



Civil Rights
Department
STATE OF CALIFORNIA

■ **California's Civil Rights Agency**

Introduction to the Community Conflict Resolution Unit

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Civil Rights Department (CRD) Overview

The Community Conflict Resolution Unit (CCRU) is housed within CRD.

CRD also:

- Investigates discrimination complaints relating to housing, employment, public accommodations, state-funded activities, hate crimes, and human trafficking;
- Enforces laws by prosecuting violations in civil court;
- Facilitates mediation and resolution of disputes with individual parties; and
- Engages in public outreach and training / technical assistance to employers, business establishments, and housing providers.

CRD Mission

To protect the people of California from unlawful discrimination in employment, housing, and public accommodations, and from hate violence and human trafficking.



CCRU Mission

To promote peaceful relations by assisting communities experiencing fear, conflict, or tensions relating to discriminatory practices, hate incidents, or hate crimes that have a community impact.

CCRU History

- Since 1980, California law has empowered CRD to act as a “peacemaker” when communities experience conflict relating to discriminatory practices.
- CCRU was created in July 2022 and is currently funded through June 2025.



CCRU Jurisdiction



- Services must be requested or initiated by communities, or state or local bodies.
- Related to community disputes, disagreements, or difficulties.
- Arising from discriminatory practices threatening peaceful community relations.

[CA Government Code 12931](#)

What We Do – Services

- Designing Conflict Resolution Processes
- Facilitating Community Engagement Processes
- Education and Training
- Technical Consultations
- Mediating Community Disputes



What We Do – Standards of Practice



Neutral, impartial resource



Confidential



We do not conduct investigations, bring lawsuits, refer complaints to CRD or other agencies for enforcement, or develop traditional settlement agreements on behalf of parties requesting our services

Who We Work With

- Community Groups
- Nonprofit Organizations
- Government Agencies
- Schools and School Districts
- Religious Organizations
- Demonstration Groups
- Human Relations Commissions
- Law Enforcement
- Community Advocacy Groups
- Colleges and Universities
- Tribal Groups
- Elected Officials
- Other persons directly impacted by community conflict
- Other state and local public bodies



Examples of Community Conflict

- Mediating conflict within community groups living in the same neighborhood after a hate- or bias-related incident.
- De-escalating tensions between communities and law enforcement.
- Facilitating dialogues between non-profit organizations and local government to ensure meaningful access to marginalized communities.
- Educating Human Relations Commissions about developing inclusive community engagement policies.
- Providing technical assistance and consultation to schools and educational institutions to address hate-related incidents among students and staff.

Other CRD Initiatives Combatting Hate (1 of 2)

The CA vs. Hate Resource Line and Network assists people targeted for hate identify options and next steps and connect with culturally competent resources and support.

- Online Portal - Form is currently available in 15 languages:
stophate.cacivilrights.ca.gov/s/
- 833-8-NO-HATE – Ability to access services in 200 languages: average wait time will be no longer than 3 minutes.
- 211 Statewide Network of trauma-informed agents and care coordinators

Other CRD Initiatives Combatting Hate (2 of 2)

Commission on the State of Hate is a public body established to strengthen California's efforts to stop hate by:

- Engaging in fact finding and research on hate activity, including publishing an Annual State of Hate Report
- Collaborating with communities and hosting community forums
- Providing resources and guidance to communities and government officials on how to effectively monitor, reduce, and respond to hate activity
- Learn more and sign up for updates here:
civildrights.ca.gov/commission-on-the-state-of-hate/

Thank you!

For more information, please contact CRD:

calcivilrights.ca.gov/disputeresolution/

(left tab titled "Community Conflict Resolution Unit")

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Toll Free: (800) 884-1684

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California Relay Service 711

