

Hate Crimes and Bias Incidents Hotline

Advisory Committee

August 12, 2026



Introduction



Name, Organization,
Locality



What's one thing you're
glad you made time for
this summer?



POP

- **Purpose:** Review hotline statewide launch plan to ensure the committee is prepared for the launch and informed about recent hotline activity.
- **Outcome:** Alignment on statewide launch readiness, awareness on media, outreach efforts, and operational logistics.
- **Process:** Approve agenda items, hear updates and reports, discuss launch planning and operational needs, ask questions, and identify action items for follow-up.



Note: PRA and OPMA

Trainings and guidance for Public Records Act and the Open Public Meeting Act can be found [here](#).

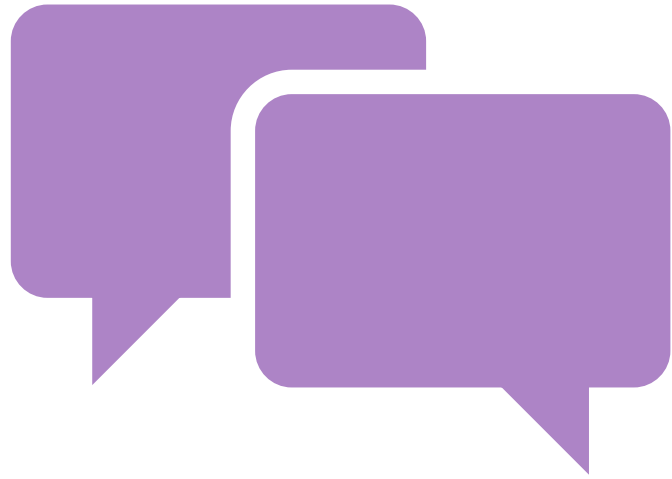
Open Government Training Curriculum - Resources

Lesson (1) is a general overview. Lesson (2) provides basic training and other resources on the Public Records Act. Those resources include a training video, PowerPoint, and other educational materials such as legislative updates. Lesson (3) provides training and other resources on the Open Public Meetings Act. Those resources include a training video, PowerPoint, and other educational materials such as legislative updates. Lesson (4) provides basic records retention and management training. Lesson (5) provides supplemental Public Records Act training, designed especially for Public Records Officers. See Q & A guidance above to learn which lessons agency officials and staff must take.



- **Lesson 1:**
 - [Open Government Overviews and General Principles](#)
- **Lesson 2:**
 - [Public Records Act Basics - RCW 42.56](#)
- **Lesson 3:**
 - [Open Public Meetings Act - RCW 42.30](#)
- **Lesson 4:**
 - [Records Management and Retention Basics - RCW 40.14](#)





Public Comment Period



Adopt Agenda

1. Welcome

- a. Introduction
- b. POP
 - o **Purpose:** Review hotline statewide launch plan to ensure the committee prepared for the launch and informed about recent hotline activity
 - o **Outcome:** Alignment on statewide launch readiness, awareness on media, outreach efforts, and operational logistics
 - o **Process:** Approve agenda items, hear updates and reports, discuss launch planning and operational needs, ask questions, and identify action items for follow-up
- c. Reminder on OPMA and PRR

2. Public Comment Period

3. Approve Minutes and Agenda

- a. Adopt agenda
- b. Vote to approve minutes from May
- c. Vote on November meeting date

4. Preparing for Statewide Launch

- a. Media and Marketing
- b. Outreach Updates
- c. Operational Logistics
- d. Discussion

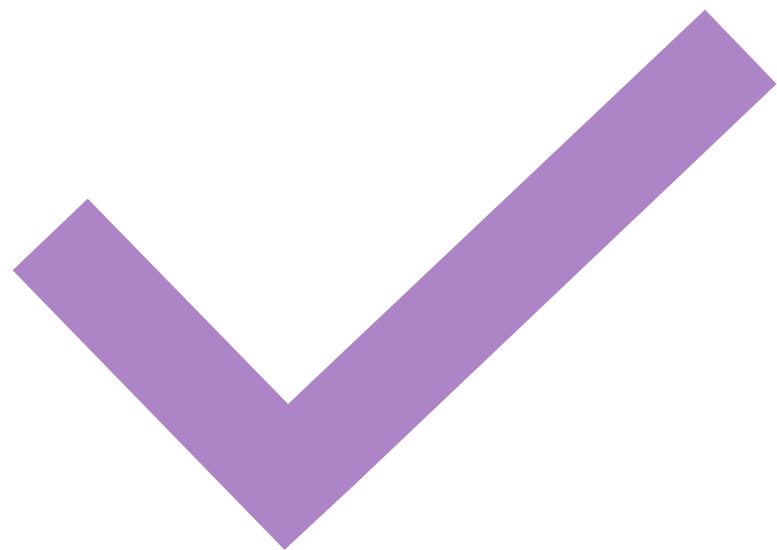
5. Hotline Updates: Intakes

- a. Phone call reports
- b. Webform reports
- c. Q&A

6. Next Steps & Closing

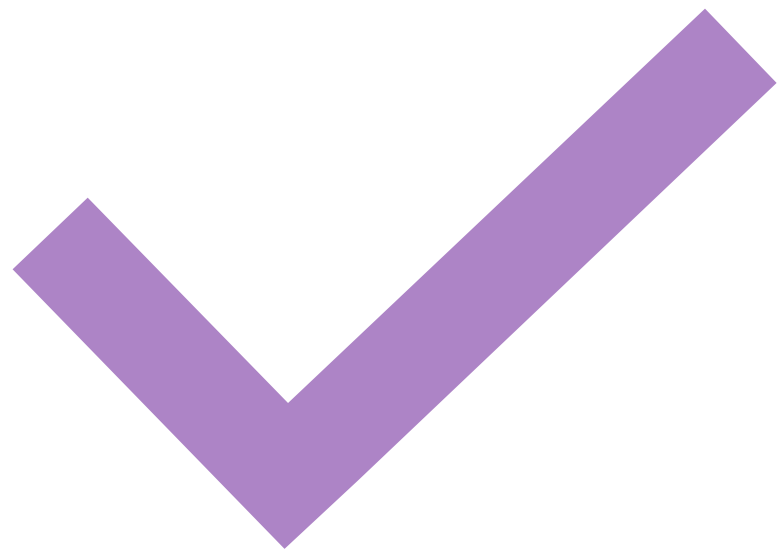
- a. Next Meeting: November 11, 2026 **Subject to change due to the Veteran's Day Holiday*





Vote to
Approve
Minutes from
May





Vote on November meeting date

Due to the Veteran's Day Holiday, the
new proposed November meeting
dates are:

Wednesday, November 4th or

Wednesday, November 18th



Preparing for the Statewide Launch

Media and Marketing

- ▶ Pilot Phase Press Release
 - ▶ Sent to you in English, translated versions on the [website](#)
 - ▶ Planning press strategy for statewide launch
- ▶ Marketing Materials
 - ▶ Flyers, posters, rack cards, and social media graphics with the new logo have been posted to the hotline's website and are available for download. Please visit: [Report Hate. Get Support. Toolkit | Washington State](#)
 - ▶ Video finalized
 - ▶ Stickers available





Want to Make it Meaningful?

Video Review

[Learn more about PRR's work](#)



Hate Crimes & Bias Incidents Hotline Video Ad



- ▶ Video finalized based off feedback from the May Advisory Committee meeting
- ▶ Subtitles available in English
- ▶ [Link](#) *(note - final video to be distributed to Advisory Committee members upon delivery and published on the hotline's website)*

Hate Crimes & Bias Incidents Hotline Stickers



- ▶ Logo and Tagline
- ▶ QR Code
- ▶ Phone Number
- ▶ Website
- ▶ *To request stickers, flyers, or other materials for your organization, please see the email notification with instructions on how to request tabling or materials sent prior to this meeting. You can also email hatebiashotline-noreply@atg.wa.gov*



Service Provider and Community Outreach

Outreach and Tabling Events

Of the outreach conducted in the last six months:

- ▶ 6 in-person tables held
- ▶ 8 virtual events via zoom
- ▶ 26 counties contacted
- ▶ 237 community organizations outreached/attempted contact

Service Providers

- ▶ 54 service providers have been added to our referral list
- ▶ 196 total service providers in our referral list (not including WA 211)

Pictured: Hate Crimes & Bias Incidents Hotline tabling at an event with the Khalsa Gurmat Center. May 2026





Law Enforcement Outreach

Criminal Justice Training Commission (CJTC)

- ▶ E-learning training developed in partnership with AGO and CJTC on the hotline, RCW 43.10.305, and law enforcement's obligation under the law
- ▶ Counts towards in-service training hours

Law Enforcement Agency Roundtables

Of the outreach conducted in the last twelve months:

- ▶ 11 roundtables held
- ▶ 25 counties contacted
- ▶ 34/162 individual agencies in attendance
- ▶ 82 officers in attendance
- ▶ 1,150 pocket victim referral cards requested and printed for agencies

Ongoing outreach leading to statewide launch:

- ▶ 6 additional roundtables to be held across 14 remaining counties
- ▶ Follow-up reminders and catch-up sessions to agencies not in attendance with the law enforcement resource toolkit, CJTC training, and instructions on requesting pocket cards



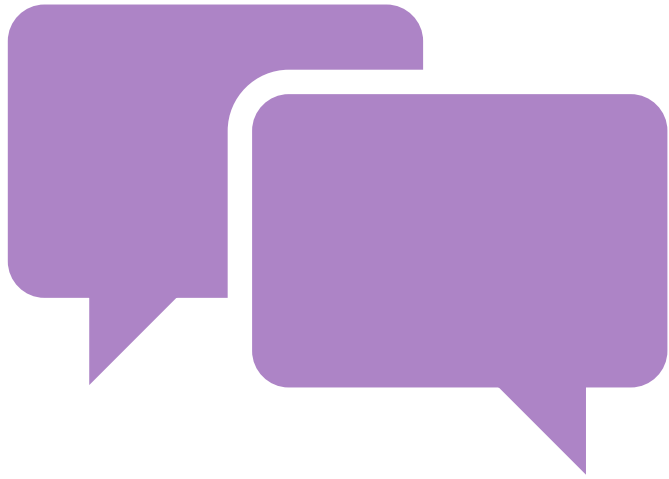
Operational Logistics

Call Center

- ▶ Hotline operations to be moved from being **internally housed in AGO** → **call center**
- ▶ Call center will offer live call support during business hours 9am-5pm Monday-Friday
 - ▶ Announcement of Apparent Successful Bidder: August 13th, 2026
 - ▶ Trainings of call-center staff include, but are not limited to:
 - ▶ Trauma-informed approach
 - ▶ Relevant WA law
 - ▶ Scenario planning
 - ▶ Data privacy, confidentiality, and reporting to law enforcement
 - ▶ Resources and service provider referrals

Website Update

- ▶ Video to be published on website
- ▶ Information updated to reflect acceptance of reports statewide



Discussion

What would you like to see
for the statewide launch?





Washington State Hate Crimes & Bias Incidents Hotline

Phone Number

1-(855)-225-1010

Accepting calls starting July 1, 2025

Language interpretation in over 240+ languages via LanguageLink

Voicemail only line for pilot phase duration

Response within 2-3 business days if follow-up requested

Can report completely anonymously

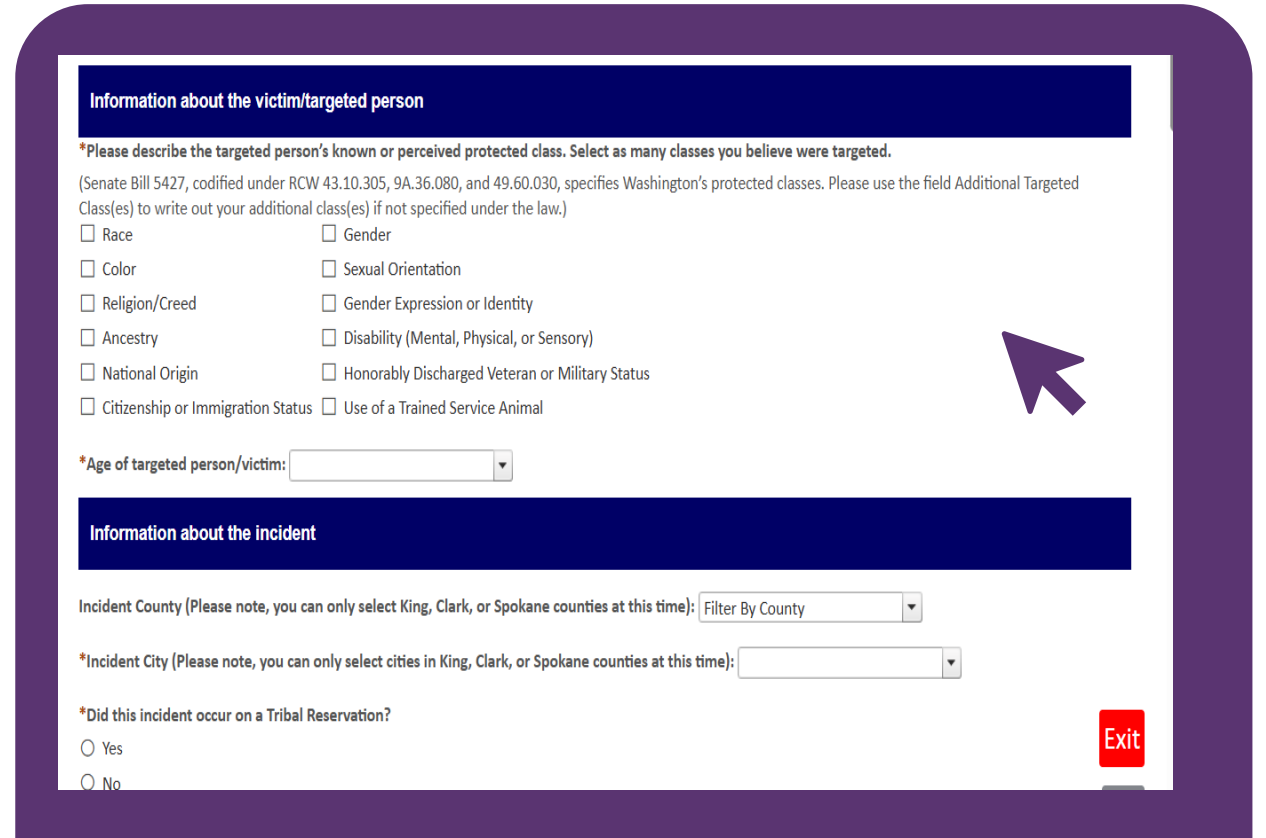


Intake Webform

[ATG.WA.GOV/REPORT-HATE](https://atg.wa.gov/report-hate)

Online Reporting

- ▶ Safe exit button
- ▶ Internally housed on AGO website



The screenshot displays the 'Intake Webform' interface. It features a dark blue header for the 'Information about the victim/targeted person' section. Below this, a text prompt asks the user to describe the targeted person's known or perceived protected class, with a reference to Senate Bill 5427. A list of checkboxes follows, organized in two columns: Race, Gender, Color, Sexual Orientation, Religion/Creed, Gender Expression or Identity, Ancestry, Disability (Mental, Physical, or Sensory), National Origin, Honorably Discharged Veteran or Military Status, Citizenship or Immigration Status, and Use of a Trained Service Animal. An age selection dropdown is also present. The next section, 'Information about the incident', has a dark blue header. It includes a dropdown for 'Incident County' with a note about selecting King, Clark, or Spokane counties, and a text field for 'Incident City' with a similar note. At the bottom, there are radio buttons for 'Did this incident occur on a Tribal Reservation?' (Yes/No). A red 'Exit' button is located in the bottom right corner of the form area. A purple mouse cursor arrow points towards the right side of the form.

Information about the victim/targeted person

*Please describe the targeted person's known or perceived protected class. Select as many classes you believe were targeted.
(Senate Bill 5427, codified under RCW 43.10.305, 9A.36.080, and 49.60.030, specifies Washington's protected classes. Please use the field Additional Targeted Class(es) to write out your additional class(es) if not specified under the law.)

☐ Race ☐ Gender
☐ Color ☐ Sexual Orientation
☐ Religion/Creed ☐ Gender Expression or Identity
☐ Ancestry ☐ Disability (Mental, Physical, or Sensory)
☐ National Origin ☐ Honorably Discharged Veteran or Military Status
☐ Citizenship or Immigration Status ☐ Use of a Trained Service Animal

*Age of targeted person/victim:

Information about the incident

Incident County (Please note, you can only select King, Clark, or Spokane counties at this time):

*Incident City (Please note, you can only select cities in King, Clark, or Spokane counties at this time):

*Did this incident occur on a Tribal Reservation?
☐ Yes
☐ No

Exit

Hotline Updates: Intakes

- ▶ From the pilot launch date of 7/1/2025 to 7/30/2026:
 - ▶ 66 reports in July, 2026
 - ▶ 776 reports total
 - ▶ 46.6% in King County
 - ▶ 13.9% from Spokane County
 - ▶ 4.7% from Clark County
 - ▶ 34.8% from outside the pilot counties
 - ▶ 277 (36.2%) phone call reports
 - ▶ 488 (63.8%) webform reports
 - ▶ 50.1% requesting follow-up
 - ▶ 23.4% of those requesting follow-up from the hotline also want a referral to law enforcement

Note:

It is too early in the program's pilot phase to conduct a meaningful data analysis of the reports received to the hotline thus far. A report is due to the governor and state legislature on July 1, 2027, and will be made publicly available on the hotline's website.





Questions?



Questions? Next Steps

- ▶ Next Meeting: November 11th, 2026*

**Subject to change due to the Veteran's Day Holiday*

- ▶ Please email the Hate Crimes & Bias Incidents Hotline Team hatebiashotline-noreply@atg.wa.gov with any questions.

Thank You!

