

# OUR CITY OF MADISON



## Department of Civil Rights Alder and Resident Frequently Asked Questions (FAQ) & Answers

Norman D. Davis – Director

# FAQ Overview



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# Frequently Asked Questions

Alders and residents commonly ask our agency the following questions:

[How Do I File a Complaint?](#)

[What is APM 3-5 Prohibited Harassment and/or Discrimination Policy?](#)

[What is Equitable Workforce \(Affirmative Action\) Plan?](#)

[What is Disability Rights and Services Program?](#)

[What is an Affirmative Action Plan?](#)

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[How Do I Apply For an AASPIRE Internship?](#)

[What are Neighborhood Resource Teams \(NRTs\)?](#)

[What is the Racial Equity & Social Justice Initiative \(RESJI\)?](#)

# FAQ Answers



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# How Do I File a Complaint?

- You can file a Discrimination Complaint on our website at:  
<https://discrimination.cityofmadison.com/Home/ComplaintView>
- If you need an accommodation, contact our front desk staff at phone (608) 266-4910 or email [dcr@cityofmadison.com](mailto:dcr@cityofmadison.com)

# What is APM 3-5 Prohibited Harassment and/or Discrimination Policy?

The City of Madison's vision is Inclusive, Innovative, and Thriving.

- City of Madison is committed to equity, diversity, inclusion, and equal employment for all. Our policy is to be welcoming, safe, and fair to all employees and members of the community.
- Each City of Madison department is required to ensure all employees are trained per policy requirements.
- The goal of our policy is for the work environment to be free of harassment, discrimination, and retaliation.
- The full policy can be found here: <https://www.cityofmadison.com/mayor/apm/3-5.pdf> PDF

# What is Equitable Workforce (Affirmative Action) Plan?

The City of Madison is an employer committed to ensuring affirmative action, equal opportunity, and nondiscrimination in compliance with Madison General Ordinance Chapter 39, and federal and state laws.

- This means that affirmative action and equal opportunity principles will be applied to all employment policies, procedures and programs. This is consistent with the City of Madison's leadership and progress in achieving and ensuring diversity in the workplace.
- The Citywide Equitable Workforce Plan includes the individual agency plans, which are submitted to the Mayor and Common Council for approval. All agency heads shall adhere to the goals, timetables and procedures.

# How Do I Request a Training?

- You can request a training online at:  
<https://www.cityofmadison.com/civil-rights/programs/trainings/request-a-training>
- By sending an email to [dcr@cityofmadison.com](mailto:dcr@cityofmadison.com) or by contacting our front desk at (608) 266-4910.
- Trainings offerings can be found at:  
<https://www.cityofmadison.com/civil-rights/programs/trainings>



# How Do I Request Language Access assistance?

- The City of Madison Language Access Program provides access to City services for people whose primary language is not English.
- Anyone seeking services from the City of Madison has a right to access those services in the language of their preference.
- To request services send an email to [LAP@cityofmadison.com](mailto:LAP@cityofmadison.com), or call our front desk at (608) 266-4910.
- More information can be found at: <https://www.cityofmadison.com/civil-rights/programs/language-access-program>

# How Do I Apply for an AASPIRE Internship?

- Applications are available annually beginning mid-February through mid-March.
- You can apply for an internship at the City Job's page at: <https://www.governmentjobs.com/careers/madisonwi/jobs/3928781/aaspire-intern?pagetype=jobOpportunitiesJobs>
- For more information visit <https://www.cityofmadison.com/civil-rights/programs/aaspire-internships>

# What are Neighborhood Resource Teams (NRT's)?

## Neighborhood Resource Teams (NRTs)

play a vital role in the City's efforts to improve and coordinate local government services, promote equity, and improve the quality of life.

**The mission of the Neighborhood Resource Teams** is to promote racial equity and improve the quality of life for Madison residents by understanding and elevating the needs, issues, and priorities of people living in areas with NRTs.

- Develop relationships and enhance communication among City staff, neighborhood residents, and other stakeholders
- Coordinate, develop, and improve City services to neighborhoods in concert with residents and other stakeholders
- Increase the City's knowledge of neighborhood issues and opportunities
- Highlight issues that cut across multiple NRT focus areas to address systemic barriers

# What is the Racial Equity & Social Justice Initiative (RESJI)?

Establish racial equity and social justice as core principles in all decisions, policies and functions of the City of Madison

- Living wage jobs, safe neighborhoods, high-quality education, a healthy, sustainable natural environment, efficient public transit, parks and green spaces, affordable and safe housing and healthy food are afforded to all.
  - The benefits of growth and change are equitably shared across our communities.
  - All people have opportunities for fair and just inclusion in public processes and decisions.
  - No one's future is limited by race, ethnicity, gender, sexual orientation, disability, age, income, place of birth, place of residence or other group status.
- Detailed information can be found at: <https://www.cityofmadison.com/civil-rights/programs/racial-equity-social-justice-initiative/mission-vision-teams>

# How Our Agency Provides Customer Service



# We Provide Customer Service By...

How We Serve	Where We Serve
In-Person	City County Building (CCB) Room 523
Telephone	(608) 266-4910
<a href="#">Website</a> & Social Media	Online
Listening Sessions	Various Community settings in Madison
Community Events	Various Community settings in Madison

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## Stay Connected!

[dcr@cityofmadison.com](mailto:dcr@cityofmadison.com)

(608) 266-4910

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