



Conflict Resolution and its role in threat assessment & targeted violence prevention

2025 IAOHRA Conference

***Day 1 Session #3 - 2:45pm-4:00pm
October 6, 2025***

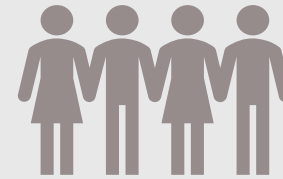
Handouts

PCHR Divisions



Compliance

Investigates claims and conducts hearing for cases of discrimination in the workplace and public accommodations



Community Relations

Works to strengthen relationships among the people in the city and assists to manage conflicts in the community

- Convenes the **Philadelphia Interagency Civil Rights Task Force** and the **Philadelphia Civil Rights Rapid Response Team**

Defining hate & bias

Hate Crime

- Under federal and Pennsylvania laws, a hate crime is a criminal act that is motivated by prejudice or bias and is directed at people because of their real or perceived race, color, religion, national origin, or ancestry.
 - e.g. vandalism, threats, assault, and murder
 - “Ethnic Intimidation” is the PA equivalent hate crime law which enhances criminal charges (**Section 2710 – Ethnic intimidation, 18 Pa. C.S.**)
- Philadelphia also has local hate crimes ordinance (**Phila Code Chapter 10-2200. “Hate Crimes”**) that covers offenses committed because of a victim’s real or perceived sexual orientation, gender identity, gender, or disability and one that addresses vandalism of houses of worship, cemeteries, historic monuments/landmarks, museums, civic shrines, and courthouses (**Phila Code Chapter 10-200. “Ethnic Intimidation and Institutional Vandalism”**).

Key aspect:

- Criminal act + motivation of hate
- Legal standards

Bias Incident

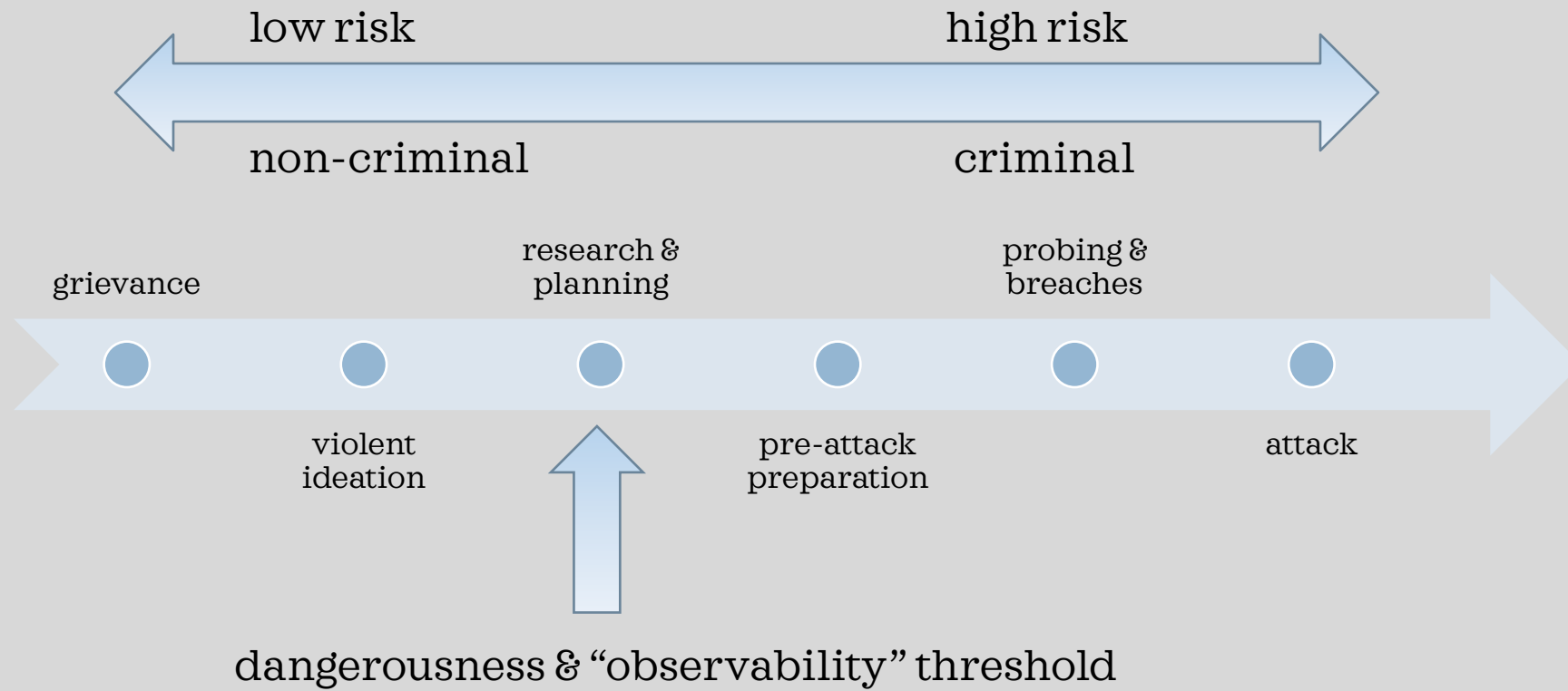
- A bias incident is an act that is motivated by prejudice or bias, but is not a crime.
 - e.g. being called a derogatory name or seeing someone holding a sign with a racist message.
- While bias incidents are not criminal, they are offensive and may be discriminatory acts that are protected by law (e.g. not providing equal service to people of a specific cultural community.)
- Key aspects:
 - Non-criminal; protected under First Amendment
 - Perception can play a role

Targeted violence*

- An unlawful act of violence dangerous to human life or potentially destructive of critical infrastructure or key resources, in which actors or groups intentionally target a discernable population of individuals or venue in a manner that poses a threat to homeland security, based on:
 1. An apparent terrorist motive indicated by the population or venue targeted – or by the means – of violence employed;
 2. The significance of actual or potential impacts to the Nation's economic security, public health, or public safety, or to the minimal operations of the economy and government; or
 3. The severity and magnitude of the violence or harm and impact of either upon the capabilities of State and local government to effectively respond without Federal assistance.

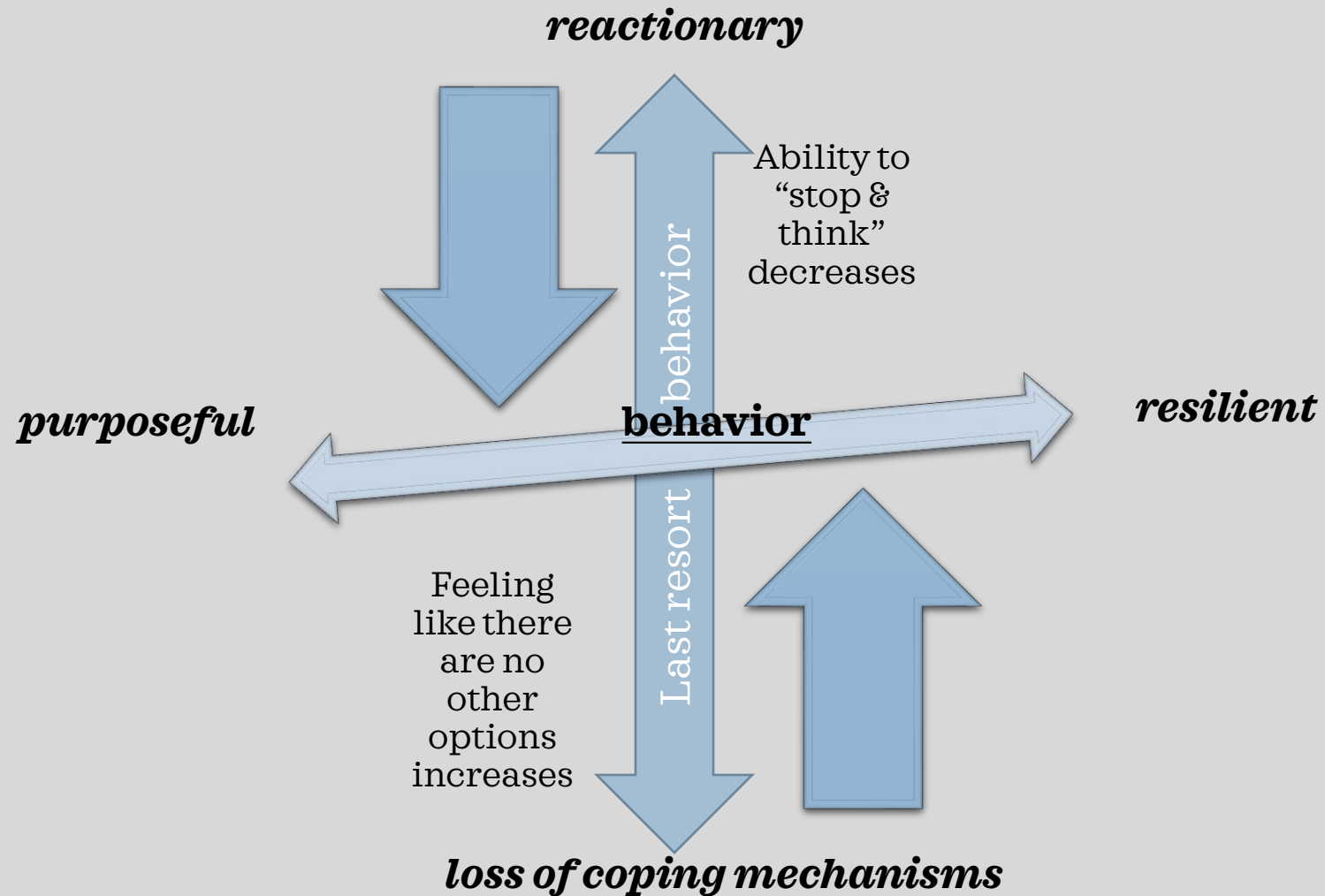
*as defined by the National Threat Evaluation and Reporting Office, US Department of Homeland Security

Pathway to violence*



*adapted from Calhoun & Weston, 2003

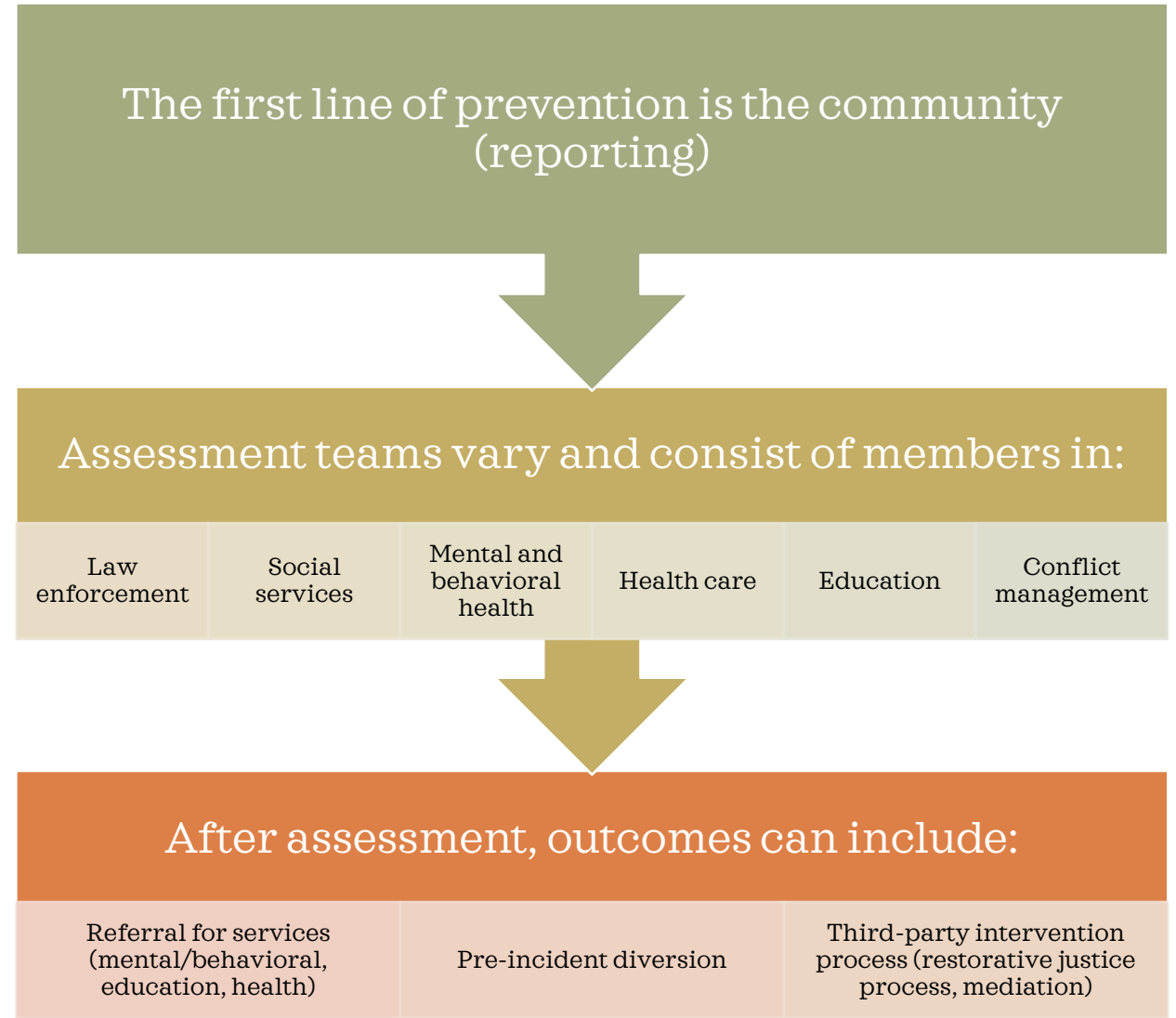
Crisis and cognitive deficit



What is BTAM?

- *Behavioral threat assessment and management* (BTAM) is a multidisciplinary approach to prevent targeted violence and extremism
- Public-health intervention approach of inquiry and examination
- Focused on an individual's cognitive and behavioral patterns
- The initial process to determine the proper course of action in addressing the needs that would create positive change for the individual
- Based on the US Secret Service's threat assessment process that was developed as a need to protect the president (after the assassination attempt on President Ronald Regan in 1981)

BTAM model



Philadelphia Interagency Civil Rights Taskforce & Civil Rights Rapid Response Team

- *The Philadelphia Interagency Civil Rights Taskforce (IACRTF) is an interdisciplinary group of civil rights focused individuals from city, state, and federal agencies, the school district, and advocacy groups that meets to network and discuss local trends in civil rights and intergroup tensions.*
- *The Philadelphia Civil Rights Rapid Response Team (PCRRRT) is a subgroup of the IACRTF that is activated when major hate incidents and violent acts that have bias potential occur.*
 - *Membership is fluid depending on the issue.*
 - *The purpose of PCRRRT is to have a well coordinated response for the city that spans key local, state, and federal agencies; and community groups when these types of incidents occur, as well as, to serve to educate stakeholders about various related topics, such as, law enforcement procedures for investigation, the rise of violent extremism and its impact on civil rights and hate crime; and agencies' protocols in responding to bias incidents.*
- *The Philadelphia Commission on Human Relations serves as the lead agency for PCRRRT*

Snapshot of the citywide network

- Philadelphia Commission on Human Relations
- Philadelphia Police Department
- Department of Behavioral Health and Intellectual disAbilities Services [mental health agency]
- Philadelphia Office of the District Attorney [local prosecution]
- Delaware Valley Intelligence Center [regional fusion center]
- School District of Philadelphia
- Philadelphia Mayor's Office
- Philadelphia Refugee Resettlement Partnership Coalition
- Philadelphia Office of Immigrant Affairs
- Federal Bureau of Investigations (FBI)
- US Attorney's Office
- Victim/Witness Services of Sout Philadelphia (victim services network)
- Interfaith Philadelphia [coordinates the region's Religious Leaders Council]
- Mayor's Office on LGBTQ+ Affairs

...and others

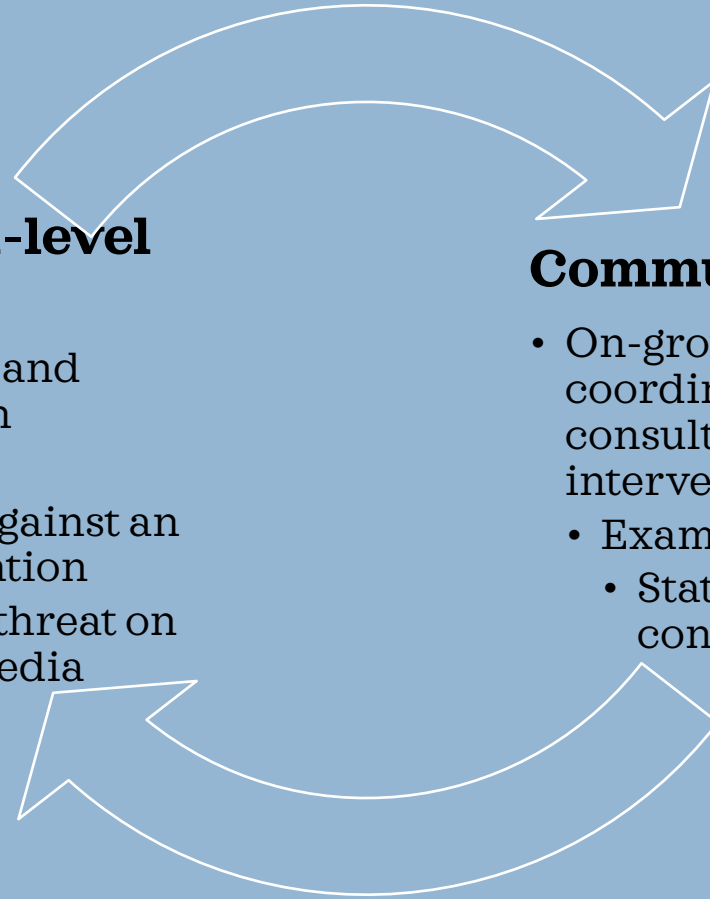
From macro to micro: PCRRT in action

Individual-level (BTAM)

- Assessment and intervention
- Examples:
 - Threat against an organization
 - Student threat on social media

Community-level

- On-ground coordination, consultation, and intervention
- Examples
 - Statue controversy





Connection PCRRRT with Mediation/3rd Party Intervention*

- Neutrality to build relations across disciplines
- Caucusing with parties and partners when incidents occur
 - Information-gathering
 - Managing misinformation
- Offering services and using skills as part of response
 - E.g. dialogue facilitation, mediation, intervention during demonstrations
 - Self-determination for parties from choosing the process to participation in a process
 - Parties are given information about intervention processes
 - Focus of intervention is for parties to make well-informed decisions based on full articulation of and listening to the needs and concerns of everyone involved

**n.b. variance in practice depends on perception of one's role and philosophy of practice*

Connecting BTAM with Mediation/3rd Party Intervention*

- Assessments can resemble pre-mediation screenings
- 3rd party conflict management practitioner models may be used as part of the intervention and response
 - Interventions include formal mediation, restorative justice processes, conflict coaching



Connecting BTAM with HRCs

- HRCs are uniquely qualified
 - With a focus on anti-discrimination and anti-hate, prevention of hate-fueled violence is a natural part of an HRC's mission
 - While many government initiatives to combat hate rely on elected officials' involvement, projects under an HRC have better longevity
- HRCs are perceived differently
 - Since HRCs work in the space of addressing hate without being law enforcement, it may be easier to gain trust from those who are hesitant towards contact with police and law enforcement
- HRCs have vast networks for prevention and response
 - Because hate and discrimination touches various disciplines and identity cultural groups, HRCs tend to have broad relations across agencies, organizations, and communities
 - Having diverse networks increases contacts for information-sharing, types of services for referral, and the number of options to address issues

Thank you!



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