposal is adopted, the relevant authorities of Massachusetts State *should* promote human rights in Shelters in Massachusetts. It should also ensure that these High Standards are carried out in a manner warranted by a law and that all resources and remedies are available to the concerned individuals (Guests of Shelters) and all feasible alternatives are explored in consultation with concerned individuals, with a view to avoiding, or at least minimizing, the need to use force. Legal remedies or procedures should be provided to the concerned homeless individuals. The concerned homeless individuals have a right to adequate compensation for any property damaged or disposal by Shelters.

III. REASONS FOR POLICY PROPOSAL

3.1 Around (20,000) recorded homeless individuals in Massachusetts.² Homeless individuals are poor and unable to provide for themselves either one way or another. Their income is lower than paying for an adequate house. Some may rely on benefits from the US governments. They are vulnerable in vulnerable situations. They do not have the money to hire lawyers to fight Shelters policies in US courts that violate US laws. They are unable to review these Shelters internal restrictions as to whether they violate US laws or not. Some of these Shelters internal restrictions are clearly unjust and unfair. These High Standards help them know the laws where vagueness and certainties in these internal restrictions policies of Shelters.

3.2 Majority of homeless individuals are with illnesses, chronic or major conditions, physical and/or mental inability, disability or have an impairment. There are also pregnant women and elderly. Some of these individuals are also on probation from court and if being attacked by Shelters due to internal restrictions policies, it could cause these individuals to be sentenced to jail and if they are immigrants, they are going to be deported from the country, or lose their right to work in the US.

3.3 Due to instability also, homeless individuals face extreme forms of exhaustion and hardship to survive in their own, extreme barriers to understand their essential needs and human rights, and various forces against them, extreme loss of dignity and light to direction in life, after their minds processed to forget all how-to live-in stability and respected as human being.

3.4 There are also forces to silence homeless individuals and to lose their human rights in Shelters. There are recorded cases of losing lives, severe trauma and hospitalization of homeless individuals, increased addictions and of tearing relationships due to Shelters' internal restrictions. This is

² See Massachusetts Coalition for the Homeless, Basic Facts on Homelessness and Housing in Massachusetts and Across the Country, available at <https://mahomeless.org/basic-facts/>, last accessed (07/31/2024). This is a recorded number, but we believe it is more this number and the number is increasing either for homeless individuals or for individuals at the risk of becoming homeless.

considered a systemic deprivation of the right to life. This also causes serious deprivation of access to housing and as an extreme form of social exclusion, discrimination and loss of dignity. There is also criminalizing of homeless individuals when force authorized against them by the police due to Shelters' internal restrictions.

3.5 Public Concerns: there is a social stigma in Massachusetts against homeless individuals. Homeless individuals are *not* considered peaceful or can be difficult to deal with or not trustworthy. Massachusetts has not yet finished its effort in breaking this social stigma as a normal for individuals' relationship that receives normal responses from people toward other people who are homeless. No matter what the stigma is, homeless individuals have the right to live and in place of security, peace and dignity and with all their human rights respected. They in particular have the right to life, away from risk of subjected to criminalization and cruel, inhumane and degrading treatment by public or private persons, including public and private security officials, arbitrary detention or forced institutionalization, deportation and other interference into their freedom of movement, denial of health care or other public services and benefits, including access to safe drinking water and sanitation.

3.6 Public Sufferings: there is uncertainty and confusion by most homeless individuals concerning internal restrictions policies of Shelters and their updates that are not explicit or in place. There is a wide dictionary power in using internal restrictions policies of Shelters. There are diverse interpretations of internal restrictions policies of Shelters on what should be applied and understood. There are various languages used for restrictions in internal policies of Shelters e.g., the word 'restriction' is used interchangeably with the word 'suspension' or the word 'expectation.' There is no compliance by the Staff Members of Shelters with the internal restriction policies. And, there are weak procedures for Staff Members to be responsible for *no* compliance with the internal restriction policies of Shelters. There are also hostile tactics used by Staff Members against homeless individuals.

Some of these internal restriction policies are also applied with *no* peaceful techniques or warnings at all. There is *no* publication or dissemination of internal restrictions policies. There are also several and diverse noted *true* stories of individuals suffering from Shelters policies in Massachusetts. But there are also *true victims of victim* Homeless individuals suffering tremendously from violence, persecution and escaping discrimination from a house, State or a country, then will end up in other human rights violations from Shelters in Massachusetts State.

3.7 Protecting the right to life: There is increased involvement of the police (different types) in Shelters and the use of force due to the application of internal restriction policies of Shelters, even when it is not required by the internal restriction policy of the Shelter. Law enforcement of Massachusetts State, of city or of campus should be **strictly prohibited** in all Shelters or in Shelters' restrictions policies. Every Shelter should have its own security guards paid by it to deal with its internal operation if needed.

3.8 Public Benefits: These High Standards on restriction policies may not help prevent homelessness as many focus on and hope, but they will help prevent 'the negative consequences of homelessness' in Shelters. These High Standards will make Shelters a place of comfort and safety available and accessible without delay and functional to all individuals and a place of a secure environment that accommodates the broadest range of needs of individuals in the State.

These High Standards will also help better management and organization of any Shelter. These High Standards will also ensure high quality free services and goods to be provided to all individuals in these Shelters besides the quality of building and the equipment in the Shelters. These High Standards will uphold the principles of humanity and impartiality. They will also help any individual advocate for the human rights of homeless individuals to be respected (promoted and protected in Massachusetts). These High Standards will make the State of Massachusetts to be a global champion in promoting and protecting human rights of all individuals residing in Shelters and for many other States to follow. The State of Massachusetts should *not* and will *not* allow forced removal of homeless individuals from Shelters -- vulnerable individuals against their will that easily and barbarically.

3.9 Public Cooperation: all Shelters in Massachusetts State should always maintain a safe, welcoming community for all. Shelters must demonstrate that every effort has been made to apply these High Standards. While these High Standards are applied by Shelters in Massachusetts, all actors in the State should be encouraged to build a broad-based partnership at all levels with Shelters to help apply them, support those experiencing homelessness and develop long-term sustainable solutions. All actors also should take whatever steps are necessary, either alone or on the basis of cooperation, to ascertain the full extent of homelessness and their rights respected within its jurisdiction.

This Policy Proposal is Divided into Two Parts:

PART ONE: Procedures on the Application of a Restriction Policy:

Standard One (Identification)

‘The Shelter Administration should make its Staff Members properly identified. Badges of all its Staff Members should be visibly required. The names and the contact information of the Staff members that handle the internal investigative processes should be also known. Shelters’ contact information including phone number and email should be published and workable all the time. Signs to identify directions, safety and emergency places and places where to go with concerns and medical problems or injuries should be posted in the Shelter’s Wall. Guest’s registration is only with first and last names, bed assignment (if there are any) and contact information are required before any restriction policy applies. In the period of War or Armed Conflict, a red emblem should be placed in the Shelter and according to international humanitarian law.’

Standard Two (Pre-Restriction Process)

‘The Shelter Administration through its Staff Members should utilize in a process a peaceful crisis prevention technique, psychological first aid, de-escalation, or any other peaceful technique, or two times-warnings whenever possible and appropriate before implementing a restriction policy. Access without delay to a quiet room or a quiet space should be also available to all in the Shelter. In the shortage of Staff Members for this process, volunteers in the Shelter should be allowed to do the process. Also, identifying self-techniques to better manage emotions, coping with stressful life situations or mental health crises, resolving relationships or conflicts, coping with trauma, grief, or loss, reducing dependency or harms on substance, or searching for housing should be part

Erwin, Nicole

From: Lauren Verdant <tomatorosehybridproject@gmail.com>
Sent: Saturday, October 19, 2024 2:12 PM
To: City Council; City Clerk; schraa@cambridgema.gov; Schraa, Eugenia
Subject: Re: Public Hearing on Homeless Shelters

Hi there,

GRID Alternatives has a program that we should apply to, to rehabilitate community members to install solar roofs and add-on a green roof component to that as well.

I would like to speak at the meeting on October 23rd and have three minutes; and would like to apply for employment to oversee the entire Cambridge shelter system, and acculturate the leadership with a fellowship program which includes people who might be "guests" or "residents" as employee members from a steering council to a day to day hourly responsibility inside the shelters; a cooperative.

Lauren Verdant, MSED

On Sat, Oct 19, 2024 at 12:17 PM Lauren Verdant <tomatorosehybridproject@gmail.com> wrote:

In the first week of December 2022 I was picked from the Harvard Square Homeless Shelter. I had been living a few days in HI Hostel Boston and was curious about the shelter because I had read a testimonial on facebook from a young man who worked through homeless issues there and became a registered student at Harvard. My background with Harvard started when I was an involuntary patient at CHA, a Harvard teaching hospital, the night before the Boston bombing and CIA agent Frank Wahl had conspired to steal my cellphone from my apartment in Medford while I was remote working, and had worked with Tufts medical to conspire involuntary psych treatment. By August 2013 they had intentionally caused me such instability I was at McLean and was involuntary again and being refused the right to mental health court by Lauren Moran MD and Ethan Crawford JD, and impregnated inside the hospital by patient Sean McGuigan. They stole the baby monitor I had intended as a surveillance device before I was released from the hospital. I completed an MSED degree May 2013 and the CIA and Harvard were conspiring to tell a story I illegally conceived a baby in their hospital as a voluntary patient and that I was incompetent to be a mother/teacher. I claimed political asylum in England October 1, 2013 the first day of the federal shutdown over Obamacare, and I voluntarily returned because I feared SERCO security was trying to terminate my pregnancy in Yarlswood IRC. I returned to eight weeks of Georgia Regional State Hospital with my sister ordering with my parents the termination of my pregnancy and I fought through a mental health probate court to keep the pregnancy. I contacted Harvard McLean a few days before giving birth to express my concern about still being trapped in Georgia with my parents and that Sean was missing and fake named patient rep Gail Simpraer said she thought it was great I was delivering in Georgia. Harvard Mental Health destroys the intelligence community. I was within a few minutes of the call sent on a code 1013 into a psychiatric hold to deliver my son in a hospital system Gwinnett Medical center, that was literally refusing me obstetric care during my pregnancy. I was transferred into Lakeview Psychiatric Hospital for seven hours of labor without medical attention then transferred back to the Womens Pavilion and my parents had me tied to a bed two hours after delivery, and separated from my son, all in the name of continuous recidivism planned by the CIA and McLean Hospital system; they're very influential over the psychiatric catchment system. I was transferred to Riverwoods Psychiatry until my breast milk stopped producing and then sent back to

my parents and son because he was so distressed but they had already filed for custody ex-parte before my release, so I would have trouble leaving with him. I was charged after "Juvenile Court" of felony stalking my biological parents and jailed almost the entire first year of my son's life and almost dead from a tyrannical storm of physical abuse including neuralink by his first birthday. Clearly, I could not claim political asylum and return. I later was filed US vs Lauren Greene, Petty Class Trespassing involving a trespassing charge on the CIA Langley, May 14, 2018 which continues now with agent Murphy since meeting him late March 2022, he involved having raped and stolen from me significant intellectual property, real property, computers, cellphones, the CIA stole more than 10 years of email accounts from google and a linked in account. In December when I first began my guest appearance at HSHS George traveled into West Cambridge and had sex with two competing Law Students, one of which he proposed to and slipped Clomid and the CIA Director gave a database of my mind to, and asked her to take my mind and develop it to the United Nations, blocking me in the process from intellectual, professional, personal development. George has a fake JD and illegally passed the multistate bar exam with an audible implant and the CIA reading him the answers. He files lawsuits from my intelligence without giving me legal credit, has opened organizations and businesses from me, without my having any legal entity of ownership or shared profit making. He involuntary entered into a marriage with me May 8, 2023 and then applied for a home with the VA with me that I advocated for to live near a farm (and natural park) and he signed the lease with co-signature TBD without me on May 18, 2023 then insisted I return there with him the next day. I wouldn't sign the lease on its terms that I could not make improvements to the property and he had stolen my cellphone the entire summer. I believe he killed my son during the time I lived there and fought with him for the property. He directed that Hyattsville Home Depot filed a No Trespass Order while I was applying for work there, and stole intellectual property about a marketing plan I devised when the nation was in debt. He has attempted to take my life several times by force or poisoning. Frank Wahl masquerades as Omar, a homeless man, and has been maliciously false polling me in and around Cambridge. There is tremendous graft being spread around from the CIA. I am denied any legal communication in writing about my son. Frank was in McLean several times with me and in Gwinnett jail. Read Shuford [et.al.](#) vs Conway (2013) Why am I not one of the litigants?

In 2023 George followed me into Boston when I began working for H&M to do further research on the fashion industry and had malicious sex inside my employer's building behind my back in excess and abuse while I was working in a lawful capacity and conspired to take me out of the workforce, ordering my managers to take me off the register as I still signed into work under the name of other workers to cashier. He wanted me deemed incompetent before I resigned my seasonal employment. I was selected in December 2023 for HSHS to safety to vacate the VA housing where I was living to be separated, and I continued to apply for Creative Marketing Strategist position, eventually deciding to use the strategy to market my own label, and he stole that too with all sorts of other creative ventures, blocking me from development everywhere all summer with the CIA, including the development of the anti-terrorism soteria system, the redevelopment of the former McLean property to an agricultural research extension of Harvard including a communal farm, and a software for UNESCO for k-12 agricultural education networking globally. Everything I have applied for here, in work and education, I have been denied.

July 5, 2024 in DC when I served George with divorce papers, he attacked me and I filed rape charges, and then on July 6th when I returned to HSHS manager Christine put a drug in breakfast she prepared and by 3 pm I was almost bleeding to death, and had to be rushed by ambulance to Mt Auburn Hospital where both police and the doctors refused to file forensic tests of chemical abortive drug exposure and took false reports. This continued again as exposure on July 8th, 14th and 20th in other forms of ingestibles such as toothpaste. He still has refused to divorce me. I have not been able to file formal

charges because of noncooperation of police and the hospitals. I believe I have been caused unnaturally infertile from what occurred in military intervention to take me out of total competition with him. I continued to attend HSHS Sunday community meetings and had asked that when the HSHS advisory committee meets, they should have one member of the guest population designated to attend, for input and for transparency. This would be useful for all the shelters in Cambridge to have a general advisory committee which includes staff and guests and allows guests to take responsible roles over food preparation with Serve Safe certification and to have other roles involving sanitation, or general organization. The shelters should all have a "dry" status and utilize green space optimally. Christina the Manager of HSHS said she would never allow guests to work in the kitchen and that she would never permit a guest involvement in the advisory and development committees that involve the Phillips Brooks House staff and volunteers. There is obviously an ethics issue with transparency.

I have tried to fly out of the US and the CIA is having me blocked from flying out to France and Geneva for help of the UN and for medical attention. I was never reimbursed for my last scheduled trip on October 8th. On October 9th after replying to the Cambridge School District with interest in being a garden educator, within 30 minutes later, that I was being terminated from the Elections Commission for making inappropriate comments on Election Day September 3rd. I had resigned on September 4th with interest to do something more competitive, and I had never been served notice on Election Day or after of any wrongdoing until I responded to the school district. I have an MEd degree and a k-6 teaching license.

On January 31st I visited a lawyer about my issues with Harvard and when I returned to HSHS I was served a notice that I was being dismissed from the program for harassment of staff and "Omar". Frank Wahl falsely accused me of harassment to have me thrown out. I also became critically aware that the military were spying on me there to steal intellectual property with George and assign it to both MIT and Harvard students with George in sexual compromising situations. I had Covid symptoms when I was forced out of the shelter and George was staying with me in the BayCove Night to Night Warming Shelter, which was causing me worse sickness because they did not have hand soap and it was extremely unsanitary. It was unstable for me to not have a place to live. I was considering just leaving for Canada, but did not want to live in Canada. George applied without my permission from the VA for a shared room at Spaulding Hospital "Wellness Center" which was not well. It served very unhealthy food, had permissive drug policies, was physically abusive towards guests. I was constantly experiencing military rape and involuntary abortive drugging, I was receiving weird email responses about work and education, and my Alexandria Federal defenders were incommunicado as usual. George was forming false tapes that I was noncontributive and playing weird videos, doing weird misrepresentative things with his computer. I would have an idea and he would have the rights to develop it with other people with coordination of the CIA and had compromising sex all around the area we were living. In April I attended a video meeting with the Mindfreedom Soteria and Peer Respite coaching group. The concept for peer-managed respites could easily apply to shelter systems; where they have a more integrated part in the management and policies of the shelters, for ethics and health; for transparency of systems and to prevent abusive medical nor neuralink testing and recidivism cycles. The Spaulding Manager Chris told George to stop having sex with me because the clients had experienced rape trauma and he also knew there were other compromises, and George could have just helped me have covid medicine instead of maliciously drugging me to do something with neuralink against me that had an affect where I would have an idea or a professional motive and would feel blocked to attenuate it to fruition. I have not been able to have an MRI to see what they did to me there at any local hospital and not from Philadelphia. I was transferred to Bay Cove 240 Albany a week after throwing George out because he threatened violence against me when I asked for divorce. It was unsanitary and smelled like drugs in the

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Lauren Verdant, MSED

Erwin, Nicole

From: Lauren Verdant <tomatorosehybridproject@gmail.com>
Sent: Saturday, October 19, 2024 12:18 PM
To: City Council; City Clerk; schraa@cambridgema.gov
Subject: Public Hearing on Homeless Shelters

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Lauren Verdant, MEd

of this process in the Shelter available to all Guests. Alternatives to restriction should also be considered.'

Standard Three (*Internal Investigative Process*)

'If the pre-process of restriction failed, the Shelter Administration through its Staff members should complete a prompt and impartial internal investigative process before the implementation of a restriction policy. No restriction policy to be implemented without this process completed.' Appealing the decision of this process should also be allowed. Adequate and reasonable notices of lifting the restriction should be given to the concerned Guest.'

Standard Four (*Means, Publications and Disseminations*)

'The Shelter Administration through its Staff members should publicize and disseminate to all any restriction policy and its update as well as the Universal Declaration of Human Rights, in multiple languages and in a timely manner. No restriction policy to be implemented without the publications and the disseminations of both. Written versions of important Shelter information and important instructions should be also published and disseminated. Unpublished and not disseminated restriction policies are considered void.'

Standard Five (*Force, Threat, Coercion or Retaliation*)

'The Shelter Administration through its Staff members should not at any time use minimum force, except in self-defense according to the law, and should not use threat or coercion or retaliation against any Guest.'

Standard Six (*Last Resort*)

'Restricting an individual from shelter is a serious matter and shelters should take special measures for the protection of their Guests from the street. Implementation of a restriction policy must be a last resort.'

Standard Seven (*Incapacitation*)

'The Shelter Administration through its Staff members should consider the illnesses, the chronic conditions, physical and/or mental inability, disability or impairment of a Guest before making a decision about implementing a restriction policy.'

Standard Eight (*Alternatives and Assistances*)

'When implementing a restriction policy, the Shelter Administration through its Staff members should provide without delay adequate, genuine consultation with the concerned Guests, and referral to functional and accessible alternatives of housing or accommodation and also free transportation and other information to Soft assistance or Hard assistance, depending on the needs of the concerned Guests. Soft assistance includes listening, providing information for government benefits, advocacy, psychosocial and counseling services, crisis centers or unites, hotlines, gratis or low-cost, high-quality legal aid and referrals, while hard assistance includes bulk distribution and emergency financial assistance.'

Standard Nine (*Disposal or Damage of Personal Property*)

‘The Shelter Administration through its Staff members should not dispose or damage any personal property without the owner's permission and without any reasonable cause. The Shelter Administration should be responsible for just, fair and prompt compensation to any damage or disposal of a personal property that is without the owner's permission. At least three days should be given with adequate and reasonable notice to the concerned Guest for the disposal of personal property.’

Standard Ten (*Free and Confidential Communication*)

‘The Shelter Administration through its Staff members should allow and assist with free and confidential communication with social workers, mental health workers or medical nurses or a lawyer or any other individual when implementing a restriction policy. All Guests shall not be subjected to arbitrary or unlawful interference with their privacy, family, or correspondence or other types of communication or to unlawful attacks on their honor and reputation.’

Standard Eleven (*Record Keeping*)

‘The Shelter Administration through its Staff members should keep records of the violation in restriction policy including any means or video or voice recordings of the Shelter and it should also make easy access to them without delay to the concerned Guest.’

Standard Twelve (*Inspections or Searches*)

‘The Shelter Administration through its Staff members should not allow inspections or searches of belongings after a violation of restriction policy occurs except to search for necessary evidence and this should not be allowed to amount to harassment.’

Standard Thirteen (*No Law Enforcement in Shelters*)

‘The Shelter Administration through its Staff members should not involve law enforcement in implementing any restriction policy. Law enforcement should be **strictly prohibited** in all Shelters. Shelters should have their own security guard Staff Members to handle any restriction concerns.’

Standard Fourteen (*Third Party*)

‘The Shelter Administration through its Staff members should not report to any third party about the violation of a restriction policy even if it is required by a US agency or any other agency.’

Standard Fifteens (*Essential Needs, Required Assistance and Special Care*)

‘The Shelter Administration should not prevent access to essential needs and required assistance at the Shelter when or after the implementation of a restriction policy. The concerned Guest may have little or no time to gather essential needs, think of required assistance or social care, or prepare

emotionally. Essential needs, required assistance and special care should be provided without delay by the Shelter to the concerned Guest before leaving the Shelter.'

Standard Sixteenth (*Voices and Arguments of Guests*)

'The Shelter Administration through its Staff members should have at least monthly shelter community meetings open to all Guests to listen to their voices and arguments concerning restrictions policies and should not consider Guests' voices and arguments as disturbance of Shelter operation. Announcements Board is also required and accessible to all and updated monthly.'

Standard Seventeenth (*Safety Evacuation*)

'The Shelter Administration should not implement any restriction during safety evacuation in the Shelter.'

Standard Eighteenth (*Midnight and Bad Weather Restriction Process*)

'The Shelter Administration must not implement the process of restriction after midnight (12:00 pm) and/or during bad weather. The process of restriction should start after 8:00 am or after the end of bad weather. The Guest is allowed to rest in the quiet room or the quiet space until process of restriction starts.'

Standard Nineteenth (*Languages*)

'Qualified language and sign language interpreters should be available in the Shelter for any restriction process.'

Standard Twentieth (*Training and Education*)

'The Shelter Administration should provide qualified training or education to all its Staff Members concerning the implementation of any restriction policy or the related training or education for a license or certification. Staff Members should be well briefed and prepared to answer common questions about restrictions. Guests should also be provided with awareness of their human rights to be respected.'

PART TWO: Merits on the application of a Restriction Policy:

Standard One (*Human Rights and Human Dignity*)

'The Shelter Administration through its Staff members should respect human rights and the human dignity of all to the highest degree possible and should make this clear in any restriction policy.' Human Rights and human dignity as indicated in the Universal Declaration of Human Rights and its International Human Rights Covenants. In cases where the restriction is considered to be justified, it should be carried out in compliance with the relevant provisions of these documents and in accordance with four principles.'

Standard Two (*Four Principles*)

‘The Shelter Administration through its Staff members should apply the principle of necessity, reasonableness, proportionality and distinction on a restriction policy.’

Standard Four (*Equality and Non-Discrimination to All*)

‘The Shelter Administration through its Staff members should make the Shelter equally available to all without discrimination and should make this clear in any restriction policy. Guests with wheelchairs, walkers, crutches, canes or any other mobility device should be reasonably accommodated without discrimination. The Shelter should also support living and inclusion in the community, and discourage isolation and segregation from the community.’

Standard Four (*Loss of Privilege*)

‘The Shelter Administration through its Staff members should not implement a restriction policy when there is a Shelter’s violation of safety, privacy or sanitation standards or safe drinking water or public health standards or poor conditions of heating and ventilation systems.’

Standard Five (*Inappropriate or Unethical or Immoral Behaviors or Attitudes*)

‘The Shelter Administration through its Staff members should consider inappropriate, unethical or immoral behavior or attitude as a violation of a restriction policy. Arguments or disagreements with Staff members should not be also a violation of a restriction policy. Restrictions should be limited to threat, force or violence - prohibited activities - under the law, or any offensive, intimidating, malicious or insulting behavior against others. Infraction by means of breaking an agreement, or disrupting behaviors by means of a mental illness should not be made as a violation of a restriction policy.’

Standard Six (*Confidentiality*)

‘The Shelter Administration through its Staff members should make any violation of restriction policy confidential except if agreed with the concerned Guests otherwise.’

Standard Seven (*Indefinite or Discretionary Penalties*)

‘The Shelter Administration through its Staff members should not implement indefinite or discretionary penalties in a restriction policy.’

Standard Eight (*Double-Jeopardy*)

‘The Shelter Administration through its Staff members should not implement two or more penalties for one violation in a restriction policy.’

Standard nine: (*Deterrence*)

‘The Shelter Administration through its Staff members should not implement a restriction policy that installs strong fear or hate deterring individuals from using the Shelter again.’

Standard Ten (Voidness)

‘The Shelter Administration through its Staff members should not implement a restriction that violates local Law, State Law or Federal Law or International Law that is self-executed in the United States. Such a restriction policy is considered void.’

Standard Eleven (Declared Emergency, Curfew, Extreme Weather Conditions or other Extenuating Circumstances or Nearby Major Incidents)

‘The Shelter Administration through its Staff members should not restrict or suspend its human rights obligations in a restriction policy except if the suspension is in accordance with international human rights laws and standards. In declared emergency, curfew, bad weather conditions, other extenuating circumstances or nearby major incidents, minimum standards and guidelines should be announced to all. Activating the caption function on all televisions in the Shelter for news media is required during declared emergency or curfew. Daily newsletters should be also available in any format for any Guests if the written materials are not accessible. General amnesty of temporary suspensions of all restrictions may be provided due to curfew or extreme weather conditions or other extenuating circumstances or nearby major incidents.’

Standard Twelve (Goods and Services)

‘The Shelter Administration through its Staff members should not restrict or suspend goods or services available to individuals or animals except bed assignments and under limited rules in published and disseminated restriction policy.’

Standard Thirteen (Accountability and Effective Remedy)

‘The Shelter Administration through its Staff members should make its Staff Members accountable to improper implementation of a restriction policy and to threat, force or violence - prohibited activities - under the law against any individuals or any offensive, intimidating, malicious or insulting behavior against others. Individuals should have the right to an effective remedy by the Shelter Administration.’

Standard Fourteen (The Right to Shelter)

‘The Shelter Administration through its Staff members should not bar or deny entry to any individual from the Shelter unless it is ordered by a US court.’

Standard Fifteen (Good Cause)

‘The Shelter Administration through its Staff members should excuse violations in a restriction policy due to good causes.’

Standard Sixteenth (Free Choice and Control Over Life)

‘The Shelter Administration through its Staff members should not restrict the free choice of a Guest and control over life when implementing a restriction policy. Restrictions on failing to enroll in programs or allowed activities should not be considered.’

Standard Seventeenth (*No Vagueness*)

‘The Shelter Administration through its Staff members should make a restriction policy explicit, clear and detailed when it comes to quantity, with photographs or in large print if needed. This includes restriction of quiet hours, use of personal telephones, housekeeping, pets, personal property, smoking, and items such as martial arts and self-defense, sharp objects, explosive and flammable materials (cigarette lighters are an exception), disabling chemicals including pepper spray, alcohol and drugs. Items should be kept safely in hold and given to Guests after leaving the Shelter. Medical legal drugs or needles should not be restricted. Restrictions of trading between Guests in the property of the Shelter should be also explicit and published. Weapons should be **strictly prohibited** in all shelters and not part of a restriction policy.’

Standard Eighteenth (*Recreational Activities*)

‘The Shelter Administration through its Staff members should not restrict recreational activities videos, music and computers, games and sports, reading materials including books, magazines and newspapers.’

Standard Nineteenth (*Repeat Violations*)

‘The Shelter Administration through its Staff members should not escalate the penalties when the violations are repeated.’

Standard Twentieth (*Medical Restrictions*)

‘The Shelter Administration through its Staff members should not restrict sleeping or resting to any individual due to health or safety reasons e.g. COVID-19. A bed should be provided to meet the needs of the affected Guests in an adequate space and with a mandate that meets Shelters health and safety rules.’