



Community Policing 2024 Annual Report

Chicago Police Department
Office of Community Policing



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Cover image shows personnel from the 15th District at Michele Clark Magnet HS to honor their Principal, Charles Anderson, in November of 2024.

THE OFFICE OF COMMUNITY POLICING



CPD personnel play chess with youth at the Chicago Auto Show held at McCormick Place Convention Center.

FOUNDATIONS & RESPONSIBILITIES

To build and promote public trust and confidence in CPD and ensure constitutional and effective policing, officer and public safety, and sustainability of reforms, CPD will integrate a community policing philosophy into CPD operations that promotes organizational strategies that support the systematic use of community partnerships and problem-solving techniques. 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. As Superintendent Larry Snelling has stated:

"Every officer is going to be a community police officer."

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.

2024 STAFFING & STRUCTURE

In 2024, the Office of Community Policing leadership team included Commander Karla Johnson, Director Glen Brooks and Deputy Director Michael Milstein.

Commander Karla Johnson served the Office of Community Policing until September of 2024. In her tenure with the unit, she oversaw consent decree compliance including district community policing offices and youth engagement efforts. She has since brought her dynamic leadership to the fifth district.

Prior to her work in OCP, she served as the Lieutenant in the Office of the Superintendent and before that, she was the Lieutenant in the Crime Prevention and Information Center unit.

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. He brought his background in community outreach to the Democratic National Convention this year, visiting numerous event sites and connecting with convention goers.

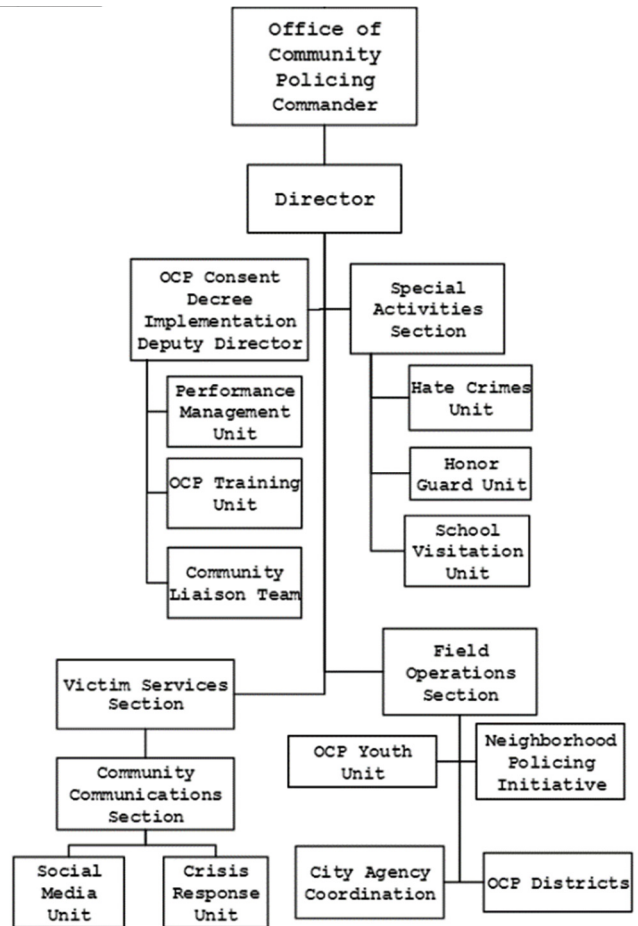
Building upon his experience as a grassroots organizer and his expertise in violence prevention, Director Brooks leads strategic initiatives to improve civic engagement, ensure the safety of Chicagoans, and enhance community relations. As the principal liaison to community members, he designs and manages 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 dedicated over seven years of service to the City of Chicago. Since 2020 he has helped the Chicago Police Department promote positive interactions between police and communities as well as supporting many of the Department's advocacy and affinity personnel. He works to provide a platform for community voices in policy creation and revision, training initiatives, 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

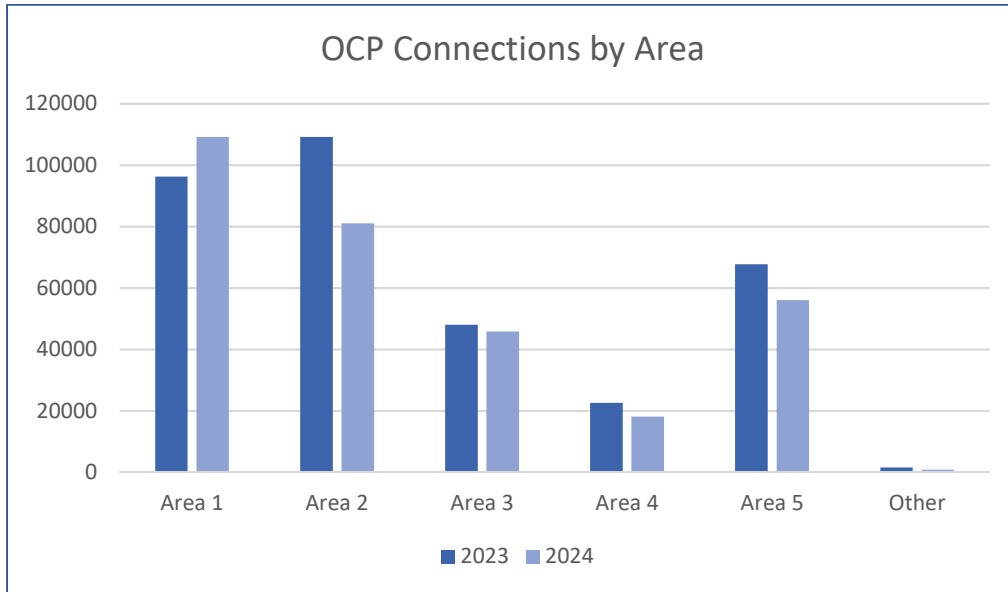
In 2024, the Office of Community Policing continued to grow. The Victims Services team added 10 new Victims' Advocates bolstering CPD's ability to provide timely support services to victims. The Department is continuing to hire for this title in 2025. Additionally, three new Community Organizers joined the unit this past year.

2024 YEAR IN REVIEW

Connections & Engagement Data

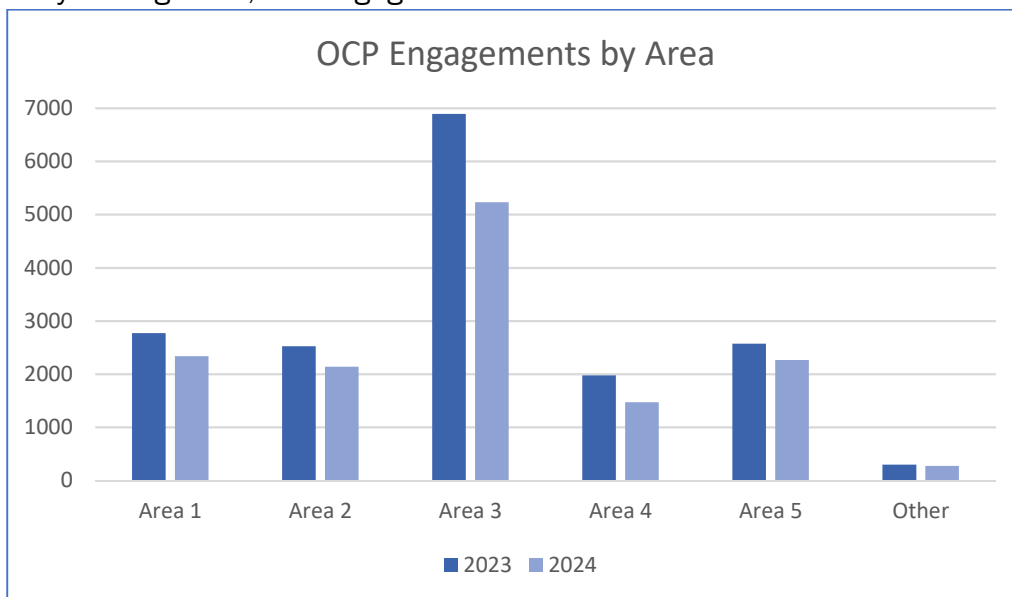
In 2024, CPD documented **319,568** connections with community members. This accounts for a monthly average of 26,630 connections. This number does not include residents who attended an engagement or event but did not sign-in.

CONNECTIONS



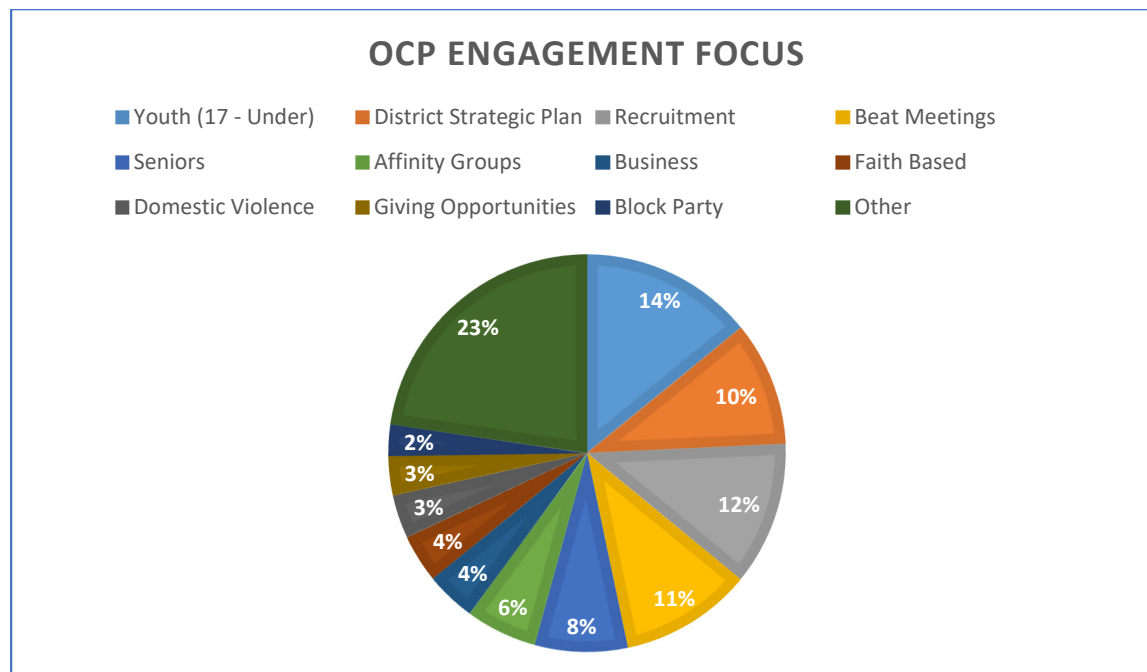
ENGAGEMENTS

In 2024, CPD documented **13,711** engagements with community members. This accounts for a monthly average of 1,142 engagements.



Engagement Focus

The Office of Community Policing aims to engage the diverse population of Chicago around topics that are timely and important to residents. That includes regularly occurring meetings like those focused on strategic planning for each district and Beat and DAC meetings as well as those geared towards affinity groups and local businesses. Engagements that fall into the "other" category include a wide range of engagement types including policy feedback, holiday events, child abuse awareness and more.



The Neighborhood Policing Initiative

Since 2023 the Neighborhood Policing Initiative has been expanding in ten pilot Districts. Relevant personnel received refresher training in 2024 to incorporate problem solving, account for available city services, and connect with the Detective Division resources. The 40-hour training was delivered to 32 District Coordination Officers from Districts 003, 005, 006, 007, 010, 011, 015, and 025. The training covers use of the SARA model for problem solving, which stands for Scanning, Analysis, Response and Assessment. The Department remains committed to problem-solving with community members to respond to their concerns and build safe communities.

NPI continues to evolve under the leadership of Superintendent Snelling. The Department is finalizing a workforce allocation study, that began last year, to inform the structure and implementation of the Neighborhood Policing Initiative beyond the initial ten pilot districts, currently encompassing approximately 93 Department members.

Beat and DAC Meetings

In 2024, CPD made great strides in ensuring accurate and consistent tracking of Beat and DAC meetings. The Office of Community Policing finalized a template for personnel to use at each meeting and over 80 relevant staff have been briefed on use of the templates. The templates will support consistent and timely note taking at all meetings and allow PCD to more easily track trends and outliers in community concerns.

Each 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. There are six beat meetings per beat per year. 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.

District Strategic Plans

The Office of Community Policing launched and completed the community-engagement process for strategic-plan development. In 2024 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. The top three areas of concern that emerged across all districts were violent crime, property crime and quality of life issues. Some specific crime concerns that spanned the city include shootings, burglaries, narcotics activity and reckless driving.

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 2024 and were posted publicly on the CPD webpage at <https://home.chicagopolice.org/community-policing-group/consent-decree/strategic-plans/>.

Community Conversations

In 2024, each District hosted Community Conversations allowing the opportunity for Community Members to have an open discussion with their local Police Officers about their concerns and to participate in creating their District Strategic Plan. These conversations were held in September, October and November 2024. Each District is responsible for hosting 2 district wide Community Conversations and 1 Affinity Meeting capturing the problems impacting the marginalized communities as well as crime patterns and quality of life concerns in each District.

September / October 2024		
District	Date	Attendance
001	16-Oct	6
002	9-Oct	19
003	13-Nov	35
004	17-Oct	45
005	22-Oct	28
006	10-Oct	61
007	29-Oct	61
008	16-Oct	30
009	25-Sep	53
010	17-Oct	25
011	16-Oct	67
012	10-Oct	29
014	15-Oct	20
015	15-Oct	21
016	16-Oct	31
017	21-Oct	8
018	8-Oct	16
019	30-Oct	15
020	22-Oct	27
022	23-Oct	37
024	17-Oct	37
025	17-Oct	38

November 2024		
District	Date	Attendance
001	12-Nov	57
002	6-Nov	18
003	6-Nov	20
004	12-Nov	23
005	14-Nov	18
006	7-Nov	27
007	20-Nov	35
008	18-Nov	27
009	14-Nov	23
010	14-Nov	24
011	13-Nov	55
012	29-Nov	51
014	4-Nov	34
015	7-Nov	18
016		
017	19-Nov	31
018	7-Nov	19
019		
020	21-Nov	24
022	12-Nov	33
024	14-Nov	51
001	12-Nov	57

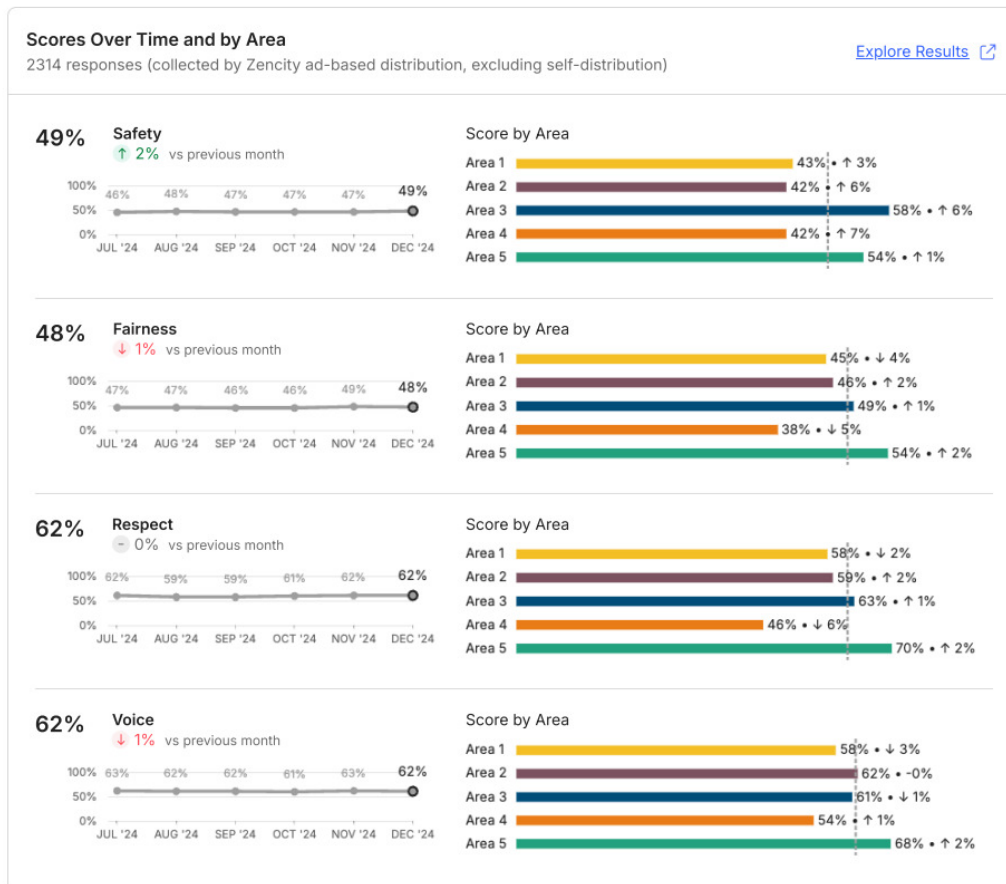
Affinity 2024		
	Date	Attendance
001	12-Nov	48
002	20-Nov	18
003	13-Nov	17
004		
005	5-Nov	17
006	6-Nov	75
007	30-Sep	23
008	21-Oct	23
009	27-Nov	50
010	17-Oct	22
011	6-Nov	22
012	15-Nov	19
014	28-Oct	13
015		
016	22-Nov	12
017	21-Oct	5
018	8-Oct	25
019	7-Nov	1
020	9-Oct	4
022	30-Nov	5
024	25-Oct	18
025	11-Oct	27

COMMUNITY ENGAGEMENT

Sentiment Surveys

In 2024, CPD has conducted ongoing Blockwise surveys that measure the public’s perception of safety and trust in law enforcement. Respondents are recruited from where the vast majority of residents can be most readily reached: on any digital device. This includes any device they might be using, such as smartphones, tablets, or desktops, and the sites they visit every day. With the help of targeted ads on social media, mobile apps, and survey panels, CPD's survey vendor, ZenCity, is able capture a representative sample of the local community and ensures that all voices, especially those who might not be included in traditional survey formats, are heard.

The information below shows BlockWise survey response ratings for the categories of safety, fairness, respect and voice for the second half of 2024. These are displayed with overall ratings on the left and scores broken down by CPD Areas on the right.



A public dashboard is available for review on the CPD website at:
<https://home.chicagopolice.org/statistics-data/data-dashboards/sentiment-dashboard/>

NOTABLE HIGHLIGHTS BY AREA OF FOCUS

Victim Services

The Chicago Police Department continues to expand and refine general support offered to victims of crime, with specialists available to assist victims of domestic violence. Victim Services was able to expand due to the intrepid leadership of Assistant Director Aileen Robinson, who retired in July of 2024. While the Department continues to miss the dedication and professionalism that AD Robinson brought to her work, the team she left in place continues to grow and succeed in its mission of connecting victims of crime with vital resources and support.

In 2024, CPD provided specialized investigation training focused on identifying hate crimes to all sworn personnel in the Bureau of Detectives.

The Victim Services team added 10 new Victims Specialists in 2024 and is seeking to add another 41 in 2025. These dedicated professionals work to connect Chicagoans to relevant services and provide support to victims of crime and their families.

Youth Interactions & Engagements

Youth engagement is a core priority for the Office of Community Policing. OCP continues to work on programs like the Police Athletic League, which offers a way to build positive relationships between the Department and youth through sports and arts, Officer Friendly which fosters awareness with youth primarily in kindergarten through third grade, Drug Abuse Resistance Education Program (DARE), Resistance Education & Training Program (GREAT), and the Police Explorers Program. Youth District Advisory Councils

The Chicago Police Department has had regular meetings of the Youth District Advisory Councils in the Department's 22 districts. The 3rd, 4th, 6th and 15th Districts have been particularly engaged and have had productive sessions throughout the year. In 2024, over 40 youth serve as Council Members and have contributed to initiatives and problem solving such as participating in the 2025 strategic planning process and planning engagements for their peers who are members of the Youth Explorers program. The Summer Leadership Institutes pairs youth council members and junior liaison officers and teaches them job readiness skills such as interviewing, resume writing, social media awareness, and self-care. Leaders also spent time at the CPD Training Academy learning the process of becoming a Chicago Police Officer and shadowing various units.

Additionally, the Chicago Police Department hosted two youth summits in 2024. The first was held at Olive Harvey College on April 6, 2024 and was attended by nearly 200 young people. Superintendent Snelling participated in a panel discussion with members of the YDAC from area two and there were breakout sessions on topics such as rights awareness, mental health, social media marketing, and creative writing. The Chicago Police Department organized a resource fair within the summit bringing in representatives from organizations such as the South Side Youth Center, Chicago Housing Authority and the Greater Auburn-

Gresham Development Corporation, among many others, to meet and engage with the attendees.

The second youth summit was held at Kennedy King Community College on July 18, 2024. Over 300 youth attended and enjoyed opening remarks from Superintendent Larry Snelling as well as breakout sessions throughout the day. Breakout topics included social media use, teen trends, romantic relationships and issues faced by young men and young women today.



Photo shows attendees of the CPD Youth Summit at Kennedy King College held during the summer of 2024.

The Chicago Police Department organized a resource fair within the summit bringing in representatives from organizations such as Ignite, Bright Star Community Outreach, and the Project H.O.O.D to meet and engage with the attendees.

Community Organized Engagements

OCP continues to assist with long-standing events such as the Bud Billiken parade and the festival that is hosted afterwards. In addition to legacy events, CPD also served as a civic partner to new efforts such as Strides for Peace's 2nd Annual Gun Violence Prevention Expo.



Language Access & Limited English Communities

The Department is proud to have a live translation app called Language Line available on all Department phones. Language Access Coordinator, Roxana Cortes, continued making strides in citywide language accessibility. In 2024 work began on enhanced informational briefings on Language Line use. The Department also employed a third party agent, Berlitz, to provide testing of language proficiency for Department members who speak more than one language. Additionally, Ms. Cortes continues to expand interpretation services, translated materials and public awareness initiatives.

CPD also finalized S02-01-05, Interactions with Persons with Limited English Proficiency in 2024.

People with Disabilities Communities

The Department's Americans with Disabilities Act Compliance Officer, Deborah Pascua, has continued to strengthen CPD's commitment to serving people with disabilities. She attended a number of relevant trainings, and conferences including the Alzheimer's Symposium, the ADA Virtual Conference sponsored by the Pacific ADA Center and the Disability Pride Parade, among others. Additionally, she worked to ensure that ADA information was made available to CPD personnel through the intranet. Her expertise also contributed to the finalization of CPD's policy suite providing guidance on interacting with people with disabilities. CPD is on track to finalize a suite of policies on the topic of People with Disabilities in 2025.

Homeless & Unsheltered Communities

In April 2024, Mayor Johnson announced Chicago's first Chief Homelessness Officer, Sendy Soto. The Department has connected with her and kept up to date on her efforts. CPD also 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 provided vital temporary shelter to thousands of migrants at police stations over the course of 2023. Those individuals were moved into alternative housing situations by the beginning of 2024 and CPD Districts are not currently responsible for the housing of new arrivals to the city of Chicago. CPD's Migrant and Refugee Liaisons continue to connect migrants and refugees with resources and support, as needed.

LGBTQ+ Communities

CPD continues to build and maintain relationships with Chicago's LGBTQ+ communities. The Office of Community Policing distributed donated supplies to El Rescate Transitional Living program and to Casa Norte, an organization that provides access to stable housing. The LGBTQ+ Liaisons had dozens of outreach and relationship building events in 2024, touching on topics from ranging from coming out, to catfishing, to transphobia. Victims of hate crimes based on gender and/or sexual orientation were also supported by the Department. This took the form of ongoing partnerships and direct support to victims of harassment and assault.

OCP was excited to, once again, participate in the annual Pride Parade, as shown in the image below.



COMMUNITY POLICING IN CPD POLICY

In 2024, CPD finalized S02-01-05, Interactions with Persons with Limited English Proficiency.

CPD also made tremendous progress on a suite of policies that fall under the parent policy titled People with Disabilities this year. The policy suite will provide guidance for interactions with the following groups, and has included revisions based on feedback from relevant community groups:

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

CPD anticipates finalization of the People with Disabilities policy suite in early 2025.

Conclusion & 2025 PRIORITIES

In conclusion, the Office of Community Policing is proud of the progress made towards building lasting relationships with community members. This past year the unit worked hard to standardizing internal forms and processes to ensure consistency and accurate record-keeping. The unit continues to plan and attend purposeful engagements across the city. Personnel work hard to learn about and respond to community concerns as well as share resources and information, whenever possible.

Looking forward, the unit is excited about upcoming efforts in 2025. Upon finalization and posting of the **People with Disabilities Policy Suite**, the Department is excited to provide engaging training for all sworn personnel. The policies reflect the lived experiences and thoughtful input of numerous community groups who have generously shared their insights throughout the drafting process.

In 2025, the Department will launch two new units: Equity and Engagement, and Victims Services. The Office of **Equity and Engagement** will focus on supporting impartial policing and procedural justice. That unit will work closely with the Office of Community Policing on engagements supporting feedback on CPD policies. The E&E unit has already drafted an **Equity Action Plan** to expand upon efforts outlined in the recently published **Racial Equity Action Plan**. As ever, 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.

The **Victims Services** Unit will continue to serve victims of crime in Chicago by offering immediate support as well as referrals to more long-term services. As noted earlier, the

Department is investing in additional personnel based on the strength and success of prior victim advocacy efforts.

The Office of Community Policing is continuing to focus on enhancing record keeping and reporting accurate data in a timely manner. As part of this effort, OCP has developed Digital Resource Guides that Department members can use to connect community members with relevant resources and organizations. OCP has already implemented the use of standardized templates for District Strategic Plans and Community Partnerships. Efforts like this will help to organize OCP's data and make it easy to review and share as needed. Continued training on required content management systems is a unit-wide priority for 2025, as well.

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/>

