



U.S. Department of Justice
Community Relations Service

FISCAL YEAR 2022
Annual Report

Transmittal Letter to Congress

To the Senate and House of Representatives of the
United States of America in Congress Assembled:

With this statement, I hereby transmit a report on the activities of the Community Relations Service of the United States Department of Justice for Fiscal Year 2022. This report is required by Section 1004 of the Civil Rights Act of 1964 (P.L. 88-352) and by Reorganization Plan No. 1 of 1966, as revised by 28 C.F.R. 0.30(b).

This report describes the Community Relations Service's conflict resolution activities so that Members of Congress may assess its performance in executing its statutory mandate.

Respectfully submitted,

Justin Lock



Acting Director,
Community Relations Service

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Message from the Acting Director



▲ Justin Lock,
Acting Director,
Community Relations Service

As “America’s Peacemaker” — a role we have carried out for nearly 60 years — CRS is on the ground in cities, towns, and neighborhoods across America. We have been helping communities address tensions and allegations of discrimination based on race, color, and national origin while striving to prevent and respond to hate incidents.

In Fiscal Year (FY) 2022, CRS facilitated 93 dialogues — including 5 Bias Incidents and Hate Crimes forums and 11 Protecting Places of Worship forums — across 43 states and territories. Through these dialogues, CRS fostered open and constructive conversation on issues such as discrimination, bias incidents, and hate crimes.

Our conciliation specialists also facilitated 15 training programs and 6 mediation sessions, engaging with federal and state prosecutors, law enforcement, educators, faith leaders, and community groups to share information and promote understanding.

Through 388 consultation sessions, CRS extended our expertise and support — sharing best practices, providing technical assistance, and supporting local leaders as they navigate the challenging terrain of community tension and hate crime prevention.

Last year, we saw an increase in hate crime incidents and high-profile attacks on places of worship, resulting in rising safety concerns among our faith communities. In response, CRS worked closely with national, state, and local leaders to hold a series of Protecting Places of Worship forums designed to provide resources and enhance the physical security of religious buildings.

CRS worked with the Civil Rights Division and U.S. Attorneys' Offices across the country to launch the United Against Hate Initiative. This series of forums helps to increase understanding and reporting of hate crimes, build trust between law enforcement and communities, and strengthen alliances to combat unlawful acts of hate.

In FY 2022, CRS regularly supported communities in the wake of critical incidents. For example, CRS conciliation specialists played a vital role in Akron, Ohio, following the police shooting of Jayland Walker. Our conciliators spent weeks in the community, meeting with advocates, facilitating dialogues with elected officials, and creating opportunities for youth to voice their concerns to local leaders.

Despite the immense strides we have made, our work is far from finished. According to the Federal Bureau of Investigation's latest data, there was an increase of hate crimes of 11.6% over the previous year and anti-Asian hate incidents more than doubled since 2021. However the most frequent category of incidents remained those targeting Black or African American communities.

To provide resources to those affected, CRS continues to support the Department of Justice Hate Crimes website. The site now offers resources in 24 languages — and this year, it welcomed its two millionth visitor.

In our effort to expand the reach of CRS programs, we have developed innovative new offerings. One such program is a web-based version of our training module aimed at fostering better relationships between law enforcement officers and transgender communities. We also adapted our Engaging and Building Partnerships with Muslim and Sikh Americans programs, making them available to everyone. These updated programs offer an opportunity for people to learn more about the beliefs, practices, and cultural aspects of these communities — and the civil rights-related issues that impact them.

Since 1964, CRS has served as a force for conciliation and peace in communities fraught with racial tension and discord. Over the years, the scope of CRS's work has expanded to address discrimination and hate crimes based on race, religion, national origin, gender, gender identity, sexual orientation, and disability. Our approach, though adaptive to the changing times, remains rooted in our core mission: to build trust, increase capacity, and foster lasting relationships, thereby creating a nation resilient in the face of hate and discrimination.

Sincerely,
Justin Lock



Acting Director,
Community Relations Service

Congressional Mandate



President Lyndon Baines Johnson signs the Civil Rights Act of 1964, surrounded by civil rights and congressional leaders. (Getty Images/Photo 12/UIG)

Excerpt from Title X of the Civil Rights Act of 1964:

“It shall be the function of the Service to provide assistance to communities and persons therein resolving disputes, disagreements, or difficulties relating to the discriminatory practices based on race, color, or national origin which impair the rights of persons in such communities under the Constitution or laws of the United States or which affect or may affect interstate commerce. The Service may offer its services in cases of such disputes, disagreements, or difficulties whenever, in its judgment, peaceful relations among the citizens of the community involved are threatened thereby, and it may offer its services either upon its own motion or upon the request of an appropriate State or local official or other interested person.”

—42 U.S.C. 2000g-1



President Barack Obama stands on stage with Dennis and Judy Shepard, parents of Matthew Shepard, and Louvon Harris and Betty Byrd Boatner, sisters of James Byrd, Jr., during his remarks marking the enactment of the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act, in the East Room of the White House, October 28, 2009. (Getty Images/Chip Somodevilla)

Excerpt from the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act:

“There are authorized to be appropriated to the Department of Justice, including the Community Relations Service, for fiscal years 2010, 2011, and 2012, such sums as are necessary to increase the number of personnel to prevent and respond to alleged violations of section 249 of title 18, United States Code ... Whoever, whether or not acting under color of law, willfully causes bodily injury to any person or, through the use of fire, a firearm, a dangerous weapon, or an explosive or incendiary device, attempts to cause bodily injury to any person, because of the actual or perceived race, color, religion, or national origin of any person— ... Whoever, whether or not acting under color of law, in any circumstance described in subparagraph (B) or paragraph (3), willfully causes bodily injury to any person or, through the use of a fire, a firearm, a dangerous weapon or an explosive or incendiary device, attempts to cause bodily injury to any person, because of the actual or perceived religion, national origin, gender, sexual orientation, gender identity or disability of any person—(i) shall be imprisoned not more than 10 years, fined in accordance with this title, or both; and (ii) shall be imprisoned for any term of years or for life, fined in accordance with this title, or both, if—(I) death results from the offense; or (II) the offense includes kidnapping or an attempt to kidnap, aggravated sexual abuse or an attempt to commit aggravated abuse or an attempt to kill.”

—P.L. 111-84, §§4706-4707

Mission Statement

The U.S. Department of Justice Community Relations Service (CRS) works to resolve conflict by engaging communities in difficult conversations through constructive dialogue.

As America's Peacemaker, CRS provides facilitated dialogue, mediation, training, and consultation services to communities in conflict and enhances their capacity to independently prevent and resolve future conflicts.

Pursuant to Title X of the Civil Rights Act of 1964¹ and the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act of 2009,² CRS works with local stakeholders to resolve community conflicts and prevent and respond to bias incidents and alleged violent hate crimes arising from discrimination based upon race, color, national origin, gender, gender identity, sexual orientation, religion, or disability.

CRS is the only federal component dedicated to assisting state and local units of government, private and public organizations, law enforcement, and community groups to resolve conflicts based on these identifying characteristics.

CRS helps facilitate the development of viable, mutual understandings and agreements as alternatives to coercion, violence, or litigation. CRS also conducts trainings, and helps develop locally based, long-term mechanisms that communities may use to reduce community tensions and address bias incidents and violent hate crimes. CRS services are impartial, confidential, and provided at no cost.

Who We Are

CRS's highly skilled conciliation specialists provide facilitated dialogue, mediation, training, and consultation services to communities experiencing conflict.

CRS conciliation specialists are professional mediators, facilitators, and trainers, who are experienced in bringing community members together to help them enhance their ability to resolve existing conflicts and prevent future conflicts.

CRS conciliation specialists travel throughout the United States and its territories to work directly with community stakeholders and to assist them

in developing strategies to respond to conflicts and reduce tensions. Conciliation specialists bring together federal, state, and local officials; law enforcement officers; members of public and private organizations; representatives of civil rights groups; administrators and educators; and community leaders to facilitate open discussions that lead to collaborative solutions for conflicts arising from the identity-based disputes and incidents within CRS's jurisdiction.

¹ 42 U.S.C., section 2000-g, et. seq.

² 18 U.S.C., section 249

What We Do

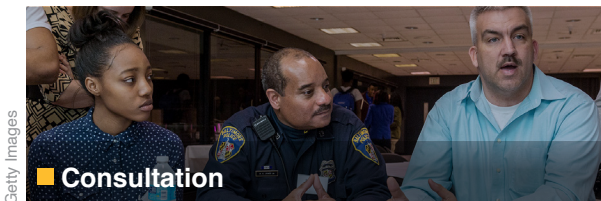
CRS provides four services: facilitated dialogue, mediation, training, and consultation at no cost to the community. CRS services are provided both in-person and virtually and are tailored to meet the specific needs of each community.



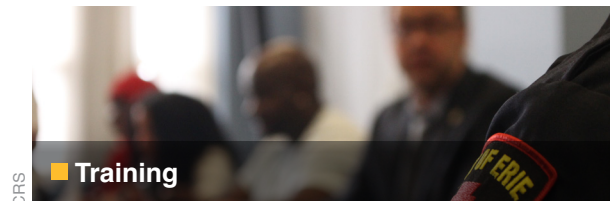
Conciliation specialists provide facilitated dialogues to help open lines of communication between community leaders from a diversity of backgrounds, allowing them to learn about each other's perspectives and identify underlying areas of concern. These dialogues include leaders from local government, law enforcement, civil rights organizations, faith-based organizations, and community groups. Topics of discussion frequently include racial tensions, police-community relations, perceived hate crimes, and protests or demonstrations. These dialogues improve relationships and assist community leaders in developing action plans that improve communication and promote partnerships.



Conciliation specialists serve as impartial third-party mediators to help stakeholders resolve community-based conflicts. Mediation is a structured process that helps parties address misunderstandings, establish mutual trust, and develop agreements. Mediation sessions are confidential, allowing for candid discussions of issues, interests, values, and, ultimately, sustainable solutions. Frequently, the results of mediation sessions are memorialized in a written document, such as a memorandum of understanding.



Conciliation specialists meet directly with community leaders to offer specific guidance, best practices, and resources to help determine the best course of action for managing and preventing conflict.



Conciliation specialists deliver training programs to law enforcement, community leaders, and other stakeholders that increase their working knowledge and understanding of various ethnic, religious, and community groups aimed at strengthening constructive engagement.

CRS Programs

CRS's programmatic services support communities working to reduce tensions, build trust, and prevent or respond to hate incidents and hate crimes.

CRS's facilitated dialogue and training programs help representatives from local government agencies, community and faith-based organizations, law enforcement agencies, educational institutions, civil rights groups, businesses, and other groups develop collaborative approaches for addressing tensions and their contributing factors. These programs, which can be conducted in person or virtually, include:

Facilitated Dialogue Programs

■ **Dialogue on Race.** This program is a series of dialogues that convenes community members from diverse backgrounds to exchange information, share personal experiences, express perspectives, clarify viewpoints, and develop understanding on race-related issues. Through the dialogue process, parties identify commonalities and ways to work together to improve community relations.

group focused on improving communication and partnerships between diverse community leaders, public officials, and others.

■ **School-Student Problem Identification and Resolution of Issues Together (School-SPIRIT).** This program convenes a cross-section of the student body in dialogue to identify issues impacting their school and to develop solutions to resolve those issues. School-SPIRIT is designed to increase the school community's capacity to address issues by creating a working group focused on improving communication and partnerships between students, faculty, and administrators.

■ **Campus-Site Problem Identification and Resolution of Issues Together (Campus-SPIRIT).** This program convenes student leaders from various backgrounds, campus administrators, faculty members, staff, campus law enforcement, and external community leaders in dialogue to identify issues impacting their community and to develop solutions to resolve those issues. Campus-SPIRIT is designed to increase the campus community's capacity to address issues by creating a working group focused on improving communication and partnerships. This program has been a mainstay of CRS's approach for more than a decade.

■ **City-Site Problem Identification and Resolution of Issues Together (City-SPIRIT).**

This program convenes public officials, law enforcement, clergy and laypersons, civil rights leaders, and stakeholder groups in dialogue to identify issues impacting their community and to develop solutions to resolve those issues. City-SPIRIT is designed to increase a community's capacity to address issues by creating a working



■ **Strengthening Police and Community Partnerships (SPCP).** This program convenes law enforcement and community leaders from a diversity of backgrounds in dialogue and problem-solving focused on improving police-community relations. SPCP is designed to increase local capacity to address issues by creating a working group focused on improving communication and partnerships between communities and law enforcement.

Training Programs

■ **Reducing Risk During Public Events: Contingency Planning.** This training program instructs community members on how to plan for a safe public event, such as a demonstration or rally. It also includes time for participants to begin developing an appropriate plan to prepare for future events.

■ **Event Marshals: Maintaining Safety During Public Events.** This training program instructs community members on how to act as event marshals during a public event, such as a march or demonstration. An event marshal is an official member of a public event who works to support safe and lawful activity as the primary point of contact with event participants.

■ **Engaging and Building Partnerships with Muslim Americans and Engaging and Building Partnerships with Sikh Americans.** These training programs improve law enforcement officers' and community members' awareness of civil rights-related issues that impact Muslim and Sikh Americans. The programs also aim to enhance participants' understanding of the beliefs and religious practices of Muslim and Sikh Americans, reduce

misconceptions, and provide best practices for collaboration with these communities.

■ **Engaging and Building Relationships with Transgender Communities.** This training program provides law enforcement officers with information on transgender communities, including important definitions and recommended language, civil rights-related issues impacting transgender individuals, best practices for engagement, and outreach strategies. This training is available as a traditional in-person training session, a traditional virtual training session, or as an interactive web-based training program.



Getty Images

■ **Facilitating Meetings Around Community Conflict (FMACC).** This training program provides community leaders with the fundamental skills and tools for facilitating meetings where community tensions and conflicts are present. The training session includes exercises for participants to practice the facilitation skills necessary for successful meetings. CRS offers trainings for facilitating either virtual or in-person meetings.



Community Forums Focused on Responding to Hate Crimes

■ **Bias Incidents and Hate Crimes Forum.** In this forum, CRS convenes federal and local law enforcement and community-based organizations in educational discussions about hate crime laws and reporting, as well as approaches to combat and respond to bias incidents and hate crimes. The forum also provides the opportunity for law enforcement and community members to network and strengthen relationships.

■ **Protecting Places of Worship Forum (PPOW).** This forum offers best practices to help communities protect places of worship against potential threats. CRS convenes subject matter experts from federal, state, and local law enforcement agencies and faith-based organizations to provide information and resources related to hate crime laws, active shooter situations, and physical security at religious buildings.



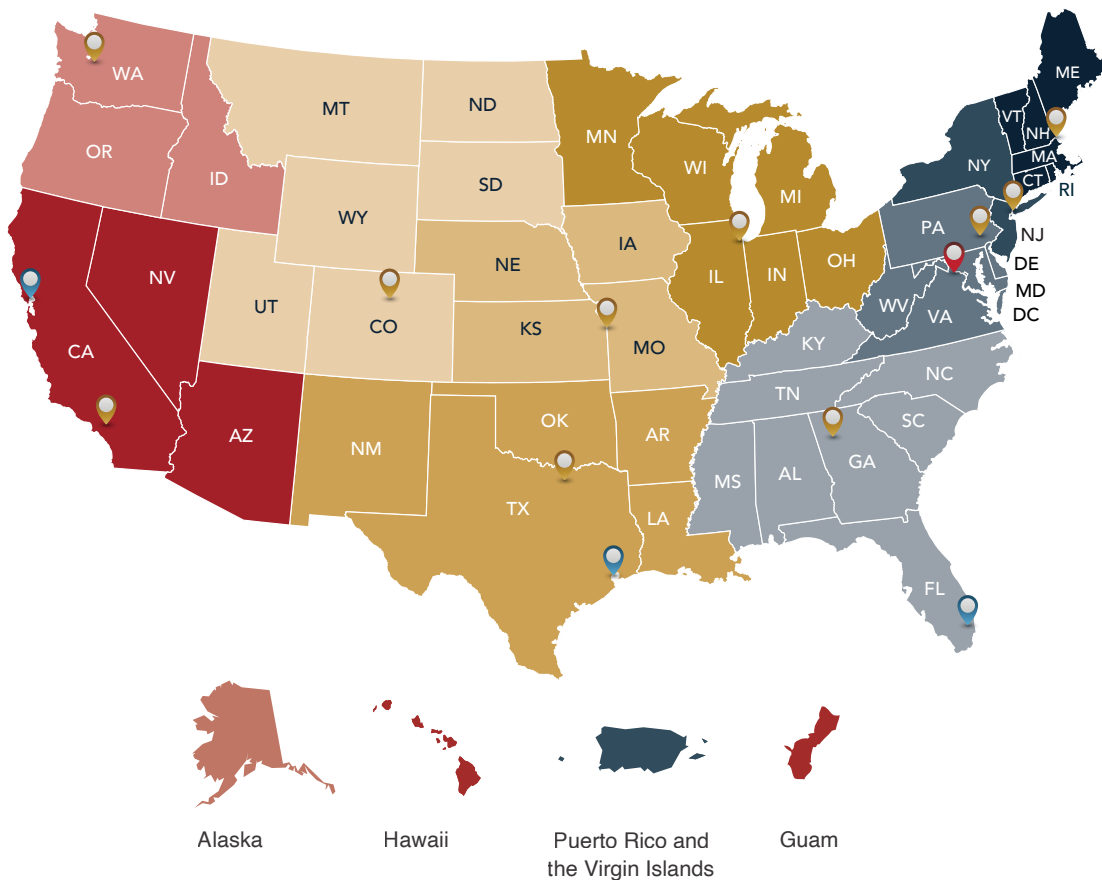
Where We Work

CRS has 10 regional offices and 3 field offices across the country.

The regional offices are located in Boston, New York, Philadelphia, Atlanta, Chicago, Dallas, Kansas City, Denver, Los Angeles, and Seattle. Additionally, field offices, which further extend the service coverage of the regional offices' activities, are located in Miami, Houston, and San Francisco. CRS's headquarters is in Washington, D.C. Regional conciliation specialists are also based in Alabama and Michigan.

Conciliation specialists are strategically located to increase the availability of CRS services to communities across the country and to allow for rapid deployment to areas facing critical incidents. Contact information for the CRS offices can be found on page 60 of this report, and at [justice.gov/crs](https://www.justice.gov/crs).

- 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



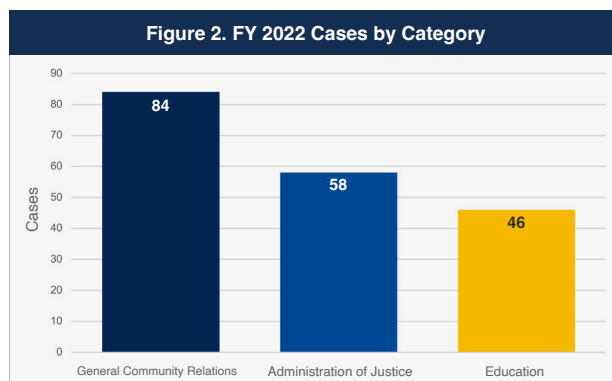
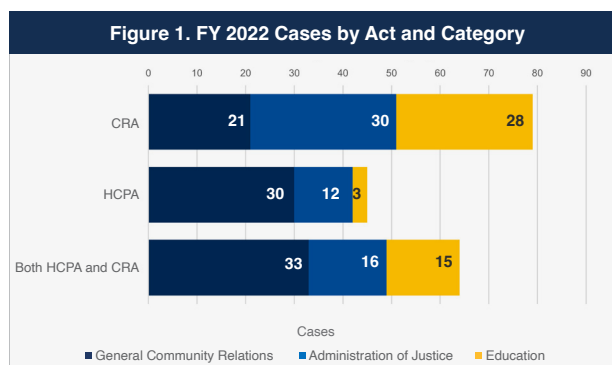
Overview

CRS assists communities and organizations across the nation, including law enforcement, civil rights groups, tribal nations, congregations and neighborhood organizations, educational institutions, and government agencies. CRS’s casework in these communities falls into three categories: administration of justice, education, and general community relations.

During Fiscal Year (FY) 2022, CRS completed a total of 188 cases throughout the United States and its territories, a similar number to FY 2021. Of these cases, **79** were jurisdictional under Title X of the Civil Rights Act (CRA) of 1964, relating to community tension and conflict based on differences in race, color, or national origin.

Forty-five cases were jurisdictional pursuant to the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act (HCPA) of 2009, relating to alleged hate crimes based on actual or perceived race, color, national origin, gender, gender identity, sexual orientation, religion, or disability. CRS also completed **64** cases jurisdictional under both laws and related to both alleged civil rights issues and hate crimes.

These cases included robberies, arson, and vandalism of places of worship; allegations of hate incidents in schools; conflicts between communities of color and police; and violent crimes targeting Asian Americans, Native Hawaiians, and Pacific Islanders. CRS also trained law enforcement and local leaders on how to improve relationships with transgender communities and facilitated forums with law enforcement to help prevent and respond to bias incidents and hate crimes.

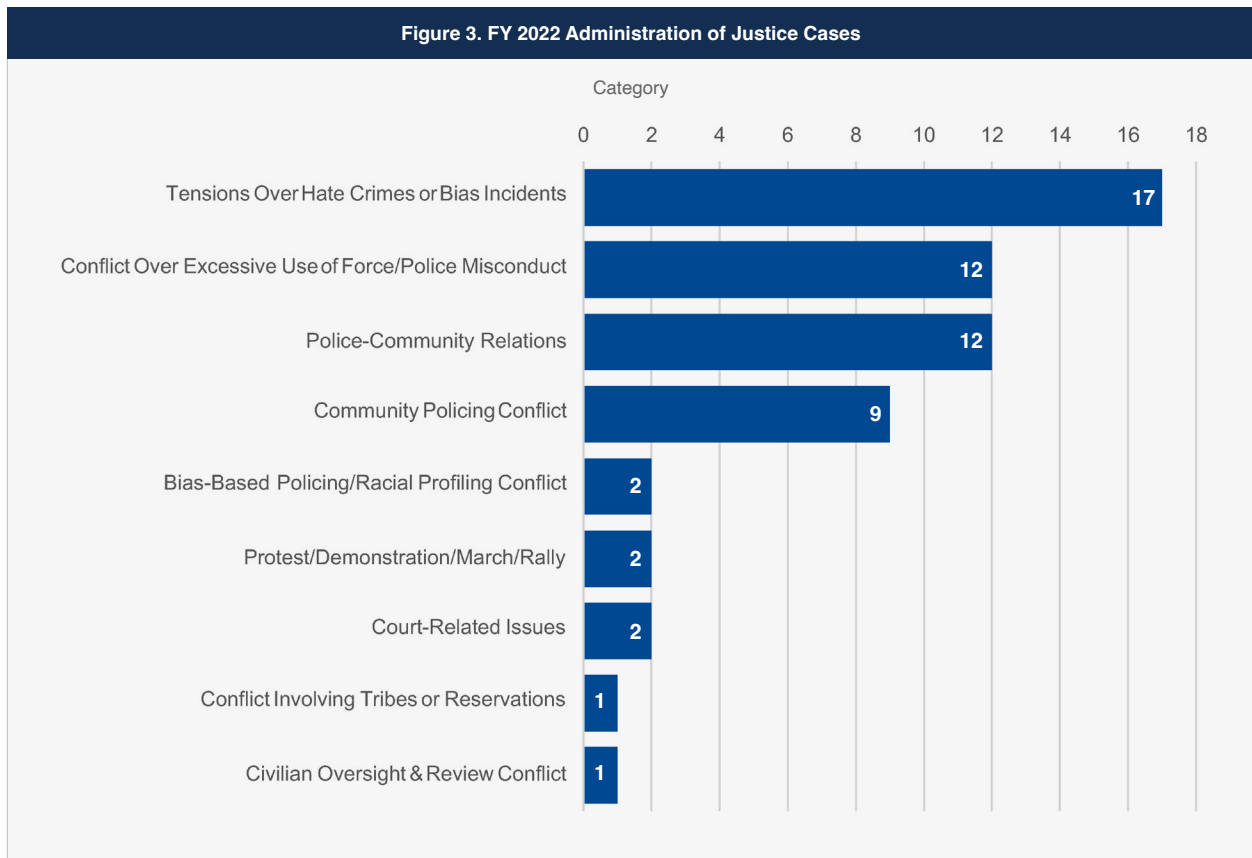


CRS held national virtual events to reach faith leaders and developed new web-based trainings that can be taken at any time. As always, CRS’s experienced conciliators deployed directly into communities when tensions and civil unrest required their presence to help local leaders address allegations of discrimination or prevent and respond to hate incidents and hate crimes.

Administration of Justice Cases

Administration of justice cases are defined as those where tension exists between the community and law enforcement organizations, including federal law enforcement agencies, city and campus police departments, and sheriffs' and tribal police offices.

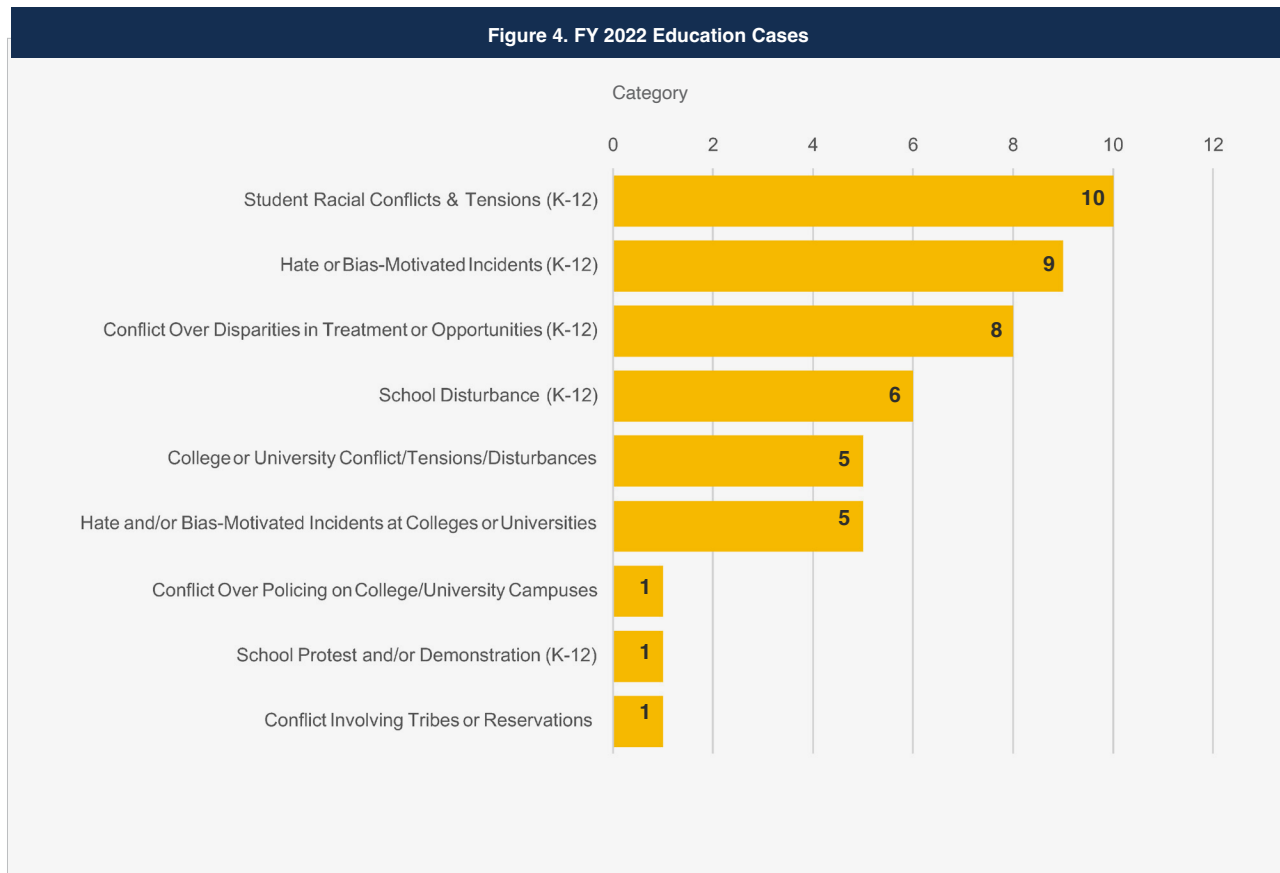
In FY 2022, CRS completed 58 administration of justice cases. The largest number of these cases concerned tensions over hate crimes or bias incidents. That number increased from 13 the previous fiscal year to 17 in FY 2022. Community policing conflict cases increased from no cases in FY 2021 to nine in FY 2022. Conflicts over allegations of excessive use of force or misconduct by police and strained police-community relations also comprised a significant portion of CRS's administration of justice casework.



Education Cases

Education cases are those derived from actions or incidents at schools, school districts, or institutions of higher education that led to an increase in tension between school groups or, in some cases, between groups in the larger community.

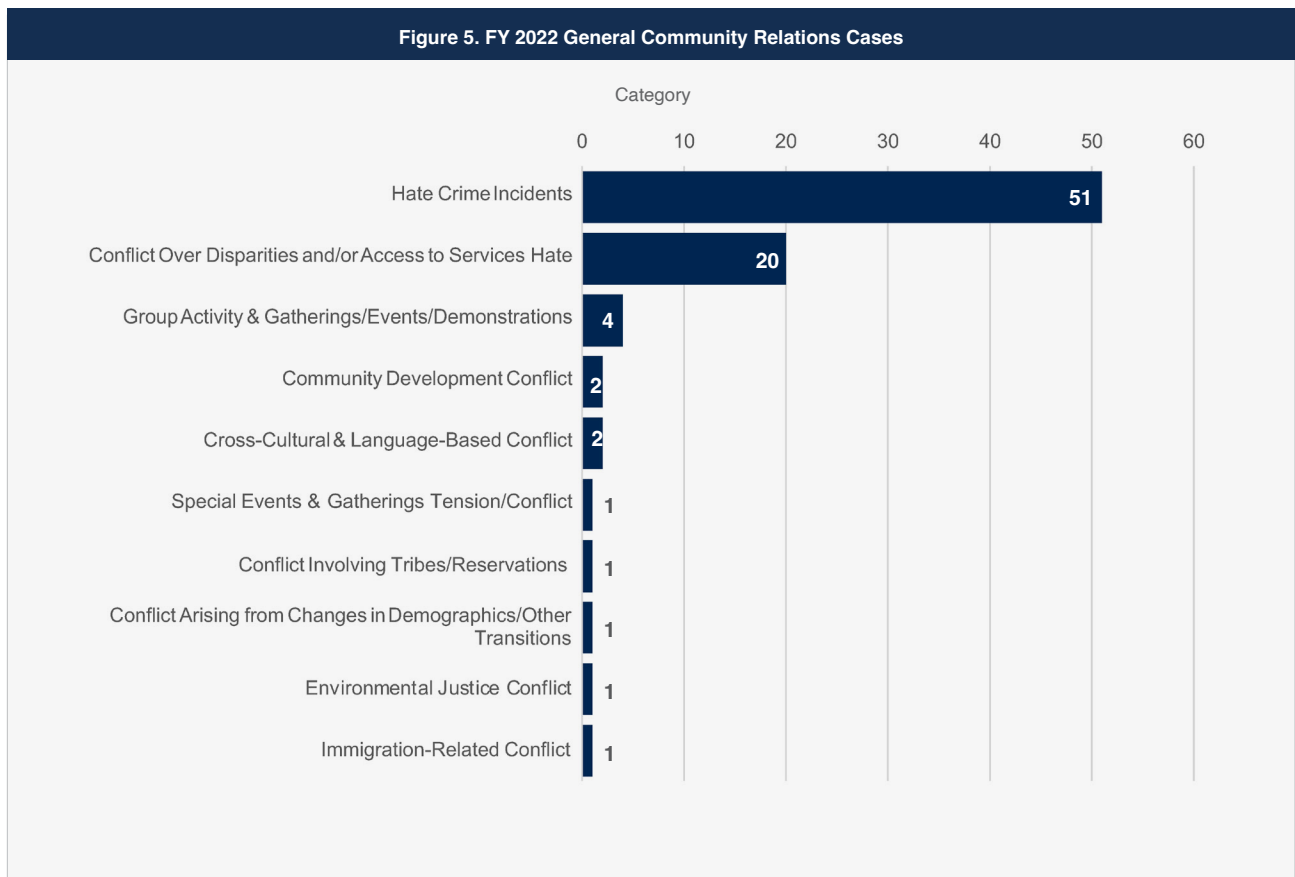
In FY 2022, CRS completed 46 education cases, an increase from 29 cases in FY 2021. Following the trend of the past four years, the most significant number of education cases stemmed from racial conflict and tension in K-12 school settings. CRS worked on a total of 34 cases in K-12 school settings, an increase from 21 cases in FY 2021.



General Community Relations Cases

General community relations cases are derived from incidents unrelated to educational institutions or law enforcement actions that raise tension in the community.

In FY 2022, most CRS casework fell under the general community relations category, with 84 cases completed. As has been the trend since CRS began tracking these categories, the majority of these cases were related to alleged hate crime incidents. CRS also completed 20 cases related to perceived disparities in access to services in FY 2022, an increase from 17 in FY 2021.





Police work outside the Sikh Temple of Wisconsin where at least one gunman stormed the religious services and opened fire August 5, 2012 Oak Creek, Wisconsin.

Getty Images

Helping Communities Keep Places of Worship Safe

In Fiscal Year (FY) 2022, high-profile attacks on places of worship and patterns of local threats led to community concerns about safety at temples, mosques, gurdwaras, and congregations across the United States and its territories. This year also marked a decade since the shooting at the Sikh Temple of Wisconsin in Oak Creek, Wisconsin, which took the lives of seven worshippers.

CRS heard directly from clergy and lay leaders around the country about vandalism, threats, and attacks on places of worship. To support these communities and address safety concerns, CRS facilitated nearly a dozen Protecting Places of Worship (PPOW) forums to help provide best practices, foster networking and community outreach with law enforcement, and share resources for congregations to improve security.

The CRS PPOW forum helps communities build capacity to address concerns about religion-based hate crimes, especially those targeting sacred spaces. During a forum, CRS convenes federal, state, and local law enforcement representatives; security experts; and emergency management officials to provide an overview of hate crime laws, statistics and case studies, and physical security. Experts share practical and actionable information regarding best practices for securing a place of worship and preparing staff, clergy, and congregants for an active shooter situation. These forums also facilitate dialogue and improve partnerships between law enforcement and faith communities. Each PPOW is developed in collaboration with local leaders to ensure the speakers and agenda address their specific concerns. These PPOWs help community leaders learn more about how to secure their places of worship, build networks with their peers and law enforcement, and better access government resources.

Commemorating the Oak Creek Shooting

CRS helped to organize and facilitate a PPOW in Oak Creek as part of a series of events marking the anniversary of the mass shooting.

In June 2022, the Interfaith Conference of Greater Milwaukee asked CRS to help organize a PPOW designed to mark this milestone and affirm the important work of the community to avoid similar incidents in the future. CRS worked with a planning group — including the Interfaith Conference of Greater Milwaukee, Sikh American Legal Defense and Education Fund (SALDEF), and Sikh Coalition — to plan the PPOW, which would kick off a city-wide multiday commemoration. This planning group met weekly

The CRS PPOW forum helps communities build capacity to address concerns about religion-based hate crimes, especially those targeting sacred spaces. During a forum, CRS convenes federal, state, and local law enforcement representatives; security experts; and emergency management officials to provide an overview of hate crime laws, statistics and case studies, and physical security.

in June and July to identify speakers and set the agenda for the event.

On August 4, the Sikh Temple of Wisconsin, Interfaith Conference of Greater Milwaukee, SALDEF, and Sikh Coalition hosted the PPOW at Oak Creek City Hall. More than 140 people attended the event.

CRS then-CRS Director, the White House Office of Faith-Based and Neighborhood Partnerships executive director, local officials, and a Sikh Temple of Wisconsin leader offered remarks at the event.

Representatives from the U.S. Attorney's Office for the Eastern District of Wisconsin, FBI Milwaukee Field Office, and local law enforcement then provided an overview of hate crime laws, investigations, and procedures. Representatives from the U.S. Department of Homeland Security



Members of the Sikh Temple of Wisconsin, their guests and supporters attend a vigil to mark the one-year anniversary of the shooting at the temple August 5, 2013 in Oak Creek, Wisconsin.

and Federal Emergency Management Agency (FEMA) shared information about programs and grants to secure places of worship.

Following these discussions, a former U.S. Attorney moderated a panel of local Christian, Jewish, Sikh, and Muslim leaders who discussed how the community responded to the shooting.

Reaching a National Audience

In response to a nationwide rise in attacks on places of worship, CRS hosted two virtual PPOW forums in July 2022. More than 800 faith leaders and other community members participated in these sessions. They learned about ways to secure their places of worship, federal programs and grants available to assess and enhance security, and how to reach out to law enforcement

about their concerns. Speakers from the U.S. Department of Homeland Security Cybersecurity and Infrastructure Security Agency, FEMA, and the U.S. Attorney's Office for the District of New Jersey presented at both sessions. These national virtual forums provided an effective way to educate community leaders about resources available during a period of widespread concern about the safety of places of worship.

Addressing Local Concerns Across the Country

CRS facilitated PPOWs in communities across the country to increase the security of local religious centers.

In Washington state, CRS worked with U.S. Attorneys' Offices to develop an extended,

in-depth version of the PPOW forum to be hosted virtually across five sessions (see page 59 for more information about this case). Sioux Falls, South Dakota, faith leaders attended a virtual PPOW in response to antisemitic vandalism (see page 48). The Association of United Hindu and Jain Temples in the Washington, D.C., metropolitan area hosted a PPOW forum following incidents of vandalism and assault on temple grounds (see page 38). CRS also facilitated a virtual PPOW for faith leaders in South Florida after antisemitic flyers raised safety concerns across a wide range of faiths (see page 43 for more information about this case).

Each PPOW is developed in collaboration with local leaders to ensure the speakers and agenda address their specific concerns. Representatives from federal, state, and local government agencies and law enforcement present at the events to share information about hate crimes and relevant government grants and services. These PPOWs help community leaders learn more about how to secure their places of worship, build networks with their peers and law enforcement, and better access government resources.

The PPOWs held in FY 2022 received overwhelmingly positive feedback from survey respondents. Collectively, 95% of respondents to a post-forum survey agreed that they felt motivated to prevent hate crimes and support safety in their community. Additionally, 89% of respondents said the program was a worthwhile use of their time.

In response to a nationwide rise in attacks on places of worship, CRS hosted two virtual Protecting Places of Worship forums in July 2022. More than 800 faith leaders and other community members participated in these sessions. They learned about ways to secure their places of worship, federal programs and grants available to assess and enhance security, and how to reach out to law enforcement about their concerns.

As America's Peacemaker, CRS seeks to empower communities to address and resolve tensions stemming from hate and bias. In supporting belief communities, the PPOW program is a vital tool to help protect and secure America's houses of worship.



Several hundred protesters march in Akron, Ohio after the release of body camera footage.

CRS Responds to the Police Shooting Death of Jayland Walker

On June 27, 2022, police officers shot and killed Jayland Walker, a Black man, in Akron, Ohio, after a pursuit when he failed to stop for an alleged traffic violation. Mr. Walker's death was the city's third fatal police shooting in six months.

This incident led to days of protests across the city. Demonstrators blocked traffic in downtown Akron and gathered in front of police headquarters, demanding justice for Mr. Walker's family and protesting against excessive use of police force.

On July 2, 2022, CRS conciliators traveled to Akron to begin meeting with city officials, police, and community leaders. CRS held separate meetings with the Akron Police Department (APD) and community advocacy organizations. CRS then relayed protesters' concerns to the police and helped APD develop guidelines for conduct to maintain safety during demonstrations.

On July 3, 2022, tensions escalated when police released body camera footage of the fatal encounter, revealing that police had shot Mr. Walker more than 60 times. The next day, hundreds of protesters gathered for a rally outside Akron City Hall.

On July 12, 2022, CRS met with members and staff of the Akron City Council to help identify ways to facilitate potential dialogues with community members. The city council wanted to learn about the community members' views of the police, engage in constructive dialogue with citizens, and share accurate information with the community.

On July 17, 2022, CRS facilitated a dialogue between representatives from the Akron mayor's office and Black Elected Officials of Summit County (BEOSC). Participants discussed how to ensure community safety, protect the right to assemble, enhance the safety of officers and citizens, and improve public trust of police.

Protests continued throughout the month. On July 16, 2022, CRS provided an event marshal training for nearly two dozen representatives from the city of Akron, APD, local schools, civil rights organizations, and clergy to help them safely and lawfully prepare for any upcoming protests. As the shooting investigation moved through the legal process, CRS continued working with these leaders so they could effectively respond to the needs of the community.

On July 17, 2022, CRS facilitated a dialogue between representatives from the Akron Mayor's Office and Black Elected Officials of Summit County (BEOSC). Participants discussed how to ensure community safety, protect the right to

assemble, enhance the safety of officers and citizens, and improve public trust of police. Through this dialogue, Akron leaders and BEOSC agreed on funding the purchase of dashboard cameras for all patrol cars. The city and BEOSC also came to an agreement that required all police officers to use badge or vehicle numbers for identification — the police chief had previously allowed officers to remove their name tags due to threats. Participants identified several additional topics they agreed to discuss at future dialogues, such as the disparate racial impact of government policies and improving communication between the mayor's office and BEOSC.

On July 31, 2022, CRS facilitated the second dialogue between the Akron Mayor's Office and BEOSC, and participants discussed the agreements from the previous dialogue. The city agreed to immediately order new dashboard cameras and to hold a weekly review to decide when police officers would return to wearing name tags.

CRS met with nine Akron faith leaders on August 1, 2022, to hear their concerns and discuss potential services. The faith leaders discussed the need to create a relationship with the APD to improve communication. Participants agreed to meet again to create a ministerial alliance that would hold regular meetings with the APD. At the



Getty Images

Demonstrators march down E. Wilbeth St. after holding a vigil in honor of Jayland Walker on July 8, 2022 in Akron, Ohio. Walker was shot by members of the Akron Police Department on July 3, 2022.

request of the APD, CRS facilitated a dialogue for the same nine clergy leaders later in the month. CRS provided these faith leaders with a sample charter and discussed how a ministerial alliance could work. Participants selected a name for the alliance and a leader, and agreed to develop the charter to govern the group. Since forming, the alliance has continued to meet; they aim to help prepare the community for the announcement of the grand jury's findings in the case and to foster relationships with communities throughout Greater Akron. The alliance worked with local leaders to have counseling available for community members, develop rules of engagement between protesters and police, and develop strategies for protest leaders and police to keep protests

The alliance worked with local leaders to have counseling available for community members, develop rules of engagement between protesters and police, and develop strategies for protest leaders and police to keep protests safe.

safe. The alliance also reached out to young people; business leaders; lesbian, gay, bisexual, transgender, queer, and intersex (LGBTQI+) leaders; and members of other religious groups to help build relationships across the community.

On August 15, 2022, CRS provided a Facilitating Meetings Around Community Conflict (FMACC) training to 10 leaders in the Akron Mayor's Office.

CRS later facilitated a dialogue for three dozen young adults on August 23, 2022. Participants between the ages of 16 and 26 were invited by the Akron Urban League, the City of Akron's youth and community opportunity director, Akron Public Schools, and Twinsburg City School District. CRS used the methodology from its City-Site Problem Identification and Resolution of Issues Together (City-SPIRIT) program to facilitate the dialogue. Participants divided themselves into working groups and identified strengths and assets of their community, as well as issues adversely affecting it. Issues of concern were discussed and prioritized by the group. Youth leaders

identified police accountability, education, access to mental health support, and police use of force as priority issues to address. CRS then reshuffled the participants into new groups that spent the afternoon crafting solutions to the four prioritized issues. At the end of the event, the groups reported their recommendations to members of the Akron City Council. Youth leaders identified potential solutions, including making community engagement mandatory for police officers, creating a community wellness center, and developing activities to provide creative outlets for youth. Volunteers from the program formed a young adult council, and CRS agreed to return with a report of the day's activities and help the council organize and implement their solutions.

CRS continues to meet with the ministerial alliance and other community leaders to help them build upon the work of the facilitated dialogues. These dialogues helped build new structures for community leaders to communicate and helped youth share their concerns publicly.

Regional Case Highlights

■ New England Region

Building Trust and Communication Between a City and the Police

Williamstown, Massachusetts



CRS conducted a Strengthening Police and Community Partnerships (SPCP) facilitated dialogue program in Williamstown, Massachusetts, in March 2022. The interim police chief of the Williamstown Police Department (WPD) reached out to CRS in March 2021 after accusations of police misconduct led to racial tensions in the community. The previous chief had reportedly resigned due to public fallout stemming from a lawsuit alleging racial harassment and antisemitism exhibited by WPD officers. According to the acting police chief, after the lawsuit was filed, three officers improperly used a police database to search for information about vocal critics of the department and police accountability organizers who advocated for police reform following the lawsuit.

After meeting with CRS, the interim police chief, the city's Diversity, Inclusion, and Racial Equity Committee (DIRE), Williamstown School District, and representatives from the community, agreed to hold an SPCP program to aid Williamstown in responding to the community tensions caused by the incident and to begin to reestablish trust between the WPD and the community. The goal of the SPCP program is to assist law enforcement and community leaders in engaging with the issues dividing them while working collaboratively to find ways to resolve them.

CRS worked with a planning group of local leaders to identify key stakeholder groups to be included in the SPCP program, develop outreach

plans, and determine dates and locations for facilitator trainings and the SPCP program itself. In March 2022, a week before the event, CRS joined the interim chief of police and members of the SPCP planning group in a virtual meeting with DIRE. The committee wanted to ensure that all of Williamstown's diverse communities were adequately represented and that the meeting allowed community members to ask questions about the program. CRS also trained 14 volunteer facilitators to lead small group discussions during the program.

On March 12, 2022, CRS convened the in-person SPCP program in Williamstown. Seventy-nine community stakeholders participated, including police, government officials, business owners, senior citizens, youth leaders, and faith leaders. The participants identified both strengths and areas of concern regarding the current relationship between the community and the WPD. Strengths included the WPD officers' support of schools and the community, their helpfulness at public events, and their willingness to grow and learn. The participants voted on their top areas of concern, such as the lack of police training and support for handling mental health calls, a lack of meaningful interaction between the police and the community, and the need to rebuild trust.

The community leaders separated into groups to develop solutions for these areas of concern. The groups then reconvened and reported their recommendations and strategies to one another. These recommendations included expanded training, increased accountability, and greater supervision; more community outreach from the police; and sharing police rules of engagement to facilitate communication.

At the end of the dialogue, 20 participants volunteered to serve on the SPCP council, which works to implement the solutions developed during the dialogue. CRS facilitated the initial three meetings for the council. This work involved the creation of two subcommittees, including one to create a charter for the council and another to prioritize the solutions named in the SPCP report.

Empowering a City to Facilitate Community Dialogues

Rocky Hill, Connecticut

In June 2022, CRS provided a Facilitating Meetings Around Community Conflict (FMACC) training for community members in Rocky Hill, Connecticut. The Rocky Hill Commission for Inclusion and Innovation contacted CRS in October 2021 for support in addressing racial tensions resulting from recent demographic changes—specifically the growth of the South Asian community—and recent nationwide protests on race and policing. The town had recently formed the commission to address potential racial tensions following years of escalating national unrest. The commission included seven members representing different parts of the community, including business owners, activists, and other community groups.

Local leaders chose the FMACC program to train the Rocky Hill Commission for Inclusion and Innovation to design and lead meetings geared toward producing constructive outcomes. The FMACC program empowers community leaders to facilitate their own meetings when community tension requires difficult conversations. It educates leaders on the fundamentals of conflict resolution,

trains them to prepare for meeting facilitation, and lets them practice these skills before putting them to work. In January 2022, CRS met with the FMACC planning group, which consisted of commission members and a city official, to organize the training.

CRS facilitated the training on June 3 and 4 at the Rocky Hill Community Center for 15 participants from the Rocky Hill Commission for Inclusion and Innovation. Community leaders in attendance learned expanded listening and observation skills to understand the varying perspectives of their community members, as well as skills and practices to help them prepare for, conduct, and follow up after meetings designed to help resolve community conflict. Of the participants who responded to CRS evaluations, 89% agreed that the training enhanced their knowledge and was a worthwhile experience. Following the FMACC, newly trained facilitators were empowered to foster difficult conversations to calm racial and other bias-related tensions.

Aiding a School in Addressing Racial and Religious Bias

New Hampshire

CRS facilitated a School-Student Problem Identification and Resolution of Issues Together (School-SPIRIT) program in May 2022 for a middle and high school in New Hampshire. The school's leadership requested CRS assistance in January 2022 after students' racially biased and antisemitic social media posts raised tensions in the school, so the school decided to host a School-SPIRIT program for the students and school community to discuss and resolve racial and religious conflicts.

Starting in March 2022, CRS worked with a School-SPIRIT planning group, which included the principal, guidance counselors, teachers, and support staff, to organize the event. CRS provided facilitator training, delivering information on program logistics and goals, facilitator roles, and active listening techniques to nine volunteers, including parents, school faculty, and a local faith leader.

In May 2022, CRS facilitated the School-SPIRIT at the school for 17 students. The principal and a representative from the U.S. Attorney's Office for the District of New Hampshire welcomed the students and explained the day's goals. The students separated into groups to identify school issues, presented them to their fellow students, and voted on which were priorities. Some of the

top issues identified by the students were related to disrespect, including inappropriate language and actions, disrespect for school property, and homophobia. In new groups, the students developed solutions to address their prioritized issues, such as education about appropriate language and the impact of disrespect and bias, community service or other nontraditional punishments, and assemblies to engage students more fully in learning about different races and religions.

After the dialogue, students volunteered to be part of a School-SPIRIT council, which would work to help implement the solutions identified during the day's program.

■ Northeastern Region

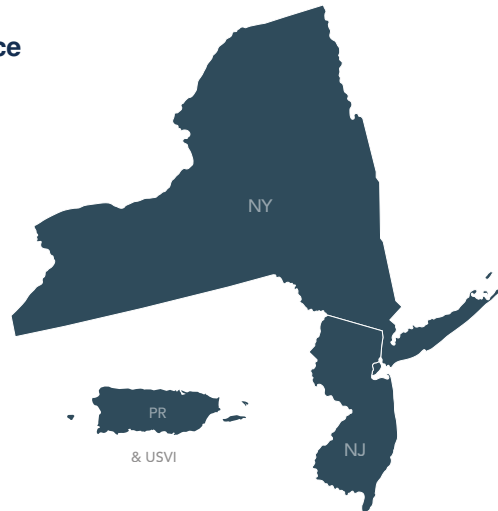
Addressing Allegations of Disparate Treatment by Police

Mount Laurel, New Jersey

Black community leaders in Mount Laurel, New Jersey, requested CRS services in October 2021 to help address concerns related to the local police's responses to alleged bias incidents targeting Black residents.

In early July 2021, a video circulated nationally on social media showing a white man shouting racist slurs at Black neighbors in a Mount Laurel townhouse community. The man in the video had been the subject of numerous previous racial harassment complaints to police from Black neighbors. The individual was initially charged with harassment and bias intimidation and allowed to return home. Tension in the community reached a breaking point a few days later, when another video of a separate incident showing the same individual taunting and shouting racist slurs at Black neighbors went viral on Facebook. Hundreds of people protested outside the individual's home on July 5, claiming police showed favoritism to him and did not respond to prior complaints. Police ultimately arrested the individual that evening and charged him with criminal mischief, bias intimidation, harassment, trespassing, stalking, and drug and weapons possession.

Following these incidents, the Burlington County Prosecutor's Office investigated the Mount Laurel Police Department. In October 2021, the prosecutor's office released a report, concluding that the officers committed no misconduct, and that a more holistic approach to the incidents by the police could have led to an earlier solution to the problem.



From the fall of 2021 through March 2022, CRS met with the Mount Laurel chief of police, Burlington County prosecutor, Black community leaders, and other community leaders to identify tensions, understand their concerns, and begin planning a series of community dialogues. As a result of these discussions, the community decided to hold a Dialogue on Race program. In March, CRS facilitated a virtual meeting of a Dialogue on Race planning committee — which included the deputy police chief, Black community leaders, and other local leaders — to finalize plans and invitations for the program.

CRS facilitated the Dialogue on Race across four sessions from May through June 2022. Fourteen Mount Laurel stakeholders participated, including the Mount Laurel police chief, Black community leaders, and other local leaders. During the program, participants shared personal stories related to race, discussed the racial history of Mount Laurel, developed a vision for a more transparent relationship between the police department and the community, and identified next steps to achieve that vision.

At the final session, participants developed the following four action items: 1) create a police-youth mentoring program to increase positive engagement in Black communities, 2) hold continued dialogues on racial issues, 3) convene local faith leaders through a

community council to continue discussions toward improving race relations, and 4) reach out to the diversity council to share ideas on how to bring the community together and build relationships between racial groups.

Responding to a Racially Motivated Mass Shooting

Buffalo, New York

On May 15, 2022, an 18-year-old white man fatally shot 10 Black shoppers at a grocery store in Buffalo, New York, allegedly targeting the grocery store specifically because it is in a majority Black neighborhood. The suspect was charged with multiple counts of murder and hate crimes; he was later convicted on the state charges and sentenced to life in prison without the possibility of parole.

In the days following the shooting, CRS met with the Federal Bureau of Investigation (FBI) Buffalo Field Office, U.S. Attorney's Office for the Western District of New York (USAO-WDNY), state officials, Commission on Citizens' Rights and Community Relations of the City of Buffalo, local civil rights leaders, and local faith leaders to consult on potential programs that could help address tensions and fears of additional hate crimes.

On June 28, 2022, CRS participated in a listening session hosted by the White House Office of Faith-Based and Neighborhood Partnerships to hear local Black faith and community leaders share their concerns following the incident.

CRS provided support to local civil rights leaders and Black pastors to develop and host a Safety

and Houses of Worship program, held in July 2022. Representatives from the U.S. Department of Homeland Security Cybersecurity Infrastructure and Security Agency, FBI, USAO-WDNY, and Buffalo Police Department (BPD) spoke at the event, which had more than 150 attendees.

CRS prioritized assisting the USAO-WDNY in planning a United Against Hate event in response to the incident. The United Against Hate program is a nationwide U.S. Attorney's Office initiative that brings together community groups, community leaders, and law enforcement at every level to build trust and strengthen coordination to combat unlawful acts of hate. The USAO-WDNY hosted the event on September 29, 2022. CRS Director Paul Monteiro spoke at the event, along with Assistant Attorney General Kristen Clarke and representatives from the FBI, USAO-WDNY, and BPD. Presenters discussed how community members can identify, report, and prevent hate crimes and hate incidents. The USAO-WDNY also announced plans to engage with communities across the region to deepen connections, further hate crimes prevention efforts, and encourage more people to report hate crimes and hate incidents.

Helping Business Owners Address Safety Concerns

Bronx, New York

In early March 2022, the Bronx Chamber of Commerce (BCC) contacted CRS after receiving complaints by immigrant small business owners alleging disparate treatment from the police due to their national origin. The local business owners claimed that local police were not adequately responding to reports of crime, and business owners were becoming reluctant to call the police. The Bronx Chamber of Commerce was concerned for the safety of local businesses.

The Bronx Chamber of Commerce reached out to CRS after a local bakery owner was robbed, injured, and needed medical assistance. Residents and nearby small business owners expressed concerns over safety after the pre-trial release of the suspect despite his being charged separately with multiple crimes within the past year. This assault marked the latest incident in a series of robberies and other violent crimes in the Bronx's 138th Street small business corridor.

On April 25, 2022, CRS facilitated an in-person dialogue on public safety between the Bronx Chamber of Commerce and business owners. The business owners said that violent crime was impacting business on the 138th Street corridor, and law enforcement was not doing enough to ensure the safety and well-being of shoppers, businesses, employees, and employers within the community. At the dialogue, participants proposed solutions such as better police engagement with merchants, more police patrols and cameras, and improved communication between business owners.

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In July, CRS facilitated a dialogue with the Bronx Chamber of Commerce and the local police to help address the business owner's concerns. The participants discussed adding more police patrols to the area and having officers visit businesses to build relationships with community members.

Supporting a U.S. Department of Justice United Against Hate Initiative

Newark, New Jersey

From January to July 2022, CRS provided support to the U.S. Attorney's Office for the District of New Jersey (USAO-NJ) in hosting United Against Hate forums in New Jersey. These forums were part of the pilot of United Against Hate, a U.S. Department of Justice anti-hate crime outreach program that connects federal, state, and local law enforcement with marginalized communities to build trusted local alliances to encourage the reporting of hate crimes and hate incidents.

CRS worked with a United Against Hate planning group that included the Federal Bureau of Investigation (FBI), USAO-NJ, state officials, and community leaders. CRS provided event best practices and facilitated communication with partner organizations.

On April 20, 2022, CRS participated in the in-person United Against Hate pilot program in Union, New Jersey. The program was facilitated by the USAO-NJ and FBI Newark Field Office. The Assistant Attorney General (AAG) for the Civil Rights Division spoke at the event, sharing their plans to achieve the United Against Hate program's goals. These plans included engaging with communities across New Jersey, furthering hate crimes prevention efforts, and encouraging more people to report hate crimes and hate incidents. More than 150 people attended. Following the event, the AAG held a roundtable discussion with around 30 community members.

In July 2022, CRS began working with the USAO-NJ to plan an additional United Against Hate event to support local Asian American, Native Hawaiian,

and Pacific Islander (AANHPI) communities due to a reported rise in bias incidents and hate crimes targeting AANHPI individuals. According to the New Jersey Office of the Attorney General, there was a 78% increase in reports of anti-AANHPI bias incidents in the state from 2020 to 2021. CRS worked with a planning group for the event, which included the USAO-NJ and a statewide AANHPI organization, to organize and promote the event.

On July 19, CRS participated on a panel at the United Against Hate program in Newark, New Jersey. CRS, along with representatives from the FBI Newark Field Office, USAO-NJ, and New Jersey Office of the Attorney General gave a presentation on how to identify, report, and prevent hate crimes and bias incidents and shared federal, state, and local resources. Panelists also discussed the disturbing rise of anti-Asian sentiment in their community. Approximately 60 people attended the event.

Helping Keep the Transgender Community Safe

San Juan, Puerto Rico

Community leaders in Puerto Rico requested CRS services in May 2021 due to concerns about hate crimes targeting the lesbian, gay, bisexual, transgender, queer, and intersex (LGBTQI+) community. Community leaders said that an increase in gender identity-related homicides and harassment of local LGBTQI+ leaders on social media caused fear among the local LGBTQI+ community.

In August 2021, CRS facilitated a meeting with representatives from the U.S. Attorney's Office for the District of Puerto Rico (USAO-PR) and a local LGBTQI+ advocacy organization to discuss concerns about online harassment of LGBTQI+ community members. The participants agreed to hold a virtual Bias Incidents and Hate Crimes forum to help educate the community. Local LGBTQI+ leaders requested that the forum have a special focus on addressing allegations of online harassment and bullying. CRS convened a planning group for the forum, including the USAO-PR; Federal Bureau of Investigation (FBI) San Juan Field Office; and a coalition of local LGBTQI+ community leaders.

On November 17, 2021, CRS facilitated a virtual Bias Incidents and Hate Crimes forum for more than 80 attendees. The presenters spoke in Spanish at the event, with real-time English and American Sign Language interpreters. Speakers included representatives from the FBI, local law enforcement, and local LGBTQI+ organizations. Participants discussed the need to use radio, TV, and social media to share information about hate crimes, expand community outreach, identify

CRS facilitated a virtual Bias Incidents and Hate Crimes forum for more than 80 attendees. Participants discussed the need to use radio, TV, and social media to share information about hate crimes, expand community outreach, identify local leaders willing to work with law enforcement, develop strategies for improving trust between police and the transgender community, and identify potential future community forums and dialogues.

local leaders willing to work with law enforcement, develop strategies for improving trust between police and the transgender community, and identify potential future community forums and dialogues.

Following the forum, local police and members of the transgender community met to discuss police intake forms and data analysis of hate crimes. Local police agreed to change their victim intake form to include options to identify as non-binary, transgender, bisexual, and gay, and to include a category for national origin. In addition, the local police agreed to collect data on bias incidents to help identify patterns targeting these communities.

■ Mid-Atlantic Region

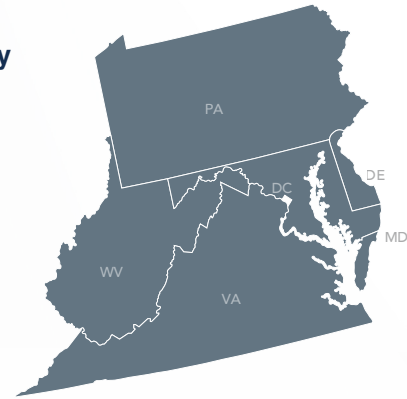
Improving Communication Between Police and the Community

Virginia Beach, Virginia

CRS provided Strengthening Police and Community Partnerships (SPCP) program services to local officials to help ease community tensions resulting from the ongoing investigation of the March 2021 police shooting of a Black man by the Virginia Beach Police Department (VBPD). The incident followed a string of shootings that injured several people and killed a woman in a busy nightlife and tourist area in Virginia Beach. The body camera of the officer involved was not turned on, adding to community tensions regarding the incident.

Police leaders invited area pastors to discuss their concerns about allegations of racial profiling and excessive use of force by VBPD. Virginia Beach law enforcement and local leaders asked CRS to provide consultation services, resulting in the planning of a Strengthening Police and Community Partnerships (SPCP) program to help law enforcement and the community to collaboratively brainstorm solutions geared toward improving police-community relations.

CRS convened a series of planning group sessions in February and March 2022 with members of the VBPD, local Black pastors, civil rights leaders, and business owners. Community members expressed concern that the waterfront area of the city received a disproportionate amount of policing, while inland areas, which have a larger Black population, had more concerns about police-community relations. Participants agreed that the SPCP should focus on the VBPD Third Precinct, which comprises part of the Virginia Beach waterfront, where many people involved



in the shooting live, rather than the area where the incident occurred.

In May, following several planning group meetings, volunteers were recruited from Virginia Wesleyan University and other community organizations and were trained as facilitators for the SPCP.

On May 7, 2022, CRS facilitated the SPCP program for 58 people representing a diversity of backgrounds, including police, civil rights activists, clergy, educators, youth leaders, and business owners. CRS and volunteer facilitators led small groups in identifying issues between the community and police. Participants identified issues that included the need for increased engagement opportunities between the police and the community, diversity in hiring, mental health resources for both the community and officers, and respect for law enforcement. Participants voted on their priority issues, then met in small groups to develop solutions and action plans for addressing these issues. Their suggested solutions included increased mental health services for police, events and programs to increase interaction between the police and citizens, and establishing a non-emergency line to report non-policing issues. Afterward, the groups presented their ideas to all participants.

Following the SPCP, 10 volunteers participated in regular SPCP council meetings to implement the solutions developed during the program. At the request of community leadership, CRS participated in five meetings between the SPCP council and VBPD representatives. These meetings involved creating a set of best practices for future meetings, identifying a chairperson who

would be responsible for future sessions, and discussing ways to strengthen the council and increase community involvement. The council organized a National Night Out event sponsored by the VBPD Third Precinct to improve police-community relations, and it continues to meet regularly to facilitate further outreach work.

Empowering a School Community to Respond to Racial Tensions

Pennsylvania

Administrators from a high school in Central Pennsylvania reached out to CRS following a physical altercation between a Black student and a white student. The incident stemmed from a social media post in which a student had drawn racially insensitive and anti-Semitic text and images on his arms. Law enforcement officials initially reached out to CRS to identify which services or resources might be most helpful in supporting the school and the community following the incident and identified the School-Student Problem Identification and Resolving Issues Together (School-SPIRIT) program as the most helpful CRS program to support the school and the community.

Community leaders began planning the School-SPIRIT program in February 2022. During the initial meetings, CRS aided the school in determining the program agenda, completing logistical and planning tasks, and creating guiding questions.

On March 29, 2022, CRS facilitated the School-SPIRIT program for a group of 48 student leaders

from a diversity of backgrounds. Students met in small groups, where they identified both the school's strengths and areas of concern. Students subsequently shared their concerns with the full group. These concerns included the lack of communication between administrators, teachers, and students; microaggressions toward and lack of respect for students of color; and performative activism.

Afterward, students voted on their top concerns and separated into groups to brainstorm solutions to their areas of concern. Student leaders later reconvened into the larger group, where representatives from each small group presented their proposed solutions. The proposed solutions included involving students in the process of hiring faculty, creating new avenues for education and collaboration between different student groups, and more programs akin to the School-SPIRIT program.

Twenty students volunteered to be members of the School-SPIRIT council. School administrators

requested that CRS facilitate the initial School-SPIRIT council meetings and providing tools and information to help the council implement solutions. CRS also provided training for school leaders to help facilitate meetings on their own, setting them up for success and capacity-building

in the long term. According to respondents in the post-program survey, participants agreed that the School-SPIRIT helped to identify important issues, develop and prioritize solutions to those issues, and motivate students to stay engaged in addressing school and community issues.

Training Law Enforcement to Engage with Transgender Communities

Virginia

In November 2021, CRS provided Engaging and Building Relationships with Transgender Communities trainings to a police department in Virginia. The police department contacted CRS to provide the trainings for its school resource officers (SROs) who regularly interact with transgender and gender non-conforming students. Over the course of four sessions spanning November 9–10 and November 30–December 1, 2021, CRS conducted virtual Engaging and Building Relationships with Transgender Communities trainings for approximately 25 deputies and 38 SROs. CRS opened the sessions by providing an overview of the program to the

participants and introducing the subject matter experts and regional representatives involved in the training, including a former law enforcement administrator and civil rights attorney, as well as a transgender advocate.

Participants provided feedback on the program, with the majority agreeing that the training enhanced their knowledge and was a worthwhile use of time. Some respondents reported that it was the first training of this kind that they had received over decades of experience in law enforcement.

Addressing Racial and Religious Tensions in the School Community

Fairfax, Virginia

In May 2022, CRS facilitated a School-Student Problem Identification and Resolution of Issues Together (School-SPIRIT) program to assist Fairfax High School (FHS) in addressing racial and religious tensions. In December 2021, a group of students allegedly removed a Black Muslim American student's hijab during an altercation. The local police investigated the incident and did not charge any of the alleged perpetrators with a hate crime. In response, students led protests at FHS and other local schools. CRS met with FHS leaders to identify potential resources and services to help support the school community and address tensions caused by the incident. FHS administrators decided to hold a School-SPIRIT program for students to work through the issues and develop solutions in a safe, respectful environment.

CRS convened planning group meetings beginning in April 2022 involving school administrators, teachers, staff, students, and other key school community leaders to begin to create the agenda and logistical outline for the dialogue. During the planning sessions, CRS recommended they meet with their diversity, equity, and inclusion lead to ensure stakeholder groups reflected the diversity of the school. CRS also recruited facilitators, including two Spanish speakers, and provided facilitator training to 22 volunteers recruited from the Federal Bureau of Investigation Washington Field Office; Fairfax County Communities of Trust Committee, a citizen's group focused on building

relationships between public safety agencies and their communities; and George Mason University Jimmy and Rosalynn Carter School for Peace and Conflict Resolution (GMU).

On May 16, 2022, approximately 120 FHS students participated in the CRS-facilitated School-SPIRIT program. Students met in small groups based on self-selected identities and discussed the strengths of the school and related issues. Volunteers from each group reported their findings to all the program's participants. Following these presentations, students voted on the issues they considered most important. The top issues were perceived as racism, racial stereotyping and a lack of mental health awareness and support for students. Students later separated into new groups to develop potential solutions to these issues and presented these ideas to their peers.

During the program, students volunteered to participate in a School-SPIRIT council, which would hold follow-up meetings and implement the solutions the students developed during the dialogue. The school selected 20 of these volunteers to serve on the council. FHS agreed to work with GMU to facilitate council meetings, while leveraging the CRS model to continue addressing school community tensions and bias incidents. The program's success also led to a request for another School-SPIRIT at a neighboring high school to be scheduled for the next academic year.

Providing Safety and Security Training to Hindu and Jain Communities

Washington Metro Area

In response to a string of attacks and robberies targeting priests and staff at Hindu and Jain temples both nationally and in the Washington, D.C. metro area, CRS facilitated a Protecting Places of Worship (PPOW) forum in July 2022. The Association of United Hindu and Jain Temples (UHJT) requested the PPOW forum for temples in Washington, D.C. metro area as the recent attacks had created a fear of further harm in the community.

CRS met with a planning group consisting of six members of UHJT and learned more about the concerns specific to the community. These centered on religious practices and safety concerns related to access to temples, collections of donations, and valuable items used during worship. The planning group worked to customize the forum to address these topics, ensuring that law enforcement representatives from Maryland, Virginia, and Washington, D.C., were present to answer questions specific to each temple depending on location.

On July 28, 2022, CRS facilitated the virtual forum for 80 attendees. Speakers included representatives from the U.S. Department of Homeland Security Cybersecurity and Infrastructure Security Agency; U.S. Attorney's

CRS met with a planning group consisting of six members of the Association of United Hindu and Jain Temples and learned more about the concerns specific to the community.

Office for the Eastern District of Virginia; Federal Bureau of Investigation Baltimore Field Office; Office of the Fairfax County Commonwealth Attorney; Fairfax County Police Department in Virginia; and D.C. Homeland Security and Emergency Management Agency. Topics included securing places of worship, active shooter response training, and an overview of relevant federal, state, and local hate crime laws and investigative practices.

According to a survey of participants, 100% of respondents agreed that the forum was a worthwhile use of their time. Due to the success of the forum, a nationwide virtual PPOW designed for Hindu and Jain temples was scheduled for the next year.

■ Southeastern Region

Improving Communication Amid Community Tensions

Brunswick, Georgia



In October 2021, CRS returned to Brunswick, Georgia, to help address racial tensions during the trials of the three men charged with hate crimes and the murder of Ahmaud Arbery. During the trial, CRS supported local officials, law enforcement, and community leaders in establishing a community coordination center (CCC) where they could share accurate information, meet to discuss strategies to mitigate community tensions, and ensure safe interactions between demonstrators and police.

CRS had previously worked with state and local government officials, law enforcement, and community leaders to reduce tensions since Mr. Arbery's death in 2020, which drew national attention.

Before the trial, Black community members had expressed frustration at the perceived slow pace of the administration of justice. Community leaders expressed concerns that protesters from outside the community might arrive and damage property or increase tensions.

In late October, CRS met with local officials, law enforcement, civil rights leaders, clergy, and community stakeholders to establish relationships, hear their concerns, and share information about CRS services. Local officials reported that there had been mostly peaceful protests, and community and faith-based groups had encouraged others to keep calm during the trial.

In November, CRS assisted a local coalition of law enforcement, first responders, and community organizations in developing strategies to better

engage the community to reduce tensions, ensure that factual information was shared, and maintain the safety of lawful protesters. The coalition agreed to create a new neutral space, or CCC, for law enforcement and community members to meet during the trial. CRS subsequently met with local civil rights leaders and clergy to secure their commitment to support the CCC.

A wide range of local organizations contributed to center, providing space in a historical building; providing office supplies; and coordinating volunteer staffing.

On November 9, 2021, CRS facilitated a community information session for a group of faith-based and business leaders at the CCC. CRS listened to input and provided assistance in framing the mission and role of the center. The community's goal for the center was to provide a space for law enforcement and faith leaders to meet and share accurate information about the trial and any protests. The CCC also invited people from outside Brunswick who were planning to hold protests to meet with local leaders first to help ensure their safety and avoid increased tensions. CRS also helped the leaders develop a plan for staffing and sharing of information as the trial progressed.

The stakeholders held a series of four open house events to launch the CCC in mid-November. CRS assisted the coalition and local civil rights leaders in developing a presentation for community members, drafting a press release, and preparing for questions from attendees. CRS helped the county coalition develop a presentation on the goals and role of the CCC to the community to use during the center's open houses on November 12, 15, and 17. The final open house also served as a welcome meeting for a group of pastors who had traveled to the area to attend a prayer session at the Glynn County Courthouse. A member of the group organizing the prayer sessions met with local leaders to address concerns about people from outside the community

coming to incite unrest. A coalition of civil rights groups also used the CCC to host a meeting and radio show.

During the trial, community groups held a series of peaceful protests and prayer vigils, ranging in attendance from 40 to nearly 1,000.

On November 24, 2021, the judge announced that the three defendants were found guilty of murdering Mr. Arbery. No major incidents occurred after the announcement of the verdict. In February 2022, the three defendants were also found guilty of hate crimes in the death of Mr. Arbery.

Helping a Community Deal with a Symbol of Slavery

Fayetteville, North Carolina

In 2020 and 2021, a series of events involving the Market House, which historically served as a slave auction site, in Fayetteville, North Carolina, raised racial tensions in the community. In June 2020, protesters gathered outside the building to demand that it be torn down. The protesters believed that the building was a symbol of historical racism in the community. However, a study commissioned by the Fayetteville City Council determined that the building could not be relocated or destroyed due to its historic nature. In January 2021, community members again expressed concern after the city removed a Black Lives Matter mural that surrounded the building. The city communicated that it intended for the mural to be temporary and ultimately had it repainted.

A community leader contacted CRS in January 2021 to request services to help address the elevated tensions caused by the Market House controversies. In early February, CRS facilitated a dialogue with city leaders, law enforcement, faith leaders, civil rights leaders, local political leaders, and other community leaders to determine the best course of action for the future of the Market House. These meetings resulted in a working group tasked with finding a way to include diverse perspectives in the discussions.

In April 2021, CRS met with the Fayetteville-Cumberland Human Relations Commission (HRC) to plan a City-Site Problem Identification and Resolution of Issues Together (City-SPIRIT) program. The HRC requested that CRS modify the program to ensure the Market House was one of the topics addressed, in addition to other issues

stakeholders would identify at the dialogue. After this meeting, CRS met with a group of 12 pastors in Fayetteville to provide an overview of the City-SPIRIT program to encourage their support of the program.

Due to COVID-19 protocols limiting the number of participants, CRS conducted 2 in-person facilitated dialogues in October 2021 and January 2022 for approximately 80 total community members, using a modified version of the City-SPIRIT methodology. The dialogue helped the community develop recommendations for repurposing the Market House, focusing on five topics: structural modifications, themed events, artistic expressions, marketing, and commerce. Participants divided into five groups, each focusing on one of the topics to brainstorm proposals. After the brainstorming sessions, volunteer facilitators led discussions to develop detailed solution implementation plans. Participants developed suggestions such as tours, art exhibits, and community events that the Market House could host.

Following the dialogues, participants formed a working group of volunteers to help the HRC execute the actions recommended during the two sessions. CRS provided the HRC with a report summarizing the recommendations developed during the dialogues and helped the HRC brief city leaders on the process and findings. City leaders requested that the HRC continue working with CRS to gather additional input from community members.

Helping a Community Prevent Racial Bias Incidents

Moore County, North Carolina

On June 19, 2021, a white man disrupted the annual Juneteenth celebration in Pinebluff, North Carolina, by driving through the park where the event was held, while shouting racial slurs and making obscene gestures. Community members also reported that the man then fired his gun on his nearby property, leading attendees to fear for their safety. In January 2022, the man was convicted of littering, injury to personal property, and disorderly conduct.

A group of local civil rights leaders contacted CRS for services in August 2021. In September 2021, CRS met virtually with community members of Moore County, North Carolina, to discuss actions to address escalating community racial tension following the Juneteenth incident. CRS informed meeting attendees that it had brought the incident to the attention of the U.S. Attorney's Office for the Middle District of North Carolina (USAO-MDNC). The participants on the virtual meeting agreed to host a "Forum on Racial Intolerance," using a model based on the CRS Bias Incidents and Hate Crimes forum.

In preparation for the event, CRS worked with local civil right leaders to compile a history of local hate incidents to share with federal, state, and local law enforcement to demonstrate the need for the forum. CRS used this information to invite federal, state, and local law enforcement to attend the event.

CRS moderated the Forum on Racial Intolerance on October 14, 2021, in Southern Pines, North Carolina. Representatives from the Federal

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Bureau of Investigation Charlotte Field Office and USAO-MDNC spoke at the event, sharing their roles in addressing hate incidents. Following the event, local civil rights leaders hosted a listening session where individuals shared their personal experiences and discussed recent incidents with law enforcement officials.

After the event, civil rights leaders in nearby counties in Eastern North Carolina formed a coalition to address their shared concerns about white supremacist groups operating in the region. At the request of the coalition, CRS will provide additional services in Fiscal Year 2023.

Supporting Outreach to Transgender Communities

Florida

In July 2022, CRS conducted a virtual Engaging and Building Relationships with Transgender Communities training for law enforcement and first responders in South Florida at the request of local law enforcement officials.

In March 2022, CRS contacted local enforcement officials who had launched a hate crimes awareness initiative to see how the component could support the initiative's work. The initiative was created with a grant from the U.S. Department of Justice to increase public awareness of hate crimes, reach at-risk groups, and promote trust between law enforcement and the community. Based on these goals, the law enforcement officials requested a virtual Engaging and Building Relationships with Transgender Communities training.

On July 10 and 11, 2022, CRS conducted the virtual training for nearly 30 participants, including local law enforcement, firefighters, and corrections officers. A transgender police officer and a transgender community advocate served as subject matter experts, sharing key terms, hate crime trends and their impacts, appropriate language and conduct to use when engaging transgender individuals, and best practices for community engagement.

During the session, participants developed potential engagement strategies, including attending public gatherings with local transgender leaders, hosting a virtual roundtable to discuss shared concerns, and hosting a community meeting for citizens to share issues.

Participants reported that the training helped them better understand the issues that transgender people face, and they appreciated hearing the perspectives of the subject matter experts.

Improving Collaboration between Faith Leaders and Law Enforcement

Hollywood, Florida

On January 12, 2022, the Coalition of South Florida Muslim Organizations (COSMOS) and other faith leaders in South Florida requested a virtual Protecting Places of Worship (PPOW) forum in response to concerns about safety at places of worship following the Colleyville, Texas, synagogue hostage incident. Community members had also reported to law enforcement that antisemitic flyers were distributed in neighborhoods in the South Florida area.

CRS worked with a PPOW planning group that included COSMOS, local Jewish leaders, local Sikh leaders, and other faith-based and community leaders.

On February 25, 2022, CRS facilitated a virtual PPOW for two dozen local faith leaders. Representatives from the U.S. Department of Homeland Security Cybersecurity and Infrastructure Security Agency (CISA), Federal Bureau of Investigation (FBI) Miami Field Office, U.S. Attorney's Office for the Southern District of Florida (USAO-SDFL), and local law enforcement presented during the program. The forum included a discussion on hate crime prosecutions and investigations, an overview of the FBI's active shooter response training, and a panel on strategies for protecting places of worship. At the event, government officials and community leaders proposed developing a follow-up action plan related to resources introduced during the program. The USAO-SDFL agreed to work collaboratively with federal, state, and local law

enforcement to create an ad-hoc working group. Faith leaders also recommended that the USAO-SDFL and the state's attorney collaborate to share hate crime data.

The following week, CRS facilitated a follow-up meeting with CISA, local law enforcement, and Muslim and Sikh leaders. Participants agreed to conduct self-assessments of their places of worship and developed a calendar to coordinate CISA inspections. The USAO-SDFL also met with Jewish community leaders in July to hear their concerns and coordinate to combat antisemitism targeting congregations.

■ Midwestern Region

Providing Training to Aid Religious Communities in Ensuring Their Safety

Indiana

In May 2022, a local human rights commission and the Federal Bureau of Investigation (FBI) Indianapolis Field Office contacted CRS over local concerns about possible hate crimes and bias incidents at places of worship due to national crime trends. To help address these concerns, CRS met with representatives from the U.S. Attorney's Office for the Southern District of Indiana (USAO-SDIN), the FBI, and local government. These organizations requested a Protecting Places of Worship (PPOW) forum and created a planning group. The planning group met in June and July, along with local faith leaders, to identify speakers and develop the agenda.

CRS facilitated the PPOW in September. Seventy-eight participants attended the forum, which included speakers from the FBI, Department of Homeland Security, Federal Emergency Management Agency, USAO-SDIN, state and county government, local law enforcement, and local houses of worship. The forum included a discussion on hate crime prosecutions and investigations, an overview of the FBI's active shooter response training, and a panel on strategies for protecting places of worship.

After the PPOW, representatives from the local faith community, including Christian, Hindu, Islamic, and Jewish leaders, created an interfaith working group committed to sharing ideas and resources to further protect local places of worship. In addition, local law enforcement



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agreed to meet regularly with the working group to provide guidance on safety and security measures.

All respondents to a CRS follow-up survey agreed that the PPOW helped them to better understand how the community could collaborate with law enforcement when responding to hate crimes and bias incidents. Respondents also agreed that they felt motivated to help prevent hate crimes and support safety in the community.

■ Southwestern Region

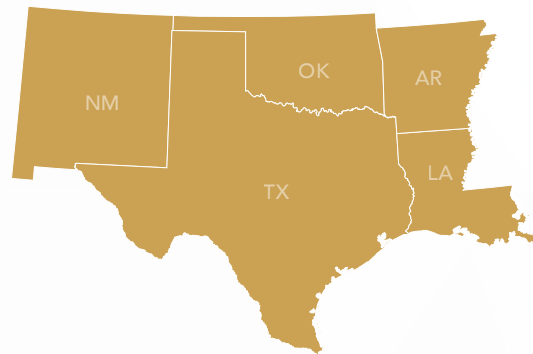
Helping a Community Respond to Anti-Asian Hate

Dallas, Texas

In May 2022, a gunman shot three women of Korean descent at a hair salon in Dallas, Texas, increasing tension in local Asian communities amid a nationwide rise in anti-Asian hate crime reports. The suspect was charged with a hate crime and aggravated assault.

The day after the shooting, CRS reached out and met with a local government council to discuss how to help address community concerns about hate crimes and incidents. CRS also met with representatives from the US-China Chamber of Commerce Dallas and the Greater Dallas Taiwanese Chamber of Commerce, who requested a Bias Incidents and Hate Crimes forum. CRS worked with the two chambers and a national Asian American, Native Hawaiian, and Pacific Islander (AANHPI) organization to host the forum and identify presenters from local government, law enforcement, and advocacy organizations.

On Thursday, June 9, 2022, CRS facilitated the Dallas County Asian American Pacific Islander Bias Incidents and Hate Crimes forum in Dallas, Texas. The US-China Chamber of Commerce Dallas and a national AANHPI organization hosted the public forum for 85 attendees. Presenters included representatives from the U.S. Attorney's Office for the Northern District of Texas, Federal Bureau of Investigation Dallas Field Office, Dallas



County District Attorney's Office, Dallas Police Department, and North Texas/Oklahoma Regional office of the Anti-Defamation League. Speakers shared information about hate crimes laws, investigation and prosecution processes, and encouraged attendees to report hate incidents. Following the event, 94% of survey respondents agreed that the event was a worthwhile use of their time.

After the program, the local government council requested that CRS facilitate a second Bias Incidents and Hate Crimes forum to address the rising number of hate crimes in Dallas and nationwide. In July and August, CRS worked with a planning group to organize the forum, held in Fiscal Year 2023.

■ Central Region

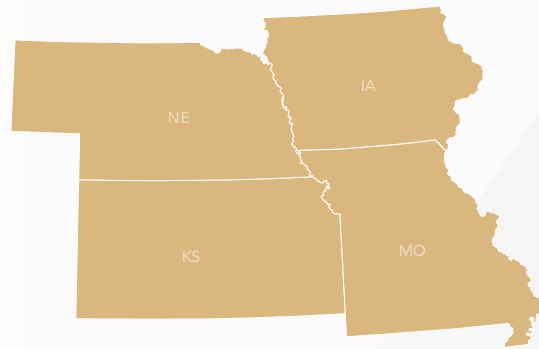
Supporting the School Community in Addressing Racial Bias Incidents

Riverside, Missouri

Throughout April and May 2022, CRS facilitated a Dialogue on Race program in Riverside, Missouri, for the Park Hill School District (PHSD) to address racial tensions after an incident in September 2021 involving a petition to bring back slavery circulated through Park Hill South High School. According to news reports, the school experienced several racial incidents prior to the petition. Local civil rights leaders contacted CRS on October 5, 2021, after the petition and the school's response led to an increase in racial tensions in the community.

CRS met with PHSD leaders and local faith leaders in October and November in response to their request for a Dialogue on Race program. This program is designed to bring together individuals to gain an understanding and commit to collective action through a four-step process that asks participants, "Who are we?", "Where are we?", "Where do we want to be?", and "What will we do as individuals and with others to make a difference?"

CRS met with a planning group that included representatives from the Pine Ridge Presbyterian Church; Parkville Living Center, a local community center; Park Hill School District; and local schools. The planning group worked with CRS to identify goals for the four dialogue sessions, including building capacity among community and faith leaders and the school district to host community dialogues. CRS facilitated a pilot dialogue with the planning group and two parents from the school district to demonstrate all aspects of the program.



CRS facilitated a virtual Dialogue on Race during four weekly sessions in April and May for seven parents and school stakeholders from the planning group. During the dialogues, participants identified common goals, shared individual experiences, explored deeper underlying issues, and questioned and re-evaluated assumptions about race. In the final session, participants worked to develop specific actions they could take to make a difference in their community.

In a survey administered by CRS, 100% of respondents agreed that the dialogue helped to identify issues and motivated them to address them.

On May 9 and 11, 2022, CRS trained a group of eight Riverside community members to facilitate Dialogue on Race programs independently. CRS is continuing to work with the Riverside community to facilitate additional Dialogue on Race programs with a larger group of community stakeholders in 2023.

■ Rocky Mountain Region

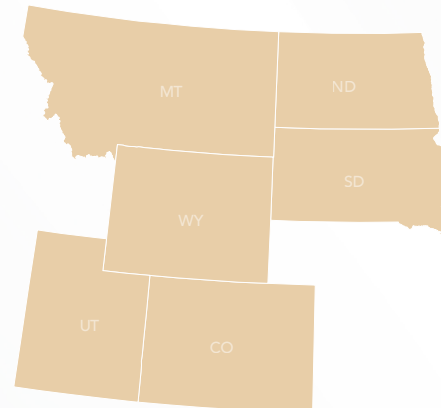
Helping a Community Heal after Antisemitic Hate

Sioux Falls, South Dakota

In March 2022, CRS facilitated a virtual Protecting Places of Worship forum (PPOW) in Sioux Falls, South Dakota, to address faith leaders' safety concerns following the December 2021 discovery of posters with a swastika and antisemitic messages at a local fire station. Local police investigated but were not able to identify the perpetrators.

CRS spoke with leaders from the Mt. Zion Congregation in Sioux Falls, law enforcement, and community leaders after local media reported on the incident. A PPOW was requested to help address safety concerns, increase reporting of bias incidents and hate crimes to law enforcement, and demonstrate support to targeted communities.

On March 3, 2022, CRS facilitated the virtual PPOW, hosted by the Mt. Zion Congregation, for more than two dozen Sioux Falls clergy. Representatives from the Federal Bureau of Investigation, U.S. Department of Homeland Security Center for Faith-Based and Neighborhood Partnerships, Federal Emergency Management Agency, U.S. Attorney's Office for the District of South Dakota, and the congregation spoke at the event. Speakers shared information about hate crime reporting, investigations, and grants available to help improve security at places of worship. Following the event, CRS shared additional information on how to research and find grants.



Addressing Safety Concerns after Synagogue Bombing Plot

Pueblo, Colorado

In November 2019, the Federal Bureau of Investigation arrested a man allegedly plotting to bomb the Temple Emanuel Synagogue in Pueblo, Colorado. The threat of a potential bombing raised concerns in the local Jewish community about the safety of their place of worship. The man eventually pleaded guilty to a hate crime and explosives charges and was sentenced to 19 years in prison.

Leaders of the Temple Emanuel Synagogue contacted CRS in early 2020 to request a Protecting Places of Worship (PPOW) forum; they later postponed the services due to the COVID-19 pandemic. In July 2021, representatives from the synagogue contacted CRS to resume plans for the forum. Throughout September 2021, CRS contacted 75 places of worship near Pueblo to invite them to participate.

On November 17, 2021, CRS facilitated a PPOW forum for dozens of Pueblo, Colorado, clergy at the Temple Emanuel Synagogue. The president of the synagogue and the Acting U.S. Attorney for the District of Colorado shared opening remarks. Other speakers included representatives from the Federal Bureau of Investigation, Secure Community Network, 10th Judicial District Attorney's office, Pueblo County Sheriff's Office, and the Pueblo Police Department. Speakers shared information about hate crimes, how to report them, and how law enforcement uses this information to inform their planning. Speakers also shared best practices regarding safety in places of worship and how to access grants for security enhancement.

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Strengthening Muslim and Sikh Community Relations

Greeley, Colorado

In March 2022, CRS facilitated its first-ever Engaging and Building Relationships with Muslim Americans and Engaging and Building Relationships with Sikh Americans community-focused trainings in Greeley, Colorado. The Greeley Human Relations Commission (HRC) requested CRS services to assist in strengthening relationships as the city continues to attract immigrants. Greeley is a diverse city of 100,000, of which 11% are foreign born, according to 2021 census data. According to news reports, the community had experienced anti-Muslim incidents and tensions. In 2008 and 2015, workers at a meatpacking plant walked out after being denied prayer breaks, and in 2017, community members had distributed anti-Muslim flyers in protest of the construction of a new mosque. The Greeley HRC requested the trainings to help to prevent hate crimes.

CRS initially met with the HRC in October 2021 and proposed adapting its existing Muslim and Sikh training programs for law enforcement to create a new program designed for members of the Greeley community. From October to March, CRS continued consultation on the training content, identified subject matter experts, and contacted Greeley stakeholders to participate.

CRS facilitated the virtual Engaging and Building Partnerships with Muslim Americans training on March 10, 2022, for more than 20 Greeley community members. The U.S. Attorney for the District of Colorado welcomed participants and shared his office's goals of increasing outreach, supporting civil rights, and addressing hate crimes.

The Greeley HRC chair also shared information on the goals of the program and why the community decided to host it. A Muslim subject matter expert led the training, discussing the history, beliefs, practices, and cultural aspects of Muslim Americans and civil rights-related issues that often impact adherents. A local imam shared information about his organization and the local Muslim community and answered questions from participants.

On March 24, 2022, CRS facilitated the Engaging and Building Relationships with Sikh Americans training for 16 Greeley community members. The U.S. Attorney for the District of Colorado and Greeley HRC chair welcomed participants. A Sikh subject matter expert discussed the history, beliefs, practices, and cultural aspects of Sikh Americans and civil rights-related issues that often impact their communities. Two leaders from Colorado Sikhs also shared information about local concerns of their community, invited community members to participate in upcoming cultural events, and answered questions from participants.

Across the two programs, all 27 respondents to a CRS-administered post-program survey said that the programs were a worthwhile use of their time.

Strengthening Law Enforcement's Relationship with the Latino Community

Cheyenne, Wyoming

In January 2022, the Wyoming Independent Citizen Coalition (WICC) contacted CRS for support in sharing information with Latino community members about how to identify, report, and respond to hate crimes. The WICC, a community-based organization focused on addressing hate and civil rights issues in Wyoming, expressed concern about perceived discrimination by law enforcement and racist bullying of Latino students. The regional Federal Bureau of Investigation (FBI) office also expressed an interest in reaching out to the local Latino community to help build trust and encourage the reporting of hate incidents.

On April 26, 2022, CRS facilitated a virtual dialogue, with Spanish interpretation, on FBI services and responses to civil rights crimes against Latino communities for 23 participants, including members of WICC and local advocacy and clergy. An FBI representative provided information on the agency's civil rights program, hate crimes, and color of law crimes. The representative also answered questions about policies to protect the integrity of body camera footage. Participants commented that the program was helpful and discussed possible next steps to engage more of the Latino community. CRS provided WICC with information from the FBI and other law enforcement offices to help inform their members about their civil rights.

■ Western Region

Facilitating a Dialogue Between Police and Underserved Communities

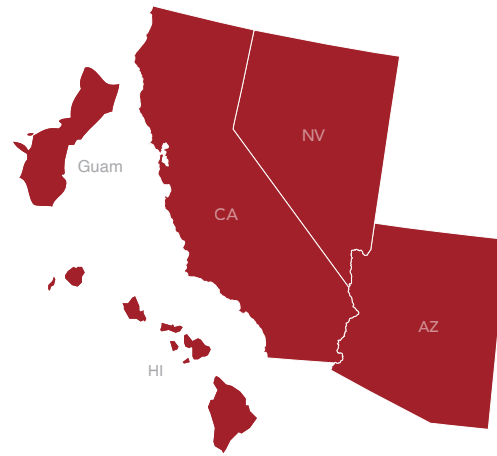
Arizona

In May 2022, the U.S. Attorney’s Office for the District of Arizona (USAO-AZ) asked CRS to help address concerns about violent crime and mitigate tensions between law enforcement and underserved Black, Latino, Indigenous, and white communities in an Arizona city. The USAO-AZ requested that CRS facilitate a dialogue to improve communication between law enforcement and these communities.

Before the event, CRS met with the USAO-AZ and local law enforcement to share best practices for facilitating difficult conversations with stakeholders representing a diversity of backgrounds. CRS also discussed planning considerations, dialogue design, and proposed discussion topics.

CRS facilitated the dialogue on June 24, 2022, for nearly 50 community members and representatives from CRS, USAO-AZ, and state and local law enforcement. Participants discussed issues in their communities — such as tribal access to public resources, the opioid crisis, homelessness, and a lack of trust in law enforcement.

Following the dialogue, the USAO-AZ and community groups said they wanted to continue this communication focused on



specific communities, and to further discuss issues raised at the dialogue. CRS continued to work with the community as part of the Arizona United Against Hate program launch in December 2022, to increase community understanding and reporting of hate crimes.

Helping Local Police Building Relationships with the Latino Community

California

Beginning in March 2022, CRS met with local law enforcement in a California community to help address tensions between Latino migrant workers and police. A police leader requested CRS assistance following a CRS outreach presentation at a local university. Police said that tensions with the Latino community regularly increased as migrant workers arrived during the annual harvest season. To reduce this tension and prevent future conflict, local law enforcement sought ways to connect with members of the community and educate them about police services.

CRS met with the local city and police leaders about creating and implementing a community engagement plan to address the potential needs of the growing Latino community. Police and city leaders requested a Facilitating Meetings Around Community Conflict (FMACC) training to help law enforcement and city officials build the skills needed to better engage with this community.

On June 21 and 22, 2022, CRS delivered the FMACC training to 10 city officials and police officers. This training explained best practices to facilitate constructive community dialogues and meetings around sensitive issues. Participants also learned conflict resolution strategies and methods for relationship building with community members.

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City leaders said they would like to use this training as a foundation for creating a city planning group or advisory board that can periodically meet to discuss community concerns.

Empowering Communities to Prevent and Respond to Bias and Hate

Statewide California

In February 2022, CRS facilitated dialogues between members of the Black and Asian American, Native Hawaiian, and Pacific Islander (AANHPI) communities in a Northern California city, to de-escalate tensions that had been causing a rise in violent incidents. Community leaders planned marches in six major cities across the country, with the main rally being held in San Francisco, coinciding with the Lunar New Year on February 1, 2022. The date of the rallies also closely coincided with the anniversary of the death of Vicha Ratanapakdee, an 84-year-old Thai grandfather killed in 2021, while out for a walk. These rallies followed increased criticism of local police and district attorneys for not doing enough to prevent and respond to attacks against the AANHPI community.

In January 2022, CRS met with a coalition of national and regional AANHPI organizations to review contingency plans and coordinate with local health, public safety, school, and transportation officials. On the day of the rallies, CRS virtually provided consultation and conciliation services and mediated conversations between the coalition member groups. Attacks on speakers at pre-rally events the previous day concerned law enforcement about issuing permits, and CRS aided the organizers in coordinating to obtain permits and organizing responsible public safety and community patrols. CRS also provided real-time interpretation services in eight non-English languages via a community partner hotline. All of these efforts involved working closely with representatives from the Federal Bureau of Investigation (FBI), leaders from more than dozen California municipalities, and a coalition of national

and regional AANHPI organizations.

In March 2022, CRS continued to work in support of the AANHPI community, facilitating and presenting at three virtual community roundtables scheduled to coincide with the anniversary of the Atlanta spa shootings. These roundtables were supported by the FBI; Department of Homeland Security Homeland Security Investigations; White House Initiative on Asian Americans, Native Hawaiians, and Pacific Islanders (WHIAANHPI); Minority Business Development Agency (MBDA); U.S. Department of Labor Equal Employment Opportunity Commission (EEOC); U.S. Department of Veterans Affairs; and more than 55 community organizations. During several sessions, CRS shared information on victims' services, hate crimes reporting, and support specific to the AANHPI community. Community members from California, Arizona, Nevada, Hawaii, Guam, New England, Texas, and the Midwest attended, with the western roundtable hosting 197 attendees.

In April 2022, CRS facilitated a dialogue to address the impacts of hate and bias that go beyond policing with representatives from the EEOC, the U.S. Department of Housing and Urban Development, the U.S. Department of Health and Human Services, WHIAANHPI, MBDA, state government representatives, and AANHPI community organizations. The event focused on the disparate impacts of the COVID-19 pandemic on the AANHPI community, including housing, health, and hate crimes and bias incidents. Each agency presented on equitable response programs and the specific impacts on the AANHPI community that they tracked.

Facilitating Communications Between Communities to Create a Coalition for Peaceful Promotion of Unity

California

In February 2022, CRS facilitated dialogues between members of the Black and Asian American, Native Hawaiian, and Pacific Islander (AANHPI) communities in a Northern California city, to de-escalate tensions that had been causing a rise in violent incidents.

AANHPI and Black community leaders organized the event in response to incidents, including robberies and abuse against Chinatown residents. Advocacy groups also claimed that the city's allocation of police services and other resources was discriminatory. The organizers reached out to CRS for support in addressing these conflicts.

CRS facilitated dialogues both before and after the Black and AANHPI solidarity event on February 25, 2022. The goal of the dialogues was to help build a bridge between Black and AANHPI communities and promote healing and cross-racial understanding. Representatives from the U.S. Department of Health and Human Services; the White House Initiative on Asian Americans, Native Hawaiians, and Pacific Islanders (WHIAANHPI); city leaders, clergy, business leaders, and other community organizations all attended the dialogue.

During the dialogues, participants separated into four groups focused on different issues to discuss action plans for sustainable solidarity. CRS and CRS-trained facilitators designed these sessions. Ideas to improve solidarity created by the groups included art-focused initiatives, such as a traveling art exhibit, community murals, and collaboration on a local Black joy parade. The groups also took part in a joint art project to promote healing and

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understanding. Two neighborhood-based health services organizations committed to providing counselors and trauma-informed workers to help those impacted by hate crimes and bias incidents. The dialogue also included performances from different cultures and a presentation on community services.

In addition, participants formed a working group that met monthly to implement the plans created during the dialogue. The working group made plans to hold an exhibition of peace murals and host cultural conversations similar to those CRS facilitated between artists and musicians from both communities. CRS provided a walkthrough of the process, shared a model for the work, and attended the first few meetings.

■ Northwestern Region

Improving Relationships between Police and the Transgender Community

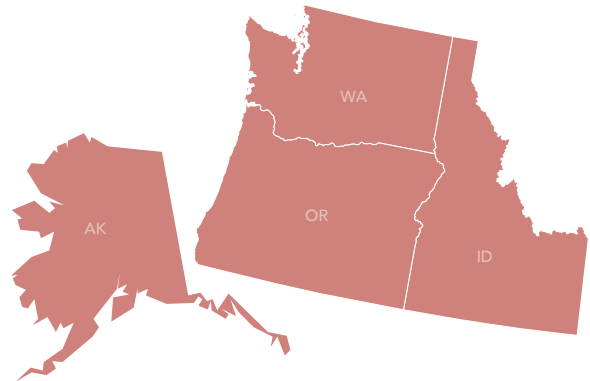
Oregon

During the protests that followed the murder of George Floyd in 2020, clashes between protesters — including many transgender individuals — and police in Oregon led to safety concerns among members of the transgender community.

In February 2021, an Oregon police department contacted CRS for support in reaching out to the transgender community to build trust and establish an ongoing relationship. In February 2021, the police department requested CRS's Engaging and Building Relationships with Transgender Communities training to help officers and staff better understand civil rights issues facing transgender communities.

On October 28, 2021, CRS facilitated the Engaging and Building Relationships with Transgender Communities training for 30 officers and staff. A law enforcement representative and a transgender community advocate served as subject matter expert trainers. Participants learned about key terms, hate crime trends and their impacts, appropriate language and conduct when engaging transgender people, and best practices for community engagement. Twenty-one of 23 of respondents to a survey reported that the training was a worthwhile use of their time and that instructors led the training in a way that enhanced their knowledge.

On December 27, 2021, CRS met virtually with the police department's equity training specialist to discuss the department's plans to release a new lesbian, gay, bisexual, transgender, queer, and intersex (LGBTQI+) policy in 2022. CRS shared



information from the training presentation to help inform the new policy.

In March 2022, the police department published a new policy to help guide officers in having respectful interactions with the LGBTQI+ community. The new policy incorporated information shared by CRS.

In July 2022, at the request of transgender community leaders, CRS met with the police department and transgender people to address tensions before a planned protest. Transgender community leaders shared that publicizing the department's recent trainings could help build better relationships with the transgender community, and the police department committed to sharing information about its recent training efforts. This conversation helped contribute to a peaceful protest, with no arrests.

Addressing Muslim Community Fears after a Hate Incident

Washington State

In March 2022, a Muslim community leader in Burien, Washington, contacted CRS after a driver crashed a car into a local Muslim community center that provides social services to more than 1,000 area families. The vehicle entered the facility's prayer room, then the perpetrator drove away. Staff were present at the time, but no one was injured. The community center's leaders believed that the crash was intentional.

The local police department announced it was investigating the incident as a hate crime. The perpetrator was never found. This car crash was the latest in a series of incidents against local Muslim institutions — including arsons and an explosion at local mosques — causing safety fears among Muslim community members.

On March 8, 2022, the day after the incident, CRS visited the community center to meet its leaders, along with local officials, local police, the Washington chapter of the Council on American-Islamic Relations (CAIR-WA), and other interfaith leaders. CRS facilitated a dialogue between local police and Muslim leaders, helping them arrange assistance from the U.S. Department of Homeland Security Cybersecurity and Infrastructure Security Agency (CISA) for an assessment of the community center's security.

Two weeks later, CRS facilitated another dialogue with local police, the community center, and CAIR-WA to help improve the safety of the facility. The community center's leaders had expressed concern after the initial police report stated that the incident was an accident. The parties agreed

to have increased patrols at the building and a dedicated police parking spot. The local police also committed to joining a meal to break a fast during the month of Ramadan, which was then starting soon, and gave the community center information on how to contact the police chief and command staff directly in the future.

CRS also worked with the community center to create a planning group to take action on the CISA security assessment, including writing grants. CRS helped the community center and CAIR-WA join the Faith-based Security and Communications Advisory Committee, a group of government officials and faith leaders, to share resources and information on hate crime trends and incidents. The community center's leadership also agreed to participate in the Washington State Interfaith Conference for the Protections of Houses of Worship.

Empowering Asian American, Native Hawaiian, and Pacific Islanders to Address Hate Crimes Washington State

Following the 2022 Washington State Interfaith Conference on the Protection of Houses of Worship, a group of Asian American, Native Hawaiian, and Pacific Islander (AANHPI) leaders contacted CRS to request a program specific to their communities. The recent rise in reported assaults on AANHPI individuals and anti-AANHPI graffiti had led to safety concerns for AANHPI individuals. AANHPI leaders also shared community concerns that reporting tools may collect identifiable information about hate crime victims, leading to fears of reporting due to immigration status.

In June 2022, CRS met with the local police; a community coalition; the Khmer Buddhist Temple in Tacoma, Washington; and Partners in Charge, a coalition of community-based organizations in Washington. During this meeting, groups expressed concern that the police were not adequately responding to reports of bias incidents and hate crimes against AANHPI people; they requested a Bias Incidents and Hate Crimes forum.

In response, on June 29, 2022, CRS facilitated a Bias Incidents and Hate Crimes forum — with a focus on anti-AANHPI hate — for 73 attendees. Speakers included representatives from the Federal Bureau of Investigation, U.S. Attorney's Office for the Western District of Washington, and Khalsa Gurmat Center.

Participants shared that they wanted law enforcement leaders to improve reporting tools to encourage use by community members, use

a victim-centered approach to encourage action, and provide officers with cultural diversity and sensitivity training. Attendees also shared their concern that timelines and instructions for grants made it difficult for community and faith-based organizations to apply.

Following the event, the planning group met and agreed to stay in contact to work on projects that raise awareness, and encourage reporting, of hate crimes.

Collaborating with Federal Partners to Protect Places of Worship

Washington State

CRS collaborated with the U.S. Attorney's Office for the Western District of Washington (USAO-WDWA) and the U.S. Attorney's Office for the Eastern District of Washington to support a series of webinars in the spring of 2022. These webinars, focused on protecting places of worship, aimed to address community concerns caused by a spate of vandalism incidents at local churches, mosques, and temples across Washington.

In January 2022, the USAO-WDWA contacted CRS for services after a nationally covered hostage incident at a synagogue in Colleyville, Texas, exacerbated local concerns about safety at places of worship. In February, CRS met virtually with the USAO-WDWA and Federal Bureau of Investigation (FBI) Seattle Field Office to plan an event to address community safety concerns. This meeting led to the creation of a planning group that also included the U.S. Department of Homeland Security Cybersecurity and Infrastructure Security Agency and the Bureau of Alcohol, Tobacco, Firearms, and Explosives. The planning group developed a five-part series of webinars to help faith leaders improve safety at their places of worship.

On March 7, 2022, a local Jewish organization hosted a virtual information session to kick off the event series. Approximately 90 people attended, including faith leaders representing Buddhist, Catholic, The Church of Jesus Christ of Latter-day Saints, Jehovah's Witnesses, Jewish, Muslim, and Sikh congregations. CRS provided an overview of its services and the FBI presented data on Washington hate crime trends.

In March, April, and May, CRS moderated the four-part virtual training series, which included sessions on building security, active shooters, terrorism, and hate crimes. These sessions averaged approximately 20-25 attendees each.

After attending these programs, faith leaders in two communities in Washington contacted CRS for services tailored to the Muslim and Asian American, Native Hawaiian, and Pacific Islander communities.

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