

Dry Cleaning of Juli's Clothing after Damage of Her Apartment at Island House

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Aug 20, 2015	damage at Island House (IH)
Oct 24-25, 2015	partial remediation, paid by PSCH; the remaining remediation to be done after clothes were taken to dry cleaner.
Nov-Dec, 2015 and Jan 2016	<ul style="list-style-type: none"> • PSCH would not help me bring my clothes to dry cleaner; I was unable to find someone to help me do it. • I suffered the cold winter without any of my cold-weather clothing. My coats, sweaters, hats, and woolens were "in hock" at the dry cleaner.
Jan 27, 2016	<ul style="list-style-type: none"> • Juli met with Josh Diolosa (Care Coordinator) and Jennifer Scheck (Supervisor) at CNGCS. • I explained problem of clothing damaged at Island House (IH): "I need help to bring it to the cleaner, have it tallied. Then I can tell the total to PSCH, who said that they need to know the exact amount in order to cut a check." • Jennifer agreed, directed Josh to bring my clothes to cleaner. * I clarified that I wouldn't be paying for the dry cleaning, that we were only taking it for tallying, that he would need to wait for the tallying to be done, then bring everything back to Island House. • I noted that the tallying process would be lengthy, probably hours, and the cleaner would want payment for that process. Would CNG pay for that? (probably \$200-300) • Jennifer agreed to pay for tallying. Then she suggested that CNG pay for the cleaning entirely. • I warned, "There are a lot of clothes. My whole wardrobe. It's six very full leaf bags. The cost could be well over \$1000. Are you sure you want to do that?" • Jennifer said, "I have a lot of experience getting money for these sorts of situations. I've never failed to get the funds we asked for." • I agreed to her offer. I pointed out that the dry-cleaner must be paid at the time of drop-off, so that I would be sure I wasn't going to be stuck with the bill. • Jennifer arranged with Josh: come to Island House, pick up dry cleaning, bring it to dry cleaner, wait while it is tallied, then report the total to Jennifer via cell-phone. Jennifer would then direct Josh to either a) pay for the cost of tallying, and bring the clothes back to IH; or b) pay the entire cost, and leave everything at dry cleaner to be cleaned.
Feb 18, 2016	<ul style="list-style-type: none"> • Josh and I brought my clothes to the dry cleaner. • The tally took 3 hours; total was \$2185.85. Amount for service of tallying was \$300, if clothes were not left to be cleaned. • Josh notified Jennifer via cell-phone. Jennifer directed Josh to not pay anything, to explain that a cheque would be cut. • Dry cleaner agreed to wait for the cheque; he warned that there was a 25% late fee per month after the first month, as per signs in the store and a notice on the receipt.

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Feb 19 - Mar 8, 2016	<ul style="list-style-type: none"> • Via several phone calls, Jennifer informed me that CNG didn't expect the amount to be so high, and was having trouble getting the money to pay for the dry cleaning. She told me that she was meeting with the County about it. • I told her that the dry cleaner had been calling me, wants to be paid, says that a 25% late-fee will be payable as of March 18 (\$546.46). • I reminded her that it was really PSCH's responsibility to pay for the dry cleaning, even though CNG had been kind enough to offer payment; I told her I would write to PSCH (with cc to Scheck).
Mar 9, 2016	I wrote a letter to PSCH, apprising them of cost of dry cleaning. (They never answered.)
Mar 14, 2016	<ul style="list-style-type: none"> • Ms Scheck told me via phone (and confirmed via email) that 'the County made a proposal of how to pay for the dry cleaning'. She said that it was a result of consultations with Harleen Ruthen*. • Proposal from Nassau County OMH/CD/DDS: Three organizations -- CNGCS, PSCH, NC-OMH/CD/DDS -- to pay \$500 each; Juli to pay the remainder of cost (\$685.85) and all late fees. • Ms Scheck informed me that I would need to come to the CNGCS office to sign a release for the money; and she had no time to meet with me before March 18th (when the late fee would become payable). • I told her that it was not a fair offer: <ul style="list-style-type: none"> - First, I had not caused the damage, and I should not be expected to bear the cost of remediating the damage. And especially I should not be asked to pay the most, percentage-wise. - Second, CNG had promised to pay, and I had relied upon that promise when I allowed my clothing to be brought to, and left at, the dry cleaner. - Third, I couldn't afford to lay out \$700. And the late fee would "hit" in four days, and I could even less afford to lay out \$1200. - Fourth, the late fee was accruing because of the month's delay on the part of CNGCS and Nassau County, not because of me; I had not caused the delay, and I shouldn't be expected to bear its cost.

The Proposal from CNGCS and Nassau County:

To be Paid By	Proposal: cost only		Real Cost (with fees)	Real Cost (with fees)
	Amt to be Paid	% of total	Amt to be Paid	% of total
CNGCS	\$500.00	22.87%	\$500.00	18.30%
PSCH	\$500.00	22.87%	\$500.00	18.30%
Nassau Cty	\$500.00	22.87%	\$500.00	18.30%
Juli	\$685.85	31.38%	\$1,232.31	45.10%
total:	\$2,185.85		\$2,732.31	

Mar 18, 2016	<ul style="list-style-type: none"> • I met with Jennifer Scheck and Diane Rizzo (Manager) at CNGCS. They proffered a release that absolved CNGCS of all further claims for payment of the dry cleaning. • I asked how and when the money would be disbursed; they were vague. • I asked about PSCH's participation in developing the proposal; they told me that PSCH had not participated. • I asked what assurance I would have that the monies would be paid by PSCH (and Nassau County), and paid timely; they told me that there was no assurance, that I'd have to work that out myself. • I declined the offer, said that it was grossly unfair. • They chastised me for wasting their time by coming in and not signing the release.
Mar 18, 2016	Late fee assessed: \$546.46. Total due: \$2,732.31
Apr 18, 2016	Late fee assessed: \$546.46. Total due: \$3,278.78
May 18, 2016	Late fee assessed: \$546.46. Total due: \$3,825.24
Jun 18, 2016	Late fee assessed: \$546.46. Total due: \$4,371.70
Jul 18, 2016	Late fee assessed: \$546.46. Total due: \$4,918.16 \$2,732.31
mid-summer, 2016	<ul style="list-style-type: none"> • I took out a \$6000 loan from a credit union to pay for all remediation. • I immediately paid the dry cleaner what he was owed: \$4,918.16... including \$2,732.31 in late fees.
ongoing	<ul style="list-style-type: none"> • I intended (and still do intend) to use the remainder of the loan to pay for remediating the apartment, but PSCH won't allow me to bring in a cleaning company (even after I formally submitted it as a 'Request for Accommodation under Fair Housing Laws'). • Each month I make a payment on the loan: \$133.98, for principal and interest.

* Harleen Ruthen, Director of Human Services -- Nassau County's Office of Mental Health, Chemical Dependency & Developmental Disabilities Services. She has oversight responsibility for the Care Coordination programs in Nassau County.

NOTE: If the the 3 organizations -- PSCH, CNGCS, and the County -- had simply split the entire bill equally amongst themselves and paid timely, it would have cost them \$911.77 each. And it would have saved \$2,732.31 in late fees.