



The U.S. Department of Justice Community Relations Service (CRS) is prepared to provide services to AANHPI communities in the development of community contingency plans to respond to bias and hate incidents.

U.S. Department of Justice Community Relations Service (CRS)

Preventing and Responding to Bias and Hate Incidents Against

Asian American, Native Hawaiian, and Pacific Islander (AANHPI) Communities

CRS serves as “America’s Peacemaker” for communities in conflict by mediating disputes and enhancing community capacity to independently prevent and resolve future conflicts. Under Title X of the Civil Rights Act of 1964 and the Matthew Shepard and James Byrd, Jr., Hate Crimes Prevention Act of 2009, CRS responds to community conflicts arising from differences of race, color, national origin, gender, gender identity, sexual orientation, religion, or disability. CRS does not have investigative or prosecutorial authority. Rather, CRS impartially works with communities in conflict to help rebuild relationships, facilitate mutual understanding, and encourage the development of local solutions. CRS’s conciliators work directly with state and local officials, community-based organizations, community and civil rights advocates, faith-based groups, and law enforcement on a voluntary basis. CRS’s facilitated dialogue, consultation, training, and mediation are free and confidential.

Consider the following best practices that can be used by working groups to develop a community response plan. This document is intended for AANHPI community groups, educators, civic leaders, and law enforcement organizations. For more information on developing community response plans, [click here](#).

Prepare a joint community statement against racism and hate. ▼

- ▶ Your voice as elected leaders, educators, and community leaders is powerful. By emphasizing your community’s commitment to diversity and inclusion, you can help create an atmosphere of tolerance and unity against bias and hate.
- ▶ A joint community statement is one aspect of a broader strategy. In addition, consider:
 - Developing a message rollout plan and reaching out to media outlets in advance of a bias or hate incident.
 - Preparing talking points on bias and hate prevention for the media to use.
 - Designating a spokesperson to be available to answer media and other inquiries (or convene a group of spokespeople).
- ▶ Public service announcements can be a tool to reassure the AANHPI community that you do not tolerate bias, hate, and violence. Consider producing these communications in AANHPI languages and transmitting them via all media channels that serve your community. Include information on reporting, response, and victim support.
- ▶ Work with your local community in drafting the content and style of your message. Get input on your joint message from civil rights and advocacy organizations.
- ▶ Partner with community organizations serving AANHPI communities to spread and distribute your joint community statement.

Host a public solidarity event against hate and bias. ▼

- ▶ Where appropriate and safe, public events and virtual convening can be used to raise awareness on bias and hate impacting AANHPI communities.
- ▶ Share existing resources relevant to bias and hate, such as local human relations commissions, school programs, law enforcement initiatives, and programs supported by local community stakeholders.
- ▶ Create a space for victims, supporters, and allies to express their concerns related to bias and hate, such as a community forum, [facilitated dialogue](#), listening session, or email tip box.
- ▶ Solidarity events can show the AANHPI community they are not alone. Consider inviting other stakeholders such as faith leaders, community leaders, and law enforcement.

Be prepared for possible unrest, bias incidents, and hate crimes. ▼

- ▶ Anticipate events that could trigger bias or hate incidents. [Educate](#) community members on reporting procedures, hate crime laws, and best practices for protecting [places of worship](#).
- ▶ Alert law enforcement about threats and other potentially criminal activity. Meet with law enforcement to learn about what and how to report.
- ▶ Coordinate plans for possible emergency situations such as civil unrest, targeted violence, hate crimes, and demonstrations with the potential for violence.
- ▶ Be aware of AANHPI communities' events, observances, and holidays that may influence patterns of gathering and travel.
- ▶ Review materials and communications for [language accessibility and translation needs](#).
- ▶ Conduct a run through of your response plan to identify missing links and areas of improvement.
- ▶ Make law enforcement aware of significant sites that may be targeted, including neighborhoods, workplaces, places of worship, consulates, embassies, cemeteries, historical monuments, and other AANHPI congregate settings.
- ▶ Use language recommended by the CDC to refer to the COVID-19 virus. See: <https://www.cdc.gov/coronavirus/2019-ncov/your-health/about-covid-19/basics-covid-19.html>

Take steps to mitigate the toll that bias and hate can have on the mental and physical well-being of impacted groups. ▼

- ▶ Have your working group engage with experts to ensure a common understanding of when and how mental health resources may be used.
- ▶ Some reported bias- or hate-related incidents have involved suspects with mental health issues. The working group can familiarize itself with local law enforcement processes for working with suspects with mental health issues.
- ▶ Provide [mental health resources](#) to victims and members of AANHPI communities experiencing hate and bias.
- ▶ Ensure first and second responders have access to adequate mental health and trauma support.
- ▶ Ensure victim and witness resources are culturally appropriate and language accessible.

Equip schools and campuses to respond to bias and hate incidents as students return to school. ▼

- ▶ Encourage your school, college, or university to have a cyberbullying and harassment policy.
- ▶ Train campus police on bias and hate incident reporting and investigation best practices.
- ▶ Reach out to AANHPI students, including those involved in research fields.

Resources ▼

Up-to-date news and translated resources

<https://www.justice.gov/hatecrimes/addressing-hate-crimes-against-AAPI>

CRS services for AANHPI communities

<https://www.justice.gov/crs/highlights/AAPI-hate-crimes>

Additional U.S. Department of Justice resources ▼

Hate Crime Threat Guide
Federal Bureau of Investigation

Stop Hate: Action Steps for Local Communities
Community Oriented Policing Services

Hate Crime Reporting – Working to Close the Gap
Community Oriented Policing Services

Serving Communities during the COVID-19 Pandemic
Community Relations Service

Improving the Identification and Reporting of Hate Crimes
Community Oriented Policing Services

Helping Communities Prevent and Respond to Hate Crimes
Community Relations Service

Improving the Identification, Investigation, and Reporting of Hate Crimes: A Summary Report of the Law Enforcement Roundtable
Community Oriented Policing Services

Stop Hate & Build Inclusion: Resources for Law Enforcement and Community Partners
Community Oriented Policing Services

For emergencies dial 9-1-1 to get immediate help. ▼

If you believe you are the victim of a hate crime or believe you witnessed a hate crime:

Step 1: Report the crime to your local police.

Step 2: Quickly follow up this report with a tip to the Federal Bureau of Investigation (FBI) by calling 1-800-CALL-FBI or submitting the information at tips.fbi.gov. You may remain anonymous.

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www.justice.gov/hatecrimes

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