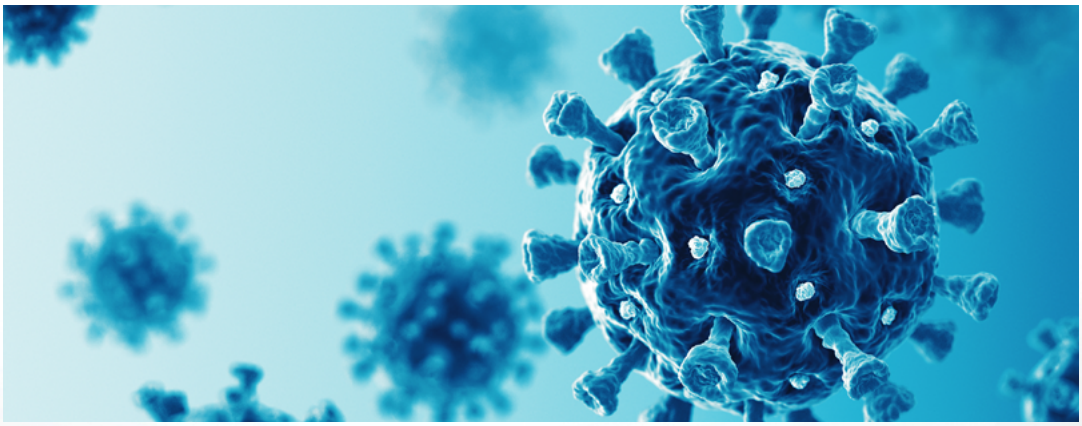
U.S. Department of Justice Community Relations Service

Serving Communities during the COVID-19 Pandemic

The U.S. Department of Justice Community Relation Service (CRS) serves as "America's Peacemaker" by facilitating knowledge, understanding, and communication in communities facing conflict, and developing communities' abilities to independently prevent and resolve future conflicts.

Under Title X of the Civil Rights Act of 1964 and the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act of 2009, CRS responds to community conflicts arising from differences of race, color, and national origin, and in prevention of and response to actual or perceived hate crimes based on gender, gender identity, sexual orientation, religion, or disability. CRS does not have law enforcement or prosecutorial authority. Rather, CRS works with communities in conflict to help rebuild relationships, facilitate mutual understanding, and encourage the development of local solutions. CRS's professional staff work directly with state and local officials, community-based organizations, community and civil rights advocates, faith-based groups, and law enforcement on a voluntary and no cost basis. CRS serves as a neutral-third party, and its services are confidential.

According to the Federal Bureau of Investigation (FBI), a federal hate crime is a "criminal offense against a person or property motivated in whole or in part by an offender's bias against a race, religion, disability, sexual orientation, ethnicity, gender, or gender identity."



CRS Support During the COVID-19 Pandemic

CRS supports communities working to prevent and respond to COVID-19 related bias incidents and hate crimes. During times of social distancing, CRS's team of conciliation specialists are available virtually and by phone to serve communities in all 50 states and U.S. territories.

CRS Virtual Services

CRS virtual services include consultation, facilitated community dialogues and meetings, and educational webinars that can provide information to community groups and other stakeholders about hate crimes reporting procedures and resources, and can support the development of action plans focused on bias incidents and hate crimes prevention and response. Additional services include training, conciliation, and sharing best practices.

In addition, CRS provides educational forums that can be conducted as webinars to allow information to be shared with large numbers of stakeholders simultaneously:

- The **Bias Incidents and Hate Crimes Forum**, facilitated by CRS, convenes local and federal law enforcement and community-based organizations in discussions to share approaches to prevent and respond to bias incidents and hate crimes. This forum also facilitates the exchange of information and strengthen relationships between stakeholders.
- The **Protecting Places of Worship Forum** offers best practices to help communities protect places of worship against potential threats. The forum convenes local, state, and federal law enforcement officials and faith-based organizations in a dialogue to provide information and resources related to hate crime laws, active shooter situations, and physical security at religious buildings.

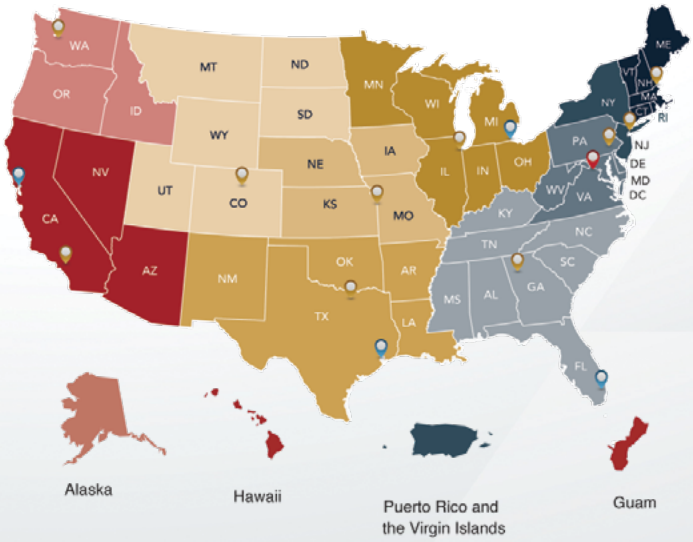
Contact CRS

To contact CRS, please send an email to askCRS@usdoj.gov. Please note in your email the state or U.S. territory where you reside or want services. CRS conciliation specialists are located in 10 regional offices and four field offices across the country. The regional offices are located in Boston, New York City, Philadelphia, Atlanta, Chicago, Dallas, Kansas City, Denver, Los Angeles, and Seattle, with four field offices in Miami, Detroit, Houston, and San Francisco.

For more information about CRS, visit: justice.gov/crs.

Where We Work

- New England Region
- Northeastern Region
- Mid-Atlantic Region
- Southeastern Region
- Midwestern Region
- Southwestern Region
- Central Region
- Rocky Mountain Region
- Western Region
- Northwestern Region
- Field Offices
- Regional Offices
- CRS Headquarters Offices



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