

DARYL FOX: Good afternoon, everyone. And welcome to today's webinar, "FY 2023 Jabara-Heyer NO HATE Act State-Run Hate Crime Reporting Hotlines," hosted by the Office of Victims of Crime.

At this time, it's my pleasure to introduce Silvia Torres, Victim Justice Specialist with the Office for Victims of Crime, to begin the presentation. Sylvia.

SILVIA TORRES: Good afternoon. It's a pleasure to be here with you. My name is Sylvia Torres with the Office for Victims of Crime, and I am overseeing this solicitation.

I thank you for joining us in this morning or afternoon, it depends where you are. And I am also very delighted to be joined by Becky Monroe and Chantel Bermudez with the California Department of Human Rights and they'll be discussing a little bit the--how they implemented the California versus Hate hotline and also share with you any challenges or suggestions for a successful implementation of the hotlines. This webinar will provide a high level overview of the mission of the Office for Victims of Crime, as well as for the solicitation. With that, I'll turn it over.

For that purpose--excuse me. Pardon me--drink of water for a second. Okay. So for that reason, I recommend that you look up the [link](#) that is provided in this slide as it will take you to two previously recorded webinars for this type of program. I won't go into that level of detail, in order to take advantage of our time together and that of our guests.

As some of you may know, the Office for Victims of Crime is dedicated to enhancing the Nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, practices, to promote justice and healing for all victims of crime. We assist tribal communities. We also manage the Crime Victims Fund to--for state victim compensation and assistance programs. We also provide technical assistance and information resources and other assistance to victims of international terrorism and mass violence. We are the largest federal entity providing services to survivors of human trafficking and other demonstration projects under the discretionary programs, such as this program.

It's the anticipated funding for this fiscal year, it's in this slide. As you can see, discretionary programs is a small slice yet very significant slice because that gives us the opportunity to fund various programs, including the field-generated projects, projects for opioids, and this program for state-run hotlines. And in this year, it also encompasses technical assistance to the grantees under this program.

Before going into the details about what the solicitation is calling for and how you apply for it, we'd like to share with you a video with survivors and those families impacted by hate crime victims.

[VIDEO PLAYS. Confronting Hate: Strategies for Prevention, Accountability, and Justice.]  
DAWN COLLINS: Our son was murdered by a white supremacist, extremist.

RAMI JABARA: A few months before we got married, actually, when he ran over my mother while she was just walking as she normally did every day in our neighborhood.

SUSAN BRO: I did not get to grieve until that Christmas. And then I had to shut it down again to go back to work. We were fortunate enough to have the Jabara-Heyer NO HATE act, which is basically hate crime accountability.

RAMI JABARA: And three months later, he shot and killed our brother, and right in front of my parents' house.

RICHARD COLLINS: There's some speech that are threats and like [INDISTINCT] said, I'm not a lawyer either, but a threat is a threat.

VICTORIA JABARA: If we couldn't have saved Khalid or Khalid couldn't been saved, you know, what chance do other families have who are suffering?

DAWN COLLINS: Needless to say, when that incident occurred, it changed our lives forever.

SUSAN BRO: People have to work hard to not understand hate crime, basically. The information is there and in plain view. It's no longer hiding in the dark. [VIDEO ENDS.]

SILVIA TORRES: This video was just an example of why we're seeking applications for a state to run hotlines so that hate crime victims can have a source to report and obtain the services that they may need. Now, let's talk a little bit about the eligibility for this-- under this solicitation.

This--like I said before, this program has two purpose areas this fiscal year. The first one is for the State-Run Hate Crime Reporting Hotlines. And since the funding comes from the Jabara-Heyer Act, only state governments are eligible to apply under that category in this purpose area. The second purpose area is for training and technical assistance providers to support our current grantees and future grantees under this program. For that reason, the eligibility changes a little bit. It's more open to profit and nonprofit organizations; to private institutions of higher education; to public and state controlled institutions of higher education, even for profit businesses other than small businesses; and small businesses. As a reminder, any for profit institution must revoke profits in order to be eligible for this opportunity.

The primary goal of this program obviously, is under second--the, like I said, Purpose Area 1 is for state agencies to establish and run state-run hate crimes reporting hotlines so that they can help increase the reporting of hate crimes to law enforcement, if appropriate; and to ensure that victims are connected to available services in their communities. And also to learn about their rights and if they so--need also about the laws in their communities for hate crimes. The second goal, as I mentioned, just the goal is for the technical assistance provider to support the award recipients under this program.

The program description. As I said before, this solicitation under that act mandates certain requirements. For instance, that any personally identifiable information must be in place so that victims are protected. And there--there must be systems in place to protect that identity, and it may or may not be disclosed with--if the victim or potential victim consents to that. It's also very important to have trained staff members to operate the hotline. Also, as important, is to ensure that callers have language access, meaning if they are not proficient in English, the state-run agency has to have plans in place to provide access and interpreter--interpretation or translation services for those individuals. Especially also is to have plans to serve individuals with disabilities.

So what are the objectives under Purpose Area 1? Ideally, they will collaborate with other state-run hotlines across the Nation so that they can do peer-to-peer learning and collaboration and be successful in the implementation of that hotline. Also, to collaborate with stakeholders to conduct a community resource map or an assessment to identify the needs of the community and the resources available, so--to assist the hate crime victims, those that may be calling through that hotline as well.

The deliverables. These are some of the deliverables and they are listed in the solicitation. So I encourage you to refer to this year's solicitation for the detailed list of those deliverables and as shown in this slide.

Now, let's talk about a little bit about Purpose Area 2. The T--what we call the TAP, Technical Assistance Provider, will or is expected to provide obviously, not only technical assistance on--regarding the models for the hotlines; sharing implementation strategies; assist in the development of resource materials, as well as awareness materials, which are a required part of this program; and also offer peer-to-peer learning opportunities within the--not only within the other funded awardees, but also look for their peer-to-peer learning opportunities. For example, having a listening session with the National DV Hotline, to learn about their experiences and other tips that they could share with them. They also have to conduct activities to achieve the objective of increasing community awareness and about the use of the state-run hotlines.

And this slide has the detailed information about the deliverables under this technical assistance purpose area. I won't read them all, because again they are in the solicitation. So this webinar will be posted at a later date, in case you want to refer to them or, as I said, they are listed in detail in the solicitation.

Under Executive Order 13985, we have the Priority Area B, which is that the applicant can demonstrate their capacity and competency for implementing the proposed project by partnering with an organization, ideally a community organization, that would help them to implement the hotline. Right? And that partnership has to be demonstrated because they would have to allocate at least 40 percent of their requested funding to that partnership. And that would be included in the budget that goes along with this application.

In terms of Federal Award Information, we expect to have--make three awards, of about maybe over \$1 million, give or take, for three state-run hotlines across the country. And also, we expect to make just one award for the technical assistance provider at an estimated amount \$1 million. These awards are for 3 years, and the starting date would be October 1, 2023.

Let's switch and talk about how to apply and submit your application.

In terms of program components, they--there are three basic components for your application. And they're required in order for the application to move, to be accepted, because those three components will be the basic--what we call the basic minimum requirements to move into peer review. Those components are the Project Abstract, Proposal Narrative, and the Budget, and the Budget Narrative. All these three components are done via web through our JustGrants Monitoring System. You may notice that there are percentages under the Proposal Narrative and, you know, the budget as well. Those amounts in parentheses or percentages in parentheses are the weight that is assigned to each of those items in peer review. So while the bulk of that weight is placed on Project Design and Implementation, other components are obviously just as important. For instance, you may have a great Project Design and Implementation, but if you don't demonstrate the capacity and competencies needed to run the project, you know, that may not be an ideal match. So, that's basically the overall major components on the application.

The Proposal Narrative is--like I said, because it has so much weight for peer review, we recommend that you take a look at your application to make sure that it's pretty brief, concise, clear, and that is supported, obviously--like for--not only with your budget, but also if you--if you include your goals, your objectives. And make sure that those goals and objectives align with the purposes of this program and the requirements for this solicitation. That's pretty important as well. In addition, if you are applying under a particular priority area, please be sure to specify that in this section of your application.

As I said before, in the section on Capabilities and Competencies, it's your opportunity to demonstrate that your organization, the staff that will work on this project, have the skill set and experience necessary to implement the project. Also, if you choose to bring in a partner or partners, you also should include their resume, describe their roles in the project, and how you two are going to work together. And how, again, if you are requesting any of the priorities, please be sure to include it here.

Under--again, we are still talking about the Proposal Narrative. We are also going to discuss briefly the data collection process. The key performance measures for this particular programs are found--there is a link in the solicitation where it will take you to provide you with the detailed information as to what data elements will be collected for this project. So we would like to know how you plan to collect that data, who's going to enter it into our systems for data collection, and how you're going to ensure that data--that data is entered accurately. Meaning, like, maybe some Q&A, quality assurance processes.

In terms of your budget, we suggest always using the SMART approach. And SMART stands for Specific, like when you're listing your expenses, obviously, be as specific as possible, state detail as possible. Make sure that your budget costs are Measurable. And that your budgets are Attainable. Again, this goes--aligns with all the proposed goals in your solicitation. Make sure they are attainable and are relevant, right? Making sure that each item is accounted for. And one thing that I have to remind any potential applicant is that this is a budget of--for 36 months. However, you should enter each year by the year separately. So year one, year two, year three, etc., budgets versus annual budgets.

The checklist, which is towards the end as to your solicitation, will provide you with the guidance as to what other documents are required to be attached to the application.

And this is just a slide overview as to why some applications are rated lower than others. And these are the most common citations by peer reviewers.

The application process.

This is a two-phase submission application process. The first one is through JustGrants.gov--I'm sorry, Grants.gov. That's where you submit your SF-424 and your lobbying, SF-LLL. That date is May 30th by 11:59 PM Eastern Time. I have to emphasize Eastern Time as well.

The second part of your submission is through JustGrants.gov. And that's where you submit your full application and your attachments. That is due on June 5th at 8:59 PM Eastern Time. So please note the different times for Grants.gov and JustGrants.gov.

In addition, if you are a new applicant to any sort of government opportunity, you have to be registered in SAM.gov. And that takes a few--a few days to be processed, so I recommend giving yourself--it will take 2 weeks prior to trying to submit your SF-424 in Grants.gov. I also recommend that you take a look, if you are already registered in SAM.gov, that your registration is active. Because that will also take some time for you to become active again.

And this slide, so contain information about technical assistance for SAM.gov, Grants.gov.

Any technical assistance for our grants management system called JustGrants.

And any technical assistance for any issues that you encounter as you may be submitting your application, that's the OJP Response Center. And that's the contact information there. I do recommend that you document any and all the technical difficulties that you may be encountering. If that prevents you from submitting your application, that documentation will help you to file for a request to submit that application past the deadline.

As I said before, all those--the three components of the application requirements are web-based files.

And there is a vast list of resources available to you for every component.

As I said, the [performance measures](#).

And there were some recorded [webinars](#) that help you if you are new to applying for Federal Government or for DOJ opportunities, as to how to apply, how to do your budgets, what to expect. So these are great resources for you to--you know, look into and hopefully utilize.

These are some ways to connect with us, again.

Now, this is a much more exciting part of this webinar. As I said earlier in the--our introduction, I am so, so pleased and grateful to have Becky Monroe and Chantel Bermudez to share with you their experience. And thank you, Becky. Thank you. Chantel. Again, the floor is yours. Thank you.

BECKY L. MONROE: Thank you so much, Silvia. We really appreciate this opportunity. My name is Becky Monroe. And I'm a Deputy Director here at California's Civil Rights Department. And my colleague is Senior Manager Chantel Bermudez, who focuses on our work through California versus Hate. So I think we can go to the next slide.

One thing I just want to say at the outset, as we think about this work, we take very seriously doing justice to the name of the funding that we've received. I think when we think about the families of Khalid Jabara and Heather Heyer, our hope is that we have done justice to them and to the experience of their families. So we are holding ourselves accountable to that and I appreciate the reminder at the beginning of this--of this webinar. Our mission, and we're going to say it very quickly, we are the civil, Civil Rights Agency for the State of California. So we do a lot of employment, fair housing, we also do work around public accommodations, and also we have civil claims for hate violence and human trafficking. The next slide, please.

What I wanted to talk to you about is, you know, we have this broad remit here with--within the Civil Rights Department. Our job is to address civil, civil rights violations. That is why we thought it was particularly important for us to provide this resource in terms of a California versus Hate Resource Line and Network Hotline that helps people to address hate. And the reason we thought it was important is that we recognize, as an agency that is dedicated to addressing civil rights issues, that hate--acts of hate do not happen in a vacuum. In fact, if we do not see the kind of enforcement of civil rights that many of the agencies who are tuning into this webinar may do, if we don't have that effective enforcement, we're going to continue to see acts of hate growing. And so that's partly why we thought it was important for us to house this work.

I wanted to provide a few key things about how we built this resource line and network. And to be clear, we are fortunate in that we have some state support for this in addition to the important federal funding we have through the Jabara-Heyer Act. So one thing that is really important and will not be a surprise to any of you that do this work is meaningful community engagement and partnerships are central. When we say meaningful, it means respecting the value of community-based organizations' time and of their expertise. So we do have, you know, there's a subgrant function with the federal grant. We also have smaller contracts with a lot these NGOs that will help us--hold us accountable. So we're paying them for their time to let us know, are we reaching the communities we're supposed to be reaching? Is our network--is our hotline accessible? What could we be doing better?

We also want to respect the existing resources and incorporate community-based efforts that have already been doing this work. One of the things that we have heard time and time again is it can be incredibly insulting for people to hear about, "Oh, there's this new rise in hate crimes. There's--all of this is new." We know that communities that have been targeted for hate have been often targeted for generations. And there are groups out there that have been doing work outside of any sort of paying--attention, and we want to make sure we're paying respect to that. In our contacts that meant, in California we have a huge number of fantastic community-based organizations that have, for example, been collecting data, responding to needs. So we thought it was really important to incorporate them into this network.

And as I mentioned, we have direct engagement with community-based organizations. This is another piece, even though we are the Civil Rights Agency for the state, we recognize that we have to earn people's trust. We are still the government. And until we have earned that trust, we are working and we will continue to do this with community-based organizations that have earned the trust. So we are often providing our service or resource to those CBOs because they have earned that trust.

And finally, you know, one of the things we talk a lot about is the importance of confidentiality and choice. Our hotline. And we're going to talk a little about what we offer through the hotline, part of why we created it was we heard time and time again people wanted a safe place where they could go and report acts of hate, and that they could have the choice. Do we want to go to law enforcement? If you do, we will explain, kind of, how that process works. And if you don't, we will meet where you are and still provide resources. Next slide, please.

Chantel, do you want to talk a little about some of the mechanisms we have for our ongoing review?

CHANTEL BERMUDEZ. Yeah. So, for our mechanisms, for ongoing review, include the input and feedback by all stakeholders, and this includes our community-based organizations, our advocates, law enforcement, and, of course, our critics. We've earned a lot from them. Our target--our target audience includes individuals and organizations working with communities targeted for hate as their input is very crucial.

And we have offer care coordination services and follow-up, not just simply referrals. As Becky mentioned, we meet people where they're at and we want to ensure that people receiving the services unique to their needs. In addition, it's data disaggregation in AANPI and all communities. And we're capturing hate incidents and crimes, offering restorative practice options.

BECKY L. MONROE: Thank you. Next slide, please.

And, you know, when we talked about what we've built here in California, and then I'm going to speak specifically to sort of how we built the network, and then I'm going to provide some very specific examples of how we're using the Khalid Jabara and Heather Heyer--the NO HATE Act funds. But just to give you a general sense, we, in California, have a community-centered approach to combatting hate. That means we have, sort of, three main goals and then we support that with this fourth piece.

One is, if you reach out to us, you can learn what your options are. Again, if you want to go to law enforcement, we'll explain what that looks like. If you don't, we'll talk about what are next steps. One thing we think is very important is to recognize whether it's a crime or incident that should not be up to the person who's targeted for hate. We are not asking victims to be legal experts. Rather, if they are targeted for hate, we want them to reach out. And we will make sure that we let people know what their options if it is a crime, and if it's not, there are other next steps. There are also civil options in many states, even if there's not a specific hate crimes law that provides civil remedies, there are other ways that people can get support.

And then secondly, it's connecting people with culturally competent resources. This is the piece where the network is super critical and where we are also responding to what we've heard. People want culturally competent resources. What does that look like? Often it means connecting people with other organizations where people have had lived experience of acts of hate. That is--it's particularly important as government, that where we can, we compensate and we pay to make sure that people who are providing those support services can do so of going forward.

And finally, we want to improve hate incident and hate crime reporting data. It is not lost on us that the two people that this act was named after, were murdered in hate crimes. Those hate crimes were prosecuted successfully by prosecutors as hate crimes, and yet they did not appear in the federal data as hate crimes. We understand that it is important, both to recognize when someone is targeted for hate, that it sends a message if those are not reported as actual hate crimes. And finally, that this can help us to drive, not only law enforcement response, but social services response. We can make sure we are putting resources where the people who are targeted need them the most.

And this last piece is how we try to do that effectively, which is ongoing training on cultural competence and we continue to expand the network so we include more and more culturally specific organizations that can meet people's needs. Next slide.



Chantel, can you just talk a little about, sort of, the operations of the network?

CHANTEL BERMUDEZ: Sure. Well, first of all, we offer the online portal and it is a form that's currently available in 15 languages. So if someone is looking on the internet, they can simply follow up that way. And we also have our hotline number, which is 833-8-NO-HATE and this has ability to offer languages in 200 languages. Average wait time for that will be no longer than 3 minutes. Either way, folks will be connected with the care coordinator based in trauma-informed services. And again, like, as we explained a little bit more, they will be provided with services unique to their specific needs.

BECKY L. MONROE: Thank you. Next slide, please.

Now specifically, we wanted to share how we're using the Jabara-Heyer NO HATE Act Funding. So, you know, one of the things we thought was really important was recognizing that for this hotline to be effective, we have to make it--sure it's community-centered. People who--People have not reported acts of hate in the past because they fear reporting, think it won't make a difference. If you look at the National Crime Victimization Survey data, it makes that very clear. Law enforcement may need additional training. They may not recognize a hate crime or not be in a position to offer resources for people targeted for hate. And studies demonstrate, and we have people here in California who have done this--these studies through our universities, greater engagement between community and law enforcement improves accurate reporting of hate crimes. So when we thought about how to do justice to this Jabara-Heyer Funding, we thought it was important to use it specifically to develop a genuinely community-centered approach. Next slide, please.

And we just wanted to give these resources. I won't spend much time on this. But, you know, the International Association of Chiefs of Police, which is the largest police leadership organization, and the Lawyers' Committee for Civil Rights, which is an NGO, put together an action agenda on how to enhance the response to hate. And in this agenda, you see the critical nature of identifying community-based organizations that can serve as a bridge between government and people who are targeted for hate. And then next slide, please.

So we have two main goals that we're using this funding for. And this is, again, all of these will enhance and make sure that people are actually using our hate crime hate incident hotline. We recognize they are only as effective as the people's trust in our ability to serve their needs. And one of the things we've talked about is that we are using this funding to enable us, and we have the listing out now for anyone in California, to hire a person who's dedicated to targeted outreach to community-based organizations that have earned the trust of communities targeted for hate, and to develop regional networks that will increase the use of California versus hate in our hotline, and expand resources. So we want someone whose sole purpose is to continue to reach out to community-based organizations. Continue--you know, when we--when we do case coordination internally, when we hear about cases coming in, someone who

will have their finger on the pulse of the CBOs in our state can reach out as soon as we need them.

And then secondly, we thought it was critical to recognize that not only in our state, but across this country, data has consistently identified that black people are the community most likely to be targeted for hate. We are using this funding, in part, to partner with California Black Media to do a more effective job to reach black people who are targeted for hate. One of the things we heard when we were doing our initial outreach and engagement, and we had hundreds of conversations with community-based organizations, advocates, leaders, law enforcement, others. We heard from the black community for example saying, "Yes, it's fine. You tell people to report. You've had this data. You as a state and you at the federal level, you know that people who are--the most--the community most targeted for hate are black people in the state and in this country. And yet, we want to see the results. And we need to see the policy changes." So we felt, like, we knew--we know, and so we had an obligation to do a better job to make sure we are serving black Californians, who are targeted for hate and that is also a, I think, a good will gesture to all communities who are targeted for hate. To demonstrate, when we have the data, when we ask you to report, we will support. Next slide, please.

This is just--if anyone is going to be near Sacramento or you can go on our Instagram page, we are having our official hard launch of California versus Hate, the Resource Line and Network on May 4th. And so this is to encourage folks to come. It also gives you a sense of our marketing and outreach campaign. So we are working with a contractor, who focuses on really building relationships with CBOs, or community-based organizations, to get the word out.

And I think that is all. So if--we are--Chantel and I are thrilled to be resources for anyone who's thinking about this. So, if you're in a state and you're considering applying for this, we're happy to talk to you. We are really proud to have this funding and we want to do justice to it and we want others to do it as well. Thanks.

SILVIA TORRES: Well, I just want to thank you, Becky and Chantel, for sharing your important experience and discussing a little bit about your hotline. With this, we are going to conclude our webinar. If you have any questions, you can call--contact the NCJRS for any--any, any type of questions that you may have.

This is right now, on this slide, how to contact them. I thank you all for your time. I hope that you do submit that application. And thank you all for your time. And thank you, Daryl, for always helping us with this webinar. Thank you all.

DARYL FOX: So on behalf of the Office of Victims of Crime and our panelists, and our distinguished guests, we want to thank you for joining today's webinar. This will end today's presentation.