



Community Policing 2023 Annual Report

Chicago Police Department
Office of Community Policing



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Cover image shows 3d District Coordination Officers walking the blocks in the community, addressing community concerns and problem solving.

THE OFFICE OF COMMUNITY POLICING



Superintendent Larry Snelling hears from Chicago youth at a Youth Summit organized by the Office of Community Policing.

FOUNDATIONS & RESPONSIBILITIES

Newly appointed Superintendent Larry Snelling has stated that "every officer is going to be a community police officer." That foundational belief and approach is evident in the 2023 engagement numbers and highlights for the Chicago Police Department's Office of Community Policing.

The Office of Community Policing (OCP) was created to ensure a focus on community policing and engagement at every level within CPD. OCP firmly believes that in order to achieve success on major reforms and rebuild trust between police and communities, strong partnerships with residents and communities is vital. OCP strives to give communities a voice in all things public safety, including neighborhood concerns, Department policies, trainings, and strategic plans.

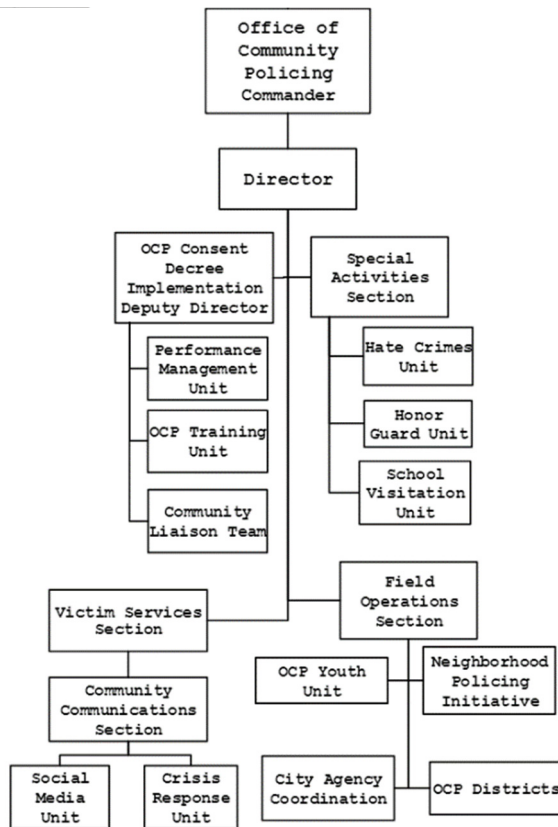
In 2016, OCP launched a Community Policing Advisory Panel (CPAP) which was tasked with making a set of recommendations for changes and improvements for CPD's community policing. Through the CPAP, a vision and a mission were created for community policing and seven key pillars were identified. In addition to the recommendations and pillars from the CPAP, OCP is also firmly dedicated to implementing all requirements within the consent decree and achieving full compliance. The first section of the consent decree includes 35 paragraphs for community policing, however, throughout the entire consent decree, community engagement is required on dozens of areas and topics, including impartial policing, crisis intervention, and use of force. OCP will apply its vision and mission towards all initiatives and engagements recommended by the CPAP, required by the consent decree, and beyond.

PILLARS OF COMMUNITY POLICING

1. Creating relationships of trust between CPD and community.
2. Focus on youth engagement.
3. Creation of standards for community policing with clearly identified objectives.
4. Policing that reflects a re-enforced community policing model.
5. Community-oriented training for all CPD.
6. Effective problem-solving measures that include the community and other city agencies.
7. Regular evaluation of community policing measures.

2023 STAFFING & STRUCTURE

The Office of Community Policing leadership includes Commander Karla Johnson, Director Glen Brooks and Deputy Director Michael Milstein.



Commander Karla Johnson was appointed to the OCP and oversees district community policing offices, youth engagement efforts and consent decree compliance. She most recently served as the Lieutenant in the Office of the Superintendent where she managed and coordinated time-sensitive projects for the Department. Prior to this, she was the Lieutenant in the Crime Prevention and Information Center and assisted in overseeing the unit. While a Sergeant, Commander Johnson worked within the Human Resources Division where her duties included conducting criminal background checks, coordinating national training for Department members and processing transfer and promotion materials for sworn members. She also served as a Sergeant in the 3rd (Grand Crossing) District and an Evidence Technician within the Bureau of Detectives.

Commander Johnson holds a master's degree in Business Administration from Saint Xavier University and a bachelor's degree in Psychology from the University of Illinois Chicago. She also graduated from the Northwestern University Center for Public Safety School of Police Staff & Command.

Director Glen Brooks is responsible for all operational aspects of the Department's community engagement strategy. He began his career with the department as a volunteer beat facilitator in the CAPS initiative and subsequently served as volunteer Chairman of the District Advisory Council. Building upon his experience as a grassroots organizer and his expertise in violence prevention, Director Brooks leads strategic initiatives to improve civic engagement, ensure the safety of Chicagoans, and enhance community relations. As the principal liaison to community members, he designs and manages initiatives to address gang/gun violence, ex-offender re-entry, youth development and other programs that increase community access to city services and programs.

Since 2016, as the national debate about policing and justice system reform has unfolded, Director Brooks has been a key leader in developing and implementing the Department's

Community Policing reforms under the Consent Decree. Transforming the CAPS program into a foundational philosophy - “Every Officer is a Community Policing Officer”, Director Brooks also works to build authentic trusting relationships with community members, to address concerns about police-involved shootings. Serving as the Department’s principal liaison with activists and demonstrators, he has successfully deescalated protests while preserving participants' first amendment rights and ensuring their safety.

Director Brooks attended Duke University (Trinity ‘95) and is a former member of the U.S. Army Reserve.

Deputy Director Milstein has proudly served the City of Chicago and Chicago Police Department for over six years with a focus on promoting positive interactions between police and communities. This has included lifting community voices in the effort to create and revise policies, trainings, and practices centered around fair and impartial policing.

Deputy Director Milstein has overseen the Chicago Police Department's Office of Community Policing since 2020, where he manages all positive, non-enforcement engagements between police and communities. He also leads the Chicago Police Department's Civil Rights Unit, which includes its Hate Crime Team and Community Liaison Team, a unit Deputy Director Milstein significantly expanded in 2021 to address the needs of historically marginalized and underserved communities. Before joining the Chicago Police Department, Deputy Director Milstein served under Chicago Mayors Rahm Emanuel and Lori Lightfoot, advising on public safety policies and operations.

Deputy Director Milstein holds a Bachelor's degree in Political Science from the University of Illinois at Chicago, a Master's degree in Public Policy from the University of Chicago, and an Executive Certification in Social Impact Strategy from the University of Pennsylvania’s Center for Social Impact Strategy.

Staffing Additions

In 2023, leadership prioritized filling vacancies in OCP and successfully filled roles focusing on victims' services, community liaising, and engagement planning.

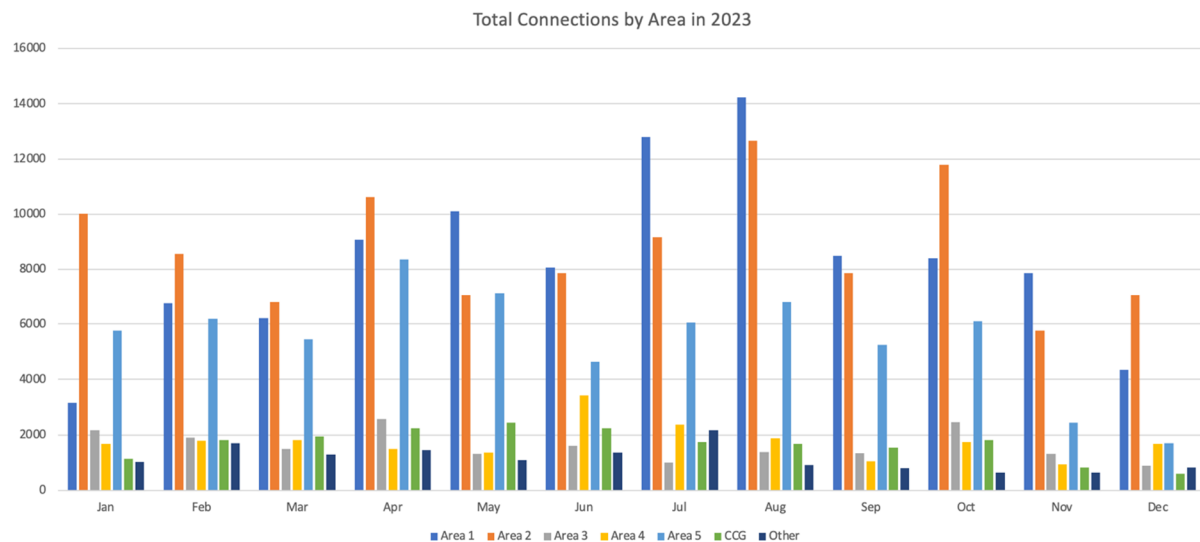
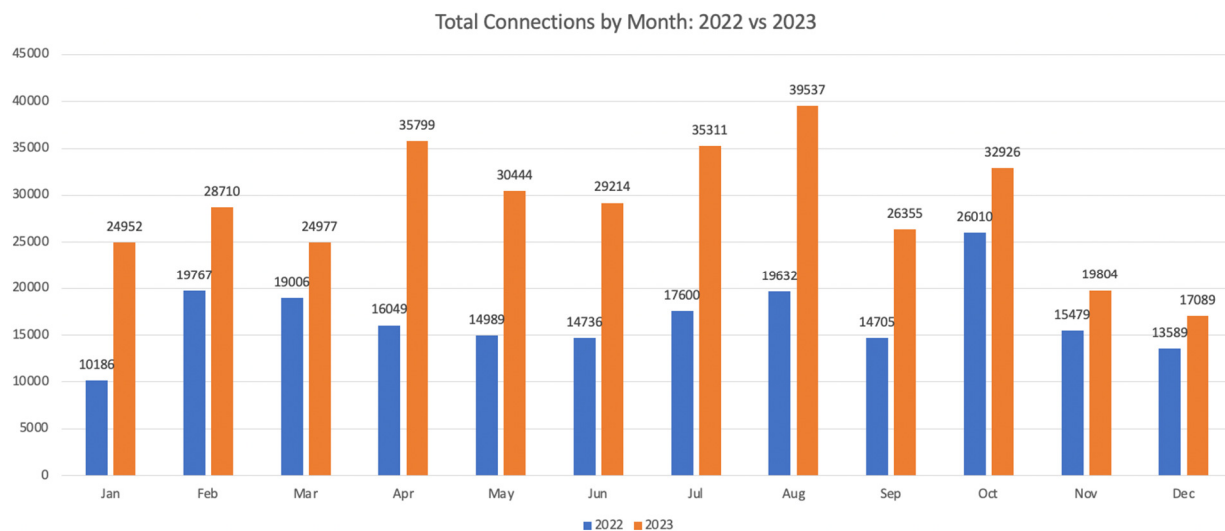
Additionally, four civilian Project Administrator roles were posted and subsequently filled. This overall increase in both sworn and civilian staff will help the Office of Community Policing achieve the ambitious goals detailed in the final section of this report.

2023 YEAR IN REVIEW

Connections & Engagement Data

In 2023, CPD documented **345,118** connections with community members. This accounts for a monthly average of 28,759 connections. 2023 also saw an increase in the total number of connections compared to 2022, with **143,370** more connections documented. Connections are defined as residents signing-in at an engagement or event. This number does not include residents who attended an engagement or event but did not sign-in.

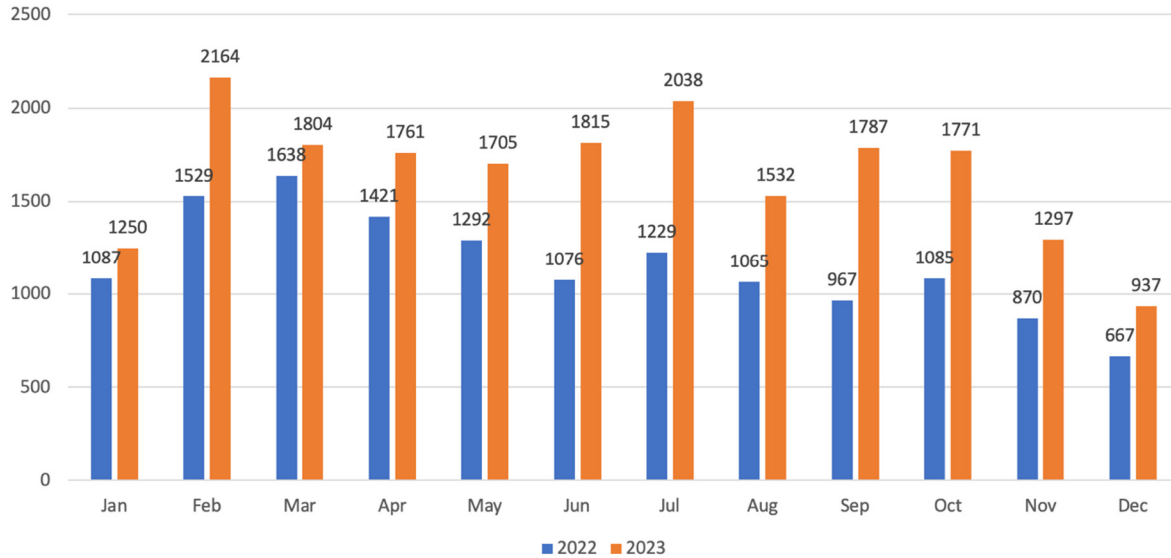
CONNECTIONS



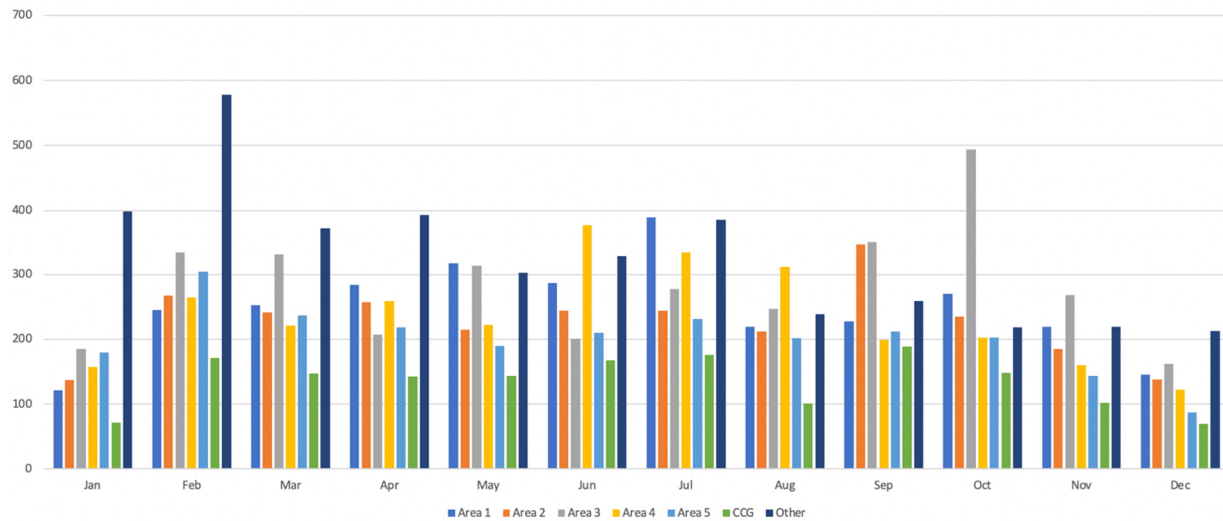
ENGAGEMENTS

In 2023, CPD documented **19,861** engagements with community members. This accounts for a monthly average of 1,655 engagements. 2023 also saw an increase in the total number of engagements compared to 2022, with **5,935** more engagements documented.

Total Engagements by Month: 2022 vs 2023



Total Engagements by Area in 2023



The Neighborhood Policing Initiative

In 2023 the Neighborhood Policing Initiative continued to develop in the ten pilot Districts. In February of 2023 a two-week stabilization training was conducted for District Coordination Officers, Sergeants and Lieutenants that had been assigned to NPI over the previous year, but did not receive training. This training was condensed to two weeks because the personnel had already been in role for an extended amount of time and were familiar with problem solving strategies. The training incorporated problem solving, city services, and the Detective Division resources.

In the second quarter of 2023 the 025th District began utilizing the online problem solving report in the Community Engagement System. By the end of 2023 the 025th, 006th, and 010th Districts began utilizing the online report. The problem solving reports have been pivotal in identifying the types of problems each District worked on and the resources that were utilized. The online report tracks the problem initiation and the follow ups associated with the problem. Each District has provided feedback on the issues with the functionality of the report that need to be resolved prior to expanding to all Districts and discontinuing paper reports.

Due to numerous leadership changes NPI continues to be assessed by the new Superintendent and Chief of Patrol. As the Department embarks on a thorough staffing study in 2024, a determination on the structure and expansion of NPI will await guidance once the study is concluded.

Beat and DAC Meetings

Each Chicago Police District holds beat meetings on a regular basis, in which beat residents may voice their concerns and learn more about public safety in their neighborhood. These regular meetings allow officers and community members to identify and implement creative solutions to neighborhood specific concerns.

Each Chicago Police District has a District Advisory Council (DAC) that includes subsets focused on the following topic areas: Court Advocacy, Domestic Violence, Older Adults and Youth. The meetings catalogued below are distinct from the Youth District Advisory Council (YDAC) meetings. In 2024, training on CEMS and ensuring adequate staff to log the details of Beat and DAC meetings is a key goal, that will result in more accurate meeting numbers going forward.

District Strategic Plans

The Office of Community Policing launched and completed the community-engagement process for strategic-plan development. In 2023 each District's Office of Community Policing drafted their quarterly reports and conducted community conversations in the fourth quarter to identify the priority problems in each District. The meetings led to a comprehensive assessment of the issues impacting each District.

All districts developed their draft plans, and CPD then posted all twenty-two draft plans online and invited the public to review the plans and provide written feedback on them.

Simultaneously, districts were also required to meet with their District Advisory Councils to get feedback on the draft plan, as well as incorporate feedback provided by leadership for the Office of Community Policing and the Bureau of Patrol. All twenty-two district strategic plans were completed by the end of 2023 and were posted publicly on the CPD webpage at <https://home.chicagopolice.org/community-policing-group/consent-decree/strategic-plans/>.

Community Conversations

In 2023, each District conducted community conversations in September and October to identify problems and prospective solutions to include in the District Strategic Plans. The community conversations are intended to be a summary of the District's previous beat meetings and community led meetings to accurately reflect the issues impacting each District. Each District is also responsible to have a community conversation for the District's affinity groups to capture the problems impacting the marginalized communities in each District.

September 2023		
	Date	Attendance
001	20-Sep-23	19
002	27-Sep-23	48
003	20-Sep-23	49
004	28-Sep-23	75
005	28-Sep-23	36
006	27-Sep-23	85
007	27-Sep-23	36
008	28-Sep-23	56
009	27-Sep-23	39
010	12-Oct-23	83
011	27-Sep-23	74
012	28-Sep-23	34
014	3-Oct-23	54
015	28-Sep-23	93
016	26-Sep-23	28
017	28-Sep-23	21
018	27-Sep-23	31
019	27-Sep-23	27
020	21-Sep-23	34
022	27-Sep-23	47
024	20-Sep-23	33
025	27-Sep-23	38

October 2023		
District	Date	Attendance
001	11-Oct-23	25
002	18-Oct-23	26
003	19-Oct-23	14
004	26-Oct-23	34
005	24-Oct-23	19
006	13-Oct-23	30
007	24-Oct-23	63
008	23-Oct-23	50
009	25-Oct-23	23
010	26-Oct-23	22
011	25-Oct-23	83
012	5-Oct-23	20
014	10-Oct-23	60
015	19-Oct-23	48
016	11-Oct-23	32
017	25-Oct-23	18
018	11-Oct-23	37
019	18-Oct-23	20
020	26-Oct-23	20
022	25-Oct-23	33
024	18-Oct-23	19
025	18-Oct-23	39

Affinity Community Conversations		
District	Date	Attendance
001	26-Oct-23	65
002	19-Oct-23	20
003	18-Oct-23	9
004	3-Oct-23	4
005	10-Oct-23	19
006	19-Oct-23	
007	8-Sep-23	19
008	30-Oct-23	16
009	6-Oct-23	
010	14-Sep-23	20
011	18-Oct-23	24
012	6-Oct-23	19
014	25-Oct-23	32
015		
016	18-Oct-23	13
017	28-Sep-23	0
018	8-Oct-23	13
019	17-Oct-23	9
020	10-Oct-23	0
022	12-Oct-23	
024	4-Oct-23	29
025	22-Sep-23	7
	22-Sep-23	35
	26-Sep-23	30

Note: In some instances, due to staffing or lack of community participation some community conversations were not scheduled.

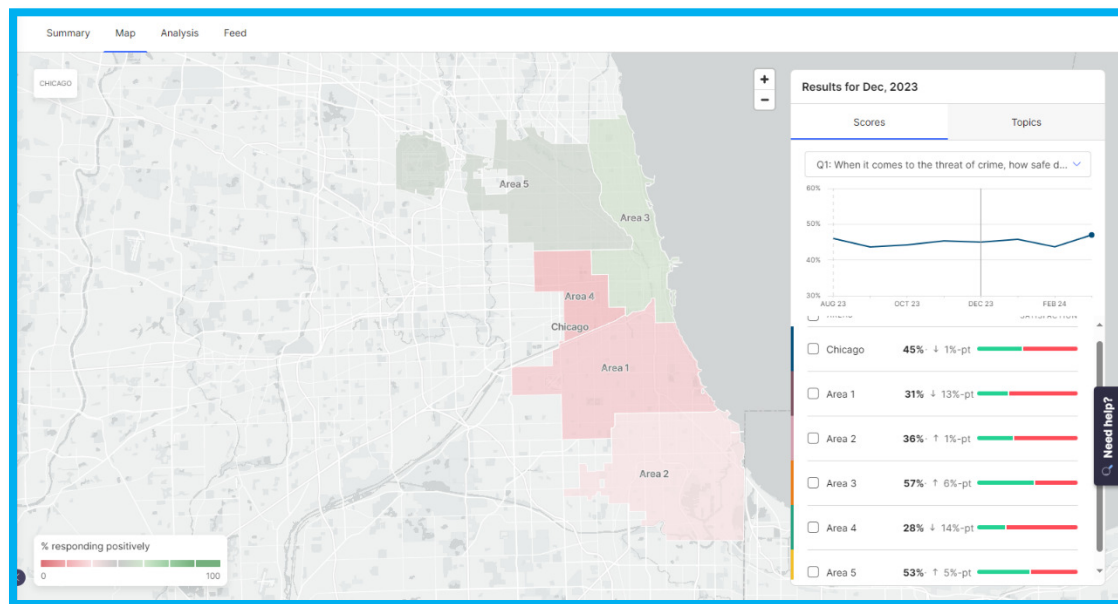
COMMUNITY ENGAGEMENT

Focus Groups

The Chicago Police Department partnered with the Center for Conflict Resolution (CCR) to facilitate focus groups with individuals who have lived experience relevant to Department policies that are being developed. Sessions invited practitioners, activists and community members to share their feedback. While CPD was not present, the reports provided by CCR on the topics and suggestions brought forth by the focus groups has proved invaluable. Focus groups have been held focusing on topics like people with disabilities and gender based violence. Additionally, these collaborations have yielded crossover benefits such as the Department being made aware of a large conference being held in Chicago in July of 2024, and proactively arranging refresher training for officers to best serve people who are deaf or hard of hearing.

Sentiment Surveys

Since November of 2017, CPD has been conducting online surveys to gauge public perception of the department. ZenCity is the survey vendor, conducting two different survey types in 2023 and developing a third survey type to be implemented in 2024. In 2023, providing geographically responsive analyses of survey responses to 20 questions listed on the following page.



Responses can be viewed by demographic composition, geographic location or comprehensively, allowing the Department to nimbly respond to feedback based on district, aspects of identity that can be captured in the demographic data and across the city as a whole.

The dashboard is publicly available through the Chicago Police Department website at: <https://home.chicagopolice.org/statistics-data/data-dashboards/sentiment-dashboard/>

Sentiment Survey Questions

1. When it comes to the threat of crime, how safe do you feel in your neighborhood?
2. Does CPD treat everyone fairly regardless of who they are?
3. Does CPD provide the same quality of service to all individuals?
4. Does CPD treat you with respect if you had contact with them for any reason?
5. Does CPD treat local residents with respect?
6. Are CPD Officers approachable?
7. Does CPD listen to and take into account the concerns of local residents?
8. How willing would you be to contact Chicago PD if you were a victim of a crime or were worried about something?
9. During the last 6 months, did you report to Chicago PD something that happened to YOU which you thought was a crime?
10. How much access to information does the Chicago PD make available to the public about crime and arrest patterns in the community?
11. What is the number one issue or problem in your local area that you would like the police to deal with?
12. Is there anywhere in your local area you consider unsafe?
13. Why do you consider this place unsafe?
14. During the last year, have you had any interaction with a Chicago Police Officer?
15. What was the nature of your most recent interaction with a Chicago Police Officer?
16. During my most recent interaction with a Chicago Police Officer, the police officer was respectful to me
17. During my most recent interaction with a Chicago Police Officer, the police officer treated me fairly
18. During my most recent interaction with a Chicago Police Officer, the police officer was helpful
19. During my most recent interaction with a Chicago Police Officer, the police officer listened to me and my concerns
20. During my most recent interaction with a Chicago Police Officer, the police officer was approachable

NOTABLE HIGHLIGHTS BY AREA OF FOCUS

Victim Services

Victim Services efforts continue to expand under the direction of Assistant Director Aileen Robinson. In 2023, AD Robinson travelled to Houston, Texas and Salt Lake City, Utah to meet with their police departments and review best practices in crime victim services - specifically, how to implement similar efforts Chicago. The Department was affirmed as being on track with common engagement best practices and AD Robinson returned with new ideas for supporting victims.

The office received and fulfilled a grant to raise awareness around Crime Victim Rights Week in April, providing hundreds of pins and magnets to officers to publicize the week. Additionally, Victim Services provided vital support to victims of gun violence by setting up assistance centers in response to three mass shooting incidents in the Chicago area. They also provided support services to employees at locations where their workplace experienced gun violence and began attending beat meetings where mass shooting incidents had recently occurred.

Victim Services opened a new domestic violence advocacy office in Area 3 and expanded services offered in the 10th district. They also initiated a gun lock distribution program, providing approximately 400 gun locks in communities where children have accessed and discharged a firearm. The team will be expanding their staffing in 2024 in order to keep delivering outstanding, timely programs to Chicagoans.

Youth Interactions & Engagements

Youth engagement is a pillar of community policing and a strong emphasis on connecting with Chicago's youth is a top priority for the Office of Community Policing. Programs like the Police Athletic League, which offers a way to build positive relationships between the Department and youth through sports and arts, and Officer Friendly which fosters awareness with youth primarily in kindergarten through third grade. Other ongoing programs include Drug Abuse Resistance Education Program (DARE), Resistance Education & Training Program (GREAT), and the Police Explorers Program.

In 2023, the Department held a Youth District Advisory Council Summer Leadership Institute, a six-week program that provided 75 young people across the city a paid job



opportunity to work with CPD Youth Liaisons Officers. This program provided officers a chance to work with youth in their community, address issues related to youth and, discuss possible solutions with those most impacted. Youth participated in leadership training workshops, community projects and assist CPD by

providing recommendation to some of the most pressing challenges in their community.

Then Superintendent Fred Waller participated in a forum regarding teen trends and the Department continues to incorporate youth feedback that is shared at these valuable engagement events. As noted earlier each district also has a Youth District Advisory Council specifically working to bring the youth perspective into community driven solutions.

Community Organized Engagements

Community outreach efforts included participation in long-standing events such as the Bud Billiken parade and the festival that is hosted afterwards. Our coordinators packed and provided over 250 backpacks full of school supplies. Events like this allow for engagement with broad swaths of Chicago's population, and organically allows for engagement with youth. In addition to legacy events, CPD also served as a civic partner to new efforts such as Strides for Peace's 1st Annual Gun Violence Prevention Expo.



Coordinators also connected with city agencies. The Department participated in a deliberative dialogue with the Cook County Advisory Council on CPD's Racial Equity Action Plan, which has since been finalized and published. Over fifty city agencies and partner organizations were present allowing CPD to learn from and share with a diverse set of municipal organizations. The Office of Community Policing also participated in the Interagency Taskforce on Homelessness, aiming to reestablish regular communications on homelessness between

CPD and other Chicago agencies to develop practical, comprehensive solutions.

The Department has also been working to develop programming that educates the public, specifically a successful **Know your Rights campaign** that has included 17 roundtable discussions with a total of 248 attendees. Of those, 194 were adults and 54 were youth. This campaign coordinated with colleagues across the city, specifically from the Chicago Transit Authority and the City Digital Network.

Language Access & Limited English Communities

In 2023, the Language Access Coordinator, Roxana Cortes, continued making strides in citywide language accessibility with the expansion of interpretation services, translated materials, officer training, public awareness initiatives, collaborations, and partnerships. Ms. Cortes worked with the Office of Emergency Management & Communications (OEMC) to ensure the availability of interpretation services citywide by equipping all police vehicles and police bikes with DeX phones with the InSight™ application for on-demand remote language interpretation.

Additionally, a number of language assistance resources were produced and distributed, including the Guide to Language Assistance and I-Speak Cards, available in 22 languages.

Translation efforts also supported community outreach by providing simultaneous interpretation equipment and translation at community events such as beat meetings.

2023 events included English as a Second Language (ESL) outreach events at the City Colleges of Chicago, language assistance officer training through e-learning and on-site sessions at the districts and detective facilities. To date, 114 Officers have completed Spanish language classes specifically tailored to law enforcement professionals, through a partnership with the City Colleges of Chicago.

People with Disabilities Communities

The Department's Americans with Disabilities Act Compliance Officer, Debra Pascua, has continued to build fruitful relationships with relevant organizations representing the concerns of people with disabilities.

Ms. Pascua attended the Elderwerks event in June of 2023 and circulated their 2023-2024 Senior Resource Directory and Alzheimer's First Responder Guide to the Older Adult Officer Liaisons in each police district. In addition to securing and distributing key resources, she also attended events like the Special Olympics Cop on Top and March of Dimes fundraiser to support their success and strengthen relationships with the Department.

In order to stay up-to-date on regulations and best-practices Compliance Officer Pascua attended the Autism Conference in March, the ADA National Virtual Symposium in June, and numerous trainings and webinars throughout the year.

Homeless & Unsheltered Communities

In October 2023, Mayor Johnson announced the City will hire a Chief Homelessness Officer. The position has yet to be filled. In the interim, the Department continues to engage with city agencies like the Department of Family and Support Services by attending their monthly outreach meetings to stay involved with supporting homeless and unsheltered communities.

Immigrant & Refugee Communities

The Department nimbly responded to thousands of new arrivals and provided temporary shelter at police stations over the course of 2023. The duration of new arrivals' stays varied from a few days to months, as the city set up shelters throughout the city, including small hotels, a park field house and unused commercial space. Police Districts became hubs for donations of items to new arrivals, and police personnel themselves were providing necessities such as food, clothing, toys and books for migrants. While not a formal CPD program, this generosity demonstrates the community policing ethos that is foundational to the Department's mission.

LGBTQ+ Communities

CPD continues to provide vital support to Chicago's LGBTQ+ communities. The Office of Community Policing worked with El Rescate Transitional Living program to determine culturally appropriate, identity-affirming housing for LGBTQ and/or HIV positive individuals aged 18-24. Victims of hate crimes based on gender and/or sexual orientation were also supported by the Department. This took the form of ongoing partnerships as well as ad-hoc events like "Willie N Waffles" where OCP supported an aldermanic effort to help develop community response strategies. OCP again participated in the annual Pride Parade alongside CPD's Pride vehicles, as shown in the image below.



COMMUNITY POLICING IN CPD POLICY

In 2023, significant progress was made on the People with Disabilities policy suite, which is on track to be finalized in 2024. The policy suite will provide guidance for interactions with the following groups, responsive to community feedback:

- Individuals with Disabilities (parent policy)
- Individuals who are Deaf, DeafBlind, or Hard of Hearing
- Individuals with Physical Disabilities
- Individuals with Nonvisible Disabilities

2024 PRIORITIES

In December of 2023, the City of Chicago's Office of Community Safety launched **The People's Plan for Community Safety**, which takes a proactive approach to the city's safety efforts. The plan starts by focusing on a handful of geographical areas that are most in need of intervention. Attention is devoted to adults and youth of highest promise - those who are most at risk of being victims or perpetrators of violence. This people-based and place-based approach aligns with Department's commitment to working with communities to identify and implement creative solutions to public safety challenges. CPD is excited to collaborate with agencies from across the city to successfully begin the long-term efforts outlined by the People's Plan for Community Safety.

<https://www.chicago.gov/city/en/sites/community-safety/home/PeoplesPlanforCommunitySafety.html>

The Department is excited to finalize, publish and train on the newly expanded **People with Disabilities Policy Suite** in 2024, as noted earlier in this report. Policies have been drafted and revised in close alignment with impacted community groups who have generously shared their perspectives and outlooks with the Department.

In 2024, the Department aims to develop an **Equity Action Plan** to expand upon efforts outlined in the recently published **Racial Equity Action Plan**. The Department is committed to serving, and protecting all individuals fairly and impartially in a way that embeds equity principles into the operations of the Department.

Leadership has prioritized efforts to engage with youth by ensuring that the Department will host three **Youth Summits** this year, with a goal of expanding to quarterly summits in 2025.

The Office of Community Policing is also focusing on recording and reporting accurate data in a timely manner. Data management and training on required content management systems is a unit-wide priority for 2024.

GET INVOLVED

The Office of Community Policing is always looking for community members to engage with and partner with on its various efforts. If you're interested in working with CPD, please contact OCP by calling 312-745-5900.

Opportunities to get involved and a calendar of upcoming events is available online at <https://home.chicagopolice.org/community-policing-group/>

