

OFFICE OF CITIZEN COMPLAINTS

CITY AND COUNTY OF SAN FRANCISCO



Joyce M. Hicks
Executive Director

FEB 3 2012

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To whom it may concern,

I am writing on behalf of Elizabeth Shwiff who I have had the pleasure of working with since 2005. From 1999 through 2007 I worked at Community Boards in a number of capacities, most recently as Director of Specialized Services. Throughout those years I was responsible for training and managing the volunteer mediators. I am presently the Mediation Coordinator at the Office of Citizen Complaints.

Elizabeth was one of our most accomplished mediators. She consistently received high evaluations from both the disputants and co-mediators. I never hesitated to assign Elizabeth to the most difficult mediations, because she has the skill and tact to overcome any perceived obstacle. Elizabeth is patient and willing to give the parties the necessary time and energy to find the best solution for their problems.

I am happy to say that Elizabeth is also a mediator on my panel at OCC. We mediate disputes between Civilians and members of the San Francisco Police Department. As you can imagine, these mediations present unusual difficulties, most notably an inherent imbalance of power. As always, Elizabeth distinguishes herself in the eyes of the participants as well as fellow mediators.

Elizabeth will be an asset to any program she chooses to be involved in. Please feel free to contact me should you need further information.

A handwritten signature in blue ink that reads "Donna Salazar".

Donna Salazar
Staff Attorney and Mediation Coordinator