

Project Sentinel

FY 2017-18 Scope of Work

Mountain View Community Stabilization and Fair Rent Act ("CSFRA")

Project Sentinel shall provide administrative support for the Community Stabilization and Fair Rent Act ("CSFRA") from July 1, 2017 – June 30, 2018, including the following:

SERVICES

- a. First Point of Contact:* Function as a first point of contact for all inquiries regarding the CSFRA through a dedicated phone line and email /online access with services in English and Spanish, during normal agency operating hours, Monday through Friday, 9 to Noon and 1pm to 4pm and upon scheduled appointments and events, excluding Federal and State holidays.
- b. Information, Education and Referral:* Answer inquiries by phone, email and walk-ins where the case manager offers counseling regarding rights and responsibilities under the California Civil Code, the CSFRA and local Mountain View ordinances that may apply and referral to other agencies and service providers as appropriate;
- c. Pre-Petition Conciliation:* This paragraph relates to matters and disputes where a CSFRA Petition for Adjustment of Rent has not yet been filed by either party and the dispute appears to fall within the scope of CSFRA. At case manager's discretion, case manager may engage in conciliation through multiple contacts with one or both parties whereby the case manager discusses the dispute with each party separately by phone, email or in person (not in a formal mediation meeting) and reviews the relative desirability of available options to assist the disputing parties in coming to a resolution that would be in compliance with the CSFRA.
- d. Mediation Referral:* Parties who wish to mediate tenancy issues not covered by the CSFRA will be referred to the Mountain View Mediation Program.
- e. Scheduling Prehearing Settlement Conferences:* Administer the process for setting Prehearing Settlement Conferences pursuant to rules and regulations promulgated by the Rental Housing Committee ("RHC"), including setting the time and place of the settlement conference and assigning an approved and qualified facilitator.

- f. *Establishing a panel of qualified facilitators:* Solicit applicants for facilitators, review the qualifications of those applicants, verify experience as appropriate, and establish a panel of qualified facilitators. Project Sentinel shall maintain the panel, adding facilitators if necessary and removing any facilitator from the panel as it deems appropriate and in the best interests of the City.
- g. *Facilitator Training:* In coordination with the City staff, prepare and conduct a training course for the Prehearing Settlement Conference on the CSFRA and related regulations to familiarize the facilitators with the laws and procedures as well as expectations for holding settlement conferences. Project Sentinel is authorized to contract with an experienced trainer with the prior consent of the City.
- h. *Prehearing Settlement Conference preparation and conciliation:* Engage in education and conciliation involving multiple contacts with one or both parties whereby the case manager discusses the subject of the petition, as well as any other disputes related to the tenancy, with each party by phone or email (not in a formal mediation), as well as engaging the parties in brainstorming solutions and discussing the relative desirability of the options.
- i. *Scheduling administrative Hearings:* Administer the process for setting administrative Hearings pursuant to the CSFRA, the rules and regulations promulgated by the Rental Housing Committee ("RHC") including setting the time and place of the Hearing and assigning a qualified Hearing Officer from the approved panel of Hearing Officers. Rooms for Hearings and Prehearing Settlement Conferences will be scheduled in coordination with the City staff so the proceedings are held within the City of Mountain View at any appropriate city-provided location, for example: City Hall, Mountain View Library, Mountain View Community Center, etc., and any audio and/or visual recordings of the proceedings are captured.
- j. *Hearing Officer Panel:* Solicit applicants for Hearing Officers, review the qualifications of those applicants and verify experience as appropriate, and establish a panel of qualified Hearing Officers sufficient to hear matters under the CSFRA in a timely fashion. Project Sentinel shall maintain the panel, adding qualified Hearing Officers if necessary and removing any hearing officer from the panel as it deems appropriate and in the best interests of the City.

- k. *Hearing Officer Training:* Assist and support the City's Hearing Officer training program.
- l. *Maintain records:* Maintain records of all matters referred by the City for hearing under the CSFRA.
- m. *Access to Services:* Make Services available through a dedicated phone line and email /online access with services in English and Spanish, during normal agency operating hours, Monday through Friday, 9 to Noon and 1pm to 4pm and upon scheduled appointments and events, excluding Federal and State holidays.
- n. *Prepare documents:* In conjunction with the City and its consultants, draft documents needed for Services, excluding the City's forms associated with the petition process.
- o. *Evaluations:* Evaluation forms will be provided to all parties participating in Prehearing Settlement Conferences and administrative Hearings in an effort to monitor the quality of the services.

OUTREACH

- p. Project Sentinel staff will assist the City with its outreach events, workshops, etc., as needed.

REPORTS

- q. Detailed Quarterly Reports and Yearly Report of i) all CSFRA activities such as case management (contacts, type of service, type of case, demographics and statistical information, rent history, case outcomes, and any other relevant information for each case and an overview of staff/consultant time spent); ii) records of all outreach publications and public educational activities; iii) recruitment, panel information, meetings and training of the CSFRA facilitators and Hearing Officers; and iv) documentation on process development and templates in order to provide updates to the City as to the progress and evaluation of the Services.
- r. Access to any books, documents, papers, or records of the CSFRA for purposes of making audits, examinations, or excerpts and transcriptions. Records shall be maintained for a period of seven (7) years. The City shall also be allowed to observe staff taking CSFRA calls at their office.

- s. Provide an annual audit report prepared by an independent auditor, along with the accompanying management letter, detailing the financial status of the organization.

PAYMENT

Since it is unknown how many Mountain View residents or other interested parties will avail themselves of the Services over time as the CSFRA is only beginning to be implemented, all Services are billed on an hourly basis by Project Sentinel staff (see following Fee Schedule).

Total compensation for providing these Services under the CSFRA (including reimbursed expenses, if any) shall not exceed, \$ 124,800 for this fiscal year, excluding any Facilitator, Hearing Officer, or special Trainer compensation authorized and paid by the City from separate funds.

- t. Invoices for the CSFRA program will be submitted on a quarterly basis within 30 days after the end-of quarter month. For example, invoices for the July-August-September quarter would be submitted by October 30.

With each invoice Project Sentinel will submit an accompanying Detailed Quarterly Report as mentioned above under *q*.

Fee Schedule:

(fees include direct labor and indirect expenses)

Senior Case Manager (preferably Bilingual) with legal background	(\$60.00)
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Director of Tenant/Landlord Counseling And Dispute Resolution Programs	(\$60.00)
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Case Manager & Administrative Support	(\$40.00)
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