

Formalizing a Bias Incident Response Process for HSU – Introduction & Background

Background

The need for an institutionalized mechanism of responding to identity-related hate incidents on campus has become acutely clear over the last years, during which time our campus has seen first-hand the drawbacks of an ad hoc response to incidents that target members of our campus community. HSU plainly needs a clear mechanism for coordinating responses to such incidents, both in relationship to the targeted individual and in relationship to the campus as a whole. This proposal outlines a structure and protocol for coordinating university-wide efforts in this regard.

Structure

In designing a university-wide mechanism for responding to and addressing hate incidents on campus, this proposal highlights four core needs. Specifically, the need for:

- 1) a response to the incident itself, to ensure the safety of all involved and to make sure the university is in compliance with system policies and state and federal laws,
- 2) a university-wide response that communicates appropriately to the campus community, while protecting the rights of all individuals involved, and
- 3) educational programming that would involve both incident-specific programming and also ongoing campus education and ally training, and
- 4) an improved reporting mechanism through which individuals can report incidents of hate and/or bias (both anonymously and not), allowing us to track the frequency of such incidents and also to respond to incidents as necessary and appropriate in the particular situation

In designing a mechanism to address these four needs, it must be noted that much (though not all) of the work involved in relation to these four areas is crisis-based, and will only be needed *if and when* an incident occurs. It must also be noted that key administrators from many different offices on campus will inevitably be involved in responding to any such crisis, depending on the nature of the incident and the status (student, staff, or faculty) of the individual involved. The purpose of this proposal is not to remove or to replace existing structures of crisis response, but to implement the capacity within our existing university structure for coordinating the university-wide response to potential hate incidents on campus.

Coordination

At the request of the Provost, the coordination of this proposed structure and protocol is to be housed in the Office of Diversity and Inclusion. Specifically, this initiative is being led by the Bias Incident Response Coordinator, a recently created faculty release-time position, located within the Office of Diversity and Inclusion, that is currently held by Jennifer Eichstedt.

Narrative Description of Bias Response Process – Humboldt State University

Jennifer Eichstedt, Anti-Bias Coordinator 12-2-2010

Hate crimes and bias incidents are different from other kinds of crimes/incidents in that they are meant to be “message crimes/acts.” That is, they often target an individual, but they are meant as a message to the whole *group to which the target belongs*. The perpetrator is attempting to send an intimidating message that the target/group is unwelcome/unwanted. As such, such acts are an assault on a community which values inclusion, diversity and social justice. Such acts may make not just the target, but group members and others feel at risk of danger, and unwanted in the larger community. As such, such events must be addressed by the larger community as bias/hate incidents and crimes.

Bias Incidents

Bias-related incidents seem like a murky ground to traverse. Can’t anything be based in bias? For our purposes, we are using the following definition:

“**Bias-related incidents** are completed, attempted, or threatened **abusive or hostile acts** against persons, property, or an institution that involve a victim, or victims, selected on the basis of an individual’s or group’s actual or perceived race, color, religion, age, gender, ethnic/regional/national origin group, nationality, disability status, sex or sexual orientation (including gay, lesbian, bisexual and transgender).” (From the University of Dayton, Bias Response Team)

One of the goals of the Bias Response Team at Humboldt State is to work to create a campus where such events are less likely to occur, and when they do occur, to develop systems that support well coordinated and well developed responses. Toward this end, this is our proposed process:

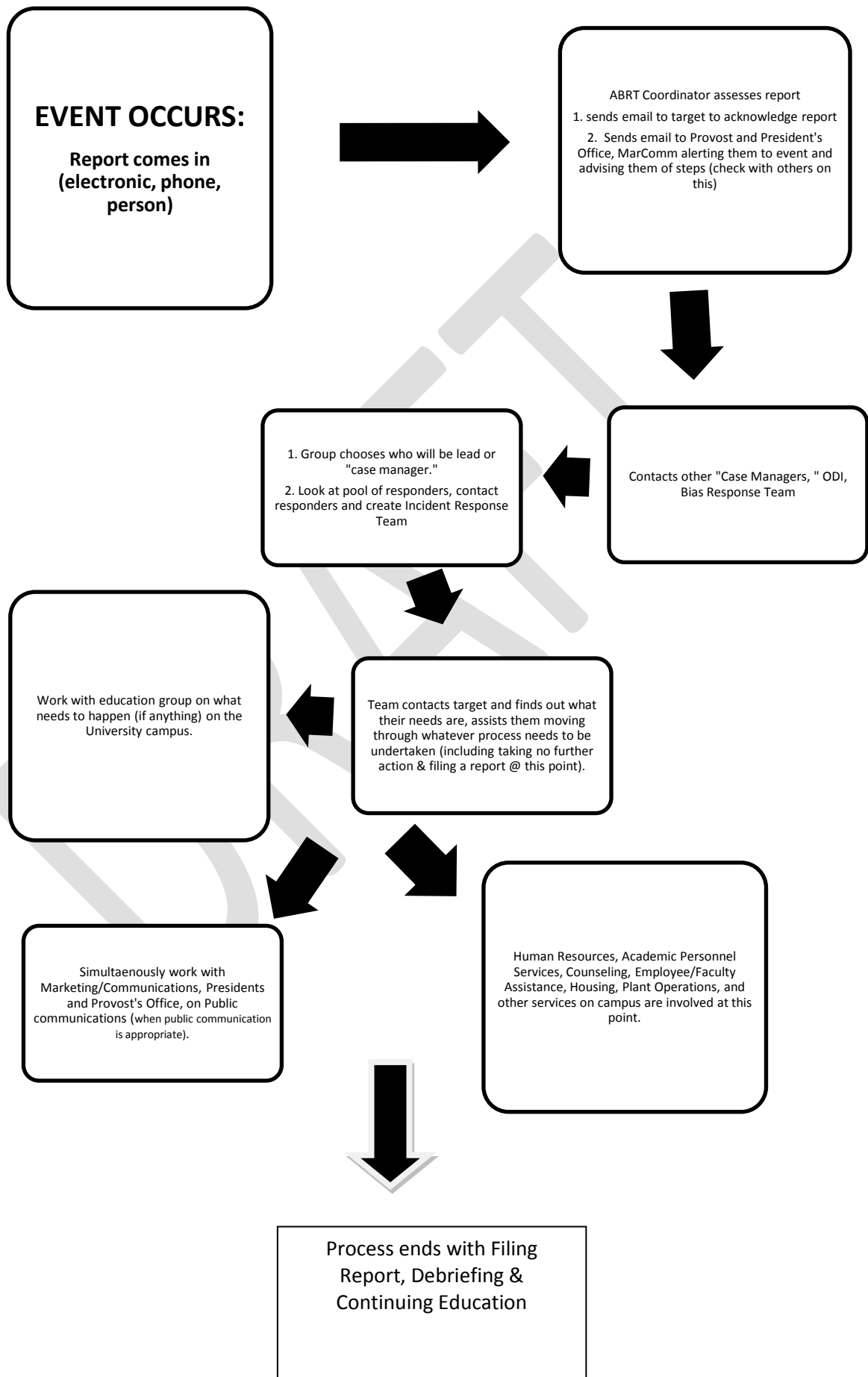
1. A bias incident occurs and the target themselves, a witness, or someone to whom the target has reported the incident, starts an “incident report.”
2. “Incident Reports” will be filed either on-line (which for most schools who have this option is the most common method of reporting), in-person at designated locations, or over the phone. There will be forms, and people trained to help people make a report, in multiple offices across campus, including, the Police Department, EOP, Multicultural Center, Housing, Office of Diversity and Inclusion, Counseling, Student Affairs, INRSEP, ITEPP, Designated Academic Departments, Academic Personnel Services, Human Resources, and
3. When an Incident Report is filed, it will immediately go to a designated email drop box for the Anti-Bias Coordinator. The Coordinator will:
 - a. Contact the reporter/target as quickly as possible/within 24 hours, acknowledging report and gathering information.
 - b. Contact other Case Managers, send out description of incident, identify Bias Incident Response Team (BIRT) lead and Advocate/Responders team, based on the nature of incident and identity and needs of the target (for example, student/faculty/staff).
 - c. Contact the President’s office, Provost’s office, and MarComm to briefly discuss incident and strategize about immediate needs and response.
4. Case Manager will convene the Bias Incident Response Team. This Team is created with specific needs of the Target in mind.

5. Bias Incident Response Team (BIRT) will contact the Target and have initial conversation:
 - a. If target gives permission to move forward with the process, discuss with them what they may need:
 - i. In terms of support.
 1. This is where Target and BIRT may interact with Housing, Human Resources, Counseling Center, Financial Aid, Academic Personnel Services, and other offices depending on Target's needs.
 2. BIRT works with MarComm and Education Team to frame media releases.
 - ii. In terms of privacy/confidentiality
 - iii. Development of strategies for campus response.
 1. This includes creating different sorts of public/private education (Intersection with the Education Team)
 - b. If Target does NOT give permission to move forward with the process:
 - i. IF the incident was "private*" or did not involve a larger group being attacked/targeted** or other people who knew of the incident, then:
 1. Team will let Target know what continues to be available to them in terms of support.
 - ii. If the Incident was more PUBLIC**, then:
 1. Ensure that protocols are followed to protect Target's identity.
 2. Move to work specified in Point 6 as appropriate.
 - c. Case Manager will make sure that the process is properly documented and nothing falls through the cracks in terms of meeting Target's needs.
6. During the above interaction between the Bias Incident Response Team and Target there will ALSO be simultaneously work in the following ways:
 - a. **Campus response:** The Anti-Bias Coordinator, the Case Manager, and the Education Team plan whatever events need to occur for the campus community to craft appropriate response(s) that maintain privacy for Target while providing public opportunities for processing incidents.
 - b. **Work with targeted communities** on needs and responses.
 - c. **Official university communications/response:** Anti-Bias Coordinator organizes, in consultation with Case Manager and MarComm.
 - d. **Consideration of possible policy changes** as needed.
 - e. **Final documentation by Case Manager and Bias Response Team Coordinator.**

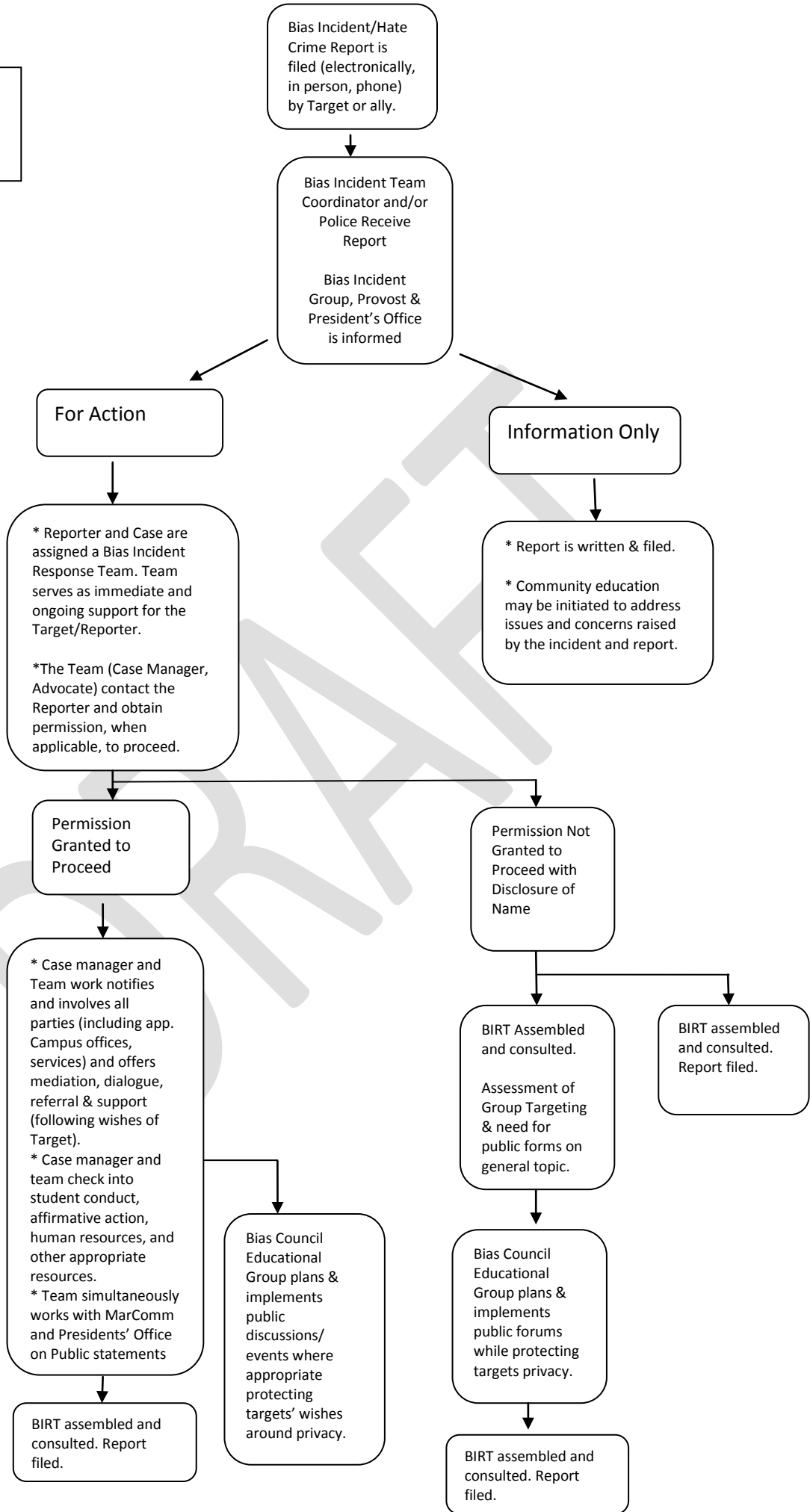
* For example, an individual has a racial/sexist/homophobic slur aimed at them in a private setting, and no one else but the two involved hears the comment. It remains "private," as the incident does not involve other people.

** An alternate scenario might, for example, involve someone being verbally or physically attacked with slurs, etc. in a very public space where there are multiple witnesses and it becomes widely discussed and an "issue" on campus. Or, conversely, racist/anti-posters being put up campus. Additionally, an incident that is done in private, but is aimed at a target because they are a member of GROUP and becomes widely known.

Flow Chart of Bias Incident Response Process Fall 2010

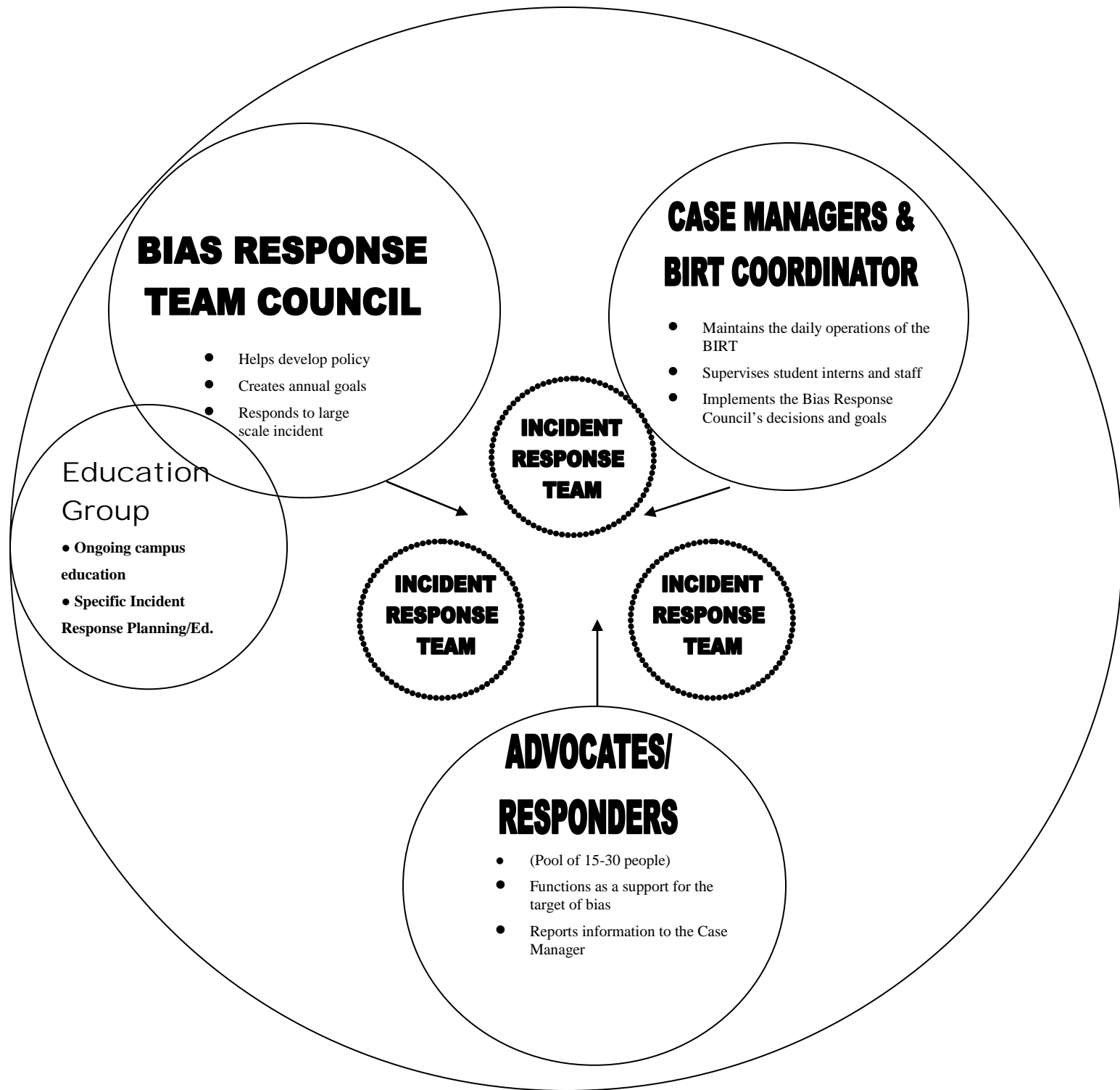


Draft
 Jennifer Eichstedt
 Bias Incident Response
 Team Coordinator.
 12-5-10



Jennifer Eichstedt,
Bias Response Team
Coordinator,
Humboldt State
University 12-5-10

HUMBOLDT STATE UNIVERSITY BIAS RESPONSE TEAM



DESCRIPTION OF PERSONNEL/GROUPS ASSOCIATED WITH BIAS INCIDENT RESPONSE STRUCTURE

Bias Incident Response Team Coordinator – Day to Day management of system and running of teams

Bias Incident Response Coordinator :

Will oversee day to day coordination of the system, and overall oversight of the program.

Will take first responsibility for responding, or organizing a response, to incidents of hate/bias on HSU's campus (See Incident Response Protocol).

Will lead in the development of a compilation of "best practices," available to the HSU community, on responding to bias/hate in its various forms.

Will take primary lead on tracking/organizing a plan to meet the needs for education regarding Bias response across campus.

Will be responsible for compiling an ongoing list of incidents that occur on campus and writing a report, available to the University community, on bias/hate incidents on the campus once a year, a summary of which will be included in the Annual ODI Report.

Bias Response Team Council -

People located in positions linked to the project and with important components to bring to table. The Council provides a place for reflection upon, and the development and revision of policy, consideration of new issues, and a location from which to press for needed changes within the University at large. Members include representatives of:

Student Affairs
Human Resources
Academic Personnel Services
Diversity & Inclusion
Unions
Counseling Center
Disability Resource Center
University Police
Res Life
MarComm

Etc.

Education Group – Faculty/Activists doing work of crafting education part; those with deep capacity for education and facilitating awareness and reflection.

Case Managers – Lead person on Incident Response Teams – these are people who are following the details of the case, tracking paperwork, making sure nothing falls through the cracks, etc. Proposed case managers are:

Randi Darnall Burke, Dean of Students
Jennifer Eichstedt, Bias Response Coordinator
Eliot Altschul (Counseling)
Christine Mata, Student Conduct

Advocates/Responders – Support/Team member on Incident Response Team

A pool of 15-30 people trained as Advocates/Responders from across campus. This a group with different backgrounds, skills, and competencies who can be called upon for participation in teams as needed to assist those who have been targeted. (This allows a wide range of potential targets to have an advocate available with whom they feel comfortable.) Advocates/Responders would be trained during a January/February training. After this initial training, we will have developed (and continue to develop) ongoing capacity to do our own trainings in this area.

These people's job will be to support the Target as they move through whatever process they need to after the Incident. Advocates/Responders will also help the Target move through the HSU system and appropriate offices, and link up with the different services they may want, if any.

Method of Identifying Advocates: Identify those people on campus who are often approached by students and with whom students share information. That is, who do students trust? We also will identify staff, faculty, and some students who are located in different offices across campus.

Implementation Plans & Needs for Bias Incident Response System to be Launched

Jennifer Eichstedt, Bias Response System Coordinator 12-5-2010

Overall Goal: Going Live with the system, Fall 2011.

1. Final Meetings with Constituent Groups (After Bob agrees to Plan)

- a. Housing –January 2011 – Coordinator
- b. MCC/EOP – January 2011 – Coordinator
- c. Counseling - January 2011 – Coordinator
- d. Police - January 2011 – Coordinator
- e. Other Groups as needed.

2. Training

- a. *Core Teams Training* – February/Beginning of March 2011
 - i. Responder/Case Manager Training – First training – (Day 1 – Outside Trainer)
 - ii. Training for whole system (Day 2 – Outside Trainer)
 1. Includes those on Council
 2. Education Team
 3. Case Managers
 4. Etc.
- b. *Broader Level Training*
 - i. Housing Staff (Inside Training by Bias Response System Coordinator and Case Managers) April 2011
 - ii. Deans, Associate Deans, Dean’s Office Staff (Bias Response System Coordinator/ODI) – April 2011
 - iii. Departments where Report Forms will be available –
 1. *Some will be trained through Advocate Training. (Above)*
 2. Others Trained in more general training (In House Trainer) – April 2011
 - iv. *Police? Would they do the On-Line Training at Napa on Hate Crimes? Talk with Lynn Soderberg.*
- c. *Ongoing Training* over the years (In House Trainers; primarily Bias Incident Response Coordinator and Other Trainers – Outside Trainers as needed.)

3. Material Needs:

- a. *Designated Phone & “Drop Box” Email/Phone line* for Bias Team Coordinator. (Goal March 15th)
- b. *On-Line Reporting System* – Has to be live by the time we roll out system. (Goal March 15th)
- c. *Publicity* – (Funding For –see publicity needs below).

4. Informational Needs

- a. *Publicity* – Written, Virtual, Presentations (Goal March 30th).
 - i. Reporting Forms (see the forms of other schools) (March 1st)
 - ii. Program Information for students – Written. Also VERBAL presentations.
 1. Through HOP
 2. New Student Orientation
 3. Dorm Programs

- iii. Targeted to groups
 - 1. EOP
 - 2. MCC and other student groups
 - 3. Eric Rofes Center
 - 4. Others?
- iv. **How would returning, off campus students be best informed of Anti Bias Teams?**
- v. *General Public* – work with MarComm on Press Releases. (August 2011)
- vi. *Faculty/staff/administrators* Information on the program to be given to
 - 1. New Faculty Orientation (Coordinator) August 2011
 - 2. Faculty Senate (Coordinator) Spring 2011, Fall 2011
 - 3. New Staff Orientation/Staff Council (Staff Case Manager?) Spring 2011, Fall 2011
 - 4. University Convocation (Big WISH) (Coordinator) Fall 2011
 - 5. College Meetings (Coordinator, Council Members) Spring 2011/Fall 2011
 - 6. Department Meetings (Disperse responsibility: Coordinator, Council Members) Spring 2011/Fall 2011
- b. Web Information – Link on Homepage/President’s page (April 2011)
 - i. College Pages (July 2011)
 - ii. ODI (May 2011)
 - iii. Bias Response System Page (April 2011)