

2020-21

Mediation Programs: *Cases Opened*

BURLINGAME													
Types of Conflict Cases													
	Landlord/Tenant	Neighbor/Neighbor	Consumer/Business	Workplace/Organizatio	Inter-Organizational	Family/Domestic	Community	Other	Complex	Consultations Info and Referral	Consultations Info and Assistance	Total Cases Opened	# of Participants
Totals: Quarter FQ1										2	4	6	
Totals: Quarter FQ2	1									1	1	3	3
Totals: Quarter FQ3	1										1	2	3
Totals: Quarter FQ4													
2020-21 Totals to date:	2									3	6	11	6

COUNTYWIDE													
2020-21 Totals to date:	15	31	4	7		11	3	2	5	38	65	181	202

**Definition of Terms:**

**Complex cases:** Cases are designated as "Complex" when they involve multiple parties and/or require on-going service.

**Consultations:** "Info and Referral" includes those calls that are referred to another resource or agency. "Info and Assistance" includes those calls that require more extensive assistance, such as research done on behalf of the caller or coaching.