



Civil Rights
Department
STATE OF CALIFORNIA

Earning Trust and Combating Hate: California vs Hate Overview and Preliminary Year One Data

OAG CARE Community Briefing

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CA vs. Hate
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California's Civil Rights Agency



CRD Disclaimer

This guidance is for informational purposes only, does not establish substantive policy or rights, and does not constitute legal advice. The opinions expressed by the presenters do not necessarily reflect the opinions of CRD.

Mission

The Civil Rights Department (CRD) is California's civil rights agency. The mission of CRD is to protect the people of California from unlawful discrimination in employment, housing, and public accommodations, and from hate violence and human trafficking.

Effective July 1, 2022, we are now known as the Civil Rights Department, formerly known as the Department of Fair Employment and Housing. This name change better encompasses our full scope of responsibilities.



CA vs. Hate: Earning Trust and Connecting Communities with Resources – Presentation Overview

- I. California's Comprehensive Approach to Combating Hate
- II. CA vs. Hate Resource Line and Network: Lessons Learned after Year 1 and Next Steps
- III. United Against Hate Week and CA vs. Hate Partnership Hub



CRD's Comprehensive Approach to Combating Hate



CRD

- CA vs. Hate
- Commission on the State of Hate
- Community Conflict Resolution Unit

Partnerships Across Agencies

- CDSS
- State Library
- OAG

CA vs. Hate Resource Line and Network: There's Support When You Report!



California vs. Hate Resource Line and Network (1 of 2)

Community-Centered Approach to Combating Hate & Earning Trust

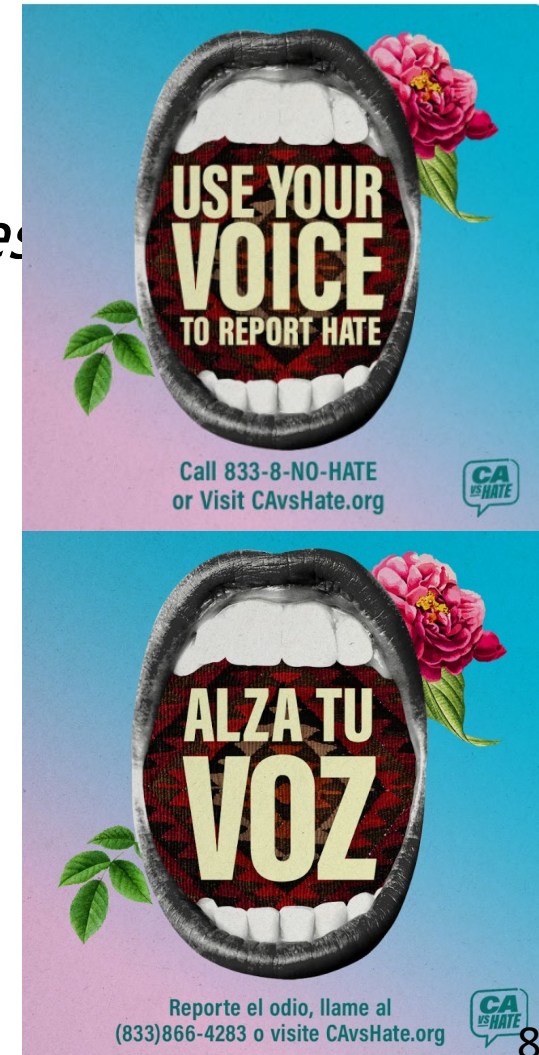
1. Identify Options and Next Steps for Individuals and Communities Targeted for Hate
2. Connect with Culturally Competent Resources
3. Improve Hate Incident and Crime Reporting and Data to Enhance Hate Crimes Prevention and Response
4. Ongoing Training on Cultural Competence and Expansion of Network to Include More Culturally Specific Organizations



California vs. Hate Resource Line and Network (2 of 2)

Trauma Informed Services Available in Over 200 Languages

1. Online Portal - CAVsHate.org - Form is currently available in 15 languages
2. 833-8-NO-HATE – Ability to access services in 200 languages
3. 211 Statewide Network of trauma-informed agents and care coordinators



CA vs. Hate Intake Process

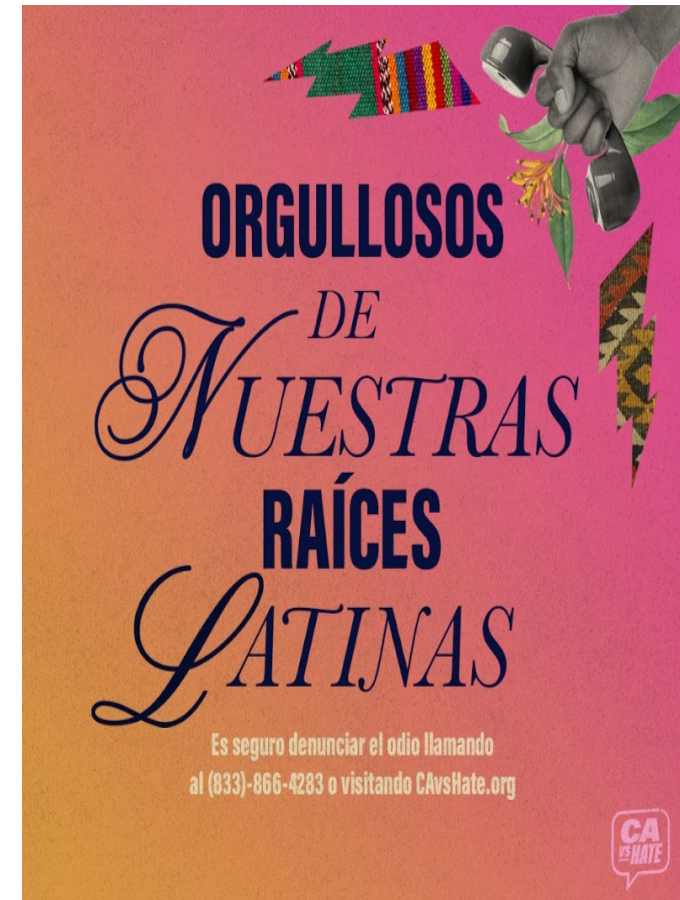
- Explain available options for next steps, including civil or criminal legal action, and other social services support available to all.
- Wherever possible → connect with culturally competent community-based organizations (CBO) for follow-up calls and service provision, including organizations with people with lived experiences of discrimination and hate.
- Care coordination services to ensure connection with necessary support.



CA vs. Hate Lessons Learned – Accountability

Ongoing Input and Accountability

- Contracts with CBOs.
- Regular community feedback sessions.
- Multilingual outreach and education campaign.
- Network development includes ongoing consultation with social service providers, civil rights organizations, advocates, and law enforcement officials across the state.
- Separate 833-8 Number (not 211) to ensure short wait time.



CA vs. Hate – Data Summary After One Year (1 of 3)

Initial Data Summary

- Connected people to more than 100 different forms of support
- 2,118 contacts from people seeking assistance – including non-hate related reports
- 1,020 of the contacts were reports of hate
 - 4 out of 6 people agreed to follow up care coordination services
 - Nearly 80% of California's counties were represented



CA vs. Hate – Data Summary After One Year (2 of 3)

Initial Data Summary

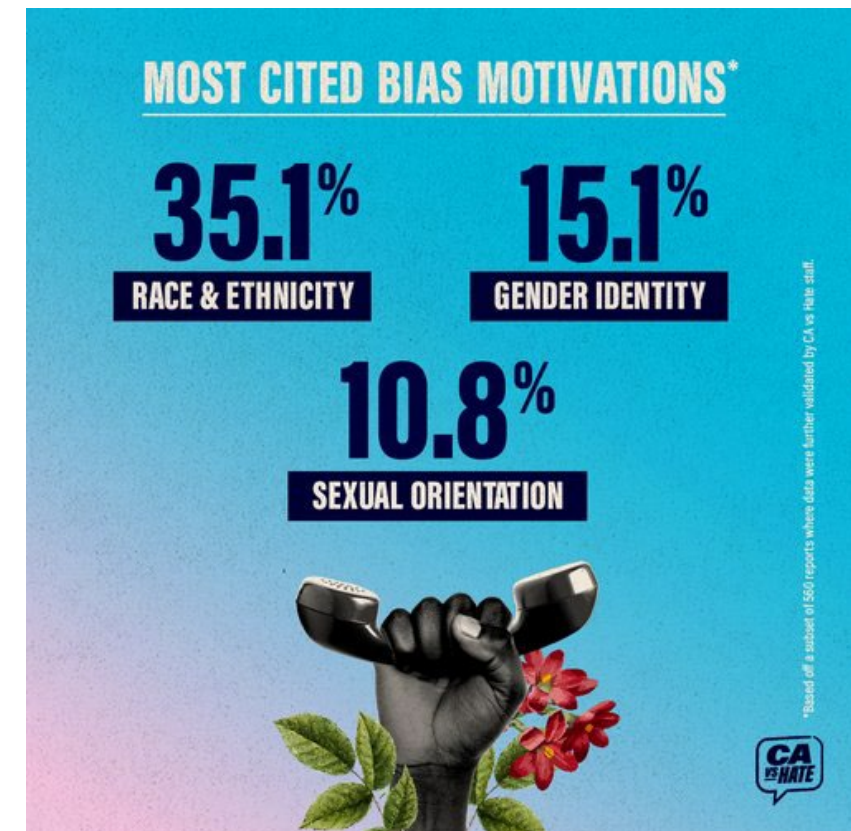
- The most common reasons cited for the reports were discriminatory treatment (18.4%), verbal harassment (16.7%), and derogatory names or slurs (16.7%).
- The most common locations where an incident occurred were residential (29.9%), workplace (9.7%), and public facilities (9.1%).



CA vs. Hate – Data Summary After One Year (3 of 3)

Initial Data Summary

- Further validated bias motivation information for 560 reports through additional CA vs Hate staff review. Of those reports:
 - Race and ethnicity (35.1%), gender identity (15.1%), and sexual orientation (10.8%) were the most cited bias motivations.
 - Anti-Black (26.8%), anti-Latino (15.4%), and anti-Asian (14.3%) bias were the most cited reasons for reports related to race and ethnicity.



CA vs. Hate – Lessons Learned and Next Steps (1 of 2)

One Year Report Forthcoming

- Improving the online reporting experience and expanding access to data
 - Partnership with UC Berkeley's Possibility Lab to support increased data collection and analysis going forward.
 - Revising intake forms and other aspects of the user experience to make reporting easier and enable us to share more data more quickly.
 - Developing a data dashboard.



CA vs. Hate – Lessons Learned and Next Steps (2 of 2)

Expanding Reach and Listening to Communities

- Reaching communities who are and are NOT reporting
 - Billboard campaign to increase awareness of the hotline and available resources.
 - 2024 Pride Tour
 - Regular updates to outreach materials to underserved Californians, including digital assets developed in coordination with tribal partners.
 - Community-specific engagement through federal grant to ensure communities most targeted for hate have access to resources:
 - CBO Manager
 - California Black Media Subgrant





United Against Hate Week (UAHW)

September 21, 2024-September 27, 2024

UAHW is a response to the rise in hate, and seeks to empower local residents to take action in their local communities and alter the course of this growing intolerance. (NIOT, LA vs Hate, CA vs Hate, Stop the Hate)



Toolkits for Cities and Organizations to Join UAHW

- 2024 Community Action Toolkit
- UAHW Digital Promotion Toolkit
- City Toolkit: Engage Local Government
- Not In Our Town Film Guide
- Library Toolkit

<https://www.unitedagainsthateweek.org/toolkits>





CA vs. Hate Content Hub (1 of 2)

Our partners can now find various content in 24 languages for the California vs Hate campaign featured on our hub at cavshate.org, including:



SOCIAL GRAPHICS

Use these graphics on Instagram, Facebook, Twitter or any other channels at your disposal paired with #CAvsHate



POSTERS & FLYERS

Print these posters for display in windows, community spaces, offices or anywhere else you wish to promote safety and solidarity.



CUSTOMIZABLE CONTENT

Add your organizations logo, city name or other message to an existing design through our simple Canva tutorial.

CA vs. Hate Content Hub (2 of 2)



FICTIONAL CASE STUDY EXAMPLE

Help members of the public better understand the types of services available through CA vs Hate.



Thank you!

CA vs. Hate Resource Line and Network

StopHate@CalCivilRights.CA.gov

<https://stophate.calcivilrights.ca.gov>

CAvsHate.org

833-8-NO-HATE

California Civil Rights Department

www.calcivilrights.ca.gov

contact.center@calcivilrights.ca.gov

accommodations@calcivilrights.ca.gov

Toll Free: (800) 884-1684

TTY: (800) 700-2320

California Relay Service 711



Appendix: Report Hate Incidents and Hate Crimes (1 of 3)

Hate Incident: A hostile expression or action that may be motivated by bias against another person's actual or perceived identity(ies) and/or because that person is a part of a protected group.

Perpetrators may be motivated by different discriminatory biases, including, but not limited to, bias on the basis of race, color, disability, religion, national origin, sexual orientation, or gender, including gender identity.

There are two main kinds of hate incidents – (1) acts of hate that are not crimes but violate civil rights laws, and (2) acts of hate that may not violate the law but still cause significant harm in a community.



Appendix: Report Hate Incidents and Hate Crimes (2 of 3)

Hate Crime: Under California law, a hate crime is a criminal act committed, in whole or in part, because of one or more of the following actual or perceived characteristics of the victim: disability, gender, nationality, race or ethnicity, religion, sexual orientation; or because of the person's association with a person or group with one or more of these actual or perceived characteristics.



Appendix: Report Hate Incidents and Hate Crimes (3 of 3)

For a complete list of protected categories under California civil rights law, go to:
<https://civildrights.ca.gov/>

Additional information about criminal civil rights law protections available from the Attorney General's Office at <https://oag.ca.gov/hatecrimes>