

MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



9.16

During the oral communication section of the agenda for Tuesday, February 23, 2010, Rebecca Ludwig submitted documents regarding abusive behavior at the Eddie Smith Senior Center.

**ATTACHMENTS FILED WITH
CLERK OF THE BOARD**

**AGENDA NO.
9.16**

February 15, 2010

Housing Authority

**Attention: Heidi Marshall, Director of Housing Authority for Riverside
5555 Arlington Avenue
Riverside, CA 92504**

Subject: Second Meeting on February 16, 2010 at 8:00 a.m. – Third Letter

Regarding: Eddie Smith Senior Center – Bob Craig’s Behavior

I would like to acknowledge my appreciation to Donna Johnston, Senior Legislative Assistant who referred me to Heidi Marshall and Pat Buckey, Administrative Services Supervisor for taking the time to meet with me in order to try and resolve Bob Craig’s abusive behavior at the Eddie Smith Senior Center.

I was assured by Heidi Marshall at our first meeting that I could go into the Senior Center without any further incidents from Bob Craig. I was somewhat hopeful but was also aware that this is the same person who bullied, harassed and stalked me for a year and other seniors who witnessed his behavior; (Kindly refer to my previous correspondence dated October 10th and November 15, 2009). Although Bob Craig’s abusive behavior was directed towards many seniors at the center, I became his prime target when I took the necessary protocol to expose him. In all fairness Bob Craig did improve, and it was clearly noticeable by other seniors at the center, but it was once again short-lived. To date Bob Craig has not talked to me and it appears that he is leaving me alone. Unfortunately he has managed to come up with a new strategy on how to be vindictive while pretending to adhere to Heidi Marshall requests. This is now the second time he has defied authority.

I have concluded that Bob Craig’s ultimate goal is “Total Control” in order to satisfy his own personal needs, and is presently trying to discredit me by using other individuals at the center to assist him in accomplishing this goal. Please know that I am presently making a sincere effort to get involved with the intent and hope of correcting a wrong. I just want to report inhumane treatment and misuse of power that continues to escalate at the Eddie Smith Senior Center.

Bob Craig has now involved the following three individuals in an effort to further discourage me from going into the center and I apologize in advance for the use of language; but feel it is extremely important to state it correctly:

- **Yvonne has been warm and sarcastic off and on ever since I was asked to volunteer. My first encounter was when she approached me yelling about**

what the hell I was doing with her black book. She immediately complained to Bob Craig and things just progressed to where we are today. I then signed up for my first massage, and within two minutes of being on the table, Yvonne comes in and started a conversation with Becky (massage person). When I asked Yvonne to please leave, she continued talking. I told her that she was being rude for interrupting a service that I had paid for. As Yvonne started leaving, she told me that I need all the help I could get. It wasn't what she said but how she said it. The following week Yvonne confronted me to see if I was upset with her and insisted on knowing what was wrong. I reminded her on how rude she was for interrupting my massage with her sarcastic remarks. Furthermore, I also told her that I never knew what type of mood she was going to be in from one minute to the next, and that I had made a decision to stay away from her in order to avoid any further and potential problems. Please note that Yvonne has been reporting every move I make while at the center to Bob Craig. What bothers me the most is that it appears she is playing the victim? She also omits things she tells Bob or what she thinks he wants to hear. She honestly believes that this is job security.

- **Becky (massage person) –** Now this person was brought into the mix when I saw Bob Craig talking her and the next thing that happened was Becky and Lynn Craig are in Rae's office telling her that I had said Rae was not doing her job, which was a lie! In my opinion, Rae is the only person who deserves a paycheck at this center. She earns every cent and is an asset to the center. I strongly believe this was just another attempt to put doubt in her mind about me because she is one of the few people I do enjoy talking with. Finally, I asked Becky if she made house calls, which she does. However I later found out that I was being overcharged by \$10.00. So I never did call or speak with her again.
- **Peggy –** is a volunteer and the third person who appears to be totally unaware that she is being manipulated by Bob Craig. I had never spoken with this individual before and when I was taking a break from working on the puzzle one day, she approached me outside and started rolling her own cigarette and asked me what I thought about the center. This happened shortly after the Becky incident and was a definite red flag for me. I then asked her what type of tobacco that was in an effort to change the subject. When she repeated the same question again, I did state that there was room for improvement at the center and when she tried pumping me for more information I excused myself by telling her I had to get back to the puzzle and went back inside. From this point on she was constantly close by watching me and noticing who I was talking with. One day I went into the center to work on the puzzle, and Peggy was sitting near by and over heard a comment I made to Jeanie (Mason's girlfriend). Peggy immediately got up and I saw her go into Bob Craig's office, and when she came back to sit down, I asked her if she had made her report to Bob and she said she had. I told Peggy she had no idea what was going on. Peggy then raised her voice, telling me that the only problem at this center was me! Jeanie and I went outside to continue our conversation and Peggy followed, making yet another

attempt to push some buttons. Jeanie and I then went back inside. Incidentally, I was approached by Mason and Jeanie wanting to know what I did to report Bob Craig because Mason had encounter a problem at another senior center which he wanted to report. This can be confirmed by Pat Buckey and Donna Johnston who spoke with Mason.

There are other instances of abusive behavior and foul language that have been experienced by others but are afraid to come forward at this time. Once again I apologize for the language:

- **Two ladies who are friends were in the ceramic class. They talked and helped one another on their projects. The ceramic instructor wanted to separate them, and the ladies could not understand why. The instructor reported them to Bob Craig, he then went into the class and told these ladies in front of everyone that they had to do what the instructor wanted, and if they did not like it to get the fuck out of the center, and left.**
- **On two separate occasions, Bob Craig told his wife Lynn to bend over so he could put his foot up her ass. Some seniors were shocked, while others were offended and a few that thought it was funny.**
- **Bobbie Barnett, Asset Manager had a meeting with Bob and Lynn Craig, and is willing to elaborate further on this, and will give Heidi Marshall her contact number.**

Once again thank you for your time. I am going on two years keeping you informed about this degrading situation at the Eddie Smith Senior Center. The center was designed to help and be a place of enjoyment, but more importantly let's remember that seniors deserve to be treated with dignity, courtesy and respect. I feel confident that the proper individuals in authority have been advised accordingly and hopefully will bring about the necessary changes that are desperately needed. Gloria Anderson, President for the San Bernardino League of Women Voter, and Nancy Leaman, Office Manager for the Office of the Governor in Riverside will answer any questions you may have about my integrity and creditability. I will also be providing Heidi Marshall with additional information on other individuals who are willing to come forward and reveal what they witnessed or experienced while at the Eddie Smith Senior Center.

Please feel free to contact me if you have any further questions.

In closing I would like to send a special "Thank You" to Mr. Dan Horn and Mr. Michael Burke for developing and managing a better way of life for seniors that is beautiful and affordable with staff members that express professionalism, compassion.

Sincerely,



Rebecca Ludwig

Enclosures

Cc: Senator Barbara Boxer

Donna Johnston, Senior Legislative Assistant - County of Riverside

Dan Horn, President/Owner - Palm Desert Development Company

Michael Burke, Vice President – AWI Management

Office of the Governor – Riverside

Pat Buckey, Administrative Services Supervisor of Riverside

October 10, 2009

My copy

**Housing Authority
Attention: Ms. Pat Buckey
5555 Arlington Avenue
Riverside, CA 92504**

**Subject: Eddie Smith Senior Center – SECOND LETTER
Bob Craig's Terrible Behavior**

Dear Ms. Buckey,

I previously wrote to you on November 15, 2008, and outlined in detail your employee's harassment of verbal and mental abuse which I repeatedly endured off and on for a year now! Apparently Bob does not have any respect for higher authority or his bad behavior would have ended! How can a grown man be allowed to misuse his authority and continue to bully and harass individuals "if" he was told not to by his boss? Could it be that the Housing Authority or Bob did not take the previous complaints seriously? Ms. Buckey you are very well aware of the numerous phone calls and letters regarding Bob's terrible behavior. Something is seriously wrong with this employee and requires your immediate attention "now"! Hum....maybe anger management classes or another job that does not involve dealing with people! This employee is "definitely not an asset for the Housing Authority or the Eddie Smith Senior Center"!

This last incident occurred when Rae had requested documentation for annual re-certification, which I was taking to her when Bob noticed me from the kitchen as I walked into the center. He immediately came out of the kitchen and went into Rae's office and stood directly behind me and just listen to my conversation with Rae; he then blurted out that I was to be charged a dime for that copy and walked out and stood outside Rae's office looking through the window until I paid the dime and then walked away! Ms. Buckey let me reiterate per our telephone conversation that I have never been charged before for requested documentation and there was no sign anywhere to indicate that a new policy had been imposed regarding copies; yet Bob tried to tell or convince you that too many copies were being requested and that a charge needed to now be imposed! As I told you Ms. Buckey I have no problem being charged a dime but that it would have to start after this dime was reimbursed and there after I would be happy to pay because Bob would view this as a victory which would further encourage his terrible behavior!!!! Bob's actions have now elevated to include stalking!!!!

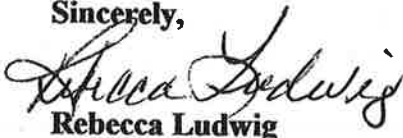
*Submitted By: Rebecca Ludwig
- oral -*

If you are wondering what the motive is....As hard as it may be to comprehend I firmly believe that it was because I had the backbone to speak up when I found it necessary to defend myself against Bob's rude manner and false allegations, completely ignoring him when he would try to push my buttons for a negative reaction and for writing the first letter to you regarding his bad behavior!!!! Further, Bob is under the belief that I will get tried and not come back into the center anymore. Wrong!!!! Please be advised that I refuse to have my tax dollars paying for Bob's salary or his harassment and I am prepared to go to the next level and expose what is really going on at this center should there be another incident of any kind by your employee!!!! Enough is enough, let's remember that the Eddie Smith Senior Center is a place where seniors should be able to go and enjoy themselves with proper consideration for one another!!!!

Further be advised that Rae did reimburse the dime on October 7, 2009, with a hug and an apology. Although this jester was greatly appreciated; I assured her that she did not have to apologize because she had not done anything wrong! However I did let her know that the lack of communication to upper management about what is going on at the center was only condoning Bob's terrible behavior which has now escalated to the degree that it has!

In closing I would also like to take this opportunity to let you know that when Bob was away from the center due to hip surgery everything ran smoothly; seniors behaved and followed the rules. When Bob returned everything went back to square one; seniors were misbehaving, arguing and yelling. I have personally been told that seniors do this in protest because of the way Bob treats them. Hum!!!! Many seniors believe that you cannot fight the system and many are afraid that Bob will become vindictive! Another individual is willing to come forward if necessary about how seniors are being treated by Bob at the center! As a former member of The San Bernardino League of Women Voters as its Action Chairman, The Riverside League, The Social Justice Coalition and the California Partnership; I am very well aware of how Federal, State and Local Government should operate and take an active interest against any and all injustices. Not only as a concerned resident but as an American citizen! Once again please do not hesitate to contact me if any further information is required.

Sincerely,


Rebecca Ludwig

November 15, 2008

my copy

Housing Authority
Attention: Ms. Pat Buckey
5555 Arlington Avenue
Riverside, CA 92504

Subject: Eddie Smith Senior Center
Bob's Terrible Behavior

Dear Ms. Buckey,

I would like to apologize for responding so late in sending you this letter regarding our first telephone conversation dated September 30, 2008, and again in October and November; when I informed you about Bob's behavior and that this letter may take awhile do to my medical issues that required my immediate attention. I would like to reiterate repeated unbelievable behavior that occurred with Bob; he is married to Lynn the Manager at the Eddie Smith Senior Center. It is with regret that I have to write a letter like this about anyone! However Bob's behavior is extremely out of control and has misused his authority at the senior center! The following is an account of what has transpired every time I went into the senior center since I was asked to volunteer my time to assist for fiscal year end:

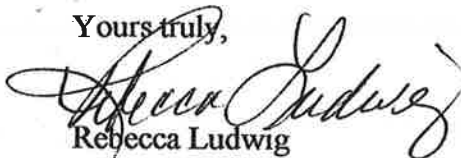
- Rae saw me helping some individuals with their paperwork and liked the matter in which I helped them and asked me if I would volunteer because I could speak Spanish and English. I reported the following day at 7:45 a.m. and Rae gave me instructions and a large black book which contained the medical information that needed to be updated. Everything was going fine until Yvonne came to work and approached me by asking why I had her black book! Please note that Yvonne's demeanor was not a happy one! I told her that I was just helping out and to go ask Rae if she had any questions. Rae then approached me and asked if Yvonne was giving me a hard time. To which I replied, "I really did not want to have any problems and that I was okay". When I had completed what I had been asked to do I was told that I had done a "great job" and that I kept the line moving!
- I then received another call from Rae to help again but this time I would be assisting Yvonne and that Yvonne would tell me what needed to be done. Yvonne gave me instructions and 30 sheets of papers; Yvonne kept the black book and the rest of the new sheets; her actions were so apparent about not wanting me there! Although I did not agree with Yvonne's method of getting what needed to be done in a timely matter I stayed and did as instructed. Consequently the lines started to move very slowly and individuals started to get

very upset because the same information required was being repeated causing these individuals to complain about how things were being handled.

- Carol another individual who visited the senior center on a regular bases was nice enough to tell me that she had spoken with Lynn about the day Yvonne and I worked together and asked Lynn why we had to repeat the same information; That I had done a good job when I was by myself and that the line moved quickly. Yet when 2 individuals (Yvonne and Becky) were working the lines; the lines did not move as quickly and people were getting angry including Carol. Carol ended her conversation with Lynn by stating, "It's apparent that someone is not doing their job if things have to be repeated not to mention losing or misplacing paperwork that Carol had turned in previously!
- **I later found out according to Bob that some individuals had complained about me; please keep in mind that I was doing what I was instructed to do by Yvonne. When I tried to explain to Bob; he did not want to listen; became short, rude and kept walking away from me! How could I have done such a great job the first time and become this terrible person the second time in the eyes of this man? The fact that I stood up to Bob by not letting him embarrass me in front of other people is when my nightmare began every time I went into the center! It got so bad that I finally had to ignore him; this however only seemed to encourage his harassment towards me! He would even interrupt my conversations and repeatedly asking me the same question over and over again with his voice escalating each time; then followed by him walking away making sarcastic remarks such as GET OVER IT – CHILL OUT – WHAT IS WRONG WITH ME?.**
- After months of harassment the final straw came when I went to the senior center to vote and Bob once again knowing that I am refusing to talk to him; got in my face once again causing me to finally break my silence! I told Bob to please stop talking to me, that I did not like him! Then Bob started to walk away saying, "To get over it and what was wrong with me".

In closing please be advised that there are many individuals who see Bob's behavior as a BULLY and are sincerely afraid to speak out openly about him because of repercussions! However Dianna Moya has since moved away and was nice enough to write a note about what she witnessed when Bob interrupted our conversation. Ms. Moya is willing to correspond with you if needed and I will be available to give you her address upon request. If I can be of any further assistance regarding this matter please do no hesitate to contact me.

Yours truly,


Rebecca Ludwig

Oral

**Riverside County Board of Supervisors
Request to Speak**

Submit request to Clerk of Board (right of podium),
Speakers are entitled to three (3) minutes, subject
Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: REBECCA LUDWIG

Address: 5875 MISSION BLVD K-156
(only if follow-up mail response requested)

City: RIVERSIDE **Zip:** 92501

Phone #: 951-784-0112

Date: 2-23-10 **Agenda #** REGARDING
EDDIE SMITH SENIOR
CENTER

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:
 Support **Oppose** **Neutral**

Note: If you are here for an agenda item that is filed
for "Appeal", please state separately your position on
the appeal below:

Support **Oppose** **Neutral**

I give my 3 minutes to: _____

2-23-10

9.16

