To Create Safer, More Peaceful Communities

The U.S. Department of Justice Community Relations Service (CRS) works to prevent and respond to hate crimes against lesbian, gay, bisexual, transgender, and queer or questioning (LGBTQ) communities through facilitated dialogue, training, consultation, and mediation. CRS provides services to help improve communication and understanding between LGBTQ communities, law enforcement and government officials, educational professionals, and other community members and leaders to enhance partnerships, public safety, and responses to hate crimes.

Programs and Services

Law Enforcement and the Transgender Community Training
CRS offers a three-hour training program to provide law enforcement officials, first responders, and other service providers the opportunity to learn from subject matter experts about issues impacting the transgender community, as well as best practices, policies, and strategies for improving partnerships between the transgender and law enforcement communities. Additionally, CRS offers a roll call training video featuring scenarios of the most common interactions between transgender community members and law enforcement officials to facilitate mutually respectful and professional interactions.

Bias Incidents and Hate Crimes Forums
CRS works with LGBTQ organizations and leaders to facilitate forums that convene local and federal law enforcement officials and community-based organizations 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.

Mediation
CRS offers third-party, impartial, and confidential mediation services to assist LGBTQ communities and other stakeholders in the middle of a conflict. CRS helps all parties reach mutually agreed upon solutions that address conflict and tensions related to real or perceived anti-LGBTQ bias incidents and hate crimes.

Public Event Planning
CRS provides facilitation, contingency planning, and event marshal training to LGBTQ organizations that are planning public events, such as pride marches, demonstrations, or rallies. These services help to enhance public safety during the event.
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.

CRS Services and Programs

CRS provides an array of programs to communities experiencing tension, as a tool for cultivating understanding, improving collaboration, and preventing future disagreements. CRS staff are professional mediators, facilitators, trainers, and consultants experienced in bringing community members together to help enhance their ability to resolve existing conflict and prevent future conflicts.

Where We Work

CRS Headquarters
Washington, DC

CRS Regional Offices

New England
Boston, MA

Midwest
Chicago, IL

Western
Los Angeles, CA

Northeast
New York, NY

Southwest
Dallas, TX

Northwest
Seattle, WA

Mid-Atlantic
Philadelphia, PA

Central
Kansas City, MO

CRS Field Offices

Southeast
Atlanta, GA

Rocky Mountain
Denver, CO

Miami, FL
Houston, TX

Detroit, MI
San Francisco, CA

Find us, connect with us

www.justice.gov/crs

facebook.com/DOJCRS/  @DOJ_CRS  askcrs@usdoj.gov  202.305.2935

For more information on this program or other CRS services, please contact your local CRS office:
https://www.justice.gov/crs/about-crs/regional-and-field-offices