



U.S. Department of Justice Community Relations Service

Building Trust

Through Police and Community Partnerships

The U.S. Department of Justice Community Relation Service's (CRS) in-person facilitated program, Strengthening Police and Community Partnerships (SPCP), is designed to improve public safety by strengthening trust and developing partnerships between law enforcement professionals and the diverse communities they serve.

The one-day SPCP program engages local law enforcement and community leaders in a dialogue to identify issues and solve problems collaboratively. The SPCP program can be facilitated as a proactive effort or in response to a critical incident. The program can also help local leaders address longstanding community distrust and other historical barriers that hinder police-community partnerships. The outcome of the SPCP program is an action plan with tangible solutions implemented with the help of an SPCP Council formed as part of the program.

Why should communities consider SPCP? ▼

SPCP is designed to increase local capacity, develop partnerships, and develop local solutions to local problems

SPCP supports local law enforcement's ongoing community outreach and engagement efforts

Program Overview ▼

Step 1: Convene a diverse, local planning group

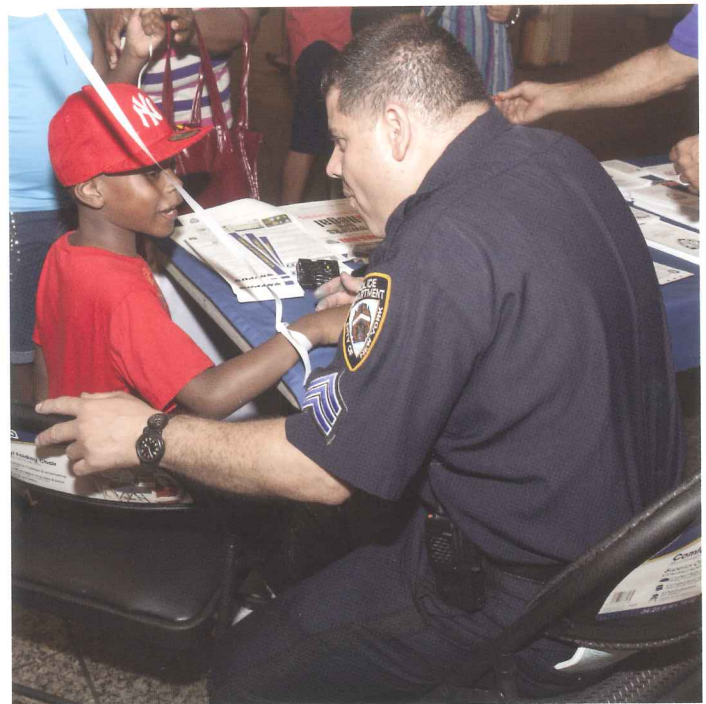
CRS convenes a planning group which consists of local law enforcement personnel and community leaders, who generate local support for the effort and perform important logistical tasks.

Step 2: Train local facilitators

CRS trains community members to facilitate small group discussion as part of the SPCP program. This training helps build local capacity by educating volunteer facilitators on conflict resolution and facilitating solutions between diverse stakeholders.

Step 3: Facilitate the SPCP process

Through facilitated breakout sessions, participants work to identify issues hindering trust between law enforcement and the community and collectively develop solutions to address those issues.



Step 4: Draft an SPCP Action Plan

The SPCP program produces an action plan that serves as a roadmap for the SPCP Council to implement the tangible solutions developed during the facilitated sessions.

Step 5: Identify and convene an SPCP Council

An SPCP Council is formed to further define and implement the solutions developed during the program. The Council acts in an advisory capacity and works with law enforcement leaders to implement the concrete action plan.

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.

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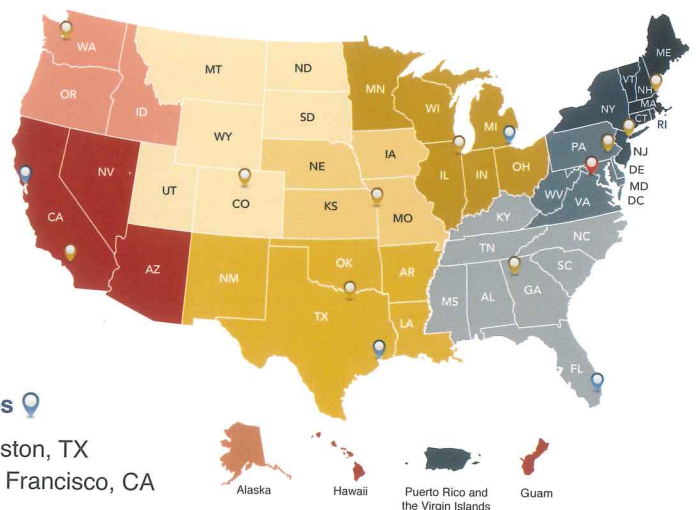
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U.S. Department of Justice Community Relations Service (CRS)

Helping Communities Prevent and Respond to Hate Crimes

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.

How does CRS help communities prevent and respond to alleged hate crimes?

CRS brings together diverse leaders and stakeholders to educate communities on hate crimes and to find collaborative solutions for hate crime prevention and response.

Specific CRS services that help communities address hate crimes include ▼

Facilitated Dialogue

CRS facilitates meetings between community leaders, city officials, law enforcement and other key stakeholders to open lines of communication and promote problem solving in cases of alleged bias/hate crimes. Frequently discussed topics include alleged bias/hate crimes or incidents, law enforcement practices for responding to alleged bias/hate crimes or incidents, clarifying local bias/hate crimes laws, protests, demonstrations, and other community responses, along with other issues important to the community.

Hate Crime Forums

This half-day 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. The program engages local law enforcement, district attorneys, federal law enforcement, and community advocacy organizations in discussions and information sharing on methods to combat and respond to bias incidents and hate crimes.

What is a hate crime?

According to the Federal Bureau of Investigation (FBI), a federal hate crime (also known as bias 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.**”

States vary with regard to the groups or identities protected under state hate crime statutes, the range of crimes covered, and the penalty enhancements for offenders.

Protecting Places of Worship Forums

This half-day forum provides faith-based leaders and congregations with information about religious hate crimes, local, state and federal law enforcement threat assessments, and steps to protect places of worship from potential hate crimes and other threats of violence. The program encourages the implementation of a security program, offers best practices for security, fosters networking and community outreach, and provides resources such as examples of security plans and community responses.

City or School-Problem Identification & Resolution of Issues Together (City SPIRIT and School SPIRIT)

This eight-hour problem-solving and resolution program brings together representatives from local government, schools, communities, faith-based organizations, law enforcement, and others to identify and analyze issues impacting the community, facilitate collaborative approaches to resolving conflicts, and facilitate the development of concrete actions between the parties.

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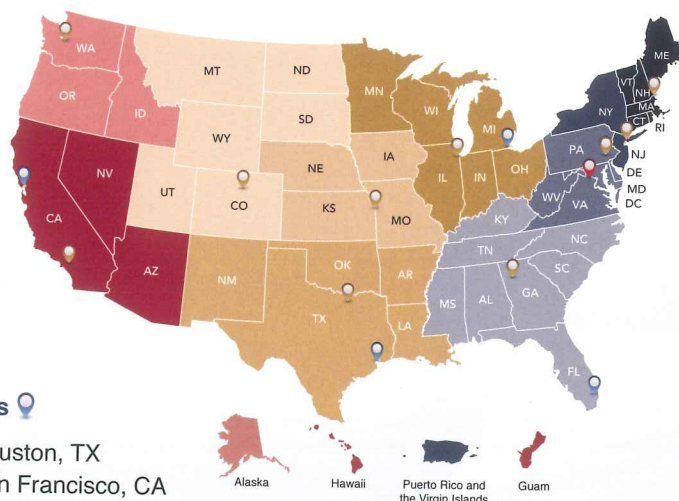
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Community Awareness Training

CRS provides trainings to law enforcement, government officials, and others on customs, cultures, and practices of various communities to strengthen relationships between law enforcement and the communities they serve. These trainings include Engaging and Building Partnerships with Muslim Americans, Engaging and Developing Partnerships with Sikh Americans, and Law Enforcement and the Transgender Community Training. These interactive and informative trainings include topics such as cultural symbols and language, impacts of hate crimes, and best practices for engagement and problem solving. Ultimately, these trainings support law enforcement's role in protecting and serving all members of their communities.

Mediation

CRS provides mediation services to help communities resolve conflicts and tensions through face-to-face negotiations between stakeholders. The goal of mediation is to develop written agreements between parties which increase trust, improve community partnerships, and build local capacity to prevent and respond to future conflicts.





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U.S. Department of Justice Community Relations Service

Empowering Local Communities

To Collaboratively Identify & Address Conflicts

The United States Department of Justice Community Relations Service (CRS) helps local communities address conflicts through its City Site Problem Identification and Resolution of Issues Together (City-SPIRIT) program. The program helps communities address tension and conflict related to issues of race, color, national origin, gender, gender identity, sexual orientation, religion, or disability.

City-SPIRIT is a full-day (or two half-day) program that brings together leaders from local government, law enforcement, faith communities, civil rights groups, community-based organizations, youth groups, and others to identify and address critical issues impacting communities. The program is facilitated by CRS and local volunteers and helps communities develop and implement concrete solutions to address local problems.

Why should cities and communities consider City-SPIRIT? ▼

Increases understanding and communication between leaders to resolve conflicts in their community

Provides the opportunity to include voices of key community stakeholders

Supports other community engagement and collaborative problem-solving efforts

Facilitates mutual agreement among the parties to draft and implement a solution-oriented action plan

Programs & Services ▼



1. Issue Identification. Participants work in small groups to identify issues impacting their community, including what works well and what should be changed.

2. Issue Prioritization. Of the issues identified in the small groups, participants prioritize those concerns that are most important to address in their community.

3. Solutions Development. Participants develop solutions to the prioritized issues identified. They discuss the possible impact and consequences of each potential solution.

4. SPIRIT Council. The SPIRIT Council, a standing group of community leaders selected to implement the solutions, is created during the City-SPIRIT program.

5. SPIRIT Report and Convening. CRS consolidates the feedback and information collected during the program to generate a report. CRS then convenes the SPIRIT Council to review the report and develop and implement concrete action steps to address the issues contributing to the conflicts discussed during the program.

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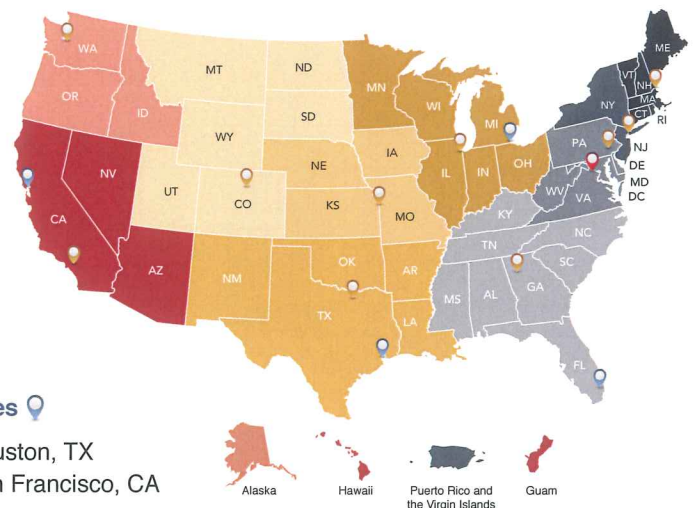
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U.S. Department of Justice Community Relations Service

Reducing Risk During Public Events: Contingency Planning

The U.S. Department of Justice (DOJ) Community Relation Service's (CRS) in-person training program, *Reducing Risk During Public Events: Contingency Planning* led by subject matter experts, is designed to help law enforcement, government officials, event organizers, and community volunteers plan safe public events. This training course helps stakeholders identify and mitigate risks to public safety prior to the start of a public event.

Communities sometimes experience tensions because of differences of race, color, national origin, gender, gender identity, sexual orientation, religion, and disability, and these conflicts may be reflected through public protests. This training program helps communities plan for a safe march or demonstration. Through the implementation of best practices and tools for event contingency planning, community stakeholders are better able to contribute toward ensuring safety for upcoming public events.

Course Goals ▼

Increase knowledge of how to plan for a safe public event

Establish the importance of planning for a public event

Begin to develop an appropriate plan to prepare for the event, hold the event, and assess potential issues for maintaining public safety during the event

Program Overview ▼



When conflicts arise in communities due to differences of race, color, national origin, gender, gender identity, sexual orientation, religion, and disability, public protests may occur, and CRS helps ensure community members are trained in best practices for planning a safe event.

Event Planning Considerations. This lesson examines the various factors, including logistics, permits, and allocation of resources, to consider when planning an event.

Event Stage Planning. This lesson reviews the five key stages to most public events — pre-event, assembly, march, rally, and disbandment — and discusses the planning and risks associated with each one.

Key Players. This lesson focuses on developing an action plan for identifying key players, assigning roles and responsibilities, and providing them with resources and training.

Planning for Potential Issues. This lesson focuses on contingency planning, including coordination between local law enforcement and event organizers.

About CRS ▼

Established by Title X of the Civil Rights Act of 1964, CRS's services expanded through the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act of 2009. CRS, a component of the United States Department of Justice, serves as "America's Peacemaker" for communities facing tension or conflict based on differences of race, color, natural origin, gender, gender identity, sexual orientation, religion, and disability. Through the services CRS provides, the agency enhances the ability of such community members to independently and collaboratively prevent and resolve future conflicts through increasing knowledge, understanding, and communication from within.

CRS Programs ▼

CRS provides an array of programs to communities experiencing tension. As a companion course to this training, CRS also offers *Event Marshals: Maintaining Public Safety During Events*. These programs and others are tools 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.

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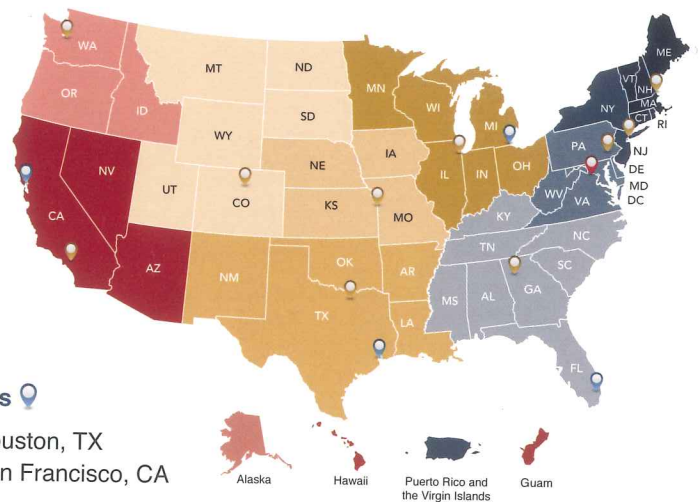
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U.S. Department of Justice Community Relations Service

Protecting Places of Worship

Through Education and Dialogue

The U.S. Department of Justice Community Relation Service's (CRS) in-person facilitated program, Protecting Places of Worship, educates local communities on how to prevent and respond to hate crimes that target religious institutions and fosters dialogue to strengthen relations between government, law enforcement, and faith communities.

This three-hour program is in response to a series of violent acts against houses of worship in multiple communities across the United States and is designed to increase the security of local religious centers. Upon request, CRS convenes subject matter experts to provide an overview of hate crime laws, statistics and case studies, and physical security. The program also facilitates dialogue and improves partnerships between law enforcement and faith communities.

Program Goals ▼

Educate communities on hate crime prevention and response

Provide communities with best practices and resources on how to secure places of worship and respond in active shooter situations

Improve relations between government agencies and faith leaders in the community

Program Overview ▼



Hate Crimes Prosecution Panel

Representatives from the local U.S. Attorney's Office and the county or state prosecutor's office discuss federal and state hate crime statutes to increase public awareness of hate crimes reporting procedures and prosecutions.

Hate Crimes Statistics and Case Studies

Representatives from federal law enforcement or recognized civil rights organizations present data and trends on hate crimes and provide recent examples of hate crimes that have occurred in places of worship.

Responding to Active Shooters and Securing Places of Worship

Experts from federal, state, or local law enforcement provide overviews on responding to active shooters and best practices for assessing the physical security of places of worship.

Faith Community Leaders Panel

A panel of faith and community leaders presents strategies to improve communication and trust between law enforcement, safety experts, and faith communities.

About CRS ▼

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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.

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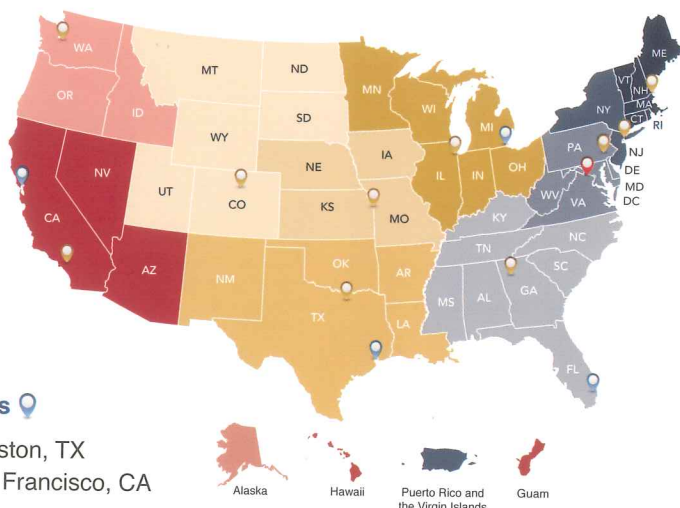
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U.S. Department of Justice Community Relations Service (CRS)

Working with Muslim, Arab, Sikh, South Asian, and Hindu Communities

CRS serves as “America’s Peacemaker” for communities in conflict by mediating disputes and enhancing community capacity 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, national origin, 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’ conciliators work directly with state and local officials, community-based organizations, community and civil rights advocates, faith-based groups, and law enforcement on a voluntary basis. CRS serves as a neutral-third party, and its services are free and confidential.

CRS provides four unique services to communities: ▼

Facilitated Dialogue. CRS facilitates dialogues between community stakeholders to open lines of communication between parties. Frequently addressed topics include alleged discrimination, police-community relations, hate crimes and hate incidents, tribal conflicts, protests and demonstrations, and other issues important to community members.

Mediation. CRS provides mediation services to help communities resolve conflicts and tensions through face-to-face negotiations between stakeholders. The goal of mediation is to develop agreements between community members that increase trust, improve community partnerships, and build local capacity to prevent and respond to future conflicts.

Training. CRS training programs bring together representatives from state and local government agencies, faith-based organizations, law enforcement, advocacy groups, and other groups to develop common understanding and identify collaborative approaches for reducing community conflicts.

Consultation. CRS offers consultation services to help communities respond more effectively to conflicts. These services include technical assistance in the formation of human relations commissions; best practices for engaging with diverse communities; and coaching on issues of communication, dispute resolution, and joint problem-solving.

The Department of Justice Community Relations Service (CRS) provides services to communities across the U.S., including Muslim, Arab, Sikh, South Asian, and Hindu (MASSAH) organizations, to reduce community conflicts and tensions and support their work to prevent and respond to hate crimes and hate incidents. CRS has a long history of working with MASSAH groups in collaboration with law enforcement, government, and other community stakeholders.

CRS supports MASSAH communities: ▼

CRS is committed to working with MASSAH communities to prevent and respond to conflicts, tensions, hate crimes, and hate incidents. In FY 2017, CRS' National Program Manager for MASSAH communities facilitated hate crime forums across the country, from the east coast (New York and Pennsylvania), to the Midwest (Iowa, Nebraska, Kansas, and South Dakota), to the west coast (Washington and Oregon).

Four CRS programs have been widely adopted in MASSAH communities: ▼

Engaging and Building Partnerships with Muslim Americans and Sikh Americans.

CRS offers Muslim-American and Sikh-American community awareness programs intended to familiarize law enforcement and government officials with best practices for successful interactions with Muslim and Sikh communities. The training also may be given as part of a broader initiative to strengthen relationships between local officials and the Muslim and Sikh communities they serve.

Bias Incidents and Hate Crime Forums. This half-day 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 bias incidents and hate crimes laws. The program engages local law enforcement and district attorneys, along with federal law enforcement, in discussions and information sharing on procedures to combat and respond to bias incidents and hate crimes. CRS also facilitates informal community awareness forums and information sessions to strengthen relationships between community groups and federal, state and/or local law enforcement or other government agencies.

Protecting Places of Worship Forums. This half-day forum provides faith-based leaders and congregations with information about religious hate crimes, local, state and federal law enforcement threat assessments, and steps to protect places of worship from potential hate crimes and other threats of violence. The program encourages the implementation of a security program, offers best practices for security, fosters networking and community outreach, and provides resources such as examples of security plans and community responses.

City or School-Problem Identification & Resolution of Issues Together (City-SPIRIT and School SPIRIT):

This eight-hour problem-solving and resolution program brings together representatives from local government, communities, faith-based organizations, law enforcement, and others to develop collaborative approaches to reducing tension and addressing the factors that contribute to conflicts by identifying concrete actions the parties are willing to take together.

CRS operates nationally from ten regional offices and four field offices: ▼

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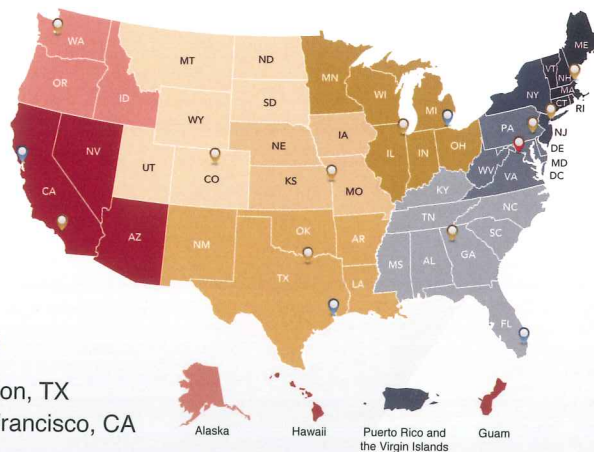
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To report a hate crime, please contact your local FBI field office: <https://www.fbi.gov/contact-us/field-offices>.



U.S. Department of Justice Community Relations Service

Engaging and Building Relationships with Transgender Communities

The United States Department of Justice Community Relations Service (CRS) training program, *Engaging and Building Relationships with Transgender Communities*, is an in-person, three-hour training designed to help law enforcement officers improve their interactions and develop relationships with transgender communities and individuals.

Co-facilitated by subject matter experts from transgender community organizations and law enforcement, the program aims to increase participants' awareness and understanding of issues impacting transgender individuals and communities. The program also provides strategies and best practices for improving communication and collaboration with transgender communities.

Program Goals ▼

The program trains participants to:

Speak with and about transgender individuals and communities in a way that improves communication and enhances public and officer safety

Understand the civil rights-related issues that impact transgender communities

Identify misconceptions that impact the prevention of, and response to, hate crimes against transgender communities

Use recommended tools, processes, and best practices to increase communication and improve relationships with transgender communities

Develop components of a community engagement plan

Program Overview ▼



Building Awareness and Understanding

The program defines important terms and clarifies language related to transgender individuals and communities. These include gender identity terms and acceptable language to use when speaking with and referring to transgender persons.

Importance of Community Awareness

Through statistics and case studies, participants learn about issues that impact transgender communities and individuals, including social and economic disparities, assault and harassment, and high suicide rates. The program also discusses dynamics between law enforcement and transgender communities that impact trust and communication.

Planning Community Engagement

Participants learn strategies and best practices to engage transgender communities and individuals, including the development of safe spaces initiatives; Lesbian, Gay, Bisexual, Transgender, and Queer or Questioning (LGBTQ) liaison units; written policies; and community outreach plans.

About CRS ▼

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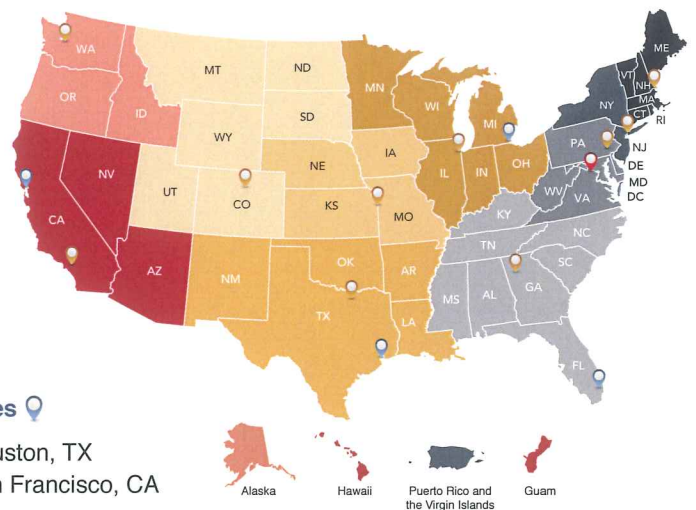
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