

U.S. Department of Justice  
Community Relations Service



# 2015 ANNUAL REPORT

America's Peacemaker

CONCILIATE | MEDIATE | FACILITATE | EDUCATE



Crowd celebrating the Supreme Court's decision recognizing marriage equality  
(iStock/DnHolm)



A police officer stands at a microphone discussing neighborhood crime prevention with a small group of community members at a National Night Out Against Crime neighborhood fair in Glendale, California  
(iStock/Onnes)

## 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 of the United States Department of Justice for Fiscal Year 2015. 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 the Community Relations Service's conflict resolution activities so that Members of Congress may assess its performance in executing its statutory mandate.

Respectfully submitted,



Grande H. Lum  
Director





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Protesters line the streets in reaction to the Michael Brown and Eric Garner cases in Miami, Florida

(iStock/StreetMuse)

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Director Grande H. Lum

## MESSAGE FROM THE DIRECTOR

*"There's nothing America can't handle if we actually look squarely at the problem. And this is work for all Americans, not just some. Not just whites. Not just blacks. If we want to honor the courage of those who marched that day, then all of us are called to possess their moral imagination. All of us will need to feel as they did the fierce urgency of now. All of us need to recognize as they did that change depends on our actions, on our attitudes, the things we teach our children. And if we make such an effort, no matter how hard it may sometimes seem, laws can be passed, and consciences can be stirred, and consensus can be built."*

*-Remarks by President Barack Obama, on March 7, 2015, commemorating the 50th Anniversary of the Selma to Montgomery Marches*

For over 50 years, CRS's highly-skilled Conciliation Specialists have acted as "America's Peacemakers" by working with communities across the nation and in United States territories to help resolve community conflicts through mediation of disputes and facilitation of dialogues, as well as the provision of trainings and consultation services. Created by the Civil Rights Act of 1964, CRS has worked to address community tension associated with allegations of discrimination on the basis of race, color, and national origin. In addition, with the passage of the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act in 2009, CRS has aided communities in preventing and responding to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, and disability.

In fiscal year 2015, CRS assisted communities in all 50 states to resolve community crises and reduce tension. CRS provided mediation, consultation, training, and facilitated dialogue services to a wide variety of stakeholders, including community leaders, youth, law enforcement, private and public organizations, civil rights and advocacy groups, and state, national, and federal government officials. By bringing community stakeholders together, CRS was able to strengthen communities in crisis and help them emerge stronger, more united, and with lasting capabilities to prevent and resolve future conflicts.

Throughout fiscal year 2015, CRS worked with communities on a wide variety of conflicts, involving diverse stakeholders. For example, when a self-described white supremacist shot and killed nine congregation members at Emanuel A.M.E. Church, a historic African American church in Charleston, South Carolina, CRS worked with law enforcement, city officials, and civil rights and advocacy organizations to ensure that protests and demonstrations remained peaceful and nonviolent. In Puerto Rico, CRS brought together members of the Dominican community and representatives from the Civil Rights Division of a Department of Health and Human Services to discuss allegations of discrimination and disparate treatment against Dominican individuals. CRS worked with city officials, community leaders, and law enforcement in the Greater Boston area to decrease community tension that developed after a spate of anti-Muslim incidents. When citizens with disabilities in Hamilton, Ohio, experienced alleged harassment and violence, CRS convened local officials, community residents, disability service providers and disability advocacy organizations to decrease tension and conflict. In Indianapolis, Indiana, after the murder of a transgender woman and subsequent community outrage, CRS worked with the local police department and local LGBT organizations to conduct the Law Enforcement and the Transgender Community training for over 70 new recruits. Additionally, in Aurora, Colorado,

CRS provided a Sikh cultural awareness training for Bureau of Prisons chaplains after Sikh community leaders requested CRS assistance in response to allegations of discriminatory treatment of Sikh prisoners. Descriptions of CRS's work in these communities, as well as other cities and towns across the nation, are contained within this report.

In addition to the activities described above, a dominant theme in CRS's work in Fiscal Year 2015 has been the state of relations between law enforcement and minority community members across the country. Incidents including the shooting of Michael Brown in Ferguson, Missouri; the death of Eric Garner in Staten Island, New York; the shooting of Tamir Rice in Cleveland, Ohio; the death of Antonio Zambrano-Montes in Pasco, Washington; and the death of Freddie Gray in Baltimore, Maryland, among others, spurred protests and demonstrations, and sparked an often contentious national dialogue on interactions between law enforcement officers and members of minority communities. In the wake of these incidents, CRS hosted numerous community dialogues, town hall meetings, and Student and City Problem Identification and Resolution of Issues Together programs. In addition, CRS provided Law Enforcement Mediation trainings, Responding to Allegations of Racial Profiling programs, Cultural Competency trainings, and Self-Marshalling assistance to communities and law enforcement agencies across the nation.

For more than 50 years, CRS has played a critical role in serving communities across the nation. CRS is honored to work with communities to address tensions, prevent conflicts, and support their efforts to address discrimination and hate crimes. While the conflicts of today may differ from those in the past, CRS Conciliation Specialists continue to ensure all key stakeholders in a community conflict have the opportunity to share their views, determine underlying interests, and work together to create viable and mutually-acceptable solutions. Given increasing demographic changes and national dialogues on issues related to race, color, national origin, gender, gender identity, sexual orientation, religion, and disability, CRS's services are more important today than at any point in the previous five decades

Respectfully submitted,



Grande Lum  
Director



## CONGRESSIONAL MANDATE

### Excerpt from the Civil Rights Act of 1964:

“It shall be the function of the Service to provide assistance to communities and persons therein 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, and it 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



President Lyndon Baines Johnson signs the Civil Rights Act of 1964, surrounded by civil rights and congressional leaders



**Excerpt from the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act:**

“There are authorized to be appropriated to the Department of Justice, including the Community Relations Service, for fiscal years 2010, 2011, and 2012, such sums as are necessary to increase the number of personnel to prevent and respond to alleged violations of section 249 of title 18, United States Code ... Whoever, whether or not acting under color of law, willfully causes bodily injury to any person or, through the use of fire, a firearm, a dangerous weapon, or an explosive or incendiary device, attempts to cause bodily injury to any person, because of the actual or perceived race, color, religion, or national origin of any person— ... Whoever, whether or not acting under color of law, in any circumstance described in subparagraph (B) or paragraph (3), willfully causes bodily injury to any person or, through the use of a fire, a firearm, a dangerous weapon or an explosive or incendiary device, attempts to cause bodily injury to any person, because of the actual or perceived religion, national origin, gender, sexual orientation, gender identity or disability of any person—(i) shall be imprisoned not more than 10 years, fined in accordance with this title, or both; and (ii) shall be imprisoned for any term of years or for life, fined in accordance with this title, or both, if—(I) death results from the offense; or (II) the offense includes kidnapping or an attempt to kidnap, aggravated sexual abuse or an attempt to commit aggravated abuse or an attempt to kill.”

—P.L. 111-84, §4707

**President Barack Obama stands on-stage with Dennis and Judy Shepard (left), parents of Matthew Shepard, and Louvon Harris and Betty Byrd Boatner (right), sisters of James Byrd, Jr., during his remarks at a reception, commemorating the enactment of the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act, in the East Room of the White House, October 28, 2009. (Credit: Official White House photograph/ Chuck Kennedy)**



# *America's Peacemaker*

CONCILIATE - MEDIATE - FACILITATE - EDUCATE

## **MISSION STATEMENT**

The United States Department of Justice Community Relations Service is *America's Peacemaker* for community conflicts and tensions arising from differences of race, color, and national origin. Created by the Civil Rights Act of 1964, CRS is the only federal agency dedicated to assisting state and local units of government, private and public organizations, law enforcement, and community groups with preventing and resolving racial and ethnic tensions, disputes, and civil disorders within communities, and in restoring racial stability and harmony.

With the passage of the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act of 2009, CRS's mandate expanded to include assisting communities in preventing and responding to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, and disability. CRS helps facilitate the development of viable, mutual understandings and agreements, as alternatives to coercion, violence, or litigation. It also conducts trainings and helps develop locally-based, long-term mechanisms that communities may use to prevent tension and violent hate crimes. CRS Conciliation Specialists are impartial and do not take sides among disputing parties. Rather, CRS aids parties in developing their own mutually-agreeable solutions.

## WHO WE ARE

CRS services are facilitated by highly-skilled, impartial, Conciliation Specialists, who provide mediation, facilitated dialogue, training, and consultation services to communities experiencing conflict, across the United States and in the U.S. territories. They bring together community leaders, education representatives, private and public organizations, civil rights groups, law enforcement, and Federal, State and local officials, to facilitate open discussions that lead to collaborative solutions to conflicts arising from differences of race, color, or national origin and hate crimes.

CRS staff travel to local cities and towns to work directly with all community conflict stakeholders, and assist them in developing strategies to respond to conflicts and reduce tensions. CRS Conciliation Specialists are highly trained professional mediators, facilitators, trainers, and consultants, who are experienced in bringing community members together to help them enhance their ability to prevent and resolve existing and future concerns.



## WHAT WE DO

To accomplish its mandate, CRS provides four services: facilitated dialogues, mediation, training, and consultation. These services help communities enhance their ability to alleviate tension, resolve disputes, and prevent future conflicts more effectively. Below is a description of each of CRS's four services:

*Facilitated Dialogues:* Conciliation Specialists provide facilitated dialogue services to help communities open lines of communication by listening to the issues of each stakeholder group and learning from each party about the problem and underlying issues of the conflict. These dialogues often include various local agencies, institutions, and community residents, and may be conducted in person or by telephone. Topics of discussion frequently include race, police-community relations, perceived hate crimes, tribal conflicts, and protests and demonstrations. The dialogues help communities develop action plans for promoting peace and resolving conflicts in neighborhoods and schools.

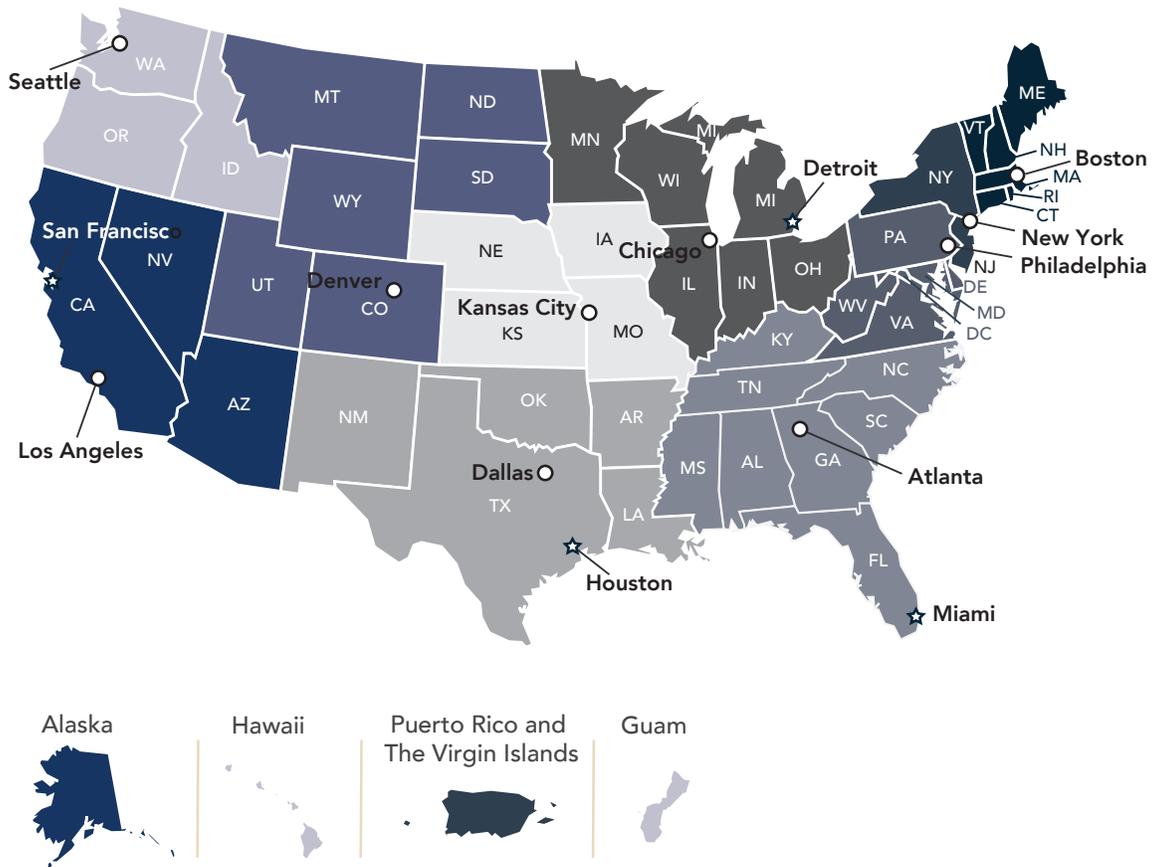
*Mediation:* Mediation consists of playing a neutral third-party role in formal negotiations, incorporating both established and novel mediation procedures. These negotiations are conducted by Conciliation Specialists who are trained to help communities discuss their differences and develop strategies to resolve their concerns. The goal of mediation is to provide a framework that helps communities resolve misunderstandings, establish mutual trust, and independently prevent and resolve future conflicts. Mediation is not used to determine fault. Frequently, the results of a community's mediation will be memorialized in a document, such as a Memorandum of Understanding, Mediation Agreement, Resolution, Proclamation, Collaborative Agreement, Community Pact, or Ordinance.

*Training:* The Community Relations Service's regional conflict resolution teams provide training programs to communities experiencing tension, as a tool for understanding and alleviating current disputes and for preventing future disagreements. These programs bring together representatives from local government agencies, faith-based organizations, law enforcement, advocacy groups, and businesses, in order to develop collaborative approaches for reducing conflicts and addressing the factors that have contributed to the disagreement.

*Consultation:* The Community Relations Service offers consultation services to help educate and empower communities, as well as respond more effectively to conflicts and improve their ability to address underlying issues. Through consultation, CRS provides technical assistance, as well as information on best practices. This service also includes giving advice, sharing insight, and referring communities to available resources.

## CRS REGIONAL MAP

CRS has ten Regional Offices across the country. The Regional Offices are located in Boston, New York, Philadelphia, Atlanta, Chicago, Dallas, Kansas City, Denver, Los Angeles and Seattle. In addition, CRS has four Field Offices, which support the activities of the Regional Offices. The Field Offices are located in Miami, Detroit, Houston and San Francisco. All CRS offices are strategically located to increase the availability of CRS services to the communities they serve and to allow for rapid deployment to communities in crisis. Contact information for the Regional and Field Offices on page 35, as well as on the CRS website.



### LEGEND

- New England Region
- Northeast Region
- Mid-Atlantic Region
- Southeast Region
- Midwest Region
- Southwest Region
- Central Region
- Rocky Mountain Region
- Western Region
- Northwestern Region
- ★ Field Offices
- Regional Offices



Denfeld High School students participating in a SPIRIT in Duluth, Minnesota

## CRS PROGRAMS

CRS has developed numerous programs that assist communities in solving conflicts and building the skills and infrastructure necessary to prevent and respond to future issues and tension. The programs convene representatives from local government agencies, community and faith-based organizations, law enforcement agencies, advocacy groups, and businesses, in order to develop collaborative approaches for reducing conflicts and addressing the factors that have contributed to the disagreement. CRS programs include:

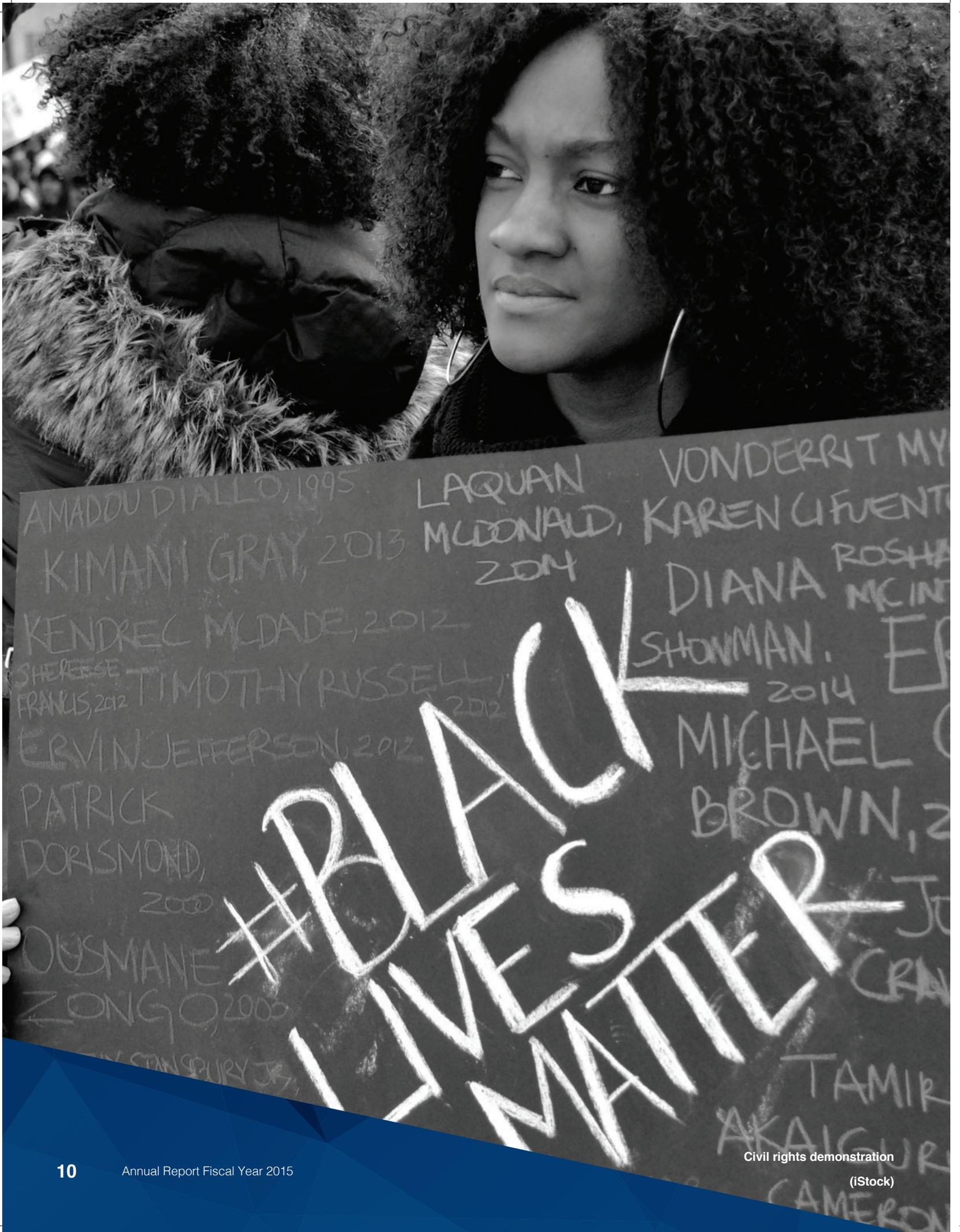
*Law Enforcement Mediation Program (LEMS):* The CRS Law Enforcement Mediation Program is a two-day course that strengthens the problem-solving and mediation skills of law enforcement officers and commanders, who serve diverse communities. CRS works with officers to identify opportunities to enhance the level of mutual trust and respect between their department and the community, and to eliminate barriers to trust building and more effective police services.

*Responding to Allegations of Racial Profiling (RARP):* CRS's eight-hour course brings together law enforcement and community members to address perceived racial profiling and biased-based policing practices. This course offers

various benefits, and can be tailored to the specific needs of a given community. It is helpful in reducing tensions and creating a shared understanding of factors that contribute to mistrust. The program encourages collaborative police-community relations and is an effective way to begin a police-community relations initiative or problem-solving process.

*Student Problem Identification & Resolution of Issues Together (SPIRIT):* The SPIRIT program is a two, half-day interactive, student-based, problem-solving program that engages students in developing solutions to problems associated with allegations of discrimination, harassment, and hate activity in schools. The SPIRIT program also engages school administrators, teachers, school resource officers, local officials, community leaders and parents in the process of identifying and responding to these conflicts, and creating the safest possible environments for learning.

*City Problem Identification & Resolution of Issues Together (CITY SPIRIT):* City SPIRIT is a two-day problem-solving and resolution program, that brings together representatives from local government agencies, communities, faith-based organizations, law enforcement, and businesses, to develop collaborative approaches for reducing



tension and addressing the factors that contribute to conflicts. The parties may also develop approaches for preventing and responding to alleged violent hate crimes on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability. This program helps communities establish a lasting capacity to prevent and respond to conflicts.

***Human Relations Commission Training:*** CRS provides customized training and technical assistance to local Human Relations Commissions. If a local government is interested in starting a Human Relations Commission, or if an existing Human Relations Commission would like best practices for responding to discrimination complaints, CRS can provide assistance. CRS will work with local officials to develop trainings or consultative programs that support a Commission's efforts to better serve the needs of the community.

***Assessment of Tension Breeding Facts:*** CRS can facilitate a comprehensive assessment of racial and gang-related ethnic tensions, as well as conflicts that may lead to acts of violence in schools on the basis of race, color, national origin, gender, gender identity, sexual orientation, religion, and disability. CRS Conciliation Specialists meet with administrators, faculty, staff, and students, to collectively identify concerns and share their perspectives on issues that warrant attention. This information is captured and used to provide a snapshot of the challenges affecting a school, as well as facilitate a process with school officials to address these challenges.

***Arab, Muslim, & Sikh (AMS) Cultural Awareness Program:*** CRS offers AMS Cultural Awareness Programs intended to familiarize law enforcement and government officials with some of the customs and cultural aspects of Arab, Muslim, and Sikh communities. The programs are an effective

tool for helping law enforcement avoid behavior and actions that may be perceived as offensive to Arab, Muslim, and Sikh community members, or the training may be given as part of a broader initiative to strengthen the relationship between local officials and the Arab, Muslim, and Sikh communities that they serve.

Additionally, CRS also offers a Train-the-Trainer program that prepares Arab, Muslim, and Sikh community leaders to provide local law enforcement officials and first responders with a fundamental understanding of Arab, Muslim, and Sikh cultures.

***Hate Crimes Program:*** The CRS Hate Crimes Program is a two-day training program that provides law enforcement officers with critical skills and knowledge to be utilized when investigating and addressing hate crimes. The program has been designed to familiarize officers with best practices for identifying, reporting, investigating and prosecuting hate crimes. The program also covers strategies for effectively educating the public about reporting hate crimes and their significance.

***Self-Marshaling Assistance & Training:*** CRS assists local law enforcement, city officials and demonstration organizers with planning and managing safe marches and demonstrations. CRS facilitates meetings between the parties involved, and serves as a neutral entity to ensure that logistics are effectively coordinated, information is shared appropriately and that marches and demonstrations are as safe as possible.

CRS also provides self-marshaling training for organizers of protests and demonstrations. The training covers topics such as permits, route selection, logistical management, contingency planning, and effective communication and decision-making procedures during the event.

## SUMMARY OF CRS ACTIVITIES AND ACCOMPLISHMENTS IN FISCAL YEAR 2015

In fiscal year 2015, the Community Relations Service was called upon by law enforcement agencies, school administrators, community leaders, civil rights organizations, and federal, state, and local government officials, to address conflicts based on race, color, and national origin. In addition, CRS worked with communities to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability. These conflicts ranged from allegations of disparate treatment in school systems to targeted and violent acts of hate committed against many communities, including: African Americans; Caucasian Americans; Hispanic Americans; Asian Americans; Muslim Americans; Sikh Americans; American Indians; Americans with disabilities; and lesbian, gay, bisexual, and transgender Americans. CRS facilitated dialogues between aggrieved parties, conducted mediations, and provided training in support of resolution efforts by law enforcement agencies, U.S. and district attorneys, school administrators, civil rights organizations, and community leaders across the country. The primary categorizations in which CRS offered its conciliation services were: Administration of Justice, Education, and General Community Relations. In total, during the fiscal year 2015, CRS completed 638 cases throughout the United States and its territories.

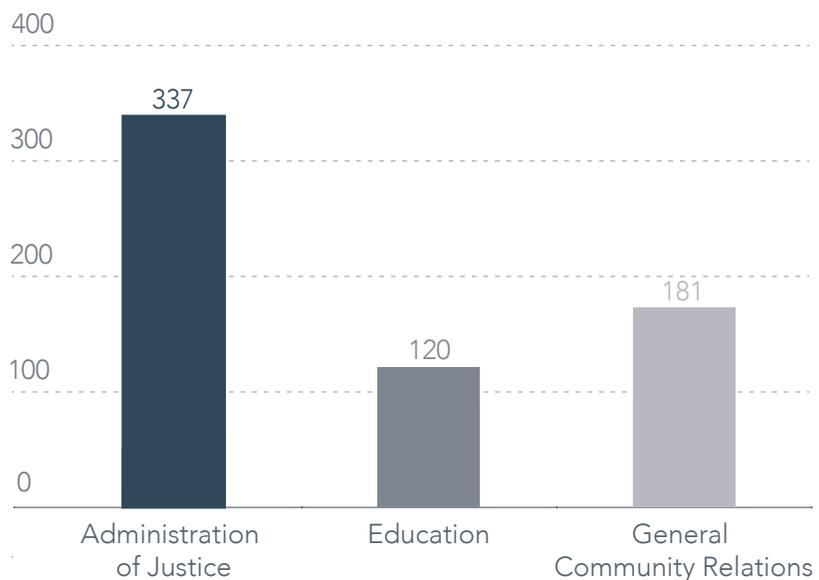


Denfeld High School students participating in a SPIRIT in Duluth, Minnesota

## ADMINISTRATION OF JUSTICE CASES

Administration of Justice cases are defined as those that derive from the actions of law enforcement and fuel community tension. In fiscal year 2015, CRS completed 337 Administration of Justice cases. The largest number of these cases resulted from tension related to allegations of excessive use of force by law enforcement, poor police-community relations and allegations of bias-based policing and racial-profiling by law enforcement. Other subcategories of such cases were those resulting from tension related to hate crimes or incidents, community policing conflicts, and protests and demonstrations, including marches and rallies. In many cases, CRS was invited by local government officials and law enforcement to provide conflict resolution and mediation services, conduct cultural professionalism training, and furnish technical assistance in resolving conflicts. In other instances, CRS was asked by community and civil rights organizations to help them engage in dialogues with law enforcement, local government agencies and other entities within their community.

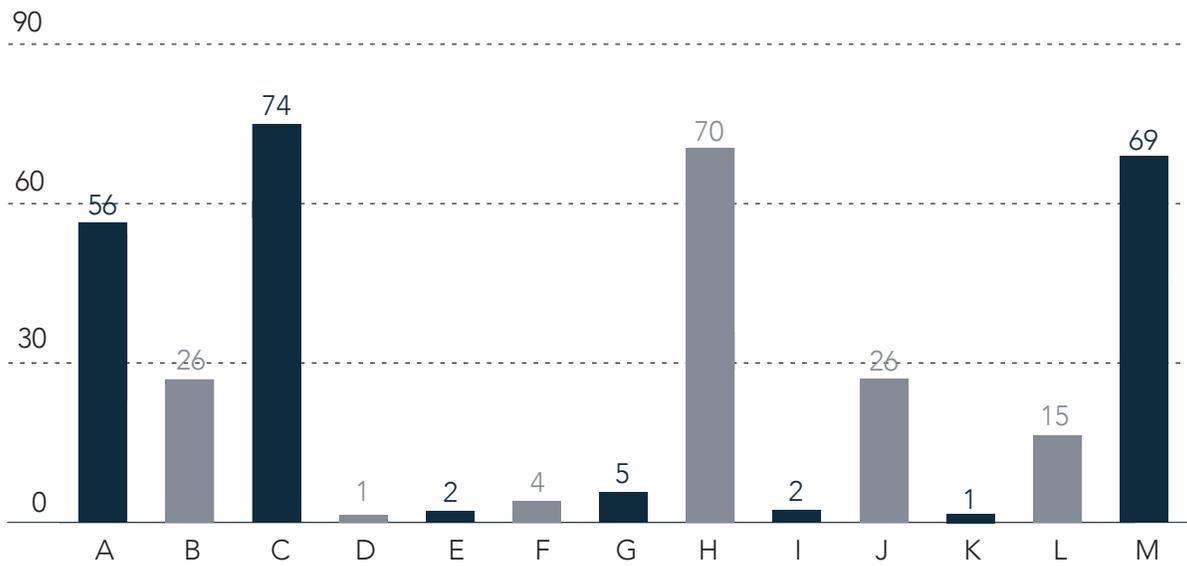
- A. Tensions Over Hate Incidents or Crimes
- B. Protest/Demonstration/March/Rally
- C. Police-Community Relations
- D. Internal Departmental Tensions
- E. Court-Related Issues
- F. Corrections/Prison Conflicts
- G. Conflict Over Hate Group Activity
- H. Conflict Over Excessive Use of Force/Police Misconduct



Civil rights demonstration

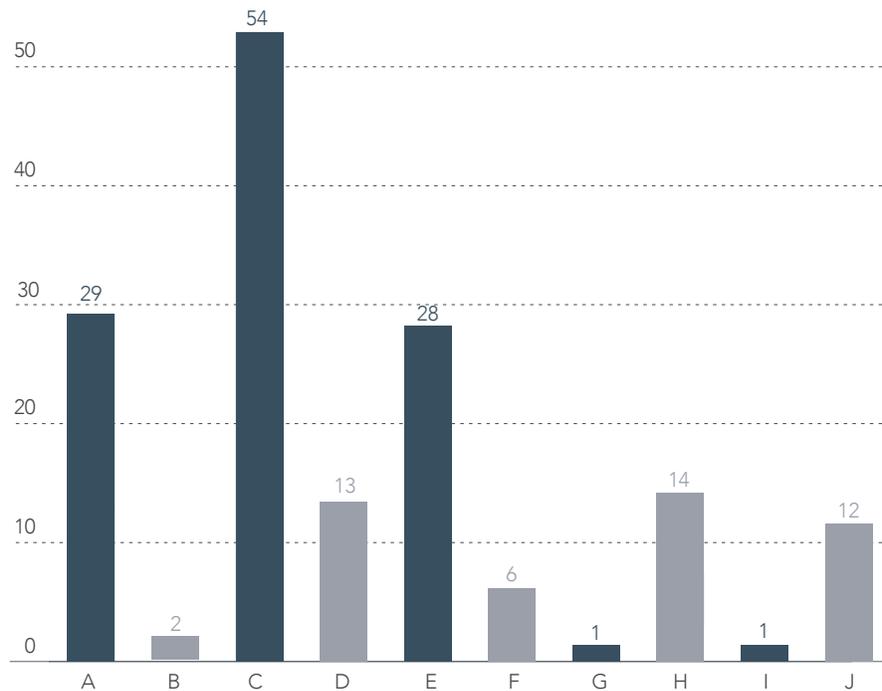
(iStock)

- I. Conflict Involving Tribes or Reservations
- J. Community Policing Conflict
- K. Civilian Oversight & Review Conflict
- L. Civil Disturbance/Riot
- M. Biased-Based Policing/Racial Profiling



## EDUCATION CASES

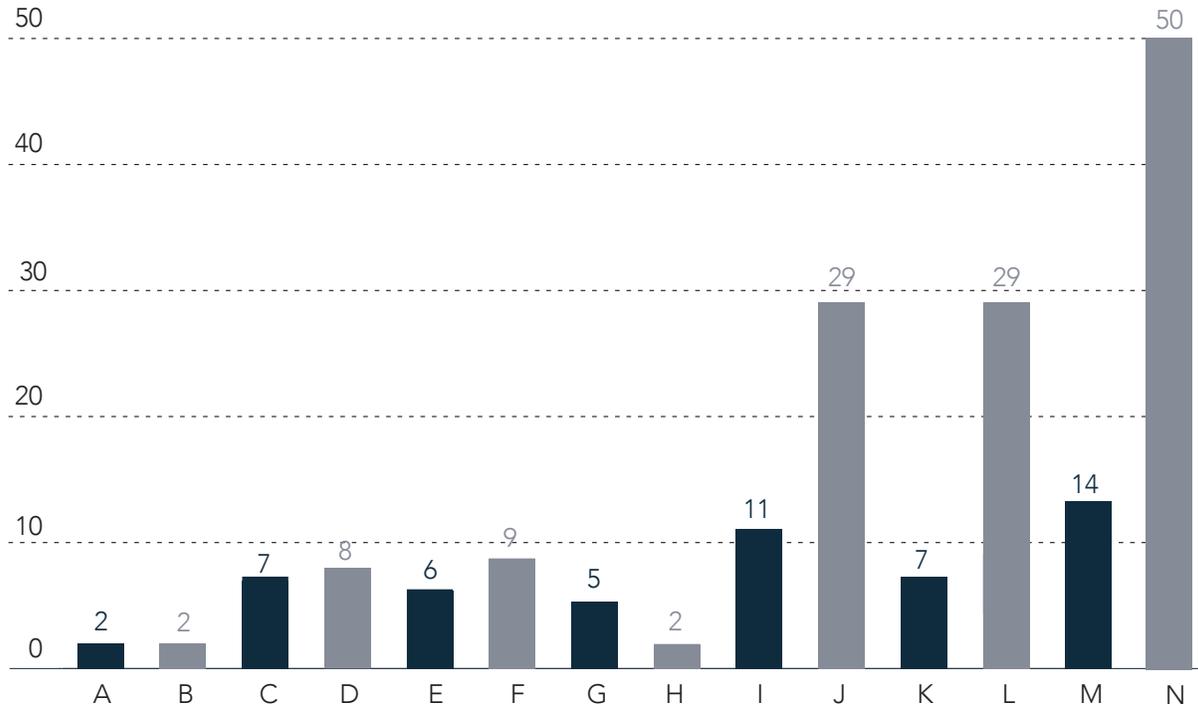
Education cases are those that derive from school-related actions or incidents and drive community tension. In fiscal year 2015, CRS completed a total of 120 Education cases. The highest number of Education cases resulted from racial conflicts and tensions between students in secondary schools, as well as hate or bias-motivated incidents in elementary, middle, and high schools. There were also a significant number of cases arising from conflict, tension, and disturbances on colleges and universities. Some of these incidents received media attention and raised community-wide tension, but in many instances, these cases caused conflicts that were known only to local communities or the school's direct stakeholders.



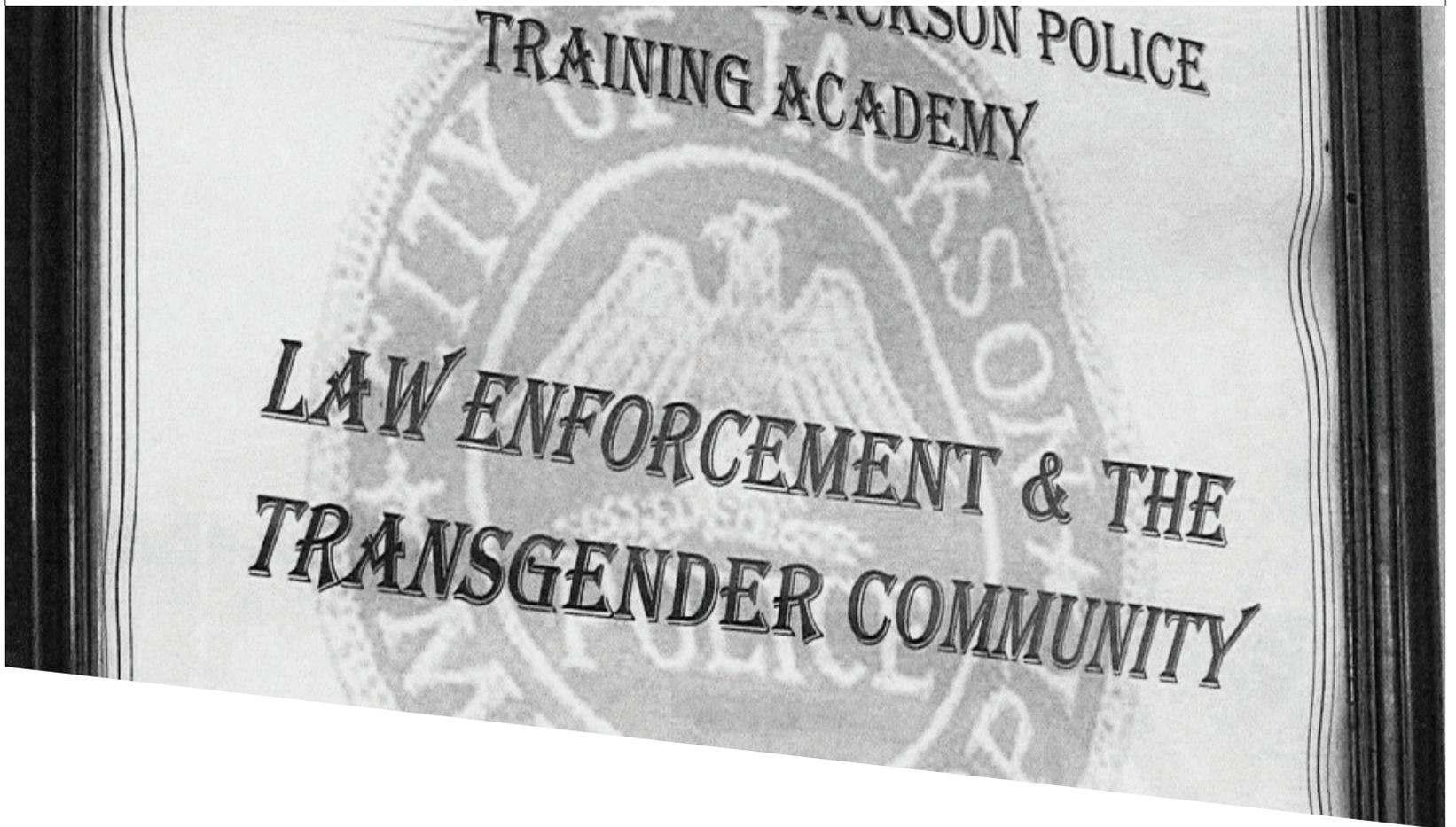
- A. Student Racial Conflicts & Tensions (K-12)
- B. School Protest or Demonstration (K-12)
- C. School Disturbance (K-12)
- D. Hate or Bias-Motivated Incidents at Colleges/Universities
- E. Hate or Bias-Motivated Incidents (K-12)
- F. Conflict Over Policing on College/University Campuses
- G. Conflict Over Policing in Schools (K-12)
- H. Conflict Over Disparities in Treatment or Opportunities (K-12)
- I. Conflict Involving Tribes or Reservations
- J. College or University Conflict/Tensions/Disturbances

## GENERAL COMMUNITY RELATIONS

General Community Relations cases are cases that derive from events that raise tension in the community, not related to educational institutions and law enforcement action. In fiscal year 2015, CRS completed a total of 181 General Community Relations cases. The largest number of General Community Relations cases resulted from hate crime incidents. Cases involving tensions related to disparate access to resources, changing community demographics, and community development figured prominently as well.



- A. Housing Conflict
- B. Environmental Justice Conflict
- C. Youth-Related Conflict
- D. Special Events & Gatherings Tension/Conflict
- E. Private or Public-Sector Employment Conflict
- F. Post 9/11-Related Tension & Conflict
- G. Immigration-Related Conflict
- H. Hate Group Activity & Gatherings/Events/  
Demonstrations
- I. Cross-Cultural & Language-Based Conflict
- J. Conflict Over Disparities in Access to Services
- K. Conflict Involving Tribes or Reservations
- L. Conflict Arising from Changes in Demographics  
or Other Transitions
- M. Community Development Conflict
- N. Hate Crime Incidents



## CRS HATE CRIMES INITIATIVE:

### LAW ENFORCEMENT AND THE TRANSGENDER COMMUNITY

During the development of CRS's Transgender Initiative the agency convened a series of roundtable meetings with more than 60 transgender advocacy leaders and law enforcement officials from around the country to identify common issues that result in conflict between law enforcement and transgender communities. The information elicited and discussed during the roundtables culminated in the development of "Law Enforcement and the Transgender Community," a comprehensive training program intended to provide law enforcement officers and executives with an understanding of issues of concern to transgender men and women that supports their efforts to strengthen relationships with the transgender community. The content covers three areas: relevant terminology, misconceptions that impact the prevention of and response to hate crimes, and strategies and resources for effective collaboration. The training provides important information about interacting with and protecting transgender individuals from victimization, and attempts to dispel myths and increase understanding.



CRS Law Enforcement and the Transgender Community Roll Call Video



CRS Law Enforcement and the Transgender Community Training



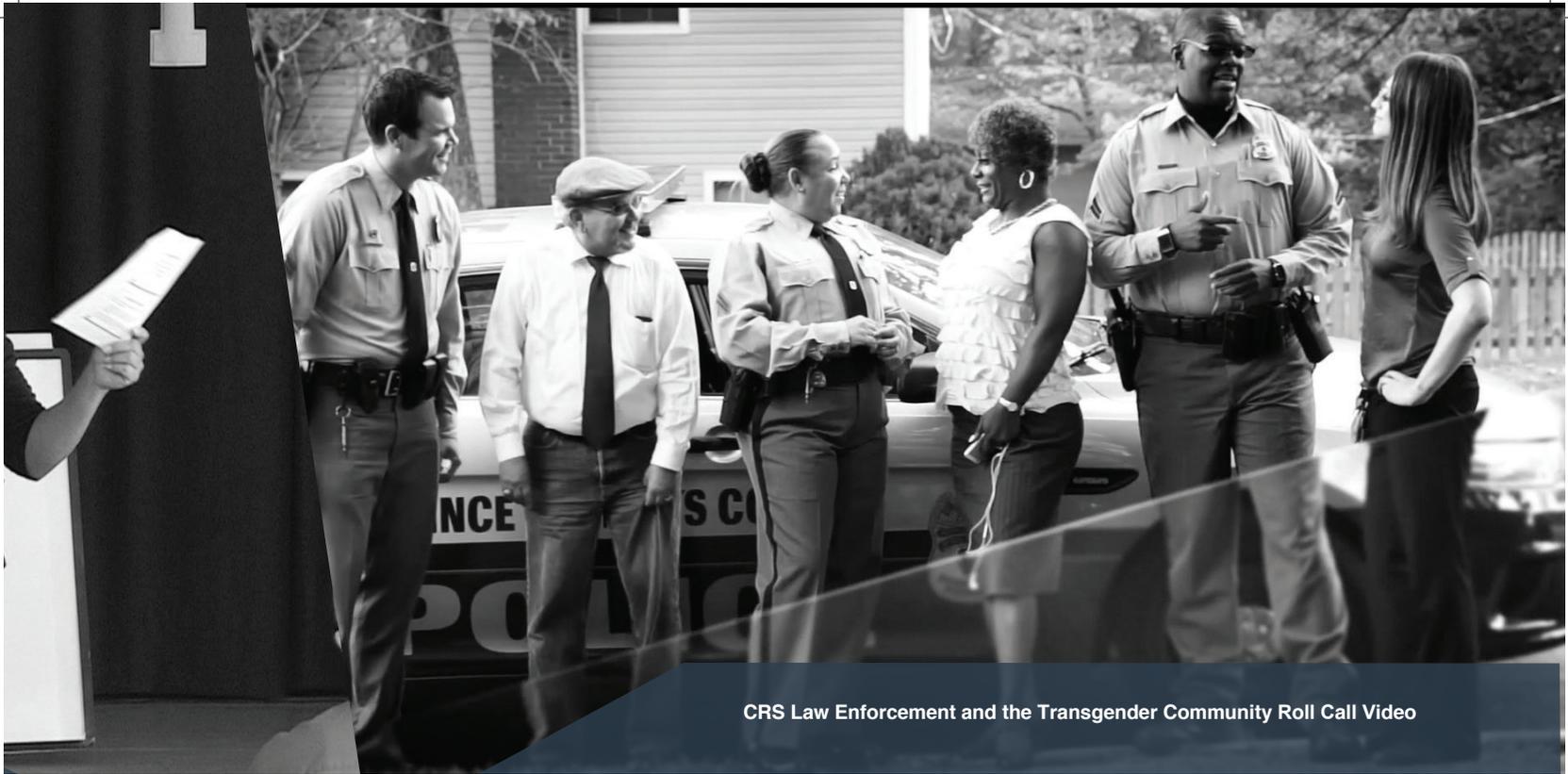
CRS Law Enforcement and the Transgender Community Training

Since developing the training, CRS has collaborated with transgender community organizations and law enforcement agencies across the nation and conducted 37 separate trainings. In total nearly 1,400 law enforcement officers, supervisors, trainers, and executive-level officers from various departments throughout the country have been trained. More importantly, like all CRS training programs, the focus is on both providing best practice information, as well as using the trainings as a starting point for building stronger relationships. The trainings are typically conducted by representatives of the local transgender community and are often relied upon by law enforcement to be the start of an ongoing, collaborative approach to better serving the transgender community.

In fiscal year 2015, CRS continued to expand its transgender initiative by developing a law enforcement roll call training video. The video, which is scenario-driven, features three common ways that law enforcement members come into contact with transgender individuals: a traffic stop, a hate-crime assault report, and a restroom-related call for service. In the video, a law enforcement narrator provides additional tips on using relevant terminology and interviewing techniques, as well as strategies and resources for successful community collaboration. The video is designed as a stand-alone training tool to be viewed by law



CRS Law Enforcement and the Transgender Community Roll Call Video



CRS Law Enforcement and the Transgender Community Roll Call Video

enforcement officers and officials during roll call, a common information briefing session for officers before they begin their patrol shift. The purpose of the video is to help law enforcement officials better understand and successfully engage with the transgender communities they serve.

CRS worked closely with and relied on the guidance of the National Center for Transgender Equality (NCTE), Parents, Families and Friends of Lesbians and Gays (PFLAG) National, the Metropolitan Police Department of the District of Columbia, and the Prince George's County, Maryland, Police Department when developing the video.

Both the roll call video and the comprehensive training were developed in response to the disproportionate and increasing number of violent hate crimes committed against members of the transgender community. The roll-call video reinforces the concepts learned in the full-length training. It is also designed to assist law enforcement agencies that may want to receive the full training program but are not able to do so. With the release of the transgender roll call video, law enforcement executives and transgender communities will have yet another CRS tool to help build positive police-community relations and improve public safety.

# REGIONAL CASE SUMMARIES



Demonstration in Madison, Wisconsin  
(iStock/AAraujo)

## NEW ENGLAND REGION



**Orono, Maine:** In 2015, the University of Maine Police Department requested cultural competency training to prepare for the influx of international students at the start of the academic year. CRS convened a law enforcement cultural competency training program and facilitated a dialogue, which was attended by campus police and other local police departments from the surrounding towns. The training focused on issues that affect the transgender community. CRS co-presented with Wayne Maines, father to 19-year old transgender daughter Nicole Maines, and Noel March, U.S. Marshal for the District of Maine. Wayne Maines spoke to officers about his experiences as a father to a transgender girl, who endured bullying from classmates, as well as discrimination from officials in the Orono, Maine School District. CRS facilitated a dialogue with the speakers and law enforcement officers on transgender issues, in an effort to dispel myths and confront biases about transgender individuals, in order to understand and better serve the transgender community.

**Greater Boston, Massachusetts:** In February 2015, CRS was contacted by various law enforcement agencies to assist in conducting outreach and to facilitate relationships with the Greater Boston area Muslim community in response to increased tension following a media report of execution-style murders of three Muslim students at Chapel Hill. Shortly after CRS was contacted, two additional incidences occurred in the New England region within a 48-hour period. The first incident occurred when a Muslim school in Rhode Island was vandalized with the words, “Now this is a hate

crime,” along with expletives referring to the Islamic faith. A second incident transpired when hundreds of anti-Muslim fliers were found scattered near an MBTA station in Revere, Massachusetts. CRS conducted assessments within 24-hours and was in communication with the Muslim school in Rhode Island and mosques in Revere. CRS then facilitated a meeting at the Islamic Society of Boston in Cambridge, Massachusetts with concerned Muslim community members, Muslim Community Leaders, and the Federal Bureau of Investigation (FBI) to discuss the recent alleged hate incidents and to explain the FBI’s role as a resource. Following the meeting, CRS met with the faith leaders of six area mosques and law enforcement to determine strategies to improve relationships between law enforcement and the Muslim Community. As a result, two additional open community forums were held at the Al-Huda Society Mosque in Chelsea and the Masjid Ad-Dawaah Mosque in Malden. CRS conducted a “CRS 101” to participants and engaged in a dialogue about hate crimes and religious bias. The forums were widely attended by the Muslim community and non-Muslim community alike, Muslim community leaders, law enforcement, the Cambridge Police Commissioner, the Malden Police Chief, Chelsea Police Department officers, and the interfaith community as an expression of solidarity.



## NORTHEASTERN REGION

**Atlantic City, New Jersey:** During the spring of 2015, CRS assistance was requested by Reverend Colin A. Days Sr., Pastor of the Second Baptist Church in Atlantic City, Kareem Shabazz, leader at Masjid Muhammad The Nation's Mosque in Atlantic City, and other community leaders, following the shooting of an unarmed African American man by law enforcement. The shooting had resulted in increased tension between the African American community and area police. In response to the tension, CRS facilitated a meeting with concerned community members, Don Guardian, Mayor of Atlantic City, James McClain, Atlantic County Prosecutor, Henry White, Chief of Police for Atlantic City Police Department, and various other community leaders including Marté King, Atlantic County Reentry Task Force representative. CRS worked with all of the parties to develop an Action Plan, which required taking concrete steps toward improving police-community relations. One of the agreed upon steps was a forum with local youth, law enforcement, and city officials. On August 15, 2015, CRS facilitated a series of youth forums to provide young people with the opportunity to express their concerns and issues directly with local law enforcement, in order to improve mutual respect and expectations toward safer communities.

**San Juan, Puerto Rico:** In 2015, CRS facilitated dialogues bringing together members of the Dominican community and representatives from the Civil Rights Division of the U.S. Department of Health and Human Services (HHS) to discuss allegations of discrimination and disparate treatment against Dominican individuals. The Dominican community perceived that they were being systematically denied access to health and social services on the basis of their national origin and the refusal or delay in treatment has allegedly led to the deaths of Dominican community members on the island. Over 50 Dominican community leaders and HHS representatives participated in the dialogues, which highlighted the role of the HHS Civil Rights Division in areas of medical services and access to health care. Participants discussed concerns and developed opportunities for future dialogues. As a result of these coordinated meetings, the Dominican Consulate and HHS agreed that the Consulate would work with Dominican community members to develop a system for receiving and responding to complaints of disparate treatment and to develop measures for ensuring equitable services for all community members.

## MID-ATLANTIC REGION



**Charlottesville, Virginia:** In 2015, Timothy Longo, then Chief of Police for the Charlottesville Police Department, requested CRS's assistance in improving relations between the community and law enforcement. The Chief was concerned about the impact of national events, including the deaths of Michael Brown and Eric Garner, on the Charlottesville community and the increased tension between police and minority community members. In response to the Chief's request, CRS worked with the Charlottesville Police Department, clergy, civil rights leaders, and city officials to develop a City Problem Identification and Resolution of Issues Together (City SPIRIT) program with a focus on police-community trust building. The Charlottesville Police Department modified the City SPIRIT to fit their needs for processing and strategic planning. During the City SPIRIT, participants engaged in a dialogue about the state of police-community relations in Charlottesville and distilled the following three points of agreement to develop strategies for improvement; better communication, trust and understanding, and transparency and accountability. As a result of the City SPIRIT, the parties agreed to form a standing working group, made up of program participants and law enforcement representatives, to work together to implement substantive policy changes and improve police-community relations. Since the Charlottesville City SPIRIT focused on police-community trust building, other law enforcement agencies have expressed interest in the process. In addition, it was conducted in Annapolis, Maryland, and is currently in the planning stages in other jurisdictions.



## SOUTHEASTERN REGION

**Charleston, South Carolina:** In June 2015, CRS provided consultation services in response to community tension following the shooting deaths of nine African American individuals at the historic Mother Emanuel AME Church by Dylann Roof, a Caucasian male. The perpetrator was charged with murder and a federal hate crime. The gunman reportedly went to the church “to kill Black people” and used the Confederate flag as a symbol to support his actions. The incident heightened concerns of racial tension and spurred protests calling for the Confederate flag to be removed from the South Carolina Statehouse grounds. Within 48 hours of the shooting, CRS was onsite to conduct an assessments of racial tension, provide rumor control for law enforcement, and to coordinate communications with the then-Mayor of Charleston, the U.S. Attorney for the District of South Carolina, the Federal Bureau of Investigation (FBI), the South Carolina Law Enforcement Division (SLED), the North Charleston Police Department, the South Carolina Highway Patrol, and other Charleston law enforcement officials. In addition, CRS was in communication with the NAACP Charleston Branch, the South

Carolina State Conference NAACP, and the South Carolina Human Relations Commission to facilitate discussions on locations of potential racial tension flashpoints locally and throughout the state. CRS worked with all parties to help reduce tension and ensure that protests and rallies remained peaceful. On June 23, 2015, CRS monitored and provided on-site mediation as needed during a march and rally organized by an African American advocacy organization where approximately 300 people participated and displaying signs that read “Black Lives Matter.” Prior to the event, CRS provided best practices for maintaining peace to rally organizers and law enforcement officials. In addition to the rallies and protests, CRS worked with other federal stakeholders such as, the U.S. Department of Homeland Security (DHS), the Justice Department’s Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF), the U.S. Attorney’s Office, and state and local law enforcement offices to host church security forums.



Demonstration  
(iStock)



## MIDWESTERN REGION

**Indianapolis, Indiana:** In August 2015, CRS conducted the Law Enforcement and the Transgender Community training for the Indianapolis Metropolitan Police Department (IMPD) in collaboration with the Indiana Transgender Wellness Alliance and Indiana Youth Group. CRS's assistance was requested in response to the murder of a transgender woman, Tajshon Sherman, known to many as Ashley or Michelle. Community members, and local lesbian, gay, bisexual, and transgender (LGBT) advocacy organizations including the Indiana Transgender Wellness Alliance, Indiana Youth Group, the Transgender Civil Rights Project, and National LGBTQ Task Force held a vigil at the reported site of the homicide. The training was provided for more than 70 new recruits for the IMPD and were the first to receive the training in the department's history. In addition, CRS worked with the IMPD, Jacqueline R. Patterson, Executive Director of the Indiana Transgender Wellness Alliance, and Kristopher Posthuma, Prevention Program Coordinator of Indiana Youth Group, to build their capacity to provide the Transgender Law Enforcement training to future recruits of the Department.

**Hamilton, Ohio:** In June 2015, CRS was contacted regarding alleged incidents of community members with disabilities experiencing bullying and harassment while accessing services located at a day treatment facility and a residential facility located in a residential area. The disability

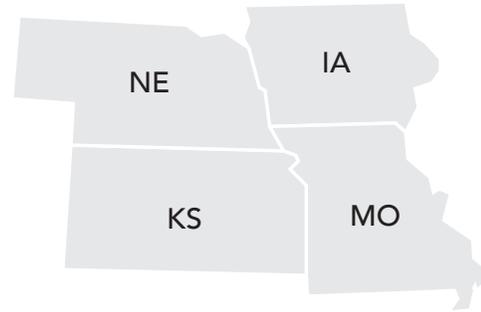
service providers voiced concerns for clients with disabilities being targeted with verbal and physical harassment on the street and a reluctance to report incidents due to fear of reprisal. CRS convened the community residents and business representatives with the service providers and advocacy groups including Butler Behavioral Services, the Butler County Mental Health Board, Butler County Board of Developmental Disabilities, and Sojourner Recovery Services. CRS assisted the parties in identifying points of consensus around the community's concerns about persons with disabilities by conducting a disabilities awareness dialogue and facilitating a disability awareness training through identifying best practices and resources. In addition, CRS facilitated a panel discussion regarding the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act of 2009 with Ohio area disability service providers. As a result, the parties formed a task force to prevent and resolve conflicts based on biases against community members with disabilities by becoming better informed of issue areas and policies, as well as improving communication with the local police.



## SOUTHWESTERN REGION

**Dallas, Texas:** Over the course of this year, leaders of the lesbian, gay, bisexual, and transgender (LGBT) community requested CRS's consultation service in the wake of allegations of discriminatory practices and disparate treatment of transgender inmates at the Dallas Sheriff's Department. LGBT community leaders, including Nell Gaither, President of the Trans Pride Initiative, expressed outrage about the arrest and detainment of a transgender woman, who was reportedly housed in solitary confinement for nine months, allegedly for her own safety. It was reported that Department officers repeatedly referred to the solitary confinement area of the facility as the "homo tank." In response to community leaders' requests, CRS facilitated dialogues between law enforcement officials and LGBT community leaders over several months. During the dialogues, the parties discussed the housing of transgender individuals and proper terminology to use when addressing transgender individuals, as well as search practices, operational guidelines, and medical treatment of transgender detainees. In addition, the parties agreed to the creation of a transgender inmate board, which would include a LGBT representative, to address issues and concerns raised by transgender inmates. The parties also agreed to create a Transgender Policy Statement for the Dallas Sheriff's Department to document and outline collaborative efforts between members of Trans Pride Initiative and law enforcement in the process of developing strategies to improving relationships between law enforcement officials and the LGBTQ community.

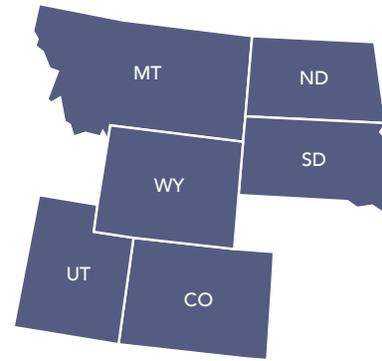
## CENTRAL REGION



**Wyandotte County and Kansas City, Kansas:** In December 2014, CRS received a request for assistance from officials from the Unified Government of Wyandotte County and Kansas City, regarding tension in minority communities. Minority communities perceived a lack of representation in public safety departments including the Kansas City Fire Department, the Kansas City Police Department, and the Wyandotte County Sherriff's Department. CRS consulted with Kansas City Mayor, Mark Holland, and other local officials to assess the tension and assisted in the development of a strategy for resolving the greatest points of concern among minority communities. Following the development of the strategy, CRS was asked to aid officials in facilitating its implementation. CRS assisted in developing a broad and diverse task force comprised of local stakeholders including the Kansas City, Kansas NAACP Branch, El Centro, and the Emmett Till Justice Campaign to review human resource policies and practices related to the recruitment, hiring, and development of minority personnel. CRS worked with the taskforce and Unified Government of Wyandotte County officials to prioritize issues and create solutions, which resulted in 19 specific recommendations. The recommendations included, on-going cultural competency trainings regarding ethnic, gender and LGBT communities for public safety departments and more efficient and effective recruitment and hiring practices in-line with achieving overall workplace diversity goals. The 19 recommendations were submitted by the taskforce and adopted by the United Government Commission.

Wyandotte County/Kansas City Kansas  
Public Safety Diversity Task Force





## ROCKY MOUNTAIN REGION

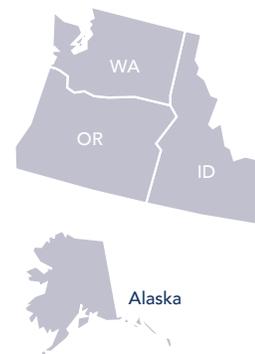
**Aurora, Colorado:** In June 2015, CRS training services were requested by the Federal Bureau of Prisons (BOP) following increased tensions between Bureau officials and a national Sikh organization, regarding the alleged discriminatory treatment of Sikh prisoners. In response to the request, CRS facilitated a Sikh Cultural Awareness training at the BOP National Corrections Academy in Aurora, Colorado. The training was facilitated in collaboration with Dilpreet Singh Jammu, a subject matter expert trainer and board member of Colorado Sikhs. The training was delivered to approximately 100 BOP Chaplains. Following the training session, CRS facilitated a site visit to the Colorado Singh Sabha, the Rocky Mountain Region's largest Sikh Gurdwara. CRS training services increased the Chaplains' capacity to provide services to Sikh prisoners and effectively address cultural and religious concerns.

**San Juan County, Utah:** In June 2015, the Navajo Nation Human Rights Commission requested CRS assistance after receiving complaints that decisions regarding sacred lands were being made without Navajo Nation input. In addition, Tribal stakeholders including the Navajo Historic Preservation Natural Resources Division, the Navajo Lands Department, and the Dine Bikeyah Community of San Juan, wanted to be included during the U.S. Department of the Interior Bureau of Land Management's (BLM) Environmental Assessment process. CRS convened dialogues and provided technical assistance to tribal leadership and BLM representatives in addressing the stakeholders' concerns. The dialogues resulted in mutual agreements about issues that had the potential to impact sacred tribal lands.

## WESTERN REGION



**Ventura County, California:** In December 2014, CRS provided follow-up services in the resolution of conflicts between leaders from Muhu Tasen Inc., a non-profit organization and an inter-tribal group, and officials from the County of Ventura. The inter-tribal group alleged that county officials violated a previous agreement between the two parties, which focused on allowing Muhu Tasen Inc., to continue a demolition and construction project that would remedy and correct violations involving structures not in compliance with county codes, and build new structures to include a residence up to code for the intent of spiritual practice. Muhu-Tasen Inc. also alleged that county officials were continuing to fine them and found the fines contrary to the previous agreement that would remove the fines being that Muhu Tasen Inc., stayed on schedule meeting previously agreed upon timelines set in the agreement. CRS engaged each party separately and assisted in clarifying each side's understanding of the situation as well as shared concerns from one party to the other as requested and facilitating the exploration of solutions as part of the process. As a result of shuttle diplomacy services as well as the good faith cooperation and efforts of Muhu Tasen Inc. and the County of Ventura, issues were clarified and resolved along with new extensions provided by the county. This allowed Muhu Tasen Inc. to continue the process to build ceremonial structures and residence on their property that would allow them to practice their traditional American Indian spiritual ceremonial activities.



## NORTHWESTERN REGION

**Bothell, Washington:** In February 2015, CRS learned through local media sources that the Hindu Temple and Cultural Center in Bothell, Washington, was vandalized with hate graffiti. It was reported that a swastika and the words “get out” were spray painted on the temple walls. Two other swastikas were also found spray-painted on buildings at Skyview Junior High School, along with the words “Muslims get out.” The incidents coincided with a series of graduated criminal actions against a South Asian family who lived nearby. In March 2015, the Hindu leaders united to denounce another act of vandalism that occurred against the Sanatan Dharma Temple and Cultural Center in Kent, Washington. It was reported that someone had broken windows at the temple and caused approximately \$10,000 worth of damage. In February 2015, CRS was on-site to meet with 18 representatives and congregants of the Hindu Temple in Bothell. In attendance was a representative from the Federal Bureau of Investigation (FBI) and investigators from the County Police Department. CRS conducted a

“CRS 101” information session and facilitated a dialogue to identify issues and concerns regarding the recent acts of vandalism. Among the identified concerns were the need to organize a “Get-to-Know-Your-Community” event with an open invitation to elected officials, interfaith groups, and the general public to participate, and the desire to have a Hate Incidents and Hate Crimes forum for the local Hindu community. In June, CRS was on-site at the Sanatan Dharma Temple and Cultural Center in Kent, Washington, to meet with the Hindu community and the general public. CRS led a panel discussion on hate incidents and hate crimes. In attendance were representatives from the United States Attorney’s Office Western District of Washington, the FBI, Police Chiefs from neighboring communities, the County’s District Attorney’s Office, and a representative from a California-based Hindu American Foundation. More than 90 people attended the Hate Crimes Awareness and Prevention Event.



Vandalism at Skyview Junior High School in Bothell, Washington  
(iStock)

# FREQUENTLY ASKED QUESTIONS

## **What is the United States Department of Justice Community Relations Services?**

The Community Relations Service is an agency within the U.S. Department of Justice that is congressionally mandated to assist communities in resolving conflicts based on race, color, and national origin. Under the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act of 2009, CRS also works with communities to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, and disability. CRS is not an investigatory or prosecutorial agency, and it does not have any law enforcement authority. All CRS services are confidential and provided free of charge to the communities.

## **What is CRS's jurisdiction?**

Pursuant to Title X of the Civil Rights Act of 1964, CRS provides its services to local communities where there are community-wide conflicts, tension, or violence stemming from racial or ethnic issues. In 2009, CRS's jurisdiction expanded, with the passage of the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act, to include providing services to help communities prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color national origin, gender, gender identity, sexual orientation, religion, or disability. CRS does not provide services to individuals in non-community conflicts.

## **Where does CRS work?**

CRS works in all 50 states and United States territories. It assists communities large, small, rural, suburban, and urban. Much of CRS's work comes from requests by local law enforcement agencies, community leaders, school administrators, civil rights organizations, government officials, and other local and state authorities.

## **What kinds of issues does CRS become involved in?**

Most of the work CRS performs involves situations where there is racial conflict or violence involving police agencies, schools, or communities struggling to recover in the aftermath of an alleged violent hate crime

committed on the basis of actual or perceived race, color, national origin, religion, disability, gender, gender identity, or sexual orientation. Often, the most volatile situations CRS responds to are negative reactions to incidents involving police use of force, the staging of major demonstrations and counter events, major school disruptions, and organized hate crime activities.

## **Who provides CRS services?**

CRS services are provided by highly-trained, impartial conflict resolution experts, known as Conciliation Specialists, who are based in ten Regional and four Field Offices across the country. Conciliation Specialists are available on a 24-hour basis, and follow established and standardized procedures in their work. In each incident, CRS first assesses the situation by determining what 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, and establishing whether the Agency has jurisdiction, CRS works with the parties to determine the actions or services necessary to help resolve the conflict and prevent violence from occurring.

## **Can a community refuse CRS's services?**

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

## **Why is CRS located in the Department of Justice?**

CRS mediators carry no guns or badges and have no prosecutorial or investigative authority. Nevertheless, they represent the Department of Justice in one of its most important missions— providing assistance and support to state and local authorities in their efforts to prevent violence and resolve destructive conflicts.

## **How does CRS know it has been successful?**

The level of satisfaction among the recipients of CRS services is a critical indication of whether CRS has been successful. An internal case management system registers outcomes and accomplishments for each CRS case activity.

## GLOSSARY OF TERMS & ABBREVIATIONS

### **AMS**

AMS is an abbreviation for Arab, Muslim, & Sikh communities.

### **CRS**

CRS is an abbreviation for the United States Department of Justice Community Relations Service.

### **Consultation**

CRS offers consultation services to help communities respond more effectively to resolve conflicts and to improve their ability to communicate about issues and conflicts. Consultation includes providing technical assistance, information on best practices, referrals, and coaching on issues of communication, dispute resolution, and joint problem-solving.

### **Convening**

Convening refers to the bringing together of stakeholders or parties for the purpose of providing CRS services.

### **Dialogue**

Dialogue is a form of conciliation in which CRS facilitates discussions among a diverse public that reflects various local agencies, institutions, and community residents. Topics of a dialogue include race, police-community relations, and other issues.

### **Facilitation**

Facilitation is the process by which Conciliation Specialists help communities open lines of communication. Through facilitation, parties listen to the issues of each stakeholder and learn from each other about the problem and potential solutions to the conflict. These dialogues often include various local agencies, institutions, and

community residents, and frequently address topics including race, police-community relations, perceived hate crimes, tribal conflicts, protests and demonstrations, and other issues that may be important for a community. By reframing and clarifying the issues, CRS can move communities forward toward resolving their problems in mutually acceptable ways. These communications may be in-person, by telephone, email (or fax) and may occur over a substantial period of time.

### **LEMS**

LEMS stands for Law Enforcement Mediation Training. Descriptions of CRS programs may be found in the Programs Section of the Annual Report.

### **LGBT**

LGBT is an abbreviation for lesbian, gay, bisexual, and transgender communities.

### **Mediation**

Mediation consists of playing a third party role in negotiations, incorporating established and standardized mediation procedures. These negotiations are conducted by a neutral CRS conflict resolution specialist, who is trained to help communities discuss their differences and develop strategies to resolve their concerns. The goal of mediation is to provide a framework that helps communities resolve misunderstandings, establish mutual trust, and independently prevent and resolve future conflicts. Mediation is not used to determine who is right or who is wrong. Frequently, the results of a community's mediation will be memorialized in a document, such as a Memorandum of Understanding, Mediation Agreement, Resolution, Proclamation, Collaborative Agreement, Community Pact, or other mutually derived and agreed upon document.

### **Monitor Racial Tension**

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. In addition, CRS may monitor a resolution through face-to-face meetings, e-mails, or telephone conversations with community leaders, law enforcement, and local officials.

### **Provide Conciliation Assistance**

This is a comprehensive term to describe CRS's conflict resolution and violence prevention services. Conciliation is a process by which CRS facilitates communication between the parties in conflict, to reduce the likelihood of violence or disruption. Conciliation includes facilitated dialogues, mediation, training, and consultation through technical assistance.

### **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 marches, demonstrations, or community meetings. As an impartial federal agency, CRS provides a stabilizing presence when parties are in conflict or in direct physical contact with one another. CRS staff wear distinctive, official clothing and station themselves at critical locations where parties may interact with one another or where crowd congestion could create tension. This allows parties to recognize CRS staff and request CRS services.

### **RARP**

RARP is an acronym for CRS's Responding to Allegations of Racial Profiling training. Descriptions of CRS programs may be found in the Programs Section of the Annual Report.

### **SPIRIT**

SPIRIT is an acronym that stands for two related CRS programs. The Student Problem Identification and Resolution of Issues Together program and the Site Problem Identification and Resolution of Issues Together program. Descriptions of CRS programs may be found in the Programs Section of the Annual Report.

### **Training**

The Community Relations Service's regional conflict resolution teams provide training programs to communities as a tool for understanding and alleviating current disputes and for preventing future disagreements. These programs bring together representatives from local government agencies, community faith-based organizations, law enforcement, advocacy groups, and businesses, in order to develop collaborative approaches for reducing conflicts and addressing the factors that have contributed to the disagreement.

### **Technical Assistance**

Because of CRS's long history and experience in resolving conflict, CRS is often asked to provide expert materials, information, and experience to help communities resolve conflict and prevent violence. Technical assistance is a form of consultation.

## CRS CUSTOMER SERVICE STANDARDS

CRS's goal is to provide effective conflict prevention and resolution services. Toward that end, CRS will meet the following standards when working with communities:

- CRS will clearly explain the process that CRS uses to address racial and ethnic conflicts and to prevent and respond to violent crimes allegedly committed based on the party's actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability.
- CRS will provide opportunities for all parties involved to contribute and work toward a resolution to the current conflict based on race, color, or national origin. If a community member is a participant in a CRS training session or conference, he or she will receive timely and useful information and materials that will assist him or her in preventing or minimizing racial, ethnic or national origin-based tensions, as well as preventing and responding to violent crimes, allegedly committed based on the party's actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability. Also, within three weeks of learning of the community's needs, CRS will work with community members to identify additional materials and resources to address those needs.
- In crisis situations, CRS will respond to the situation within 24 hours of the time a community notifies CRS of the crisis or CRS learns of the crisis.
- In non-crisis situations, CRS will contact the community within three days of the time a community requests CRS services or CRS learns of the situation.

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

## On-Line Report Availability

*Community Relations Service Annual Reports and other publications are available through the Department of Justice website are:*  
[www.justice.gov/crs](http://www.justice.gov/crs)

*For additional printed copies of this report, contact us at:*

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