

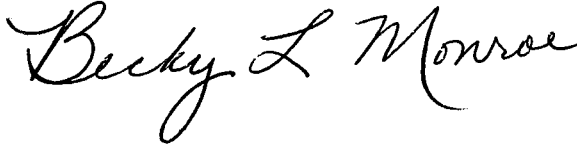
Transmittal Letter to Congress

To the Senate and House of Representatives of the United States of America in
Congress Assembled:

With this statement, I hereby transmit a report on the activities of the Community Relations Service (CRS) of the U.S. Department of Justice for Fiscal Year 2010. This report is submitted pursuant to Section 1004 of the Civil Rights Act of 1964 (P.L. 88-352), and by Reorganization Plan No. 1 of 1966, as revised by 28 C.F.R. 0.30(b).

This report describes CRS' conflict resolution activities, so that Members of Congress may assess its performance in executing its statutory mandate.

Respectfully submitted,

A handwritten signature in black ink that reads "Becky L. Monroe". The signature is written in a cursive style with a large, prominent "B" and "M".

Becky Monroe
Acting Director

America's Peacemaker

Community Relations Service

U.S. Department of Justice



Annual Report Fiscal Year 2010

www.usdoj.gov/crs

CONGRESSIONAL NOTIFICATION

The Commerce, Justice, State, Judiciary, and Related Agencies Appropriations Conference Report for Fiscal Year 1999 included information regarding Congressional notification for CRS. The report stated:

Close coordination between the Administration and Congress could help stabilize racially motivated local incidents. As the people's body, Congress must be kept informed when the Administration responds to a domestic crisis. Therefore, the Attorney General is directed to notify the relevant committees whenever requests by local officials prompt the deployment of CRS personnel to mediate conflict.

Whenever CRS mediators conducted violence prevention and conflict resolution activities in Fiscal Year 2010, CRS notified the two U.S. Senators of the State where the conflict occurred and the U.S. Representative of the affected Congressional district. CRS continues to provide notification to these members.

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FUNCTIONS OF THE SERVICE

“It shall be the function of the Service to provide assistance to communities and persons therein in resolving disputes, disagreements, or difficulties relating to the discriminatory practices based on race, color, or national origin which impair the rights of persons in such communities under the Constitution or laws of the United States or which affect or may affect interstate commerce. The Service may offer its services in cases of such disputes, disagreements, or difficulties whenever, in its judgment, peaceful relations among the citizens of the community involved are threatened thereby. Further, CRS may offer its services either upon its own motion or upon the request of an appropriate State or local official or other interested person.” (42 U.S.C. 2000g-1)

“There are authorized to be appropriated to the Department of Justice, including the Community Relations Service, for fiscal years 2010, 2011, and 2012 such sums as are necessary to increase the number of personnel to prevent and respond to alleged violations of section 249 of title 18, United States Code, as added by section 4707 of this division.” (P.L. 111-84, 2009)

“In general...whoever, whether or not acting under color of law, willfully causes bodily injury to any person or, through the use of fire, a firearm, a dangerous weapon, or an explosive or incendiary device, attempts to cause bodily injury to any person, because of the actual or perceived race, color, religion, or national origin of any person (A) shall be imprisoned not more than 10 years, fined in accordance with this title, or both; and (B) shall be imprisoned for any term of years or for life, fined in accordance with this title, or both, if (i) death results from the offense; or (ii) the offense includes kidnapping or an attempt to kidnap, aggravated sexual abuse or an attempt to commit aggravated sexual abuse, or an attempt to kill.” (P.L. 111-84, 2009)

“In general...whoever, whether or not acting under the color of law, in any circumstances described in subparagraph (B) or paragraph (3), willfully causes bodily injury to any person or, through the use of fire, a firearm, a dangerous weapon, or an explosive or incendiary device, attempts to cause bodily injury to any person, because of their actual or perceived religion, national origin, gender, sexual orientation, gender identity, or disability of any person (ii) shall be imprisoned for any term of years or for life, fined in accordance with this title, or both, if (I) death results from the offense; or (II) the offense includes kidnapping or an attempt to kidnap, aggravated sexual abuse or an attempt to commit aggravated sexual abuse, or an attempt to kill.” (P.L. 111-84, 2009)

FOREWORD

“We have for centuries strived to live up to our founding ideal of a nation where all are free and equal and able to pursue their own version of happiness. Through conflict and tumult, through the morass of hatred and prejudice, through periods of division and discord we have endured and grown stronger and fairer and freer. And at every turn, we’ve made progress not only by changing laws but by changing hearts, by our willingness to walk in another’s shoes, by our capacity to love and accept even in the face of rage and bigotry.” (*Remarks by President Barack Obama at the signing of the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act on October 28, 2009.*)



At CRS, my colleagues and I have the privilege of serving community leaders, students, law enforcement officials, and government leaders who have embraced the challenge of making communities stronger, fairer, and freer by helping them develop local capacity to work together to address discrimination and prevent hate crimes. In 2010, CRS sharpened its focus on serving American Indian nations and responding to allegations of discrimination and the potential for violence against Arab American, Muslim American, and Sikh American communities. With the passage of the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act, CRS is now able to work with communities to employ strategies to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability.

CRS continues to increase its efforts to serve American Indian nations in a manner consistent with the government-to-government relationship between the United States and sovereign American Indian tribal nations. In 2010, tribal leaders asked CRS to work with their representatives to facilitate dialogue between a tribal nation and officials from bordering cities to address alleged disparate treatment and discrimination on the basis of race and national origin.

CRS has also worked with local religious leaders to address allegations of discrimination and concerns about faith-based violence. Houses of worship targeted for hate graffiti and desecration created a real sense of fear in those communities, and we have worked with Jewish, Muslim, Christian, Hindu, and Sikh leaders to develop relationships with other community leaders, law enforcement, and local government officials to foster improved communication and cooperation.

CRS has strengthened relationships with civil rights groups addressing discrimination on the basis of race, color, and national origin and built new relationships with groups working with communities who may be targeted for violent hate crimes on the basis of gender, gender identity, sexual orientation, religion, or disability. CRS helped to facilitate dialogue between law enforcement officials and leaders from gay, lesbian, bisexual, and transgender civil rights organizations in the aftermath of an alleged violent hate crime, which led to the development of a sustainable communication structure to help prevent and respond more effectively to violent hate crimes. In the aftermath of allegations of excessive use of force and biased-based policing, CRS further strengthened its long-standing relationships with civil rights groups representing African Americans and Latinos to rebuild trust and confidence in law enforcement and local government.

At CRS, we are honored to serve the American people and to support their efforts to address discrimination and prevent hate crimes. Working together, CRS strives to help Americans come closer to realizing our “founding ideal, of a nation where all are free and equal.”

Respectfully submitted,

A handwritten signature in black ink that reads "Becky L. Monroe". The signature is written in a cursive, flowing style.

Becky Monroe
Acting Director

SUMMARY OF FISCAL YEAR 2010 ACTIVITIES

Overview of CRS Activities

In Fiscal Year 2010, CRS was called upon by Federal, State, and local community leaders and government officials to address conflicts based on race, color, and national origin, and to work with communities to employ strategies to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability. These conflicts ranged from disparity of treatment allegations in local school systems to issues pertaining to hate incidents and hate crimes. CRS worked with community members from diverse racial, ethnic, and national origin backgrounds and other communities who may be targeted for violent hate crimes, including African Americans; Latino Americans; Asian Americans; Muslim Americans; Sikh Americans; lesbian, gay, bisexual, and transgender (LGBT) Americans; disabled Americans; faith communities; and many other groups to address conflicts occurring in their communities. CRS facilitated dialogues, conducted mediations, and provided conciliation services in these matters. CRS provided training to law enforcement personnel, U.S. and District Attorneys, school administrators, Department of Homeland Security's Transportation Security Administration personnel, and other parties throughout the country. CRS assisted local communities to equip them to effectively and independently resolve conflict based on race, color, and national origin. The major areas in which CRS offered its services were administration of justice, education, and general community relations. In Fiscal Year 2010, hate crimes prevention matters resulted from conflicts over race, color, national origin, gender, gender identity, sexual orientation, religion, and disability following alleged hate crimes or where communities perceived that incidents, if left unaddressed, would lead to violent hate crimes. CRS conducted community outreach activities, facilitated dialogues, conducted mediations, and provided conciliation services, training, and technical assistance under the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act.

Administration of Justice

In Fiscal Year 2010, the largest numbers of administration of justice cases resulted from police-community relations

conflicts; hate crimes and incidents; allegations of bias-based policing; protests, demonstrations, marches, and rallies; conflict stemming from police use of force; and allegations of police misconduct. CRS provided conflict resolution and mediation services, cultural diversity training, and technical assistance to address these conflicts. CRS responded to requests from law enforcement officials and community leaders to provide services and conducted trainings and facilitated dialogues that brought the interested parties together to realize shared goals. CRS services in the area of Administration of Justice included the following cases described in this report that are representative of the Service's work.

Education

In Fiscal Year 2010, most education cases resulted from conflicts over allegations of disparities in treatment or educational opportunities based on race, color, or national origin. There were also student racial conflicts in schools—primarily middle schools and high schools. Some of these received significant media attention and raised community-wide tensions. CRS provided conflict-resolution and mediation services to enable local communities to address conflicts at schools and universities. CRS services to schools included the following cases described in this report that are representative of the Service's work.

General Community Relations

In Fiscal Year 2010, the largest number of general community relations cases resulted from conflicts arising from demographic changes, conflicts over disparities in and access to public services, conflicts arising from community development, and conflicts at the intersection of discrimination on the basis of race, color, and national origin. Often these cases emerged in disputes between communities and law enforcement, hate incidents, racial conflict in schools, or in transportation security screening complaints. There were also a number of cases involving American Indians and the communities bordering American Indian reservations. CRS services in the area of general community relations included the following cases described in this report that are representative of the Service's work.

IMPLEMENTING THE MATTHEW SHEPARD AND JAMES BYRD, JR. HATE CRIMES PREVENTION ACT

The passage of the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act (HCPA) in October 2009 authorized CRS to work with communities to employ strategies to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability, while continuing to address community conflicts arising from differences of race, color, and national origin. In the first months of implementation, the new areas of jurisdiction increased overall CRS casework by 14 percent. As CRS continues to extend its community outreach through targeted media monitoring and continued identification and establishment of local and state resources to supplement national resources, it is anticipated that HCPA-related casework will increase.

Once the Act was signed into law, CRS immediately began a comprehensive assessment and review of resources upon which to draw in order to develop strategies for effective engagement with communities to prevent and respond to violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, and disability. By virtue of its historic jurisdiction addressing community tension and conflict surrounding race, color, and national origin, CRS had created a hate crimes training program in the mid-1990s and was already tracking potential hate crime cases. In addition, the Service was also interfacing regularly with hate crimes task forces and working groups in partnerships with U.S. Attorneys nationwide. In some ways, HCPA's passage simply meant that CRS had to expand those relationships, partnerships, and tracking mechanisms to include the new jurisdictions. But as with any mandate expansion, HCPA also brought new challenges, the first of which was to ensure that all CRS personnel were fully versed and proficient in their knowledge of the new law as well as in their understanding of the scope of the new communities they would endeavor to assist.

In late February 2010, CRS organized an all-staff training in Washington, D.C., that brought in experts from all of the enumerated areas under HCPA. At CRS' request, the Leadership Conference on Civil and Human Rights assembled a panel of organizations representing communities that may be targeted for violent hate crimes committed on the basis of race, color, and national origin. Participants included representatives from the NAACP; the National Council of La Raza; the Asian American Justice Center; the American-Arab Anti-Discrimination Committee; and the Leadership Conference.

The National Disability Rights Network facilitated a panel discussion on communities with disabilities that may be targeted for violent hate crimes. Panelists included representatives from the Brain Injury Association of America; the Protection and Advocacy for Individuals with Mental Illness Project; Western New England Law School; the Smith College School of Social Work; Snap!; the National Council on Disability; an abuse and neglect attorney; and a disability specialist.

CRS also invited panelists from organizations representing communities that may be targeted for violent hate crimes on the basis of their religion. The Anti-Defamation League (ADL) organized a panel including representatives of the ADL, the Interfaith Alliance, the Baptist Joint Committee on Religious Liberty, the Unitarian Universalist Association of Congregations, Muslim Advocates, Third Way, and the Sikh Coalition. Providing techniques for working effectively with communities that may be targeted for hate crimes on the basis of gender, gender identity, or sexual orientation were representatives from the Human Rights Campaign, the Transgender Civil Rights Project, the Center for

Transgender Equality, and the National Gay and Lesbian Task Force.

Other guest speakers included Dave O'Malley, former Police Chief of Laramie, Wyoming, who discussed the intricacies and sensitivities surrounding the investigation into the 1998 murder of Matthew Shepard, a young gay man for whom the HCPA, in part, is named. Steve Wessler of the Center for Prevention of Hate Violence also presented to the CRS national team, as did a panel of federal partners from the Office of the Assistant Attorney General for Justice Programs, Office of the Assistant Attorney General for Civil Rights, Native American Issues Coordinator for the Executive Office of U.S. Attorneys, the U.S. Attorney for the Western District of Virginia, and the Office for Civil Rights for the Department of Education.

Extending Community Outreach

Since its inception under the Civil Rights Act of 1964, CRS has worked with community members from diverse backgrounds to address conflict and tension that arise from differences of race, color, and national origin. Under the newly enumerated jurisdictions of HCPA, the Service extended its reach to include LGBT, religious, and disability groups and community members in order to ensure their understanding of CRS' expanded mandate to work with communities to help prevent and respond to alleged violent hate crimes.

In FY 2010, CRS conducted a total of 130 presentations in support of community outreach under HCPA. CRS was also called upon by federal, state, and local community leaders and government officials, as well as school administrators, religious leaders, and local communities, to address HCPA-related conflicts, issues, hate incidents, and hate crimes.

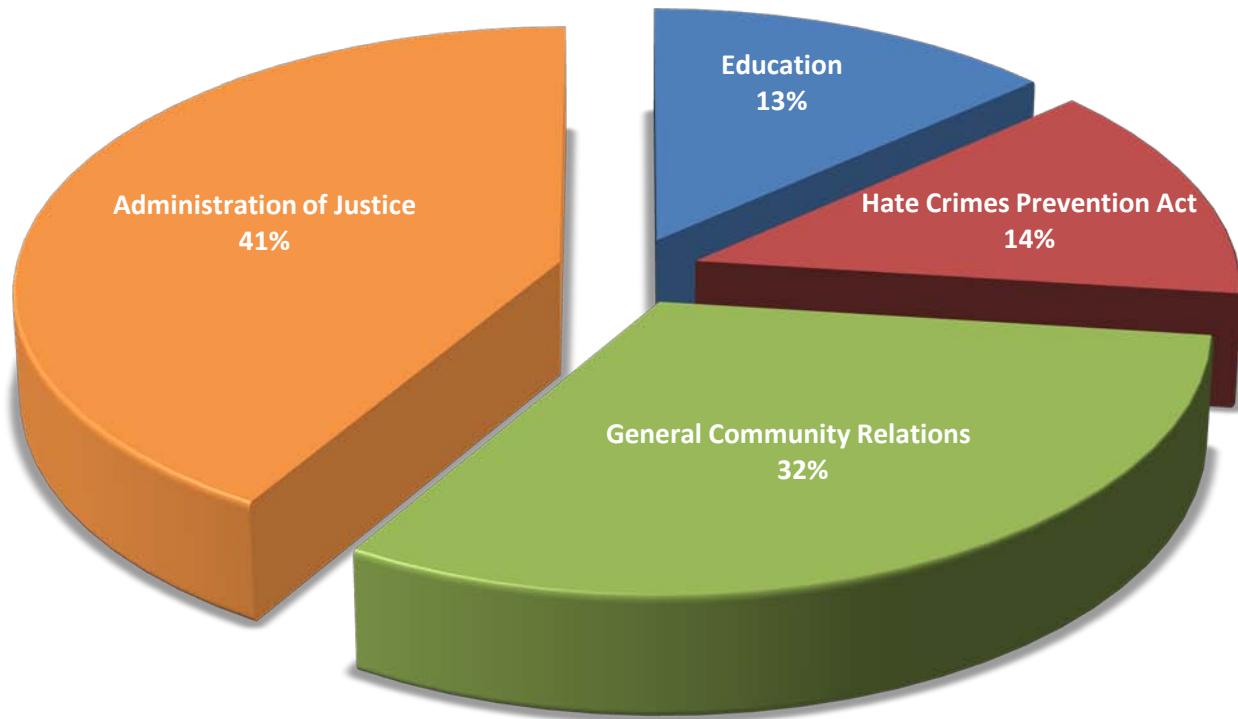
A number of these presentations and outreach efforts were conducted with U.S. Attorney's offices, the Civil Rights Division, and the Federal Bureau of Investigation (FBI). CRS also worked with law enforcement agencies, high schools, colleges, and universities across the country. Many other presentations and outreach efforts were to LGBT groups, religious organizations, and groups and communities with disabilities. Examples of the presentation outreach efforts were with the Hispanic AIDS Forum (HAF); New York City Anti-Violence Project; National Queer Alliance; Gays and Lesbians of Bushwick Empowered (GLOBE); Gay, Lesbian and Straight Education Network (GLSEN); National Gay and Lesbian Task Force; New York State Division of Human Rights' Housing Rights Forum for People with Disabilities; One Iowa; Georgia Equality; Lambda Legal; National Coalition for Burned Churches and Community Empowerment; Southern Christian Leadership Conference (SCLC); Gay & Lesbian Fund for Colorado; Gay, Lesbian, Bisexual, and Transgender Community Center of Colorado; Out Boulder; Pikes Peak Gay & Lesbian Community Center; Lambda Community Center, Fort Collins, Colorado; Harvard College Queer Students and Allies; Casa de Maryland; Virginia Hispanic Chamber of Commerce; American-Arab Anti-Discrimination Committee (ADC); Anti-Defamation League (ADL); Young Women's Christian Association (YWCA); Virginia Anti-Violence Project; Columbus, Ohio Islamic Center; Downtown Islamic Center, Chicago, Illinois; National Queer Asian Pacific Islander Alliance (NQAPIA); Equality Indiana; Parents, Families and Friends of Lesbians and Gays (PFLAG); Guru Gobind Singh Sikh Temple; American Council for the Blind; Islamic Center, East Lansing, Michigan; Equality Utah; Utah Pride Center; Queer Straight Alliance of Southern Utah University; Southern Utah Pride Association; Wyoming Equality; Wyoming Anti-HIV; Coalition Against Hate Crimes; Safe Schools Coalition; Q Center; Center for the Study of Hate & Extremism; and Los Angeles Gay & Lesbian Center.

In addition to community outreach activities, CRS facilitated dialogues, conducted mediations, and provided conciliation services, training, and technical assistance under the HCPA.

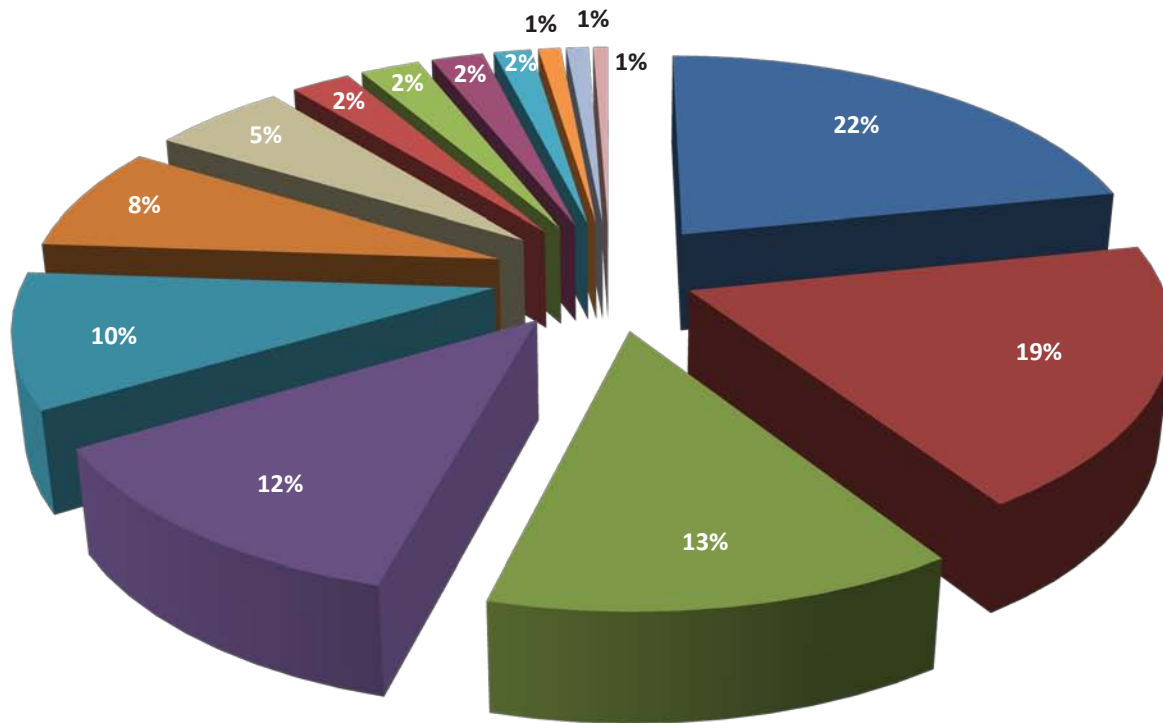
Bullying in Schools

CRS is seeing an increasing number of requests for assistance in schools to address bullying issues associated with discrimination on the basis of race, color, and national origin. The Service is also hearing from school officials who are concerned about incidents targeting students who are, or are perceived to identify as, LGBT, which has allegedly fueled acts of bullying, violence, and even suicide by some victims. CRS can provide services to work with student leaders, school officials, parents, and other concerned community members to talk about developing an environment of respect and understanding in schools. CRS' Student Problem Identification and Resolution of Issues Together (SPIRIT) program helps the school community as a whole build a culture of respect and encourages people to stand up for others who they see are being targeted. CRS enables the school community to strengthen relationships between all members of the community.

MAJOR ISSUES IN CRS CASEWORK FISCAL YEAR 2010

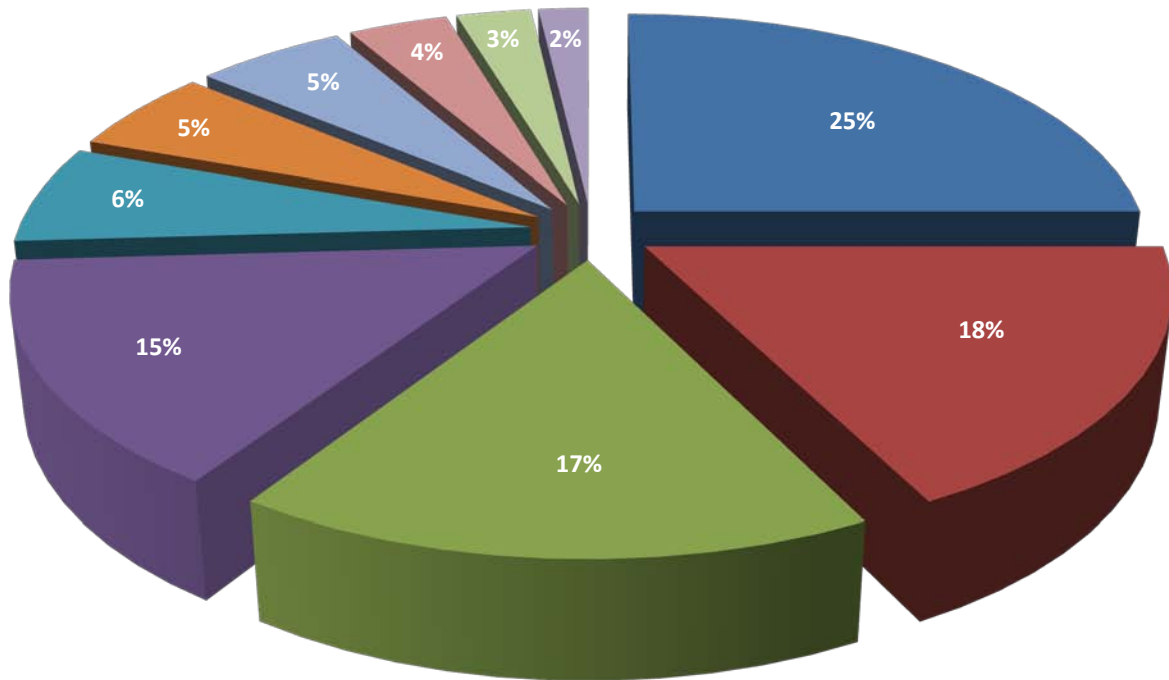


ADMINISTRATION OF JUSTICE



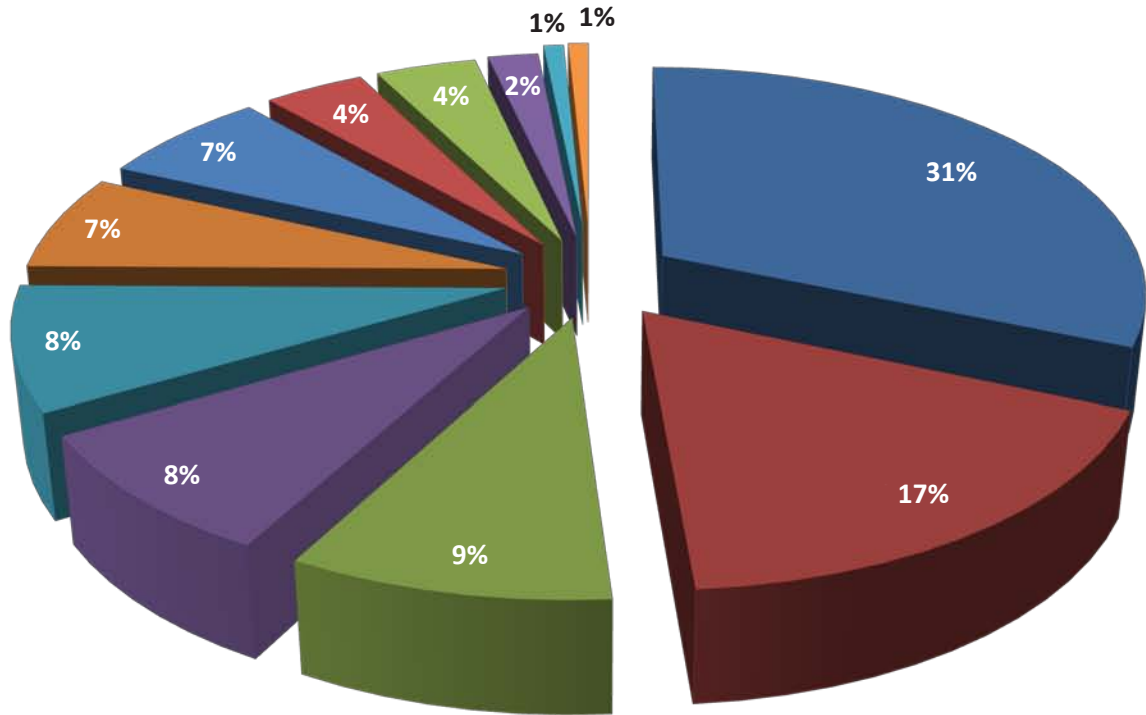
- 22%- Police-Community Relations
- 19%- Tensions Over Hate Incidents or Crimes
- 13%- Biased Based Policing/Racial Profiling Conflicts
- 12%- Protests/Demonstrations/Marches/Rallies
- 10%- Conflicts Over Use of Alleged Force or Misconduct by Police
- 8%- Conflicts Over Hate Group Activity
- 5%- Community Policing Conflicts
- 2%- Administration of Justice Conflicts Involving Native American Tribes or Reservations
- 2%- Police-Youth Relations Conflicts
- 2%- Court Related Issues
- 2%- Corrections/Prison Conflicts
- 1%- Civil Disturbances/Riots
- 1%- Civilian Oversight and Review Conflicts
- 1%- Internal Police Department Tensions

EDUCATION



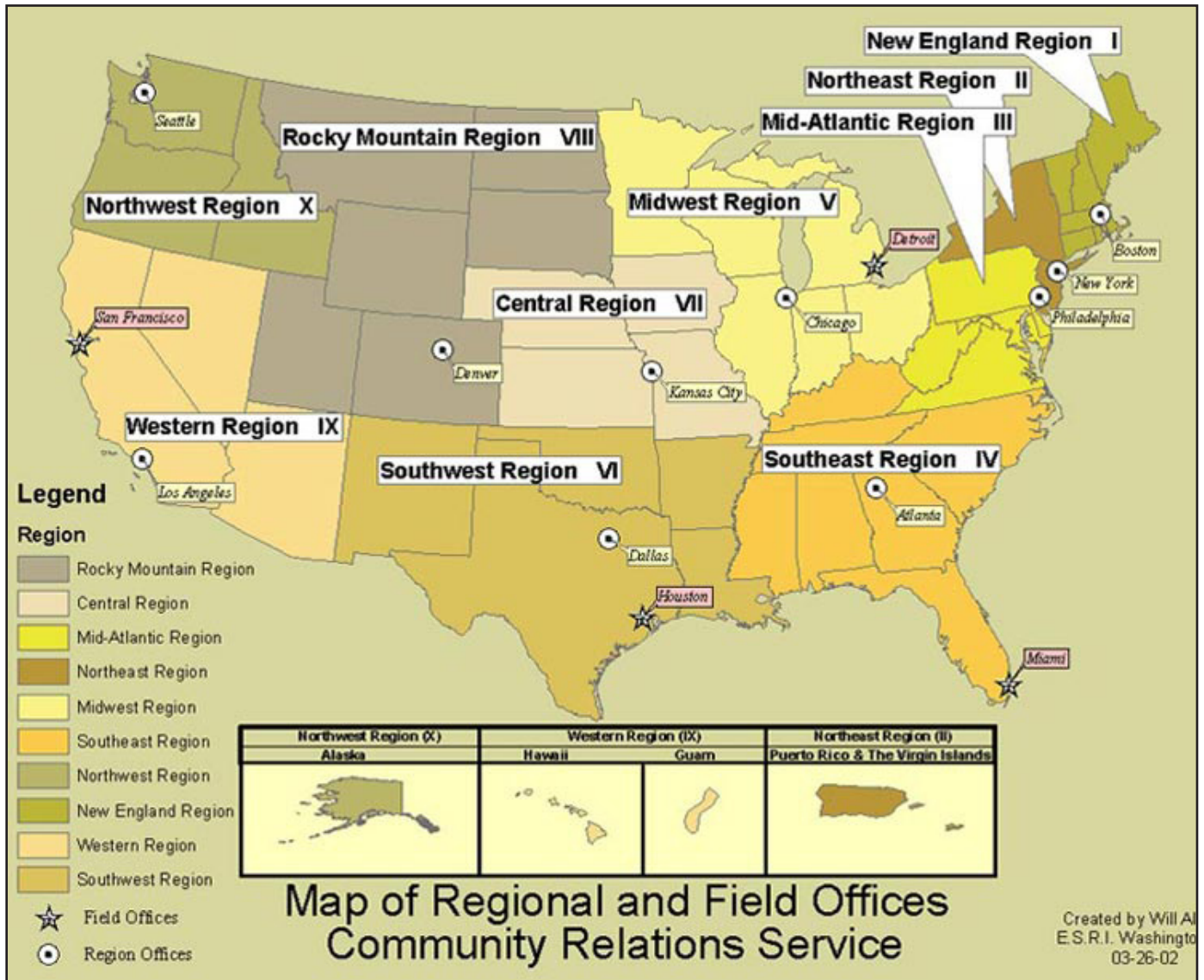
- 25%- Student Racial Conflicts and Tensions (K-12)
- 18%- Conflicts Over Disparities in Treatment or Opportunities (K-12)
- 17%- Hate and/or Bias Motivated Incidents (K-12)
- 15%- Hate and/or Bias Motivated Incidents at Colleges or Universities
- 6%- School Disturbances (K-12)
- 5%- College or University Conflicts/Tensions/Disturbances
- 5%- Conflicts Over Policing in Schools (K-12)
- 4%- School Protests and/or Demonstrations
- 3%- Conflict Over Policing on College/University Campuses
- 2%- Education Conflicts Involving Native American Tribes or Reservations

GENERAL COMMUNITY RELATIONS



- 31%- Conflict Arising from Changes in Demographics/Other Transitions
- 17%- Conflict Over Disparities in and/or Access to Services
- 9%- Community Development Conflict
- 8%- Cross Cultural and Language-Based Conflict
- 8%- Immigration-Related Conflict
- 7%- General Conflict Involving Native American Tribes/Reservations
- 7%- Post 9/11 Terrorism-Related Tensions and Conflicts
- 4%- Special Events and Gatherings/Tensions or Conflicts
- 4%- Youth Related Conflict
- 2%- Environmental Justice Conflict
- 1%- Housing Conflict
- 1%- Private and Public Sector Employment Conflict

MAP OF CRS REGIONAL OFFICES AND SERVICE AREAS



REGIONAL REPORTS

REGION 1 – NEW ENGLAND

Serving Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont

Portland, Maine

In December 2009, CRS conducted a Cultural Awareness and Competency Program and dialogue with law enforcement officials and Sudanese and Somali immigrant community members. CRS services were requested in response to community racial tension following reports that a police officer allegedly shot and killed a Sudanese immigrant. The State Attorney General was called upon to conduct an investigation that resulted in a report clearing the police officer. CRS' Cultural Awareness and Competency Program is designed to bring law enforcement and minority communities together to foster mutual understanding and enhance law enforcement's outreach capabilities by addressing cultural behaviors, sensitivities, stereotypes, and expectations during interactions with minority communities.

Springfield, Vermont

In Spring 2010, CRS facilitated and witnessed the signing of a mediation agreement between faculty representatives of a local high school, student representatives, and representatives of a restorative justice program. CRS was contacted by a representative of the Vermont State Department of Education regarding concerns surrounding the racial and ethnic climate at the school after racist graffiti and a swastika were reportedly found on school property.

Throughout April, CRS conducted pre-mediation and mediation sessions with school district administrators, faculty, students, parents, and Vermont State Department of Education representatives. The parties agreed to formally adopt a program addressing increasing reports

of bullying at the school. Additionally, faculty would familiarize themselves with the services of the Restorative Justice Program in order to make timely referrals to the program. All parties agreed to work cooperatively to improve the climate of the school through parent, teacher, and student conferences, and by creating opportunities for students to have input on the school scheduling committee. The mediation was signed in May 2010.

Warwick, Rhode Island

In June 2010, CRS conducted a Cultural Awareness and Competency Program for court personnel. CRS services were requested in response to increasing racial tension between the predominately Caucasian staff and Hispanic, Asian, and African American users of the court. The tension allegedly stemmed from the combination of the assumption by some court staff that court visitors were there due to criminal offenses along with the pre-existing distrust of law enforcement by some community members. The tension reportedly resulted in arguments between staff and court visitors. Due to the success of the June 2010 program, the court's Administrative Office requested that a second program be conducted to include court law enforcement officials. The second program was conducted in September 2010.

Middleton, Connecticut

In January 2010, CRS conducted a Student Problem Identification and Resolution of Issues Together (SPIRIT) Program and a Cultural Awareness and Competency Program for Residential Life staff at a local university. CRS services were requested following reports that racial and ethnic slurs and graffiti were discovered on campus. The SPIRIT program identified issues of concern and developed solutions to address the conflicts at the university. Over 95 participants attended the program.

REGION 2 – NORTHEAST AND CARIBBEAN

Serving New Jersey, New York, Puerto Rico, and the U.S. Virgin Islands

San Juan, Puerto Rico

In January 2010, CRS served as a moderator during a site visit by the President's Task Force on Puerto Rico. CRS moderated a public session with over 600 participants. CRS' facilitation services helped to obtain significant public input on a variety of issues for senior level cabinet officials from the major agencies comprising the Task Force.

Staten Island, New York

In July 2010, CRS facilitated the Staten Island Hate Crimes Forum alongside the U.S. Attorney's Office for the Eastern District of New York, the New York Police Department (NYPD) Hate Crimes Task Force, and the Staten Island District Attorney's Office. CRS services were requested following a reported string of alleged bias attacks and hate crimes against Mexican and lesbian, gay, bisexual, and transgender (LGBT) community members. The alleged bias incidents included an attack on a 52-year-old Mexican day laborer and an incident in which a gay Hispanic couple was reportedly attacked by 20 youths.

CRS assisted government community leaders in launching the "We ARE Staten Island" public campaign aimed at providing and soliciting information from the community in an effort to identify solutions to the hate incidents in the Port Richmond area of Staten Island. The campaign has resulted in increased youth engagement, education, and community policing. According to the NYPD Hate Crimes Task Force, more victims are expected to come forward due to the increased avenues for reporting alleged hate crimes.

Corozal, Puerto Rico

In April 2010, CRS provided onsite conciliation services as necessary during a vigil with over 300 participants. The vigil was held in response to community tension following the reported death of a transgender woman found stabbed in her home. In June 2010, CRS provided technical assistance to the U.S. Attorney for Puerto Rico for a Hate Crimes Town Hall Forum with over 100 attendees. The forum focused on the hate crimes law in Puerto Rico and concerns surrounding alleged lack of police training and bias crimes reporting as well as the need for an interagency hate crimes advisory board and an anti-hate campaign.

REGION 3 – MID-ATLANTIC

Serving the District of Columbia, Delaware, Maryland, Pennsylvania, Virginia, and West Virginia

Philadelphia, Pennsylvania

In December 2009, CRS conducted a Student Problem Identification and Resolution of Issues Together (SPIRIT) Program at a local high school. CRS services were requested following increased racial tensions between African American and Asian students that resulted in violent altercations and the hospitalization of Asian students. It was reported that the incidents spread to off-campus sites including neighboring city blocks and subway stations.

CRS worked with local agencies, the school district, and local advocacy organizations to end a subsequent boycott of the school by Asian students. Seventy-five students were selected to participate in the SPIRIT Program to help identify issues of concern and seek solutions. After the SPIRIT Program, the high school established a Student Advisory Council comprised of students elected by the SPIRIT participants. The Student Advisory Council and school officials reported their commitment to working collaboratively to improve student relations.

Gettysburg, Pennsylvania

In June 2010, CRS provided self-marshalling training and contingency planning assistance to state and local support organizations and concerned community members in preparation for a peace rally. The rally was organized by community leaders in response to reports that the Aryan Nation, a Neo-Nazi White supremacist group, would hold a First Amendment demonstration at the Gettysburg National Military Park. The training for community members and organizations focused on responding to potentially disruptive participants, how to answer other emergencies, and ways to de-escalate tension levels. CRS monitored and provided on-site conciliation services as necessary during the rally. Both the rally and the demonstration concluded without incident.

Baltimore, Maryland

In July 2010, CRS provided technical assistance to law enforcement officials, city officials, and African American and Latino community leaders in response to community racial tension following reports of a series of five murders of Hondurans, all allegedly by African Americans. CRS assisted in creating a Rumor Control Team comprised of African American and Latino community leaders. The Rumor Control Team is responsible for quelling rumors and tensions stemming from the reported incidents.

REGION 4 – SOUTHEAST

Serving Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee

Newberry, South Carolina

Beginning in July 2010, CRS provided on-site conciliation services as necessary during vigils, rallies, and demonstration marches held in response to community racial tension surrounding the reported dragging death of an African American man. It was reported that in

June 2010, an African American man was allegedly tied to a pick-up truck and dragged over ten miles on a U.S. highway. Racial tension in the African American community heightened, and community members demanded that the perpetrator be charged with a hate crime. Additionally, CRS conducted outreach activity with local ministers, city officials, business leaders, grassroots community leaders, and local law enforcement to organize community forums and dialogues aimed at reducing racial tension.

Columbia, South Carolina

In August 2010, CRS facilitated a work session between Sikh community leaders and local, state, and federal officials in response to increased racial tension following reports that a State government official allegedly referred to another government official, who is of South Asian descent, as a “rag-head.” National Sikh organizations around the country alleged the comment was culturally insensitive and racist. The work session assisted Sikh leaders in prioritizing issues impacting their community, identifying solutions, and listing strategies for implementation. The issues identified were alleged discrimination in the workplace, racial profiling by law enforcement, poor media coverage, bullying in schools, and a general public misunderstanding of Sikh culture. CRS also facilitated a Sikh community forum that included men, women, and youth. Over 160 Sikhs participated in the session.

Fountain Inn, South Carolina

In August 2010, CRS facilitated and witnessed the signing of a Mediation Agreement between African American community leaders and law enforcement officials. CRS services were requested by a local city official in response to heightened tension after the body of an African American man was found hanging in a police department holding cell. Law enforcement alleged the deceased committed suicide by hanging. The African American community alleged the deceased was a victim of a long history of police racial profiling and harassment of African American males. The mediated agreement included the establishment of a Police-Citizen Review Committee. The

Fountain Inn Police Department, with assistance from the Concerned Citizens Committee, agreed on a process for deciding who will serve on the Police-Citizen Review Committee, and CRS witnessed the swearing-in of the first ever Fountain Inn Police-Citizen Review Committee. After the swearing-in, CRS trained the new Police-Citizen Review Committee on best practices.

Miami, Florida

In January 2010, CRS provided technical assistance to local, state, and federal officials during community meetings held to identify issues related to emergency relief and recovery efforts in the aftermath of a reported earthquake in Port-au-Prince, Haiti. CRS facilitated meetings with the Community Relations Miami District Office, U.S. Department of Homeland Security (DHS), U.S. Citizenship and Immigration Services (USCIS), DHS Task Force Southeast Incident Command, and local Haitian community leaders. CRS services were requested in response to community tension surrounding the reported perception by local Haitian community leaders that first responders lacked the cultural sensitivity required to respond to the needs of the local Haitian residents as they prepared to assist their families.

Over 15 local organizational leaders met and formed the Haitian American Relief Task Force to represent the Haitian community and the victims of the earthquake as local, state, and federal government agencies dispatched representatives to assist the community in addressing their priorities. The Haitian community gathered at local churches where faith leaders assisted in diffusing potential racial and ethnic tension related to the setting up of temporary emergency centers for earthquake survivors who had returned from Haiti.

REGION 5 – MIDWEST

Serving Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin

Black River Falls, Wisconsin

In January 2010, CRS helped facilitate and witnessed the signing of a Memorandum of Understanding (MOU) between the Ho-Chunk Nation and the Black River Falls School District. CRS services were requested to help leaders address allegations of racial insensitivity from teachers and administrators and reports of disparate treatment directed toward Native students in school curriculum, programs, and services. CRS was asked to facilitate a dialogue with school district administrators.

The 12-point MOU achieved agreement between the parties on quarterly government-to-government meetings, Title VII and Impact Aid Funding, Native American Cultural Awareness Training, Social Services Intervention for Native students, improving attendance and reducing tardiness, alternative education programs, school bus transportation, sharing student information, school board elections, and tutoring. Media were on hand for the signing, and the parties participated in a joint news conference following the event.

Crandon, Wisconsin

In April 2010, CRS witnessed the signing of a Memorandum of Understanding (MOU) between the Crandon School District, Forest County Potawatomi, and the Sokaogon Chippewa. CRS services were requested to address increasing racial tension in Sokaogon Chippewa and the Forest County Potawatomi communities following the reported expulsion of Native students for fighting. It was reported that the Native tribal communities perceived the expulsion to be racially motivated. CRS worked with the parties to address the alleged racial discord and to bring the parties together to develop a plan to reduce disproportionality in special education for Native students within the school district.

CRS successfully convened eight mediation sessions to assist the parties in reaching consensus in their 39-point agreement. By the end of negotiations, parties reported that disproportionality in special education and expulsion for Native students had been reduced, and trust between the tribes and the school district had improved.

Hammond, Indiana

In June 2010, CRS provided a Responding to Allegations of Racial Profiling training to the Hammond Police Department. The training was requested by concerned citizens and law enforcement officials following residual community tensions in the wake of the burning of an African American youth, allegedly by Caucasian teenagers. Racial tensions reportedly flared upon announcement that only one suspect was being charged. CRS trained the Department's Command Staff in a train-the-trainer format, and the training will be administered to investigators and patrol personnel in roll call.

Chicago, Illinois

In April 2010, CRS facilitated a dialogue with lesbian, gay, bisexual, and transgender (LGBT) community leaders, social service providers, and law enforcement officials. CRS services were requested in response to community tension following reports of anti-gay violence, particularly an incident where a man who was thought to be gay, and a bystander who came to his aid, were attacked on a subway train by three men. Tensions were further exacerbated as community members alleged a lack of police response to the anti-gay violence.

Additional incidents included a gay man who was reportedly attacked outside a bar and an incident where two gay men were attacked at a grocery store and one suffered a concussion. Some community members alleged that the responding officers refused to take a police report from the victims. LGBT community leaders also discussed a series of incidents where gay men and lesbians were allegedly targeted by a police officer for false arrest for driving while under the influence. The LGBT community leaders alleged that these incidents damaged police-community relations in the LGBT community to

the point where alleged victims were afraid to report hate crimes. The CRS-facilitated dialogue was followed by a forum on anti-gay violence that was attended by over 50 law enforcement officers and opening remarks were made by the Chicago Superintendent of Police.

REGION 6 – SOUTHWEST

Serving Arkansas, Louisiana, New Mexico, Oklahoma, and Texas

Dallas, Texas

In May 2010, CRS provided onsite conciliation and mediation services during a Dallas 2010 March for Immigrant Rights. CRS services were requested as a result of racial tension associated with allegations by some community members that current immigration laws promoted racial profiling. Approximately 25,000 Latino and African American individuals hailing from Texas, Louisiana, and California, participated in this march. CRS facilitated communication between protest leaders and law enforcement agencies. Protest organizers marched a mile and a half, which presented challenges related to traffic, business, and the presence of counter-protesters. The rally concluded with no arrests, violence, or incidence of civic disorder.

Fort Worth, Texas

In June 2010, CRS provided technical assistance and monitored a rally between supporters and counter-demonstrators of a film some alleged encouraged violent hate crimes against people on the basis of gender identity. Transgender community members alleged that this movie targeted the transgender community for violence and cast the community in a negative light. Some community members expressed concern that the protest would create an environment where hate crimes could occur. CRS facilitated communications between protest leaders and law enforcement agencies with respect to the protesters'

request to march in front of the theater as patrons arrived for the viewing of the film. Protesters drew chalk outlines on the sidewalk to represent transgender individuals who have been killed. CRS facilitated dialogues and conflict resolution services that allowed all parties to gain a greater understanding about the transgender community and directly contributed to a peaceful and non-violent march. Additionally, CRS conducted shuttle diplomacy between law enforcement and protest leaders in an effort to calm heightened tensions and prevent hate crimes.

Fort Worth, Texas

In February 2010, CRS witnessed the signing of a Mediation Agreement between the Tarrant County Southern Christian Leadership Conference, the National Association for the Advancement of Colored People (NAACP), and the League of United Latino American Citizens (LULAC). CRS services were requested in response to numerous complaints from Latino and African American community members who claimed that, over the years, their race relations issues had been left unresolved by police, city officials, and the school district. CRS held dialogues to discuss their concerns and provided an opportunity for the parties to express their feelings. CRS was able to help gain consensus and establish trust between the parties.

The agreement focused on the parties' willingness to consult and cooperate with each other. The parties agreed to call upon business leaders and government officials to be accountable and accessible to the coalition. Community leaders reported that the organizations need to refocus the community's efforts to build partnerships with the school district and police department.

REGION 7 – CENTRAL

Serving Iowa, Kansas, Missouri, and Nebraska

Kirkwood, Missouri

In January 2010, CRS witnessed the signing of a Mediation Agreement between the City of Kirkwood, Missouri, and a community mediation team selected to represent the interests of the community. CRS services were requested in response to community racial tension following reports that a lone African American gunman reportedly killed five city officials during a city meeting. The incident reportedly triggered racial tension within the community of Kirkwood and the city of St. Louis. The incident and subsequent mediation drew much media attention both locally and nationally.

Topeka, Kansas

In September 2010, it was reported that the Pastor of the Westboro Baptist Church (WBC) in Topeka, Kansas, planned a Quran burning on the anniversary of the terrorist attacks of 9/11. CRS provided Topeka officials, including the police chief, with technical assistance in the event of a large-scale demonstration in response to the threatened Quran burning. The WBC event occurred without further incident, and CRS utilized the opportunity to conduct outreach to the Muslim community in Topeka.

Grand Island, Nebraska

In September 2010, CRS conducted a Student Problem Identification and Resolution of Issues Together (SPIRIT) Program for students, faculty, and staff at a local high school. CRS services were requested in response to community racial tension following reports that a local shooting over the previous weekend reportedly involved Hispanic and Somali students. The shooting also created fears of retribution to be carried out at the senior high school, and parents allegedly complained of an armed police presence in the school. Following CRS services, a

SPIRIT Council was formed.

Omaha, Nebraska

In May 2010, CRS was contacted by the Law Enforcement Coordinating Committee (LECC) Manager, United States Attorney's Office, District of Nebraska. CRS participated in a full-day training titled "Hate Crime and Bias Awareness" in Omaha, Nebraska in July 2010. The Assistant Attorney General, Civil Rights Division, U.S. Department of Justice attended and conducted a working lunch session titled "Department of Justice and Its Response to Hate and Bias Crimes." CRS assisted the Nebraska U.S. Attorney's Office by identifying community organizational leaders to participate at the training. CRS mediators also served as panelists along with Nebraska law enforcement, prosecution, and mediation experts. The Service provided information about CRS' resources, services, and expanded jurisdiction under HCPA. There were 75 participants from community organizations and law enforcement agencies throughout Nebraska.

REGION 8 – ROCKY MOUNTAIN

Serving Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming

Denver, Colorado

In February 2010, CRS responded to an alleged bias-motivated incident targeting students based on race and sexual orientation at a local university. Following extensive media coverage and a community-led protest, CRS services were requested by the university and community leaders. During several meetings, CRS facilitated agreements between community leaders and university administrators, including community outreach initiatives and co-sponsored events.

In May 2010, CRS services were requested by university administrators to design and facilitate a campus community consensus-building process. CRS facilitated

five campus-wide Student Problem Identification and Resolution of Issues Together (Campus SPIRIT) sessions between campus administrators, faculty, staff, students, and external community leaders. The process was widely accepted and produced several sustainable changes on campus, including a permanent Diversity Action Team (DAT), a permanent diversity/equity position, curriculum changes, equity and diversity training, and the creation of an ombudsperson position.

Lander, Wyoming

In August 2010, CRS assisted the U.S. Attorney of Wyoming during the annual Wind River Native American Conference. CRS has previously provided services to the Wind River Reservation and border town communities of Riverton and Lander. A recent court decision in Fremont County ruled that the county commission election process was unconstitutional and mandated a different process. This decision reportedly increased the tension level between the American Indian Community and the border town communities, resulting in several threats and allegations of hate crimes directed toward American Indian community members. There was also a report that police-community relations had broken down. During the conference, CRS facilitated a discussion on possible approaches to resolving conflict and assisted the communities toward better police-community relations.

Freemont County, Wyoming

In April 2010, CRS received reports of the death of a Northern Arapahoe youth whose body was found on the Wind River Indian Reservation. The death was investigated by the Federal Bureau of Investigation (FBI). Past law enforcement and Native American relations in the area have been strained with concerns surrounding allegations of a lack of prosecution of crimes impacting tribal communities and the perceived lack of active investigation of crimes against Native Americans. The Northern Arapahoe tribal attorneys and members of the Northern Arapahoe Tribal Council met with CRS to discuss the current status of racial and community tension on the Wind River Indian Reservation. Officials indicated that community tensions were high with several high-

profile conflicts surfacing in the community.

CRS assessed the tensions and provided conciliation efforts toward reducing the concerns about Reservation crime. CRS also attended a law enforcement orientation session, hosted by the Bureau of Indian Affairs. The infusion of newly assigned law enforcement officers further raised concerns about police responses, culturally inappropriate searches, and detentions. CRS worked with the parties to open the lines of communication in an effort to raise the level of police-community relations.

Alamosa, Colorado

CRS conducted two Student Problem Identification and Resolution of Issues Together (SPIRIT) Programs for students, faculty, and staff at two local high schools. CRS services were requested in response to community racial tension surrounding reports of altercations between Latino and Caucasian students allegedly caused by displays of the confederate flag by some Caucasian students. As a result of CRS' involvement, both schools prioritized critical issues and developed a process for resolution.

REGION 9 – WESTERN

Serving Arizona, California, Guam, Hawaii, and Nevada

Phoenix, Arizona

In April 2010, CRS provided continued on-site technical assistance and conciliation services following the passage of SB 1070 by the Arizona Senate. It was alleged by some Latino community members and other activists that the legislation promoted racial profiling while others believed it could be implemented without racial profiling. The situation triggered an outpouring of protest activity throughout Arizona, particularly in Phoenix, where the state capitol is located. CRS provided community members with technical assistance and conciliation services during the pre-planning stage and through the

active stages of these events. CRS helped to open the lines of communication with law enforcement agencies and community leaders.

In July 2010, CRS provided contingency planning, technical assistance, and on-site conciliation services as necessary to community members during a planned civil disobedience action on July 29, 2010, the effective date of SB 1070. CRS provided a federal presence, along with local law enforcement officials, to procession organizers following reports of threats and violence toward participants. A rift reportedly existed between the community organizing group and law enforcement officials regarding planned arrest procedures. CRS worked with the U.S. Marshal and Federal Protective Services to help maintain peace during the arrest process. Additional services were requested by the U.S. Marshal because of an unanticipated additional arrest.

CRS helped maintain the lines of communication between protest organizers and law enforcement officials to ensure that all parties would be informed of issues and decisions that were made.

Los Angeles, California

In January 2009, Oscar Grant, a young African American male, was reportedly shot and killed by a Bay Area Rapid Transit (BART) police officer in Oakland, California. The incident was recorded on multiple videos and disseminated through the mass media. The incident spurred spontaneous protests in the Bay area that claimed Grant's death was racially motivated and an example of excessive use of force by police.

During the trial, CRS provided on-site conciliation services and technical assistance. As the trial was carried out and jury deliberations were anticipated, CRS assisted municipal officials, law enforcement, and community organizations with preparations and actions to prevent and reduce violence in the event of an unpopular verdict. In addition, CRS provided training in self-marshalling, community patrols, and other tension reduction applications to local entities that kept a presence in the immediate protest area.

Los Angeles, California

In May 2010, CRS provided contingency planning, on-site conciliation, and a federal presence for the May Day March. It was reported that 40,000 to 60,000 participants attended the event. Marchers protested economic and racial discrimination as well as the perception of the mistreatment of Latino immigrants in the United States. It was reported that police-community relations were strained due to allegations of anti-Latino immigrant sentiments. CRS worked with human relations committees from the city, county, and law enforcement on contingency planning.

On the day of the march, CRS monitored potential flash points to ensure that the march remained peaceful and without any major incidents. Counter-protesters were present, but CRS quickly insulated them from the marchers to ensure that their attempts to agitate the crowd would not escalate into violence. CRS worked with law enforcement officials to move counter-protesters to another location.

REGION 10 – NORTHWEST

Serving Alaska, Idaho, Oregon, and Washington

Astoria, Oregon

In November 2009, CRS facilitated a dialogue between the command staff of the local Astoria Coast Guard; the command staff of Coast Guard Region 3 Zone 13; the command staff of Coast Guard (Civil Rights) in Washington, D.C.; the leadership of the cities of Warrenton and Astoria; the Clatsop County Sheriff; the Superintendent of Astoria Public Schools; the Chamber of Commerce of Astoria/Warrenton; the Federal Bureau of Investigation (FBI); and a state senator. The discussion focused on alleged incidents of racial bias toward Coast Guard personnel by some community members in Astoria and Warrenton, the ramifications for the Coast Guard of transferring personnel out of the Astoria Group Airbase due to social climate requests, and ways to eliminate

perceived or actual incidents of bias toward Coast Guard personnel of color.

Seattle, Washington

In March 2010, CRS facilitated a dialogue with the U.S. Attorney and leaders from Muslim and Arab communities to address racial tensions in the Greater Puget Sound area. Muslim and Arab leadership concerns included hate crime incidents, employment, and detention concerns. The U.S. Attorney's Office has an interest in the increase in hate and bias incidents, the tension level in Muslim and Arab communities, and how the U.S. Attorney's Office can assist in the reporting of incidents. The U.S. Attorney's Office is also interested in possible prevention activities and in developing better communication with these communities.

Yelm, Washington

In March 2010, CRS facilitated a dialogue with the Yelm School District administration, American Indian parent leadership, and the Washington State Human Rights Commission. The dialogue focused on perceptions of bullying, name-calling, and harassment of Indian youth by Caucasian youth at Yelm High School.

Portland, Oregon

In September 2010, CRS participated in an educational summit. The summit was held in response to increased incidents of student bullying and harassment, as well as reports of hate crimes committed on the basis of race, color, national origin, religion, sexual orientation, and disability. The summit focused on training and informing administrators and parents of the legal requirements schools must meet in addressing harassment, bullying, and alleged hate crimes. The summit also addressed how to prevent and respond to hate incidents. CRS provided technical assistance to the U.S. Department of Education Office of Civil Rights, the Washington State Superintendent of Public Instruction, and the Equity Assistance Center in preparation for the summit.

CRS IN ACTION



A Congressional delegation and Civil Rights leaders prepare to lead thousands of marchers across the Edmunds Pettus Bridge during the 2010 Selma to Montgomery Commemorative March. In preparation for the march, CRS worked with Capitol Police and trained volunteer marshals for the event.



Rev. Dr. Joseph E. Lowery and Mrs. Lowery participate in the Selma to Montgomery Commemorative March.



CRS Conciliation Specialist Marquez Equalibria and Senior Conciliation Specialist Carol Russo represent CRS on September 14, 2010 through September 16, 2010, at the annual National Native American Law Enforcement Association in Las Vegas, Nevada.

CRS IN ACTION



CRS witnesses the signing of a mediation agreement between the City of Peoria, Illinois and the Peoria Branch of the NAACP.



Local community members and NYPD officers participate in the March Across the Brooklyn Bridge in protest of SB 1070, which community members believe encourages racial profiling and discrimination against Hispanic community members. The March Across the Brooklyn Bridge spanned one mile from Cadman Plaza in Brooklyn, New York, to the CRS Region II office in Manhattan.



CRS in Memphis, Tennessee, facilitating a training of volunteer self marshals in preparation for the commemorative march in recognition of the assassination of Dr. Martin Luther King, Jr.

CRS IN ACTION



On July 7, 2010, in downtown Oakland, California, a protest became violent following a manslaughter verdict against a BART Police Officer, Johannes Mehserle, in the fatal shooting of a young adult African American male, Oscar Grant, on January 1, 2009.



On February 8, 2010 in Fort Worth, TX CRS witnessed the signing of a mediation agreement between the Tarrant County Southern Christian Leadership Council, National Association for the Advancement of Colored People, and the League of United Latino American Citizens. The agreement focuses on the parties' willingness to consult and cooperate with each other to address race relations issues raised by minority community members.



CRS witnesses the signing of a 39-point mediation agreement between the Forest County Potawatomi and Sokaogon Chippewa Nations and the Crandon School District. The agreement eased racial tensions over allegations of racially motivated expulsions, racial discord, and disproportionality in special education for Native students within the school district.

CRS IN ACTION



CRS facilitates the drafting and signing of a 12-point memorandum of understanding between the Ho-Chunk Nation and the Black River Falls School District. The memorandum addressed allegations of racial insensitivity and disparate treatment from teachers and school administrators toward Native students.



Post-signing photograph with mediation team members from the Ho-Chunk Nation and the Black River Falls School District in Black River Falls, Wisconsin.



CRS witnesses a Signing Ceremony between the Minority Parent Coalition and the Harlem School District 122, McChesney Park, Illinois.



CRS witnesses the signing of a mediation agreement between the Forest County Potawatomi and Sokaogon Nations and the Crandon School District.

GLOSSARY OF TERMS

CRS uses the following terms in its publications to describe certain activities.

“Dialogue”

Dialogue is a form of conciliation in which CRS facilitates discussions among a racially and ethnically diverse public that reflects various local agencies, institutions, and community residents. Topics of a dialogue include race, police-community relations, and other issues. Problem-solving activities develop work plans for promoting peace and resolving conflict in neighborhoods and schools.

“Facilitate Communication” or “Open Lines of Communication”

Communities involved in racial disputes, conflicts, disturbances, or violence often have a history of poor communication among parties, which leads to misperceptions of each other’s actions, lack of trust, and avoidance of face-to-face discussion. Communities that may be targeted for hate violence on the basis of actual or perceived race, color, national origin, religion, gender, gender identity, sexual orientation, or disability may express concerns about working with law enforcement. CRS provides conflict resolution services by listening to the issues and concerns of each party and learning from each party about the problem and potential resolutions to the conflict.

As a “third ear,” CRS is able to serve as a liaison for promoting better communities. By reframing and clarifying the issues, CRS can often move parties toward resolving their problems. When the parties listen and understand each other, they may develop resolutions together. These communications may be in person, by telephone, e-mail, or fax, and may occur over a substantial period of time. The fundamental building block to building trust is communication, which reduces tension and establishes important relationships for community stability.

“LEM”

LEM stands for Law Enforcement Mediation. LEM was developed by CRS in conjunction with the California Commission on Peace Officer Standards and Training

(POST). It is a program designed for police officers engaged in community policing activities. LEM assists officers in diverse communities to strengthen their skills in cross-cultural communication, investigation, problem-solving, anger management, and mediation techniques. Benefits of LEM include a reduction of potential violence and improved community relations.

“Mediation”

Mediation consists of structured, formal, face-to-face negotiation. Participation is voluntary, and participants may include city officials, law enforcement officers, and community groups. CRS facilitates discussion between willing parties in order to achieve a documented agreement. Such mediation may result in a signed agreement witnessed by a Community Relations Service mediator. Occasionally, courts will request CRS to mediate a dispute, particularly if it involves community groups and public agencies.

“Monitor Racial Tensions”

CRS monitors racial tensions to ensure they do not escalate and lead to violence. In some circumstances, when parties are not ready to use CRS services, the Service will step back and monitor racial tensions in the community as the parties consider their next course of action. CRS may also monitor community racial tensions after services have been provided to ensure that an agreement or resolution is effective. In addition, CRS may monitor a resolution through face-to-face meetings, e-mails, telephone conversations, or faxes with community leaders, law enforcement, and local officials.

“Provide Conciliation Assistance”

This is a comprehensive term to describe CRS’ conflict resolution and violence prevention services. Conciliation is a process by which CRS facilitates communications between the parties in conflict to reduce the likelihood of violence or disruption.

“Provide a Federal Presence”

CRS deploys staff to be available on location when conflict resolution services may be necessary to resolve or prevent conflict associated with a march, demonstration, or community meeting. As an impartial Federal agency, CRS provides a stabilizing Federal presence when parties are in conflict or in direct physical contact with one another.

CRS staff wear distinctive, official clothing and station themselves at critical locations where parties may interact with one another or where crowd congestion could create tension. This allows parties to recognize CRS staff and call on CRS services. During contentious situations, the mere presence of CRS staff may be enough to prevent intense emotion from developing into violence.

“SPIRIT”

SPIRIT stands for Student Problem Identification and Resolution of Issues Together. It is an innovative program created by CRS that recognizes the value of student participation in solving conflict. SPIRIT brings together students, administrators, teachers, and parents to identify issues that are perpetuating conflict, and to develop solutions. As part of the program, school staff identify student leaders to help guide the program. Since its inception, SPIRIT has been conducted in hundreds of schools across the country, and has been integral in preventing violence and conflict in areas with changing demographic populations.

The City-Student Problem Identification and Resolution of Issues Together (City-SPIRIT) Program relies on the accomplishments of the SPIRIT initiative as a model. Unlike the normal SPIRIT program that focuses on educational institutions, City-SPIRIT involves civic leaders and local government officials who form a cadre of concerned citizens from all levels and backgrounds of society. It is an inclusive and participatory effort to improve race relations community-wide.

“Technical Assistance”

Because of CRS’ long history and experience in resolving racial conflict, the Service is often requested to provide expert materials, information, and experience to help communities resolve conflict and prevent violence. In some cases, CRS will provide expert technical advice to help overcome a major barrier to resolving a dispute. For example, CRS might provide technical insight on the structure and function of a Human Relations Commission. This kind of intervention can help address police, community, or school conflicts.

“Training”

Training is provided by CRS in response to an existing conflict to help State, local, and Tribal governments and

communities create an immediate capacity to address racial conflict and prevent violent hate crimes on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability. Whenever necessary, CRS seeks to strengthen community capacity to address local disputes, improve communication, and prevent violent hate crimes by providing training.

FREQUENTLY ASKED QUESTIONS

What is the U.S. Department of Justice’s Community Relations Service?

The Community Relations Service (CRS) is a Congressionally mandated Federal agency that assists communities by helping to resolve conflicts based on race, color, and national origin. Under the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act, CRS also works with communities to employ strategies to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability. Trained Federal mediators provide services to local officials and community leaders on a voluntary and cost-free basis. Types of assistance available from CRS include mediation of disputes and conflicts, training in cultural competence, conflict resolution skills, technical assistance, and facilitation in developing strategies to prevent and resolve conflicts.

What is CRS’ jurisdiction?

Pursuant to provisions in Title X of the Civil Rights Act of 1964, CRS provides its services to local communities when there are community-wide conflicts, tension, or violence stemming from racial or ethnic issues. With the passage of the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act in 2009, CRS may also provide its services to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability.

FREQUENTLY ASKED QUESTIONS

Where does CRS work?

CRS works in all 50 States and territories, and in communities large and small: rural, suburban, and urban. Much of CRS' work comes from requests by local law enforcement officials, school administrators, government officials, community leaders, and other local and State authorities. Parties request CRS' assistance where neutral mediators are needed to help calm tensions, prevent violence, and facilitate communication.

Who provides CRS services?

Trained impartial CRS conflict resolution mediators, known as Conciliation Specialists, are based in ten regional and four field offices across the country and are available on a 24-hour basis. They follow established and standardized procedures in their work. In each incident, CRS first assesses the situation by determining what racial, ethnic, and cultural origin tensions or issues may be present in a community. This often includes meeting face-to-face with the affected parties. After gaining an in-depth understanding of the situation, CRS will determine action necessary to help resolve the conflict and prevent violence from occurring.

When are CRS services appropriate?

CRS' work often involves situations of racial conflict or violence involving police-community relations, hate incidents, cultural awareness needs, and perceptions of disparate treatment or discrimination based on race, color, or national origin. CRS also works with communities to employ strategies to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability. The most intense casework tends to involve police excessive use of force, major demonstrations and counter-demonstrations, major school disruptions, and hate incident activity.

Can a community refuse CRS services?

CRS provides its services at the request of local officials or community leaders. Communities may decline CRS services at any time.

Why are Federal CRS mediators a good choice to resolve community racial conflict?

Since CRS mediators are federally funded, they are able to ensure their impartiality in helping to resolve conflicts on Federal, State, and local levels. CRS is a component of the Justice Department's mission to help State and local governments prevent community violence and promote public safety.

Why is CRS located in the Justice Department?

CRS is not a law enforcement agency, nor does CRS prosecute or investigate issues. CRS' purpose is to represent the Department of Justice in one of its most important missions — providing assistance and support to Federal, State, and local authorities in their efforts to prevent violence and resolve conflicts based on race, color, and national origin. As representatives of the U.S. Department of Justice, CRS mediators have the credibility and trust to work effectively with people on all sides of the conflict. CRS is not part of the Civil Rights Division, but is an independent agency within the Department of Justice.

How does CRS know if it has been successful?

The level of satisfaction among the recipients of CRS services is the best indication of whether CRS has been successful. Whenever possible, CRS will contact local officials to review the status of agreements, programs, and community-wide tension or conflict. An internal reporting system registers outcomes and accomplishments for each CRS case activity.

CRS OFFICES

National Headquarters

Community Relations Service
U.S. Department of Justice
600 E Street, NW, Suite 6000
Washington, DC 20530
202/305-2935
202/305-3009 FAX
www.justice.gov/crs

Region 1

(Serving: CT, MA, ME, NH, RI, VT)

Community Relations Service
U.S. Department of Justice
408 Atlantic Avenue, Suite 222
Boston, MA 02110
617/424-5715
617/424-5727 FAX

Region 2

(Serving: NJ, NY, Puerto Rico, U.S. Virgin Islands)

Community Relations Service
U.S. Department of Justice
26 Federal Plaza, Suite 36-118
New York, NY 10278
212/264-0700
212/264-2143 FAX

Region 3

(Serving: DC, DE, MD, PA, VA, WV)

Community Relations Service
U.S. Department of Justice
200 Second and Chestnut Streets, Suite 208
Philadelphia, PA 19106
215/597-2344
215/597-9148 FAX

Region 4

(Serving: AL, FL, GA, KY, MS, NC, SC, TN)

Community Relations Service
U.S. Department of Justice
75 Piedmont Avenue, NE, Suite 900
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404/331-6883
404/331-4471 FAX

Region 4 Field Office

Community Relations Service
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51 SW First Avenue, Suite 624
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305/536-6778 FAX

Region 5

(Serving: IL, IN, MI, MN, OH, WI)

Community Relations Service
U.S. Department of Justice
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Region 5 Field Office

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CRS OFFICES

Region 6*(Serving: AR, LA, NM, OK, TX)*

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Region 7*(Serving: IA, KS, MO, NE)*

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Region 8*(Serving: CO, MT, ND, SD, UT, WY)*

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Region 9*(Serving: AZ, CA, GU, HI, NV)*

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Region 9 Field Office

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Region 10*(Serving: AK, ID, OR, WA)*

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