



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.

Through facilitated dialogue, mediation, consultation and training, CRS's services help to build trust and improve partnerships between law enforcement and the communities they serve. These partnerships facilitate problem solving and improve communication, which reduces tensions, clarifies misunderstandings and improves the capacity of local communities to resolve future conflict.

Facilitated Dialogue

Conciliation specialists provide facilitated dialogue services to help open lines of communication among diverse groups, allowing them to learn about each other's perspectives and the underlying issues of the conflict.

■ **Strengthening Police and Community Partnerships (SPCP):** SPCP convenes law enforcement and diverse community leaders in problem-solving discussions focused on improving public safety by increasing trust and developing partnerships. The program is designed to increase local capacity and develop solutions to address police-community relations issues.

■ **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.



Training

Our training programs provide representatives from government, faith organizations, law enforcement, civil rights groups and other community organizations with knowledge and skills that increase understanding and improve collaboration between diverse stakeholders.

- **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.
- **Event Marshals: Maintaining Safety During Public Events:** Event Marshals are designated to support a safe and successful event by being the primary point of contact with event participants. The goal of this program is to explain the expectations of the Event Marshal, as well as the importance of the Marshal's role in maintaining public safety during an event.
- **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.
- **Contingency Planning: Reducing Risk During Public Events:** This program increases participants' knowledge of how to plan for a safe public event, such as demonstrations or rallies, to decrease the potential for violence. It also includes time for participants to begin developing an appropriate plan to prepare for and hold an event and assess and address potential issues for maintaining public safety during the event.

Case Studies

- 📄 [Strengthening Police and Community Partnerships Program in Erie, Pennsylvania](#)
- 📺 [Video: Respecting Identity: Law Enforcement Training and the Transgender Community](#)
- 📺 [Keeping the Peace in Sanford, Florida](#)

Program Brochures and Resources

- 📄 [Strengthening Police and Community Partnerships \(SPCP\)](#)
- 📄 [Engaging and Building Relationships with Muslim Americans](#)
- 📄 [Engaging and Building Relationships with Sikh Americans](#)
- 📄 [Engaging and Building Relationships with Transgender Communities](#)
- 📄 [Event Marshalls: Maintaining Public Safety During Events](#)
- 📄 [Protecting Places of Worship Through Education and Dialogue](#)
- 📄 [Reducing Risk During Public Events: Contingency Planning](#)
- 📄 [Working with LGBTQI Communities to Create Safer, More Peaceful Communities](#)