



The U.S. Department of Justice Community Relations Service (CRS) is prepared to provide services to AANHPI communities in the development of community contingency plans to respond to bias and hate incidents.

U.S. Department of Justice Community Relations Service (CRS)

## Preventing and Responding to Bias and Hate Incidents Against

### Asian American, Native Hawaiian, and Pacific Islander (AANHPI) Communities

CRS serves as “America’s Peacemaker” for communities in conflict by mediating disputes and enhancing community capacity to independently prevent and resolve future conflicts. Under Title X of the Civil Rights Act of 1964 and the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act of 2009, CRS responds to community conflicts arising from differences of race, color, national origin, gender, gender identity, sexual orientation, religion, or disability. CRS does not have investigative or prosecutorial authority. Rather, CRS impartially works with communities in conflict to help rebuild relationships, facilitate mutual understanding, and encourage the development of local solutions. CRS’s conciliators work directly with state and local officials, community-based organizations, community and civil rights advocates, faith-based groups, and law enforcement on a voluntary basis. CRS’s facilitated dialogue, consultation, training, and mediation are free and confidential.

Consider the following best practices that can be used by working groups to develop a community response plan. This document is intended for AANHPI community groups, educators, civic leaders, and law enforcement organizations. For more information on developing community response plans, [click here](#).

#### Prepare a joint community statement against racism and hate. ▼

- ▶ Your voice as elected leaders, educators, and community leaders is powerful. By emphasizing your community’s commitment to diversity and inclusion, you can help create an atmosphere of tolerance and unity against bias and hate.
- ▶ A joint community statement is one aspect of a broader strategy. In addition, consider:
  - Developing a message rollout plan and reaching out to media outlets in advance of a bias or hate incident.
  - Preparing talking points on bias and hate prevention for the media to use.
  - Designating a spokesperson to be available to answer media and other inquiries (or convene a group of spokespeople).
- ▶ Public service announcements can be a tool to reassure the AANHPI community that you do not tolerate bias, hate, and violence. Consider producing these communications in AANHPI languages and transmitting them via all media channels that serve your community. Include information on reporting, response, and victim support.
- ▶ Work with your local community in drafting the content and style of your message. Get input on your joint message from civil rights and advocacy organizations.
- ▶ Partner with community organizations serving AANHPI communities to spread and distribute your joint community statement.

### Host a public solidarity event against hate and bias. ▼

- ▶ Where appropriate and safe, public events and virtual convening can be used to raise awareness on bias and hate impacting AANHPI communities.
- ▶ Share existing resources relevant to bias and hate, such as local human relations commissions, school programs, law enforcement initiatives, and programs supported by local community stakeholders.
- ▶ Create a space for victims, supporters, and allies to express their concerns related to bias and hate, such as a community forum, [facilitated dialogue](#), listening session, or email tip box.
- ▶ Solidarity events can show the AANHPI community they are not alone. Consider inviting other stakeholders such as faith leaders, community leaders, and law enforcement.

### Be prepared for possible unrest, bias incidents, and hate crimes. ▼

- ▶ Anticipate events that could trigger bias or hate incidents. [Educate](#) community members on reporting procedures, hate crime laws, and best practices for protecting [places of worship](#).
- ▶ Alert law enforcement about threats and other potentially criminal activity. Meet with law enforcement to learn about what and how to report.
- ▶ Coordinate plans for possible emergency situations such as civil unrest, targeted violence, hate crimes, and demonstrations with the potential for violence.
- ▶ Be aware of AANHPI communities' events, observances, and holidays that may influence patterns of gathering and travel.
- ▶ Review materials and communications for [language accessibility and translation needs](#).
- ▶ Conduct a run through of your response plan to identify missing links and areas of improvement.
- ▶ Make law enforcement aware of significant sites that may be targeted, including neighborhoods, workplaces, places of worship, consulates, embassies, cemeteries, historical monuments, and other AANHPI congregate settings.
- ▶ Use language recommended by the CDC to refer to the COVID-19 virus. See: <https://www.cdc.gov/coronavirus/2019-ncov/your-health/about-covid-19/basics-covid-19.html>

### Take steps to mitigate the toll that bias and hate can have on the mental and physical well-being of impacted groups. ▼

- ▶ Have your working group engage with experts to ensure a common understanding of when and how mental health resources may be used.
- ▶ Some reported bias- or hate-related incidents have involved suspects with mental health issues. The working group can familiarize itself with local law enforcement processes for working with suspects with mental health issues.
- ▶ Provide [mental health resources](#) to victims and members of AANHPI communities experiencing hate and bias.
- ▶ Ensure first and second responders have access to adequate mental health and trauma support.
- ▶ Ensure victim and witness resources are culturally appropriate and language accessible.

### Equip schools and campuses to respond to bias and hate incidents as students return to school. ▼

- ▶ Encourage your school, college, or university to have a cyberbullying and harassment policy.
- ▶ Train campus police on bias and hate incident reporting and investigation best practices.
- ▶ Reach out to AANHPI students, including those involved in research fields.

### Resources ▼

Up-to-date news and translated resources

<https://www.justice.gov/hatecrimes/addressing-hate-crimes-against-AAPI>

CRS services for AANHPI communities

<https://www.justice.gov/crs/highlights/AAPI-hate-crimes>

### Additional U.S. Department of Justice resources ▼

Hate Crime Threat Guide  
Federal Bureau of Investigation

Stop Hate: Action Steps for Local Communities  
Community Oriented Policing Services

Hate Crime Reporting – Working to Close the Gap  
Community Oriented Policing Services

Serving Communities during the COVID-19 Pandemic  
Community Relations Service

Improving the Identification and Reporting of Hate Crimes  
Community Oriented Policing Services

Helping Communities Prevent and Respond to Hate Crimes  
Community Relations Service

Improving the Identification, Investigation, and Reporting of Hate Crimes: A Summary Report of the Law Enforcement Roundtable  
Community Oriented Policing Services

Stop Hate & Build Inclusion: Resources for Law Enforcement and Community Partners  
Community Oriented Policing Services

### For emergencies dial 9-1-1 to get immediate help. ▼

If you believe you are the victim of a hate crime or believe you witnessed a hate crime:

Step 1: Report the crime to your local police.

Step 2: Quickly follow up this report with a tip to the Federal Bureau of Investigation (FBI) by calling 1-800-CALL-FBI or submitting the information at [tips.fbi.gov](https://tips.fbi.gov). You may remain anonymous.

### Find us, connect with us ▼

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

[www.justice.gov/hatecrimes](https://www.justice.gov/hatecrimes)

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

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

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

 202.305.2935



U.S. Department of Justice

# Community Relations Service (CRS)

CRS serves as “America’s Peacemaker” by facilitating understanding and improving communication in communities facing conflict, and developing communities’ ability to independently prevent and resolve future conflicts.

## What We Do ▼

### Facilitation

Convening parties in dialogue to identify issues and develop solutions

Convene meetings between parties to open lines of communication, identify common concerns, and increase collaboration.

### Consultation

Technical assistance, best practices, models, and evidence-based resources

Help educate and identify resources for communities by providing: technical assistance, best practices, advice, insight, and referrals that improve communities’ ability to address underlying issues.

### Training

Knowledge and skills-based programs

Provide a wide variety of training programs that increase understanding and improve collaboration to resolve disputes and prevent future conflict.

### Mediation

Structured process to reach agreement

Serve as neutral third-party mediators who facilitate problem solving discussions and the development of documented agreements between parties in conflict.

Peace is a *journey* of a thousand miles  
and it must be taken one step at a time. ► LYNDON B. JOHNSON



## We Work With ▼

- ▶ Civil rights groups
- ▶ Community groups
- ▶ Law enforcement
- ▶ Faith-based groups
- ▶ Federal, state, and local government
- ▶ Private and public organizations

to resolve community conflicts and tensions and prevent and respond to alleged hate crimes committed on the basis of:

- ▶ Race
- ▶ Color
- ▶ National origin
- ▶ Gender
- ▶ Gender identity
- ▶ Sexual orientation
- ▶ Religion
- ▶ Disability

## Where We Work ▼

### CRS Headquarters

Washington, DC

### CRS Regional Offices

#### New England

Boston, MA

#### Northeast

New York, NY

#### Mid-Atlantic

Philadelphia, PA

#### Southeast

Atlanta, GA

#### Midwest

Chicago, IL

#### Southwest

Dallas, TX

#### Central

Kansas City, MO

#### Rocky Mountain

Denver, CO

#### Western

Los Angeles, CA

#### Northwest

Seattle, WA

### CRS Field Offices

Miami, FL

Detroit, MI

Houston, TX

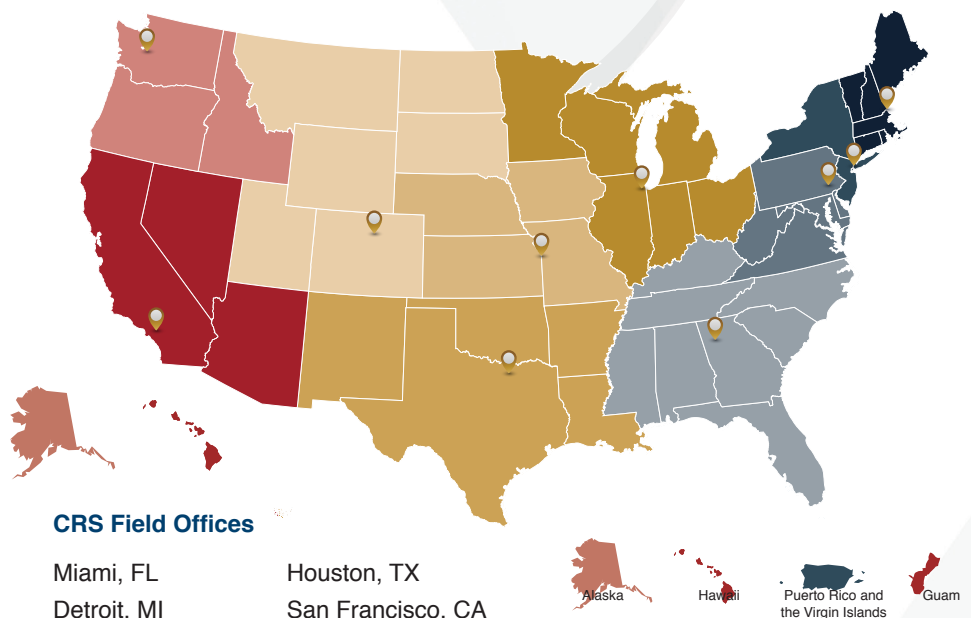
San Francisco, CA

We have no hope of solving our problems without harnessing the **diversity, the energy,**

**and the creativity of**

*all our people.*

▶ ROGER WILKINS, FORMER CRS DIRECTOR  
CIVIL RIGHTS LEADER



## Find us, connect with us ▼

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

 @DOJ\_CRS

 facebook.com/DOJCRS/

 askcrs@usdoj.gov

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CRS was established by Title X of the Civil Rights Act of 1964. Its mandate was expanded in 2009 through the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act.



## U.S. Department of Justice Community Relations Service (CRS)

# Helping Communities Prevent and Respond to Hate Crimes

The U.S. Department of Justice Community Relations Service (CRS) serves as “America’s Peacemaker” by facilitating knowledge, understanding, and communication in communities facing conflict, and developing communities’ abilities to independently prevent and resolve future conflicts.

Under Title X of the Civil Rights Act of 1964 and the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act of 2009, CRS responds to community conflicts arising from differences of race, color and national origin, and in prevention of and response to actual or perceived hate crimes based on gender, gender identity, sexual orientation, religion, or disability. CRS does not have law enforcement or prosecutorial authority. Rather, CRS works with communities in conflict to help rebuild relationships, facilitate mutual understanding, and encourage the development of local solutions.

CRS’s professional staff work directly with state and local officials, community-based organizations, community and civil rights advocates, faith-based groups, and law enforcement on a voluntary and no cost basis. CRS serves as a neutral-third party, and its services are confidential.

### How does CRS help communities prevent and respond to alleged hate crimes?

CRS brings together diverse leaders and stakeholders to educate communities on hate crimes and to find collaborative solutions for hate crime prevention and response.

### Specific CRS services that help communities address hate crimes include ▼

#### Facilitated Dialogue

CRS facilitates meetings between community leaders, city officials, law enforcement and other key stakeholders to open lines of communication and promote problem solving in cases of alleged bias/hate crimes. Frequently discussed topics include alleged bias/hate crimes or incidents, law enforcement practices for responding to alleged bias/hate crimes or incidents, clarifying local bias/hate crimes laws, protests, demonstrations, and other community responses, along with other issues important to the community.

#### Hate Crime Forums

This half-day forum provides community members and law enforcement with information related to the Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act, as well as state and local hate crimes laws. The program engages local law enforcement, district attorneys, federal law enforcement, and community advocacy organizations in discussions and information sharing on methods to combat and respond to bias incidents and hate crimes.

### What is a hate crime?

According to the Federal Bureau of Investigation (FBI), a federal hate crime (also known as bias crime) is a “**criminal offense against a person or property motivated in whole or in part by an offender’s bias against a race, religion, disability, sexual orientation, ethnicity, gender, or gender identity.**”

States vary with regard to the groups or identities protected under state hate crime statutes, the range of crimes covered, and the penalty enhancements for offenders.

### Protecting Places of Worship Forums

This half-day forum provides faith-based leaders and congregations with information about religious hate crimes, local, state and federal law enforcement threat assessments, and steps to protect places of worship from potential hate crimes and other threats of violence. The program encourages the implementation of a security program, offers best practices for security, fosters networking and community outreach, and provides resources such as examples of security plans and community responses.

### City or School-Problem Identification & Resolution of Issues Together (City SPIRIT and School SPIRIT)

This eight-hour problem-solving and resolution program brings together representatives from local government, schools, communities, faith-based organizations, law enforcement, and others to identify and analyze issues impacting the community, facilitate collaborative approaches to resolving conflicts, and facilitate the development of concrete actions between the parties.

### Community Awareness Training

CRS provides trainings to law enforcement, government officials, and others on customs, cultures, and practices of various communities to strengthen relationships between law enforcement and the communities they serve. These trainings include Engaging and Building Partnerships with Muslim Americans, Engaging and Developing Partnerships with Sikh Americans, and Law Enforcement and the Transgender Community Training. These interactive and informative trainings include topics such as cultural symbols and language, impacts of hate crimes, and best practices for engagement and problem solving. Ultimately, these trainings support law enforcement's role in protecting and serving all members of their communities.

### Mediation

CRS provides mediation services to help communities resolve conflicts and tensions through face-to-face negotiations between stakeholders. The goal of mediation is to develop written agreements between parties which increase trust, improve community partnerships, and build local capacity to prevent and respond to future conflicts.

### Where We Work ▼

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Washington, DC

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**Southeast**  
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**Midwest**  
Chicago, IL

**Southwest**  
Dallas, TX

**Central**  
Kansas City, MO

**Rocky Mountain**  
Denver, CO

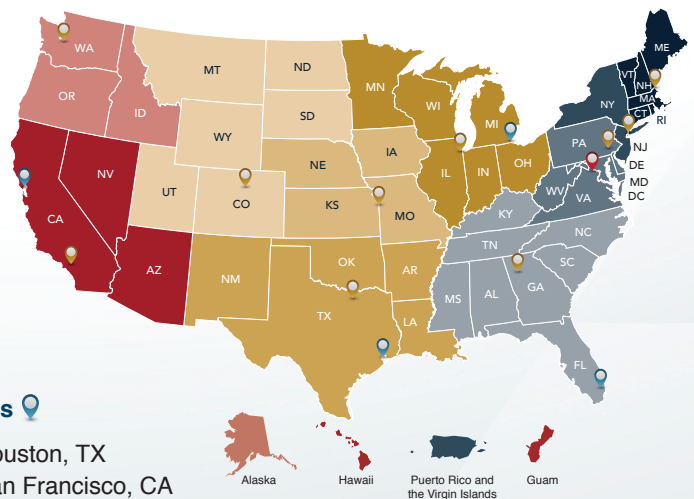
**Western**  
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**Northwest**  
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San Francisco, CA



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