

# Working with LGBTQI+ Communities



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 works to prevent and respond to hate crimes against lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI+) communities through facilitated dialogue, training, consultation and mediation.

CRS provides services to help improve communication and understanding among LGBTQI+ communities, law enforcement and government officials, educational professionals and other community members and leaders to enhance partnerships, public safety and responses to hate crimes.

## 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.

■ **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.
- **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.
- **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

- 📺 [Video: Respecting Identity: Law Enforcement Training and the Transgender Community](#)

## Program Brochures and Resources

- 📄 [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 Transgender Communities](#)
- 📄 [School-Student Problem Identification and Resolution of Issues Together \(School-SPIRIT\)](#)
- 📄 [Working with College and University Communities to Prevent and Respond to Hate Crimes and Bias Incidents](#)
- 📄 [Working with LGBTQI Communities to Create Safer, More Peaceful Communities](#)