



Legacy Business Registry Staff Report

HEARING DATE AUGUST 8, 2016

COMMUNITY BOARDS

Nomination Date: January 6, 2016
Application No.: LBR-2015-16-004
Business Name: Community Boards
Business Address: 601 Van Ness Avenue, Suite 2040
District: District 5
Applicant: Darlene Weide, Executive Director
Nominated By: Supervisor London Breed
Staff Contact: Richard Kurylo
legacybusiness@sfgov.org

BUSINESS DESCRIPTION

Community Boards is a 501(c)(3) organization that provides public conflict-resolution services to the Downtown/Civic Center neighborhood on Van Ness Avenue between Turk Street and Golden Gate Avenue. The core mission of Community Boards is to empower communities and individuals with the strength, skills, and resources needed to express and resolve conflicts peacefully and appropriately for their culture and environment. Since it began in 1976, Community Boards has helped 50,000 residents resolve conflicts peacefully and trained over 18,000 San Franciscans with community mediation skills. Although the organization has moved three times since its inception, it has continually provided support and services pertaining to conflict resolution to each neighborhood it has moved to and to the city of San Francisco as a whole.

CRITERION 1: Has the applicant has operated in SF for 30 or more years, with no break in SF operations exceeding two years?

Yes, the applicant has operated in San Francisco for 30 or more years, with no break in San Francisco operations exceeding two years:

149 9th Street from 1976-1991 (15 years)
1540 Market Street, Suite 490 from 1991 to 2002 (11 years)
3130 24th Street from 2002-2012 (10 years)
601 Van Ness Avenue from 2013-Present (3 years)

CRITERION 2: Has the applicant contributed to the neighborhood's history and/or the identity of a particular neighborhood or community?

Yes, the applicant has contributed to the Downtown/Civic Center neighborhood's history and identity.

The Historic Preservation Commission recommended the applicant as qualifying, noting the following ways the applicant contributed to the neighborhood's history and/or the identity of a particular neighborhood or community:



SMALL BUSINESS COMMISSION

MARK DWIGHT, PRESIDENT
REGINA DICK-ENDRIZZI, DIRECTOR



CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE, MAYOR

- Community Boards is the longest running, public mediation center in the United States, providing peaceful conflict resolution to residents and communities throughout San Francisco through the efforts of trained, diverse community volunteer mediators. The organization provides low-cost mediation, facilitation, conflict resolution skills training and consultation throughout San Francisco.
- The business has been cited in the following publications:
 - San Francisco Chronicle, 5/24/1993, "Democratic Export."
 - San Francisco Examiner, 11/17/1993, "Averting a potential teen tragedy," by Scott Winokur.
 - Connecticut Post, 2/12/1994, "Good neighbors are good communicators," by Abigail Van Buren.
 - The Sunday Examiner & Chronicle, 9/8/1996, "The Peacemakers in San Francisco's Battlefields," by Marcus Chan.
 - Westside Observer, June 2011, "Neighbor-on-Neighbor Disputes Resolved," by Darlene Weide.
 - The Potrero View, September 2011, "Dogpatch-Based Martial Arts Group Sponsors Week of Peace," by Jim Van Buskirk
 - Mission Local, 3/19/2010, "Community Boards and SF Cops Meet to Promote Mediation," by Anrica Deb.
 - El Tecolote, 5/6/2011, "Local Community Boards organization uses mediation to resolve disputes," by Nicole Moreno.
 - SFUSD, 6/10/2014, "Lincoln High School Senior Wins 2014 SF Peacemaker Award."
 - The Examiner, "SF student to be honored for peer mediation work," 5/10/2015, by Laura Dudnick.

CRITERION 3: Is the applicant committed to maintaining the physical features or traditions that define the business, including craft, culinary, or art forms?

Yes, the subject business is committed to maintaining the physical features and traditions that define the business.

HISTORIC PRESERVATION COMMISSION RECOMMENDATION

The Historic Preservation Commission recommends that Community Boards qualifies for the Legacy Business Registry under Administrative Code Section 2A.242(b)(2) and recommends safeguarding of the below listed physical features and traditions.

Physical Features or Traditions that Define the Business:

- Large room for mediations in current space that allows for small and large group mediations

STAFF RECOMMENDATION

Staff recommends that the San Francisco Small Business Commission include Community Boards currently located at 601 Van Ness Avenue, Suite 2040 in the Legacy Business Registry as a Legacy Business under Administrative Code Section 2A.242.

Richard Kurylo, Manager
Legacy Business Program



SMALL BUSINESS ASSISTANCE CENTER / SMALL BUSINESS COMMISSION
1 DR. CARLTON B. GOODLETT PLACE, ROOM 110, SAN FRANCISCO, CALIFORNIA 94102-4681
Small Business Assistance Center (415) 554-6134 / Small Business Commission (415) 554-6481



San Francisco Small Business Commission Draft Resolution

HEARING DATE AUGUST 8, 2016

COMMUNITY BOARDS

LEGACY BUSINESS REGISTRY RESOLUTION NO. _____

Nomination Date: January 6, 2016
Application No.: LBR-2015-16-004
Business Name: Community Boards
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Applicant: Darlene Weide, Executive Director
Nominated By: Supervisor London Breed
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legacybusiness@sfgov.org

ADOPTING FINDINGS APPROVING THE LEGACY BUSINESS REGISTRY APPLICATION FOR COMMUNITY BOARDS, CURRENTLY LOCATED AT 601 VAN NESS AVENUE, SUITE 2040.

WHEREAS, in accordance with Administrative Code Section 2A.242, the Office of Small Business maintains a registry of Legacy Businesses in San Francisco (the "Registry") to recognize that longstanding, community-serving businesses can be valuable cultural assets of the City and to be a tool for providing educational and promotional assistance to Legacy Businesses to encourage their continued viability and success; and

WHEREAS, the subject business has operated in San Francisco for 30 or more years, with no break in San Francisco operations exceeding two years; and

WHEREAS, the subject business has contributed to the neighborhood's history and identity; and

WHEREAS, the subject business is committed to maintaining the physical features and traditions that define the business; and

WHEREAS, at a duly noticed public hearing held on August 8, 2016, the San Francisco Small Business Commission reviewed documents and correspondence, and heard oral testimony on the Legacy Business Registry application; therefore

BE IT RESOLVED that the San Francisco Small Business Commission hereby includes Community Boards in the Legacy Business Registry as a Legacy Business under Administrative Code Section 2A.242.



SMALL BUSINESS COMMISSION

MARK DWIGHT, PRESIDENT
REGINA DICK-ENDRIZZI, DIRECTOR



CITY AND COUNTY OF SAN FRANCISCO

EDWIN M. LEE, MAYOR

BE IT FURTHER RESOLVED that the San Francisco Small Business Commission recommends safeguarding the below listed physical features and traditions at Community Boards:

Physical Features or Traditions that Define the Business

- *Large room for mediations in current space that allows for small and large group mediations*

I hereby certify that the foregoing Resolution was ADOPTED by the Small Business Commission on August 8, 2016.

Regina Dick-Endrizzi
Director

RESOLUTION NO. _____

Ayes –
Nays –
Abstained –
Absent –



SMALL BUSINESS ASSISTANCE CENTER / SMALL BUSINESS COMMISSION
1 DR. CARLTON B. GOODLETT PLACE, ROOM 110, SAN FRANCISCO, CALIFORNIA 94102-4681
Small Business Assistance Center (415) 554-6134 / Small Business Commission (415) 554-6481

President, Board of Supervisor
District 5



City and County of San Francisco

LONDON N. BREED

Wednesday, January 6th, 2016

Office of Small Business
Small Business Commission
City Hall, Suite 110
San Francisco, CA 94102

To whom it may concern:

I am proud to nominate Community Boards at 601 Van Ness Avenue for the Legacy Business Registry Program. This organization is one of the oldest, longest-running public conflict resolution center in the United States.

The core mission of Community Boards is to empower communities and individuals with the strength, skills, and resources needed to express and resolve conflicts peacefully and appropriately for their culture and environment. Since it began in 1976, Community Boards has helped 50,000 residents resolve conflicts peacefully and trained over 18,000 San Franciscans with community mediation skills. Further, the organization transcends economic and language barriers by providing its Neighborhood Mediation Services in Spanish, Mandarin, Cantonese, and English at little or no-cost.

Community Boards has proven to be a critical partner for the City as well. Officers from San Francisco Police Department routinely carry referral cards to Community Boards and distribute them when answering calls where no crime has yet been committed. In addition, it partners with the District Attorney's Neighborhood Courts Program to design and provide training for all volunteer adjudicators on restorative justice, which allows the community to resolve problems together.

With its proven track record of preventing violence and promoting peaceful mediations, Community Boards is an extraordinary candidate for the Legacy Business Registry Program. Executive Director Darlene Weide can be reached at dweide@communityboards.org, or 415-920-3820 ext. 105.

Should you have any further questions, please do not hesitate to contact my office at (415) 554-7630 or BreedStaff@sfgov.org. Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "London Breed". The signature is fluid and cursive, with the first name "London" and last name "Breed" clearly distinguishable.

President London Breed
Board of Supervisors
City & County of San Francisco

APPLICATION FOR

Legacy Business Registration

Legacy Business registration is authorized by Section 2A.242 of the San Francisco Administrative Code. The registration process includes nomination by a member of the Board of Supervisors or the Mayor, a written application, and approval of the Small Business Commission.

1. Current Owner / Applicant Information

NAME OF BUSINESS:		
Community Boards		
BUSINESS OWNER(S) (Identify the person(s) with the highest ownership stake in the business):		
<p>Founded in 1976, Community Boards is a 501(c)(3) tax-exempt organization as Community Board Program, Inc. Our tax identification number is 94-2382967.</p> <p>Darlene Weide, MPH, MSW, is our executive director.</p>		
CURRENT BUSINESS ADDRESS:		TELEPHONE:
601 Van Ness Avenue Suite 2040 San Francisco, CA 94102-6310		(415) 920-3820
		EMAIL:
		dweide@communityboards.org
WEBSITE:	FACEBOOK PAGE:	YELP PAGE:
www.communityboards.org	www.facebook.com/CommunityBoards	www.yelp.com/biz/community-boards-san-fr

APPLICANT'S NAME:	
<input checked="" type="checkbox"/> Same as Business Owner	
APPLICANT'S TITLE:	
APPLICANT'S ADDRESS:	TELEPHONE:
	()
	EMAIL:

SAN FRANCISCO BUSINESS ACCOUNT NUMBER:	SECRETARY OF STATE ENTITY NUMBER (if applicable):
0487537 (1976)	C0773449

BACKGROUND INFORMATION:	
Founding Location: 149 9th Street, San Francisco, 94103	
Current Headquarters Location: 601 Van Ness Avenue, Suite 2040, San Francisco, 94102	
Operating in San Francisco since: July, 1976	

NAME OF NOMINATOR:	DATE OF NOMINATION:
Supervisor London Breed	01/06/16

2. Business Addresses

ORIGINAL SAN FRANCISCO ADDRESS:	ZIP CODE:	DATES OF OPERATION:
149 9th Street	94103	1976-1991
IS THIS LOCATION THE FOUNDING AND/OR HEADQUARTERED LOCATION? (check all that apply):		
<input checked="" type="checkbox"/> Founding Location	<input type="checkbox"/> Current Headquarters	

OTHER ADDRESSES (if applicable):	ZIP CODE	DATES OF OPERATION
1540 Market Street, Suite 490	94102	1991-2002
3130 24th Street	94110	2002-2012
601 Van Ness Avenue, Suite 2040	94102	2013-current

3. Eligibility Criteria

Attach the business's historical narrative.

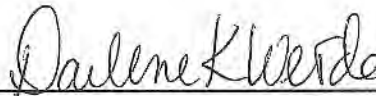
4. San Francisco Taxes, Business Registration, Licenses, Labor Laws, and Public Information Release

Please read the following statements and check each to indicate that you agree with the statement. Then sign below in the space provided.

- ☒ I am authorized to submit this application on behalf of the business.
- ☒ I attest that the business is current on all of its San Francisco tax obligations.
- ☒ I attest that the business's business registration and any applicable regulatory license(s) are current.
- ☒ I attest that the Office of Labor Standards and Enforcement (OLSE) has not determined that the business is currently in violation of any of the City's labor laws, and that the business does not owe any outstanding penalties or payments ordered by the OLSE.
- ☒ I understand that documents submitted with this application may be made available to the public for inspection and copying pursuant to the California Public Records Act and San Francisco Sunshine Ordinance.
- ☒ I hereby acknowledge and authorize that all photographs and images submitted as part of the application may be used by the City without compensation.

Darlene Weide
Name (Print):

01/06/16
Date:


Signature:

Legacy Business Application

COMMUNITY BOARDS

*Celebrating 40 Years of Public Service in San Francisco
1976 – 2016*



COMMUNITY BOARDS

Building Community Through Conflict Resolution

www.communityboards.org

Criterion 1

a) Describe the business and the essential features that defines its character.

Community Boards now operates the oldest and longest running public conflict resolution center in the United States. Our mission is to empower all San Franciscans with the strength, skills, and resources needed to express and resolve conflicts peacefully and appropriately for their culture and environment. We create opportunities for disputants to take responsibility for their conflicts and attain shared solutions. We're building a more peaceful, respectful, and safe San Francisco—one relationship at a time.

In 1976 Community Boards revolutionized the social justice movement with our mediation panel process, training hundreds of volunteers as compassionate, constructive peacemakers. We continue to be a national leader in the development of community-based mediation and in advocating for communities' responsibilities in resolving their own disputes. Our programs are now recognized as Alternative Dispute Resolution (ADR) best practices in the private, nonprofit, and public sectors. Community Boards stands recognized for our pioneering work, receiving the San Francisco Foundations' prestigious John R. May Award for nonprofit excellence and recognition by the City and County of San Francisco, the State Legislature, and others.

Since our inception, Community Boards' staff and volunteer Community Mediators have served more than 50,000 San Francisco residents. Community Boards is also well known for our pioneering work in helping schools and juvenile correctional facilities develop conflict resolution programs. In addition, our Conflict Manager Program, a peer mediation model for grades 3-12, launched in 1982, can be found in 5,000 schools in the U.S. Currently Community Boards contracts with the San Francisco District Attorney's Office to provide restorative justice training to their Neighborhood Courts' volunteer adjudicators and provides mediation and facilitations for the San Francisco Unified School District.

Community Boards' comprehensive conflict resolution resources—mediation, conflict coaching, facilitation, ADR training—make us a Bay Area leader in effective and accessible peacemaking. With an active pool of 375+ volunteer Community Mediators, our mediation services are available citywide on a sliding scale in English, Spanish, Mandarin, and Cantonese—ten hours a day, six days a week.

Community Boards' services are low cost and no one is turned away for lack of funds.

Our **Mission Statement** captures the essential core of our forty years of public service: *The purpose of Community Boards is to empower communities and individuals with the strength, skills, and resources needed to express and resolve conflicts peacefully and appropriately for their culture and environment.*

To accomplish our mission, we provide and promote peaceful, collaborative conflict resolution. We serve diverse communities and offer mediation, conflict coaching, training, and referrals. We build more peaceful, respectful, healthy, and just communities – one relationship at a time.

b) Provide a short history from the date the business opened in SF to the present day.

Community Boards was formed in 1976 to provide peaceful conflict resolution to residents and communities in San Francisco through the efforts of trained, diverse community volunteer mediators. Today, Community Boards provides low-cost mediation, facilitation, conflict resolution skills training and consultation throughout San Francisco, and operates the longest running, public mediation center in the United States.

At present, staff and volunteers assist approximately 1,500 individuals and open approximately 600 mediation cases a year. Community Boards has developed extensive relationships with numerous San Francisco public entities, and has forged ongoing and working partnerships with numerous social service organizations to inform their staff and clients of the path to alternative dispute resolution services. Seventy-five percent of our community mediation clients come from a range of nonprofit and public agencies.

We stand recognized for our pioneering work, receiving recognition by the City and County of San Francisco, the State Legislature, and others.

Highlights from Our Record of 40 Years of Public Service

- Founded in 1976 with the mission to provide the general public with an empowering, effective, and accessible methodology for resolving a wide range of personal, residential, neighborhood, consumer, and public disputes.
- Developed a unique panel mediation model of three mediators working collaboratively to create a safe and confidential conflict resolution process for all San Franciscans.
- Created a rewarding — both personally and professionally — avenue for concerned citizens to volunteer their time, energy, and skills in helping others.
- Trained 17,000 San Francisco residents as mediators since our founding.
- Assisted 50,000+ San Francisco residents in resolving their conflicts peacefully.
- Scheduled 9,600 mediation panels.
- Facilitated more than 2,000 decision-making meetings for public and nonprofit agencies.
- Maintains an ongoing, active pool of 400+ volunteer Community Mediators.
- Serves 1,500+ San Francisco residents, nonprofits, and businesses a year and offers our mediation services in English, Spanish, Mandarin, and Cantonese.
- Partners and collaborates with a broad array of social service organizations, public agencies, and community nonprofits including the SF Police Department, the SF Unified School District, the SF Superior Court, SF Rent Board, SF Planning Department, housing/tenant rights organizations, assisted living residences, and arts and cultural organizations among others.
- Introduced our Conflict Manager Program, a peer-to-peer mediation model, which is now one of the oldest programs in the United States and is found in 3,000+ schools nationwide.
- Continues to develop and field test new programs and resources for public audiences, such as seniors, gang prevention, and other high-risk populations.
- Designs and delivers trainings to the panelists of the SF District Attorney's Neighborhood Courts Program.

c) Describe any circumstances that required the business to cease operations in SF for more than six months.

Though Community Boards has never ceased operations, we are concerned about our ability to remain in San Francisco because of high rents. In 2013, we were essentially forced to relocate our offices from the Mission District because the rent was doubled. Our current lease will be up for renewal in 2017.

Criterion 3

a) Describe the business' contribution to the history and/or identity of the neighborhood. How does the building occupied by the business related to the immediate neighborhood?

Not applicable. Community Boards has one central office, currently at Opera Plaza.

b) Describe any special exterior and interior physical characteristics of the space occupied by the business?

Not applicable.

b) Provide a description of the community business serves?

As described in Criterion 1, Community Boards' conflict resolution services—mediation, conflict coaching, facilitation, trainings—are offered citywide, with case development and mediations provided in English, Spanish, Mandarin, and Cantonese.

Criterion 4

a) How does the business demonstrate a commitment to maintaining the special physical features that define the business?

Our current space includes a critical component: a large room for mediations, an essential feature for our physical space, allowing for small and large group mediations. We are committed to providing this space to the communities we serve.

b) How does the business demonstrate commitment to maintaining the traditions that define the business, including business model, goods and services, craft, culinary, or art forms?

Community Boards remains committed to maintaining the integrity and high quality of our multiple conflict resolution services. We are working diligently to proactively address and assist with the multitude of new issues and conflicts now sweeping through San Francisco: "Google buses," neighborhood gentrification, property development, etc.

c) How does the business demonstrate commitment to the community?

Same as **b** above.

b) How would the community be diminished if the business were to be sold, relocated, shut down etc.?

If Community Boards were shut down or forced to close due to skyrocketing rents, San Francisco residents would lose a proven-effective, viable alternative to expensive and burdensome pre-legal and legal actions. Our conflict resolution services address a wide range of disputes, including quality of life, family and domestic, personal, and public issues, from such issues as the shared use of dog parks to neighborhood racial tensions. Low income San Franciscans, immigrants, and other marginalized groups utilize Community Boards when there are no other options for them or when legal avenues are

About Community Boards

too cumbersome and expensive or when there is fear of retaliation from landlords. Providing a pathway for peaceful conflict resolution is the core of Community Boards' services. San Francisco would be diminished if community mediation were no longer available and if Community Boards' facilitation services were inaccessible.

The information that follows is a just a small sampling of Community Boards' rich history public service to all San Franciscans.

OFFICIAL DOCUMENTATION



City & County of San Francisco
José Cisneros, Treasurer
David Augustine, Tax Collector

Office of the Treasurer & Tax Collector
City & County of San Francisco
1 Dr. Carlton B Goodlett Place
PO Box 7425
San Francisco, CA 94120-7425
www.sftreasurer.org

DARLENE WEIDE
COMMUNITY BOARD PROGRAM INC
601 VAN NESS AVENUE #2040
SAN FRANCISCO CA 94102

Business Account Number


0487537

Online PIN

995MLNPK

Notification of 2015 - 2016 Business Registration Renewal

Active businesses are required to renew their 2015 – 2016 business registration by June 1, 2015.

Go online to renew: 

1. Go to **www.sftreasurer.org/registrationrenewal**
2. You will enter your 7-digit Business Account Number (shown above), the last 4 digits of your Business Tax Identification Number which is your Federal Employer Identification Number or Social Security Number, and your online Personal Identification Number (PIN) (shown above).
3. Print the payment stub and return it with your payment or see the reverse side for information regarding how to pay online.

If you are not renewing your business registration due to inactivation or closure, please go to **www.sftreasurer.org/accountupdate** to update your account information. You must close your business on or before June 30, 2015 in order to avoid late fees and penalties.

The San Francisco Business and Tax Regulations Code provides that a business registration certificate will not be issued unless and until the registrant has paid all outstanding business taxes, unsecured property taxes, license and permit fees, and other fees and assessments owed to the City and County of San Francisco. A business registration certificate will be issued by the later of thirty days after determining the registrant has paid all taxes and fees, or July 1, 2015. There is a \$25 fee for each request for a duplicate or lost business registration certificate.

Information regarding the new Business Registration Fee schedule, filing on a combined basis, and penalties and interest is on our website at **www.sftreasurer.org/business-registration**.

Please note: Taxpayers who come to City Hall for in-person assistance may experience long wait times.

Business Identification		
#	BAN	Business Name
1	0487537	COMMUNITY BOARD PROGRAM INC
2	Did you, or any related entities, have taxable business personal property in San Francisco in 2014?	
3	Average number of employees employed per week in 2014, including those employed outside of San Francisco:	
4	Mailing Address	
	Email (For Internal use Only): Phone Number: 415-920-3820 Address Type: Standard Attention Line: DARLENE WEIDE Business Name: COMMUNITY BOARD PROGRAM INC Pre-directional: Street Number: 601 Street Name: VAN NESS AVENUE #2040 Street Type: Post-directional: Unit Number: Unit Type: City: SAN FRANCISCO State: CA Zip code: 94102-6310	
Exemption Certification		
1	Are you exempt from the Business Registration Fee ? (If you are a combined group Filer, you and all of your members must be tax exempt for you to qualify).	
2	By submitting this form, you certify that you, and any related entities, are exempt from the Business Registration Fee. Enter your full name in the space provided.	
Calculation of Fees		
2014 Taxable San Francisco Gross Receipts:		0.00
Registration Renewal Fee:		0.00
State Fee:		0.00
Late Filing Penalty:		0.00
Late Payment Penalty:		0.00
Interest:		0.00
Administrative Fee:		0.00
Amount Due:		0.00
Taxpayer Statement		
<p>By clicking "Submit" below, I certify under penalty of perjury that I am the taxpayer (including an officer, general partner, member manager, executor, trustee, fiduciary, or other individual with the authority to bind the taxpayer), or an agent of the taxpayer authorized to sign this form on behalf of the taxpayer pursuant to a validly executed Power of Attorney (see Instructions), and I have examined the foregoing business tax statement including any accompanying schedules or worksheets, and the information thereon is, to the best of my knowledge and belief, true and correct, and fully compliant with all the requirements provided in Articles 6, 12, 12-A, and 12-A-1 of the San Francisco Business and Tax Regulations Code. I acknowledge that I am providing information in response to a request for financial information pursuant to Section 6.5-1 of the San Francisco Business and Tax Regulations Code. I am required by law to complete this form in its entirety and understand this statement is subject to audit.</p> <p>If this form is being filed by a Filer on behalf of a combined group, the Filer agrees to act as a surety and agent for each related entity of the combined group.</p>		
Initial after reading Taxpayer Statement		DW
Name		Darlene Weide
Title		Executive Director
Phone Number		415-920-3820
Email		dweide@communityboards.org
Company (when different from tax payer)		

DIRECTORY OF LBE, LBE-PUC AND NPE CERTIFIED FIRMS

VENDOR INFORMATION	
VENDOR'S NAME:	COMMUNITY BOARDS PROGRAM INC
BUSINESS ADDRESS:	601 Van Ness Avenue, Suite 2040 San Francisco, CA 94102
MAILING ADDRESS:	601 Van Ness Avenue, Suite 2040 San Francisco, CA 94102
PHONE:	415-920-3820
FAX:	415-920-3820
E-MAIL:	dweide@communityboards.org
CONTACT:	Ms. Darlene Weide
CERTIFICATION TYPE:	NPE certified firm
CERTIFICATION NUMBER:	CMD051716850
EXPIRATION DATE:	5/31/2017
CITY VENDOR NUMBER:	05377
OWNERSHIP TYPE:	Non-minority and non-woman owned (OBE) firm
12B / EQUAL BENEFITS COMPLIANT?:	Yes
CERTIFIED FOR	
LEGAL - ALTERNATIVE DISPUTE RESOLUTION - (MICRO) 10% Bid Discount	
FACILITATORS, MEETINGS/RETREATS - (MICRO) 10% Bid Discount	
EDUCATIONAL AND TRAINING SERVICES - (MICRO) 10% Bid Discount	
UPDATED 1/8/2016	

[START OVER](#)



CITY ADMINISTRATOR'S OFFICE CONTRACT MONITORING DIVISION



Edwin M. Lee, Mayor
Naomi M. Kelly, City Administrator

Maria L. Cordero
Director

Friday, May 23, 2014

Ms. Darlene Weide
COMMUNITY BOARDS PROGRAM INC
601 Van Ness Avenue, Suite 2040
San Francisco, CA 94102

Dear Ms. Weide:

Pursuant to the Ordinance, Chapter 14B of the San Francisco Administrative Code, your firm has been certified as a San Francisco Local Non-Profit Business Enterprise which is valid for three (3) years. Your certification number is: CMD051716850.

This certification now allows your firm to be eligible to receive 10 percent discount/percent added in all bids/proposals with the City and County of San Francisco when bidding/proposing as a provider of: EDUCATIONAL AND TRAINING SERVICES, FACILITATORS, MEETINGS/RETREATS, LEGAL - ALTERNATIVE DISPUTE RESOLUTION.

Your company is also classified as a Micro Local Business Enterprise, which enables you to bid on Set Aside Program contracts from the City and County of San Francisco when bidding/proposing as a provider of: EDUCATIONAL AND TRAINING SERVICES, FACILITATORS, MEETINGS/RETREATS, LEGAL - ALTERNATIVE DISPUTE RESOLUTION.

To verify your business status as a bona-fide San Francisco Local Non-Profit Business Enterprise, please indicate your certification number and show this letter upon request.

The Contract Monitoring Division reserves the right to withdraw this certification at any time. CMD also reserves the right to request additional information and/or conduct on-site visits for purposes of verification.

For re-certification, contact the Contract Monitoring Division, 30 Van Ness Avenue, Suite 200, San Francisco, CA 94102, Attention: CERTIFICATION UNIT.

Please notify this office at least sixty (60) days prior to the expiration date: 5/31/2017. Failure to do so, may result in removal of your company's name from the approved list of San Francisco Local Non-Profit Business Enterprises.

If there are any changes in your firm's status during this certification period, you are required to notify this office immediately.

Thank you for your interest in the CMD's LBE Program. You can access the Vendor Directory at our Internet address: www.sfgov.org/cmd.

Sincerely,

Maria L. Cordero
Director



Department of the Treasury
Internal Revenue Service

OGDEN UT 84201-0038

In reply refer to: 0437874131
Mar. 15, 2013 LTR 4168C 0
94-2382967 000000 00
00043072
BODC: TE

COMMUNITY BOARD PROGRAM
601 VAN NESS AVE SUITE 2040
SAN FRANCISCO CA 94102

029378

Employer Identification Number: 94-2382967
Person to Contact: Sharon Davies
Toll Free Telephone Number: 1-877-829-5500

Dear Taxpayer:

This is in response to your Mar. 06, 2013, request for information regarding your tax-exempt status.

Our records indicate that you were recognized as exempt under section 501(c)(03) of the Internal Revenue Code in a determination letter issued in November 1976.

Our records also indicate that you are not a private foundation within the meaning of section 509(a) of the Code because you are described in section(s) 509(a)(1) and 170(b)(1)(A)(vi).

Donors may deduct contributions to you as provided in section 170 of the Code. Bequests, legacies, devises, transfers, or gifts to you or for your use are deductible for Federal estate and gift tax purposes if they meet the applicable provisions of sections 2055, 2106, and 2522 of the Code.

Please refer to our website www.irs.gov/efo for information regarding filing requirements. Specifically, section 6033(j) of the Code provides that failure to file an annual information return for three consecutive years results in revocation of tax-exempt status as of the filing due date of the third return for organizations required to file. We will publish a list of organizations whose tax-exempt status was revoked under section 6033(j) of the Code on our website beginning in early 2011.

CALIFORNIA STATE BOARD OF EQUALIZATION

SELLER'S PERMIT



ACCOUNT NUMBER

7/1/1987 SR BH 19-733796

COMMUNITY BOARD PROGRAM
601 VAN NESS AVE STE 2040
SAN FRANCISCO, CA 94102-6310

NOTICE TO PERMITTEE:
You are required to obey all Federal and State laws that regulate or control your business. This permit does not allow you to do otherwise.

IS HEREBY AUTHORIZED PURSUANT TO **SALES AND USE TAX LAW** TO ENGAGE IN THE BUSINESS OF SELLING TANGIBLE PERSONAL PROPERTY AT THE ABOVE LOCATION. THIS PERMIT IS VALID ONLY AT THE ABOVE ADDRESS.

THIS PERMIT IS VALID UNTIL REVOKED OR CANCELED AND IS NOT TRANSFERABLE. IF YOU SELL YOUR BUSINESS OR DROP OUT OF A PARTNERSHIP, NOTIFY US OR YOU COULD BE RESPONSIBLE FOR SALES AND USE TAXES OWED BY THE NEW OPERATOR OF THE BUSINESS.

Not valid at any other address

For general tax questions, please call our Information Center at 800-400-7115.

For information on your rights, contact the Taxpayers' Rights Advocate Office at 888-324-2798 or 916-324-2798.

BOE-442-R REV. 15 (2-06)

A MESSAGE TO OUR NEW PERMIT HOLDER

As a seller, you have rights and responsibilities under the Sales and Use Tax Law. In order to assist you in your endeavor and to better understand the law, we offer the following sources of help:

- Visiting our website at www.boe.ca.gov
- Visiting a district office
- Attending a Basic Sales and Use Tax Law class offered at one of our district offices
- Sending your questions in writing to any one of our offices
- Calling our toll-free Information Center at 800-400-7115

As a seller, you have the right to issue resale certificates for merchandise that you intend to resell. Conversely, you have the responsibility of not misusing resale certificates. While the sales tax is imposed upon the retailer,

- You have the right to seek reimbursement of the tax from your customer
- You are responsible for filing and paying your sales and use tax returns timely
- You have the right to be treated in a fair and equitable manner by the employees of the Board
- You are responsible for following the regulations set forth by the Board

As a seller, you are expected to maintain the normal books and records of a prudent businessperson. You are required to maintain these books and records for no less than four years, and make them available for inspection by a Board representative when requested. You are also expected to notify us if you are buying, selling, adding a location, or discontinuing your business, adding or dropping a partner, officer, or member, or when you are moving any or all of your business locations. If it becomes necessary to surrender this permit, you should only do so by mailing it to a Board office, or giving it to a Board representative.

If you would like to know more about your rights as a taxpayer, or if you are unable to resolve an issue with the Board, please contact the Taxpayers' Rights Advocate Office for help by calling toll-free, 888-324-2798 or 916-324-2798. Their fax number is 916-323-3319.

Please post this permit at the address for which it was issued and at a location visible to your customers.

PROGRAM SERVICES

ABOUT COMMUNITY BOARDS

Community Boards operates the oldest, longest-running public conflict resolution center in the United States. Our **Neighborhood Mediation Program** services are offered citywide in Spanish, Mandarin, Cantonese, and English at little or no-cost. Our **Professional ADR Services** are a perfect fit and affordably priced for independent contractors, small businesses, tech startups, property managers, homeowner associations, and nonprofit organizations.

We are a 501(c)(3) tax exempt organization registered as Community Board Program, Inc. (TIN: 94-2382967)

Our Mission

The purpose of Community Boards is to empower communities and individuals with the strength, skills, and resources needed to express and resolve conflicts peacefully and appropriately for their culture and environment.

To accomplish our mission, we provide and promote peaceful, collaborative conflict resolution. We serve diverse communities and offer mediation, conflict coaching, training, and referrals. We build more peaceful, respectful, healthy, and just communities – one relationship at a time.

We envision Community Boards in the forefront of the conflict resolution field, working with individuals, communities, schools and groups across the country and around the world.

Our Values

We are guided by the following values and commitments:

- To provide accessible, fair and inclusive problem solving and conflict resolution services
- To respect the many forms of communication and problem solving utilized by and appropriate to diverse people and communities
- To maintain an organizational orientation to self-assessment, ongoing learning and internal practices consistent with our purposes and values
- To enhance people's capacities as involved, aware and effective residents of their communities.

What is Mediation?

Mediation is an opportunity to have a safe, structured meeting to discuss a shared problem. The mediators guide this meeting, asking questions and keeping the discussion focused. They remain neutral throughout the whole process. They don't judge, weigh evidence or deliver a verdict. Mediators acknowledge and validate—but remain outside—the strong emotions (anger, frustration, fear, disdain, sadness, contempt, dread) that legitimately arise when people talk about their perceptions of the conflict.

The ultimate goal of any mediation is for the parties, themselves, to create a workable agreement. The agreement resolves the current conflict and minimizes any future conflicts. Confidentiality, fairness and respect are three core tenets of mediation.

How Community Boards' Neighborhood Mediation Program Works

- "Party 1" calls & explains/discusses problem with intake person
- Community Boards contacts "Party 2" to encourage mediation, first by letter then by telephone
- If all parties agree, Community Boards provides a panel of three mediators who match the disputants' demographics
- Mediations are scheduled Mon-Fri mornings, afternoons & evenings; Sat mornings
- Each mediation is evaluated to maintain high quality of service: by participants, by mediators themselves, by staff
- Community Boards follows up with parties 2-3 months after their mediation to see if agreement is still in effect

Examples of the Conflicts We Helped People Resolve

■ Our Neighborhood Mediation Services

Personal

Communication breakdowns | Relationship issues | Confrontations | Harassment

- Longtime friends discuss miscommunication spread by gossip
- Couple in two-year romantic relationship discuss possible co-habitation
- Members of softball team work out team management concerns

Family

Parent-Teen | Elder care | Blended families | Guardianship

- A husband and wife meet to reunite with their estranged daughter
- Newly married gay couple meet with angry, distraught in-laws
- Three sisters meet to plan elderly father's move into assisted living facility

Roommates

Privacy | Communication breakdown | Shared expenses | Shared resources | Roommate's friends & houseguests | Household responsibilities & chores

- Roommates with small apartment discuss frequent stayovers by one roommate's boyfriend
- Roommates discuss ongoing tardiness of payments for shared cable and utility bills
- Three roommates create work plan and shared responsibilities for living together in new apartment

Property Manager/Landlord/Tenant

Rent | Eviction & unlawful detainer | Security deposits | Section 8 | Repairs | Parking | Rodents & bugs | Mold

About Community Boards

- A tenant and landlord discuss withheld rent, eviction notice and needed repairs
- A property manager and tenant settle security deposit payment
- Three renters meet with building manager over building security concerns

Neighbor to Neighbor

Noise | Parking | Pets | Trash removal | Sanitation | Property maintenance | Fences | Trees & vegetation | Property lines | Construction | Residents/small business | Residents/city or county

- Residents meet with restaurant owner about trash storage and removal
- Neighbors arrange tree and vegetation maintenance on shared property line
- Homeowners meet with neighbor about his garaged-based repair business

■ Our Professional Mediation Services

Homeowner/Condo/TIC Associations

Rules and Regulations (CC&Rs) | Maintenance | Landscaping | Fees & special assessments | Pets | Parking | Shared facilities | Board elections

- Homeowner association members meet with commercial property developers about plans for proposed development
- Condo association members meet to amend and revise CC&Rs
- TIC co-owners meet with contractor to plan and budget needed structural repairs

Commercial Mediation

Contracts | Warranties | Undelivered good or services | Partnerships | Fee disputes | Breach of contract | Debt repayment | Independent contractors

- Independent contractor meets with client over outstanding invoices
- Former business partners negotiate allocation of remaining assets
- Print shop owner meets with angry customer demanding five-figure refund

Employment & Workplace

Management & employee disputes | Co-worker disputes | Discrimination | Wrongful termination | Benefits disputes | Harassment

- Former employee negotiates with management over severance package payout
- Co-workers meet with supervisor over perceived harassment
- Employee meets with employer to discuss possible racial discrimination charge

Insurance

Vehicular accidents | Premises liability | Policy coverage | Injury claims | Property damage | Pet attacks

- Car owner and insurance agent discuss accident claim and repair estimate
- Injured pedestrian meets with property owner over medical bills
- Dog owners discuss medical and veterinary bills arising from dog park attack injuries

Real Estate

Purchase agreements | Easements | Non-disclosure | Property lines | Liens | Views | Leases | Escrow

- Homeowners discuss property line dispute involving foundation & structural repairs
- Property owners meet with developer over zoning abatement request
- Neighboring homeowners discuss impact of proposed one-story addition

FREQUENTLY ASKED QUESTIONS

1. What if I cannot afford the \$40 case opening fee?

We will ask what amount you can afford. No one is turned away if they cannot pay anything.

2. What information do you need about the other party?

We will ask for as much contact information you know about the other person: name, mailing address, telephone number, email. The more contact information we have, the easier and faster it is get to the mediation.

3. How long does it take to schedule a mediation?

It can take about 10-15 business days from opening a case to the actual mediation.

4. How long would be the mediations?

We ask people to schedule three hours for their mediation.

5. Where are the mediations held?

Most mediations are held in our offices on 24th Street, though we can make special arrangements in some cases.

6. Are the mediations confidential? Will my privacy be protected?

All information disclosed during the mediation is protected by California state law. Before the mediation begins, everyone in the room (including the mediators) sign a legally-binding confidentiality statement. All notes and paperwork are shredded afterwards.

7. Can I bring someone with me? Do I need a lawyer?

Since our mediations are not legal proceedings, there is no need for "evidence," testimony, witnesses or lawyers. You can bring someone with you as long as all parties agree to it before the mediation.

8. I know the other party (landlord, roommate, neighbor, etc) would never want to mediate. What can Community Boards do?

We ask people to be open-minded and not assume the other person would be unwilling to mediate without first being asked. Remember, this is a voluntary process. We have a good success rate at bringing people together, even in situations with a lot of anger and hostility. We work hard to make all mediations safe and respectful.

9. What if I mediate and things don't work out later, can I still take legal action against the other party?

You lose no legal rights by attempting mediation or if the terms in the agreement from your mediation are not fulfilled by the other party. You can pursue any legal remedy you see fit. You may also try to mediate the problem a second time with Community Boards, which people have done in the past.

10. What documentation does Community Boards provide if I try to mediate and the other person declines or doesn't respond?

We provide a "closing letter" with your name saying you attempted to mediate the problem, but the letter will not include the other party's name or contact information.

11. What if the other party breaks the confidentiality agreement?

By and large, any new information that was disclosed during the mediation itself would be considered "inadmissible evidence" in any future legal proceedings. It is best to contact staff at Community Boards for more information regarding this complicated legal question.

PREGUNTAS MÁS FRECUENTES

1. ¿Que pasa si no puedo pagar los quince dólares para abrir un caso?

Nosotros le pediríamos que pagara a la medida de sus posibilidades. No vamos a negarle ayuda a nadie solamente por falta de recursos económicos.

2. ¿Que información necesita de la otra(s) persona(s)?

Le pediremos información relacionada al contacto de la otra persona, como su: nombre, dirección, número de teléfono, correo electrónico, etcétera. Mientras más información nos proporcione, más pronto podremos mover su caso hacia una mediación.

3. ¿Cuanto tiempo se tarda en programar una mediación?

Aproximadamente de 10 a 15 días de trabajo, desde el momento que abrimos el caso hasta la fecha de mediación.

4. ¿Cuanto tiempo se tarda una mediación?

Nosotros pedimos que planifiquen tres horas para su mediación.

5. ¿En donde se realizan las mediaciones?

La mayoría de las mediaciones se realizan en nuestra oficina ubicada en la calle 24, pero en algunos casos podremos hacer arreglos especiales.

6. ¿Son confidenciales las mediaciones? Estará protegida mi privacidad?

Toda la información que se discute durante la mediación está protegida por la ley del estado de California. Antes que la mediación empiece, todos los participantes en la mediación (incluyendo los mediadores) firman un documento confidencial y compromiso-legal. Todas las notas y papeles se destruyen después de la mediación.

7. ¿Puedo traer a alguien conmigo? ¿Necesito un abogado?

Ya que nuestras reuniones no son procesos legales, no se necesita "evidencia", testigos, testimonios, o abogados. Usted puede traer alguien, si todos los participantes están de acuerdo antes de la mediación.

8. Yo se que la otra persona nunca estaría de acuerdo con una mediación. Que puede hacer Community Boards?

Nosotros pedimos que la gente tenga una mente abierta y no asuma que la otra persona nunca estaría de acuerdo con una mediación antes de preguntarle. Recuerden que este proceso es voluntario. Tenemos mucho éxito en que ambas partes lleguen a un acuerdo, hasta en los casos donde hay mucha hostilidad y enojo. Trabajamos bastante para hacer que cada mediación se conduzca con seguridad y respeto.

9. ¿Que pasa si yo participo en mediación y no llegamos a un acuerdo, es posible todavía tomar acción legalmente?

Usted no perdería su derechos de acción legal si participa en mediación, o si los términos en su acuerdo final no son cumplidos con la otra persona. Usted puede seguir con cualquier remedio legal que usted crea que podría ayudar su caso. También puede pedir otra sesión de mediación con nosotros, Community Boards, por segunda vez.

10. ¿Qué tipo de documentación proporciona Community Boards si yo trato de programar una mediación y la otra persona no responde o dice que no?

Nosotros les damos un carta de "caso cerrado" con su nombre. Dice que usted intento programar una mediación para resolver el problema, pero no va incluir el nombre o información de la otra persona.

11. ¿Qué pasa si la otra persona rompe el acuerdo confidencial?

Cualquier información nueva que fue revelada durante la mediación no seria considerada "evidencia admisible" en futuros procesos legales. Seria preferible que usted se ponga en contacto con el personal de Community Boards para más información con esta pregunta.

社区委员会

常見問題

1. 如果我買不起40元開戶費的情況？

我們會問你能負擔得起金額。沒有人不讓進去如果他們不能支付任何費用。

2. 哪些信息你需要了解對方？

我們會盡可能去得到更多的聯繫信息有關其他人員：姓名，通訊地址，電話號碼，電子郵件。而更多的聯繫信息我們得到，就更容易和快速到達調解。

3. 需要多長時間去安排調解？

大約需要10-15個工作日，從開設情況下，以實際調解。

4. 調解需要多少時間？

我們會問人去安排他們3個小時的調解。

5. 調解會保密嗎？請問我的私隱得到保護嗎？

在調解過程中透露的所有信息是受到加利福尼亞州法律的保護。在調解開始之前，在場的人（包括調解員）都要簽署具有法律約束力的保密聲明。在那之後，所以筆記和文件會粉碎。

6. 我可以帶其他人嗎，我需要律師嗎？

由於我們的調解是不合法的訴訟程序，所以不需要“證據”，證詞，證人或者律師。你可以帶任何人，只要各方在調解之前同意。

7. 我知道有些對方（房東，室友，鄰居等）不願意調解，社區委員可以做些什麼？

我們會請求人們要有開放的思想和不要在沒有問人的情況下去假設其他人不願意調解。請記住，這是一個自願的過程。我們有一個很好的成功率將人們聚集在一起，甚至在憤怒和敵意的情況下。我們會努力工作使調解安全和得到尊重。

8. 如果我去調解但是事情還是解決不了，我還可以採取法律行動去反對對方嗎？

嘗試去調解或者在你的調解同意書上的項目不實現，將不會失去合法的權利。你可以追求任何法律補償你認為適合的。你也可以嘗試進行第二次與社區委員會調解。

9. 社區委員會會提供什麼文件，如果我嘗試調解但其他人拒絕或不回應？

我們會提供你姓名的“收書”說你試圖去調解問題，但信裏面將不包括對方的名字和聯繫信息。

10. 如果對方破壞了保密協議？

總的來說，在調解透露中的任何新的信息將會被視為“不可接受的證據”在今後的任何法律訴訟。最好與社區委員會的工作人員聯繫，了解有關這複雜的法律問題的資料。

20TH ANNIVERSARY REPORT (1996)

The Community Board Program's

20th Anniversary Report



Chris Woodrow

"Often conflict brings us to a higher level of understanding about ourselves and others."

Carmelita Tursi

Community Boards Volunteer since 1993

- Community Board Program incorporated in San Francisco
- Initial organizing effort begins in Visitation Valley

1976

Terry Amsler Executive Director

Anniversaries are a good time to reflect. In the last 20 years, the whole field of conflict resolution has grown tremendously, thanks in part to the work pioneered here in San Francisco by Community Boards.

Over the years, issues of communication, problem solving and conflict resolution have taken us into ever-widening areas of practice. We now help to resolve parent/child, citizen/police and child welfare conflicts, as well as disputes related to special education and the Americans with Disabilities Act, to name a few. Our reach has extended to work with rural and urban communities—from the Bronx to Barrow, Alaska, in schools and universities, juvenile facilities, public housing, senior centers and women's shelters, and with Native American tribal communities and job training programs.

Yet some of the best things about Community Boards haven't changed. Our community base is strong. More than 200 committed San Franciscans serve as "neighbors helping neighbors resolve conflicts that keep us apart." The majority of disputes are referred directly from the community, and most are heard at donated sites in city neighborhoods. Many volunteers put



Chris Woodrow

their expertise to work by training the next generation of panelists.

As we move into our third decade and toward the next millennium, it's appropriate to recall and rededicate ourselves to our founding values.

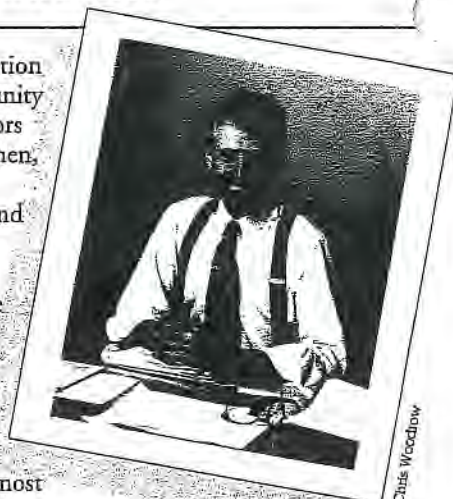
Fundamentally, our work relates to justice, peace and the development of individual and collective civic life. These concepts are made meaningful not only by the outcomes of our efforts, but by our expressions of concern, commitments to community and the common work we pursue through Community Boards.

For 19 years, it has been my personal pleasure to work with our volunteers, staff and members of our Board of Directors to give life to this sustaining vision.

Nicholas Dewar Chair Board of Directors

Community dispute resolution has come far since Community Boards first helped neighbors resolve their differences. Then, there seemed to be a deep chasm between our work and the workings of the justice system. Now, judges and attorneys not only promote mediation, they also refer their cases and their clients to us as a first step in the process of finding resolution. Twenty years ago Community Boards was almost alone in this field. Now we are one of a multitude, in a world where the meaning of "dispute resolution" is being continuously reinvented. Government, the justice system, and the private sector are developing dispute resolution systems which revolutionize their approaches to conflict.

It's a great tribute to our organization, and to the thousands of people who have volunteered as Community Boards conciliators or used our panels to resolve their differences, that this change is taking place all around us at



Chris Woodrow

such an accelerated pace. But we too must pay close attention to the changing dispute resolution needs of our communities. They are different from the needs we saw so clearly twenty years ago. They are different from the needs of institutions and industry. We need to look at the changing faces of the communities we serve and listen carefully to their voices. In varied languages, from different cultures and environments, they will tell us what our next changes will be.

"Community Boards worked for us because they made special efforts to include teenagers, agency administrators, and neighbors in the process. It worked. The energy that came from that combination of disparate groups saved the Jamestown Center from extinction."

Paul Nixon
Former President, Fair Oaks Neighbors

• First conciliation panel held in Visitacion Valley
• Community Boards (CB) began serving Bernal Heights community

• CB offices are open in six San Francisco neighborhoods
• CB begins providing assistance to other cities to develop community mediation programs



1977

1980

The Community Board Program: Resolving Conflicts That Keep Us Apart

CB Mission Statement

The purpose of the Community Board Program is to empower communities and individuals with the strength, skills and resources needed to express and resolve conflicts peacefully and appropriately for their culture and environment.

To accomplish our mission, the organization provides and promotes peaceful, collaborative conflict resolution. We envision the Community Board Program in the forefront of the conflict resolution field, working with individuals, communities, schools and groups across the country and around the world.

"I applaud the Community Boards for its long-standing commitment to building stronger, safer neighborhoods. For two decades now, the Community Boards has been an indispensable resource for San Franciscans seeking free conflict resolution services. I commend and wholeheartedly support Community Boards for keeping peace in our neighborhoods."

Honorable Willie Brown
Mayor, San Francisco

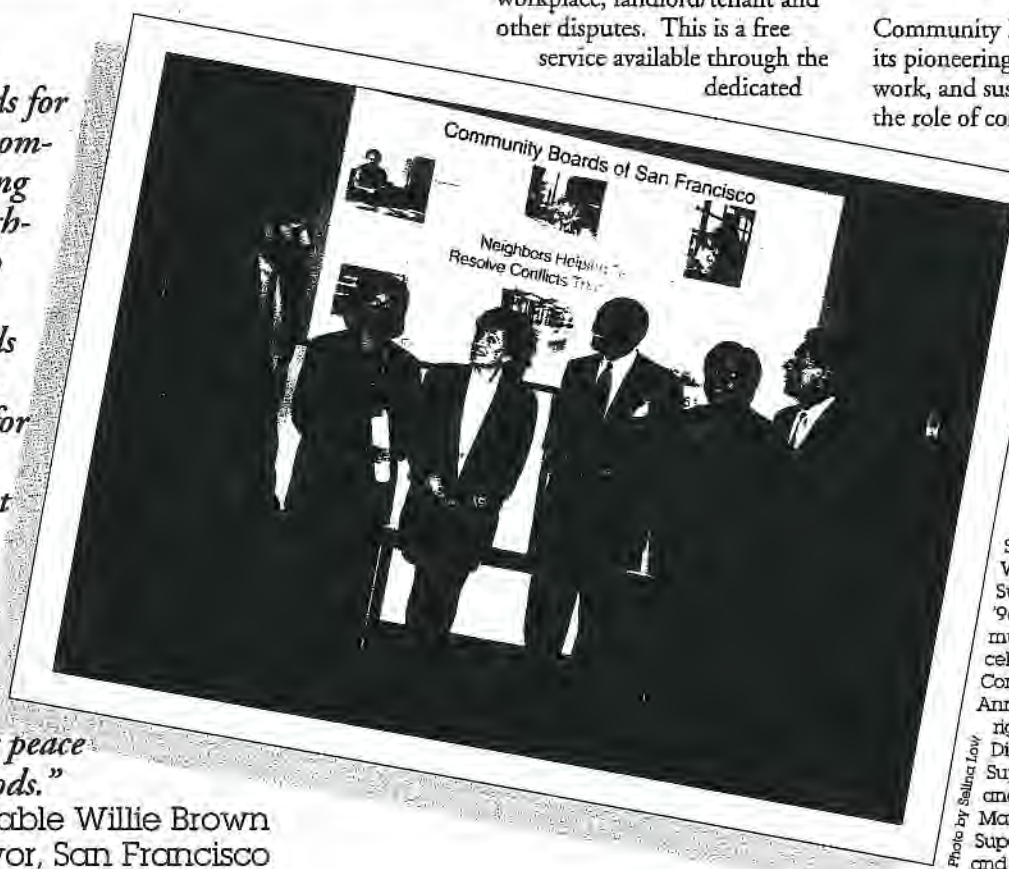
Established in 1976, the Community Board Program has pioneered the application of peaceful conflict resolution skills and services across the spectrum of communities, schools, juvenile facilities, and other organizations and institutions.

In San Francisco, Community Boards' conciliators hear and help resolve thousands of neighborhood, family, consumer, workplace, landlord/tenant and other disputes. This is a free service available through the dedicated

work of hundreds of neighborhood residents trained in conflict resolution skills.

In schools, juvenile facilities and communities in the Bay Area, the United States and in Latin America as well, Community Boards provides training and technical assistance to those wishing to develop conflict resolution related programming for children, youth and adults.

Community Boards is unique in its pioneering history, breadth of work, and sustaining vision in the role of conflict resolution in enhancing our individual and collective civic life. This report offers a snapshot of our efforts as we enter our third decade.



San Francisco Mayor Willie Brown and Supervisors join in July '96 unveiling of photo mural at City Hall in celebration of Community Boards' 20th Anniversary. (from left to right CB's Executive Director Terry Amsler, Supervisors Susan Leal and Barbara Kaufman, Mayor Willie Brown, Supervisors Michael Yaki and Tom Ammiano.

Photo by Salina Loy

• CB receives prestigious John R. May Award from the San Francisco Foundation
• Conflict Manager program introduced in San Francisco elementary schools within three years; extends to all grade levels

• CB begins holding yearly national Trainers Institutes and Planning and Development Institutes to support new community mediation programs
• Awarded Certificate of Community Service by the San Francisco Police Department

1981

1982

Founder's Message

Twenty years ago, in the back room of a Sacramento Street apartment, I wrote a paper entitled "Community No-Fault Boards." Community Boards grew out of that paper, distributed to hundreds of community leaders and public officials and discussed at dozens of meetings. Since then, energetic, community-conscious volunteers and a committed staff have been resolving everyday conflicts throughout San Francisco. Preventing and de-escalating conflict at the community level and building new relationships of trust between former adversaries are the hallmarks of a civic initiative now found in nearly every major city and thousands of schools in the United States. Beyond the shores of this continent, Community Boards is an exemplary model for building civil societies, for citizens exercising their civic rights and responsibilities, and for managing conflict constructively.

On its 20th anniversary, community members, staff and supporting civic and governmental organizations have a right to be proud of a home-grown initiative that addresses the needs and aspirations of a global citizenry.

Ray Shonholtz, Community Boards' founder, is now President of Partners for Democratic Change.

Neighborhood Conflict Resolution in San Francisco

In San Francisco, Community Boards provides free, informal and easy-to-use neighborhood-based conflict resolution services to residents and businesses. Through a network of trained community volunteers, panels of community conciliators, assisted by CB staff, have resolved thousands of conflicts related to a host of issues: harassment, vandalism, noise, money, property damage, landlord/tenant and family disputes, and more.

This work has a strong community-building aspect and

it satisfies people's interest in performing significant civic work in their neighborhoods. Today, more than 200 diverse individuals, ages 14 to 81, serve as conciliators with CBSEF.

The majority of CB cases originate with a call from one of the parties involved in the dispute. When one party reaches out, early and peaceful resolution is more likely. Other cases are referred by community organizations, the police, juvenile probation, court offices and other public and private agencies. Nearly 90 percent of CB conflict resolution sessions

end in a better understanding between the parties and resolution of the dispute.

The skills and opportunities gained by community conciliators extend beyond participating on panels. They apply at work and at home, in school and personal relationships. People work with others who may be quite different from themselves, building a community cohesiveness based on shared work and experience. This is particularly valuable for young people. Ultimately, whole neighborhoods benefit from the increased expertise and abilities of the people who live there.



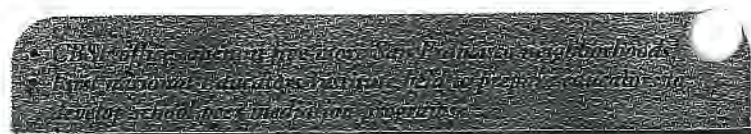
Chris Woodrow

Community Boards staff and Community Member Volunteers after the Spring 1995 Conciliation Training



First targeted outreach to inactive youth in San Francisco youth CB conciliators

1983



CBSEF office opens in historic San Francisco neighborhood. First outreach to inactive youth in San Francisco youth CB conciliators

1984

CB Initiates Community Leaders Training Series

Sampling of Community Boards' Cases

- Seniors and group of youth share their concerns about harassment and disrespect shown each other on the streets.
- Graffiti artist and mother meet with MUNI to discuss the spray painting of buses.
- Victim and youth mugger talk about robbery that involved a knife.
- A supermarket and disabled customer discuss special needs of customer and reasonable ability of supermarket to meet those needs.
- Homeowner complains of work done by contractor.
- Neighbors argue over excessive noise of barking dog that had surgery.
- Neighbors argue over unmoved vehicle that one neighbor complains has been an "eye-sore" for over two years.
- Youth discuss fight that escalated from verbal attacks to weapons, including a three-inch knife.
- Tenant and landlord dispute over rent payments and lack of maintenance to house.
- Landlord and tenant talk about eviction notice that arose from fight about noise and late rent payments.
- Youths talk about altercation that involved reckless driving and a .25 caliber pistol.
- Parent and teacher talk about bad feelings created by misunderstandings of communication styles that first appeared as racist remarks.
- A grandson and grandmother discuss strained relationship due to separation and mother's drug abuse.
- Mother and daughter share concerns regarding ongoing stress in relationship.
- Former partners talk about division of property and resolve personal conflicts.
- Members of women's rights organization argue over opposing viewpoints that lead to dysfunction within organization.

In 1995, CB inaugurated its Neighborhoods and Community Leaders training series. The 45 participants represented over 20 of San Francisco's neighborhoods and smaller non-profit organizations.

The three-day series covered the use of interest-based negotiation and conflict resolution skills in the community and the workplace; cross-cultural awareness in community work; and group and meeting facilitation skills. All sessions were led by CB trainers and associates, and were held in facilities donated by long-time CB supporters: San Francisco General Hospital, Grace Lutheran and Parkside Community Churches.

In September 1996, in honor of Community Boards' 20th Anniversary, a training in facilitative leadership was offered to 30 neighborhood leaders and staff of community-based organizations. The training was offered by Interaction Associates for Social Change, which helped develop CB's conciliation process and training format.

CB hopes to offer similar trainings in the future, to help community organizations to build the skills essential to continuing their much-needed work.



"I've seen miracles happen through Community Boards. Just when it seemed people were too upset to agree on anything, our conciliators helped people work through feelings and generate their own solutions."

Selina Low
Community Boards Volunteer since 1991

- Community Boards' conflict resolution services offered in all San Francisco neighborhoods
- CB co-sponsors Tribal Peacemaking conference in Washington State
- Training and implementation assistance offered to universities, public housing, schools and communities nationally



1985

Collaboration with City Agencies

Community Boards has always strived to find ways of working with city agencies to provide services that improve the quality of life for San Franciscans. We work constantly to broaden citizen awareness of available dispute resolution services and to create partnerships to improve relations between residents and the city agencies designed to serve them.

"Community Boards is at the heart of the City. It strengthens San Francisco's diverse neighborhoods by helping people work together to resolve their disputes in positive ways."

Terence Hallinan
San Francisco District Attorney

Examples of Collaboration with City Agencies

- San Francisco Police Department**
More than 200 cases a year are referred by police officers, who learn about CB through presentations at police stations, the Police Academy, and through Community Boards informational materials.
- San Francisco Unified School District**
Case referrals from staff and students may be directly or indirectly related to school life, including: fights, truancy, family matters, vandalism and neighborhood/ school disputes.
- Rent Arbitration and Stabilization Board**
Free conciliation services are very appropriate for landlord/tenant and roommate disputes.
- Court Referrals**
Small Claims
Court referrals most often involve property damage and loss. Youth and family cases are often referred by *Juvenile Court*. *The Superior Court* is a regular referral source for a variety of civil matters, including restraining orders and relating matters.
- Department of Human Services**
CB collaborates with the Division of Children and Family Services to facilitate family meetings, leading to stronger and safer families for children.
- Planning Department**
We help to resolve conflicts involving land use, planned building additions, and zoning issues.
- Office of Citizen Complaints (OCC)**
Through the OCC, Community Boards and the Bar Association of San Francisco provide mediators to help citizens and police officers help settle disagreements.
- Youth Guidance Center/Juvenile Hall**
We receive youth-related case referrals from probation officers, and have provided training for teachers at the Hall.

Resolving Disability Disputes

In 1993, Community Boards was one of a small group of conflict resolution organizations selected to conciliate cases referred from the U.S. Department of Justice, which originated as complaints made to the federal government under the "public access" section of the Americans with Disabilities Act.

While Community Boards only received a small number of referrals, in those cases our conciliation process proved to be an appropriate forum. A case in point: a disabled customer complained about unequal access to a grocery store. At the conciliation session, store representatives agreed to keep the aisles clear of boxes and the wider check-out lines open, ensuring equal service to people in wheelchairs. We continue to seek such referrals.



Chris Woodruff

"Community Boards' strength is that we treat all the people involved in a dispute with respect."

Lucille Jackson
Community Boards
Volunteer since 1983

DHS Complaints Hoard

In late 1995, Community Boards contracted with the San Francisco Department of Human Services to offer a Provider and Client Complaint Resolution Program (PCCRP) for the Department's Family and Children Services Unit. The PCCRP Coordinator (or Ombudsperson) assists foster parents, families and youth who have a question, problem or complaint connected with DHS policies and practices, or with a particular child welfare worker. The PCCRP Coordinator provides information and referrals, offering problem solving assistance and recommendations of appropriate services.

Community Boards' staff assisted in developing the protocols for the program. While such "ombuds" positions are increasing in common in the child welfare area, to our knowledge this is the first time that it has become a part of a community mediation program's set of services.



"People helping each other has been one of the finest traditions upheld in the Chinese culture. Community Boards provides exemplary services which reflect this idea."

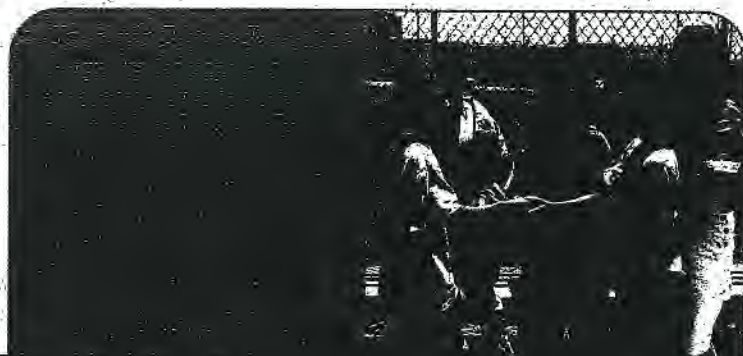
Evelyn Lee, Executive Director
Richmond Area Multi-Services

"In my experience as part of a Community Boards panel, almost all cases we handled with Filipinos have been settled amicably. People in conflict are given the chance to look at their problems from their own and from other people's perspectives. The approach of the Community Boards in resolving a problem is culturally relevant to the Filipino community. I urge our community to use this process. It is very helpful and healthy for all the parties concerned."

Bullet Marasigan, President
Pilipino-American Human Rights Advocate

"Community Boards' process models non-violent strategies for dealing with disagreements and differences. It builds trust and cooperation, and it ensures balance of power."

Anthony Ceja, Director of the Mission District
Community Peace Initiative
Real Alternatives Program (RAP)



George Kruse

1987

1988

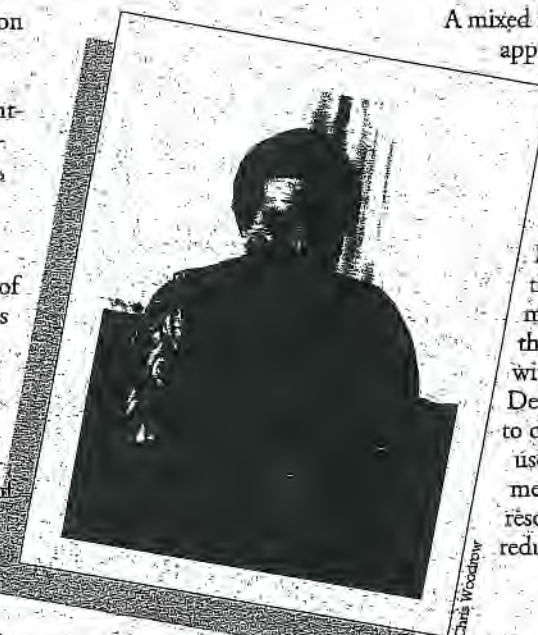
Partnership Beyond Borders: Latin America

Since 1993, the Community Board Program has sent representatives to Nicaragua, Argentina, Chile, Bolivia, Uruguay and Colombia. We went first to share our experiences in the community and school mediation field, and later to train groups to implement programs locally.

As a result of these efforts, two neighborhood dispute resolution programs similar to ours were initiated in Buenos Aires, Argentina. The first, implemented in May 1996 under the auspices of the Ministry of Justice, has been a great success. In seven months, 937 cases were "conciliator assisted" and 67 cases were mediated by panels of citizens. The second program is co-administered by Fundación Libra and the Catholic diocese of Morón.

In the school arena, a representative of Colombia's Ministry of Justice attended a 1996 Conflict Manager Institute in San Francisco. Upon returning home, her team implemented pilot peer mediation projects in 19 schools. Early reports on the project are very favorable. In addition to peer mediation, several countries are interested in adapting our curricula for use in their schools.

Community Boards is currently entertaining requests from Argentina to provide planning, consultation and training to their neighborhood programs and to help initiate pilot projects in the schools. Similarly, Nicaragua has expressed interest in implementing school and community mediation pilot projects nationwide.



Resolution of Special Education Disputes

Since the 1970's, changes in federal laws have created great opportunities in the special education field to serve people with learning, physical and other disabilities. However, an unfortunate offshoot of the legal changes has been an increase in litigation, as parents and school districts seek to define their rights and responsibilities.

A mixed mediation/arbitration approach used in California often avoids litigation, but it isn't generally available to administrators and parents until problems advance to crisis stage. In response, CB and three other community mediation centers across the state collaborated with the California State Department of Education to conduct training in the use of conciliation and mediation as a means to resolve potential disputes, reduce costs and keep

communication lines open between parents and school officials.

In 1995, CB trained a diverse mix of San Francisco Unified School District teachers and administrators, parents, special education rights advocates and social service providers. In addition to three days of basic training in the conciliation panel process, a fourth day concentrated on issues specific to special education. This additional training helped panelists understand which types of issues could be aided by panels, as well as how to identify which issues involve specific parental or school legal rights and obligations, and would therefore be outside of a panel's domain.

This unique format was developed by CB staff and community trainers, working with SFE's Special Education staff, the State Department of Education and a cadre of concerned parents and disability rights advocates.

"The more we know about each other, the more we see how similar we are, and the more we appreciate our differences."

Rafael Martinez

Community Boards Volunteer since 1993



1989

1990

Serving Youth and Seniors

From its earliest days, work with youth has been part of CB's platform. One of the first disputes resolved in the original Visitacion Valley office was an intense, violent conflict among high school students, referred by the local police station. Other referrals came from victims, who preferred CB's peaceful approach over pressing charges. In the years since then, we have successfully resolved hundreds of youth-related cases. Many disputes which threaten or have erupted in violence are resolved with "peace treaties." Young disputants learn that "truce is better than friction."

We are building on our rewarding and successful record of youth-related work. In the past, most cases have been referred by police and juvenile authorities, schools and the San Francisco Department of Social Services. We are working to encourage more youth-initiated cases, to recruit a youth membership that reflects the diversity of San Francisco's neighborhoods and to create a youth training team.

At the other end of the age spectrum, we became aware of the special needs of senior citizens. Moving beyond the assumptions and stereotypes of age groups became both a tool and a goal in successfully resolving conflicts

involving the young and the old. Unlike other populations we serve, senior citizens are more likely to contact CB directly with a dispute. In 1992, CB published a senior outreach brochure in four languages (Cantonese, English, Spanish and Tagalog). Since then, referrals from seniors have increased significantly. In May 1996, 27 percent of those participating in

mediations were between the ages of 60 and 85.

Like youth, seniors have always been an important, highly dedicated part of CB's membership. Currently, we are focusing efforts on increasing the diversity of our senior membership, and on expanding the number of seniors among our trainers.



"We create safe environments for people to come to an understanding of their problems."

Cele and Art Mayhew
Community Boards Volunteers since 1978

Dispute Resolution in Juvenile Facilities

Helping youth in the controlled setting of a juvenile facility is another challenge being met by Community Boards. Starting in the late 1980's, grants from the Office of Criminal Justice Planning and the Packard Foundation funded our peer mediation work at juvenile facilities in Contra Costa, Santa Clara, San Francisco and San Mateo counties. Over three years we designed and implemented a staff development model that enabled us to build staff support, train staff in conflict resolution skills, and develop a cadre of staff to train wardens as conflict managers. The model was highly successful at Holden Ranch in Santa Clara County and Camp Glenwood in San Mateo County, where conflict manager programs still exist.

In 1992 we published *Conflict Management for Juvenile Treatment Facilities* based on work experiences at different facilities. This manual details the process of establishing and maintaining Conflict Manager Programs at juvenile facilities and includes extensive planning, staff development, training and assessment materials.

1991

1992

Whole School Approach

Over time, Community Boards has developed an approach that applies conflict resolution skills and principles to all school constituencies with far-reaching results.

The *Conflict Managers Program* (student-to-student peer mediation) was our first school-based effort. Students trained in conflict resolution are able to clarify issues and resolve disputes peacefully. In addition to significantly decreasing disciplinary actions and creating a more peaceful environment, the students' self-esteem and academic achievement improve. Although popular and effective, the Conflict Managers Program affects only a handful of students and has less potential to change the culture of an entire school.

To address this larger challenge, in the mid-1980's Community Boards developed classroom curricula as a means of reaching more students and teachers. The focus also expanded to using conflict resolution skills to prevent disputes. *Conflict Resolution: An Elementary School Curriculum* and its companion, *A Secondary School Curriculum*, can be taught separately or integrated to create a more peaceful and productive learning environment. Students practice communication and problem-solving skills, empowering themselves to resolve the conflicts they face in their

lives—at school, at home and in the community.

The culmination of our efforts is the *Whole School Conflict Resolution* approach. This involves teachers, administrators, students and parents in learning and using conflict resolution skills. It creates a smooth functioning school community where conflicts are resolved, violence is prevented and a peaceful, equitable learning environment is maintained. The *Whole School Approach* has been implemented in San Francisco's Benjamin Franklin Middle School and Balboa High School with remarkable results: students have improved self-esteem and academic achievement, while teachers and parents alike report significant decreases in disciplinary action and increased learning. The *Whole School Approach* has also recently been implemented in San Francisco's Horace Mann and Gianinni Middle Schools and Mission and Washington High Schools. Community Boards is confident of similar success as other schools, both in San Francisco and nationally, look to adopt our *Whole School Approach*.

Community/School Partnerships

Providing both neighborhood conflict resolution services and school-based mediation programs in San Francisco produces unique opportunities for finding ways to integrate the two. Neighborhood panels benefit when high school conflict managers combine their in-school experience with the experience of adult community conciliators. Schools benefit by learning about a range of cases they can refer to our community service.

Community Boards has worked with schools to provide communications training for parents, reinforcing important skills for the entire family. We are beginning to extend our conflict resolution services to parents and their children, to improve communication and to discuss rules, behavior and other issues to strengthen the family. Providing conflict resolution training and services to youth in both school and community settings increases the opportunities to teach youth these important skills, and to reinforce the learning from each setting.



"We're letting people know we care and want to help."

Tor Cooper
Community Boards Volunteer
since 1991

CB Publishes *Dispute Resolution Access*

Dispute Resolution Access (DRA) is a semi-annual journal published by the Community Board Program. Inaugurated in the spring of 1992, *DRA* has become an essential resource outlining current research and information in the field of dispute resolution. The journal addresses topics including mediation, facilitation, diversity, environment, and family and youth issues; and each issue is highlighted by an interview with a prominent person in the field. With the tremendous recent growth of the dispute resolution field, *DRA* is an invaluable guide to help interested people keep up with the explosion of dispute resolution literature. In the last four years, subscribers to *DRA* have grown to include law and professional libraries, academic programs, professionals and students in the field of alternate dispute resolution. *DRA* will continue delivering important and current dispute resolution research, policy papers, evaluations, articles, and other useful information internationally.

For information on subscriptions please contact Community Boards at (415) 552-1250.

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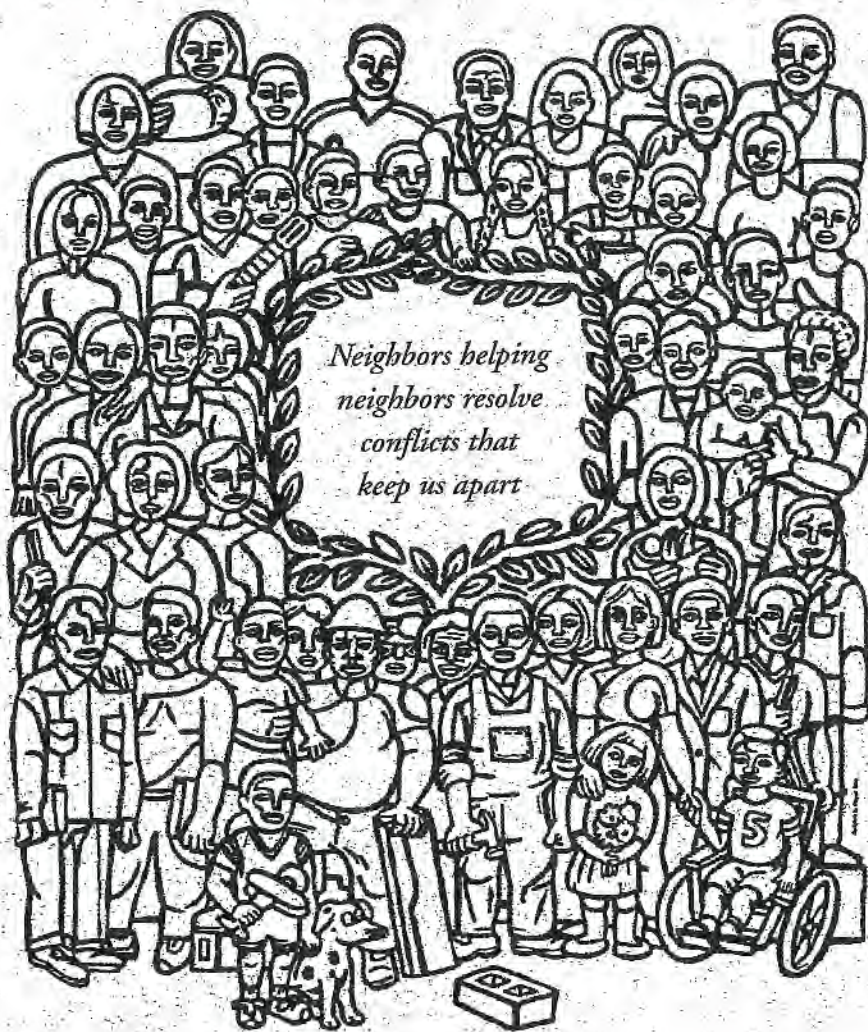
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S. Michele Vendiola
Training Coordinator, Indian
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Sacramento, CA

** Indicates that Board Member is also
a Community Conciliator Volunteer*

*Affiliations are listed for identification
purposes only*





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(415) 863-6100

For other information:
(415) 552-1250

Fax: (415) 626-0595

E-mail: cmbrds@conflict.net

PUBLICATIONS



The Conflict Manager Program

*Conflict Resolution Lessons
for Grades 3-5*

An Introductory Curriculum



Community Boards
PUBLIC SERVICE SINCE 1976

in association with the



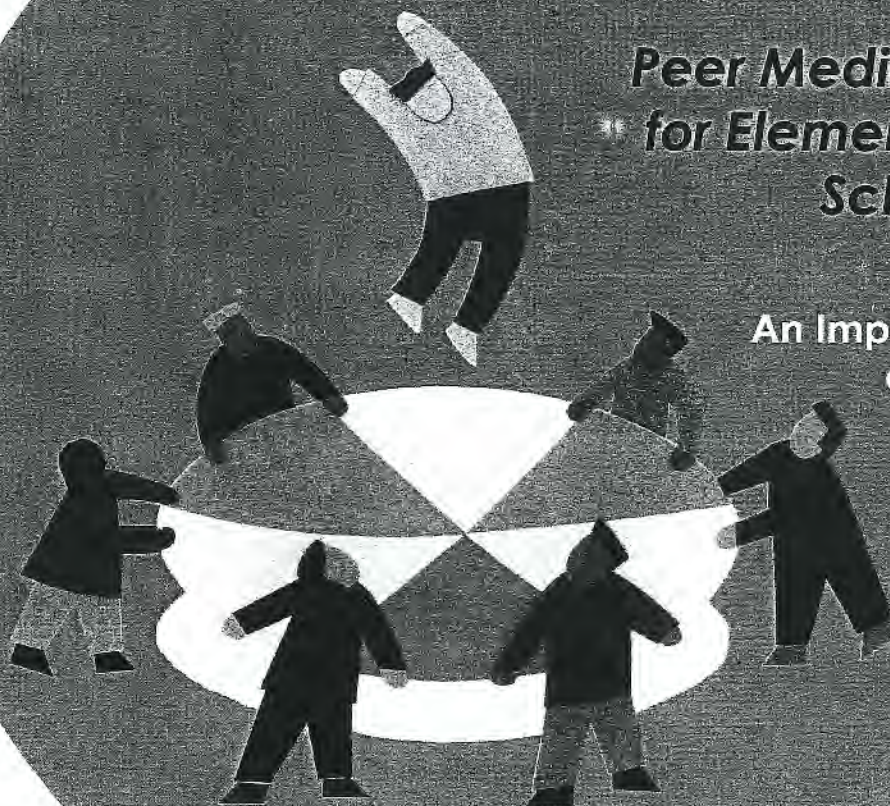


RESEARCH BASED • PROVEN EFFECTIVE

The Conflict Manager Program

*Peer Mediation
for Elementary
Schools*

An Implementation
and Training
Guide



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An Implementation
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The Conflict Manager Program

PEER MEDIATION
FOR HIGH SCHOOLS

An Implementation and Training Guide



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Conflict Resolution:

AN ELEMENTARY
SCHOOL CURRICULUM



Gail Sadalla
Meg Holmberg
Jim Halligan

The Community Board Program
Conflict Resolution Resources
for Schools and Youth
San Francisco, California

Conflict Resolution:

**a middle and high school
curriculum**

1987 Edition

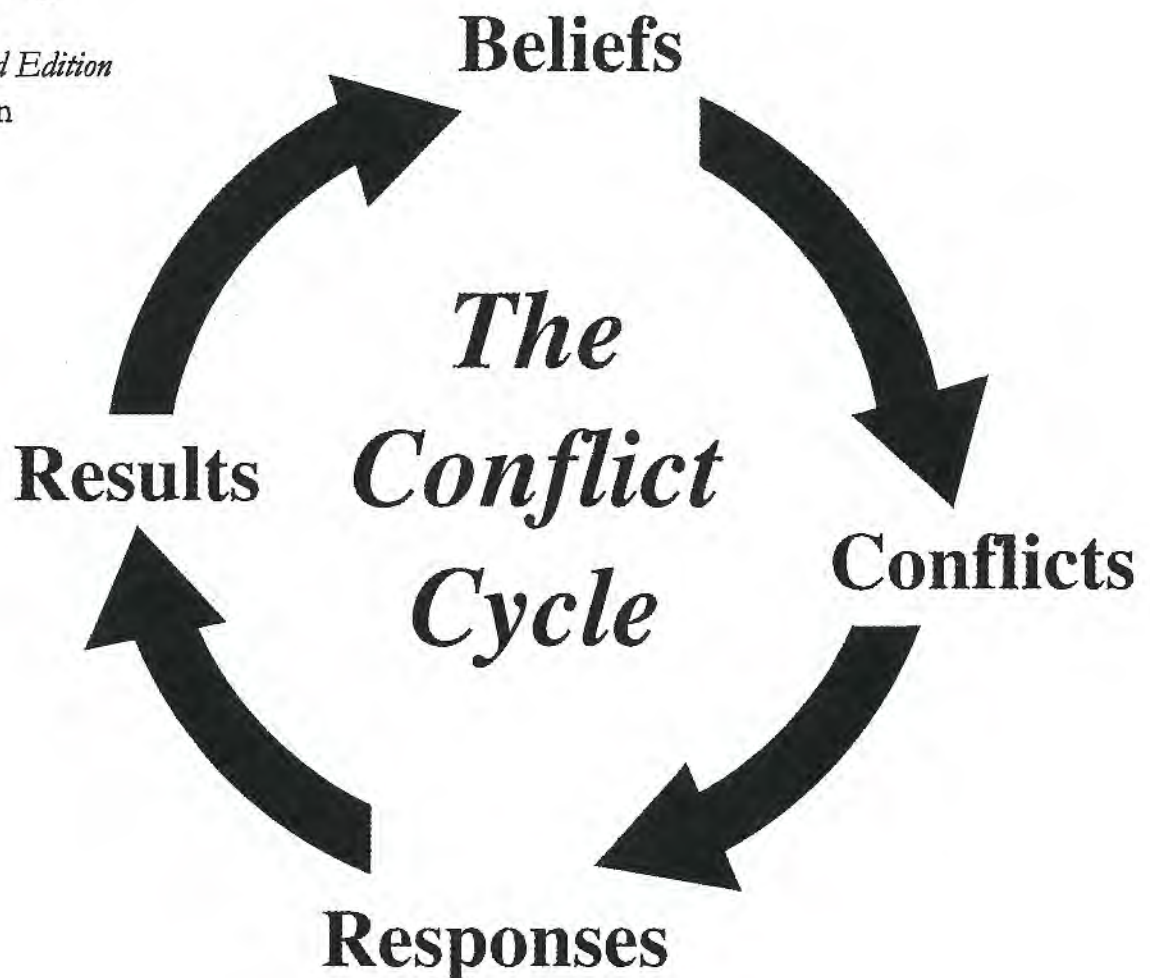
Gail Sadalla

Manti Henriquez

Meg Holmberg

1998 Revised Edition

Jim Halligan



Community Boards
Conflict Resolution Resources
San Francisco, California

The Basics of Mediation

COMMUNITY BOARDS' MEDIATION TRAINING GUIDE



COMMUNITY BOARDS

601 Van Ness Ave, Suite 2040

San Francisco, CA 94102

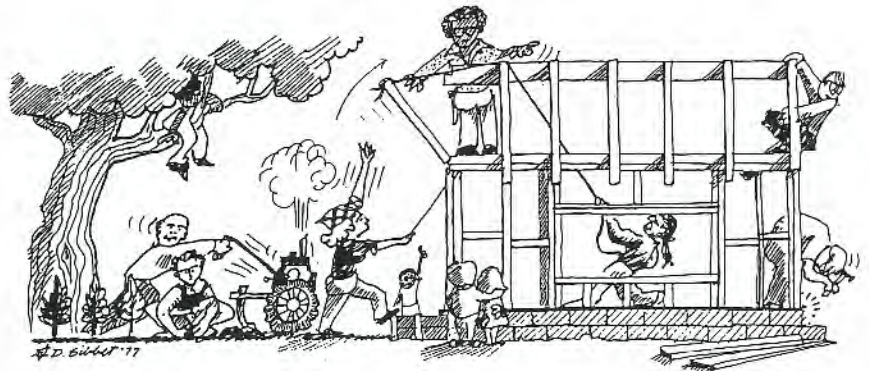
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1983-1992**

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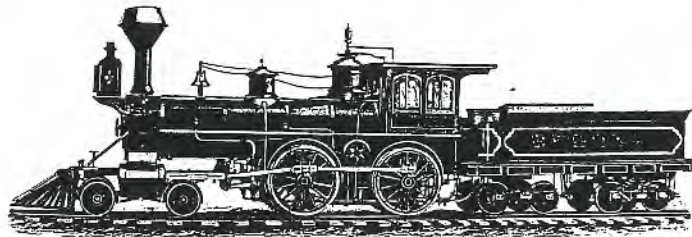
TAKE CONFLICT-RESOLUTION TRAINING LEARN NEW SKILLS

COMMUNITY BOARDS: Neighbors helping neighbors
resolve disputes. Training starts September 25.

Come to an introductory meeting Thursday, September 9,
7:30PM, 890 Hayes Street at Fillmore.

COMMUNITY BOARDS Haight-Ashbury Office 864-4890

GET ON BOARD COMMUNITY BOARDS

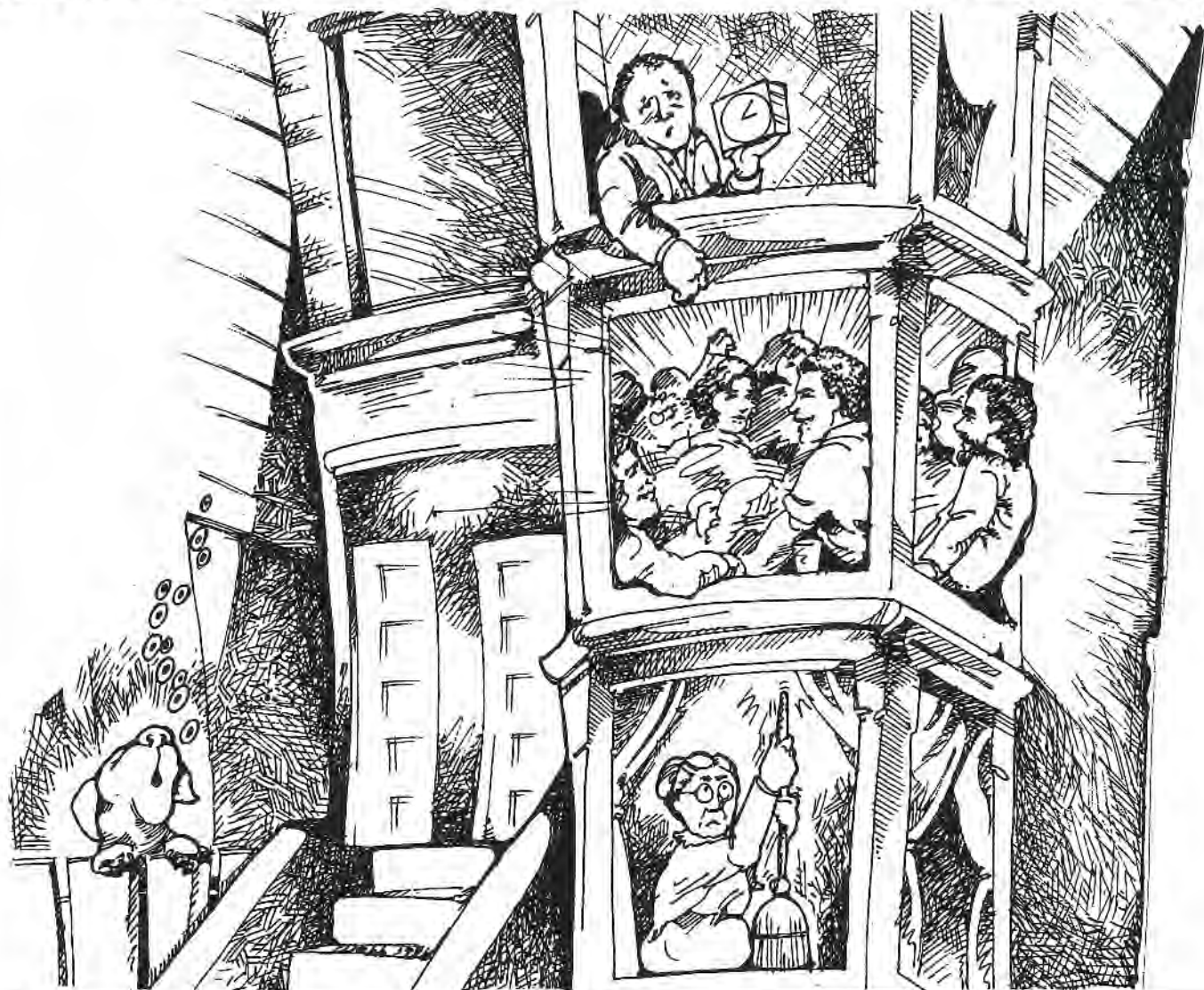


TAKE CONFLICT-RESOLUTION TRAINING LEARN NEW SKILLS

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resolve disputes. Training starts September 25.
Come to an introductory meeting Thursday, September 9,
7:30PM, 890 Hayes Street at Fillmore.

Community Boards Western Addition Office
890 Hayes Street at Fillmore
San Francisco, 94117 864-4890

SOMETHING DRIVING YOU UP THE WALL?



If you have trouble with your neighbor
and don't know what to do, call COMMUNITY
BOARDS. We can help with all kinds of
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Complaints. And Many More!.

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RESOLVE IT GENTLY
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- *for free*
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COMMUNITY
BOARD

at

821-2470

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DISPUTES, FIGHTS, PROBLEMS?
COMMUNICATE ...

USE COMMUNITY BOARDS

IN THE MISSION
821 - 2467

IN NOE VALLEY
821 - 2470

... SE HABLA ESPAÑOL ...

Unresolved conflicts, violence, harassment harm the whole community.
Effective communication leads to understanding, solutions and better neighborhoods.

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* * * * *

Community Boards Central Office, 149 9th St., San Francisco





“El proceso de Community Boards le ayuda a resolver sus desacuerdos y diferencias en una manera que es pacífica. El método le ayuda a crear confianza, cooperación, y asegura el equilibrio de fuerzas. Recomendando este servicio que es **gratis** para resolver conflictos en la Comunidad Latina.”

Anthony Ceja, Director de La Iniciativa Comunitaria
para la Paz en el Distrito de la Mission,
Programa de Alternativas Reales (RAP)

COMMUNITY BOARDS DE SAN FRANCISCO PUEDE AYUDARLE A RESOLVER PROBLEMAS ENTRE:

- *La Familia
- *Los Amigos
- *Los Vecinos

- *Trabajadores
- *Propietarios/Inquilinos
- *Cualquiera

SOMOS VECINOS AYUDANDO
A VECINOS A VIVIR EN PAZ.
OFRECEMOS SERVICIOS **GRATIS**.
NO SOMOS ANEXOS A LA
CORTE NI A ABOGADOS.

LLAMÉ (415) 552-1250! PARA
PODER SERVIRLE



Mapayapang paglutas ng problema

“Sa aking karanasan kabilang ng panel ng Community Boards, halos lahat ng mga kaso namin ay nabigyan ng karapat-dapat na tugon ang mga suliranin. Hinihikayat ko ang pamayanang Pilipino na gamitin ang pamamaraan ng Community Boards. Ang pamamaraang ito ay walang natatalo o nananalo. Lahat ay panalo sa pamamaraan ng Community Boards.”

Bullet Marasigan, Presidente
Pilipino-American Human
Rights Advocate

● **ANG “COMMUNITY BOARDS” NG
SAN FRANCISCO AY MAAARING TUMULONG
SA PAGLUTAS NG PROBLEMA TUNGKOL
SA ALITAN O DI PAGKAKAINTINDIHAN NG:**

- | | |
|-------------------|----------------------------|
| * Mga pamilya | * Mga umuupa at nagpapaupa |
| * Magkakaibigan | * Mga kasama sa trabaho |
| * Magkakapitbahay | * Kahit sino man |

**KAMI PO AY NAGBIBIGAY NG
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● **KUNG KAILANGAN NINYO ANG
AMING TULONG, TUMAWAG SA:**

(415) 552-1250



"За мой 10 - летний опыт работы с Community Boards в качестве добровольного помощника и тренера я видела как происходит чудо - рушатся барьеры разногласий между людьми независимо от личностных особенностей и конфликтного характера проблем. В Community Boards люди всех возрастов и этнической принадлежности, включая выходцев из России, находят надежный путь эффективно решать конфликты, быть услышанными и, что важнее всего, понять и быть понятыми."

Kristi Blagsvedt

Jewish Vocational and Career Counseling Services

COMMUNITY BOARDS OF SAN FRANCISCO БЕСПЛАТНО

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владельцами бизнесов

родственниками

соседями

коллегами

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EDITORIALS

Democratic Export

IT WOULD BE going a bit far to suggest that national versions of San Francisco's Community Boards — the community-based dispute mediation panels — might have prevented the ethnic warfare in the former Yugoslavia. But without the grass-roots skills in civic participation, negotiation and cooperative problem-solving on which the Community Board program is based, no society has much chance of realizing the full potentials of democracy, let alone peace. Democracy is just too messy.

This is the message now being spread throughout Eastern Europe and Russia, where democracy is still in its infancy, by San Francisco's Partners for Democratic Change, a group founded by a former Community Board founder and based on the same philosophy. The organization now boasts centers in Russia, Poland, the Czech Republic, Slovakia, Hungary and Bulgaria, where they have trained upward of 7,000 people in government, labor, the environmental movement and education in the skills of conflict resolution for everything from ethnic disputes to environmental battles.

Partners' trainees have even assisted in the negotiated, nonviolent "divorce" of Czechoslovakia, and they have established conflict-resolution curricula in various universities and even primary and secondary schools.

DIRECTORS FROM the East European centers who are meeting in San Francisco this week note that among the greatest needs of the fledgling democracies is the creation of a civic culture that actually embraces conflict rather than suppresses it, as the totalitarian regimes did. "Conflicts are the hallmark of democracy," says Ray Shonholtz, the group's founder. But people have to learn through explicit training to manage conflict noncoercively by actively participating in its resolution, as opposed to having outcomes imposed on them.

Partners' growing cadre of trained conflict mediators may be among the most valuable types of foreign aid the West has to offer.

SCOTT WINOKUR

Averting a potential teen tragedy

THERE WAS a misunderstanding on the streets of San Francisco and a gun was fired.

A 16-year-old Filipino gave the finger to three Anglo boys in a car on Irving Street.

He'd thought they were looking at him the wrong way.

As it turned out, they'd merely mistaken him for a friend.



When they got angry and drove toward him, the Filipino realized they belonged to a rival gang. He took

out a .25 caliber automatic pistol and squeezed off a round.

The bullet tore into the car. As it pulled away, one of the occupants vowed to kill the shooter.

The boy never made good on his threat, but if he had, the Filipino would have become a victim of one of the 400 to nearly 600 crimes of violence committed by juveniles in San Francisco each year.

No one involved in this incident ended up dead. But I'm not sure you could say anyone was entirely alive going into it, either.

What kind of life is it, I ask you, when people who barely know one another get involved in hard looks and powerful thoughts as deluded as they are malevolent — and suddenly there's gunfire?

It's not a life at all. It's an illness.

Police and juvenile authorities concluded that more violence was certain unless something was done to break the chain here of insult, injury and revenge.

They referred the case to Community Boards of San Francisco, a volunteer organization offering free conciliation services since 1976 to disputants in The City.

Each year, Community Boards mediates 200 to 250 cases; an estimated half of them have the poten-

tial for violence.

Its specialty is a low-key, talk-it-all-out process called conflict resolution that usually takes 2 to 2½ hours.

Disputants tell their stories to a panel of volunteers. The panel brokers direct discussion between the belligerents. Each side is asked to show how well it understands the other, and if it's ready to move on.

Solutions are then proposed. Ideally, agreements are reached. Sometimes people even flat-out apologize.

It sounds boring, and often it is. Talking lacks the thrill and spectacle of fighting. But it's easier on the soft tissues.

What happened to the Filipino and the others? What would you like to think, that they walked away?

Get real. These guys were macho men; they had their fragile dignity to protect.

Before I tell you what happened, I want you to listen as Flo Stroud, acting director of the San Francisco Department of Public Health, states a little-known fact:

"Kids would *like* to be different. They would *like* another way.

WHILE there are those who truly need to be incarcerated, there are others who, if identified, may be deterred from lives of crime.

"They need to sit down and resolve conflicts."

Violent death of the young is commonplace these days. Nationally, homicides are up 62 percent among the 18-24 age group; among 14- to 17-year-olds, they rose an astounding 124 percent in 1986-91.

Still, we can't let ourselves drift into the defeatist assumption that bloodshed is inevitable. With Flo Stroud, we must believe there are solutions.

"I have a personal interest in this as an African American," Stroud said. "Violence is the leading cause of death for African Americans between 15 and 24.

"The problem is that people aren't upset enough about it."

In arguing that violence is no less a public health concern than a criminal justice problem, Stroud aligns herself with Dr. David Satcher, director of the federal Centers for Disease Control and Prevention.

She doesn't have Satcher's bully pulpit or his resources, but by drawing attention to violence as a public health issue, the 58-year-old registered nurse can use her interim post to shine a floodlight on key violence-prevention programs in The City.

SHE CITED a number of San Francisco organizations quietly going about the unglamorous task of keeping kids alive.

Besides the health department, the school district, the police department and Community Boards, they include:

The Ella Hill Hutch Community Center, the Bayview-Hunters Point Foundation, the Pacific Center for Violence Prevention, the Real Alternatives Program, Chinatown Youth Center and the Omega Boys Club.

"If we get rid of violence, it's because we have this kind of buy-in at the grass-roots level, instead of a hostile takeover by government," Stroud said.

Back to our warring teens.

"In talking out the incident," Community Boards reported, "the youths discovered that they had all experienced similar feelings that evening — a threat on their lives and fear of retaliation . . .

"None wanted further trouble."

Each agreed to back off and tell friends to do the same.

The 16-year-old said he'd pay for damage to the car. The youths in the car agreed to drop their threats. Case closed.

"I used to pooh-pooh conflict resolution, because it seemed people who were really angry wouldn't sit down," Stroud said.

"I've since become a believer.

"Many people who'd use guns and knives really don't want to die. Look at Arafat and Rabin. They got tired of fighting."

Good neighbors are good communicators

DEAR ABBY: I hope you will find this item I clipped from the *Los Angeles Times* worth sharing with your readers. I know I found it to be rather informative.

— L.A.
READER

DEAR L.A. READER: It is and I do. All of us would do well to copy it, and to put it into practice:

TIPS FOR NEIGHBORLY COMMUNICATION

Community Boards of San Francisco offers these 10 suggestions for managing conflict with neighbors, strangers and friends:

1. **Talk directly:** Direct conversation is much more effective than sending a letter, banging on the wall, throwing a rock, or complaining to everyone else.

2. **Choose a good time:** Try to talk in a quiet place where you can both be comfortable and undisturbed for as long as the discussion takes. Don't approach the other person as he or she is leaving for work, or after you've had a terrible day.

3. **Plan ahead:** Think out what

you want to say ahead of time. State clearly what the problem is and how it affects you.

4. **Don't blame or name-call:** Antagonizing the other person only makes it harder for him or her to hear you.

5. **Give information:** Don't judge or interpret the other person's behavior. Instead, give information about your own situation and feelings and how the person's behavior affects you.

6. **Listen:** Give the other person a chance to tell his or her side of the conflict completely. Relax and listen; try to learn how the other person feels.

7. **Show that you are listening:** Although you may not agree with what is being said, tell the other person that you hear him or her, and are glad that you are discussing the problem together.

8. **Talk it through:** Get all the issues and feelings out into the open. Don't leave out the part that seems too difficult to discuss.

9. **Work out a joint solution:** Two or more people cooperating are much more effective than one person telling another to change.

10. **Follow through:** Agree to check with each other at specific times to make sure that the agreement is still working. — SUSAN KUCHINSKAS

DEAR ABBY



By ABIGAIL
VAN BUREN

The Peacemakers in San Francisco's Battlefields

When neighbors don't talk for years over leaves in the driveway, or families can't stand to live together any longer, Community Boards can help create a meeting of the minds

By Marcus Chan
CHRONICLE STAFF WRITER

Call it the case of the broken ankle and warm refrigerator.

What began as a minor dispute between three roommates over an unpaid PG&E bill escalated when one roommate cut the plug to the refrigerator. The two other roommates — a couple — countered by refusing to pay their share of the utility bills and the rent.

What ensued was a failed stabilizing attempt by one roommate (he broke his ankle in the process) and an unbearable living situation for all three.

That is, until they talked it through.

The dispute went to Community Boards of San Francisco, a nonprofit organization that provides free conflict resolution services.

There, with the guidance of volunteer mediators — and without the use of lawyers, a judge or jury — the roommates talked, listened and reached an amicable resolution. Their only cost: time and energy.

Theirs was just one of 770 cases handled last year by the Community Boards, which celebrated its 20th anniversary in July.

With a staff of six and about 200 volunteers, Community Boards has helped resolve conflicts involving roommates, tenants and landlords, employees and employers, families, neighbors, merchants, youths and adults.

"Mediation should be the first line of dispute resolution," said Jeanne Stott, Small Claims legal adviser for the San Francisco Municipal Court. She has referred many cases to the organization. "Before you go to court, try Community Boards or some other alternative dispute resolution program."

Stott said that while a court may get you money, mediation can result in reimbursement, an apology and the opportunity to communicate directly with the other side to let them know what you think. Plus it saves the courts time and money.

She added that while agreements reached through Community Boards are voluntary and not legally binding, this type of resolution is more likely to be adhered to than those imposed by the courts.

Founded in Vistacion Valley, Community Boards is one of the first community mediation programs in the United States. It has served as a model for other conflict resolution programs in the Bay Area and nationwide. Today, there are



TON MURRAY / The Chronicle

about 650 community mediation programs in the United States, according to the National Association for Community Mediation, based in Washington, D.C.

"Conflict touches everyone and everything," said Terry Amsler, executive director of Community Boards. "It's a great teacher. You learn a lot about what's making people crazy."

Such as leaves in the driveway.

Community Boards Program Director Rita Adrian recounted a dispute over tree leaves from one owner's property falling onto a neighbor's property.

Although the conflict — involving two elderly couples — dragged on for several years, the disputants never communicated face to face, until their meeting with the Community Boards.

During mediation, "one of the women alluded to the fact that she was a Holocaust survivor," Adrian said. "And it just so happened that someone in the other couple was one also. Then from that moment on, it was like, 'What's the big deal? We can work this out.' And they did, very easily."

The conflict resolution process seems simple enough: First, disputants tell their stories to the panel members. The panel then facilitates a discussion between the two parties. The mediators then help the parties acknowledge their understanding of the dispute. If the disputants are ready to move on, an agreement is created.

In reality, however, the process doesn't always go smoothly. Panel meetings, which usually last two to three hours, sometimes turn into marathons, lasting five or more hours and ending in no agreement. In some cases, disputants barely make it past the first step and leave the meeting frustrated and angry.

But in conflict resolution, success is measured in many ways.

Community Boards staff member Charles Regal, who has observed more than 400 panel meetings, recalled a dispute between two men from the Tenderloin.

"They were inches away from slugging it out, and one had pulled a knife on the other before," Regal said. By the end of the meeting, "there was no resolution, but both men walked out relaxed because they had a chance to vent."

"Often, this is the first time people get to sit down and gain a better understanding of each other's positions. Compromises may come out later."

While the organization mediates a wide range of conflicts, nearly 20 percent of the cases received are youth-related, with an increasing number of disputes involving parents and their children.

Dera Blake, 42, turned to Community Boards because "it was something my son and I couldn't take care of ourselves."

With mediators there to help them, Blake and her 17-year-old son were able to air their frustrations with each other and reach a compromise. "It's a good way to communicate without getting into physical fighting," said Blake. "That would have been the next step for me and my son."

Nancy Reuscher, 56, also found success using Community Boards, with a little bit of luck.

Reuscher's car was damaged when someone pushed a shopping cart from the top of a hill. A witness identified a junior high school student as the culprit, but the youth denied it. Police told Reuscher she could press charges, but she asked for an alternative. They told her: Community Boards.

Because Reuscher, a former teacher, was more concerned with the boy's welfare than the damage to her car, she opted for mediation. "I was relieved I didn't have to put him through that (court system)," she said. "I didn't want to go through that."

During mediation, she told the boy, "I care more about you than the car. If you didn't do it, if you give me your word, we'll forget about this."

The boy told Reuscher he hadn't done it, but felt upset that her car was damaged and wanted to help pay for repairs. "If you didn't do it, I'm not going to let you pay for it," she told him.

Eight months later, Reuscher found a note on her windshield — a truck driver had hit her car. When she went to survey the damage, she found her whole fender wiped out, including the spot damaged by the cart. She laughed, and thought, "Fate has been kind to me."

Disputants aren't the only ones who benefit from successful mediation.

"I've learned how to really listen, to be objective and not be biased," said volunteer mediator Joy Pilkington, 34. "When you sit on a panel, the focus is on how to bring about understanding. I've taken that learned behavior and put it in my personal life."

"So many times, when you undertake an endeavor, there's no immediate gratification," said volunteer Susie Bailey, 51, executive director of the Delinquency Prevention Commission. But at Community Boards, she said, "Even if there is no successful resolution, the disputants are different from when they first came in. Just the fact that they showed up to talk — that's a lot."

This type of mediation isn't without its critics. Some say it creates false harmony and that significant issues cannot be resolved in such a short time.

Another criticism, said Amsler, comes from the perception that this is a "white middle class sort of thing," which can be a problem in a city as diverse as San Francisco.

"It's true to some degree," Amsler said. "You have to check out the people you're serving. What are the assumptions you bring? Are you really serving the whole community? This is an area we're working on."

That effort is evident in the panels: They can be conducted in English, Cantonese, Spanish, Russian, Tagalog and other languages. Panels are also organized to reflect the age, ethnicity, gender, sexual orientation, physical disabilities and neighborhoods of the disputants.

In addition to mediation, Community Boards offers programs tailored to the needs of schools, juvenile correctional facilities and other agencies.

But the bottom line in all the organization's work is the same: getting people to talk, listen and gain a better understanding of their conflict.

As for the three roommates who were at odds over the PG&E bill?

The couple agreed to pay what they owed. The other roommate promised to repair the plug on the refrigerator. He also agreed that if another disagreement should arise, he would deal with it in a dignified fashion — "like this meeting at Community Boards."

Neighbor-on-Neighbor Disputes Resolved

By Dariane Welde, Executive Director of Community Boards



Many of us have dealt with neighbors with overgrown yards, but the large bushes next door recently became a lesson in conflict prevention for one West Portal resident. He was concerned that the bushes prevented him from seeing the road (and oncoming traffic) when he was entering and exiting his driveway. He usually had a good relationship with his neighbors, but it quickly soured when he asked them to take care of the thick brush. The conversation was tense, nothing was resolved and then the neighbors did not even say hello when passing each other.

Rather than harbor hostilities or leave the hazardous conditions unaddressed, the neighbors turned to Community Boards, a San Francisco non-profit that provides low-cost mediation services to the city's citizens and merchants. For only \$10, the neighbors started a community mediation and sat down with three trained volunteer mediators who listened to their concerns and helped find a mutually agreeable solution.



Gardeners' frustrations with neighbors' shady, overgrown trees are a frequent dispute handled by mediators.

Bruce Tow is a volunteer mediator for Community Boards, and has lived in the Westwood Highlands for nearly twenty years. He hears cases like this all the time, and finds that solutions are more readily accessible when neighbors take advantage of the non-profit's services. Community Boards settles disputes between neighbors, roommates, families, co-workers, landlords and tenants, and consumers and merchants, offering services in English, Spanish, Mandarin and Cantonese.

"If you're having a dispute," said Tow, "Community Boards is a very good place to go first. It is fairly easy, costs virtually nothing, you get treated respectfully and you have an opportunity to tell your story. You will be heard, and you have the opportunity to work out a solution, which can be difficult if you don't have someone helping." Over 90% of Community Boards' cases are resolved to everyone's satisfaction.

Being heard by a group of problem-solvers can be the first step to settling conflict, as it was for two neighbors in the Sunset. A downstairs neighbor was disturbed by noise coming from the upstairs neighbor's television, which was left on all night. The two did not even know each other by name, and the notes left by the downstairs neighbor did nothing to solve the situation. When the police were called, they referred the issue to Community Boards.

During the mediation, it was revealed that the upstairs neighbor was recently widowed and left the television on to ease her loneliness. This caused the down-

It is a materially more peaceful place where people can live higher quality lives with fewer painful disputes than they might otherwise. Community Boards has certainly made the city a better place," said Tow. In recognition of Community Boards' 35th anniversary last month, the San Francisco Board of Supervisors officially commended the organization, whose work has inspired similar community mediation efforts across the world.

Community Boards helped solve the conflict between the West Portal neighbors concerned about overgrown bushes. In just one three-hour session, the two parties were able to come to a mutually agreeable solution to their property use dispute. The neighbors that owned the bushes agreed to hire and pay for a gardener, and the resident concerned for his safety agreed to chip in with an annual sum that would offset some of the gardening costs. Both parties were happy with the result of the mediation and felt that they gained valuable communication and dispute resolution skills that will serve them well in the future.

Bruce Tow agrees that the tools learned in community mediation serve him well in other aspects of his life. "I too have gained a better set of tools for dealing with problems that involve high emotions and disputes. I encourage someone who is interested in a quite satisfying form of volunteer service to work with Community Boards. You see firsthand that you are making a fairly significant difference in the peace and tranquility of lives of both individuals and communities," said Tow.

TRUE SOUND...a resourceful store for your hearing

TRUE SOUND is a dynamic new store in the Lakeshore Plaza Shopping Center that can deliver a big change in your life. Most of us have exceptional hearing when we are in our youth, but the daily noise can slowly cause damage that erodes our ability to hear as clearly. Many of us have been to concerts where we were too close to the speakers, or worked in areas where repetitive noise (like jackhammers, car engines, etc.) is the daily norm.

The question is: How many of us have ever thought about having a hearing evaluation (unless we have a family member who is telling us that we need to)? The answer is probably very few, as the typical response is, "My hearing is fine!"

Owner Robert Gilligan and the team at TRUE SOUND have created an easy, non-threatening way to see how your hearing stacks up. When you walk into the studio, it's not like a typical medical facility that deals with hearing related issues, instead, the green and silver interior and electronic equipment are very hands on and self-service oriented to encourage the taking of a self-administered hearing check. No appointments are needed for testing; it's an interactive approach where one can just walk in, put headphones on and, using the touch screen do a simple test to evaluate where your hearing level is.

This casual approach to testing makes TRUE SOUND different than 99% of other hearing testing and device related stores. The layout and makeup of the operation is "lifestyle oriented" so that if it is determined that a hearing accessory is needed, you can work with the audiologist (in the store) to determine the best type to fit your lifestyle and needs. Unlike a "one size fits all" approach, different types of hearing aids are matched to each individual client. They range from devices for "simple needs" to ones for those that have moderate or high need levels. There are stylish devices that are almost imperceptible.



Heather Little, Robert Gilligan and Claude Hernandez

The lifestyle aspect of hearing plays a large part in the way that the staff at TRUE SOUND approaches its work. Owner Gilligan explains, "People with hearing loss will change their lifestyle due to the impact that it makes in their lives. Many are reluctant to go to restaurants, or movies, where those with hearing loss have a very difficult time either hearing the movie, or dealing with the echoing of multiple conversations. As a result, many people decide that it's too difficult, so they stay home. The new technologies can help to restore the ability to enjoy conversation, movies, concerts and restaurants as many new advances have been made in how hearing assist devices can now differentiate multiple conversations and where the 'primary' conversation is coming from. This is an important improvement over the general single direction microphones that were used in the past."

I was led through a demonstration by Dr. Heather Little, a Doctor of Audiology, who evaluates and assists clients with more specialized testing to ensure the best result for each person looking to improve their hearing. I learned that hearing loss could result from a single episode, or from a lifetime of loud noises that damage our hearing in a cumulative way. The studio has a sound testing room on site with acoustically foam-lined walls where private hearing tests can be conducted. A window in the wall ensures that the clients don't feel

Cont. p. 15

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Dogpatch-Based Martial Arts Group Sponsors Week of Peace

By Jim Van Buskirk

The Potrero View | September 2011

Dogpatch-based Heart of San Francisco Aikido will offer a series of special classes that combine Aikido waza, or technique, and the mediation model used by Community Boards during Aiki Peace Week; September 18 through 24. The week, held annually in conjunction with the United Nations International Day of Peace, was founded by Aiki Extensions, a Virginia-based nonprofit, which promotes Aikido principles outside the dojo, or school.

Dojos around the world will participate in Peace Week by hosting events that highlight Aikido's contribution to resolving conflict peacefully. Or, as phrased by Penny Sablove – a fourth-degree black belt, Heart of San Francisco Aikido's chief instructor, and a physical therapist – addressing disagreements “off the mat.” More than three hundred dojos scattered throughout North and South America, as well as in Europe, will offer Peace Week activities, including Balikesir University Aikido Dojo in Turkey and Goshinkan in Australia. Sablove decided to join the effort after she received an email from Clarissa Henke of Berlin-based Niji Dojo, encouraging her to participate.

Aikido – a martial art founded last century by Morihei Ueshiba O-Sensei – is non-violent, and strives to achieve

harmony with nature, others, and oneself. “Aikido” is an amalgamation of three Japanese words, which can be translated as “path to spiritual harmony.” Through the discipline practitioners strive to achieve mental, physical, and spiritual growth. Rather than fighting, Aikido challenges students to meet an attacker's energy in a relaxed fashion and with a sense of center, using fluid, spiral movements to turn the energy around so that it defeats itself. Aikido students explore self-defense, exercise, art, spirituality, philosophy, conflict resolution, healing, and meditation. In its efforts to broaden participation in Aikido, the Heart of San Francisco dojo offers classes for women, seniors and children.

Community Boards, founded in 1976, help San Francisco residents, nonprofits and businesses find peaceful solutions to conflicts through mediation and facilitation. Training and certifying more than 100 new volunteer mediators a year, Community Boards' goal is to “manage everyday conflicts by addressing disputes before they escalate to violence or property damage, such as conflict between neighbors, roommates, youth, and families, as well as disputes that might lead to litigation.” The organization's Neighborhood

Mediation Program is the oldest, longest-running public mediation service in the United States, offering conflict resolution services in English, Spanish, Mandarin, and Cantonese. A nominal fee is charged participants, with more than 85 percent of the nonprofit's cases "resolved to everyone's satisfaction."

In advance of Aiki Peace Week, Community Boards representatives Shannyn Bessoni and Tori Freeman will offer a free presentation at Heart of the City dojo on September 10th, from noon until 1:30 p.m. Daily between September 18 and 24 dojo member Bonnie Gordon – a licensed clinical social worker who has worked with Community Boards, California Dispute Services, and the San Francisco Department of Social Services – will offer a brief practice mediation exercise, and explore the principles of mediation: blending and harmony. For the remainder of the class, different teachers will lead a waza that explores the theme or principle presented by Gordon that day.

Participants are encouraged to choose a current conflict situation from their own lives at the beginning of the autumn kangeiko, or intensive training; throughout the week, they'll reflect on the situation, noticing whether, and in what ways, their perspective has changed. Classes will be held at 6 or 7 p.m., or during the day on Friday and Saturday.



Community Boards and SF Cops Meet to Promote Mediation

By [Anrica Deb](http://missionlocal.org/author/adeb/) (<http://missionlocal.org/author/adeb/>)

Posted March 19, 2010 6:57 am

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San Francisco's chief of police, George Gascón, paid a visit to Mission district-based [Community Boards](http://www.communityboards.org) (www.communityboards.org) Thursday to show support for the organization, which tries to snuff out neighborhood conflict before it escalates.

"Generally, the solutions that come out of the criminal justice system aren't very good," said Gascón praising mediation to an audience of Community Boards staff and volunteers and local media.

"How do we take it to the next level?" he asked, mentioning loitering and other misdemeanor infractions that the organization currently doesn't mediate. With the state and the city in budget crisis, everyone is looking for ways to minimize law enforcement costs.

Community Boards attempts to mediate problems before they escalate and need legal counsel, which its staff doesn't provide. For \$10 or less a staff member trained in mediation will negotiate disagreements between neighbors or landlords and tenants. They also take on noise complaints like dogs barking.

Police staff currently hand out Community Boards referral cards, accounting for 25-30 percent of its incoming calls, according to the program's executive director, Darlene Weide.

The organization conducts regular mediation training for a range of professionals. That 40-hour training costs \$595.



(<http://i2.wp.com/missionlocal.org/wp-content/uploads/2010/03/mediation1.jpg>)

Chief of Police George Gascon, Supervisor John Avalos, and Community Boards Director Darlene Weide share a joke while posing for cameras.

Gascón's visit was timed to coincide with [California Mediation Week](http://www.courtinfo.ca.gov/programs/adr/events.htm) (<http://www.courtinfo.ca.gov/programs/adr/events.htm>) and comes right before the state assembly will vote on AB 1718, an act increasing the maximum filing fee for in superior court to \$13 from \$8. That money would go to "dispute resolution" at Community Boards and other California mediation organizations.

"Every year it passes and then gets vetoed by the governor," Weide said.

Community Boards also provides space for San Francisco's Community Court (www.cacds.org/Community-Court/index.htm) twice monthly. The Community Court provides resolution for some misdemeanors without the use of the justice system, a process know as restorative justice.

Community Boards used to have its own restorative justice program, in the days when it had a budget of about \$1 million, according to Weide. Today its budget is around \$300,000 and it has only two full-time and one half time positions.

She said they depend on a cadre of 300 volunteers, but it was unclear if all had received training.

The vast majority of the organization's cases come from the Mission District, in part because it's located here but also because of the Mission's larger population of people without legal recourse.

It was the first time Gascón had come to the organization since taking office in August 2009.

According to the organization, the city's police department refers roughly 125 neighborhood disputes to Community Boards every year, and more than 90 percent of the cases mediated are resolved satisfactorily.

Community Boards


3130 24th Street

(415)920-3820

www.communityboards.org (www.communityboards.org)

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Local Community Boards organization uses mediation to resolve disputes

May 6, 2011 Nicole Moreno

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Illustration Mike Reger

Located right in the middle of the Mission District for 35 years is Community Boards. We all know of someone that has been in conflicts with their neighborhoods, roommates, landlords and sometimes-family members about his or her living situation. It can range from a minor incident such as noise to a major incident such as property. People call the police with their complaints and sometimes feel like nothing is getting resolved. Instead of becoming angry and getting a lawyer, try mediation.

"I think people more often than they know need a structured place to have a conversation," said Charlie Spiegel, an attorney mediator that has been volunteering with Community Boards since 2005. "The structure helps people; they don't feel like it's a pointless conversation. It enables people to make progress."

A volunteer mediator, not a lawyer, deals with your complaints. The volunteers all enter into a 40-hour mediator training process and during that process they learn how to deal with different issues. The volunteers and staff learn valuable skills that they can transfer from one part of their life to another.

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January 14 @ 6:00 pm - 9:00 pm

Rebel Reporting: John Ross Speaks to Independent Journalists

January 17 @ 4:00 pm

4th Annual DIY Fest

January 29 @ 7:00 pm - 10:00 pm

[View All Events](#)

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"I get to practice what I learn in my conflict resolution class at San Francisco State," said Esmeralda Xochitl Flores, an intern and Graduate Student at San Francisco State University.

James Dowling, a volunteer since 2005 and Life Coach, say his best days as a mediator are when he feels like he is a part of a team. Being a mediator has helped him understand that sometimes people are just angry and with efficient communication the problem can be heard and possibly solved.

"People are just trying to protect themselves and keep their head above water," said Dowling, "I have gained more compassion for people. When I see someone on a bus or something and he or she is being a jerk, I just think they are having a bad day. I don't know what is making them angry or bitter."

All the volunteers at Community Boards want the community to know that they are there for them. A good mediation is something they all want. When that happens, the staff and volunteers can feel the difference.

"You can feel the energy of the room," said Mediation Program Manager Liora Kahn. "There is laughter coming out of the room, and people are shaking hands after a great mediation. There is a general feeling of well-being coming out of the room. It makes our work very much worthwhile."

Before you call the cops again, or yell at your neighbors, try mediation. Have your voice be heard.

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Community Boards mission district

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ABOUT

El Tecolote newspaper began as a project in a La Raza Studies class at San Francisco State University. Prof. Juan Gonzales created the class as a way to channel more Latinos into journalism. In the 1970s, Latinos and other people of color were virtually invisible in the major newsrooms.

TWITTER

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9, 2014

San Francisco – Bayview Hunters Point Foundation for Community Improvement Executive Director Jacob Moody recently accepted this year's Community Boards Leadership Peacemaker Award on behalf of the over 40-year-old organization, which provides tailored, comprehensive support for at-risk youth in Bayview Hunters Point. The award was presented by Community Boards Executive Director Darlene Weide at the fourth annual Peacemaker Awards luncheon on Friday, June 6, at the City Club of San Francisco.

"Community Boards mediates conflicts once they arise, but our Peacemaker Awards recognize those working tirelessly to prevent conflict from occurring in the first place," said Weide. "This year's honorees are making San Francisco a more peaceful and better place to live."

In addition to Bayview Hunters Point Foundation, 2014 San Francisco Peacemaker Awards were presented to two individuals who advocate for youth in San Francisco: Anayvette Martinez, an advocate for LGBTQ youth, and Sasha Rodriguez, a recent Lincoln High School graduate and peer mediator.

Additional certificates were presented to the winners by David Chiu, president of the SF Board of Supervisors, and by representatives of state Sen. Mark Leno and Congresswoman Nancy Pelosi. In a brief speech to the audience of close to 200 people, Sheriff Ross Mirkarimi praised the work of Community Boards, noting that San Francisco's jail is among the least crowded in California and the US.

The Honorable Justice Cruz Reynoso – civil rights lawyer, professor emeritus of law and the first Chicano associate justice of the California Supreme Court – gave the keynote address, focusing on restorative justice. He shared stories of conflicts mediated using restorative justice principles, noting that those who mediate their disputes using alternative dispute resolution report higher satisfaction with the outcome than those who go through the legal system.

Bayview Hunters Point Foundation for Community Improvement tackles youth gang violence and other crime head-on by connecting community members with – and fostering collaboration between – existing neighborhood services. Their Community Response Network (CRN) provides counseling at crime scenes as well as continuing support at the hospital, in the home and in the neighborhood, connecting crime victims, their families and witnesses with trauma recovery and mental health services, job training and placement,

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Lillian Shine and Jacob Moody accept the Peacemakers Award on behalf of the Bayview Hunters Point Foundation. – Photo: Jim Norrena

Their Youth Services program provides a safe space for 11-18-year-olds to congregate and connects them with counseling and treatment, community beautification projects, and positive educational and recreational opportunities. The ROSIE Project provides hands-on, ongoing support to help 14-25-year-old women meet court obligations and follow up with positive life choices in school and the community.

The mission of Community Boards is to empower the communities and individuals of San Francisco with the strength, skills and resources needed to express and resolve conflicts peacefully and appropriately for their culture and environment. Since 1976, Community Boards has assisted 46,000 San Francisco residents and trained more than 16,000 community members to be skilled mediators. More information is available at www.CommunityBoards.org.

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Lincoln High School Senior Wins 2014 SF Peacemaker Award

06/10/14



Sasha Rodriguez likes helping her fellow students. And as a Peer Mediator and Peer Counselor at Abraham Lincoln High School, she gets plenty of opportunity to do just that.

The Lincoln High School senior helps her fellow students by offering a safe venue and expert mediation skills to resolve conflict between students and with teachers. As one of only two student members of the Restorative Practices Leadership Team, she works with teachers and staff to introduce and promote Restorative Practices at her school. She has also taken a freshman under her wing, working one-on-one with her mentee in a support role, and she teaches other young people—at Lincoln High and city-wide—to know their rights with law enforcement.

"I like feeling like I am actually helping; it brings me satisfaction," she says. "I am helping make a difference by helping people make a difference in themselves."

It was this attitude that prompted five nominations from teachers and staff at Lincoln High School, and convinced the Peacemaker Awards committee to name Rodriguez as the 2014 recipient of the Gail Sadalla Rising Peacemaker Award. She was recognized by Community Boards, San Francisco's non-profit conflict resolution center, during the fourth annual Peacemaker Awards luncheon on Friday, June 6.

"Sasha exemplifies the Gail Sadalla Award by making a significant contribution to peacemaking and community-building at Lincoln High School and among young people all over the City," says Community Boards Executive Director Darlene Weide. "We are thrilled to recognize her contribution to making San Francisco a more peaceful and better place to live."

Rodriguez was honored alongside two other winners of the [2014 SF Peacemaker Awards](#). Anayvette Martinez, founder of the School-Based Initiative at LYRIC, received the Raymond Shonholtz Visionary Peacemaker Award, and Bayview Hunters Point Foundation for Community Improvement was presented with the Community Boards Leadership Peacemaker Award.

About Community Boards

The mission of Community Boards is to empower the communities and individuals of San Francisco with the strength, skills and resources needed to express and resolve conflicts peacefully and appropriately for their culture and environment. Mediation, training and facilitation services are offered in English, Spanish, Mandarin and Cantonese to all San Francisco residents. Community Boards serves over 2,000 residents, nonprofits and businesses a year with its pool of 300+

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News » Education

May 10, 2015

SF student to be honored for peer mediation work

By Laura Dudnick @LauraDudnick

Bullying, fighting and conflicts continue to plague high schools nationwide. But Ja'Marc Allen-Henderson, a senior at the San Francisco Unified School District's June Jordan School for Equity, has found a way to deter hostile situations and help teach others how to resolve problems without resorting to violence.

A peer mediator since his junior year, the 18-year-old graduating senior will be honored next month by Community Boards for his work in calming student issues.

The group, which in 1976 opened in San Francisco, is the nation's oldest public conflict resolution center. Since its inception, the organization has trained over 17,000 people in San Francisco, such as lawyers, journalists, teachers, construction workers, to learn the skills to be mediators.

Allen-Henderson is the youth recipient of the annual Peacemaker Award that recognizes those who promote peacemaking and anti-violence work in the community. The Peacemaker Awards, now in its fifth year, will also honor one adult and one organization at its fifth annual Peacemaker Awards ceremony June 5.

Allen-Henderson has mediated five cases of fighting students, using conflict mediation practices he learned at school and from his grandfather, whom Allen-Henderson calls a "big advocate" for nonviolent solutions.

Problems between students, Allen-Henderson emphasized, are best solved by another student who can relate to those who are in a disagreement, rather than an adult.

"Usually there's a disconnect between teachers and students," the teen said. "If you do it on a peer-to-peer level, it helps ease the tension."

Darlene Weide, executive director of Community Boards, said Allen-Henderson has served his school as both a mediator and teacher.

"He is a soft-spoken, gentle young man who is equipped with the skills to help other young people who are experiencing a dispute or conflict," Weide said.

Upon graduation from high school this spring, Allen-Henderson plans to attend San Francisco State University, where he will study science and social justice issues.

For information about the Peacemaker Awards on June 5 or to learn more about Community Boards, visit www.communityboards.org.

click to enlarge



COURTESY PHOTO

Ja'Marc Allen-Henderson, a senior at the San Francisco Unified School District's June Jordan School for Equity will be honored next month by Community Boards for his work in calming student issues.

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SF Board of Education ready to take strong stance against violence

By Laura Dudnick

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LAURA DUDNICK

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Bio:

Filing Date: June 20, 2016
Case No.: 2016-008509LBR
Business Name: Community Boards
Business Address: 601 Van Ness Avenue, Suite 2040
Zoning: RC-4 (Residential-Commercial, High Density)/
130-V Height and Bulk District
Block/Lot: 0762/026
Applicant: Darlene Weide, Executive Director
601 Van Ness Avenue, Suite 2040
San Francisco, CA 94102
Nominated By: Supervisor London Breed, District 5
Staff Contact: Stephanie Cisneros - (415) 575-9186
stephanie.cisneros@sfgov.org
Reviewed By: Tim Frye – (415) 575-6822
tim.frye@sfgov.org

BUSINESS DESCRIPTION

Community Boards is a 501(c)(3) organization that provides public conflict-resolution services to the Downtown/Civic Center neighborhood on Van Ness Avenue between Turk Street and Golden Gate Avenue. The core mission of Community Boards is to empower communities and individuals with the strength, skills, and resources needed to express and resolve conflicts peacefully and appropriately for their culture and environment. Since it began in 1976, Community Boards has helped 50,000 residents resolve conflicts peacefully and trained over 18,000 San Franciscans with community mediation skills. Although the organization has moved three times since its inception, it has continually provided support and services pertaining to conflict resolution to each neighborhood it has moved to and to the city of San Francisco as a whole.

STAFF ANALYSIS

Review Criteria

1. *When was business founded?*

1976

2. *Is the business unique to San Francisco?*

Yes. Community Boards provides peaceful conflict resolution to residents and communities throughout San Francisco through the efforts of trained, diverse community volunteer mediators. Today, the organization provides low-cost mediation, facilitation, conflict resolution skills training and consultation throughout San Francisco, and operates the longest running, public mediation center in the United States.

3. *Is the business associated with culturally significant events?*

No.

4. *Is the business associated with culturally significant persons?*

No.

5. *Is the business associated with a culturally significant art/craft/cuisine/tradition?*

No.

6. *Is the business associated with a culturally significant building/structure/site/object/interior?*

No. The 1982 property has not been previously evaluated by the Planning Department for potential historical significance. The property is considered a "Category C Property" due to its age.

7. *Is the property associated with the business listed on a local, state, or federal historic resource registry?*

No.

8. *Is the business mentioned in a local historic context statement?*

No.

9. *Has the business been cited in published literature, newspapers, journals, etc.?*

Yes. San Francisco Chronicle, 5/24/1993, "Democratic Export"; San Francisco Examiner, 11/17/1993, "Averting a potential teen tragedy," by Scott Winokur; Connecticut Post, 2/12/1994, "Good neighbors are good communicators," by Abigail Van Buren; The Sunday Examiner & Chronicle, 9/8/1996, "The Peacemakers in San Francisco's Battlefields," by Marcus Chan; Westside Observer, June 2011, "Neighbor-on-Neighbor Disputes Resolved," by Darlene Weide; The Potrero View, September 2011, "Dogpatch-Based Martial Arts Group Sponsors Week of Peace," by Jim Van Buskirk; Mission Local, 3/19/2010, "Community Boards and SF Cops Meet to Promote Mediation," by Anrica Deb; El Tecolote, 5/6/2011, "Local Community Boards organization uses mediation to resolve disputes," by Nicole Moreno; SFUSD, 6/10/2014, "Lincoln High School Senior Wins 2014 SF Peacemaker Award"; The Examiner, "SF student to be honored for peer mediation work," 5/10/2015, by Laura Dudnick.

Physical Features or Traditions that Define the Business

Recommended by Applicant

- Large room for mediations in current space that allows for small and large group mediations



SAN FRANCISCO PLANNING DEPARTMENT

Historic Preservation Commission Resolution No. 773

HEARING DATE: JULY 20, 2016

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Case No.: 2016-008509LBR
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Block/Lot: 0762/026
Applicant: Darlene Weide, Executive Director
601 Van Ness Avenue, Suite 2040
San Francisco, CA 94102
Nominated By: Supervisor London Breed, District 5
Staff Contact: Stephanie Cisneros - (415) 575-9186
stephanie.cisneros@sfgov.org
Reviewed By: Tim Frye - (415) 575-6822
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ADOPTING FINDINGS RECOMMENDING TO THE SMALL BUSINESS COMMISSION APPROVAL OF THE LEGACY BUSINESS REGISTRY NOMINATION FOR COMMUNITY BOARDS, CURRENTLY LOCATED AT 601 VAN NESS AVENUE, SUITE 2040 (BLOCK/LOT 0762/026).

WHEREAS, in accordance with Administrative Code Section 2A.242, the Office of Small Business maintains a registry of Legacy Businesses in San Francisco (the "Registry") to recognize that longstanding, community-serving businesses can be valuable cultural assets of the City and to be a tool for providing educational and promotional assistance to Legacy Businesses to encourage their continued viability and success; and

WHEREAS, the subject business has operated in San Francisco for 30 or more years, with no break in San Francisco operations exceeding two years; and

WHEREAS, the subject business has contributed to the Downtown/Civic Center neighborhood's history and identity; and

WHEREAS, the subject business is committed to maintaining the physical features and traditions that define the business; and

WHEREAS, at a duly noticed public hearing held on July 20, 2016, the Historic Preservation Commission reviewed documents, correspondence and heard oral testimony on the Legacy Business Registry nomination.

THEREFORE BE IT RESOLVED that the **Historic Preservation Commission** hereby recommends that Community Boards qualifies for the Legacy Business Registry under Administrative Code Section 2A.242(b)(2) and recommends safeguarding of the below listed physical features and traditions.

Physical Features or Traditions that Define the Business

- Large room for mediations in current space that allows for small and large group mediations

BE IT FURTHER RESOLVED that the **Historic Preservation Commission** hereby directs its Commission Secretary to transmit this Resolution and other pertinent materials in the case file 2016-008509LBR to the Office of Small Business.

I hereby certify that the foregoing Resolution was ADOPTED by the Historic Preservation Commission on July 20, 2016.



Christine L. Silva
Acting Commission Secretary

AYES: Hyland, Hasz, Johnck, Johns, Pearlman, Matsuda, Wolfram

NOES: None

ABSENT: None

ADOPTED: July 20, 2016