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Enhancing Support for Asian American Communities Facing Hate Incidents

Community Survey Results from Los Angeles and New York City

Since the onset of the coronavirus disease 2019 (COVID-19) pandemic, Asian American communities have faced a new wave of anti-Asian hate throughout the United States (Chen, Zhang, and Liu, 2020; Han, Riddell, and Piquero, 2023). *Anti-Asian hate* refers to incidents of violence and discrimination against Asian or Asian American people, varying from physical attacks and harassment to property damage and unfair treatment by institutional representatives. For example, Asian or Asian American people might experience harassment that includes being the target of racial slurs or jokes, being told to “go back to your country,” or being blamed for causing the COVID-19 pandemic. According to Stop AAPI Hate, 11,409 hate incidents were reported to its online reporting system from 2020 to 2022 (Chan and Bastron, 2023). The majority (88 percent) of these incidents involved harassment, and 23 percent included physical harm. Notably, about one in five incidents were reported on behalf of others, highlighting the importance of providing social support for the victims of anti-Asian hate incidents. More importantly, these anti-Asian hate experiences negatively affect the mental health and well-being of Asian and Asian American people, which suggests a need for support services for community members (Wang and Santos, 2022; Cho et al., 2023; Li, Kang, Nguyen, et al., 2024).

The Stop Hate Community Survey conducted in 2021 in the San Gabriel Valley, a suburban neighborhood in Los Angeles (LA) County that is home to one of the largest Asian communities in the country, found that more than half (55 percent) of survey respondents reported feeling that there was a lack of support in their community for victims of racial discrimination or harassment (LA vs Hate, Asian Americans Advancing Justice—Los Angeles, and Asian Youth Center, 2021). This

KEY FINDINGS AND RECOMMENDATIONS

- Among Chinese-, Korean-, Thai-, and English-speaking respondents, 37 percent of participants reported experiencing an anti-Asian hate incident; rates were similar in Los Angeles (LA) and New York City (NYC).
- English-speaking respondents, younger (18–24 years old) respondents, and respondents from higher income brackets were more likely to report experiencing an anti-Asian hate incident.
- About 61 percent of respondents indicated that they would report a hate incident to the police, and 61 percent would also seek help from community-based organizations (CBOs) that provide support services to hate-crime victims. Only 37 percent of respondents would use local community service numbers (211 or 311), and 13 percent indicated that they would not take any action. First-generation immigrants were more likely to take actions than were later generations.
- Major barriers to reporting incidents include language issues, lack of time, and lack of awareness of available resources. Approximately 45 percent of participants were unaware of community-based resources available to address anti-Asian hate; there were more-significant knowledge gaps in LA than in NYC.
- Despite most Asian Americans appreciating community-based counter-hate-incident services—such as medical support and counseling—actual use rates were low.
- Respondents from later immigrant generations (1.5, second, or later generations) reported more barriers and expressed more concerns about seeking support from CBOs after experiencing anti-Asian hate incidents.
- Survey results highlighted the urgent need for more attention to be given to second- and later-generation Asian Americans, a better understanding of the barriers to service use, and the use of multichannel communication strategies to enhance outreach effectiveness.
- Survey results helped identify needs, refine strategies, and demonstrate a need for victim support services. CBOs should recognize the specific needs of younger English-speaking Asian Americans and immigrant elders when combating anti-Asian hate.
- Recommendations include leveraging family ties and multilingual social media campaigns, creating accessible multilingual resources such as hotlines, and engaging across generations.

finding indicates that victims of anti-Asian hate incidents experience significant barriers in their access to and utilization of community-based resources and services. However, this survey did not explore specific types of barriers to receiving services or possible differences across subgroups, such as ethnicity, immigration background, socioeconomic status, and English language proficiency among Asian and Asian American people; these factors are important in understanding differential outcomes across Asian subgroups (Lo et al., 2020).

Given diverse communication channels that are clustered by ethnicity, language preferences, and immigration generations within Asian American populations, there is a pressing need for culturally and linguistically appropriate strategies to raise

awareness of available services to address anti-Asian hate. Community-based organizations (CBOs) play a crucial role in this regard, but they require tailored strategies to effectively reach and support Asian American communities (Chaudhary, Vyas, and Parrish, 2010; Wong et al., 2022; Chau et al., 2023).

The primary goal of this community-engaged survey project, which is a collaboration between RAND and Asian Americans Advancing Justice Southern California (AJSOCAL), is to better understand the scope of hate incidents across socio-demographic groups and to identify the resources necessary to effectively counteract these issues. We also aim to document the primary communication channels for Asian populations in the LA and New York City (NYC) areas. The insights gathered from

this survey have informed the development of a community learning and outreach toolkit (Bouey et al., forthcoming) to help CBOs build the most effective dissemination strategy and content to engage Asian American community members affected by anti-Asian hate, particularly in LA and NYC.

This report is structured to address the following three critical questions:

- What actions do Asian American community members take in response to anti-Asian hate incidents?
- What barriers do Asian American community members face when accessing support after such incidents?
- How can CBOs effectively disseminate information to Asian American community members about the services available to combat anti-Asian hate?

We conducted a community survey to provide CBOs serving Asian and Asian American communities with important insights to enhance their outreach and support strategies, ensuring that these strategies are accessible and effectively meeting the needs of community members who are affected by anti-Asian discrimination and violence.

Approach

Participants and Procedures

We collaborated with CBOs that serve diverse Asian American communities in the LA area and NYC to conduct community surveys. We invited CBOs in these two regions who primarily serve Chinese, Korean, and Thai communities to participate in this survey study. Survey data were collected in LA from April 2023 to July 2023 and in NYC from February 2024 to March 2024. In LA County, we collaborated with four CBOs: Chinatown Service Center, Asian Youth Center, Korean American Federation—LA, and Thai Community Development Center. In NYC, we collaborated with two CBOs serving the Asian American community: Homecrest Community Services and Korean Community Services. We set up introductory meetings and site visits to build rapport between researchers and CBO staff; conducted

preliminary interviews and discussions on research topics, survey content, and survey strategies; held routine biweekly progress report meetings; and administered a one-hour presurvey training that covered recruitment strategies, consent procedure, survey collection procedure, and data transmission procedure. To be eligible, survey participants were required to

- be 18 years old or older
- self-identify as Asian
- be able to respond to the surveys in English, Chinese (traditional or simplified), Korean, or Thai
- provide informed consent for survey participation.

Each CBO in LA collected an average of 132 surveys; each CBO in NYC aimed to collect around 150 surveys. CBOs recruited survey participants and handed out paper surveys at community and outreach events. At these events, CBO staff members purposely recruited participants from different age and gender groups and neighborhoods. All participants were paid \$5 in the LA area and \$10 in NYC for completing the survey. RAND's Institutional Review Board Human Subjects Protection Committee approved the research protocol.

Survey Development

The research team developed the survey using input from CBOs. Specifically, we conducted 11 one-hour, semistructured preliminary interviews with CBO leaders and staff members. During the interviews, CBOs provided input on survey development, including key domains and questions that would be helpful to include in the survey to help them better serve these communities.

The ten-minute survey consisted of two main domains and a brief section on demographic characteristics at the end. The first domain asked about the information sources and platforms that community members use to receive information about community-based resources and services. The second domain asked about the community-based resources and services that would be helpful to counter anti-Asian hate and perceived barriers to taking actions

(e.g., reporting, asking for help) and using services when experiencing anti-Asian hate incidents.

The demographic questions asked about age group (18–24 years, 25–34 years, 35–44 years, 45–54 years, 55–64 years, and 65 years or older), gender identity (woman, man, nonbinary/gender nonconforming, other/specify), ethnicity (Chinese, Filipino, Indian, Japanese, Korean, Taiwanese, Thai, Vietnamese, other/specify), immigrant generation (first, 1.5 [respondents who immigrated before or during their early teens], second, third or later), and annual household income (less than \$25,000, \$25,000–\$50,000, \$50,000–\$100,000, more than \$100,000). We also asked whether the respondents themselves or their family members or friends had ever experienced any anti-Asian incidents. In the survey, we included examples of anti-Asian hate incidents, such as being threatened or physically attacked, being avoided, being the subject of racial slurs or jokes, being told to “go back to your country,” or being blamed for causing the COVID-19 pandemic.

Data Analysis

Data analyses were conducted in Stata 18. Descriptive statistics were reported for sociodemographic variables. Chi-square tests were conducted to examine significant differences between subgroups.

Community Survey Key Findings

Sample Characteristics

We received a total of 838 responses, consisting of 528 responses from LA sites and 310 responses from NYC sites. Participants were from various Asian and Asian American subpopulations and communities in the LA and NYC areas. Three survey responses were excluded from the analysis because the participants did not endorse any Asian ethnicity, which led to a final analytic sample of 835 respondents.

Table 1 presents the sociodemographic characteristics of the sample. Most respondents were ethnic Chinese (45 percent), 33 percent were ethnic Korean, and 16 percent were ethnic Thai; 23 percent completed the surveys in English, 35 percent in Chinese, 30 percent in Korean, and 21 percent in Thai. About

half of the sample (56 percent) were older adults (55 years or older), and about one in five (20 percent) were young adults (18 to 34 years). 67 percent identified as women, 32 percent identified as men (including one respondent who identified as a transgender man) and 1 percent identified as nonbinary, gender nonconforming, or other. The majority of respondents were first-generation immigrants (75 percent). About half (48 percent) reported an annual household income of less than \$25,000, and two-thirds (73 percent) of the sample reported an annual household income of less than \$50,000.

Additionally, respondents who completed the survey in English were more likely to report being in a younger age group, being non-first-generation immigrants (1.5, second, third generation, or later), and having a higher income ($ps < 0.001$).

Experience of Anti-Asian Incidents

Overall, more than one-third (37 percent) of respondents reported that they, their family members, or their friends had experienced anti-Asian hate incidents. This percentage was similar in LA and NYC (both 37 percent; $p = 0.97$) and among men and women (36 percent and 37 percent, respectively; $p = 0.72$).

Participants who were English-speaking, had higher annual family incomes ($> \$100,000$), were younger (18–24 years), and were non-first-generation immigrants (1.5, second, third, or later generations) were more likely to report experiencing anti-Asian hate incidents (all $p < 0.001$). These significant differences across these demographic groups are presented in Figure 1.

As shown in Figure 1, the percentage of respondents who reported ever experiencing anti-Asian hate incidents (either themselves or their family or friends) differed significantly across the following dimensions:

- By language used to complete the survey: Among those who completed the survey in English, 57 percent reported such experiences; in contrast, the results for those who completed the survey in Korean, Chinese, and

TABLE 1
Sociodemographic Characteristics of the Sample

Characteristic	<i>n</i>	Percentage
Response language		
Chinese (both traditional and simplified Chinese were available)	294	35
English	190	23
Korean	247	30
Thai	104	12
Age group		
18–24 years	68	8
25–34 years	92	11
35–44 years	94	12
45–54 years	101	13
55–64 years	150	19
65 years or older	302	37
Gender identity		
Woman	542	67
Man	259	32
Nonbinary/gender nonconforming	6	1
Other (transgender man)	1	0
Ethnicity		
Chinese	361	45
Korean	267	33
Thai	130	16
Filipino	14	2
Taiwanese	13	2
Japanese	9	1
Vietnamese	7	1
Indian	2	0
Other	2	0
Immigration generation		
First	599	75
1.5	84	11
Second	104	13
Third or later	10	1
Annual household income		
Less than \$25,000	372	48
\$25,000–\$50,000	200	26
\$50,000–\$100,000	139	18
More than \$100,000	72	9

NOTE: Age group was recoded into three categories for the analysis (18–34 years; 35–54 years; 55 years or older); immigration generation was recoded as binary (first generation versus 1.5, second, and third or later generation). Some categories might not sum to 100 because of rounding.

Thai were 37 percent, 27 percent, and 25 percent, respectively ($p < 0.001$).

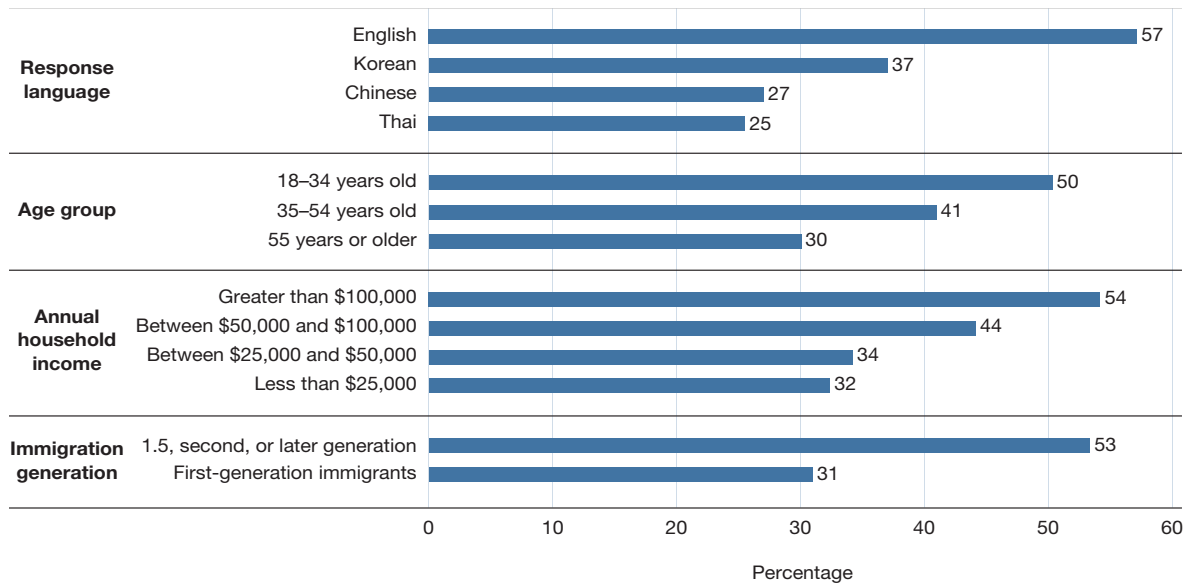
- By age group differences: About half (50 percent) of young adults (ages 18 to 34) reported having experienced anti-Asian hate incidents, compared with 41 percent of middle-aged

adults (35–54 years old) and 30 percent of older adults (55 years and older) ($p < 0.001$).

- By annual family income: Participants with higher incomes (54 percent and 44 percent for those with incomes over \$100,000 and between \$50,000 and \$100,000, respectively) were more likely to endorse having ever expe-

FIGURE 1

Respondents, Family, or Friends Who Experienced Anti-Asian Incidents, by Age Group, Annual Household Income, Immigration Generation, and Response Language



NOTE: Respondents were asked “Have you or your family members or friends ever experienced any anti-Asian incidents?”

rienced an anti-Asian incident, compared with about one-third of those with lower incomes (34 percent and 32 percent for those with incomes between \$25,000 and \$50,000, respectively; $p < 0.001$).

- By immigration generation: Approximately half (53 percent) of respondents who were 1.5, second, third, or later generations reported having experienced an anti-Asian hate incident, while only 32 percent of first-generation immigrants reported such incidents ($p < 0.001$).

Responding to Anti-Asian Hate Incidents

Overall, when asked which actions the respondent would take if they experienced an anti-Asian incident, 61 percent of the respondents said that they would seek help from a CBO, and another 61 percent would report the incident to the police. Additionally, 37 percent would dial 211 (in the LA area) or 311 (in the NYC area), while 13 percent said that they would take no action. There were no differences between locations, except that more respondents from NYC

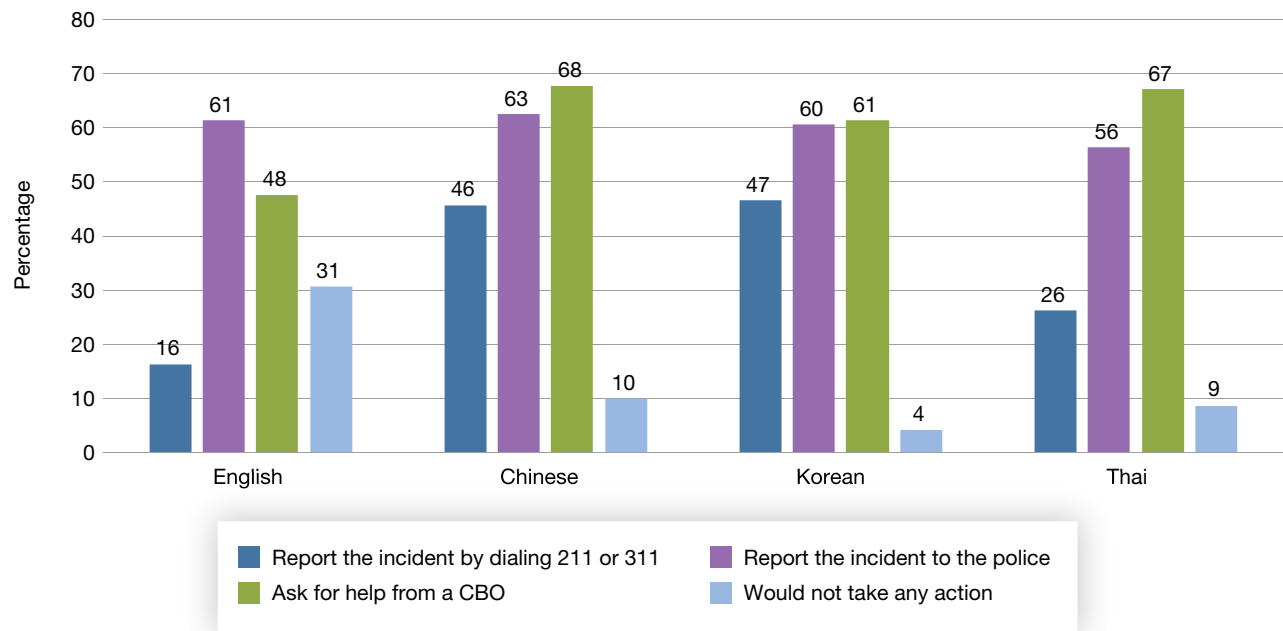
reported that they would dial a community service number than did respondents from LA.

Figure 2 highlights the varying responses to anti-Asian incidents among different-language-speaking communities, showing a strong preference for police reporting and CBO support, with significant differences in the likelihood of taking no action. The most common action across all language groups was reporting to the police, while the least preferred action was dialing 211 or 311. Asking for help from a CBO was a more commonly reported action for Chinese, Korean, and Thai speakers (61 percent to 68 percent) than for English speakers (48 percent). English speakers were least likely to report that they would dial 211 or 311 (16 percent), compared with all other language groups (26 percent to 47 percent). Notably, a higher percentage of English speakers (31 percent) reported that they would not take any action, compared with Chinese speakers (10 percent), Korean speakers (4 percent), and Thai speakers (9 percent).

Figure 3 demonstrates the differences in hypothetical responses to anti-Asian incidents between immigration generations. A greater proportion of first-generation respondents reported that they

FIGURE 2

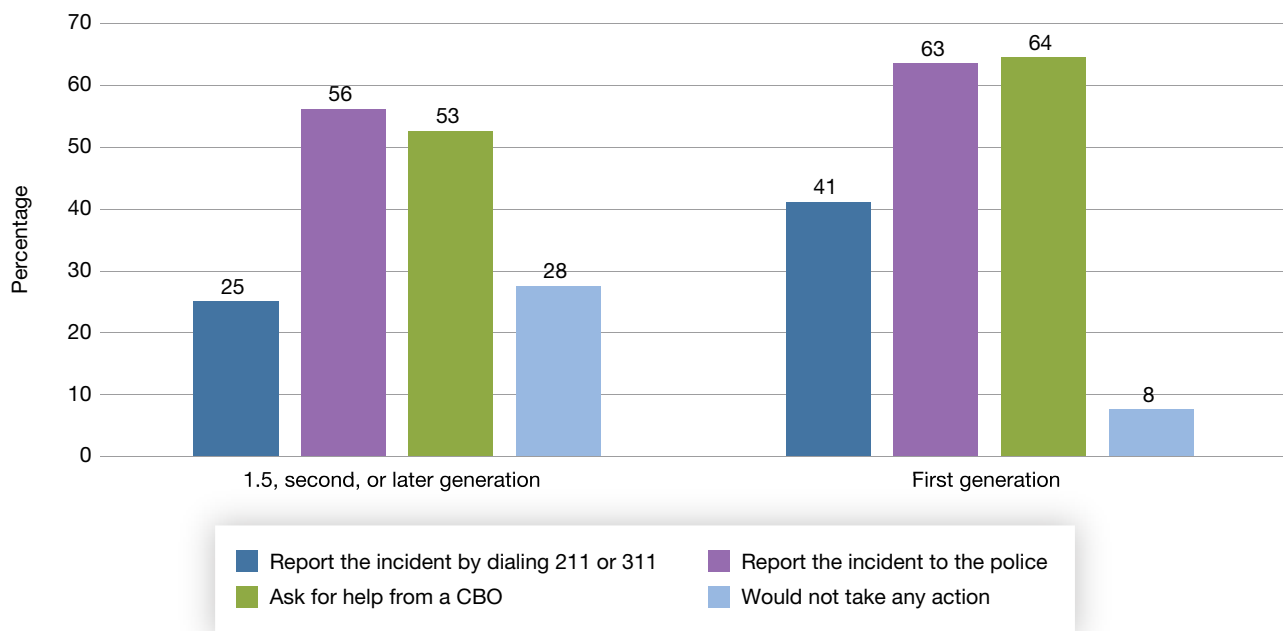
Actions to Take If an Anti-Asian Hate Incident Were Experienced, by Response Language



NOTE: Respondents were asked “What actions would you take if you were to experience an anti-Asian incident?”

FIGURE 3

Actions to Take If an Anti-Asian Hate Incident Were Experienced, by Immigration Generation



NOTE: Respondents were asked “What actions would you take if you were to experience an anti-Asian incident?”

would call 211 or 311 and seek help from CBOs, while a greater proportion of respondents who were 1.5, second, or later generation reported that they would take no action. This difference suggests that first-generation immigrants appear to be more proactive in taking actions, such as reporting incidents and seeking help from CBOs.

Knowledge of Community Resources for Addressing Anti-Asian Hate

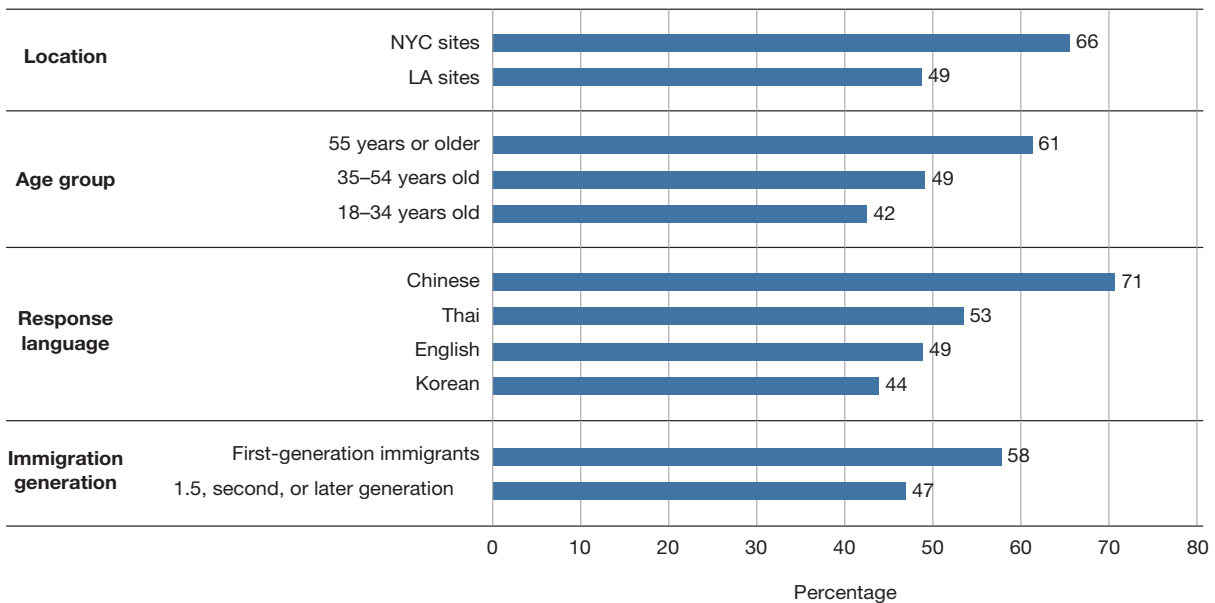
Overall, a little less than half (45 percent) of the respondents reported that they did not know of any community-based resources available to address anti-Asian hate incidents. Respondents from NYC sites were more likely than respondents from LA sites to report having knowledge about available community-based resources ($p < 0.001$). Older respondents, Chinese speakers, and first-generation immigrants were more likely to report knowing about community-based resources (all $p < 0.001$). There was no significant difference in knowledge of community-based resources between gender and

annual household income groups. Figure 4 shows the differences in knowledge of community-based resources across location, age group, response language, and immigration generation.

Service Utilization

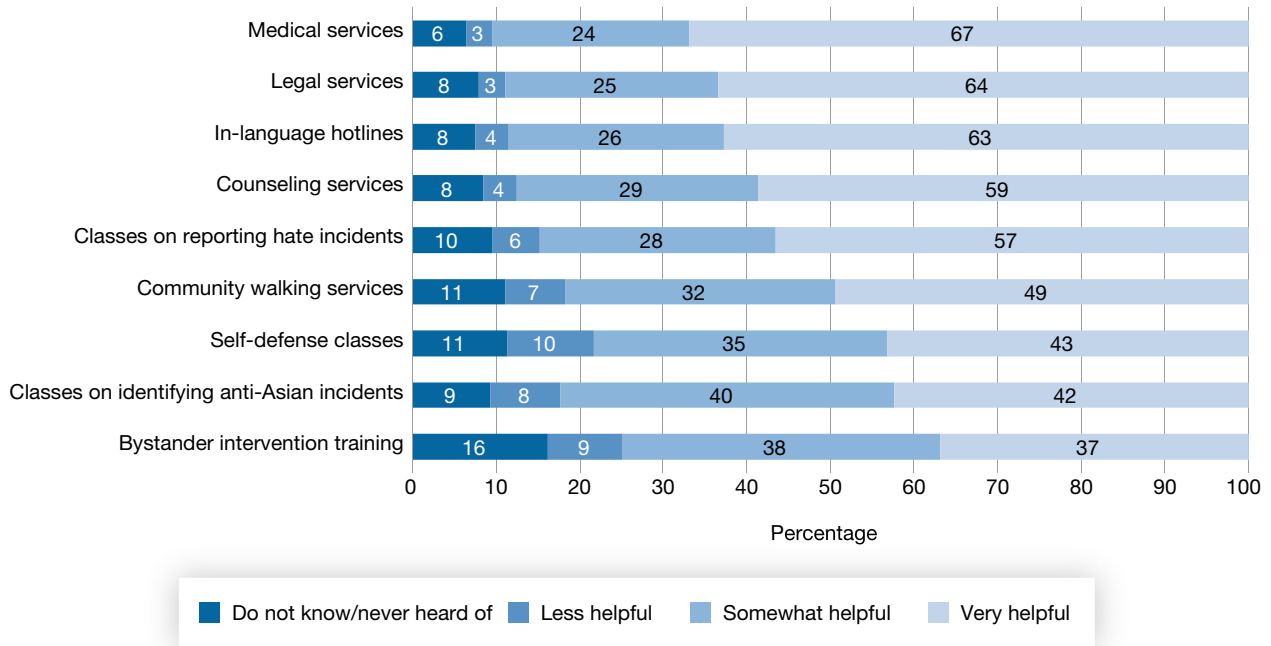
Respondents reported the perceived helpfulness of various services that provide support to community members who experience anti-Asian hate incidents. As shown in Figure 5, medical services, legal services, in-language hotlines, and counseling services were most frequently ranked as very helpful. However, as shown in Figure 6, only a small percentage of respondents reported having accessed any resources or services that support community members in the wake of anti-Asian hate incidents. For example, only 12 percent of the sample reported ever taking a self-defense class, which was the most frequently used community-based resource or service. Although medical, legal, and counseling services were perceived as very helpful, they were the least-used

FIGURE 4
Respondents Who Reported Having Knowledge of Community Resources for Addressing Anti-Asian Hate, by Location, Age Group, Response Language, and Immigration Generation



NOTE: Respondents were asked “Do you know what community resources are available to address anti-Asian incidents?”

FIGURE 5
Perceived Helpfulness for Services That Address Anti-Asian Hate Incidents



NOTE: Respondents were asked how helpful each type of service can be in addressing anti-Asian hate incidents.

FIGURE 6
Community Resources and Services Ever Used for Addressing Anti-Asian Hate



NOTE: Respondents were asked "Which community resources/services to address anti-Asian hate incidents have you used before?"

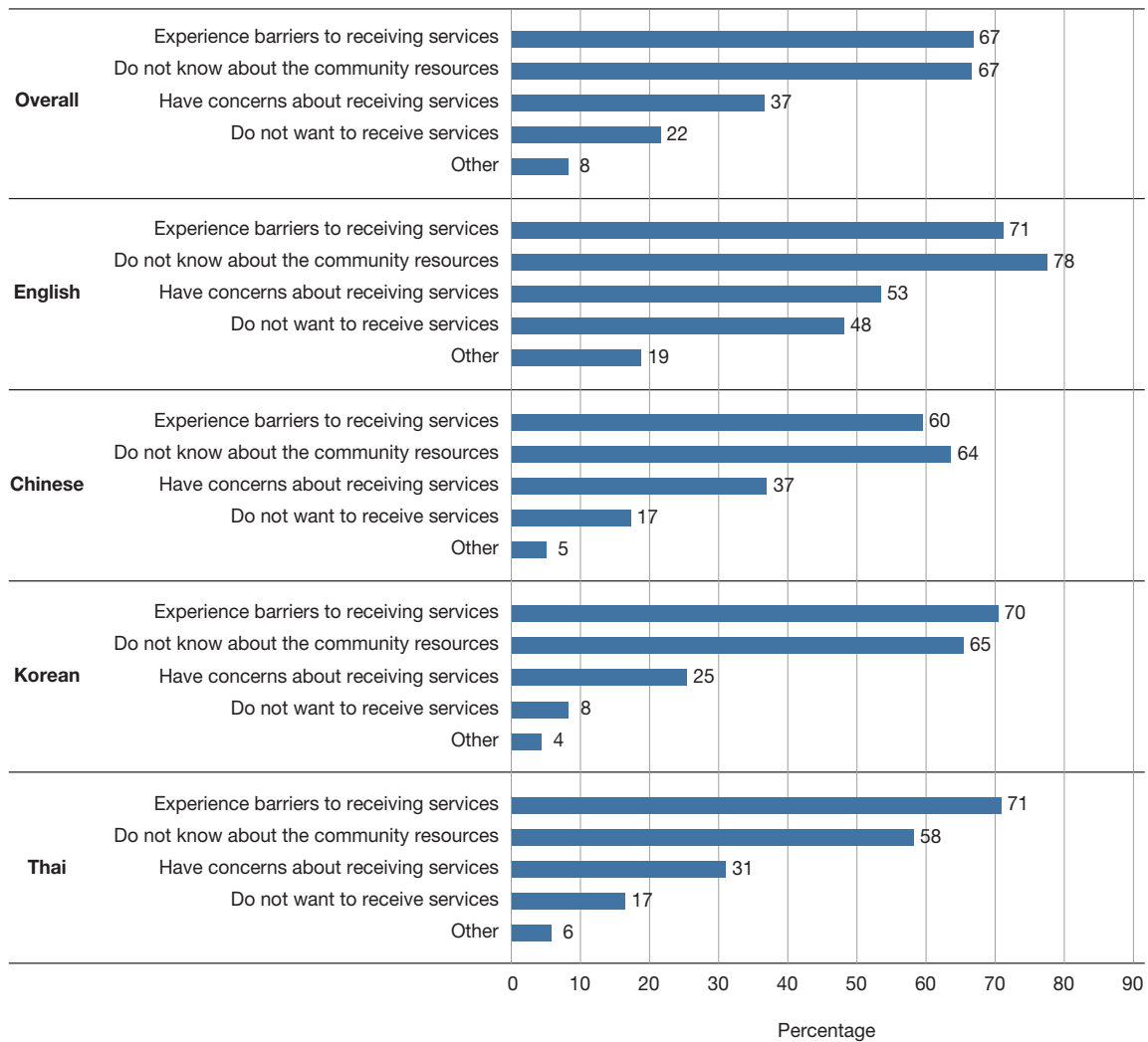
resources and services; only 4 percent of the respondents reported ever having used these services.

The perceived helpfulness of various services, as well as the services that respondents reported using, varied significantly across response languages. In contrast, the helpfulness ratings and utilization of these services were, for the most part, similar across immigration generations. Therefore, we present the breakdowns of the perceived helpfulness and utilization of various services addressing anti-Asian hate incidents by response language in Tables A.1 and A.2 in the appendix.

When asked about their reasons for not seeking support from CBOs following an anti-Asian hate incident, respondents were most likely to report experiencing barriers to receiving services (e.g., language barrier, do not have time, do not have means to get to the service sites) and a lack of knowledge about community-based resources (both endorsed by 67 percent of respondents).

Figures 7 and 8 show the reasons that respondents cited for not seeking support from CBOs after experiencing anti-Asian incidents, by response language and by immigration generation, respectively.

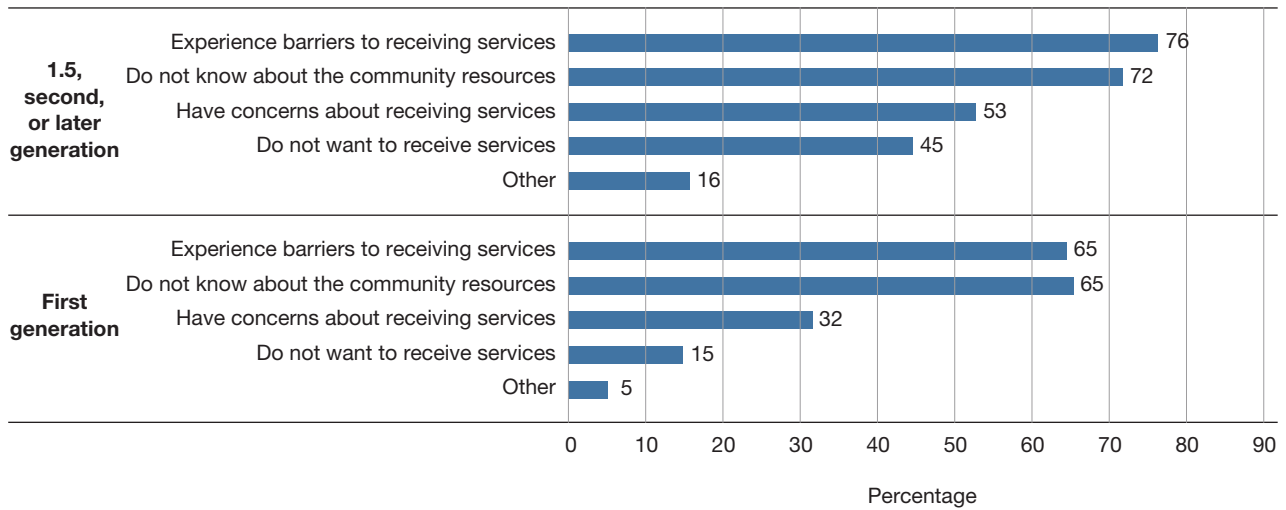
FIGURE 7
Reasons for Not Seeking Support from a Community-Based Organization, Overall and by Response Language



NOTE: Respondents were asked “Asians/Asian Americans often may not seek support from community organizations. What do you think might be some of the reasons?” Respondents could select more than one response.

FIGURE 8

Reasons for Not Seeking Support from a Community-Based Organization, by Immigration Generation



NOTE: Respondents were asked “Asians/Asian Americans often may not seek support from community organizations. What do you think might be some of the reasons?” Respondents could select more than one response.

As shown in Figure 7, depending on response language, about 60 percent to 71 percent of the respondents reported experiencing barriers to receiving services (e.g., language barriers, do not have time, do not have means to get to the service sites). About 58 percent to 78 percent of respondents reported lack of knowledge about community-based resources. About 25 percent to 53 percent of respondents reported having concerns related to receiving services (e.g., do not want others to know about their immigration status). Some respondents reported that they did not want to receive services or had other reasons (e.g., experiencing stigma related to seeking help, feeling shy, trust issues).

Figure 8 shows the barriers and concerns that different immigrant generations face, with 1.5, second, or later generations showing higher percentages across all categories. For both groups, experiencing barriers to receiving services and lacking awareness of the services were common reasons for not seeking support from CBOs. A substantially greater proportion of respondents from 1.5, second, or later generations reported that they had concerns (53 percent), did not want to receive services (45 percent), or had other reasons—e.g., prefer to be nonconfrontational, prefer to walk away, would prefer to talk with

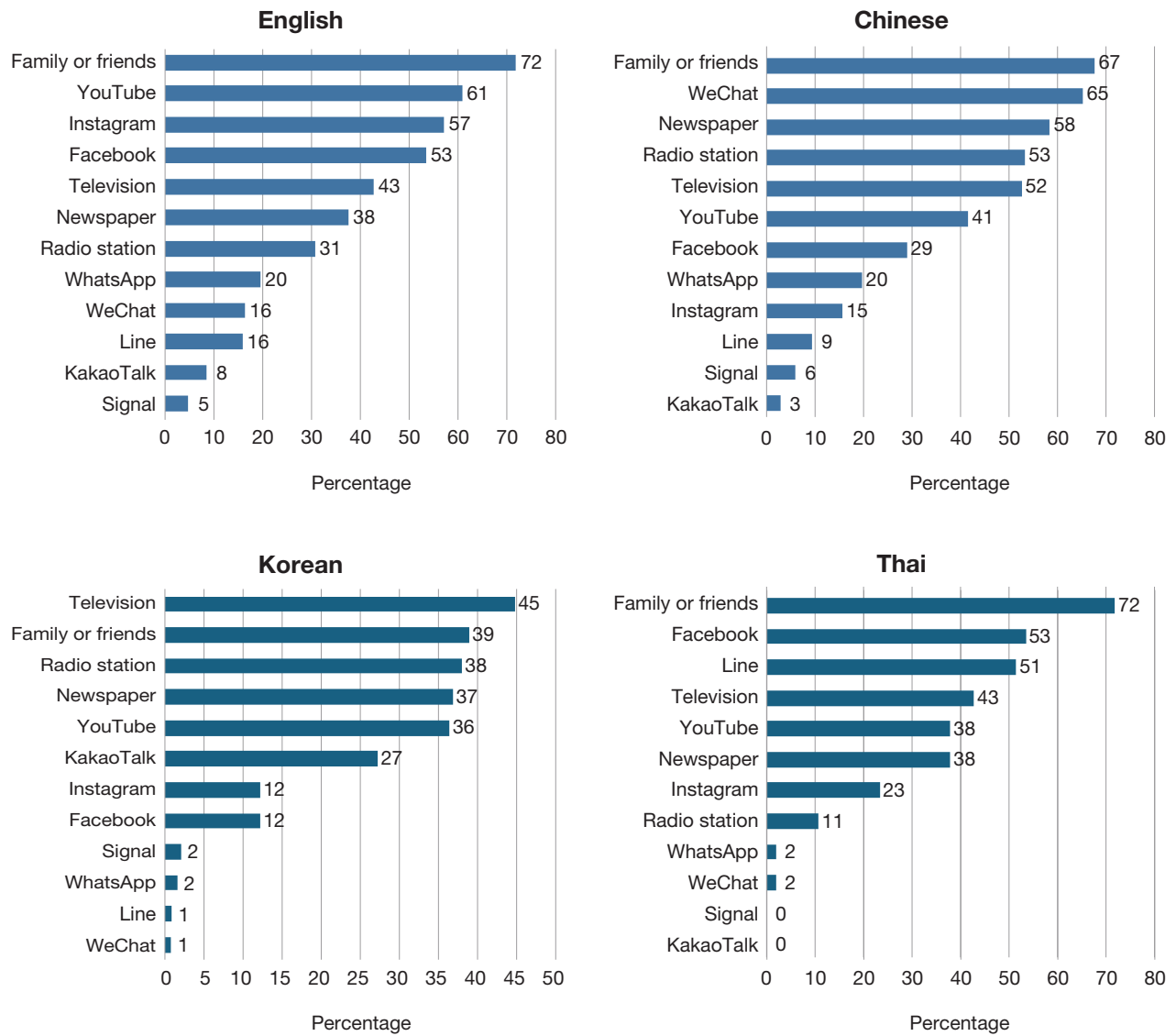
family members instead—(16 percent), compared with first-generation respondents who said they had concerns (32 percent), did not want to receive services (15 percent), or had other concerns (5 percent).

Information Sources and Platforms

Figure 9 shows respondents’ preferred information sources and media platforms by language used to complete the survey. The survey response options included common social media and messaging apps (e.g., Facebook, Instagram, WhatsApp, Signal), mainstream media (e.g., newspapers), and messaging apps that are predominantly used by members of a specific ethnic group (e.g., WeChat, Line, KakaοTalk). Overall, word of mouth through family or friends was the preferred information source for those who responded in English, Chinese, and Thai and the second most reported source among respondents who completed the survey in Korean. Respondents who completed the survey in English favored popular social media platforms (e.g., Facebook, Instagram) over mainstream media (e.g., newspapers, TV, radio) and were less likely to use chat platforms for information. Among those who completed the survey in Chinese, other than word of mouth through family

FIGURE 9

Preferred Information Sources or Media Platforms for Receiving or Sharing Information, by Response Language



or friends, WeChat, mainstream media (TV, radio, newspaper), and mainstream social media platforms were most commonly endorsed. Respondents who completed the survey in Korean were more likely to endorse mainstream media channels than any chat or social media platforms, and more than half of respondents who completed the survey in Thai preferred Facebook and Line.

Figure 10 presents the top information sources and platforms for receiving information on how to get help after experiencing an anti-Asian hate inci-

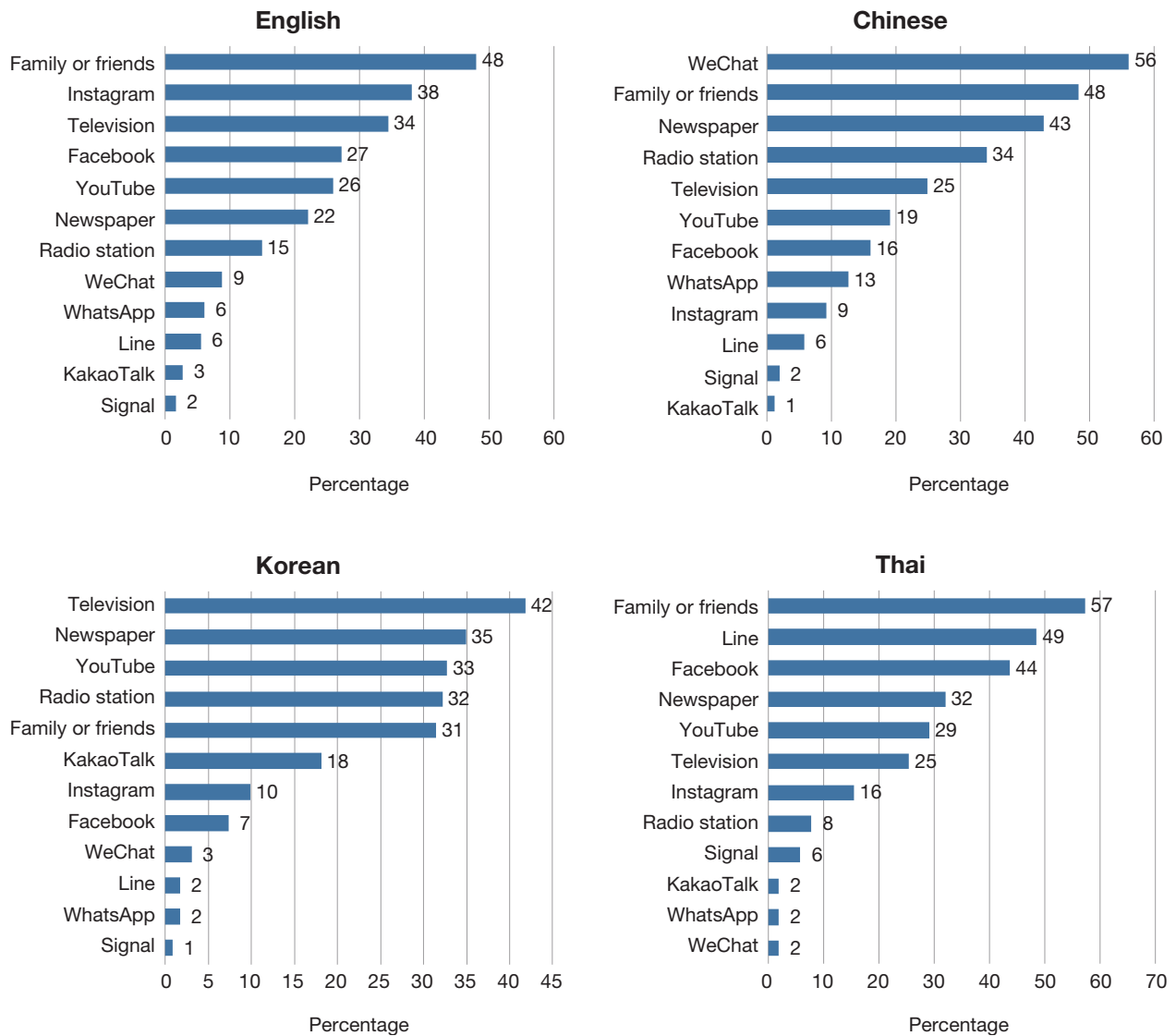
dent, by response language. Participants were asked to select the top three sources from which they had received such information. These results highlight the varied information sources across language groups; social media platforms, personal networks, and traditional media were commonly used.

Discussion

This community survey is part of a larger project aimed at helping Asian American CBOs build capac-

FIGURE 10

Top Information Sources or Media Platforms for Receiving Anti-Asian Hate–Related Information, by Response Language



ity to support their communities in facing the surge of anti-AAPI hate incidents following the COVID-19 pandemic. The surveys conducted in LA and NYC focused on the Chinese, Korean, and Thai communities. These surveys helped the study team identify linguistically and culturally appropriate community training and outreach strategies. Unsurprisingly, we found high incidences of anti-Asian hate among all three ethnic groups. This high incidence rate is consistent with findings from previous reports; 31 percent of respondents from the Stop Hate Survey indicated that they, or their family or friends, had

experienced racial or ethnic discrimination since the onset of the COVID-19 pandemic (LA vs Hate, Asian Americans Advancing Justice—Los Angeles, and Asian Youth Center, 2021).

More surprisingly, English-speaking, younger, second and later generation, and financially better off participants were more likely to report experiencing hate incidents but less likely to then act or seek help from CBOs after experiencing those incidents. This group was also most likely to report a lack of knowledge of anti-Asian hate services at ethnic CBOs. Their higher exposure to anti-Asian hate

incidents could be explained by their more-frequent social interactions in such contexts as schools and workplaces (Giuliani, Tagliabue, and Regalia, 2018). Another explanation is greater recognition of hate incidents. This subgroup is also more likely to have higher awareness of discrimination compared with first-generation immigrants (van Tubergen and Kros, 2024). However, this subgroup's lack of knowledge about resources from CBOs might be because of the concentration of ethnic CBOs in areas predominantly inhabited by immigrants, and these organizations tend to primarily focus on first-generation immigrants. This group also tended to use mainstream social media and news channels, which were not the targets of the CBOs' outreach efforts.

Historically, ethnicity-specific CBOs tend to concentrate in immigrant enclaves and focus on providing services to new immigrant families who lack language skills and heavily rely on community services (Zhou, 2014; California Department of Social Services, 2016). English-speaking, younger, and more-financially independent 1.5- or second-generation Asian Americans were less attracted to immigrant neighborhoods and seemingly outgrew the cultural enclave (Alba and Nee, 1997). This could be for economic reasons (e.g., earnings in the enclave could be lower) (Sanders and Nee, 1987). In return, this group seems to pay the price of facing greater discrimination: Our study showed that this group experiences a disproportionate number of anti-Asian hate incidents and are less likely to respond to such incidents potentially because of a lack of community support.

Our study also revealed that family and friends were a primary source of information, which is consistent with previous findings: Although social media platforms vary among Asian subgroups (Mohsin et al., 2023), family members play a crucial role within Asian American interpersonal networks across diverse Asian American subgroups (Yang, 2003; Wong et al., 2011; Paik et al., 2017). One possible outreach strategy for ethnic CBOs to support second-generation Asian Americans might involve encouraging a family and friend-centered support system.

Older adults reported fewer incidents, which is also consistent with previous studies (Li, Kang, Nguyen, et al., 2024). Lower reporting of experienc-

ing anti-Asian hate incidents can mask the vulnerability of older Asian adults to racially motivated physical or verbal attacks (Li, Kang, Ho, et al., 2024; Jeung et al., 2023). Older adults might not recognize various anti-Asian hate incidents, might face barriers to reporting such incidents, or might be isolated with fewer opportunities to engage in social situations (e.g., work, school) in which they might be subjected to racial and ethnic discrimination. Older adults and first-generation immigrants were more likely to report barriers to accessing services—such as language difficulties and concerns about privacy and stigma—underscoring the need for targeted outreach efforts that address these specific challenges.

Despite these differences among subgroups of Asian Americans, there was consistent interest in community-based resources and services for hate-incident prevention and victim support, accompanied by a trend of low use of such services across groups. This low use was because of a lack of knowledge, which is consistent with the findings that more than half of the participants said that there was a lack of support in the community regarding anti-Asian hate. Building linguistically and culturally appropriate advocacy on CBO resources for anti-Asian hate is an urgent need facing the Asian American community. These important nuances indicate that a tailored approach is needed to target the specific barriers that are experienced by subgroups when disseminating information and conducting community outreach about services related to anti-Asian hate.

Because the survey was limited to a convenience sample using community-based outreach, barriers to CBO accessibility might have been underestimated; those Asian Americans who are completely separated from Asian American communities or those who might lack the means to attend community events (e.g., seniors or disabled community members) might not be represented in the survey. These individuals are more likely to be fully integrated into mainstream society or newly arrived. The potential for social desirability bias, which could lead to underreporting, is reduced by the anonymous nature of the survey, although we cannot completely rule out the possibility that this bias was present. The limited focus on specific ethnic groups is because of the scope of this project and the availability of CBOs.

Recommendations

CBOs play a crucial role in combating anti-Asian hate and providing Asian American communities with the support that they need (Chaudhary, Vyas, and Parrish, 2010; Wong et al., 2022; Chau et al., 2023). To better serve these communities and improve support and services, we propose several strategies based on the survey results, each targeting specific aspects of outreach, accessibility, trust-building, data utilization, and policy advocacy.

- **Strengthen services to meet the needs of members of two Asian American subgroups who might need more-tailored outreach and support: English-speaking later generations of Asian Americans who have more exposure to discrimination and older adults who might have difficulty recognizing and expressing their experiences of racism.** For the later generations of Asian Americans—primarily English-speaking 1.5- and second-generation individuals—there is a notable gap in community services. Although members of these groups might be more financially independent and less tied to immigrant neighborhoods, our findings indicate that these younger, English-speaking Asian Americans report a disproportionate number of anti-Asian hate incidents yet are less likely to seek community support or respond to these incidents. This lack of engagement is partly because of their perceived distance from traditional ethnic enclaves that provide community services mainly targeted at newer, non-English-speaking immigrants. To better support these individuals, CBOs are encouraged to deepen their understanding of the specific needs and experiences of these later generations and adapt their services to be more relevant and accessible to this group. Older Asian American adults face different but equally significant obstacles. This group faces language barriers and the cultural stigma against seeking help, which prevents them from recognizing and articulating their experiences with racism. CBOs need to develop nuanced messages to reduce stigma

and concerns around help-seeking and build trust. For example, hosting regular community meetings and workshops for elders to discuss issues of anti-Asian hate and available support mechanisms could help normalize these conversations and reduce stigma associated with seeking help.

- **Leverage close family ties and use diverse linguistic and cultural social media platforms to enhance outreach and information dissemination about anti-hate resources at CBOs.** CBOs should implement educational and awareness campaigns across multiple platforms, including general social media—such as YouTube and Instagram—for later-generation English-speaking Asian Americans, as well as platforms that are predominantly used by members of a specific ethnic group—such as Line and WeChat—for immigrant populations. To provide immediate support and information, we propose creating accessible, multilingual resources, such as in-language hotlines and informational websites. These resources should be easy to navigate and widely publicized within the community to ensure maximum reach and accessibility. Additionally, the outreach strategy of CBOs should recognize the importance of leveraging the close family ties that are prevalent among Asian Americans; literature highlights the significance of interpersonal networks, particularly family, in disseminating information (Mohsin et al., 2023). For example,

CBOs play a crucial role in combating anti-Asian hate and providing Asian American communities with the support that they need.

CBOs could consider implementing training programs that equip Asian American community members to provide better support to their family and friends, thereby fostering a resilient community network of individuals that can effectively respond to or mitigate incidents of anti-Asian hate. By engaging with second-generation individuals and elders through these familial connections, the campaigns can disseminate information and raise awareness across generations within the community.

- **Empower first-generation community influencers to enhance outreach.** To further address anti-Asian hate, we recommend that CBOs strategically engage first-generation community members as key influencers to disseminate information about existing services. Given that family and friends are viewed as the most credible sources of information, leveraging the existing connections of first-generation members with CBOs could potentially enhance the reach of critical information and resources to other community members who are less connected.
- **Enhance CBOs' policy advocacy through strengthened data collection.** CBOs need to receive more resources and expand their outreach efforts. We stress the importance of data collection and analysis on hate incidents and resource utilization to identify vulnerable subgroups and demonstrate the need for funding to expand outreach and services. These data

should be used to continually refine and adapt outreach strategies. Additionally, we highlight the most-valued services at CBOs and the need to ensure funding for victim support services, such as medical and counseling services, legal support, and multilingual hotlines.

These recommendations are aimed at creating a supportive environment in which Asian American community members can access the help they need, feel safe, and be empowered to take action against hate incidents. By overcoming identified barriers and leveraging preferred communication channels, CBOs can significantly enhance their effectiveness in addressing anti-Asian hate. Further research is needed to gain more insights into effective ways to encourage action-taking following experiences of anti-Asian hate, including service use. Additionally, research should explore ways to improve services provided by CBOs to better serve a more diverse variety of Asian Americans, including English-speaking, U.S.-born individuals.

Appendix

Tables A.1 and A.2 present survey results on perceived helpfulness of services and services used by response language.

TABLE A.1

Perceived Helpfulness of Services That Address Anti-Asian Hate Incidents, by Response Language, Sorted by “Very Helpful” Category

Resource or Service	Do Not Know/ Never Heard of (%)	Less Helpful (%)	Somewhat Helpful (%)	Very Helpful (%)
English speakers				
Medical services	4	5	14	77
Legal services	4	4	22	70
Counseling services to process difficult feelings (e.g., fear, trauma)	5	6	29	61
In-language hotlines to call if I experience or if I see something	4	7	32	57
Bystander intervention training	7	8	34	52
Self-defense classes	8	7	35	51
Classes to teach me to use the hotlines and the reporting system	5	12	34	49
Community walking services/chaperones	8	13	30	48
Classes to teach me to understand and identify an anti-Asian incident	7	15	34	44
Chinese speakers				
Legal services	10	3	18	70
Medical services	8	2	22	68
In-language hotlines to call if I experience or if I see something	9	2	28	61
Classes to teach me to use the hotlines and the reporting system	9	3	30	58
Counseling services to process difficult feelings (e.g., fear, trauma)	10	3	30	57
Community walking services/chaperones	18	5	31	46
Self-defense classes	15	8	32	46
Classes to teach me to understand and identify an anti-Asian incident	12	4	40	44
Bystander intervention training	21	8	36	36
Korean speakers				
In-language hotlines to call if I experience or if I see something	9	4	25	62
Classes to teach me to use the hotlines and the reporting system	16	3	29	52
Counseling services to process difficult feelings (e.g., fear, trauma)	13	4	33	50
Community walking services/chaperones	9	5	37	49

Table A.1—Continued

Resource or Service	Do Not Know/ Never Heard of (%)	Less Helpful (%)	Somewhat Helpful (%)	Very Helpful (%)
Medical services	9	4	42	45
Legal services	12	5	43	41
Classes to teach me to understand and identify an anti-Asian incident	11	8	52	29
Bystander intervention training	15	9	53	23
Self-defense classes	14	17	48	21
Thai speakers				
Medical services	1	1	5	93
Legal services	3	1	8	87
In-language hotlines to call if I experience or if I see something	6	2	12	79
Classes to teach me to use the hotlines and the reporting system	8	5	11	76
Counseling services to process difficult feelings (e.g., fear, trauma)	4	3	21	72
Self-defense classes	5	8	17	70
Classes to teach me to understand and identify an anti-Asian incident	4	7	21	67
Community walking services/chaperones	5	5	30	60
Bystander intervention training	28	11	18	43

TABLE A.2

Community Resources and Services Used, by Response Language

Resource or Service	All Respondents (%)	English Speakers (%)	Chinese Speakers (%)	Korean Speakers (%)	Thai Speakers (%)
Self-defense classes	12.06	12.17	18.43	4.47	11.88
Community walking services/chaperones	4.22	2.65	4.10	2.03	12.75
Classes to teach me to understand and identify an anti-Asian incident	10.00	5.29	16.04	7.32	7.84
Bystander intervention training	5.54	11.11	5.46	2.03	3.92
In-language hotlines to call if I experience or if I see something	4.94	2.12	9.90	2.44	1.96
Classes to teach me to use the hotlines and the reporting system	5.06	2.12	10.24	1.22	4.90
Legal services	3.98	3.17	4.78	3.25	4.90
Counseling services to process difficult feelings (e.g., fear, trauma)	3.73	5.29	4.78	2.44	0.98
Medical services	4.34	3.17	4.10	2.03	12.75

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About This Report

Since the coronavirus pandemic began, Asian American communities in the United States have experienced a marked increase in anti-Asian hate incidents, including physical attacks, harassment, and discrimination. Research and surveys, such as the Stop Hate Community Survey conducted in Los Angeles's San Gabriel Valley in 2021, reveal that a substantial portion of the community feels unsupported and faces significant barriers in accessing community-based resources. This context underscores the critical need for culturally and linguistically tailored strategies to support victims and improve awareness of available services. This report should be of interest to staff members at community-based organizations serving Asian and Asian American community members as well as policymakers and researchers concerning Asian and Asian American communities.

This community-engaged project is a collaboration between RAND and Asian Americans Advancing Justice Southern California (AJSOCAL) to investigate anti-Asian hate incidents across sociodemographic groups in Los Angeles and New York City. This project aims to identify effective resources and strategies to combat these issues, focusing on community-based outreach and support. Insights from this survey have guided the development of a toolkit to assist community-based organizations in engaging Asian American communities affected by discrimination and violence.

This report builds on our 2021 report addressing anti-Asian racism in the era of COVID-19 (Dong et al., 2021). A community outreach toolkit designed in part based on the findings from the community survey detailed in this report will also be available (Bouey et al., forthcoming).

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