



U.S. Department of Justice Community Relations Service

## Addressing Conflict Based on Disability

To Help Communities Prevent and Respond to Disability-Related Hate Crimes

The United States Department of Justice Community Relations Service (CRS) helps communities address and prevent hate crimes and tensions based on actual or perceived disabilities. CRS works with law enforcement, local and state officials, community groups, civil rights organizations, disability rights organizations, educational institutions, and others to reach a common understanding of the issues surrounding conflicts, including those on the basis of disability, and create sustained methods for preventing and resolving future conflicts.

CRS helps communities experiencing conflict or tension on the basis of disability by: ▼

Providing strategies and best practices to law enforcement officials, first responders, and service providers to ensure respectful interactions with community members with disabilities and prevent misunderstandings

Facilitating dialogues with administrators, teachers, and students at schools and universities to address issues impacting students with disabilities, such as bullying and harassment

Convening meetings between law enforcement, city officials, and disability advocacy organizations to address tensions following alleged hate crimes and bias incidents on the basis of disability



### Program & Services ▼

**Facilitated Dialogue.** In response to conflict and tensions stemming from alleged hate crimes and bias incidents directed towards community members with disabilities, CRS facilitates discussions to open lines of communication and improve information sharing. These dialogues can be customized to fit the unique issues impacting communities and their members with disabilities, with the goal of improving participants' understanding of the issues surrounding the conflict to develop concrete solutions.

**Mediation.** CRS offers a voluntary and confidential process to help communities and other stakeholders experiencing conflict or tension related to bias incidents and disability-based hate crimes. CRS Conciliation Specialists serve as neutral and impartial

facilitators to help engage those involved to find mutually agreeable solutions.

**Bias Incidents and Hate Crimes Forums.** CRS facilitates forums that convene law enforcement, government agencies, and community-based organizations to share best practices, educate community members on hate crime laws and resources, and help communities prevent and respond more effectively to disability-related hate crimes, tensions, and conflicts.

**Consultation.** CRS shares best practices and resources with schools, government agencies, law enforcement, advocacy groups, and others to effectively interact with individuals with disabilities, improve relations with all individuals within these communities, and promote diversity and inclusion.

### About CRS ▼

Established by Title X of the Civil Rights Act of 1964 and expanded by the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act of 2009, CRS serves as “America’s Peacemaker” for communities facing tension or conflict based on differences of race, color, national origin, gender, gender identity, sexual orientation, religion, and disability. CRS services aim to enhance the ability of local communities to independently and collaboratively prevent and resolve future conflicts through the use of problem solving, increased knowledge, and improved communication.

### CRS Services and Programs ▼

CRS provides an array of programs to communities experiencing tension, as a tool for cultivating understanding, improving collaboration, and preventing future disagreements. CRS staff are professional mediators, facilitators, trainers, and consultants experienced in bringing community members together to help enhance their ability to resolve existing conflict and prevent future conflicts.

### Where We Work ▼

**CRS Headquarters** 📍  
Washington, DC

**CRS Regional Offices** 📍

**New England**  
Boston, MA

**Northeast**  
New York, NY

**Mid-Atlantic**  
Philadelphia, PA

**Southeast**  
Atlanta, GA

**Midwest**  
Chicago, IL

**Southwest**  
Dallas, TX

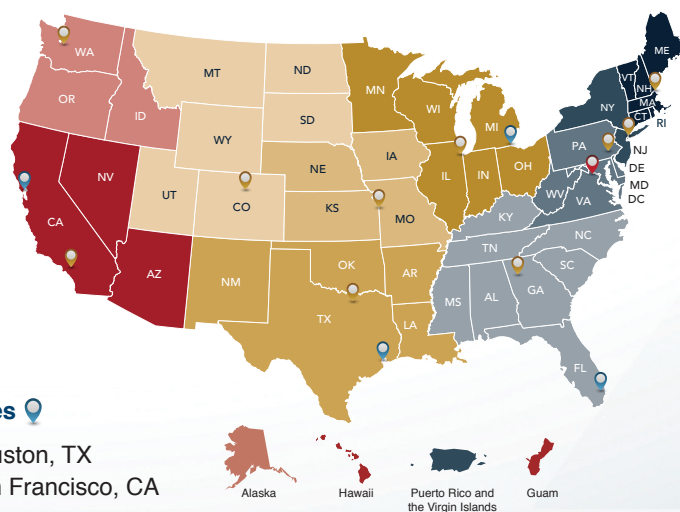
**Central**  
Kansas City, MO

**Rocky Mountain**  
Denver, CO

**Western**  
Los Angeles, CA

**Northwest**  
Seattle, WA

**CRS Field Offices** 📍  
Miami, FL    Houston, TX  
Detroit, MI    San Francisco, CA



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 [facebook.com/DOJCRS/](https://facebook.com/DOJCRS/)

 [@DOJ\\_CRIS](https://twitter.com/DOJ_CRIS)

 [askcrs@usdoj.gov](mailto:askcrs@usdoj.gov)

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For more information on this program or other CRS services, please contact your local CRS office:

<https://www.justice.gov/crs/about-crs/regional-and-field-offices>