



U.S. Department of Justice

# Community Relations Service (CRS)

CRS serves as “America’s Peacemaker” by facilitating understanding and improving communication in communities facing conflict, and developing communities’ ability to independently prevent and resolve future conflicts.

## What We Do ▼

### Facilitation

Convening parties in dialogue to identify issues and develop solutions

Convene meetings between parties to open lines of communication, identify common concerns, and increase collaboration.

### Consultation

Technical assistance, best practices, models, and evidence-based resources

Help educate and identify resources for communities by providing: technical assistance, best practices, advice, insight, and referrals that improve communities’ ability to address underlying issues.

### Training

Knowledge and skills-based programs

Provide a wide variety of training programs that increase understanding and improve collaboration to resolve disputes and prevent future conflict.

### Mediation

Structured process to reach agreement

Serve as neutral third-party mediators who facilitate problem solving discussions and the development of documented agreements between parties in conflict.

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



## We Work With ▼

- ▶ Civil rights groups
- ▶ Community groups
- ▶ Law enforcement
- ▶ Faith-based groups
- ▶ Federal, state, and local government
- ▶ Private and public organizations

to resolve community conflicts and tensions and prevent and respond to alleged hate crimes committed on the basis of:

- ▶ Race
- ▶ Color
- ▶ National origin
- ▶ Gender
- ▶ Gender identity
- ▶ Sexual orientation
- ▶ Religion
- ▶ Disability

## Where We Work ▼

### 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

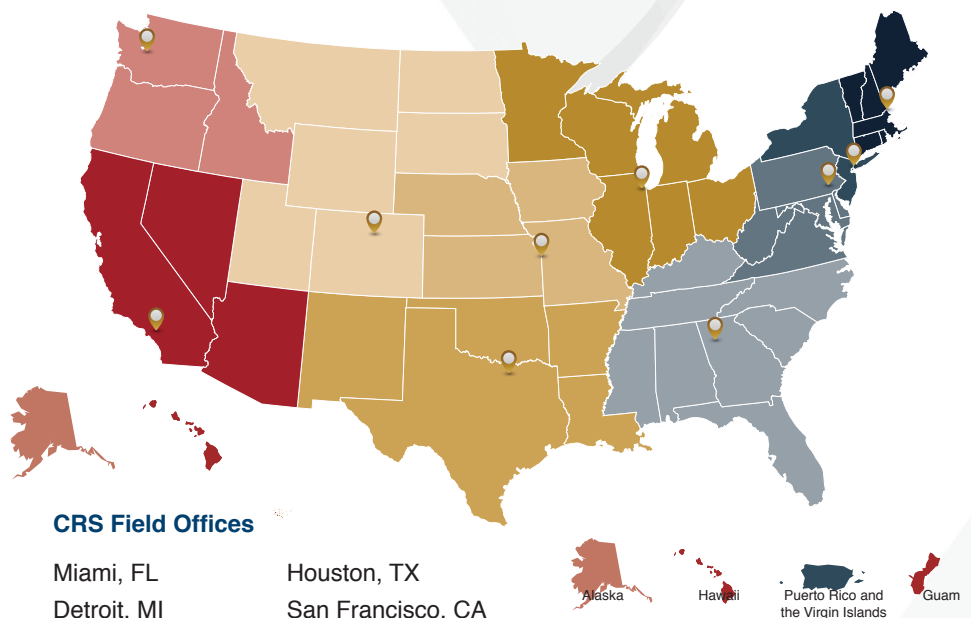
San Francisco, CA

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  
CIVIL RIGHTS LEADER




## Find us, connect with us ▼

[www.justice.gov/crs](http://www.justice.gov/crs)

 @DOJ\_CRS

 facebook.com/DOJCRS/

 askcrs@usdoj.gov

 202.305.2935

CRS was established by Title X of the Civil Rights Act of 1964. Its mandate was expanded in 2009 through the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act.