



THE BAR ASSOCIATION OF  
SAN FRANCISCO

ALTERNATIVE DISPUTE RESOLUTION PROGRAM



# CONFLICT INTERVENTION SERVICE (CIS)

Resolving Disputes & Relieving Conflict in Affordable Housing

A flexible program to assist in new and ongoing tenant to tenant issues & housing provider/tenant conflicts. We craft solutions to create stronger communities.

- No charge for services provided
- Saves the time and expense of eviction litigation
- Your choice of primary services including a phone helpline and in-person mediation:

## HELPLINE

Through an initial, confidential phone consultation with the program administrator, callers may receive input on communication approaches that may help resolve a dispute and address issues of concern. Through the helpline, callers receive guidance to help promote communication and ease tensions.

## MEDIATION

When appropriate, CIS will convene a mediation session. Mediations are **voluntary and confidential**. The sessions bring together all parties involved. A social worker experienced in supportive housing will be available.

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To learn more about CIS and to immediately access services, please contact the Helpline Administrator:

**Roger A. Moss, Mediation Counsel**

**(415) 782-8940**

**[rmoss@sfbar.org](mailto:rmoss@sfbar.org)**