

Community Relations Service FY 2001 Annual Report



(October 1, 2000 - September 30, 2001)

CRS MISSION

The Community Relations Service (CRS) was established by Title X of the Civil Rights Act of 1964. The law was subsequently modified under 5 U.S.C. 903, by Reorganization Plan No. 1 of 1966, transferring CRS to the Department of Justice.

CRS' mandate is "to provide assistance to communities and persons therein in resolving disputes, disagreements, or difficulties relating to discriminatory practices based on race, color, or national origin . . ." (42 U.S.C. 2000g) that impair the rights of citizens under the Constitution or the laws of the United States.

CRS is unique within the Department of Justice. It is neither a law enforcement nor an investigative agency. Under its mandate, CRS provides assistance to communities in resolving community-wide racial and ethnic conflict. Such assistance is rendered through conflict resolution, mediation, training and, technical assistance.

CRS fulfills this mandate through the work of conciliation specialists in 10 Regional and four Field Offices. CRS assists in resolving conflicts at the request of local officials, representatives of community organizations, and other members of the public.

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

I hereby transmit a report on the activities of the Community Relations Service (CRS) of the U.S. Department of Justice for Fiscal Year 2001. This report is required by Section 100 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 CRS' conflict prevention and resolution activities, so that Members of Congress may assess its performance in executing its statutory mandates.

Respectfully submitted,

Sharee M. Freeman
Director

Message from the Director

I am honored to submit to the Congress of the United States the FY 2001 Annual Report of the Community Relations Service (CRS).

The mission of the Community Relations Service is unparalleled. A non-enforcement, non-investigatory agency of the Department of Justice, CRS is uniquely prepared to respond to racial and ethnic conflict at a moment's notice. CRS quietly monitors the pulse of race relations throughout this country, conducts ongoing field assessments of community tensions, and confidentially mediates disputes when necessary. By maintaining a strong network of contacts in local communities, CRS is able to forecast the likelihood for conflict. While these contacts are not prominent, affluent, or powerful individuals, their intimate knowledge of the community dynamics and needs is a critical link when conflict erupts. These relationships are indeed the key to CRS' ability to respond immediately and effectively.

As a result of this ongoing community involvement, CRS was able, in the wake of the 2001 terrorist attacks, to quickly identify issues of concern. September 11, 2001, opened a new chapter in American race relations. Arabs, Muslims, South Asians, Sikhs, and those who could be confused with them because of their appearance, suddenly emerged as the focus of public attention. Fears that had been muted among these population groups are now ever-present. For the foreseeable future, CRS will continue its outreach and training efforts in these communities.

CRS recognizes the importance of preventing racial and ethnic conflict in this country. Major racial disturbances are extremely costly to cities in terms of damage to businesses, added police services, and loss of tourism. After a major riot, the cost of maintaining order can run into hundreds of thousands of dollars for a medium-sized city, such as, the St. Petersburg, Florida riots of 1996; and the Cincinnati Riots of 2001, and millions for a major metropolitan area as was the case in the Los Angeles Riots of 1992. Rebuilding businesses and city infrastructure cost many millions more, often leaving burned-out buildings and vacant lots to deteriorate for months. Furthermore, there is no way to put a price tag on the costs of a tarnished community reputation or shattered community relations. Each year CRS helps numerous communities avert the outbreak of violence, saving American taxpayers far more than the total cost of the agency's annual funding and more importantly, often times, saving lives.

CRS has a proven record of success. This year's annual report provides the latest examples of the work we are doing. I am pleased to submit this report, and I look forward to working with the Congress to ensure that CRS continues to meet the needs of local communities.



Sharee M. Freeman
Director

Sharee M. Freeman

“ . . . discrimination is something we will not tolerate . . . The enforcement of the law and protection of the law will be accorded to every citizen, and that no citizen, will be beyond the reach of the law.”

Attorney General John Ashcroft
February 12, 2001

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“Those who feel like they can intimidate our fellow citizens to take out their anger don’t represent the best of America, they represent the worst of humankind, and they should be ashamed of that kind of behavior.”

President George W. Bush

Islamic Center of Washington, D.C.

September 17, 2001

Executive Summary

Overview of CRS Activities

The Community Relations Service (CRS) conducted major activities and programs in all regions of the country in response to thousands of newly reported incidents of racial disputes and violence reported during FY 2001. CRS also continued to provide conflict prevention assistance to resolve several hundred racial incidents and disputes on which work had begun the previous fiscal year. Federal, state, and local agencies along with elected officials, U.S. Attorneys, chiefs of police, and community leaders, requested CRS conciliation and mediation services to address racial tension occurring in their communities. CRS responded to tensions arising from the administration of justice and excessive use of force, racial profiling, hate crimes, large protests, immigrant concerns, and conflict in schools along with other issues. In each case, CRS worked directly with affected parties to prevent violence, resolve conflict, and safeguard peace in local communities.

CRS also mediated racial disputes in which locally devised solutions were incorporated into written agreements witnessed by CRS conciliators. Several of these important cases are described in greater detail in the regional section of this report.



CRS Southwest Regional Director Carmelita Pope Freeman meeting with Attorney General John Ashcroft at U.S. Border Patrol Offices in Brownsville, Texas, in May 2001. (Photo: CRS Staff)

Racial Tensions Arising from September 11 Terrorist Attacks

Immediately following the terrorist attacks on the World Trade Center and the Pentagon, CRS began assessing community racial and ethnic tensions in communities with concentrations of Arab, Muslim, and South Asian populations. CRS contacted local police departments, school districts, colleges and universities, city and state governments, Muslim and Arab American groups, and civil rights organizations. CRS made immediate recommendations to officials and organizations aimed at reducing tensions and preventing violence. CRS deployed conciliators to those sites where threats or violence had occurred, or were most likely to occur. CRS facilitated meetings with and among law enforcement personnel, city officials, educators, and affected communities in the days and weeks following the attacks to enhance understanding, encourage cooperation and sensitivity in conducting civil and criminal investigations related to the terrorist activities. CRS also sponsored briefings and forums with Department of Justice officials for representatives of the Arab, Muslim, and Sikh communities seeking to resolve concerns and conflicts over the protection of civil rights. CRS will continue these activities into FY 2002 as the investigations aimed at locating the perpetrators and financiers of terrorism may continue to cause alarm in many communities.

Administration of Justice and Police-Community Relations

Approximately half of CRS' work during FY 2001 related to racial conflict involving administration of justice and police-community relations issues. Allegations of excessive use of force by police triggered significant racial tensions

and conflict between local police departments and minority communities across the nation. High profile cases of fatal police shootings brought about the highest level of community concerns over police use of force. Racial profiling on the part of law enforcement agencies became major issues for national organizations such as the National Association for the Advancement of Colored People (NAACP), the National Action Network, the League of United Latin American Citizens (LULAC), the Hispanic American Police Command Officers Association (HAPCOA), the International Association of Chiefs of Police (IACP) and the National Organization of Black Law Enforcement Executives (NOBLE), along with other regional and community organizations, and law enforcement departments.

Hate Crimes

CRS conducted hate crime response training for police, prosecutors, and community leaders in a number of jurisdictions using a curriculum that CRS helped to develop with a national working group. In every region of the country, CRS participated in U.S. Attorney Hate Crime Working Groups. CRS also worked on hate crime initiatives undertaken by governors and mayors aimed at coordinating prevention and response efforts among agencies. In communities in which hate crimes had already occurred, CRS focused on helping create avenues to unify communities and provide positive outlets for residents to express themselves.

Protests and Special Events

CRS assisted city governments with contingency and event planning services related to large gatherings of African American college students out on Spring Break, and events involving African American motorcycle enthusiasts. Some of these events have a history of racial incidents that in the past have required the deployment of CRS conciliation teams. CRS' role, in addition to the planning and guidance for these special events, was to eliminate tension causing factors, thereby creating a positive environment. This was accomplished, in part, through the application of the experience gained by CRS in over 38 years of service to communities. CRS trained community friendship teams, volunteer chaplains, and events marshals to assume special roles in helping maintain peace while facilitating successful outcomes. CRS also assisted communities undertaking specialized planning to accommodate public events involving White Supremacists which can attract large numbers of counter-demonstrators and result in potentially violent situations. CRS often provided on-site conflict resolution services for these events with the aim of facilitating communication between the White Supremacists and law enforcement personnel, and to conciliate tensions with counter-demonstrators.

Immigrant Communities

CRS assisted in resolving conflicts emerging from the arrival of new immigrants in established communities, and the attendant effect of changing demographics on race relations at the community level. Vigilantes and youths who preyed upon unsuspecting immigrants along the U.S.-Mexico Border areas created some volatile situations. In other cases, CRS resolved cross-cultural conflicts involving new

immigrants from Russia and Eastern Europe who moved into public housing or minority neighborhoods. After September 11, almost all of CRS' work for the remainder of FY 2001 focused on communities with significant concentrations of Arabs, Muslims, Sikhs, and South Asians some of whom are new immigrants. Members of these communities experienced personal fear, harassment, threats, and violence from angry perpetrators in the aftermath of the terrorist attacks. CRS encouraged proactive statements by law enforcement officials and elected officials to calm citizens, and to warn them about the penalties for hate crimes. Clergy and community leaders were encouraged to stress tolerance, understanding, and peace. CRS facilitated communication between law enforcement and the affected communities to reduce fear and increase sensitivity in conducting investigations.

Schools and Colleges

CRS offered services to schools and colleges to address multi-cultural conflicts. The agency provided direct conflict resolution services, mediation, and technical assistance. Schools requested models and assistance for developing peer mediation teams, facilitation of school dialogues on race, cultural training for faculty and students. CRS' efforts concentrated on the development of school-community partnership programs.

Church Burnings and Attacks on Houses of Worship

While church burnings and attacks on religious institutions were not headline news stories in FY 2001, these racially motivated attacks occurred often enough to cause the escalation of racial tensions in these affected communities. CRS responded to church burnings in San Diego, California; Americus, Bibb County, Greene County, Putnam County, Macon, Savannah, and Swainsboro, Georgia; Syracuse and Suffern, New York; Goldsboro, North Carolina; and Dallas, Texas. Many other churches, synagogues, religious centers, and cemeteries from New Jersey to California experienced vandalism, graffiti, cross-burnings, and threats that were racially unsettling.

After September 11, many mosques and Islamic centers became the targets of arson, vandalism, and threats in attempts to bring fear and tension. CRS provided conflict resolution and prevention assistance to local officials, law enforcement authorities, clergy, and other community leaders where these incidents occurred. CRS will continue to promote multiracial cooperation in activities which unify affected communities and ameliorate racial tensions, such as community assistance in the reconstruction of houses of worship and broad-based faith services. CRS will also continue its practice of facilitating meetings between law enforcement agencies and affected communities to help citizens understand law enforcement methods and breach barriers to increase community cooperation with law enforcement investigations.

Case Profiles

Response to Racial Tensions from the September 11 Attacks

Background

On the morning of September 11, 2001, the Nation experienced an unprecedented terrorist attack on American soil. Terrorists hijacked four commercial passenger airplanes and used them as flying bombs. Two of the planes crashed into the World Trade Center in New York City, completely collapsing and destroying the Twin Towers with the loss of thousands of lives and disruption of business in lower Manhattan for weeks. Another aircraft struck the Pentagon in Washington, D.C., destroying a significant portion of the building and killing hundreds of people. The fourth and last aircraft did not reach its destination, because the passengers apparently realized the terrorists' intentions and overcame them, resulting in the crash of the aircraft in rural Western Pennsylvania. Governmental priorities at the Federal, State, and local levels changed to accommodate a new awareness of security dangers. Arabs and Muslims, foreign visitors, and foreign students were faced with concentrated national attention and scrutiny by security personnel, particularly at airports. In the aftermath of the terrorist attacks, there was also a new awareness of other ethnic groups, such as Sikhs and South Asians, who were wrongly associated with the perpetrators of the attacks creating a major change in race relations.

CRS Activities

- On September 12, 2001, CRS staff in every Regional Office was immediately directed to identify cities with major concentrations of populations of Middle Eastern descent and Muslim Americans to begin assessments of community racial or ethnic tensions emanating from the terrorist attacks.
- CRS urged law enforcement, public officials, and clergy to make public statements urging moderation and restraint by all citizens, pledging vigorous investigation and prosecution of retaliatory hate crimes, and, cautioning against misdirected behavior toward innocent fellow citizens who may share common ancestry with the terrorists. CRS posted a list of recommended activities for law enforcement to alleviate racial tensions in the post-September 11 environment on its Internet web page.
- CRS contacted community-based organizations and agencies interested in facilitating constructive responses to emotional reactions in the aftermath of the attacks and endorsed planning for well-structured events.

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- CRS encouraged school officials with significant Arab or Muslim populations to monitor and prepare for the prospect of escalating intergroup tensions and possible conflict. CRS posted a list of recommended activities on its Internet web site for schools to help alleviate racial tensions among students, faculty, administration, and school communities.
 - CRS advised civil rights and other interest groups to cooperate with investigations by law enforcement agencies. CRS bridged communications among these entities in an effort to reduce fear and to prevent friction.

CRS' expectation for the longer term was that this unprecedented attack touched off a complex set of dynamics that will deeply affect race relations in the United States for a long time. CRS activity will be concentrated in New York City due to the devastating economic and sociological impact resulting from the destruction of the World Trade Center and the loss of thousands of lives. Northern New Jersey emerged as a primary investigative area for terrorism. Many individuals of Arab, Muslim, and South Asian origin were detained and interviewed. These investigations raised fears and tensions in the Arab, Muslim, and South Asian communities. CRS facilitated meetings between law enforcement and community leaders to help the communities better understand the investigative process. CRS assisted law enforcement in becoming more sensitive and aware of the fears and concerns of the affected communities fostering greater cooperation between them. The breadth and scope of recovery efforts in New York City and investigations throughout the country will likely result in many additional hours of CRS conflict resolution activities that will continue into FY 2002.

Racial Disturbance in Cincinnati, Ohio

Background

In the Winter of 2001, racial tensions in Cincinnati escalated and remained at a high level for an extended period of time, due to poor police community relations, community concern over racial profiling, police practices, and several incidents of use of deadly force by the police. CRS had been assisting the city with various approaches for improving police community relations for more than a year.

Late Saturday night, on April 7, 2001, an incident occurred at the beginning of Spring Break sparking underlying racial discontent, resulting in a large racial disturbance. White police officers fatally shot Timothy Thomas, a Black teenager, as he reportedly ran from police who were attempting to arrest him for 14 outstanding misdemeanor warrants. On April 9, 2001, several hundred protesters began spontaneous marches in the Over the Rhine neighborhood. These marches deteriorated into street violence later on Monday night and early Tuesday, April 10, resulting in significant property damage, assaults on passing motorists, arson, and looting of several businesses. Police responded with crowd control measures, including tear gas, beanbag guns, and rubber bullets. Police reported 27 arrests and 65 injuries.

CRS Activities

The next day on April 10, 2001, CRS mediators were in Cincinnati to provide immediate conciliation services and counsel to help lower escalating community tensions. CRS convened meetings to improve communications between and among city officials, community leaders, and law enforcement. City officials were helped in establishing effective rumor control mechanisms, creating a strong and unified message for calm, and encouraging careful contingency planning and curfew arrangements. CRS advised local government officials, minority community groups, local law enforcement agencies, and other Department of Justice components (U.S. Attorney, FBI, and Civil Rights Division) on racial tension issues.

CRS conciliation specialists were present on the streets for several nights to gauge racial tensions and to provide immediate on-site conciliation, and to encourage nonviolent alternatives. They actively listened to the concerns, issues, and dynamics underlying the conflict and violence in order to facilitate communication between city officials and community leaders.

In June, CRS presented models of exemplary police programs and procedures for the newly formed Cincinnati, Ohio, Police Community Relations Task Force. In late July 2001, CRS facilitated a presentation to the police department on officer employment and retention. Tensions in the community remained high as the police began implementation of a new crime reduction program. CRS assessed tensions following another fatal police shooting on July 27, but tensions did not escalate as both police and the community perceived the shooting to be justified.

CRS deployed a team of mediators on September 26, 2001, to assist local officials and community leaders with lowering racial tensions and frustration in the aftermath of a court verdict exonerating the police officers for the Thomas shooting. The community remained peaceful. CRS will continue to assist Cincinnati in the coming year.

Establishment of a Human Relations Commission, Pueblo, Colorado

Pueblo, Colorado: On July 23, 2001, CRS was present for the announcement of the formation of the Pueblo Human Relations Commission (PHRC) at the Pueblo County Courthouse. The formation of the PHRC had been facilitated by CRS as part of an effort that had began two years earlier to address increasing community complaints of discrimination. The Latino Chamber of Commerce had brought the complaints to CRS' attention. In the 10 previous years, CRS conciliated 26 cases of community racial conflict in Pueblo, which might have been resolved by a human relations commission, if one had existed. The Commission will provide a local governmental mechanism to provide conflict identification, resolution, and to empower the community on issues affecting them in local government decision-making. CRS assisted community leaders, the Hispanic Chamber of Commerce, the YWCA, and the Regional Office of the U.S. Commission on Civil Rights to establish the PHRC. CRS will continue to provide technical assistance and training to the new staff and members to build their self-sufficiency.



CRS presented its prestigious Leroy Collins Community Service Award for Civil Rights Progress to Sandy Gutierrez, Executive Director of the Latino Chamber of Commerce and Diane Porter, Executive Director of the YMCA both of Pueblo, Colorado for their initiative in sponsoring community racial dialogues which had a major impact on race relations. Their efforts ultimately led to the establishment of the Pueblo Human Relations Commission. Pictured from left to right in the presentation of the award are: Philip Arreola, CRS Rocky Mountain Regional Director; Sandy Gutierrez; Sheree M. Freeman, CRS Director; and Diane Porter. (Photo: Pueblo Latino Chamber of Commerce)

Immigration

Farmingville and Suffolk County, New York: At the request of the Suffolk County Executive in the Summer and Fall of 2000, CRS helped the county government develop solutions for growing tensions in Farmingville over Hispanic day laborers gathering at a location on a busy street each morning to be picked up and hired. Those who were not hired for the day would frequently remain at the location, nearby on the street, or move to a nearby park where their presence was creating tensions with non-Hispanic residents. Interaction between the day laborers, many of whom were new immigrants and did not speak English, and established residents was not positive because of language barriers, cultural differences, and alleged incidents. Tensions became increasingly volatile and were polarizing the community after three years. The situation reached a peak in November 2000 when two immigrants were attacked and severely beaten by two outsiders that police found were affiliated with hate groups. The outsiders had posed as employers, but had instead taken the workers to another location where they assaulted them. CRS responded to a joint effort by the Suffolk County Executive and the President of Stony Brook University, to sponsor a community dialogue to help resolve problems. On December 2, 2000, CRS facilitated a community racial dialogue between 48 community leaders representing divergent points of view. CRS conciliators facilitated five simultaneous discussions with cross-sectional groups of 8-10 residents and law enforcement to identify problems and solutions regarding the day workers who assembled each workday at a particular location in Farmingville. The dialogue brought the divergent strands of the community into discussion with one another to begin lowering racial tensions and move in positive directions.



Dr. Penny Armstrong, president of the Pittsburg Area Community Outreach, and Police Chief Mike Hall hold a 2002 City Cultural Diversity Award, which was presented to Pittsburg by the National Black Caucus of Local Elected Officials of the National League of Cities. The award, which is presented to four cities each year, honors communities which demonstrate an ability to design programs which promote cultural diversity. (Photo and caption: Joe Noga, Pittsburg Morning Sun)

Pittsburg, Kansas: At the request of the Chief of Police, CRS assisted the city in mobilizing to avoid escalating community racial tensions and to prevent race-related conflicts arising from the influx of hundreds of new Hispanic residents. The influx was due to the availability of jobs in agricultural processing plants. CRS assisted the city in founding the Pittsburgh Area Community Outreach (PACO), which was one of the bold steps taken by the city to reach out to Hispanics, new immigrants, and long-time local residents. Community tensions were reduced and the community has embraced the new residents through concerted outreach efforts.

“We the People” Alaskan Native March and Rally, Anchorage, Alaska

Background

Alaskan Native leaders requested CRS to facilitate communication between them and law enforcement, as well as to provide contingency planning and conflict prevention assistance to both law enforcement and Alaskan Native organizers of the “We the People” March and Rally on August 21, 2001, in Anchorage, Alaska. Conflict over Alaskan Native hunting, fishing, and land use rights had strained relations between Alaskan Natives and other Alaskan residents and law enforcement. The rally began at the courthouse followed by a one-mile march to Delaney Park Strip. The annual march and rally for Alaskan Native subsistence and hunting rights are the only major public political action events in Alaskan history.

Incidents attributed to the White Supremacist resistance to Alaskan Native subsistence and civil rights in Alaska were cause for concern. CRS, law enforcement and event organizers planned for possible counter demonstrators and violence.

CRS Activities

CRS trained volunteer marshals from diverse racial and ethnic backgrounds for the march and rally to safely conduct the march through the streets and to assist in preventing conflict with counter demonstrators along the route. The CRS training included defining the role of volunteers, the role of law enforcement in providing security, and the role of CRS staff accompanying the marchers to provide racial conflict resolution services on the street and at the rally site.

CRS helped the event organizers in developing contingency planning for the participants and ensured that arrangements were made to ensure the safety and well-being of the march participants.

Management and Budget

Budget and Operations Requirements

In FY 2001, CRS operated its conflict resolution and violence prevention program with an appropriation of \$8,456,000. This appropriation level provided for 52 staff members to carry out the congressionally-mandated mission of CRS.

CRS responded to the most urgent and potentially violent situations to protect the immediate community concerns of public safety. Addressing the most explosive cases, CRS was forced to conduct conflict resolution using triage efforts, deferring requests from local police chiefs, mayors, and other local officials from communities experiencing less volatile situations. CRS worked hard to meet its established Customer Service Standards (see inside back cover).

Management Goals

In August 2001, CRS completed a revision of its Standard Operating Procedures (SOPs) for Regional Operations following a thorough review by a staff committee and circulation of the revision for comment to all staff. The last update of the SOPs occurred in 1992. CRS instituted a regular triennial review process for the SOPs. The new SOP incorporates policies, procedures, and guidance as attachments superceding the Departmental and Agency Directives Systems which were disestablished in the 1990s. The new system ensures the availability and awareness of official policies and procedures to improve staff performance and adherence to official standards.

Staff Training

In FY 2001, CRS staff engaged in a series of training opportunities focused on skill development in management and in the delivery of mandated CRS services. Managers and staff completed Individual Development Plans (IDPs) to guide supervisors in preparing personnel to provide a higher quality of service to the American people.

In-house training during 2001 included modules on training students, school officials, and police in conducting peer mediation assistance in schools experiencing student conflicts, and train-the-trainer sessions on conducting hate crimes training with officials and community leaders as a measure for reducing civil unrest.

CRS Mission and Critical Functions Alignment with Department's Strategic Goals

CRS' mission and critical functions align with the Justice Department Strategic Plan, Strategic Objective 2.5, Community Services that support innovative, community-based programs aimed at reducing crime and violence in our communities.

Conflict Resolution and Violence Reduction: CRS provided conflict resolution and violence reduction services to those communities that are vulnerable to or actually experienced tensions, conflict, and violence arising from issues of race, color, or national origin.

Development and Improvement of Local Law Enforcement and Minority Community Relations and Partnerships: CRS improved communications and cooperation between minority and law enforcement agencies, resulting in improved police-community relations, community confidence in law enforcement, increased security, and a reduction in the potential for police-community violence and conflict.

Development and Improvement of Local Government Preparedness for Civil Disorders and Unrest: CRS assisted with improving the readiness of State and local governments to respond to civil unrest and disorder, including potential violence and domestic terrorism associated with organized hate activity.

Development and Improvement of Local Conflict Resolution Capacity: CRS improved conflict resolution and violence reduction capabilities in communities, including schools, law enforcement, colleges and universities, so that local institutions will have the skills and tools to resolve racial conflicts, including youth violence, without external assistance. CRS helped create mechanisms for constructive resolution of conflicts and disputes based on race and ethnicity, promoted the application of alternative dispute resolution methods, and helped to establish conflict resolution approaches to address racial conflict and violence.

Congressional Notification Requirement

The Commerce, Justice, State Conference Report for FY 1999 Appropriations included Congressional notification requirements for CRS. The report stated, in part:

Close coordination between the Administration and Congress could help stabilize racially motivated local incidents. As the people's body, Congress must be kept informed when the Administration responds to a domestic crisis. Therefore, the Attorney General is directed to notify the relevant committees whenever requests by local officials prompt the deployment of CRS personnel to mediate civil conflict.

During FY 2001, whenever CRS conciliation specialists conducted violence reduction and conflict resolution and prevention activities, CRS notified the two U.S. Senators and U.S. Representative of the affected State and Congressional District, respectively, for each deployment.

Regional Highlights

Region I – The New England Region

The New England Region serves Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont.

Police Community Relations

New Hampshire: On February 28, 2001, at the request of the NAACP and New Hampshire Police Chiefs from seven of its largest cities, CRS convened a racial dialogue in Manchester to discuss police community relations concerns. The participants were interested in exploring past allegations of racial profiling and changing race relations caused by a growing minority population. Police Chiefs from Concord, Manchester, Nashua, Portsmouth, Durham, Laconia, and Hampton and representatives from the New Hampshire State Attorney General's Office participated in the dialogue with the NAACP. The dialogue resulted in better communication between the parties on racial issues.

Central Falls, Rhode Island: On October 11, 2000, CRS mediated a community conflict between the Mayor and Police Chief of Central Falls and Progreso Latino, a Latino Social Service Agency, at their request. Progreso Latino alleged that the Central Falls Police Department unfairly targeted Latino English as a Second Language (ESL) Students for parking tickets on Monday nights outside the Progreso Latino Center. The mediated agreement resulted in more parking for ESL students and the increased use of public transportation or car pooling by the students. The mediation process helped improve police community relations.

Hate Activity

New Market, New Hampshire: CRS immediately deployed a conciliation specialist to New Market when it learned that a 62 year-old Laotian immigrant died from an assault by a White male who had made anti-Asian slurs on July 16, 2001. The Asian Pacific community was in a state of shock from the allegedly unprovoked attack. CRS met with the family, the National Asian Pacific American Legal Consortium, the Southeast Asian Resource Action Center, the Coalition for Asian Pacific American youth, the Laotian Association of New Hampshire, the New Market Chief of Police and other community leaders to ameliorate racial tensions. CRS later facilitated a community racial dialogue on August 20, 2001, at the request of local officials to address racial concerns in the aftermath of the incident. As a result of the dialogue, the Laotian community and local and State leaders, including the police chief, selectmen, and the State Attorney General's Office agreed to establish a liaison between the police department and the Laotian community. Officials also agreed to adopt a hate crime policy, brief the Laotian community on the American criminal justice system, and have CRS conduct hate crimes and multi-cultural awareness training for the police.

New England States: The New England Regional Office provided hate crimes training for law enforcement throughout the Region, especially in Western Massachusetts and Rhode Island. The Regional Office supported statewide efforts in Massachusetts and Rhode Island to develop comprehensive programs to prevent hate crimes. After the terrorist attacks on September 11, 2001, and the resulting backlash of hate crimes against African, Arab, Muslim, and South Asian populations, the Region working collaboratively with other regions, revised and updated its hate crime training curriculum to better fulfill the needs of police departments and schools requesting assistance.

Region II – The Northeast Region

The Northeast Region serves New Jersey, New York, Puerto Rico, and the Virgin Islands.

Hate Activity

Morristown, New Jersey: In July, 2001, CRS provided conflict resolution services to help avert violence between White Supremacists and counter demonstrators at the request of law enforcement and city officials. Community tensions were ignited as soon as a rally and march by the Nationalist Movement, a White Supremacist organization, were announced. Support for two New Jersey State Troopers indicted for criminal actions involving racial profiling was the theme of the July 4 Nationalist Movement event. Local Black ministers, officials, and community leaders held a candlelight vigil attended by 1,200 people the night before the rally in an effort to unify the community on racial issues. Ministers had urged the community to avoid a disruptive confrontation with the Nationalist Movement the following day, but a contingent of 200 counter protesters from Newark, New Jersey, organized a strident counter demonstration. In advance of the event, CRS assisted other police agencies in the development of contingency plans should they be needed in an emergency to assist the Morristown Police Department with the event. CRS facilitated communication between demonstrators, counter demonstrators, and law enforcement throughout the event to prevent violence. Despite several arrests, the tense event was relatively peaceful and there was no violence.

Response to Terrorism

The Northeast Region includes two of the States affected by the terrorist attacks of September 11: New York and New Jersey. CRS' first concern following the terrorist attacks and the identification of the hijackers as Arab Muslims was the potential for retaliation against innocent citizens of Muslim faith and Arab or South Asian origin.

The next concern was disaster assistance and recovery efforts which would be conducted in the intensely multi-lingual, multi-cultural communities of Manhattan. CRS deployed full-time conciliation specialists to the Federal Emergency Management Disaster Recovery Centers to assist in monitoring and addressing racial issues and tensions during the relief and recovery efforts.

The third concern over the longer term was the dramatic impact that the destruction of the World Trade Center had on the economy of New York City and New Jersey. The needs, services, and unemployment had a rippling effect through all of the boroughs of New York. Many of those who worked in lower Manhattan were immediately unemployed. CRS assessed and responded to the effects of unemployment and displacement of persons of different multi-ethnic communities. Hate crime incidents in the aftermath of the terrorist attacks were initially muted because of the magnitude of the disaster, but increased thereafter.

The immigration status of large numbers of people became a major problem following the terrorist attacks. Perceptions that people were being treated differently because of their ethnic background or national origin increased. Many foreign nationals who worked in New York City were unable to receive services from the Federal Emergency Management Agency, creating enormous economic issues in the community. Citizens from more than 80 countries had been killed in the World Trade Center collapse. The Center housed many international corporations. CRS facilitated the involvement of New York Borough government organizations and ethnic community associations in addressing human needs of residents, which was an entirely new function for these organizations, in order to reduce racial and ethnic tensions and disparities of relief and recovery services.

In addition, New York and New Jersey were the primary areas of criminal investigations. The largest concentrations of Muslims, Arabs, South Asians, and Sikhs in the Northeast Region are in Northern New Jersey. Thousands of residents were detained or interviewed at home, at work, or at their place of worship creating great tensions in these communities. CRS participated in joint outreach meetings to these communities conducted by the U.S. Attorney, the FBI, and other law enforcement agencies, and later held listening sessions with the communities without law enforcement present to assess and to conciliate tensions and concerns. These activities consumed a significant amount of resources, which was supplied by redeployed CRS staff from other offices and contract conciliation specialists. A high level of activity is expected to continue through the end of calendar year 2002 and probably beyond. CRS will have a major role in facilitating communication between law enforcement and the community as the investigations and detentions continue to create tensions.

Region III – The Mid-Atlantic Region

The Mid-Atlantic Region serves Delaware, the District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia.

Police Use of Force

Dover, Delaware: At the request of the Mayor, CRS provided emergency conflict resolution services in response to escalating racial tensions in the aftermath of the death of a Black man in police custody on March 9, 2001. Immediately after this incident, racial tensions were heightened further by an incident involving the exchange of gunfire between a police officer and a suspect in a public housing

complex in which both were wounded. The death sparked several protests and rallies and a public forum hosted by the NAACP. The Black community formed a coalition to voice their complaints along with grass roots groups whose focus was preventing perceived police harassment. CRS assisted in lowering community racial tensions and offered technical assistance to city and police officials for improvement of communications, infrastructure, and trust. With CRS assistance, the city laid the groundwork for establishing a human relations commission, implemented an on-going dialogue with the community, and established a citizen police complaint procedure.

Education

Lebanon, Pennsylvania: On April 6, 2001, at the invitation of school officials at the Lebanon County Career and Technology Center, a special multi-district school program, CRS mediated racial conflict issues resulting in the adoption of new policies prohibiting discrimination, harassment and violence based on race, including name calling, jokes, rumors; possession or circulation of written or computer-generated communications that degrade people based on color or race. CRS suggested and the school established a confidential hot line for reporting complaints of discrimination. Several racial incidents between White and Hispanic students had occurred. Parents voiced the perception that school administrators had not been sensitive in handling situations of alleged racial harassment, intimidation, hate incidents, and that disciplinary decisions were administered inequitably. As a result of the unresolved issues, parents, students, and faculty were openly hostile to one another and tensions reached a point that law enforcement intervention was required. In an effort to resolve these conflicts, both the new policy and the hot line number were presented to the six school districts which send students to the center. As a further effort to resolve current tensions and to prevent future conflict, CRS provided cultural awareness and conflict resolution training to school officials to help them handle school racial situations.

Hate Activity on College Campus

State College, Pennsylvania: On April 24, 2001, CRS intervened in a campus racial conflict over issues arising from hate messages and death threats directed at Black students and faculty. CRS mediated between the President of Pennsylvania State University and Black Caucus student representatives and civil rights groups. During the annual Blue and White Spring Football Game on April 21, a group of 300 predominantly Black students went onto the field to protest campus racial issues, delaying the game for 15 minutes and resulting in the arrest of 20 students. On April 24, a university administration sponsored "No Hate at Penn State Rally" did not go as planned and resulted in students staging a 'sit-in' at the Student Union for a couple of days. With CRS facilitating communication and mediation, university officials agreed to student proposals for improving race relations. The President announced a "Plan to Enhance Diversity," which included an African Studies Research Center, more Black faculty, and more minority scholarships. The

Office of the Vice Provost for Educational Equity was made responsible for implementation of the plan and ensuring investigation of bias incidents and hate crimes. The university's Commission on Racial and Ethnic Diversity was given a new mandate to review and to advise on diversity programs. CRS intervention reduced racial tensions, moved discussion of campus racial issues forward, and ended the student sit-in and campus disruptions.

Community Relations

Philadelphia, Pennsylvania: In July 2000, CRS assistance was requested by the Philadelphia Police Department, Conflict Prevention Unit after a pregnant Black customer accused an Asian store owner in the Black community of South Philadelphia of assaulting her. This accusation resulted in three days of protests at the store and the constant presence of police to maintain order. Customers complained about poor service, threats, and low quality products. Initial reconciliation occurred in August 2000, but in October 2000, after more than a year of tensions and conflict, the Philadelphia Human Relations Commission asked CRS to intervene again. CRS brought the parties into mediation of customer service and business issues. On March 12, 2001, an agreement between the 19th Street Community Group, a Black organization in South Philadelphia representing the store's customers, and the Asian store owner was reached which resolved issues of customer behavior, store policies, customer service, and sanitation in food preparation.

Major Events

Washington, D.C.: Beginning in August 2000, CRS met regularly with Federal and local law enforcement and leaders from the Nation of Islam to iron out permit and planning issues for the October 16, 2000, Million Family March sponsored by the Nation of Islam. On the day of the event, CRS helped event leaders and officials resolve tensions at flash points that arose over credentials, access to the speaker's platform, restricted areas of the U.S. Capitol, and attendance of invited speakers and other dignitaries. CRS teams were deployed throughout the Mall area to assist the U.S. Park Police, Metropolitan Police Department, event organizers and marshals, and participants in avoiding racial conflicts during the event. CRS' participation reduced tensions and prevented conflict.

Washington, D.C.: On December 1, 2000, CRS provided conflict resolution assistance for a Presidential Ballot Recount Protest March. The Rainbow Coalition led by the Reverend Jesse Jackson and the Congressional Black Caucus sponsored a march of more than 500 demonstrators from the Department of Justice to the U.S. Supreme Court. Oral arguments were being heard regarding the Florida Supreme Court decision to allow manual recounts of ballots and the certification of the recount results, for votes cast in the 2000 Presidential election. CRS contacted the appropriate law enforcement agencies to ensure they were aware of the planned demonstrations and to facilitate communication between demonstrators and law enforcement to avoid confrontations at the Justice Department Building, during the

march, and at the Supreme Court. CRS assisted in the orderly assembling of both the demonstrators and counter demonstrators at their assigned areas to prevent conflict. Preventive efforts were effective and violence was avoided.

Washington, D.C.: CRS assessed potential conflicts from racial tensions and planned demonstrations along the January, 2001 Presidential Inaugural Parade route. CRS identified four different jurisdictional demonstration locations in Washington, D.C., with the potential for racial conflict among demonstrators, law enforcement, and spectators: Stanton Park and the U.S. Supreme Court, Pershing Park and Freedom Plaza, McPherson Square, and the Main Department of Justice Building. CRS coordinated with law enforcement and protest groups in areas of contingency planning and offered a visible CRS presence at hot spots, thus eliminating any major race-based violent outbreaks during the Presidential Inaugural activities.



CRS trained the Miami Beach Goodwill Ambassadors who were community volunteers that helped reduce tensions and prevent violence for the Source Awards in August 2001. CRS Senior Conciliation Specialist Thomas Battles who provided training to the volunteers is standing at the right end on the front row. (Photo: Miami Beach Police Department)



CRS staff, "God Squad," Community Ambassadors, and Daytona Beach Police Administrators who assisted in reducing racial tensions and keeping the peace during Black College Reunion Weekend 2001 in Daytona Beach Florida. (CRS photo)



CRS staff who were deployed for Black College Reunion 2001 in Daytona Beach, Florida, to monitor racial tensions and provide conciliation assistance. (CRS Photo)

Region IV – The Southeast Region

The Southeast Region serves Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee.

Major Events

Biloxi and Gulfport, Mississippi: On the weekend of April 6-8, 2001, Black College students congregated for Spring Break in Biloxi and Gulfport. At the request of local officials, CRS provided contingency planning assistance to city planners and deployed a conflict resolution team during the event. The year before in 2000, more than 30,000 Black college students had arrived for Spring Break without warning or preparations by city officials. This resulted in traffic gridlock for two days with high tensions between police and students, numerous arrests, and street confrontations. Black radio stations and Internet web sites were urging students to return to Biloxi and Gulfport, for Spring Break 2001, which led to planning activities to accommodate the anticipated arrival of more than 50,000 students. A Biloxi official announced that the students would not be welcome if they returned. As a result, tensions among the students appeared to be high when they arrived. CRS provided training for community leaders who served as volunteer marshals and community ambassadors on the street throughout the weekend. There were no major incidents despite traffic congestion and the appearance of potentially disruptive activists among the students.

Daytona Beach, Florida: On March 29-April 1, 2001, CRS deployed a conflict resolution team to the Annual Black College Reunion at the request of city officials. Prior to the weekend's events, CRS identified issues which held the potential for conflict with local officials as part of the planning process, including tensions over hotel accommodations, a controversial rap concert, and traffic congestion. CRS conciliation specialists worked most of the night to monitor and to defuse racial tensions along U.S. Highway A1A and at points where many students gathered along the strip. While it was originally estimated that more than 120,000 would attend, inclement weather significantly reduced attendance in 2001. As a result of good contingency planning, effective policing, and timely

intervention by CRS, there were no major street conflicts despite the fact that police made more than 600 arrests. The "God Squad" and volunteer ambassadors' programs used in Daytona, which CRS helped the city develop, have been exemplary programs to reduce tensions and to develop positive community relations with visiting students.

Myrtle Beach and Atlantic Beach, South Carolina: On April 30, May 12, and May 24-25, 2001, CRS provided training to South Carolina law enforcement agencies on conflict management techniques, community policing, and cultural diversity in anticipation of their deployment for Memorial Day Bike Weekend. CRS deployed conciliation specialists for Memorial Day Weekend to provide conflict resolution services over a wide area of the beach front that was used by Black bikers.

"Thank you very much for giving me the opportunity to witness CRS in action in Myrtle Beach, South Carolina this past Memorial Day weekend. I have come away . . . with an infinitely greater understanding of the agency and its importance in conciliating ... racial tension. I was particularly impressed with the professionalism and dedication of your conciliators . . . The number of relationships and rapport that [CRS] had developed with state and local leaders were particularly impressive."

Eric Hunn
Office of Management and Budget
Executive Office of the President
May 29, 2001

Miami, Florida: At the request of the Miami Beach Police Department, CRS assisted local officials and community leaders in preventing potential racial violence and conflict associated with the Source Magazine Music Awards on August 16-20, 2001. CRS helped establish and train community ambassador and friendship teams which have been effective in reducing racial tensions for other major events involving thousands of young people. CRS also deployed a conflict resolution team to help defuse racial tension in areas where large crowds of Black youth gathered. The previous year's event led to violence. CRS was requested to help with planning and preparations to ease tensions. CRS was instrumental in assisting Source Magazine organizers, the city, and law enforcement in planning efforts and working the event together to avoid and confront violence on site.



CRS Senior Conciliation Specialist Thomas Battles briefs Daytona Beach Volunteers for the "God Squad" and the "Goodwill Ambassadors" for Black College Weekend 2001. (Photo: CRS Staff)

Police Community Relations

Pensacola, Florida: In February 2001, the Florida Commission on Human Relations requested CRS assistance in response to continued community racial tensions arising from charges by Black leaders that a series of police shootings by the Escambia County Sheriff's Office involving Blacks and other minorities was racially motivated. CRS offered its assistance to the new Sheriff in improving race relations between the Department and the community. The Sheriff agreed to implement a police training program by the Martin Luther King, Jr. Institute for Non-Violence and also requested technical assistance for the new Sheriff's Department Community Relations Office. CRS facilitated a meeting between the new Sheriff and Black community leaders to establish communication. Later, at the request of the parties CRS facilitated a series of community dialogues on race to open discussion on racial issues between community, business, clergy, and government leaders. CRS' involvement lowered racial tensions through direct communication between the parties and helping the police department take action to improve its relationship with the community.

Mossport, Mississippi: On July 5-6, 2001, at the request of the FBI, CRS staff conciliated community racial tensions arising from the September 14, 1999, death of a Black man in police custody and the multiple investigations into that death. CRS convened a community meeting to air the growing tensions about the need for an adequate citizen complaint and review process for police actions. The city later passed a resolution to establish a citizen review process on the recommendation of the local NAACP president. CRS agreed to assist the city with the development and implementation of this process as a further effort to lower community racial tensions.

Church Burning



Goldsboro, North Carolina: At the request of the North Carolina State Fire Marshal, ATF, local law enforcement, and church officials, CRS conciliated racial tensions at the Reaching the World for Christ Ministries Church, a Black church, during the weekend of June 29 to July 1, 2001. The church had experienced a major arson in 1998 and had been rebuilt. A second arson in 2001 occurred in the same location of the building as the first fire and with identical damage. The insurance claim on the second arson was delayed pending the outcome of the investigation in which the pastor was arrested for suspected arson and possible insurance fraud. CRS facilitated conversations between investigators and the members of the congregation to explain the investigation process and the basis for decision making in order to lower tensions.

Reaching the World for Christ Ministries Church that was burned in 1998 and rebuilt and burned again in 2001. Front view and side view showing arson damage. (Photos: R. Robert Ensley, CRS)

Region V – The Midwest Region

The Midwest Region serves Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin.

Racial Profiling

St. Paul, Minnesota: In February 2001, the St. Paul Chapter of the NAACP and the St. Paul Police Department requested CRS mediation services to resolve concerns over racial profiling. On March 19, 2001, CRS convened the first of a series of mediated discussions between officials from the St. Paul Police Department, St. Paul Urban League, and members of the NAACP. Through the formal discussions the parties reached agreement on changes in the Citizens Review Board's investigative and public relations process. A final 18-point agreement on police policy and procedures was signed on June 18. The police department also agreed to develop a new complaint intake process through complaint centers in the community and investigation of complaints through the Police Civilian Internal Affairs Review Commission. As a result of CRS mediation, police community relations have improved and public confidence in the Department's integrity has grown.

"What we're going to try to do is determine how much middle we can find . . . We're resolving differences . . ."

Kenith Bergeron
CRS Conciliation Specialist

"We got some clarification on some things we thought were problems -- it was a good and meaningful discussion that may have long-term benefits."

Nathaniel Khaliq
St. Paul NAACP

Police Community Relations

Jackson, Michigan: On October 25, 2000, an agreement mediated by CRS that resolved racial profiling and policing issues was finalized and signed by the city of Jackson, Michigan represented by the Police Chief, City Manager, and the Director of the Human Relations Commission, and the community represented by the NAACP and the Ministerial Alliance. CRS was advised by the Jackson County Branch of the NAACP in June 2000 that a serious breach between police and the Black community was developing over perceptions of police profiling, allegations

of harassment, and minority employment issues in the police department. After a discussion of issues and concerns between CRS and the parties, the first mediation session was held on July 18, 2000 followed by monthly meetings until the agreement was signed. The agreement provides for the development of an aggressive minority hiring and recruitment model for police and city employees, creation of a Community Service Officer position, and cultural diversity and hate crimes training for all police department personnel. CRS conducted the cultural diversity training on the same day that the agreement was signed. The parties agreed that the NAACP, together with the Human Relations Commission and the Jackson Public Schools, will develop a mentoring program to focus attention on academic achievement and targeting minority students for law enforcement careers. In addition, police officers will be trained in Safe and Legal Traffic Stops methodology to prevent racial profiling. CRS brought the parties into an effective process in which they could communicate and resolve concerns and move their police community relations to a completely new level of cooperation.



Detroit Field Office Director Gustavo Gaynett (standing center behind seated woman) mediated a Memorandum of Understanding in Marion, Ohio, resolving five major concerns advanced by the NAACP on hiring and recruitment practices, racial profiling, community policing, and citizen complaint procedures. Pictured with Mr. Gaynett at the signing of the agreement on September 11, 2001, are: (Left to Right, Front) Marion Mayor Jack Kellogg; Leavata Goines, NAACP (standing); Gaynett; Mary Houston, President, Marion Branch of the NAACP (seated at table); Elder Franklin O'Bryant (standing in back row); Marion County Sheriff John H. Butterworth (standing on right at the table); Narline Bolton, NAACP; and Elder John Mayes, NAACP. Hidden in photo are Thomas D. Bell, Marion Chief of Police and one other unidentified individual. (Photo Credit: Dale Osborn, Public Safety Director, City of Marion)

Marion, Ohio: On September 11, 2001, the City of Marion, the Marion County Sheriff, and the Marion Branch of the NAACP signed a mediation agreement. Five months of negotiations resolved five major policing concerns. CRS assistance in addressing allegations of racial discrimination by police, schools, and businesses was requested by the Marion, Ohio chapter of the NAACP. The agreement provides for a new pro-active approach to the recruitment and hiring of Black law enforcement personnel in the city and county, training for all personnel in cultural diversity and racial profiling in the city and county, participation in community meetings, and implementation of a new citizen complaint procedure for allegations of police misconduct.

Hate Activity

Several cities and states in the Region experienced White Supremacist activity causing community tensions and fear. CRS encouraged positive community unity activities to strengthen and to improve race relations. CRS assisted local officials and event organizers with contingency planning and was present during the events to actively monitor community tensions and facilitate communication between police and citizens for several White Supremacist activities and counter activities.

Elkhart, Indiana: On November 11, 2000, CRS was requested by law enforcement authorities and other local agencies to provide contingency planning assistance and to help develop a nonviolent community response for a rally to be held by the American Knights of the Ku Klux Klan. The Klan has chosen to hold rallies almost annually in Elkhart since 1996 and CRS has been asked to assist with city event planning to avert violence each year. The Indiana Grand Dragon of the American Knights of the KKK and 19 Klan members stood on the steps of the Elkhart County Courts Building with about 100 people who came to hear them for almost an hour. More than 260 law enforcement officers were deployed around the courthouse area for the event. Counter demonstration activities included a religious

rally attended by 200 participants elsewhere and an ethnic festival attended by hundreds of adults and children at Pierre Moran Middle School. The rally concluded early with no incidents and only two arrests on unrelated outstanding warrants were made.

Gary, Indiana: On January 20, 2001, CRS provided contingency planning assistance for a Baptist Ministers Conference anti-Klan "Solidarity Rally" held at City Hall. The ministers secured a demonstration permit after the American Knights of the Ku Klux Klan had been denied a permit by the city to hold a public event. The demonstration was peaceful and 60 worshipers attended the gathering along with the NAACP and members of the Interfaith Clergy. Shortly after the rally, when ministers dispersed, about 120 members of the Partisan Defense Committee picketed on the sidewalk outside the courthouse and were issued a misdemeanor citation because their application for a permit had also been denied by the city. CRS involvement helped the city assure that both activities concluded with no significant incidents.

Valparaiso, Indiana: In April 2001, after a cross-burning in the backyard of a pastor was reported in the media, CRS met with the victimized family, community leaders, and city officials to provide conflict resolution assistance. A second hate incident occurred in July 2001 in which graffiti was painted on a Black woman's house and her tires were slashed. CRS provided technical assistance to the Mayor and to Citizens to Promote Respect, a group appointed by the Mayor, to develop positive responses to the hate incidents and to address racial issues arising from studies of the community's race relations released about the same time. On the basis of CRS' recommendation, the Mayor announced that the police department would provide diversity training to its officers and those at Valparaiso University to improve police community relations. The Mayor also drafted a proclamation to oppose all acts of hate and bias crime and promote acceptance of all people in Valparaiso. The positive community approaches suggested by CRS helped the city to calm emotions and to prevent potential violence.

Schools

Decatur, Illinois: In early November 2000, CRS initiated conflict resolution services with city and school officials and the Rainbow Coalition/Operation PUSH leaders following the first Rainbow Coalition/Operation PUSH sponsored march over the year-long expulsions received by six Black high school students for fighting at a football game. The expulsions, which were initially 2-year expulsions, were perceived to be excessive and discriminatory resulting in public protests and national publicity. CRS assisted city officials and protest leaders with developing contingency plans for accommodating a series of protests and marches, including volatile public meetings with school officials. CRS convened a mediation session between top city officials and Rainbow/PUSH to develop a mediation agenda and to work with them in November and December 2000 to begin mediation in January 2001. The high visibility expulsion issues were resolved by the school board before mediation could begin. However, city officials and key minority leaders adopted CRS' recommendation to conduct a community racial dialogue to improve community race relations.

College and University Campus

Carbondale, Illinois: On April 27-29, 2001, CRS provided conciliation services at Southern Illinois University following allegations of excessive use of force by the Carbondale Police Department during the arrest of a Black student on April 22. Students staged a demonstration over the police actions on the evening of April 28. CRS helped city and university officials with contingency planning for the demonstration. The Mayor announced the creation of a joint community-university task force to focus on student concerns about police jurisdiction and procedures on and off campus. CRS offered technical assistance to the Mayor's task force to resolve racial issues and will monitor the progress of the Task Force.

General Community Relations

Long Grove, Illinois: On March 6, 2001, CRS facilitated a community racial dialogue over racial and cultural issues involving Long Grove residents, village officials, and representatives of the Korean Good Shepherd Church arising from a zoning dispute over the church facility. The dialogue eased racial tensions between the parties and resulted in an agreement on some issues. Long Grove officials agreed to be more culturally sensitive and to read or post anti-discrimination notices at meetings. Members of the Good Shepherd Church agreed to consider signing a village zoning agreement on plans for future growth if the zoning petition for the new church was approved. Good Shepherd members also agreed to offer residents use of the church facilities for voting, public health clinics, and weddings.

Palos Heights, Illinois: CRS intervened in a community dispute that began in July 2000 when the Al Salaam Mosque Foundation, whose members are mostly immigrants, sought to purchase the vacated Palos Heights Reformed Church building for a new mosque. A majority of the city council voted, in the absence of the Mayor, to offer to buy out the Mosque Foundation's option. The Mayor publicly threatened to veto the proposal, questioning the motives of the Council. National publicity ensued, alleging the city council had intended to have the city purchase the property to thwart the new mosque. On March 28, 2001, CRS, seeking to defuse further community polarization, convened a meeting with the Christian Muslim Interfaith Committee at Trinity Christian College to develop resolutions for the conflict. The Interfaith Committee was established with CRS' assistance using a community dialogue model to promote cultural and religious education as well as understanding between Christians and Muslims. The Committee made a number of cultural awareness presentations at local colleges, churches, and mosques, and expanded its work into elementary and secondary schools. The Interfaith Committee has increased communication on cultural issues and eased many of the community tensions which existed when the dispute began. This resolved community dispute was featured in a PBS Frontline documentary entitled "Muslims."

Major Events

Milwaukee, Wisconsin: CRS assisted Hispanic community leaders and Milwaukee city officials in developing a contingency plan for Cinco de Mayo and Mexican Independence Day Festivals. During the informal Mexican Independence Day Celebration on September 16 and 17, 2000, the Milwaukee Police Department had arrested nine people and issued 191 tickets. Police said their actions were precipitated by complaints about traffic congestion and noise. However, the community felt that police use of force and traffic enforcement was excessive. CRS facilitated community dialogue between the police and community about the celebrations throughout year. CRS brought about an agreement to conduct police cultural sensitivity training, enhance planning for these events, establish community teams, and distribute literature in Spanish and English to promote legal and safe Cinco de Mayo and Mexican Independence Day activities. CRS efforts resulted in reduced community tensions, diminished complaints about police, and improved police community relations.

Region VI – The Southwest Region

The Southwest Region serves Arkansas, Louisiana, New Mexico, Oklahoma, and Texas.

Police Use of Force

Monroe, Louisiana: At the request of community leaders, CRS conducted a community race relations forum for residents and city officials in an effort to reduce racial tensions over a fatal police shooting of a Black youth in November 2000. The shooting sparked community protests over the alleged police brutality. It was alleged the youth had committed an armed robbery. The body of the youth had more than 100 dog bites in addition to the bullet wounds. The forum provided a venue for the community to voice its concerns after the shooting was deemed justified, and for city officials to respond directly to the community. The forum opened communications to consider other issues causing racial tensions in Monroe and Ouchita Parish.

College and University Campus

Denton, Texas: In February 2001, CRS initiated conflict resolution activities among students and between students, law enforcement, and University of North Texas (UNT) officials to reduce campus tensions following a reported campus racial incident. Tensions had flared after White fraternity members reportedly taunted visiting prospective Black students and their families with racial slurs and displayed a confederate flag. On February 5 and 9, hundreds of students participated in on-campus racial unity events. The NAACP, League of United Latin American Citizens (LULAC), and many students questioned the University's decision to suspend the

fraternity for only five years instead of instituting a permanent ban. CRS engaged students, representatives from NAACP and LULAC, and the President of UNT in discussion about the causes of racial tensions and possible solutions to lower tensions. As part of its conciliation effort, CRS conducted training in cultural diversity for the university police department to enhance their sensitivity to racial issues and reduce the possibility of future conflict between campus police and students. On March 8, 2001, CRS facilitated a dialogue between UNT administration officials and students on a faculty code of conduct, student concerns about campus racial tensions and hate activity, selection of faculty members, expanding the University multi-cultural center, and new student orientation that helped improve the campus racial climate.

Education

Richwood, Louisiana: At the request of the community, on June 27, 2001, CRS mediated a dispute between the Ouachita Parish School Board and community leaders over the construction of a new school in a predominantly Black community. Community tensions escalated over the perception that the school was receiving disparate resources compared with a similar school under construction in a predominantly White neighborhood. The new predominantly Black school reportedly will serve three times as many students as the White school, yet is much smaller in size. CRS will continue to work with the community and school officials to address long-standing racial issues.

Immigration

Kinney County, Texas: CRS initiated conflict resolution assistance for racial tensions spiraling over vigilante anti-immigration activities and damage caused to ranches by migrants entering the United States through a sparsely populated border area in Texas. During January 2001, CRS was present in Kinney County, Texas, after news accounts that a group of North Texas volunteers planned to mount armed patrols near the Mexican border in Del Rio, Texas, in the Spring of 2001. A group calling itself "Ranch Rescue" produced a flier calling for volunteers from all over the country to assemble in Kinney County, a desolate stretch of rolling hills and mesquite just north of Eagle Pass. The group had already been in Arizona where volunteers had run controversial patrols with ranchers along the border there in October 2000, inflaming racial tensions and increasing the possibility of conflict. CRS met with the District Attorney, the U.S. Attorney's Office, INS, and community leaders in an effort to reduce tensions.

Santa Fe, New Mexico: In October and November 2000, CRS defused community racial tensions arising from a day laborer gathering site at a city park which resulted in community complaints about immigrant workers. In turn, workers complained about police harassment when police responded. CRS assisted a local Immigration Task Force and city officials in developing solutions to all of the parties' concerns and complaints.

Major Events

Galveston, Texas: On April 21-22, 2001, CRS deployed a conflict resolution team for the annual Beach Party Weekend which attracts up to 350,000 Black college students and is the largest Black youth event in the country. Prior to the event, CRS worked closely with the Mayor, City Manager, and other officials to assist with contingency planning for the event. Galveston's police department and city government established an "entertainment district" especially for this event, scheduling many constructive activities to make students feel welcome. CRS trained volunteer marshals, assisted visitors during the event, and fostered a sense of responsibility in the community to reduce racial tensions and to maintain the peace. During the event CRS was available to respond to requests from local officials to help resolve tense racial situations that could have escalated into violence. In several instances, CRS staff intervened directly to defuse potential conflicts. After the event, CRS facilitated a dialogue between the Black community and the city to increase the Black community's participation in planning for 2002. Event planning was transferred to the Parks Department in order to increase community participation. CRS provided the city with community feedback for future planning purposes.

Region VII – The Central Region

The Central Region serves Iowa, Kansas, Missouri, and Nebraska.

Police Use of Force

St. Louis, Missouri: During FY 2001, at the request of the city officials, police and, civil rights organizations, CRS responded with conflict resolution assistance to both the City of St. Louis, and St. Louis County in the aftermath of several police shootings of African Americans in each jurisdiction. CRS assistance to government and law enforcement officials and community leaders proved invaluable in reducing racial tension in the city and county, especially for protest demonstrations which were organized for shootings in each jurisdiction. For example, in February 2001, the Agency responded to a request by the NAACP and Al Sharpton's National Action Network to provide assistance at a protest they carried out during a county council meeting.

In June 2001, a group of protestors tried to forcibly enter the mayor's office to protest the city police's fatal shooting of a Black teenager, who was carrying a 45-caliber replica BB pistol. CRS defused the confrontation by arranging a meeting between the Mayor and the protesters. CRS also brought the victim's family and police together to discuss the shooting in a calm setting in which the police investigation could be discussed.

Later that summer, CRS assisted with the implementation of an innovative joint program initiative between St. Louis, Missouri, and Richmond, Virginia, police departments. As part of its conciliation efforts, CRS helped to develop community partnerships in St. Louis which has been pioneered in Richmond to improve police community relations and reduce racial tension in those cities. CRS also responded to requests from city and police officials, and community leaders to assist them in developing a civilian review panel.

Entertainment Districts

Kansas City, Missouri: On April 12, 2001, CRS facilitated a major national forum on *“Responding to Problematic Issues in Entertainment Districts and Other Venues”* for the Central States Region and other interested cities from around the country in Kansas City, Missouri. The forum was facilitated by CRS in partnership with the Office of the Mayor in Kansas City, Missouri, the Kansas City Human Relations Department, Kansas City Harmony, and the Westport Merchants Association. The forum featured the best practices for addressing community tensions, crowd control, racial issues, entertainment-related crime, youth-related problems, police/community relations, and community partnerships.

In Kansas City’s Westport Entertainment District, hundreds of underage minority youths congregated outside of night clubs in the entertainment district on weekends where they created special kinds of crowd problems for police. The forum presented strategies and best practices that were developed to improve race relations and to reduce conflict in Kansas City and which could be implemented in other cities experiencing this problem. Representatives from law enforcement, government agencies, business associations, youth organizations, and community organizations attended to share ideas in addressing entertainment district problems.

Native Americans

Lincoln, Nebraska: On June 11, 2001, at the request of the Governor of Nebraska, CRS mediated an historic meeting between the Governor and the President of the Oglala Sioux Tribe at the Nebraska State Capitol. The Governor and the Oglala President discussed the murder investigations of two Oglala Sioux members killed near Whiteclay, Nebraska; stricter law enforcement in alleged illegal sale of beer to Oglala Sioux in Whiteclay; development of a memorandum of understanding for a government-to-government relationship; cross-deputization of Oglala Sioux tribal police by the Nebraska State Highway Patrol; alleged racial profiling of Oglala Sioux by the Nebraska State Highway Patrol; and the construction of a nursing home for elderly Oglala Sioux in Whiteclay.

Region VIII – The Rocky Mountain Region

The Rocky Mountain Region serves Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming.

Police Community Relations

Glendale, Colorado: In the aftermath of a series of public allegations about police use of force in 2000, CRS assisted the City of Glendale in the formation of a Police Community Relations Commission. On March 6, 2001, the Glendale City Council passed a resolution to accept the report and recommendations of the Police Community Relations Commission on police use of force. CRS attended the Commission meetings which spanned over a 10 month period of time, and provided technical assistance in reviewing data and developing recommendations. CRS

facilitated cooperation and participation by the community to build support for the Commission. The recommendations approved by the Council included: training in cultural and language diversity, a new citizen's complaint process, reporting of internal investigation matters by the Police Chief to the Council, national accreditation of the police department, language training in Spanish and Russian for police officers, in-service training in cultural diversity and communication, and continued citizen involvement in police community relations.

"The assistance of the Community Relations Service . . . generated an improved level of cooperation and understanding that allowed the Police Department to work in concert with the Citizen Commission for resolution of concerns and the creation of mechanisms for continued positive interaction."

**Ken Burge
Chief of Police
Glendale, Colorado**

Greeley, Colorado: On February 26, 2001, CRS resolved conflict between the Latino Coalition and the Greeley Independence Stampede over the cancellation of the Hispanic theme day in the Stampede Week schedule and reduced Hispanic community participation on the Stampede Committee. Most of the Greeley Stampede events take place in the Hispanic community and the Latino Coalition had threatened to block the streets if the Hispanic theme day was not restored to the schedule. Later, the parties also reached agreement through CRS mediation to establish a Fiesta Week in September. In August 2001, in a further effort to build a cooperative multiracial approach to race relations issues, CRS conducted a multi-cultural conflict resolution training workshop for officials and community leaders from the Greeley Multi-cultural Committee, Latino Coalition, and Greeley Interregional Council of Governments, using successful approaches which had been implemented in other cities.

"After several previous meetings between the two groups, it appeared that we had reached an unbreakable impasse. If the impasse were to remain unbroken, many unpleasant consequences seemed to be inevitable. Try as we might the businessmen, who had been working with both groups, were unable to break the impasse. However, thanks to Ms. Salamanca [CRS Conciliation Specialist], the February 12th meeting was the impasse breaker . . . She truly can make a difference in the most volatile of situations."

**George W. Hall
Businessman and Former Mayor
Greeley, Colorado
March 7, 2001**

Denver, Colorado: On November 6, 2000, the Denver Police Department requested CRS assistance in developing a Racial Profiling Task Force to build and maintain police-community trust and accountability in the light of national attention focused on racial profiling. CRS facilitated community participation in the Task Force and provided technical expertise on racial profiling. In May 2001, after holding 48 meetings, the Task Force announced the beginning of data collection for traffic stops using policies and procedures they had hammered out. Analysis of the data will be done by the Colorado School of Mines followed by public meetings in the community to announce the results. The serious efforts taken by the Denver Police Department with CRS' assistance will increase confidence and trust in the Department

Indian Country

Charles Mix County, South Dakota: CRS began conciliation and mediation to address racial tension arising from allegations that local law enforcement officers had used unnecessary force against a youth accused of vandalism. On March 20, 2001, after a series of individual and joint meetings with representatives of the Yankton Sioux Tribe and Charles Mix County Commissioners, CRS mediated a signed agreement providing for cooperation between the parties in education, youth programs, health services, economic development, and law enforcement. As part of the agreement, a permanent committee was formed by representatives of the Tribe and County Commission for communication and collaboration. The parties agreed to work cooperatively in developing day care and emergency placement of at-risk youth, and to develop and implement a drug-court program and an effective support aftercare program for youth. To improve education, the parties agreed to meet with education officials in Lake Andes and Wagner to review school curriculums and programs on Indian culture, encourage having an Indian counselor in each school, promote more tribal input into decisions affecting Indian youths, and develop strategies for promoting self-esteem and acknowledgment of Indian youth.

Missoula, Montana: On July 11 and August 8, 2001, CRS conducted mediation among seven social service organizations directly involved with the removal of Native American children from their homes. The effort was to reduce conflict between Native Americans and Montana Children and Family Services. The parties discussed a client bill of rights, developing an open and clear communication and feedback system, implementation of consistent children and family services policies, neutral police observational reporting, and establishing an informal relationship between Montana's Indian Peoples Action and the Children and Family Services Director. CRS efforts resulted in a written agreement that will reduce conflict.

St. George, Utah: During the week of April 4-7, 2001, CRS convened a mediation session between members of the Latino community, INS, St. George Office of the Division of Motor Vehicles, and the St. George Police Department regarding undocumented visitors seeking drivers' licenses. The mediation was held to resolve racial tensions from allegations from the Latino community that they were being required to provide additional and unnecessary identity documentation and domicile status, and were also investigated beyond the scope mandated by the State Department of Motor Vehicles.

Major Event

Denver, Colorado: On October 7, 2000, CRS averted possible violence during the Columbus Day parade in Denver, Colorado, when it mediated an arrangement between police and 3,000 protesters from the American Indian Movement and the Chicano community who threatened to disrupt the parade. The parade was the largest in Denver history with more than 1,000 participants who marched along with private motorcycle clubs and collector vehicles. CRS conducted a series of conflict resolution activities before the parade, advising protesters of the arrangements for nonviolence civil disobedience. When the protesters blocked the parade route by sitting in the street, 147 arrests were made without incident. All of the police processing of the protesters occurred in less than three hours, and the leaders of the protest were released in time to lead peaceful dispersals of their groups. A contingency of the Guardian Angels organization trained by CRS in self marshaling, assisted in dealing with confrontations. CRS intervened to defuse flash points when provocative signs and language were used along the parade route.

Region IX – The Western Region

The Western Region serves Arizona, California, Guam, Hawaii, and Nevada.

Police Use of Force

Riverside, California: On December 28, 2000, CRS was recognized by the First Annual Tyisha Miller Community Support Award Dinner for helping to bring about unity in the community. CRS deployed staff to Riverside for almost every weekend for two years to facilitate communication and conciliate between protesters and police for weekly demonstrations at the Riverside City Hall, Police Department, and at the gas station where Tyisha Miller, a young Black woman, was shot on December 28, 1998. CRS helped work out arrangements between protest leaders and the manager of the gas station on permitting a vigil on the property on December 27, 2000 and beginning a march from the gas station to Riverside City Hall. CRS intervened with a customer who unknowingly disrupted the vigil with loud music from his vehicle, preventing the escalation of tensions and potential conflict during the event.

“The Community Relations Service staff shared actions and offered recommendations. Their approach and style was respected by all of us in Riverside.”

Ronald O. Loveridge
Mayor
Riverside, California

*“CRS lowers the hype, lowers the tension and gets people to talk -
- CRS is always giving people an option . . . not patronizing them.”*

Javier Rosales
Community Relations Administrator
City of Riverside, California

“As Chief of Police, I can say with confidence that the Community Relations Service came in and performed in an outstanding manner. They worked with all of the stakeholders and made a difference in keeping the peace. CRS’ involvement was instrumental in keeping the lid on a very hazardous situation playing a huge part in preventing the City of Riverside from burning.”

Gerald L. “Jerry” Carroll
Former Chief of Police
Riverside, California

“The Community Relations Service conciliators and the Chief of Police kept the lid on a very volatile situation even with demonstrations . . . I would attribute most of that to CRS.”

Ameal Moore
City Councilman, Ward 2
Riverside, California

Hate Activity

San Bernardino County, California: In January and February 2001, CRS worked with local leaders, Federal and State officials, and experts on hate crimes to encourage an initiative to establish a collaborative response to hate activity in the High Desert Region of San Bernardino County. This area has experienced dramatic demographic transformation over the past decade. A symposium on hate crime was held to address racial tensions and build unity on civil rights issues in the community and to discourage hate activity.

Brentwood and Contra Costa County, California: CRS facilitated the development and adoption of a Memorandum of Understanding (MOU) between school representatives, law enforcement, and prosecutors on “Collaborated Efforts for Combating Hate Crimes or Bias Related Incidents in East Contra Costa County in Brentwood, California.” The agreement was finalized and signed by the parties on March 8, 2001. The unusual agreement linking many organizations into a sophisticated hate crime response team included School Superintendents, Police Chiefs, the Contra Costa County Sheriff, the Contra Costa County Chief Probation Officer, the President of Los Modanos College, the Chief of the Contra Costa College District Police Department, and the Police Chief for the Bay Area Rapid Transit System. CRS facilitated eight similar MOUs in Northern California to bring communities together and to enhance their capacity to respond to hate crimes.

Education

Tracy, California: On October 12-13 and 19-20, 2000, CRS assisted a racially-mixed group of 150 students from two high schools with identifying and finding solutions to campus racial problems. As a result of CRS' effort, the principals of both schools have agreed to form an Advisory Committee that will meet monthly to discuss school and racial issues.

Sacramento, California: On May 24, 2001, CRS and the U.S. Attorney for the Eastern District of California signed a Memorandum of Understanding, initiating a county wide effort among school districts and law enforcement departments to combat hate crimes and hate-motivated incidents on and near school campuses.

Region X – The Northwest Region

The Northwest Region serves Alaska, Idaho, Oregon, and Washington.

Police Use of Force

Seattle, Washington: On June 1, 2001, CRS initiated conciliation services to help prevent conflict between police and demonstrators at a community meeting called to protest the shooting death of a 37-year-old Black father of five. The protest seemed a peaceful vigil at the site of the shooting, but changed into an angry crowd as the numbers grew. Several major streets were blocked by protesters. The Seattle Police Department dispatched officers in riot gear, the Horse Patrol, and unmarked vehicles to the location. CRS met with business owners and minority community leaders at the scene and offered recommendations to the Seattle Police Department to defuse the escalating tensions between protesters and police. CRS provided contingency planning assistance recommendations to Seattle public officials and minority advocacy organizations in preparation for upcoming demonstrations. CRS remained on location from Friday afternoon, June 1 through Saturday evening, June 2 to provide support and conciliation services. In an on-going effort to reduce tensions, CRS facilitated planning and discussions for a community forum on June 13, including initiatives for a citizens' police academy, formation of a Police Chief's Advisory Council, and a cooperative project between the Seattle Police Department, the U.S. Attorney, the National Coalition Building Institute, and CRS.

Racial Profiling



Yakima, Washington: On January 20, 2001, the Yakima Racial Profiling Commission requested CRS assistance to improve police and community relations and to promote community-oriented policing. CRS provided technical assistance, contingency planning assistance, and on-site conflict resolution assistance for a major United Farm Workers Union march and rally which included 10,000 participants on August 5, 2001. CRS trained volunteer event marshals to conduct participants safely along the march route, identified potential safety and logistics issues to officials and volunteer marshals, and facilitated communication on planning between marchers, police, and city officials.



Tacoma, Washington: During 2001, CRS provided technical assistance to the Tacoma Police Department Racial Profiling Task Force which was concerned with developing a plan to resolve community concerns about disproportionate enforcement. The Task Force, comprised of staff and line officers, community representatives, municipal officials, and CRS, collaboratively conducted public forums on racial profiling and elicited community wide input. As a result of the community input, the Task Force developed a comprehensive plan with a progressive plan to address these concerns.



Statewide, Oregon: On May 10, the Oregon Governor's Public Safety Planning and Policy Council "Community Relations Working Group," with which CRS has worked since February 2000, completed a "How To" manual for police agencies seeking to collect data aimed at identifying any specific areas of concern about racial profiling. In addition to the manual, drafted by the Hillsboro Police Department, a Power Point presentation and speakers were sent to other departments in Oregon and outside the State on how to address racial profiling concerns.

CRS staff provide on-site conciliation assistance and facilitate communication between marching units, organizers, and law enforcement for a United Farm Workers march and rally in Yakima, Washington, to ensure a safe and peaceful march. Pictured with Department of Justice hats, white shirts, and communication equipment are: Pascual Marquez (top); Philip Arreola (middle); and Sandra Blair (bottom). (Photos: CRS Staff)

Immigration

Seattle, Washington: In January and February 2001, at the request of the INS District Director, CRS provided technical assistance for planning and conducting a series of outreach forums regarding the relocation of the INS District Office and the impact it would have on ethnic and immigrant communities for the Western Washington area.

Indian Country

Klamath Falls, Oregon: At the request of the U.S. Attorney, on April 27, 2001, CRS responded on site to conciliate racial tensions after the death of a young member of the Klamath Tribe, who had allegedly been beaten by local White men. Ongoing tensions from continuing drought conditions and its effect on the already flagging local agricultural economy contributed to community unrest. There were allegations water was not being released from Upper Klamath Lake solely because of Native American environmental activities to protect the sucker fish which is native to the lake. At the request of the U.S. Attorney, as tensions over the water issue continued to increase over the summer, CRS again deployed a conflict resolution team to Klamath Falls, Oregon, on July 20, 2001. More than 100 farmers were forced out of business and many other ranchers and farmers suffered serious financial setbacks.

Other tension causing factors included federal policies affecting irrigation, the protection of imperiled fish and wildlife, and Native American fishing rights in the Klamath River Basin. Farmers Against Regulatory Madness (FARM) had been protesting and camping out on the Klamath Lake head gate since early July. A highly publicized act of civil disobedience – the illegal opening of the headwater gates – prompted a request by the Klamath County Sheriff for some assistance due to jurisdictional questions over federal property. CRS' assessment concluded that tensions were high, but strong local leadership had helped maintain order. Tensions briefly flared again in early September when out-of-state parties led a caravan to protest federal policies. CRS will continue to monitor tensions as various public hearings and meetings establishing policies for the next spring and summer are held in December 2001 and in 2002.

Hate Activity

Eugene, Oregon: On February 11-13, 2001, CRS, the U.S. Attorney for Oregon, and various law enforcement agencies, municipalities, and religious groups co-sponsored the first Oregon Hate Crimes Conference in Eugene. More than 500 persons participated in a youth conference focusing on community advocacy, education, and public safety. Workshops addressed understanding hate and bigotry, community responses to hate, and strategies and tools to respond to hate incidents.

Anchorage, Alaska: In March 2001, at the request of the Minority Community Police Relations Task Force, Anchorage Police Department, other law enforcement agencies, and community-based groups, CRS provided technical assistance, including short and long range recommendations, for responding to escalating community racial tensions stemming from reports of alleged paint ball attacks on Native Americans by eight White youths. CRS also provided technical assistance in cultural sensitivity and diversity training to the Anchorage Police Department recruits to enhance their capability to respond to hate crimes involving Native Americans and other minorities.

Prevention of Racial and Ethnic Conflict

In addition to responding directly when conflict is occurring, CRS helps communities prevent or ameliorate community conflict by building community capacity through encouraging and assisting in effective development of conferences, workshops, public presentations, and collaborative projects. CRS passes along best practices models and strategies gained over nearly 40 years. The impact is indeed great for a tiny agency with extremely limited resources. CRS helps identify the resources of other government entities, law enforcement agencies, local government offices, human relations commissions, colleges and universities, school officials, Mayors, Governors, and U.S. Attorneys to strengthen the ability of communities to help themselves. Those who live and work in the community have a tremendous vested interest in the well-being of community, making them an excellent resource, if given the necessary tools to respond. Each year CRS provides thousands of individuals and dozens of communities with tools to help themselves. During FY 2001, CRS participated in or sponsored more than 55 presentations, symposiums, or workshops for police, schools, public officials, minority community organizations and local government. In each session CRS sought to enhance communities' ability to respond effectively to hate/bias incidents, to stimulate positive dialogue on racial issues and use of force concerns, to train trainers of police in effective hate crimes response and to describe CRS services. This was accomplished by offering technical assistance to committees and task forces seeking to determine what perceptions are about racial conflict and how to address them, working with planning committees to develop conferences or workshops and accepting occasional opportunities to present as panelists at established conferences with congruent issues.

CRS OFFICES

CRS Headquarters

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CRS Regional and Field Offices

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Mid-Atlantic Regional Office

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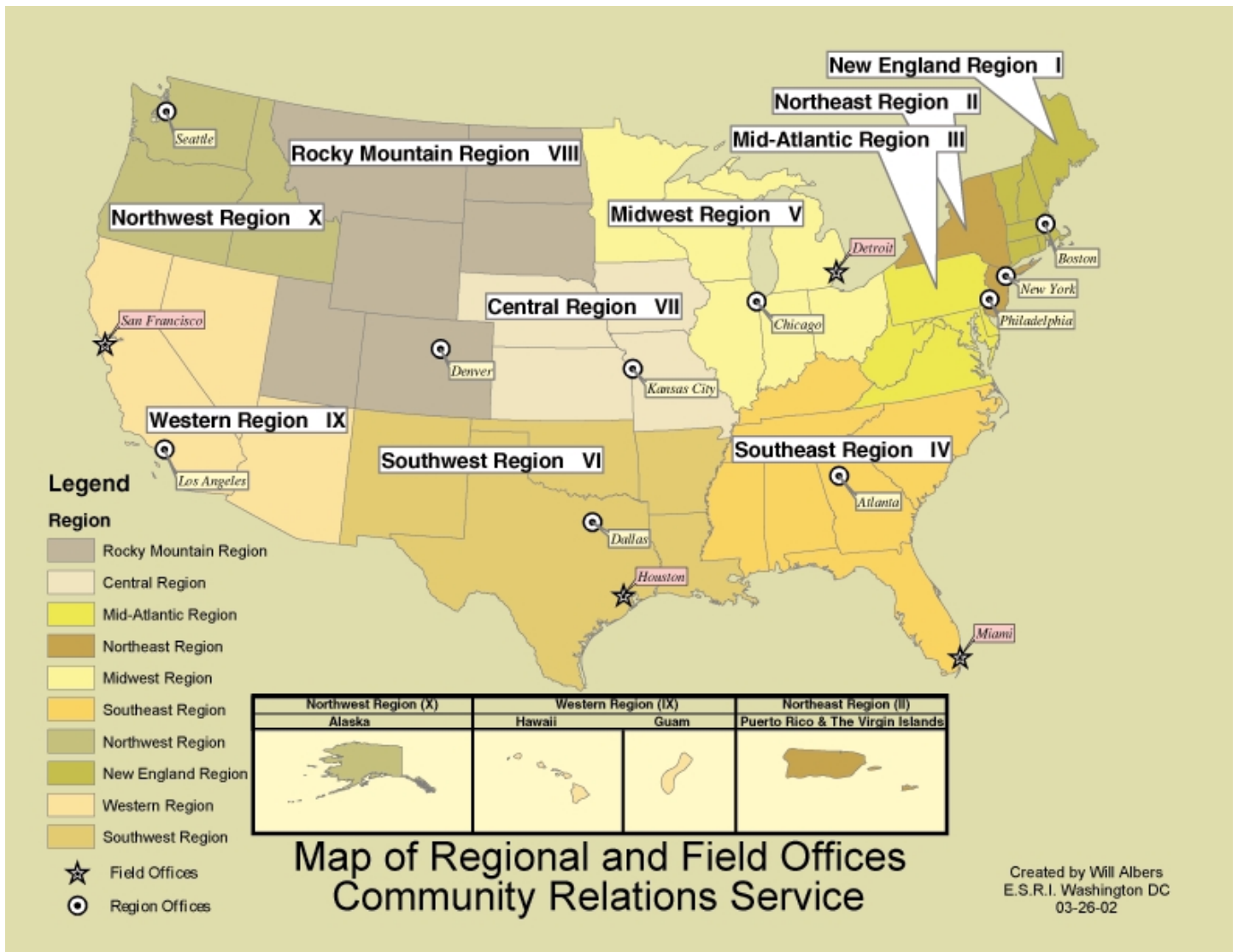
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The Community Relations Service provides conflict resolution and prevention services through 10 Regional Offices and four Field Offices.





CRS Customer Service Standards

Our goal is to provide sensitive and effective conflict prevention and resolution services. You can expect us to meet the following standards when we work with you:

We will clearly explain the process that CRS uses to address racial and ethnic conflicts and our role in that process.

We will provide opportunities for all parties involved to contribute to and work toward a solution to the racial or ethnic conflict.

If you are a participant in a CRS training session or conference, you will receive timely and useful information and materials that will assist you in preventing or minimizing racial and ethnic tensions

We will be prepared to respond to major racial or ethnic crisis situations within 24 hours from the time when your community notifies CRS or CRS becomes aware of the crisis.

In non-crisis situations, we will contact you within three days of when your community notifies CRS or when CRS becomes aware of the situation to discuss your request for CRS services.

(Revised August 2001)

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