

Educational Organizations



U.S. Department of Justice
Community Relations Service



The Community Relations Service (CRS) is a component of the Department of Justice that works to resolve conflict — by engaging communities in difficult conversations through peaceful dialogue.

CRS provides support to public and private secondary schools, colleges and universities that are experiencing tension or conflicts based on actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion or disability.

CRS helps educational organizations by:

➤ Facilitating programs that help students, parents, teachers and administrators **identify the underlying issues of school conflicts; develop problem-solving and decision-making skills; and increase trust, understanding and collaboration** within the school community.

➤ Helping faculty, administrators and students **develop mechanisms for preventing and responding to hate or bias-motivated crimes, incidents and tensions** — including developing action plans and school-based working groups.

➤ Bringing together administrators, staff, educators and students to **discuss perceived tensions, alleged incidents of bullying and alleged hate crimes in educational institutions.**

Facilitated Dialogues

Conciliation specialists provide customized facilitated dialogues to open the lines of communication and improve information sharing among community stakeholders.

■ **Bias Incidents and Hate Crimes Forum:** The Bias Incidents and Hate Crimes Forum provides community members and law enforcement with information related to the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act, as well as state and local hate crimes laws. This program engages local and federal law enforcement, district attorneys, civil rights organizations and community organizations in discussions and information sharing on methods to combat and respond to bias incidents and hate crimes.

■ **Dialogue on Race:** The Dialogue on Race program brings together diverse participants from the community to exchange information, share personal stories and experiences,

express perspectives, clarify viewpoints and develop understanding. Through the dialogue process, parties can identify commonalities and ways to work together to improve community relations.

■ **School-Student Problem Identification and Resolution of Issues Together (School-SPIRIT):** The School-SPIRIT program engages student leaders, school administrators and other school community members in identifying issues impacting their school and developing solutions to resolve those issues. A similar program, called Campus-Site Problem Identification and Resolution of Issues Together (Campus-SPIRIT), is available for college or university settings.



Training

CRS conducts trainings and helps develop locally based long-term mechanisms that communities can use to deescalate community tensions, address conflicts, and prevent or respond to violent hate crimes.

■ **Facilitating Meetings Around Community Conflict (FMACC):** The FMACC training program provides community leaders with skills and tools to facilitate meetings in communities where tensions and conflict are present. This program enhances community leaders' effectiveness as facilitators; expands community leaders' listening and observation skills; and provides resources to prepare for, conduct and follow up after meetings aimed at resolving community conflict.

Case Studies

🔗 [Hashtag Hate: CRS Responds to Noose Incident at Denfeld High School](#)

Program Brochures and Resources

- 📄 [Campus-Site Problem Identification and Resolution of Issues Together \(Campus-SPIRIT\)](#)
- 📄 [Dialogue on Race](#)
- 📄 [Dialogue on Race Program Guide](#)
- 📄 [Empowering Students to Collaboratively Identify and Address School Conflicts](#)
- 📄 [Helping Communities Resolve Conflicts Through Mediation](#)
- 📄 [School-Student Problem Identification and Resolution of Issues Together \(School-SPIRIT\)](#)
- 📄 [Working with College and University Communities to Prevent and Respond to Hate Crimes and Bias Incidents](#)

Toolkits

📦 [Preventing and Responding to Bias and Hate Incidents in K-12 Educational Settings](#)