Queens Partners Against Hate Coalition

Key Findings from the Anti-Hate Survey

May 2022

eliminating racism empowering women ywca Queens

COMMUNITIES RESIST

KCS The Korean Community Services of Metropolitan New York, Inc. www.kcsny.org 뉴욕한인봉사센터

Voces Latinas Health · Prevention · Empowerment

Caribbean Equality Project

SACSS South Asian Council for Social Services

Korean American Family Service Center 뉴욕가정상담소

ELMCOR

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Introduction

The Queens Partners Against Hate Coalition, spearheaded by Voces Latinas, brings together the wisdom of 8 cultural community agencies in Queens, NY to promote equity and well-being for all by actively listening and responding to feedback as a tool for knowledge, growth, and change.

The goals of the Coalition include:

- Establish a steering committee of service providers and community leaders to create the first Queens Coalition Against Hate Violence.
- Develop a community survey to gauge personal experiences of hate violence, identify barriers that exist in communities, identify collective action, and create allyship.
- Provide Undoing Racism trainings facilitated by The Peoples Institute to coalition members.
- Discuss collective action to develop strategies and solutions to community, institutional, and systemic barriers to racial justice.
- Hold roundtables and/or healing circle discussions with various racial and ethnic groups.
- Inform city government about the realities of hate in communities of color
- Provide city government action steps toward ending hate crime
- Create a calendar of events throughout the year and next steps.

In **January and March of 2022**, coalition member agencies developed and shared a community survey across Queens to gauge personal experiences of hate violence, identify strategies for collective action, and create allyship.

This report, written by Rebecca Rodriguez, PhD, Independent Research and Evaluation Consultant, summarizes findings from the Coalition's community survey of 915 people.

*"This work emerged out of **Voces Latinas** Anti-Racist/Anti-Oppression Task Force with a mission and vision that strives to be an inclusive and equitable community in which everyone is included, supported, and belongs, where each individual is and feels understood, respected and valued. In forming the Queens Partners Against Hate Coalition, we hope to address, educate and change local and state policies in an effort to create safe spaces for community, promote ethical engagement, provide accountability against any form of hate, and sustainability of safety for the communities we serve."*

Voces Latinas

Approach

The data summarized in this report include survey responses from paper and online data collection strategies that were made available in 5 different languages, English, Spanish, Korean, Chinese, and Bengali.

The surveys, developed by coalition members, assessed people's experiences of hate, and potential barriers and solutions to reporting hate. Questions asked about the type of hate experienced and the context surrounding the incident. For example, people rated their level of fear during the event, whether anyone intervened, and whether they reported the event(s) or if not, their reasons for not reporting. Other questions explored their comfort level interacting with police officers, their sense of safety in their communities, their likelihood of intervening in a hate-based event, and their interest in trainings on hate crimes/anti-hate. Additionally, questions asked participants to report basic demographic information (e.g., race, gender, sexual orientation, age, etc.) Lastly, an open-ended question solicited ideas for how to increase the reporting of hate crimes.

Two slightly different versions of the survey were distributed to participants through coalition member agencies in January and again in March. After examining preliminary results from the January survey, coalition members improved the survey by expanding response options and adding 2 additional questions to dive deeper into emerging findings. The initial survey did not offer options for people to identify between distinct forms of gender- and sexual orientation- related hate-based experiences. The original response item, "Homophobia/Transphobia" was replaced with distinct options for delineating between "Homophobia", "Transphobia" and "Biphobia". A more nuanced item referring to "cultural hate speech" was also added to this question about hate-based experiences. Similar improvements were made to expand the options participants could select for their ethnicity and additional items were added to the question about why people did not report their hate-based experience to the police. The two additional questions added to the second iteration of the survey gauged participants feelings of comfort with police and likelihood of intervening in hate related incidences of violence.

Iterative improvement of surveys is a hallmark strength of community-based assessments and allowed the Coalition to be responsive to community member feedback and capture emerging nuance. Limitations existed in aggregating data across survey versions. Primarily, data is missing for the two additional questions on intervening in hate violence and comfort with police. To a smaller extent data is missing on expanded response options (e.g., expanded ethnic groups, or hate based experiences such as "cultural hate speech". This means that the number of people experiencing this event or identifying with an added ethnic group (e.g., "Indo-Caribbean"), may be higher than captured. Nonetheless, most of the questions remained the same allowing for aggregating across all surveys. Readers are alerted to the *asterisks in charts and tables below which note items or questions that were only asked of people completing the March version of the survey.

People Surveyed

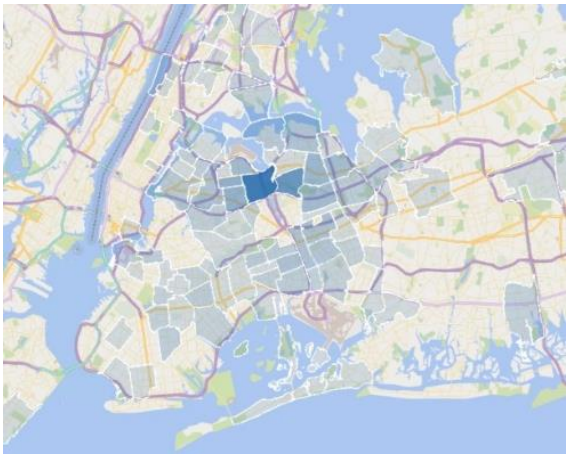
A total of **915** people were surveyed in January and March of 2022.

82% lived in Queens County with about 40% from Flushing, Corona, and Jamaica. The communities in these neighborhoods are predominately foreign born.

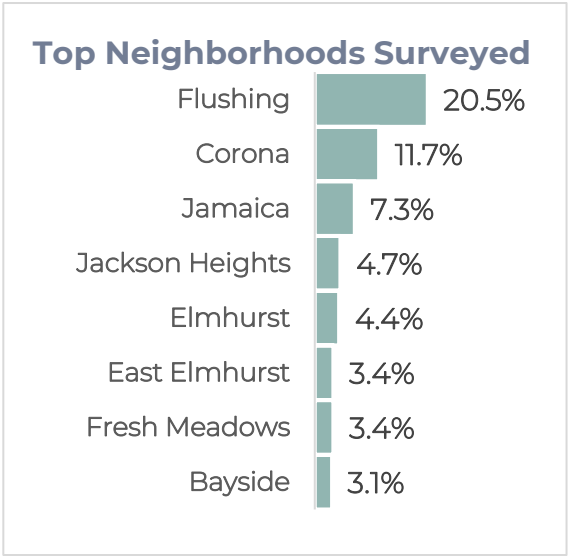
Flushing's residents are 69.2% Asian of predominately Korean ethnicity (2010 US Census).

Bordering Flushing is Corona, where almost 75% of the community is Latinx including a sizable Afro-Latinx community.

Jamaica is the most diverse of the three. It is home to many Black, Indo-Caribbeans (e.g. Guyanese), Latinx, and South Asian communities including many Bangladeshis.



Top Neighborhoods Surveyed

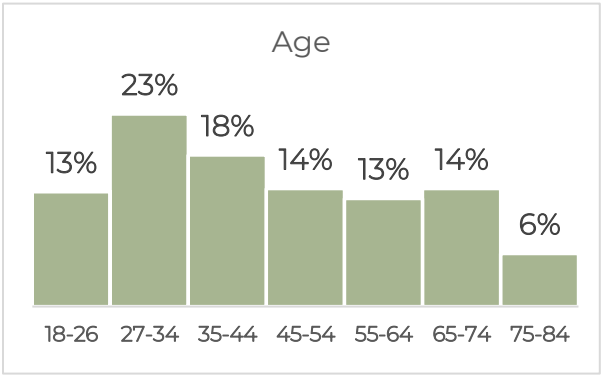


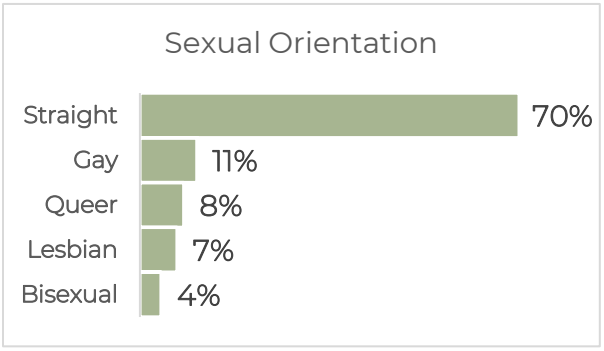
Participant Demographics

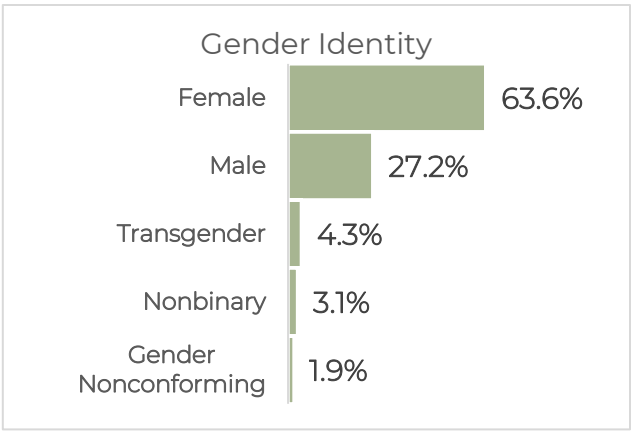
Of all people surveyed, the majority identified as female (64%), and heterosexual (70%). Most were relatively young between the ages of 27-34 years old however the age groups were diverse. Elders, those aged 65 and older, comprised of 20% of all people surveyed.

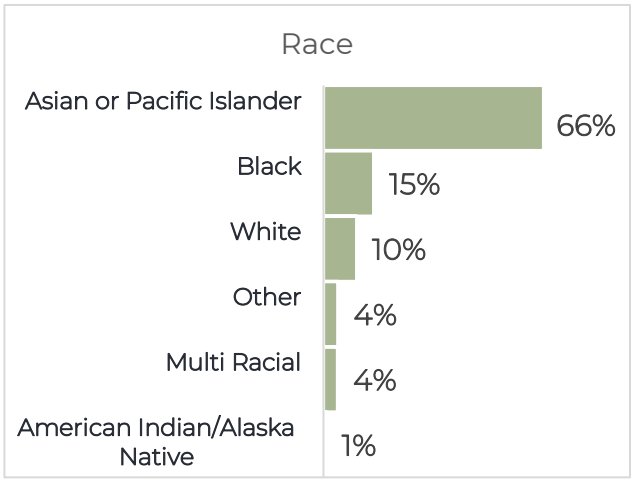
66% self-identified as Asian, Hawaiian or another Pacific Islander (see next page). The top ethnic groups included 42% Korean, 18% Latinx and 12% Indo-Caribbean.

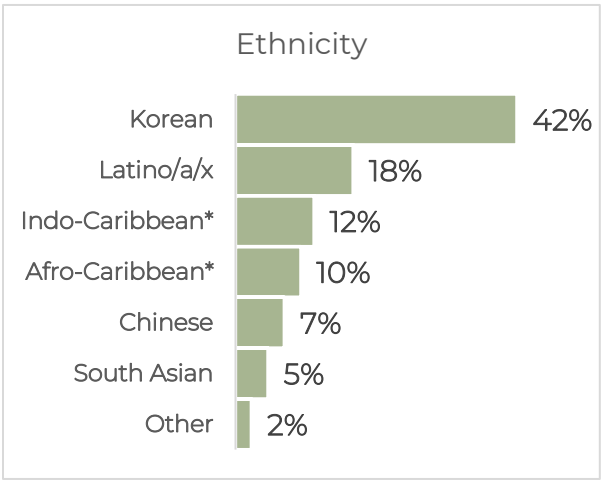
Indigenous, Afro-Latinx, Filipino, Arab, Japanese, and Jewish respondents made up less than 1% of all people surveyed (see appendix for details).









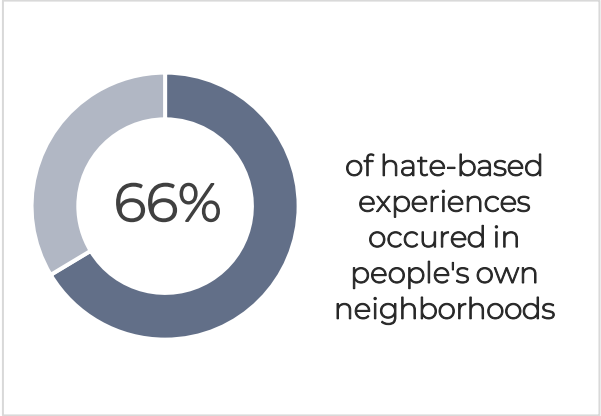


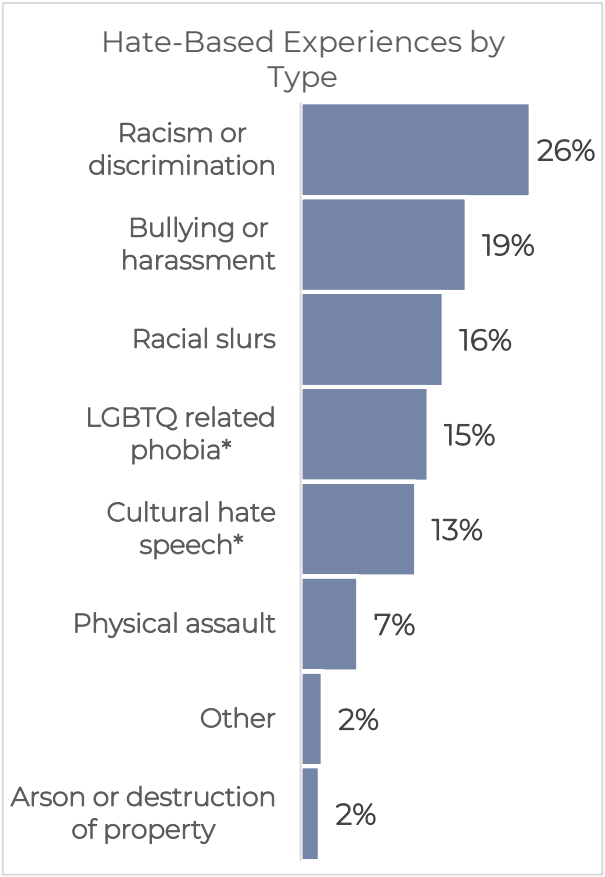
Incidences of Hate

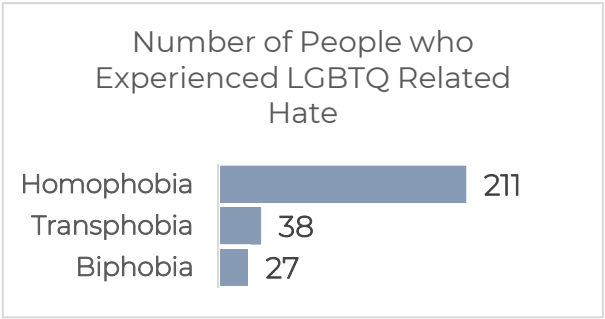
1,970 hate-based experiences were shared by community members. 72% of people in the online survey who experienced a hate-based incident reported experiencing 2 or more incidents. 25% experienced 5 or more incidents.

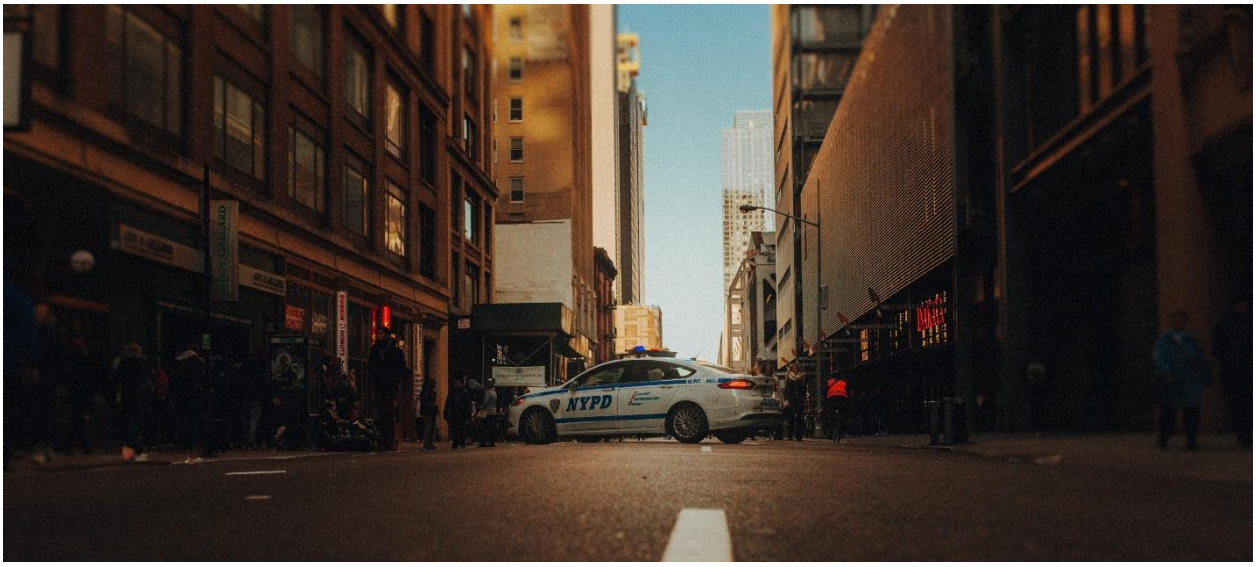
The top experiences were racism or discrimination (26%) followed by bullying and harassment (19%).

LGBTQ+ related phobia refers to experiencing Transphobia, Biphobia, or Homophobia. 15% of people surveyed experienced this kind of hate-based incidence.



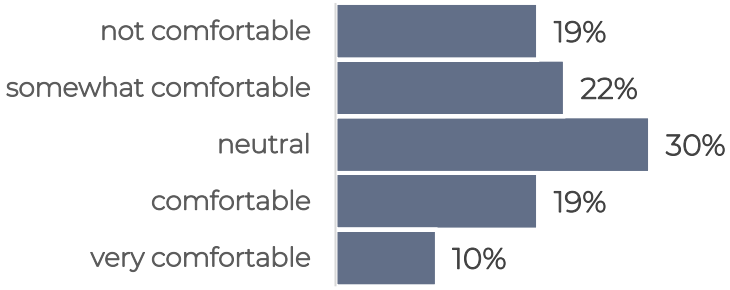




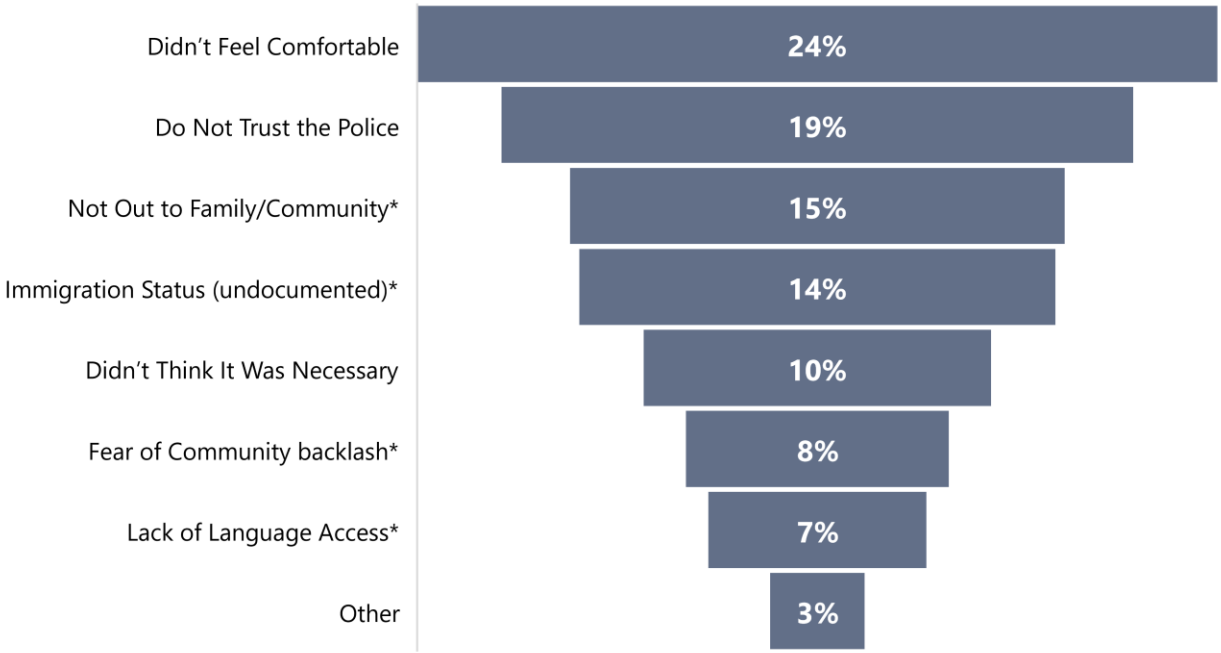


only 118 people reported a hate-based experience to the police

How comfortable do you feel interacting with the police?



Reasons for not reporting to police

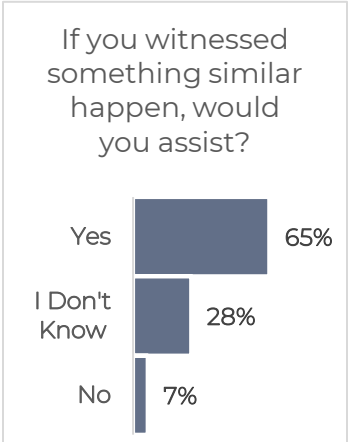


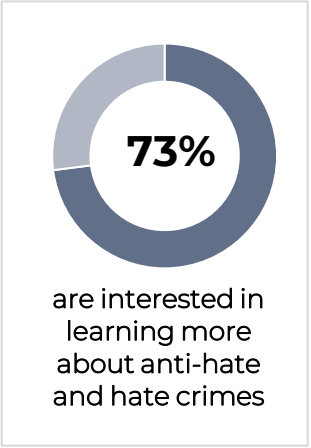
Potential Points of Intervention

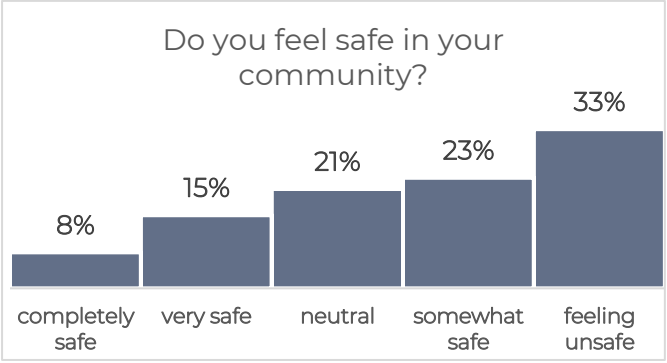
There are promising findings that point to the need for increased community awareness and bystander or upstander intervention strategies.

Almost all people surveyed were interested in learning more about anti-hate and hate crimes. Even though only 20% felt that we are currently doing enough to address this in our community, 65% said they would assist if they saw a hate-based incidence occur.

Additionally, only 23% reported feeling completely to very safe in their communities which may indicate a need to invest in place-based strategies for intervention.







Do you have any suggestions on how reporting hate crimes can be improved in our community?

159 community members shared their ideas on how to improve hate crime reporting in their communities in an open-end question on the survey.

Responses centered on the following **4** themes:

1. Increase awareness, education, and dialogue about hate

   This included increasing awareness about what hate crimes are, and people's right to report, and options for reporting.

> ***"Educating community members about their rights and how to navigate the law is a great place to start. We have to encourage folks to speak their truth and step in and support them. Healing circles would be good as well. A lot of us need support and group settings are amazing.***

> ***"Las personas deben saber que pueden denunciar, no importa el estatus migratorio, todos tenemos los mismos derechos.*** *(People should know that they can file a complaint, regardless of immigration status, we all have the same rights.)*

> ***"More information on how to report, what is a hate crime, confidentiality, and access to resources.***

   Some asked for dialogues within community.

> ***"Education for interracial dialogue and cultural understanding***

> ***"Education about the various races and cultures of those exercising public power is necessary. Dialogue and understanding between various racial groups is required.***

Many suggested holding trainings and conversations at faith-based and community-based organizations, spaces that many community members access and have trust in.

> “ ***Teniendo agencias o personas lideres que representen a nuestra comunidad. Sentirse cómodo con estos.*** *(Having agencies or leaders who represent our community. To feel comfortable with these.)*

> “ ***Anti-racism and LGBTQ education in religious/ faith-based institutions and with community-based organizations.***

2. Lack of confidence and trust in police officers and current reporting systems

Some believed that police didn’t care or were not invested in their communities.

> “ ***Los policías ya no toman importancia a lo que sucede en la calle, no les importa.*** *(The police no longer care or mind about what happens on the street, they don't care.)*

> “ ***La policía no te escucha no es como antes*** *(The police do not listen to you. It is not like before)*

> “ ***Más apertura de la policía pues estos casos realmente no se toman en cuenta, al contarlo cada vez más la policía es agenda a delitos que llaman menores, entonces no hay confianza al denunciar. Entonces no hay confianza al denunciar.*** *(More understanding/action from the police because these cases are not being considered, every time we share these concerns [hate crimes] they are categorized as minor crimes, and so there is no outcome when crimes are reported. We do not feel confident when reporting crimes.)*

Others noted lack of feeling safe or not supported when reporting.

> “ ***I don't feel safe to ask US police for help.***

> “ ***Victims need to feel unconditionally safe. How one makes that happen is up to the community. Currently most victims feel unsafe reporting.***

> “ ***Reporting the hate crimes without being biased. Certain people you can report to will take the assaulter’s side***

3. Improve response times and more police presence in communities

Having more police patrolling the community, reinvesting in the police force and improvements to response times were noted.

> ***It is safer to have police patrolling the community at night***

> ***Mas atención de la policial, y presencia de ellos en las calles, llamamos y no llega, que sean más responsables y hagan su trabajo.*** *(More attention from the police and more police presence on the streets, we call and they don't come, they [police] should be more responsible and do their job.)*

> ***Más fondos para tener protección de los policías en nuestra comunidad.*** *(More funds to have police protection in our community.)*

A few people shared ideas for improving trust between the police and community members.

> ***Let the people's voices be heard and let there actually show a change in the community, so the people see that something actually will be done to help if they speak up.***

> ***Keeping community meetings in order to help them build trust with the police etc. and by listening to others opinion on ways to improve their community.***

4. More accessible processes for reporting hate crimes

Community members suggested alternative options for reporting hate crimes such as ways to report anonymously, via a dedicated hotline, or at community-based agencies and locations that community members already frequent.

> ***Ability to report anonymously or at places where people frequent (grocery, community center, subway station), hotline for reports, more language access overall, eliminate fear of retaliation.***

> ***We should be able to report to any government agency***

> ***We should be able to report at CBO's and other community agencies***

Other improvements to current reporting options, such as a specific dedicated department for Hate Crime reports and standardizing reporting intakes and assessing for perceptions of hate crime.

> ***The police should have a department to handle hate crimes***

> ***Specific protocol within authorities to assist with this type of case reporting***

> ***Have a form or an area on form that asks directly if the person feels it is a hate crime***

Many comments noted language as a barrier to reporting and obtaining support from police.

> ***There must be a place where you can freely talk in Korean.***

> ***Write a report in your own language***

> ***You need a window where you can report in Korean***

> ***Brindar un espacio seguro donde podamos denunciar, personas que hablen nuestro idioma.*** *(Create a safe space where we can report crimes, with people who speak our language.)*

> ***I think the hotline number to report should be publicized, and a linguistic interpretation is needed so that all races can report it.***

> ***Muchos necesitan ayuda con el idioma, porque la policía si está ayudando.*** *(Many need help with navigating the language [English] because the police are helping.)*

Though only mentioned by one community member, the comment below points to the need to better understand how representation and diversity in the NYPD workforce might relate to the reporting of hate crimes, especially among the Asian immigrant community.

> ***I don't see many Asian policemen or policewomen. Sometimes the same race of policemen will make people, especially new immigrants feel more comfortable when they are seeking help.***

Summary

The organizing effort by Voces Latinas brought together 8 highly respected cultural community agencies in Queens, NY to develop the first ever Queens Partners Against Hate Coalition to promote equity and well-being for all in the community. As an initial step to understanding the experience of hate violence in the community, the Coalition developed and shared a survey through its coalition member agency's to better understand their community members experiences with hate, identify barriers and explore potential solutions to reporting hate violence.

The survey reached over 900 community members from various racial, ethnic backgrounds and gender and sexual identities with the largest group of Asian and Pacific Islander respondents.

> *"We were surprised by the amount of AAPI community members who, when given a forum such as a confidential survey, were willing to participate and also offer their detailed opinion on Anti-Hate. The results were far more shocking than we had anticipated from the start, and we were able to, for the first time in our agency, truly do a deep-dive into the community's perspective on Anti-Hate."* – *KCS*

Findings captured 1970 incidences of hate of varying types from racism and discrimination to physical assault and cultural hate speech. Only 118 people reporting any experience of these experiences to police. People who didn't report often did not feel comfortable reporting or did not trust police officers. Open-ended comments further suggest that community members lack confidence and trust in police officers and current reporting systems. Some feeling as if police are not invested in their community and other feeling unsafe when reporting. As noted by other comments, increasing police presence and response time in neighborhoods could improve confidence and reporting of hate-violence to legal authorities.

Relatedly, the majority of hate-based experiences occurred within people's own neighborhoods and a third of people currently feel unsafe in their communities. It would be important for those interested in violence intervention and increasing reporting to increase the safety of the neighborhoods in which many hate-based experiences occurred.

Community members identified and shared ideas that could be implemented to increase reporting of hate violence. Creating low-barrier reporting could be achieved by improving the accessibility of current reporting processes and forms. For example, people spoke of not being able to report in their native language or at a more trusted and easier to access location like grocery stores and community-based organizations. Organizations in the gender-based violence field, such as Voces Latinas, YWCA, and KAFSC are well-experienced in barriers to reporting.

> *"**KAFSC** is used to meeting with survivors endured years of domestic violence, sexual assault and other gender biased crimes without saying a word to anyone. With the Anti Hate Survey conducted, it was proven to us that there is still more work that needs to be done to educate community members to speak out and know there is help when they feel threatened because of their race, gender, religion and/or any hate crimes they experienced."*

Encouragingly, findings showed a strong interest and commitment to end hate-violence in the community. Almost 75% of participants are interested in learning more about anti-hate and 65% were willing to intervene in a hate-based event if they witnessed one. There was also a clear request for more education and awareness about what hate-crimes are, how to report them and people's rights as a victim of crime.

> *"The Queens Anti-Hate Survey highlighted the need for more resources to educate and train Caribbean-owned small businesses on LGBTQ+ rights, anti-blackness, racism, and protections for LGBTQ+ customers and employees. There needs to be a significant investment in community-based organizations to do cross-racially solidarity training and host public education and upstander workshops to combat racialized motivated hate crimes. Community-driven solutions must be prioritized to address the disparities in quality of life issues and public health and safety, such as LGBTQ+ phobias and the impact of transplanted cultural hate speech and language throughout NYC."* ***Mohamed Q. Amin, Founder and Executive Director, Caribbean Equality Project***

Organizations like the South Asian Council for Social Service are already leading innovation via their safety ambassadors and companion volunteers who are trained to interrupt hate.

> ***South Asian Council for Social Services (SACSS)*** *is working with the Asian American Federation on the Hope Against Hate Campaign. Through this campaign we are conducting community outreach to enroll community companions and community safety ambassadors through a community safety program. The community safety ambassadors are volunteers trained that undergo a mandatory training by AAF's partner - Nonviolent Peaceforce. Safety ambassadors and companions volunteer to escort seniors and other vulnerable community members to*

and from appointments and de-escalate verbal anti-Asian bias incidents as needed when providing protective accompaniment.

The Queens Partners Against Hate Coalition has laid a strong foundation for initiating a community-based crime reduction strategy to combat hate violence. The expertise of community members shared in this report offer ideas for reducing barriers to reporting, increasing awareness of hate crimes, and improving community cohesion. Coalition member agencies are embedded in the communities most impacted by hate violence and offer a variety of social services aimed at improving community wellbeing. The coalition member agencies offer their own set of learnings that can further bolster our understanding of hate crime in the community.

> *"Participating in the Queens Partners Against Hate Coalition is an invaluable opportunity for each of our community members. Through this work,* ***Communities Resist*** *has learned and hopes to further understand the nuances of our neighbors' most vulnerable experiences so that we can serve as better advocates both in and out of court. Together, we hope to use the data and information the coalition is gathering to promote substantive policy changes, the fruits of which will be incalculable in a post-quarantine world."*
>
> *"Being a committee member and specifically participating in this project (anti-hate survey) provided a broader perspective of variables inherent in being a target of hate. More importantly, it has never been clearer that we are beholden to be a voice, an action, an impetus to help enact change." –* ***Lianna Lee, Elmcor Youth and Adult Activities***
>
> *"As we're doing our program about the Anti Hate Campaign, we learned that anyone can become a victim and we can help each other as well. At the same time, we felt strongly about the need for the education at early ages."* ***Eun Kyung Kim, Executive Director, YWCA***

Together, the collective wisdom of coalition member agencies and community members can be used to leverage additional funding to initiate place-based community driven solutions to ending hate violence.

> **"Communities must build their own capacity to fight crime, by making use of data-driven and evidence-based strategies tailored to specific local concerns."** - Attorney General Sessions Announces Creation of National Public Safety Partnership to Combat Violent Crime" (June 20, 2017). Washington, D.C.: U.S. Department of Justice, Office of Public Affairs (www.justive.gov.)

Appendix

Data tables

Age	N	%
18-26	106	13%
27-34	178	23%
35-44	140	18%
45-54	109	14%
55-64	100	13%
65-74	109	14%
75-84	49	6%
Total	**791**	**100%**

Gender Identity:	N	%
Female	582	63.6%
Male	249	27.2%
Transgender	39	4.3%
Nonbinary	28	3.1%
Gender Nonconforming	17	1.9%
Total	**915**	**100%**

Race:	N	%
American Indian/ Alaska Native	7	1%
Asian	548	63%
Black	130	15%
Native Hawaiian or Other Pacific Islander	23	3%
White	86	10%
Multi Racial	36	4%
Other	37	4%
Total	**867**	**100%**

Ethnicity:	N	%
Korean	409	42.0%
Latino/a/x	171	17.6%
Indo-Caribbean*	114	11.7%
Afro-Caribbean*	95	9.8%
Chinese	71	7.3%
South Asian	47	4.8%
Other	23	2.4%
Caribbean	20	2.1%
African	9	0.9%
Choose not to answer	5	0.5%
Indigenous	3	0.3%
Afro-Latinx*	2	0.2%
Filipino	2	0.2%
Arab	1	0.1%
Japanese	1	0.1%
Jewish	1	0.1%
Greek	0	0.0%
Total	**974**	**100%**

Sexual Orientation	N	%
Straight	572	70%
Gay	86	11%
Queer	66	8%
Lesbian	56	7%
Bisexual	32	4%
Total	**812**	**100%**

1. Have you ever experienced any of the following hate crimes listed below?	N	%
Racism/Discrimination	514	26%
Homophobia/Transphobia*	10	1%
Homophobia*	211	11%
Biphobia*	27	1%
Transphobia*	38	2%
Bullying/Harassment	371	19%
Arson/Destruction of Property	43	2%
Physical Assault	129	7%
Racial Slurs	320	16%
Cultural Hate Speech*	258	13%
Other	49	2%
Total	**1970**	**100%**

2. What was your level of fear during the incident?	N	%
a little scared	61	9%
scared	144	20%
neutral	147	21%
very scared	159	22%
extremely terrified	196	28%
Total	**707**	**100%**

3. Where did the incident take place?	N	%
In my community	401	66%
Outside of my community	203	34%
Total	**604**	**100%**

4. Do you feel safe in your community?	N	%
feeling unsafe	213	33%
somewhat safe	148	23%
neutral	133	21%
very safe	98	15%
completely safe	48	8%
Total	**640**	**100%**

5. Did you report the incident to the police?	N	%
YES	118	18%
NO	535	82%
Total	**653**	**100%**

If yes, are you satisfied with how the police handled it?	N	%
YES	21	14%
NO	126	86%
Total	**147**	**100%**

If no, why didn't you report it?	N	%
Didn't Feel Comfortable	304	24%
Do Not Trust the Police	240	19%
Not Out to Family/Community*	188	15%
Immigration Status (undocumented)*	181	14%
Didn't Think It Was Necessary	132	10%
Fear of Community backlash*	100	8%
Lack of Language Access*	83	7%
Other	36	3%
I Don't Know*	6	0%
Total	**1270**	**100%**

6. At the time of the incident, did anyone intervene or assist you?	N	%
YES	69	12%
NO	506	86%
I Don't Know	13	2%
Total	**588**	**100%**

8. Do you want to receive training on how to learn about hate?	N	%
YES	497	73%
NO	184	27%
Total	**681**	**100%**

9. Do you think we are addressing this enough in our community?	N	%
YES	137	20%
NO	553	80%
Total	**690**	**100%**

QUESTIONS ASKED ONLY IN ONLINE SURVEY FROM VOCES LATINAS

On a scale of 1-5 how comfortable do you feel interacting with the police?	**N**	**%**
not comfortable	38	19%
somewhat comfortable	43	22%
neutral	59	30%
comfortable	38	19%
very comfortable	19	10%
Total	**197**	**100%**

Has COVID-19 sparked acts of hate in your community?	**N**	**%**
Yes	106	49%
No	103	48%
Not sure	6	3%
Total	**215**	**100%**

If you witnessed something similar happen, would you assist?	**N**	**%**
Yes	122	65%
No	13	7%
I Don't Know	52	28%
Total	**187**	**100%**

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