



**CITY**

**SPIRIT**

**City-Site Problem Identification and Resolution of Issues Together**





# What is **CRS** ?

COMMUNITY  
RELATIONS  
SERVICE

## Created under **Title X of Civil Rights Act of 1964**

CRS, a U.S. Department of Justice  
agency, is the Federal government's

“peacemaker”

for community conflicts and  
tensions arising from differences  
of race, color and national origin.







## What is **CRS** COMMUNITY RELATIONS SERVICE ?

Services expanded under the Hate Crimes Prevention Act of 2009, CRS acts to prevent and respond to violent hate crimes:

- Gender
- Gender Identity
- Sexual Orientation
- Religion
- Disability
- Race
- Color
- National Origin



# CRS Services



## Facilitation

Convening parties in dialogue to identify issues and solutions



## Mediation

Structured process to reach agreement



## Consultation

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



## Training

Knowledge or skills-based programs

# Reasons to Host a City-SPIRIT Program

**Improve**



**Communication**

**Problem Solving**

**Trust**

**Relationships**

**Collaborate**



**Issues Identification**

**Solutions Development**

**Plan of Action**

**SPIRIT Council**

**Prevent and Respond**



**Bias Incidents**

**Hate Crimes**

**Community Tensions**

**Critical Incidents**

# City-SPIRIT Program Goals



Convene community and government leaders in dialogue to identify issues impacting their community and to develop solutions to address those issues

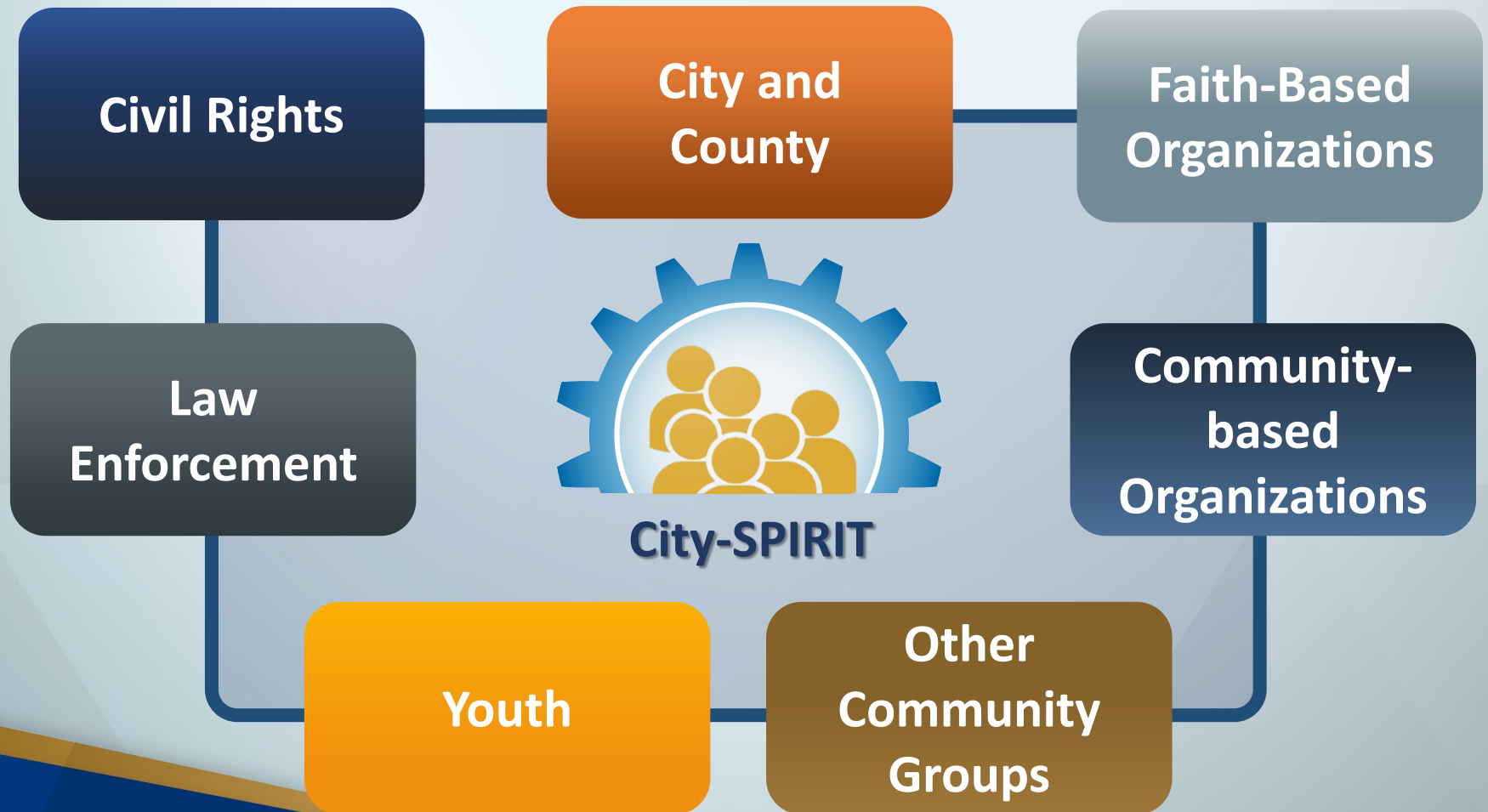


Improve communication and collaboration between government and community leaders



Create a council of community leaders to work with government officials to implement solutions together

# Diverse Community Leaders





# City-SPIRIT Program

## Program Facilitation:



**SPIRIT Planning Group  
meets**



**City-SPIRIT  
Program delivered**



**Issues identified  
Solutions developed**



**SPIRIT Council  
formed**

## Following Program Facilitation:



**SPIRIT Council  
convenes**



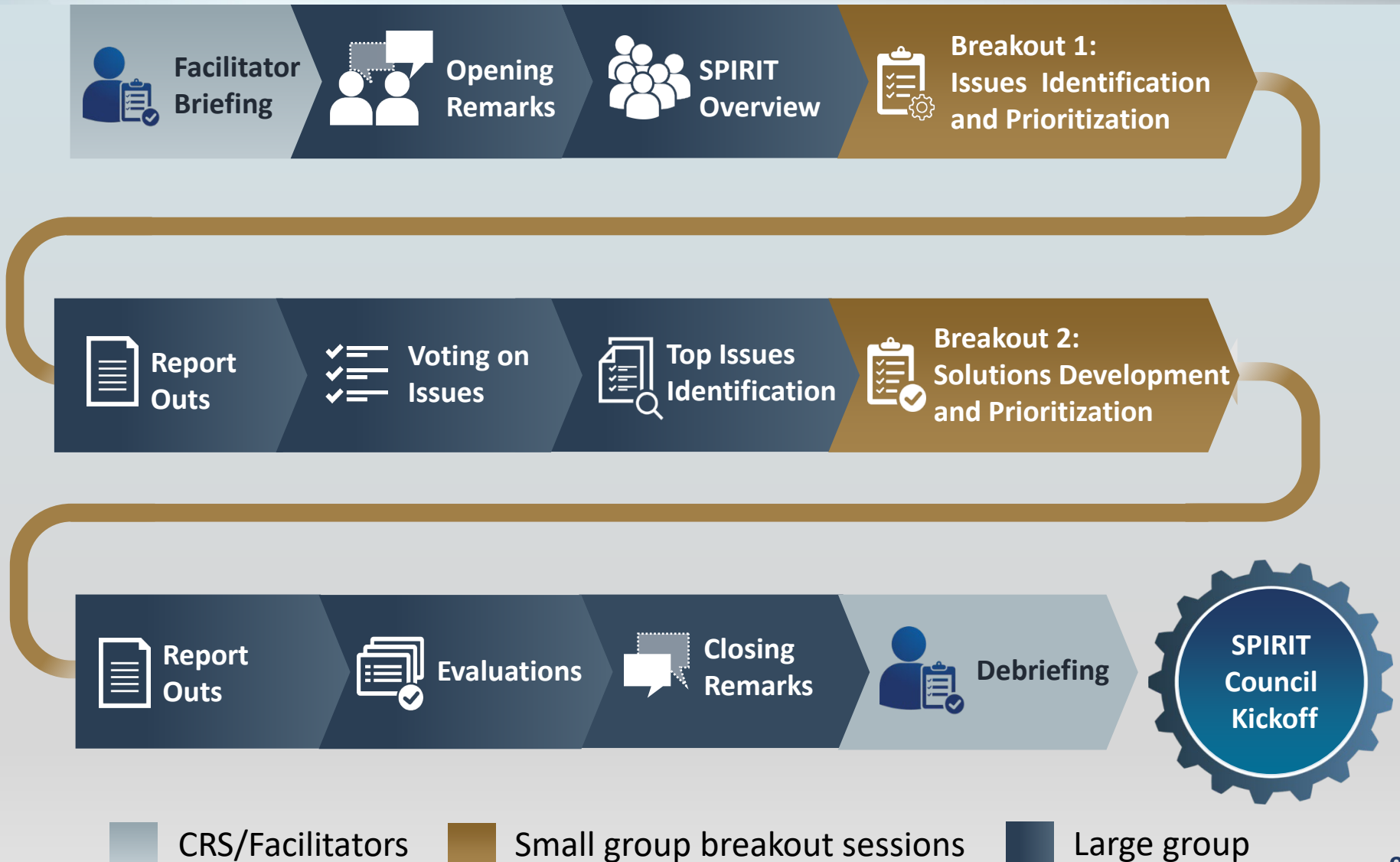
**Strategic  
action plan**



**Solutions  
implemented**



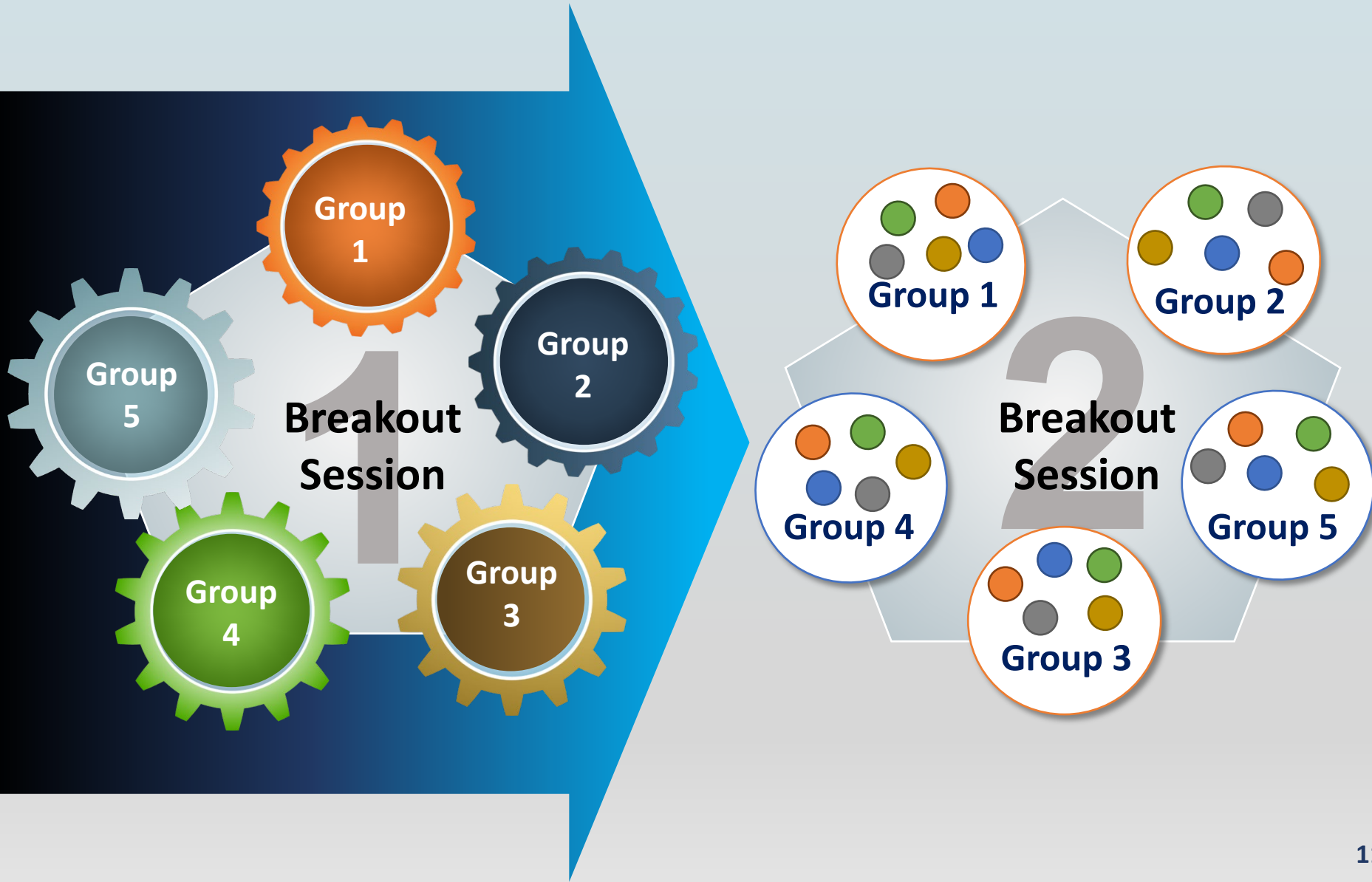
# School-SPIRIT Program



# Issues Identification



# Solutions Development





# City-SPIRIT Report



Documents the SPIRIT Program,  
its purpose, and its process



Serves as a “road map” for the  
SPIRIT Council and government  
officials



Presents all the  
issues identified  
including the  
prioritized issues



Presents all the  
solutions developed  
including the  
prioritized solutions



Identifies the  
SPIRIT Council  
members

# City-SPIRIT Council



Made up of two representatives from each like group



Meets on a regular basis



Acts as an “advisor” to government officials for community relations issues



Creates action plans for solutions created during the SPIRIT Program



Works with government officials to implement action plans



Increases communication and collaboration among leaders



Reports progress to the broader community



Proactively identifies and works with government officials to address community conflicts and tensions

# Sample Agenda: 1-Day Program

Minutes	Sample Time	Presenter(s)	Agenda
30 minutes	7:30 am – 8:00am	Conciliation Specialist	Small Group Facilitator Briefing
15 minutes	8:00 am – 8:15am	Community Leaders	Welcome and Overview
30 minutes	8:15 am – 8:45am	Conciliation Specialist	SPIRIT Overview
@60 minutes	8:45 am – 10:00am	Small Group Facilitators	Small Group Breakout Session #1 Issues Identification and Prioritization
45 minutes	10:00 am – 10:45am	Conciliation Specialist	Large Group Session Report-Out #1
15 minutes	10:45 am – 11:00am	Conciliation Specialist	Voting and Prioritization (Dot Voting)
45 minutes	11:00 am – 11:45am	Lunch	Participants
45 minutes	11:00 am – 11:45am	Conciliation Specialist Small Group Facilitators	Large Group Issues Prioritization
@90 minutes	11:45 am – 1:15pm	Small Group Facilitators	Small Group Breakout Session #2 Solutions Development and Prioritization
45 minutes	1:15 pm – 2:00pm	Conciliation Specialist	Large Group Session Report-Out #2 Solutions Prioritization
10 minutes	2:00 pm – 2:10pm	Conciliation Specialist	Program Evaluation
15 minutes	2:10 pm – 2:25pm	Community Leaders	Closing Remarks by Community Leaders Announcement of SPIRIT Council
30 minutes	2:25pm – 3:05pm	SPIRIT Council Members	Introductory Meeting
30 minutes	2:25 pm–3:05pm	Conciliation Specialist	Debriefing: Community Leaders, Conciliation Specialist, Small Group Facilitators Small Group Facilitators Evaluation



# Sample Agenda: Two Half-Day Program

## Day One: City-SPIRIT Agenda

Minutes	Time	Presenter(s)	Agenda
30 minutes	8:00–8:30	Conciliation Specialist	Briefing of Small Group Facilitators
15 minutes	8:30–8:45	Community Leaders	Participants Convene Welcome
30 minutes	8:45–9:15	Conciliation Specialist	SPIRIT Overview
At least 60 minutes	9:15–10:15	Small Group Facilitators	Small-Group Breakout Session #1 Issues Identification and Prioritization
45 minutes	10:15–11:00	Conciliation Specialist	Large Group Session Report-Out #1
15 minutes	11:00–11:15	Conciliation Specialist	Voting and Prioritization (Dot Voting) Close Day One
30 minutes	11:15–11:45	Conciliation Specialist	Debriefing: •Community Leaders •Conciliation Specialist •Small Group Facilitators

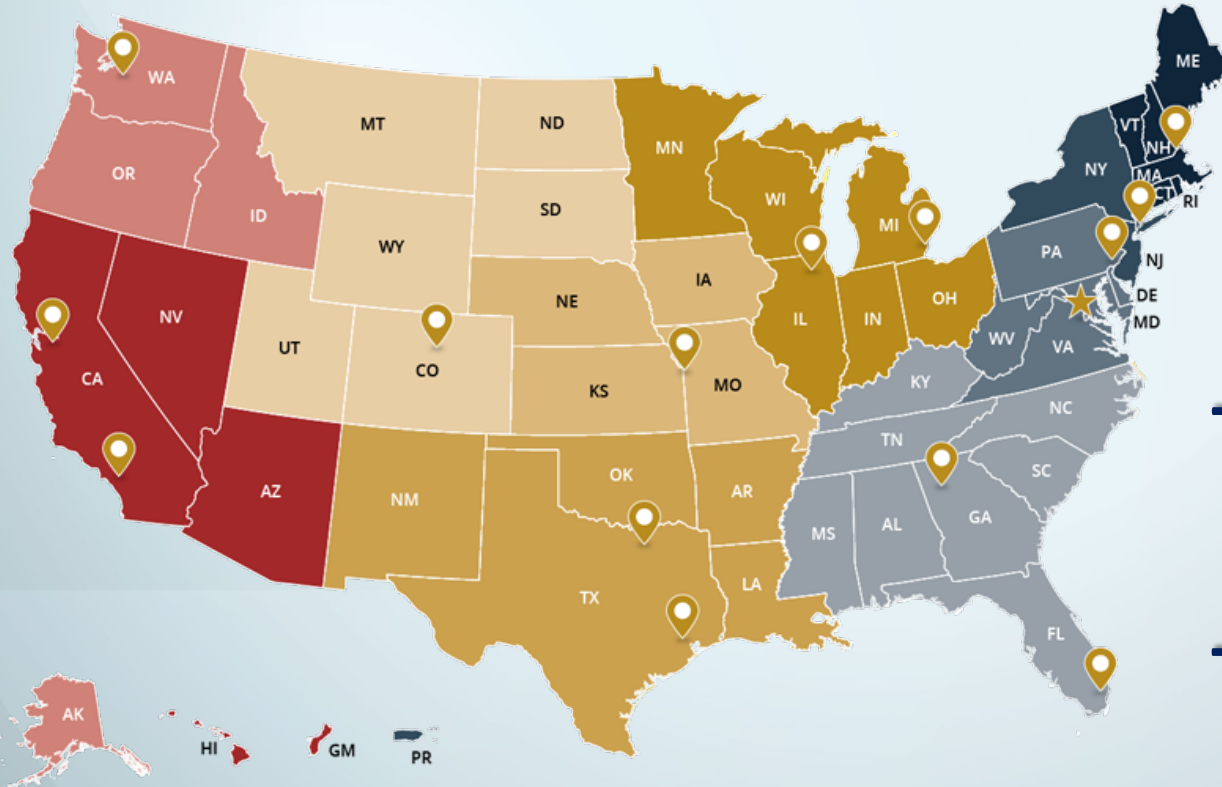
## Day Two: City-SPIRIT Agenda

Minutes	Time	Presenter(s)	Agenda
30 minutes	8:00–8:30	Conciliation Specialist	Briefing with Small Group Facilitators
15 minutes	8:30–8:45	Community Leaders	Participants Convene Welcome
15 minutes	8:45–9:00	Conciliation Specialist	SPIRIT Overview
At least 90 minutes	9:00–10:30	Small Group Facilitators	Small-Group Breakout Session #2 Solutions Development and Prioritization
45 minutes	10:30–11:15	Conciliation Specialist	Large-Group Session Report-Out #2 Solutions Prioritization
15 minutes	11:15–11:30	Conciliation Specialist	Evaluation
15 minutes	11:30–11:45	Community Leaders	Closing Remarks by Community Leaders Announcement of SPIRIT Council
30 minutes	11:45–12:15	SPIRIT Council	Introductory meeting
30 minutes	11:45–12:30	Conciliation Specialist	Debriefing: •Community Leaders •Conciliation Specialist •Small Group Facilitators

# City-SPIRIT Program Commitments



# CRS Regional and Field Office Locations



legend

- New England Regional Office (ME, VT, NH, MA, CT, RI)
- Northeastern Regional Office (NY, NJ, VI, PR)
- Mid-Atlantic Regional Office (DC, DE, MD, PA, VA, WV)
- Southeastern Regional Office (AL, FL, GA, KY, MS, NC, SC, TN)
- Midwestern Regional Office (IL, IN, MI, MN, OH, WI)
- Central Regional Office (IA, KS, MO, NE)
- Southwestern Regional Office (AR, LA, NM, OK, TX)
- Rocky Mountain Regional Office (CO, MT, ND, SD, UT, WY)
- Northwestern Regional Office (AK, ID, OR, WA)
- Western Regional Office (AZ, CA, GM, HI, NV)
- Regional and Field Office Locations



# Regional and Field Offices Contacts (1 of 2)

Office	Address	Telephone and Fax Number
<b>New England Regional Office (Region I)</b> (ME, VT, NH, MA, CT, RI)	408 Atlantic Avenue, Suite 222 Boston, MA 02110	T: 617.424.5715 F: 617.424.5727
<b>Northeastern Regional Office (Region II)</b> (NY, NJ, VI, PR)	26 Federal Plaza, Suite 36-118 New York, NY 10278	T: 212.264.0700 F: 212.264.2143
<b>Mid-Atlantic Regional Office (Region III)</b> (DC, DE, MD, PA, VA, WV)	200 2nd & Chestnut Street, Suite 208 Philadelphia, PA 19106	T: 215.597.2344 F: 215.597.9148
<b>Southeastern Regional Office (Region IV)</b> (AL, FL, GA, KY, MS, NC, SC, TN)	61 Forsyth Street, SW, Suite 7B65 Atlanta, GA 30303	T: 404.331.6883 F: 404.331.4471
<b>Southeastern Field Office</b>	51 SW First Avenue, Suite. 624 Miami, FL 33130	T: 305.536.5206 F: 305.536.6778
<b>Midwestern Regional Office (Region V)</b> (IL, IN, MI, MN, OH, WI)	230 South Dearborn Street, Room 2130 Chicago, IL 60604	T: 312.353.4391 F: 312.353.4390
<b>Midwestern Field Office</b>	211 West Fort Street, Suite 1404 Detroit, MI 48226	T: 313.226.4010 F: 313.226.2568

# Regional and Field Offices Contacts (2 of 2)

Office	Address	Telephone and Fax Number
<b>Southwestern Regional Office (Region VI) (AR, LA, NM, OK, TX)</b>	Harwood Center Building 1999 Bryan Street, Suite 2050 Dallas, TX 75201	T: 214.655.8175 F: 214.655.8184
<b>Southwestern Field Office</b>	515 Rusk Avenue, Suite 12605 Houston, TX 77002	T: 713.718.4861 F: 713.718.4862
<b>Central Regional Office (Region VII) (IA, KS, MO, NE)</b>	601 E. 12th Street, Suite 0802 Kansas City, MO 64106	T: 816.426.7434 F: 816.426.7441
<b>Rocky Mountain Regional Office (Region VIII) (CO, MT, ND, SD, UT, WY)</b>	1244 Speer Boulevard, Suite 650 Denver, CO 80204-3584	T: 303.844.2973 F: 303.844.2907
<b>Western Regional Office (Region IX) (AZ, CA, GU, HI, NV)</b>	888 South Figueroa Street, Suite 2010 Los Angeles, CA 90017	T: 213.894.2941 F: 213.894.2880
<b>Western Field Office</b>	90 Seventh Street, Suite 3-300 San Francisco, CA 94103	T: 415.744.6565 F: 415.744.6590
<b>Northwestern Regional Office (Region X) (AK, ID, OR, WA)</b>	915 Second Avenue, Suite 1808 Seattle, WA 98174	T: 206.220.6700 F: 206.220.6706

# Connect With Us

## For More Information

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202.305.2935

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

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U.S. Department of Justice  
Community Relations Service