

An LA Countywide Anti-Hate Initiative Building A Safe, Inclusive LA County



A Program of the Los Angeles County
Commission on Human Relations & LA
County Board of Supervisors



Agenda

Key Outcomes: To Assist Jurisdictions in Developing Anti-Hate Programs By Providing An Outline Of Los Angeles County's Experience

1. Historical Context of LA vs Hate
2. Hate Reporting Line. Planning and Scale Up – 211-LA Policies, Protocols, Response to Calls
3. Building Communities' Capacity To Respond To Hate and Prevent Hate – Work with Nonprofits
4. Importance of Messaging on Solidarity & Fighting Hate Normalization – Non-traditional Approach
5. Healing From Hate – Victims Empowered, Healing Interventions
6. New Issue Areas
 - a. Hate Happens At Home
 - b. Impact of Hate on Small, Minority Owned Businesses
 - c. Importance of First Responders to Effectively Take Reports of Hate
7. Sustainability & Funding Options For Anti-Hate Programs
8. Taking it Statewide: California vs Hate

LA vs Hate Program Overview

Unite Communities Against Hate

- TaskForce – Provides a Public Education & Marketing Campaign
- Over 480 million views of lavshate.org art; over 80 million shares since launch
- Advocates the Importance of Reporting Hate through special events such as annual United Against Hate Week
- Youth Cultural & Arts Engagement Includes using Art, Photography, Murals, for Youth Leadership Skill Building via mini-grants

Countywide System For Reporting Hate

- 211-LA Available For Reporting Hate Acts Countywide – Over 1,600 reports in 29 months of operation
- Weblink For Reporting Hate Acts
- Links To Resources, 2 Case Managers, AAPI Speaking Care Coordinators – 90% of victims request follow up help
- Data Analysis Drives Priorities

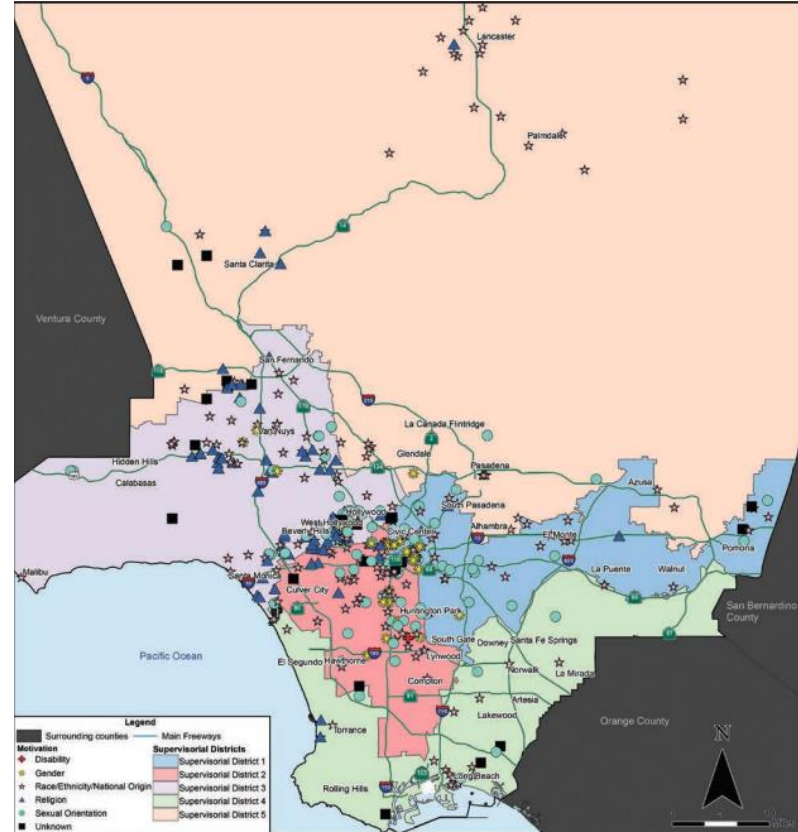
Build Local Community Capacity to Effectively Respond & Prevent Hate Acts

- Special Service for Groups Administers 15 Contractors for Prevention, Response, Technical Assistance
- Linking A Countywide Network For Community Effective Response to Hate – 15 Partner Agencies
- Supports School Programs – Peer Mediation, Restorative Practices To Promote Kindness And Inclusion, and soon, Dream Centers – safe spaces for targeted students.

Historical Context: Continuing Rise in Hate in LA County

Nov 2021 release of annual report on hate crimes in LA County ([Annual Report on Hate Crime in LA County \(2020\)](#))

- The 635 hate crimes reported in the County were the largest number recorded since 2008. **Hate crimes have grown 65% since hitting an all-time low in 2013.**
- Hate crimes based on race/national origin/ethnicity increased 53%, and was the leading motivation for all reported acts
- The rate of violence grew from 65% to 68%, the highest rate since 2003.



2021 Year End LA vs Hate Report From 211-LA Hate Reporting Line

- Historic reports of hate crimes in 2021 – 71% rise in LA City according to Center for Study of Hate & Extremism
- One reason for the increase in hate crimes, according to Brian Levin, Center’s Director, is an effort by LAPD and LA County Commission on Human Relations to make it easier for victims to report
- Survey shows 31% of San Gabriel Valley residents have experienced anti-Asian hate according to Asian Youth Center and AAAJ-LA (sponsored by LA vs Hate)
- **Over 1,800 reports of hate were called into 211-LA during the time it has been in operation** from September, 2019 – May, 2022. There were 777 total calls and 527 unique calls in 2021.

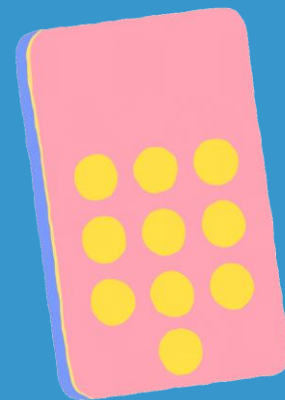


1. Hate Reporting Line

- . Planning and Scale Up –**
- . 211-LA Selection & Policies**
- . Protocols That Were
Developed**
- . Effective Response to Calls**

How to Report

- 1** To report hate, visit the 211 LA website (211LA.org), the LA vs Hate Campaign site (lavshate.org), by dialing 2-1-1 or using a QR code.
- 2** If an individual does not speak English and is contacting 2-1-1, a report is able to be completed in multiple languages. We have AAPI-speaking Care Coordinators and interpreters available to assist with completing a report.
- 3** Reports are able to be completed 24 hours a day – 7 days a week.



Hate Acts Reported to 211-LA - 2021

- Derogatory name calling 319 (41%)
- Other (online hate, harassing phone calls) 309 (40%)
- Discriminatory Treatment 302 (39%)
- Threat of violence 255 (33%)
- Physical Assault/Battery 165 (21%)
- Bullying (K-12) 68 calls (Schools began to come back in-person in Sept)
- Burglary, robbery; attempted murder; sexual assault all at 47 reports each
- Hate mail at 46 calls; swastika at 13; bomb threat at 11; cross burning at 6

Total does not equal 100%, a report can be counted in multiple categories

SPEAK OUT AGAINST HATE



If you or someone you know has been the victim of a hate incident or crime, go to 211la.org or call 2-1-1 to report it and receive support.



Race Ethnicity, National Origin - 396 calls (51%)

Unknown - 243 calls (31%)

"He shoved me on the stairwell;" "They wouldn't let us enter the store..."

Sexual Orientation - 136 calls (18%)

Gender - 100 calls (13%)

Disability - 99 calls (13%)

Religion - 64 calls (8%)

Bias Motivation

Total does not equal 100%, a report can be counted in multiple categories

Our Experience With Responding To Hate Violence

We work directly with victims who report bias, discrimination, hate violence, through 211. We not only offer referrals, we partner with community partners to address community-wide patterns of hate. We partner with schools to address intergroup tensions on campuses using a variety of strategies, including offer peer to peer mediation or Dream Resource Centers – safe spaces for targeted student groups. We support county initiatives, such as Office of Violence Prevention’s Regional Networks to decrease violence or LACOE’s Community Schools Initiatives. We support individual victims of bias and hate who want to file civil rights actions with appropriate agencies working from the first interview with investigators to mediation and settlements. We offer mini-grants for the communities themselves to define the interventions they need to heal from the trauma of hate and to build solidarity with others.



Report

Get Support

Heal

A poster with a dark green background. At the top, the text 'LA VERSUS HATE' is written in large, bold, yellow and red letters. Below it, the text 'EXPOSE HATE CALL 211' is written in white, bold letters. At the bottom, there are silhouettes of palm trees in yellow and red.

**LA
VERSUS
HATE**

**EXPOSE HATE
CALL 211**

Care Coordination

211 LA Care Coordination can be provided with consent for empathic support, follow up, referrals, and advocacy using a team approach.

- o Once connected the Care Coordinators will review and explain how to utilize applicable referrals and connect with agencies. The team and Care Coordinators will also help with making police reports; getting health, mental health, legal services and will provide additional information regarding the reporting process to government agencies.

211-LA & LA vs Hate Policies, Protocols, Response to Calls

DEVELOPING A NEW SYSTEM FOR REPORTING HATE

- Listening to actual calls
- Demo of case management team – members will sit in a circle and walk through one of the cases
- Follow up referrals to law enforcement, CBO partners



Call 1



Call 2



LA vs Hate Response Services for Victims

Everyone who reports is offered free services:

- Counseling referrals
- Crime Victim Services & CrimeStoppers – close work with these agencies
- Legal remedies – civil rights and anti-discrimination laws – we attend initial interviews and mediation with victims
- Housing issues – we link up victims with housing or with County Dispute Resolution Program mediators for eviction issues
- Bullying responses for children
- Change business practices – can include requiring bystander/employee training and posting signage
- Working with County and City governments to take action



Issues the Data Tells Us We Need to Address –

- Targeting of AAPI residents for hate (Pew Study notes 75% AAPI residents feel fear of being targeted for hate)
- Posters, flyers distributed in various neighborhoods blaming Jewish community for the pandemic
- Targeting of disabled individuals, elders, women
- Online Bullying/Social Isolation issues at schools
- Timely Implementation: For example, Businesses with “Russian” in their name targeted after Ukraine war broke out; Jewish targets when Palestinian-Israeli conflict periodically erupts

Common trends we are seeing–

- Hate Happens At Home – Neighbor to Neighbor, Landlord-Tenant & Boarder Issues account for nearly 50% of calls
- Bystanders Who Don't Help; Videotape But Don't Call For Help (Recent stabbing of Asian man states the victim was most impacted by the fact a person watched as he fought the assailant for some minutes)
- First Responders Don't Encourage Victims to Report Using Incorrect Rationale/Statements Which Further Discourages Reporting; Increases Trauma; Sends Residents Away with Incorrect Information About Why the Report Was Not Taken



2. Building Community Capacity To Respond To, And Prevent Hate

ADMINISTRATIVE AGENCY

- Special Service For Groups, Inc.
- 40 year old agency
- Administers subcontracts with CBOs
- With County Staff, develops policies, procedures/tiered responses
- Identifies community agencies doing the hate prevention/response work
- Does initial response for high profile hate acts

NETWORK CBOs

- Anti-Defamation League
- Antelope Valley Partners for Health
- Asian Americans Advancing Justice-LA
- AAPI Equity Alliance
- Asian Pacific American Dispute Resolution Center
- Calif-Independent Living Center
- Cal Conf For Equality & Justice
- Coalition for Humane Immigrant Rights of LA
- LA Commons
- LA LGBT Center
- The Center – Long Beach
- Hate Violence Prevention Partnership-LA
- San Fernando Valley CMHC – Bullying & Advocacy Project
- Western Justice Center

3. The Importance of Messaging on Solidarity & Fighting the Normalization of Hate

CREATION OF LA VS HATE ARTIST LED MOVEMENT

- Artists are entrusted by society to speak truth to power, interpret issues of injustice, distill complex obstacles, and build momentum.
- Artists are the principal drivers of culture, and society often collides with politics. It's through art and artists' dedication to conveying social inequalities that culture shifts and permanent changes develop.

DIGITAL PRESENCE

- LAVsHate launched during the pandemic at a time when digital communications were paramount
- We opted for a digital first campaign, with the the launch of a website and organic (GIF/sticker) [digital content](#).
- This content has received over 750 million views, providing people the content they need to share and advocate for themselves.

EXPANDING OUR IMPACT

- Our efforts to shift towards a culture of inclusion have led to in-person [art interventions](#) around the County.
- For the last two years we have partnered with organizations around the state for [United Against Hate Week](#).
- Leveraging county and private partnerships we have used earned and paid media to reach the most vulnerable communities with a message of hope.



Board Supervisor Hilda Solis speaks to community leaders in Rosemead

Healing From Hate – Changing the Way We Engage Our Vulnerable, Targeted Communities

VICTIMS TURNED ADVOCATES

- Hong Lee – Victim of Hate, LA vs Hate Ambassador & Co-Founder of Seniors Fight Back

HEALING INTERVENTION MINI GRANTS

- 20 grants to [community partners](#) to build solidarity through the arts, with a focus on youth
- The first mini grant responded to historic tensions between African American/Asian American residents. Black/AAPI Youth Intergroup Solidarity Project.
- Last mini grant provided African American/Latinx youth interactive workshops at Watts Historic Train Station, where African Americans were limited to access trains in L.A.

DREAM CENTERS

- 8 Dream Centers, located throughout LA County schools in high COVID need areas, to counter social isolation; bullying; anxiety from fear of being targeted for hate
- Dream Centers are organic teacher & student led spaces that are safe, welcoming and offer social justice curricula professional development options for teachers; and peer to peer counseling; peer mediation; restorative practice trainings for students

New Issue Areas – Data Driven Priorities

HATE HAPPENS AT HOME

- Nearly **50% of calls to 211-LA report hate happening between neighbors, landlords, tenants.**
- Property management firms, landlords, HOAs, other housing providers are not providing needed intercessions, per civil rights, laws and other requirements.
- This will be an education/outreach initiative with California Department of Fair Employment & Housing to ensure housing providers meet legal requirements.

IMPACT OF HATE ON MINORITY OWNED SMALL BUSINESSES

- 2019 study demonstrates significant impact of hate targeting small minority owned businesses.
- LA County experienced tremendous loss of Minority Owned Small Businesses due to COVID and due to hate targeting.
- This will be an initiative involving Chambers of Commerce, Council of Governments with messages of solidarity and working with LA County business development officials.

IMPORTANCE OF 1st RESPONDERS

- A significant number of victims report first responders have not treated hate incidents seriously.
- Sometimes officers do not write up reports of hate acts – mistake hate incidents for what is a hate crime. Victims are further traumatized by these officers' responses, i.e., "What [perpetrator did] is protected by the 1st Amendment"; or, "There is nothing we can do, it's not a crime."
- This will be an education and outreach campaign to ensure 1st Responders use by LA vs Hate resources.

Working with First Responders Tools

As part of the LAVsHate program, our goal is support those who experience hate whether or not the offense rises to the level of a crime. In order to achieve this, we are looking forward to partnering with Law Enforcement and security agencies across the County who are often the first responders in the face of hate.

Leveraging support from the American Rescue Plan Act, we would like to build out resources to provide law enforcement with information that they can in turn provide to victims of hate so that these individuals can access additional support, especially if the incident is not classified as a crime.



FREE ASSISTANCE FOR VICTIMS OF HATE

If you have been the victim of a hate act because of your perceived race, culture, national origin, religion, gender, disability, sexual orientation, or immigrant status, LAVsHate and 211LA will support you.

To report hate, go to 211la.org or call 2-1-1.

You will be connected with a Client Care Coordinator who will be able to offer help in your language. Your call will remain confidential.

If you want to report this to the police, or you require medical attention, please call 911.



Call 211 to Report Hate

Llame al 211 para reportar actos de odio

請撥打211 並舉報仇恨事件

차별 신고는 211 로 전화해 주세요

Tumawag sa 211 para Mag-ulat ng Pagkamuhì

お問い合わせ211差別のご相談

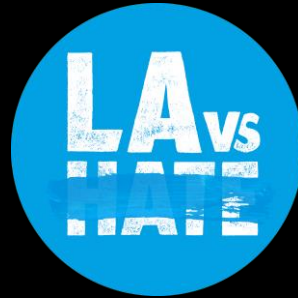
โทร 211 เพื่อแจ้งสถานการณ์ความเกลียดชัง

Gọi 211 báo cáo tội ác ghê

Առեւտրայան գրքահարկուհի մասին հարգողութեւ համար զանգահարեք

www.lavshate.org

THANK YOU



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LAvsHate.org