

From: "Robert Colaco, Founder (CFABA.ORG)" <founder@cfaba.com>
Subject: Urgent, Urgent, Urgent, please process and put into the file for a hearing date and time of May 23, 2016, at 1:00 PM. This is the "Pleading Papers" for Case Number 160070215
Date: Mon, May 23, 2016 2:07 pm
To: "ATTN: LAURA - POSITION NUMBER 8" <SHDCSU@DSS.CA.GOV>
Cc: "La France Toliver" <LaFranceToliver@dpss.lacounty.gov>,"Michael Guerra" <michaelguerra@dpss.lacounty.gov>,"Robert Colaco" <founder@cfaba.com>

This email is being written on May 23, 2016 AKA 2016-05-23 at 11:03 (Pacific Military Time, PMT). It is not an automated email or response.

A Memo To and sent by email To and To Whom It May Concern, which includes but may not be limited to the judge hearing Case Number 160070215 :
"ATTN: LAURA - POSITION NUMBER 8" <SHDCSU@DSS.CA.GOV>

CARBON COPY SENT BY EMAIL TO:
"La France Toliver" <LaFranceToliver@dpss.lacounty.gov>, "Michael Guerra" <michaelguerra@dpss.lacounty.gov>, "Robert Colaco" <founder@cfaba.com>

Subject:
Urgent, Urgent, Urgent, please process and put into the file for a hearing date and time of May 23, 2016, at 1:00 PM. This is the "Pleading Papers" for Case Number 160070215

To: "ATTN: LAURA - POSITION NUMBER 8" <SHDCSU@DSS.CA.GOV>

PLEADING PAPERS PLEADING PAPERS PLEADING PAPERS

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Issue 4 - The concerns over the entire appeals process.

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Introductory recitals:

It is my strongest hope, desire, and goal to not sound or to be rude, unkind, or to show any disrespect as I make my following remarks.

It is also my strongest hope, desire, and goal to communicate with you as truthfully and clearly as I possibly can so that you would understand what I am trying to say to you and thereby no misunderstandings between us develops any more than it already has.

As a point of information that the court would not know but that I am having to write this document using speech recognition software which unfortunately has an accuracy rate of less than 50%. Thus, the writing of this document is very challenging and time consuming. While I have tried to remove anything that is inaccurate I may have missed some and would ask the court to forgive me for that.

It is with incredible great sadness that I am having to say the things that I am saying throughout this written document and then potentially through testimony to the court.

It is my strong belief and conviction that the Los Angeles County department of social services also known as AKA [LA DPSS] introduced additional aspects, or additional features to their YBN (your benefits now) when it was not ready and they appear to want to take out their frustrations because of their incompetency on their "customers" (as their website calls us, those that have to do business with them, those that are recipients of their "benefits").

I have spoken to any one and every one that possibly communicated to me that they might be interested in me communicating to them my frustrations and disappointments with [LA DPSS] pretty much from the first day that my wife Gail and I walked into [LA DPSS] office for the very first time in our lives on August 17, 2012. From that very first day up until the very first time that I spoke with LAFRANCE TOLIVER on [2012-12-06 09:11:33] *** Call to GOV-DPSS-Commission+15629088669, duration 59:41. ***

As you can see my first phone conversation with her lasted 59 minutes and 41 seconds. In fact I believe it is very critical that I now list all the conversations that I have had with her since that first one.

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- [2012-12-06 09:09:58] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER CALL TO+15629088669, no answer. ***
- [2012-12-06 09:11:33] *** Call to GOV-DPSS-Commission+15629088669, duration 59:41. ***
- [2012-12-12 13:28:41] *** Call to GOV-DPSS-Commission+15629088669, duration 18:14. ***
- [2012-12-13 17:40:17] *** Call to GOV-DPSS-Commission+15629088669, duration 02:37. ***
- [2012-12-14 10:55:34] *** Call to GOV-DPSS-Commission+15629088669, duration 01:32. ***
- [2012-12-17 11:57:10] *** Call to GOV-DPSS-Commission+15629088669, duration 03:46. ***
- [2012-12-18 15:27:38] *** Call to GOV-DPSS-Commission+15629088669, duration 01:55. ***
- [2012-12-18 15:29:59] *** Call to GOV-DPSS-Commission+15629088669, duration 02:24. ***
- [2012-12-18 18:00:17] *** Call to GOV-DPSS-Commission+15629088669, duration 19:29. ***
- [2012-12-31 10:54:00] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER CALL TO+15629088669, no answer. ***
- [2012-12-31 10:54:28] *** Call to GOV-DPSS-Commission+15629088669, duration 00:09. ***
- [2013-01-03 11:28:44] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER

CALL TO+15629088669, no answer. ***
[2013-01-03 11:29:00] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER
CALL TO+15629088669, duration 01:42. ***
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CALL TO+15629088669, duration 02:22. ***
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CALL TO+15629088669, duration 01:11. ***
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[2014-12-16 17:10:11] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER
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[2014-12-16 17:10:50] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER
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[2014-12-18 18:14:48] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER
CALL TO+15629088669, duration 01:06. ***
[2015-02-03 18:02:25] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER
CALL TO+15629088669, duration 13:34. ***
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[2015-02-03 18:26:51] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER
CALL TO+15629088669, duration 05:17. ***
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[2015-04-22 13:21:31] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER
CALL TO+15629088669, duration 04:38. ***
[2015-04-22 17:35:01] *** Call to GOV-DPSS-Commission-LAFRANCE TOLIVER
CALL TO+15629088669, duration 32:55. ***
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CALL TO+15629088669, duration 43:01. ***
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 [2016-02-24 18:38:27] *** Call to GOV-DPSS-Commission-LA FRANCE TOLIVER
 CALL TO+15629088669, duration 28:13. ***

The above phone calls were placed from Citizens For A Better America(R)
 (CFABA.ORG), our political organization's phone number, which is
 (818)-574-8911.

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There were two additional phone calls that I made that were from my wife's
 phone, they are as follows:

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CALLED FROM 16613490079 OR RECEIVED CALL USING GAIL COLACO SAMSUNG GALAXY
 PHONE

17:25 2016-04-05 BEGIN CALL

18:22 2016-04-05 ABOUT THE TIME END CALL

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CALLED FROM 16613490079 OR RECEIVED CALL USING GAIL COLACO SAMSUNG GALAXY
 PHONE

17:31 2016-04-06 BEGIN CALL

18:25 2016-04-06 ABOUT THE TIME END CALL

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As you can see those conversations have been numerous. At a point in time I began to start our conversations by stating something to the effect of:

"Once again LA FRANCE TOLIVER I am calling you because there is some problem that I am experiencing with the staff of the Lancaster California Office." I have made this both from a joking perspective as well as a very sincere and serious statement. We get to both laugh as well as recognize that there are now new problems that only she can deal with, or is willing to take the time, and energy to deal with that problem.

She has made it quite clear to me that I am to work through the chain of command in that very same Lancaster, California Office, something that I have done with enormous and great effort on my part.

You might be wondering or have a question(s) in your mind as to why I have listed all of these phone calls?

The answer is both simple as well as complicated. What I mean by that statement is that I wanted the court to know the following:

1. That there is someone at LA DPSS that really, really, really cares about the customers that they are servicing. That really, really, really applies to all the additional statements that I make about LA FRANCE TOLIVER.
2. That there is someone at LA DPSS that is incredibly excellent at their work. I have told her on numerous occasions that she should be the highest ranking individual running LA DPSS, the person answering to the Board Of Supervisors.
3. That there is someone at LA DPSS that I am really satisfied with their performance and LA DPSS.
4. There is so much more that I can say in a very positive about LA FRANCE TOLIVER but I do not believe the court wants to read ongoing testimony about her. Something that I have said both verbally and writing that she should not be the only person that I have said the previous things about at LA DPSS.
5. Most of those many conversations she was the only reason and the only person standing in the way of myself not having gone through this process of an appeal of a LA DPSS action since August 17, 2012.
6. Of course the very most important reason why I began to go to LA FRANCE TOLIVER was that the Lancaster, California Office, was doing and saying things that were reprehensible to me. I will discuss this more later on in this document.

Issue 1 - Your Benefits Now (YBN) website and the problems with it.

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It is with great sadness that I have to report that the "Your Benefits Now (YBN) website" has a great many problems and that website should be either taking down or certain features to be discontinued until those problems

are solved. Since I have stated to many vendors that we do business with that I am their greatest secret shopper that they do not have to compensate. I have offered LA DPSS for me to be one of the people that tests their systems. I have tested other of the many vendors that we do business with their systems to see if they are working as excellently as they can be working. That their "customers" are receiving anything but the most excellent service that the organization can possibly deliver rather than receiving the most trash service they can possibly deliver as I believe I Robert Colaco have received from Miss V. Lee since my dealings began with her in May 2015.

20151120_1145_LA_DPSS_YBN_Electronic_Submission_Confirmation_number_is_F30-00242153.PDF

This document is being attached to this e-mail.

=====

On page 1 of 61 the YBN online Computer System made the following statement:

(SAR7) Due Date 12/31/2015

RC (Robert Colaco) Note - This is a totally different date than the one that is printed and received by USPS regular mail.

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On page 11 of 61 the YBN online Computer System made the following statement:

"11. Have any of the following happened to anyone in your home since you last reported? (if yes, check below and attach proof):"

RC Note - It is obvious to me that the YBN online Computer System is able to request for an attachment of proof which question 11 does.

=====

On page 13 of 61 I made the following statement:

RC Note - I CHECKED "NO" TO Q9 AND THERE WAS NOT ADDITIONAL INFO. REQUIRED. Question number nine is at the heart and the foundation of my arguments against L.a. DPSS. My disagreement with LA DPSS is that I filled out the SAR7 form completely and in its entirety from what was being asked from me within that online process. I have experienced from the very first day that I walked into the L.a. DPSS Office of serious and overwhelming problems and deficiencies. Those deficiencies involved any and all aspects of dealing with their employees both in the Lancaster California Office as well as their toll free phone numbers to call and either complain or to attempt to resolve issues of a problematic nature.

I answered question nine truthfully and honestly as I did with the entire document. As I have already stated the system did not ask me for any additional information or to send "a statement" to the Lancaster California Office.

From August 17, 2012 we experienced problems with the Lancaster California Office where we would send as well as deliver documents and get a receipt for those documents and they would claim that they did not have those very same documents and they would demand that we give them those documents again. They did so without communicating in any way shape or form that they were taking responsibility for the fact that we had our receipt that stated what we had given them and I came to the point of taking several steps of action to make sure that there would be no possible way that they

claim that they had received those documents.

Those steps of action included but was not limited to handing a representative a CD that had the documents on them. I believe that was in January of 2013 when a representative came to the house while we were renting a room in and picked up that Compact disc. After that they were unwilling to send somebody to continue that process. I can go into far more detail about this process. However, I have serious concerns that the court will potentially be offended or not appreciate me writing all the steps we took to resolve these problems.

We finally went to a system where we uploaded or put on a computer server the documents so that they would obtain those documents on the Internet in a password protected website.

So, I was thrilled when in November 2015 I could fill out the information online. With all the unbelievable problems we have had with L.a. DPSS I did not anticipate that we would have the kind of problems as a result of me filling out their online form and then to be accused in a very false and malicious manner that I did not either provide them their form or that I did not fill it out in its entirety.

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On page 17 of 61 the YBN online Computer System made the following statement:

"Your form can be submitted online till the 11th day of this month."

RC Note - Why would the online system make such a statement and yet it continued to allow me to go through the rest of the online process to finish it?

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Issue 1 - Prayer for relief:

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I ask the court the following:

1. That it instruct LA DPSS to remove and fix the issues that I have discussed above and relaunch their YBN online Computer System for their customers to be able to fill out SAR7 as well as other documents.
2. That it instruct LA DPSS to send apology letters to those that have been affected as I have been.
3. That it instruct LA DPSS to never do this kind of behavior again.
4. I also ask the court to penalize them in whatever fashion the court deems necessary or acceptable so that they will never do this again to any of their customers.

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Issue 2 - Miss V. Lee - RETALIATORY IN NATURE, FINANCIAL PENALTIES. The

request of all documents as it pertains to my case that began on August 17, 2012. The concern and fear of my freedom.

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The following appears on page 10 of 11 of the file named:

Colaco,_Robert_-SOP,_attachments_and_filing.PDF

"Mr. Colaco phoned regarding his SAR7. He was upset about his benefits terminating. I explained to him that since the SAR7 was turned in late that the system automatically terms the case. I had a SAR7 EW look at his SAR7 and they stayed that he reported equipment being sold and no income. They said he needs to provide a statement regarding the equipment that was sold and since his wife has self-employment he needs to provide a statement whether she is still working and that she received no incomeduring this report month. Mr. Colaco became angry and gave a long speech and then threatened to have me fired along with the previous workers that he has dealt with. He stated that no longer wants to speak with me and hung up the phone. V. Lee"

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The above statement by V. Lee is at the very best a misunderstanding or at the very worst, a set of flat out lies.

The facts are when I thought that LA DPSS employees no matter what their position or levels were, were acting in a manner that was reprehensible I communicated to them that I would no longer deal with them. Basically, I was firing them because I would no longer have any communications with them no matter what.

I had requested in one of my documents since December of 2015 that LA DPSS turnover any and all records pertaining to my case that began on August 17, 2012. I believe that I would be able to prove to the court that such has been my practice since August 17, 2012.

I believe that there is a practice with the exception of LA FRANCE TOLIVER with treating their customers in at the very best a disrespectful fashion or at the very worst that their customers have to as I like to use the phrase "worship at their alter" and if there customers do not do so then there will be severe consequences and let me be as clear as I can possibly be they will do what V. Lee did.

It is my belief and contention that V. Lee retaliated against me by sending me the document which I had previously on May 21, 2016 e-mailed that to the court. That document is named:

20151205_DPSS_REPAYMENT_AGREEMENT_ADMIN_ERROR.PDF

There was no explanation as to when this administrative error occurred.

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It appears to me that V. Lee was communicating in her November 24, 2015 general comments that the conversation that I had with her on November 24, 2015 was really aloan and there were no other conversations.

The facts are that I had to go into the Lancaster California Office in May of 2015 and her boss Blanca Baires basically introduced me to V. Lee and

communicated to me that she was going to be handling my case.

In fact if my memory serves me correctly she and I talked on the phone and I thought and later communicated with LA FRANCE TOLIVER that V. Lee was very argumentative and seemed to want to eliminate each and every decision that I had come to with upper management of LA DPSS up to that point in time. In fact LA FRANCE TOLIVER said to me that V. Lee should have read the case files of my account.

I was very much considering to not deal with her ever again but frankly I was running out of people I could deal with in the Lancaster California Office. V. Lee was subordinate to Blanca Baires and she, Blanca Baires was really overwhelmed. I was trying to do a very kind thing to Blanca Baires in my decision to continue to deal with V. Lee.

It was after that visit to the Lancaster California Office which I had now visited for the second time in about six months, that I had decided that I would not go into any LA DPSS because I was extremely concerned of my freedom. What I mean by that is that I would be accused of doing something that I would be arrested by the Los Angeles County sheriff's department. I could literally write a book about all of these things but again I doubt that the court would want to read it. Bottom line I do not trust LA DPSS so I am unwilling to go into their office ever again.

Directly below are the calls that I made to MISS LEE and her phone number of 16617234015. The times that I called where there was " no answer. ***" was because MISS LEE or anyone else does not have voicemail that I could leave a message on.

- [2015-06-04 15:45:14] *** Call to GOV-DPSS-MISS LEE+16617234015, no answer. ***
- [2015-09-25 16:49:20] *** Call to GOV-DPSS-MISS LEE+16617234015, no answer. ***
- [2015-09-25 16:49:47] *** Call to GOV-DPSS-MISS LEE+16617234015, no answer. ***
- [2015-09-25 16:50:43] *** Call to GOV-DPSS-MISS LEE+16617234015, no answer. ***
- [2015-09-25 16:53:01] *** Call to GOV-DPSS-MISS LEE+16617234015, no answer. ***
- [2015-09-25 17:18:06] *** Call to GOV-DPSS-MISS LEE+16617234015, no answer. ***
- [2015-10-27 13:55:06] *** Call to GOV-DPSS-MISS LEE+16617234015, duration 16:54. ***
- [2015-10-30 15:04:18] *** Call to GOV-DPSS-MISS LEE+16617234015, no answer. ***
- [2015-11-24 09:30:38] *** Call to GOV-DPSS-MISS LEE+16617234015, duration 18:42. ***

I'd like to bring the court's attention to the phone call that I made on: "[2015-10-27 13:55:06] *** Call to GOV-DPSS-MISS LEE+16617234015, duration 16:54. ***"

That phone call I discussed with MISS LEE that I had yet to receive my form to fill out at the six month mark. She assured me that I did not need to be concerned. Again, there's plenty more I can say about this issue but again I doubt that the court would want to read it.

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Issue 2 - Prayer for relief:

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I ask the court the following:

1. That it instruct LA DPSS to begin a training process for all their 13,000 employees to treat their customers in a respectful fashion rather than the despicable way that they are currently treating their customers.

2. That it instruct LA DPSS to have explanation(s) when it must ask its customers to repay either GR or food stamp funds as to why it is attempting to do so. Obviously as the court sees in the document "20151205_DPSS_REPAYMENT_AGREEMENT_ADMIN_ERROR.PDF" there is no explanation. This document was attached and sent by e-mail on May 21, 2016.

3. That it instruct LA DPSS to have a statute of limitations of two months for them to correct any administrative error that has happened. If a period of two months is what is required to the best of my knowledge for a large company to have to inform its employees of massive layoffs then I believe the same shall apply to LA DPSS.

4. That it instruct LA DPSS to formally reverse its direction as it pertains to the document "20151205_DPSS_REPAYMENT_AGREEMENT_ADMIN_ERROR.PDF" and I Robert Colaco will not have to repay any funds to LA DPSS.

5. That it instruct LA DPSS to turn over any and all records that it has about my case without me having to come into any of their offices because I fear for my freedom.

6. That it instruct LA DPSS to send apology letters to anyone that has been affected by these kinds of actions.

7. I also ask the court to penalize them in whatever fashion the court deems necessary or acceptable so that they will never do this again to any of their customers.

Issue 3 - IHSS on the initial application as well as subsequent applications also known as (AKA) semi annual and annual Redetermination.

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To the best of my knowledge the initial application as well as subsequent applications also known as (AKA) semi annual and annual Redetermination had statements that pertained to whether those filling out those applications were in need of a service that is provided by LA DPSS known as IHSS which stands for "In Home Supportive Services".

LA DPSS has been completely negligent on providing information to its customers about the process of obtaining such assistance.

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Issue 3 - Prayer for relief:

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I ask the court the following:

1. That it instruct LA DPSS to reimburse us if we qualify for such assistance that we would receive the funds retroactively from August 17, 2012 to the current date and time.
2. That it instruct LA DPSS to create effective communication for cases that communicate that they need or desire that assistance. That communication can include but is not limited to a Brochure, a website, a phone number to the department that handles that within LA DPSS.
3. I also ask the court to penalize them in whatever fashion the court deems necessary or acceptable so that they will never do this again to any of their customers.

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Issue 4 - The concerns over the entire appeals process.

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"PUB 412 (MULTILINGUAL) 8/13" is completely and totally inadequate in its communication. It is within the document that was sent on May 21, 2016. It is named:

20151223_DPSS_CA_REQ_STATE_HEARING_RECIEVED.pdf

Please see page two of seven within this document.

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Issue 4 - Prayer for relief:

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I ask the court the following:

1. That it instruct LA DPSS to create effective communication for those being sent that document. That communication can include but is not limited to a Brochure, a website, a phone number to the department that handles that within LA DPSS.
2. That it instruct LA DPSS or the State of California Appeals and Hearing Section to include in that communication what exactly does a person that has become additionally sick as I had become after having requested to have an appeal do. I did not know and was greatly injured by the fact that I did not know what exactly I needed to do to postpone my hearing date. Of course, I needed a document signed by a doctor that would excuse me from "work". Which is on page two of seven within this

document that I had sent by e-mail on May 21, 2016.
"20151223_DPSS_CA_REQ_STATE_HEARING_RECIEVED.PDF"

3. I also ask the court to penalize them in whatever fashion the court deems necessary or acceptable so that they will never do this again to any of their customers.

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The name of the documents that I am attached within my email sent on May 21, 2016 are:

- 20151116_DPSS_ACTION_OF_NOTICE_20151130_STOP_CALFRESH.PDF
- 20151202_DPSS_LTR_GR_REQ_HOUSING_INFO.PDF
- 20151202_DPSS_REMINDER_LTR_ATTACH_TO_SAR7.PDF
- 20151205_DPSS_REPAYMENT_AGREEMENT_ADMIN_ERROR.PDF
- 20151223_DPSS_CA_REQ_STATE_HEARING_RECEIVED.PDF
- 20151224_DPSS_MARY_HAVEY_DPSS_APPEALS_HEARING_SPEC.PDF
- 20151228_DPSS_MARY_HAVEY_DPSS_APPEALS_HEARING_SPEC.PDF
- 20160104_DPSS_CA_STATE_HEARING_INSTRUCTIONS.PDF
- Colaco,_Robert_-SOP,_attachments_and_filing.PDF

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The name of the document that I am attaching within this email is:

20151120_1145_LA_DPSS_YBN_Electronic_Submission_Confirmation_number_is_F30-00242153.PDF

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I have attempted to write in this document and deal with the issues that have really frustrated me in my dealings with LA DPSS and this entire appeals process. I have done so without being a lawyer or having attended law school and without more information that I would have hope to have about the expectations that this court had with myself and others coming to it.

I would like to thank the court for having read this document and any other documents that I had previously sent via e-mail. I would also like to thank the court in advance for engaging me to discover any other information to carry out the job that it has before it.

With All Sincerity,
Robert Colaco
Volunteer National Chairman, Founder
CITIZENS FOR A BETTER AMERICA(R) (CFABA.ORG)

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Some of our Other websites:

- <http://www.openletters.info/>
- <http://www.protectmarriage.info/>
- <http://www.keepthecross.com/>
- <http://www.stateprops.com/>

E-mail address:

"Robert Colaco" <founder@cfaba.com>

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DOCUMENT NAME:

20160523_1103_MEMO_TO_SHDCSUATDSS-CA-GOV-AND-LA-DPSS_Urgent, Urgent, Urgent, please process and put into the file for a hearing date and time of May 23, 2016, at 1300.TXT

THIS IS THE END OF MEMO FROM CITIZENS FOR A BETTER AMERICA(R) (CFABA.ORG).

Attachments:

20151120_1145_LA_DPSS_YBN_Electronic_Submission_Confirmation_number_is_F30-00242153.pdf	
Size:	1.4 M
Type:	application/pdf
