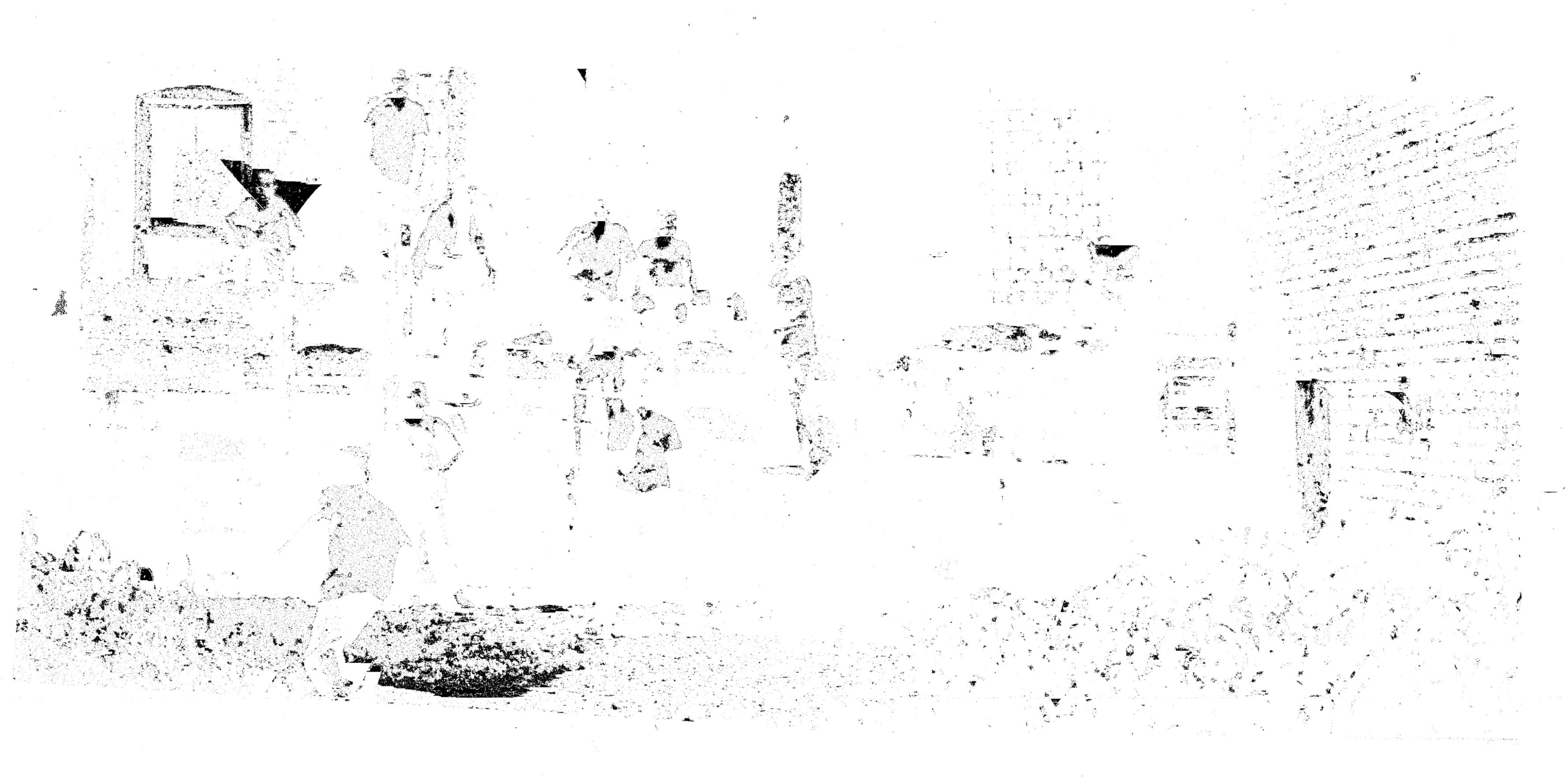


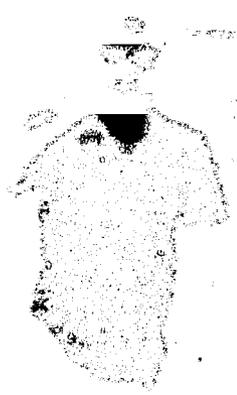
**community  
relations  
service**

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# community relations service

Four years before the National Advisory Commission on Civil Disorders issued its famous "Kerner Report," Congress affirmed its role in this "commitment to national action." It declared a legal end to racial discrimination and inequality of opportunity by enacting one of the most far-reaching pieces of social legislation of the century.

The intent of this legislation, entitled the "Civil Rights Act of 1964," was to establish a broader legal base for assuring all Americans their equal rights in such areas as voting, public accommodations, public education facilities, employment, participation in federally assisted programs, and legal redress in civil rights cases.

Title X of this monumental act created the Community Relations Service (CRS) to help communities solve their civil rights problems. Heading the agency is a Director, who is appointed by the President of the United States—with the advice and consent of the Senate—for a term of 4 years.

The following pages summarize the CRS and its assistance to communities.

## what is crs?

In concept and in action, CRS represents something that is unique among Federal agencies. Located in the Department of Justice,\* it is the only Federal agency to which the Congress has assigned the specific and distinctive task of helping communities to resolve "... disputes, disagreements, or difficulties relating to discriminatory practices based on race, color, or national origin..."\*\*

The agency does not concern itself with provisions of one particular civil rights statute. Its role extends to discrimination based on race, color, or national origin which impairs a person's rights under any Federal law.

\* The Community Relations Service was transferred to the U.S. Department of Justice from the U.S. Department of Commerce in April 1966.

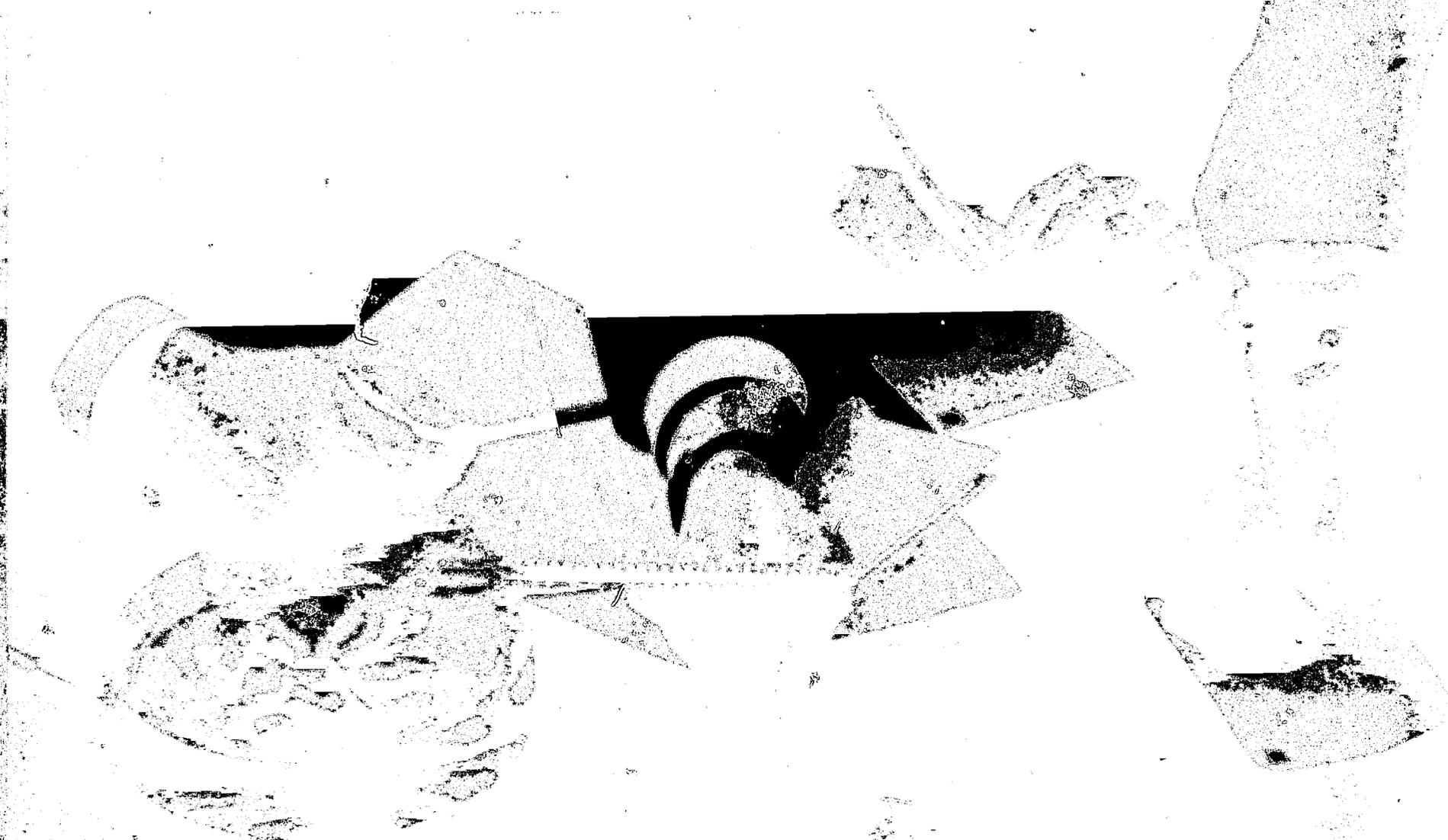
\*\* Sec. 1002 of the Civil Rights Act of 1964.





CRS offers its assistance to communities either upon request or upon its own motion whenever in its judgment peaceful relations among the citizens of the community are threatened. It may also enter into injunctive relief cases against discrimination in places of public accommodation upon judicial referral for as long as the court believes there is a reasonable possibility of obtaining voluntary compliance with Federal laws.

Having neither funds to dispense nor legal sanctions to impose, CRS basic resource lies in the knowledge, skills, judgment, patience, and tact of its men and women on the scene. In performing their roles, agency professionals, wherever possible, seek to utilize the cooperation of State and local public and private agencies.



# how crs is organized

To carry out its mandate, CRS is organized into three divisions—Field Services, National Services, and Support Services.

The Division of Field Services, headed by an Assistant Director, provides conciliation assistance and services to local communities in the development of programs to solve problems that underlie racial tensions and conflict. Comprising this division are field representatives who work on a day-to-day basis with local groups to correct inequities and disparities existing between minority and majority citizens.

The Division of National Services, headed by an Associate Director, assists in the development and implementation of innovative pilot projects that are interregional or national in scope and which do not conform to existing CRS programs. The staff of this division places emphasis on the special problems of Mexican Americans, Puerto Ricans, and American Indians. It also seeks to bring all available resources of national private organizations to bear on socioeconomic problems of minorities at both the national and regional levels.

The Division of Support Services, headed by an Assistant Director, provides the technical assistance needed by the Divisions of Field and National Services to successfully implement minority betterment programs of local groups and national private organizations. This division is staffed by support specialists who provide the technical assistance to reinforce the efforts of the field representatives in meeting the particular needs of the community and who play an advocate role for minority community concerns to State officials.

To save time and shorten the distance between the need for assistance and actually providing the assistance, CRS maintains six regional offices and field offices in most large cities with significant minority populations. A listing of these offices is provided in the rear of the book.

It is from these offices that two essential services to communities are provided—crisis resolution and crisis prevention.

DIVISION OF NATIONAL  
SERVICES

PRIVATE  
ORGANIZATIONS

LIAISON  
SECTION

SPECIAL  
PROJECTS  
SECTION

DIVISION OF FIELD  
SERVICES

NORTHEAST  
REGION

MID-ATLANTIC  
REGION

SOUTHEAST  
REGION

MIDWEST REGION

WESTERN REGION

 SOUTHWEST REGION

DIVISION OF SUPPORT  
SERVICES

COMMUNICATIONS  
SECTION

COMMUNITY  
DEVELOPMENT  
SECTION

STATE AND LOCAL  
AGENCIES SECTION



## how crs functions

**CRISIS RESOLUTION:** One aspect of CRS operation involves providing conciliation and/or mediation services to communities experiencing minority racial difficulty. Such assistance, rendered by members of the agency's Conflict Resolution Program, is provided voluntarily or upon request when a crisis is imminent or during an actual conflict.

In conciliation, the CRS professional attempts to reconcile the opposing factions by moving them to peaceful, voluntary compliance with Federal laws and resolution of the conflict. To accomplish this, he proceeds to—

- Assess the situation as a neutral third party.
- Facilitate communications between the disputants so that issues and opposing viewpoints are perceived and examined.

- Arrange meetings between disputants.
- Help disputants to identify and enlist resources which have a bearing on the resolution of the conflict.
- Identify and verify leadership roles between disputants.
- Consult and advise with law enforcement officials to reduce the likelihood of confrontation or violence when inflammatory conditions prevail.
- Intervene in conflicts between and within ethnic/racial groups to seek solutions to such discord.
- Assist adversaries to understand the nature of conflict, crisis, and protest, and to overcome inhibiting stereotypes.

- Help to formulate and apply constructive internal discipline procedures (self-policing systems) in the planning and execution of mass demonstrations or other protest activity involving large numbers of participants.

In mediation, the CRS professional functions as a third party intermediary—with sanctions from all the disputants—who helps the adversaries to reach a mutually satisfactory settlement of their differences, preferably with self-enforcing, built-in mechanisms. More specifically, the CRS mediator—

- Establishes recognition by the parties of opposing negotiation spokesmen and participants.
- Chairs negotiation sessions.
- Presents and clarifies the issues and establishes priorities.

- Arranges for an appropriate mechanism with which to assure follow up implementation of agreements reached.

- Discusses affirmative steps to prevent and meet future problems.

- Persuades parties to maintain a "good faith" posture and to move toward realistic settlement goals.

When a CRS conciliator or mediator enters a community in crisis, he makes it clear to everyone that (1) his purpose is to help bring about peaceful resolution of the conflict, (2) assure compliance with Federal civil rights laws, and (3) he has no power of legal coercion, only the tools of persuasion and reason.

Conciliation and mediation assistance to communities is rendered in confidence and without publicity, as required by law. Information gathered in the course of providing conciliation and mediation assistance is held confidential if so deemed by the disputants.

**CRISIS PREVENTION:** Conciliation and mediation of conflicts alone will not insure racial peace. Consequently, the other aspects of agency operation involves assisting communities in the development and implementation of programs to resolve conditions which underlie racial turmoil. These programs are concentrated in five major areas.

## education

Designed to address minority discontentment growing out of a desire for relevant and quality education. The major goals of the program are expansion of minority participation in the education decision-making process and preparation of communities to cope with educational innovations.

Components of the program include:

- Helping to constructively resolve situations leading to student unrest, particularly as they involve significant numbers of minority students.
- Disseminating factual information about desegregation<sup>o</sup> as related to local, regional, and national activities and concerns.
- Assisting in the formation of

coalitions of groups or individuals interested in promoting compliance with desegregation laws, and demonstrating ways in which desegregation of educational facilities and programs can be beneficial to all students.

- Facilitating the delivery of available Federal and other resources and programs to communities trying to cope with change in the public school system.
- Promoting efforts to help community groups, parents, and students to deal in a realistic and sophisticated manner with school authorities, thereby improving school-community relationships.
- Assisting in writing and evaluating proposals for upgrading or supplementing curriculum development in high schools and colleges.



# administration of justice

A coordinated effort designed to correct the belief of minorities that they are offered the least protection and permitted the least petition against abuse of their lawful rights by assuring fair and equal treatment for all citizens under law. Emphasis of the program is on:

- Promoting a more positive and understanding relationship between police departments and minority communities.
- Helping police departments to increase the number of minority group persons on their force—both at the local and State levels.
- Assisting minority prison self-help groups to obtain maximum benefits from existing prison programs and supporting the interest of prisoners in educational experiences which would hasten their rehabilitation.



■ Promoting maximum participation of minorities in programs funded by Federal agencies and informing interested community groups of the provisions of the Omnibus Crime Control and Safe Streets Act of 1970.

■ Encouraging the creation of local criminal justice coordinating councils to handle specific crime control and law reform projects.

■ Assisting local legal groups in efforts to eliminate bail bond practices that deny pre-trial release to persons unable to post bail money and in eliminating needless incarceration of arrestees charged with minor offenses.





## housing & planning

Designed to assist minority groups in attempts to improve overcrowded and decadent housing conditions and to help shape the development of their environment by increasing housing opportunities at all income levels and expanding participation in community planning and redevelopment. Emphasis of the program is on:

- Working with sponsors of low and moderate income housing to advance their ideas from conception to construction.

■ Helping tenant organizations and local public housing authorities to develop mutually agreeable policies and procedures regarding project management, tenant participation, physical and social services, and tenant security.

■ Assisting municipal agencies and neighborhood organizations to create effective working partnerships in requiring citizens participation in programs such as urban renewal and Model Cities.

■ Providing technical assistance and professional guidance to groups seeking to eliminate racial discrimination and other barriers to equal housing opportunities.

■ Providing community relations input and maintaining a constant liaison between minority groups and pertinent Federal agencies.



## **economic development**

A coordinated effort to assist minorities to gain their proverbial "piece of the action" by helping to increase the amount of capital flowing into their communities—and their control over it—and by enabling them to utilize more extensively the capital resources already under their control or to which they have access. Selective activities include:

- Developing local mechanisms to assist minority entrepreneurs or potential entrepreneurs in securing the funding, managerial and technical assistance, and training needed to succeed.

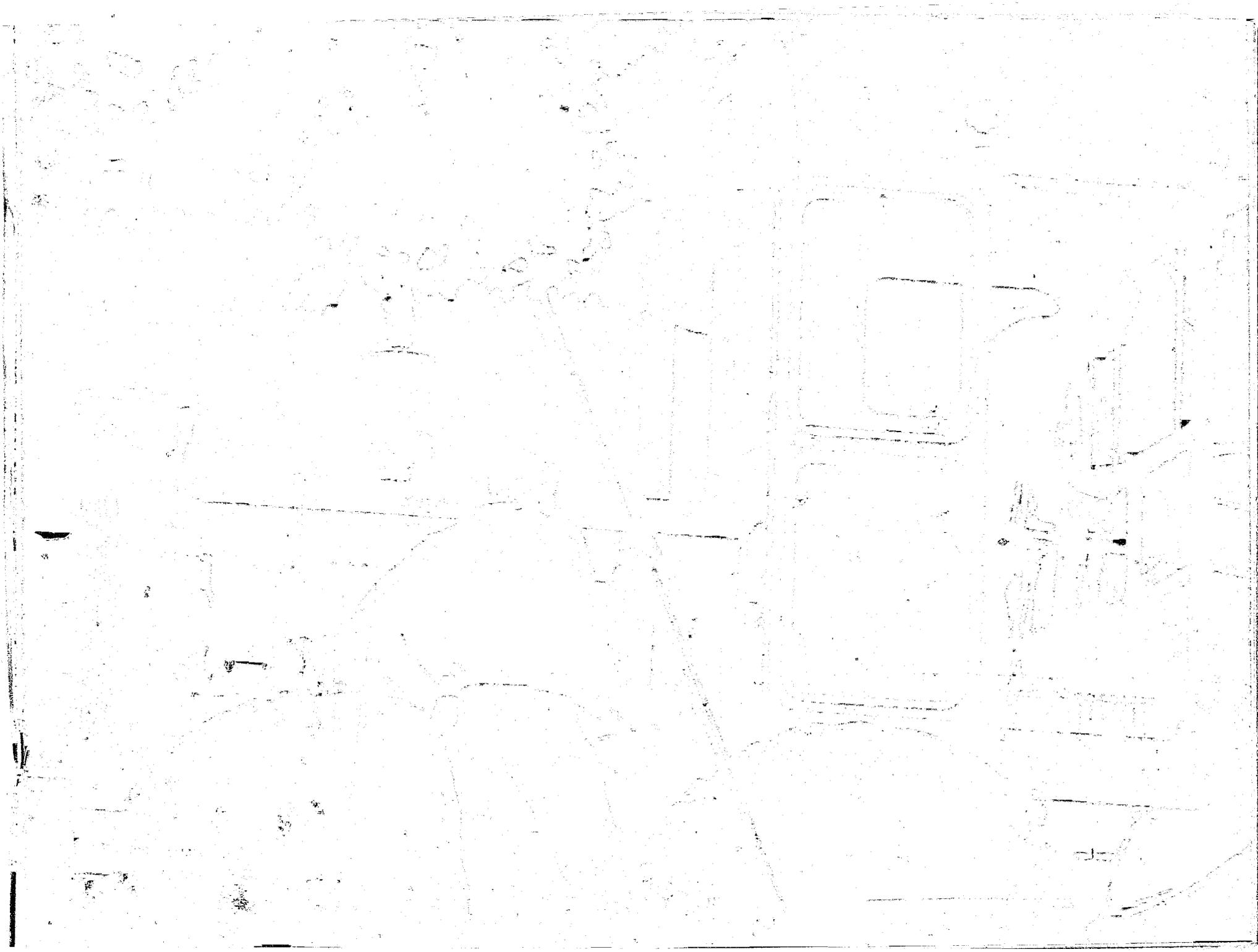
- Helping minority communities identify realistic program goals and the necessary resources for their implementation, and insuring that this information is made available to Federal and State agencies and private sector organizations having the resources to meet minority community goals.

- Aiding in identifying and establishing cooperative relationships between minority economic development organizations and both public and private sources of financial and technical resources and encouraging these agencies to apply their resources to minority community needs.

- Providing technical assistance in organizing broadbased profit and nonprofit structures capable of developing and spinning off a variety of economic enterprises oriented to minority community development and benefits.

- Giving technical assistance to those individual entrepreneurial efforts large enough in scope to have a constructive impact on the community.

- Serving on the advisory committee of the Office of Minority Business Enterprise (OMBE) of the U.S. Department of Commerce and collaborating with OMBE in securing increased minority participation in Federal programs, organizing Minority Enterprise Small Business Investment Companies and negotiating franchises.







## communications

Designed to address the problems created when minorities are excluded from the Nation's communications process. The program seeks to assist minority groups, media representatives, and private organizations in efforts to:

- Develop and utilize innovative and systematic methods to identify and attack racism as manifested in media policies, practices, programs, and reporting.
- Expand opportunities in the media and assist minority group members to obtain employment and training in the communications industry.
- Improve the quality and scope of media coverage of the ghetto, barrio, and on the reservation.
- Arrange negotiations between minority group members and national manufacturers and advertising agencies on the use of derogatory commercials.
- Assist private organizations and institutions in efforts to expand minority ownership and influence of the media.
- Provide and make available specialists on cable television to minority organizations interested in gaining access to the expanding communications medium.

**would you like  
to know more  
about crs?**

Additional information about the Community Relations Service may be obtained by visiting the Public Information Office, 550 Eleventh Street NW., Washington, D.C., or by writing to the Community Relations Service, U.S. Department of Justice, Washington, D.C. 20530.

Information about the agency and its activities may also be obtained from regional and field offices listed on the following pages.

**ALBUQUERQUE, N.M.**

ROOM 7009  
FEDERAL BUILDING  
500 GOLD AVENUE SW.  
ZIP CODE: 87101

**BUFFALO, N.Y.**

ROOM 214  
U.S. COURTHOUSE  
68 COURT STREET  
ZIP CODE: 14202

**COLUMBUS, OHIO**

SUITE 324  
40 SOUTH THIRD STREET  
ZIP CODE: 43215

**ATLANTA, GA.\***

ROOM 900  
CITIZENS TRUST COMPANY  
BANK BUILDING  
75 PIEDMONT AVENUE NE.  
ZIP CODE: 30303

**CHICAGO, ILL.**

ROOM 810  
CONSUMERS BUILDING  
220 SOUTH STATE STREET  
ZIP CODE: 60604

**DALLAS, TEX.\***

ROOM 13B-35  
FEDERAL BUILDING  
1100 COMMERCE STREET  
ZIP CODE: 75202

**BALTIMORE, MD.**

ROOM 110-A  
FEDERAL BUILDING  
31 HOPKINS PLAZA  
ZIP CODE: 21201

**CINCINNATI, OHIO**

ROOM 7530  
FEDERAL OFFICE BUILDING  
550 MAIN STREET  
ZIP CODE: 45202

**DENVER, COLO.**

ROOM 278  
MAIN POST OFFICE BUILDING  
1823 STOUT STREET  
ZIP CODE: 80202

**BOSTON, MASS.**

ROOM 608-B  
JFK FEDERAL OFFICE BUILDING  
GOVERNMENT CENTER  
ZIP CODE: 02203

**CLEVELAND, OHIO**

ROOM 2939  
FEDERAL OFFICE BUILDING  
1240 EAST NINTH STREET  
ZIP CODE: 44199

**DETROIT, MICH.**

ROOM 460  
FEDERAL OFFICE BUILDING  
231 WEST LAFAYETTE BLVD.  
ZIP CODE: 48226

**COLUMBIA, S.C.**

ROOM 305  
1400 PICKENS STREET  
ZIP CODE: 29201

**FRESNO, CALIF.**

ROOM 4303  
FEDERAL BUILDING  
1130 "O" STREET  
ZIP CODE: 93721

**GARY, IND.**

ROOM 721  
GARY NATIONAL BANK BUILDING  
504 BROADWAY  
ZIP CODE: 46402

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**LITTLE ROCK, ARK.**

ROOM 3323  
FEDERAL BUILDING  
700 WEST CAPITOL AVENUE  
ZIP CODE: 72201

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**MONTGOMERY, ALA.**

ROOM 812  
ARONOV BUILDING  
474 SOUTH COURT STREET  
ZIP CODE: 36104

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**HARTFORD, CONN.**

ROOM 608  
FEDERAL BUILDING  
450 MAIN STREET  
ZIP CODE: 06103

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**LOS ANGELES, CALIF.**

ROOM 1753  
U.S. COURTHOUSE  
312 NORTH SPRING STREET  
ZIP CODE: 90012

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**NASHVILLE, TENN.**

ROOM 879  
801 BROADWAY  
ZIP CODE: 37201

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**HOUSTON, TEX.**

ROOM 304  
OLD FEDERAL BUILDING  
201 FANNIN STREET  
ZIP CODE: 77002

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**LOUISVILLE, KY.**

ROOM 551-D  
FEDERAL OFFICE BUILDING  
600 FEDERAL PLACE  
ZIP CODE: 40202

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**NEWARK, N.J.**

ROOM 939  
NEW FEDERAL BUILDING  
970 BROAD STREET  
ZIP CODE: 07102

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**JACKSON, MISS.**

ROOM 201  
DIXIE BUILDING  
414 SOUTH STATE STREET  
ZIP CODE: 39201

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**McALLEN, TEXAS**

FIRST NATIONAL BANK BUILDING  
FIFTEENTH AND BEAUMONT STREET  
ZIP CODE: 78501

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**NEW ORLEANS, LA.**

ROOM T-5025  
701 LOYOLA AVENUE  
ZIP CODE: 70113

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**KANSAS CITY, MO.**

ROOM 820  
U.S. COURTHOUSE BUILDING  
811 GRAND AVENUE  
ZIP CODE: 64106

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**MIAMI, FLA.**

1200 SW. FIRST STREET  
ZIP CODE: 33135

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**NEW YORK, N.Y.\***

ROOM 3400  
U.S. CUSTOMS AND COURTHOUSE  
26 FEDERAL PLAZA  
ZIP CODE: 10007

**OKLAHOMA CITY, OKLA.**

ROOM 200  
215 NW. THIRD STREET  
ZIP CODE: 73102

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**RICHMOND, VA.**

ROOM 811  
FEDERAL BUILDING  
400 NORTH EIGHTH STREET  
ZIP CODE: 23240

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**SAN FRANCISCO, CALIF.\***

ROOM 703  
MATSON BUILDING  
100 MISSION STREET  
ZIP CODE: 94105

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**PHILADELPHIA, PA.\***

ROOM 1432  
BANKERS SECURITY BUILDING  
1315 WALNUT STREET  
ZIP CODE: 19107

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**ST. LOUIS, MO.**

ROOM 545  
FEDERAL OFFICE BUILDING  
210 NORTH TWELFTH BLVD.  
ZIP CODE: 63101

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**SEATTLE, WASH.**

ROOM 210  
U.S. COURTHOUSE  
1010 FIFTH AVENUE  
ZIP CODE: 98104

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**PITTSBURGH, PA.**

ROOM 519  
U.S. POST OFFICE AND  
COURTHOUSE  
700 GRANT STREET  
ZIP CODE: 15219

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**SAN ANTONIO, TEX.**

ROOM 411  
NEWMORE BUILDING  
106 BROADWAY  
ZIP CODE: 78205

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**WASHINGTON, D.C.**

(HEADQUARTERS)  
TODD BUILDING  
550 ELEVENTH STREET NW.  
(FIELD OFFICE)  
ROOM 903  
SAFeway BUILDING  
521 TWELFTH STREET NW.  
ZIP CODE: 20530

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**RALEIGH, N.C.**

ROOM 414  
300 FAYETTEVILLE STREET  
ZIP CODE: 27601

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**SAN BERNARDINO, CALIF.**

ROOM 310  
BLACKSTONE BUILDING  
362 NORTH ARROWHEAD AVENUE  
ZIP CODE: 92401

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**WILMINGTON, DEL.**

ROOM 814  
MARKET TOWER BUILDING  
901 MARKET STREET  
ZIP CODE: 19801

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**SAN DIEGO, CALIF.**

ROOM 308  
FOX THEATRE BUILDING  
770 "B" STREET  
ZIP CODE: 92101

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\* Regional Offices



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