



U.S. Department of Justice Community Relations Service

## Working with LGBTQ Communities

### To Create Safer, More Peaceful Communities

The U.S. Department of Justice Community Relation Service (CRS) works to prevent and respond to hate crimes against lesbian, gay, bisexual, transgender, and queer or questioning (LGBTQ) communities through facilitated dialogue, training, consultation, and mediation. CRS provides services to help improve communication and understanding between LGBTQ communities, law enforcement and government officials, educational professionals, and other community members and leaders to enhance partnerships, public safety, and responses to hate crimes.

CRS's work with LGBTQ communities includes: ▼

Convening meetings between LGBTQ communities, law enforcement officials, school leaders, students, parents, and other stakeholders following alleged bias incidents or hate crimes

Training law enforcement officials, first responders, and service providers on strategies to engage the transgender community

Facilitating community dialogues and forums to explore issues impacting LGBTQ communities

Training LGBTQ event organizers on best practices for enhancing public safety during events

#### Programs and Services ▼

##### Law Enforcement and the Transgender Community Training

CRS offers a three-hour training program to provide law enforcement officials, first responders, and other service providers the opportunity to learn from subject matter experts about issues impacting the transgender community, as well as best practices, policies, and strategies for improving partnerships between the transgender and law enforcement communities. Additionally, CRS offers a roll call training video featuring scenarios of the most common interactions between transgender community members and law enforcement officials to facilitate mutually respectful and professional interactions.

##### Facilitated Dialogues

In response to conflict and tensions stemming from alleged hate crimes and bias incidents directed toward LGBTQ communities, CRS convenes community leaders, law enforcement and city officials, and other LGBTQ community stakeholders



to identify issues, improve communication, and develop solutions. These dialogues are customized to each community and situation, including school, neighborhood, and urban settings.

##### Bias Incidents and Hate Crimes Forums

CRS works with LGBTQ organizations and leaders to facilitate forums that convene local and federal law enforcement officials and community-based organizations to share approaches to combat and respond to bias incidents and hate crimes. These forums also facilitate the exchange of information and strengthen relationships between stakeholders.

##### Mediation

CRS offers third-party, impartial, and confidential mediation services to assist LGBTQ communities and other stakeholders in the middle of a conflict. CRS helps all parties reach mutually agreed upon solutions that address conflict and tensions related to real or perceived anti-LGBTQ bias incidents and hate crimes.

##### Public Event Planning

CRS provides facilitation, contingency planning, and event marshal training to LGBTQ organizations that are planning public events, such as pride marches, demonstrations, or rallies. These services help to enhance public safety during the event.

### 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

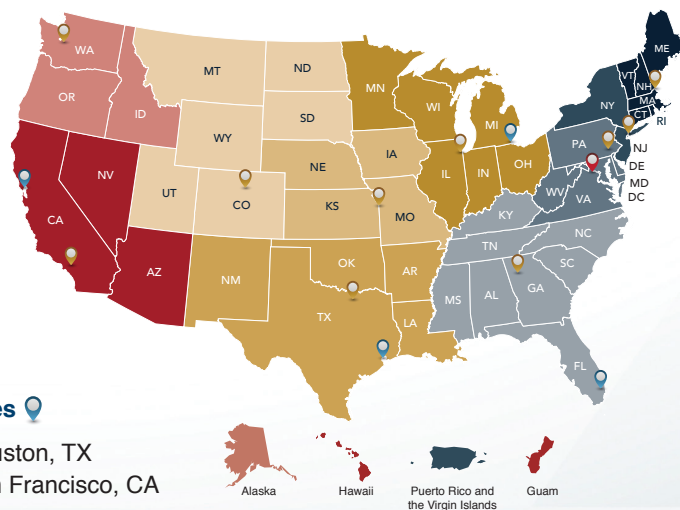
**Central**  
Kansas City, MO

**Rocky Mountain**  
Denver, CO

**Western**  
Los Angeles, CA

**Northwest**  
Seattle, WA

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



### Find us, connect with us ▼

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

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

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

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

 202.305.2935

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>