

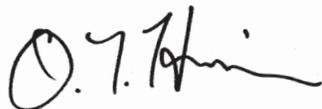
## Transmittal Letter to Congress

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 2007. This report is required by Section 100 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,



Ondray T. Harris  
Director



# America's Peacemaker

Community Relations Service

U.S. Department of Justice



Annual Report Fiscal Year 2007

[www.usdoj.gov/crs](http://www.usdoj.gov/crs)



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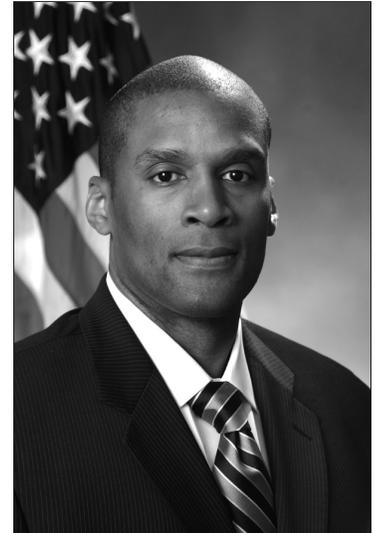
## FUNCTIONS OF THE SERVICE

“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)



It is my honor to submit to the Congress of the United States of America the U.S. Department of Justice's Community Relations Service (CRS) Annual Report for Fiscal Year 2007.

The Community Relations Service responded to hundreds of conflicts based on race, color, or national origin in American communities in 2007. Community racial conflict came to the forefront of national attention in the aftermath of a noose incident in August 2006 and subsequent student confrontations in Jena, Louisiana, that resulted in arrests and charges against six Black students. National civil rights leaders mobilized public attention to the incident climaxing in a rally and a march with an estimated 20,000 participants in the small, rural community of Jena on September 20, 2007. As a result of the highly publicized event, news media reporting of school racial incidents across the country increased dramatically. Public awareness and reporting of incidents provide a greater opportunity for CRS to offer services to address community racial tensions in schools across America.



The work that CRS has done this fiscal year, and our work yet to come, will continue to assist communities in addressing race, color, and national origin based conflicts as they occur. CRS works with communities to enhance their abilities to develop mechanisms, with their particular needs as first and foremost, such as human relations commissions, community/police advisory boards, and other self-sustaining partnerships which assist in decreasing tensions in communities. The goal of the Community Relations Service is to help communities prevent conflict from occurring and to equip communities to manage conflicts should they occur in the future.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "O. T. Harris".

Ondray T. Harris  
Director



## SUMMARY OF FISCAL YEAR 2007 HIGHLIGHTS AND ACCOMPLISHMENTS

### Overview of CRS Activities

In Fiscal Year 2007, CRS was called upon by Federal, State, and local community leaders and government officials to address conflicts based on race, color, and national origin. 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, including African Americans, Hispanic Americans, Asian Americans, Muslim Americans, Sikh Americans, 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 are administration of justice, education, and general community relations.

### Administration of Justice

In Fiscal Year 2007, the largest numbers of administration of justice cases resulted from police-community relations conflicts, allegations of bias-based policing and racial profiling, conflicts 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 services to law enforcement included the following cases described in this report which are representative of the Service's work.

In Fiscal Year 2007, CRS entered into an agreement with the Transportation Security Administration at Logan International Airport in Boston, Massachusetts, to conduct monthly Arab, Muslim, and Sikh cultural

sensitivity training. In Fiscal Year 2007, CRS also provided Arab, Muslim, and Sikh cultural awareness and sensitivity training for more than 1,500 police officers from the Boston Police Department following a successful pilot training program in September 2006. In February 2007, CRS facilitated a dialogue in Aurora, Colorado, between community representatives and city and police officials to improve police-community relations following complaints about police services. In March 2007, CRS mediation resulted in a signed agreement between African American and Hispanic American community leaders and city officials in Aurora, Illinois, resulting in a number of initiatives to improve police-community relations. In May 2007, CRS conducted an Arab, Muslim, and Sikh cultural awareness program sponsored by the city of Des Moines, Iowa. In March 2007, CRS provided contingency planning assistance in Missouri to Columbia-area law enforcement officers in preparation for a march against alleged hate crimes.

### Education

In Fiscal Year 2007, most education cases resulted from student racial conflicts in schools—primarily middle schools and high schools. There were also significant conflicts over disparities in treatment or educational opportunities based on race, color, or national origin. While there were less hate or bias-motivated incidents in schools and on college and university campuses than other kinds of cases, some of these received significant media attention and raised community-wide tensions. A racial incident in the small, rural community of Jena, Louisiana, became the number one news story a year later when national civil rights leaders conducted a rally and march in support of six Black students of Jena High School. The reports of the national media on racial issues stemming from the Jena incident resulted in increased CRS education cases.

CRS provided conflict-resolution and mediation services to address community conflicts at schools and universities. CRS services to schools included the following cases described in this report which are representative of the

Service's work.

In June 2007, CRS mediated an agreement in Crowley, Texas, resolving complaints of African American parents of racial discrimination by White teachers and administrators. Between April 2006 and June 2007, CRS mediated Navajo and White student diversity issues between the Page Unified School District and the Dine Committee for Equal Education in Page, Arizona. In Duval County, Florida, CRS facilitated a Student Problem Identification and Resolution of Issues Together (SPIRIT) Program to improve school race relations in the aftermath of several altercations between students in which race was alleged to be a factor. In Frederick, Maryland, CRS facilitated a SPIRIT Program to address racial issues following interracial fights and vandalism at a local high school. In December 2006, CRS provided conciliation services in Pennsylvania to the Dauphin County Technical School to address racial tensions stemming from internet chat room comments and text messages between students. These exchanges escalated from rumors and racial innuendos to threats of violence that resulted in more than 300 students staying home from school.

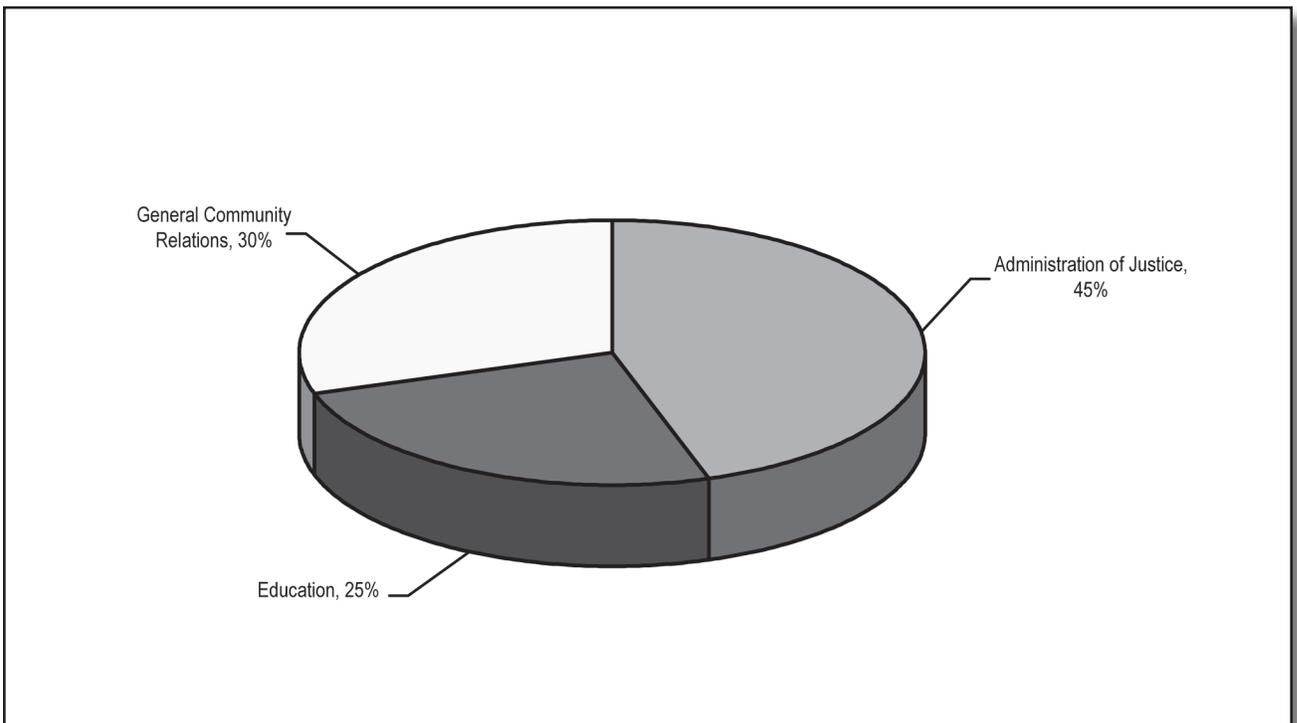
In Greeley, Colorado, CRS facilitated community dialogues at the University of Northern Colorado as part of a campus-wide diversity initiative that began in the fall of 2006. In Baltimore, Maryland, CRS mediated a 27-point campus plan to improve racial tolerance at Johns Hopkins University following an October 2006 off-campus fraternity "Halloween in the Hood" party that featured a theme using racial stereotypes.

## General Community Relations

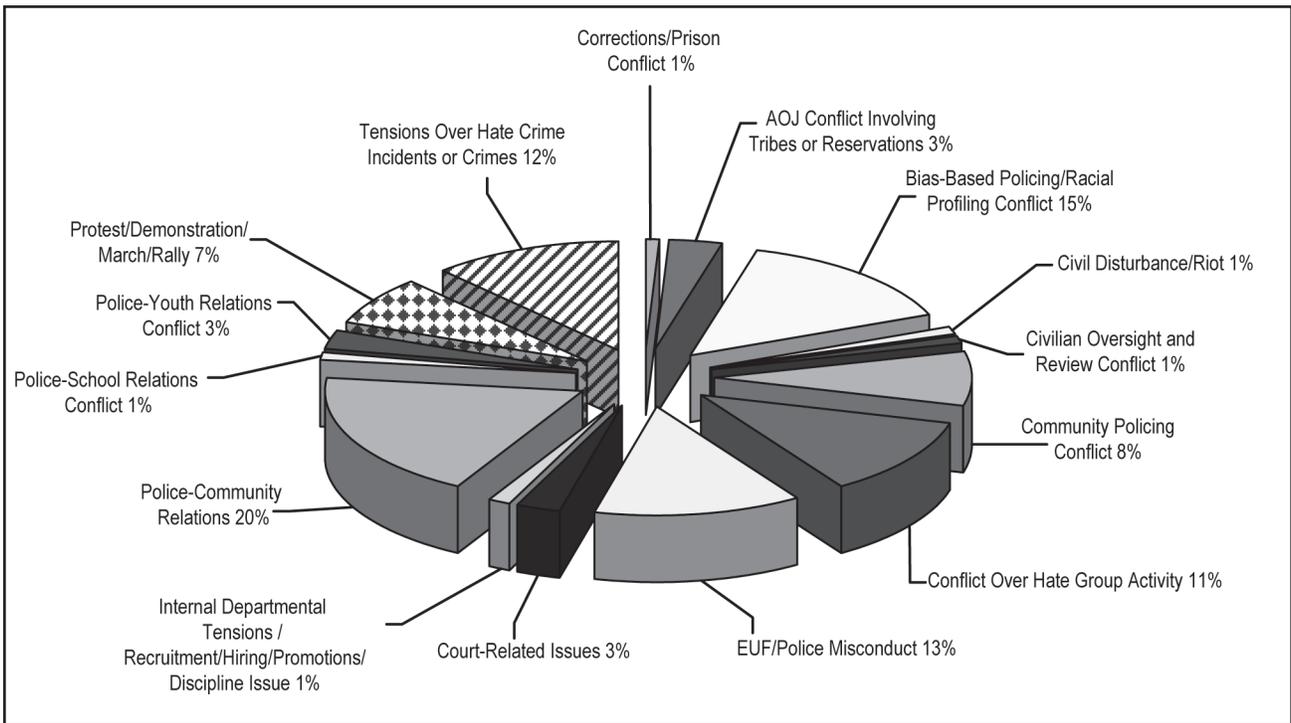
In Fiscal Year 2007, the largest number of CRS cases resulted from conflicts arising from demographic changes, conflicts resulting from immigration, and conflicts over disparities of and access to public services. CRS services in the area of general community relations included the following cases described in this report which are representative of the Service's work. Often these cases emerge 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 Native Americans and the communities bordering Native American reservations.

CRS conducted training for personnel with the U.S. Department of Homeland Security's Transportation Security Administration to reduce conflicts between security officers and travelers during transportation security screening. CRS responded to a number of community disputes involving Muslims, Sikhs, and Somali immigrants. In November 2006, CRS provided technical assistance to help community leaders and government officials in Lakewood, New Jersey, form a multi-racial, multi-ethnic crisis response team in the aftermath of an alleged June 2006 altercation between a Jewish male and an African American student. In the fall of 2006, following an alleged attack by a group of Jewish teenagers on a Pakistani male in Brooklyn, New York, CRS facilitated discussions between the Pakistani, Muslim, and Jewish communities to help mend relationships. In September 2007, CRS conducted a city-sponsored dialogue on culture and ethnicity in Des Moines, Iowa, to open communications between police, fire and emergency medical technicians and the ethnically diverse community. On May 1, 2007, a CRS interregional team provided conciliation services and contingency planning for issues of racial tensions stemming from a major immigration demonstration in downtown Los Angeles, California.

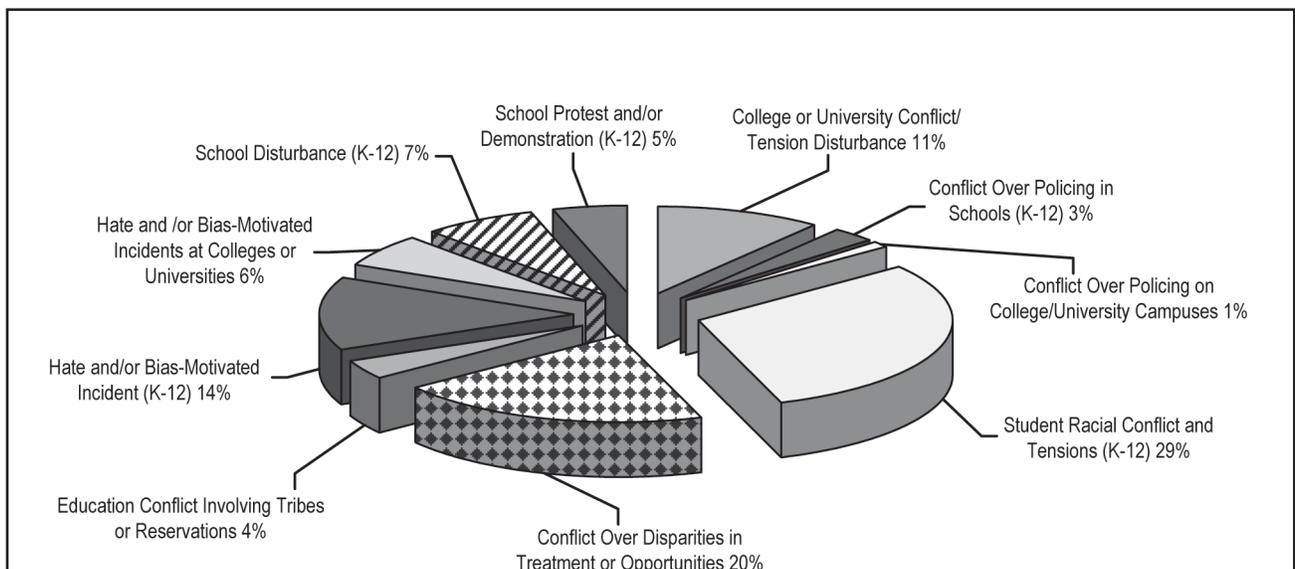
## MAJOR ISSUES IN CRS CASEWORK FISCAL YEAR 2007



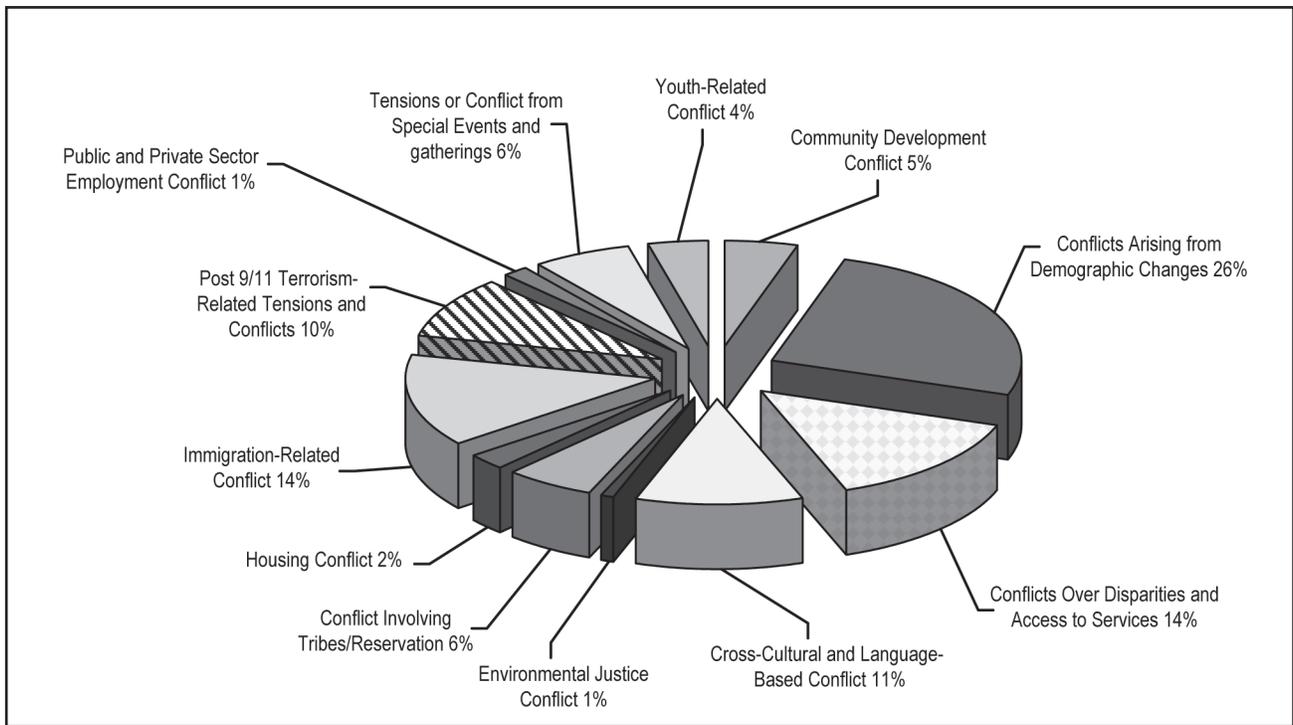
# ADMINISTRATION OF JUSTICE



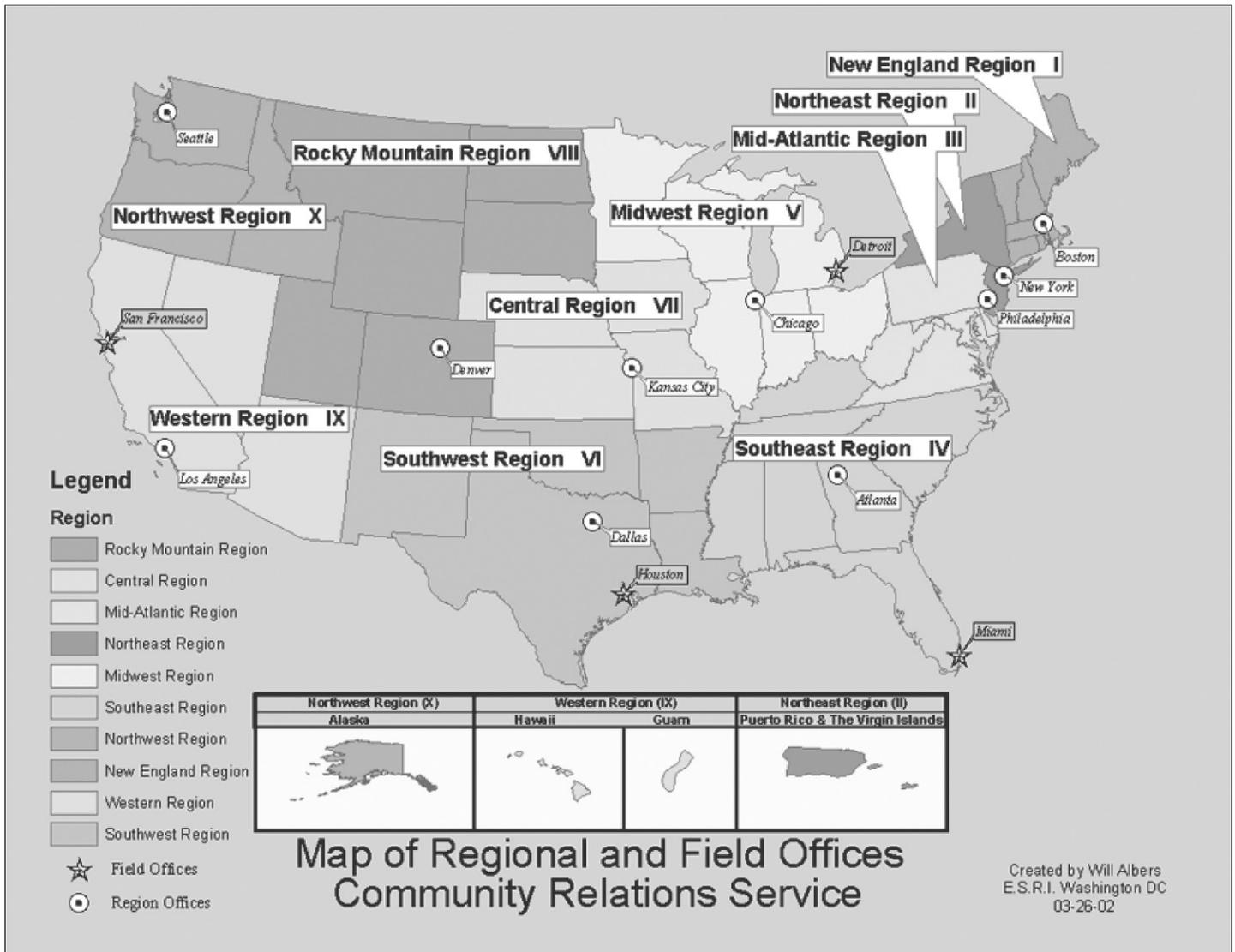
# EDUCATION



# GENERAL COMMUNITY RELATIONS



# MAP OF CRS REGIONAL OFFICES AND SERVICE AREAS





On April 20, 2007, Dr. Guy Bailey, Chancellor of the University of Missouri at Kansas City (seated on the left) and Ms. Anita Russell, President of the Kansas City Branch of the NAACP, signed a Memorandum of Understanding (MOU) resolving issues of hiring and retention of Black faculty, funding of an African studies program, and support for Black staff and students in undergraduate and graduate programs. CRS Senior Conciliation Specialist Bill Whitcomb (seated on the right), who witnessed the MOU, facilitated discussions over a period of many months resulting in the mediation agreement. (Photo: Kristen E. Hellstrom, UMKC)



CRS Senior Conciliation Specialist Timothy Johnson conducts a Student Problem Identification and Resolution of Issues Together (SPIRIT) Program at Thomas W. Pyle Middle School in Bethesda, Maryland. (Photo: CRS)

## REGIONAL REPORTS

### REGION 1 – NEW ENGLAND

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

##### *Hanover, New Hampshire*

On November 30, 2006, *The Daily Telegraph* in Nashua, New Hampshire, reported on a conflict at Dartmouth College involving Native Americans. *The Dartmouth Review*, an independent college newspaper, had published a front-page picture of an Indian warrior brandishing a scalp with the headline, “The Natives are Getting Restless.” The article ridiculed the Native American students’ complaints about a string of incidents they perceived as racist. Campus rallies were held in support of the Native American students. Dartmouth College was originally founded in 1769 as a school for Native Americans. However, the college graduated fewer than 20 American Indians in its first 200 years. Over the past 30 years, the college has made a concerted effort to recruit American Indians and today has the largest percentage (3%) of any Ivy League College.

On February 5 and March 20, 2007, CRS met with representatives of minority student organizations and campus security personnel to address Native American students’ complaints and campus racial tension. CRS conducted a program for students and campus security to improve their cultural awareness and understanding.

##### *Southwest Harbor, Maine*

On April 9, 2007, CRS was contacted by the U.S. Coast Guard in South Portland, Maine, to request assistance after a series of reported racial incidents directed at personnel in South West Harbor, Maine, a small sea coast community in Northern Maine. The Coast Guard runs sea rescue stations along the Maine coast with 100 personnel assigned to the station at South West Harbor, Maine. African American Coast Guard personnel reported being targets of racial slurs in town. One African

American was allegedly accosted by four White males while shopping in a local store. Together, these incidents raised concern within the Coast Guard about the racial climate in Maine.

On May 8, 2007, CRS facilitated a dialogue between U.S. Coast Guard personnel and town officials in the South West Harbor area, to discuss concerns and possible resolutions to complaints of racial slurs and alleged assaults against minorities in the Coast Guard. As a result, the parties pledged to work cooperatively to prevent further incidents and devised a protocol should future issues arise.

##### *Boston, Massachusetts*

In FY 2007, CRS entered into an agreement with the Transportation Security Administration (TSA) at Logan International Airport to conduct monthly Arab, Muslim, and Sikh (AMS) cultural sensitivity training until all personnel had completed the program. In the November 2007 training in FY 2008, senior management executives from TSA are expected to observe the training and consider offering it to TSA personnel assigned to other areas of the country.

##### *Boston, Massachusetts*

At the request of the Boston Police Department, CRS conducted a pilot in-service program for uniformed personnel on Arab, Muslim, and Sikh (AMS) cultural sensitivity from September 11, 2006, through September 25, 2006. The training was provided to uniformed police personnel to reduce potential misunderstandings and conflicts related to a lack of knowledge of the religious and cultural practices of Arabs, Muslims, and Sikhs.

As a result of the successful pilot program, CRS entered into an agreement with the Boston Police Department to conduct Arab, Muslim, and Sikh cultural awareness training at the Boston Police Academy each Monday for nine months beginning October 2, 2006, to allow all department personnel to participate in the program. At the conclusion of the training on June 18, 2007, 1,506 officers had participated in the program.

### ***Nashua, New Hampshire***

On October 18, 2006, members of the Mayor's Ethnic Awareness Committee (EAC) in Nashua, New Hampshire, contacted CRS to request assistance in conducting a city-wide dialogue. CRS had previously discussed such a dialogue with city officials, but further plans were never pursued. Nashua had been a predominately White, homogenous community, but recent immigration patterns and migration from Boston brought an influx of Asian Americans, Hispanics, and African Americans. The rapid change in demographics has created some racial and ethnic tensions in the community, especially in the schools.

In March 2007, in close cooperation with the Mayor's Committee on Ethnic Relations, CRS conducted a city-wide dialogue on the "Changing Face of Nashua." On March 18, 2007, CRS facilitated a meeting at the Nashua Boys and Girls Club for the presentation of reports and action plans to the mayor by representatives from the various small group sessions of the community-dialogues. Presenters represented a cross-section of the community from African American, Caucasian, Brazilian, Latino, French Canadian, and Indian residents. CRS offered technical assistance to the Mayor's Ethnic Awareness Committee to implement the proposals which resulted from the city-wide dialogue.

### ***Ansonia, Connecticut***

In November and December 2006, CRS received complaints from a community organization in Ansonia, Connecticut, about the displacement of 165-mostly African American and Latino- families living in a public housing area that the city planned to redevelop. Concerns were also raised about the community allegedly being described by officials as a "high crime area," despite the number of uniformed police officers. The community complained that no community representative was invited to participate in planning meetings for the area.

On June 20 and 21, 2007, CRS brought the City of Ansonia and the NAACP together to discuss these issues. Proposed suggestions from the community included better minority representation on various boards and commissions, developing a mechanism to inform minority

leaders of allegations of racial incidents or allegations of police misconduct of a racial nature, and the establishment of a Mayor's Task Force. The Task Force would promote appreciation of ethnic diversity, facilitate communication between the ethnic community and city government, and work to bridge racial and ethnic differences through cultural programs and education. The parties worked through some challenging issues and signed a mediation agreement at the end of the session. The mediated agreement provided a framework for the resolution of present and future issues and established benchmarks for the parties to review their progress.

### ***New England***

On February 1, 2007, the Regional Supervisor for Immigration and Customs Enforcement (ICE), U.S. Department of Homeland Security in Boston, Massachusetts, requested Arab, Muslim, and Sikh Cultural Diversity Training for all of its employees assigned to field offices in Portland, Maine; Manchester, New Hampshire; Burlington, Vermont; Providence, Rhode Island; and Hartford, Connecticut. CRS, in conjunction with approved trainers from the Arab, Muslim, and Sikh communities, conducted the training in Boston on April 18, 2007, for nearly 100 participants, including representatives from the ATF, the Massachusetts State Police, local Chiefs of Police, and the Federal Protective Service.

### ***Lincoln, Rhode Island***

The Governor's Task Force on Hate and Bias and the Rhode Island Attorney General requested that CRS provide hate crimes training for law enforcement officers in the State of Rhode Island. A Rhode Island State Senator recently used concern about incidents with racial overtones occurring in several Rhode Island communities. These alleged hate crimes and incidents included a wide range of victims, including African Americans, Latinos, Asians, Arab/Muslims, Jews, and Sikhs. According to the State Senator, many incidents were believed to have gone unreported. On November 28, 2006, CRS presented the Hate Crimes Training program to new police recruits at the Municipal Police Training Academy in Lincoln in collaboration with the Rhode Island Attorney General's Office and the Rhode Island Commission on Prejudice

and Bias. The training stressed the importance of recognizing and reporting hate crimes, being sensitive to the alleged victims, and addressing community concerns in the aftermath of alleged hate incidents.

### ***Hartford, Connecticut***

In January 2007, African American students attending the University of Connecticut's School of Law complained of racially insensitive activities at the school. On January 20, 2007, an off-campus "Bullets and Bubbly" theme party was held in a private home for 75 people. Participants were dressed in "hip-hop" clothes and the party's advertisements touted 40-ounce bottles of malt liquor, an action viewed as perpetuating stereotypes. The party was attended by a number of law students, including many White student leaders. Later, photos of the party were posted on the internet website *Facebook*, depicting partygoers wearing do-rags, muscle shirts, hoodies, and necklaces with gold medallions. Minority students and others, including law school administrators, viewed the party's theme as being "racially insensitive."

On March 28 and 29, 2007, CRS assessed racial tensions at the law school through meetings with representatives of several student organizations who shared concerns about the off-campus theme party and the effect it had on the law school's climate. The January party had become widely known and resulted in student concerns about the campus racial climate. School administrators took steps to reduce some of the tension and anxiety among the students, faculty, and staff of the law school. At the request of law school administrators, CRS provided technical assistance to assist them with specific goals and programs to increase student diversity and to foster greater cultural and racial understanding among students and faculty. CRS' influence led the law school to later take more specific steps to address campus racial issues. In May 2007, the faculty was provided with diversity training led by a private consultant. By August 2007, the law school had created a diversity committee composed of faculty, students, and staff and had established a diversity coordinator position.

## **REGION 2 – NORTHEAST AND CARIBBEAN**

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

#### ***Queens, New York***

On November 25, 2006, three undercover New York Police Department detectives and two officers were involved in a use of deadly force incident outside a strip club in Queens, New York. Fifty shots were fired by New York Police officers. Three young men, two African American and one Hispanic, finishing "bachelor night" entertainment, were hit by gunfire. The groom-to-be was killed in the shooting. There was significant community reaction to this incident, including protests, marches, and demonstrations. CRS provided contingency planning assistance, self-marshall training, and onsite conciliation for these events. CRS met with clergy and encouraged convening several town hall meetings in the Jamaica area of Queens to reduce community tensions. CRS attended these town hall meetings and community forums to provide onsite conciliation services as needed.

Through CRS' work in the community, the causes of escalating tensions were identified. CRS convened an emergency meeting with the U.S. Attorney's Office for the Eastern District of New York and the FBI to provide information at the request of the community about the reasons for increasing calls for federal intervention. On March 19, 2007, the Grand Jury announced an indictment of the officers involved in the shooting.

#### ***Newburgh, New York***

On October 30, 2006, an African American youth was shot and killed by a Newburgh police officer. The youth was the son of a well known community activist. According to news reports, when a police officer attempted to stop the car the youth was driving, he jumped from the car and fired shots at the officer. Another officer who responded to the scene witnessed the youth with a gun, who then fired at him as well. The second officer

returned fire, killing the youth. To diffuse the immediate community tensions and prevent further escalation into possible community violence, CRS convened a series of meetings with the government officials and law enforcement, as well as African American religious and community leaders. With CRS assistance, the parties developed a working group to address issues of concern with the community, the police and the city. CRS also communicated with Black clergy in Newburgh, New York, about street crime issues in the African American community and the alleged negative relationship between the African American community and the Newburgh police department. Law enforcement pledged to work with the pastors to improve and enhance relationships and increase outreach towards minority youth. All involved have indicated to CRS the need for additional CRS assistance to develop more capacity to engage in police-community relations dialogues and reduce police-community tensions.

### ***Brooklyn, New York***

On October 31, 2006, a Pakistani American man was allegedly attacked by a group of White Jewish teenagers with brass knuckles in the Midwood section of Brooklyn, New York. The man alleged that the youths uttered racial epithets, called him a Muslim terrorist, and shouted at him to get out of the country. The victim required reconstructive facial surgery following the incident. Investigators and prosecutors labeled the incident as a hate crime. Five arrests were made by the Brooklyn District Attorney's office. CRS was present at press events sponsored by Pakistani and Muslim organizations to provide conciliation and contingency assistance in the event of "backlash" protests by anti-Arab or anti-Muslim demonstrators. CRS also facilitated discussions between Jewish and Pakistani leaders in the community in an effort to mend relationships between the Muslim and the White Jewish communities. CRS assisted the Council of Peoples' Organization and the "We Are All Brooklyn" organization, in creating the Brooklyn Hate Crimes Coalition to alleviate tension in the Midwood section of Brooklyn. In an effort to reduce community racial tensions, CRS facilitated a meeting for the Pakistani, Arab, and Muslim communities to brief them on the investigatory and legal procedures and steps that occur when an alleged

hate crime is committed. A representative from the Community Relations Division of the Brooklyn District Attorney's office provided the briefing, which opened up lines of communication between the three communities in Queens, the District Attorney's office, the Pakistani community, and the Jewish community.

### ***Lakewood, New Jersey***

In Lakewood, New Jersey, CRS provided technical assistance to local leaders in the development of a multi-racial, multi-ethnic crisis response team following a physical altercation between a White Jewish male and an African American student on June 7, 2006. Existing tensions are a result of ongoing perceptions of disparate treatment regarding community services in the areas of education, real estate, and employment.

In November 2006, as a result of CRS work with representative community leaders, interfaith religious leaders, the police department, and local elected officials, the parties agreed to form a crisis response team (CRT). The CRT will establish rumor control mechanisms and intervene to prevent escalation of community tension or civil unrest. The CRT will give equal opportunity to community residents to voice concerns after racially charged incidents.

### ***Mahwah, New Jersey***

On January 19, 2007, CRS was contacted by the New Jersey Attorney General's Office, Division of Criminal Justice, to request CRS contingency planning assistance for addressing potential community tension that could have developed when grand jury findings were announced in the fatal shooting of a Lenape-Ramapough Native American man by an officer of the New Jersey State Park Service. The Native American community had been extremely vocal and angry since the police shooting

occurred. Native Americans alleged a history of police harassment and judicial discrimination, exacerbating poor police-American Indian community relations and significantly escalating local racial tension. During the week of January 29, 2007, CRS met with the New Jersey Attorney General's Office to begin contingency planning. CRS worked closely with the Bergen County prosecutor's office, local police jurisdictions and tribal

officials in planning for the roll out and implementation of contingency plans.

On the morning of March 27, 2007, the day of the grand jury announcement, CRS contacted the appropriate police jurisdictions to review the contingency plans that had been incorporated into the roll out plan. CRS also contacted the law enforcement liaison to the tribe to prepare to use CRS-trained tribal self-marshals, in the event there was no finding. All appropriate officials and entities were prepared and poised for the announcement, as a means to prevent or reduce significant potential escalation of community racial tension. CRS attended the announcement of the grand jury finding. The state park police officer involved in the shooting was indicted for manslaughter. CRS, along with the County Prosecutor, spoke directly with tribal officials and the deceased man's family attorney. CRS spoke with the law enforcement tribal liaison regarding the bill of finding. Later, CRS attended the public press briefing announcing the finding in order to monitor and assess community racial tensions, to determine if contingency plans needed to be implemented, and to assess whether CRS onsite conciliation services would be needed.

### ***Ithaca, New York***

On May 22, 2007, CRS learned that a group of community organizers, educators and parents in Ithaca, New York, held a "Call to Action" rally prior to the Ithaca City School District Board of Education meeting to bring attention to alleged racial equity and discrimination. The rally stemmed from a racial incident at the local high school in which an African American student was allegedly harassed and targeted with racial slurs. Exacerbating tensions was an April 2007 report from the New York State Division of Human Rights which determined that there was probable cause to believe the school district engaged in unlawful discrimination. CRS responded to community concerns and convened pre-mediation sessions with the superintendent of Ithaca schools and the African American community. The pre-mediation sessions clearly identified community concerns and interests, which enabled CRS to proceed with mediated dialogue. As a result of the June 25, 2007, mediated dialogue, the parties developed areas of agreement and established

collaborative action steps, a model for a sustainable working relationship, and a plan to increase the exchange of information between the African American community and the school district.

### ***New York, New York***

On October 3, 2006, CRS learned of a town hall meeting scheduled by the President of Pace University in New York City to discuss an incident at the university in which a Qu'ran, a sacred text of Islam, was found in the toilet of a men's restroom on campus. Muslim students were fearful and concerned about the incident, as their community alleged that it continues to experience backlash from the events of September 11, 2001. Shortly after this incident, another Qu'ran was found in the toilet in a campus men's restroom. The New York Police Department (NYPD) Hate Crimes Task Force investigation determined that both incidents were Hate Crimes. CRS coordinated exchange of information between police, Muslim and Arab student groups, and civil rights advocacy organizations. This served to reduce student and community concerns that the university was minimizing the significance of the incidents. With CRS' assistance, the university actively engaged in discussion with their Muslim and Arab student associations and the Council for American-Islamic Relations. The discussion centered on options for training and strategies to help prevent similar incidents. CRS led capacity-building workshops and provided technical assistance to the Pace University President's Council. In cooperation with the NYPD, CRS also presented the CRS Hate Crimes Training Program to all campus security personnel.

### ***Albany, New York***

On April 3, 2007, CRS received a request for assistance from the FBI Office in Albany, New York. On March 8, 2007, two Muslim men, an imam, and a local pizza shop owner, had been sentenced to 15 years in prison for their earlier conviction on multiple counts of money laundering and material support to foreign terrorists.

Muslim leaders in Albany had been unresponsive to FBI outreach efforts. The FBI was concerned about the potential for disintegrating FBI-community relations, which could hinder ongoing and future investigations. The sentencing represented a flashpoint that could negatively affect Federal law enforcement community relations. In addition, local civil rights advocates were protesting in front of the Albany FBI Office. CRS met with Muslim community leaders to learn more about community perceptions of the arrest and conviction.

As a result of the meeting, a two-step process to improve community relations was proposed. The first step called for the formation of a community forum for discussion among local, State and Federal law enforcement, including civil rights defense organizations. The second step called for a CRS-facilitated meeting between Albany area Muslim community leaders and the FBI to mend FBI-Muslim community relations. The FBI agreed to participate at an early June 2007 community forum and any future area-wide Mosque community leadership meetings. Participants from this community forum included the local imam and the United States Attorney for the Northern District of New York.

### ***Buffalo, New York***

On July 20, 2007, CRS received a request for an Arab, Muslim, Sikh (AMS) Cultural Diversity Training from the Buffalo Police Department. Buffalo has a large Muslim community and the Buffalo Police Department requested training to enhance officer interactions with the Arab, Muslim, and Sikh communities. Allegations of racial profiling had been made about the Buffalo Police Department by those communities. The local Human Relations Commission (HRC) reported to CRS that some of these allegations were an outgrowth of backlash from the events of 9/11. There was also an incident in December of 2005 at the Peace Bridge in Buffalo, in which Muslim Americans were detained and fingerprinted before being allowed entry back into the United States after attending a religious retreat in Canada. The HRC told CRS it has been working closely with the AMS communities following the incident at the Peace Bridge in 2005 to develop and identify cultural competency trainings for law enforcement. On August 2, 2007, CRS facilitated an AMS Training for more than 100 law

enforcement officers from the Buffalo Police Department, Customs and Border Control, and the University of Buffalo Police.

## **REGION 3 – MID-ATLANTIC**

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

#### ***Powhatan, Virginia***

On April 14, 2006, six youths — three White and three African American — were involved in a fight at Powhatan High School in Powhatan, Virginia. A sheriff's deputy arrested the students and charged them with adult felony-level crimes. CRS' assessment revealed the Powhatan NAACP and the Powhatan superintendent of schools opposed the filing of adult criminal charges against the students which escalated community racial tensions. In June 2006, in an effort to reduce community racial tensions, CRS facilitated discussion between the local Office of Juvenile Service, county officials, the NAACP, and the school officials regarding a possible alternative to the adult criminal charges. The parties did support an alternative to the criminal charges. None of the youths were charged with felony counts, averting further community tension.



CRS facilitated an Arab, Muslim, Sikh Cultural Awareness In-service Program in Pennsylvania at the Allegheny County Police Training Academy on September 26, 2007. Pictured here from Left to Right are: FBI Special Agent Mark E. Evelsizer, Police Training Coordinator; CRS Senior Conciliation Specialist Ben Lieu; Rajbir Datta, Associate Director, Sikh American Legal Defense and Education Fund; Dr. Nawar Shora, Director of Diversity Education and Law Enforcement Outreach, American-Arab Anti-Discrimination Committee; FBI Assistant Special Agent in Charge, Kevin P. Deegan; and FBI Special Agent James J. Knights, Applicant Coordinator. All of the FBI Agents are from the Pittsburgh Field Office. (Photo: CRS)



CRS conducted Arab, Muslim and Sikh cultural awareness training for law enforcement in Pittsburgh, Pennsylvania, and Charleston, West Virginia, on September 26 and 27, 2007. Community leaders from the Sikh faith were included in the training and made a presentation to law enforcement. (Photo: CRS)

### *Anne Arundel County, Maryland*

In August 2006, community leaders contacted CRS to seek help in working with the Anne Arundel Police Department in addressing community tensions caused by a national hate group leafleting a neighborhood in Edgewater, Maryland, with offensive racial literature. In September 2007, CRS contacted community leaders and the Anne Arundel Police Department to address community tensions. CRS facilitated an agreement between these parties to co-sponsor a community dialogue to address hate crimes and hate incidents. CRS facilitated this dialogue (attended by 60 residents) which included representatives from the County Race Relations Council, the Anne Arundel County Executive's Office, and the Anne Arundel Police Department.

CRS also made a presentation to AAPD, demonstrating how to hold a dialogue on hate crimes and hate incidents.

CRS facilitates a community dialogue between a community-based group and the Anne Arundel Police Department in the wake of a series of racist vandalism incidents. The dialogue was attended by 300 residents to discuss their concerns about prior events and to suggest optional ways to respond to future issues. The dialogue panel included a State Senator, county officials, the Anne Arundel County NAACP, and other African American community leaders. CRS assisted the parties in framing the issues and then facilitated discussions at the community meeting.

### ***Havre de Grace, Maryland***

On October 23, 2006, news media reported that leaders of a local Pow Wow (Four Bay Winds Native American Gathering) in Town of Havre de Grace, Maryland, and the town of Havre de Grace had become involved in a conflict over rules for the Pow Wow. The Town had restricted the ability of the Pow Wow to have open fires, which is a religious requirement of the ceremony. The town required the organizers to move the location of the event just 10 days before the event was scheduled to begin. Native Americans publicly called the town's actions "culturally insensitive." CRS contacted the Town Council and leaders from the Four Bay Winds Native American Gathering, who are members of the Upper Chesapeake Council of the Good Medicine Society. The parties agreed to CRS mediation of the dispute. After separate meetings with each of the parties, CRS facilitated a mediation session between the parties that resulted in a seven-point agreement resolving the conflict.

### ***Frederick, Maryland***

CRS was requested by school officials to help address racial tensions from interracial fighting and vandalism at Tuscarora High School in Frederick, Maryland. CRS met with the school officials and explained how the Student Problem Identification and Resolution of Issues Together (SPIRIT) Program might help them address school tensions. CRS was assisted in this effort by the Diversity Officer for the Frederick County School District. CRS met with the faculty of the school and

facilitated their involvement in the effort. The teachers made recommendations for student leaders who should be involved in the effort. CRS also met with the leadership of the local Parent Teacher Association and gathered their input on perceived conflicts based on race, color or national origin at the school. CRS trained a diverse cadre of volunteer facilitators organized by school district staff was representative of all racial and ethnic groups. On February 28 and March 1, 2007, CRS facilitated the SPIRIT program, which resulted in the students electing from among their ranks a Student Advisory Council to work on the 111 concerns that were presented to faculty and the administrators.

### ***Washington, District of Columbia***

In December 2006, CRS learned of a planned demonstration at the Supreme Court in Washington D.C., by school educators, students, civil rights groups, and minority organizations in support of the *Brown vs. Board of Education* decision which was set to be reviewed by the Supreme Court in an affirmative action lawsuit. Counter-demonstrators were also planning demonstrations at the same time. CRS teams coordinated with local and Federal law enforcement in contingency planning activities and the identification of alternate demonstration sites in order to separate opposing groups at the Supreme Court. Cooperation by local and Federal law enforcement and CRS resulted in incident-free demonstrations during the highly emotional two-day event.

### ***Dauphin County, Pennsylvania***

In December 2006, CRS' assistance was requested by the Dauphin County Career and Technical School in Pennsylvania to address racial tensions stemming from rumors which started in internet "chat-rooms," "My Space" profiles, blogs, and instant and text messaging by high school students. These rumors and racial innuendos escalated to threats of violence against students of color, resulting in the absence of more than 300 students from class the next day out of concern for their safety. CRS coordinated responses from local, State, and Federal partners to facilitate scheduled informational school assemblies. CRS conducted a Student Problem Identification and Resolution of Issues Together (SPIRIT) program in which CRS facilitated

discussions among students. Through the discussions, diverse groups of student leaders identified core issues and possible solutions, committing to work with the school administration to improve race relations and tolerance at the school. Local, State, and Federal partners continued to assist the school in improving race relations through mentorship for diverse student groups at the school, implementing SPIRIT recommended solutions for improving school safety.

### ***Baltimore, Maryland***

In October 2006, an off-campus Johns Hopkins University fraternity in Baltimore, Maryland, advertised and held a “Halloween in the Hood” party with an overt racial theme that brought complaints from African American students and the NAACP. African American students and the NAACP conducted demonstrations at the university calling for a meeting with the university’s president and systematic changes to improve the racial environment. CRS met with the parties to begin to reduce on- and off- campus racial tensions. CRS conflict resolution activities led to agreement among the minority student union and NAACP leaders and top school administrators on holding dialogues on campus racial issues. One immediate result was a commitment by the university to conduct a more thorough investigation and sanctioning of the fraternity that sponsored the “Halloween in the Hood” party. The parties agreed to discuss their core areas of concern which resulted in a 27-point plan to improve racial tolerance at the University. Principal points of agreement included: mandatory diversity education training for all students and staff, on-going support partnerships with the surrounding majority African American community, implementation of improved “report and support” mechanisms for all students and staff, and a commitment by the University to increase hiring of tenured minority professors and support staff. A mediation agreement was not signed due to change of leadership at the NAACP in June 2007. However, Johns Hopkins University has proceeded to implement the recommendations. CRS continues to work with the parties in identifying other local support agencies and services to further strengthen and improve race relations at the University.

### ***Harrisburg, Pennsylvania***

CRS was contacted by the Pennsylvania State Police over concerns at various college campuses in Pennsylvania of increased reports of racial tension between school administrators, campus police, and students of color currently attending Pennsylvania colleges. According to the students, the rise in racial tension is attributed to reported negative stereotyping and racial profiling by predominantly White college administrators and college campus police officers. As a result of this alleged trend, state college officials contacted CRS to request assistance with best practices in improving outreach and the educational environment for all 13 Pennsylvania State operated college campuses.

CRS assisted in developing standard operating procedures for college instructors and minority campus police liaison officers to act as college coordinators and advisors for minority groups, fraternities, and sororities; improving diversity training for students and staff; sanction of peaceful campus activities celebrating diversity; and developing partnerships with members of the Pennsylvania Chiefs of Police Association and the Pennsylvania State Human Relations Commission. On May 21-24, 2007, CRS further assisted the state college board of administrators by presenting two CRS Law Enforcement Mediation training programs to their respective college chiefs of police and more than 125 law enforcement officers from 13 state college campuses in Pennsylvania.

## REGION 4 – SOUTHEAST

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

### *Panama City, Florida*

In FY 2007, CRS continued to address community and statewide racial tensions arising from the January 6, 2006, death of Martin Lee Anderson, a 14 year-old African American male at the Bay County Boot Camp for juveniles. The youth died on his second day in the camp following a series of physical exercises and alleged excessive force by the seven drill instructors the previous day. Racial tensions and concerns of the youth's death remained high as the cause of his death and the responsibility of the personnel running the Bay County Boot Camp remained unresolved for the community for the next year and a half. The highest profile event occurred on April 21, 2006, when thousands of persons concerned about the youth's death marched and attended a rally at the Florida State Capital in Tallahassee. CRS provided contingency planning assistance to event organizers and law enforcement. CRS also facilitated a meeting between the NAACP and the U.S. Attorney for the Northern District of Florida to discuss the case.

On November 28, 2006, seven guards and one nurse were indicted by the state of Florida for the death of Martin Anderson. On January 18, 2007, the eight defendants all pled "not guilty."

On September 24, 2007, jury selection began in Panama City, Florida, for the pending trial of the defendants. On September 24, 2007, an all-White jury was selected to hear the case, another potential flash point in civil rights' cases of this nature. CRS was contacted by the trial's presiding judge, the local sheriff, and the chief of policy for assistance in preparing for protests and demonstrations during and following the conclusion of the trial. Additional CRS conciliation services are anticipated.

### *Thomaston, Georgia*

In May 2007, CRS mediated an agreement between multiple law enforcement agencies and the minority community in Upson County, Georgia. At the conclusion of the 2006 Annual Emancipation Day Celebration in Thomaston, Georgia, emotions rose quickly in the minority community when event participants noticed a visible rise in law enforcement presence compared with previous years. The Sheriff reportedly requested Georgia State Patrol units because incidents in previous years had warranted extra law enforcement. Event organizers, however, perceived the extra law enforcement presence as excessive and believed the Sheriff should have taken greater care to inform the minority community of his plans to increase law enforcement presence. The mediation agreement, signed a month before the 2007 Emancipation Day festivities, ensured greater communication and coordination between the minority community and local law enforcement agencies including the Thomaston Police Department, the Upson County Sheriff's Office, and the Georgia State Patrol.

### *Jacksonville, Florida*

CRS was requested by the Duval County School District in Florida to facilitate a Student Problem Identification and Resolution of Issues Together (SPIRIT) Program at Wolfson High School after reports of several incidents where race was an alleged factor in altercations between students. Wolfson High School has many racial and ethnic groups, including African-born, Eastern European, and Latino, as well as African American and White students. With so many ethnicities represented in the school, it had become common for some students to only associate with those students who shared their same ethnic identity. The SPIRIT gave students the opportunity to express frustration with the isolation and prejudice that came from these ethnic cliques and sought ways to work with each other and the administration in addressing these issues.

***Gibsonton, Florida***

On December 5, 2006, an African American student at East Bay High School in Gibsonton, Florida, was allegedly beaten by four White teens as he left a band concert at the school. Hillsborough County Sheriff's officials confirmed that the boy was beaten, and witnesses reported that his attackers used racial slurs.

On May 1-2, 2007, CRS conducted a SPIRIT program at East Bay High School in Gibsonton, Florida. In addition to community members, three representatives from the Florida Commission on Human Relations (FCHR) acted as facilitators for the program. Approximately 80 students representing African American, Caucasian, Latino, and other populations within the school attended. The top issues identified by the students included: cell phone/ipod usage, improving the Black History Month Program, and creating more scholarship opportunities for students. At the conclusion of the program, CRS and the FCHR facilitators met with the principal to discuss the issues identified by students and possible solutions suggested the students.

***Jacksonville, Florida***

On December 5, 2006, a local Jacksonville news station reported that a group of students requested the Duval County, School Board to rename Nathan B. Forrest High School. According to the report, the students claimed that Forrest had ties to the Ku Klux Klan. The Duval County School Board heard the arguments of people for and against the school's name change.

CRS worked with the Equity Officer of Duval County Public Schools, and the principal at Forrest High School to develop a Student Problem Identification and Resolution of Issues Together (SPIRIT) Program workshop that would address the issues and concerns of the students. On April 4-5, 2007, CRS conducted a SPIRIT workshop at the Jacksonville Children's Commission for the students of Forrest High School, after which the principal stated that the program was a very important step towards creating a racially unified student body at Forrest High School. She informed the students that the SPIRIT Council would be a part of the curriculum next school year in the form of a leadership class open to all students. Additionally, the

SPIRIT Council agreed that its first project would be a clean up day at the school.

***Montgomery, Alabama***

In October 2006, an African American man died after police took him into custody at the Montgomery city jail. A police spokesperson stated that a taser gun had been used on the man with little or no effect. Community members, including the family of the deceased, protested in the streets of Montgomery, alleging excessive use of force by the Montgomery Police Department.

On March 27-28, 2007, CRS conducted Law Enforcement Mediation (LEM) training for the Montgomery Police Department (MPD). The training was attended by 20 officers from the Montgomery, Prattville, Autauga County, and Hayneville areas. During the two-day workshop, CRS presented materials on anger management, understanding emotions, techniques for dealing with emotions, cultural competency, diversity, cultural characteristics, and the P.O.L.I.C.E method for resolving conflict. CRS forwarded an outline of the training curriculum to the MPD Training and Recruitment Division for submission to the Alabama State Certification Board. CRS was informed by the training division that the LEM curriculum was approved by the board. At the conclusion of the workshop, the officers received certificates of completion which were prepared by the training division and the officers received hourly credit for the workshop.

***Knoxville, Tennessee***

Racial tension heightened when five African Americans (four males and one female) were arrested for allegedly kidnapping and brutally murdering two White college students in Knoxville, Tennessee. White supremacist groups wanted the perpetrators charged with a hate crime, but the County Prosecutor stated there was no evidence that the acts were motivated by race or hate. White supremacist groups organized back-to-back rallies.

On May 26, 2007 and June 16, 2007, CRS provided onsite conciliation and conflict resolution services at the rallies.

CRS worked collaboratively with community leaders and local organizations, including the police department, the U.S. Attorney's Office, and other Federal agencies. The rallies were conducted peacefully, although each event had one arrest.

### *Myrtle Beach, South Carolina*

At the request of the Chief of Police, CRS facilitated Law Enforcement Mediation and Conflict Resolution Skills Training to more than 220 officers at the Myrtle Beach PD. The request stemmed from complaints regarding the way law enforcement officers respond to non-criminal calls during the Annual Memorial Day Black Bikers Weekend Event. It was alleged that law enforcement responds differently to similar calls during the Harley-Davidson Bike Weekend Event, which critics claim is organized by Whites and occurs the prior weekend. The NAACP and concerned people of color alleged that the behavior of law enforcement officers escalates racial tension. Black leaders alleged that the escalation of racial tension increases citations and arrests of racial minorities during the four-day event.

## REGION 5 – MIDWEST

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

#### *Columbus, Ohio*

On September 28, 2006, after two years of mediation, the Board of Commissioners of Franklin County Children Services (FCCS) in Columbus unanimously approved a mediation agreement that had been concluded between FCCS and the Community Mediation Team consisting of the Columbus chapter of the NAACP and the Ohio Human Relations Commission. The NAACP had received more than 300 complaints about removal of children from families and placement in temporary care from African American parents in 2004 when it contacted CRS to request assistance, but no additional complaints occurred during the two years of mediation. The CRS-mediated agreement resolved allegations that the agency displaced African American children from their homes at a greater rate than other races, had failed to place African

American children in African American homes, depriving the children of a cultural base, and had not hired enough African American staff, and lacked African American supervisors. The agreement provided for new policy to keep children from the same family together, recruiting personnel from local Historically Black Universities, implementing staff diversity training, providing regular review of removal actions, and convening community forums with the Human Rights Commission. In FY 2007, CRS offered follow-up assistance to the parties.



On January 20, 2007, CRS mediation resulted in a signed Memorandum of Understanding (MOU) between the Ho-Chunk Nation and the Tomah School District in Tomah, Wisconsin. The signatories to the agreement are pictured here with CRS Senior Conciliation Specialist Kenith Bergeron (2nd from Right) who mediated the agreement. (Photo: CRS)

#### *Evanston, Illinois*

On August 2, 2006, the director of high school security in Evanston, Illinois, requested CRS assistance in addressing potential conflicts between African American and White students during the upcoming school year. At the conclusion of the 2005-2006 school year, physical confrontations between students occurred after exchanges of racial slurs. The response by school security officers had resulted in complaints by African American parents alleging that the school system and the police department were engaging in racial profiling and using too much force in addressing situations. The parents claimed that, although they had met with officials to discuss their complaints, there had been no action. After meeting with city officials, law enforcement, and community leaders, CRS

convened separate race dialogues with the security guards, school personnel, and the police department, to address the allegations.

On September 15, 2006, CRS conducted a race dialogue at Evanston High School for 25 school security officers to address allegations that the officers engaged in actions perceived to be racially discriminatory and insensitive to African American students. The officers, in addressing the allegations, related experiences that may have shaped their behavior and actions towards students, discussed the role that stereotypes have played in race relations, reviewed potential conflict actions, and planned future steps that could assist in reducing racial and ethnic conflict. The officers pledged to work with the students on an action plan which would explain the department's procedures and policies, review actions which might be viewed as discriminatory, and meet with administrators to review actions and behaviors. CRS continued to monitor racial tensions at the school throughout the 2006-2007 school year.

### ***Tomah, Wisconsin***

On January 10, 2007, CRS mediation resulted in a signed Memorandum of Understanding (MOU) between the Ho-Chunk Nation and the Tomah School District in Tomah, Wisconsin. The MOU was the culmination of CRS-mediated dialogue over alleged cultural insensitivity and misunderstanding between the teachers, school district administrators, tribal parents, and students. CRS also mediated residual issues between the parties over matters of communication and protocol. These discussions led to improved understanding and establishment of formal lines of communication between the Tomah superintendent and the Ho-Chunk chairman's office.

### ***Aurora, Illinois***

On March 6, 2007, CRS concluded a mediation agreement signed by the City of Aurora, Illinois, and African American and Hispanic community leaders from the Aurora Coalition. On September 26, 2005, at the request of the Aurora Police Department, CRS met with police and city officials and the Aurora Coalition with the goal of encouraging greater understanding and cooperation between the city of Aurora, the Aurora

Police Department, and the city's minority populations. After 18 months of CRS-led negotiations, a mediation agreement was approved by both parties. The signing ceremony was attended by more than 40 city and police officials, as well as community leaders. Key points of agreement were: the re-establishment of the defunct Human Relations Commission, inclusion of mandatory cultural competency training for police personnel, creation of a new Police Advisory Committee, finding a neutral location away from the police department for community members to file police concerns, and commitment to assist non-violent offenders in becoming productive members of the community.

### ***Flint, Michigan***

On October 26, 2006, as a result of a new police restructuring plan in Flint, Michigan, CRS conducted mediation between city officials, the Flint NAACP, the Flint Police Officers Association, and the African American Police League to resolve complaints of poor police service and discrimination against minority officers. CRS assistance was initially requested by the Flint NAACP to address allegations of poor police response in the African American community due to a new 26 point restructuring plan to reduce fiscal expenditures. In addition, two Flint police officer unions filed "no confidence" votes against the chief of police because of the plan and other actions alleged to have discriminatory effects on minority officers. CRS convened the parties in mediation for more than nine hours. The session resulted in consensus on a seven-point plan. The parties agreed to: 1) Jointly develop a police sergeants' exam- 50 percent written and 50 percent oral, 2) Restore two-man car patrols during 2nd and 3rd shifts, 3) Hold monthly labor management meetings, 4) Reinstitute monthly employee incentive awards for best 911 call response, 5) Hold private meetings to discuss and resolve controversial matters before making statements in the press about each other, 6) Have unions suggest to canine handlers to sacrifice their flex time to retain use of their dogs, and 7) Have unions encourage members to improve professionalism and 911 call response time from their membership. In turn, the mayor agreed to rescind the 26-point restructuring plan.

### ***Michigan City, Indiana***

On July 13, 2006, CRS responded to African American community leaders and activists in Michigan City after the fatal beating of a 57 year-old African American male on July 2, 2006, and subsequent community allegations of poor police response. The African American community had previously voiced frustrations to police over prior incidents in which adult African Americans were assaulted by juvenile gangs and high levels of crime in the city's West Side. CRS involvement resulted in clarification of an appropriate police response for the community and definition of a "reasonable" timeframe for police response. The chief of police agreed to amend the department's standard operating procedures to include this information. CRS conducted five mediation sessions resulting in the signing of a Memorandum of Understanding (MOU) between the City of Michigan and the LaPorte County Branch of the NAACP on June 27, 2007. The MOU provides steps for the reduction of crime and improvement for the quality of life. It included agreement on: communication, gang violence, visibility, citizen complaints, public events, recruitment, and training. CRS facilitated agreement among the parties for greater involvement of the minority community in Study Circles community dialogues, Neighborhood Watch programs, and other community programs meant to increase communication and cooperation between the minority community, city government, and law enforcement.

### ***Indianapolis, Indiana***

Black leaders and members of the Concerned Clergy of Indianapolis complained that Perry Meridian High School should have revised the script of a school musical production of "Ragtime" to eliminate offensive racial slurs. School officials allowed the production to continue without the revisions. It was performed and recorded with the original language. CRS convened mediation between the Metropolitan School District of Perry Township and the Concerned Clergy of Indianapolis resulting in a signed Memorandum of Understanding (MOU) on January 18, 2007. The agreement calls for community participation and input for any future event, activity, or school production that includes racially sensitive material. Furthermore, the agreement includes provisions for a three-phase Cultural Competency Program for the 2006-

2007 school year, an annual review of the Handbook of Student Rights and Responsibilities Racial Harassment Policy, and school board approval for any revisions to the MOU.

### ***Kalamazoo, Michigan***

In July 2007, racial tensions in Kalamazoo, Michigan, rose in response to media reports of a White supremacist Rally to be held August 4, 2007. The leader of the demonstration cited several alleged assaults by African-American males on White victims as the reason for the rally. Prior to the event, CRS learned of a plan by several militant members of the group to travel to Detroit. The information indicated that while the event in Kalamazoo would be peaceful, subsequent activities would not. In a comment on a website, the leader stated he was very angry with an official in Detroit and that "this one's gonna hurt – all the way up to the 26th floor," a possible reference to the Federal building. CRS alerted local law enforcement and officials in Detroit of the upcoming activities because they had been posted on an obscure website. CRS then provided contingency and self-marshal planning assistance to Kalamazoo law enforcement, community and advocacy groups, and local clergy for the event. CRS provided a Federal presence for the demonstration and was available to provide conciliation services. Other than a few arrests for minor altercations, the event proceeded peacefully.

## **REGION 6 – SOUTHWEST**

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

#### ***Jena, Louisiana***

On August 31, 2006, three white students attending Jena High School in Jena, Louisiana, hung at least two ropes fashioned as nooses from a tree in the school's courtyard. During a school assembly the previous day, one black student had asked a school administrator whether space under that particular tree on the school's campus was reserved only for white students. The nooses were found hanging the next day from that same tree. Following the discovery of the nooses, school officials identified and

punished the students who hung them.

In the months following the noose incident, racially-charged events transpired in the Jena community. Altercations between black and white students emerged on and off the Jena High School campus. One particular fight at the high school resulted in criminal charges against six black students for attempted second-degree murder of a white student. Of the six black students involved in the fight, some were well-known athletes at Jena High School. In addition to facing criminal charges, the school subsequently barred some of the black students from participating in the final season of their respective sports teams. Further, they were prevented from competing for team titles or scholarships in the aftermath of the incident. It was never determined whether the fight was a result of the noose incident.

Some members of the Jena community perceived the legal and disciplinary actions taken against the black students as significantly greater than those punishments handed down to the white students accused of hanging the nooses. This perception of disparate treatment fueled community emotions. In particular, some perceived that the local District Attorney prosecuting the case overcharged the black students in connection with the attack on the white student at Jena High School. Similarly, some in the black community of Jena questioned the fairness of the administration of justice process following the hanging of the nooses and the subsequent fight on school grounds. Still others believed that the district attorney or the federal government should have charged the white students with a hate crime for hanging the nooses on school property.

As of December 2006, when the District Attorney in Jena filed the initial criminal charges against the six black students at Jena High School, CRS was not aware of any organized community outcry or major media coverage of the events. When CRS first learned of the noose incident, the Agency's Regional Director immediately made efforts to assess whether any community-wide tension existed. As late as March 2007, when CRS was in contact with the Louisiana NAACP and a nearby city's human relations commission which monitors community racial tension, no community outcry or organized effort to address the incident was evident.

Between March and May of 2007, CRS remained in contact with the NAACP and local clergy leaders to monitor tension in the town of Jena. In early June 2007, the NAACP established a local branch in Jena. CRS made contact with the NAACP branch, several local clergy leaders, and others. Thereafter, CRS conducted onsite assessment meetings with law enforcement, school officials, government officials, and civil rights leaders who had established relationships with the parents of the "Jena-Six," a moniker given to the black students involved in the Jena High School fight.

Community tension in Jena was made apparent in public statements by community leaders. Some in the black community alleged race-based disparate treatment of the "Jena Six," including allegations of biased prosecution of the black students by a prosecutor who was seen as applying unequal standards for whites and blacks. Due to intense media coverage, the small town of Jena, Louisiana, eventually rose to national prominence. In July 2007, CRS conducted a Community Education Forum where the U.S. Attorney for the Western District of Louisiana and the FBI Assistant Special-Agent-in-Charge presented a hate crimes program to more than 200 community leaders, law enforcement officials, and civil rights leaders. In August 2007, CRS monitored racial tensions at an organized event in Jena where the National Action Network, led by the Reverend Al Sharpton, held a community service that sparked a nationwide campaign called "Free the Jena-Six."

The Reverend Al Sharpton and the National Action Network later announced that a rally and march would take place in Jena on September 20, 2007. When major media outlets picked up the story, national mobilization of supporters for the Jena Six began. CRS facilitated contingency planning with local officials and law enforcement to prepare for crowd management in rural LaSalle Parish. On the day of the march and rally, CRS deployed a team of mediators to provide onsite conciliation. State police estimated that the event drew 15,000 to 20,000 participants. Contingency planning for the events proved a major undertaking for CRS. CRS staff trained more than 200 volunteer marshals, nearly 300 Louisiana State Police, and 12 other groups listed on the march permit.

# RALLY AND MARCH IN JENA,



CRS Southwest Regional Director Carmelita Pope-Freeman briefs the National Conflict Resolution Team before the rally and march.

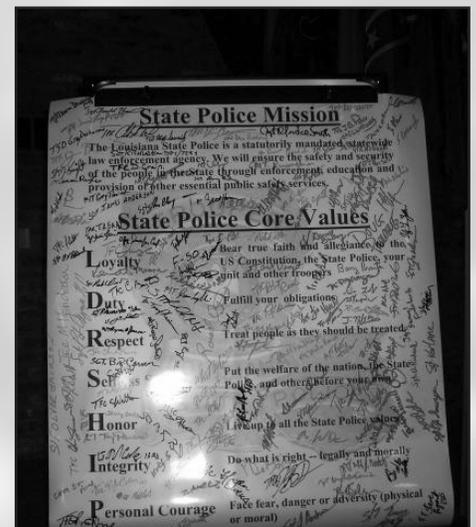


The beginning of the Jena March. Marshals trained by CRS are visible on the outside edges of the march formation where they can communicate to one another to give directions, request emergency assistance for marchers, and ensure the safety of all in attendance.



CRS-trained volunteer self-marshals help event organizers maintain order and ensure the safety of the marchers along the route.

The Law Enforcement Task Force providing security for the march and rally posted and signed a statement of core values for the conflict during the event.



Volunteer event marshals trained by CRS can be seen in their distinctive shirts accompanying the marchers on the outside of the march formation.



The Jena rally and the march were attended by national civil rights leaders and drew high national and international media attention.

# LA ON SEPTEMBER 20, 2007



A large crowd, estimated by some at 20,000, was present for the rally before the march.



An important component of the CRS contingency planning assistance for local government and event organizers is ensuring that steps are taken to help participants deal with the weather that they will face during the event. As a result, the American Red Cross was present to provide emergency medical services and to hand out cold water to participants.



CRS Southeast Regional Director Thomas Battles serving on the National Conciliation Team checks in with the American Red Cross cold water and emergency medical station before the march.

*“In Jena, as well as across the United States, CRS continues to devote increased resources to noose incidents and racial tensions.”*

*— Director Ondray T. Harris*

(All Photos by CRS)

National and international media outlets covered the events, and major civil rights organizations and community groups attended.

In September 2007, parish and city officials agreed to accept further CRS assistance through conflict resolution programs and services. For instance, CRS facilitated a conflict resolution program called Student Problem Identification and Resolution of Issues Together (SPIRIT) at Jena High School. CRS also assisted with organizing a race relations panel to discuss reconciliation and led multiple incident debriefing forums focused on reducing community tension in Jena in the future. Parents, students, residents, and local, statewide, and national community and civil rights leaders participated in these forums. Through valuable input from many community leaders, CRS programs continue to allow the racial healing process to unfold in Jena and across the country.

**Crowley, Texas**

On August 8, 2006, the *Dallas Morning News* reported that the Crowley Independent School District was involved in a dispute with African American parents who claimed that their children were the victims of racial discrimination by teachers. It was reported by parents that African American students were chastised and suspended for minor infractions, such as forgetting a book, while White students were reported to have been excused for similar behavior. At the request of a



CRS conducted a Student Problem Identification and Resolution of Issues Together (SPIRIT) Program at North Crowley High School in the Crowley Independent School District in Crowley, Texas. The students, faculty, and administrators who participated in the program are pictured. (Photo: CRS)

concerned parent group, CRS provided mediation services for the parents and the superintendent of schools and his staff over an eight-month period beginning in October 2006. CRS' mediation assistance resulted in the parties reaching an extensive eight-point mediation agreement. It was signed in June 2007, and it became a part of the superintendent's strategic plan that will govern how the district's 18 campuses will operate, with a goal of creating a more culturally sensitive school district. The agreement outlines how the district will hold staff and administrators responsible for improving race relations. Tensions in schools and community have subsided as a result of the mediation. The parents stated that the agreement has provided them with a voice and a role in the school district's decision-making.

Great Expectations Great Rewards  
**Public Information INITIATIVE**  
CROWLEY INDEPENDENT SCHOOL DISTRICT

**Here's an interesting good news story about our school!**

Why is it important to Crowley ISD?	To help students create racism
Releases on students?	You have verified that that the s... not blocked
Are you sending digital files to use with article?	Yes
Any additional information?	No

The Crowley Independent School District used all of its internal media to communicate resolutions and action items for improving school race relations from the SPIRIT Program to its internal audiences. This internal press release is an example of such communication.

Concurrently, while CRS was conducting mediation between concerned parents and the school, a high school principal in Crowley approached CRS to address racial issues stemming from demographic changes the area recently experienced, including an increase of African American, Hispanic and Arab and Muslim families. As a result of several alleged incidents of race relation conflicts at his high school, the principal volunteered his high school as a 'pilot' site for CRS conflict resolution services. CRS recommended the Student Problem Identification

and Resolution of Issues Together Program (SPIRIT) to have the students identify racial issues and develop recommendations for him to implement. The principal agreed to the proposal. CRS trained ten facilitators from the school and community to conduct the SPIRIT Program on March 7, 2007. Fifty students representing African American, White, Hispanic, Arab and Muslim, and Asian backgrounds participated in one full-day session. The students were eager to participate, and with the help of skilled facilitators, they successfully created a list of concerns, issues, and possible solutions. The principal was fully committed to this process and had invited the media for the last session, where the final list of issues and recommendations were presented to him. Teachers, administrators, students, and facilitators stated that the training was an extremely useful process and were committed to seeing that other district high schools have the opportunity to participate in the same program.



CRS Senior Conciliation Specialist Synthia Demons (3rd from left in back row) mediated an eight-point agreement addressing racial disparity concerns of African American parents in the Crowley Independent School District in Crowley, Texas. The mediation agreement, which was signed in June 2007, became a part of the school district's strategic plan and includes the goal of creating a more culturally sensitive school district. (Photo: CRS)

### *Stephenville, Texas*

On February 1, 2007, WFAA ABC Channel 8 news reported on an alleged conflict at Tarleton State College in Stephenville, Texas. African American students and the Tarleton State NAACP Student Branch made emotional comments about an incident in which White students held a Martin Luther King Day party and posted photos on the internet depicting students dressing in ways that

mocked African Americans. The college and students took swift action by coming together to reduce tension levels through discussions about race relations. Tension was reignited, however, by a news media report alleging that a hate group planned to hold a rally in support of the White students on March 17, 2007. CRS verified the report with the hate organization and was told that 40-50 supporters would be at the rally. At the same time, the chief of police learned that a counter protest group also planned to be on location. CRS facilitated communication between multi-jurisdictional law enforcement and city officials, the NAACP, the hate group, and local community members. On March 17, 2007, CRS provided onsite conciliation services and technical assistance to local, State, and Federal law enforcement officials. CRS was a critical element in enhancing communications between multiple law enforcement agencies and protest groups, and in helping the march peacefully proceed.



CRS Senior Conciliation Specialist Synthia Demons providing onsite conciliation assistance for the rally of an alleged hate group at Tarleton State University in Stephenville, Texas. (Photo: CRS)



CRS facilitated communication and provided onsite conciliation services to law enforcement, local officials, community leaders, and event organizers to prevent violence that might have resulted from the rally of an alleged hate group that was held in response to an alleged racial incident at Tarleton State University in Stephenville, Texas. (Photo: CRS)

## REGION 7 – CENTRAL

### Serving Iowa, Kansas, Missouri, and Nebraska

#### *Kansas City, Missouri*

Over a period of many months, CRS facilitated discussions between the University of Missouri-Kansas City and the Kansas City branch of the NAACP. The series of meetings led to the signing of a Memorandum of Understanding (MOU) on April 20, 2007. The MOU resolved issues of allegations of failure to hire and retain black faculty, insufficient funding and staffing of the African American Studies program, and lack of support to black staff and students, both graduate and undergraduate. The mediation process received continued media coverage over the course of the negotiations. The mediation was endorsed by the university system president and UMC Board of Curators. The mediation process and outcome was featured in the NAACP national magazine, *The CRISIS*, in its summer 2007 issue.

#### *Sedalia, Missouri*

On August 8, 2007, the Sedalia “use of force policy” committee finalized recommendations to the Sedalia Police Department following the deadly use of force by Sedalia police against a disabled African American man. The committee agreed to four revisions of the Sedalia Use of Force Policy. The recommendations included: a) a yearly review by the chief of police and input from a mayoral-appointed community committee once every four years; b) a Use of Force Policy consistent with State sunshine laws; c) complaint investigations led by two officers appointed by the chief (the chief was to determine whether an external agency was needed), and d) modifications of the handcuffing protocol.

#### *Troy, Missouri*

On June 27, 2007, CRS completed mediation of a Memorandum of Understanding (MOU) between the Lincoln County School District and the Troy branch of the NAACP. The MOU addressed policies and programs concerning discipline, recruitment and diversity issues. CRS provided conciliation and mediation services to resolve racial conflict stemming from allegations of racial name-calling of African American students by White students, verbal abuse of African American basketball players by a White coach, and physical attacks of African American students by White students.

#### *Columbia, Missouri*

On March 5 and 6, 2007, CRS provided contingency planning assistance to Columbia, Missouri, law enforcement entities as they made security plans for a hate group march on March 10, 2007. CRS assisted in the training of community volunteers as self marshals and peace keepers. On the day of the event, CRS was onsite to provide a Federal presence and monitor racial tensions to ensure that the event remained peaceful. Some minor arrests of counter-demonstrators were made, but the event was otherwise peaceful.

**Omaha, Nebraska**

After the burning of a grocery store owned by a Black Ethiopian immigrant in east Omaha on February 18, 2007, CRS was contacted by a former Omaha Civil Rights Commission official about racial tensions in the area. According to a community spokesperson, two White suspects robbed the owner at gunpoint, tied him up, threw him in the basement, and set the building on fire. The owner was able to escape. Preceding the robbery, the *Omaha World Herald* had reported that a racial epithet had been spray painted on the building. Furthermore, there was a perception among community leaders that northeast Omaha was “off limits” to Blacks and other minorities.

Io contacted community groups, as well as elected and appointed officials of Omaha, Nebraska, to assess community tension. These parties developed a community assessment that was presented to the mayor, and they identified problems in the community and recommendations for resolution. The recommendations included policy changes and programs to develop through community involvement as part of local government’s effort to maximize capacity building, inclusion and racial harmony. On June 18, 2007, the Mayor responded favorably to the community assessment report.

**Topeka, Kansas**

In March 2007, CRS was contacted by the law enforcement coordinating manager for the U.S. Attorney for the District of Kansas regarding racial tension between the African American community and the Topeka Police Department. On May 18, 2007, CRS mediation led to the signing of a Memorandum of Understanding (MOU) by the Topeka City Manager and the President of the Topeka branch of the NAACP. Racial tensions had escalated after two White Topeka police officers publicly criticized the president of the Topeka Branch of the NAACP. As a result of the MOU, the parties established a Law Enforcement Partnership Panel that would meet on a regular basis to address a wide range of community issues. The MOU also addressed diversity, cultural competency training, minority recruitment, and it expanded the function of the city’s human relations commission to better address race relations. A city-wide community racial dialogue was also launched, which was

sponsored by the local branch of the NAACP, Topeka Police Department, and Office of the City Manager.

**Des Moines, Iowa**

On May 27, 2007, CRS conducted an Arab, Muslim, and Sikh (AMS) cultural awareness training sponsored by the city of Des Moines, Iowa, for more than 85 city, county, state, and federal officials. This training provided an opportunity to increase outreach to the Muslim community, distribute information on Muslim culture and religion, and promote positive dialogue between the various parties, and the Arab, Muslim, and Sikh communities.

**Coralville, Iowa**

CRS conducted training for the Iowa City and University of Iowa Police Departments to address allegations of racial profiling in Coralville, Iowa. This training was the first of its kind in the region and one the department hopes to repeat annually, as an opportunity to enhance police-community relations.

**Des Moines, Iowa**

On October 31 to November 2, 2006, at the request of the principal of Hoover High School in Des Moines, Iowa, CRS conducted a Student Problem Identification and Resolution of Issues Together (SPIRIT) Program for 50 students. The same school had already held a SPIRIT Program approximately two years before this particular presentation. Following the graduation of a majority of its SPIRIT council, an outcome of the earlier discussion by CRS, the principal asked CRS to conduct the program again, and to renew the SPIRIT council at the high school because of its previous success. There have been some continued racial and ethnic conflicts involving African American students and African-born students from the Sudan, and also between Bosnian and Hispanic students. The CRS-facilitated discussions produced a solid list of issues and solutions to submit to the principal.

**Des Moines, Iowa**

On September 21, 2007, CRS conducted a city-sponsored dialogue on culture and ethnicity in Des Moines, Iowa, to introduce police, fire, and emergency medical technicians

and to highlight the place of many lesser known ethnic groups in the city. City organizers sponsored and advertised the event on local radio and newspaper. This event allowed community leaders from the local Sikh, North African Muslim, Eastern European and various Hispanic communities to talk about issues pertinent to them. This was a half-day event attended by almost 100 people. Participants discussed new ideas to disseminate information to minority and ethnic communities.

## REGION 8 – ROCKY MOUNTAIN

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

#### *Aurora, Colorado*

On February 6, 2007, CRS facilitated a dialogue between members of the Aurora Human Relations Commission, Police Department, Ministry of Faith, community leaders and city officials to identify issues which were at the foundation of distrust and the breakdown of relations between the police and the city's African American community. The community expressed concerns about a number of incidents, the last of which involved a White Police Sergeant who arrested a disabled African American woman for parking in a disabled parking space. During the arrest, the woman's 12-year old daughter allegedly suffered a broken collar bone.

The CRS-facilitated dialogue resulted in many recommendations including: increased contact between the police and the community in non-confrontational settings to build trust, increased training in conflict resolution, reviews of off-duty police employment, and a review of the department's use of force policy, rumor control, and increased community input. CRS was instrumental in providing contingency planning and a Federal presence during a protest rally held in front of the Aurora City Center. The subsequent meetings resulted in changes in the police department's use of force policy.

#### *Rapid City, South Dakota*

CRS met with Rapid City, South Dakota, community members, including concerned parents of Rapid City

#### COMMUNITY LISTENING SESSION

##### WITH RAPID CITY POSITIVE IMPACT COMMITTEE MEMBERS

Tuesday, May 29, 2007

5:00 p.m. – 7:00 p.m.

Central High School Theater

433 North Eighth Street

Rapid City, SD 57701

The public is invited to attend a "Community Listening Session," hosted by the newly created Rapid City Positive Impact Committee (RCPIC.) The Community Listening Session is the first outreach effort by the Rapid City Positive Impact Committee to keep the community informed of efforts to resolve issues at Central High School. The RCPIC and scheduled listening session are an outgrowth of a mediation agreement that took place in Rapid City, on May 23, 2007.

At the "Community Listening Session," Rapid City PIC members will also be sharing news regarding the future focus of a Student Advocacy Program and a Proactive Communication Plan for both on-campus and off-campus. Additionally, community members will have the opportunity to offer written suggestions, questions, and/or concerns regarding matters involving students and/or Central High School staff, or other related matters. The community input received will then be addressed by the RCPIC at future meetings, yet to be scheduled.

Members of the Rapid City Positive Impact Committee members include: Dawn Bad Wound, Parent and Community Member; Deb Martinez, Parent and Community Member; Margie Rosario, RC Board of Education President; Dr. Peter Wharton, Superintendent of Schools; Jim Ghents, Assistant Principal; Craig Tieszen, Chief of Police; Chris Hansen, School Officer Liaison; and Karl Jegeris, Juvenile Sergeant.

On May 24, 2007, the Rapid City Positive Impact Committee issued a press release to the Rapid City Journal for a community listening session.

Central High School students and several Central High School students. CRS also met with members of the Rapid City Police Department, city officials, and the Board of Education. CRS took note of their concerns regarding an incident which occurred at Central High School. It was reported that many American Indian students were dropping out of school because of their treatment. The school is located in the northeast part of the city where there is a Native American majority. Many Native American community members believe that Central High School is a pipeline to prison for American Indian students. Further, they report that Central High School finds it difficult to address the racial climate, although they are aware of the tensions created by unresolved conflicts.

On May 23, 2007, CRS convened mediation with Rapid City community parents and leaders, the Rapid City School District Superintendent, Chief of Police, Rapid City Police Juvenile Supervisor, a Rapid City Police School Officer Liaison, and Rapid City Board of Education President. The mediation resulted in an agreement to: (1) create a student advocacy program, 2) develop a comprehensive communication plan for Central High School and its surrounding community, and 3) establish an effective outreach initiative to those at risk in the community. Participants in the mediation formed the Rapid City Positive Impact Committee to continue their efforts to improve the community.

### ***Cortez, Colorado***

As a result of a number of highly publicized attacks on American Indians in Cortez, the Four Corners area of Colorado, CRS facilitated a series of Community Dialogues which included the sponsorship of a local Civil Rights Advocacy Group, Southwest Intertribal Voices. This organization was formed to address the number of concerns, complaints, as well as the perceptions that American Indians from the three tribal communities, Navajo, Southern Ute, and Mountain Ute, were being subjected to harassment, racial profiling, and physical attacks when in the border town communities. As a result of these dialogues, plans were set into motion to form a human relations commission to provide dispute resolution on an ongoing basis. This effort won the support of the City Administration, Police Department and the local community.

### ***Cortez, Colorado***

In an effort to resolve concerns over perceptions of law enforcement racial profiling, CRS presented a two-day Mediation for Law Enforcement Training to Officers of the Bureau of Indian Affairs in Towaoc, Colorado, on the Ute Mountain Ute Indian Reservation. Fifteen officers were trained in mediation and conflict resolution techniques to address strained relationships with tribal and reservation border town communities. The chief of police requested the training because he believed that inter-tribal and community relations had deteriorated. The chief of police and his staff attended both days of training.

CRS contributed to a development of knowledge and an emphasis of community, police, tribal partnerships.



CRS Rocky Mountain Regional Director Philip Arreola provides a federal presence walking alongside the Native American marchers in Cortez, Colorado, to monitor racial tensions and to communicate with law enforcement and event organizers to ensure the safety of the marchers. (Photo: CRS)



The march in Cortez, Colorado, included many small children who accompanied their parents and family members. (Photo: CRS)

### ***Greeley, Colorado***

The University of Northern Colorado (UNC) in Greeley began a campus-wide diversity initiative in the fall of 2006 with the goal of building a campus community that is inclusive and welcoming of diversity in the broadest sense, University President Kay Norton reported to the board of trustees in March 2007. CRS assisted the university in its diversity initiative by bringing together historically contentious groups for dialogue on campus

climate and racial tensions. As a result of CRS-facilitated dialogues, participants developed proposals that changed the structure and culture of the university. These proposals included: policy changes for bias and hate-related incidents on campus, the creation of a campus bias response team, cultural and ethnic diversity training for incoming students, a diversity administrator, and a diversity council.

*“With input from our campus discussions in the spring and leadership from our new dean of students, we have established a process for students to bring forward concerns about bias. We also have been working with the federal Community Relations Service on how we can address campus climate and develop internal processes to help build a respectful campus community. We must strive to be a community that doesn’t just tolerate diversity, but embraces it in its broadest sense – diversity in race and ethnicity, as well as in thought and culture.”*

*—Kay Norton, President, University of Northern Colorado, Greeley, Colorado, September 9, 2007*

the Black-Latino Coalition to create the new position. The position is responsible for creating and maintaining positive campus climate and community relations. The position will also provide conflict resolution services to the community and a voice for historically underrepresented populations. The position was unanimously accepted by the members of the UNC dialogue committee.

CRS services also aided the parties creating the new UNC “Equity and Diversity Council.” The council is composed of representative constituencies from the previously mentioned parties, as well as others from the UNC community. CRS continues to work with UNC in the development of the council.

#### ***La Jara, Colorado***

In July 2007, CRS provided conciliation services to Centauri High School in La Jara, Colorado, after the school was closed due to growing racial tensions and threats of violence. CRS services brought together Centauri High School administrators, community members, and school board members to respond to growing racial tensions and conflict. Resolutions developed by the parties included: school policy changes for bias and hate-related incidents on campus, a peer-to-peer mediation program, crisis response planning, the conduction of a school climate assessment, and increased communication between the school administration and community members.

CRS services aided the parties in creating the new UNC “Vice President for Institutional Equity and Diversity” position at the university. Over a four-month period CRS facilitated several meetings between members of the UNC administration, faculty, students, staff, and members of



(Pictured left to right) Wally Brown, Collier Greyhat, Bonnie Brown (all representatives from the Dine' Communities for Equality in Education), Kirk Kelly (Coconino Community College, Page Campus), Jim Walker (Superintendent, Page Unified School District), CRS Conciliation Specialist Elisa Makunga; Dale Tsosi (Native American school board member, Page Unified School District) with whom CRS conducted mediation resulting in an agreement among the parties for improving the relationship between the school district and the Native American community. The mediation agreement covered community outreach and publicity; school climate; training; employment, recruitment, and retention; role of the Indian Education Council, curriculum, and communication. (Photo: CRS)

## REGION 9 – WESTERN

### Serving Arizona, California, Guam, Hawaii, and Nevada

#### *Clearlake, California*

On September 12, 2007, CRS concluded mediation between the Lake County NAACP and the Clearlake Chief of Police. While the outcome of the discussions did not result in a signed mediation agreement, there was significant progress, including written changes in police policies and procedures in handling citizen complaints about police, the release of certain police policies to the public, and police investigation of hate crime incidents. Mediation helped resolve complaints from a diverse group of citizens regarding the conduct of a local law enforcement officer and other community concerns. Citizens said that they felt singled out because they were minorities. One family claimed that two family members had been issued five tickets in three days. The discussions lowered community tensions and improved relations

between citizens and police.

#### *Fremont, California*

On October 28, 2006, an Afghan woman was murdered in Fremont, California, where the largest concentration of Afghan Americans in the Nation reside. Racial tensions were raised here and in other Afghan communities across the country because there was concern that the murder was a racially-motivated hate incident. CRS provided mediation services between the victim's family, the Afghan community, and the Fremont police department to allow the exchange of permissible information in the case sufficient to address the growing rumors of organized violence. The mediation and increased communication provided significant relief to the community. Beyond the local situation, CRS addressed national racial tensions by facilitating rumor control regarding this incident.

#### *Los Angeles, California*

A 14 year-old African American girl was killed on December 18, 2006, in the Harbor Gateway area of Los Angeles, California, when a young Latino opened fire on a group of African American youths. The Los Angeles Police Department (LAPD) contacted CRS regarding the incident because of the racial factors and the long and violent history of racial killings in this area. The incident potentially could have caused greater racial tensions if there was a public mobilization by civil rights activists or gangs from outside the area.

On January 13, 2007, CRS facilitated a discussion group as part of its role in the multi-institutional collaborative response to the December 18, 2006, killing. CRS engaged local activists who have made attempts to negotiate cease fires among the African American and Latino gangs to provide technical assistance. CRS also met with an active community-based organization to share effective strategy and techniques for engaging the community in protest marches so close to the gang-imposed border of their territory.

CRS facilitated a series of discussions with law enforcement and community partners to address community concerns related to the tensions surrounding the perceptions about community safety and to implement mitigation tools. CRS also coordinated the inclusion of the Latino community into the response, addressing the growing development of a paradigm that Black and Latino conflict was ubiquitous and offering a contrasting portrait of community response. The situation in the neighborhood was stabilized with an increased police presence that allowed for community progress to occur.

### ***Los Angeles, California***

In FY 2007, CRS undertook a special project to develop conflict resolution capacity in the Los Angeles Unified School District (LAUSD). CRS provided technical assistance for planning and training of personnel for the specialized unit developed to respond to school disruptions. The unit has responded to more than 36 incidents in the year since it was created. CRS provided additional technical assistance for protocol and procedural operations in actual deployment situations of school disruptions. CRS aided partners in developing a triage-based response model that incorporated the specific function of each responding agency in a given incidence of racial violence on a LAUSD campus. In June 2007, CRS met with partners to discuss ways to address racial gang violence on school campuses.

### ***Redding, California***

During the week of February 20, 2006, several individuals from the Shasta Community College in Redding, California, contacted CRS for assistance regarding incidents causing tension between African-American male college students and officers of the Redding Police Department. As reported to CRS, most of the African-American students who are routinely stopped by police for minor vehicle violations are from out of town. The students view the stops as pretext used by police to search their cars for drugs or to determine a cause to label them as gang-affiliated. Minority representatives requested CRS to arrange for them to meet with the Redding police command staff for the purpose of discussing the issue of police brutality and the use of excessive force, specifically concerning young African American males in Redding

and Shasta County. For almost a year CRS provided mediation assistance between the citizens and the police department to address issues of racial profiling, filing of citizens' complaints, and racial cultural sensitivity training for police officers. The CRS-mediated discussions appear to have defused racial tension and improved relations between the concerned citizen representatives and the Redding Police Department.

### ***Page, Arizona***

Between April 2006 and June 2007, CRS held a series of mediation sessions in Page, Arizona, between the Page Unified School District and the Dine Committee for Equal Education (DINE), a grassroots Native American advocacy group. The mediation followed a lawsuit that was filed in Federal court claiming segregation in two elementary schools in Page, Arizona. During the mediation sessions, it became clear to the parties that the underlying issues that contributed to the achievement gap between Navajo and White students needed to be addressed in a more substantive way. Seven areas were identified as issues to be mediated: community outreach; school climate; training; employment, retention, and recruitment; role of Indian Education Council curriculum; and communication. The issues resulting in conflict were addressed through mediation. The mediation agreement signed by the parties details the policy changes and how the partnership between DCEE and the School District will work to reduce the education achievement gap.

### ***Tracy, California***

In June 2005, CRS was notified of allegations of racial profiling against the African American, Muslim, and Sikh communities by the Tracy Police Department. CRS and the Tracy Police Department joined together to develop training that included dialogue between law enforcement and community residents. This training was coordinated to address concerns in a structured and open environment with patrol officers who are regularly in direct contact with community residents. This training also provided baseline information regarding jurisdiction and limitation of law enforcement for the community, as well as expectations of community residents for law enforcement.

The training program was one instrument used to open dialogue between community residents and law enforcement in order to build a stronger relationship. Overall, most participants were satisfied with the training and thought that the direct communication was a unique opportunity. The Police Department incorporated values presented during the training on the evaluations of sworn personnel. At the conclusion of the formal training, the trainers requested that the participants take the process a step further and partner with a counterpart in law enforcement or the community to take what they had learned from the training to another group in Tracy.

### *Los Angeles, California*

CRS provided conciliation services, including contingency planning and onsite conciliation services by a CRS interregional team, for an immigration demonstration on May 1, 2007, in Los Angeles, California. An anticipated 300,000 to 500,000 persons were to march from Olympic and Broadway to City Hall. CRS met with the Los Angeles Police Department (LAPD), demonstration organizers, and other agencies within the LAPD unified command structure. This included every emergency responder in the city of Los Angeles, such as the fire department, all local law enforcement, and the Department of Transportation. The goal was to have available on the day of the demonstration all of the decision-makers and agencies in one room where they could communicate with one another. This helped to avert rumors quickly and maximized the resources of all of the participating agencies. CRS worked with the LAPD unified command structure to establish a contingency plan to avert potential conflict during the demonstration. CRS was onsite providing conciliation services throughout the demonstration downtown, which took place without incident.

The student walkouts of 2006, resulted in tens of thousands of students marching in the streets of Los Angeles. Contingency plans for 2007 included planning for the potential addition of thousands of students to the march. The walkouts presented unique challenges in the application of new technology to mobilize and to coordinate protest activity. CRS facilitated the introduction of plans that allowed the ability to monitor the students and marches and which had the unique

capacity to rapidly expand in size and direction through the students' use of cell phones to communicate among themselves and to coordinate their movements as the march progressed along its route through the downtown area. CRS also facilitated coordination of information and response with a broad number of institutions, including law enforcement, school officials and community organizations, to monitor and respond in real time to the changing situations that arise in a walkout situation. Activities included pre-arranging of transportation to allow for efficient disbanding of the students at the conclusion of the rally, reducing risk of additional incidents if they lingered. CRS monitored racial tensions from the student walkouts and was on-hand to provide conflict resolution services. There were no incidents during the march from the student walkouts.

Later on the evening of May 1, 2007, there was an additional event in MacArthur Park., called The Procession for Justice, for which CRS did not provide conciliation services. This march was located three miles from the CRS deployment site. While the MacArthur Park event and the student walkers were technically separate events, they were viewed as a single event by the community and local law enforcement. Follow up to this incident has included strong outreach by LAPD to CRS to develop a specialized protest unit within the department and the direct inclusion of CRS in the Incident Command Structure (ICS) for these events. Co-location of CRS in the ICS was appropriate because community parties and protest organizers viewed the arrangement as neutral. This arrangement provided an increased level of operational efficiency and accessibility than when CRS operated outside the ICS and had to establish alternative coordination and communication channels.

## REGION 10 – NORTHWEST

### Serving Alaska, Idaho, Oregon, and Washington

#### *Kootenai County, Idaho*

On August 4, 2006, a cross was burned in front of a house where an interracial Black-White couple lived in Kootenai County, Idaho. After an investigation, two men from Spokane, Washington, were charged and convicted of a hate crime. The Kootenai County Human Rights Commission provided support to the victims. On September 30, 2006, CRS provided technical assistance to the Kootenai County Human Rights Commission for their plan to involve the perpetrators in an individualized civil rights educational program at the new Human Rights Educational Center. This was arranged as a part of the community service requirement imposed on the two men by the court. The center felt the program would help to reduce community racial tensions and promote tolerance.

#### *Seattle, Washington*

Tensions were heightened in the Pacific Northwest Middle Eastern community in the wake of national media reports that six imams returning from a national Muslim meeting in Minneapolis, Minnesota, on November 20, 2006, were removed from a US Airways plane before its departure. Media reports said that other passengers had observed them “loudly praying” in the departure lounge around the other passengers before boarding the plane. Reportedly, one passenger sent a note to the captain stating his discomfort with the presence of the imams. The captain shared the passengers’ concerns. Later, US Airways refused to let them fly on a different US Airways plane to complete their trip. In response to this incident, a Seattle Muslim group planned a pray-in at SeaTac Airport. On November 24, 2007, CRS facilitated onsite communication and contingency planning between the Port of Seattle Airport Operations and the Muslim event sponsors. Six Muslims participated in the event which lasted from 12:30 p.m. to 1:00 p.m., and it was covered by local news media. CRS provided a Federal presence to monitor racial tensions and to provide onsite conciliation services. However, tensions remained low and the event was peaceful.

#### *Seattle, Washington*

On January 12, 2007, CRS learned of heightened tensions from Arab and Muslim community leaders in Seattle, Washington, who expressed concern over a reported increase in the number of hate and bias incidents, alleging that many had gone unreported. The leaders said that the reason for the unreported incidents was that many community members were not well informed about hate or bias incidents. CRS provided technical assistance and worked with local organizations to conduct a workshop for the community on hate crimes, how to report hate crimes, how hate crimes are investigated, and how hate crimes are prosecuted. The Arab American Community Coalition (AACC), Arab Center of Washington (ACW), and the American Arab Anti-Discrimination Committee (ADC) Seattle Chapter planned and sponsored the workshop which was held on April 15, 2007.

#### *Seattle, Washington*

On February 7, 2007, CRS was contacted by the NAACP Regional Representative for Washington, Alaska, and Oregon, for assistance in addressing community tension after a series of investigative reports from the *Seattle Post Intelligencer* about activities in the Port of Seattle Police Department. A Port of Seattle Police internal investigation, reported in the newspaper, revealed inappropriate use of department email, including derogatory and stereotypical comments, photographs, and video images aimed at African Americans, Asians, Arabs and Hispanics. On March 29 and June 29, 2007, CRS facilitated dialogues between the Port of Seattle Commissioners and leaders from the NAACP, El Centro de la Raza, Minority Executives Coalition, Mothers for Police Accountability, Arab American Community Coalition, Japanese American Citizens League, Organization for Chinese Americans and Minority Diversity of King County on these racial issues and concerns. The dialogues resulted in a change in the Port of Seattle policies and procedures for use of IT equipment, implementation of “zero tolerance” regarding discrimination, and the establishment of a Police Advisory Council as a mechanism for better future communication.

**Salem, Oregon**

On March 19, 2007, CRS was contacted by a Sikh American Legal Defense and Education Fund (SALDEF) member. After an apparent year-long investigation by Oregon State Police of an alleged conspiracy to import and sell tobacco without paying State tobacco taxes, Sikhs reported that during the investigation they had been treated in a demeaning fashion by an Oregon State Police Detective. They complained that they were referred to as the “Sikh Mafia” and were asked why they decided to incorporate a Gurdwara in Salem. Allegedly, other inappropriate comments were made to Sikhs who were not targets of the investigation. CRS facilitated a dialogue between Sikh leaders and the Oregon State Police command staff. The Oregon State Police sent senior managers to a cultural awareness presentation by the Sikh American Legal Defense and Education Fund, hosted by the Salem Police Department.

**Boise, Idaho**

CRS was contacted by the Chair of the Idaho Commission on Hispanic Affairs on March 19, 2007, regarding racial tensions in Boise, Idaho, after Latino students and community leaders complained that Boise State University officials had allowed the posting of flyers for a fund-raising event based on an illegal alien theme. The event allegedly promoted demeaning stereotypes, such as climbing through a hole in a fence, presenting falsified identification, and applying for food stamps in order to pay for dinner. Latino students said they had been targeted by threatening notes slipped under their doors, and a local Mexican restaurant was vandalized after the announcements for the event appeared. The announcement appeared to indicate that the restaurant had approved of the fliers. CRS facilitated a dialogue between students, community leaders, faculty, and university board members about the negative impact of the fliers and other demeaning incidents, the requirements and process for approving flyers, the process for reporting intimidation and threats, and suggestions for preventing such incidents in the future. Hispanic faculty and community leaders have now been able to establish a process for meeting with university officials to discuss concerns. University officials created an oversight process for approving posting of flyers on campus.

**Seattle, Washington**

Tensions were heightened in the civil rights, labor, and human rights communities regarding comprehensive immigration reform. On May 1, 2007, demonstrations in the Pacific Northwest were conducted in conjunction with more than 75 cities across the country. In Seattle, CRS provided contingency planning assistance to organizers from Casa Latina and El Committee Pro Amnestia y Justicia Social and the Seattle Police Department. CRS provided technical assistance by training event self-marshals to help the sponsors maintain order for the event. The Seattle Police Department cooperated with CRS on contingency planning and debriefed the event with CRS to aid in future event planning. On May 1, 2007, CRS deployed a team to provide a Federal presence to monitor racial tensions and initiate conciliation services at the rally and along the parade route for the Eighth Annual May Day Rally, which included about 30,000 participants. A rally was held at the Seattle Center – Fisher Pavilion, followed by a march in the downtown area. The event occurred without incident.

**Clackamas County, Oregon**

On May 24, 2007, two Latinos who lived in Salem, Oregon, had gone to a park after work and were allegedly attacked by about twenty White male youths who yelled racial names, chased the Latinos to their vehicle, and beat the Latinos’ car with clubs. On June 26, 2007, CRS coordinated a meeting with local Latino community leaders, a representative of the District Attorney’s office, the Salem Human Rights Commission, and concerned members of the community. The Service facilitated a dialogue on identifying hate and bias incidents, reporting protocol, and responding questions about interracial attacks, in an effort to reduce community tensions in the wake of the incident.

**Clark County, Washington**

On June 12, 2007, an African American was attacked by White men making Nazi salutes and chanting “White Power!” while he was eating at a Mexican restaurant in Clark County, Washington. Minority community leaders throughout the county expressed concerns that the charges against the White men would be reduced since sheriff’s deputies pointed out that all of those involved

in the incident had attended school together and had been involved in previous fights. On July 23, 2007, after discussions with community leaders, CRS facilitated a community forum to address the foregoing concerns. Participants included law enforcement, the American Civil Liberties Union, The Washington State Human Rights Commission, The League of United Latin American Citizens, the National Association for the Advancement of Colored People, and interested community members. Participants agreed to work together to support victims of hate and bias incidents and to promote communication among diverse communities in Clark County.

## CONGRESSIONAL NOTIFICATION REQUIREMENT

The Commerce, Justice, State, Judiciary, and Related Agencies Appropriations Conference Report for fiscal year 1999 included Congressional notification requirements 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 2007, CRS notified the two U.S. Senators of the State where the conflict occurred, the U.S. Representative of the affected Congressional district, and Senate and House Appropriations Committee staff members. CRS continues to meet this ongoing notification requirement.



CRS trained volunteer Goodwill Ambassadors from around the country who came to Miami Beach, Florida, to help defuse racial conflict in the area during the annual Urban Beach Weekend held over Memorial Day Weekend 2007. CRS pioneered the goodwill ambassador concept as a contingency planning strategy with a number of cities, mostly beach communities on the East Coast and in the Gulf of Mexico. Here, large minority groups of youth held annual gatherings attracting more than 25,000 people, and sometimes as many as 150,000 people, for a single event. The procedures developed are now the standard operating procedures of these cities. (Photo: CRS)

## 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 which 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. 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 towards 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, over a substantial period of time. The fundamental building block to building trust is communication, which reduces tensions and establishes important relationships for community stability.

### ***“LEM”***

LEM stands for Law Enforcement Mediation. LEM was developed by CRS in conjunction with the California Peace Officers Standards and Training Commission. It is a program designed for police officers engaged in community policing activities. LEM assists officers in racially 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 the 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, CRS 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. 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 tensions. 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 racial 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 identifies 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.

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, it is often requested to provide expert materials, information, and experience to help communities resolve racial 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 insights 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 situations. Whenever necessary, CRS seeks to strengthen community capacity to address local racial disputes by providing on-the-spot 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 resolving conflicts based on race, color, and national origin. 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?***

CRS provides its services to local communities when there are community-wide conflicts, tension, or violence stemming from racial or ethnic issues. CRS provides services on a voluntary and confidential basis, according to provisions in Title X of the Civil Rights Act of 1964.

### ***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 10 regional and 4 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. 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 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, D.C. 20530  
202/305-2935  
202/305-3009 FAX  
www.usdoj.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

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215/597-9148 FAX

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Community Relations Service  
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Atlanta, GA 30303  
404/331-6883  
404/331-4471 FAX

#### Region 4 Field Office

Community Relations Service  
U.S. Department of Justice  
51 S.W. First Avenue, Suite 624  
Miami, FL 33130  
305/536-5206  
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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Chicago, IL 60604  
312/353-4391  
312/353-4390 FAX

#### Region 5 Field Office

Community Relations Service  
U.S. Department of Justice  
211 West Fort Street, Suite 1404  
Detroit, MI 48226  
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## Region 6

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Community Relations Service  
U.S. Department of Justice  
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Dallas, TX 75247  
214/655-8175  
214/655-8184 FAX

### Region 6 Field Office

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Community Relations Service  
U.S. Department of Justice  
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213/894-2880 FAX

### Region 9 Field Office

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Community Relations Service  
U.S. Department of Justice  
90 Seventh Street, Room 3-300  
San Francisco, CA 94103  
415/744-6565  
415/744-6590 FAX

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