

**Stop Hate Hotline:
A Plan for Establishment of the Hotline and Public Awareness Campaign**

September 15, 2023



King County

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II. Executive Summary

Overview of the Background

Hate crimes and bias incidents are a growing concern in the U.S., with the FBI reporting an 11.6 percent rise in hate crime incidents in 2021.¹ Locally, King County has also seen an uptick, with 15 hate crime cases charged in the same year.² The Revised Code of Washington (RCW) 9A.36.080 defines hate crimes based on perceptions of race, color, religion, and other factors.³ The U.S. Department of Justice (DOJ) differentiates bias incidents as non-criminal prejudiced actions without violence or property damage, but they can still create fear and hostility in targeted communities.⁴

The roots of hate and bias in the U.S. are deep, starting with the colonial era's violence against Native Americans.⁵ Discrimination evolved, with African Americans' mistrust of law enforcement tracing back to the age of slavery and the role of slave patrols.⁶ The 20th century saw heightened discrimination against underrepresented communities, with events like the Civil Rights Movement highlighting systemic bias. Moreover, global events, such as tensions between India and Pakistan, have impacted diaspora communities in the U.S., with Sikhs facing hate crimes.⁷ The recent COVID-19 pandemic further exacerbated anti-Asian hate crimes due to misplaced blame and xenophobia.⁸

Historically marginalized communities, particularly Black, Indigenous, and People of Color (BIPOC), have hesitated to report hate and bias incidents due to mistrust of the police.⁹ Concerns of retaliation, discrimination, and further victimization deter these communities from reporting. A 2019 Pew Research survey highlighted racial disparities in police treatment, with Black adults significantly more likely to report unfair stops due to race.¹⁰ In Seattle, racial imbalances in police interactions were evident, with Black individuals facing higher rates of force and stops than white individuals.¹¹ Reporting barriers also

¹ [Updated 2021 Hate Crimes Statistics \(justice.gov\)](https://www.justice.gov/crt/updated-2021-hate-crimes-statistics)

² [KUOW - King County considers hate crime Hotline amid rise in racist attacks](https://www.kuow.org/story/2022/03/22/king-county-hate-crime-hotline/)

³ [RCW 9a.36.080: Hate crime offense—Definition and criminal penalty. \(wa.gov\)](https://www.wa.gov/law-and-justice/criminal-justice/rcw-9a-36-080)

⁴ [Hate Crimes | United States Department of Justice](https://www.justice.gov/crt/hate-crimes)

⁵ [When Native Americans Were Slaughtered in the Name of 'Civilization' | HISTORY](https://www.history.com/topics/native-american-history/when-native-americans-were-slaughtered-in-the-name-of-civilization)

⁶ [The racist roots of American policing: From slave patrols to traffic stops \(theconversation.com\)](https://www.theconversation.com/racist-roots-of-american-policing-from-slave-patrols-to-traffic-stops)

⁷ [Sikh Americans push for greater visibility, awareness against years of hate crimes, misunderstanding | PBS NewsHour](https://www.pbs.org/newshour/asia/sikh-americans-push-for-greater-visibility-awareness-against-years-of-hate-crimes-misunderstanding)

⁸ [Reports of Asian American hate crimes rose nearly 150 percent in major U.S. cities last year - CBS News](https://www.cbsnews.com/news/asian-american-hate-crimes-rose-nearly-150-percent-in-major-u-s-cities-last-year/)

⁹ [Archived | Race, Trust and Police Legitimacy | National Institute of Justice \(ojp.gov\)](https://www.ojp.gov/ncj/210331)

¹⁰ [Race and policing in America: 10 things we know | Pew Research Center](https://www.pewresearch.org/race-ethnicity/2019/06/11/race-and-policing-in-america-10-things-we-know/)

¹¹ [Report: Seattle police stop Black people, Native Americans at far higher rate than white people | The Seattle Times](https://www.seattletimes.com/news/crime-and-justice/report-seattle-police-stop-black-people-native-americans-at-far-higher-rate-than-white-people/)

extend to individuals with disabilities and those facing cultural and linguistic challenges, underscoring the need for inclusive and culturally sensitive support mechanisms.

King County is at the forefront of addressing hate and bias. The Executive recognized racism as a public health crisis in June 2020, and the King County Council passed Motion 15655 in July 2020, endorsing the Executive’s declaration, two actions necessary and relevant to addressing hate and bias.^{12,13} The national urgency was underscored by President Biden’s signing of the COVID-19 Hate Crimes Act in 2021, urging an expedited review of hate crimes and promoting online reporting.¹⁴ Establishing the Coalition Against Hate and Bias in 2020 was a significant stride in the County’s journey to end hate and bias. Initially responding to the rise in incidents against the Asian American Pacific Islander community during the pandemic, its mandate has broadened to support all affected communities.

The Coalition’s initiatives, like the Hate and Bias Incident Response Survey, *Survey 123*, offer victims a secure reporting platform.¹⁵ The Coalition and its community partners administer the survey, a community-driven tool that allows victims of hate and bias incidents to report their experiences directly to trusted community partners, ensuring confidentiality and support. At the same time, the aggregated data will be made publicly available for transparency and policy-making purposes. The initial report of the findings is not yet complete.

The Office of Equity, Racial and Social Justice (OERSJ) is central to these efforts, driving the transformation from systemic inequities to pro-equity solutions and supporting the Coalition. OERSJ’s collaborations across community organizations and King County departments promote a holistic approach to combatting hate and bias.

Overview of Report Methodology

OERSJ collaboratively drafted this report in response to Motion 16218.¹⁶ The Coalition created the Stop Hate Hotline Workgroup, comprised of representatives from the Coalition and King County who provided input on its contents. The list of Workgroup members is provided in Appendix A of this report.

The Workgroup established three subcommittees to delve into the Hotline’s foundational needs, community engagement, and reporting guidelines. The research conducted was informed by successful models like Oregon’s Bias Response Hotline¹⁷ and California’s CA vs. Hate Program.¹⁸ Feedback from the

¹² [Racism as a Public Health Crisis in King County - King County](#)

¹³ [Motion 15655](#)

¹⁴ [Bill Signing: S. 937 | The White House](#)

¹⁵ [Hate and Bias Incident Response Survey - King County, Washington](#)

¹⁶ [Motion 16218](#)

¹⁷ [Reporting Bias to the Hotline - Oregon Department of Justice \(state.or.us\)](#)

¹⁸ [Governor Newsom Announces the Launch of CA vs Hate, a New Statewide Hotline to Report Hate Acts in California | California Governor](#)

Coalition, the King County Immigrant and Refugee Commission, and the King County Equity Cabinet enriched the process. This collective approach aligns the Hotline with community needs and broad Workgroup support.

Overview of Report Requirements

In response to the Motion's Requirement A, this report outlines the council's vision for expanding the Coalition Against Hate & Bias reporting system, Survey 123. It delineates the formation of a Workgroup to devise a community-based Stop Hate Hotline. The report covers:

- **Options for Expansion:** A plan to broaden the current reporting system.
- **Workgroup Formation:** Details on the composition and responsibilities of the Workgroup.
- **Hotline Goals:** The four primary objectives of the Hotline from community-based reporting to data collection.
- **Adopting Successful Strategies:** Incorporating effective models from other regions.
- **Federal Standards and Funding:** Aligning with federal benchmarks and exploring funding avenues.
- **Service Requirements:** Defining the essential services and functionalities of the hotline.
- **Partnerships:** Exploring collaborations with existing service providers.
- **Language Accessibility:** Ensuring multilingual support in public materials.
- **System Assessment:** Comparing the existing survey with the recommended countywide approach.
- **Alternative Approaches:** Identifying recommendations that align with the Hotline's goals.

Workgroup Formation

To respond to this Motion, the Office of Equity, Racial and Social Justice (OERSJ), through the Coalition, developed a plan to create the community-based Stop Hate Hotline in King County, allowing residents to report hate crimes and incidents via telephone and web-based portals. Building on the foundation of the Coalition's Survey 123, a community-based hate crime reporting system, this expansion offers a non-law enforcement approach to addressing hate and bias in collaboration with various community-based organizations.

After evaluation, the Stop Hate Hotline Workgroup recommends the *Contracted Model* for Hotline implementation. Under this model, King County would collaborate with an external service provider experienced in trauma-informed care and cultural competence. This recommendation stems from the model's potential for efficiency, scalability, and immediate expertise. The phased implementation roadmap envisions groundwork establishment in the first half of Year One, hotline blueprinting and testing in the latter half, and a public launch and engagement drive in the first half of Year Two.

Hotline Goals

The to-be established Stop Hate Hotline in King County would offer victims of hate crimes a safe avenue for reporting incidents to community-based service providers, ensuring access to services irrespective of law enforcement reporting. Additionally, the Hotline would elevate public awareness about hate crimes, their local occurrences, and reporting mechanisms while collecting and presenting countywide data on such incidents. This document further details how each goal is addressed, highlighting the comprehensive strategy to counteract hate and bias in the community.

Successful Strategies

The Workgroup developed the enclosed plan for the Hotline, web portal, and public awareness campaign, drawing inspiration from successful strategies in other jurisdictions. In its research, the states of California and Oregon emerged as leaders in addressing hate crimes and incidents with their community-focused and victim-centric approaches.

California's "Commission on the State of Hate" and the "CA vs. Hate Program" emphasize comprehensive accounts of hate activity, community engagement, and a vast network of resources, including a partnership with 211, a dialing code for linkage to local resources, for a specialized hotline service. On the other hand, Oregon modernized its bias crime laws through Senate Bill 577 (SB 577), leading to the establishment of the Coalition Against Hate Crimes and the Bias Response Hotline (BRH).¹⁹ The BRH offers a multi-faceted approach to reporting, emphasizing accessibility, trauma-informed care, and cultural humility.²⁰

Drawing from these states' initiatives, the Workgroup identified vital themes for its recommendations, including accessibility, confidentiality, informed reporting, comprehensive victim support, community engagement, targeted outreach, and data collection. These themes, informed by the Workgroup's expertise, provide a holistic approach to addressing hate crimes in the community.

Federal Standards and Funding

The Workgroup recommends data collection and reporting systems that align with federal standards set by the COVID-19 Hate Crimes Act. In response, OERSJ plans to have a database component as part of the Hotline—a platform to facilitate the reporting and managing hate and bias incidents. This database will feature a user-friendly interface for incident reporting, case management tools for community partners, a resource section for hotline users, and compatibility with various devices aimed at accessibility for all, including those with disabilities.

Additionally, the platform may integrate a real-time data visualization dashboard on the Coalition website and strictly adhere to Washington's safety, privacy, and legal standards. The data collected will

¹⁹ [SB0577 \(state.or.us\)](https://legislature.ca.gov/bills/2017/sb_0500-0599/sb_0577_00.html)

²⁰ [Reporting Bias to the Hotline - Oregon Department of Justice \(state.or.us\)](https://www.oregon.gov/justice/orsj/press-releases/2019-08-01-reporting-bias-to-the-hotline)

be pivotal in refining County services, programs, and policies to address hate and bias. To further support these initiatives, efforts are being researched to secure federal technical assistance and grant funding.

Service Requirements

The Workgroup outlined the essential service requirements for a hotline and web portal contractor. These requirements include:

1. **Identification of Populations Served:** The Hotline will be designed to prioritize a wide range of communities in King County, particularly those most susceptible to hate crimes. These communities include ethnic, racial, religious, minoritized groups, people with disabilities, older adults, immigrants, and community-based organizations. The data from the Criminal Justice Information Services (CJIS) Uniform Crime Reporting (UCR) Program has informed this focus, highlighting the prevalence of hate crimes against specific communities.²¹
2. **Service Hours:** The recommended Stop Hate Hotline would offer maximum accessibility through flexible service hours. Three potential operating models have been identified, ranging from comprehensive coverage to standard business hours. Each model ensures a 24-hour online reporting tool. The choice of model must necessarily balance accessibility with financial and organizational constraints.
3. **Data Recording and Reporting Requirements:** The primary purpose of the Hotline is to consolidate data on hate and bias incidents throughout King County. This data will help guide interventions and highlight necessary resources. The state of Washington has specific requirements for crime reporting, and the Hotline must adhere to these, especially concerning hate crimes.²² The Hotline will also need to disclose its non-law enforcement nature, inability to provide legal advice, options for anonymous reporting, mandatory reporting obligations, and data storage and protection protocols.
4. **Systems to Engage Victims with Law Enforcement:** The Workgroup recommends establishing a liaison officer program within the King County Sheriff's Office (KCSO) to enhance the community and law enforcement relationship, specifically addressing hate and bias incidents. Inspired by successful models and studies, such as the one from Princeton University, the program aims to build trust and collaboration.²³ The Seattle Police Department's Safe Place Program is highlighted as a model, emphasizing community trust, proactive outreach, and community engagement.²⁴ Strengthened police-community relationships can promote mutual trust, reduce bias, enhance department diversity, and reshape community perceptions of the police.

²¹ [Crime/Law Enforcement Stats \(UCR Program\) — FBI](#)

²² [Hate Crimes: Current Laws and Policy Recommendations | ACLU of Washington](#)

²³ [A field experiment on community policing and police legitimacy | PNAS](#)

²⁴ [SPD Safe Place - SPD Safe Place | seattle.gov](#)

5. **Ensuring Victims Can Access Appropriate Services:** Trauma-informed advocates trained in crisis intervention will assist victims in reaching out to the Stop Hate Hotline. These advocates will guide victims post-incident, offering reporting guidance, behavioral health referrals, connections with law enforcement liaisons, and specific law enforcement programs.
6. **Language Access:** The Hotline will introduce a multilingual phone tree in King County's primary languages: Chinese, Korean, Russian, Somali, Spanish, and Vietnamese. This strategy strives that non-English speakers receive support in their language. Further accessibility measures, such as relay services, large print materials, and website accessibility, will be prioritized. Collaborations with CBOs are also suggested to enhance outreach.
7. **Estimated Project Funding:** Launching the Stop Hate Hotline and reporting system will have costs that vary based on staffing and operational hours. Two models are considered: an in-house approach like Oregon's design and a contracted model akin to California's system. Initial costs for the first year are projected to exceed \$1 million, with startup expenses estimated between \$370,000 and \$660,000. Recurring expenses will cover staffing, case management, victim compensation, training, and sustained community engagement.

Partnerships

The Workgroup emphasizes the importance of collaborating with existing service providers familiar with communities affected by hate crimes. They also highlight the need to identify federal technical assistance and grant funding, especially from the COVID-19 Hate Crimes Act, to help cover the Hotline, web portal, and reporting system costs.

The Workgroup recommends that OERJS routinely monitor specific federal websites for relevant funding opportunities for county governments and eligible partners.

Language Accessibility

The Workgroup emphasizes the need for a multilingual public awareness campaign for the Stop Hate Hotline, targeting communities most affected by hate and bias incidents. With a \$10,000 budget, the campaign can fund up to twenty ads across various media outlets.

A multi-channel strategy for the awareness campaign is recommended, including print, digital ads, and social media. The campaign will prioritize ethnic and community-based media outlets known for their trust within communities. The core message will promote the Hotline, encourage reporting, and highlight available resources.

The Workgroup's strategy focuses on partnering with CBOs for culturally relevant content. Three budgeting options were reviewed:

1. **Comprehensive Community Engagement Model (\$500,000):** Extensive partnerships with 6-7 CBOs and maximum language access resources.

2. **Focused Partnership Model (\$350,000):** Partnerships with 4-12 CBOs and moderate language and accessibility scope.
3. **Essential Outreach Model (\$250,000):** Budget-conscious option with 3-9 CBO partnerships and limited language services.

Each model varies in its allocation for partnerships and language accessibility, with the Comprehensive Model being the preferred choice by the Workgroup.

System Assessment

The Workgroup examined the distinctions between King County's existing Survey 123, the recommended countywide Stop Hate Hotline. The current survey, led by the Coalition Against Hate & Bias, is community-driven and primarily funded by the Coronavirus State and Local Fiscal Recovery Fund (SLFRF) from the American Rescue Plan Act (ARPA).²⁵

The Survey's primary goal is data collection, and it operates independently from law enforcement, focusing on data collection through the Coalition network. In contrast, the envisioned Stop Hate Hotline, under the leadership of King County's Office of Equity and Social Justice, aims to be a publicly accessible platform for reporting incidents. It seeks collaboration with law enforcement to provide victim services, raise awareness, and gather comprehensive countywide data.

While the survey was designed to respond to the COVID-19-related hate and bias incidents temporarily, the Hotline is a long-term initiative emphasizing language accessibility, public data availability, and a broader approach to community empowerment, including partnerships with community-based organizations.

Alternative Approaches-Coalition Recommendation

The Coalition, funded by King County's ARPA grants and set to end on December 31, 2024, has been instrumental in administering Survey 123 and supporting hate crime victims and needs to look to the future. Included in this report is a recommendation from the Coalition to transform the current Coalition into a permanent King County Commission Against Hate & Bias.

This new Commission would become independent from King County and be a community-led entity. The recommended Commission would be comprised of diverse community leaders, with initial seats reserved for former and current Coalition members to promote continuity. This Commission's responsibilities would include publishing reports on hate activity, community engagement, outreach, advising the Stop Hate Hotline Coordinators, forming strategic partnerships, and managing a \$100,000 budget for community outreach and training. It is recommended that the members be paid a stipend by King County.

²⁵ [Coronavirus State and Local Fiscal Recovery Funds | U.S. Department of the Treasury](#)

The Executive is evaluating the Coalition's recommendation in light of budgetary constraints and along with other potential opportunities to continue to strengthen the County's ongoing response to hate and bias incidents.

Further, the Executive recognizes that the County's budget constraints contextualize the ability of the County to potentially implement the Hotline as outlined.

III. Background

Departmental Overview

The Office of Equity, Racial and Social Justice (OERSJ) sits within the Executive Department. King County Code 2.16 specifies that OERSJ develops King County’s strategies, practices, systems, and processes to achieve equity, racial, and social justice outcomes.²⁶ The work of OERSJ is central to King County’s dedication to addressing and rectifying systemic inequalities. One key element of OERSJ’s mission is to help lead the transformation of systems of inequity into anti-racist, pro-equity solutions that are measurable and lasting. OERSJ offers strategic consultation to County agencies and their communities.

Building on its mandate to transform systems of inequity, OERSJ has been a vital supporter of the Coalition Against Hate & Bias (the Coalition) since 2020. Within this framework, a specialized program manager from OERSJ actively collaborates with the Stop Hate Hotline Workgroup. This Workgroup includes representatives from diverse community organizations and various King County departments, all working to adopt a comprehensive strategy for combating hate and bias incidents in King County.²⁷

Historical Context

Hate crimes and non-criminal *bias incidents* pose significant challenges to the unity and mutual respect that should underpin American society. According to the FBI’s most recent Hate Crime Statistics report, 10,840 hate crime incidents with 12,822 victims were reported in the United States in 2021, an 11.6 percent increase from 2020.²⁸ This national trend mirrors locally, with King County alone witnessing 15 hate crime cases charged in 2021.²⁹

While these incidents often target individuals based on their identity, their ripple effects extend beyond the immediate victims, impacting entire communities. These attacks undermine the principles of civility, compromise public safety, and erode trust in the equitable application of laws. Furthermore, bias incidents—including non-criminal acts of prejudice—could be significantly higher than the reported because of a victim’s reluctance to report or lack of knowledge on how to do so.³⁰

Definitions and Legal Framework

Hate Crimes

The Revised Code of Washington (RCW) 9A.36.080 defines hate crimes.³¹ An individual commits a hate crime if, due to their perception of the victim’s race, color, religion, ancestry, national origin, gender,

²⁶ [King County Code 2.16](#)

²⁷ [Coalition Against Hate & Bias - King County](#)

²⁸ [Updated 2021 Hate Crimes Statistics \(justice.gov\)](#)

²⁹ [KUOW - King County considers hate crime Hotline amid rise in racist attacks](#)

³⁰ [Preventing Hate Crimes and Bias Incidents on Campus: Programs that Make a Difference \(usdoj.gov\)](#)

³¹ [RCW 9a.36.080: Hate crime offense—Definition and criminal penalty. \(wa.gov\)](#)

sexual orientation, gender expression or identity, or mental, physical, or sensory disability, they intentionally and maliciously:

- Inflict physical harm on the victim or another.
- Damage or destroy the victim’s or another’s property.
- Threaten an individual or group, causing *reasonable fear* for themselves or their property.

The definition of “reasonable fear” is evaluated from the viewpoint of an individual who shares the same race, color, religion, ancestry, national origin, gender, sexual orientation, gender expression or identity, or mental, physical, or disability as the victim. However, words *without* a credible threat or context do not qualify as a hate crime. Moreover, a threat is invalid if the victim believes the perpetrator *cannot* execute it.

RCW 9A.36.080 designates hate crimes as a Class C felony, subjecting offenders to a potential sentence of up to five years of imprisonment.³² Beyond this criminal penalty, a different code, RCW 9A.36.083, provides victims the legal avenue to pursue a civil lawsuit against the perpetrator. Victims can seek actual damages, punitive damages capped at \$100,000, and reimbursement for attorney’s fees and related legal expenses through this civil action.³³

Bias Incidents

The Department of Justice defines bias incidents as encompassing *non-criminal* prejudiced actions that do not involve violence, threats, or property damage.³⁴ However, these acts can significantly harm the targeted individual or community by creating an atmosphere of fear and hostility. Examples of bias incidents can range from using racial slurs and distributing hateful materials to mocking someone’s cultural practices or disabilities.

A Historical Perspective on Hate and Bias

Colonial Foundations to Post-Civil War: The Deep Roots of Hate and Discrimination

The history of hate and bias in the U.S. has deep-seated origins, beginning with the colonial era. This period marked history with the forced displacement and widespread violence against Native American populations.³⁵ As the nation grew, so did the mechanisms of discrimination.

The mistrust between African Americans and law enforcement traces back to the era of slavery. Emerging in the early 1700s, slave patrols—viewed as the precursors to modern police forces—played a primary role in controlling, suppressing, and violently disciplining enslaved Africans.³⁶ This adversarial

³² [RCW 9a.36.080: Hate crime offense—Definition and criminal penalty. \(wa.gov\)](#)

³³ [RCW 9A.36.083: Hate crime offense—Civil action. \(wa.gov\)](#)

³⁴ [Hate Crimes | United States Department of Justice](#)

³⁵ [When Native Americans Were Slaughtered in the Name of ‘Civilization’ | HISTORY](#)

³⁶ [The racist roots of American policing: From slave patrols to traffic stops \(theconversation.com\)](#)

relationship set the stage for enduring tensions between Black communities and the police, a legacy that continues to influence contemporary dynamics.

From Reconstruction to WWII: Waves of Discrimination and Economic Turmoil

In the aftermath of the Civil War, newly freed African Americans faced intensified threats during the Reconstruction era.³⁷ The rise of the Ku Klux Klan and other white supremacist groups set a precedent for organized hate crimes.³⁸ This period also saw policies like the Chinese Exclusion Act of 1882, which prohibited the immigration of Chinese laborers, further institutionalizing legal discrimination.³⁹

The economic hardships of the Great Depression in the 1930s exacerbated societal tensions. Underrepresented communities—especially immigrants—bore the brunt of the blame, resulting in a surge of hate crimes.⁴⁰ As the world moved towards the Second World War, the U.S. witnessed escalating hate crimes against Jewish communities.⁴¹ Concurrently, Japanese and Japanese Americans encountered heightened prejudice, leading to the regrettable internment of over 110,000 people based solely on ethnicity.⁴²

Civil Rights and Advocacy in Diverse Communities

Throughout the 20th century, underrepresented communities in the U.S. faced heightened discrimination and targeted violence. The Zoot Suit Riots of 1943 targeted Mexican-American youths, underscoring racial tensions between unwelcome Mexican workers and white Americans during World War II.⁴³ Meanwhile, the LGBTQ+ community's fight for acceptance and civil rights reached a pivotal moment with the Stonewall Riots in 1969.⁴⁴ The impacts of a post-Vietnam era further amplified existing racial tensions against Asian and African Americans.⁴⁵

The Civil Rights Movement of the mid-20th century brought these racial tensions into sharp focus. Events like the violent police response to the Selma and Montgomery civil rights marches in 1965 showcased the systemic bias within the policing system.⁴⁶ They deepened the mistrust between law enforcement and marginalized communities. This era was marked by law enforcement's frequent

³⁷ [Life after slavery for African Americans \(article\) | Khan Academy](#)

³⁸ [Ku Klux Klan: Origin, Members & Facts | HISTORY](#)

³⁹ [Chinese Exclusion Act \(1882\) | National Archives](#)

⁴⁰ [PBS' Asian Americans Documents Centuries of Racial Violence | Time](#)

⁴¹ [History of antisemitism in the United States - Wikipedia](#)

⁴² [Japanese American internment | Definition, Camps, Locations, Conditions, & Facts | Britannica](#)

⁴³ [June 3, 1943: The Zoot Suit Riots - Zinn Education Project](#)

⁴⁴ [The Legacy of the Stonewall Riots | American University](#)

⁴⁵ [Black History And The Vietnam War, a story - African American Registry](#)

⁴⁶ [How Selma's 'Bloody Sunday' Became a Turning Point in the Civil Rights Movement | HISTORY](#)

alignment with white supremacists, often using excessive force against peaceful protestors striving for racial equality.⁴⁷

Current Context

Global events, such as tensions between India and Pakistan, have had repercussions on diaspora communities in the U.S., exemplified by hate crimes against Sikhs.⁴⁸ The COVID-19 pandemic significantly intensified anti-Asian hate crimes, primarily driven by misplaced blame and xenophobia.⁴⁹

At the same time, the tragic deaths of African Americans—including high-profile cases like George Floyd, Breonna Taylor, Eric Garner, Michael Brown, Tamir Rice, and hundreds more at the hands of civilians and law enforcement⁵⁰—have spotlighted systemic racism and further strained the relationship between Black communities and the police.⁵¹

The Department of Justice highlighted 2020 as an alarming year, marking the highest number of hate crimes in a decade.⁵² This assertion was further substantiated when the Federal Bureau of Investigation (FBI) released its annual Hate Crime Statistics for 2020, revealing a concerning rise in reported incidents despite fewer reporting agencies.⁵³ In 2020, there were 8,052 hate crime incidents against 11,126 victims.

A significant 62 percent of these victims faced bias due to race, ethnicity, or ancestry, with anti-Black hate crimes witnessing a 49 percent increase and anti-Asian incidents rising by 77 percent from the previous year.⁵⁴

⁴⁷ [The Long, Painful History of Police Brutality in the U.S. | Smithsonian Magazine](#)

⁴⁸ [Sikh Americans push for greater visibility, awareness against years of hate crimes, misunderstanding | PBS NewsHour](#)

⁴⁹ [Reports of Asian American hate crimes rose nearly 150 percent in major U.S. cities last year - CBS News](#)

⁵⁰ [Full List of 229 Black People Killed by Police Since George Floyd's Murder \(newsweek.com\)](#)

⁵¹ [Race and policing in America: 10 things we know | Pew Research Center](#)

⁵² [2020 Federal Bureau of Investigation Hate Crimes Statistics \(justice.gov\)](#)

⁵³ [FBI Releases Updated 2020 Hate Crime Statistics — fbi.gov](#)

⁵⁴ [Community Relations Service | 2020 FBI Hate Crimes Statistics \(justice.gov\)](#)

Hate Crime Statistics, 2020 Bias Motivations

Hate crime reporting from 2020 revealed 8,052 single-bias incidents involving 11,126 victims. A distribution of victims by bias type shows the following:

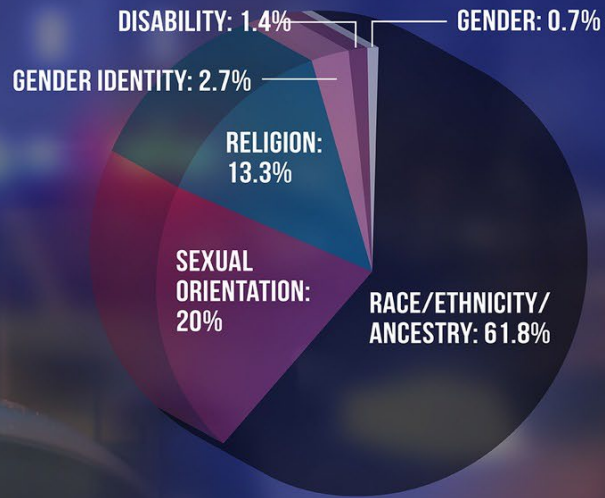


Figure 1: Hate Crime Statistics, 2020—Federal Bureau of Investigation, 2020

Racial Disparities in Policing

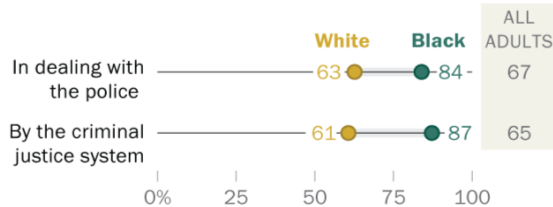
Historically marginalized communities, especially Black, Indigenous, and People of Color (BIPOC), have long harbored a deep mistrust towards the police, a sentiment exacerbated by widely publicized incidents of police violence.⁵⁵ This mistrust can lead to a significant underreporting of hate and bias incidents.⁵⁶ The fear of retaliation, discrimination, and further victimization by the police often deters these communities from coming forward.

⁵⁵ [Solving racial disparities in policing – Harvard Gazette](#)

⁵⁶ [What Prosecutors and the Police Should Do About Underreporting of Anti-LGBTQ Hate Crime | SpringerLink](#)

More than eight-in-ten black adults say blacks are treated less fairly than whites by police, criminal justice system

% who say, in general in our country these days, blacks are treated less fairly than whites ...



Note: White and black adults include those who report being only one race and are non-Hispanic.
 Source: Survey of U.S. adults conducted Jan. 22-Feb. 5, 2019.
 PEW RESEARCH CENTER

Figure 2: Black vs. White Treatment by Police and Criminal Justice —Pew Research Center, 2019

A 2019 Pew Research Center survey revealed stark disparities in perceptions of police treatment.⁵⁷ Specifically, the survey noted that 84 percent of Black adults felt they were treated less fairly by the police compared to white adults, a sentiment that 63 percent of white respondents echoed. Furthermore, 87 percent of Black and 61 percent of white respondents believed the U.S. criminal justice system was biased against Black individuals.

Black adults are about five times as likely as white adults to say police have unfairly stopped them because of their race or ethnicity (44 percent vs. 9 percent). Among Black men, this figure rises to 59 percent.⁵⁸

Perceptions of Police Fairness and Racial Bias

Black Americans consistently express less confidence in the police than their white counterparts. A 2016 Pew survey revealed that only 33 percent of Black adults believed the police in their community used the right amount of force, compared to 75 percent of white adults.⁵⁹ Similarly, just 35 percent of Black respondents felt that the police treated racial and ethnic groups equally, a sentiment 75 percent of white respondents shared. Furthermore, a mere 31 percent of Black adults believed officers were held accountable for misconduct, starkly contrasting 70 percent of white adults.

This disparity in perception extends to the police force itself. In a 2016 Pew survey of police officers, two-thirds viewed fatal encounters between Black individuals and police as isolated incidents.⁶⁰ However, 60 percent of the public saw these incidents as indicative of broader systemic problems between the police and the Black community. Notably, within the police force, most Black officers (57 percent) believed such incidents pointed to a broader issue. In comparison, only 27 percent of white and 26 percent of Hispanic officers shared this view.⁶¹

Furthermore, a significant chasm exists between white and Black police officers regarding the broader societal context. A staggering 92 percent of white officers believed that the U.S. *had* made the necessary

⁵⁷ [Views on Race in America 2019 | Pew Research Center](#)
⁵⁸ [Race and policing in America: 10 things we know | Pew Research Center](#)
⁵⁹ [The Racial Confidence Gap in Police Performance | Pew Research Center](#)
⁶⁰ [What Police Think About Their Jobs | Pew Research Center](#)
⁶¹ [Most white, Latino officers say fatal encounters between blacks and police are isolated incidents; majority of black officers disagree | Pew Research Center](#)

changes to ensure equal rights for Black individuals. In contrast, only 29 percent of their Black colleagues shared this optimistic view.

Seattle’s Policing Disparities

In a telling reflection of racial disparities in policing, a 2021 Seattle Times article titled “Seattle police stop Black people, Native Americans at a far higher rate than white people” delved into the findings of a 54-page document compiled by the Center for Policing Equity, a Los Angeles-based social justice and policing think tank.⁶² This comprehensive report, completed in January 2021, analyzed Seattle Police Department (SPD) data on tens of thousands of citizen interactions between 2014 and 2019.⁶³

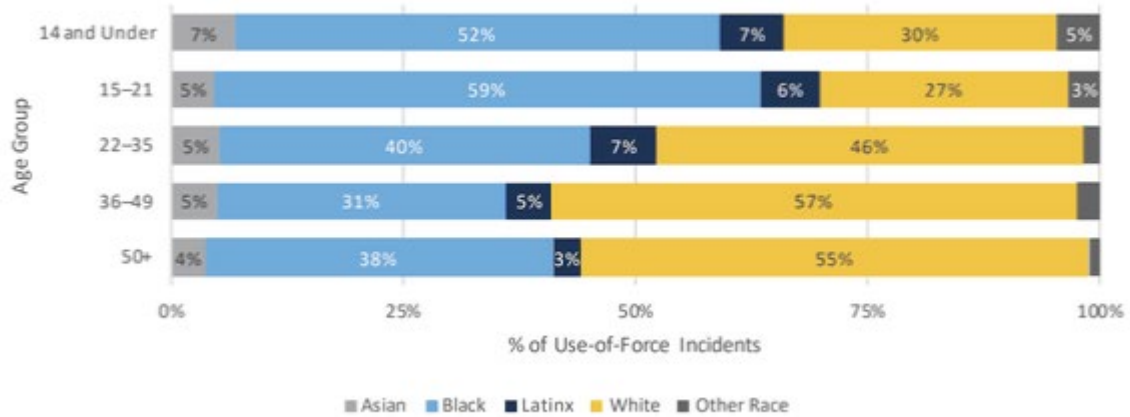
The article highlighted significant racial imbalances in police interactions, revealing that Black individuals, per capita, were seven times more likely to be subjected to force by Seattle police than white individuals and five times more likely to be stopped and questioned. Native Americans in the city faced an even steeper disparity—nine times more likely to be stopped.

The most pronounced disparities emerged when force was used against children (14 years old or younger) and young adults (15–21). In these age categories, fifty-two and fifty-nine percent were Black, respectively.

⁶² [Report: Seattle police stop Black people, Native Americans at far higher rate than white people | The Seattle Times](#)

⁶³ [SPD CityReport Final 1.11.21-1 - DocumentCloud](#)

Figure 7. Composition of SPD Use-of-Force Incidents by Race and Age, 2014–2019

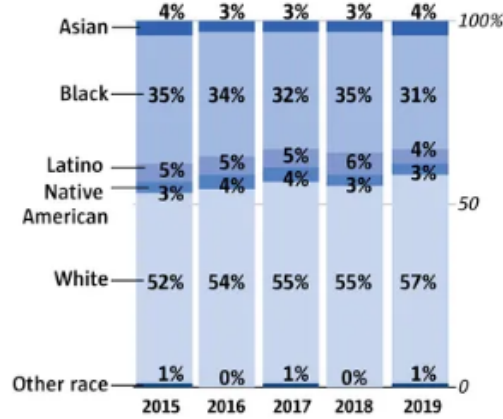


Despite Black individuals of all ages constituting only seven percent of the city’s population, they represented 42 percent of individuals subjected to force by the SPD. This data underscores the pressing need for reform and community trust-building, especially considering the broader national context where Black Americans consistently express less confidence in the police than their white counterparts.

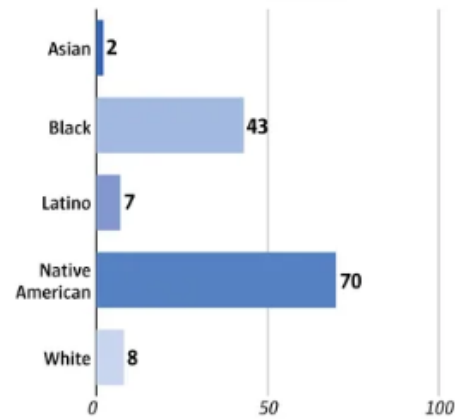
Racial disparities in Seattle police stops and use of force

A new report about the Seattle Police Department shows racial disparities in police stops and use of force.

Percent of stops*
by race, 2015 to 2019

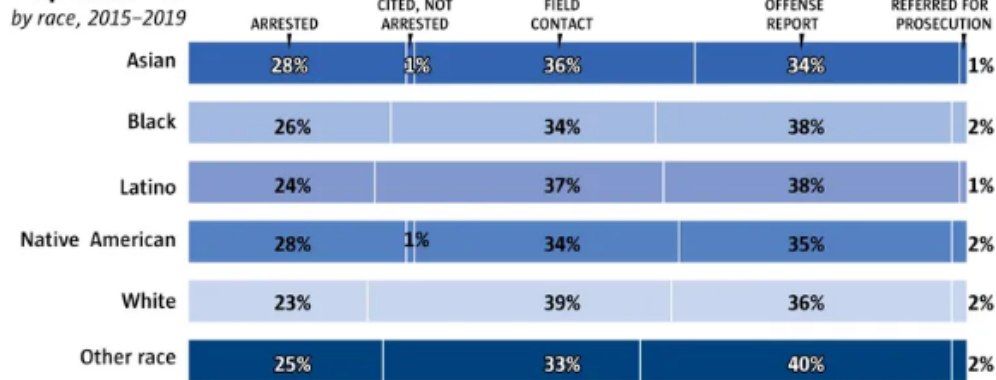


Per capita stops* rates
per 1,000 residents by race, 2015-2019



Stop outcomes

by race, 2015-2019



*Stops based on "reasonable suspicion" that the person stopped was involved in criminal activity.

Source: "The Science of Justice: Seattle Police Department," National Justice DatabaseCity Report, January 2021, Center for Policing Equity

MARK NOWLIN / THE SEATTLE TIMES

Figure 4: From the article, "Seattle police stop Black people, Native Americans at a far higher rate than whites." — The Seattle Times, 2021

Barriers to Reporting

Disability and Accessibility in Reporting

Accessibility strives towards equitable opportunities for all individuals to participate fully in society. However, when it comes to reporting incidents of hate and bias, individuals with disabilities encounter distinct challenges:

- **Visual Impairments:** Those with visual impairments, such as blindness, often struggle with traditional incident reporting methods that lack Braille, large print, or screen reader-friendly formats.⁶⁴ Additionally, reports might be rejected by the police if victims cannot describe attackers or if the police improperly classify assaults as minor incidents.⁶⁵
- **Deaf or Hard-of-Hearing Community:** Reporting can be challenging without sign language interpreters or captioning services tailored to their needs.
- **Cognitive or Intellectual Disabilities:** Individuals may require assistance from caregivers to report crimes, emphasizing the need for supportive and understanding reporting mechanisms.
- **Mobility Impairments:** Individuals using wheelchairs or with limited limb use might struggle with non-ADA-compliant (Americans with Disabilities Act) reporting centers or online forms requiring extensive typing.⁶⁶
- **Speech Impairments:** Those with speech challenges might find communication over the phone or in person difficult, leading to hesitancy in reporting.

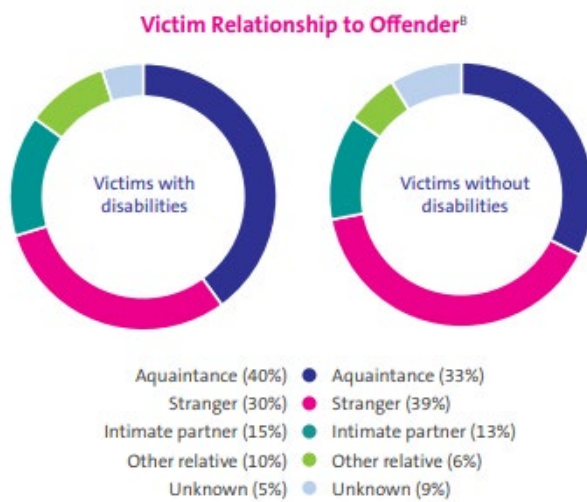


Figure 5: From the “Crimes Against People with Disabilities” Report — The U.S. Department of Justice Office for Victims of Crimes, 2015

Many individuals with disabilities often know their harassers or abusers, a dynamic distinct from most other hate crimes.⁶⁷ This close familiarity can heighten the challenge of reporting incidents, intensified by fears of retaliation or further abuse.

Moreover, these individuals might confront unique manifestations of hate crimes. For example, victims of intimate partner violence with disabilities could be denied essential care, have their medical equipment destroyed, face tampering with their communication devices, or experience medication manipulation.⁶⁸

Given these unique challenges, it is imperative that reporting mechanisms ensure both anonymity and robust support that empowers victims to report their attackers.

⁶⁴ [Responding to Hate Crimes Based on Disability \(justice.gov\)](https://www.justice.gov/ejusocmin/2018-ncvrw-resource-guide-crimes-against-people-with-disabilities)⁶⁵ [Why Police May Refuse To Take A Report On An Assault | Ecusocmin](https://www.justice.gov/ejusocmin/2018-ncvrw-resource-guide-crimes-against-people-with-disabilities)

⁶⁵ [Why Police May Refuse To Take A Report On An Assault | Ecusocmin](https://www.justice.gov/ejusocmin/2018-ncvrw-resource-guide-crimes-against-people-with-disabilities)

⁶⁶ [ADA Requirements: Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devices | ADA.gov](https://www.ada.gov/ada-requirements-wheelchairs-mobility-aids-and-other-power-driven-mobility-devices)

⁶⁷ [2018 NCVRW Resource Guide: Crimes Against People with Disabilities Fact Sheet \(ojp.gov\)](https://www.ojp.gov/ncjv/wc/victims/2018-ncvrw-resource-guide-crimes-against-people-with-disabilities)

⁶⁸ [Domestic Violence and People with Disabilities \(ncadv.org\)](https://www.ncadv.org/domestic-violence-and-people-with-disabilities)

Cultural and Linguistic Barriers to Reporting

Beyond the challenges faced by individuals with disabilities, there are cultural and linguistic barriers that deter people from reporting:

- **Cultural Sensitivity:** Some reporting mechanisms may not respect or understand cultural nuances, deterring victims from specific backgrounds from coming forward.⁶⁹
- **Language Barriers:** Many victims face challenges due to language barriers and lack of multilingual support or translation services, making specific reporting mechanisms inaccessible.⁷⁰
- **Technology Access:** Only some have access to technology, which can further inhibit their reporting ability.⁷¹

The fear of retaliation remains a significant concern across all communities. Victims might hesitate to come forward due to fears of backlash from perpetrators or their communities. Addressing these concerns, ensuring cultural sensitivity, and providing robust support are vital to creating an environment where everyone feels safe and empowered to report incidents of hate and bias.

Policy Responses

In June 2020, the King County Executive recognized racism as a public health crisis, and the King County Council passed Motion 15655 in July 2020, endorsing the Executive's declaration. The County government is committed to continuing to implement a racially equitable response to this crisis, centering on community. This declaration is relevant to addressing hate and bias incidents because it recognizes the harm caused by systemic racism and the need for a comprehensive response.

Further emphasizing this notion is the national commitment to addressing hate crimes; President Biden signed the *COVID-19 Hate Crimes Act* (Pub. L. 117-13) on May 20, 2021.⁷² This act mandates the Department of Justice to expedite the review of hate crimes.⁷³ It also directs the federal government to:

- Guide to state, local, and tribal law enforcement on establishing online hate crime reporting processes.
- Collect data disaggregated by protected characteristics, including race and national origin.
- Expand educational campaigns on hate crimes.

⁶⁹ [Cultural Sensitivity: The Importance of Cultural Sensitivity in Providing Effective Care for Diverse Populations \(Position Paper\) | AAFP](#)

⁷⁰ [How Cultural, Language Barriers Impact Positive Patient Experience \(patientengagementhit.com\)](#)

⁷¹ [Cybercrime: Reporting Mechanisms Vary, and Agencies Face Challenges in Developing Metrics | U.S. G.A.O.](#)

⁷² [Bill Signing: S. 937 | The White House](#)

⁷³ [Text - S.937 - 117th Congress \(2021-2022\): COVID-19 Hate Crimes Act | Congress.gov | Library of Congress](#)

Additionally, the legislation introduced federal grants for states, promoting the implementation of a National Incident-Based Reporting System (NIBRS).⁷⁴ This system aims to bolster law enforcement activities and programs that address and prevent hate crimes.

King County Initiatives

In 2020, King County established the Coalition Against Hate & Bias (the Coalition), marking the County's inaugural community-led initiative to combat hate and bias incidents.⁷⁵ Initially formed in response to the alarming rise in hate incidents against the Asian American Pacific Islander (AAPI) community during the COVID-19 pandemic, the Coalition expanded its scope in 2021. It now emphasizes outreach, education, and services to *all* communities affected by hate and bias.

To provide an understanding of the impact and reach of the Coalition's initiatives, the following key areas are highlighted:

Community Engagement and Reporting

In collaboration with several community-based organizations, King County launched the Hate and Bias Incident Response Survey, *Survey 123*.⁷⁶ Designed by the Coalition, this survey offers hate and bias incident victims a safe platform to report incidents to community partners rather than law enforcement. These partner organizations then provide additional support to the victims. Survey 123 refers to the "non-law enforcement community-based countywide hate crime reporting system" stated in the Motion.

Since its inception, and as of August 10, 2023, the survey has garnered 643 incident reports. Though a final report has not yet been published, current data shows:

- **Ninety-one percent** of all people who responded felt that attackers targeted them due to their race or ethnicity. This statistic emphasizes the racially motivated nature of most incidents.
- **Eighty-four percent** of all respondents did not approach the police, highlighting the critical role of community-based organizations in providing a safe reporting avenue.
- **Fifty-nine percent** of these reports came from individuals identifying as Asian, Native Hawaiian, or Pacific Islander. This percentage reflects the rise in Asian hate crimes during the COVID-19 pandemic, a significant impetus for creating the Coalition.

⁷⁴ [S.937 - 117th Congress \(2021-2022\): COVID-19 Hate Crimes Act | Congress.gov | Library of Congress](#)⁷⁵ [Coalition Against Hate and Bias Website](#)

⁷⁵ [Coalition Against Hate and Bias Website](#)

⁷⁶ [Hate and Bias Incident Response Survey - King County, Washington](#)

Prosecution and Crime Data

The King County's Prosecuting Attorney's Office (PAO) has been vigilant in addressing hate crimes. Since 2018, the PAO has filed 279 hate crime charges.⁷⁷ A majority, 58 percent, pertained to anti-race and ethnicity crimes. Within this category, anti-Black hate crimes were the most prevalent at 51 percent, followed by anti-LGBTQ+ crimes at 36 percent. These figures resonate with broader national trends.⁷⁸ King County's approach, exemplified by the Coalition and its partnerships, underscores its commitment to creating a safe and inclusive environment for all its residents.

Report Methodology

This report was developed by OERSJ staff through a collaborative effort, drawing on the expertise of multiple partners for an informed approach to combating hate and bias incidents in King County. The following components are reflected in the report.

Core Team and External Advisors: The core team responsible for this report was led by the staff of the Office of Equity, Racial and Social Justice (OERSJ). Insights from the Stop Hate Hotline Workgroup guided them, convened explicitly per Motion 16218 to focus on developing and expanding the Stop Hate Hotline.

Financial Oversight: The Office of Performance, Strategy and Budget (PSB) reviewed and the financial components of this report.

Consultants and Subject Matter Experts: Additional consultation and subject matter expertise were provided by representatives from OERSJ, the Coalition, the Department of Community and Human Services (DCHS), the Prosecuting Attorney's Office (PAO), and the King County Sheriff's Office (KCSO). The collective expertise of these entities informed and shaped the recommendations presented in this report and responded to Requirement B in the Motion.

Workgroup Structure: In alignment with the Motion, the Stop Hate Hotline Workgroup was formed and included staff from DCHS, OERSJ, and members of the Coalition. When necessary, members of the PAO and KCSO were also included. The Workgroup was further organized into three subcommittees to focus on specific areas mandated:

1. **The Hotline's Minimum Service Requirements and Public Awareness Campaign:** This subcommittee was responsible for outlining the foundational requirements for the Hotline and devising strategies for public outreach.

⁷⁷ [King County Workgroup](#)

⁷⁸ [Hate Crimes | Facts and Statistics \(justice.gov\)](#)⁷⁹ [Reporting Bias to the Hotline - Oregon Department of Justice \(state.or.us\)](#)

2. **Community Governance and Engagement Structure:** This subcommittee focused on establishing the community’s mechanisms to participate in the Hotline’s operations and decision-making processes.
3. **Data Collection Standards for Incident Reporting:** This subcommittee set the guidelines for reporting incidents, ensuring the integrity and reliability of the data collected.

These subcommittees worked to study best practices from other jurisdictions, reviewed information from online resources and utilized personal and professional lived experiences to inform the broader Workgroup.

As noted below, key Workgroup insights were drawn from the Oregon Department of Justice’s Bias Response Hotline (BRH).⁷⁹ The BRH is a Hotline that assists victims, witnesses, and reporters of bias crimes and incidents. Key Workgroup insights were also drawn from the State of California’s CA vs. Hate Program.⁸⁰ The CA vs. Hate Program is a new multilingual statewide Hotline and website that provides a safe, anonymous reporting option for victims and witnesses of hate acts. Additionally, feedback was garnered from the broader membership of the Coalition, the King County Immigrant and Refugee Commission (KCIRC),⁸¹ and the King County Equity Cabinet.⁸²

⁷⁹ [Reporting Bias to the Hotline - Oregon Department of Justice \(state.or.us\)](#)

⁸⁰ [Governor Newsom Announces the Launch of CA vs Hate, a New Statewide Hotline to Report Hate Acts in California | California Governor](#)

⁸¹ [King County Immigrant and Refugee Commission - King County, Washington](#)

⁸² [Community Engagement & Co-Creation - King County, Washington](#)

IV. Report Requirements and Recommendations

This report responds to the requirements of Motion 16218, attached as Appendix A. The Motion calls for several components to be included or addressed in creating the Hotline plan. This section and its subsections are organized to address each element of the Motion.

A: It is the intent of the council that the executive develop a plan to expand King County's Coalition Against Hate and Bias non-law enforcement community-based countywide hate crime reporting system for persons experiencing hate crimes and hate incidents.

As this item is a statement of intent by the King County Council, it is not an item to be addressed in this report.

B: The executive is requested to convene a workgroup to develop a plan to expand a community-based Stop Hate Hotline to include telephone and web-based online portals for reporting hate crimes and hate incidents.

The Office of Equity, Racial and Social Justice (OERSJ) convened the Stop Hate Hotline Workgroup to develop a comprehensive proposal for a community-based reporting Hotline. Once operational, the Stop Hate Hotline, including telephone and web-based online portals, aims to facilitate reporting hate crimes and incidents with a holistic approach to addressing hate and bias in King County.

Expanding on Survey 123

The Coalition's Survey 123, the community-based countywide hate crime reporting system, has evolved into a robust, non-law enforcement community-based approach for addressing hate and bias incidents. It is administered in collaboration with various community-based organizations.

The survey allows victims of hate and bias to report incidents without involving law enforcement. *If* individuals decide to report an incident of hate and bias to law enforcement, CBOs offer support throughout the process. This support includes providing information on how to make a report, being present during the report filing, and trauma-informed case management and referrals to mental health services if needed.

Through Survey 123, the Coalition aims to build meaningful relationships with communities targeted by hate and bias. This effort involves offering outreach in multiple languages, delivering culturally responsive training, and offering spaces for open conversations about the state of hate and bias in specific communities. These conversations cover everything from how to talk about hate and bias to how to report an incident of hate and bias.

Participating Community-Based Organizations (CBOs)

The Coalition's approach is particularly sensitive to communities that have historically hesitated to report hate crimes to law enforcement. The following partner CBOs provide invaluable culturally responsive assistance to such communities:

- **COVID-19 Community Response Fund Alliance:** Focuses on providing essential support to marginalized communities, including rent and food assistance.
- **Chinese Information and Service Center (CISC)⁸³:** Offers a range of services while honoring the unique cultural and language needs of the communities they serve.
- **Eastside For All⁸⁴:** Advocates for racial and social justice, particularly in East King County.
- **Muslim Community and Neighborhood Association (MCNA)⁸⁵:** Empowers the American Muslim community through education and training.
- **Seattle Chinatown International District Preservation and Development Authority (SCIDpda)⁸⁶:** Works to preserve and promote the Seattle Chinatown International District.
- **United Indians of All Tribes Foundation⁸⁷:** Provides educational, cultural, and social services that reconnect Native Americans in the Seattle Puget Sound region to their heritage and culture.
- **Vietnamese American Community of Seattle Snohomish-King Counties⁸⁸:** Focuses on preserving and promoting the Vietnamese cultural and freedom heritage.
- **Community Artist (Distinct Role)⁸⁹:** Matthew Echohawk-Hayashi of Headwater People Serves as the Coalition's community-based artist. While not administering the survey, his organizational development and leadership consulting work enriches the Coalition's efforts. His art plays a critical role in the messaging and force of social movements, adding a layer of emotional and cultural resonance to the Coalition's initiatives.

Each organization and individual brings unique strengths to the table, ensuring that the support offered is not generic, but tailored to each community's specific needs and sensitivities.

The Workgroup's Plan

As King County continues to prioritize the safety and well-being of its diverse communities, establishing the Stop Hate Hotline is a pivotal initiative. The Hotline's operational framework will track perpetrators of hate and bias incidents, who was targeted, and where the incident occurred.

⁸³ [CISC - Bridging Cultures, Communities & Generations \(cisc-seattle.org\)](http://cisc-seattle.org)

⁸⁴ [Eastside for All – It's Time](#)

⁸⁵ [MCNA Muslim Community Network Association | Seattle and Washington \(muslimcna.org\)](http://muslimcna.org)

⁸⁶ [SCIDpda – Seattle Chinatown International District Preservation Development Authority](#)

⁸⁷ [Home » United Indians of All Tribes Foundation - Daybreak Star](#)

⁸⁸ [Vietnamese American Community of Seattle and Sno-King Counties | Facebook](#)

⁸⁹ [Headwater People - Change Management & Consulting](#)

The Stop Hate Hotline Workgroup has identified two service models for implementation of the Hotline. Each option comes with unique advantages and challenges. This section describes each model, offering a comparative analysis. (See Table 3 for budget estimates.)

Table 1: Recommended Service Models for Comprehensive Hate Crime Response

Category	Option 1: Contracted Model	Option 2: In-House Model
Overview	<p>King County contracts with a culturally competent, trauma-informed service provider to establish a non-emergency information, resource, and reporting network for communities targeted by hate and bias.</p> <p>Agencies must have a track record in managing care coordination for diverse communities encompassing various races, ethnicities, genders, sexual orientations, religions, disabilities, immigration statuses, and language abilities.</p>	<p>King County establishes a non-emergency information, resource, and reporting network for communities targeted by hate within OERSJ.</p>
Staffing	<p>Two (2) full-time equivalent (FTE) staff within OERSJ to:</p> <ul style="list-style-type: none"> Establish and manage the Stop Hate Hotline program. 	<p>A minimum of four additional FTE staff within OERSJ:</p> <ul style="list-style-type: none"> One recommended FTE as a manager for strategic alignment among OERSJ, PAO, and KCSO. Remaining (3) FTEs as <i>Hotline Coordinators</i> to provide ongoing case management, support, advocacy, rights information, resources, and system navigation post-initial Hotline contact.

Category	Option 1: Contracted Model	Option 2: In-House Model
Outreach	Collaboration with community partners and media to promote the Stop Hate Hotline.	Collaboration with community partners and media to promote the Stop Hate Hotline.
Deliverables	Develop, implement, and operate trauma-informed care coordination services accessible to non-English speakers and individuals with disabilities.	Develop, implement, and operate trauma-informed care coordination services accessible to non-English speakers and individuals with disabilities.
	Data collection and report preparation	Data collection and report preparation

Culturally Competent Care: This refers to the ability of service providers and organizations to understand and address the specific cultural and linguistic needs of patients or clients. It involves recognizing and respecting the diverse backgrounds of individuals and tailoring services to meet their unique cultural perspectives and needs.

Trauma-Informed Care: This approach recognizes and responds to the signs, symptoms, and potential consequences of trauma. It emphasizes physical, psychological, and emotional safety for providers and survivors and creates opportunities for survivors to rebuild a sense of control and empowerment.

The Workgroup weighed the advantages of a contracted service provider and an in-house approach. The Workgroup identified the contracted model as the recommended option for the following reasons:

- **Existing Infrastructure:** In the present scenario, King County lacks a comprehensive reporting and response system tailored to the diverse needs of its communities. However, a contracted service provider brings an established infrastructure, which could streamline the implementation process.
- **Efficiency:** Recruiting, onboarding, and training new staff for an in-house model could introduce delays in launching the Stop Hate Hotline program. With its existing team, a contracted provider could expedite the launch timeline.
- **Capacity Concerns:** The size of King County’s population suggests a potentially large call volume. While the initial assessment performed by the Workgroup indicates that managing this volume in-house with only three staff members dedicated to the direct-service aspect of the Hotline could be challenging, it is essential to note that the cost-effectiveness of a contracted provider might vary based on call volume.

- A high call volume could increase the costs of a contracted provider, potentially making an in-house approach more economical in the long run. However, the Workgroup recommends the contracted model because it allows for more immediate scalability.
- A contracted service provider can more quickly adapt to fluctuating call volumes by leveraging their existing infrastructure and staff, providing a more flexible and responsive service.
- **Expertise:** Contracting would provide King County with immediate access to a team of experienced, trauma-informed professionals.
 - It is worth noting that while an in-house team could also be trained to provide trauma-informed care, the contracted model offers the advantage of immediate expertise without the time-consuming process of recruiting, vetting, and training new staff. This access ensures that the service is of high quality from day one.

In addition, it is crucial for King County to continuously evaluate and report on the call volume and associated costs, ensuring that the chosen model remains both efficient and cost-effective.

Implementation Roadmap for the Hotline

The pressing need for King County to amplify its operational capacity is evident. While the Coalition’s efforts have garnered hundreds of hate and bias incident reports, its limited scope has not fully penetrated the expansive King County community. By adopting one of the models recommended by the Workgroup, the County stands poised to bridge this gap, ensuring every community within King County is reached.

A phased approach is identified to promote a seamless and effective rollout of the Hotline:

Phase One: Laying the Groundwork (Q1-Q2, Year 1)

- **External Engagement:** Prioritize collaboration by identifying potential contractors and community partners and engaging law enforcement agencies. This foundational step will galvanize community support for a countywide Hotline.
- **Request for Proposal Development:** Initiate the design of a proposal request, targeting community partners for outreach and potential contractors for Hotline operations.
- **Funding Strategy:** Concentrate on tapping into available grant applications.

Phase Two: Hotline Blueprint & Trial (Q3-Q4, Year 1)

- **Commission Formation:** Drive efforts to establish a permanent countywide Commission.
- **Hotline Design:** Ensure the Hotline is multilingual and universally accessible.
- **Hotline Test Run:** Engage a diverse audience to test the Hotline’s efficacy, addressing challenges and refining the system based on user feedback.

Phase Three: Stop Hate Hotline Rollout & Public Engagement (Q1-Q2, Year 2)

- **Hotline Launch:** Make the Hotline publicly accessible across various platforms, partnering with local media and community organizations to amplify its reach.
- **Public Engagement Drive:** Collaborate with media and community advocates to launch a multilingual, targeted media campaign.
- **Ongoing Refinement (starting Q4, Year 2):** Implement a robust feedback mechanism, inviting all community partners – from Hotline users to law enforcement – to continually enhance the Hotline’s impact.

Requirement C: Stop Hate Hotline Goals.

The Stop Hate Hotline should have four goals:

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 hate crimes and hate incidents, how and where they occur locally how to report them; and
4. To collect and report countywide data on hate crimes and incidents.

The Stop Hate Hotline would be a tool to help the County address the pressing issue of hate crimes and incidents in King County. The hotline's primary goals, as outlined in Requirement C, are a roadmap for these efforts. These goals emphasize the importance of providing victims with a safe reporting mechanism and underscore the need for public awareness and data collection. The subsequent sections of the report delve into how each goal is addressed, aiming for a holistic approach to combating hate and bias in the community.

1. **Provide a means for victims and survivors to report to non-law enforcement community-based service providers:** This goal is addressed throughout the report, emphasizing the overarching objectives of the Stop Hate Hotline.
2. **Provide access to services for the victim regardless of reporting to law enforcement:** Addressed in Requirement F, Section 5.
3. **Raise public awareness about hate crimes and incidents:** Addressed in Requirement H.
4. **Collect and report countywide data on hate crimes and incidents:** Addressed in Requirement F, Section 3.

Requirement D: The Workgroup should to the extent feasible use successful strategies developed in other jurisdictions in developing a plan for the Hotline, web portal and public awareness campaign.

The Workgroup researched examples of hate and bias hotlines. The states of California and Oregon stood out for their community-focused and victim-centric strategies in addressing hate crimes and incidents.

California's Commission on the State of Hate

In 2022, the California Civil Rights Division created the Commission on the State of Hate to fortify its efforts against hate and foster mutual respect among its diverse population.⁹⁰ The Commission was formed in response to a surge in hate crime reports and was instituted by Assembly Bill 1126, signed into law by Governor Newsom in 2021.⁹¹ Its primary duties include:

- Publishing comprehensive accounts of hate activity in California.
- Engaging in fact-finding and research on hate activity.
- Hosting community forums on the state of hate.
- Providing resources and guidance to communities and government officials on effectively reducing and responding to hate activity.

CA vs. Hate Program:

Emerging from the initiatives of the Commission, the CA vs. Hate Program is a testament to California's commitment to combating hate. This program encompasses a vast network of resources:

- **Community Partnerships:** Partner organizations across the state prioritize specific communities, offering support and resources to those who report hate. For instance, the Los Angeles LGBT Center supports victims of hate.⁹²

“Through our partnership with California vs. Hate, our RISE Training & Technical Assistance program provides the tools needed to provide culturally responsive and affirming services to LGBTQ+ people witnessing or experiencing an act of hate. Working nationally with individual providers, caregivers, and agencies at large, RISE provides training, coaching, and technical assistance to enhance implementation of best practices in serving the LGBTQ+ community.” - Ariel Bustamante, Capacity Building Manager, Los Angeles LGBT Center.

- **Multimedia Campaign:** A campaign in seven languages, including social graphics, posters, flyers, program one-pagers, informational postcards, and customizable content, ensures widespread awareness.⁹³

⁹⁰ [Governor Newsom Announces Appointments to Commission on the State of Hate | California Governor](#)

⁹¹ [Bill Text - AB-1126 Commission on the State of Hate. \(ca.gov\)](#)

⁹² [Hate Crimes and Police Misconduct - Los Angeles LGBT Center \(lalgbtcenter.org\)](#)

⁹³ [C.A. vs Hate](#)

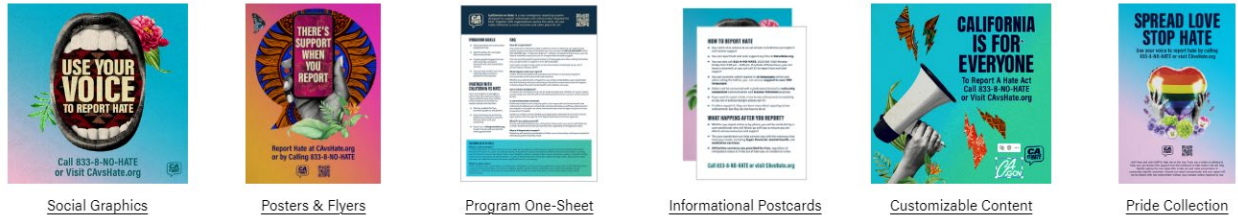


Figure 6: From the CA vs. Hate Partner Resources website: <https://www.cavshate.org/partner-resource-hub>

- **211 Partnership with CA vs. Hate:** CA vs. Hate has established a robust partnership with 211 to provide a specialized Hotline service that addresses hate incidents. 211 is a federally designated number for finding social service referrals and other forms of assistance. This collaboration ensures that the community receives timely and practical support, characterized by the following features:
 - **Trauma-Informed Approach:** Recognizing the sensitive nature of hate incidents, the Hotline ensures they meet callers with understanding and empathy.
 - **Cultural Competence:** The Hotline staff trains to handle calls with deep understanding of diverse cultural backgrounds, ensuring everyone feels seen and respected.
 - **Language Accessibility:** Recognizing California’s diverse linguistic landscape, the Hotline prioritizes meeting the language needs of every caller. Whether through direct communication or a subcontractor, no caller is left unsupported due to language barriers.
 - **Detailed Documentation:** Every call is recorded. Online submissions are documented using an intake form. This form, a product of collaboration between CA vs. Hate and the Civil Rights Department (CRD), promotes a comprehensive capture of the incident details.
 - **Referrals and Resources:** Beyond documenting incidents, the Hotline serves as a bridge, connecting individuals and families to various community resource programs. This connection aims to ensure that victims receive the holistic support they need.
 - **Community-Based Providers:** 211 has subcontracted with five community-based providers to enhance the support system further. These organizations, identified by California as crucial representatives for communities most targeted by hate crimes, play a pivotal role in statewide media outreach and promoting the CA vs. Hate Resource Line and Network.

Oregon’s Response to Hate Crimes and Bias Incidents

Hate crimes and bias incidents have surged dramatically nationally and within Oregon.⁹⁴ Recognizing the gravity of the situation, the Oregon Legislature took a proactive stance in 2019 by passing Senate Bill 577 (SB 577).⁹⁵ This legislation modernized Oregon’s bias crime laws and introduced several measures for a comprehensive and victim-centered response.

SB 577 led to a paradigm shift in how Oregon perceives and classifies bias-motivated crimes. The bill:

- Renamed “intimidation in the second degree” to “bias crime in the second degree” and made similar changes for first-degree offenses.
- Altered the criteria for classifying first and second-degree bias crimes, focusing on the nature of harm rather than the number of perpetrators.
- Introduced gender identity as a potential bias motivation in the crime definition.
- Mandated new data collection and reporting requirements, emphasizing a more comprehensive understanding of bias crimes.

Data Collection and Reporting

While Oregon does not have a formal community-based Commission, it has proactively addressed hate crimes. Established in 1997, the Coalition Against Hate Crimes (CAHC) is a testament to Oregon’s commitment to combating hate. Originating in Portland, the CAHC is a partnership between community groups and local, state, and federal governmental agencies. Its primary mission is to offer non-violent solutions to prevent hate crimes throughout the state.

The Oregon Criminal Justice Commission (CJC) plays a pivotal role in data collection and reporting. Every July 1, the CJC releases an annual report detailing bias crimes and non-criminal bias incidents. The 2020 report was a significant milestone as it was the inaugural edition. Some of its key findings were:

- The Oregon Department of Justice (DOJ) launched a dedicated hate crimes telephone Hotline to assist victims, witnesses, and others. Between January and May 2020, the Hotline registered 185 reports.
- The Oregon Uniform Crime Reporting (UCR) program documented 273 bias-related offenses reported to law enforcement in 2019.
- Data collection for prosecution data of bias crimes began in three pilot counties: Multnomah, Benton, and Lane, starting July 1, 2020.

⁹⁴ [Bias and Hate - Oregon Department of Justice \(state.or.us\)](#)

⁹⁵ [SB0577 \(state.or.us\)](#)

Oregon's Bias Response Hotline:

Launched on January 2, 2020, the Bias Response Hotline (BRH) offers a multi-faceted approach to reporting hate and bias.⁹⁶ Reports can be made online in eight languages or via a Hotline phone with interpreters for over 240 languages.

The Hotline's core values emphasize accessibility, belief, trauma-informed care, a victim-centered approach, safety promotion, and cultural humility. The BRH provides a range of services, including:

- Information about the criminal and civil justice systems.
- Referrals to victim service programs and other community resources.
- Coordination with external organizations for comprehensive victim support.

Oregon's measures, as outlined in SB 577 and establishing the BRH, underscore the state's commitment to addressing hate crimes and bias incidents. While these initiatives are still in their early stages, they represent a promising step toward creating a safer and more inclusive environment for all Oregonians.

In 2022, the BRH entered 2890 incident reports in their database, averaging 241 monthly. As of June 2023, there have been 1,711 entries, averaging 285 per month.⁹⁷ On April 1, 2022, the BRH opened a limited emergency fund to assist victims of hate crimes and bias incidents in their recovery. The fund pays up to \$1,000 for costs incurred within 90 days of a bias incident or crime that a survivor cannot afford. The fund covers expenses such as:

- **Security measures** include buying and installing home security cameras and video doorbells, changing locks, and repairing windows and doors.
- **Relocation for safety purposes**, whether temporary or permanent, including rent or partial rent, security deposit, moving costs, emergency hotel stays, other transportation costs, or pet boarding.
- **Costs incurred due to the bias incident or bias crime rendering the victim unable to work**, including rent or partial rent, food costs, phone or internet bills, or other utility bills.
- **Property damage directly resulting from the bias incident**, including repairs and clean-up for hate speech graffitied on personal property; clean-up costs for damage to the victim's yard, vehicle, or home; or insurance deductibles when insurance has covered the primary losses.

Oregon's approach to addressing hate crimes and bias incidents is evident in its legislative actions and the establishment of support systems like the BRH. The state's dedication to modernizing its laws,

⁹⁶ [Report a Bias Crime or Incident - Oregon Department of Justice](#)

⁹⁷ [Hotline Data - Oregon Department of Justice \(state.or.us\)](#)

refining data collection, and providing tangible support to victims showcases a commitment to fostering a more inclusive and safer environment.

The increasing number of reported incidents underscores the importance of these measures, and while the journey is ongoing, Oregon's steps are undeniably in the right direction. The state serves as a model for others, highlighting the significance of a victim-centered approach in addressing and mitigating the impacts of hate and bias.

Lessons Learned from Oregon and California

Despite the diversity of approaches taken by the States of Oregon and California, several common themes emerged. These themes informed the Workgroup's recommendations, emphasizing the need for a community-based countywide system. The following components encapsulate these shared insights:

- **Accessibility and Inclusivity:** A multilingual system accessible to individuals with disabilities, offering multiple reporting avenues, including phone and online platforms.
- **Confidentiality and Anonymity:** A reporting system co-developed with the community, ensuring anonymous and confidential reporting options. Victims can choose to self-identify if they wish to receive follow-up services.
- **Informed Reporting:** Educating victims about their reporting options, including the possibility of reaching out to law enforcement.
- **Comprehensive Victim Support:** Offering victims a range of resources, from culturally competent health services to mediation services, and informing them about criminal law enforcement options and the County's civil rights program (where applicable).
- **Community Engagement:** Establishing mechanisms for regular feedback and meaningful involvement with community partners, leaders, and service providers.
- **Targeted Outreach:** Collaborating with CBOs representing the most targeted communities to promote County services.
- **Data Collection:** Prioritizing outreach to communities that traditionally underreport hate and bias incidents, ensuring more comprehensive data collection.
- **Comprehensive Data Collection:** Gathering data on hate incidents and crimes separately from law enforcement. This approach captures a broader spectrum of community data, including impacts on health, well-being, and the economy.
- **Accountability and Continuous Improvement:** Ensuring the County is held accountable by investing resources to support the Hotline adequately. This investment includes monitoring the impact of efforts and revisiting strategies annually to make necessary adjustments.

The Workgroup drew from the expertise of its membership, research conducted by subcommittees, and successful strategies incorporated in the States of Oregon and California in formulating these themes.

Additionally, information collected through community conversations with the Coalition was instrumental in shaping these themes.

Requirement E: The Workgroup should, to the extent possible, recommend data collection and reporting systems that meet the federal standards to be established pursuant to Pub. L. 117-13, the COVID-19 Hate Crimes Act, and explore how the County can obtain federal technical assistance and grant funding for these programs.

Data Collection Through Online Database

OERSJ will create and manage the Hotline Database, a comprehensive platform designed to streamline hate and bias incidents reporting and management. Key features of this database include:

- **Incident Reporting:** A user-friendly interface for detailed online incident submissions.
- **Case Management:** An interactive mechanism for authorized community partners to track and manage cases.
- **Resource Provision:** Information and resources for individuals using the Hotline.
- **Versatility:** Compatibility with various devices, including mobile phones, tablets, and laptops, to promote accessibility for all users, especially those who may be visually or hearing impaired.
- **Dashboard Integration:** Potential for real-time data visualization on the Coalition website, showcasing updated incident and crime statistics.
- **Compliance:** Adherence to Washington’s public safety, privacy standards, and legal requirements.

The online portal will assist staff in gathering information from hate and bias victims and organizations helping these individuals. Designed for accessibility, it will support devices ranging from mobile phones to screen readers. All portal or phone line data will be securely housed within an OERSJ-operated database. This invaluable data will guide the enhancement of County services, programs, and policies to curb hate and bias.

Requirement F The Workgroup should identify the minimum service requirements for a hotline and web portal contractor.

The Workgroup should identify the minimum service requirements for a hotline and web portal contractor, including:

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; and*
7. *An estimate of projected funding and other resources needed to establish a hotline, web portal and reporting system.*

1. Identification of Populations Served

The Hotline would serve a broad spectrum of communities and organizations across King County, with a particular emphasis on those most vulnerable to hate crimes and incidents. This focus is informed by data from the Criminal Justice Information Services (CJIS) Uniform Crime Reporting (UCR) Program and includes⁹⁸:

- Asian American, Native American, Native Hawaiian, and Pacific Islander communities.
- Latinx and Hispanic communities.
- Black, Indigenous, and People of Color (BIPOC) communities.
- Lesbian, Gay, Bisexual, Transgender, Queer, and Intersex (LGBTQI+) communities.
- Muslim, Sikh, Hindu, Jewish, and other religious minority communities.
- People with disabilities, physical or cognitive impairments.
- Older adults.
- Immigrants, regardless of their English proficiency.
- Communities at the intersections of multiple marginalized identities.
- Community-based organizations (CBOs), faith-based institutions, or advocacy organizations that support individuals from communities targeted for hate.

The Workgroup recommends including bias categories from the UCR Program for reporting hate and bias incidents and crimes to align with federal reporting requirements. These categories encompass race, ethnicity, ancestry, religion, sexual orientation, disability, and gender and gender identity. These categories provide alignment with federal reporting. Further, statistical insights from several data sources, including the FBI's 2021 Hate Crime Statistics Supplemental Report, show⁹⁹:

- **Prevalence of Hate Crimes:** The FBI reported 10,840 incidents involving 12,822 victims in 2021, indicating that hate crimes remain a significant concern for communities nationwide.
- **Racial and Ethnic Bias:** According to the FBI, 63.1 percent of single-bias incidents were motivated by race, ethnicity, or ancestry. Anti-Black or African American hate crimes constituted 31.1% of all single-bias incidents, making it the largest bias incident category.
- **Religious Bias:** Incidents related to religion accounted for 15.1% percent of hate crimes, with anti-Jewish incidents making up 51.4 percent of religion-related incidents.

⁹⁸ [Crime/Law Enforcement Stats \(UCR Program\) — FBI](#)

⁹⁹ [FBI Releases Supplemental 2021 Hate Crime Statistics — FBI](#)

- **Sexual Orientation and Gender Identity:** Incidents related to sexual orientation, gender, and gender identity represented 20.4% of all single-bias incidents.
- **Other Categories:** Anti-Asian incidents represented 7.1 percent of incidents, anti-Hispanic or Latino incidents were 6.6%, and anti-White incidents were 10.5 percent.

These statistics underscore the need for a comprehensive and inclusive approach to combating hate and bias incidents in King County. As informed by these federal statistics, the recommended Hotline aims to serve a broad spectrum of communities and organizations, particularly those most vulnerable to hate crimes and incidents.

2. Service Hours

The recommended Stop Hate Hotline aims to provide a comprehensive reporting system for hate crimes and incidents. To respond to the diverse needs of King County residents, the Hotline will offer flexible service hours, ensuring maximum accessibility. The Workgroup developed three operating models for the Hotline, each seeking to balance accessibility with King County’s budgetary and organizational constraints.

The Workgroup acknowledges the potential benefits of extended service hours to serve a broader range of King County residents, such as those working during standard business hours or students engaged in classes and extracurricular activities.

The following table identifies three different Stop Hate Hotline operating hours models. Each model varies in terms of the days and hours of availability, aiming to balance accessibility and operational feasibility. All three options include a 24-hour online reporting tool. The models range from the most comprehensive coverage to standard business hours, allowing for different levels of accessibility based on the needs and resources of the community.

Table 2: Options for Service Hours

Options	Recommended Service Hours	Description
Comprehensive Coverage Model (Option One – Preferred)	<ul style="list-style-type: none"> • Monday – Friday, 8 AM - 8 PM and one weekend day • 24-hour online reporting tool 	Ensures the broadest access to the Hotline
Extended Business Hours Model	<ul style="list-style-type: none"> • Monday – Friday, 8 AM - 6 PM, and one weekend day • 24-hour online reporting tool 	A balanced approach extending into the evening

Options	Recommended Service Hours	Description
(Option Two)		
Standard Business Hours Model (Option Three)	<ul style="list-style-type: none"> Monday – Friday, 8 AM - 5 PM, and one weekend day 24-hour online reporting tool 	Aligns with standard business hours

King County could pilot a call center during standard business hours to address these potential challenges. Data from this pilot could provide valuable insights into call volumes, wait times, and the time required to handle calls. Based on this data, King County could decide on the optimal call center operating hours for a full-scale rollout.

Furthermore, the considerations for an in-house model versus a contracted service model differ. While an in-house call center with extended hours might increase costs, a contracted service model could offer more flexibility in negotiating service hours without a significant financial impact. These considerations are further discussed in the Countywide Implementation section below.

Call centers are pivotal in service delivery, and their management can significantly impact service quality, economics, and sustainability. Key considerations include:

- Call Center Costs:** As call center budgets are stretched, operators must find ways to reduce costs and reinvest savings in new technology and services. Before implementing changes, it is essential to assess customer contact strategies, including services, hours of operation, and service level objectives. This strategic reassessment ensures that cost control efforts align with the organization’s customer service goals.
- Contact Volume:** Increases in contact volume can lead to rising operating costs. Understanding the reasons behind volume spikes and implementing business process improvements is crucial.
- Handle Time:** Reducing the time to answer an inquiry can result in high cost and performance benefits. However, balancing efficiency with the need for empathetic and thorough support is crucial, especially when dealing with sensitive issues like hate and bias reports. This can be achieved by improving business processes, system enhancements, training, and quality monitoring.
- Human Resource Costs:** Effective workforce management can control labor costs. The suitable staffing model and workforce management products can significantly save payroll over time. Training in sensitivity and trauma-informed care is essential for staff handling hate and bias reports.

- **Telecommunications Costs:** Linked to contact volume and staffing level. An imbalance can lead to longer wait times, high telecommunications costs, and reduced customer satisfaction.
- **Victim Sensitivity:** When dealing with hate and bias reports, it is essential to prioritize the emotional well-being of the caller. This human-centeredness may include additional call time, specialized training for call center staff, immediate emotional support, and legal advice referral services.

While extending service hours can offer numerous advantages, balancing these benefits with the potential challenges, especially concerning budgetary and staffing constraints, is essential. The recommended voicemail feature, available in English and King County’s top six languages, ensures timely responses to reports, making the service sustainable and responsive to community needs.¹⁰⁰ The top six languages are the following:

- Chinese
- Korean
- Russian
- Somali
- Spanish
- Vietnamese

3. Data Recording and Reporting Requirements

The Hotline’s primary function is to consolidate data from various collection efforts throughout King County, enhancing the breadth and depth of these endeavors. By expanding outreach to communities that might not currently report hate incidents and crimes, King County can gain a more comprehensive understanding of hate and bias incidents across the County. The data will encompass the volume of incidents and crimes and specific details that can guide more effective interventions and spotlight the resources individuals require. To achieve this while operating the Hotline, King County will:

1. Collaborate with external organizations to accumulate incident or crime reports.
2. Harness data to guide impactful interventions.
3. Pinpoint essential resources and discern their potential barriers to access.

The recommended Hotline’s data collection component is pivotal for the broader King County community. Such data can mobilize support and resources for hate crimes, bias incident victims, and survivors.¹⁰¹ Furthermore, it can elevate public awareness about the nature and prevalence of hate crimes and incidents, reinforcing King County’s stance against such actions.

However, a delicate balance must be struck. Victims and survivors might hesitate to report if they know their data is being recorded. It is imperative to harmonize the need for data with the assurance of

¹⁰⁰ [Language Tiers \(kingcounty.gov\)](https://kingcounty.gov/language-tiers)

¹⁰¹ [Hate Crimes | United States Department of Justice | Hate Crimes | Laws and Policies](#)

anonymity for callers. This notion is especially true given the mandatory reporting requirements, which are elaborated further in this section.

State and County Data Collection Requirements

In Washington, crime reporting by law enforcement is voluntary, except for hate crime¹⁰² and domestic violence¹⁰³ reporting. Local law enforcement agencies are required by law to report all hate crime violations monthly to the Washington Association of Sheriffs & Police Chiefs (WASPC). WASPC is, in turn, required to summarize the information and file an annual report with the Governor and the relevant committees of the Legislature. WASPC fulfills this requirement by including information about hate crimes in its annual Crime in Washington report.¹⁰⁴

Subject to the exception listed below as it relates to King County Code (KCC) 2.15 related to citizenship status and applicable confidentiality measures, the Stop Hate Hotline – while non-law enforcement and community-based – *may* need to provide its data to the Sheriff’s Office on an ongoing basis, including, but not limited to providing access to the online database.

As mentioned above, data collection and reporting to KCSO may need to occur depending on the direction the recommended KCSO Hate Crimes Liaison Officer provides. Suppose the Liaison Officer or other County agencies or representatives require data collection and reporting. In that case, ensuring the Hotline abides by the limitations established under KCC 2.15 will be critical. KCC 2.15 prohibits County data and limited resources from being used to assist with the federal government’s deportation agenda. It outlines requirements for how County departments and separately elected agencies are to service immigrants and refugees, including providing language access services. Violation of KCC 2.15 would jeopardize funding and referrals for the Hotline.

Hotline Disclosure Requirements

It will be essential to disclose the following via the Hotline operators and the online portal:

- **Not a Law Enforcement Reporting Hotline/Online Portal:**
 - All are welcome to report hate incidents and hate crimes. If a caller wishes to report a hate crime to law enforcement immediately or is in present danger, they should call 911.
- **No Legal Advice Provided:**
 - Hotline staff cannot give legal advice to anyone reporting a bias incident. If the Hotline operator is an attorney, no attorney-client privilege will be created through a report or information sharing.

¹⁰² [RCW 36.28A.030: Hate crime offenses—Information reporting and dissemination. \(wa.gov\)](#)

¹⁰³ [RCW 10.99.035: Law enforcement agencies – Domestic violence records](#)

¹⁰⁴ [CJIS Statistics & Reports \(waspc.org\)](#)

- If a caller has an attorney representing them regarding the reported bias incident, the Hotline operators will ask the caller to consult their attorney for legal advice.
- The Hotline operators are prohibited from interfering with attorney-client relationships pursuant to the Washington Rules of Professional Conduct and will be required to terminate calls from represented callers.¹⁰⁵
- **Reports Can Be Made Anonymously:**
 - Even if a caller does not report anonymously, their identity will not be disclosed. The only exception to non-disclosure is if a report is made of child abuse, elder abuse, or activities indicating an imminent risk of violence (see “Mandatory Reporting” below).
- **Mandatory Reporting:**
 - Information shared with Hotline operators or via the online portal that includes information about child abuse, elder abuse, abuse of a vulnerable adult, or danger to a child (under 18), older adult (over 65), or vulnerable adult (someone with a mental illness, a developmental disability, or physical disability), is subject to Washington’s mandatory reporting laws.
 - Information, including the caller’s name, phone number, email address, location, nature of the danger/abuse, and other identifying information, will be reported to the Washington State Department of Social & Health Services.
- **How Data Will Be Stored and Protected:**
 - Information submitted via the Hotline or online portal regarding the character, location, and impacted protected class of any bias crime or incident may be shared with the WASPC.
 - Every law enforcement agency within Washington is directed to report hate bias offenses to the WASPC.¹⁰⁶
 - The CJC will share the results of their data analysis with the Executive, the Council, the Prosecuting Attorney’s Office, the Sherriff’s Office, and the Department of Public Safety Standards and Training. Personal identifying information will be redacted from any reports.
- **Data May Be Subject to Public Record Requests:**
 - Callers consent to data collection under Washington law by submitting information via the Hotline or the online portal.

¹⁰⁵ [Washington State Courts - Court Rules](#)

¹⁰⁶ [RCW 36.28A.030: Hate crime offenses—Information reporting and dissemination. \(wa.gov\)](#)

4. Systems to Engage Victims with Law Enforcement

Hate Crimes Liaison Officers

The Workgroup recommends establishing an officer liaison program within the KCSO. This initiative aims to bridge the gap between law enforcement and the community by focusing on hate and bias incidents. It draws inspiration from successful models where officers from diverse backgrounds serve as trusted liaisons within their communities.

Recent research underscores the potential of such a model.¹⁰⁷ A study at Princeton University demonstrated the profound impact of positive, non-enforcement interactions between police officers and the public. Key findings from this study include:

- **Enduring Positive Impact:** Positive interactions with uniformed patrol officers significantly improved residents' attitudes toward the police, effects that persisted for up to 21 days.
- **Enhanced Trust Among Diverse Groups:** The intervention was particularly effective among Black respondents, emphasizing the potential to mend strained relationships between police and minority communities.
- **Rebuilding Trust with the Skeptical:** Even those initially distrustful of the police showed improved attitudes after positive interactions, highlighting the potential for community healing.
- **Support for Proactive Policing:** Post-intervention, increased public support for initiatives like expanding the police force, indicating a renewed trust in law enforcement.

These findings emphasize the potential of Community-Oriented Policing (COP). Unlike traditional punitive strategies, COP focuses on building cooperative relationships through non-enforcement interactions. Such an approach aligns with the Liaison Officer program's objectives, aiming to foster mutual trust and cooperation.

However, while the benefits are clear, it is essential to approach this model with an understanding of its challenges. Budget constraints and other longstanding issues in policing can pose barriers. Still, the evidence suggests that positive police-public relations, facilitated through programs like the recommended liaison model, can be a cornerstone of broader police reforms.

One such model is the Seattle Police Department's (SPD) Safe Place program.¹⁰⁸ Established to address the underreporting of anti-LGBTQ+ hate crimes and later expanded to include all hate crimes, Safe Place provides victims a sanctuary to report incidents safely. An officer, a member of the LGBTQIA+ community, serves as a trusted liaison. This officer's dual role in the community and the police force has proven instrumental in fostering trust and open communication.

¹⁰⁷ [A field experiment on community policing and police legitimacy | PNAS](#)

¹⁰⁸ [Safe Place | Seattle Police Foundation](#)

Key components of the recommended liaison program include:

- **Community Trust and Open Communication:** Officer liaisons will act as the main point of contact for community members who report hate and bias incidents through the hotline or portal and want to report these incidents to law enforcement. Their role would be pivotal in fostering trust, offering education, and training their peers.
- **Proactive Public Outreach:** Liaison officers would be tasked with proactive public outreach, establishing community rapport, and ensuring open communication channels.
- **Community Engagements:** These liaisons would be available for community engagements, such as meetings and panel discussions, ensuring that the community's voice is heard and integrated into law enforcement strategies.

The Department of Justice highlights several benefits of enhancing police-community relationships ¹⁰⁹:

- **Fostering Mutual Trust:** Building trust between police agencies and their communities is essential for maintaining public safety and effective policing.
- **Reducing Bias:** Emphasizing diversity, implicit bias, and cultural competency training for officers can reduce biases and foster cultural understanding.
- **Recruitment and Diversity:** Amplifying recruitment and promotional efforts can increase diversity within police departments, ensuring they represent the communities they serve.
- **Perception of Police:** Positive non-enforcement interactions can reshape community perceptions and attitudes towards the police, fostering a collaborative environment.

Given these benefits and the success of similar initiatives like SPD's Safe Place, the Workgroup believes that the Liaison Officer program would be a significant and impactful addition to King County's efforts to combat hate and bias.

5. Ensuring Victims Can Access Appropriate Services

Hate and bias victims reaching out to the Stop Hate Hotline will be greeted by a trauma-informed advocate who is versed in crisis intervention. These advocates will be trained to guide victims through the aftermath of experiencing or witnessing a hate crime. Their role will be pivotal in helping victims understand options, decide on the following actions, and ensure they receive the necessary support. For example, Hotline Advocates may provide:

- **Reporting Guidance:** Hotline Advocates will equip victims with resources to report crimes to the appropriate law enforcement channels. This support includes guidance on different reporting avenues, whether emergency or non-emergency.

¹⁰⁹ [Importance of Police-Community Relationships and Resources for Further Reading \(justice.gov\)](#)

- **Referrals to Behavioral Health:** Hotline Advocates will refer community members to behavioral health resources to work through the trauma of being the target of a hate or bias incident and ensure the healing process can begin.
- **Connection with Law Enforcement Liaisons:** Should a victim choose to report the crime, advocates will facilitate a relationship between the victim and the relevant law enforcement liaison. This connection helps promote a seamless and supportive reporting process.
- **Engagement with Law Enforcement Programs:** Advocates will liaise with specific law enforcement agency programs, such as KCSO’s Community Programs and Services Division, U-Visa/T-Visa Program, or SPD’s Bias Crimes Liaison Officer.
- **Comprehensive Jurisdictional Engagement:** Recognizing the diverse jurisdictions within King County, advocates will be equipped to engage with all appropriate law enforcement agencies, ensuring victims receive support tailored to their specific location.

6. Language Access

To serve a diverse community, the Hotline should establish a multilingual phone tree in King County’s six primary languages: Chinese, Korean, Russian, Somali, Spanish, and Vietnamese. This strategy encourages callers to leave messages in their native language and receive a callback.¹¹⁰ The multilingual approach will help ensure that non-English speakers receive appropriate support in their native language. Furthermore, all related materials should be translated into the listed six languages.

Prioritizing accessibility is a critical element. Relay services, offering materials in large print, and ensuring website accessibility should be incorporated. To effectively reach communities that might be overlooked, partnering with CBOs can amplify outreach, leveraging their role as trusted community liaisons is one way to accomplish this.

7. Estimated Project Funding

The costs associated with launching a Stop Hate Hotline and reporting system will differ based on staffing levels and hours of operation. The *Standard Level* options account for the minimum level of staff needed, while the *High Level* accounts for higher levels staff.

Below are two estimates for two models: an in-house approach akin to Oregon’s design and a contracted model resembling California’s system. These estimates factor in potential public awareness campaign expenses and Hotline staffing hours. While based on figures on budget data from the California and Oregon programs, one must note the inherent uncertainty due to the more significant geographic regions these programs serve.

Costs for launching and operating the Hotline are anticipated to surpass \$1 million for the first year. Initial expenditures, encompassing public outreach, data tool development, and other startup

¹¹⁰ [How Multilingual Phone Trees Can Increase Community Engagement \(languageline.com\)](https://www.languageline.com)

necessities, are estimated to cost between \$370,000 and \$660,000. Recurring expenses for Hotline staffing include case management for reports needing further action, victim compensation (establishing a fund to help ease the financial burden on victims following a crime. Claims and criteria to be determined.), staff and partner training, and sustained efforts to engage communities historically reluctant to report hate incidents due to distrust. See Table 3 below for cost estimates for multiple options.

Table 3: Contracted vs. In-House Cost Estimate

Item(s)	Contracted Model Cost Estimate		In-House Model Cost Estimate	
	Startup Costs			
	Standard Level	High Level	Standard Level	High Level
Public Outreach Campaign	\$250,000	\$500,000	\$250,000	\$500,000
Database and IT Setup	\$100,000	\$100,000	\$100,000	\$100,000
Translation	\$20,000	\$20,000	\$20,000	\$20,000
Contractor Startup Costs	\$38,850	\$38,850	\$0	\$0
Item(s)	Ongoing Costs			
	Standard Level	High Level	Standard Level	High Level
	KC Staffing	\$335,734	\$335,734	\$606,302
Outside Staffing and Services Hotline	\$121,509	\$182,263	\$21,369	\$32,054
Training Supplies, Intergovernmental Services	\$6,000	\$6,000	\$19,000	\$19,000
Community Partnerships Funding	\$100,000	\$100,000	\$10,000	\$10,000
Victim Compensation Funds	\$100,000	\$100,000	\$100,000	\$100,000

	Contracted Model Cost Estimate		In-House Model Cost Estimate	
Total Estimated 1st Year Range	\$1,072,093	\$1,382,847	\$1,216,671	\$1,612,640
Total Estimated Annual Ongoing Cost	\$663,243	\$723,997	\$846,671	\$992,640
5-year Cost Estimate (no inflation factor)	\$3,725,065	\$4,278,837	\$4,603,357	\$5,583,200

Requirement G The Workgroup should explore partnership opportunities with existing service providers who already work with communities that have been subject to hate crimes and incidents. In addition, the Workgroup should identify federal technical assistance and grant funding for these programs available through Pub. L. 117-13, the COVID-19 Hate Crimes Act, and to explore how the County or contractor can use these funds to offset the costs of the developing, implementing and operating the Hotline, web portal and reporting system.

Federal Technical Assistance and Grant Funding

The Workgroup is aware of the County’s budgetary limitations and has identified grants available to community allies, law enforcement, and local governments. These grants can bolster a unified approach and support the Stop Hate Hotline program to achieve its goals.

In 2022, the Justice Department launched initiatives to combat hate crimes, designating \$10 million for related grant programs¹¹¹:

- The Office of Justice Programs (OJP) set aside up to \$5 million to aid state and local law enforcement in adopting the National Incident-Based Reporting System (NIBRS) for hate crime documentation.
- The Office of Victims of Crime (OVC) aimed to support states establishing Hotlines for hate crime victims.

¹¹¹ [Office of Public Affairs | Justice Department Announces New Initiatives to Address and Prevent Hate Crimes and Hate Incidents | United States Department of Justice](#)

- The Bureau of Justice Assistance (BJA) allocated another \$5 million for the Community-Based Approaches to Prevent and Address Hate Crimes Program. This initiative supports community organizations and civil rights groups in bolstering community awareness, victim reporting, resilience, and hate crime responses.

These grants primarily focus on deterring hate crimes and supporting state-run hate crime Hotlines and community-based prevention strategies.¹¹²

As of this report's drafting, specific federal grant solicitations for hate crime responses have yet to be undertaken. The Workgroup advises the OERJS to regularly check the DOJ, OJP, and BJA websites for relevant funding opportunities for county governments and eligible partners, including 501(c)(3) organizations.¹¹³

Requirement H: The public information materials used for the Hotline and in the public awareness campaign should be accessible in multiple languages.

Public Awareness Campaign Overview

The Hotline's media ad campaign will enhance King County's outreach to communities most impacted by hate and bias incidents. The campaign will focus on community-based media outlets and include a mix of traditional advertising channels such as print, digital, social media, and sponsored articles.

The anticipated budget for this campaign is \$10,000, which would allow King County to collaborate with approximately five to 20 media outlets. Given the base rate of roughly \$500 for a single ad in local media, this budget could fund up to 20 individual advertisements.

For a more impactful campaign, a multi-channel approach is recommended. This approach would include not only print and digital ads but also space in the media outlet's newsletters, sponsored posts on social media platforms, presence at community events hosted by the media outlet, and sponsored content such as articles or videos. This comprehensive advertising support can range from \$1,000 to \$10,000, enabling partnerships with five-10 media outlets.

To effectively address the communities most affected by hate and bias incidents, the campaign will prioritize ethnic and community-based media outlets. These outlets are often seen as trusted messengers within their communities. Given the multi-channel nature of effective advertising, it is recommended that King County invest more substantially in fewer outlets with significant reach within

¹¹² [D.O.J., Joined by H.H.S., Announce New Initiatives to Address and Prevent Hate Crimes and Hate Incidents | HHS.gov](#)

¹¹³ [Hate Crimes | Grants \(justice.gov\)](#)

marginalized communities. This approach prioritizes communities that experience the highest rates of hate and bias incidents and are least likely to report to law enforcement.

“The message” means the core information and calls to action that King County wants to communicate. This information could include educating the public about the existence and purpose of the Stop Hate Hotline, encouraging reporting of hate and bias incidents, and promoting available resources and support for victims. The aim is to leverage trusted channels within the communities to ensure this crucial information is effectively disseminated and acted upon.

Campaign Strategy

The Workgroup formulated recommendations to bolster public awareness through a comprehensive public outreach campaign. This campaign harnesses the power of CBOs and credible messengers, ensuring the content is culturally attuned and effectively reaches the intended audiences.

Awareness Campaign Key Objectives

Leverage Community Partnerships: The Workgroup acknowledges the limitations of King County's traditional communication channels, which often lean towards mainstream media and may not cater to the diverse needs of all communities.

The Workgroup finds that King County can bridge this gap by partnering with CBOs, which are deeply rooted and trusted within these communities.¹¹⁴ These organizations have robust communication channels and understand their communities' nuances, making them invaluable partners.

Culturally Responsive Content Creation: Collaborating with CBOs offers an opportunity to craft specific content that resonates with diverse communities. This content would include storytelling through articles, videos, social media, podcasts, newsletters, and other mediums that reflect these communities' lived experiences and concerns.

Comprehensive Mixed Media Campaign: Partner organizations play a pivotal role in a successful campaign. This campaign would utilize a mix of media channels, ensuring a broad reach and increased awareness of the Stop Hate Hotline.

Critical Campaign Components

The Workgroup identified a set of critical components for the campaign. These components were selected based on their potential impact, ability to resonate with the target audience and their collective synergy in promoting the objectives of the Stop Hate Hotline program. Together, they form a holistic approach to ensure the campaign's success. The recommended Campaign components are as follows:

¹¹⁴ [Partnering with Community Based Organizations - Institute for Local Government \(ca-ilg.org\)](https://www.ca-ilg.org/partnering-with-community-based-organizations/)

- **Broad Outreach:** Dissemination of materials promoting the Stop Hate Hotline and its support services.
- **Storytelling:** Production of articles or series that align with the objectives of the Stop Hate Hotline program.
- **Digital Engagement:** Developing culturally relevant messaging for social media campaigns and newsletters.
- **Media Engagement:** Allocation of funds for media buys to amplify the campaign's reach.
- **Direct Community Engagement:** Direct outreach methods like client-referral services, community events, or town hall-style discussions.
- **Language Accessibility:** Ensuring all communication materials are translated to focus on non-English speaking communities.
- **Diverse Communication Channels:** Exploring additional channels to effectively reach communities affected by hate and bias incidents.

Language Access and Accessibility for the Campaign

Ensuring that the awareness campaign is accessible to all is paramount. Language access and accessibility resources will be tailored to assist those most affected by hate and bias incidents. A three-part strategy has been identified: Resources will be prioritized towards populations most affected by hate and bias incidents. Second, the campaign will collaborate with OERSJ's Language Access and Disability Equity Team to determine the necessary number of languages for translation and accessibility formats. Lastly, the strategy will remain adaptable, adjusting based on the volume of communication materials produced for the campaign.

The Workgroup reviewed three options to offer strategic budgeting options for the Stop Hate Hotline initiative. They aim to clearly understand how different funding levels would impact various aspects of the campaign, such as community outreach, media advertising, and language accessibility.

The budgeting options will be used to determine the scale and scope of the initiative, particularly in terms of community engagement and accessibility. Each table outlines a different approach to budget allocation:

- **Comprehensive Community Engagement Model:** This is the most expansive option with an estimated total budget of \$500,000. It allows for extensive partnerships with six to seven community-based organizations and provides the most resources for language access and accessibility.
- **Focused Partnership Model:** This option has a reduced estimated total budget of \$350,000. It still allows for partnerships with four to 12 CBOs but anticipates fewer languages and accessibility formats due to the smaller budget.

- **Essential Outreach Model:** This is the most budget-conscious option, costing an estimated \$250,000. It limits partnerships to three-nine CBOs and further reduces the scope of language and accessibility services.

The Comprehensive Community Engagement Model has the highest budget and most partnerships, while the Essential Outreach Model is the most budget-conscious, with fewer partnerships and reduced language services. The Focused Partnership Model offers a balanced approach between these two. The following budget breakdowns explain the “Public Outreach Campaign” line item in Table 3, in Requirement F section of the report.

Table 4 - Option 1: Comprehensive Community Engagement Model

Preferred by Stop Hate Hotline Workgroup to ensure the most adequate resources for implementation.

Approach	Estimated Cost	Comments
Partnership with CBOs for Outreach	\$430,000	Expected to award six to seven organizations with one-year contracts ranging from \$25,000 to \$75,000.
Media Ad Campaign	\$10,000	Collaboration with five to 20 community-based media outlets.
Printing and Graphic Design	\$5,000	Design and print educational pamphlets and posters for events and partnerships akin to the California campaign.
Language Access and Accessibility	\$55,000	Determination of languages and accessibility formats based on campaign materials and budget.
Total	\$500,000	

Table 5 - Option 2: Focused Partnership Model

Approach	Estimated Cost	Comments
Partnership with CBOs for outreach	\$310,000	Expected to award four to 12 organizations with one-year contracts ranging from \$25,000 to \$75,000.
Language Access and Accessibility	\$40,000	The anticipated reduction in languages and accessibility formats.
Total	\$350,000	

Table 6 - Option 3: Essential Outreach Model

Approach	Estimated Cost	Comments
Partnership with CBOs for outreach	\$225,000	Expected to award three to nine organizations with one-year contracts ranging from \$25,000 to \$75,000.
Language Access and Accessibility	\$25,000	The anticipated reduction in languages and accessibility formats.
Total	\$250,000	

The term “anticipated reduction in languages and accessibility formats” refers to the likely decrease in the number of languages into which campaign materials could be translated and the types of accessible formats available. This reduction is a consequence of having a smaller budget for the Language Access and Accessibility component. With less funding, the campaign would be limited in responding to diverse linguistic and accessibility needs.

Requirement I: The Workgroup should assess the distinctions between the existing Hate and Bias Incident Response Survey and database and the countywide system envisioned by this motion.

Distinctions Survey 123 and the Stop Hate Hotline

King County has taken action to address hate and bias incidents by establishing the Coalition and Survey 123. This community-led initiative has been instrumental in collecting data directly from affected

communities, ensuring confidentiality, and providing support beyond mere data collection. The Coalition's approach has been rooted in community trust, emphasizing the importance of community-centric and victim-centered methodologies.

However, as the landscape evolves and the need for a more comprehensive approach becomes evident, a new Stop Hate Hotline. This Hotline would provide a broader, more accessible platform for reporting hate crimes and incidents, ensuring victims and survivors can report without fear of retribution. The Hotline would be more than just a reporting tool; it would be a comprehensive system that includes public awareness campaigns, partnerships with community-based organizations, and a commitment to inclusivity and language accessibility.

Table 7: Distinctions Between the Survey and Stop Hate Hotline

Feature/Aspect	Hate and Bias Incident Response Survey	Envisioned Stop Hate Hotline
Leadership	Community-led by the Coalition Against Hate & Bias	Led by King County's Office of Equity, Racial and Social Justice
Funding Source	Primarily funded by the Coronavirus State and Local Fiscal Recovery Fund (SLFRF) established by the American Rescue Plan Act (ARPA) ¹¹⁵	To be determined, with potential federal technical assistance and grant funding
Scope of Reporting	Administered with contracted partners, collecting data exclusively through the Coalition network	Publicly accessible system via telephone and online, ensuring maximum outreach
Relationship with Law Enforcement	Operates separately from the police	Collaborative, with potential engagement with law enforcement agencies in the event of a crime
Goals	Primarily data collection	<ol style="list-style-type: none"> 1. Provide a means for victims to report 2. Provide access to services 3. Raise public awareness 4. Collect and report countywide data

¹¹⁵ [Coronavirus State and Local Fiscal Recovery Funds | U.S. Department of the Treasury](#)

Feature/Aspect	Hate and Bias Incident Response Survey	Envisioned Stop Hate Hotline
Community Engagement	Strong community trust, but limited to the Coalition	Aims to foster strong relationships with community leaders and organizations
Language Accessibility	Not explicitly mentioned	Emphasis on language access for non- or limited-English-speaking communities
Duration & Sustainability	Designed as a temporary response to the COVID-19 emergency	Long-term initiative with a focus on sustainability and broader impact
Public Data Availability	Data feeds into an ArcGIS database hosted by King County and is shared with Coalition Partners	Data will be publicly available to the public, policymakers, and other interested parties.
Community Empowerment	Emphasis on community empowerment through visibility and education	Comprehensive approach including direct outreach, media campaigns, and partnerships with community-based organizations

Requirement J: To the extent the Workgroup believes meeting the goals stated in section C above may be better achieved through approaches different from those identified in this Motion, the executive is encouraged to include these recommendations in its report.

Coalition Recommendation: Create a Permanent Independent Commission

Coalition Background and Status: The King County Coalition Against Hate and Bias was created in 2020 in response to the increase of safety concerns/issues of BIPOC communities during the Covid-19 pandemic. This Coalition is a community-led initiative to better understand incidents of hate and bias to inform public policy and imagine community safety in ways that do not expand the carceral state that disproportionately harm Black and Brown communities. The Coalition exists to support communities most affected by racism, colonization, and all forms of systemic oppression while holding King County accountable to this work.

The Coalition connects diverse communities and works towards deepening understanding of each other; having the shared goal of healing from intergenerational trauma and damage caused by institutional racism with a focus on growth and empowerment. The Coalition refers community members to resources led by culturally competent experts in the fields such as counseling, mental health, legal, spiritual, and community supports to help interrupt the damage caused by systems of oppression.

The Coalition values and embraces all community groups and is in solidarity among all diverse communities, with an understanding that liberations are tied to one another.

Coalition Recommendation: To ensure a comprehensive and community-centered response to hate crimes and bias incidents, the Coalition recommends creating a permanent King County Commission Against Hate and Bias.

The Coalition's program, funded through King County's ARPA grants and limited general funds, is set to conclude on December 31, 2024. The Coalition's primary role has been to administer Survey 123 and provide support to victims of hate crimes and bias incidents. Recognizing the need for a diverse assembly of community leaders to genuinely represent the community's interests in the County's Hotline approach, the Coalition recommends it transition into an independent entity, separate from the County, as an autonomous, community-led group.

The Coalition recommends creating this permanent Commission, consisting of trusted community leaders and organizations that mirror the community it serves. To guarantee diverse representation, the Commission should include members from various ethnic backgrounds, races, geographic regions, genders, abilities, and more.

Additionally, it is recommended that several seats during the initial term be reserved for former and current Coalition members to ensure continuity and the transfer of historical knowledge. Given the value of their time, expertise, and lived experiences, Commission members should receive a stipend.

Duties of the Recommended Permanent Commission:

The Commission would have a multi-faceted role, including:

1. **Reporting:** Publishing comprehensive reports on hate activity in King County and recommendations to enhance the County's current initiatives.
2. **Community Engagement:** Organizing community forums and training sessions on hate and bias and disseminating information about the Hotline's support and referral services.
3. **Outreach:** Acting as credible messengers to enhance education about the Stop Hate Hotline services and foster trust within culturally specific communities.
4. **Advisory Role:** Bridging gaps and advising the Stop Hate Hotline Coordinators and the County on culturally sensitive communication.
5. **Strategic Partnerships:** Collaborating with community organizations serving all communities targeted by hate and bias.
6. **Budget Allocation:** The Commission would be allocated \$100,000 for community outreach, training, and workshops in OERSJ's budget.

The Executive is evaluating the Coalition's recommendation in light of budgetary constraints and along with other potential opportunities to continue to strengthen the County's ongoing response to hate and bias incidents.

V: Conclusion

The rise in hate crimes and bias incidents is not just a statistic; it's a distressing reality that many residents of King County face daily. The Stop Hate Hotline would be more than just a reporting tool; it would be a reflection of King County's commitment to ensuring that every resident feels safe, respected, and valued.

The Equity and Social Justice Strategic Plan envisions a King County where all have equitable opportunities to thrive. The Hotline plan reflects an inclusive, collaborative, transparent, and accountable dedication. It's a proactive measure to dismantle systems of privilege and oppression, ensuring decisions and practices produce gains for all.

As noted, the Executive recognizes that the County's budget constraints contextualize the ability of the County to potentially implement the Hotline as outlined.

VI. Appendices

Appendix A

Stop Hate Hotline Workgroup members:

- Mohamed Bakr – Coalition Against Hate & Bias
- Yordanos Teferi – Coalition Against Hate & Bias
- Em Rose – Coalition Against Hate & Bias
- Stephanie Guzman – Office of Equity Racial and Social Justice
- Dorian Esper-Taylor – Office of Equity Racial and Social Justice
- Maria Guizar – Department of Community and Human Services
- Zoraida Arias – King County Sherriff's Office
- Yessenia Manzo – Prosecuting Attorney's Office
- Natasha Jones - King County Executive Office