



King County Stop Hate Hotline Workgroup Update

Office of Equity, Racial and Social Justice in
partnership with the Hotline Workgroup





Objectives

- Provide an update on the Stop Hate Hotline Workgroup Efforts
- Share preliminary recommendations from the Stop Hate Hotline Workgroup *(as outlined in Motion 12618)*

Note: All items shared in the presentation today are preliminary and still under consideration by the designated Stop Hate Hotline Workgroup Members.

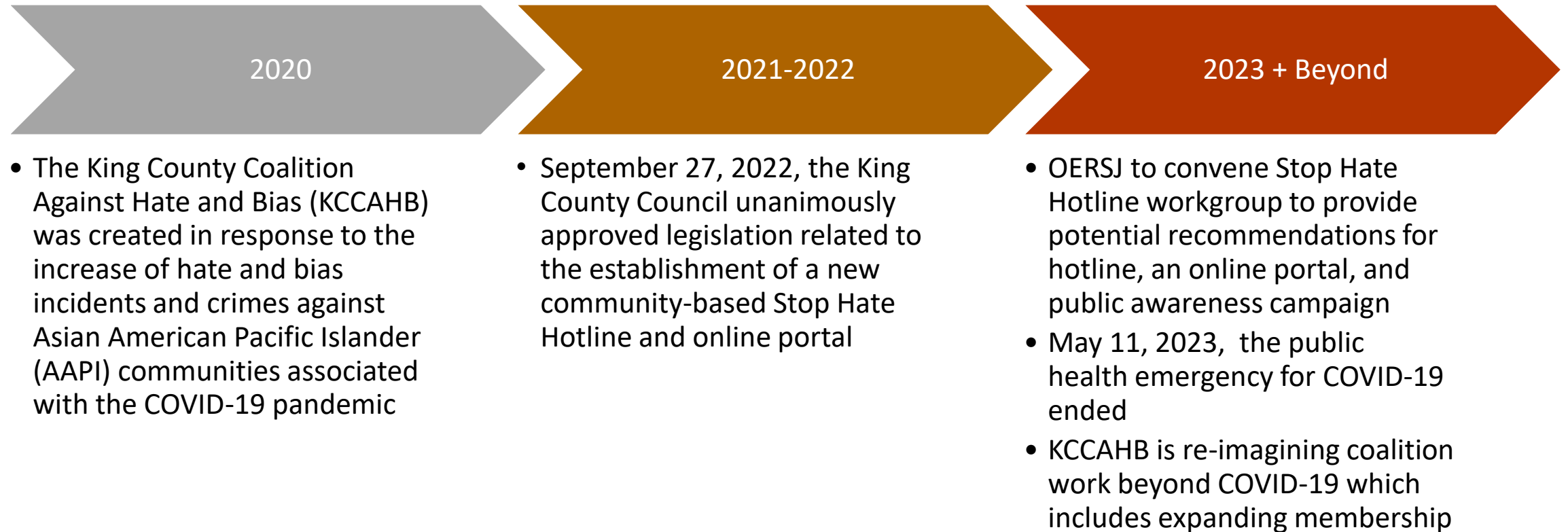
Hate Hotline Workgroup Members

Members	Representing Organization
Mohamed Bakr, Muslim Community Network Association Yordanos Teferi, COVID-19 Alliance and Eritrean Community Em Rose, Chinese Information Service Center	King County Coalition Against Hate and Bias (KCCAHB)
Yessenia Manzo, Deputy Prosecuting Attorney for Hate Crimes	King County Prosecuting Attorney's office (KCPAO)
Zoraida Arias, U-Visa/T-Visa Program Manager and Language Liasion	King County Sheriff's Office (KCSO)
Maria Guizar, Equity Inclusion Belonging Manager	Department of Community and Human Services (DCHS)
Natasha Jones, Director of Customer Service Dorian Esper-Taylor, Disability Justice	King County Executive's Office Executive's Office of Equity, Racial and Social Justice (OERSJ)

Bias Incident v. Bias/Hate Crime

- **Bias Incident:** A bias incident is any hostile expression that may be motivated by another person's race, color, disability, religion, national origin, sexual orientation, or gender identity. Bias incidents can be verbal, physical, or visual.
- **Hate Crime:** Under Washington State law, a person is guilty of a hate crime offense if they maliciously and intentionally commit one of the following acts because of their perception of the victim's race, color, religion, ancestry, national origin, gender, sexual orientation, gender expression or identity, or mental, physical, or sensory disability:
 - Assaults the victim or another person;
 - Causes physical damage to or destruction of the property of the victim or another person;
 - Threatens a specific person or group of persons and places that person, or members of the specific group of persons, in reasonable fear of harm to person or property. The fear must be a fear that a reasonable person would have under all the circumstances.

Background



Coalition Against Hate and Bias

The Coalition Against Hate and Bias is made up of community-based organizations that prioritize relationship building, education, and providing intentional in-language outreach to communities that are (a) targeted by hate and bias incidents; and (b) are less likely to report to law enforcement.



The Coalition's focus is to provide multilingual, culturally-responsive support by:

- Administering Survey 123 to collect reports on hate and bias incidents
- Raising awareness in communities; and providing training on hate and bias
- Providing case management and follow up
- Directing individuals to support services, including referrals to mental health services and legal support

KCCAHB Data Highlights Update

Since 2020, Coalition partners have received over 625 incident reports via survey

59% of individuals reporting incidents identified as Asian, Native Hawaiian or Pacific Islander

60% of reporting individuals identified as women

Incidents were most likely to occur at a private business/workplace (23%) or street/sidewalk (18%)

91% of all survey respondents feel they were targeted because of their race or ethnicity

84% of people filing reported they did not contact police (526)

KCPAO Data Highlights

Current KCPAO Data:

- KCPAO has filed 279 hate crimes since 2018.
 - This is the total number of hate crimes filed. This number does not include all referred cases or bias incidents.
- KCPAO data is congruent with national trends:
 - Most hate crimes are anti-race/ethnicity 58% (166 cases)
 - Most anti-race hate crimes are anti-Black 51% (84 cases)
 - The second most targeted group is Anti-LGBTQ+ 36% (52 cases)

Note: Fields for category of hate crimes are multi-select, meaning more than one type of hate or bias can be involved, and as a result, the numbers/percentages can and do add up to more than 100%.

Goals for the Hotline as outlined in Motion 12618

1. To provide a means for victims and survivors of hate crimes or incidents to report the crimes or incidents to non-law enforcement community-based service providers who would then help the victims, if desired by the victims, report the crime or incident to law enforcement authorities without fear of retribution or mistrust
2. To provide access to services for the victim regardless of whether, or not the incident is reported to law enforcement
3. To raise public awareness about the nature of bias/hate crimes and incidents, how and where they occur locally, and how to report them
4. To collect and report countywide data on hate crimes and incidents

Motion 12618: Minimum Service Requirements

A plan to establish a non-law-enforcement community-based countywide hotline, web portal, incident reporting requirements for a countywide data collection system, and public awareness campaign for persons to report hate crimes and incidents.

1. Identification of populations to be served
2. Service hours
3. Data recording and reporting requirements
4. Systems to engage victims with law enforcement agencies in the event of a crime
5. Procedures to ensure victims can access appropriate services
6. Language access for non- or limited-English-speaking communities
7. An estimate of projected funding and other resources needed to establish a hotline, web portal and, reporting system



Potential Hotline Model (Currently Under Consideration)

01

A centralized database and multilingual survey reporting tool that is accessible to the public via various formats (online survey, phone hotline, voicemail box, and chat).

02

A fully funded Hate Hotline Program within the Executive's Office of Equity, Racial, and Social Justice (OERSJ).

03

A permanent, independent, and resourced County Commission/Coalition to strengthen the County's efforts to stop hate and bias incidents.

Potential Motivation Categories for County Wide Hate Incidents and Crimes

Race

Ethnicity

Color

Disability

Sexual Orientation

Gender

Religion

Gender Identity or Expression

Preliminary Populations to be Served Countywide

This chart was adapted from the [Hate Crime Data Collection Guidelines and Training Manual Version 3.0](#)

This list of bias motivations is under review by the Hotline Workgroup and is not exhaustive.

Bias Category	Bias Motivation
Race/Ethnicity/Ancestry	<ul style="list-style-type: none"> Anti-American Indian or Alaska Native Anti-Arab Anti-Asian Anti-Black or African American Anti-Hispanic or Latinx Anti-Multiple Races, Group Anti-Native Hawaiian or Other Pacific Islander Anti-Other Race/Ethnicity/Ancestry Anti-White
Religion	<ul style="list-style-type: none"> Anti-Buddhist Anti-Catholic Anti-Eastern Orthodox Anti-Hindu Anti-Islamic (Muslim) Anti-Jehovah's Witness Anti-Jewish Anti-Church of Jesus Christ Anti-Multiple Religions, Group Anti-Other Christian Anti-Other Religion Anti-Protestant Anti-Sikh Anti-Atheism/Agnosticism
Sexual Orientation	<ul style="list-style-type: none"> Anti-Bisexual Anti-Gay (Male) Anti-Heterosexual Anti- Lesbian Anti-Lesbian, Gay, Bisexual, or Transgender +
Disability	<ul style="list-style-type: none"> Anti-Mental Disability Anti-Physical Disability
Gender and Gender Identity	<ul style="list-style-type: none"> Anti-Female Anti-Male Anti-Gender Nonconforming Anti-Transgender

Potential Service Hours for Hotline & Web Portal

The Hotline Workgroup is considering the following:

Monday – Friday,
8-8 PM

Include weekends

24-hour online
reporting via web
portal and
voicemail box

Expanding the County's Reach Across Communities

The Hotline Workgroup is considering the following:

Over the phone-
interpretation provided by
a translation agency in
240+ languages

Phone tree voicemail box
available in top 6 languages

At a minimum, translate of
survey and supporting
materials in the County's
top 10 most prevalent
languages

Online chat feature for
reporting incidents

Contracts with community
and faith organizations to
provide population-specific
outreach for the public
awareness campaign

Social media and local
media ad-buys to support
the public awareness
campaign

Disability Access (i.e., large
print survey, accessible
web formats, TTY/Relay
Services)

California Learnings: Proposed Commission Structure

Under consideration: establishing a permanent and resourced County Commission comprised of community leaders and organizations.

Potential duties could include:

- Publish a comprehensive report accounting hate activity in King County and recommendations on how to improve the County's current efforts
- Host community forums and training on the state of hate and bias; share information with community members about the support and referral services offered by the Hotline
- Serve as credible messengers in outreach efforts to improve education about Stop Hate Hotline services and build trust among culturally and population-specific communities
- Bridge gap and advise Stop Hate Hotline Coordinators and County on culturally responsive communication
- Support with a formal strategy to build relationships with community organizations that provide services to population-specific communities (i.e., persons with disabilities).
- Allocation of \$100,000 for community outreach, training, and workshops



Oregon DOJ Learnings: Potential Staffing Needs

The Hate Hotline workgroup will continue to consider different staffing models before finalizing the report due in September. Current staff positions under consideration include a Program Manager position, 3 Hate Hotline Coordinators, and at least one Sheriff's Office Liaison position.

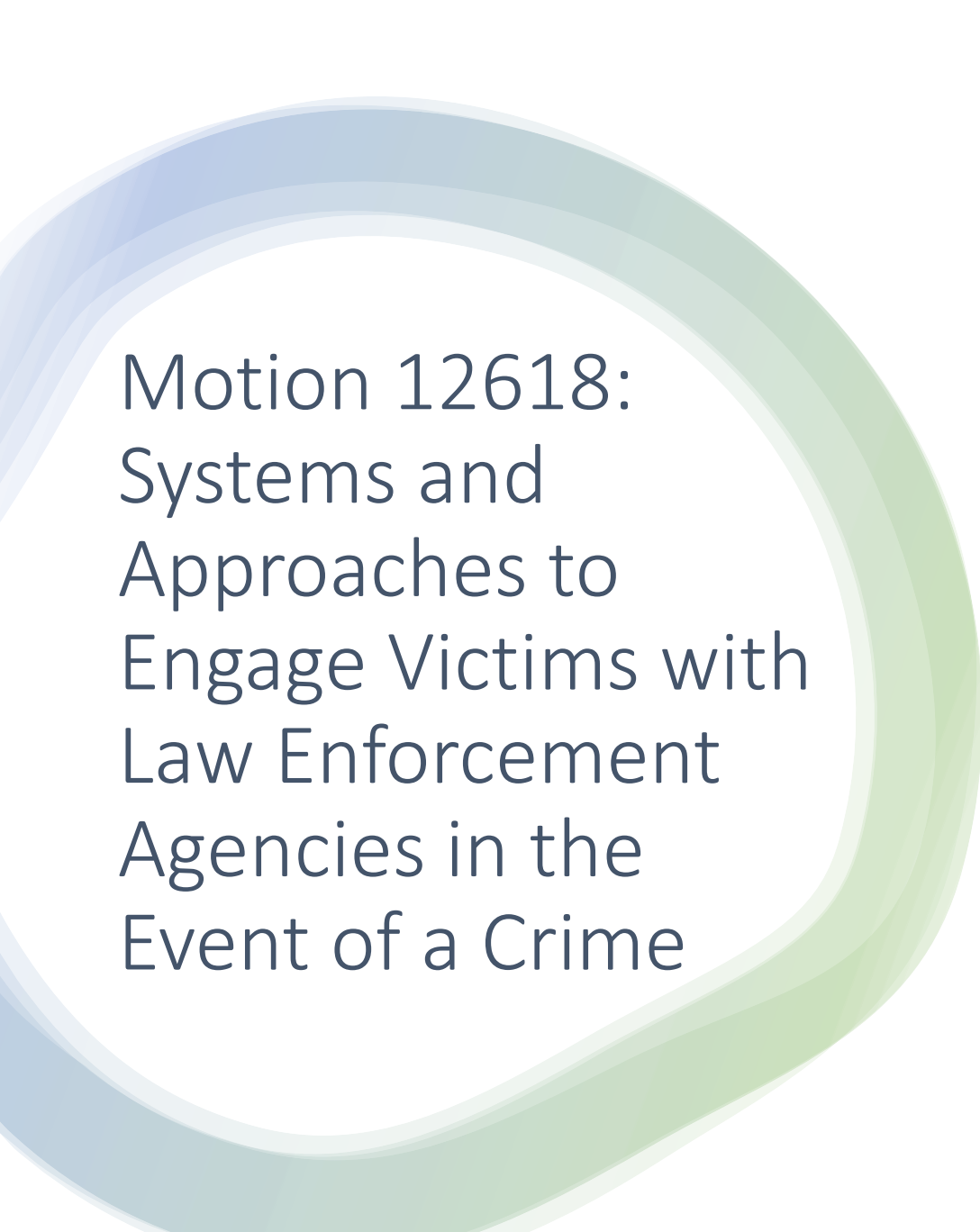
Program Manager (1 FTE position)

- Responsible for strategic alignment among OERSJ PAO, King County Sheriff's Office, and independent commission/coalition
- Provide oversight to the Hotline program
- Identify grant opportunities for the County and community
- Staff and support the proposed permanent independent commission/coalition comprised of community leaders/organizations representatives
- Conduct community outreach and education
- Provide training and prevention programming –help train and support staff using the Hotline

Hotline Coordinator Role (3 FTE positions)

- Multilingual
- Trauma-informed, trained in crisis intervention, and provide bias response advocacy
- Responsible for operating the hotline
- Provide ongoing case management, including support, advocacy, rights information, resources, and systems' navigation to victims/families after initial contact with the hotline
- Support victims, families, and witnesses of hate and bias incidents in the aftermath of a targeting incident
- Community outreach, training, and education

Note: Oregon Department of Justice's (DOJ) program model includes a budget of \$2 Million which includes allocation for 5 FTE staff.



Motion 12618: Systems and Approaches to Engage Victims with Law Enforcement Agencies in the Event of a Crime

Current Approaches

Hate Crime Advocate: once an incident is reported to law enforcement and it is determined an incident is a hate crime by Prosecuting Attorney's Office (PAO), victims will be assigned a Hate Crime Advocate.

Coalition Against Hate and Bias partners are administering Survey 123 to collect reports on hate and bias incidents.

Approaches under consideration by the Stop Hate Hotline Workgroup

Stop Hate Hotline Coordinators proposed to facilitate a connection with the Sheriff's Department, if the victim desires it.

Officer liaisons within the King County Sheriff's Office (KCSO) to build trust with respective communities and offer education and training to other officers (i.e., the City of Seattle has an Officer who serves as the LGBTQIA+ Liaison).

Proposed Community Commission to escalate any barriers or challenges experienced by community's to OERSJ, KCPAO and KCSO.

Data Recording, Procedures and Reporting Requirements Under Consideration



- Focus on accessibility, trauma-informed care, victim-centered approach, promote safety, and cultural humility and responsiveness
- 100% confidential and anonymous (individuals can voluntarily provide contact information)
- Data collection and reporting systems will meet the federal standards to be established pursuant to Pub. L. 146 117-13, and the COVID-19 Hate Crimes Act to ensure consistency and eligibility for federal grants
- Propose to centralize data in OERSJ, collecting data on bias motivation category/type of bias, communities targeted, timing, location (geography)
- Hotline Coordinator provides information on how to report crime to appropriate Law Enforcement if reporting individual (victim) desires.
- Victims can choose to report to multiple entities

Learnings from Oregon: Estimated Projected Costs

Budget Item	Estimated Costs
Personnel & Benefits*	\$530,500
Position Related Supplies and Services (i.e., translation supplies, language equity materials, transportation, supplies and materials etc.)	\$150,000
Public Awareness Campaign: Community Contracts, Outreach Materials & Ads	\$500,000
Training Budget for Staff including OERSJ, PAO and Sheriff's Office	\$150,000
Database Development **	\$100,000
Victim Support and Emergency Relief Fund***	\$100,000
Commission/Coalition Budget for Training, Workshops and Outreach	\$100,000

Personnel cost does not include projected costs for Sheriff's Liaisons positions.*

Oregon DOJ's program customized their database via Smartsheet which resulted in one-time cost of ~\$100,000**

Estimated Total: \$1,630,000

Estimated Recurring: \$1,030,000

June 6, 2023



Next Steps

- Continue convening workgroup through September 15, 2023
- September 2023
 - Finalize plan establishing a non-law-enforcement community-based countywide hotline, web portal, incident reporting requirements for a countywide data collection system and public awareness campaign for persons to report hate crimes and incidents.



Questions? Contact Our Team

"Our end goal is for full and equal access to opportunities, power and resources so all people may achieve their full potential."

OESRJ



Senayet Negusse

Special Asst. to Chief Equity Inclusion Officer
KCIRC Executive Commission Liaison



Phyllis Sutton

Coalition Against Hate and Bias
Program Manager

