



Illinois Commission on Discrimination and Hate Crimes

Resource Network Committee Meeting Minutes March 18, 2024

On March 18, 2024, at 11:30a.m., the Resource Network Committee held a remote meeting pursuant to applicable law.

I. Call to Order

Chair Mona Noriega called the meeting to order.

II. Roll Call

Executive Assistant Jayden Epps conducted roll call to establish a quorum, as reflected below.

The following commissioners were present:

- Banerji
- Bennett
- Kano
- Limmer
- Noriega
- Sayeed
- Tamley

The following commissioners were absent: N/A

III. Helpline Update

Executive Director Kahn gave an update on the hate crime and bias incident helpline:

- The launch date has been pushed back and the call specialists need more time with training. The soft launch will be April 29. Staff has developed a contract with Chicago Lighthouse, which will do the implementation and hiring of call specialists. IDHR's Training Institute is developing a 10-day training, which will include abundant practice time. A phone number for the helpline has been established. The team has created the intake form for the online reporting, and they are working on the call handling procedure. The team is exploring how to access resources, such as those provided by 2-1-1. That may include a self-service web database. The teams must find a firm to assist with public relations. We are talking with The Institute of Health Care Delivery Design at the University of Illinois Chicago about this.
- Commissioner Kano asked if reports will be generated from the helpline. Kahn confirmed that data will be auto generated from helpline online reports, and IDHR is in the process of hiring a helpline line manager internally who will field some calls and review data.

- Commissioner Tamley inquired about access to the helpline for individuals who are hearing impaired. Kahn confirmed that #711 will be called. Tamley also asked about the helpline's response to someone who speaks another language other than English. Kahn stated the team is in discussion about which firm to use for call interpretation. Epps advised that all call specialists hired by Chicago Lighthouse are required to be bilingual in English and Spanish.
- Commissioner Sayeed inquired about the problem points with the helpline. Kahn responded the resource listing is a concern. Sayeed inquired about the process for organizations to report hate crimes and whether they can call to report as well. She cited an example of a hate crime that occurred last night at the downtown Islamic Center. Kahn advised that she was going to follow up on this incident by contacting the Chicago Commission on Human Relations. Chair Noriega advised the CDHC could take proactive steps to support the Muslim community during Ramadan.

IV. Partner Network

Kahn shared an initial list of organizations to include in the helpline's partner network. They represent the communities that are highly impacted by hate crimes and hate incidents. The intention is to convene this group to hear about their issues, share data, and perhaps more. Noriega reviewed the names of the organizations and asked for input, particularly to identify organizations that best represent the African American community.

Tamley offered suggestions to add for the disabled community and stated that she will share a statewide listing of umbrella organizations that could be a helpful conduit to specific community organizations. Commissioner Banerji offered suggestions of Chicago-based organizations for the African American community. Kano gave suggestions to update the refugee organizations. Sayeed offered suggestions to modify the categories for Muslim and Arab communities. She also suggested adding a category for African immigrants and possibly dividing the Asian category.

VII. New or Miscellaneous Business

The committee settled on a meeting cadence of the 1st Thursday of every month at 4:00p.m.

Noriega then stated the next meeting would be Thursday, April 4. Commissioner Limmer asked for calendar invitations to be sent through June.

Kahn stated the next CDHC meeting is Thursday, March 21 at 4:00p.m.

VIII. Public Comment

Noriega opened the floor for public comments. There were no comments from the public.

IX. Adjournment

Kano motioned to adjourn. Banerji seconded the motion. The meeting was adjourned.