

1/24 City of Madison Civil Rights Dept. Meeting – Norman Davis Director

Prepared Questions

- What City Staff took the lead in forming the department?
- What was the vision and mission?
- What budget did you start with?
- How many people did the office start with?

Policies

- In 2006, Madison brought together Equal Opportunities (1963) and Affirmative Action (1974) Departments. They are adding equity and social justice division, which includes environmental justice.
- These departments focused on internal and external matters. Bringing them together strengthened their work. The department handles complaints from people seeking city services.
- Needs to have a thread of accountability all the way through—connect with proper resources
- [Chapter 39 of Madison Code of Ordinance](#) (Fair housing may be addressed in [Chapter 32 on Landlords and Tenants](#))
- Policymakers want to hear from community directly; education is huge
- Include problem statement in the resolution
- Spell out the responsibilities and authorities of the department in the resolution; the work needs evaluation, organization chart, and an online briefing book.

Programs

- Program needs adequate resources; someone has to be checking on their progress
- Make boards more proactive
- Launched new programs with resolutions, grassroots buy-in & input from frontline employees
- Connect with advocacy groups, i.e. Chamber of Commerce
- Give awards

Operations

- Staff includes employees with backgrounds in organizational development, sociology, criminal justice, academics, and paralegal.
- A “hearing examiner” is an official appointed by a government agency to conduct an investigation or administrative hearing so that the agency can exercise its statutory powers.
- An “administrative law judge” is a judge and trier of fact who both presides over trials and adjudicates claims or disputes involving administrative law.
- Customer service – know who we’re sending referrals to at other organizations

Resources

- [National Industry Liaison Group](#)
- Civil Rights Alliance (Dane Co.)