

Bar Association of San Francisco, Conflict Intervention Service:

Stabilizing commercial and residential real estate using
rapid-response, early intervention dispute resolution

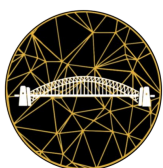
Executive Summary

“[Mosaic] represents the future of 21st century Access To Justice (A2J), which will be compassion-centered, collaborative, interdisciplinary, and online.”

- Roger Moss, esq., former Program Director

In the wake of COVID-induced economic turmoil and supplemental aid, the city of San Francisco had a significant issue with homelessness, one expected to worsen with the lifting of the city’s eviction moratorium. Thankfully, the already-established Conflict Intervention Service (CIS program) helped alleviate the issue, connecting housing stakeholders through a conflict helpline to resolution services before matters escalated to the legal level.

Two Mosaic Consultants, Alec Chapa and Sadie Cort, were contracted to help the program increase capacity while transitioning databases, workflows, and leadership.



MOSAIC
COLLABORATIVE
CONSULTING

Organization Overview



The Bar Association of San Francisco (BASF) Conflict Intervention Service (CIS) program deploys a team of interdisciplinary professionals to resolve residential and commercial real estate disputes, avoiding evictions and preventing homelessness.

Fast Facts

- Mosaic founded in 2019
- Team of 7 associate consultants & supporting contractors
- \$750k in successful negotiations

 [Mosaic Collaborative Consulting](#)

Challenge

Staff couldn't keep up with service demand. The good news: the program had, by any measure, achieved its aims with flying colors and became an organization consistently supported and funded by the county and city of San Francisco. The bad news: demand for services was ramping up from the looming end of the eviction moratorium underscoring the need to finally square up, and the potential to expand services from residential to commercial.

The program's database was declining. Although the modest database had previously satisfied the program needs much better than the former chain of spreadsheets, increased demand outlined a need for more streamlined and tech-driven tools to up capacity and service more cases.

Solution

Mosaic's consultant hit the ground running operating the conflict helpline, freeing up staff capacity to make operational developments and strategic decisions, including a change in leadership and grant applications.

Simultaneously, consultant Sadie Cort helped strategize how to support a sibling program resolving education-based disputes, while consultant Alec Chapa helped to steer and execute the transition to a new SaaS relational database (odr.com's Caseload Manager).

After integrating fluidly into daily operations and responding to approximately 850+ housing cases, both consultants helped formalize a new program workflow to make increased capacity changes permanent, including training three new hires.

Impact Summary

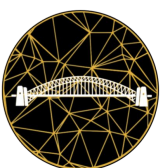
- 850+ cases responded to
- Increased team size and grant funding, expanding program capacity
- Secured database solution while cutting excess costs
- Formalized new service workflow

What Managers Say

“[Sadie] was great with callers, very present, listening and validating their experience.”

“[Alec] swiftly discerns the landscape of any particular conflict situation and navigates it efficiently. He would be an excellent neutral to have...”

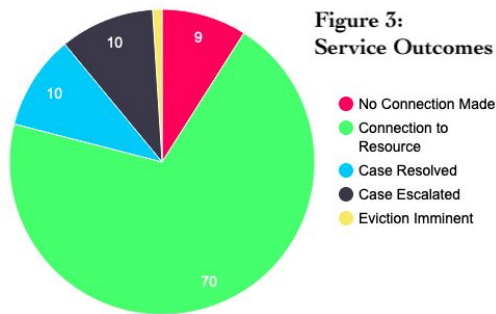
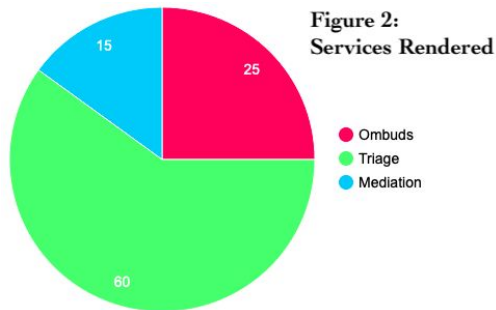
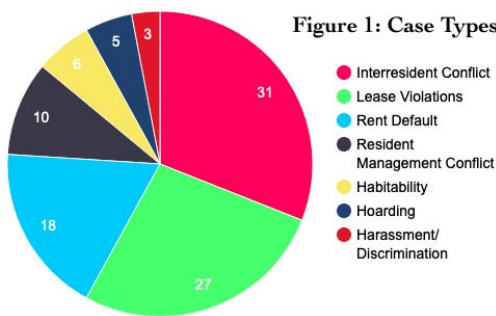
“[Alec] performed superbly, and quickly became involved in complex structured mediations that our team performed in highly traumatized communities.”



Results

Mosaic’s consultants responded to 850+ cases which had many varieties and causes (see figure 1). Figure 2 lists service provided by volume, and figure 3 details outcomes, including a minimal volume of imminent evictions (1%).

The CIS team expanded staff and pivoted to a new workflow that streamlines case intake, service, and closure, all of which have helped to make CIS the most handsomely funded program in all of BASF.



With Mosaic’s help, CIS successfully navigated several challenges and opportunities, supporting the work of stabilizing housing for hundreds while shepherding post-pandemic commercial rebound efforts.

What Constituents Say

“I don’t have anyone else to talk to... I’m so relieved to have someone helping me - thank you!!”

“Alec was wonderful, patient and knowledgeable. He spent a great deal of time providing thoughtful insight and avenues to consider for our conflict resolution. I would recommend the services to anyone and would return again without hesitation. Thank you Alec!”

“I appreciated their attention to detail and the time taken to prepare for our meeting. They were very transparent and helped me understand my options while also showing empathy. Highly recommend!”

