

# OVC

## JABARA-HEYER STATE RUN HATE CRIMES HOTLINE PROGRAM OVERVIEW

The Office of Justice Programs (OJP) Office for Victims of Crime (OVC) has launched a new grant program, Jabara-Heyer State Run Hate Crimes Hotline Program, authorized by the COVID-19 Hate Crimes Act:

*COVID-19 Hate Crimes Act: (e) GRANTS FOR STATE-RUN HATE CRIME HOTLINES. – (1) GRANTS AUTHORIZED. – (A) IN GENERAL. –The Attorney General shall make grants to States to create State-run hate crime reporting hotlines. (B) GRANT PERIOD. –A grant made under subparagraph (A) shall be for a period of not more than 5 years. (2) HOTLINE REQUIREMENTS. –A State shall ensure, with respect to a hotline funded by a grant under paragraph (1), that– (A) the hotline directs individuals to– (i) law enforcement if appropriate; and (ii) local support services; (B) any personally identifiable information that an individual provides to an agency of the State through the hotline is not directly or indirectly disclosed, without the consent of the individual, to– (i) any other agency of that State; (ii) any other State; (iii) the Federal Government; or (iv) any other person or entity; (C) the staff members who operate the hotline are trained to be knowledgeable about– (i) applicable Federal, State, and local hate crime laws; and (ii) local law enforcement resources and applicable local support services; and (D) the hotline is accessible to– (i) individuals with limited English proficiency, where appropriate; and (ii) individuals with disabilities. (3) BEST PRACTICES. –The Attorney General shall issue guidance to States on best practices for implementing the requirements of paragraph (2).*

Two awards were made with FY 2022 funds, to the California Department of Fair Employment and Housing (\$1,125,000.00) and to the Illinois Department of Human Rights (\$1,116,341.00).

### CALIFORNIA DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING

The California Civil Rights Department (CRD) will implement the Earning Community Trust Project as a part of the California vs. Hate Resource Line and Network (CA vs. Hate). California's first statewide reporting and resource line for victims of hate incidents and crimes, CA vs. Hate collects reports of hate and helps people identify options for next steps and connect with trauma-informed services and culturally competent resources. This project will support the development of sustainable infrastructure for engagement between CRD and community-based organizations (CBOs) that have earned the trust of communities targeted for hate. This project will help ensure that victims of hate are directed to local support services and, if they request, law enforcement. Projected activities include the creation of a new CBO Specialist position. The CBO Specialist will: (1) institutionalize regular input from CBOs to improve the services provided by CA vs. Hate and to hold CRD accountable to the needs of people targeted for hate; (2) improve service to CBOs that are serving individuals targeted for hate so those CBOs can help serve as a bridge between victims and CA vs.

Hate; (3) collect hate incident and crime data directly from the CBOs; (4) develop a regional network of CBOs, and facilitate regular meetings to improve services; and (5) enhance collaboration and communication between CBOs to strengthen cross-community solidarity.

CRD will subgrant funds to California Black Media (CBM), a culturally specific organization that will further advance these goals consistent with the federal, state, and local data that demonstrates that Black people are the most likely to be targeted for hate. CBM advances news and information from within and among California's African American communities, and will create opportunities that increase awareness and involvement in decisions and policy discussions that produce economic, social, and political impacts on underserved people. CBM will expand CRD's ability to connect with Black communities and with other communities targeted for hate, expand awareness of CA vs. Hate, and facilitate roundtables and briefings. CBM has a long track record of working with other communities targeted for hate, rejecting the division that prevents effective collaboration. Outcomes include the expanded the use of CA vs. Hate among underserved



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communities, an improvement in the culturally competent resources offered, more accurate hate incident and crime data collection, and building trust between communities targeted for hate and government agencies.

## DEPARTMENT OF HUMAN RIGHTS ILLINOIS

The Illinois Commission on Discrimination and Hate Crimes – a Governor-appointed commission administered by the Illinois Department of Human Rights – will establish a statewide Hate Crime and Bias Incident Helpline. The helpline would collect anonymous or self-identified reports of hate crimes and bias incidents, connect callers with support services, and direct callers to additional reporting options, such as a law enforcement agency, if applicable. Victims of hate crimes and bias incidents are the intended beneficiaries of this project, especially those who do not wish to engage with law enforcement and those who live in regions of Illinois who do not have easy access to victim support services.

Project activities include: developing a comprehensive strategic community and organizational partner outreach plan; designating partner organizations that provide hate crime victim support services, with an emphasis on identifying organizations serving high-target protected

classes and underserved geographic areas; developing and delivering comprehensive trauma-informed technical assistance for helpline operators; and developing proper helpline intake and referral procedures. Expected outcomes include: development of a statewide, non-law enforcement hate crime and bias incident reporting mechanism; expansion of hate crime victim services resource availability and coordination; and increased availability of hate crime and bias incident data.

OVC released a solicitation in FY 2023 to fund additional state hate crime hotlines and a training and technical assistance program under the [OVC FY 2023 Jabara-Heyer NO HATE Act State-Run Hate Crime Reporting Hotlines](#) program (\$1,165,000 per hotline; \$1,000,000 for training and technical assistance).

To support these grantees, and any other entity providing hate crime hotline services, OVC produced a guidance document, "Considerations in Operating State Crime Hotlines". The guidance is posted at <https://ovc.ojp.gov/topics/hate-crimes/considerations-in-operating-hate-crime-hotlines.pdf>. As there is currently no evidence base on best practices in operating state hate crime hotlines, this guidance was informed by experts in the field who work on hate crime programs and on crime victim hotlines serving other (not hate crime) populations.