



A statewide coalition established to develop a consistent and coordinated response to hate crimes and bias incidents perpetrated in Michigan.

## A GUIDE FOR CREATING AND MAINTAINING COMMUNITY-BASED COLLABORATIONS TO ADDRESS HATE AND BIAS



**INTRODUCTION**  
**RESPONSE TO HATE CRIMES AND BIAS INCIDENTS**  
**A COMMUNITY GUIDE**

This guide was assembled by the *Michigan Alliance Against Hate Crimes Community Response Sub-Committee* and is intended to serve as a resource for building community-based hate crime and bias incident response and prevention systems. This guide was designed to assist communities in facilitating the roles of agencies and organizations in their work to identify, define, and prevent hate crimes and bias incidents.

Please feel free to duplicate and/or modify the information presented here to accommodate the specific needs of a community response system.

The Community Response Guide is an evolving resource. Members of the MIAAHC Community Response Sub-Committee represent many partnering organizations and are available to offer technical assistance and support during organizing efforts. The Victim Support Sub-Committee, which contributed victim support materials and offers a separate training, is also available to offer technical assistance and support during your organizing efforts.

As the network expands, we hope you will share information, printed materials, innovative ideas, challenges, and best practices with others. We welcome your suggestions and comments.

## **Michigan Alliance Against Hate Crimes**

### **MIAAHC Steering Committee**

#### ***PERMANENT MEMBERS***

##### **MIAAHC Co-Chairs**

U.S. Attorney Eastern District of Michigan  
U.S. Attorney Western District of Michigan  
Chair, Michigan Civil Rights Commission  
Michigan Civil Rights Commission Hate Crime Committee Chair

##### **Hate Crime Coordinators**

Assistant U.S. Attorney, Eastern District of Michigan  
Assistant U.S. Attorney, Western District of Michigan

##### **Director, Michigan Department of Civil Rights**

#### ***MEMBERS BY TERMS***

Federal Bureau of Investigation

Michigan Attorney General

Michigan State Police, Criminal Justice Information Center

Michigan State Police

Prosecuting Attorneys Association of Michigan

Community-based Organizations (9)

MIAAHC can put you in touch with its statewide network of resources for community response, education, law enforcement and training, victim support and data collection. MIAAHC partners are a resource for education and training needs, best practice initiatives, and making the connection to victim support and other resources. In addition, growing networks of local community response systems are available to communities across the state and are ready to share and engage in your efforts.

For additional information, please contact:

#### **MICHIGAN ALLIANCE AGAINST HATE CRIMES**

##### **Community Response Sub-Committee**

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## I. WHAT IS MIAAHC?

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The Michigan Alliance Against Hate Crimes (MIAAHC) is a statewide coalition of federal, state local, and tribal law enforcement agencies, civil rights organizations, community-based groups, educators and anti-violence advocates who work to ensure a consistent and effective response to hate crimes and/or other incidents that create tension and unrest in communities across Michigan. The coalition is led by a collaborative partnership of the Michigan Civil Rights Commission, Michigan Department of Civil Rights, and the United States Attorney's Offices for the Eastern and Western Districts of Michigan.

### A. Goals and Objectives

MIAAHC is committed to working together to secure the right of every person to be free from bias and hate. MIAAHC is committed to supporting victims and assisting communities, organizations and groups that seek effective means to identify, prosecute, combat and eliminate such acts. To achieve its mission, MIAAHC will provide or assist with education, training, coordination, data collection, and support to federal, state, local, and community-based entities whose functions include preventing, investigating, prosecuting, or otherwise responding to hate crimes and bias incidents. To do this, MIAAHC will:

- Coordinate federal, state and local law enforcement agency resources with community resources in a manner necessary and appropriate to ensure a complete and effective response to hate crimes;
- Use a community outreach approach to help ensure effective reporting, investigation, prosecution and referral of hate crimes, help heal wounds in the community, and ultimately promote community safety;
- Expand hate crime prevention education and training opportunities and resources to include programs for law enforcement, schools, community members, and groups;
- Improve data collection so Michigan can understand the scope of the problem, identify trends, and effectively deploy resources to combat hate crimes.

Hate/Bias situations requiring a response may include:

- Acts of Intimidation
- Bias Incidents
- Community Tension or Violence
- Ethnic Intimidation
- Hate Crimes
- Hate Group Activity
- Hate-Related Literature and Leafleting
- Intra-Cultural Tensions
- Inter-Cultural Tensions
- Neighborhood Disputes
- Police-Community Tension
- Profiling Incidents
- Youth/School-Related Tension

## **B. History**

In April 1994, Michigan's Governor responded to reports of increased hate and violence by requesting the Michigan Civil Rights Commission and Department of Civil Rights establish the Bias Crime Response Task Force. The task force, a diverse group representing populations victimized by bias crimes as well as agencies and governmental units, researched the issues of data collection, victim support and community response. It then developed a comprehensive report that outlined the best method for combating hate crimes across the State.

Early in 1997, the Attorney General of the United States directed her counselor to develop a Department of Justice initiative to address hate crimes. In October 1997, the counselor presented recommendations that were then used at the White House Conference on Hate Crimes on November 10, 1997. Following the conference, the President and Attorney General directed each of the nation's United States Attorneys to establish a statewide working group to coordinate hate crime enforcement and encourage hate crime prevention education.

MIAAHC is the result of the collaborative effort that combines federal, state, local and tribal law enforcement, civil rights organizations, community groups, educators, victim advocates and anti-violence advocates to establish a coordinated statewide effort against hate crimes.

## **C. Definitions**

MIAAHC works with communities to establish response systems so the community is ready to respond appropriately to any hate crime or bias incident. It is important for communities to address both hate crimes and bias incidents because of the cascading effect of bias and increased possibility that hate crimes will arise if the community does not address existing bias. Moreover, hate crimes have criminal justice distinctions that may involve state and/or federal law enforcement and prosecutors depending on the alleged criminal act.

### ***HATE CRIME***

A **criminal act** of intimidation, harassment, physical force, or threat of physical force, directed against a victim, their advocate or property, motivated in whole or in part by bias against a protected group, based on the real or perceived race, color, ethnic background, national origin, religion, gender, sexual orientation, gender identity, or disability of the victim.

### ***BIAS INCIDENT***

A **non-criminal act**, directed against a victim, their advocate or property, motivated in whole or in part by bias against a protected group and based on the real or perceived race, color, ethnic background, national origin, religion, gender, sexual orientation, gender identity, or disability of the victim.

### ***MOTIVATION AND INTENT***

This is what makes a hate crime different from other crimes. A person who commits a hate crime or bias incident intends to cause fear, intimidation, or additional pain/suffering to not only the victim but also the victim's group. The motivation often goes beyond "hate" and includes the desire to deter or deny the free exercise or enjoyment of rights or privileges secured by the constitutions or laws of the United States or Michigan.

## ***INCIDENT AND OFFENSE***

An “incident” has two meanings. This is a term used by law enforcement to record its activity in response to criminal conduct. Non-law enforcement agencies also use “incident” to indicate or describe the situation requiring a response. Therefore, not all incidents are crimes or will result in law enforcement taking action, such as making an arrest or referring the situation to a prosecutor.

An “offense” refers to the particular criminal conduct or crime committed. For example, a single incident may have more than one reported offense (breaking and entering and assault). To count as a hate crime, only one of these offenses is required to be “bias-motivated” for that offense and the incident to be reported as a hate crime.

## **D. State and Federal Hate Crime Laws**

### ***ETHNIC INTIMIDATION ACT***

Michigan’s hate crime law (MCL 750.147b), is the Ethnic Intimidation Act. The law makes it a felony to harm, or threaten to harm, a person, or the property of a person, “with specific intent to intimidate or harass” that person “because of that person’s race, color, religion, gender, or national origin.” The crime is a felony, punishable by up to two years in prison and/or up to \$5,000.00 in fines.

### ***MATTHEW SHEPARD AND JAMES BYRD JR., HATE CRIME PREVENTION ACT***

The federal laws used to prosecute hate crimes are primarily the federal criminal civil rights statutes and the **Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act, 18 United States Code Section 249**. The FBI is required to investigate potential violations of these statutes; it also works cooperatively with local law enforcement and can provide assistance and resources. Criminal acts of bias are prosecutable under the federal civil rights statutes where the crime motivated by bias is against a person or their property based on the race, color, religion, ethnicity/national origin, gender, sexual orientation, gender identity, or disability of the victim.



**Federal Criminal Civil Rights Statutes**

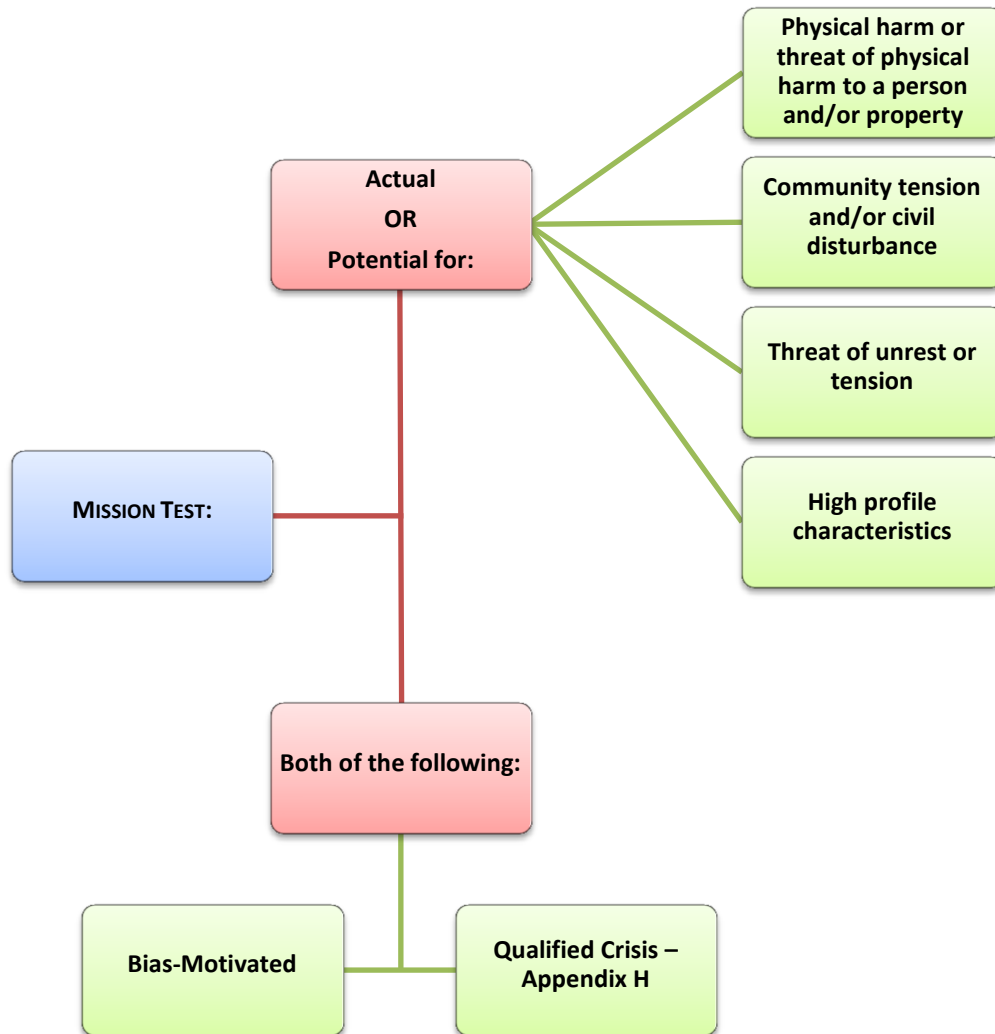
- **18 United States Code:**
  - Section 241 “Conspiracy Against Rights”
  - Section 245 “Federally Protected Activities”
  - Section 247 “Church Arson Prevention Act of 1996”
- **42 United States Code**
  - Section 3631 “Criminal Interference - Fair Housing Act”
- **18 United States Code**
  - Section 1512 “Obstruction of Justice”
  - Section 1001 “False Statements”
  - Section 1623 “Perjury Before Grand Jury”

The Matthew Shepard and James Byrd, Jr. Hate Crimes Prevention Act prohibits: willful (bad purpose) conduct causing bodily injury or attempting to cause bodily injury using a dangerous weapon because of actual or perceived race, gender, color, sexual orientation, religion, gender identity, national origin, or disability of any person. The victim does not have to be in a protected category as long as the crime is motivated by the protected status of some other person (examples: white person beaten for dancing with African American; straight person shot for attending a gay pride rally). The penalties include any term of years up to life if the offense results in death and includes kidnapping (or attempt to kidnap), aggravated sexual abuse (or attempt), and attempt to kill. The penalty is otherwise a ten-year maximum.



### ***CRISIS INTERVENTION MISSION TEST***

A CRS crisis response should be based on the following mission test. See Section IV – Response System Methodology (p. 14) for more information.



## II. ANSWERS TO COMMON QUESTIONS ABOUT COMMUNITY RESPONSE

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This guide is designed to assist local groups in establishing community response systems (CRS) within their own community and will answer such questions as -

- Why is community response so important?
- What should our community response mission be?
- What should our community response goals and objectives be?

MIAAHC modeled its community response system on numerous national programs and collaborative anti-bias and anti-violence endeavors. These underpinnings vary in their target focus from dealing with hate crimes specifically to dealing with coalition building, bullying, critical incident planning, community oriented policing, and the internal policies and procedures of various social justice organizations. A bibliography of these resources is available in Appendix L and you can find additional information at [www.miaahc.com](http://www.miaahc.com).

### A. Why is community response so important?

A hate crime or bias incident affects a community as well as the targeted victim. Perpetrators of hate activity target their victims based on their real or perceived race, color, religion, gender, national origin/ethnicity, sexual orientation, gender identity, or disability status. Hate crimes and bias incidents call into question a community's ability to protect its citizens and their property and undermine the community's safety, image, and sense of security. Even where there is no criminal intent the impact is traumatic and intimidating.

First responders to an incident – police, fire, EMS personnel, and so on – are generally very efficient and competent in handling the initial emergency, safety, and legal aspects of the situation. However, for most communities the first response is the only response and follow-up for victim care and community unrest are often required.

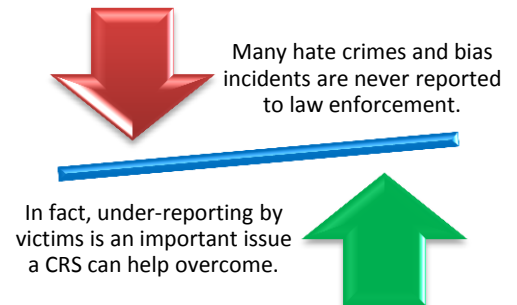
Additional response is needed for the –

- Individual(s) targeted. Victim support may include medical care, religious and/or psychological counseling, financial assistance, or other services.
- Community. Emotions can vary and may require a different response including a decision for uniting to -
  - reassure the victim and/or members of the victim's group of its safety and support services available within the community
  - provide a constructive mechanism to channel anger and other emotions
  - restore trust and promote individual and community healing

*A Community Response System* can pave the way for a more comprehensive response to hate. It can provide education, training, and opportunities for dialogue to increase understanding and promote prevention. Additionally, it can support the individual(s) and/or groups targeted by hate activity and bring the community together to heal.

**A Community Response System (CRS)** is one of the most effective ways to address hate and bias because -

- Ideally, the local network is attuned to hate activity within the community and is in a good position to anticipate and respond to perpetrators who tend to operate on a local (decentralized) level.
- Based on the nature of the event(s), it is paramount that a community responds in a broad-based and uniform manner to channel the community's emotion toward positive outcomes. This will help communities to understand and regain their power. Perpetrators are often sensitive to community resistance to their activity and can be deterred from future conduct that is hate or bias-related by an effective community response.
- It is critical early on in the process that the victim and the victim's group understand that others care. Community response can take special care to reassure the victim and/or members of the victim's group that perpetrators do not speak for the entire community.
- Many hate crimes and bias incidents are never reported to law enforcement. It is imperative a victim report the incident to law enforcement. If the victim is unwilling to go to law enforcement, the CRS coordinating unit should make a detailed record of the incident and refer the victim to an appropriate community-based advocacy group. By reporting possible hate crimes, law enforcement and advocacy groups can track related incidents and use this information to prevent future incidents. The CRS can use this data to gauge its effectiveness, and better understand the needs of the community, as well as the patterns and intent of the perpetrators.



In addition, a CRS provides communities with secondary benefits by creating a synergy of relationships, resources, and advocacy needs. Community Response Systems contribute to:

- Efficiencies in emergency planning
- Cooperation between city services, non-profit groups, and a community's business and industry sectors
- Collaboration for skill development and learning opportunities within the community
- Shared resources for response and prevention
- Building confidence and trust between agencies, service populations and community stakeholders

Each of these can directly affect the identification and prioritization of risks, reduce liability, and move organizations from isolated action (individual risk) to collective response (shared risk) and successful outcomes.

## **B. What should our community response system mission be?**

Each CRS should craft its own mission statement. The mission should make clear the group's purpose to guide its direction in the future. Mission statements often include a statement that

either explains why the organization came into being or states its fundamental values. Some participating members may want to include their support for the community response system within their own organization's mission statement. Some examples of current mission statements are included in Appendix G.

### **C. What should our community response goals and objectives be?**

The goals of a CRS are to provide a coordinating unit or team to respond effectively as situations arise and work toward prevention efforts. Each CRS will need to develop its own objectives and decide on strategies for positive outcomes. Some common objectives include:

#### ***RESPONSE***

- Establish a coordinating unit to receive information and monitor the process in the community
- Develop a mechanism to effectively address community needs
- Work with neighborhood groups, and/or the group represented by the targeted victim, law enforcement, and the media

#### ***VICTIM SUPPORT***

- Identify needs and provide necessary support to victims and their families
- Notify the victim's group/representatives
- Help victims find resources to help with medical issues, counseling needs, financial needs, etc.

#### ***EDUCATION AND PUBLIC AWARENESS***

- Share educational information with the community on victim support, diverse groups, hate activity, prevention, etc.
- Ensure that the community has factual, neutral, appropriate, and timely information about any crimes or incidents
- Encourage and facilitate community dialogue and educational activities on topics related to diversity and hate-based incidents
- Provide ongoing educational information to the response system

#### ***ENFORCEMENT AND TRAINING***

- Review policies and procedures with law enforcement and make sure training is available to develop multi-cultural competence and respond to hate crimes
- Establish a good working relationship with law enforcement; get factual information about incidents and crimes as soon as possible and open the lines of communication so that a community's response can be built on a solid foundation

#### ***DATA COLLECTION***

- Document hate crimes and bias incidents that occur within the community
- Ensure that information about the incident is collected appropriately and shared to help the statewide community response network do its work

Appendix G lists examples of CRS mission statements and a bibliography of reference materials is provided in Appendix L.

### III. HOW TO ESTABLISH A COORDINATING UNIT AND MAINTAIN COMMUNITY ENGAGEMENT

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#### A. Establish A Coordinating Unit

A strong CRS starts with an organizing group that invites others to join, schedules the initial meetings, sets the agenda, and takes notes. The organizing group sets the tone of the community's response system and will need to either formalize its leadership as the coordinating unit or have the group establish one. A coordinating unit then would take responsibility for meeting the community response system's administrative needs and representing the community group when its members are not meeting. In some communities, a municipal or county-based human relations or human rights commission may serve as a coordinating unit for a community response system.

#### *LAY THE FOUNDATION FOR THE GROUP*

What will the **mission** of this group be? The planning of an operational mission should consider the tasks and objectives they will agree upon related to: *community response, victim support, data collection, education/public awareness, law enforcement and training*. The process of crafting a mission is critical - the discussion encourages consensus and team building, helps members clarify how they want to operate and process what they want the group to do, as well as confirm their commitment to the group.

How will the CRS decide on **how it will work**? How will the coordinating unit know, for example, when a bias incident or hate crime takes place in their community? When and how will it inform the rest of the members? How will the CRS make decisions about how to respond? What kinds of educational activities would they like to pursue? How will the members of the group educate themselves? These are just a few questions to consider.

#### *IDENTIFY NETWORK PARTNERS AND ENGAGE COMMUNITY-BASED PARTNERS*

The task of identifying community partners that share similar goals and are committed to working on prevention and an effective response is an important responsibility for the coordinating unit. Many communities already have a strong community outreach approach to deal with other criminal activity. These same resources, with additional education and training, can be effective in the prevention of hate crimes and bias incidents.

Community partners alert one another about crisis activity and events. They might include groups and/or individuals representing:

- Civil Rights Agencies and Organizations
- Community Cultural, Ethnic Groups
- Criminal Justice System
- Business and Economic Stakeholders
- Educational Institutions
- Faith-Based Groups
- Local Units of Government
- Victim Advocates
- Emergency First Responders and Professionals

The following list may be helpful in identifying potential community partners in your area.  
 [When viewed online, contains links to web pages that contain contact information]

Community Response	
<b>Criminal Justice System</b>	<ul style="list-style-type: none"> <li>▪ <a href="#">State Police Post Commander</a></li> <li>▪ <a href="#">Sheriff</a></li> <li>▪ <a href="#">Chief Of Police or Public Safety Director</a></li> <li>▪ <a href="#">Local Neighborhood Watch Program(s)</a></li> <li>▪ <a href="#">DNR Conservation Officer</a></li> <li>▪ <a href="#">County Prosecutor</a></li> <li>▪ <a href="#">County/Tribal Victim-Witness Assistance Coordinator</a></li> <li>▪ <a href="#">Chief Judges In Your Trial Courts</a></li> <li>▪ <a href="#">Chief Judges In Your Tribal Courts</a></li> </ul>
<b>Educational System</b>	<ul style="list-style-type: none"> <li>▪ <a href="#">Superintendents and School Board Presidents (public/non-public)</a></li> <li>▪ <a href="#">President, Chancellor, or Dean of your local community college(s)</a></li> <li>▪ <a href="#">President, Chancellor, or Dean of your local private college(s)</a></li> </ul>
<b>Local Units of Government</b>	<ul style="list-style-type: none"> <li>▪ <a href="#">County Board of Commissioners Chair</a></li> <li>▪ <a href="#">Township Supervisor or Township Board Chair</a></li> <li>▪ <a href="#">City Council President or Council Chair</a></li> <li>▪ <a href="#">Mayor or City Manager</a></li> <li>▪ <a href="#">Tribal Government</a></li> </ul>
<b>Emergency Responders &amp; Professionals</b>	<ul style="list-style-type: none"> <li>▪ <a href="#">Local Emergency Management Program Contact</a></li> <li>▪ <a href="#">Community Emergency Response Team (CERT) Program Contact</a></li> <li>▪ <a href="#">Executive Director of your Community Action Agency</a></li> <li>▪ <a href="#">Executive Director of your Red Cross Chapter</a></li> <li>▪ <a href="#">Executive Director of your Community Mental Health Agency</a></li> <li>▪ <a href="#">Chief Executive of your local hospital/medical center</a></li> <li>▪ <a href="#">Fire Chief or Public Safety Director</a></li> <li>▪ Private Local Victim Support Groups</li> </ul>
<b>Business and Economic Stakeholders</b>	<ul style="list-style-type: none"> <li>▪ Chair of your Downtown Development Authority</li> <li>▪ Chair of your Regional Chamber of Commerce</li> <li>▪ Director of your local Convention and Visitors Bureau</li> <li>▪ President, CEO, or Plant Manager of the community's largest employer(s)</li> </ul>
<b>Community &amp; Faith-Based Groups</b>	<ul style="list-style-type: none"> <li>▪ <a href="#">Local Fair Housing Center</a></li> <li>▪ Human Relations or Human Rights Commission, Task Force, or Committee</li> <li>▪ Local <a href="#">Head Librarian</a></li> <li>▪ Publishers Of Local Newspapers</li> <li>▪ Directors Of Local Advocacy Groups And Cultural Organizations</li> <li>▪ Religious, Faith-Based Institutional, and Spiritual Leaders, Food Banks, and Shelters</li> <li>▪ Local Neighborhood Associations</li> <li>▪ Local Community Center(s) or Local Community Groups</li> </ul>

## **B. Prepare The Community Response System For Success**

- **Develop a community profile** – Members should know the borders, demographics, history, large employers, community and faith-based groups, etc., of the community. In addition to Census data, a good starting point may include information already prepared by the municipality, law enforcement, local or regional planning organizations, or school district.
- **Review the history of hate crimes in the community** – Law enforcement may be able to provide incident reports (*with confidential information removed*) or a summary of incidents to give the group an idea of what has occurred in the past and prepare them for what could occur in the future. In addition, examine FBI Crime Reporting Statistics and the Michigan State Police Hate Crime Statistics to see what was reported.
- **Review the policies and procedures of first responders** – How do the police and other law enforcement process a bias incident or hate crime? Discuss when in that process the group's help would be most useful. What other first responders might see hate activity and benefit from becoming involved in the community response effort?
- **Define communication and response protocols** – Determine how first responders know that they should contact the community response system (what characteristics might the incident have, for example) and who should they contact? Will you have data collection forms prepared and/or a contact information card? Samples of these documents are available in Appendix K.
- **Develop a relationship with the local media** – The media should know about the group and its mission. As your group matures, you may want to include media as active participants. Your group may want to let the community know of its existence and mission as well. You will need the media to make people aware of the group's outreach activities. Should a crime or incident take place, it is critical that the CRS monitor the media for its accuracy in reporting. Both the CRS and media should maintain an objective approach to the incident.
- **Assess the education/training needs of the group and of the community it serves** – Consider conducting an on-going needs assessment for the group, community, schools, etc.
- **Offer hate crime education** – There are many resources that provide educational opportunities for the CRS and the larger community, including general diversity and cultural competence. MIAAHC and its members are available to provide these types of training, including programs specific to hate crime educational efforts. See [www.miaahc.com](http://www.miaahc.com) for additional details and resources.
- **Collect and share best practices** – Begin early to document your experiences: what worked well, what did not work well, and what are future challenges. New community response systems are forming across the state; documenting best practices and sharing information can accelerate the learning for all of us.
- **Celebrate your victories** – This is difficult but rewarding work. Learning from our actions and celebrating our victories will lead to successful well-functioning teams.

### C. Connecting the Partners to the Network

It is vital to keep your community partners connected to the CRS and MIAAHC networks. Active and involved partners keep the spirit and goals of the CRS alive. To develop a more beneficial synergy of participating organizations, consider having members serve on CRS work groups outside their professional affiliation. For example, engage law enforcement in education efforts, have school administrators work on public information campaigns, and have victim service agencies conduct data collection efforts. By using members' skills and perspectives outside their "normal routine," the total CRS effort will often achieve more dynamic results.

The CRS coordinating unit can recruit member organizations to serve on various CRS work groups. MIAAHC also makes referrals to local CRS groups based on inquiries received and in response to incidents.

#### *FIRST STEPS*

It is important to hold an organizational meeting with your network partners. This will assure that all individuals understand and work toward the same goals. As discussed below, developing those goals is also an important first step. In turn, this will help individual participants provide the necessary information to their organizations regarding the goals of the CRS and the work the CRS may ask them to perform.

Begin the conversation with your partners enthusiastically. Hold a press conference, arrange for media interviews or television appearances that involve the entire community in the fight against hate crimes. Also, involve the media not only for reporting purposes but also as an active participant as your system matures.

Some suggestions for the initial CRS meeting include:

- Establish the coordinating unit
- Outline and assign specific tasks such as note taking during meetings, developing membership rosters, and fielding contacts from victims
- Identify a mission statement which is unique to your community (see Appendix G for examples or use the MIAAHC Governing Principles at [www.miaahc.com](http://www.miaahc.com))
- Identify what it is you hope to accomplish through the meetings
- Identify what it is you hope to accomplish in response to specific incidents
- Discuss privacy and investigational disclosure limitations – understand the various institutional protocols for handling criminal investigations and victim services
- Develop strategies and timetables to achieve the goals particular to your community/organizational strengths (see Appendix E - *Action Plan*)
- Set up communication tools including e-mail, telephone and fax trees
- Establish and hold regular meetings to discuss progress toward these goals and timetables
- Conduct a community profile and outreach to build up CRS membership

Collaborate with both the CRS members (individuals) and their supporting institutions and organizations to bring greater resources to bear on hate and bias activity in the community. This approach will also bring access to resources and larger communication networks to improve the overall mission success.



#### **D. Tips to keep the CRS engaged**

It is important to keep the CRS engaged in activities that will enhance their awareness and sensitivity when responding to incidents. The CRS should establish a process to provide support, receive and document complaints, monitor incidents, and facilitate resolutions. Appendix E contains a sample Action Plan.

The following suggestions may assist communities to establish an effective community response system. These suggestions are not order-dependent and the CRS can rank them at the local level according to the local community's priorities and available resources:

- Keep the lines of communication open to all member organizations and volunteers
- Establish a coordinating unit to receive complaints and monitor the law enforcement process
- Develop memoranda of understanding with the Michigan Department of Civil Rights and other organizations in the CRS to establish and clarify the roles and responsibilities of all participants
- Host community meetings, as an introduction for members and for the community, and as a way to assess the community's needs and resources
- Review the policies and procedures of local law enforcement, the prosecutor's office and judiciary regarding hate crime reporting, investigation, prosecution and adjudication
- Conduct cultural competence or other educational programs to explore community diversity
- Offer letters of support or other resources to neighboring communities – this can be particularly powerful when the organizational members and respective leaders lend their influence
- Request best practices meetings with CRS entities from other communities
- Celebrate victories - and analyze setbacks
- Develop a rapid response team to provide immediate support and consolation to the victim. This team can also serve as a communication network for disseminating information between the local coordinating unit, victim support and law enforcement
- Develop an advocacy system for victim support to advocate for victims and address the community as a whole regarding the incident
- Identify and collaborate with the designated law enforcement and criminal justice (chief of police, sheriff, prosecutor and/or city attorney) representative or team to serve as a point of contact when seeking or providing information regarding an incident
- Establish a diverse corps of volunteers to act as a communications team to help assure the dissemination of accurate information. The team may want to designate a point person and develop and initiate information dissemination procedures and provide information on the community and the legal actions undertaken to address the bias incident
- Develop a mechanism for assessing information legally obtained or recorded by community-based organizations of incidents involving hate groups and/or hate crimes. First Amendment rights must be protected in gathering of crime incident data

- Develop a process for legal redress and ways to deal with offenders within the community. (Consider the age of the people involved and the severity of the incident. The CRS should emphasize education especially when incidents involve youth offenders. The CRS should also consider involving the community's youth restorative justice program and other alternatives to the criminal justice system. When appropriate, sentences or corrective action should include mandatory counseling for the offender, his/her parents and other family members)
- Conduct role-play and table top exercises using the CRS and events reported in neighboring communities or through the media. Familiarize the CRS with possible responses, questions, and the organizations that would impact (increase) CRS success
- Join the MIAAHC Community Response Sub-Committee to learn about CRS best practices and share your CRS experiences

### **GENERAL ACTIVITIES**

To keep the CRS energized and focused on eliminating hate crimes and the environment that may allow situations to manifest:

- Become familiar with the issues and incidents: Join listservs, blogs, newsletters and news services dedicated to eliminating hate, bias, and intolerance – see MIAAHC.com for a partial list
- Work with local youth organizations, schools, and library systems to adopt bias prevention and education programs, such as *Teaching Tolerance* (Southern Poverty Law Center), *Student Problem Identification and Resolution* (SPIR - U.S. Department of Justice, Community Relations), *A World of Difference* or *No Place For Hate* (Anti-Defamation League), *Turn It Down* (Center for New Community), *Not In Our Town/Not In Our School*
- Seek funding for programs and activities
- Develop a Speaker's Bureau to speak to community groups about the CRS and MIAAHC
- Host workshops designed to educate the community on its present and changing cultural heritage such as cultural celebrations, focusing on norms and practices during holidays of various groups
- Develop 'brown bag' luncheons for dialogue about diversity/inclusion issues such as race, ethnicity, immigration, religion, sexual orientation, etc.
- Attend/host workshops or training events on social justice, community organizing, and conflict resolution
- Host study circles on ethnic relationships, involving various groups, to include community leaders, youth and others
- Develop your own list of community activities that will promote education and cross-cultural interaction

## IV. RESPONSE SYSTEM METHODOLOGY

This is the time when proactive coordination between CRS members shows the benefits of their planning. Each CRS member will have a distinct role – from victim support to training, to public/media spokesperson to documentation. Understanding the appropriate methodology of response, however, is still a key component of a successful outcome. (See Appendix F for the MDCR Crisis Response Team Protocol, for an example).

It is important to remember there will be times when an incident may not rise to the level of a crime (no report, arrest or charges), despite trauma to the victim and community. This outcome should not change a CRS mission to support and respond.

### A. Crisis Intervention – Mission Test

A crisis incident must meet one of the following criteria based on the actual or potential for:

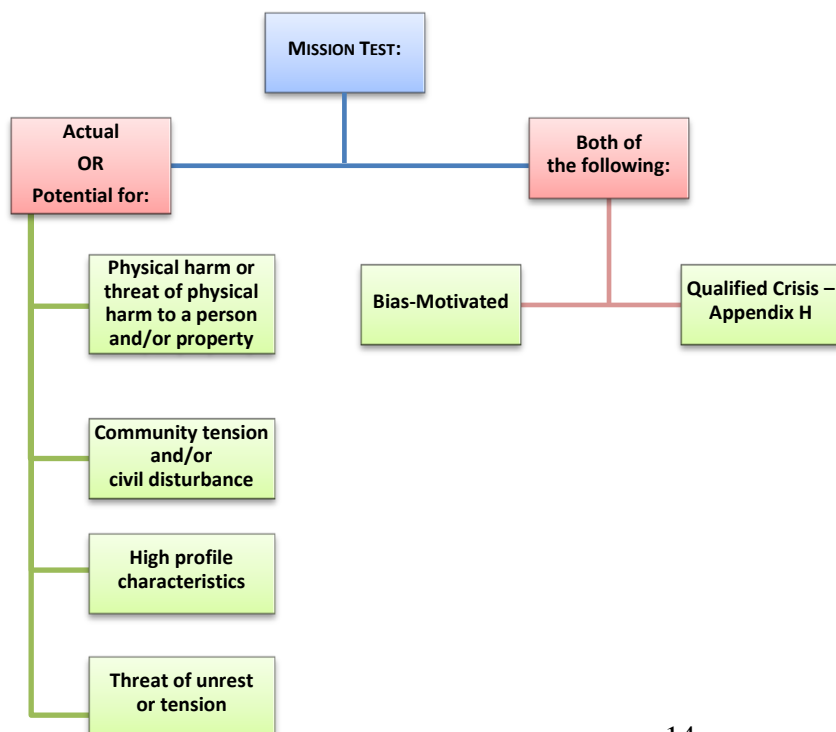
- Physical harm or threat of physical harm to a person and/or property
- Community tension and/or civil disturbance
- Threat of unrest or tension
- High profile characteristics

The incident must also meet both of the following:

- Motivated by race, religion, gender, color, ethnicity/national origin, sex, age, sexual orientation, gender identity/expression or disability
- Qualify as a crisis according to the definitions in Appendix H.

#### ***CRISIS AND BACKLASH ACTIVITIES***

- Acts of Intimidation
- Bias Incidents
- Community Tension/Violence
- Ethnic Intimidation
- Hate Crimes
- Hate Group Activity
- Hate-Related Literature Leafleting
- Intra/Inter Cultural Tensions
- Neighborhood Disputes
- Police/Community Tension
- Racial Profiling Incidents
- Youth/School-Related Tension



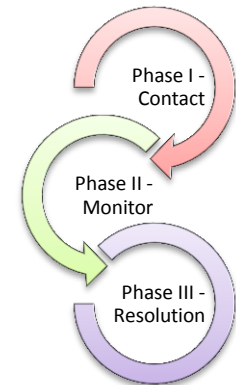
As a practical matter, your CRS will also want to consider and consult the bias crime indicators (see Appendix I). These are the same indicators used by law enforcement to determine if a criminal incident or offense is bias-motivated.

## B. Response Phases

The primary objective of all crisis interventions is to achieve immediate resolution to the conflict and assist in developing long-term preventive measures. Inherent in this process is supporting the victim, associated victim groups, and witnesses who may or may not be comfortable reporting to law enforcement authorities. CRS response is broken down into three phases: contact, monitor, and resolution.

### ***PHASE I: CONTACT***

Information is critical in providing a timely and appropriate response to a crisis. As a practical first step, your local coordinating unit will want to immediately notify the MDCR Crisis Response Team (CRT). It will be helpful, both to your internal action planning and in establishing the proper information for the MDCR CRT to act upon, to have preliminary background on the incident available. Sometimes this is nothing more than informing the parties of media coverage. You may want to designate a local CRS member to handle crisis contacts.



At other times only more detailed information will suffice, such as that requested in Appendix K. MIAAHC also maintains an on-line reporting form available at [www.miaahc.com](http://www.miaahc.com). Use these facts and information to validate your CRS crisis intervention mission test and remember to:

- Maintain a neutral and impartial position – do not take sides or make promises (see *How To Deal with Victims* below)
- If the police are involved, obtain a copy of the police report. Remember: in some instances the confirmed lack of a police report is a significant fact to consider because:
  - ❖ the victim did not or is not comfortable reporting the incident to the police,
  - ❖ the police could not take a report because the incident was not criminal or evidence was lacking OR
  - ❖ the police were perceived as disinterested in the situation
- Collect incident and contact information from the victim and/or the person(s) reporting the incident or having first-hand knowledge of the incident (such as witnesses) (see Appendix K). Where a crime has taken place, only trained professionals should conduct skill-based interviews.
- Collect and verify the facts: **DO NOT REMOVE PHYSICAL EVIDENCE FROM A CRIME SCENE.** Use a digital camera or recording device with date-stamp to photograph the scene. Use a paper bag to “secure” print documents to preserve fingerprints – do not photocopy. Remember – you are not the police.
- Identify the leadership involved in the situation and take notes of “interested” parties’ statements and positions on the incident, noting date, time, and contact information when possible
- Assure that appropriate measures are in place to reinforce the safety of the victim or persons associated with (supporting) the victim
- Create a case file or use other recordkeeping processes or systems

## ***PHASE II: MONITOR***

In monitoring a developing crisis, a CRS may need to continue the fact gathering initiated under Phase I – Contact. It will most likely be at this stage where you will begin to frame your understanding of interested parties, group representatives, and local “leaders” who have taken or need to take an interest in the quick resolution of the crisis. The following steps will assist to resolve incident(s) as identified above:

- Gather information from each group representative on an individual basis. Although community gatherings and forums are useful, do not use them as your primary means for securing contact information and background. Meet in private if possible.
- Do not make any commitments or promises
- Maintain neutrality and impartiality (**this cannot be overemphasized or compromised**). This means allowing law enforcement and organizational leaders to do their jobs
- Meet with the identified leaders and gather information
- Reconvene to share and analyze information (ideas for resolution may become more apparent)
- Develop a plan of action to resolve the conflict

## ***CRITICAL TOOLS FOR CRISIS INTERVENTION***



### ***PHASE III: RESOLUTION***

The following steps will assist the CRS to resolve incident(s) as identified above:

- Gather best practice policies and procedures from other entities and other community response systems that have successfully resolved similar problems
- Create opportunities for diversity and cultural awareness training and cross-cultural dialogues to help the parties address their understanding of the dynamics of diverse populations
- Assist in the development of a process whereby the victim/victim groups can discuss problems and issues with decision makers
- Seek mediation assistance from MDCR, U.S. Department of Justice Community Relations Service or through an independent mediator
- Encourage and assist in the development of uniform policies and procedures if the incident is a matter of institutional conflict, responsibility or involvement



## V. VICTIM SUPPORT – HELPING VICTIMS ON THE PATH TO HEALING

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### A. Introduction

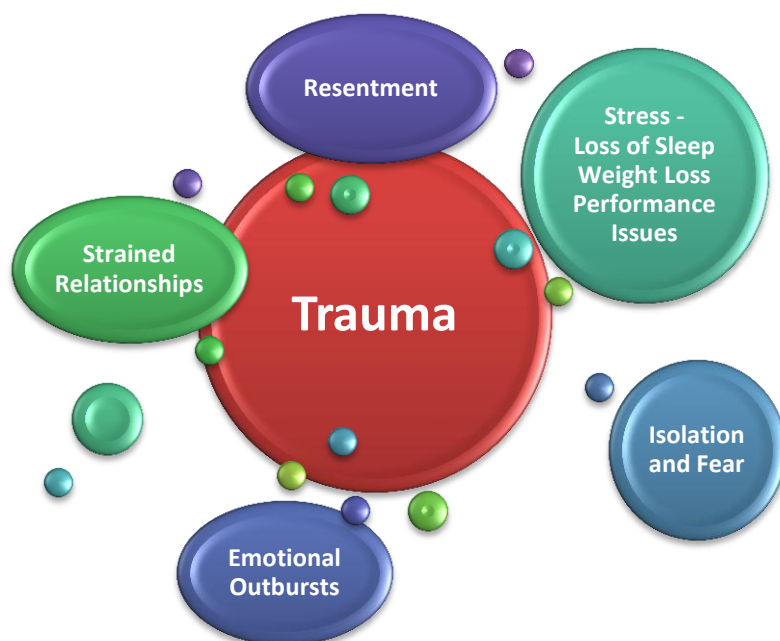
This section is designed to provide those engaged in community response systems with a basic understanding of the trauma victims of bias incidents and hate crimes experience, general information on responding to those victims, and methods for seeking victim service providers trained in working with survivors.

### B. Understand Trauma

Individuals who are victims of bias incidents or hate crimes may experience trauma similar to that of any victim of crime. This trauma may manifest itself in a variety of ways. These manifestations can further impact the victims' lives in a negative way, adding even greater stress on them emotionally, psychologically and physically. For example, it is common for a victim of crime to have trouble sleeping. This is especially true if the individual was victimized in his or her own home. This loss of sleep can have a ripple effect on the victim's life. It can threaten their job if they are missing work or not performing to their usual standards. It can also put a strain on relationships with family and friends – the very support system the victim needs the most.

Another common manifestation of trauma for crime victims is emotional outbursts. This, too, can have an impact on all facets of their lives, whether that be strained relationships with co-workers, feelings of resentment by significant others, or a breakdown in friendships. This leads not only to feelings of isolation, but can also cause some victims to question their emotional stability since everyone is pulling away from them.

Victims of bias incidents and hate crimes may also experience additional trauma because they were targeted for who they are. Unlike victims of other crimes who may be able to alter their activities to feel safer, victims of hate cannot change themselves to reduce the possibility of being victimized again. For example, someone targeted because they are African American cannot change the color of their skin.



It is the very nature of hate crimes that makes the response from the community different from other crimes. The offender is sending the message that a particular group is not welcome in the community. Oftentimes, this leads to the case being publicized and the investigation highly scrutinized. The fact that one common manifestation of trauma is to block out details of the incident can be frustrating as members of a community response system, the media, and the community as a whole, need to know what happened. This is of particular concern to law enforcement. If the incident rises to the level of a crime, law enforcement needs as much detailed information as possible so that the offenders, if caught, can be prosecuted.

If the incident does not rise to the level of a hate crime, but nonetheless has a chilling effect on the community, the community response system needs to respond in a manner that sends a clear message that these types of incidents are rejected by the community. Conflicting or sparse details from the victim makes the incident suspect to the community. The focus can then shift from a unified response of tolerance and acceptance by the community to dismissing the incident as unreliable or a false report.

What becomes an issue for debate in the community becomes a second source of victimization for the survivor. The community response system must have built within its structure an avenue for protecting and supporting the victim. To not do so can have a devastating impact on the victim with the potential of serious harm to that individual.

The following are some additional common symptoms that victims of bias-motivated incidents may experience:

- If the victim was physically attacked, the injuries may be serious as hate-motivated attacks are frequently very brutal
- The victim may withdraw from the larger community
- The victim may feel isolated from the larger community
- The victim may fear members of the community who share similar physical characteristics as those of his or her attacker
- The victim may not want to report the incident to the police

This list is not exhaustive. Some victims may not experience any of the above or may seem like they have not been impacted by the incident at all. Regardless of how well a person may seem like they are handling the incident, you should always provide the victim with referrals so that they have the resources available if they choose to seek additional help.

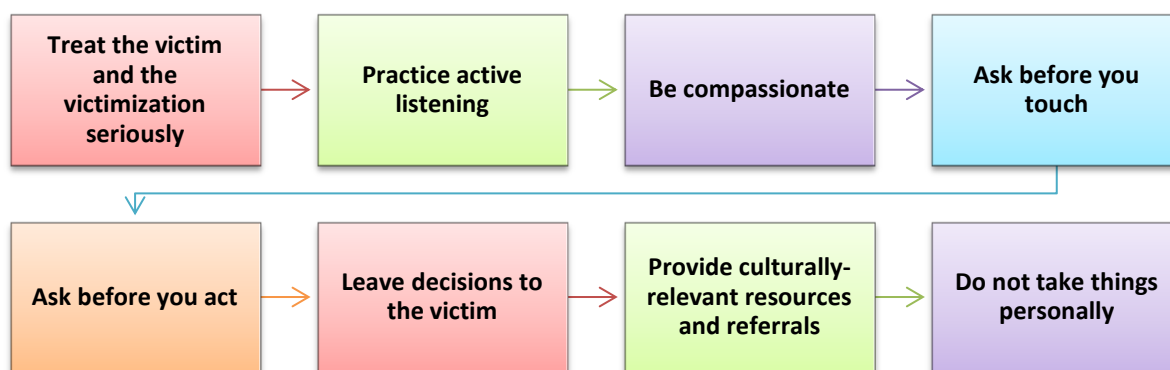


### C. Respond to Victims of Hate

Members of the community response system may be the first contact for a victim of hate. As such, it is important for members to have the skills necessary to respond to individuals in crisis in a helpful manner, in addition to having a list of referrals. Each CRS should, as part of its planning and protocol development process, have identified who is responsible for working with victims – either directly or through referral to an affiliated victim advocacy program. (See Section IV Response System Methodology).

A victim is turning to you in what may be the worst time of their life. They need you to be strong, compassionate, understanding and to provide meaningful assistance as they attempt to survive the trauma of victimization. Here are some things to keep in mind when responding to a victim:

- **Treat the victim and the victimization seriously.** No matter how small an incident may seem to you, to the victim, it was a significant event. For many victims, it is a defining moment in their lives. How others respond to what has hurt them so deeply can have a lasting impact on how they move forward in their lives.
- **Practice active listening.** A victim needs to be heard. They need to see that you are engaged in what they are sharing with you. Non-verbal expression, such as body language, is just as important as what you say to the victim.
- **Be compassionate.** A victim needs empathy. The incident has most likely left them feeling vulnerable and powerless. Knowing that someone cares about their pain can lessen the feeling of isolation.
- **Ask before you touch.** It is a natural tendency to express compassion by taking someone's hand, putting your arm around their shoulder or hugging them. The victimization itself, however, often leaves victims feeling powerless. Being touched without being asked can have the unintended consequence of adding to the victim's feelings of the loss of power over their own body. Many victims welcome the warmth of a compassionate touch, but asking first empowers the victim to make a choice about his or her own body at a time when they may need to reclaim their sense of self-determination.



- **Ask before you act.** As members of a community response system, you are committed to rallying the community to reject hateful acts. However, the victim may not want to go

public for a variety of reasons. They may not want others to know that they were a victim of a hateful incident. They may fear retaliation. They may fear that going public would put their family in harm's way. Despite your own feelings, you should make every effort to respect the victim's wishes. There are other ways, without exposing the victim, for you to address the hateful attitude that has occurred in your community. If you are concerned about debunking the stereotypes that fed into the bias, you could hold a public forum on stereotypes across many cultures and groups. Including many groups can take the focus off the targeted community and open the door to a meaningful dialogue. Another option is to host an event that celebrates different cultures, making the foundation of the event a social event that unifies the community. (See [www.miaahc.com](http://www.miaahc.com) for additional programming resources).

- **Leave decisions to the victim.** It is natural to want to see an incident reported and offenders prosecuted when there is a crime. However, an individual may not want to report the incident for a number of reasons. If it is the policy within your community response system to keep reports on incidents, advise the victim of this policy at the beginning of your conversation. To encourage the victim to report:
  - Give them the information on reporting and the process for reporting
  - Give them direct referrals in law enforcement and offer to contact the referrals before the victim reports
  - Offer to accompany them to the station as their advocate if you are trained on how to do so or provide referrals for agencies that have staff with advocate training
  - Tell them the decision is theirs
- **Provide culturally-relevant resources and referrals.** A victim of a bias-motivated event has just learned first-hand about the ignorance that exists in our society. What resources and referrals you provide will indicate your level of knowledge and commitment about the specific victimization they have just experienced. You want to find resources within that individual's own community. You can contact MIAAHC and MDCR for resources in your area if you need assistance to help you build this network. We recommend reaching out to as many communities as possible before an incident occurs. Proactive community building with all members will inhibit incidents, provide resources and opportunities for training and awareness, and become helpful resources should an incident occur. A separate section below discusses this in more detail.
- **Do not take things personally.** Victims of bias-motivated incidents are in crisis. As discussed previously, the trauma they have and are continuing to experience may manifest itself in many ways. One such manifestation may be to lash out at you.

The above list is but a window into working with victims. To be an effective community response system, you must make developing this skill set a priority, as well as making continuing education around victim services an ongoing priority. The following chart shows some resources to assist community response systems in developing victim response skills:

Request the MIAAHC Victim Services Orientation	<ul style="list-style-type: none"> <li>•The MIAAHC Victim Services Sub-Committee offers an orientation to providing services to victims of bias incidents and hate crimes, the symptoms of victimology, and considerations for victim service providers.</li> </ul>
Read articles and books about providing services to victims of crimes	<ul style="list-style-type: none"> <li>•One excellent resource, which includes a section on victims of hate crimes, is <u>Victimology: Theories and Applications</u> by Burgess, Regehr, and Robert © 2010.</li> </ul>
Utilize the resources offered on the Office for Victims of Crime website	<ul style="list-style-type: none"> <li>•<a href="http://www.ojp.usdoj.gov/ovc/welcovc/welcome.html">http://www.ojp.usdoj.gov/ovc/welcovc/welcome.html</a> They offer many free resources, including online trainings.</li> </ul>
Attend victim service training	<ul style="list-style-type: none"> <li>•Many victim service providers/advocates offer training to community volunteers. See PAAM at <a href="http://www.michiganprosecutor.org/index.php?activitylist=Y">http://www.michiganprosecutor.org/index.php?activitylist=Y</a> for a suggested list of possible topics.</li> </ul>
Increase your knowledge about targeted groups	<ul style="list-style-type: none"> <li>•Increase your cultural competence of targeted groups. An individual targeted because of who they are needs services that are culturally-relevant. See <a href="http://www.miaahc.com">www.miaahc.com</a>.</li> </ul>
Utilize the MIAAHC network to engage experts	<ul style="list-style-type: none"> <li>•Network with other community response systems across the state. MDCR/MIAAHC offers events and the Community Response Sub-Committee is available to assist.</li> </ul>

#### **D. Provide Culturally-Relevant Resources**

As the victim was targeted precisely because of who they are, providing culturally appropriate resources is vital to their healing process. To gain a better understanding of what is appropriate for different cultures, the community response system should make increasing their knowledge of various cultures an ongoing priority. In recognizing the importance of ongoing education, it is also important for the individuals in the community response systems to remember that it is not possible to know everything about every group. What is possible, however, is for the community response system to be rooted in an extensive network that can be tapped into when knowledge is lacking.

Here are some considerations when assessing whether the services you are providing are culturally-relevant:

- Are the services accessible to the victim? For example, if the victim was targeted because he is deaf, do you have access to an individual or service that is proficient in American Sign Language (ASL)?
- Are the services provided in a manner acceptable to the community? For example, do you have materials in the victim's first language if it is common knowledge that English is at best a second language?
- Is your community response system diverse?
- Have you discussed and/or taken any type of assessment of the communities you have represented in the geographical location you serve?
- Have you informed your local community centers, faith-based organizations, advocacy organizations, and victim service providers about your community response system? Have you invited them to join?
- When developing materials or policies, have you had them reviewed by a wide variety of communities?

#### **E. Engage the Victim in Safety Planning**

Safety planning is key to not only keeping the victim as safe as possible, but also to empowering the victim. Here are some considerations in safety planning with the victim:

- Ask if the victim knows or thinks the offender lives in their neighborhood. If yes, ask whether there are others in the neighborhood that the victim feels comfortable asking to keep watch on the victim and the victim's home. If yes, encourage the victim to request that the neighbor keep an eye on the home and report anything suspicious. The victim could also ask to call the neighbor when close to home so that he or she could watch them go safely into their home. If the victim is uncomfortable with this and the incident has been reported to police, request increased patrolling around the victim's home.
- Advise the victim to have a cell phone in their hand whenever going to or from their car. If they do not have a cell phone and cannot afford one, contact programs in your area to obtain a cell phone that is used for emergency purposes only. Domestic violence programs are often a good place to start to find such a program in your area.

- Advise the victim to keep a centralized record of everything having to do with the incident. This record (journal) should include, but not be limited to:
  - The date, time, location and description of the bias-motivated incident
  - The date, name, title, agency, phone number and details about all conversations and meetings relating to the incident
  - The date and description of any suspicious activities following the incident
  - The case number(s), if reported to police or a service provider.
- If there is concern regarding retaliation or further incidents:
  - Advise the victim to be prepared for temporarily leaving their home. Specific recommendations include, but are not limited to: keeping a suitcase packed with clothes for them and members of their family, toiletries and important papers; packing a bag for pets, if they have any; and determining where they will go if such a need arises.
  - Discuss with the victim the feasibility of installing a home monitoring system.
  - Advise the victim to not leave children or pets unattended outside.
  - If the offender has been caught, ask the prosecuting attorney to request a no-contact order if the offender is released on bond.
  - Consult [www.vinelink.com](http://www.vinelink.com). This service allows crime victims to obtain timely and reliable information about criminal cases and the custody status of offenders 24 hours a day.


## **F. Take Care of Yourself and Each Other**

Assisting those in crisis can be a difficult process. Direct service providers often find themselves suffering from vicarious trauma. More commonly known as “burn-out”, vicarious trauma is the process by which service providers take the pain and suffering of those they help into their own hearts and lives. Over time, this process can take a toll on them in many aspects of their lives from very real physical damage to causing rifts in their relationships. It is important to be vigilant on how you are handling the pressure, as well as keeping watch on others in your community response system. The Headington Institute is a good online resource for information on vicarious trauma, including suggestions on how to keep you healthy while helping others. Their website address is: [www.headington-institute.org](http://www.headington-institute.org)

## **G. Victim Support Contact Information/Justice Resources**

Available at [www.miaahc.com](http://www.miaahc.com), the Victim Support Sub-Committee offers several resource links available for both victims and service providers.

## **VICTIM SUPPORT SUB-COMMITTEE BROCHURE**



**MIAAHC** represents a statewide coalition of local, state and federal law enforcement agencies, civil rights organizations, community-based groups, educators and anti-violence advocates.

MIAAHC provides information and resources that assist local Community Response Systems engage specific community partners in education and prevention initiatives.

**MIAAHC**  
<http://miaahc.com>

### **Justice Resources**

MDCR Crisis Response Team:  
1-800-482-3604

MIAAHC Incident Reporting  
[www.miaahc.com](http://www.miaahc.com)

Crime Victim Services Commission  
[www.michigan.gov/crimevictims](http://www.michigan.gov/crimevictims)  
Toll Free Victim Line: (877) 251-7373  
SAFE Response: (517) 334-SAFE (7233)

Federal Bureau of Investigation  
Detroit: 313-965-2323  
Grand Rapids: 616-456-5489

National Crime Victims Helpline:  
1-800-211-7996

Victim Notification Networks:  
[www.vinelink.com](http://www.vinelink.com) (Michigan)  
[www.vns.usdoj.gov/index.jsp](http://www.vns.usdoj.gov/index.jsp)  
(National/Federal Crimes)

National Center for Victims of Crime  
Get Help Series: [www.ncvc.org](http://www.ncvc.org)

U.S. Department of Justice  
Civil Rights Unit: 1-313-226-9151


Office for Victims of Crime  
[www.ovc.gov](http://www.ovc.gov)

## **H. Conclusion**

Your commitment will make a difference in the struggle to create a society where all people are treated with dignity and respect; your efforts are greatly appreciated. The Victim Support Sub-Committee is available to provide your CRS with a Victim Services Orientation and to offer ongoing assistance.

**APPENDIX A – LOCAL CRS ACTIVITIES REPORTING FORM**

Use this form, available at [www.miaahc.com](http://www.miaahc.com), to notify MIAAHC of your local CRS formation and activities.

	<b>Community Response Contact Form</b>
Coordinating Organization: _____	
Chairperson/Contact: _____	
Jurisdiction/Area of Service: _____	
Name: _____ Title: _____	
Street Address: _____	
City: _____ State: _____ Zip: _____	
Telephone: _____ Fax: _____ E-Mail: _____	
URL to list on the MIAAHC web site: _____	
Please provide a copy of your organization's mission statement (if available).	
Local Activity(s):	
<b>Members of community response team:</b>	
<div>_____</div>	
<b>List of programs/ activities/meetings and dates they were held:</b>	
<div>_____</div>	
<b>A brief statement regarding your organization's concerns as they relate to hate crimes and bias incidents:</b>	
<div>_____</div>	

**APPENDIX B – SAMPLE INVITATION TO A COMMUNITY RESPONSE ORGANIZING MEETING**

Dear Community Partner,

You are receiving this communication because you represent a community organization, institution, advocacy group or are an individual with a shared vision for eliminating hate crimes and bias incidents in this community.

The (insert name of group) is excited about joining with other communities across the state forming a partnership with *the Michigan Alliance Against Hate Crimes (MIAAHC), a statewide coalition of federal, state and local law enforcement, community organizations, and educational institutions with a common goal to effectively respond, educate and support victims of hate crimes and bias incidents.* The MIAAHC is a partnership of the Michigan Civil Rights Commission, Michigan Department of Civil Rights and the United States Attorney's Office from the Eastern and Western Districts of Michigan.

The (insert name of group) is in the process of forming a community-based coalition to function collaboratively with first-responders (*police, fire, schools, emergency management system and others*) in the support of victims of hate crimes and bias incidents. The work of this coalition may include such functions as community response, victim support, education and training, data collection, and enforcement of hate crimes and bias incidents. These efforts are intended to send a message that the (insert community name) community welcomes diversity and stands together against hate.

We sincerely hope that you will accept this as your special invitation to participate in this community coalition.

The first meeting of the (insert community name) Community Response System will be held

Date of meeting: \_\_\_\_\_

Time of meeting: \_\_\_\_\_

Place of meeting: \_\_\_\_\_

Attached is the agenda for the (insert date of meeting) meeting. It will be extremely helpful if you would let us know by return e-mail the name of the person who will represent your organization at this important meeting. If you have any questions, please do not hesitate to contact me by return email or give me a call at (insert contact information).

Thank you.

*Name of Meeting Coordinator*



**APPENDIX C – SAMPLE AGENDA – FIRST MEETING**

**(Insert name of community) COMMUNITY RESPONSE SYSTEM**

**AGENDA: ORGANIZING MEETING**

**Date, Time, Place, and Address**

- WELCOME

**INTRODUCTIONS**

- BRIEF MIAAHC HISTORY AND PARTNERS
- OVERVIEW OF COALITION
  - Defining purpose, goals and objectives
  - Elements of hate crime and bias incidents
  - Our experience with bias and hate
- COMMUNITY RESPONSE
  - What is it and why is it important?
  - What would an effective community response system look like?
  - Why CRS is important to our community?
- QUESTIONS AND ANSWERS
- NEXT STEPS
  - Selecting the next meeting date
- CLOSING REMARKS
- ADJOURNMENT

**APPENDIX D – SAMPLE MEMBER CRS CONTACT FORM**

**COMMUNITY RESPONSE CONTACT INFORMATION**

*(Please complete the form below if you would like to receive information about future meetings)*

---

NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

\_\_\_\_\_  
(STREET)

\_\_\_\_\_  
(ZIP CODE)

EMAIL ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

NAME OF ORGANIZATION: \_\_\_\_\_

PRESIDENT/CEO: \_\_\_\_\_

MAILING ADDRESS (if different from above:  
\_\_\_\_\_

\_\_\_\_\_  
(STREET)

\_\_\_\_\_  
(ZIP CODE)

EMAIL ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

---

*The work of a hate crime coalition includes: Response, Data Collection, Education/Public Awareness, Victim Support, Enforcement and Training. Please write a brief statement about how the individual and/or the organization above can best assist this coalition. Please use reverse side if necessary.*

## **APPENDIX E – SAMPLE ACTION PLAN**

**Organization Name:** XYZ Community Response System

**Organizational Goal:** XYZ Community Response System will initiate a diverse and engaged organizational structure for responding to hate and bias in the community.

### **Action Steps:**

- By MONTH 1, list community stakeholders who should participate in the CRS
- By MONTH 1, send an invitation to stakeholders in the community to join the CRS
- By MONTH 1, conduct a review of the *Bias Crime Indicators and Definitions*
- By MONTH 2, conduct first CRS meeting for designation of the Coordinating Unit
- By MONTH 2, review the State and Federal hate crime and reporting laws and statutes
- By MONTH 3, download and review the last three years of hate crime data for the state and community from the Michigan State Police and Federal Bureau of Investigation <http://miaahc.com/Data.aspx>
- By MONTH 3, request and schedule hate crime training from MDCR
- By MONTH 4, join MIAAHC and participate with the Sub-Committees
- By MONTH 4, subscribe to *Intelligence Report*, at [www.splcenter.org](http://www.splcenter.org)
- By MONTH 5, sign up for the *Stand Strong Against Hate* campaign at <http://www.splcenter.org/center/petitions/standstrong/>
- By MONTH 5, sign up for *Hate Watch* e-Newsletter from the Southern Poverty Law Center <http://www.splcenter.org/center/subscribejsp>
- By MONTH 6, submit Appendix A to the Community Response Sub-Committee indicating your CRS Activities
- Continually: induct new members to the CRS
- Continually: participate in upcoming MIAAHC events

### **Measuring CRS Performance:**

- Number of CRS meetings held and attendance figures
- Number of goals for CRS developed; accomplished
- Growth in CRS membership/participating organizations
- Community Profile completed and augmented
- Educational campaigns planned, conducted, participated in
- Survey of key CRS member interests
- Analyze hate crime reporting data for community
- Number of news articles moderated for public comment

## ***APPENDIX F – THE MDCR CRISIS RESPONSE TEAM (CRT) PROTOCOLS***

**The Crisis Response Team (CRT) is a function of the Community Relations Division of Michigan Department of Civil Rights.**

The primary contact for the Crisis Response is the Michigan Department of Civil Rights (MDCR) Community Relations Division Director.

MDCR has a responsibility to defuse situations involving community tension and unrest, and the CRT works to facilitate that effort. MDCR colleagues have a responsibility for sharing information with the CRT as they become aware of incidents that meet the criteria of a crisis. MDCR Enforcement Offices can assist in information, referral and are responsible for civil rights complaint processing and investigation.

### ***ACTION STEPS FOR REPORTING A CIVIL RIGHTS-RELATED CRISIS:***

- Report to Crisis Response Team *immediately* by calling: 1-800-482-3604. If unable to contact these individuals, please call (517) 335-3165.
- File a hate crime report electronically using [www.miaahc.com](http://www.miaahc.com)

### ***CRT PROTOCOLS: THE CRT WILL***

- The MDCR colleague assigned the lead role in the crisis will document the crisis incident activity in the Contact Management System (CMS).
- Receive initial information regarding the crisis or potential crisis.
- Immediately alert the Director, Division Directors, and Public Information Officer of a high profile crisis.
- Consult and design a course of action in response to the situation.
- Provide updates of crisis development that include action steps and appropriate follow-up.
- Work collaboratively with assigned unit colleagues to resolve the crisis.
- Refer all media requests to the Public Information Officer.

### ***MICHIGAN DEPARTMENT OF CIVIL RIGHTS CRISIS RESPONSE TEAM***

The statutory responsibility of the MDCR is derived from the rights guaranteed by the Elliott-Larsen Civil Right Act No. 453 and the Persons With Disabilities Civil Rights Act No. 220, Public Acts of 1976 as amended. MDCR maintains a Crisis Response Team (CRT) to monitor and intervene in civil rights-related incidents causing tension or unrest. This includes incidents involving familial status, marital status, race, color, religion, sex, age, national origin, disability, and other civil rights-related matters.

**CRT's mission is to initiate proactive measures and to intervene when necessary to diffuse situations involving community tension and unrest, and to assure that all people enjoy equal rights under the law.**

MDCR will use its partnership and liaison relationships within a community to initiate proactive measures to restore the community's civil rights health. MDCR intends its crisis response procedures and protocols to provide a consistent response to resolve incidents of civil rights-related tension and unrest.

## ***APPENDIX G – SAMPLE MISSION STATEMENTS***

**The Canton Response to Hate Crimes Coalition** believes strongly in the dignity of the individual. The Canton Response to Hate Crimes Coalition is committed to working together to secure the right of every person in the Canton community to be free from hate crimes and/or bias-motivated incidents. The Canton Response to Hate Crimes Coalition will be a liaison between law enforcement, community groups, schools, faith-based organizations and the community, committed to educate our citizens about bias-motivated incidents and/or hate crimes, to respond in support of the victim(s) and the community and to mentor both victims and perpetrators during the healing process.

**The Farmington/Farmington Hills Multicultural Multiracial Community Council** recognizes that all people are integral to the community's health, harmony, and successful future. We explore and celebrate our differences and embrace our commonalities.

### **Guiding Principles:**

- We believe that all members of the human family should be respected and their rights supported including those encompassing factors such as, but not limited to, race, religion, culture, ethnicity, economic status, gender, age, disability, and sexual orientation.
- We believe the face of our community should be reflected in all segments of our community life.
- We believe that healthy communities maintain a comprehensive and balanced menu of public and private services which are inclusive of and accessible to all citizens.
- We believe in equal educational opportunities.
- We believe in equal employment opportunities.
- We believe in equal access to housing.
- We believe in equally safe neighborhoods.

### **City of Grand Rapids Community Relations Commission Mission Statement & Purpose:**

**Mission Statement:** To function in an autonomous capacity to the City Commission and the Office of Diversity & Inclusion by actively supporting, promoting, reviewing and monitoring equal opportunity, affirmative action and non-discriminatory activities, thereby insuring the fair and equitable treatment and availability of services to all Grand Rapids citizens, which enables them to be valued for their supreme worth.

**Purpose:** The Community Relations Commission was established to eliminate prejudice and discrimination; to keep all citizens informed of developments in the community; to give expert advice and assistance to elected officials in adopting measures to keep peace, good order and harmony among citizens; to avoid inter-group tensions, promote good will; and ensure equality of treatment and opportunities to all, regardless of race, color, creed, national origin, ancestry, age, sex, marital status, handicap, lawful source of income or gender orientation.

**The Flint/Genesee Hate Crime Response Task Force:** To raise awareness, offer support to victims, restore a sense of community when acts of violence have occurred, participate in community activities that promote harmony, counteract any acts of hate and violence and encourage organizations to engage speakers from the task force.

## ***APPENDIX G – SAMPLE MISSION STATEMENTS***

**The Lapeer County Equal Rights Alliance** provides the resources and tools to empower individuals and strengthen our communities. We provide support and assistance where it is needed by all residents of Lapeer County and we will make every effort possible to find information and resources when we are unable to provide them ourselves. We are especially focused upon the missions of (1) providing strong personal and community support, and (2) providing legal and judicial advocacy to fight the discrimination and abuse in our county.

**The Greater Lansing Alliance Against Hate Crimes'** mission is to create a society free of hate and bias.

## *APPENDIX H – DEFINITIONS*

A crisis response is defined as the practice of proactive intervention into situations of tension and unrest. MDCR uses the following definitions to clarify situations that colleagues may encounter:

- **Bias Incident:** Any act as defined in the definition of a hate crime that does not rise to the level of a crime; also an overt condition, such as the presence or activities by gangs and/or groups motivated (influenced) by a bias.
- **Bomb Threats:** Threat(s) (verbal or non-verbal) to detonate an explosive device.
- **Extremist and/or Racist Speakers:** Individual(s) who seek to exploit an environment (academic or otherwise) to further doctrines of separatism and hatred.
- **Civil Disturbance Related to Race:** A disturbance in protest of governmental unit policies or actions that have a negative effect on an ethnic or cultural group.
- **Cross Burning:** Burning a cross-shaped object on the property of an individual or institution.
- **Ethnic Intimidation:** A felony crime of malicious and specific intent to intimidate or harass another person because of that person's race, color, religion, gender, or national origin.
- **Ethnicity/National Origin Bias:** A preformed negative opinion or attitude toward a group of persons of the same race, ethnicity, or national origin who share common or similar traits, languages, customs, and traditions.
- **Gender Bias:** A preformed negative opinion or attitude toward a group of persons of the same biological category.
- **Hate Crime:** Any act of intimidation, harassment, physical force, or threat of physical force, whether or not performed under color of law, directed against any person or persons, their family, property or advocate, motivated in whole or in part by hostility because of that person's or family's real or perceived race, color, ethnic background, national origin, religion, gender, sexual orientation, or disability, with the intention of causing fear or intimidation, or of deterring the free exercise or enjoyment of any rights or privileges secured by the Constitution or laws of the United States or the State of Michigan.
- **Institutional Vandalism:** Knowingly vandalizing, defacing or otherwise damaging:
  - A church, synagogue or other building, structure or place used for worship or other religious purpose;
  - A cemetery, mortuary or other facility used for burial or memorializing the dead;
  - A school, educational facility or community center;
  - The grounds adjacent to, and owned or rented by, any institution, facility, building, structure or place described in 1, 2 or 3 above; or
  - Any personal property contained in any institution, facility, building, structure, or place described in 1, 2, or 3 above.
- **Internet Threats and Harassment Incidents:** The transmitting of hate electronically, anti-ethnic propaganda, or threats directed to a specific person. These messages are deliberately directed to a particular person in an effort to intimidate. These messages may be received through electronic mail, a chat room, or sent via an instant-messaging program and are considered harassment.
- **Hate-Related Literature/Leafleting:** Literature distributed in a community containing messages of hate that target a person or population because of race, color, religion, ethnic or national origin, sexual orientation, gender, or disability.

## ***APPENDIX H – DEFINITIONS***

- **Intimidation:** Acts of intimidation, harassment, and vandalism where persons or groups are victimized based on their actual or perceived membership in a protected class.
- **Intra-cultural Ethnic Tensions:** Disputes between ethnic groups because of their cultural differences, i.e. Mexican American vs. Puerto Rican American, Shiite Muslims vs. Sunni Muslims, Serbian Americans vs. Croatian Americans, etc.
- **Neighborhood Disputes:** Disagreements or hostility demonstrated between neighbors because of race, color, religion, ethnic or national origin, sexual orientation, gender, or disability and/or cultural difference.
- **Organized Hate Group Gatherings:** An organization whose primary purpose is to promote animosity, hostility, and malice against and cause suffering to persons belonging to a group. (e.g. hate group rally, supremacist music festival, etc.).
- **Police Community Relations Racial Tension:** Racial tension following action by law enforcement officials against or involving a member(s) of a racial, ethnic and/or cultural population, i.e. excessive force, profiling, harassment, etc.
- **Racial Graffiti:** Unlike cartoons or gang graffiti, racial graffiti targets specific racial or ethnic groups.
- **Racially Derogatory Remarks on Radio/Television:** Negative or derogatory comments aired on radio or television that target racial or ethnic group(s).
- **Religious Bias:** A preformed negative opinion or attitude toward a group of persons who share the same religious beliefs regarding the origin and purpose of the universe and the existence or nonexistence of a supreme being (e.g., Catholics, Jewish, Protestants, Muslims, Atheists, etc.).
- **Sexual Orientation Bias:** A preformed negative opinion or attitude toward a group of persons based on their sexual attraction toward, and responsiveness to, members of their own sex or members of the opposite sex (e.g., gays, lesbians, heterosexuals, etc.).
- **Speech Which Reflects Bias or Prejudice:** Racist, anti-religious, sexist speech is generally protected under the First Amendment, even if it includes use of slurs or epithets (unless incidental to conduct or used when communicating ideas in a threatening, intimidating or coercive manner).
- **Work Place Differences/Violence:** Threatening behavior and/or acts of violence that affect the safety of the work environment that may be derived from outside of the workplace or from his/her colleagues, because of their actual or perceived race, color, religion, gender, sexual orientation and/or national origin.
- **Youth/School-Related Tension:** Tension between different groups within an educational environment involving differences in actual or perceived race, color, religion, gender, sexual orientation and/or national origin.



## ***APPENDIX I – BIAS CRIME INDICATORS***

It is extremely important that members, and particularly leaders, within potentially targeted groups know what information law enforcement needs so it may recognize and prosecute hate crimes for what they are. Whether a particular crime was bias-motivated depends on the presence or absence of the bias crime indicators.

Put simply, each of us needs to understand what the police and the prosecutors need to know. **And what they need to know are objective facts – not opinions.** It is not helpful to simply inform an officer responding to a crime, or a prosecutor determining how to charge a criminal offense, that a crime was bias-motivated. You must be prepared to tell them why you came to this conclusion, and how they can get a jury to do the same. This cannot be done with opinions; it must be done by providing them with the **objective facts** that will help them to come to the right conclusion.

Further, no one fact alone will be enough to make a determination, and seemingly small details can be vitally important. This is important enough to warrant saying again. **No one indicator alone can justify a conclusion that a crime is or is not a hate crime**, they must all be looked at together.

So what are the indicators to look for? These indicators will never all be present in any given crime, nor is it possible to create a truly exhaustive list of every possible indicator. Many, though, are present often enough to detail them here. We begin with some questions that should be asked when faced with a crime that may be bias-motivated. These same indicators are used when evaluating a non-criminal incident (bias incident).

### ***QUESTIONS TO ASK:***

- ☐ Is the race, color, religion, gender, gender identity/expression, sexual orientation, disability, or national origin/ethnicity of the victim different from that of the offender? *(Remember to consider both the person's **actual** membership and **perceived** membership in a group).*
- ☐ Do members of another group overwhelmingly outnumber members of the victim's group in the area where the incident took place?
- ☐ Was the victim personally engaged in public activities promoting his or her group? Promoting another's group?
- ☐ Does the incident coincide with a holiday or date of particular significance to the victim's group? To a hate group? Remember to consider recent events widely reported in the news media.
- ☐ Was the victim in the company of, or actively involved with, members of the offender's group?
- ☐ Have other recent incidents involved the victim's group, either as victims or as perpetrators?
- ☐ Are there historic roots of animosity or international conflict between the victim's group and the offender's group?

## **APPENDIX I – BIAS CRIME INDICATORS**

### **THINGS TO NOTE:**

- ✓ **Language:** If bias-related comments are used it is extremely important to document the exact words used as soon and as accurately as possible. **Context** is important; was a slur used in anger or as a statement regarding intent or motivation?
- ✓ **Gestures:** If the offender makes gestures, these too should be documented as soon and as accurately as possible. For example the difference between a raised fist, a raised salute, (fist open, fingers together), and a raised hand (fist open, fingers open) is small. In the context of a given situation though, the difference between a possible power sign, Hitler salute and a request to stop – is very significant.
- ✓ **Symbols:** If any graffiti, drawings, or other symbols are present at the scene they should be photographed and where possible collected as evidence. (Consider signs, symbols, and numbers).
- ✓ **Literature:** Are there pamphlets or other writings at the scene or on the offender when contacted?
- ✓ **Appearance:** Was the offender dressed in such a way as to indicate membership in a group associated with hate or hate crimes? This might include a white hood, or (shaved) skinhead and black boots. Appearance might also include tattoos or clothing worn by the victim. Appearance will often expose a person's true feelings and the possible motivation.
- ✓ **Victim history:** Has the victim been the subject of harassment (bullying, phone calls, emails, letters, verbal abuse...), which might have been a build up to the present incident, by this or some other perpetrator?
- ✓ **Other motive:** Was there any apparent economic or other motives for the crime other than bias? For example, if a victim is wearing an expensive chain that was not taken, this should be pointed out to police. It suggests robbery was not the motive – and thereby raises the question, “what really was the motive?”
- ✓ **Location:**
  - ✓ Is the specific location or general neighborhood the scene of previous incidents?
  - ✓ Is the location associated with, or frequented by, members of a specific group (e.g., a gay bar or ethnic club)?
  - ✓ Did the incident occur at a house of worship, cemetery, religious school, or similar institution?
  - ✓ Is the location associated with someone who might be considered an ‘outsider’ in the community (a new resident to the neighborhood, the first person of that group to own a home or run a business in the community, disclose their sexual orientation, or marital status)?

**REMEMBER:** No one indicator should ever lead a person to a conclusion before considering the others. In any given situation, there may be an objective fact present that is a good indicator of the offender's motive, which is not on this list. What is important is that **all facts** that would establish possible **motive** for a crime be considered.

<p style="text-align: center;"><b>HATE CRIME RESPONSE POLICY</b></p> <p style="text-align: center;"><b>OPERATIONS</b></p>	<p style="text-align: center;">Canton Department of Public Safety O: 04                      PAGE 1 OF 3 01/05/2012R</p>
<p><b>I.     <u>PURPOSE:</u></b></p>	
<p>Hate crimes can have a deep and lasting impact on both the victim and the community. The purpose of this policy is to provide guidelines for employees who investigate hate crime incidents; to comply with the broader mission of the Canton Police Department; to comply with all local, state, and federal laws, and the FBI National Incident Based Reporting System's (NIBRS) requirements.</p>	
<p><b>II.    <u>POLICY:</u></b></p>	
<p>It is the policy of the Canton Police Department to protect the rights of all individuals regardless of their race, color, ethnic background, national origin, religion, gender, sexual orientation, gender identity or disability. Any threats or acts of physical contact, property damage, harassment or other crimes motivated by hate and bias designed to infringe upon these rights are considered to be very serious and will be investigated accordingly. The proper investigation of hate crimes/bias incidents is the responsibility of all Canton Police officers. The Department will use every necessary resource to rapidly and decisively identify the perpetrators, arrest them and bring them before the court.</p>	
<p>The actions taken by the Canton Police Department in dealing with incidents of race, color, ethnic background, national origin, religion, gender, sexual orientation, gender identity or disability, or other acts of bias, are visible signs of its concern and commitment to the community. Special emphasis will be placed on victim assistance and community cooperation in order to reduce victim/community trauma or fear.</p>	
<p>Officers must demonstrate sensitivity toward the feelings, needs and concerns that may be present in the community as a result of incidents of this nature.</p>	
<p><b>III.   <u>DEFINITIONS:</u></b></p>	
<p><i>Hate Crime/Bias Incident:</i> A hate crime or bias incident is any act of intimidation, harassment, physical force, or threat of physical force, whether or not performed under the color of law, directed against a victim or their advocate or property. The act or threat is motivated in whole or in part by bias against a protected group based on the real or perceived race, color, ethnic background, national origin, religion, gender, sexual orientation, gender identity, or disability of the victim. Hate crimes are actions that would be considered crimes even without the hate motivation.</p>	
<p><i>Ethnic Intimidation 750. 147b. (1)</i> A person is guilty of ethnic intimidation if that person maliciously, and with specific intent to intimidate or harass another person because of that person's race, color, religion, gender, or national origin, does any of the following:</p> <ul style="list-style-type: none"> <li>(a) Causes physical contact with another person.</li> <li>(b) Damages, destroys, or defaces any real or personal property of another person.</li> <li>(c) Threatens, by word or act, to do an act described in subdivision (a) or (b), if there is</li> </ul>	

<p><b>HATE CRIME RESPONSE POLICY</b></p> <p><b>OPERATIONS</b></p>	<p>Canton Department of Public Safety O: 04                      PAGE 2 OF 3 01/05/2012R</p>
<p>reasonable cause to believe that an act described in subdivision (a) or (b) will occur.</p> <p>(2) Ethnic intimidation is a felony punishable by imprisonment for not more than 2 years, or by a fine of not more than \$5,000.00, or both.</p> <p>(3) Regardless of the existence or outcome of any criminal prosecution, a person who suffers injury to his or her person or damage to his or her property as a result of ethnic intimidation may bring a civil cause of action against the person who commits the offense to secure an injunction, actual damages, including damages for emotional distress, or other appropriate relief. A plaintiff who prevails in a civil action brought pursuant to this section may recover both of the following:</p> <p>(a) Damages in the amount of 3 times the actual damages described in this subsection or \$2,000.00, whichever is greater.</p> <p>(b) Reasonable attorney fees and costs.</p> <p><i>Canton Response to Hate Crimes Coalition (CRHCC)</i> A community based coalition established to provide mentoring, training, support and assistance to the victims of hate crimes and the Canton Community.</p> <p>Membership includes:</p> <ul style="list-style-type: none"> <li>o A representative from CPD</li> <li>o Emergency Management coordinator</li> <li>o Representatives from faith-based, cultural and ethnic communities and advocacy groups, including but not limited to, NAACP, Plymouth-Canton Community School District, C.A.I.R, Equality Michigan, Growth Works, Canton Library, Indian Family Services, Michigan Department of Civil Rights.</li> </ul> <p><i>Significant Event:</i> A Significant Event as it relates to hate crimes is an event where there is injury or loss of life, major property damage, and/or will likely result in media attention or as determined by a command officer.</p> <p><b>IV.     <u>PROCEDURES:</u></b></p> <ol style="list-style-type: none"> <li>1. All reports of bias motivated or hate crimes are to be reported according to Reporting System Policy A:26. When reporting a bias motivated crime, officers are to identify the type of bias using the appropriate CLEMIS coding system</li> <li>2. All incidents of hate crime are to be investigated according to Investigation of Criminal Cases Policy O:01.</li> <li>3. When a significant event occurs, the notifications policy shall be followed.</li> </ol> <p><b>V.     <u>OFFICER RESPONSIBILITY:</u></b></p> <ol style="list-style-type: none"> <li>1. Render necessary assistance to the victim(s).</li> <li>2. Conduct preliminary investigation.</li> <li>3. Identify and arrest the perpetrator if possible.</li> <li>4. Protect and preserve the crime scene.</li> <li>5. Notify a supervisor.</li> </ol>	

<b>HATE CRIME RESPONSE POLICY</b>	<b>Canton Department of Public Safety</b>
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6. Complete a detailed report.
7. Provide victim(s) with Hate Crimes Brochure

**VI. SUPERVISOR'S RESPONSIBILITY:**

1. Ensure a proper and thorough investigation is completed.
2. Make notifications according to Notification of Supervisors Policy (A:23).
3. Ensure that the Hate Crime Response Team is notified through the Smart Message System.

**VII. EMERGENCY MANAGEMENT COORDINATOR RESPONSIBILITY:**

1. Maintain a contact list for the CRHCC.
2. Respond to the scene as required.
3. Notify MIOC in a timely manner following an incident.
4. Notify Michigan Department of Civil Rights Crisis Response Team immediately at 1-800-482-3604 or 1-517-335-3165.

**VIII. CRHCC RESPONSIBILITY:**

The CRHCC shall have a crisis response team consisting of the following members:

- A representative from the Canton Police Department
  - Emergency Management Coordinator
  - Representatives from faith-based, cultural and ethnic communities and advocacy groups including but not limited to, NAACP, Plymouth-Canton Community School District, C.A.I.R, Equality Michigan, Growth Works, Canton Library, Indian Family Services, Michigan Department of Civil Rights.
1. Meet quarterly to review incidents, effectiveness of response, strategic planning.
  2. Facilitate training and education to community as requested.
  3. Provide mentoring to victims and offenders as deemed appropriate.
  4. Respond to the scene when called upon.
  5. Provide support to the victim and victim community as requested.
  6. Organize community meetings following a significant event.

Review Date: February 2013

**GREATER LANSING ALLIANCE AGAINST HATE CRIMES  
RESPONSE COALITION DATA COLLECTION**

*{- A hate crime victim is targeted because of their difference -}*

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**IN THE CASE OF AN EMERGENCY CALL 9-1-1**

This information is intended to assist coalition partners in asking general questions that will help determine the appropriate response and/or referral when an incident of bias or hate is reported directly to partnering GLAAHC agencies and/or individuals. Please take a few minutes to read through this information.

*It is important to **LISTEN carefully** and **RECORD** accurately the information received. Ask questions that will lead to answers about*

**THE CALLER:**

1. Who are you talking to and what is their relationship to the victim?
2. How can you get in contact with caller again? (telephone number, email, address)

**THE VICTIM:**

3. What is the name, race, ethnicity, gender identity, etc? Of the victim/victims?
4. Is there a way to contact the victim, if you are not speaking directly to them? (telephone, address)
5. What is the exact location incident occurred? (city, county, location, place-be specific)
6. What is the nature of Incident?: (assault, arson, homicide, intimidation, threat, larceny, rape, robbery, stalking, vandalism, etc).
7. Did the victim seek medical attention or were they hospitalized?

**THE PERPETRATOR:**

8. Name or identity of perpetrator/offender:
9. Motivation: (age, race, disability, ethnicity, national origin, religion, sex, sexual orientation/identity, etc.)

**THE INCIDENT:**

10. Was the incident reported to the police?
11. Which law enforcement agency responded? Was a report taken?

**IMMEDIATE FOLLOW-UP**

Please complete the form at the end of this document and submitted to the *Lansing Human Relations Community Services Department* via e-mail to: [glopez@lansingmi.gov](mailto:glopez@lansingmi.gov); or call (517) 483-4477 or 483-4083.

12. If you receive additional information that will assist in the investigation and/or response, please follow-up immediately.
13. The Human Relations Community Services Department will initiate an appropriate direct response through contact with partnering organizations and make a report of the incident at the next meeting of GLAAHC.

**GUILLERMO LOPEZ: (517) 483-4083; (517) 482-4477**



**GREATER LANSING ALLIANCE AGAINST HATE CRIMES  
RESPONSE COALITION DATA COLLECTION**

*{- A hate crime victim is targeted because of their difference -}*

THIS FORM IS PROVIDED TO DOCUMENT INCIDENTS OF HATE AND BIAS FOR APPROPRIATE RESPONSE.

*For Purposes of the Alliance Against Hate Crimes Response Network - a hate crime/bias incident is any act of intimidation, harassment, physical force, or threat of physical force, whether or not performed under color of law, directed against any person, or family, or their property or advocate, motivated either in whole or in part by hostility because of that person's or family's real or perceived race, color, ethnic background, national origin, familial status, religion, age, gender identity, sexual orientation or disability, with the intention of causing fear or intimidation, or of deterring the free exercise or enjoyment of any rights or privileges secured by the Constitution or laws of the United States or the state of Michigan.*

**GLAACH PARTNERING AGENCY INFORMATION**

DATE RECEIVING INCIDENT CONTACT: \_\_\_\_\_

PRIMARY CONTACT: (name and organization) \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ MICHIGAN (Zip Code): \_\_\_\_\_

Telephone: (AC: \_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

**INCIDENT INFORMATION**

1. How were you made aware of this information? (telephone, media type, etc.) \_\_\_\_\_
2. Who made you aware of this incident? (Name of person) \_\_\_\_\_  
a. Contact telephone/e-mail: \_\_\_\_\_
3. WHERE did the incident happen? (Specific location) \_\_\_\_\_
4. DATE and TIME incident happen? (AM or PM) \_\_\_\_\_
5. What is the MOTIVATION? \_\_\_\_\_
6. Who is the VICTIM(S)? \_\_\_\_\_  
(name, race, ethnicity, age, gender identity, sexual orientation, religion, disability, etc.)
7. Who is the PERPETRATOR(s)? \_\_\_\_\_
8. Was the incident reported to the police? (Identify agency) \_\_\_\_\_

ADDITIONAL COMMENTS:

## **APPENDIX L – SELECT BIBLIOGRAPHY**

- American Prosecutors Research Institute – [\*A Local Prosecutor’s Guide for Responding to Hate Crimes\*](#)
- Anti-Defamation League – [\*How To Combat Bias and Hate Crimes: An ADL Blueprint for Action\*](#)
- Center For New Community – [\*Turn It Down: a campaign against white power music\*](#)
- Gay, Lesbian and Straight Education Network (GLSEN) – [\*The Day of Silence Project\*](#)
- Kennedy School of Government's Executive Session on Human Rights Commissions and Criminal Justice – [\*Executive Session Papers\*](#)
- MIAAHC Governing Principles
- Michigan Department of Civil Rights – Crisis Response Team Policies and Procedures
- Michigan Intelligence Operations Center - [\*Privacy Policy\*](#)
- National Coalition Building Institute – [\*Principles into Practice: Strengthening Leadership for a Diverse Society\*](#)
- National Criminal Justice Association and Bureau of Justice Assistance – [\*A Policy Maker’s Guide To Hate Crimes\*](#)
- National Fair Housing Alliance (NFHA) Leadership Education Fund – [\*Fight Hate: A Rapid Response Strategy\*](#)
- National League of Cities – [\*Partnership for Working Toward Inclusive Communities\*](#)
- Not In Our Town – [\*Not In Our Town\*](#)
- Partners Against Hate – [\*Investigating Hate Crimes on the Internet\*](#)
- School of Criminal Justice, Michigan State University – [\*Critical Incident Protocol: A Public-Private Partnership\*](#)
- Teaching Tolerance – Southern Poverty Law Center – [\*10 Ways To Fight Hate\*](#)
- U.S. Department of Justice, Community Relations Service – [\*Various Publications\*](#)
- U.S. Department of Justice, Office of Community Oriented Policing Services (COPS) – [\*A Collaboration Toolkit: How To Build, Fix And Sustain Productive Partnerships\*](#)
- U.S. Department of Justice, Office of Justice Programs – [\*Hate Crimes On Campus: The Problem and How to Confront It\*](#)
- U.S. Department of Justice, Office of Justice Programs, Office for Victims of Crime (OVC), - [\*Victim Impact – Listen and Learn\*](#)
- U.S. Department of Justice, Office of Juvenile Justice and Delinquency Prevention – [\*Healing the Hate\*](#)