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**CITY OF MADISON (COMMUNITY RESOURCES PAGE)**

[cityofmadison.com](http://cityofmadison.com)

**MAYOR'S OFFICE**

(608) 266-4611

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

[cityofmadison.com/mayor](http://cityofmadison.com/mayor)

**PUBLIC HEALTH MADISON & DANE COUNTY**

[Publichealthmdc.com/coronavirus](http://Publichealthmdc.com/coronavirus)

**UNITED WAY OF DANE COUNTY 211**

- Dial 211 to speak with someone
- Text your zip code to 898-211

**FREEDOM INC.**

[info@freedom-inc.com](mailto:info@freedom-inc.com)

(608) 416-5337

**THE HMONG INSTITUTE**

[Peng.her@thehmonginstitute.org](mailto:Peng.her@thehmonginstitute.org)

(608) 628-3901

**DEPARTMENT OF CIVIL RIGHTS**

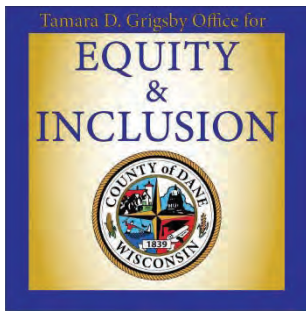
[cityofmadison.com/civil-rights](http://cityofmadison.com/civil-rights)

(608) 266-4910

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

**Report a Hate Crime**

- Emergencies and crimes in progress should be reported by dialing 911.
- Contact local FBI once safe and ask to submit a hate crime complaint to local civil rights squad.



## COVID Pandemic Resource Information

Joe Parisi – County Executive  
Wesley N. Sparkman – Director

Dane County Office for Equity and Inclusion – For General questions

- (608) 283-1391 or Email [OEI@countyofdane.com](mailto:OEI@countyofdane.com)

Dane County 24-hour Crisis Line

- 608-280-2600

Dane County Emergency Line

- 911

Dane County Resource Line

- 211
- For any community resource needs you have due to COVID-19, connect with 211, a free service through United Way. <https://211wisconsin.communityos.org/211guidedsearch2>, text your zip code to 898211, or simply call 211. Depending on call volume, accessing 211 online may be faster.

Public Health Madison and Dane County <https://publichealthmdc.com/coronavirus/faqs>

- Questions directly related to the COVID-19 illness or the Public Health aspects of the response can be directed to: [coronavirus@publichealthmdc.com](mailto:coronavirus@publichealthmdc.com)
- Food Access Resource Fact sheet has information about how to get food.
  - [https://www.publichealthmdc.com/documents/2020-04-06\\_COVID-19\\_Food\\_Access.pdf](https://www.publichealthmdc.com/documents/2020-04-06_COVID-19_Food_Access.pdf)
- The Madison Metropolitan School District has many resources listed for families with children who attend school in their district, including free internet and daily free meals.
  - <https://www.madison.k12.wi.us/mmsd-covid-19-updates>
- Call the Aging and Disability Resource Center for specific resources for older adults or people with disabilities.
  - **Toll-Free Phone:** 855-417-6892, **Local Phone:** 608-240-7400,
  - **TTY/TDD/Relay:** 608-240-7404, **Email:** [adrc@countyofdane.com](mailto:adrc@countyofdane.com)
  - <https://www.dhs.wisconsin.gov/adrc/consumer/dane.htm>

The United Way Covid-19 Response site:

<https://www.unitedwaydanecounty.org/united-way-of-dane-county-covid-19-response/>

Dane County – Joining Forces For Families (JFF) – Attached

**DANE COUNTY DEPARTMENT OF HUMAN SERVICES**

**JOINING FORCES for FAMILIES (JFF) Offices**

**Manager - Ron Chance** **242-6325**  
 1202 Northport Dr, Madison 53704 Cell: 287-4279  
 Fax: 242-6293

**Coordinator - David Marshall** **242-6388**  
 1202 Northport Dr, Madison 53704 Cell: 630-1238  
 Fax: 242-6293

**Supervisor – Michael Bruce** **283-1680**  
 818 W Badger Rd, Madison 53713 Cell: 335-7817  
 Fax: 283-2996

**Allied** **273-6342**  
 SR SW ESTRELLA, Ryan Cell: 225-9871  
 2225 Allied Dr #2, Madison 53711 Fax: 273-6340

**Badger/Magnolia/Broadway/Lake Point** **261-9764**  
 SR SW ANDERSON, Erica Cell: 225-9046  
 818 West Badger Road, Madison, 53713 Fax: 283-2996

**Darbo/Worthington/Whitehorse** **246-2967**  
 SW THIBEDEAU, Emily Cell: 512-9200  
 3030 Darbo Dr., Madison, 53714 Fax: 242-4590

**DeForest** **846-9603**  
 SW VACANT Cell:  
 110 S Stevenson St., DeForest, WI 53532 Fax: 846-6963

**Leopold/Post Road** **273-6953**  
 SW ARENAS PINEDA, Jannet Cell: 338-2396  
 3301 Leopold Way #112, Fitchburg, 53713 Fax: 273-6954

**Mazomanie/Cross Plains/Mt. Horeb** **795-2103**  
 SW SHATZ, Sarah Cell: 225-9872  
 9 Brodhead Street, PO Box 41, Mazomanie, WI 53560 Fax: 401-1075

**Middleton**  
 SW SHATZ, Sarah Cell: 225-9872  
 1201 McKenna Blvd, Madison WI 53719, WI 53560 Fax: 401-1075

**Northside** **442-1660**  
 SW Lee, Xee Cell: 575-4470  
 2901 Packers Ave, Madison, 53704 Fax: 442-1661

**Northside/Truax** **240-2045**  
 SR SW ROGERS, Bridget Cell: 225-9870  
 9 Straubel Ct #404, Madison, WI 53704 Fax: 240-2044

**Oregon/McFarland/Monona/Belleville** **835-4188**  
 SR SW SULLIVAN, Joe Cell: 575-1187  
 276 Soden Dr, Oregon, WI 53575 Fax: 873-9752

**Southdale/Rimrock** **273-6676**  
 SR SW MEULEMANS, Laurie Cell: 575-6149  
 217 Deer Valley Rd. #2, Madison, 53713 Fax: 288-8712

**Southwest Madison** **273-6622**  
 SR SW ALVIN, Eric Cell: 516-6014  
 5810 Russett Rd., #1, Madison, WI 53711 Fax: 273-6621

**Stoughton/Cambridge/Deerfield/Marshall** **873-2180**  
 SW (LTE) MASON BOERSMA, Sharon Cell: 225-9159  
 343 E Main St, Stoughton, WI 53589 Fax: 205-6452

**Sun Prairie/Cottage Grove** **825-3225**  
 SR SW VREUGDENHIL, Janelle Cell: None  
 1632 W Main St Ste 150, Sun Prairie, WI 53590 Fax: 825-7945

**Verona** **848-2108**  
 SR SW HEMAUER, Lisa Cell: 575-1064  
 1200 E Verona Ave, Verona, WI 53593 Fax: 848-2109

**Waunakee/Dane** **849-2016**  
 SW VACANT Cell:  
 501 South St, Waunakee, WI 53597 Fax: 849-2265

**Wexford Ridge** **848-2108**  
 SR SW HEMAUER, Lisa Cell: 575-1064  
 7011 Flower Ln #A, Madison Fax: 203-8651

Send updates to: Dawn MacFarlane  
 Email: macfarlane@countyofdane.com  
 Phone: (608) 242-6267

## **General Information & Support**

### **Centro Hispano of Dane County**

[micentro.org](http://micentro.org)

*Spanish and English*

"Centro Hispano of Dane County (Centro) is the leading social service provider for Latinos in Dane County and a hub for the community. The agency serves an average of 2,500+ families and 6,000+ individuals through its bilingual programs and services each year.

### **Centro Hispano of Milwaukee**

[centrohispanomke.org](http://centrohispanomke.org)

Call 414-928-1600

*Spanish and English*

Providing education, housing, and community services for the Milwaukee area.

"Bilingual (Spanish/English) and culturally competent staff deliver educational programs and social and human services to families, children, youth and the aging to help them overcome social, economic, linguistic and cultural barriers."

### **Freedom Inc.**

[freedom-inc.org](http://freedom-inc.org)

"Freedom, Inc. engages low- to no-income communities of color in Dane County, WI. Our mission is to achieve social justice through coupling direct services with leadership development and community organizing." Specific areas include:

- Black, Hmong, and Cambodian programming and social justice efforts
- Domestic and sexual violence intervention and support
- LGBTQ programming and social justice efforts

### **Hmong American Women's Association in Milwaukee**

[hawamke.org](http://hawamke.org)

24-hour help line: 1-877-740-4292

"HAWA's mission is to advocate for social justice within the Hmong and Southeast Asian community through collective and inclusive action." Many services are available to women and families, including:

- COVID-19 Relief Fund
- Domestic violence and sexual assault victims assistance

## **Hmong Victims Services Support and Technical Assistance**

[bbwpcalition.org/hmong-victim-services-ta-support](http://bbwpcalition.org/hmong-victim-services-ta-support)

24-hour help line: 1-877-740-4292

For a 24-hour Hmong family strengthening help line, call 1-877-740-4292 or text 414-530-6450.

"Our goal has and will always be ... to assist clients to access needed lifesaving services" and "to support advocates and service providers in their mission to end violence in their communities."

## **Unite MKE**

[unitemke.org/need-support-1](http://unitemke.org/need-support-1)

Call Monday-Friday, 9 a.m.-5 p.m.: 414-435-0506

Email: [info@unitemke.org](mailto:info@unitemke.org)

"Unite MKE provides culturally competent support" for Milwaukee community members' health in areas such as pregnancy, diabetes, asthma, high blood pressure, and heart health, by helping with housing, employment, food and nutrition, transportation, and access to healthcare.

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## **Immigration Resources**

### **American Immigration Lawyers Association**

"Resource Center: 2019 Novel Coronavirus (COVID-19)"

[aila.org/advo-media/issues/all/covid-19](http://aila.org/advo-media/issues/all/covid-19)

*English only*

### **National Immigration Law Center**

"Know Your Rights"

[nilc.org/get-involved/community-education-resources/know-your-rights/othimmenf/](http://nilc.org/get-involved/community-education-resources/know-your-rights/othimmenf/)

*English, some Spanish and other languages resources*

### **U.S. Citizenship & Immigration Services (USCIS)**

[uscis.gov/es](http://uscis.gov/es)

[uscis.gov/es/acerca-de-nosotros/respuesta-de-uscis-al-covid-19](http://uscis.gov/es/acerca-de-nosotros/respuesta-de-uscis-al-covid-19)

*Spanish and English*

Before visiting a USCIS office, check the website to make sure it is open as COVID-19 continues to be a threat. The website offers most functions online, including:

- Submit forms
- Check the status of your case
- Extend your stay
- Renew your green card



# HATE CRIME THREAT GUIDE

U.S. Department of Justice  
Federal Bureau of Investigation  
Civil Rights Unit



Hate crime threats come in many forms, and as such, each response will be unique. In each response, law enforcement should be notified, and every attempt to preserve evidence should be made. The below general tips can be helpful to follow when confronted with a hate crime threat.

A True Threat is a serious communication of an intent to commit an act of unlawful violence against a particular individual or group of individuals.

A true threat is not protected by the First Amendment and can be a prosecutable offense as a hate crime.

## Physical Threat

A physical threat is an in-person true threat which is deemed to place the recipient or others in imminent danger. A totality of the circumstances standard suggests that there is no single deciding factor in a physical threat assessment. One must consider all the facts and context, and conclude from the whole picture whether there is a possible imminent threat. When confronted with an imminent physical threat of harm, you have three options:

- ⇒ Run.
  - Have an escape route and plan in mind.
  - Leave your belongings behind.
  - Help others escape, if possible.
  - Do not attempt to move the wounded.
- ⇒ Hide.
  - Hide in an area out of the threat's view.
  - Lock door or block entry to your hiding place.
  - Silence your cell phone (including vibrate mode) and remain silent.
- ⇒ Fight.
  - Fight as a last resort and only when your life is in imminent danger.
  - Attempt to incapacitate the threat.
  - Act with as much physical aggression as possible.
  - Improvise weapons or throw items at the threat.
  - Commit to your actions... your life depends on it.
- ⇒ Once the imminent threat has subsided, call 911.

## Verbal Threat

A verbal threat is an in-person true threat that is deemed to not place the recipient in immediate danger.

- ⇒ If the perpetrator leaves, note which direction they went.
- ⇒ Immediately notify law enforcement by calling 911.
- ⇒ Write down the threat exactly as it was communicated.
- ⇒ Note the description of the person who made the threat:

- |                             |                                   |
|-----------------------------|-----------------------------------|
| • Name (if                  | • Race                            |
| • Gender                    | • Type/Color of                   |
| • Body size (height/weight) | • Hair & eye color                |
| • Distinguishing features   | • Voice (loud, deep, accent, etc) |

## Phoned Threat

A phoned true threat is one received telephonically. The recipient of the threat should attempt to obtain as much information on the caller and the threat as possible, unless the threat is deemed to put the recipient or others in harm.

- ⇒ Remain calm & do not hang up. Attempt to solicit information to determine if the threat is specific, realistic, and poses an immediate danger to the safety of others.
- ⇒ If possible, signal other staff members to listen & immediately notify law enforcement by calling 911.
- ⇒ If the phone has a display, copy the number and/or letters on the window display.
- ⇒ Write down the exact wording of the threat.
- ⇒ Keep the caller on for as long as possible and attempt to gather as much information as possible
- ⇒ Record, if possible.
- ⇒ Be available for interviews with law enforcement upon response.

## Electronic Threat

An electronic threat is a true threat received over the internet, such as through e-mail or social media. It is important to recognize that forensic examination can often reveal valuable information that is initially unseen. It is important that the communication is treated as evidence.

- ⇒ DO NOT delete the electronic threat. Forensic examination may uncover additional details.
- ⇒ Leave the message open on the computer.
- ⇒ Immediately notify law enforcement by calling 911.
- ⇒ Print, photograph, or copy the message and subject line, note the date and time.
- ⇒ If knowledgeable, take efforts to preserve all electronic evidence.

## Written or Visual Threat

A written or visual true threat is one that is received in a written or graphic manner, such as handwritten notes or graffiti.

- ⇒ Handle the document/item as little as possible. DO NOT DISCARD THE ITEM, REGARDLESS OF HOW OFFENSIVE. This item is evidence and may pose additional clues for law enforcement.
- ⇒ Immediately notify law enforcement by calling 911.
- ⇒ Rewrite the threat exactly as is on another sheet of paper and note the following:
  - Date/time/location document was found.
  - Any situations or conditions surrounding the discovery/delivery.
  - Full names of anyone who saw the threat.
- ⇒ Secure the original threat; **DO NOT** alter the item in any way.
- ⇒ If small/removable, place in a bag or envelope. Try not to touch the item directly with your hands.
- ⇒ If large/stationary, secure the location and insure the threat is not damaged or altered.

Once safe, the threat recipient should contact the local FBI office and ask to submit a hate crime complaint to the Civil Rights squad.

Not all complaints to local law enforcement are passed along to the FBI.



# HATE CRIME THREAT GUIDE

U.S. Department of Justice  
Federal Bureau of Investigation  
Civil Rights Unit



## What to expect if you are the victim of a hate crime:

- ⇒ If the FBI concludes that a federal hate crime may have been committed, one or more FBI Special Agents will conduct an investigation. As part of the investigation, the Special Agents will gather evidence, which may include an interview with you and other victims.
- ⇒ You may also be asked to recap your experience before a federal grand jury.
- ⇒ A thorough investigation will be completed. The investigation may take a long time to finish, and you will not be updated or “briefed” on day-to-day case developments. Every effort will be made to tell you about major events in an investigation, such as an arrest or indictment. The FBI is committed to providing such information to you before it is released to the public, when possible. However, the FBI must always be careful not to reveal sensitive information that could hurt the investigation or increase danger to law enforcement.
- ⇒ In addition to an FBI Special Agent, each case with an identified victim will have an FBI Victim Specialist assigned. A Victim Specialist is a highly trained professional who can assist you with support, information and resources. A Victim Specialist will contact you to explain your rights and services available, and will serve as the point of contact between you and the FBI.

## FBI Field Office Telephone Numbers:

Albany	(518) 465-7551	Indianapolis	(317) 595-4000	Oklahoma City	(405) 290-7770
Albuquerque	(505) 889-1300	Jackson	(601) 948-5000	Omaha	(402) 493-8688
Anchorage	(907) 276-4441	Jacksonville	(904) 248-7000	Philadelphia	(215) 418-4000
Atlanta	(404) 679-9000	Kansas City	(816) 221-6100	Phoenix	(623) 466-1999
Baltimore	(410) 265-8080	Knoxville	(865) 544-0751	Pittsburgh	(412) 432-4000
Birmingham	(205) 326-6166	Las Vegas	(702) 385-1281	Portland	(503) 224-4181
Boston	(617) 742-5533	Little Rock	(501) 221-9100	Richmond	(804) 261-1044
Buffalo	(716) 856-7800	Los Angeles	(310) 477-6565	Sacramento	(916) 481-9110
Charlotte	(704) 672-6100	Louisville	(502) 263-6000	Salt Lake City	(801) 579-1400
Chicago	(312) 421-6700	Memphis	(901) 747-4300	San Antonio	(210) 225-6741
Cincinnati	(513) 421-4310	Miami	(305) 944-9101	San Diego	(858) 320-1800
Cleveland	(216) 522-1400	Milwaukee	(414) 276-4684	San Francisco	(415) 553-7400
Columbia	(803) 551-4200	Minneapolis	(763) 569-8000	San Juan	(787) 754-6000
Dallas	(972) 559-5000	Mobile	(251) 438-3674	Seattle	(206) 622-0460
Denver	(303) 629-7171	New Haven	(203) 777-6311	Springfield	(217) 522-9675
Detroit	(313) 965-2323	New Orleans	(504) 816-3000	St. Louis	(314) 231-4324
El Paso	(915) 832-5000	New York City	(212) 384-1000	Tampa	(813) 253-1000
Honolulu	(808) 566-4300	Newark	(973) 792-3000	Washington DC	(202) 278-2000
Houston	(713) 693-5000	Norfolk	(757) 455-0100		

Field office telephone numbers as of 09/2017. The most current field office telephone numbers can be found at <https://www.fbi.gov>.