



**MEMORANDUM**

CSFRA, Community Development Department

**DATE:** February 12, 2018

**TO:** Members of the Rental Housing Committee

**FROM:** Anky van Deursen, Associate Planner

**SUBJECT:** **Authorize CSFRA Professional Services by Project Sentinel for the remainder of Fiscal Year 2017-18**

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**RECOMMENDATION**

That the Rental Housing Committee authorizes the Program Manager to execute an amendment to the professional services agreement with Project Sentinel for the remainder of the Fiscal Year 2017-18:

- a. to continue to provide administrative support services for the Community Stabilization and Fair Rent Act in an amount not to exceed \$124,800;
- b. to deploy and reimburse Facilitators for the Pre-Hearing Settlement Conference under the Community Stabilization and Fair Rent Act in an amount not to exceed \$40,000; and
- c. to deploy and reimburse Hearing Officers for the Petition Hearing Process under the Community Stabilization and Fair Rent Act in an amount not to exceed \$200,000.

Total contract amount with Project Sentinel shall not exceed \$364,800.

**BACKGROUND**

At the beginning of Fiscal Year 2017-18, Project Sentinel was enlisted to provide first point of contact services for all stakeholders regarding Community Stabilization and Fair Rent Act (CSFRA) inquiries through dedicated phone line, email and online access as well as walk-in office hours with services in English and Spanish (Mountain View Rental Housing Helpline). Once the petition and hearing process regulations were adopted, Project Sentinel also began to provide prehearing facilitation services, as well as petition hearing services. In August 2017, a contract was executed with Project

Sentinel for services from July 1, 2017 through December 31, 2017, in an amount not to exceed \$60,000. A contract amendment is proposed to extend the contract for the full fiscal year and to add services for facilitators and hearing officers.

### **ANALYSIS**

As part of the implementation of the CSFRA, Project Sentinel has been providing administrative support and function as a first point of contact for all inquiries regarding the CSFRA. A 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. Once the Petition and Hearing regulations were adopted, Project Sentinel is also administering the process for setting Prehearing Settlement Conferences and Administrative Petition Hearings pursuant to the CSFRA. The complete scope of work for each of these services is attached as Attachments A, B, and C.

To date, staff has had positive experiences with the services provided by Project Sentinel and has received positive feedback from stakeholders, landlords, and tenants. Project Sentinel set up a panel of facilitators and hearing officers and provided training and set up procedures for the petitions process. Staff recommends continuing these services for the remainder of this fiscal year to ensure uninterrupted services for all stakeholders and petitioners under the CSFRA.

### **FISCAL IMPACT**

The Rental Housing Committee (RHC) adopted a budget for the CSFRA for Fiscal Year 2017-18 including up to \$124,800 for Mountain View Rental Housing Helpline administrative support services. The RHC also has sufficient funding in its budget for reimbursement of Facilitator services for Prehearing Settlement Conference Services (\$60,000) as well as reimbursement of Hearing Officer Services (\$300,000). It is currently foreseen that not all budgeted amounts for these services will actually be used. Staff will return to the RHC if additional services beyond the requested amounts in the recommendation are needed.

### **PUBLIC NOTICING** – Agenda posting.

- Attachments:
1. Scope of Work Mountain View Rental Housing Helpline Support
  2. Scope of Work Facilitators for Pre Hearing Conference Settlements
  3. Scope of Work Hearing Officers for Hearing Process