



## **COMMUNITY BOARDS: PROVIDING CONFLICT RESOLUTION TO RISING UP YOUTH**

Community Boards ([communityboards.org](http://communityboards.org)) is San Francisco's non-profit conflict resolution center. Since 1976, Community Boards has been providing conflict resolution training and low-cost mediation, facilitation, and consultation services throughout the Bay Area. Our mission is the empowerment of communities and individuals with the strength, skills, and resources needed to express and resolve conflicts peacefully and appropriately for their culture and environment. In joining the Rising Up Initiative, we have been able to bring our expertise in conflict resolution and partner with case managers and housing service providers to support clients during their time in the program.

Since September 2020, we have been providing a spectrum of conflict resolution services to participants of the Rising Up Program including trainings/workshops, conflict coaching, mediation, group facilitation, one-on-one skills development, and problem-solving support. By supporting participants through the conflicts they are facing with housemates, neighbors, visitors, and landlords, our goal is to help them build new skills to successfully navigate conflicts throughout their lives. Community Boards works to proactively address conflict and aid youth in building positive relationships and communication habits. Community Boards is providing on-going support to clients experiencing conflict as part of the collaborative team with partner organizations and working with clients to help them resolve these issues. We have met with over 50 new clients so far this year to share about our services and the work that we do. We have supported the resolution of issues related to roommate conflicts, parking, landlord-tenant disagreements, and much more.

Most recently, we have partnered with Ray Gardner, the job developer at First Place for Youth to create the Employment Conflict Support Hotline, which provides a space for clients who have concerns or are experiencing conflicts at the workplace. We also offer monthly workshops on conflict resolution skills, giving and receiving feedback, and effective communication techniques. So far this year, we have offered 20 workshops to clients such as Conflict is Normal, Conflict Resolution 101, De-escalation Skills, Giving and Receiving Feedback, and Conflict Styles. We are currently working to build a Rising Up youth Peer Advisory Board and have already begun working with one peer advisor in developing and shaping a new curriculum that will address specific challenges that Rising Up clients face.

We support Case Managers and Housing Coordinators by offering a monthly drop-in session, monthly workshops, and one-on-one consultations. Since January, we have offered 8 workshops to service providers on topics such as Conflict Styles, the Power of Empathy, Giving and Receiving Feedback with an Equity Lens, and De-escalation and Managing Strong Emotions. We have also begun offering each service provider individualized trainings that speak to the specific needs of their teams.