



U.S. Department of Justice
Community Relations Service

U.S. DEPARTMENT OF JUSTICE

Community Relations Service

America's Peacemaker

conciliate | mediate | facilitate | educate



What is

CRS COMMUNITY
RELATIONS
SERVICE ?

Created under **Title X of
Civil Rights Act of 1964**

CRS, a U.S. Department of Justice
agency, is the Federal government's

“peacemaker”

for community conflicts and
tensions arising from differences
of race, color and national origin.

Photo: President Lyndon Baines Johnson signs the Civil Rights Act of 1964, surrounded by civil rights and congressional leaders. Taken from the 2015 Annual Report.





What is

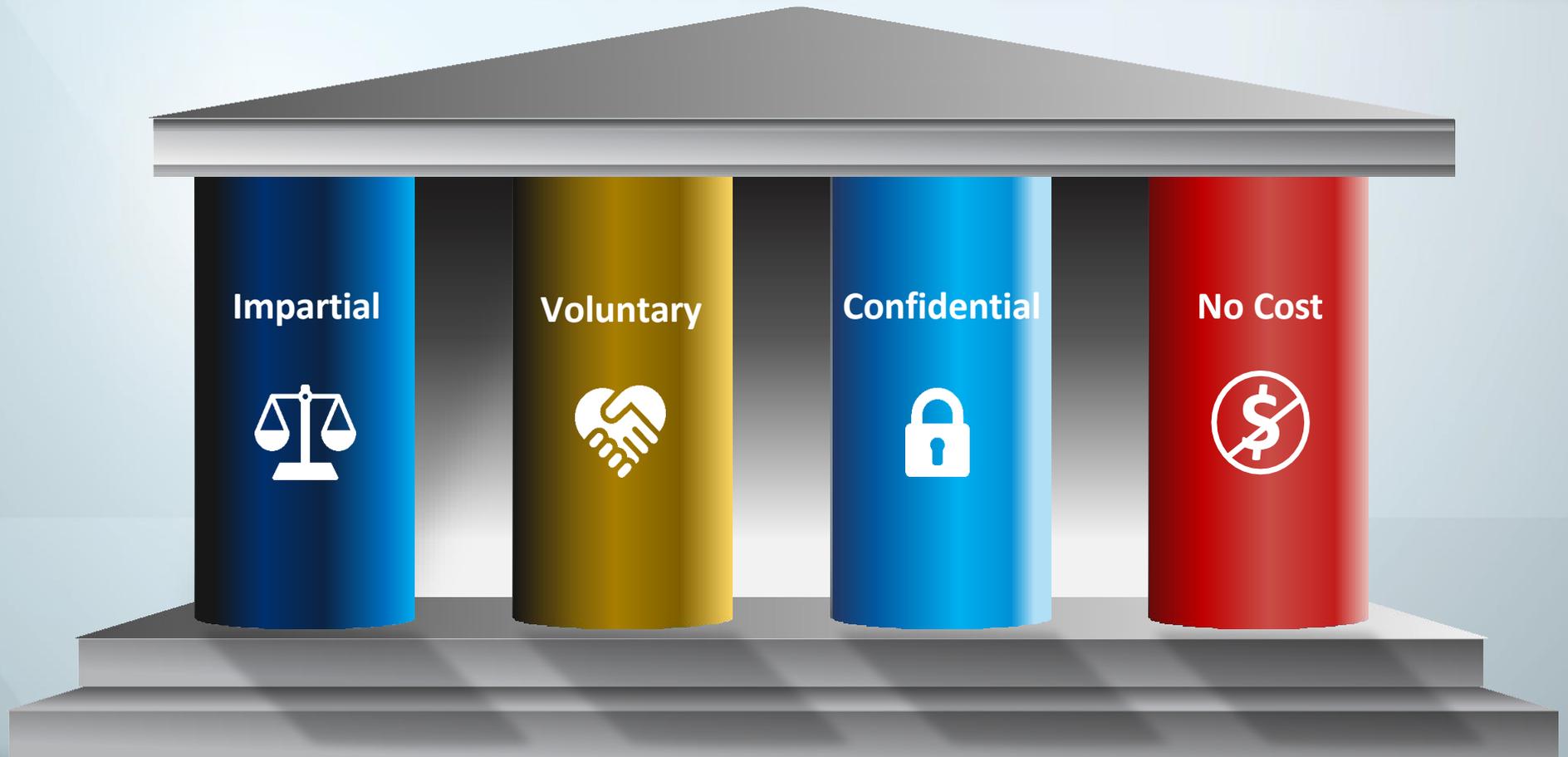
CRS

COMMUNITY
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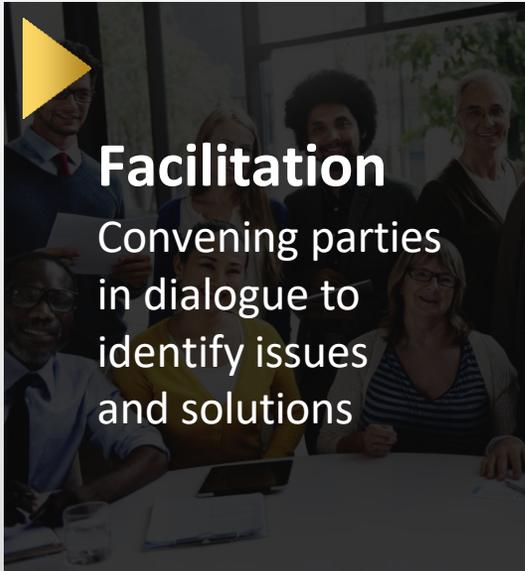
Services expanded under the Hate Crimes Prevention Act of 2009, CRS acts to prevent and respond to violent hate crimes:

- Gender
- Gender Identity
- Sexual Orientation
- Religion
- Disability
- Race
- Color
- National Origin

CRS Services

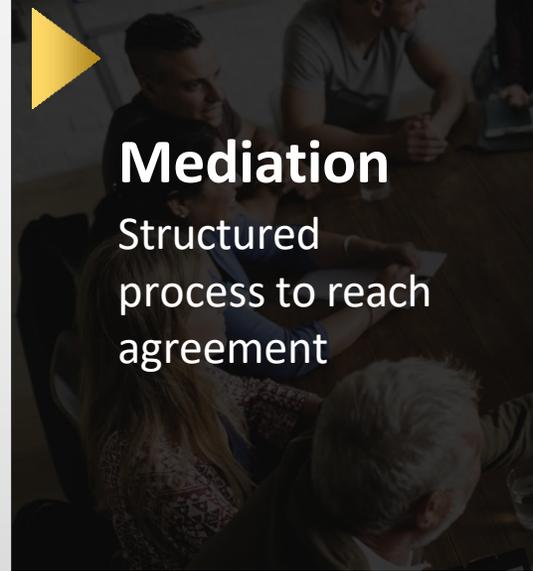


CRS Services



Facilitation

Convening parties in dialogue to identify issues and solutions



Mediation

Structured process to reach agreement



Consultation

Technical assistance, best practices, models, and evidence-based resources



Training

Knowledge or skills-based programs

Who We Work With



CRS Service Areas



Administration of Justice

- Police-community relations
- Controversial incidents
- Alleged bias or hate incidents/crimes



Education

- Intergroup tensions in schools
- Alleged bias or hate incidents/crimes in schools
- Alleged bullying



General Community Relations

- Demographic shifts
- Language-based conflicts
- Public demonstrations or controversial events
- Alleged bias or hate incidents/crimes

CRS Programs

Administration of Justice

- ▶ Engaging and Building Relationships with Transgender Communities
- ▶ Strengthening Police and Community Partnerships (SPCP)
- ▶ Engaging and Building Partnerships with Muslim Americans
- ▶ Engaging and Building Partnerships with Sikh Americans
- ▶ Customized Information and Education Sessions



Education

- ▶ School-Student Problem Identification and Resolution of Issues Together (School-SPIRIT)
- ▶ Campus-Site Problem Identification and Resolution of Issues Together (Campus-SPIRIT)
- ▶ Customized Information and Education Sessions



General Community Relations

- ▶ City-Site Problem Identification and Resolution of Issues Together (City-SPIRIT)
- ▶ Protecting Places of Worship Forum
- ▶ Dialogue on Race
- ▶ Bias Incidents and Hate Crimes Forum
- ▶ Contingency Planning: Reducing Risk During Public Events
- ▶ Event Marshals: Supporting Public Safety During Events
- ▶ Customized Information and Education Sessions



Case Studies

Responding to the Murder of George Floyd Minneapolis, MN

- Following the death of George Floyd, CRS consulted with local law enforcement and community leaders, including providing rumor control strategies and best practices to defuse conflict.
- CRS engaged local law enforcement and community leaders in conversations to identify their concerns and the sources of conflict in the Twin Cities, holding weekly virtual meetings, and visited Minneapolis to provide in-person services.
- Through these conversations, CRS identified action steps for the community to reduce conflict, including updating a memorandum of understanding between law enforcement and community groups.



Additional Case Studies



School Community – SPIRIT Program in Duluth, MN

- A group of students at Denfeld High School circulated a picture on Snapchat of a black student with a noose around his neck captioned, “Gotta hang ‘em all,” sparking significant community tension.
- CRS conducted a Student Problem Identification and Resolution of Issues Together (SPIRIT) program for the student body to work through the issue as an ongoing effort.

Strengthening Police and Community Partnerships – Erie, PA

- Erie hosted the first SPCP due to racial tension and a strained relationship between law enforcement and the Black community following a series of encounters alleged to be racially motivated.
- The community held a one-day convening of stakeholders to discuss key issues impacting the community and identify possible solutions.



New England Region

CRS supports communities who are experiencing racial tension by providing best practices and educational materials, and conducting Hate Crimes Forums in which they offer resources, and provide a place where parties can discuss differences.

Working with corrections center staff in Cranston, RI to address escalating racial and religious tensions

- CRS consulted the corrections center staff on best practices to address racial and religious tensions, and provided educational materials
- CRS also conducted a Hate Crimes Forum which helped to resolve conflicts and resulted in the formation of a planning group whose participants are equipped to address future issues and prevent them from escalating



Northeastern Region

CRS supports communities who are facing a rise in hate incidents against religious groups by holding mediations and facilitating dialogues in which participants discuss and identify key issues, and develop concrete actions steps to address the issues.

Supporting Lakewood Township, NJ to address a rise in perceived anti-Semitism

- CRS held a series of mediation sessions in which participants identified key issues and formed a planning group to address perceived negative stereotypes and climate
- CRS worked with the planning group to identify processes to create greater unity in diverse communities
- CRS convened prosecutors, religious leaders, and law enforcement to discuss concerns and provide resources



Mid-Atlantic Region

CRS works with communities in crisis by monitoring tensions during the crisis and remaining in place following the initial response to help the city and community rebuild.

Assisting community and city leaders in Charlottesville, VA respond to a crisis

- CRS monitored tensions during the Unite the Right Rally in Charlottesville, VA in August 2017
- Tensions remained high after the rally; CRS recommended the city form a Community Leadership Council
- CRS helped the council establish decision-making processes and draft vision and mission statements so the community could successfully rebuild



Southeastern Region

CRS works with educational institutions experiencing racial conflict and tensions by facilitating Know Your Rights forums and Student Problem Identification & Resolution of Issues Together (School-SPIRIT) programs.

Supporting the school district in Terry, MS following perceived racial discrimination at a school

- CRS's services were requested by the Hinds County School District after a student-planned Black History Month celebration was cancelled and racial tension ensued
- CRS facilitated an educational forum for two student assemblies, allowing students to voice concerns, and school leaders to confirm belief in diversity and support for the students' right to free expression



Midwestern Region

CRS assists communities dealing with hate crimes and bias incidents based on gender identity and sexual orientation. CRS holds facilitated dialogues among parties and offers training on engaging and building partnerships with the LGBTQ community.

Working with civil rights leaders, law enforcement, and the LGBTQ community in Detroit, MI

- Fear increased in the LGBTQ community after an African American woman was shot and robbed, reportedly based on her gender identity
- CRS helped form a planning group, facilitated dialogues, and organized a forum with LGBTQ leaders, civil rights officials, the local U.S. Attorney's Office, and law enforcement to encourage dialogue and understanding among groups

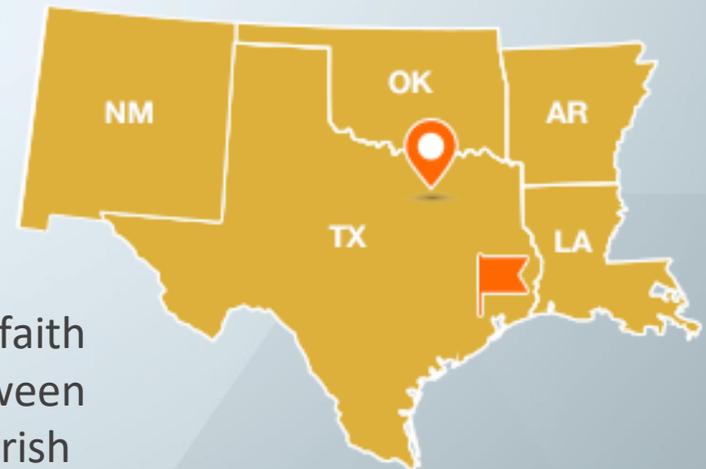


Southwestern Region

In the aftermath of violence, CRS works with law enforcement, city officials, clergy, and community members to facilitate open dialogues and encourage parties to find sustainable solutions to productive relationships moving forward.

Convening parties in Baton Rouge, LA to find sustainable solutions to racial tension

- Police and community relations are strained following violence in the community
- CRS facilitated dialogue among the police chief, his command staff, and the local U.S. Attorney; it resulted in the “Prayer Patrol:” a partnership between law enforcement and faith leaders to develop healthy and sustainable relationships between law enforcement and young men, ages 17 to 33, within the parish



Central Region

CRS supports communities experiencing heightened fear following hate crimes through its various programs and services: Protecting Places of Worship, and Hate Crimes forums, trainings, dialogues, and consultations to educate, develop relationships, and improve communications and information sharing.

Building relationships, and developing capacity in Kansas City, MO to address safety concerns

- Following a hate crime, CRS facilitated dialogues, coordinated active shooter training, and facilitated a Protecting Places of Worship forum, and Engaging and Building Partnerships with Muslim and Sikh Americans programs
- CRS's services helped the community build relationships, connect with government resources, improve information sharing, and develop greater capacity to address safety concerns



Rocky Mountain Region

CRS supports communities, tribal communities, and educational institutions facing increased tensions following hate crimes or bias incidents based on national origin. CRS convenes parties and facilitates dialogue, and provides resources to build trust, increase communication, and diffuse tension.

Facilitating dialogue and providing resources in Sheridan, WY to address increasing tensions

- Community tensions increased after three incidents against Native American female college students were not investigated by campus law enforcement
- CRS facilitated dialogue between parties, worked with tribal leadership to make trauma counseling services available, convened a parental briefing, and provided hate crimes resources to guide future responses by campus law enforcement



Western Region

CRS works with communities experiencing heightened racial tensions. CRS facilitates working group meetings among law enforcement, city officials, and community organizations to build dialogue and trust, and improve police-community relations.

Creating working groups to improve police-community relations in Los Angeles, CA

- Community tensions increased following police shootings of Latino community members and allegations of racial bias
- CRS facilitated a series of dialogues, provided technical assistance, and facilitated the first of a series of working group meetings
- CRS worked with the city to create a model for building trust between the police and the Latino community focused on engagement, dialogue, and conflict prevention



Northwestern Region

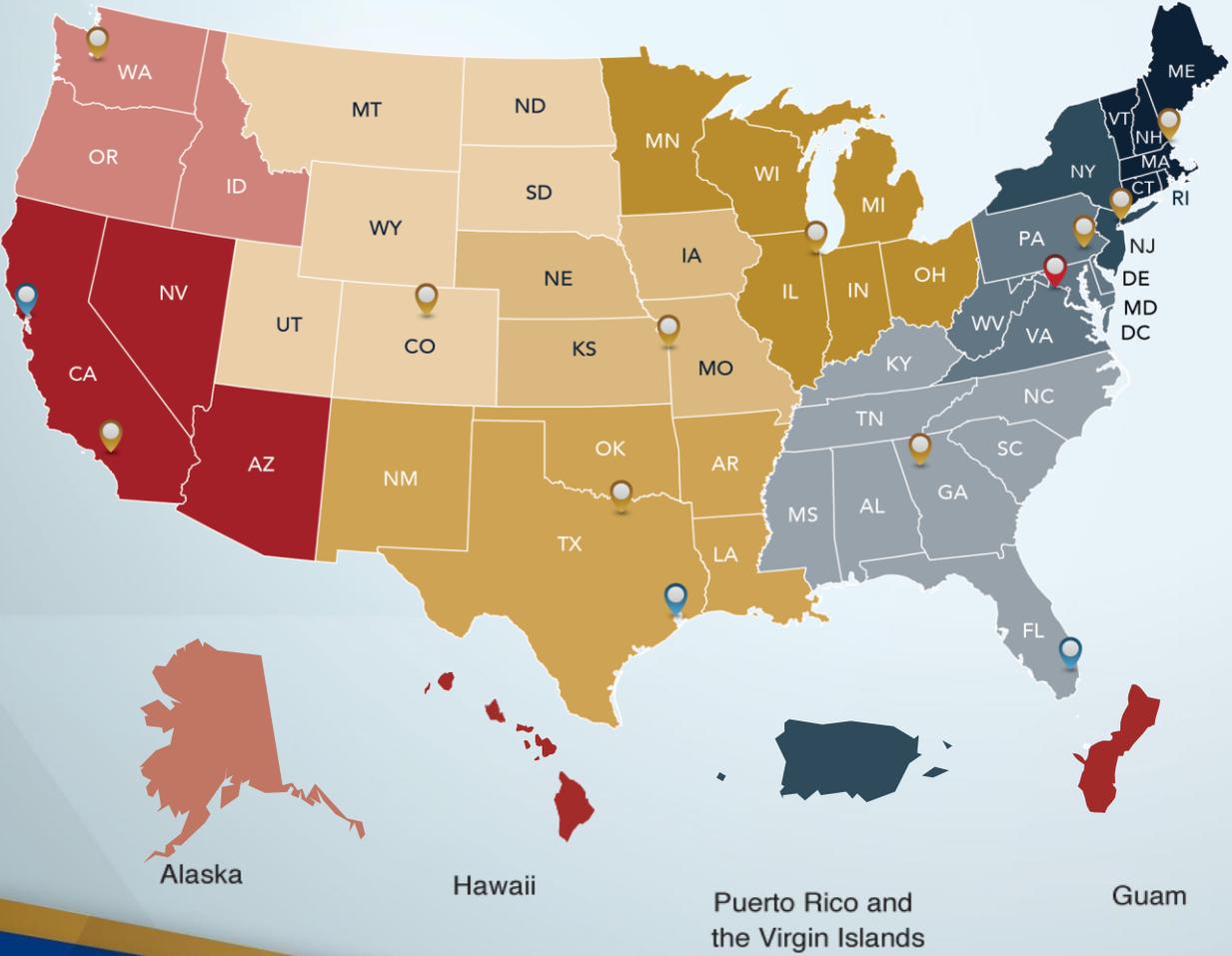
CRS supports communities that see an increase in reported hate crimes and bias incidents. CRS facilitates Hate Crimes Forums to inform and educate on best practices and connects resources to coordinate efforts to prevent and respond to hate crimes.

Facilitating a Hate Crimes Forum and helping a community prevent and respond to hate crimes in Eugene, OR

- A sharp rise occurred in alleged hate incidents, particularly targeting the Muslim, Arab, Sikh, South Asian, and Hindu communities
- CRS facilitated a Hate Crimes Forum, including local and federal law enforcement, community leaders, and panelists from civil rights groups, and social service providers who shared best practices for addressing hate crimes and bias incidents
- CRS also connected organizations who could then coordinate efforts



CRS Regional and Field Office Locations



- New England Region
- Northeastern Region
- Mid-Atlantic Region
- Southeastern Region
- Midwestern Region
- Southwestern Region
- Central Region
- Rocky Mountain Region
- Western Region
- Northwestern Region
- Field Offices
- Regional Offices
- CRS Headquarters Offices

Connect With Us

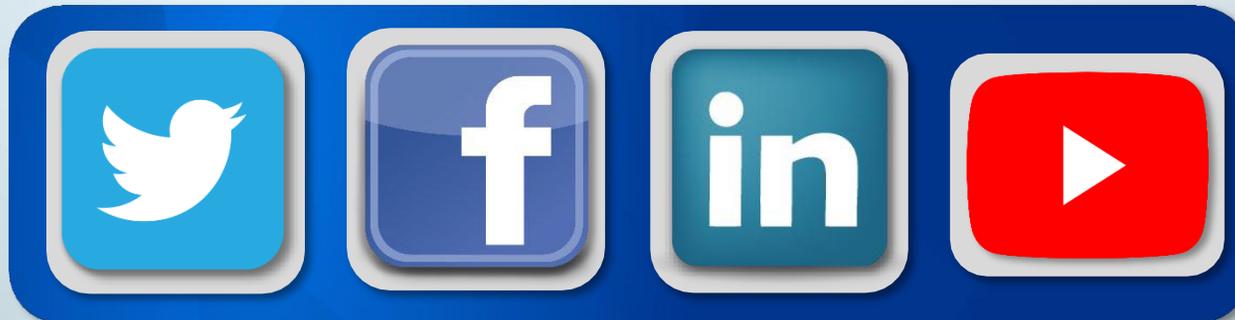
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