



U.S. Department of Justice

Community Relations Service (CRS)

CRS serves as “America’s Peacemaker” by facilitating understanding and improving communication in communities facing conflict, and developing communities’ ability to independently prevent and resolve future conflicts.

What We Do ▼

Facilitation

Convening parties in dialogue to identify issues and develop solutions

Convene meetings between parties to open lines of communication, identify common concerns, and increase collaboration.

Consultation

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

Help educate and identify resources for communities by providing: technical assistance, best practices, advice, insight, and referrals that improve communities’ ability to address underlying issues.

Training

Knowledge and skills-based programs

Provide a wide variety of training programs that increase understanding and improve collaboration to resolve disputes and prevent future conflict.

Mediation

Structured process to reach agreement

Serve as neutral third-party mediators who facilitate problem solving discussions and the development of documented agreements between parties in conflict.

Peace is a *journey* of a thousand miles
and it must be taken one step at a time. ► LYNDON B. JOHNSON



We Work With ▼

- ▶ Civil rights groups
- ▶ Community groups
- ▶ Law enforcement
- ▶ Faith-based groups
- ▶ Federal, state, and local government
- ▶ Private and public organizations

to resolve community conflicts and tensions and prevent and respond to alleged hate crimes committed on the basis of:

- ▶ Race
- ▶ Color
- ▶ National origin
- ▶ Gender
- ▶ Gender identity
- ▶ Sexual orientation
- ▶ Religion
- ▶ Disability

Where We Work ▼

CRS Headquarters

Washington, DC

CRS Regional Offices

New England

Boston, MA

Northeast

New York, NY

Mid-Atlantic

Philadelphia, PA

Southeast

Atlanta, GA

Midwest

Chicago, IL

Southwest

Dallas, TX

Central

Kansas City, MO

Rocky Mountain

Denver, CO

Western

Los Angeles, CA

Northwest

Seattle, WA

CRS Field Offices

Miami, FL
Detroit, MI

Houston, TX
San Francisco, CA

Alaska

Hawaii

Puerto Rico and
the Virgin Islands

Guam

We have no hope of solving
our problems without harnessing the
diversity, the energy,
and the **creativity** of
all our people.

▶ ROGER WILKINS, FORMER CRS DIRECTOR
CIVIL RIGHTS LEADER

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CRS was established by Title X of the Civil Rights Act of 1964. Its mandate was expanded in 2009 through the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act.