



Civil Rights
Department
STATE OF CALIFORNIA

■ California's Civil Rights Agency

The California vs. Hate Resource Line and Network

Introduction to CA vs. Hate and the Civil Rights Department's
Comprehensive Approach to Combating Hate

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CA Resources to Address Hate Crimes Webinar
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CRD Disclaimer

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

Mission

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

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

CRD Resources for Communities Targeted for Hate

- I. California vs. Hate Resource Line and Network
- II. Civil Rights Protections for Survivors of Hate Incidents and Hate Crimes
- III. CRD's Comprehensive Approach to Combating Hate

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

Community-Centered Approach to Combating Hate & Earning Trust

1. Identify Options and Next Steps for Individuals and Communities Targeted for Hate
2. Connect with Culturally Competent Resources
3. Improve Hate Incident and Crime Reporting and Data to Enhance Hate Crimes Prevention and Response

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

Trauma Informed Services Available in Over 200 Languages

1. Online Portal - Form is currently available in 15 languages
2. 833-8-NO-HATE – Ability to access services in 200 languages: average wait time will be no longer than 3 minutes.
3. 211 Statewide Network of trauma-informed agents and care coordinators

CA vs. Hate Intake Process (1 of 2)

- Phone Calls
 - Short in-language processing for phone calls
 - Longer in-language follow up calls
- On-line (mobile friendly) Intake Portal
 - Shorter in-language portal
 - Longer in-language follow up calls

CA vs. Hate Intake Process (2 of 2)

- Explain available options for next steps, including civil or criminal legal action, and other social services support available to all.
- Wherever possible → connect with culturally competent CBOs for follow-up calls and service provision, including organizations with people with lived experiences of discrimination and hate.

California vs. Hate Resource Line and Network (1 of 3)

Learning from LA County's LA vs. Hate and Contracting with 211 LA and Subcontractors Statewide 211 Network and CBOs

1. 211 LA has a 40 year history of providing resource lines and care coordination programs at the countywide and statewide level.
2. With LA County Human Relations Commission's LA vs. Hate, developed and operated nation's leading hate incident reporting line.
3. Network of trauma-informed agents and care coordinators.
4. Continuing training on cultural competence and expansion of network to include more culturally specific organizations.

California vs. Hate Resource Line and Network (2 of 3)

Privacy and Confidentiality

- People can report- anonymously or share additional information.
- Whether or not someone reports anonymously, their identity will not be disclosed to anyone without their permission.
 - 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.

California vs. Hate Resource Line and Network (3 of 3)

Ongoing Input and Accountability

- Contracts with Community Based Organizations
- Regular community feedback sessions
- “Hard Launch” in early 2023 with multilingual outreach and education campaign
- Network development includes ongoing consultation with social service providers, civil rights organizations, advocates, and law enforcement officials across the state.

Report Hate Incidents and Hate Crimes (1 of 3)

Hate Incident: A hostile expression or action that may be motivated by bias against another person's actual or perceived identity(ies). Perpetrators may be motivated by different discriminatory biases, including, but not limited to, bias on the basis of race, color, disability, religion, national origin, sexual orientation, or gender, including gender identity. There are two main kinds of hate incidents – (1) acts of hate that are not crimes but violate civil rights laws, and (2) acts of hate that may not violate the law but still cause significant harm in a community.

Report Hate Incidents and Hate Crimes (2 of 3)

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

Report Hate Incidents and Hate Crimes (3 of 3)

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

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

Civil Rights Laws Enforced by CRD

The image shows a screenshot of the California Department of Fair Employment and Housing (DFEH) website. At the top, there is a navigation bar with links for 'About DFEH', 'Subscribe', 'Work at DFEH', 'Contact Us', 'Translate', and 'Settings'. Below this is a secondary navigation bar with links for 'Complaints', 'Obtain Right-to-Sue', 'Pay Data Reporting', 'Dispute Resolution', 'Resources', 'Legal Info', and 'Search'. The main banner features a photograph of two women, one Black and one white, holding a sign that reads: 'I may not look like you, but we all deserve fair treatment.' To the right of the photo is a blue graphic containing the DFEH logo and the text: 'Keep California fair for everyone. DFEH.CA.GOV'.

CRD Responsibilities

- Engage in public outreach and provide training and technical assistance to employers, business establishments, and housing providers regarding their responsibilities under the law.
- Investigate discrimination complaints and cases of systemic discrimination.
- Facilitate mediation and resolution of disputes involving civil rights. Includes community conflict resolution.
- Enforce the laws by prosecuting violations in civil court.

Civil Rights Laws Enforced by CRD

- Unruh Civil Rights Act – Public Accommodations
- Fair Employment and Housing Act
- Equal Pay Act and Pay Data Reporting
- Disabled Person's Act
- Human Trafficking – Civil Claims for Damages and Injunctive Relief
- Recipients of State Funding / Section 11135– protects individuals from discrimination by recipients of state funding or state financial assistance
- **Ralph Act – Civil Claims for Hate Violence and Threats**

Who is Protected under the Ralph Civil Rights Act?

All persons have the right to be free from violence or threat of violence committed against their person or property because of:

- Race/color
- Ancestry, national origin
- Religion
- Primary language
- Citizenship, immigration status
- Disability, mental and physical
- Sex, gender (including pregnancy)
- Sexual orientation
- Gender identity, gender expression
- Medical condition
- Genetic information
- Marital status
- Political affiliation
- Position in a labor dispute

CRD's Comprehensive Approach to Combating Hate



Commission on the State of Hate

Advocates, Legislators & Survivors Advocated for a Commission on the State of Hate

- CRD will support the nine-member statewide commission appointed by the Governor, the Speaker of the Assembly and the Senate Committee on Rules.
- Commission will: (1) Develop a rigorous, comprehensive accounting of hate activity in California; (2) Host community forums on the state of hate in California; and (3) Provide resources and guidance to communities and government officials on how to effectively reduce and respond to hate activity.

Community Conflict Resolution Team

Impartial, Confidential, and Free of Charge

- Assists communities experiencing fear, conflict, or tensions relating to discriminatory practices, hate incidents, or hate crimes.
- Works with parties, communities and/or local and state public bodies to constructively manage or resolve conflict, minimize or eliminate the potential for violence, and help people in conflict realize mutually acceptable outcomes.
- Examples of Engagements: designing and/or facilitating conflict resolution processes, mediation, training and technical assistance.

Thank you!

For more information, please contact CRD:

For CA vs. Hate

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

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California Relay Service 711