



# Santa Clara County Civil Grand Jury Releases 2021 Reports

The Superior Court of California, County of Santa Clara, announces the release of six reports for the 2021 Civil Grand Jury term. The Civil Grand Jury considered 35 complaints that resulted in five reports and a Continuity Report. The Civil Grand Jury conducted over 90 interviews of government officials, employees, and local experts during the investigations into these complaints.

**DISCLAIMER: THE VIEWS AND OPINIONS EXPRESSED IN THESE REPORTS ARE THOSE OF THE SANTA CLARA COUNTY CIVIL GRAND JURY ONLY AND DO NOT REFLECT THE OFFICIAL POLICY OR POSITION OF THE SANTA CLARA COUNTY SUPERIOR COURT.**

## [1 Property Tax Bills: More Than Meets The Eye](#)

The 2021 Civil Grand Jury investigated how property taxes are calculated, explained the rules that are followed, and recommended ways to help make property tax calculations clearer. This report is particularly helpful for understanding how bond measures are listed and how all property tax bill items total the same amount as the total property taxes due.

## [2 Technology Services And Solutions: Have Lessons Been Learned?](#)

In February 2018, after nine months of preparation, a new electronic health record system was integrated into Santa Clara County's Behavioral Health clinics. After the system was running, the County halted filing Medi-Cal claims for six months due to numerous errors. The County faced a crisis. Annual revenue from Medi-Cal ranges from \$100 to \$120 million, and because Medi-Cal requires claims to be submitted within one year from the date of service, time was running out. Management formed a billing remediation team comprised of managers and staff to correct the problems. With a lot of hard work, most of the billing issues were resolved.

The 2021 Civil Grand Jury investigated what contributed to this crisis during the development of this project and provided recommendations to prevent this from happening again.

### **3 Affordable Housing: A Tale of Two Cities**

Due to increasing affordable housing needs, there is more urgency for each city in Santa Clara County to successfully meet the target number of units available to residents. The 2021 Civil Grand Jury examined the efforts of the City of Palo Alto and the City of Mountain View to implement an affordable housing strategy. Through identifying the important differences between the two cities, this report offers recommendations that address political and community support, planning and reporting, supportive practices, and financing.

### **4 Measure A Earns an A: Good Management and Oversight Supports Progress**

In 2016, voters of Santa Clara County passed Measure A, where proceeds of the Bond were set aside for affordable housing. Through this investigation, the 2021 Civil Grand Jury sought to understand the slow progress made by Santa Clara County halfway into the ten-year term of the Bond.

### **5 Gavilan College Measure X Bond Program: Oversight Shortchanged**

Return on investment is an important economic indicator, which also holds true with public expectations of community college educational bonds. The 2021 Civil Grand Jury explored the legal and constitutional requirements that Gavilan Joint Community College District has to its Measure X oversight body. The Civil Grand Jury recommended ways for the District to improve communication, resourcing, and support to the Independent Citizens' Bond Oversight Committee, which will aid the District's efforts and bolster public confidence by demonstrating that what was promised in Measure X was delivered to the public.

### **6 Continuity Report**

The 2021 Civil Grand Jury examined responses to the prior term's Civil Grand Jury reports and requested follow-up information from the relevant agencies. If, for example, a government department states that it needs time to investigate a report's recommendation, the Civil Grand Jury asked for the results of that investigation. This Continuity report summarized the responses to the 2019-2020 Civil Grand Jury reports and the answers to the follow-up questions as posed.