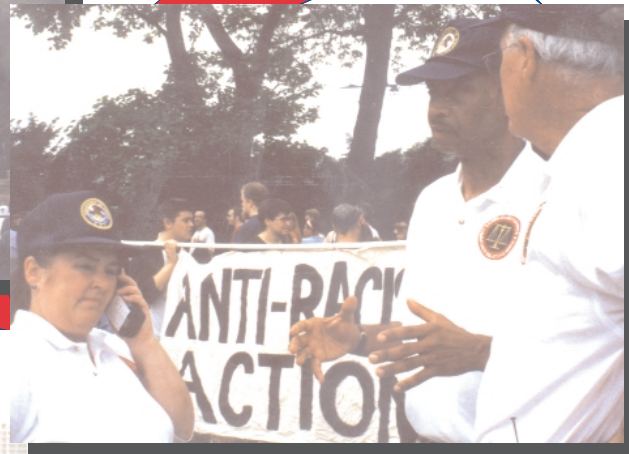


# Community Relations Service FY 2002 Annual Report



(October 1, 2001 - September 30, 2002)

The Community Relations Service dedicates this report to the victims of the September 11, 2001, terrorist attacks on the United States.

We also honor the many Federal, State, and local law enforcement officers; emergency personnel; and others who responded valiantly in the aftermath of the tragedy.

*"Now is the time for us to come together as a nation and offer our support and prayers for victims and their families, for the rescue workers and law enforcement, and for every one of us who has been changed forever by this horrible tragedy."*

**Attorney General John Ashcroft**  
September 11, 2001

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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 United States Department of Justice  
for Fiscal Year 2002. 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 during Fiscal Year 2002, so that Members of Congress  
may assess its performance in executing its statutory mandates.

Respectfully submitted,



Sharee M. Freeman  
Director



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## Message from the Director

I am honored to submit to the Congress of the United States the FY 2002 Annual Report of the Community Relations Service (CRS) of the United States Department of Justice.

This is a special report. It documents a special time in our Nation's history.

When terrorists attacked our homeland on September 11, they left behind a horrific devastation of life and property, and changed our country's concept of national security forever. One thing, however, is unchanged. We remain steadfast in our national commitment that all citizens and residents have the right to live in peaceful communities regardless of their race, ethnicity, or national origin. The President and the Attorney General – and leaders at every level of government – restated their adherence to this fundamental American precept. September 11 opened a new chapter in American race relations. Arabs, Muslims, South Asians, Sikhs, and others who could be confused with them because of their physical appearance or dress, suddenly emerged as the focus of public scrutiny and suspicion. Fear that had not existed prior to September 11 became the constant and troubling companion of many Americans.

The Community Relations Service, like its counterparts, adjusted its priorities and reallocated its resources to meet these new challenges. In the first hours after the attacks, CRS mobilized its personnel to conduct outreach throughout the country, focusing on communities that would be the most directly affected in the aftermath of September 11. Criminal investigations, which followed the attacks, carried the potential for generating racial tension, especially in Arab, Muslim, and South Asian communities. CRS applied its long experience in helping to calm community fears.

CRS is proud of its 38 distinguished years of service, but prouder still of those we serve. September 11 served to highlight our commonalities as Americans, and the values we stand for as a Nation. As we continue our work in the following year, we will be encouraged by the willing hearts and minds of those we work with in building a more unified America, one community at a time.



Sharee M. Freeman  
Director

*Sharee M. Freeman*  
Sharee M. Freeman

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"America rejects bigotry. America rejects every act of hatred against people of Arab background or Muslim faith. America values and welcomes peaceful people of all faiths – Christian, Jewish, Muslim, Sikh, Hindu and many others. Every faith is practiced and protected here, because we are one country. Every immigrant can be fully and equally American, because we're one country. Race and color should not divide us, because America is one country."

**President George W. Bush**  
Parkside Hall  
San Jose, California  
April 30, 2002

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## The Community Relations Service Mandate

42 U.S.C. 2000g-1. Functions of Service

It shall be the function of the Service 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 which impair the rights of persons in such communities under the Constitution or laws of the United States or which affect or may affect interstate commerce. The Service may offer its services in cases of such disputes, disagreements, or difficulties whenever, in its judgment, peaceful relations among the citizens of the community involved are threatened thereby, and it may offer its services either upon its own motion or upon the request of an appropriate State or local official or other interested person.



Washington, D.C. – CRS Headquarters staff walk the march route for the National Socialist Rally between their assembly point at Union Station and their rally site at the U.S. Capitol, providing conflict resolution services between the participants and hundreds of counter demonstrators on Capitol Hill.

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## Highlights and Accomplishments

### Overview of CRS Activities

The Community Relations Service (CRS) conducted major conflict resolution activities in all regions of the country during FY 2002, responding to more than 1,223 new alerts of racial disputes, incidents, and violence, as well as following up on activities initiated during the previous fiscal year. CRS conciliation and mediation services were requested by Federal, State, and local agencies and elected officials; U.S. Attorneys; Chiefs of Police; and community leaders – all of whom sought assistance in addressing racial tensions in their communities. CRS responded to tensions surrounding issues such as administration of justice, police use of force, racial profiling, hate crimes, large protests, immigrant concerns, and conflict in schools. In each case, CRS worked directly with affected parties to prevent violence, resolve conflict, and safeguard peace in local communities.

### Responding to the Aftermath of the September 11 Terrorist Attacks

Immediately following the terrorist attacks on the World Trade Center, the Pentagon, and aboard United Flight 93, CRS began an assessment of racial and ethnic tensions across the country, focusing first on communities with high concentrations of Middle Eastern populations. CRS advised police departments, city and State officials, Muslim and Arab groups, and civil rights organizations on actions they could take to reduce tensions and prevent conflict. CRS deployed conciliators to sites where threats or violence had occurred against Arabs, Muslims, and Sikhs, or, were most likely to occur. CRS arranged meetings between law enforcement, city officials, and affected communities to enhance mutual understanding, and encourage cooperation and sensitivity in conducting civil and criminal investigations. CRS also facilitated meetings between Department of Justice officials and representatives of the Arab, Muslim, and Sikh communities to address concerns over civil rights protections.

### Administration of Justice and Police-Community Relations

Approximately half of CRS' case work in FY 2002 involved racial conflict over administration of justice and police-community relations issues. As in years past, cases of racial conflict between local police departments and minority communities captured the Nation's attention. High-profile fatal shootings by police sparked controversy and concern over the use of force. Racial profiling by law enforcement agencies also continued to be a major national issue raised by organizations such as the International Association of Chiefs of Police (IACP), the National Organization of Black Law Enforcement Executives (NOBLE), 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 National Black Police Officers Association, and the National Asian Peace Officers Association. Additionally, organizations such as the Japanese American Citizens League, the American-Arab Anti-Discrimination Committee, and the National Sikh Coalition sought CRS assistance.



Washington, D.C. – CRS Director Sharee M. Freeman meets with Arab and Muslim community leaders at the USA Patriot Act Briefing by U.S. Department of Justice Officials sponsored by the Community Relations Service at the Robert F. Kennedy Building on December 19, 2001. (Photo: CRS)



Tampa, Florida – Captain Ron Davis of the Oakland, California, Police Department receives the Robert Lamb, Jr., Humanitarian Award for outstanding work in the areas of deadly force, human welfare, and social reform. The late Mr. Lamb was the Northwest Regional Director of the Community Relations Service. CRS presented a major workshop on effective racial tension reduction techniques for protests and demonstrations at the National Organization of Black Law Enforcement Executives (NOBLE) Annual Meeting on July 21, 2002. (Photo: CRS)



## Hate Activities

CRS conducted hate crimes response training for police, prosecutors, and community leaders in a number of jurisdictions using a curriculum that CRS developed with national police organizations. CRS also advised the U.S. Attorneys' Hate Crimes Working Group. In a number of States and jurisdictions, CRS assisted with governors' and mayors' hate crime reduction efforts. CRS focused its prevention activities on promoting unity and developing cooperative mechanisms for law enforcement and community groups to resolve local issues.



## Protests and Special Events

CRS deployed conciliators to major demonstrations and events which involved high levels of racial tension. Large annual gatherings of college Spring Break and Memorial Day weekend events across the country necessitated contingency planning assistance and the deployment of conciliation experts. For most of the planned events, CRS assisted local officials in developing the capacity to identify and reduce racial tensions. CRS trained community friendship teams, volunteer chaplain groups, and event participants to take on special responsibilities to ensure peaceful events. Some demonstrations and events were predicted to be volatile due to a large number of participants and the presence of counter-demonstrators. CRS assistance to State and local officials, law enforcement, and event sponsors calmed situations which might otherwise have turned violent.

Miami Beach, Florida – (Top Photo) Southeast Regional Director Ozell Sutton talks with Rev. Willie Sims about the training and role of the Goodwill Ambassadors for Special Events. (Below) The Goodwill Ambassadors/God Squad was introduced to Miami as a local resource to assist in contingency planning for crisis and non-crisis events in conflict-prone communities. (Photo: CRS)

## Immigrant Communities

Following September 11, a major portion of CRS' work focused on communities with significant concentrations of Arab-Americans, Muslim Americans, Sikhs, and South Asian Americans. Members of these communities reported experiencing fear, harassment, threats, and violence in the aftermath of the terrorist attacks. CRS facilitated communication between law enforcement and the affected communities to reduce fears and help law enforcement be sensitive to community concerns while conducting investigations. CRS also urged law enforcement officials and mayors to make pro-active statements about the importance of tolerance and their intention to vigorously investigate and prosecute hate crimes. CRS encouraged clergy and community leaders to stress tolerance, understanding, and peace. Finally, CRS helped affected communities seek the assistance of civil rights and community groups, share relevant cultural information with law enforcement, and build new relationships across racial and ethnic lines.



CRS Director Freeman meets with Sikh community leaders on Post-September 11 issues. (Photo: CRS)

## Schools and Colleges

CRS offered several programs and services to schools and colleges for managing multi-cultural conflict. This assistance included conflict resolution services, development of peer mediation teams, cultural diversity awareness training for faculty and students, and development of school-community partnership programs. CRS also defused volatile middle-school and high-school racial tensions by

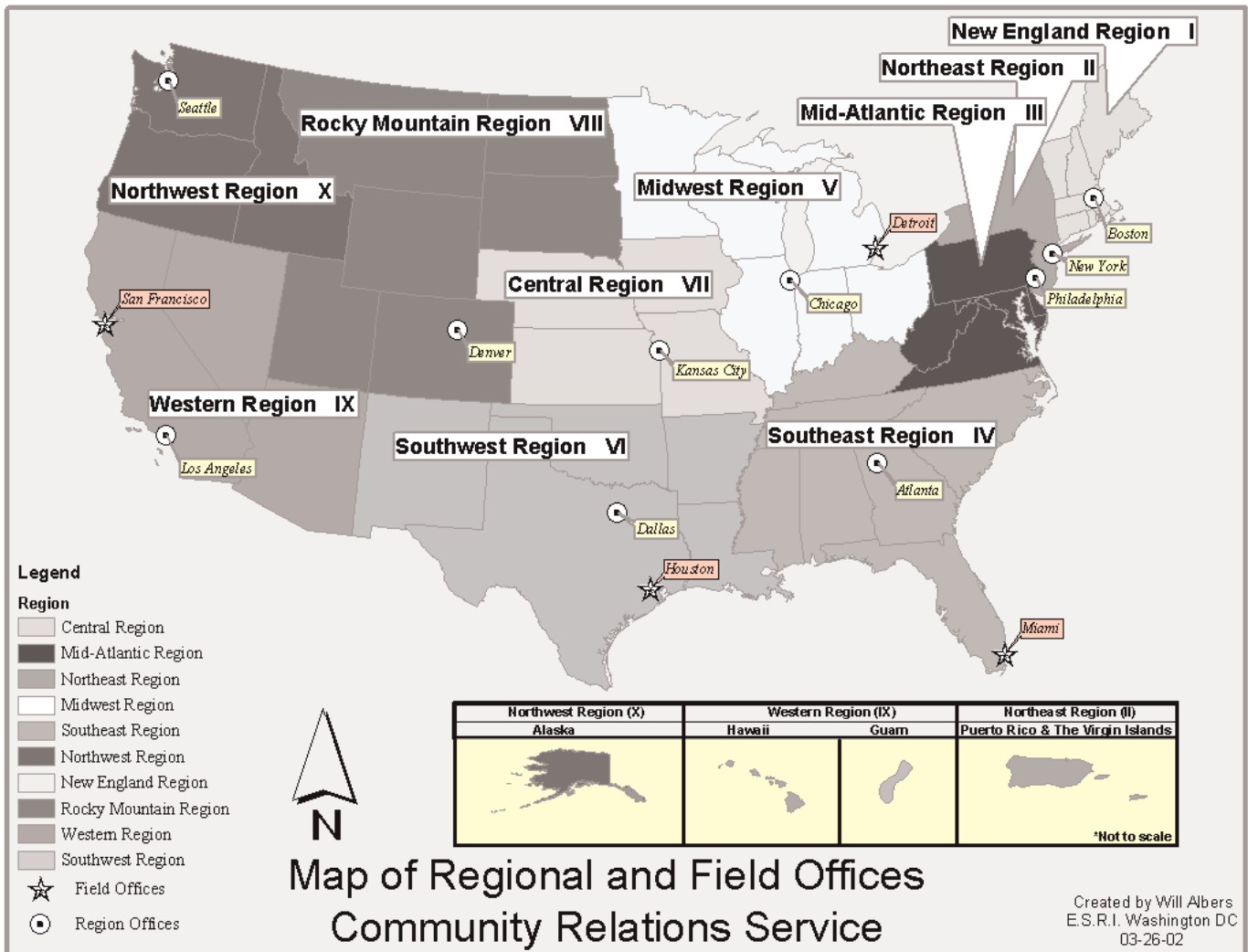
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facilitating student racial dialogue programs. These programs encouraged students, faculty, and administrators to address racial tensions in their schools. At several colleges, CRS assisted administrators and students in defusing situations resulting from racial threats and hate crimes, including the publication of a racially controversial article in a student newspaper.

### Attacks on Houses of Worship

Although church and house of worship burnings motivated by racial hatred are no longer featured on the evening news, suspicious fires and arson were reported throughout FY 2002 in Arab-American, Jewish, African-American, and Sikh communities. CRS responded to threats and attacks on houses of worship in 17 States: California, Colorado, Florida, Georgia, Idaho, Illinois, Indiana, Michigan, Nebraska, New York, North Carolina, Ohio, Pennsylvania, South Carolina, Texas, Virginia, and Washington. Threats, graffiti, vandalism, and arson occurred at churches, synagogues, Jewish student centers, and religious cemeteries across the country. After September 11, mosques, gurdwaras, and Islamic centers became the targets of threats, vandalism, and arson. CRS provided conflict resolution and prevention assistance to local officials, law enforcement authorities, clergy, and other community leaders where these events occurred. In the coming fiscal year, CRS will continue promoting multiracial cooperation in these situations through community house of worship reconstruction programs and broad-based faith services. CRS also will facilitate meetings between police agencies and affected communities to help citizens understand law enforcement methods and increase community cooperation with investigations.

# CRS Regional Divisions



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

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## **Conflict Resolution and Prevention Activities**

With nearly 40 years of experience in responding to racial tension and conflict, the Community Relations Service has demonstrated unparalleled effectiveness in the field of conflict resolution. Through its comprehensive outreach plan, CRS conducts ongoing assessments of the factors that cause racial tension and conflict, and identifies the steps communities can take to reduce the likelihood of a violent reaction when racial incidents occur. These assessments are not done from an armchair, but up close, in person, and on site. In this process, CRS maximizes its resources by building local community capacity to identify predictive factors, while offering its expertise in resolving racial and ethnic conflict through conferences, workshops, public presentations, and collaborative projects. Often, during its outreach and assessment, CRS becomes aware of emerging conflicts that can be directed into productive, community-wide problem solving processes by government offices, law enforcement agencies, local governments, human relations commissions, colleges and universities, tribes, school officials, mayors, governors, and U.S. Attorneys. CRS also responds to grass roots organizations and communities that feel alienated and marginalized. In FY 2002, CRS' assessments often highlighted a necessity for training to enhance local capabilities. Requests for assistance by local officials and law enforcement focused extensively on racial profiling, hate crimes, and cross-cultural conflict resolution.

# Communicate



# Conciliate

# Mediate

At CRS in-service staff training, CRS staff honed communication, conciliation, and mediation skills.



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## Mediation

In addition to racial conflict prevention and resolution services, CRS offers formal mediation in cases where parties agree to engage in table negotiations to seek voluntary settlement of their differences. The benefits of this mediation process include: a more prompt resolution than is usually available through the courts; an economical resolution to conflicts; a voluntary process by which the parties most familiar with the issues, not a judge or arbitrator, determine what compromises are to be made; and generally, a more amicable resolution. In 2002, CRS conducted formal mediation in 38 racial conflict situations of which 18 resulted in signed agreements which served as models for other communities facing similar conflicts. In the formal setting, CRS mediation is a facilitated, voluntary, good faith negotiation among willing parties in order to achieve a documented settlement of issues.

In addition, CRS developed a 16-hour program in mediation and conflict resolution skills for law enforcement officers. Police research has found that the vast majority of calls for law enforcement assistance involve community disputes that are non-enforcement related. Police are often the first institutional response to most confrontations in American society. Many of these confrontational situations can involve racial, ethnic, and cross-cultural issues.

As part of its effort to address community racial and multicultural conflict issues, CRS designed a basic program which introduces officers to mediation and conflict resolution. The CRS vision for this program is to help officers incorporate mediation and conflict resolution into their interactions with communities of color. By doing this, law enforcement agencies will empower the communities they serve to resolve future disputes on their own. CRS is working with each State Police Officer Service Training (POST) organization to gain certification for this program as accredited in-service training for police officers in every State. In FY 2002, California was the first State to approve the program. The Law Enforcement Mediation Program was conducted in the following cities in FY 2002: Little Rock, Arkansas; Arcadia, Los Angeles, Modesto, Pasadena, Riverside, San Bernardino, San Diego, and Santa Rosa, California; Pueblo, Colorado; Baltimore, Maryland, Lowell, Massachusetts; and Danville, Virginia.



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# Management and Budget

## **CRS Mission and Critical Functions Alignment with U.S. Department of Justice Strategic Goals**

CRS' mission and critical functions align with the *U.S. Department of Justice FY 2001 Performance Report and FY 2002 Revised Final, FY 2003 Performance Plan*, Strategic Objective 3.5B, "Assist Communities in Resolution of Conflicts and Prevention of Violence Due to Ethnic and Racial Tension." CRS provides services including: "direct mediation and conciliation services; transfer of knowledge and expertise in the establishment of partnerships and formal agreements for locally-derived solutions; development of community trust and cooperation; improvement of local preparedness for addressing violence and civil disorders; and assistance in enhancing the local capacity to resolve local conflicts."

## **Comprehensive Review and Reorganization of the U.S. Department of Justice to Meet Counter-Terrorism Mission**

The terrorist attacks of September 11 elicited a Departmental re-evaluation of all programs, offices, and agencies. In FY 2002, CRS reviewed its assets and reprioritized its activities to focus on racial conflict resolution services in the aftermath of the terrorist acts. CRS adjusted workload priorities in accordance with national needs.

## **Budget and Operations Requirements**

The current CRS staffing level provides 3-4 Conciliation Specialists per Region and one part-time support staff member in each of the Agency's 10 Regional Offices. CRS also has four Field Offices staffed by 1-2 Conciliation Specialists (see page 11 for CRS Regional Divisions Map). Because of CRS' small size, staff members are temporarily detailed to other Regional Offices to provide adequate staffing for major events or disruptions. CRS continues to make every effort to serve rural communities, since many of these communities lack prior experience with racial conflict and do not have access to resources available in larger urban areas.

## **Management Goals**

CRS maintains a flexible crisis response organization which conducts ongoing assessments of racial tension and conflict, responds immediately to requests for assistance, is familiar with local community situations, and effectively resolves racial conflict when major disagreements develop. Based on its assessments, CRS develops and implements local prevention plans to foster racial harmony.

## **Staff Training**

In order to continue responding effectively to new challenges in social conflict and technological developments, CRS provides staff training (in-house and externally) in innovative mediation techniques, current cross cultural conflict

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resolution theories, basic skill enhancement, and new software applications. CRS field staff received in service training at a cluster session titled, "Tools for the New Millenium." Cluster training for CRS' eastern Regions was held in Atlanta, Georgia, on May 13-17, 2002, and for CRS' western Regions on June 3-7, 2002, in Denver, Colorado. The cluster training included sessions on negotiation style, conflict assessment, conditions for effective conflict resolution, managing the conflict resolution process and reaching agreement.

### **Congressional Notification Requirement**

The FY 1999 Commerce, Justice, State Appropriations Conference Report 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 2002, whenever CRS mediators conducted violence reduction and conflict resolution activities, CRS notified the appropriate U.S. Senators and U.S. Representative of the affected State and district. CRS continues to comply with this ongoing notification requirement.

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## Case Profiles<sup>1</sup>

**Video-taped Police Use of Force Incident, Inglewood, California:** On July 6, 2002, a teenager described as developmentally-disabled and partially deaf was videotaped being handcuffed, placed against a police car, and struck in the head by a police officer. Police reported that the youth was being arrested for battery against an officer. The videotape of the incident was played by national television media provoking outrage among many in the African-American community.

The two Caucasian police officers involved in the incident were later indicted: one for assault and one for filing a false police report. In response to the community's reaction and national publicity surrounding the incident, CRS immediately deployed staff to a mass demonstration against police use of force on July 12, 2002. CRS conducted extensive contingency planning with officials over court jurisdiction and venue changes. CRS worked closely with law enforcement and community leaders in addressing crowd control issues and managing potential demonstrations at multiple court sites and flash points in the community.

Following this initial crisis planning, the Inglewood City Manager and police associations asked CRS to help develop longer-term law enforcement reforms. CRS' outreach activities helped restore public confidence that concerns were being addressed.

CRS also closely monitored and provided conflict resolution assistance for other police controversies in the Region stemming from the Inglewood incident. CRS has brought together a broad task force of law enforcement, conflict resolution, municipal and community organizations to coordinate operational responses in connection with the officers' trials or final verdict. This activity will continue in FY 2003.

**Chediski-Rodeo Fire, Arizona:** CRS deployed staff to defuse tensions and avert conflict in response to allegations of discriminatory actions against White Mountain Apache Tribal members in Eastern Arizona.

The Chediski-Rodeo fire – the largest fire in Arizona's history – started on June 18, 2002, on the Northeast tip of the White Mountain Apache Reservation. An Apache firefighter was arrested for starting the fire on June 18 in an alleged attempt to create work for himself. On June 20, a Caucasian female hiker who was lost in the reservation's forest, attempted to signal searchers by starting a fire on the east side of the Rodeo forest area. The two fires became uncontrolled and destroyed 450,000 acres of forest on the White Mountain Apache Reservation and in surrounding towns. More than 400 homes were lost and more than 20,000 people were evacuated.

Evacuees of the wild fire publicly blamed the White Mountain Apache Tribe for the destruction. According to reports, local non-Indian businesses and restaurants snubbed Native Americans, including those who had joined in the effort to save the forest. Harassment and threats against Native Americans were also reported.

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<sup>1</sup>See Glossary of Terms on pages 65-67 for an explanation of several terms and phrases used in this report.

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CRS provided conciliation services in the local towns and worked with officials and tribal leaders to promote a Unity Campaign among all residents. CRS also met with and counseled businesses accused of denying services to tribal members. In addition, CRS helped implement a rumor control mechanism to defuse allegations and speculation.

CRS met with the Tribal Chairman in Show Low, where discrimination complaints were the greatest, and set up a hotline for complaints. CRS assessed tension levels among residents seeking emergency services at Disaster Assistance Centers run by the Federal Emergency Management Agency, the Red Cross, the Salvation Army, and local churches. CRS advised leaders to avoid public statements about whether the Caucasian woman (who allegedly started the Chediski fire) or the Apache Tribal member (who allegedly started the Rodeo fire) was more to blame for the disaster. CRS encouraged a local Ministerial Alliance representing 40 churches to coordinate its response to the fire. Finally, CRS applauded community leaders for their pledge to work for unity between local residents and the White Mountain Apache Tribe, and for their support of families that were deemed ineligible for FEMA, Red Cross, or other agency services.

The fires created a great deal of stress, anguish, and pain among local residents and tribal members. Fears stemming from evacuation, the loss of homes, and uncertainty of the future were compounded by racial tensions. CRS' presence in the situation helped restore calm and avoid full-scale conflict.

**Riot Following Shooting of Youth, Minneapolis, Minnesota:** On August 22, 2002, Minneapolis police officers attempted to serve a warrant for suspected drug activity. After a pit bull was released to attack the officers, a policeman fired his weapon at the dog. The bullet ricocheted and hit a 10 year-old boy in the arm. The incident prompted a 75-person riot in the North Jordan neighborhood of Minneapolis. Some residents shouted racial slurs and threw bottles and rocks at police officers. A Caucasian reporter was pulled from his car and beaten, and his car was set on fire. Two other reporters also were attacked.

The August 22 shooting was the third police shooting that month to draw community attention. On August 1, a Caucasian female police officer and an African-American woman fatally shot each other at the Horn Towers Housing Complex during a domestic violence response by police. On August 14, police shot and wounded an African-American male – a reputed gang leader – as he allegedly fled with a weapon. These events came on the heels of other incidents, including a fatal police shooting of an African-American male in the previous year.

Given the gravity of the situation, CRS immediately deployed to Minneapolis. CRS arranged a meeting between the U.S. Attorney and community organizations to discuss what role the U.S. Department of Justice would play in the aftermath of the shootings. CRS met with the Mayor, Chief of Police, and several City Council Members about the root causes of the community disruption. CRS helped local government leaders better understand community perceptions and identify “triggering” incidents that might cause further disruption. After being asked to help resolve conflict between the police and the community, CRS walked the streets of the neighborhood to avert further violence. Later, the City Council invited CRS to make a presentation on its mediation services, and on October 25, 2002, the council approved a motion to have CRS officially mediate police issues. Mediation is expected to proceed in FY 2003.



Minneapolis, Minnesota – Senior Conciliation Specialist Patricia Glenn with community leaders on patrol in the Jordan neighborhood in Minneapolis. (Photo: CRS)

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**Protest of an Asian-Owned Business in the African-American Community, Washington, D.C.:** Over several weeks during the Summer of 2002, African-American customers protested and boycotted an Asian-owned carry-out food store because of alleged poor service, poor product quality, and racial discrimination. CRS convened closed-door mediation sessions between Asian American and African-American leaders to discuss cooperative approaches to prevent further incidents. The sessions involved prominent African-American leaders; the Southern Christian Leadership Council (SCLC); the NAACP; and Korean, Vietnamese, and Chinese business leaders. CRS encouraged the parties to resolve not only the issues which triggered the protests, but also broader issues of mutual respect, employment, and health conditions.

The precedent-setting mediation agreement outlined a resolution strategy which offers a national model for resolving existing and future conflicts between Asian Americans and African-Americans.

After approval of the agreement, the community came together for a “Day of Reconciliation” on August 18, 2002. The event was hosted by the Asian-owned food establishment which had been the focus of the boycott. The activities included a celebration at the store, free food, and the opportunity for cross-cultural dialogue. Local African-American business owners joined in the celebration and worked a “pit” barbecue. Asian American and African-American community leaders gave CRS credit for bringing reconciliation to the community.

**Columbus Day Events, Denver and Pueblo, Colorado:** On October 6, 2001, a coalition of groups including the American Indian Movement, members of the Hispanic community, the NAACP, and the Urban League participated in a demonstration against Columbus Day. The group, named the “Transform Columbus Day Alliance,” conducted four separate marches from different parts of the city culminating at the Colorado State Capitol Building. Each group was estimated to include more than 1,000 participants. In addition to coalition participants, a large number of individuals dressed in black and self-identified as the “Anarchist Black Bloc” participated. Police and CRS’ presence helped to defuse tensions and false rumors regarding the Black Bloc. Upon arrival at the State Capitol, participants held a rally which involved nationally-recognized Native American speakers and public officials. Throughout the process, CRS was involved in liaison between the groups and the Denver Police Department. Each of the marches was escorted and monitored by CRS.

On October 8, the Columbus Day Holiday generated additional events in Denver and Pueblo, Colorado. In preparation, CRS trained members of the Pueblo Human Relations Commission in self-marshaling techniques. This pre-planning allowed CRS to concentrate its efforts in Denver where tensions and community conflict were more pronounced. The Transform Columbus Day Alliance held a permit to protest Columbus Day on the steps of the Capitol. A second permit had been granted for an Italian Pride Parade that was to march to the Capitol. Public threats had been made to stop the parade if any mention of Columbus was heard or any signs indicating support for Columbus Day were displayed. The Italian American parade organizers opted instead for a marching rosary prayer service and did not proceed to the State Capitol. Throughout these events, CRS was able to defuse a number of tense situations among demonstrators, ease fears, provide rumor control, and offer a calming Federal presence.



Washington, D.C. – An agreement mediated by the Community Relations Service between Mr. Keith Silver and Citizens of the Ivy City and Trinidad Communities, and Rong Zheng of Kenny’s Carry Out in northeast Washington, D.C. was signed on August 5, 2002. The agreement resolves issues that had resulted in a boycott of the Asian-owned business by members of the Black community. (Photo: CRS)

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**Hate Crime Coalition, Butte County, California:** In 2001, representatives from the Butte County School District and local law enforcement contacted CRS to discuss a cooperative approach to address hate crime and bias incidents in the county. The parties decided to combine resources and expertise in order to develop a unified approach for addressing these incidents. They concluded that a written agreement should be drafted to outline their cooperative effort and describe the training necessary for participants. CRS convened representatives from law enforcement, college police, the District Attorney's office, the probation department, and local school districts to finalize an agreement. A CRS-mediated Memorandum of Understanding (MOU) was signed on February 14, 2002. The agreement described the process for hate and bias crime reporting, the process for responding to complaints, the process for investigating incidents, and the process for releasing information. Under the MOU, the schools agreed to develop policies prohibiting hate motivated behaviors, provide staff training in conflict resolution, cooperate with investigators, and preserve evidence of any hate incidents on school grounds.



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## CRS Activities In Response to September 11, 2001

The Community Relations Service conducted a proactive, aggressive, and sustained information, outreach, and conflict resolution effort with Arab-American, Muslim, and Sikh communities in FY 2002. CRS sponsored meetings between these communities and officials who explained the Federal investigation process and provided a forum for community concerns to be directly addressed. Throughout September, October, and November 2001, CRS met with leaders of the national Arab-American, Muslim, and Sikh communities in and around Washington, D.C. These initial meetings were critical in guiding CRS' conflict resolution and violence prevention services in the wake of real and potential backlash against these communities.

To address racial tensions resulting from hate and bias crime incidents and harassment, some that involved physical injury and death, and others that contributed to general fears, CRS drew upon its existing relationships with law enforcement from Federal, State, and local jurisdictions and community groups across the country to improve race relations and lower community tensions. CRS focused its work in places where people of Middle Eastern origin are heavily concentrated. More than half live in the States of California, New York, Michigan, Illinois, and New Jersey. Most of the rest live in the States of Texas, Virginia, Florida, Pennsylvania, Ohio, Massachusetts, Maryland, and the District of Columbia. Among metropolitan areas with high Middle Eastern populations are Detroit, Los Angeles, New York City, Los Angeles and Orange Counties, California; Cook County, Illinois; Wayne County, Michigan; Kings and Queens Counties, New York; Montgomery County, Maryland; and Fairfax County, Virginia.

CRS' program goals in response to September 11, 2001 included:

- To conduct hate crimes training for police departments and school administrators with major Muslim and Arab-American populations.
- To help and to encourage State Attorneys General and U.S. Attorneys to establish working groups to focus on September 11 backlash issues.
- To encourage municipalities, police departments, schools, and colleges and universities with major Muslim and Arab-American populations to plan and organize racial dialogues.
- To assist local Human Rights Commissions and similar organizations to develop work plans that focus on outreach to the Arab and Muslim communities and strategies to bring about better relations between these communities and the broader community.
- To convene leading superintendents of schools and principals to discuss "best practices" and other measures to address backlash issues affecting Muslim and Arab-American students in their school systems.

### **CRS Provided Post-September 11 Conflict Resolution and Prevention Services to the following cities and counties:**

#### **California**

Anaheim  
Artesia  
Berkeley  
Costa Mesa  
Fremont  
Irvine  
La Mirada  
Los Angeles  
Los Angeles County  
Mountain View  
Newark  
Oakland  
Orange County  
Palo Alto  
Riverside  
Sacramento  
San Francisco  
San Jose  
Santa Ana  
Santa Clara  
South San Francisco

#### **Colorado**

Arapahoe County  
Boulder  
Colorado Springs  
Denver  
Fort Collins  
Greeley

#### **Connecticut**

Hamden  
Hartford  
New Haven  
West Haven

#### **Delaware**

New Castle County  
Seaford

(Continued)

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**District of Columbia**

Washington

**Florida**

Dade County  
Jacksonville  
Miami  
Orlando  
Palm Beach  
South Florida  
Tallahassee  
Tampa

**Georgia**

Atlanta  
Clarkston  
Decatur  
Lawrenceville

**Hawaii**

Honolulu

**Idaho**

Boise

**Illinois**

Bridgeview  
Chicago

**Indiana**

Hammond  
Indianapolis  
Merrillville  
Valparaiso

**Iowa**

Des Moines

**Kansas**

Kansas City

**Maryland**

Baltimore  
Baltimore County  
Howard County  
Olney  
Timonium  
Towson

(Continued)

*“After September 11, the Department of Justice Community Relations Service (CRS) was especially helpful in identifying civil rights leaders and organizations in the Sikh and South Asian community with whom the Civil Rights Division could work once it was clear that those communities were vulnerable to backlash violence. In the Sikh and South Asian communities the CRS was in many cases the first federal government agency to ever contact them.”*

**Amardeep Singh  
Human Rights Watch**

"WE ARE NOT THE ENEMY" Hate Crimes Against  
Arabs, Muslims, and Those Perceived to be Arab or  
Muslim after September 11  
November 14, 2002

The following reports provide examples of the Community Relations Service's activities in response to September 11, 2001.

**Eastern Regions (Regions I, II, III, IV)**

*The eastern regions includes: Alabama, Connecticut, District of Columbia, Florida, Georgia, Kentucky, Maine, Maryland, Massachusetts, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Tennessee, Vermont, Virgin Islands, and Virginia.*

**Incidents Reported**

**West Haven, Connecticut:** On December 13, 2001, a Sikh owner of a gas station in West Haven, Connecticut, was shot and killed while working alone at his station.

**Boston, Massachusetts:** In September 2001, a 20 year-old Saudi Arabian student from Boston University was stabbed several times in the arm and back by a group of men, while they yelled racial epithets, as he left a nightclub where patrons had taken up a collection to benefit the disaster relief work in New York.

**Cambridge, Massachusetts:** A mosque received threatening calls.

**Palmer, Massachusetts:** Fliers were distributed calling for a boycott of Arab-owned businesses.

**Stoughton, Massachusetts:** On May 15, 2002, four Arab-American males were saying their evening prayers in a store. The manager called police in fear because the men were allegedly wearing military fatigues.

**Providence, Rhode Island:** A highly-publicized incident on a train in Providence occurred when a Sikh passenger was removed in handcuffs while other passengers cheered and made derogatory remarks about persons of Middle Eastern and South Asian descent. The passenger was removed because of the ceremonial religious knife (kirpan) the Sikh carried.

**Mahwah, New Jersey:** In September 2001, an Egyptian parcel delivery worker reported an assault at work in which he was grabbed from behind and shoved into a wall.

**Northern and Central, New Jersey:** Just days after the attack, at least 26 incidents of bias crimes against Arab-Americans, Muslims, and Jews, were reported in New Jersey, including Camden, Mercer, Morris, Passaic Counties in the first week following the attack on the World Trade Center. In Mercer County, a Caucasian male attacked a Middle Eastern-looking man with a knife. In Clifton, a woman with a pipe threatened an Arab-American male.

**Huntington, New York:** In Huntington, New York, on September 12, it was reported that a 75 year-old drunken man had attempted to run over a Pakistani woman with his car and then followed her into a store shouting racial and ethnic slurs.

**New York, New York:** In the New York City area, more than 2,000 Anti-Arab hate flyers and postcards were distributed in late November 2001. These flyers, which bred anti-Arab, anti-Muslim, and anti-immigrant sentiments, propagated fear. Mosques and Islamic centers received bomb threats and were the target of Anti-Muslim and Anti-Arab graffiti incidents.

**Oswego County, New York:** In Oswego County, the Sikh temple, Gobind Sadan, was targeted and burned in an act of arson on November 17, 2001.

**Richmond Hill, New York:** In March 2002, a fire totally destroyed the Sikh Cultural Society of New York in Richmond Hill, New York. This is the oldest gurdwara on the East Coast and serves 5,000 members.

**Washington, D.C.:** In the first weeks after September 11, many Muslims, Arab-Americans, and South Asians, reported discriminatory and threatening incidents. Rocks were thrown against the front door and windows of a Turkish family living in a former mosque. An Indian American was stopped by a car with four Caucasian males who threatened him. Two women wearing traditional Muslim religious headdress were spat on in the Washington Metro Subway near the White House. The Islamic Center received threats and closed for several days as a result of the scare. A Sikh American leaving work was accosted by pedestrians on the street who yelled verbal expletives at him and threatened him. Arab-American and Sikh travelers reported complaints of unusual treatment and denial of service by airlines servicing Washington, D.C. airports. A Sikh judge was asked to remove his turban in public. A Sikh man was asked to travel without his turban.

**Baltimore and Metropolitan D.C. Suburbs, Maryland:** On September 11, 2001, a rug store owned by a Palestinian was burned. On September 28, 2001, in Germantown, vandals smashed the rear window of a minivan parked in front of an Arab-American home. An Arab-American resident reported feces were covering the door handle of her car and a long scratch had been made in the paint on the side of the car. On September 8, 2001, in Churchton, racial epithets and anti-government phrases were spray-painted inside two homes. On October 6, a Maryland resident reported finding two nails underneath the tires of his cars and the antennas were bent and toothpicks had been broken off in the mailbox keyholes.

**Towson, Maryland:** Muslim owners of a gas station had been allegedly threatened and attacked by a Caucasian male who was later arrested.

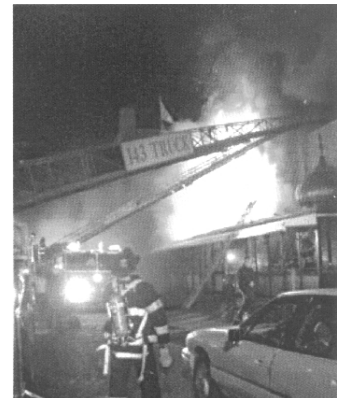
**Massachusetts**

Boston  
Cambridge  
Chestnut Hill  
Dartmouth  
Greater Boston  
Metropolitan Area  
Lynn  
Milford  
Milton  
North Andover  
North Easton  
Norwood  
Reading  
Salem  
Worcester

**Michigan**

Ann Arbor  
Dearborn  
Detroit  
Wayne County

(Continued)



Richmond Hill, New York – A fire on March 8, 2002, completely destroyed the Sikh Cultural Society of New York, which is the oldest and largest gurdwara serving 5,000 members. Initially, this fire was suspected to be an arson fire. (Photo: Robert P. Mitts)

**Minnesota**  
Minneapolis

**Missouri**  
Clayton  
Kansas City  
St. Louis

**Nebraska**  
Lincoln  
Omaha

**New Hampshire**  
Bedford  
Portsmouth

**New Jersey**  
Elizabeth City  
Kearney  
Jersey City  
Mercer County  
Newark  
Northern New Jersey  
Paterson

(Continued)

**New York**  
Bronx  
Brooklyn  
Buffalo  
Long Island  
Oneonta  
Oswego County  
Richmond Hill  
Rockland County  
New York City  
Western New York  
White Plains

**North Dakota**  
Bismark  
Fargo

**Ohio**  
Cincinnati  
Columbus  
Hamilton

**Oklahoma**  
Tulsa

**Oregon**  
Eugene  
Forest Grove  
Portland

(Continued)

**Pennsylvania:** A Middle Eastern male pedestrian reported that a woman pushed her stroller into him and looked at him in an angry manner. A Jordanian student reported that his car's windshield was broken. A Muslim airport janitor reported that flyers were fixed to his locker with a death threat and that other employees were harassing him. A Muslim woman was asked to give up her seat on a bus because she was not an "American."

**Allegheny County, Pennsylvania:** A Muslim female student attending Allegheny Community College was reportedly harassed by a female student who repeatedly approached her and pushed her books onto the floor. Another female Muslim student from Allegheny College was chased from a bus stop by three men who threatened her.

**Harrisburg, Pennsylvania:** On September 24, 2001, two cardboard signs with anti-Muslim rhetoric were left in front of a mosque.

**Philadelphia, Pennsylvania:** On September 14, 2001, it was reported that an Arab-American teacher at a Christian school was told by the principal that another teacher had been hired to replace him and he should not return to work. He was told that he was being released because he was of Arab descent. On September 14, 2001, an Muslim cab driver reported that a passenger broke his arm when he reached back for his fare.

**Pittsburgh, Pennsylvania:** A college student was reportedly assaulted by a construction worker who thought he was from Afghanistan. Some college students distributed and posted anti-Arab flyers. A Middle Eastern business owner in downtown Pittsburgh reported that three men knocked on his business's back door and shouted threats at him.

**Roanoke, Virginia:** A house being renovated by a 27 year-old Iraqi immigrant was set on fire. Several incidents of vandalism, threatening email and telephone calls were also reported along with increasing employment discrimination complaints from Muslims, Arab-Americans, and South Asians.

**Northern Virginia:** Many Arab-Americans and Muslims in Fairfax County reported verbal threats, threatening calls, graffiti, and vandalism to their property. An Arab-American taxi driver picking up a client from Washington-Dulles International Airport reported that an airport taxi dispatcher approached his car and advised his client not to travel with the driver because he was a "terrorist." A swastika was burned into the front lawn of a Muslim family in Fairfax. In Falls Church, a Muslim woman was hit on the head with a baseball bat, while she struggled to escape her attackers and take refuge in the Dar al Hijra mosque.

**Tidewater Area (Norfolk-Hampton Roads), Virginia:** On September 13, 2001, woman was arrested in James City County for threatening to blow up a mosque in an email to a coworker who called police.

**Vienna, Virginia:** On October 1, 2001, an Arab-American engineer was asked by his supervisor to create a daily log accounting for his activities at 15 minute intervals throughout the day and have it on his supervisor's desk the following morning every day. He was the only employee to have this requirement.

**South Florida:** On September 13, 2001, three Arab-American medical students who were motorists traveling to their residency assignments in Tampa were detained and questioned for 17 hours after a Caucasian female waitress in Georgia alleged that she heard them make statements implying that they were planning to commit a terrorist attack.

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**Tallahassee, Florida:** In April 2002, a Caucasian man drove his pickup truck into a large mosque just before evening prayers where more than 1,000 Muslims had gathered to worship. This mosque is near the Florida State University and Florida A & M campuses where many Muslims attend.

### CRS Activities

**Oswego County, New York:** After a Sikh house of worship was burned, CRS contacted Sikh leadership at the local and national level, ATF arson investigators, and State and local law enforcement the following day. Ultimately, local law enforcement officials determined that this was a hate crime. During the first week of December, CRS conducted an on-site evaluation of tension mounting in the community. Based on that evaluation, CRS facilitated communication among local Sikh leaders, local elected and law enforcement officials, and other area leaders to address the tensions. CRS continued monitoring the community's racial atmosphere of the community following arrests that were made in the temple arson case.

**Richmond Hill, New York:** In March 2002, CRS immediately responded to the Sikh community after a fire destroyed the Sikh Cultural Society of New York. CRS created rumor control mechanisms for both adults and youths with the Sikh community leadership and facilitated Sikh communications with the New York Police Department, the Mayor of New York, Fire Department of New York, and the Bureau Alcohol, Tobacco, and Firearms (ATF) regarding the preliminary investigative results. Face-to-face communications between temple leadership, police, and fire officials were facilitated by CRS in response to community complaints that their concerns had not been addressed. CRS also helped those who lost passport and visa documents, facilitating communication between the community and the Immigration and Naturalization Service, which enabled the wife of a priest who died in the fire to enter the United States and secure his remains.

**New York, New York:** In response to the distribution of anti-Arab hate flyers, CRS encouraged local officials and law enforcement to publicly denounce the flyers. CRS partnered with the New York Immigration Coalition and the Asian American Legal Defense Fund to make a presentation at a Community Hate Crimes training session on November 13, 2001, in New York City, New York. CRS directly addressed the community fears of deportation related to talking with the police department. CRS encouraged communities to make a concerted effort to convey a strong unified message denouncing this hate crime activity.

Working closely with the Bias Crime Unit of the New York City Police Department to carry out assessment and conciliation efforts, CRS went to 12 precincts in Brooklyn and Queens with police to review effective police responses to bias activities. CRS also brought representatives from the District Attorney's office to those precincts to inform citizens of investigative procedure and evidence necessary for successful prosecution of a bias crime.

**Jersey City, New Jersey:** At locations in New Jersey and New York, CRS gave special focus to South Asian and Egyptian communities where racial and ethnic tensions rose as general anti-foreign sentiment grew. On September 16, 2001, the Christian Egyptian Church sponsored a Pro-American rally with more than 500 in attendance, immediately following the FBI arrests of several Muslims in connection

#### Pennsylvania

Gettysburg  
Montgomery County  
Mount Carmel  
Philadelphia  
Pittsburgh  
York

#### Rhode Island

Kingston  
Providence

#### South Carolina

Clemson  
Columbia

#### Texas

Dallas  
Denton  
Fort Worth  
Houston  
Richardson

#### Utah

Heber City  
Salt Lake City

#### Vermont

Burlington

#### Virginia

Arlington  
Fairfax  
Herndon  
Leesburg  
Parkersburg  
Reston  
Roanoke  
Sterling

#### Washington

Lacey  
Pasco  
Renton  
Seattle  
Tukwila

#### West Virginia

Charleston

#### Wisconsin

Milwaukee  
Pewaukee

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with September 11. At the request of the Jersey City Mayor, CRS responded to the community the following day to handle backlash incidents against minority groups. CRS immediately facilitated an emergency meeting comprised of the police chief, the director of public safety, the president of the city council, a representative from the mayor's office, and leaders from 28 religious institutions of all faiths, to discuss methods of curbing anticipated racial tensions. Through the coalition, CRS addressed further plans for local conflict resolution mechanisms, rumor control, strategies for extinguishing stereotypes, and preventing tension escalation within affected communities.



Bronx, New York – On December 4, 2001, CRS made a presentation at a Town Hall Meeting on “Recovering from the Economic Impact of the World Trade Center Attack” at the Soundview Community Center in Bronx, New York. (Photo: CRS)

**Paterson, New Jersey:** CRS encouraged the New Jersey Attorney General to make a strong statement supporting tolerance and citizen unity similar to the one made by President Bush shortly after September 11 in response to backlash incidents. The Attorney General's statement bolstered community strength and helped quell further ethnic tensions. By early October 2001, with the FBI pursuing extensive investigations to seek out suspected terrorist activity through Northern New Jersey, the Arab-American community again expressed concern for its safety. CRS advised the Mayor of Paterson to establish a committee of community residents including clergy and officials from the Mayor's Office to address the growing concern for Muslims, Arabs, and Sikhs. CRS also helped establish a rumor control mechanism, setting up a direct line to the mayor's office to immediately test and dispel rumors that might result in further conflict or violence. By implementing CRS' plan, the mayor created a forum that attracted over 200 participants.

In late October 2001, CRS also played an active role in a town hall forum sponsored by the Arab-American Institute. Held at the largest mosque in Paterson, New Jersey, community members from nine surrounding mosques, officials from the Mayor's office, the State police, the New Jersey Attorney General's office, the local police department, and the County Executive's office listened while CRS provided an overview of its conflict resolution services and response techniques for bias incidents.

**Western New York:** Fear and concern for community safety developed among Islamic mosque attendees following September 11. At the request of the American Muslim Council (AMC) of Western New York, which represents more than 20 local mosques, CRS held a meeting to address community tensions on issues ranging from identifying and responding to bias incidents to contacting law enforcement officials. CRS generated a second meeting involving representatives from the AMC, the Office of the U.S. Attorney, and the FBI, as well as State and local officials. CRS encouraged local elected officials, in conjunction with the U.S. Attorney's Office, to issue public service announcements denouncing violence against Arab-Americans, Muslims, and Sikhs, and other discriminatory actions based on race, color, or national origin. CRS initiated programs that were implemented in the community such as: Unity Day, an interfaith alliance gathered in a parade and celebration of tolerance; open forum dialogues for youths that gave voice to their concerns and helped identify potential conflicts which could result in violence; open house

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services in area mosques to build relationships between Middle Eastern worshipers and local residents; and regular meetings between community leadership and elected officials to counter, dissipate, and address further conflicts involving race, color, and national origin.

**Rockland County, New York:** After several weeks of providing technical assistance in preparation for the event, CRS participated in the Seventh Annual Community Policing Symposium called “Community Policing and Hate Crimes” on December 7, 2001. Other presenters included the Anti-Defamation League, the Civil Rights Bureau of the New York State Attorney General’s Office, and the FBI Hate Crimes Unit. The Symposium drew a crowd of over 200 people from 12 jurisdictions. Law enforcement officers, local government officials, and community advocacy group leaders represented areas with large minority populations and residential commuters who were uniquely affected by September 11.

CRS delivered a presentation titled “Community Responses to Hate Crimes,” stressing the advantages of partnerships between law enforcement and the community in the identification, investigation, and response to bias incidents and crimes. The event resulted in the Rockland County Police Department requesting more training from CRS on how to respond to hate crimes. CRS and the Rockland Police Department are exploring a continuing education accredited program on hate crime response practices.

**Oneonta, New York:** CRS helped design a conference titled “Hate Crimes and Crowd Control,” with the help of an ad hoc steering committee of local colleges and universities, police department heads, elected officials, the Human Rights Committee, NAACP, and area business associations. CRS gave the keynote address at the conference which gave special consideration to the backlash Arab-American, Muslim, and Sikh communities have experienced since September 11.

**Brooklyn, New York:** In late October, CRS attended a meeting with Arab-American, Muslims and law enforcement officials who expressed the desire to work in cooperation with each other. Issues arose involving detainees, EEO complaints in the work place, and school related incidents of harassment by students and staff. Participants in the meeting included the New York Police Department Commissioner for Community Affairs, and representatives from the FBI, Muslim American Society, Pakistani Voice, the Arab-American Institute, and the Arab-American Family Support Center. CRS highlighted its two-pronged strategy of first building trusting relationships with the affected community, and second, facilitating and attending meetings with Federal and local law enforcement officials and community leadership. As a result, the Arab-Americans and Muslims viewed CRS as a conduit for communicating with other components of the U.S. Department of Justice. As a result of a new confidence in getting an answer, even if the answer was that confidential information would not be revealed, tension was reduced, and fears allayed. CRS plans to implement similar methods of building ties for future collaboration while pursuing its mission to ease fear in the community. Participating Federal partners requested ongoing CRS activity and community relations guidance.

**New Jersey State-Wide:** CRS personnel encountered an increased distrust of law enforcement among minority residents in New Jersey following investigations into the events of September 11. As a result, CRS focused on rebuilding ties and trust with community organizations and leaders in an effort to alleviate the public’s apprehension of law enforcement. In October 2001, CRS cosponsored a series of

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three seminars in New Jersey League of Municipalities and the New Jersey Association of Chiefs of Police. The first seminar was titled “Bridging the Gap: Communities and the Police.” More than 100 city officials and law enforcement officials attended CRS’s presentation highlighting administration of justice and improved police-minority community relations. During the presentation, CRS regional efforts were detailed, followed by messages from the U.S. Attorney General and the President of the United States. CRS emphasized a close Federal-State relationship concerning all aspects of September 11.

The second seminar, called “Building Bridges: Best Practices for Community-Police Relations,” conveyed a message similar to the first, further accentuating strategies for an ongoing working relationship between community and police. The third and final seminar commenced at the end of October with more than 50 elected officials and chiefs of police in attendance. Participants responded positively to the collaboration of agencies and the messages conveyed in the seminar. Both cosponsors expressed interest in additional events that convey the CRS mission and mandate, which proved useful in assisting police in building trusting relationships within minority communities.

**New York, New York:** The area surrounding Ground Zero is home to a multitude of ethnic and immigrant groups who were uniquely affected by the attacks. CRS recognized the needs to include legal awareness and assistance to these communities. CRS facilitated constructive community ties with groups like the New York State Bar, New York City Legal Aid Society, New York City Bar Association, Lawyers Referral, New York State Defenders Association, and the Queens County Bar Association. These groups offered insight to individual and community advocacy group issues, needs, and problems concerning racial bias and ethnic tensions affecting their clients and the general community. On October 10, 2001, CRS participated in a forum titled, “Know your Rights,” cosponsored by the New York Attorney General and the Immigration Coalition of New York. CRS encouraged participants to lead by example with respect to tolerance, restraint, and vigorous enforcement of anti-bias activities.

More than 80 percent of residential and business telephone lines were still out a month after September 11, which resulted in a 50 percent decline in business in the Bowery Chinatown area. CRS worked with community Asian, ethnic, and civil rights organizations to find translators to help promulgate information from the Federal Emergency Management Agency to assist families impacted by the losses and to provide community racial conciliation assistance.

**New York City and Long Island, New York:** In New York City, shortly after September 11, residents voiced concerns of increased “backlash” against Arab-Americans, Muslims, and Sikhs. CRS initiated discussions with the New York City Human Rights Commission regarding the prevention and reduction of racial and ethnic tensions in the community. CRS urged the Commission to meet with their constituency groups and members of their local task forces and inform them about CRS services, and to report the complaints and incidents of hate crimes to the police immediately. Similar dialogue was carried out in various counties in Long Island.

**Buffalo, New York:** The Law Enforcement Coordinating Committee and Office of the U.S. Attorney for the Western District of New York requested CRS assistance in the prevention and reduction of racial tension resulting from the activities of the newly formed Anti-terrorism Task Force of the U.S. Attorney. CRS assisted law



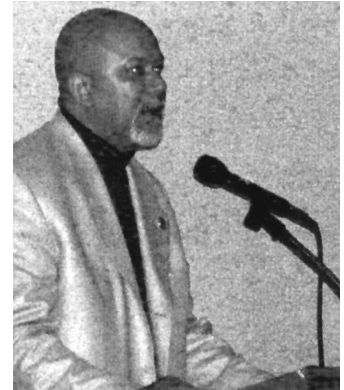
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enforcement by addressing the community issues. CRS served as a community resource in this effort and worked in full cooperation with the task force leadership. On January 10, 2002, CRS participated in the "Anti-Terrorism Training for Law Enforcement" sponsored by the U.S. Attorney for the Western District of New York in Buffalo. The event drew a crowd of more than 400 attendees from more than 50 Federal, State and local police jurisdictions, including representatives from the FBI, INS, and the U.S. Attorney. CRS presented its mission, mandate and capabilities in addressing racial tensions throughout the community, and presented techniques and resources for law enforcement officers.

**New England:** In April 2002, in response to numerous hate and bias crimes against Arab-Americans, Muslims, Sikhs, and others with a "Middle Eastern" appearance, CRS sponsored a regional training program for New England police chiefs and command staff on college campuses in conjunction with Worcester State College. More than 50 campus police leaders representing 36 New England colleges/universities attended the one-day training program which focused on hate crimes and the backlash to the terrorist attacks of September 11. CRS' training program was requested by Worcester State College campus police and other police chiefs who attended the November 15-16, 2001, New England Conference co-sponsored by CRS entitled, "Race Relations on New England Campuses: Meeting the Challenge." Almost 40 colleges and universities participated in the training conference.

**West Haven, Connecticut:** To address further community tensions, CRS created a faculty to conduct hate crimes training for police departments throughout the State. As a member of the Connecticut Hate Crimes Advisory Task Force, CRS led the effort along with the U.S. Attorney's Office to reach out to the FBI, the State's Attorney, and local police to become faculty members. In just one month's time, CRS was able to coordinate all these participants and facilitate hate crimes training in Connecticut in January and February 2002. The training used CRS' standard hate crimes curriculum, with a specific focus on the Middle Eastern and South Asian communities for multicultural sensitivity training of police officers to avoid unnecessary conflicts between these communities and the police. CRS' ongoing relationship with the Task Force includes participation in its regular meetings, which is chaired by the Chief State's Attorney for Connecticut and the U.S. Attorney.

**Worcester, Massachusetts:** CRS worked with the Worcester community, the New England Community Educational Institute (NECEI) planning committee, the police chief from the Worcester Police Department and school officials to co-sponsor and plan the 17th Annual Conference for New England on Safe Schools and Safe Communities. The agenda focused on elementary and secondary school students and the issues they face, including hate crimes, terrorism backlash, bullying, student assistance programs, and other prevention programs to proactively address the unique needs of youths. CRS has already begun preparations for the 18th Annual New England conference, which will be held in Boston, Massachusetts, on March 24-25, 2003. New planning members from the States of Vermont, Maine, and New Hampshire will participate. Some of the topics to be addressed at the conference will include hate crimes, bullying, terrorism prevention, and mediation skills training for law enforcement officers, especially school resource officers. CRS has co-sponsored these annual conferences over the last 18 years.



Waterville Valley, New Hampshire – CRS Conciliation Specialist Edward Harris speaks to law enforcement officers in the wake of September 11 on cultural diversity issues. (Photo: Wayne Jennings)

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In June 2002, CRS conducted a hate crimes training program for community leaders from the Middle Eastern population in the Worcester area. The Islamic Society of Greater Worcester requested this assistance in the context of backlash from September 11 and recent bias activities. The training program was held at the Islamic Mosque in Worcester.

**Reading, Massachusetts:** On January 29, 2002, CRS trained a group of facilitators in Reading, Massachusetts, to conduct four dialogue sessions on post-September 11 issues. CRS' previous work in addressing racial profiling conflicts and its relationship with town officials led to their request for assistance in organizing a proactive means of addressing racial and ethnic tensions in Reading. On March 7, 2002, CRS planned and facilitated the community-wide kick-off program entitled, "How Did Events of September 11 Impact the Community of Reading?" A community-wide wrap-up session was held on April 9, 2002, after four community dialogue sessions were conducted. CRS met with the dialogue planners and town officials to discuss the recommendations that resulted from the community dialogue. The town's Human Rights Commission, which CRS helped establish, took the lead role in developing a work plan for implementing the recommendations.

**Cambridge, Massachusetts:** On April 23, 2002, CRS and the Cambridge, Massachusetts, Police Department co-sponsored a symposium for the police chiefs of major New England cities on "Racial Profiling in the Post-September 11 Environment." The symposium, held at the Henderson House Retreat Center in Weston, Massachusetts, featured a documentary on racial profiling from Northeastern University, a discussion by Federal officials, including the U.S. Attorney, FBI Special Agent in Charge, and INS District Director, on terrorism and its effects on racial profiling, and a major presentation on addressing issues pertaining to law enforcement and community tensions as a result of profiling in Middle Eastern and South Asian communities.

**Norwood, Massachusetts:** On April 24, 2002, CRS assisted the Massachusetts State Attorney General's Office in conducting a hate crime training program in Norwood, Massachusetts for 70 civil rights officers of police departments in Eastern Massachusetts. CRS also arranged for a presentation on September 11 backlash issues by representatives of the Middle Eastern community.

**Boston, Massachusetts:** CRS and the Greater Boston Civil Rights Coalition (GBCRC) cosponsored a forum held on November 1, 2001, addressing critical issues affecting Arab-American, Muslim, and Sikh communities in Massachusetts. The forum, titled "Civil Liberties and Security: the Dangers of Profiling," addressed concerns of three different groups: Federal, State and local law enforcement officials; civil rights leaders; and members of the Arab-American, Muslim, and Sikh communities. Representing the groups was the Supervisory Special Agent for Civil Rights from the FBI, the Commissioner of Police from Cambridge, Massachusetts, and leaders from the Islamic Society of Boston and the Sikh community. The forum was an important step in collaborative problem solving. CRS assisted in planning the event by drafting the agenda and identifying the law enforcement officials and Arab-American, Muslim, and Sikh leaders who participated.

As a follow up to the forum, CRS partnered with the Greater Boston Civil Rights Coalition, the AOL Digital City Boston, and the Network of Alliances Bridging Race and Ethnicity (NABRE), comprised of dozens of prominent national and local civil rights groups, in a demonstration project to determine how Internet use could

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increase dialogue on civil rights issues. An overview of the forum was placed on the Internet for users to read. Users were invited to participate in a poll evaluating the community's attitude toward racial or "suspect" profiling. NABRE found the Internet to be a useful tool for reaching out to otherwise non-vocal residents. CRS continues monitoring the situation for further response.

**Portsmouth, New Hampshire:** CRS began a program in February 2002 responding to a request by the police chief from Portsmouth, New Hampshire, and the Portsmouth NAACP for a community dialogue on post-September 11 issues. Over the course of seven months, CRS assisted in the development of the dialogues with the help of various members of the local community. CRS worked with the Portsmouth, New Hampshire Chief of Police, city officials and local NAACP leaders to assist in defining local concerns during these planned community dialogues. The planning group expanded to include the Mayor, School Superintendent, Muslim and Jewish community members, two high school students, and a department head from the University of New Hampshire. They determined that the goal was to improve police-community relations with a focus on the changing demographics and backlash from the September 11 attacks. CRS trained 14 citizens and police officers to serve as facilitators to conduct the community dialogue in September 2002.

**Bedford, New Hampshire:** On September 26, 2002, CRS served as a co-sponsor of the New Hampshire Civil Rights/Bias Crimes Conference which was held in Bedford, New Hampshire. The New Hampshire Attorney General was the conference's primary sponsor. More than 150 law enforcement officials attended the one day conference. In addition to serving as co-sponsor and planner of the conference, CRS conducted a workshop on the history and nature of hate crimes, distributed various CRS publications, and identified a leader of the Islamic Society of Boston to present a program on Middle Eastern and South Asian religions, culture, and history.

**Lynn, Massachusetts:** On March 22 and 25, 2002, CRS conducted a two-day training program for the police command staff of the Lynn, Massachusetts Police Department on hate crimes, multiculturalism, excessive use of force, and understanding Middle Eastern and South Asian communities. This training resulted from over two months of discussions with the police chief and officers following their involvement in an alleged excessive use of force incident in December 2001.

**Providence, Rhode Island:** On November 9, 2001, CRS conducted a multicultural program at Johnson and Wales College to address racial issues involving Arabs, Muslims, Sikhs for administrators, faculty, staff, and students. A similar program was conducted at the University of Rhode Island. The Rhode Island Department of Education also sought CRS expertise in introducing educational programs to enhance students' and administrators' understanding of Middle Eastern and South Asian religion and culture.

**Baltimore, Maryland:** In December 2001, the Director of CRS led the first in a series of "Arab and Middle Eastern Awareness & Response Protocols" seminars on the east coast for law enforcement and other first responder agencies in Maryland. The training highlighted nationwide trends of backlash incidents and bias crimes post-September 11 and called for improved communications and response. It was attended by more than 80 professionals representing State and local law enforcement, fire departments, colleges and universities, airport security from Baltimore / Washington International Airport, and Human Relations Agencies

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throughout the State. Speakers from Arab, Muslim and Sikh organizations along with the U.S. Attorney's Office, FBI, Maryland's Human Right's Commission and CRS presented cross-cultural information and protocols for combating the escalation of further of hate incidences. There was strong police interest in the seminar as a result of widespread reports of anti-Muslim and Arab incidents.

**Seaford, Delaware:** On March 28, 2002, CRS conducted a one-day training program on "Arab, Muslim and Sikh Awareness and Protocol" for law enforcement representatives at the Seaford Police Department. Participants were from rural communities which had little contact with the Arab, Muslim, and Sikh communities who wanted to be responsive to new policing responsibilities and aware of cultural interactions they might encounter in these new policing situations.

**New Castle County, Delaware:** In March 2002, CRS conducted training on post-September 11 anti-hate initiatives for the police academy class of the New Castle County Police Department. Approximately 50 students attended this session. CRS worked in conjunction with the U.S. Attorney for the District of Delaware on this project.

**Timonium, Maryland:** In May 2002, CRS cosponsored "Maryland's Annual Hate Crimes Conference" in Timonium, Maryland, where the CRS Director gave the opening remarks. Cosponsors were Maryland's Human Rights Network and the Maryland U.S. Attorney's office. CRS addressed two major working groups on "Arab & Muslim Backlash Issues" and "Hate Crime Trends and Developing Successful Standardized Partnerships." A former national press secretary and ex-spokesperson for the Aryan Nation was a featured speaker for the day long summit addressing hate and bias activities. Other areas covered included youth initiatives, Arab, Muslim, and Sikh backlash, and best practices.

**Philadelphia, Pennsylvania:** For several months beginning in February 2002, CRS met with the Philadelphia Sikh Society and Police Department to provide technical assistance in planning a Sikh Day Celebration Parade for May 25, 2002. Planning assistance included: the event permit process, parade route, city services, and the roles of the Police Civil Affairs Unit and CRS to prevent potential conflict. CRS conducted training for self-marshals and coordinated with the Philadelphia Human Relations Commission. On May 25, CRS was on site at the Parade, assisted with crowd control, and facilitated communication between leaders of the Philadelphia Sikh Society and police officers regarding concerns related to traffic control and the use of Fairmont Park.

**Montgomery County, Pennsylvania:** In September 2002, in Montgomery County, Pennsylvania, CRS, in cooperation with the U.S. Attorney's Office for the Eastern District of Pennsylvania, the Anti-Terrorism Task Force (ATTF), and the Civil Rights Inter-Agency Task Force, conducted a seminar on "Arab, Muslim, and Sikh Awareness & and Protocol." Approximately 250 State and local law enforcement and other officials from Eastern Pennsylvania and Southern New Jersey attended.

**Sterling, Virginia:** In February 2002, the CRS Director and staff addressed a community forum on post-September 11 issues and available CRS services, which was attended by more than 200 participants. The forum was held in response to fear arising from Federal raids of Arab-American homes and Islamic sites, threats, harassment, vandalism, and violence. Federal agencies, including the Civil Rights Division, the U.S. Departments of Transportation, Education, Housing, Urban Development, and Health and Human Services, the U.S. Department of Justice

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Office of the Inspector General, and the Equal Employment Opportunity Commission joined CRS on a panel to address roles and responsibilities, complaint processes and the status of responses to September 11 backlash incidents and hate crimes.

**Columbia, South Carolina:** In January 2002, CRS attended statewide coordinating committee meetings to plan regional training seminars addressing terrorism's effects on local communities, with a particular focus on the impact of September 11. CRS was asked by the South Carolina Human and Community Relations Association and various religious service associations to co-sponsor these seminars. Other participants included community organizations, local governments, Federal, State and local law enforcement agencies, and service provider organizations. CRS, the FBI, the U.S. Attorney's office, and Arab, Muslim, Sikh, and Christian communities provided faculty presenters and trainers.

**Atlanta, Georgia:** In April 2002, CRS provided on-site conciliation services during a march and demonstration led by the American-Arab Anti-Discrimination Committee. The 200 marchers traveled from Piedmont Park to the Israeli Consulate without incident. CRS worked with protest leaders to provide an overview of self-marching techniques and protocols for a safe, law-abiding march. CRS monitored the event and acted as liaison with the local police department. No incidents or counter-demonstration activities disrupted the event, and the demonstration ended without any reported major incidents.

**Central Florida:** In the wake of September 11, CRS, along with the Florida Commission on Human Relations, established a statewide network to monitor and assess tension throughout Florida. Weekly conference calls were held with universities, local human relations officials, social service providers, local and State law enforcement officials, Arab and Muslim leaders, and city and county employees responsible for reducing community tensions. CRS also was instrumental in the creation of a Hate Crime Advisory Committee in the Middle District of Florida headed up by the U.S. Attorney's Office. On December 3, 2001, the Committee sponsored a conference in Tampa, Florida, to train law enforcement and community leaders on hate crime identification and cultural awareness, with a special focus on Arab culture and diversity issues.

**Jacksonville, Florida:** CRS participated in a series of community dialogues sponsored by the Jacksonville Office of Community Relations and a coalition of local multicultural organizations in the aftermath of September 11 backlash incidents experienced by Muslims and Arabs.

**Tallahassee, Florida:** After a man drove his pickup truck into a mosque, CRS was on-site and met with mosque and Florida Muslim leaders, who expressed concerns that further incidents might occur. After CRS met with local, State and Federal law enforcement officials to discuss these security concerns and CRS recommendations to improve race relations, the City of Tallahassee sponsored a day of racial dialogue. The dialogue, which was led by the Mayor with support from the Florida Commission on Human Relations, focused on understanding Arab culture. CRS also met with the U.S. Attorney to discuss a law enforcement strategies that would build community confidence and the creation of a Northern District Hate Crimes Advisory Committee to undertake proactive steps on racial issues in Florida.

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**Florida Statewide:** CRS served on an advisory committee created by State and Federal officials to manage a State immigration enforcement task force including State and local law enforcement and INS. This task force was designed to enhance local counter-terrorism enforcement in Pensacola, Tallahassee, Jacksonville, Orlando, Tampa, Fort Myers, and Miami. CRS' role was to enhance cultural awareness of the task force members to reduce community conflict and to meet with immigrant groups to identify and communicate their concerns.

**Miami, Florida:** In the aftermath of September 11, in October 2001, CRS helped facilitate a meeting between the Metro-Dade County Community Relations Board and the U.S. Attorney for the Southern District. CRS helped them develop action plans, including a community racial dialogue, in the wake of an anthrax incident and high tensions among Muslims and Arabs who operated businesses in minority communities. On February 7, 2002, CRS facilitated crisis response training for the Board and more than 100 volunteers to be community responders. The city of Miami requested similar assistance to assure a capacity to respond to community crises, including the potential aftermath of police shootings that might lead to strong community reactions.

### **Central Regions (Regions V, VI, VII)**

*The central regions include: Arkansas, Illinois, Indiana, Iowa, Kansas, Louisiana, Michigan, Minnesota, Missouri, Nebraska, New Mexico, Ohio, Oklahoma, Texas, and Wisconsin.*

#### **Incidents Reported**

**Chicago, Illinois:** In Chicago suburbs, Arab-Americans and Muslims experienced numerous hate and bias crime incidents in September 2001. Bridgeview, which has large Arab-American and Muslim populations, was the location of a large anti-Arab and Muslim demonstration immediately following September 11. In Palos Heights, Illinois, a man was charged with a felony hate crime for allegedly attacking a gas station attendant he believed was of Arab descent with the blunt end of a machete. In Chicago, a Molotov cocktail was tossed at an Arab-American community center. In Oak Lawn, not far from the Bridgeview Mosque center, an Arab-American Muslim mother of eight reported that a mob drove up and down her block all night the day after September 11 yelling threats and obscenities at her family.

**Evansville, Indiana:** On September 14, 2001, a man was arrested after ramming his car into the Islamic Center of Evansville, Indiana. Witnesses told police the man also broke one of the building's windows with his fist and threw a rock through another window.

**Indianapolis, Indiana:** Numerous incidents of Sikhs being targeted were reported, as the wearing of turbans created confusion among those who acted out their anger about September 11. It was alleged that Sikhs were denied employment because of their culture and religion.

**Merrillville, Indiana:** Bullets were fired through the windows of the Northwest Indiana Islamic Center in December 2001.

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**Dearborn and Detroit, Michigan:** Racial incidents targeting Arab-Americans and Muslims raised safety concerns and created a climate of fear for many Arab-Americans. Windows were broken at the Muslim Students Association office at Wayne State University in Detroit and the editor of a leading Arab-American newspaper called the police to investigate a bomb threat at his suburban Detroit office. Similar bomb threats had forced the closure of several Arab-American charter schools in the Detroit area.

In Dearborn, an Arab-American supermarket owner reported that men had pulled into his parking lot, made threats against him, and yelled racial slurs at his customers. A Lebanese restaurant chain-owner reported that many of his staff had received threatening telephone calls and messages.

**Columbus, Ohio:** On December 30, 2001, vandals broke water pipes in a third-floor bathroom and drilled holes in the floors to flood all of the floors and basement of the Islamic Center of Columbus. They also left several copies of shredded copies of the Koran strewn in the parking lot.

**West Chester, Ohio:** The Islamic Center reported receiving threatening calls.

**Dallas, Texas:** A Pakistani immigrant who had recently moved to Texas from Central New Jersey to open a new grocery store was fatally shot in what was nationally reported as a suspected reprisal against people of "Middle Eastern" appearance.

**Denton, Texas:** In the days immediately following September 11, a Molotov cocktail made from a beer bottle was reportedly thrown at the Islamic Society of Denton, causing an estimated \$2,500 in fire damage. North Texas mosques in Carrollton and Irving were also vandalized. A bomb hoax against the Irving mosque involved police and bomb squads for hours. Shots were also fired at the Irving mosque damaging the building's windows.

**Fort Worth, Texas:** A group of teenagers was arrested for harassing students of Middle Eastern descent. Mosques received threatening calls, causing less than half of the men who normally attend prayers at many mosques not to attend, and many women and children remained at home.

**Houston, Texas:** During the week following the September 11 attack, a Pakistani-owned tire store burned in a suspected act of arson. The store owner reported that three customers had flown into a rage a few days earlier, when they realized that he was Pakistani. Local Arab-Americans fearing reprisals stayed in their homes leaving Arab-American businesses without customers. In the 10 days after September 11, 2001, more than 200 hate-crimes were reported by Arab-American, Muslim, and Sikh communities to the Houston Police Department and the Harris County Sheriff's Department.

**Wichita Falls, Texas:** A Mexican woman married to an Iranian man reported that a hammer was thrown through the glass door of a restaurant. A warning note with a death threat was tied to the hammer. A few days later her car was vandalized.

**Des Moines, Iowa:** Arab-American and Muslims filed reports of receiving threatening calls and people yelling obscenities and racial slurs at them.

**Missouri:** Arab-Americans and Muslims living in Kansas City, Springfield, and St. Louis reported threatening calls and shouted obscenities and racial slurs.

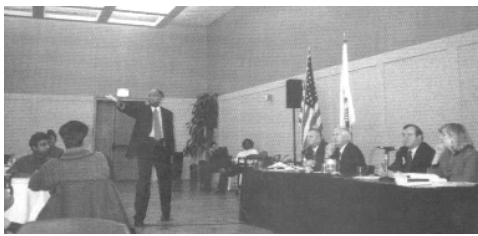
**Columbia, Missouri:** Anxious parents and the occurrence of anti-Muslim expressions prompted some international students to withdraw from the University of Missouri, Columbia.

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**Lincoln and Omaha, Nebraska:** The Islamic Center of Omaha received threatening telephone calls. Arab-Americans and Muslims in Lincoln reported threatening calls and verbal harassment.

### CRS Activities

**Chicago, Illinois:** In response to several incidents, CRS arranged for contingency planning meetings in October and November 2001 for South Suburban Police Chiefs whose communities have large Arab-American populations. CRS conducted extensive outreach to these communities. However, these communities already had extensive broad-based ecumenical outreach as a result of previous CRS conciliation activities in resolving racial issues from mosque zoning and siting challenges.



CRS Midwest Regional Director Jesse Taylor (top) facilitates Community Outreach Forum for Arab-American leaders (bottom) to air their concerns about racial issues in the aftermath of September 11 and to receive briefings from the U.S. Attorney, and representatives of the FBI and the INS at the University of Illinois in Chicago on November 14, 2001. (Photo: CRS)

**Merrillville and Hammond, Indiana:** On May 29, 2002, CRS cosponsored a Community Outreach Forum with the U.S. Attorney from the Northern District of Indiana to address concerns of the Arab-American, Muslim and Sikh communities. CRS convened and moderated the forum at Purdue University-Calumet in Hammond, Indiana. Panelists included officials from CRS, the U.S. Attorney's Office, INS, FBI, and Department of Transportation's Transportation Security Administration (TSA).

The forum was planned after bullets were fired through the windows of the Northwest Indiana Islamic Center in December 2001. During an on-site meeting, CRS and the U.S. Attorney of the Northern District of Indiana met with the Imam, board members, and 100 members of the Northwest Indiana Islamic Center in Merrillville, Indiana. CRS introduced the U.S. Attorney and listened to the concerns of Arabs, Muslims, and Sikhs following September 11.

**Bridgeview, Illinois:** CRS assisted the Civil Rights Division of the U.S. Department of Justice in arranging an outreach forum in this Chicago suburb in October 2001. The forum included the Illinois Governor and Lieutenant Governor of Illinois as advisors. More than 150 Arab-Americans and Muslims attended. Officials reassured those present that violations of civil rights would be vigorously prosecuted, and also provided procedural guidance for filing complaints of civil rights violations.

**Dearborn and Detroit, Michigan:** In September 2002, CRS, in cooperation with the American-Arab Anti-Discrimination Committee (ADC), convened a meeting of over 50 various leaders from the Middle Eastern and Muslim communities, law enforcement, and political officials. The meeting was attended by a U.S. Representative, a State Representative of Michigan, and the Wayne County Sheriff. Representatives from the Michigan Department of Civil Rights and the Wayne County Prosecutor's Office were also present. CRS activities that involved the Middle Eastern Community Leadership were discussed, such as the forming of a task force to coordinate communication between the Arab and non-Arab communities, developing a rumor verification mechanism, and media outreach. The ADC conveyed its concerns about FBI arrests of Middle Easterners in the Detroit and Dearborn areas. CRS worked with the Assistant U.S. Attorney to address those concerns.



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**Indianapolis, Indiana:** In April 2002, CRS cosponsored a Community Outreach Forum with the U.S. Attorney for the Southern District of Indiana. Participants included members from the Arab, Muslim, and Sikh communities, local law enforcement officials, Human Relations Commission Directors, and the U.S. Marshal. CRS met with the groups to define concerns related to the September 11 terrorist attacks. The forum was held at Indiana University-Purdue University at Indianapolis.

**Columbus, Ohio:** On January 26, 2002, CRS helped local officials convene a town hall meeting in Columbus to address the concerns of Arab-Americans, Muslims, and Sikhs following harassment and hate incidents, allegations of racial profiling, September 11 investigations and detentions, and immigration status issues.

**Hamilton, Ohio:** CRS conducted Hate Crime Training in Hamilton, Ohio, on October 23, 2001, at the request of the Hamilton Human Relations Director, for the Butler County Prosecutor, Police Academy Training Director, Hispanic Coalition Director, and representatives of the U.S. Department of Housing and Urban Development, Miami University, and community leaders.

**Minneapolis, Minnesota:** In March 2002, CRS conducted cultural awareness training for Burns International Security officers who provide security in a public housing complex in Minneapolis, Minnesota. Security officers of Somali heritage alleged that Burns supervisors harassed them with racial and ethnic slurs. Somali Muslim residents also alleged that these supervisors harassed them by making threats and disparaging remarks on their race, culture, and religion. CRS held a training program at the Minneapolis Urban League, which was attended by over 70 Burns security officers, officials from the Minneapolis Public Housing Authority, and members of Project Lookout, a public housing resident group. CRS addressed the officers' concerns and facilitated a dialogue to resolve problems related to their job function. Additionally, CRS provided an overview on Somali culture, history and Islamic traditions with assistance from the Somali community. CRS worked with the Mayor, the Director of Minneapolis Public Housing, the Director of the Minneapolis Urban League, and Somali community leaders.

**Milwaukee, Wisconsin:** In February 2002, CRS organized and facilitated a community outreach forum for Arab-American leaders at the University of Wisconsin in Milwaukee, Wisconsin. More than 40 Arab-American leaders from Milwaukee, Central and Southern Wisconsin participated in the event. The U.S. Attorney for the Eastern District of Wisconsin, the FBI Acting Special Agent-In-Charge of the Milwaukee Field Division, INS Officer in Charge of the Milwaukee Field Division, the Supervisory Assistant Milwaukee District Attorney, and the Director of Wisconsin Governor's Task Force on Racial Profiling were on hand to serve as panelists for the forum. The two-hour forum generated positive dialogue and created new working relationships for Arab-American and Muslim attendees and panelists.

**Pewaukee, Wisconsin:** On October 23, 2001, CRS made a presentation at a hate crime seminar sponsored by the Eastern and Western U.S. Attorneys for Wisconsin. At the seminar, CRS addressed hate crime issues and the community and law enforcement response. One hundred police chiefs, sheriffs, and district attorneys participated in the conference.



Dallas, Texas – CRS Regional Director Carmelita Pope-Freeman speaks on Post-September 11 racial reconciliation and conflict resolution activities at a meeting with the Greater Dallas Community of Churches. Leaders from the Dallas Peace Center and Islamic Association of North Texas standing in background. (Photo: CRS)

**Dallas, Texas:** CRS deployed staff to assist with conflict resolution services at the opening of the Texas State Fair on September 29, 2001, due to the large number of fair vendors of Middle Eastern descent.

**Richardson, Texas:** In July 2002, CRS and the U.S. Attorney's Office for the Northern District of Texas spoke at a town hall meeting held at the Muslim Central Mosque. CRS addressed the services available to the community, as well as CRS' work with racial profiling, hate crimes and civil rights issues, and traffic stops. The audience included more than 100 Muslims and Sikhs. The town hall meeting was hosted by the Muslim Legal Fund of America – a new civil rights group who were seeking education on how to develop programs that will address issues faced by the Muslim, Arab and Sikh communities. That evening, CRS and the U.S. Attorney's office were guest speakers at the Muslim Richardson mosque between the sunset and evening prayer services in a joint community dialogue effort with the local U.S. Attorney's and FBI offices.

**St. Louis, Missouri, Lambert International Airport:** A demonstration with approximately 150 protesters was staged in January 2002, at St. Louis' Lambert International Airport in conjunction with Martin Luther King, Jr. Holiday Celebration. CRS on-site conciliation activities averted a possible mass arrest and ensuing police-community tensions. The American Muslim Council requested CRS assistance in forming a dialogue with airport authorities to discuss policies and procedures being used to screen passengers.

**Des Moines, Iowa:** At the recommendation of CRS, the FBI and U.S. Attorney for the Southern District of Iowa joined Federal and local law enforcement officials in meeting with Muslim leaders of two Des Moines mosques in October 2001. The meeting was held to put "faces" on various components of the U.S. Department of Justice and local agencies. Federal, city and county officials explained their roles in addressing hate crimes and hate incidents, as well as how these crimes should be reported. The other participating officials included the Polk County Attorney, the Imam of the local mosque, and members of the local Islamic Center. CRS participated in a press conference the next day with law enforcement to assure the Muslim community that Federal, State, and local government officials will aggressively investigate and prosecute perpetrators of hate crimes. CRS spoke on its conflict resolution and violence prevention services as well.

## **Western Regions (Regions VIII, IX, X)**

*The western regions include: Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, and Wyoming.*

### **Incidents Reported**

**Boulder and Denver, Colorado:** Media outlets reported that Arab and Muslim students were withdrawing from schools and universities because of a fear of backlash. Students reported receiving harassing telephone calls.

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**Denver, Colorado:** On November 5, 2001, an Arab man was physically assaulted by two individuals who also yelled ethnic slurs at him. The victim was knocked to the ground and sustained injuries as a result of the assault. The Denver Police noted the extraordinary circumstances of the incident as possible backlash to September 11, which prompted further investigation by the FBI, and monitoring by CRS. Many Arab-American and Muslim residents received voice mail threats, anti-Muslim hate fliers were distributed at the University of Denver, and the Crescent View Academy Muslim School was closed in the wake of September 11 fears.

**Colorado Springs, Colorado:** Four men threatened to burn a local mosque.

**Cheyenne, Wyoming:** The Egyptian-American owners of a pancake restaurant reported receiving harassing telephone calls.

**Mesa, Arizona:** Gas station-owner Balbir Singh Sodhi from Punjab, India, was fatally shot while landscaping in front of his store by a man mistaking the Sikh for a Muslim, because the victim wore a turban.

**Los Angeles, California:** California, especially Los Angeles and the San Francisco Bay Area is home to nearly 1 million Arab-Americans. The Islamic Center of Southern California in Los Angeles reduced its services and closed its four elementary and secondary schools for a period of time because of backlash fears. In a widely reported incident in the media, the killing of an Egyptian grocer in San Gabriel was reported as a possible reprisal for the terrorist attacks.

**Reedley, California:** A Yemeni grocer was murdered at his store after receiving threatening notes and calls over several days. The murder was widely reported in California and nationally as a hate crime.

**San Diego, California:** M-80 firecrackers were set off near a mosque in Claremont Mesa and in front of the home of a Muslim-American. Dozens of threats and allegations of hate crimes directed at people of Middle Eastern descent were reported to the police. A San Diego man was beaten unconscious by two Caucasian men with an aluminum baseball bat after he heard someone yell an ethnic slur at him.

**San Francisco, California:** Beginning the day after the September 11 terrorist attacks on the east coast, vandals threw a bag of blood on the doorstep of a San Francisco immigration center that serves Arabs. In Pacifica, a man's car and its "Free Palestine" sticker – was vandalized. A Palestinian boy was reportedly beaten in San Francisco, and Arab and Islamic organizations reported receiving threats.

**Boise, Idaho:** The Islamic Center of Boise received calls threatening arson to the building and warning Muslims to leave Boise.

**Idaho Falls, Idaho:** The local newspaper reported that it received a call threatening Muslims.

**Oregon:** A 54-year-old Caucasian California woman at an Interstate-5 rest stop near Eugene, Oregon, was arrested after she approached two Sikh men accusing them of the terrorist attacks, cursing at them, and attempting to pull the turban off the head of one of them. She struck an old man who attempted to intervene. In October 2001, in Scappoose, Oregon, an Afghan man quit his job after he was harassed and the tires on his car were slashed. In Portland, a Muslim woman reported that she was harassed by men wearing KKK capes and hoods. At Portland State University, a hate flyer was circulated advocating the boycott of Arab-American-owned businesses or businesses employing Arab-Americans. Two men walking by a mall, one of Middle Eastern origin who was wearing a red skullcap, were allegedly assaulted by several youths in a drive-by attack.

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**Eugene, Oregon:** The Islamic Center received a threatening call and a restaurant owned by a Muslim family received a bomb threat.

**Lynnwood, Washington:** On September 12, 2001, a mosque was vandalized and no one showed up for afternoon prayers at the Islamic Center of Spokane.

**Renton, Washington:** On September 17, 2001, an Iraqi couple was verbally harassed at a national chain discount store and later chased and assaulted with a vehicle in the store's parking lot.

**Seattle, Washington:** On September 15, 2001, a Somali woman leaving a grocery store was approached by three Caucasian males in a car who made obscene remarks and gestures at her. One took a knife and cut the bottom of her dress off. In another incident, two Caucasian men threatened an East-African employee of a national chain home improvement store. A South Asian Sikh cab driver was physically assaulted by a man who hailed the cab. A man was arrested in Seattle after he allegedly poured gasoline on a mosque and pointed a gun at members of the mosque.

**Spokane, Washington:** On September 12, 2001, an Arab-American male was threatened by several men and the clerk of an Arab-owned convenience store received threatening calls.

**Pullman, Washington:** Between September 11 and October 5, 2001, forty-seven Arab-American students withdrew from Washington State University. All were concerned for their safety.

## CRS Activities

**Boulder and Denver, Colorado:** In response to reports of backlash and Muslim student withdrawals, CRS addressed administrators' and students' concerns at the University of Colorado, Boulder. CRS made a presentation on its efforts to prevent backlash discrimination against Muslims and Arab-Americans and offered its services to the University community. In October 2001, CRS held a campus forum at the University of Denver for the Muslim and Arab communities, faculty, students and representatives from various community groups. After a discussion of reported incidents and testimonials, CRS proposed approaches for collaboration among those present.

**Denver, Colorado:** As the events immediately after September 11 unfolded in the Rocky Mountain Region, CRS hosted and chaired a meeting of the heads of major Federal, State, and local civil rights agencies. Each agency reported on the number of complaints received, responses, and proposed future actions. CRS also invited two members of the Muslim community to provide a training primer on Islam and the Arab culture, including advice on appropriate ways to approach the Arab and Muslim communities and address their concerns. Each agency agreed to share information, collaborate, and form a unified presence to deal with the issues of discrimination and backlash. Three major areas were identified and pursued: education outreach, community forums and dialogues, and school and university involvement. CRS met with members of the educational systems, a representative from the Governor's Office, the Department of Education's Office for Civil Rights, and other interested groups to develop strategies and programs for elementary, high school, and university settings.

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**Denver, Colorado:** Less than one month after September 11, CRS convened a meeting of the Colorado Civil Rights Commission with other U.S. Department of Justice officials to address widespread fear in the Arab-American and Muslim communities. The meeting, convened by CRS, allowed U.S. Department of Justice officials to present anti-terrorism measures, review the process for investigating civil rights complaints, and provide guidance on heightened security measures for the affected communities. Other representatives of Federal, State, and local civil rights agencies, and the communities made presentations on their activities.

**Fort Collins, Colorado:** On March 26, 2002, CRS cosponsored a Community Diversity Day in Fort Collins, Colorado. Approximately 300 people attended the full-day conference. CRS facilitated a group discussion regarding issues affecting Arab-Americans, Muslims, and Sikhs, and the demographic changes in the United States over the last 50 years. Issues were raised related to recent harassment and backlash against the Arab/Muslim community and appreciation was given the government's leadership in speaking out against discrimination.

**Greeley, Colorado:** In the aftermath of September 11, CRS assisted in the training of the Clergy Response Team for Northern Colorado. The team was designed to pinpoint areas of high tension relating to bias incidents and crimes against members of the Arab-American, Muslim, and Sikh communities. CRS provided training that focused on understanding bias crimes, understanding community response, identifying flashpoints, and using dialogues in dealing with community conflict. Initially, 12 clergy and lay clergy were trained as a Response Team. The number in the Response Team has grown to 34. The training prepared clergy and lay clergy to deal with hate issues and to establish contacts with law enforcement. Additional training of clergy and lay clergy is planned for 2003 in Grand Junction and Glenwood Springs, Colorado.

**Heber City, Utah:** On September 4, 2002, CRS visited Heber City, Utah, the site of an arson hate crime, and met with Muslim community leaders concerned about the alleged refusal of services from the city, inconsistent communication with law enforcement, and increased fear and confusion in the Muslim community. CRS arranged for direct discussions between the Heber Police, the Victims' Advocates Office and affected Muslim community members.

**La Mirada, California:** In Orange County, CRS responded to increasing community tensions by facilitating a Town Hall Meeting with Muslim and Middle Eastern organizations on January 19, 2002, with the U.S. Attorney for the Central District of California, the FBI Special Agent in Charge, the INS District Director, and CRS. There was also a response panel of Arab, Muslim, and Sikh leaders who addressed the Federal Officials with clarification

questions, explained the impact of September 11 on their communities, and offered recommendations on Federal activities based on their experience. The more than 700 people who attended expressed concerns that focused on INS detentions, the



Ronald Wakabayashi, Western Regional Director, Community Relations Service. (Photo: CRS)

On the first anniversary of the September 11 attack, CRS Western Regional Director Ronald Wakabayashi, along with several Federal and local law enforcement executives, received a special appreciation award for the Community Relations Service's support in addressing post-September 11 racial issues from the Islamic Center of Orange County, California.

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USA Patriot Act, FBI investigations. Federal officials used the Town Hall as an opportunity to respond specifically to a broad spectrum of Arab, Muslim, and Sikh organizations.

**Los Angeles, California:** CRS participated in a hate crime response press conference at the Islamic Center of Southern California, along with the California Attorney General, the FBI, and the Los Angeles County Sheriff.

At the request of the Los Angeles Police Department (LAPD), CRS provided guidance over a span of 6 months on the cultural diversity curriculum used by their Police Training Academy, expanding it to include Muslim, Sikh, Middle Eastern and South Asian communities. CRS reviewed new hate crime training videos aimed at building greater understanding of the impact of the post-September 11 environment to these populations. CRS became a member of the LAPD Professional Advisory Committee to assist on an ongoing basis with new course work for officer training both at the recruit, promotional and continuing education levels.

**Fremont and Newark, California:** On September 15, 2002, CRS presented an overview of its conflict resolution and violence prevention services at the Gurdwara in Fremont, California. Sikh leaders from the American Gurdwara Parban Dhail Committee invited CRS to speak at the event that was attended by 1,000 participants. As a result of CRS' presentation, the Sikh community requested assistance in bridging communication with other U.S. Department of Justice Agencies and Bay Area law enforcement agencies, including the California Highway Patrol. A couple of law enforcement incidents involving Sikhs revealed cultural differences that resulted in the community questioning the accuracy of the police reports, and concern over language barriers and police services. CRS' activities have improved outreach by the California Highway Patrol and addressed many concerns in the Arab-American and Sikh communities.

**Riverside and Irvine, California:** CRS provided mediation training for administrators, faculty, and students at the University of California, Riverside in January 2002. The Riverside Human Relations Commission and a few local municipalities in the immediate area also participated in the four-day training program. In April 2002, CRS conducted training at the University of California, Irvine, which was similar to the University of California, Riverside training. CRS delivered the week long mediation course involving 25 students, faculty and other personnel with a focus on preparing the school to address racial and ethnic tensions that might arise post-September 11.

**San Diego, California:** CRS worked closely with the Director of the Department of Fair Employment and Housing to address anticipated housing and employment discrimination problems. The media had reported that some of the September 11 terrorists had briefly resided in the area.

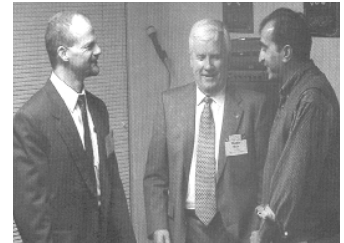
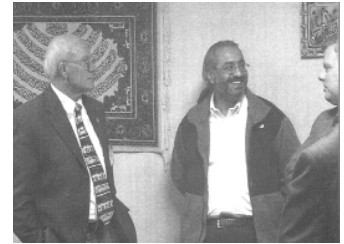
**Santa Clara, California:** In April 2002, CRS gave a presentation at a public forum and U.S. Department of Justice community briefing on post-September 11 activities for Arab, Muslim, and Sikh organizations in Northern California. At the request of several Muslim and Middle Eastern organizations in Northern California, this forum was modeled after a forum in La Mirada, California, earlier in the year. The forum drew a crowd of 1,000 participants. Other U.S. Department of Justice components involved included the U.S. Attorney, INS, and FBI. CRS facilitated the conference call and pre-meetings to prepare the U.S. Department of Justice components for the forum.

**South San Francisco, California:** Following complaints of racial and ethnic insensitivity by air travelers, the Diversity Training Coordinator at the San Francisco International Airport requested that CRS participate in a training seminar and address their security personnel. CRS worked with the San Francisco Airport to design and deliver a conflict resolution and cultural training series related to needs developed post-September 11. The training focused on security personnel that interact with the public.

**Boise, Idaho:** In December 2001, CRS partnered with the Idaho Association of Cities, the Idaho State Human Rights Commission, and leaders in Boise's Muslim community to coordinate a forum to improve police community relations, improve communications with Federal, State, and local law enforcement agencies, and address other issues they believed were polarizing their community. The forum also addressed the Arab, Muslim, and Sikh fears regarding deportation. The event took place at the Islamic Center in Boise, Idaho. Participants included CRS, the U.S. Department of Health and Human Services' Office of Civil Rights, the U.S. Attorney's Office for the District of Idaho, the FBI, the INS, the ATF, the Superintendent of Public Instruction, members of Islamic Centers throughout the State of Idaho, and State and local law enforcement agencies.

In January 2002, as a direct result of the forum in December 2001, CRS facilitated a workshop for Boise, Idaho airport security personnel. The Chief of Boise Airport Police agreed to have his officers participate in a Arab, Muslim, and Sikh Cultural Awareness and Sensitivity training. The training sensitized officers to the impact that the security screening process has on the people of these cultures. CRS arranged for the Education Director of the Islamic Center of Boise to conduct the training, which had almost 30 officers in attendance. CRS also agreed to facilitate a meeting between the Boise, Idaho Muslim community and representatives from the Boise, Idaho office of INS. Representatives of INS met with members of the Muslim community to address specific concerns regarding the status of individual cases and obtaining visa cards/permanent residency for Muslim, Arab-Americans, and Sikhs communities.

**Renton, Washington:** In July 2002, CRS met with the Sikh Coalition and the Sikh leadership of the Gurdwara in Renton to discuss issues of common concern and potential cooperative steps. Sikh leaders had several areas of concern: racial profiling and turban searches, bias crime incidents, removal and/or prosecution of a Sikh for wearing a kirpan (religious sword that symbolizes the duty of a Sikh to defend justice), lack of interaction with Federal and local authorities, student safety and treatment, and targeting Sikhs as potential terrorists. CRS provided Sikh leaders with assistance in addressing their concerns, improving police community relations, and liaison with other Federal and local agencies about their concerns.



Boise, Idaho – On December 13, 2001, CRS cosponsored a forum between the Muslim Community of Boise and Government Officials with the Associated Cities of Idaho and the Islamic Center of Boise. The forum was held at the Islamic Center of Boise.

(Top photo, left to right) Mahmoud El-Madhoun, CRS Conciliation Specialist Walter Atkinson, and Adin Catovic.

(Center photo, left to right) Captain Robert Lockett of the Idaho State Police speaks with Muslim community leader Shan Bhatti and Chief Mike Johnson of the Boise Airport Police Department.

(Bottom photo, left to right) Dominc Venturi of the FBI, U.S. Attorney Thomas Moss, and Muslim leader Abdul Yoonas visit during a break in the forum. (Photos: Islamic Center of Boise and CRS)



Kansas City, Missouri – Michael Bates, Director of the Kansas City, Missouri, Human Relations Department presents William Whitcomb, Senior Conciliation Specialist in the Central Regional Office, Community Relations Service, with the Missouri Human Rights Commission/Law Enforcement Service Award. From left to right, Michael Bates, William Whitcomb, and Joe Rodriguez, Senior Conciliation Specialist also from CRS' Central Regional Office in Kansas City, Missouri. (Photo: CRS)



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## Regional Reports<sup>2</sup>

The regional reports listed here are highlights of the Community Relations Service's activities and represent only a portion of its work.

### Region I – The New England Region

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

**Boston, Massachusetts:** Beginning in April 2001, CRS established a conciliation process to address racial tensions stemming from community allegations of racial profiling of African-American youth by the Massachusetts Bay Transportation Authority (MBTA) Police Department. As a part of the process, Massachusetts' Secretary of Transportation established a Task Force on Combating Racial Profiling and asked CRS to provide technical assistance in addressing racial profiling concerns. On March 14, 2002, the Task Force issued recommendations to improve police-community relations. The guidelines were accepted by the Board of the MBTA for implementation by the police department. The recommendations included new policies for treatment of minority youth, the establishment of a youth advisory body, the creation of a community review panel to hear citizen complaints, additional training for police officers, and implementation of community policing practices.

**Brattleboro, Vermont:** Following a widely-reported police shooting of a knife-wielding Caucasian man requesting asylum during a church service on December 2, 2001, community tensions increased as concerns over two other police shootings in Williston and Orleans, Vermont, were also being investigated by the Vermont Attorney General's Office. Law enforcement executives expressed concern about policing in the post-September 11 environment, particularly since Brattleboro is home to many foreign students of color. At the request of the Brattleboro Chief of Police, CRS held a community dialogue, which included a broad representation of affected parties, including business leaders, youth, African-Americans, and Sikhs. The diversity of the planning committee established a sound footing for effective dialogue. The first in a series of community meetings began on September 25, 2002.

**New England Schools:** On March 25-26, 2002, CRS joined with law enforcement, academic, and community leaders in cosponsoring the 17th Annual Conference of the New England Community Educational Institute: "Community Collaboration: Attention, Preparation, and Prevention." Participants traveled to Worcester, Massachusetts, to share strategies for addressing racial issues in schools. The conference covered issues such as: prevention of bullying behavior, youth hate crime prevention, teen courts, student assistance programs, school security teams, and reinforcement of student competence in handling crisis situations. Young

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<sup>2</sup>See Glossary of Terms on pages 65-67 for an explanation of several terms and phrases used in this report.

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people from the community shared first-hand experiences to help participants understand their concerns and ideas for ending violence in their schools. Community “crisis teams” (comprised of law enforcement, school and community officials) also participated in a mock drill situation conducted by the Worcester Police Department to better understand how to prevent and react to crisis situations.

**Portsmouth, New Hampshire:** In April 2002, CRS responded to a request from the Office for Civil Rights at the U.S. Department of Education to improve race relations in Portsmouth after an African-American mother complained that school officials and police had used excessive force against her son. On May 30, 2002, CRS facilitated a forum for parents in the Portsmouth School System to air complaints about the treatment of African-American students. A number of African-American parents expressed concern that previous complaints of racial slurs against their children had not been addressed. In June, 2002 CRS facilitated a meeting between the school Superintendent, representatives of the NAACP, and parents to address these complaints. The Superintendent provided copies of school policies against harassment, and agreed to conduct training for all administrative personnel. CRS facilitated a second forum in a public housing development in July to give more parents the opportunity to express their complaints and concerns. As a result of these sessions, both the school and the police department conducted an investigation into the conduct of their officers, and developed a greater awareness of handling conflict with sensitivity. The meetings established lines of communication between school officials and parents to address issues surrounding racial slurs, harassment, and fighting.

**New England Colleges and Universities:** On November 15-16, 2001, CRS cosponsored a conference to address racial conflict on college and university campuses in New England. The conference, titled “Race Relations on New England Campuses: Meeting the Challenge,” was held at Northeastern University in Boston, Massachusetts. Cosponsors of the conference included the International Association of Campus Law Enforcement Administrators, the Society Organized Against Racism, and the U.S. Department of Education’s Office for Civil Rights. The conference was attended by more than 300 administrators, security personnel, faculty, and students from 60 institutions of higher learning. Participants shared strategies for improving campus race relations and security. Because the conference occurred shortly after the September 11 terrorist attacks, a special emphasis was placed on improving race relations and security for Middle Eastern students.

**Wakefield, Massachusetts:** On September 14, 2002, the World Church of the Creator (WCOTC), a white supremacist group, held a forum at the Wakefield Public Library. A large number of citizens from Wakefield and surrounding communities protested the presence of the WCOTC. CRS provided conciliation assistance to prevent clashes between the two groups and assisted State and local law enforcement. CRS briefed law enforcement personnel on the morning of September 14, kept law enforcement advised of community tensions throughout the day, and responded to flash points that arose during the volatile event.

**Lowell, Massachusetts:** The Massachusetts Governor’s Hate Crimes Task Force, of which CRS is a member, noted an increase in school-based hate crimes throughout Massachusetts in FY 2002. CRS and the Lowell Police Department



Wakefield, Massachusetts – CRS conciliated racial tensions that escalated into violence when Matthew Hale and his supporters from the World Church of the Creator held a rally at the Court House and were confronted by a large crowd of counter demonstrators in an event that was widely covered by the media. (Photos: Kuni Takahashi)

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cosponsored a Law Enforcement Mediation/Conflict Resolution Skills training program for police officers in the North Shore region. On September 24-25, 2002, CRS conducted the training program in partnership with the Lowell Police Department.

**Hull, Massachusetts:** School leaders from the South Shore Charter School in Hull, Massachusetts, sought CRS assistance in addressing concerns about the school's racial climate. CRS offered a comprehensive approach, including two intensive student activities to improve race relations and focused on ways to reduce racial tension. The School selected a multi-cultural program as one beneficial activity to implement. On September 17, 2002, CRS conducted a multi-cultural program to help students understand race relations and hate activity. CRS will continue working with the school and the students throughout the following year to help build a more positive school climate for all students.

## **Region II – The Northeast Region**

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

**New York, New York:** On February 28, 2002, CRS monitored escalating racial tensions following a court decision overturning the conviction of one of the three New York Police Department (NYPD) officers. The officers had been found guilty of torturing Haitian immigrant Abner Louima. In the wake of the court decision, community groups and leaders expressed outrage and more than 1,700 protest calls were received by a Haitian radio station within four hours of the announcement. CRS maintained communication with NYPD precincts to monitor developments and plan for a response to any unrest. In March, the Justice Committee of New York, a coalition of grassroots civil rights and anti-police brutality organizations, announced a series of demonstrations and protests in Brooklyn. CRS met with protest leaders and NYPD command officers to facilitate contingency planning. CRS also provided conciliation assistance to thousands of demonstrators.

**New Jersey:** On January 28, 2002, CRS met with leaders of the Black Ministerial Alliance of New Jersey (an organization representing more than 600 African-American churches) to discuss their plan for state-wide demonstrations. The planned protests were based on their contention that the State failed to prosecute or appropriately discipline troopers who were involved in an April 1998 shooting of four African-American men on the New Jersey Turnpike – a case that brought national attention to the issue of racial profiling. CRS provided volunteer self-marshal training and facilitated meetings between the Alliance, the New Jersey State Police, and the State Attorney General regarding the dispute in an effort to prevent further conflict between police and citizens.

**Buffalo, New York:** On July 22, 2002, CRS provided extensive technical assistance to the Buffalo Citizen's Commission on Civil Rights and Community Relations on matters such as racial profiling and citizen review processes. CRS, in coordination with the U.S. Attorney's Office for the Western District of New York, enlisted the National Association for Civilian Oversight to conduct a comprehensive training program for local leaders. More than 50 representatives from law

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enforcement, local government, the Citizen’s Commission, civil rights leaders, and African-American churches participated. As a result of the training, lines of communication were strengthened, operational guidelines were enhanced, and relationships between the community and law enforcement were improved.

**Keansburg, New Jersey:** On July 23, 2002, CRS deployed staff to several large protests resulting from alleged racial slurs made by the Acting Chief of Police over police radio frequencies. CRS met with the Mayor, Deputy Mayor, Business Administrator, Acting Chief of Police, the NAACP, and several religious leaders. CRS brought together the NAACP and the Mayor, along with key city staff, to develop remedies for addressing inappropriate conduct by city employees. CRS facilitated a series of public forums, and encouraged local leaders to inform the community of the steps taken to address the situation. Later in the year, the city asked CRS to help facilitate a diversity training program provided by the New Jersey State Division of Civil Rights for its employees. As a result of CRS actions, racial tensions were reduced and lines of communication were expanded.

### Region III – The Mid-Atlantic Region

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



York, Pennsylvania – CRS deployed a racial conflict resolution team to York in an effort to help prevent conflict when white supremacists held rallies with a strong police presence and large numbers of counter demonstrators. CRS facilitated communication between the demonstrators, counter-demonstrators, and law enforcement, provided a Federal presence and conciliation services. (Photo: CRS)

**York, Pennsylvania:** CRS provided contingency planning assistance and deployed a conflict resolution team, which included the Director of CRS, for a rally at the York public library on January 12, 2002. The rally was organized by the World Church of the Creator (WCOTC), a white supremacist group. The event drew 100 white supremacists and 400 counter-protesters and police arrested 25 participants. Following the rally, the Mayor and Police Chief requested CRS’ assistance in coordinating contingency planning for responding to white supremacists who vowed to return to the city to support those who had been arrested. On February 21, 2002, CRS deployed a conflict resolution team again when the arrestees returned to York to have their cases heard in court. A crowd also came to support them. These events built on tensions that had developed the previous year when the city’s Caucasian mayor and two African-American residents were arrested for their alleged roles in interracial murders that sparked race riots in 1969. CRS’ involvement and conciliation services enhanced police coordination and prevented violence.

**Damascus, Maryland:** In February 2002, four Caucasian male students were arrested for alleged involvement in an attack on an African-American male student at Damascus High School. In response to mounting community racial tensions surrounding the arrest, and at the request of local law enforcement officials, CRS deployed personnel to Damascus on February 20, 2002. CRS provided conflict resolution and violence prevention consultation to the Montgomery County Police Department, the Montgomery County District Attorney’s office, the Montgomery County Human Relations Commission, Damascus High School, and the local NAACP. At the request of school officials, on April 25-26, 2002, CRS personnel, and the Director of CRS, conducted a “Student Problem Identification and Resolution Program” (SPIRIT) with 80 Damascus High School students. These students developed recommendations to improve racial harmony at the school. A

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Principal's Student Advisory Council was established as an ongoing mechanism to work directly with school administrators and faculty to address racial and ethnic issues. During the Summer of 2002, CRS met with school officials and the Parent-Teacher Association as a follow-up to the SPIRIT Program. School officials also requested assistance in organizing a community-wide racial dialogue to further improve race relations.

## Region IV – The Southeast Region

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

**Columbia, Mississippi:** On January 8, 2002, the NAACP of Columbia requested CRS assistance following the death of a 52 year-old African-American male who had been incarcerated in the Marion County Jail. The death was the second in two years in the same jail, resulting in a controversy over jail conditions. CRS concentrated its conflict prevention activities on groups of young African-American males who had announced their intention to create public incidents to draw attention to jail issues. Meetings between CRS and community leaders, city officials, Mississippi Highway Patrol investigators, the Marion County Sheriff's Department, and the FBI were fruitful in identifying details of the investigation that could be made available to the community to clarify the circumstances of the death. This information helped defuse tensions and avoid interracial violence. CRS also facilitated meetings with local ministerial leaders to develop crisis prevention and response activities for use by community members and leaders.

**Greenville, South Carolina:** On March 16, 2002, CRS provided self-marshal training and facilitated coordination between law enforcement and civil rights leaders in preparation for an NAACP protest over the display of the Confederate flag. The NAACP conducted a peaceful protest march that ended at the Bi-Lo Arena, while representatives from the European-American Unity and Rights Organization (EURO) and the Sons of Confederate Veterans counter-demonstrated without incident. CRS' assistance with contingency planning resulted in the opposing groups being placed on opposite sides of the four-lane route, which left both groups free to express their positions, but physically separated to prevent conflict. CRS assistance was requested by the South Carolina Law Enforcement Division (SLED), which has primary responsibility for law enforcement at the Arena.

**South Carolina:** On March 2, 2002, the South Carolina NAACP planned to picket eight State Welcome Centers near the North Carolina/South Carolina State line to protest the flying of the South Carolina flag. CRS deployed conflict resolution teams to potential hot spots at the request of the South Carolina Law Enforcement Division. The Division was concerned that the picketing might lead to serious confrontations, since local members of the Sons of Confederate Veterans opposed removal of the flag. This event occurred in the larger context of the NAACP's three-year economic boycott of the State. South Carolina Legislators had proposed removing the flag from the main flag pole of the State Capitol grounds, while allowing it to be flown at other locations. This offer was not accepted by the local NAACP chapter, which continued its demonstration activities. Counter-demonstrations by Ku Klux Klan and other white supremacist groups occurred at



Washington, D.C. – CRS, Mid-Atlantic Regional Director Vermont McKinney (center) discusses his operational plan for monitoring racial tensions and providing conflict resolution assistance to the Anti-Racism Action counter demonstrators at the Neo-Nazi Rally at the U.S. Capitol on August 24, 2002 with Senior Conciliation Specialist P. Diane Schneider (left) and CRS New England Regional Director Martin Walsh. (Photo: CRS)

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some sites. CRS responded to the State Police request for crisis prevention and conflict resolution assistance, deploying conciliators to five of the eight Welcome Centers. Demonstrations at Welcome Centers did not reoccur, although the NAACP boycott continued. CRS provided contingency planning assistance to State and local law enforcement agencies and the NAACP national, regional, and State offices. This assistance was a major factor in preventing any escalation of tensions or incidents of violence at the Welcome Centers.

**Myrtle Beach, South Carolina:** On February 4, 2002, CRS helped local leaders develop contingency plans for the 2002 Grand Strand Bike Weekend, which is a predominantly African-American event. The Grand Strand activities span an area of about 217 miles including the cities of North Myrtle Beach, Atlantic Beach, Briarcliff, Myrtle Beach, Surfside, Garden City, and Murrells Inlet. Typically, these communities have 200,000 visitors and bikers attending this annual event held the same weekend as the Harley Davidson Bike Rally. This is the fourth year that CRS has assisted with on-site training, technical assistance, conciliation, and mediation activities. While the Grand Strand Bike Weekend is predominantly an African-American event, there is growing diversity and appeal to other racial groups. However, perceptions exist that African-American participants of the Grand Strand Biker Weekend are treated differently than participants in the Harley Davidson event, who are predominantly Caucasian. CRS continues to work with the city's law enforcement and business sector to resolve these sensitivities and to build local capabilities to address racial tensions through training of the South Carolina Constables and community volunteers and chaplains. As a result, less CRS resources have been required each subsequent year by local officials and law enforcement.

## Region V – The Midwest Region

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

**Grand Rapids, Michigan:** On February 2, 2002, twenty African-American citizens complained to the Grand Rapids City Commission that young African-American males were subjected to harassment, physical abuse, and racial profiling by the Grand Rapids Police Department. On February 18, 2002, at the request of city officials, CRS offered conflict resolution services to the city, the NAACP, the Urban League, the Ministerial Alliance, and various community groups. CRS began mediation and extensive discussions to reduce community racial conflicts and improve police-community relations. On August 12, 2002, agreement was reached by the parties. The police department agreed to several key actions, including: establishing a police advisory committee, developing a racial profiling data collection survey, creating a citizen complaint investigation process, providing diversity training, providing greater community policing, and involving the community in minority police officer recruitment. The mediation agreement was forwarded to the Grand Rapids City Council for review and approval in November 2002. The agreement was finalized and signed on the Martin Luther King, Jr. Holiday in 2003.



Cincinnati, Ohio – Senior Conciliation Specialist Patricia Glenn with Attorney General John Ashcroft at the U.S. Attorney's Office when the consent decree was signed between the Justice Department and the City of Cincinnati in 2002. (Photo: CRS)

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**Warren, Ohio:** On June 18, 2001, CRS responded to complaints that local police officers used excessive force against an African-American male. CRS' mediation assistance was accepted after the NAACP had announced plans to work with other community leaders to challenge city officials regarding police practices. After considerable discussion, the parties decided to establish separate committees to develop draft proposals on racial profiling, data collection, and police in-service training. The group felt that consensus on these three points would provide a solid basis for other negotiations. On March 26, 2002, CRS convened the parties to announce a consensus. The agreement contained proposals for action on issues including police recruitment practices, police training, racial profiling, and a citizen complaint process. Two new policies on impartial policing and the citizen complaint process will be included in future departmental policy manuals. CRS also provided training consultants to help the parties implement the agreement.



Warren, Ohio – CRS mediated an agreement resolving issues related to use of force and other policing issues that was signed by city and police officials and community leaders on March 26, 2002. Pictured: (seated, left to right) Ms. Birdia Roberts, President of the NAACP, CRS Field Director Gustavo Gaynett, Mayor Henry J. Angelo, and Thomas Conley, President of the Warren Trumbull Urban League. (Second row standing, left to right) Frederick Harris, Public Safety Director, Cathy Berchini, EEO Officer, Rev. Larry Graham Johnson, Police Captain Tim Bowers, and Ron Brown, President of the A. Phillip Randolph Institute. (Third Row standing, left to right) Police Captains Michael Vugrinicic, Tim Roberts, Police Lt. Joe Marhulik, and Chief of Police John Mandopoulos. (Photo: CRS)

*“When we first got into this there was a negative perception as to why the Department of Justice has come to the city of Warren. What we got out this was a very positive effort by community groups and the city, especially the police, we now have some concrete footing.”*

**Hank Angelo**  
**Mayor**  
**Warren, Ohio**

*“We are very elated that we’ve come to a conclusion with this document. This is a starting point, it’s a foundational piece to make the community, policing, administration, community organizations, better.”*

**Thomas Conley**  
**President**  
**Warren Area Urban League**

**Milwaukee, Wisconsin:** Following the annual Sherman Park Community Festival in 2001, gang-related rioting, vandalism, and violence broke out in Milwaukee. In preparation for the 2002 festival, CRS worked with police, festival planners, and residents in developing contingency planning. CRS provided technical assistance and recommendations that resulted in festival planners changing the traditional blues, rock, and jazz music festival to several smaller family-oriented venues. CRS provided volunteer marshal training to 40 community Ambassadors from the Sherman Park Community Association and the Milwaukee Police Department. Community Ambassadors are trained to make participants feel welcome and to help the event proceed smoothly. In the training, CRS covered conflict resolution skills, communication protocols, and contingency and emergency planning. The course also included several role playing exercises. CRS

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assisted Sherman Park directors with developing an operations plan for the event that included a goals and a mission statement, coordination with the Milwaukee Police Department, use of radios and uniforms, improved media relations, an emergency plan, and a rumor-control mechanism. On August 25, 2002, CRS deployed staff to the festival. As a result of CRS' assistance in planning for the event, there were no reports of violence or confrontations with police.

**Osceola, Indiana:** On August 2-4, 2002, CRS deployed to Osceola, Indiana in response to a Ku Klux Klan White Pride Festival and a planned counter-protest. CRS monitored activities at the White Pride Festival and at the Peace Rally and Diversity Celebration held at Bethel College, eight miles away in Mishawaka, Indiana, to provide conflict resolution services as needed. In preparation for the events, CRS met with the Indiana Deputy Attorney General to discuss plans for ensuring a peaceful atmosphere at both locations. CRS worked with the Indiana State Police, the St. Joseph and Elkhart Counties Sheriff Departments, and other agencies that mobilized resources to manage what turned out to be an incident-free event.

## Region VI – The Southwest Region



Oklahoma City, Oklahoma – On July 18, 2002, Conciliation Specialist Synthia Demons (at the lectern) facilitated communication between city officials and hundreds of residents who attended a community forum following allegations of excessive use of force by the police when an arrest was videotaped and aired in the media. The Chief of Police, President of the local NAACP, and State elected representatives are seated on the platform of the church where the forum was held. (Photo: CRS)

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

**Oklahoma City, Oklahoma:** On July 8, 2002, CRS initiated conflict resolution activities between community members and city officials to reduce tensions after the alleged police beating of an African-American man during an arrest. A video tape of the arrest was aired on national television around the same time as a similar Inglewood, California incident (featured in the Case Profiles section of this report on page 19). On July 18, hundreds of community members turned out for a forum where they expressed outrage over the incident. The NAACP and the Concerned Clergy for Spiritual Renewal called on the Oklahoma City Chief of Police and Mayor to respond to the issues raised and to take disciplinary action against the officers involved in the incident. With tensions mounting, CRS monitored a July 21 protest outside the police station. The demonstration remained peaceful, but angry protesters shared personal stories of incidents of alleged excessive use of force by local police. In an ongoing effort to defuse escalating tensions, CRS facilitated discussions between community leaders, the Mayor, Police Chief, and City Manager. These talks focused on developing collaborative responses and beginning mediation between the city and the community. CRS mediation services were accepted and sessions are expected to be held in FY 2003.

**Baytown, Texas:** In February 2002, the League of United Latin American Citizens (LULAC) requested CRS assistance following the death of a Mexican immigrant man in police custody. On March 3, 2002, CRS provided conciliation assistance for a candlelight vigil at several downtown locations in Houston. Throughout the month of March, CRS convened several meetings between minority leaders and city officials to resolve concerns over police use of force, racial profiling, police officer conduct, and police-community relations. In June 2002,



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CRS' was asked to provide conflict resolution services for planned protests by members of LULAC and the United Concerned Citizens of Baytown. On June 23, 2002, CRS provided on-site conflict resolution services at a rally of Hispanic and African-American residents, elected officials, and local and national organizations, including the New Black Panther Party. Tensions during the community protest were further exacerbated by news reports in the Hispanic media that the Ku Klux Klan had announced that they would counter-demonstrate. However, the Klan did not appear. Conciliation continued throughout most of the year, and mediation between the parties began on November 15, 2002.

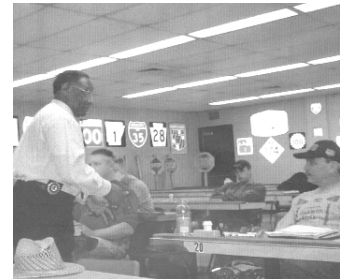
## Region VII – The Central Region

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

**Clayton, Missouri:** On February 14, 2002, CRS cosponsored a conflict resolution conference with the Ethiopian Community Association of Missouri. The event, entitled "Conflict Resolution Conference for Peace and Security: Building a More Diverse Community" was attended by 250 participants and served as a powerful forum for exploring various racial conflict issues. One highlight of the conference was a "Law Enforcement and Homeland Security Forum" moderated by CRS, which included presentations by the local FBI Special Agent in Charge, the INS District Director, the St. Louis Police Chief, and the ACLU Director for Eastern Missouri.

**St. Louis, Missouri:** Airline passenger screening and travel policies at St. Louis' Lambert International Airport were issues of concern for many African-Americans and Muslims in FY 2002. On February 21, 2002, CRS provided on-site conflict resolution and averted a possible mass arrest when 150 protesters staged a demonstration at the airport. CRS opened a dialogue between the Muslim community and airport authorities to discuss the policies and procedures being used to screen passengers and respond to citizen complaints. The talks also covered elements of the Federal screening program administered by the Transportation Security Administration. New complaint procedures were developed and all screeners were issued business cards and complaint forms to distribute to aggrieved passengers as a result of CRS' mediation of the situation.

**Topeka, Kansas:** On August 24, 2002, CRS provided on-site conciliation at a white supremacist rally and an NAACP counter-rally in Topeka, Kansas. The two rallies were held concurrently on opposite sides of the street creating a volatile situation. In advance of the events, CRS assisted with contingency planning, trained five members of the Topeka Human Relations Commission to serve as mediators, and trained 20 volunteers to serve as self-marshals. White supremacist supporters cheered speakers of the National Socialist Movement. At the same time, 250 anti-white supremacist demonstrators yelled at the speakers. Across the street, 200 participants rallied at the NAACP site. Despite the enormous potential for violence, none of the incidents developed into a major confrontation. CRS' work defused racial conflict during the event and improved communications between police and demonstrators from both sides.



Raytown, Missouri – CRS Senior Conciliation Specialist William Whitcomb discusses racial profiling issues with officers of the Raytown Police Department. (Photo: CRS)

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*“Topeka had concurrent rallies involving the National Socialist Movement and the National Association for the Advancement of Colored People, with other supporting and opposing groups. The assistance [provided] by [CRS] played a significant role in keeping the activities peaceful and safe.*

*[CRS] staff was available during the event to circulate within the crowd to provide mediation to hostile individuals. Our law enforcement officers present expressed numerous times the benefit [CRS] mediation played when tempers got short. [CRS] mediators were able to diffuse situations when the presence of a police officer may have escalated the tense feelings.*

*[CRS] also played a very valuable role in preparing for the rallies. They were available for meetings, and training for the law enforcement contingency as well as the demonstrators. All of this, in concert with the numerous law enforcement agencies present, made for a peaceful rally.”*

**Don Brownlee**  
Superintendent  
Kansas Highway Patrol

*“The City of Topeka was very pleased with the assistance of the [CRS] Regional Staff...”*

**Mayor Butch Felker**  
Topeka, Kansas

*“Much of the credit for...success is due to the work of the Community Relations Service...their work with law enforcement planning, community preparation, training for rally groups, and countless other matters...was invaluable for a successful conclusion of the rally...The mediation [CRS] provided on scene was instrumental in defusing several potential problems developing between people at the rally. All were handled professionally and quickly with excellent results.”*

**Ed Klumpp**  
Chief of Police  
City of Topeka

**Waterloo, Iowa:** CRS assistance was requested when minority contractors complained that they were unfairly excluded from competition for municipal contracts, despite a 1986 policy requiring a good faith effort to include them in the contract process. After CRS mediation of racial tension issues, a new contract policy was designed to give minority contractors equal opportunity to bid on city-funded projects. The mediated agreement was unanimously approved by the Waterloo City Council on August 12, 2002.

## Region VIII – The Rocky Mountain Region

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

**Eagle Butte, South Dakota:** On November 1, 2001, members of the Crow Creek girls' basketball team were shot at when riding home after a game. Two Caucasian males were charged in the incident. Tribal members expressed concerns that the South Dakota High School Activities Association failed to investigate claims that fans were shouting racial slurs at the Crow Creek players during a district competition. CRS assisted community members, school officials, and Standing Rock Sioux tribal officials in developing a model to ensure school safety, reduce racial animosity, and respond to future racial incidents.

**Fort Collins, Colorado:** On March 25, 2002, CRS cosponsored a Community Diversity Day in Fort Collins, Colorado, which was attended by more than 300 people. CRS, in conjunction with the Colorado State Patrol, the City of Fort Collins, the Fort Collins Police Service, the City of Loveland Chamber of Commerce, the Colorado Multicultural Corporation, and Aglient Technologies, planned and hosted this conference titled, "Power, Privilege, and Prosperity," at the Lincoln Center in Fort Collins. It included plenary discussions on the "Experience of Race in American, Racial Profiling" and "The Relationship of Race with Power and Prosperity," along with group workshops on specific racial and ethnic issues. In particular, the issue of the backlash affecting Muslims and Arabs in the aftermath of September 11, 2001, was highlighted in a workshop facilitated by CRS. CRS prepared a follow-up conference report to all of the groups, including conflict resolution models and "Best Practices" for maintaining racial harmony.

**Martin, South Dakota:** CRS deployed conflict resolution teams to provide contingency planning and conflict resolution services in connection with a Native American march on February 18, 2002. The protest march called for the removal of the Bennett County Sheriff over issues of racial profiling, prisoner safety, and the deaths of two Native Americans on reservation lands. CRS helped reduce tensions and address potential flashpoints during the march. CRS coordinated the activities of the Bureau of Indian Affairs, the U.S. Attorney for the District of South Dakota, and State and local law enforcement. CRS also mediated an agreement that established a mechanism for resolving allegations against the Bennett County Sheriff's Department. As a result of CRS' involvement, CRS was asked to help the City of Martin establish a Human Relations Commission.

## Federal 'peacemaker' helped in Mobridge

Now, Community Relations Service considers easing tension in Miller

When racial tensions flare, a lesser-known arm of the U.S. Department of Justice is called to help. The Community Relations Service is charged with mediating racial conflicts. Since the agency's birth in 1964, staff members have worked to eliminate racial bias in hundreds of cities.

In 1999, the assignment was Mobridge, S.D.

Sally Hansen was assigned to work with Native Americans and white residents in the Mobridge area to resolve tensions that had grown following the death of Robert "Boo" Many Haines. The recently disabled Indian man was found dead in a white van on a highway. Four white teens were first charged with murder, then released when the charges were dropped.

Hansen was on hand for the protest marches that followed the dismissal of charges in the case. She facilitated discussions with both sides and provided diversity training.

"We've found that once both sides sit down and hear each other, understand each other and then work together with that knowledge, they're able to come up with a joint effort that solves a huge difference," she says.

With the assistance of clergy members, a new relations council was founded in the city. Community leaders often are reluctant to invite any arm of the federal government in to help resolve problems.

"No one wants to be burdened by having them sit and that's called in the book," Hansen says. "But the good news is, we don't need an official invitation. We don't emphasize how we came into a community. Instead, we emphasize how we can help. Oftentimes, people are delighted. Most never knew we existed."

Community Relations Service officials don't conduct investigations of Haines, Hansen says.

"We do an assessment by talking several questions what are the issues, who are the key parties involved, and what role can we play to help promote healing?"

In Mobridge, residents say best efforts were appreciated.

"She was simply fantastic," said Francis Busch, 61, an owner-tenant and the former president of the Mobridge Area Race Relations Council.

In South Dakota, Community Relations Service "coordinators" have mediated conflicts between the Yankton Sioux Tribe and officials in Charles Mix County and arranged tensions resulting from the occupation of a tribal government building on Pine Ridge.

Currently, staff members are assessing whether their "peace-making" skills are needed in Miller. Racial tensions have been stirred in that central South Dakota community after a Nov. 1 shooting incident involving white and Indian youths.

"We've made some contacts in Miller, and we're in the assessment stage now," says Hansen.

Thomas Trenton, 40, who also serves as a member of the Mobridge race relations council, believes that city officials would have benefited from the discussions and training that Hansen provided.

"Her events were beneficial, but there was a lack of involvement by public officials—specifically the city's public officers who were invited but didn't attend," Trenton says.

Mobridge Police Chief Brock Johnson did not return a call for comment.

But Hansen says she is accustomed to critics and to the lack of interest some have in her program.

"Once an individual understands what our role is, they're usually willing to talk," she says.

"Sometimes it's almost easier reading how many mediation cases, when two parties involved in the conflict sit down."

Those successes keep her interested in the job after more than 30 years.

"I love my work and have 100 percent job satisfaction," Hansen says. "And they actually pay me to do it."



Martin, South Dakota – On February 18, 2002, CRS walked with Native American tribal members along a march route and provided conflict resolution assistance to Native Americans and law enforcement during a rally protesting practices of the Bennett County Sheriff's Department. (Photo: CRS)

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**Denver, Colorado:** As a result of a number of abductions and attempted kidnappings of Black and Hispanic children in the Denver area, the Million Man March Organization arranged a march to bring attention to a perceived lack of protection by schools and police. CRS assisted in planning for the August 24, 2002, event and trained self-marshals who were assigned to the march. The march received a great deal of media attention since two of the victims were African-Americans and the alleged suspects were described as Caucasian or Hispanic. The march was attended by public officials, representatives of the Nation of Islam, members of the Urban League, and the Guardian Angels. After the march, CRS continued to work with organizers and school officials to establish a child safety program.

**Helena, Montana:** On August 7, 2002, CRS cosponsored and provided the keynote speaker for Montana's first conference on race. Working with the Office of the Governor; the Montana Departments of Higher Education, Commerce, and Correction; and other community groups, CRS helped the 250 participants address issues of cross-cultural conflict.

**Pueblo, Colorado:** At the request of the Chief of the Pueblo Police Department, CRS provided two days of mediation training in August 2002. Officers are regularly involved with cross-cultural conflicts in their response calls, and annually with competing Columbus Day events by Italian Americans and Native Americans. The training course "Mediation for Law Enforcement Officers" is part of CRS' conflict resolution and prevention activities to prevent conflict between police and citizens. The training covered the nature of conflict, conflict resolution, techniques in mediation, and the application of these concepts. The training was attended by 19 police officers and deputies from the Pueblo Police and Sheriff Departments. As a next step in addressing community racial issues, CRS will follow-up this training with additional sessions on the Agency's Student Problem Identification and Resolving It Together (SPIRIT) Program, which is designed to reduce conflict in schools (see Damascus, Maryland case profiled on page 50 for a description of this program).

## **Region IX – The Western Region**

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

**Azusa, California:** On February 21, 2002, CRS assisted the Azusa Human Relations Coordinator in developing a response to ongoing hate crimes directed at the city's small African-American population by Hispanic gangs. On December 5, 2001, three fire bombs were thrown at the homes of African-Americans in a short 20 minute period. Residents of these neighborhoods became anxious about their safety. Prior to these acts, the Azusa Hate Crimes Task Force – which CRS had assisted throughout the Year 2001 – had recommended the establishment of a Human Rights Commission. In the face of continuing attacks, the Azusa City Council agreed to establish the commission. CRS helped the city identify candidates for the commission, recruit members, and train the new commissioner. CRS also helped the city organize its human relations process with support from law enforcement, schools, and community groups.

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**Pittsburg, California:** On December 5-6, 2001, CRS conducted a Student Problem Identification and Resolving It Together (SPIRIT) Program for a racially-diverse group of more than 150 students to address interracial fighting at the request of the Superintendent of the Pittsburg Unified School District. The program helped students identify major problems on their campus and discuss possible remedies. CRS created the SPIRIT Program to encourage racially-mixed groups of students and faculty to work together to address problems on their campuses.

**Long Beach, California:** On January 6, 2002, CRS provided conflict resolution assistance at a march protesting police use of force. The march was planned in response to the Long Beach Police shooting of a 57 year-old African-American woman who suffered from mental illness. A spontaneous demonstration immediately following the incident resulted in several hundred arrests and negative publicity for the police. The atmosphere was tense as protestors cited other police shootings as evidence of police misuse of force. In preparation for a second organized march, CRS helped protest leaders, police, and city officials communicate with each other and coordinate march plans to avoid further conflict. CRS also provided self-marshal training for march volunteers. CRS' presence served as a key communication link between local law enforcement and protest leadership.

## Region X – The Northwest Region

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

**Cottonwood, Idaho:** CRS provided conciliation and technical assistance for the first Nez Perce Indian Country Symposium in June 2002. The symposium was sponsored by the Nez Perce Tribe, the Historical Museum at St. Gertrude's Monastery, the National Park Service, and the Association of Idaho Cities. The event was designed to reduce racial tension surrounding the upcoming 125th anniversary of the Nez Perce Conflict of 1877, also known as the White Bird Battle, in which a community of Caucasian settlers was killed. The symposium also was designed to improve general community relations between Nez Perce Tribal members and the non-Native community in North Central Idaho. More than 300 participants met in small groups to find common ground and improve communications between the communities. The day after the symposium, CRS met with the event's coordinators to develop strategic action plans to improve community relations, celebrate diversity, reduce perceptions of fear, and lower the potential for violence. CRS assistance came in response to a request from the Lewiston, Idaho-based community organization NEIGHBORS and the Association of Idaho Cities. NEIGHBORS was established by leaders of the Nez Perce Tribal community and the non-Indian community in Northern Idaho to improve cultural resolutions and address issues of racial discrimination. Based on the success of the June event, the communities have decided to hold a larger symposium to reach more residents and community leaders in Northern Idaho.



Cottonwood, Idaho – Community leaders addressed tension issues and community healing at the Nez Perce Symposium. Participants met in small groups to find common ground and improve communication. (Photos: Nez Perce Tribe)

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**Fort Hall, Idaho:** CRS, at the request of the Shoshone-Bannock Tribal Council, provided conciliation and conflict resolution services during a sovereignty workshop on July 22-23, 2002, focused on educating the non-Native community on tribal sovereignty rights. More than 200 tribal and non-tribal members participated in the two-day workshop. The event was planned to reduce racial tensions resulting from the arrest of two tribal members at a sacred tribal cemetery by Bannock County Sheriff's deputies.

**King County, Washington:** On April 7, 2002, an off-duty King County police officer fatally shot an African-American motorist believing that the man had reached for a firearm. CRS deployed staff to various protests organized by leaders in the African-American community. On the day of the victim's funeral in Seattle, those attending were invited to march two miles to the County Courthouse. When the group arrived at a freeway entrance, march leaders separated from their police escort and stopped traffic on the freeway. In the midst of the stalled march, CRS negotiated a resolution between demonstrators, Seattle Police, and Washington State Police for the safety of marchers, police, and motorists. Marchers agreed to move safely off the freeway. The march continued to the courthouse and a peaceful protest was conducted. Following the funeral, march organizers vowed to continue protests and hold random disruptions. CRS also provided a Federal presence during the coroner's inquest to provide conflict resolution services as needed.

**Klamath Falls, Oregon:** On February 21, 2002, CRS responded to a request for assistance from the Klamath County District Attorney. The upcoming sentencing of a Caucasian man convicted in the beating death of a Native American youth had raised already elevated racial tensions over water and land issues between Native Americans and non-Native Americans. CRS helped the District Attorney and Klamath Tribal officials reduce tensions through a pre-sentencing briefing with the victim's family and contingency planning for the day of sentencing. CRS also recommended the creation of a Human Relations Committee (HRC) to prevent future racial issues from escalating. As a result of CRS involvement, the Tribal Justice Committee began hosting regular meetings on community concerns with law enforcement. Hispanic community representatives are also attending this meeting, which is functioning much like an HRC.

**Lacey, Washington:** As a result of an incident between an elderly Cambodian man and the Lacey Police Department last year, CRS worked with the Southeast Asian community and law enforcement agencies in Thurston County, Washington during 2002 to find ways to improve police-community relations. CRS assisted the parties in designing, organizing, and promoting attendance at the first South East Asian Citizen Academy on May 18. Educational sessions were presented to the community in Cambodian and Vietnamese. Presenters included the Lacey Police Department which had sponsored the event along with the Thurston County Sheriff, the Tumwater Police Department, and the Olympia Police Department. The event was so successful in improving police-community relations that future citizen academies were being planned for other immigrant groups in the county.

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*"I just want to thank you for all the support your agency has given in reference to our first Asian Citizen's Academy. The DOJ [CRS] was instrumental in...supplying materials in different languages and... improving communications with our Asian Community. Without this Federal support our task would have been most difficult."*

**Commander Ed Sorger**  
Lacey, Washington Police Department

*"[CRS] spent a tremendous amount of time and effort helping our Cambodian Community when...some of our community members had incidents with the Lacey Police.*

*The incidents in question were due strictly to miscommunication because of language/cultural barriers. [CRS] promptly intervened...[and worked with] with the Kampuchean community, the area Police Departments, and a pastor from St. John's Episcopal Church of Olympia...Without the assistance of [CRS], we would not have achieved the level of mutual understanding and cooperation with the police that we now enjoy."*

**Tithia Sum**  
Member  
Kampuchean Association of Olympia  
Olympia, Washington





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## CRS Offices

### CRS Headquarters

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#### Mid-Atlantic Regional Office

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## Glossary of Terms

CRS uses certain terms in its publications to describe its activities. CRS descriptions of its work may appear generic and non-specific. Listed below are terms CRS customarily uses to describe a complex, difficult, and often emotional field working environment:

**“Facilitate Communication” or “Open Lines of Communication” –**

Many communities involved in racial disputes, conflicts, disturbances, or violence often have experienced a history of poor communication among parties, which lead to misperceptions of each others actions, lack of trust, situations of conflict based on communication through the media, and avoidance of face-to-face discussion. CRS provides conflict resolution services by listening to the issues and concerns of each party and learning from each party what the potential resolutions to the conflict might be. CRS’ task is to assist them using a disciplined and structured conflict resolution process. Specifically, the parties in conflict hear and understand each other so they may develop resolutions together. These communications may be in person, by telephone, email, or fax, over a substantial period of time. They are described as facilitation and opening the lines of communication. The fundamental building block to building trust is through communication. Communication has the effect of reducing tensions and establishing important relationships for community stability.

**“Provide a Federal presence” –**

CRS deploys staff to be available on location when conflict resolution services may be necessary to resolve or prevent conflict associated with a march, demonstration, or community meeting. CRS’ deployment provides a Federal presence which is a stabilizing force for parties in direct physical contact with one another who also may be in conflict with one another. When CRS provides a Federal presence at the event, this usually represents a final stage of service. CRS has already worked with the parties to assure that good plans are in place, contingencies are considered, and officials and event organizers have done all they can to reduce the prospect of conflict or violence. Providing a Federal presence at the event includes identifying CRS personnel to officials, law enforcement, and community leaders, so that parties can recognize CRS staff and call on CRS services. CRS staff wear distinctive official clothing, station themselves at critical locations, and also move through crowds. For example, the funeral for the victim of an interracial attack may become the focus of intense community attention. Small inconveniences, such as delays in access to the funeral site or procession to the grave site may suddenly trigger intense frustration and anger. The mere presence of CRS staff may be enough to prevent intense emotional behavior from growing into destructive conflict. CRS can improve communication between law enforcement and community leaders to help prevent conflict. CRS can also encourage restraint on the part of demonstrators that could lead to

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conflict. CRS provides a powerful positive influence when tensions are high – and could go higher – because of the emotions preceding an event. CRS’ presence gives the parties access to an additional option to avoid conflict and violence.

**“Monitor Racial Tensions”** – CRS maintains contact by face-to-face meetings, email, phone calls, or faxes with community leaders, law enforcement, and local officials to assess a situation to provide CRS services if appropriate and amenable to the parties. CRS may also monitor community racial tensions after services have been provided, to be assured that agreements are implemented and resolutions to conflicts respected. In some circumstances, when parties are not ready to use CRS services, CRS will step back and monitor racial tensions as the parties consider their next courses of action. CRS may monitor racial tensions to ensure that tensions are not escalating and leading to violence. CRS monitors tensions to determine the need to deploy staff immediately to intervene.

**“Provide Conciliation Assistance”** – This is a comprehensive term to describe CRS’ conflict resolution and violence prevention services. Conciliation is a process by which CRS facilitates communications between the parties in conflict to reduce the likelihood of violence or disruption; lessen the effects of intergroup tension, suspicion, or distrust; or narrow the perceptions of adversarial parties so that they may engage in a resolution of their differences. In some communities, particularly small, rural, or isolated communities, there may be few resources or organizations to address issues involving racial and ethnic groups. It may involve informal mediation of issues, at the street level, in the case of resolving issues over demonstration march routes or counter-demonstrators. CRS can play a crucial role in helping local officials and leaders join together to find mutually shared solutions to difficult race relations issues.

**“Mediation”** – It consists of structured formal, face-to-face negotiation of issues around a conference table. In the formal setting, CRS mediation is a facilitated, voluntary, good faith negotiation among willing parties in order to achieve a documented settlement of issues. Sometimes courts will ask CRS to mediate certain disputes, especially those involving relationships between community groups and public agencies.

**“Technical Assistance”** – Because of CRS’ long history and experience in resolving racial conflicts, it is often requested to provide expert materials, information, and other guidance to help communities resolve racial conflict and prevent violence. In some cases, CRS will provide expert technical assistance to help overcome a major barrier to resolving the dispute. For example, CRS might assist a school or police department in updating certain policies or procedures which community

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groups believe are the source of frustration and tension. The result can be an increase in citizen confidence in administrative procedures and policies. CRS might provide technical guidance on the structure, functions, and programs of Human Relation Commissions, or the role and activities of an advisory committee to a school superintendent or police chief. These mechanisms can help improve police-community or school-community cooperation and relations. CRS also provides technical assistance to communities, officials, and event organizers to help them prepare plans for certain special events. CRS may help local government and police develop appropriate contingency plans and conflict prevention approaches associated with white supremacist rallies and counter demonstrations. By fostering a sense of empowerment and building institutional relationships among racial and ethnic groups in a community through technical assistance that builds local capacities to address racial issues, CRS has found that community relationships can be enhanced for an extended period of time. CRS is effective in the use of technical assistance, because of its impartial status as a third-party outside of the conflict.

**“Training”** – Training is provided by CRS in the context of urgent conflict resolution and prevention services to help State, local, and tribal governments and communities create an immediate capacity to address local racial conflict situations. Whenever necessary, CRS seeks to strengthen community capacity to address their own racial disputes by providing “on the spot” training. This immediate training will increase conflict resolution capabilities in a community to resolve spontaneous conflict. Training services are provided to address conflict as part of CRS’ objective to resolve racial conflict and to improve race relations.

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*On-Line Report Availability*

Community Relations Service Annual Reports and other Agency publications are available through the Department of Justice Web Site at: [www.usdoj.gov/crs](http://www.usdoj.gov/crs)

*For printed copies of this report or copies of previous reports, please contact us at:*

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*“Those who feel 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

## **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 clearly will 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. If you would like more information, we will work with you to identify additional materials and resources to meet your needs within three weeks of learning of your need.
- We will be prepared to respond to major racial or ethnic crisis situations within 24 hours from the time your community notifies CRS of your situation or CRS becomes aware of the crisis.
- In non-crisis situations, we will contact you within three days of when your community notifies CRS to discuss your request for services.

(October 2002)



*"America is a nation built upon freedom, and the principles of freedom, the values of freedom...This is a nation that will stand strong for the great values that have made us unique."*

**President George W. Bush  
Address to FBI Employees  
J. Edgar Hoover Building  
Washington, D.C.  
September 25, 2001**