

# County of Santa Clara

Office of the County Executive

County Government Center, East Wing  
70 West Hedding Street, 11<sup>th</sup> Floor  
San Jose, California 95110  
(408) 299-5105



**DATE:** October 23, 2020

**TO:** Honorable Members of the Board of Supervisors  
Jeffrey V. Smith, M.D., J.D. County Executive

**FROM:** John P. Mills, Director, Employee Services Agency

DocuSigned by:  
*John P. Mills*  
1EC2B4BD820B494...

**SUBJECT:** Under Advisement from September 22, 2020 (Agenda Item No. 36): Off-agenda status report from the Office of Mediation and Ombuds Services (OMOS) relating to Board Referral regarding expanded community-based outreach to housing stakeholders

On September 22, 2020, at the request of Supervisor Cortese, the Board of Supervisors directed Administration to report back, on date uncertain, regarding the Office of Mediation and Ombuds Services' capacity to consider landlord and tenant disputes during pre-adjudication phases, with community-based outreach to real estate and landlord entities and other stakeholders. President Chavez requested that the report from Administration include information relating to dispute resolution efforts for safety net communities; feasibility of a state housing collaborative court in Santa Clara County; and roles of partnership organizations.

OMOS outreach, information gathering, and evaluation efforts are well underway. Initial analysis of the external landscape is revealing system gaps relative to pre-adjudication neutral service provision and generating requests to OMOS for training for organizations' front-line screeners to help them better identify potential referrals to OMOS. Budget constraints have created a further impediment to Housing Collaborative Court initiatives locally, further highlighting the need for OMOS to timely respond to requests for services.

Community-based stakeholders Working Partnerships USA, Law Foundation of Silicon Valley, and Bay Area Homeowners Network (BAHN); government agencies like the Mexican Consulate and the City of San Jose Housing Department; and County agencies/departments are seeking OMOS' neutral services expertise to help them meet constituents' emerging housing insecurity needs. Given these competing operational and reporting priorities in connection with the Board's referral, OMOS is submitting this off-agenda status report as an interim update, with the intention of reporting back to the Board in mid-December.

cc: Chief Board Aides  
Miguel Marquez, Chief Operating Officer  
James R. Williams, County Counsel  
Megan Doyle, Clerk of the Board of Supervisors  
Mary Ann Barrous, Agenda Review Administrator  
Erica Kelly, Principal Budget and Public Policy Analyst