

Hate Crimes Response



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's mandate includes working with communities to prevent and respond to alleged hate crimes based on actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion or disability.

Facilitated Dialogue

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.

■ **City-Site Problem Identification and Resolution of Issues Together (City-SPIRIT):** The City-SPIRIT program brings together diverse community stakeholders — such as public officials, law enforcement, the faith-based community, and community groups — to identify issues impacting their community and develop solutions that reduce conflict, improve communication and minimize the potential for future conflict.

■ **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.

■ **Protecting Places of Worship Forum (PPOW):** This forum offers best practices to help communities protect places of worship against potential threats. CRS convenes subject matter experts from federal, state and local law enforcement agencies as well as faith-based organizations to provide information and resources related to hate crime laws, active shooter situations and physical security at religious buildings.

■ **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.

■ **Engaging and Building Relationships with Transgender Communities:** This program provides law enforcement and government officials with important definitions and recommended language related to the transgender community, the impacts of hate crimes against transgender people, and outreach strategies with the transgender community.

■ **Engaging and Building Partnerships with Muslim Americans and Engaging and Building Partnerships with Sikh Americans:** The goals of these two programs are to increase public awareness of civil rights-related issues that impact Muslim and Sikh Americans; enhance understanding of beliefs and religious practices of Muslim and Sikh Americans to improve communication and public safety for all community members; and provide best practices for collaboration with the Muslim and Sikh American communities.

■ **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

- 📄 [Addressing Conflicts Based on Disability](#)
- 📄 [Bias and Hate Crimes Forum: Guide for Community Leaders](#)
- 📄 [City-Site Problem Identification and Resolution of Issues Together \(City-SPIRIT\)](#)
- 📄 [Decreasing Community Tensions Through Facilitated Meetings](#)
- 📄 [Educating and Supporting Communities Through the Bias Incidents and Hate Crimes Forum](#)
- 📄 [Engaging and Building Relationships with Muslim Americans](#)
- 📄 [Engaging and Building Relationships with Sikh Americans](#)
- 📄 [Protecting Places of Worship Through Education and Dialogue](#)
- ▶ [Video: Engaging and Building Relationships with Muslim and Sikh Americans](#)
- 📄 [Working with University and College Communities to Prevent and Respond to Hate Crimes and Bias Incidents](#)