

OFFICE OF EQUITY AND ENGAGEMENT



ANNUAL REPORT | 2025



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Executive Summary

This inaugural Annual Report provides an overview of the first year of the Chicago Police Department's (CPD or the Department) Office of Equity Engagement (OEE) since its establishment in 2025. The report highlights the development of the Office and its efforts to advance equity, inclusion, accountability, and transparency throughout the Department. It also summarizes key accomplishments and initiatives led by OEE, including the Office of Victim Services (OVS) and its two units, Victim Services Program (VSP) and the Domestic Violence Program (DVP), during the 2025 reporting period. As OEE continues to grow, future annual reports will incorporate additional data, performance measures, and analysis to better assess the impact of its work.

The Office of Equity Engagement (OEE) serves as the Department's centralized office for advancing equity, inclusion, and impartial policing practices across the Department. Through collaboration with CPD personnel, community organizations, and residents, OEE supports the development of policies, training, and initiatives that promote fairness, accountability, and meaningful engagement.

Operating within the Office of Constitutional Policing and Reform (OCPR), OEE coordinates equity-focused initiatives that strengthen the Department's reform efforts and help ensure that community perspectives and lived experiences inform policing practices. By fostering partnerships and promoting transparency, OEE works to build trust while supporting a more equitable and responsive police department for all Chicagoans.

During its first year, OEE made significant progress in establishing programs, expanding services, and strengthening community partnerships, including:

- Successfully established the OEE and launched the OVS as a citywide resource serving all 22 police districts.
- OVS attempted outreach to 18,052 victims of crime, with 7,628 individuals (approximately 42%) receiving direct victim services and support.
- Expanded community engagement through initiatives including the Know Your Rights campaign, which generated an estimated 109 million impressions through Chicago Transit Authority advertising.
- Strengthened outreach to vulnerable populations by engaging approximately 120-150 individuals experiencing homelessness, conducting outreach at more than 35 encampments, supporting over 20 encampment cleanups, providing essential resources, and facilitating shelter, housing, medical, and mental health referrals.
- Advanced specialized equity initiatives through LGBTQIA+ recruit engagement, U-Visa certification assistance for immigrant crime victims, and completion of the Department's 2026 Domestic Violence and Gender-Based Violence training curriculum.
- Continued progress in addressing bias-motivated offenses, with reported hate crimes decreasing 15% from 240 incidents in 2024 to 205 incidents in 2025.
- Successfully filled more than 50 positions across OEE and OVS, strengthening the Department's capacity to deliver victim services while advancing equity, inclusion, accountability, and transparency.

As a newly established office, OEE's primary focus during 2025 was building the infrastructure, staffing, partnerships, and operational processes necessary to support long-term success. Establishing new programs while expanding services required close collaboration across CPD and with external collaborations. These experiences reinforced the importance of strategic partnerships, coordinated implementation, and continuous evaluation in building sustainable, community-centered programs.

Building on the foundation established during its inaugural year, OEE will continue expanding programs and strengthening services that promote equitable policing, supporting victims, and meaningful community engagement. Priorities for the coming year include enhancing data collection and performance measurement, expanding outreach and victim services, implementing the Department's new training on gender-based violence and interacting with persons with disabilities, strengthening partnerships with community organizations, and continuing to advance equity-centered policies and practices throughout CPD. OEE will also focus on improving operational processes and identifying opportunities to maximize resources while increasing transparency and accountability.

The accomplishments highlighted in this report represent an important first step in advancing the Department's commitment to equity, inclusion, accountability, and community partnership. OEE extends its appreciation to CPD personnel, community organizations, advocates, partner agencies, and Chicago residents whose collaboration has been instrumental in this work. Together, these partnerships will continue to strengthen trust, improve public safety, and support a more equitable future for all Chicagoans.

Launch of the Office of Equity and Engagement

In January 2025, the Chicago Police Department launched the Office of Equity and Engagement (OEE), the first unit in the Department's history focused on incorporating principles of equity and inclusion into CPD's policies, trainings, strategic operations, and community engagement efforts. OEE was created as part of CPD's broader reform and accountability efforts to help ensure that equitable practices and lived community experiences help inform the Department's work.

The creation of OEE was informed by ongoing reform-related initiatives, including projects associated with the consent decree that focused specifically on impartial policing and community engagement. Much of this work had previously been carried out within the Office of Community Policing (OCP), which continues to oversee the Department's broader community policing strategies and implementation of the consent decree's community policing section. OEE was established to better align impartial policing and equity-centered reforms under a more unified team structure and to ensure sufficient resources, coordination, and focus were dedicated to this work. As part of this reorganization, OEE was launched within the Department's Office of Constitutional Policing and Reform (OCPR) and reports directly to the Executive Director.

OEE works to promote a culture of equity, inclusion, accountability, and transparency throughout the Department. The office collaborates with residents, community organizations, advocacy groups, and stakeholders across Chicago to help ensure that CPD's work reflects the



needs and experiences of the city's diverse communities. CPD defines equity as impartial treatment and opportunities for all individuals, while acknowledging the unique needs and historical disadvantages to aid in overcoming barriers so that everyone can succeed within public safety.

OEE supports efforts to address disparities affecting underserved communities, including people with disabilities, LGBTQ+ individuals, racial and ethnic minorities, faith communities, and others, by developing inclusive policies, practices, training, engagement strategies, and accountability measures.

Additionally, OEE is guided by the Department's Equity Action Plan and Racial Equity Action Plan, which play a key role in advancing fair and impartial policing practices while ensuring compliance with the consent decree. The office also supports the review of Department policies, expansion of equity-focused training initiatives, and analysis of data to identify and address disparities and systemic challenges. Through these efforts, the Office of Equity and Engagement aims to strengthen trust and transparency, build stronger partnerships between CPD and the communities it serves, reduce systemic inequities, and help foster a safer and more inclusive Chicago for all residents.

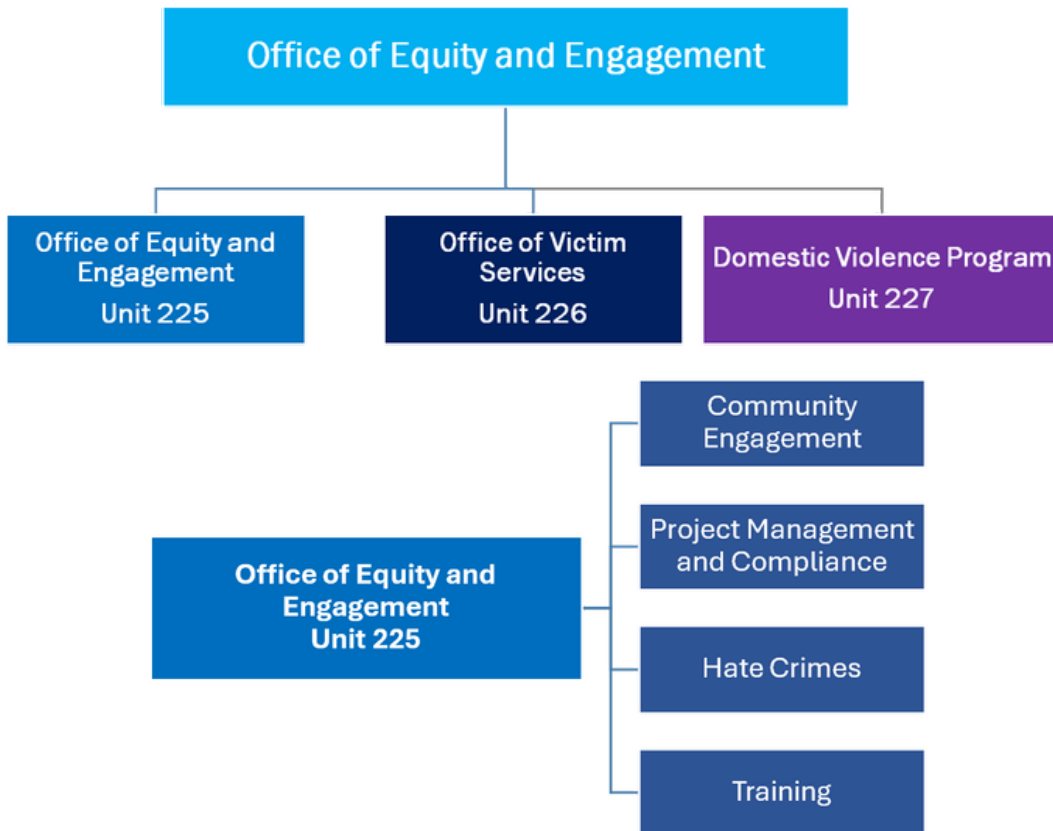
VICTIM SERVICES

During the same time period that OEE was being developed, the Department was also in the beginning stages of expanding its victim services program. CPD has provided limited victim services to victims and survivors of domestic violence since the 1990's and expanded to victims of non-fatal gun crimes in 2021.



The success of this work inspired the Department to scale this program to provide these services across the entire City in all 22 of CPD's police districts. To support this expansion and its infrastructure, the Department launched the Office of Victim Services (OVS) under OEE. OVS comprises two new units: the Office of Victim Services and the Domestic Violence Program. The separation of domestic violence services into its own distinct unit was intentional to align with the definition of a "Domestic Violence Program" as defined by the [Illinois Domestic Violence Act](#), and to ensure confidentiality of communications between Victim Specialists and victims and survivors of domestic violence. Aligning victim services within OEE strengthens the Department's efforts to provide accessible services informed by community needs and responsive to the experiences of those most impacted by crime, while also supporting broader goals related to trust, engagement, and procedural fairness.

ORGANIZATIONAL STRUCTURE



OFFICE OF EQUITY AND ENGAGEMENT

STAFFING UPDATES

As of the end of 2025, the Office of Equity and Engagement (OEE) was staffed by personnel, including a Deputy Director, an Assistant Director, two Sergeants, two Project Administrators, five coordinators (Language Access, ADA Compliance, Information Services, LGBTQ+ Community Outreach, and Immigrant, Migrant, and Refugee Community Outreach), two Equity Officers, and 12 Police Officers serving in specialized assignments. These assignments included four Community Liaison Officers supporting LGBTQ+ and Immigrant, Migrant, and Refugee communities, three Training Instructors, two members of the Hate Crimes Team, and three officers providing Administrative Support.

FUNCTIONS OF THE OFFICE OF EQUITY AND ENGAGEMENT

OEE focuses on fostering and sustaining community partnerships, advancing equity initiatives, and ensuring accountability within CPD. Its core functions include engaging diverse communities to inform reforms, implementing equity-related policies and plans, reviewing and revising departmental practices, providing training on equity and impartial policing, and analyzing data to identify and address disparities.

1

Partner and engage with diverse communities to ensure public feedback and experiences are included in CPD's reform efforts, including in policies and trainings that focus on equity and impartial policing.

2

Implement the Impartial Policing Section of the Consent Decree, CPD's Racial Equity Action Plan and Equity Action Plan.

3

Respond to communities experiencing hate crimes and hate incidents, including raising public awareness around ways to report and address hate.

4

Review Department policies and practices and advise on revisions and to ensure principles of equity and impartiality are included, including laws regarding human rights.

5

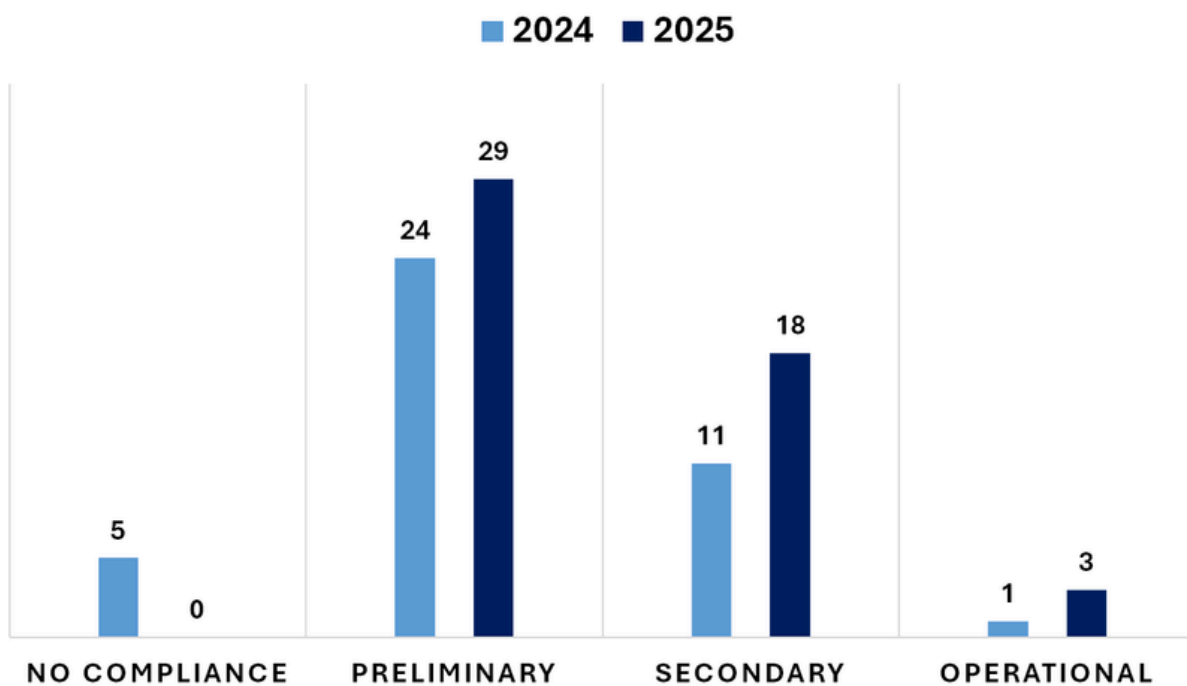
Develop and deliver training on equity and impartial policing topics and concepts to all members of the Department.

6

Analyze and evaluate data to identify trends, gaps, and disparities, and make recommendations to the Department on ways to address them.

CONSENT DECREE EFFORTS

OEE leads CPD's efforts to implement and comply with the Impartial Policing section of the [Consent Decree](#). This includes 29 monitorable paragraphs, each requiring extensive work, often the development or revision of a department policy, training on the topic, and analysis of data to assess the impacts of the paragraphs' requirements. In 2025, OEE continued to make progress at advancing with work of the consent decree and moving more paragraphs into additional levels of compliance. The chart below highlights the total number of paragraphs that moved into new levels of compliance.



By the end of 2025, OEE was able to move 5 paragraphs, which previously did not have any compliance, into preliminary compliance. This achievement signified that all monitor-able paragraphs within the Impartial Policing section have at least preliminary compliance. **Additionally, 7 paragraphs advanced into secondary compliance, and 2 paragraphs advanced into full or operational compliance.** Moving into 2026, OEE will continue to work towards compliance with these paragraphs, focusing on developing plans for long-term sustainment and operational compliance.

POST-CONTACT SURVEY PILOT

In March 2025, OEE launched the Post-Contact Survey Pilot across Districts 007, 010, 015, and 020 to better understand community experience during investigatory stops where no arrest was made. The use of post-contact surveys is intended to get first-hand feedback from the public about their recent experiences interacting with a Chicago Police officer.

The post-contact survey asked 5 questions, designed to focus on key characteristics:

- **Respect:** To what extent do you agree or disagree with the following statement? The police officer(s) treated me with dignity and respect.
- **Voice:** To what extent do you agree or disagree with the following statement? The police officer(s) listened to what I had to say.
- **Helpfulness:** To what extent do you think the police officer(s) were trying to be helpful?
- **Clarity:** To what extent did the police officer(s) explain the reasons for their actions?
- **Fairness:** To what extent do you agree or disagree with the following statement? The police officer(s) treated me fairly without regard to my race, gender, disability, or any other personal characteristic?

After a one-month testing period, data collection began in April. OEE delivered roll-call trainings and manually monitored ISR narratives to track whether required receipts were actually given, an important procedural justice touchpoint that also determines if community members can access the survey. CPD ran the pilot for six months, through September 2026, and began evaluating the results starting in October 2025.

Early findings show clear improvements in the districts that received focused training and oversight. Pilot districts consistently demonstrated lower miss rates for ISR receipt distribution compared to neighboring non-pilot districts, indicating a stronger adherence to policy and a measurable impact from OEE interventions.

While response volume varied between districts, community members who did receive the survey generally completed it at a high rate, with an average completion rate of 65%, showing that residents are willing to share feedback when given the opportunity. Survey results reflected encouraging trends: respondents reported largely positive experiences across core procedural justice measures, respect, clarity, fairness, voice, and helpfulness, with several districts exceeding expectations in fairness and overall interaction quality. To strengthen the pilot and expand its utility, OEE is exploring broadening the survey to include more types of community interactions such as traffic stops, calls for service, district meetings, and strategic plan engagements. These interactions represent a larger portion of public contact and would provide a fuller view of community experience. OEE is also considering refining the survey instrument to include questions related to emotional tone, officer approachability, perceived bias, gender identity, disability status, military status, and language preference.

Districts	007	010	015	020
Total Responses	29	13	7	28
Completion	79%	77%	57%	82%
Clarity	62%+	23%+	67%+	89%+
Fairness	77%+	31%+	67%+	92%+
Helpfulness	61%+	23%+	67%+	82%+
Respect	62%+	31%+	72%+	75%+
Voice	70%+	31%+	72%+	82%+
Overall Score	62%+	23%+	67%+	89%+

** Completion rate reflects the percentage of community members who completed the full survey. Scores represent the share of respondents who rated the overall interaction as positive. Data were collected between April 2025 and October 2025.*

Overall, the Post-Contact Survey Pilot demonstrates that with targeted support, districts can improve procedural compliance and generate meaningful community feedback. The early data affirms the value of expanding and modernizing the program as part of OEE’s broader mission to strengthen trust, transparency, and equitable service delivery across Chicago.

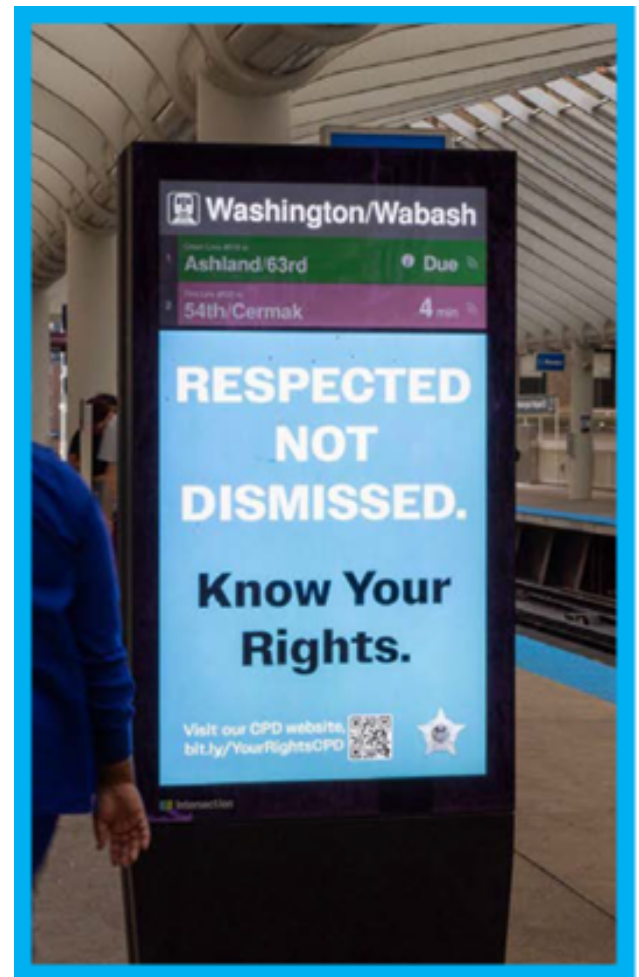
2025 PUBLIC AWARENESS CAMPAIGN

Since 2021, CPD has led the [Know Your Rights campaign](#), an ongoing public awareness and civic engagement initiative that educates Chicagoans about their rights during police encounters. The campaign responds directly to paragraph 28 of the consent decree, which requires CPD to proactively inform the public about policies and procedures related to law enforcement interactions.

The campaign educates residents about topics such as:

- **The use of force**
- **Body-worn cameras and Tasers**
- **Civilian complaint and compliment procedures**
- **Rights when stopped, arrested, or interrogated by police.**

Since its inception, the campaign has included multiple activities intended to support widespread awareness while also placing intentional focus on communities and neighborhoods that often experience greater police presence and interaction. This includes advertisements on the Chicago Transit Authority (CTA), focusing on higher-utilized



train and bus routes, digital media, physical collateral material, and small community roundtables. OEE continues to lead the campaign and views these efforts as ongoing rather than confined to a specific timeframe. Advertisements for the campaign were placed on the CTA between July 7th, 2025, and September 28th, 2025, when CTA traffic is higher due to the summer months. Ads were placed inside train cars on the Red, Blue, Green, and Pink lines, and inside or on the exterior of specific bus lines, all of which either have higher utilization or serve neighborhoods in Chicago that often have more interactions with police.

Ads were also placed inside train stations and bus stations. **Based on an analysis CPD received from the CTA, which considered the number of customers who used lines where ads were placed, the campaign is estimated to have received 109,152,126 impressions over the 12-week period.** In addition to the CTA ads, the campaign remained accessible throughout the year on CPD's webpage and through physical brochures available at community events and district stations.



2025 TRAINING UPDATES

In 2024, CPD began partnering with the Center on Halsted to design an in-person training surrounding the LGBTQ+ community, with a particular focus on officer interactions with trans individuals. The training was intended to provide both cultural competency in the community and to ensure officers understood the Department's Interactions with Transgender, Intersex, and Gender-Nonconforming individuals' policy. The curriculum was developed, and trainers from the Center on Halsted conducted a train-the-trainer with CPD instructors assigned to teach the course. The course launched in the spring of 2025 and was provided to all sworn members of the Department by the conclusion of the year.

OEE TRAINING CADRE

As part of its expansion, OEE also launched a training cadre comprising sworn officers and non-sworn training officers who would lead in-service training in 2026 around impartial policing topics. Specifically, a 6-hour training course, comprising 3 hours focused on interacting with persons with disabilities and 3 hours focused on responding to incidents involving domestic and gender-based violence, was developed in 2025 and is expected to launch in early 2026, led by this cadre.

HATE CRIMES

Below is the executive summary for the Chicago Police Department's 2025 Hate Crime Annual Report. The full report is available for public review on the Chicago Police Department's website at

<https://www.chicagopolice.org/equity/hatecrimes/>

OVERVIEW OF CPD'S HATE CRIMES TEAM AND RESPONSE TO HATE CRIMES

A hate crime is a crime that includes a motive based on the victim's actual or perceived membership in a particular demographic group.

Unfortunately, there are individuals and hate groups who would disrespect the diversity of our city

by committing crimes or acts targeting individuals or groups based on actual or perceived race, color, creed, religion, ancestry, gender, sexual orientation, physical or mental disability, citizenship, immigration status, or national origin. A hate crime is an offense under both the Illinois Compiled Statutes (720 ILCS 5/12-7.1) and Municipal Code of Chicago (8-4- 085 and 2-120-518). Hate crimes are particularly egregious offenses, and they are not tolerated in the City of Chicago. The Chicago Police Department's response to hate crimes involves coordinated efforts from the Bureau of Patrol, Bureau of Detectives, and the Office of Equity and Engagement's Hate Crimes Team.

An officer who is assigned to conduct a preliminary investigation that involves an alleged hate crime or other incident motivated by bias or hate is required to notify both the appropriate Bureau of Detectives Area and the Hate Crimes Team. Upon notification that a hate crime or incident motivated by hate has occurred, the department's Hate Crimes Team (HCT) conducts a parallel comprehensive follow up investigation to determine if a bias exists and if a crime was committed because of that bias. If the incident was motivated by bias, a Hate Crimes Team officer will begin the intake process and assign either an internal Hate Crime Number or Non-Criminal Incident Number.

HCT officers prioritize contact with the victim and immediately attempt contact via telephone and same-day certified mail. The victim contact letter was revised in 2023 to clarify the respective roles of the Bureau of Patrol (BOP), Bureau of Detectives (BOD), and Hate Crimes Team (HCT) throughout a hate crimes investigation. The revisions to the victim contact letter were the result of a collaborative effort by command staff from HCT

and BOD. In addition to contacting individual victims, HCT also contacts institutional victims, such as schools, places of worship, community centers, and businesses within twenty-four hours of the incident. Victims are often provided referrals to partner agencies for housing-related issues, immigration issues, and crime victim assistance. Victims may also be given mental health resources for trauma related to the incident, connected with a CPD affinity liaison, or both. HCT officers also conduct an in-person visit to the alderman's office to inform the alderperson, or their chief of staff, of the incident and discuss how CPD intends to respond to the incident and offer resources and support to the community.

HCT will also contact the impacted District Community Policing Office or Commander's Office to ensure special attention is given and a follow-up plan is in place by the district where the incident occurred. The district provides HCT with an event number and will inform the unit of any follow-up action taken. Post-incident, HCT officers will assist victims in navigating the subsequent court process, escort victims to court for their safety, and assist them with obtaining no contact orders, if necessary. Finally, HCT creates a report that is submitted through the chain of command and presented to the Superintendent. Relevant information is then entered into the Community Engagement Management System (CEMS) for the public to view.

In an effort to further streamline communication, both internally and with external stakeholders, unit command staff, in conjunction with the Strategic Initiatives Division, created a Data Worksheet that is submitted via email to the Chicago Commission on Human Rights and Federal Bureau of investigation (FBI).

The Data Worksheet contains relevant information regarding a hate crime incident that is frequently utilized by outside agencies. HCT officers ensure the bias motivation, any additional information, and follow-up notes are documented in R-Case, the electronic application utilized by detectives to track investigations. The appropriate Bureau of Detectives Area accesses the information provided by HCT in R-Case throughout their criminal investigation.

The Office of Equity and Engagement has multiple liaisons who work directly with specific affinity groups, including LGBTQ+, the unsheltered and unhoused community, and the immigrant, migrant, and refugee community. These liaisons are equipped to address the unique needs of each of these communities, including offering education and support. These communities are not alone. CPD and fellow community members stand ready to support them.

HATE CRIMES TEAM – 2025 ACTIVITY UPDATE

The Hate Crimes Team experienced another demanding yet fulfilling year in 2025 as efforts continued to further CPD's unified response to hate crimes and bias motivated incidents. During 2025, the Hate Crimes Team identified 205 separate hate crime incidents. The team provided support to all known victims of those crimes and, when accepted, connected them with resources and services to assist them.

HCT officers revised and updated standard written victim communication to reflect the Office of Equity and Engagement's role in receiving notifications, reporting on findings and data sets, determining bias motivation at the completion of the preliminary investigation and determining appropriate Department response and offering support for victims.

general dislike. In a legal context, “hate” can mean bias against people or groups with specific characteristics as defined by law. Figure 1 provides a summary of hate crime trends in Chicago over the past ten years; however, the more detailed data in this report focuses specifically on trends over the past two years. In 2025, CPD maintained preliminary and secondary compliance with two of the three hate-crimes-related paragraphs in the consent decree and maintained full compliance with one of the three hate-crimes-related paragraphs in the consent decree.

HATE CRIMES DATA AND REPORTING

In 2023, the department made significant progress in addressing how hate crimes data is captured, making 2024 the first full year under the new data collection process. In March of 2023, language was revised in the CASE application (utilized by department members to document preliminary investigations) regarding a hate crime event by adding the term "bias motivated." The inclusion of this language was intended to assist officers in correctly flagging an event as a hate crime when appropriate. The Strategic Initiatives Division also worked in conjunction with the Hate Crimes Team to add the ability to enter up to five bias motivations per crime category in R-Case. The added functionality in R-Case has assisted the department in capturing hate crime data throughout the year and puts CPD closer in line with NIBRS (National Incident-Based Reporting System) standards. The strategic changes implemented in recent years have strengthened the quality of data collected and improved transparency. The 2025 data is indicative of the department's progress not only in data collection, but also signifies operational progress in identifying hate crime incidents and providing resources and support where appropriate.

The data snapshot in this report, as it specifically relates to hate crimes and bias-motivated incidents, is consistent with the parameters established by the Department of Justice. The term “hate” can be misleading. When used in a hate crime law, the word “hate” does not mean rage, anger, or or general dislike. In a legal context, “hate” can mean bias against people or groups with specific characteristics as defined by law. Figure 1 provides a summary of hate crime trends in Chicago over the past ten years; however, the more detailed data in this report focuses specifically on trends over the past two years. Some 2024 data in this 2025 Hate Crimes Report may differ slightly from what was reported in the 2024 Hate Crimes Report due to ongoing investigations that continued into 2025, resulting in updates.

In 2025, hate crimes reported to the Chicago Police Department decreased for a second year in a row, by 15% from the previous year, from 240 incidents to 205. When combining all bias-motivation types, District 24 (Rogers Park) had 28 hate crime incidents with 31 associated bias motivations and District 19 (Town Hall) had 23 hate crime incidents with 25 bias motivations. Districts 018 (Near North) and 020 (Lincoln) experienced significant decreases over the previous year, with 12 reported hate crimes in 018 in 2025 compared to 23 reported hate crimes in 2024, and 7 reported hate crimes in 020 in 2025, compared to 18 reported hate crimes in 2024.

Each hate crime and bias-motivated incident includes (1) an underlying incident/offense (predicate offense), and (2) a motive based on the victim’s actual or perceived membership in a particular demographic group. The reported incident may involve any action by a person directed toward another person or another person’s property. The incident may include criminal acts (e.g., assault, battery, criminal damage to property) and noncriminal acts (e.g., insults, jeers, sighs, literature, or any other such expression) where the primary motive or

intent of the action is an expression of animosity, contempt, or bias based upon another's race, gender, color, creed, religion, ancestry, sexual orientation, gender identity, physical or mental disability, or national origin.

Since 2016, federal Uniform Crime Reporting (UCR) guidelines require law enforcement agencies to classify hate-crime incidents based on the following six bias motivation categories: (1) Race/Ethnicity/Ancestry, (2) Religion, (3) Sexual Orientation, (4) Disability, (5) Gender, and (6) Gender Identity. Per Illinois statute, an additional bias motivation category exists: (7) Citizenship and Immigration Status. Bias categories only appear in this report if there is at least one incident with that bias. The classification of a bias-motivated incident or hate crime most often comes from the victim providing information during the preliminary investigation that includes evidence or victim perceptions of bias-motivated behavior. In line with recent CPD trainings on trauma-informed communication (e.g., trauma-informed communication in sexual assault and domestic abuse investigations), CPD begins each hate crimes investigation from a position that the hate crime is bona fide.

preliminary investigation that includes evidence or victim perceptions of bias-motivated behavior. In line with recent CPD trainings on trauma-informed communication (e.g., trauma-informed communication in sexual assault and domestic abuse investigations), CPD begins each hate crimes investigation from a position that the hate crime is bona fide.

The Chicago Police Department Hate Crimes Team reviews all reported criminal and noncriminal incidents motivated by bias to identify potentially tense or volatile community situations and to investigate the allegations of bias motivations. If, after reviewing noncriminal incident reports, the Hate Crimes Team determines a hate crime has in fact been committed, it notifies the Bureau of Detectives to conduct a thorough criminal investigation.

CPD continues to hold an assumption that there is a significant disparity between the true number of hate crimes and those actually reported to law enforcement, though CPD hopes it will continue to close this gap. It is critical to report hate crimes to not only help and support the victims, but also to send a clear message that the community will not tolerate these crimes. Reporting hate crimes allows communities and law enforcement to more fully understand the scope of the problem in a community and dedicate resources toward addressing and preventing these crimes.

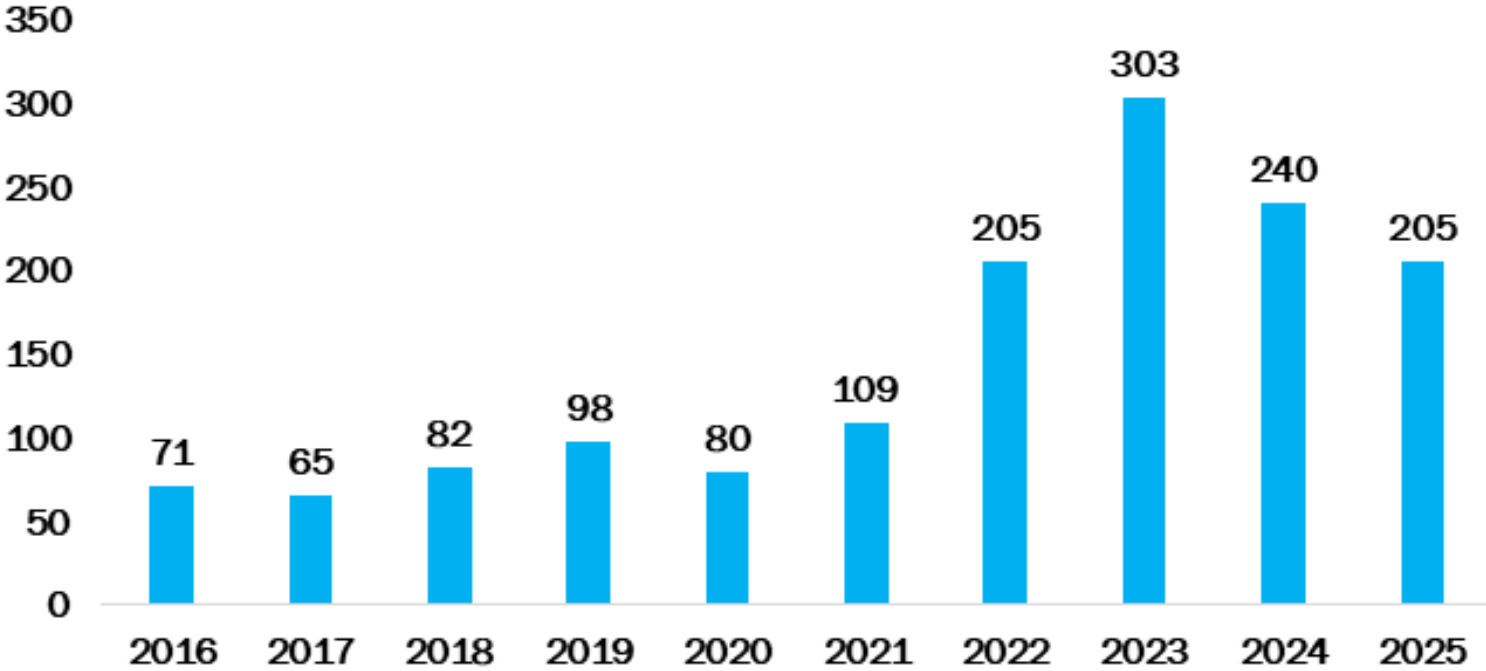


Figure 1: Number of Hate Crime and Bias-Motivated Incidents — 2016–2025

LANGUAGE ACCESS

Below is the executive summary for the 2025 Language Access Annual Report. The full report is available for public review on the Chicago Police Department's website at <https://www.chicagopolice.org/equity/languageaccess/>

LANGUAGE ACCESS 2025 REPORT

The Chicago Police Department's (CPD) 2025 Language Access Annual Report documents continued progress in ensuring that individuals with limited English proficiency (LEP) can access police services, exercise their rights, and participate in public safety efforts without language barriers. Grounded in Chapter 240 of the Municipal Code, the City's Language Access Ordinance, and CPD's Language Access Plan, the report highlights advances in training, technology, translation, data tracking, and community engagement that collectively strengthen equitable, professional service delivery.

The City's Language Access Ordinance requires departments providing direct public services to take reasonable steps to ensure meaningful access for LEP individuals, including creating language access plans and providing services in any nonEnglish language meeting the "safe harbor" thresholds of 5 percent or 10,000 residents, whichever is less. CPD's Language Access Plan operationalizes these requirements by defining core languages, establishing interpretation and translation procedures, and building training, monitoring, and community engagement mechanisms into routine operations. In 2024, the American Community Survey estimated Chicago's population at 2,587,654, setting the 5percent benchmark at approximately 129,382 residents.

Ten language groups had more than 10,000 speakers, and Spanish is the only language above the 5percent threshold.

In 2025, CPD focused on strengthening its internal language capacity and staff readiness. An elearning module enabled sworn members to selfidentify their nonEnglish language skills, with over 95 percent of members participating and generating 6,330 proficiency responses.

Some officers reported competency in multiple languages, providing a more detailed picture of internal language resources. These data now inform the identification of candidates for formal proficiency testing, which will verify skills and support evidence-based deployment of multilingual members.

Training efforts expanded across several fronts. CPD finalized comprehensive language access eLearning content covering policies, procedures, and compliance standards, to be deployed as mandatory training for all sworn members. To reinforce practical use of interpretation tools, LanguageLine staff delivered in person rollcall sessions across districts, training 1,252 members on the interpretation phone application and distributing language identification aids. Together, these initiatives aim to embed language access expectations into daily practice and ensure officers can effectively use available tools when interacting with LEP individuals.

Technology deployment was another major area of progress. In partnership with the Office of Emergency Management and Communications, CPD received 2,026 additional DeX phones and tablets preloaded with the InSight interpretation application, bringing the total

number of active devices to 12,671 across districts and units. This expansion significantly increases officers' ability to secure rapid telephonic and video interpretation in the field, enhancing response quality and reducing delays when language assistance is needed at scenes, stations, and lockups.

Community and interagency engagement deepened CPD's understanding of evolving language needs. The Language Access Coordinator engaged with more than 130 social service organizations and government agencies serving LEP communities, including refugees, asylum seekers, and newly arrived residents. Activities included technical assistance, follow-up on inquiries from LEP individuals and stakeholders, and coordination of outreach efforts. CPD also collaborated with the City's Department of Finance and Mayor's Office by participating in the evaluation of language services vendor proposals and presenting its language accessibility initiatives to the Welcoming America audit team, supporting Chicago's status as a Welcoming City.

To maintain subject matter expertise, the Language Access Coordinator participated in ongoing professional development through City sponsored training, sessions with the Department of Defense Language Institute, and webinars hosted by national organizations such as the Migration Policy Institute and the Language Access Network. Participation in the Second Annual Language Access Summit, cohosted by Cook County leadership and the Deputy Governor, helped advance a regional conversation on language access strategy and coordination.

The report also analyzes demographic and service data to guide compliance and planning.

Using ACS data, it is noted that while ten language groups exceed 10,000 speakers, only Spanish surpasses the 5percent threshold. When focusing on residents who speak English “less than very well,” Spanish, Chinese, and Polish meet safe harbor criteria. However, the ACS often aggregates distinct languages into broad groupings—such as “Yoruba, Twi, Igbo, or other languages of Western Africa” and “Ukrainian or other Slavic languages”—which can obscure the needs of specific communities. As a result, it is emphasized that census estimates must be complemented with interpretation usage data and community feedback to accurately target services.

Remote interpretation usage continued to rise. In 2025, CPD facilitated 6,435 remote interpretation calls totaling 54,537 minutes, up from 5,777 calls and 45,464 minutes in 2024. Minutes grew at a higher rate than call volume, suggesting not only more frequent use but also longer or more complex interactions with LEP individuals. Interpretation was provided in 67 languages, including American Sign Language. Spanish remained the most requested language, with 3,786 calls averaging 9 minutes. Mandarin ranked second (511 calls, 11minute average), followed by Russian (258 calls, 13minute average) and Arabic (235 calls, 10minute average). While volumes were smaller for the remaining 62 languages, their collective presence underscores Chicago’s linguistic diversity and the need for flexible interpretation resources.

Trend analysis for 2023–2025 shows substantial growth in remote interpretation use across most language groups. Spanish calls more than quadrupled between 2023 and 2024 and continued increasing in 2025, confirming its central role in service planning. Mandarin and “All Other Languages” show steady year over year growth, indicating expanding

demand among a wider range of language communities. Russian and Arabic experienced sharp increases from 2023 to 2024 followed by stabilization or slight declines in 2025, potentially reflecting a leveling of demand after a period of rapid growth.

CPD also refined geographic tracking of interpretation calls. Officers using the language application are required to report the beat of occurrence at call initiation. In 2025, responses to the beat prompt increased by approximately 26 percent compared to 2024, while nonresponses decreased by more than 64 percent. Of the 6,435 calls, 2,310 included a verifiable beat number, improving CPD's capacity to identify geographic patterns in language service demand and target resources accordingly. Continued reinforcement of beat reporting procedures through training and supervision remains a priority to further enhance data completeness and accuracy.

Translation services expanded substantially. Translation volume grew by approximately 47 percent in 2025, with the Language Access Coordinator delivering 113 translations in eight languages: Arabic, Chinese, Hindi, Korean, Polish, Spanish, Tagalog, and Urdu. Translated materials included Department directives, operational reports, crime prevention notices, victim services announcements, essential forms and waivers, and community engagement documents related to problem solving and crime reduction. This increase in translated content strengthens CPD's ability to provide LEP individuals with timely, accurate written information about their rights and available services.

Looking ahead, CPD has identified several priorities for 2026. The Department will continue to monitor and expand deployment of mobile devices with the InSight application, aiming for full DeX coverage in all districts, ensuring at least one tablet at front facing locations and lockups, and confirming that detectives in specified units are equipped with updated personal phones.

CPD will further develop procedures for voluntary language-proficiency testing of members who self report non-English skills, aiming to test 100 percent of these members to improve the reliability of internal language-capacity data. Training efforts will focus on implementing the mandatory eLearning course with a target completion rate of 95 percent among sworn field members, increasing attendance at vendor led rollcall training by 5 percent over 2026, and launching an internal eBulletin to communicate key updates. The Department will also refine processes for recording language use and originating beats during interpretation calls to improve data accuracy and consistency.

Overall, the findings show that CPD made significant progress in 2025 in enhancing language access through expanded training, deployment of technology, improved data practices, increased translation volume, and deeper community engagement. Remote interpretation usage continues to rise in both call volume and duration, particularly for Spanish, Mandarin, Russian, and Arabic, affirming the importance of these languages in planning. Census based LEP estimates remain a critical baseline for legal compliance, but CPD recognizes that interpretation data and community feedback are essential to address limitations in the grouping of language categories and in self reported proficiency. The Department's 2025 efforts demonstrate a sustained commitment to ensuring that language differences do not impede access to police services or participation in public safety initiatives and set a strong foundation for further advancements in 2026.



AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE REPORT

Below is the executive summary for the 2025 Americans with Disabilities Act (ADA) Annual Report. The full report is available for public review on the Chicago Police Department's website at <https://www.chicagopolice.org/ada>

2025 COMPLIANCE REPORT

Throughout 2025, the Chicago Police Department (“CPD” or “the Department”) continued to advance its commitment to equitable and accessible policing for individuals with disabilities. Guided by the requirements of the Americans with Disabilities Act (ADA), the Illinois Human Rights Act, and the Consent Decree, the Department focused on strengthening policy, training, accessibility, and community engagement efforts to ensure meaningful access to police services for all residents.

The ADA Compliance Officer played a central role in supporting these efforts by reviewing and recommending updates to disability-related policies, assisting with the development and delivery of training, monitoring compliance initiatives, and serving as a liaison between CPD and the disability community.

A key accomplishment in 2025 was the completion and publishing of a revised suite of disability-focused policies. This includes an umbrella policy, a policy specific to interacting with individuals with physical disabilities, and a policy specific to interacting with individuals with non-visible disabilities. While not included within CPD’s disability suite, the Department also published a policy regarding interacting with individuals who are Deaf, DeafBlind, or Hard of Hearing. The completion of these new policies now provides the most comprehensive guidance on how

officers should interact with and support persons with disabilities in the Department's history and is among the most comprehensive sets of policies for any law enforcement agency across the country. Other notable accomplishments during 2025 include creating a new training course on persons with disabilities, set for delivery in 2026; developing a revised ADA accommodation request form to improve tracking and accountability; updating educational and outreach materials; and expanding accessibility resources available to Department members.

Community engagement also remained a focus of the Department's ADA efforts. The ADA Compliance Officer participated in numerous outreach events and partnerships with disability advocacy organizations, service providers, and community groups throughout the year. These engagements provided opportunities to share information, increase awareness of available resources, and gather feedback that continues to inform policy, training, and operational improvements.

The Department also expanded efforts to improve accessibility across its facilities, programs, and services. Initiatives included addressing facility accessibility concerns, improving accommodation tracking processes, facilitating requests for American Sign Language interpretation and Braille materials, and supporting compliance reviews of Department facilities. Increased utilization of ASL interpretation services throughout the year reflected growing awareness and use of communication-access resources by Department members.

While meaningful progress was achieved, opportunities remain to further strengthen disability-focused training, enhance data collection and performance measurement, and deepen collaboration with disability advocacy organizations. These priorities will guide the Department's work in 2026 as CPD continues integrating accessibility, accountability, and community partnership into its broader reform and public safety efforts.

EQUITY ACTION PLAN AND RACIAL EQUITY ACTION PLAN UPDATE

EQUITY ACTION PLAN

In 2025, CPD published its Equity Action Plan, a strategic framework that serves as a transformative blueprint for embedding equity, transparency, and community engagement into every facet of the Department's operations. Developed to align with the requirements of the Consent Decree and the evolving needs of Chicago's diverse communities, this plan reinforces CPD's commitment to fostering fair, impartial policing practices while enhancing trust and accountability.

By institutionalizing fairness in policies, enhancing training, and prioritizing community collaboration, CPD seeks to build enduring trust and ensure equitable law enforcement for all residents. This initiative positions CPD as a model for equitable policing, fostering a safer, more inclusive Chicago for future generations.

Core pillars of the **EAP** include:

- **Community Engagement and Collaboration**
- **Policies Promoting Equity**
- **Equity-Focused Training and Development**
- **Data-driven Accountability and Evaluation**
- **Recruitment and Retention Reflecting Chicago's Diversity**

[The full Equity Action Plan can be found online here](#)

RACIAL EQUITY ACTION PLAN

The Equity Action Plan builds on the Department's Racial Equity Action Plan (REAP), which was published in 2024 as a three-year plan focused on addressing racial disparities and improving outcomes and interactions between officers and diverse communities across Chicago. The REAP is the first in CPD history and the Department's most comprehensive strategy that focuses specifically on racial equity. This plan was born out of the City of Chicago's municipal code (2-4-100) and was guided by a framework and training provided by the City of Chicago's Office of Equity and Racial Justice (OERJ)

The **REAP** has three priority areas:

- **Community Engagement**
- **Workforce**
- **Public Safety**

[The full Racial Equity Action Plan can be found online here.](#)

STRENGTHENING ORGANIZATIONAL CAPACITY FOR EQUITY

The launch of the Office of Equity and Engagement marked a significant achievement and completion of a key strategy within the REAP. Additionally, the Department also created a Cross-Functional Team (CFT) dedicated to Impartial Policing, which comprises of representatives from various bureaus

and teams throughout CPD. The Impartial Policing CFT meets weekly to discuss ongoing equity-related projects and initiatives, including consent decree compliance efforts.

ADVANCING IMPARTIAL POLICING PRACTICES

Both the Equity Action Plan and REAP identify the need for updated [policies](#) and new training focused on cultural competencies and interactions with communities that have been historically marginalized or underserved. At the completion of 2025, CPD had published all identified policies within the Equity Action Plan that were specifically focused on equity-related topics. This includes:

- **Protection of Human Rights (G02-01)**
- **Prohibition of Racial Profiling and Other Bias-Based Incidents (G02-04)**
- **Crime Victim and Witness Assistance (S02-01-03)**
- **Gender-based Violence Incidents (G02-06)**
- **Hate Crimes, Hate Incidents, and Related Incidents Motivated by Bias or Hate (G04-06)**
- **Homeless Bill of Rights (G02-01-04)**
- **Interactions with Transgender, Intersex, Gender Nonconforming (G02-01-03)**
- **Limited English Proficiency (S02-01-05)**
- **Interactions with Persons with Disabilities (S02-07)**
- **Interactions with Persons with Physical Disabilities (S02-07-01)**
- **Interactions with Persons with Non-Visible Disabilities (S02-07-02)**
- **Interactions with Persons who are Deaf, DeafBlind, or Hard of Hearing (S02-09)**
- **Prohibition of Retaliation (G08-05)**
- **Religious Interactions (G02-01-05)**
- **Responding to Incidents Involving Citizenship (S06-14-03)**
- **Older Adults at Risk (S02-01-07)**

WORKFORCE EQUITY

CPD’s workforce data from 2025 shows several key equity trends:

- **Racial Representation:** Representation of Hispanic and Black employees continues to grow and aligns more closely with citywide demographics, reflecting progress toward a more representative workforce.
- **Age Distribution:** The workforce remains concentrated in the 35–54 age range. While this provides experience and stability, it also signals potential vacancies as employees in the 45–64 range approach retirement. Employee recruitment under 25 remains low.
- **Gender Imbalance:** The workforce remains approximately 75% male and 25% female, consistent with national trends in public safety but still signaling equity gaps. CPD has committed to the 30X30 pledge and is working to recruit more women to join the Department.

Total number of employees in the department	12,591
White	5,682
Black	2,790
Hispanic	3,586
Asian	426
Multiple Races	33
Pacific Islander	18
Native American	30

Employees by Gender	
Male	9,425
Female	3,166

Workforce Equity Chart (as of December 31, 2025)



COMMUNITY ENGAGEMENTS

At the end of 2024, OEE published the 2025 Community Engagement Plan which detailed topics, including specific policies and training, that CPD anticipated engaging the community. Below is a summary of each of the topics listed in the plan, and an update on their status at the end of 2025.

GENDER-BASED VIOLENCE (GBV)

2025 Plan: The Department will conclude community engagement efforts, which began in 2024, on the new policy on Gender-Based Violence Incidents. This includes reviewing existing comments on the draft policy, incorporating them into the draft policy, and providing a final review to community organizations and stakeholders who previously commented on the draft policy.

Update: After CPD posted the draft policy for public comment from April 15th, 2025, through May 5th, 2025, the Department received numerous comments from community organizations and stakeholders within the gender-based violence community. CPD thoughtfully reviewed the comments and made additional revisions to the draft policy.

Additionally, virtual meetings were held with several stakeholders representing GBV community organizations and service providers to discuss the comments and review the updated draft. Following this additional review, CPD published its brand new GBV policy (G02-06 Gender-Based Violence Incidents) on June 30th, 2026. The policy marks a significant step in law enforcement defining and addressing GBV, as CPD becomes one of the only law enforcement agencies in the entire country to have a standalone policy specifically on GBV.

Following the publication of the policy, CPD continued to meet monthly with the GBV group, where the focus shifted to reviewing and discussing draft training curricula that CPD will provide for in-service training in 2026. The GBV Working Group received all of the draft training materials and provided their feedback in real-time. CPD made significant edits to the training materials, which included a comprehensive lesson plan, a 160-page PowerPoint, and an eLearning module. Final versions of the training materials were completed and shared with the GBV Working Group in early 2026.

Moving into 2026, the GBV Working Group continues to meet monthly, now reviewing all of CPD's GBV-related policies to provide updates.

DE-ESCALATION, USE OF FORCE, AND RESPONSE TO RESISTANCE

2025 Plan: The Department will conduct a two-year review of its De-escalation, Use of Force, and Response to Resistance policies. As part of this review, CPD's Equity and Engagement Office, Research & Development Unit, and the Tactical Review and Evaluations Division will invite members of the public to review the themes in the data, consider potential implications for existing policies and provide comment and feedback on them.

Update: Throughout the summer of 2025, CPD partnered with [Creer Un Espace \(CUE\)](#), a consulting firm with 25 years of experience in law

enforcement, organizational management, and equity consulting, to support additional community engagement efforts on CPD's de-escalation, use-of-force, and response - to - resistance policies. Public engagements were held in June, July, and August during which members of the public were invited to discuss policy topics in small roundtable discussions. One of the engagements was conducted specifically for youth, in partnership with BUILD Chicago. CPD received valuable feedback from these engagements sessions, which was synthesized and shared with CPD by CUE. At the end of 2025, CPD is still reviewing community feedback and preparing for additional engagements of this topic in 2026.

PROTECTION OF HUMAN RIGHTS

2025 Plan: CPD will conduct a two-year review of its Protection of Human Rights policy and its Prohibition of Racial Profiling and Other Bias-based Policing policy. This review will include opportunities for the public to review the existing policies and provide comments on them. Other components of the review will include analysis of data that is identified in the CPD Equity Action Plan.

Update: OEE launched a public review of CPD's Protection of Human Rights policy and Prohibition of Racial Profiling and Bias-based Policing policy during the summer of 2025. This included posting both policies on the CPD webpage for public review and comment from August 20, 2025, through September 22, 2025. During this time, OEE also conducted targeted outreach to over 100 community-based organizations, many of whom had previously provided feedback on the policies in 2022 during their initial round of community engagement. Following these efforts, minimal feedback was received, resulting in no changes to either policy. Recognizing the generalness of both policies and their recent widespread engagement effort in 2022, most of the feedback OEE received reinforced what had already been discussed and was already

addressed in the current policies. As part of this two-year review, CPD also conducted an internal review of both policies. This review continued into 2026, and CPD anticipates completing it during the first half of 2026

VICTIM SERVICES

2025 Plan: With the expansion of CPD's victim services program, the Department will conduct ongoing community engagement on policies related to responses to victims of crime and support provided to victims.

Update: CPD continued to expand its Office of Victim Services, including adding new staff to the team and expanding services to now provide Citywide support for victims of non-fatal gun crimes. Through this expansion, CPD's Office of Victim Services team began discussions with the Research and Development team to review existing policies and explore the potential to create new policies that fully integrate victim services throughout the Department. Many discussions around CPD's victim services work that relates specifically to domestic violence were included in the monthly GBV Working Group meetings, and conversations around CPD's victim services work for non-fatal violence were included in weekly citywide victim services meetings hosted by the Mayor's Office. While these conversations have been ongoing, by the end of 2025, CPD did not have any updated draft policies ready to share yet and will continue this engagement into 2026.

PEOPLE WITH DISABILITIES TRAINING

2025 Plan: CPD will continue working with community partners to review and develop training curriculums on interactions with persons with disabilities. This engagement includes co-developing training curriculums for future delivery and reviewing CPD-created training content with the Chicago Hearing Society and Access Living.

Update: CPD's Training and Support Group began developing training materials on interactions with persons with disabilities in 2024 but put those efforts on pause pending the finalization of the new suite of policies. As policies were completed towards the end of 2025, CPD's OEE began redeveloping a three-hour in-service training, planned to be delivered in 2026, on interactions with persons with disabilities.

INTERACTIONS WITH TRANSGENDER, INTERSEX, AND GENDER NONCONFORMING COMMUNITIES

2025 Plan: CPD is partnering with the [Center on Halsted](#) to develop an in-person training on officer interactions with transgender and gender nonconforming individuals, and other competencies when interacting with members of the LGBTQIA+ community. This curriculum will be developed by community with lived experiences. Center on Halsted will conduct a train-to-trainer with CPD trainers, who will deliver the training during in-service training in 2025.

Update: CPD continued to collaborate with the Council of Religious Leaders of Metropolitan Chicago, who provided valuable feedback on draft versions of the Interactions with Communities of Faith eLearning. CPD incorporated the feedback and launched the eLearning for all CPD members in 2025.

INTERACTIONS WITH COMMUNITIES OF FAITH ELEARNING

2025 Plan: CPD will continue to partner with the Council of Religious Leaders of Metropolitan Chicago (CRLMC) on the development of an eLearning that trains on CPD's Interactions with Religious Communities policy. The CPD anticipates additional content from the CRLMC to support the identification of religious objects.

Update: CPD continued to collaborate with the CRLMC, who provided valuable feedback on draft versions of the Interactions with Communities of Faith eLearning. CPD incorporated the feedback and launched the eLearning for all CPD members in 2025.

LIAISON REPORTS

Various staff within OEE are assigned to serve as Liaisons between CPD and a specific community. These positions were created to ensure that communities that have experienced historical and ongoing inequities have access to CPD and that partnerships between CPD and underserved communities are developed and maintained. This section of the report will highlight the accomplishments of the various liaisons and teams.

UNHOUSED AND UNSHELTERED COMMUNITIES

Throughout 2025, the [Unhoused Communities Liaisons](#) played a central role in supporting individuals experiencing homelessness across multiple districts in Chicago. Through consistent outreach, cross-agency collaboration, and community engagement, they worked to connect vulnerable individuals with critical resources while strengthening partnerships among service providers, law enforcement, and community organizations.

During the year, the Unhoused Communities Liaisons engaged approximately 120 to 150 individuals through direct outreach efforts, visiting more than 35 encampment sites and supporting over 20 encampment cleanups throughout the city. Outreach teams provided essential supplies—including toiletries, clothing, and food resources—to more than 80 individuals, while facilitating over 40 shelter or housing referrals and 25 mental health or medical referrals. These efforts were often relationship-driven, with many individuals requiring multiple contacts before accepting services, underscoring the importance of trust-building and consistent follow-up.

With field work remaining a cornerstone of the program, the Unhoused Communities Liaisons collaborated closely with the Department of Family and Support Services (DFSS), CHI CARE medical teams, Streets and Sanitation, and CPD district officers to conduct outreach across the West Side, South Side, North Side, and Central districts. Outreach activities included engaging individuals prior to encampment cleanups, sharing information about shelter and housing options, distributing supplies, and coordinating ongoing services. Joint outreach operations with DFSS and medical teams addressed complex mental health and medical needs, particularly for individuals experiencing long-term unsheltered homelessness. Community engagement was another key focus of their work. On April 30, 2025, the program hosted Community Connections: A West Side Resource Fair, bringing together service providers to offer housing, healthcare, employment, and basic needs resources. Unhoused Communities Liaisons also participated in several additional community events and resource fairs, expanding access to services and strengthening community relationships. Targeted outreach efforts included Women's Day initiatives, during which the Unhoused Communities Liaisons partnered with district officers to prepare and distribute 200 toiletry bags for women experiencing homelessness.

The program also coordinated donation and material support efforts throughout the year. These included organizing clothing pickups, distributing winter apparel to shelters and outreach partners, and supporting a toy drive that benefited more than 100 children from low-income families and families living in shelters. These efforts helped address immediate needs while fostering community involvement and support. A major strength has been its emphasis on partnership development. The team cultivated strong working relationships with DFSS leadership, CPD Affinity Officers, LGBTQIA+ liaisons, healthcare providers, shelters serving women and youth, and community-based organizations.

The program also coordinated donation and material support efforts throughout the year. These included organizing clothing pickups, distributing winter apparel to shelters and outreach partners, and supporting a toy drive that benefited more than 100 children from low-income families and families living in shelters. These efforts helped address immediate needs while fostering community involvement and support. A major strength has been its emphasis on partnership development. The team cultivated strong working relationships with DFSS leadership, CPD Affinity Officers, LGBTQIA+ liaisons, healthcare providers, shelters serving women and youth, and community-based organizations.

In addition to routine outreach, Unhoused Communities Liaisons provided specialized support in complex situations, including victim advocacy for unhoused individuals experiencing violence, youth engagement initiatives, responses to shelter-related concerns raised by local offices, outreach to individuals living in vehicles, and assistance for those facing displacement due to eviction. Despite these achievements, several challenges were identified; limited shelter capacity and long-term housing availability continued to create barriers to placement. Many individuals require repeated engagement before accepting services, often due to mental health or substance use challenges. Weather-related emergencies further complicated outreach efforts, and communication gaps—particularly regarding homelessness-related concerns discussed at community beat meetings—sometimes limited early intervention opportunities. Overall, the Unhoused Communities Liaisons continues to provide critical support to individuals experiencing homelessness while assisting officers and community stakeholders through coordinated, relationship-based outreach. Through collaboration, consistency, and early engagement, they remain committed to reducing crises, improving access to services, and promoting safer outcomes for individuals and communities alike.

IMMIGRANT, MIGRANT, AND REFUGEE COMMUNITIES

Throughout 2025, the [Immigrant, Migrant, and Refugee \(IMR\) Liaisons](#) played a vital role in strengthening trust, improving access to services, and fostering meaningful relationships between law enforcement and Chicago's diverse immigrant communities. During the Fall of 2025, the City of Chicago saw a significant increase in immigration enforcement activities by the federal government. This created a more tense and challenging dynamic for the IMR team and their efforts to build trust and relationships within the community. **Through consistent engagement at the citywide, neighborhood, and individual levels, the team worked to ensure that immigrant, migrant, and refugee populations felt informed, supported, and connected to critical public safety resources regardless of their citizenship status.**

A cornerstone of the IMR team's work was active participation in monthly citywide stakeholder meetings. These forums allowed the team to stay informed on evolving local, state, and federal developments while also serving as a bridge between community members and CPD. By attending community meetings and engagements, IMR liaisons answered questions, clarified department policies, reinforced CPD's position on not being involved in any immigration-related enforcement, and connected individuals and organizations with appropriate CPD resources. This consistent presence helped build transparency and reinforced the department's commitment to equitable engagement.



In addition to citywide coordination, the IMR team maintained a strong neighborhood-level presence. Through partnerships with local coalitions serving communities such as Chicago Lawn, Gage Park, and Back of the Yards, the team supported health and safety initiatives, family-focused events, and resource-sharing efforts. These collaborations ensured that outreach remained grounded in the specific needs of each community while promoting safety, wellness, and accessibility. Direct service and advocacy were also central to the team's impact.

The IMR Liaisons facilitated the U-Visa certification process, guiding victims and their legal representatives through requirements within CPD's Records Office. Acting as a liaison between victims and detectives, the team helped streamline communication and connected applicants with external support organizations. **Notably, the volume of U-Visa-related cases increased this year, reflecting both growing community awareness and trust in the program.**

The liaisons also prioritized community-facing engagement efforts centered on education and dialogue. Events such as “Know Your Rights” town halls and neighborhood meetings created safe spaces for residents to ask questions, express concerns, and learn about CPD policies, especially around immigration enforcement. In communities such as Ukrainian Village, these conversations were critical in addressing fears and misconceptions, while reinforcing the department’s role in protecting all residents. Outreach efforts extended further through partnerships with a wide range of community-based organizations and cultural institutions. The IMR team built new relationships with consulates, advocacy groups, and service providers, while also strengthening existing partnerships. Through these collaborations, the team helped connect organizations to local police districts, supported safety planning efforts, and facilitated access to CPD resources. Whether assisting a library facing safety concerns, coordinating bilingual safety presentations for parent groups, or supporting grant-related safety requirements for community organizations, the IMR team consistently worked to meet partners where they were.

Large-scale community engagement initiatives also played a significant role in 2025. The team participated in events such as World Refugee Day and Fiesta Del Sol, where they created welcoming, interactive spaces for community members to engage with officers, ask questions, and learn about available resources. These events emphasized approachability and inclusivity, incorporating culturally responsive activities and opportunities for meaningful dialogue. Planning for these initiatives involved extensive coordination with community partners, reflecting the team’s commitment to collaboration and thoughtful engagement.

Youth and family outreach remained an important priority. From career day presentations in local schools to early childhood programming like “Story Time with an Officer,” IMR liaisons fostered positive interactions with young people and families. Seasonal events, including holiday toy giveaways, further reinforced the team’s presence as a supportive and community-oriented resource.

The IMR team also contributed to broader departmental and City efforts aimed at advancing inclusion and accessibility. This included participation in initiatives such as certifying Chicago as a Welcoming City and attending the Language Access Summit, co-hosted jointly by the Cook County Commissioner, the County Board President, and the Deputy Illinois Governor.

Overall, 2025 was marked by meaningful strides in building trust, increasing accessibility, and strengthening connections with immigrant, migrant, and refugee communities. Through collaboration, advocacy, and culturally responsive outreach, the IMR Liaison Team remains dedicated to ensuring that all individuals—regardless of background—feel supported, informed, and safe in their interactions with law enforcement.

LGBTQIA+ COMMUNITIES

The LGBTQIA+ Liaisons remained committed to strengthening relationships between law enforcement and LGBTQIA+ communities through intentional outreach, education, and collaboration. The liaisons actively engaged with individuals, community organizations, and internal department members to promote inclusivity, increase awareness of LGBTQIA+ issues, and build trust with historically marginalized populations. From neighborhood events and resource fairs to victim support and strategic partnerships, these efforts focused on bridging gaps and fostering meaningful, lasting connections. The year began with early engagement efforts such as participating in community-focused events like “Coffee with a Cop,” where the unit supported district officers while introducing residents to the role and services of LGBTQIA+ liaisons. As the year progressed, the unit expanded its presence within both community and institutional spaces. At the police academy, liaisons connected with recruits by sharing information about LGBTQIA+ policies, resources, and the importance of inclusive policing.

Similarly, outreach at local schools to create opportunities for open dialogue with students and staff, helping to normalize conversations around inclusivity and strengthen relationships with younger community members.

Community-based engagement remained a central focus. **The LGBTQ+ Liaisons partnered with local organizations and The Office of Community Policing for events such as neighborhood celebrations and resource tables, ensuring LGBTQIA+ information and support services were visible and accessible.** Collaboration with service providers, including outreach at locations like Zoe Life Ministries and Onward House, further demonstrated the unit's commitment to supporting vulnerable populations, particularly individuals experiencing homelessness or crisis situations. During Police Week, the unit not only honored fallen officers but also connected with law enforcement personnel from across the country, sharing insights about LGBTQIA+ liaison work and its role in community policing. Engagement with organizations such as Brave Space Alliance provided valuable opportunities to gather feedback directly from LGBTQIA+ individuals, allowing the unit to better understand community concerns and identify ways to improve police-community relationships.



Pride Month marked a significant period of outreach and visibility. The unit participated in numerous events, including school-based celebrations, community runs, festivals, and major gatherings such as Pride Fest and the Chicago Pride Parade. Through resource tables, conversations, and public participation, the unit reinforced its support for the LGBTQIA+ community while providing information on available services. Outreach efforts during this time also included direct victim support, such as assisting individuals affected by hate crimes and ensuring they received both immediate assistance and longer-term resources.

Throughout the summer, the unit continued to build on this momentum by engaging in community festivals, public safety events, and neighborhood meetings. Participation in events like Fiesta Del Sol, National Night Out, and Market Days allowed the unit to connect with diverse audiences while reinforcing its presence as a supportive and accessible resource. Media engagement, including a televised interview, further highlighted the unit's work and helped broaden public awareness. In addition to community outreach, the unit remained deeply involved in direct support and advocacy. Officers assisted victims of violence and bias-related incidents, including members of the transgender community, by helping them navigate reporting processes and access necessary services. The liaisons also collaborated with residential communities, senior living facilities, and local organizations to address specific concerns and create safer, more inclusive environments.

As the year continued, the unit participated in public safety fairs, town halls, and educational presentations, ensuring LGBTQIA+ perspectives were included in broader conversations around policing and use of force. Seasonal events, including the North Halsted Halloween Parade and community clothing drives, provided additional opportunities to engage with residents while demonstrating ongoing support for community-based initiatives.

Partnerships with organizations like Brave Space Alliance were especially impactful, as the unit coordinated donation drives and contributed resources to directly benefit LGBTQIA+ individuals in need. Toward the end of the year, the unit maintained its focus on both outreach and direct service.

Community engagement events in senior living facilities created space for important conversations about accessibility and safety, while court support efforts ensured LGBTQIA+ individuals received guidance during sensitive legal processes.

Even informal engagements, such as holiday-themed events with recruits, helped foster awareness and understanding of the unit's mission within the department. Overall, 2025 was marked by meaningful progress in advancing inclusivity, strengthening partnerships, and supporting LGBTQIA+ individuals across the city. The work of the LGBTQIA+ Liaisons reflects a continued commitment to ensuring that all individuals—regardless of identity—feel seen, supported, and respected in their interactions with law enforcement. These accomplishments were made possible through strong collaboration with community members, partner organizations, and fellow officers. Looking ahead, the unit remains dedicated to building on this foundation by expanding outreach, deepening partnerships, and continuing to advocate for equitable and inclusive public safety practices.

Office of Victim Services



The formal establishment of the Office of Victim Services (OVS), builds on decades of work and progress that CPD has actively been doing to support individuals during their most vulnerable times. The success of these efforts led the Department to build an infrastructure in which victim services were fully staffed and resourced, and able to operate throughout the entire City, not only in limited areas. This expansion also considered opportunities to include additional victimizations that could be supported, such as violence beyond gun-related crimes, human trafficking, sexual assault, and missing persons.

OVS includes two operational units, one that supports victims and survivors of non-fatal violent incidents and the other that supports victims and survivors of domestic violence. Both units use a trauma-informed approach to connect individuals during vulnerable times and help them begin their healing journey. Recognizing that CPD is not a long-term service provider, which is best done by community-based agencies, CPD's role is to serve as an immediate response to violence and victimization and support a victim or survivor in starting their healing or recovery journey by assessing

their needs, informing them of their rights and options, and connecting them with community providers that can best support them. In many cases, especially when a victim or survivor is not ready to be connected to an external partner, CPD's Victim Specialists can also provide an array of services to a victim or survivor.

STAFFING UPDATES

As of the end of 2025, the Office of Victim Services and Domestic Violence Programs (OVS/DVP) successfully filled 36 positions to support the delivery of trauma-informed, victim-centered services across Chicago. Staffing includes one Assistant Director of Victim Services for Non-Fatal Violent Incidents, one Assistant Director of Domestic and Gender-Based Violence, two Program Directors for Non-Fatal Violent Incidents, two Program Directors for Domestic Violence, one Domestic Violence Sergeant, one Detective, 12 Victim Specialists serving survivors of non-fatal violent incidents, and 16 Domestic Violence Victim Specialists. Together, these professionals provide immediate crisis response, advocacy, resource navigation, and ongoing support to victims and survivors, strengthening the Department's commitment to equitable, compassionate, and comprehensive victim services.

NON-FATAL VIOLENT INCIDENTS

During 2025, CPD's Victim Services Program (VSP) made meaningful progress in strengthening its capacity to support victims of violent crime citywide. Building on the foundational practices established during its early development, VSP focused on strengthening its structure while remaining grounded in its core values of compassion, advocacy, and empowerment. Throughout the year, the program also prioritized enhancing victim engagement, deepening strategic community partnerships, and improving coordination of victim support services.

In 2025, the program also led two Emergency Assistance Centers (EACs) in response to mass shooting incidents, providing centralized support for victims, families, and affected communities.



Working closely with Department personnel, City agencies, and community partners, the Victim Services team coordinated immediate crisis intervention, emotional support, resource navigation, and ongoing victim assistance. The program also partnered with community-led Family Assistance Centers (FACs) to help ensure services remained accessible, culturally responsive, and responsive to the needs of those impacted by violence. These efforts reflect the program's continued commitment to preparedness, collaboration, and high-quality, victim-centered service delivery.

As the Victim Services Program continues to build on its foundation and adapt to evolving needs, it is well positioned to make further progress in strengthening its structure and effectiveness. Central to that work will be deepening community collaboration, enhancing victim engagement, and improving the coordination of support services for victims of violent crime.

THE DOMESTIC VIOLENCE PROGRAM

Throughout 2025, the Domestic Violence Program (DVP) focused on strengthening how the Department responds to domestic and gender-based violence by refining both structure and practice. DVP emphasized a coordinated, survivor-informed approach that connects non-sworn outreach, sworn response, and community-based support. By investing in internal capacity, clarifying roles, and improving cross-city collaboration, DVP advanced more consistent engagement with survivors and reinforced trauma-informed practices across operational settings.

The formal designation of the DVP within OVS as an independent unit marked a significant step forward in this work. This shift established a clearer framework for leadership, accountability, and operational decision-making, allowing domestic violence response to function as a distinct and specialized area of practice. **As a standalone unit, DVP strengthened its ability to support districts, navigate complex and high-risk cases, and ensure that survivor-centered principles were intentionally integrated into policy development, training efforts, and day-to-day response.**

Throughout the year, DVP expanded its staffing to meet operational needs. The addition of new staff strengthened the DVP's ability to respond to a high volume of domestic violence-related cases, support follow-up and referrals, and maintain continuity of care for survivors. Staffing growth also supported expanded consultation and coordination with district personnel, reinforcing consistent practices across the Department. The continued development of the Area Domestic Violence Liaison Officer model will further enhance district-level support, improving communication, case coordination, and alignment with survivor-centered response standards.

Partnerships with community-based organizations continued to be a critical component of the Unit's work. In 2025, the DVP maintained active collaboration with advocacy organizations and service providers, strengthening ongoing referrals, information-sharing, and engagement around training and policy considerations. These partnerships contributed to improved access to resources for survivors and strengthened trust between the Department and community stakeholders.

Domestic Violence Awareness Month (DVAM) served as an important period of engagement and reflection. The team led, supported, and participated in multiple awareness and outreach efforts that emphasized survivor advocacy, education, and collective work. These engagements reinforced the Department's commitment to addressing domestic violence not only during DVAM but throughout the year.

This year, DVP also continued to provide specialized support in cases involving officers and CPD members, always recognizing this function as an essential component of a comprehensive and credible response. DVP helped ensure that victims and survivors received appropriate outreach while maintaining clear boundaries between advocacy, accountability, and departmental processes.

The Domestic Violence team finalized the development of the Department's 2026 Domestic Violence and Gender-Based Violence training, marking an important step in strengthening department-wide education and response. The training was developed with careful consideration of Department policies and applicable requirements, ensuring that staff are equipped not only with a shared understanding of domestic and gender-based violence, but also with clear guidance on policy-aligned practices.

Grounded in survivor-centered and trauma-informed principles, the curriculum supports consistent, informed responses and victim safety. As a core component of the teams' broader efforts, the 2026 DV/GBV training reflects the importance of continuous education that aligns practice, policy, and survivor needs.



The work completed by DVP in 2025 underscores the value of an integrated response that brings together civilian advocacy, sworn operations, and community collaboration. By refining internal systems, growing the team, and ensuring that training and policy are closely aligned with practice, DVP strengthened how domestic and gender-based violence is addressed across the Department. The progress made during the year established a solid framework for continued coordination, informed decision-making, and survivor-focused engagement, positioning DVP to further strengthen trust, safety, and effectiveness moving forward.

2025 DATA REVIEW

The data below highlights the total number of victims that CPD’s victim services team attempted to contact and how many victims were provided services. 2025 marked the first full year that CPD was able to track these contacts, following the implementation of software for the victim services team.

In 2025, OVS attempted to contact 18,052 victims. Of that, 7,628, or approximately 42 percent, received some service from CPD. Approximately 18 percent of victims who were contacted refused any services offered to them. Finally, CPD’s OVS was unable to connect with approximately 41 percent of victims, including 6,649 who never answered or responded to outreach attempts, and 891 whose contact information was invalid or disconnected.

Victimization	Victims Attempted to Contact	Victims Provided Services
Domestic Violence	17,225	7,196
Non-Fatal Violence	827	432
TOTAL	18,052	7,628

Race	Victims Attempted to Contact	Victims Provided Services
Asian	198	91
Black	10,545	4,343
Latine	4,202	1,880
White	1,559	605
Two	78	35
Not Reported	1,384	65
Other	86	39

Gender-Identity	Victims Attempted to Contact	Victims Provided Services
Male	4,542	1,799
Female	12,911	5,570
Not reported	599	259

Age	Victims Attempted to Contact	Victims Provided Services
Youth (under 17)	340	163
Adult	12,761	5,492
Not Reported	4,996	1,973

Victimization	Victims Denied Services	Unable to Connect with Victim
Domestic Violence	3,038	6,115
Non-fatal Violence	26	354

SERVICES PROVIDED

The data below highlights the most common services that Victim Specialists provided.

Information Sharing

A core service of the victim services team is to provide information in trauma-informed and digestible ways about what rights someone who is a victim has, consistent with the Illinois Victims' Bill of Rights, and what options they have. This includes the different types of services that are available to them.

Victimization	Victims
Domestic Violence	4,712
Non-fatal Violence	252
TOTAL	4,964

Referral to a community-based organization or hotline

Victim Specialists will discuss with a victim what they need and what community-based agencies we can refer them to. Referrals can occur by either the Victim Specialist providing the victim with the information on where to go or who to reach out to at a specific agency for services, or, in limited cases, victims can provide written consent to CPD for the Victim Specialist to share their information with an agency, allowing the agency to follow up with the victim directly. Since most interactions with victims are currently via the phone, most referrals are currently made by providing a victim with agencies to connect with.

Victimization	Victims
Domestic Violence	2,978
Non-fatal Violence	161
TOTAL	3,139

Safety Planning

Recognizing that every situation is different, safety planning is a key service to support a victim and their well-being. Victim Specialists work with victims and survivors to create a plan that meets the needs and concerns of the individual that they are working with, with the intention of supporting their overall safety.

Victimization	Victims
Domestic Violence	2,400
Non-fatal Violence	19
TOTAL	2,419

Assistance and advocacy within the justice system

When requested, Victim Specialists serve as a link between victims and the justice system, including detectives investigating their cases, the Cook County State's Attorney's Office, and the court system.

Victimization	Victims
Domestic Violence	1,355
Non-fatal Violence	106
TOTAL	1,461

Housing or Shelter Support

Support for finding temporary or permanent housing or shelter is difficult given the limitations, but it is a crucial need that many victims and survivors express.

Victimization	Victims
Domestic Violence	492
Non-fatal Violence	13
TOTAL	505

Financial Support

Financial support is another key service that many victims and survivors need to support their healing or recovery journey, or to move to a safer environment.

Victim Specialists can assist them with applying for [Crime Victim Compensation](#) or [Emergency Supplement Victim Funds](#).

Victimization	Victims
Domestic Violence	75
Non-fatal Violence	160
TOTAL	235

A YEAR OF PROGRESS, A FUTURE OF POSSIBILITIES

2025 marked a transformative year at CPD as it successfully launched OEE and OVS. As the second-largest police department in the nation, CPD reached a significant milestone with the successful establishment of one of the largest dedicated equity offices within a law enforcement agency in the United States. The launch of both offices reflects the Department's continued investment in advancing impartial policing, strengthening community partnerships, and expanding support services for victims and survivors of crime.

In its first full year of operation, OEE made meaningful progress in advancing CPD's commitment to equity, inclusion, accountability, and transparency. Guided by the Department's Equity Action Plan, Racial Equity Action Plan, and the requirements of the Chicago Consent Decree; OEE played a supportive role in the Department's ongoing Consent Decree implementation by embedding equity principles into policies, practices, training, community engagement, and organizational decision-making.

Working collaboratively across the Department and with community partners, OEE strengthened relationships between CPD and the communities it serves by fostering meaningful engagement, promoting accessibility, and creating opportunities for dialogue and collaboration. Additionally, OVS expanded the Department's ability to provide trauma-informed advocacy, immediate crisis response, and connections to long-term resources for victims and survivors.

LOOKING AHEAD: 2026 PRIORITIES

Building on the progress achieved in 2025, OEE will continue advancing initiatives that strengthen organizational excellence, support impartial policing,

and improve community trust. In 2026, OEE will focus on expanding its capacity, deepening partnerships, and further integrating equity into every aspect of Department operations while continuing to support implementation of the Chicago Consent Decree.

Key priorities for 2026 include:

- Expanding the Office of Equity and Engagement through the hiring of additional staff to support the Department's growing equity, engagement, and compliance initiatives.
- Continuing to advance implementation of the Chicago Consent Decree by supporting policy development, community engagement, training, accessibility initiatives, and accountability measures.
- Expanding OVS through hiring additional staff to increase outreach and support for survivors of non-fatal gun violence and domestic violence through OVS by enhancing victim advocacy, resource coordination, and access to trauma-informed services.
- Continuing implementation of the Department's Equity Action Plan and supporting initiatives identified within the Racial Equity Action Plan to ensure equitable service delivery across CPD.
- Developing performance measures and reporting tools that enhance transparency, evaluate outcomes, and demonstrate the impact of equity and engagement initiatives.

OEE recognizes that transformational change is achieved through fostering and sustaining partnerships, transparency, and accountability. As we move forward towards a more equitable CPD that reflects and serves the diverse communities of our city, we invite community members, partner organizations, and CPD personnel to remain actively engaged one another as we continue this important work so that together we can advance equitable policing, strengthen public trust, and promote safer, more connected communities.

GLOSSARY OF TERMS

Accountability: The obligation to explain, justify, and take responsibility for one's actions.

Cadre: A small, specialized group of trained personnel who form the core foundation of a larger organization, ready to instruct, lead, or expand it

Chicago Consent Decree: The Chicago consent decree is a legally binding, court-ordered agreement implemented in 2019 to overhaul the Chicago Police Department (CPD). Initiated after a U.S. Department of Justice (DOJ) investigation revealed widespread constitutional violations, it mandates extensive reforms in training, use of force, accountability, and community policing to restore public trust.

Chicago Police Department (CPD): The primary law enforcement agency for the City of Chicago, Illinois, and the second-largest municipal police department in the United States.

Domestic Violence (DV): A pattern of abusive behavior used by one person to gain or maintain power and control over another within a family, household, or dating relationship. While domestic violence often includes physical harm, it can also involve emotional, psychological, verbal, financial, or other forms of abuse that threaten the safety, well-being, and autonomy of the victim. This form of violence can be reinforced by social, cultural, or institutional factors that may overlook or minimize its impact.

Domestic Violence Program (DVP): A CPD program that provides free, trauma-informed support to victims and survivors of domestic violence. Non-police Domestic Violence Victim Specialists offer immediate assistance, help individuals navigate the justice system, and connect them to long-term resources. Services are available whether or not a police report is filed, with a focus on safety, support, and recovery.

Equity: CPD defines equity as impartial treatment and opportunities for all individuals, while acknowledging the unique needs and historical disadvantages to aid in overcoming barriers so that everyone can succeed within public safety

Equity Action Plan: The Chicago Police Department's (CPD) Equity Action Plan serves as a transformative blueprint for embedding equity, transparency, and community engagement into every facet of the Department's operations. Developed to align with the requirements of the Consent Decree and the evolving needs of Chicago's diverse communities, this plan reinforces CPD's commitment to fostering fair, impartial policing practices while enhancing trust and accountability.

Gender Based Violence (GBV): Gender-based violence is harm or threats of harm directed at someone because of their actual or perceived sex, gender, sexual orientation, gender identity, or related characteristics. It can include physical, sexual, emotional, psychological, and financial abuse, as well as threats. People of all genders can experience it, though women and girls are most often affected.

Gender nonconforming: Denotes a person whose behavior and appearance does not conform to societal norms and expectations associated with the sex they were assigned at birth.

Hate Crime: A criminal act motivated by bias against someone’s race, color, gender identity, age, religion, disability, national origin, ancestry, or sexual orientation.

Impartial Policing: A practice of ensuring fair, unbiased, and respectful treatment of all individuals through policies that prohibit discrimination and biased-based policing. It is supported by ongoing training, language access services, and specialized protocols for engaging diverse and marginalized communities.

Inclusion: practice of creating an environment where all people are welcomed, respected, and able to fully participate and contribute.

Intersex: An intersex person is born with any of several conditions in which their genetics, chromosomal makeup, hormone production, or reproductive/sexual anatomy do not fit the “norm” for male or female bodies.

Office of Community Policing: A comprehensive community policing strategy that is designed to make residents an active partner in preventing and reducing crime in all of Chicago’s neighborhoods. That strategy recognizes that police, residents and other neighborhood stakeholders, and other City agencies have to work together to address all the conditions that can lead to crime.

Office of Constitutional Policing and Reform (OCPR): A division within the CPD dedicated to aligning policing practices with the U.S. Constitution and community values. It is responsible for CPD's compliance with the court-mandated federal consent decree, overseeing reform, training, and policy updates

Office of Equity and Engagement (OEE): A unit within CPD committed to advancing fairness, accountability, and trust between the CPD and the communities we serve. The unit leads equity-focused initiatives, ensure community voices are heard, and drive compliance with the Chicago Police Department Consent Decree.

Office of Victim Services (OVS): An office that provides free, citywide, trauma-informed support to victims and survivors of crime, including non-fatal gun crimes, domestic violence, and gender-based violence. Non-police Victim Specialists offer advocacy, guidance, and information on victims' rights while helping connect individuals to services and support.

Racial Equity Action Plan (REAP): A key component of CPD's broader Equity Action Plan, providing a focused strategy to advance racial equity in departmental practices and community interactions. It addresses systemic inequities through priorities such as building community trust, integrating racial equity into recruitment and training, and promoting accountability through data-driven evaluation and community feedback.

Transgender: An umbrella term used to describe a person whose gender identity does not conform to what is typically associated with the sex they were assigned at birth.

Transparency: The act to being open and honest about decisions, actions, and processes by making information readily available.

Trauma informed: Understanding that many people have experienced trauma and that it can affect how they think, feel, and behave. It focuses on creating safe, supportive environments, recognizing signs of trauma, and using practices that avoid causing further harm or re-traumatization.

U-Visa: A special visa that allows certain non-citizens who have been victims of specific crimes in the United States to stay in the country temporarily if they have helped or are willing to help law enforcement investigate or prosecute the crime.

Victim Services Program (VSP): A program that provides free, trauma-informed support, crisis counseling, and resource navigation for victims and witnesses of crime. It helps individuals file for crime victim compensation and connects them with long-term community assistance.



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