



COMMUNITY RELATIONS SERVICE

United States Department of Justice



Educate – Communicate – Conciliate – Mediate – Facilitate

MISSION

The Community Relations Service is the Department'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 assist State and local units of government, private and public organizations, and community groups with preventing and resolving racial and ethnic tensions, incidents, and civil disorders, and in restoring racial stability and harmony. With passage of the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act of 2009, CRS also works with communities to employ strategies to prevent and respond to alleged violent hate crimes committed on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion or disability.

THE UNIQUE RELATIONSHIP BETWEEN AMERICAN INDIAN NATIONS, THE DEPARTMENT OF JUSTICE AND THE FEDERAL GOVERNMENT

The Community Relations Service (CRS) values the unique government-to-government relationship based on sovereignty and the trust relationship between the United States government and American Indian Tribes. CRS service delivery in Indian Country affirms the commitment to forging strong partnerships between the Indian tribal governments, the Agency and the Department. These partnerships will enable the Agency to better serve the needs of Indian tribes, Indian people and the public at large. CRS makes all reasonable efforts to ensure that the Agency's activities are consistent with sovereignty and trust relationship principles.

Examples of CRS Conflict Resolution Assistance in Indian Country

General Community Relations (GCR)

- CRS responds to community-based conflict and tensions:
 - Created by border-town conflict, issues and concerns.
 - Created by public demonstrations, rallies and/or protest marches.
 - Created by alleged voter rights discrimination based race, color and national origin.
 - Created by the encroachment, desecration and/or development of American Indian sacred sites.
 - Created by the desecration and/or discovery of American Indian cultural artifacts.
- CRS prevents and responds to community-based conflict and tensions:
 - Created by alleged bias motivated incidents or hate crimes targeting community members on the basis of race, color, national origin, disability, gender, religion, sexual orientation or gender identity.

Administration of Justice (AOJ)

- CRS responds to community-based conflict and tensions:
 - Created by allegations of racial profiling by law enforcement.
 - Created by allegations of excessive use of force by law enforcement.

Education (ED) (Elementary, Secondary and Post-Secondary)

- CRS responds to community-based conflict and tensions:
 - Created by allegations of disparate treatment in discipline, advancement, etc., based on race, color or national origin.
 - Created by racial tensions between student groups, teachers, administrators, parents and other school-community groups.

REGIONAL OFFICES

National Office

600 E Street NW
Suite 6000
Washington DC 20530
(202) 305-2935
(202) 305-3003 fax

Region I (CT, MA, ME, NH, RI, VT)

408 Atlantic Avenue
Suite 222
Boston MA 02110
(617) 424-5715
(617) 424-5727 fax

Region II (NJ, NY, PR, VI)

26 Federal Plaza
Suite 36-118
New York NY 10278
(212) 264-0700
(212) 264-2143 fax

Region III (DC, DE, MD, PA, VA, WV)

200 Second and Chestnut Street
Suite 208
Philadelphia PA 19106
(215) 597-2344
(215) 597-9148 fax

Region IV (AL, FL, GA, KY, MS, NC, SC, TN)

75 Piedmont Avenue NE
Suite 900
Atlanta GA 30303
(404) 331-6883
(404) 331-4471 fax

Region V (IL, IN, MI, MN, OH, WI)

230 South Dearborn Street
Room 2130
Chicago IL 60604
(312) 353-4391
(312) 353-4390 fax

Region VI (AR, LA, NM, OK, TX)

1999 Bryan Street
Suite 2050
Dallas TX 75201
(214) 655-8175
(214) 655-8184 fax

Region VII (IA, KS, MO, NE)

601 East 12th Street
Suite 0802
Kansas City MO 64106
(816) 426-7434
(816) 426-7441 fax

Region VIII (CO, MT, ND, SD, UT, WY)

1244 Speer Boulevard
Suite 650
Denver CO 80204
(303) 844-2973
(303) 844-2907 fax

Region IX (AZ, CA, GU, HI, NV)

888 South Figueroa Street
Suite 1880
Los Angeles CA 90017
(213) 894-2941
(213) 894-2880 fax

Region X (AK, ID, OR, WA)

915 Second Avenue
Suite 1808
Seattle WA 98174
(206) 220-6700
(206) 220-6706 fax

Field Office IV

51 Southwest First Avenue
Suite 624
Miami FL 33130
(305) 536-5206
(305) 536-6778 fax

Field Office V

211 West Fort Street
Suite 1404
Detroit MI 48226
(313) 226-4010
(313) 226-2568 fax

Field Office VI

515 Rusk Avenue
Suite 12605
Houston TX 77002
(713) 718-4861
(713) 718-4862 fax

Field Office IX

90 Seventh Street
Suite 3-300
San Francisco CA 94103
(415) 744-6565
(415) 744-6590 fax

CRS Customer Service Standards

Our goal is to provide sensitive and effective conflict prevention and resolution services. CRS will meet the following standards:

- We will clearly explain the process that CRS uses to address racial and ethnic conflicts and to prevent and help communities respond more effectively to alleged violent hate crimes on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability and our role in that process.
- We will provide opportunities for all parties involved to contribute to and work toward a solution to racial or ethnic conflict and to help develop the capacity to prevent alleged violent hate crimes on the basis of actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability.
- If you are a participant in a CRS training session or conference, you will receive timely and useful information and materials that will assist you in preventing or minimizing tensions or hate crimes.
- We will be prepared to respond to major crisis situations within 24 hours from the time when your community notifies CRS or CRS becomes aware of the crisis.
- In non-crisis situations we will contact you within three days of when your community notifies CRS to discuss your request or when CRS becomes aware of the situation.