

**BOARD MEMBERS:**

Dan Herlinger, *Chair*  
Bruce Wollenberg, *Vice Chair*  
Hector Sanchez, *Secretary*  
Richard Axilrod  
Jeremy Bassan  
Robert Burke  
Dan Collie  
Evan D. Crook  
Jeana Dressel  
Justin Dullum  
Lynn Goebel  
Rene Gomez  
Dianne L. Kryter  
Yuet (Connie) Ng

**CITY COUNCIL LIAISON:** Oscar Gutierrez**STAFF:**

Andrea Bifano, Sr. Rental Housing Mediation Specialist  
Joel Estrada, Rental Housing Mediation Specialist

# City of Santa Barbara

## RENTAL HOUSING MEDIATION BOARD

### MINUTES

### AUGUST 9, 2018

5:30 P.M.  
David Gebhard Public Meeting Room  
630 Garden Street  
[SantaBarbaraCA.gov](http://SantaBarbaraCA.gov)

---

#### CALL TO ORDER

Vice Chair Wollenberg called the meeting to order at 5:30 p.m.

#### ROLL CALL

Vice Chair Wollenberg, Secretary Sanchez, Board Members, Axilrod, Burke, Collie, Crook, Dressel, Dullum, Goebel, Gomez, Kryter and Ng

Absent: Chair Herlinger, Bassan

#### STAFF PRESENT

Andrea Bifano, Sr. Rental Housing Mediation Specialist  
Joel Estrada, Rental Housing Mediation Specialist

#### GENERAL BUSINESS

A. Public Comment:

No Public Comment

B. Approval of Minutes:

**Motion:** Approve the minutes of the Rental Housing Mediation Board (RHMB) meeting of **April 12, 2018**, as submitted.

**Action:** Goebel/Dressel12//0/0. (Herlinger, Bassan absent.) Motion carried.

## 1. **ANNOUNCEMENTS AND FUTURE AGENDA ITEMS**

**Motion:** To move Item 5, *Announcements and Future Agenda Items*, to Item 1, *Caseload Report and Mediation Training*.

**Action:** Dullum/Burke 12//0/0. (Herlinger, Bassan absent.) Motion carried.

Vice Chair Wollenberg introduced Councilmember Oscar Gutierrez to the Board. On July 10, 2018 he was sworn into office, and on July 17, 2018 he was appointed as the Primary City Council Liaison to the RHMB. Mayor Murillo will serve as an Alternate Liaison, and occasionally attend Board meetings. Councilmember Gutierrez thanked the RHMB for their time and dedication to the community.

## 2. **CASELOAD REPORT AND MEDIATION TRAINING** *(1 hour of mediator training was provided in compliance with the California Dispute Resolution Programs Act - Regulations)*

### A. Statistical Fourth Quarter and Year-to-Date Reports FY 2017 – 2018

- PowerPoint Presentation

Mr. Estrada reviewed a PowerPoint Presentation on the Fourth Quarter and Year-to-Date Program Activity Totals for FY 2017-2018. This included services provided to the residents of the City of Santa Barbara and contracted municipalities: City of Goleta and City of Carpinteria.

### B. Mediation Training

- Training/Case Review

Ms. Bifano presented a PowerPoint Mediation Training per the California Dispute Resolutions Programs Act Regulations. Discussed was Section 3622 C(5), *The Act of communication skills and techniques*, which included a review of mediator communication skills: defining the problem through S.P.I.N. (Situation, Problem, Implications, and Need), S.A.V.E.(s.), (Summary, Ask Opened Ended Questions, Validate, Encourage and Silence), Rapport, and Active Listening. The Board was divided into teams of two and participated in a skill building exercise. It was followed by a group discussion about the techniques used to achieve effective communication.

## 3. **SEMIANNUAL RECRUITMENT FOR CITY ADVISORY GROUPS**

Vice Chair Wollenberg announced the Semiannual Recruitment for City Advisory Groups closed on May 1, 2018. Appointments were made by City Council on Tuesday, June 26, 2018. One vacancy was advertised in the Tenant category; however, it was not filled. The annual City Clerk recruitment will be held in September or early October 2018.

#### 4. **FY 2018-2019 PROGRAM FUNDING**

The Rental Housing Mediation Program (RHMP) is funded through the City General Fund to serve the residents of the City of Santa Barbara. Outside municipalities; City of Goleta and City of Carpinteria contract with the RHMP for its services. The budget is in the amount of \$259,479 and is status quo. The breakdown of the budget is as follows:

- **City of Goleta:** Renewed their contract on June 19, 2018 for the full range of RHMP services for a 3 year period at a flat rate fee of \$36,340 per year.
- **City of Carpinteria:** Renewed their contract on June 26, 2018 for the full range of RHMP services at the flat rate fee of \$15,575 per year.
- **Human Service Grant City of Santa Barbara:** Staff applies for this grant annually. The amount varies depending on the recommendation from the Community Development and Human Services Committee (CDHSC) to City Council. The award this fiscal year is \$21,700.
- **Housing Authority of the City of Santa Barbara:** The amount of this grant varies. The award this fiscal year is \$12,000.

The City of Santa Barbara's General Fund will pay the difference of the above totals to equal the budget of \$259,479.

#### 5. **EDUCATION AND OUTREACH AD HOC SUBCOMMITTEE**

Ad Hoc Subcommittee Chair, Burke gave an update. Included in the Ad Hoc Subcommittee are: RHMB Chair Herlinger, and Board Members Dullum and Axilrod. Burke shared his excitement with the subcommittee's efforts. He shared progress was being made with a video being produced by the members. The video will include information on the RHMP and RHMB services to the community. Special acknowledgement for work done on the video was given to Board Member Dullum by Subcommittee Chair Burke.

#### 6. **ADJOURNMENT**

Meeting adjourned at 7:00 p.m.