



U.S. Department of Justice

Community Relations Service (CRS)

Programs and Services



We have no hope of solving our problems
without harnessing the diversity, the energy,
and the creativity of *all our people.*

► ROGER WILKINS, FORMER CRS DIRECTOR AND CIVIL RIGHTS LEADER





Programs and Services

CRS provides facilitation, mediation, training, and consultation services that improve communities' abilities to problem solve and build capacity to prevent and respond to conflict, tension, and hate crimes based on race, color, national origin, gender, gender identity, sexual orientation, religion, disability, race, color, or national origin. CRS provides programs designed to strengthen community and law enforcement partnerships, as well as school-based programs that improve problem solving between student leaders. The goals of all CRS programs are to help parties in conflict learn about different perspectives, share information about resources and best practices, and support communities as they identify and implement solutions. While some CRS programs may be designed for a particular audience, most programs can be tailored to a specific audience or setting.



Training Programs ▼

Law Enforcement and the Transgender Community Training

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 persons, and outreach strategies with the transgender community.

Engaging and Building Partnerships with Muslim and 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.



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, in order 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.

Event Marshals: Supporting 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.



Facilitated Problem Solving Programs ▼

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.

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 understandings. Through the dialogue process, parties are able to 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 is available for college or university settings, called Campus-Site Problem Identification and Resolution of Issues Together (Campus-SPIRIT).

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.



Community Forums Focused on Responding to Hate Crimes ▼

Bias Incidents and Hate Crimes Forum

CRS facilitates forums that convene local and federal law enforcement and community-based organizations in discussions to share approaches to combat and respond to bias incidents and hate crimes. These forums also facilitate the exchange of information and strengthen relationships between stakeholders.

Protecting Places of Worship

This forum offers best practices to help communities protect places of worship against potential threats. Government officials share guidelines for ensuring physical security and resources to develop security plans. Protecting Places of Worship forums convene local and federal law enforcement officials and faith-based organizations in a dialogue to provide information and resources related to hate crime laws, active shooters, and physical security at places of worship.



Additional Services ▼

In addition to the programs listed, CRS provides the following services:

Customized facilitated dialogues to open the lines of communication and improve information sharing among community stakeholders

Conflict mediation using structured and formal face-to-face meetings between community stakeholders

Consultation services to provide best practices that help communities respond more effectively to conflicts through improved communication, partnerships, dispute resolution, and joint problem solving.

CRS services assist parties by reframing and clarifying issues, capturing potential solutions, and supporting the development of action plans, all of which helps move the parties forward toward resolving conflict in mutually-acceptable ways.

Peace is a *journey* of a thousand miles
and it must be taken one step at a time.

► LYNDON B. JOHNSON

About CRS ▼

Established by Title X of the Civil Rights Act of 1964 and expanded by the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act of 2009, CRS serves as “America’s Peacemaker” for communities facing tension or conflict based on differences of race, color, national origin, gender, gender identity, sexual orientation, religion, and disability. CRS services aim to enhance the ability of local communities to independently and collaboratively prevent and resolve future conflicts through the use of problem solving, increased knowledge, and improved communication.

www.justice.gov/crs

CRS Locations ▼

CRS Headquarters 📍

Washington, DC

CRS Regional Offices 📍

New England

Boston, MA

Northeast

New York, NY

Mid-Atlantic

Philadelphia, PA

Southeast

Atlanta, GA

Midwest

Chicago, IL

Southwest

Dallas, TX

Central

Kansas City, MO

Rocky Mountain

Denver, CO

Western

Los Angeles, CA

Northwest

Seattle, WA

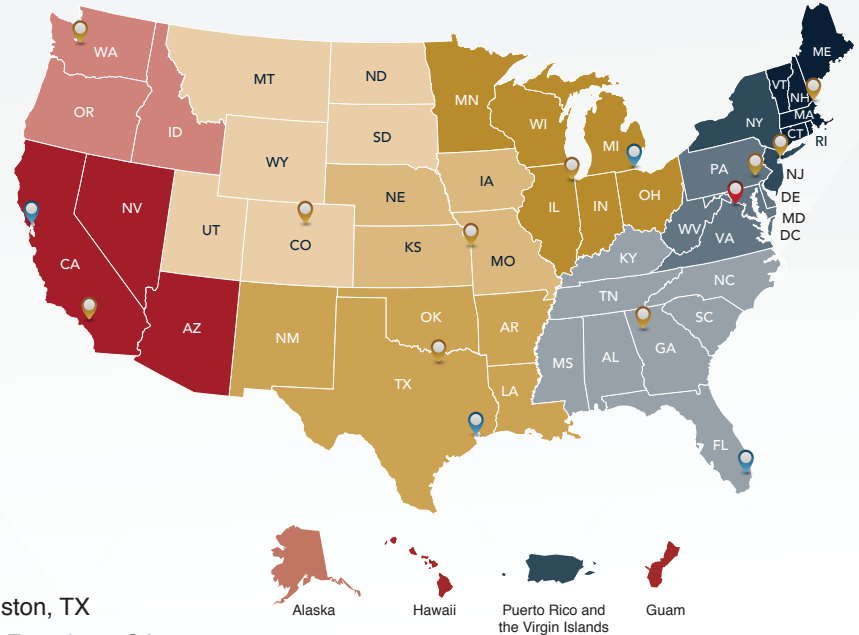
CRS Field Offices 📍

Miami, FL

Detroit, MI

Houston, TX

San Francisco, CA



For more information on these programs or other CRS services, please contact your local CRS office:

<https://www.justice.gov/crs/about-crs/regional-and-field-offices>



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