	Chicago Police Department	**Department Notice D20-04**
	OFFICER SUPPORT SYSTEM (OSS) -- PILOT PROGRAM	

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I.   PURPOSE

This directive:

A.   introduces the Officer Support System (OSS) -- Pilot Program.

B.   *introduces a computer-generated indicator and task identificaton known as a Work Item.*

C.   *introduces a supervisor's computerized progress framework towards successfully resolving a Work Item known as an Action Plan.*

D.   provides information on the Officer Support Unit (OSU).

E.   *introduces the Officer Support System (OSS) Coordinator as a designated supervisor who will work at the district or unit level as a liaison between the Officer Support Unit and the district or unit.*

F.   *addresses and/or directs the appropriate procedural processes regarding data storage, data retrieval, data analysis, reporting pattern identification, supervisory use, and intervention and support options.*

G.   *identifies unit procedures, documentation, audits to the system, and preservation of confidential identifiable information of personnel.*

II.   SCOPE

The Officer Support System (OSS) will:

A.   *be expanded to the 004th, 006th, and 007th Districts. Further expansion will be announced via the Administrative Message Center (AMC).*

B.   *continue in the 005th District.*

> **NOTE:**   *In districts where the OSS pilot has been implement, Department members working in the pilot district will be appropriately trained in the OSS application and will follow the provisions in this directive.*

III.   OVERVIEW

The Officer Support System (OSS) is designed to assist supervisors in proactively supporting sworn members of the Chicago Police Department and to support the well-being of Department members in a non-disciplinary manner. The OSS application will help supervisors identify members who might benefit from additional support by generating a Work Item. When a supervisor becomes aware of a member who may need support, the supervisor and the member will collaborate to develop an Action Plan. The supervisor can then connect the member with the available supports that best fit the needs of the member.

> **NOTE:**   *The Officer Support System (OSS) is separate from, independent of, and does not factor into the Performance Evaluation System (PES). The Performance Evaluation System (PES) exists to help the Department assess overall performance of sworn members, provide opportunities to recognize achievements and progress, and highlight goal-setting opportunities. Members may reference the PES in the Department directive titled "Performance Evaluation System - Pilot Program."*

A.   The effectiveness of the OSS *application* will rely on *five* key elements:

1. *command staff's regular review of the OSS computer application to effectively manage CPD officers;*

2. a supervisor's review of the OSS Work Item generated by the OSS computer application;

3. a meaningful conversation between the supervisor and the member who may need support, including a discussion of the Work Item and the various supports available

4. *the continuation of communications by CPD with all sworn Department members in districts where the OSS has been implemented regarding the intent, purpose, and resources available in the OSS application that supports the well-being of Department members in a non-disciplinary manner.*

5. connecting members to the *supports* identified *in the Action Plan and self-assessment* to best serve the member.

   NOTE: *A current list of all available supports and self-assessment can be found in the document titled* "Opportunities for Officer Support -- Chicago Police Department."

B. The OSS *application is* designed to be a proactive, non-disciplinary system to help identify sworn members who might benefit most from these additional supports. While the OSS sets up a new process to prompt conversations based on a new computer application, the supports themselves are largely already available to any member of the Department at any time (e.g., training, chaplains, peer support). The OSS *application* allows supervisors to proactively support their members.

C. *The OSS application utilizes a database that collects, maintains, integrates, analyzes, visualizes, and retrieves data for each sworn Department member. The information collected and maintained in the sworn Department member's OSS jacket includes:*

   1. *all reported uses of force;*

   2. *all arrests by sworn Department personnel;*

   3. *all injuries to and death of persons in Department custody where a documented Log Number (CL) or Universal (U) Number investigation is initiated;*

   4. *all injuries and deaths resulting from the conduct of sworn Department personnel where Log Numbers (CL) and Universal (U) Numbers investigations are initiated;*

   5. *all reported vehicle pursuits and collisions involving on-duty sworn Department personnel and equipment;*

   6. *all Log Number misconduct complaints and investigations involving sworn Department members including:*

      a. *the nature of the allegation;*

      b. *the outcome of the investigation; and*

      c. *the disposition of each allegation.*

   7. *all reported civil or administrative claims initiated against the City of Chicago, the Department, or a sworn Department member that are documented by a Log Number Investigation;*

   8. *all Log Number Investigations where the Department learns that criminal proceedings were initiated against sworn Department members;*

      NOTE: *Sworn Department members have a duty to report criminal proceedings initiated against them. Failure to self-report will result in the initiation of a Log Number Investigation against the member.*

   9. *all Log Number Investigations in which the Department is made aware that a court has made a negative credibility determination against the member;*

10. *all Log Number Investigations where the Department learns through the Cook County State's Attorney's Office or the United States Attorney for the Northern District of Illinois that an affirmative finding was made during the course of a criminal proceeding that a sworn Department member was untruthful, including any findings made at a suppression hearing;*

11. *all Log Number Investigations where the Department learns through the Cook County State's Attorney's Office, the United States Attorney for the Northern District of Illinois, or other prosecutorial authority that prosecution was declined based in whole or in part on concerns about a sworn Department member's credibility;*

12. *all Log Number Investigations where the Department learns that a restraining or protective order from a judicial proceeding is initiated against a sworn Department member;*

    NOTE: *Sworn Department members have a duty to report restraining or protective orders against them. Failure to self-report will result in a Log Number Investigation initiated against the member.*

13. *disciplinary history for sworn Department members;*

14. *all non-disciplinary corrective action retained electronically;*

15. *all Log Number Investigations and Summary Punishment Action Reports (SPAR) regarding violations of the Department's body-worn and in-car camera policies;*

16. *all awards and commendations received by sworn Department members;*

17. *sick leave usage;*

18. *all Log Number and Summary Punishment Action Report (SPAR) Investigations regarding missed court appearances;*

19. *training history; and*

20. *sworn Department member's current rank, current assignment, and transfer history.*

IV. PROGRAM

The Officer Support System (OSS) *application is a non-disciplinary early intervention system designed to identify and support sworn members who are at a statistically increased risk of being involved in a future adverse event. Operations and maintenance of the OSS application is administered by the Officer Support Unit (OSU).*

A. The *Officer Support Unit (OSU)* is a centralized unit located at the Public Safety Headquarters. *OSU staff and supervisors will provide support and guidance to commanding officers and supervisors in responding to Work Items generated by the OSS application.*

1. *The OSU will consult with commanding officers and supervisors to ensure affected members are connected with any recommended supports and services identified in the Action Plan.*

2. *The OSU maintains a current list of all available supports titled* "Opportunities for Officer Support -- Chicago Police Department" *for affected department members and will ensure the list is current and made available online.*

    NOTE: *The OSU will be responsible for updating the* "Opportunities for Officer Support -- Chicago Police Department" *document quarterly.*

B. *The OSS application uses an advanced algorithm, based on internal Department data, to identify members who are at a statistically heightened risk of experiencing one or more of the following:*

1. *a future sustained excessive force complaint;*

2. *a future Department suspension;*

<blockquote>
<table>
<tr><td>NOTE:</td><td>A future Department suspension can potentially arise from a sustained finding in a misconduct investigation; being a defendant in a civil lawsuit resulting in an adverse judgment or settlement, being the subject of a recommendation of employment termination by COPA, BIA, or the Superintendent; a direct participant in an officer-involved shooting or death determined to be unjustified or out of policy by COPA, BIA, the Superintendent, the Police Board, or a court of law; or being convicted of a crime.</td></tr>
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3. *a future off-duty complaint; and*

4. *a future domestic abuse or substance abuse complaint.*

C. *Members who are identified by the system to be at a statistically heightened risk will be issued an OSS Work Item in a timely, accurate, and complete format that is readily accessible in an organized manner.*

> **NOTE:** *Work Items are generated at the beginning of each month by the OSS application based on Department data, which is updated monthly.*

D. Members are not notified of OSS Work Items determined to be invalid by the *OSU analyst*.

E. *All case* forwarding and note writing steps should be documented electronically through the OSS *application*.

F. *Sworn Department members will be trained in the OSS application to ensure proper understanding and operations of the OSS application.*

1. *In districts where the OSS has been implemented, sworn supervisory members will receive a four hour block of training conducted by members of the Training and Support Group and the Officer Support Unit.*

   > **NOTE:** *Supervisors who are newly assigned or detailed to an OSS pilot district, will receive the four hour OSS training within 90 days of their assignment or detail.*

2. *Upon arrival to a district where the OSS has been implemented, sworn Department members will complete the OSS familiarization course via the Training and Support Group eLearning module.*

3. *In keeping with OSS application modifications and updates in districts where the OSS has been implemented, all sworn members will be required to take annual OSS application refresher training.*

4. *OSS introduction and familiarization will be included within the recruit training curriculum administered by The Training and Support Group.*

G. *Department supervisors assigned to districts utilizing the OSS application will be trained in all aspects of the application including:*

1. *accessing and utilizing data from the OSS member's jacket;*

2. *determining and implementing the appropriate supports for the identified sworn members; and*

3. *continuing to promote officer well-being and improve officer performance.*

V. OFFICER SUPPORT UNIT (OSU) RESPONSIBILITIES

A. The *Officer Support Unit (OSU)* analyst receives and reviews every Work Item automatically generated by the OSS computer application. The *OSU analyst* will:

1. review the affected member's Work Item details;

2. determine the Work Item's validity within 48 hours of generation;

3. close any Work Item determined to be invalid and document the reason in the OSS computer application; and

   NOTE: *The invalidating of a Work Item is a rare occurrence. A work item will only be deemed to be invalid in instances where the member's underlying profile data remains unchanged between two successive Work Items. In such case, the second Work Item would be administratively closed as duplicative by OSU staff.*

4. forward all Work Items determined to be valid to the relevant OSS area representative *within three working days of receipt of the Work Item.*

B. *The Officer Support System (OSS) area representative is responsible for reviewing every Work Item assigned to them and facilitating the completion of each Action Plan. The OSS area representative will:*

1. *provide guidance to supervisors regarding the use of the OSS application, identify interventions available to the affected member, and discuss strategies with supervisors for engaging in meaningful conversations with affected members;*

   NOTE: *When discussing strategies with supervisors for engaging in meaningful conversations with affected members, OSS area representatives are encouraged to consult with EAP clinicians to help support and facilitate effective supervisor conversations.*

2. *within 48 hours, assign the appropriate supervisor to oversee the assigned Work Item, such as the commanding officer, the district watch operations lieutenant (WOL), or designated unit supervisor;*

3. *review Action Plans created by supervisors to ensure that each Action Plan thoroughly and adequately addresses the needs of the member;*

   NOTE: *If deficiencies are identified in the Action Plan, the OSS area representative will notify the submitting supervisor of necessary modifications to the Work Item Action Plan.*

4. *help to connect the affected member to identified supports from the current list of supports entitled "*Opportunities for Officer Support -- Chicago Police Department*";*

5. *verify and document the completion of recommended supports by affected members; and*

6. *document this process regarding Work Items and Action Plans electronically through the OSS application.*

   NOTE: *OSS area representatives have three working days to fulfill their responsibilities delineated in this section.*

C. *The Officer Support Unit (OSU) will be responsible for soliciting and collecting input and feedback from Department members regarding the OSS application. Specifics for collection and solicitation will include:*

1. *gathering feedback on a quarterly basis from all Department members who have received or who have participated in an OSS Work Item during that quarter;*

2. *analyzing the feedback to be utilized by the OSU to identify any technical, procedural, policy, or design issues within the program; and*

3. *utilizing surveys, focus groups, and email correspondence in order to gain relevant input from affected members.*

VI. DISTRICT AND UNIT RESPONSIBILITIES

A. *Watch operations lieutenants (WOLs), commanding officers, or designated unit supervisors will be assigned Work Items from the OSS area representatives by authorized OSS application push notifications and Department e-mail. Upon assignment, the WOLs, commanding officers, or designated unit supervisors will:*

1. *review and assign each Work Item to the affected member's immediate supervisor within 72 hours of the receipt of the Work Item. In instances where the member's immediate supervisor is not available or absent, another supervisor will be chosen without delay;*

   NOTE: *The assigned supervisor will be of a higher rank than the affected member.*

2. *notify the affected member in person within 48 hours of the receipt of the generated Work Item. For circumstances when;*

   a. *an affected member indicates that she or he is uncomfortable speaking with the assigned supervisor, assign the Work Item to a different supervisor.*

   b. *there is an inability to assign a Work Item or an inability to notify the affected member within the prescribed time limits, a prompt notification will be made to the OSS area representative including the reason for the delay and anticipated return to duty date, if known.*

      EXAMPLE: *Instances of delayed notifications can include, but are not limited to, furlough, details, medical leave, IOD, and military leave.*

3. *ensure assigned supervisors respond to Work Items within 72 hours of receipt of the Work Item, barring extenuating circumstances (e.g., unforeseen medical absences, recent I.O.D., etc.);*

4. *review submitted Action Plans to ensure that the assigned supervisor has thoroughly answered each question presented in the OSS Action Plan and recommends appropriate supports for the affected member;*

5. *notify the assigned supervisor of any necessary corrections to the Action Plan and ensure the corrections are completed by the assigned supervisor;*

6. *ensure the affected member is connected to any recommended supports in a timely manner; and*

7. *document the process electronically through the OSS application.*

8. *specifically, WOLs will be required to conduct monthly reviews of the automated electronic system data through the OSS application regarding officers under their direct command.*

B. *Supervisors are assigned Work Items by their watch operations lieutenant (WOL) or commanding officer by OSS application automated push notifications and Department e-mail. Upon being assigned a Work Item, the assigned supervisor will:*

1. *review and respond to each OSS Work Item assigned, which will include a review of the affected member's jacket, to gain an understanding of the member's recent activity (e.g., training history, commendations, CL/CRs, TRRs);*

2. *assess each new Work Item in detail and contact the Officer Support Unit (OSU) for guidance prior to scheduling a meeting with the affected member who is receiving the Work Item;*

3. *schedule and engage in a meaningful conversation with the affected member who has been identified by a Work Item. Unless extenuating circumstances exist, the initial supervisory conversation should occur no more than fourteen days after the member is notified of the Work Item. At a minimum, the conversation must include:*

   a. *a discussion of the indicators which led to the generation of the Work Item;*

b. *a dialogue covering the issue(s) identified by the assigned supervisor that may have contributed to the Work Item; and*

c. *a review of the conversation where the affected member is provided with a list of the various supports and resources available to them.*

4. *ensure that the conversation with the affected member is confidential. The assigned supervisor will not discuss the conversation with others who do not have a role in responding to the Work Item or development of the Action Plan. Furthermore, the meeting with the affected member must:*

a. *be held in a location that is private, where there will not be interruptions;*

b. *occur on duty;*

c. *acknowledge the importance of confidentiality. The assigned supervisor should inform the affected member that their conversation of what was discussed in the meeting will only be shared with the WOL, commanding officer, or the designated unit supervisor, and the OSS area representative as needed; and*

d. *reinforce that the OSS application is a non-disciplinary intervention designed to support the member's personal and professional well-being.*

5. *develop and generate an Action Plan in the OSS application for each Work Item assigned to them. In the developed Action Plan, the assigned supervisor will:*

a. *identify and record potential underlying stressors to promote officer well-being;*

b. *identify and record the supports, services, or training that will best support the affected member;*

c. *strive to improve the performance of the affected member;*

d. *thoroughly and thoughtfully answer all the prompts in the OSS application; and*

e. *submit the Action Plan to the OSS area representative for review.*

> **NOTE:** *The OSU will determine supports and interventions that are most helpful to officers based on Department feedback and operational best practices.*

6. *be responsible for making any corrections to the Work Item Action Plan as specified by the watch operations lieutenant, commanding officer, designated unit supervisor, OSS area representative, or an OSS supervisor;*

> **NOTE:** *If the corrections materially change the recommendations, the assigned supervisor will meet with the affected member to discuss the new recommendations.*

7. *be responsible for following up with the affected member to ensure continued monitoring, mentoring, and support. The assigned supervisor will ensure that any supports identified in the relevant Action Plan have been made available to the member as needed;.*

8. *consult with the OSS area representative if an affected member wishes to participate in an EAP counseling session and ensure that the affected member is offered the opportunity to participate in the initial session within fourteen days; and*

9. *ensure case forwarding and note writing steps are documented electronically through the OSS application.*

C. *District and unit captain (XO) responsibilities include:*

1. *ensuring all Work Items assigned to their respective district or unit are completed in accordance with this policy; and*

2. *assuming the role as either the assigned supervisor or a commanding officer for a Work Item when directed by the district or unit commander.*

D. *District and unit commander responsibilities include:*

1. *designating a supervisor to serve as an Officer Support System (OSS) coordinator:*

   a. *The OSS coordinator will serve as a primary liaison between the Officer Support System Unit (OSU) and the district or unit.*

   b. *The OSS coordinator will be tasked with keeping track of all Work Item statuses and reminding supervisors to review Work Items and develop prompt Action Plans.*

2. *District and unit commanders will not be permitted to assign a single supervisor to respond to all OSS Work Items for the district or unit. All supervisory members will be required to participate in the OSS application process whenever a member they supervise is subject to an OSS Work Item.*

3. District and unit commanders are required to review the OSS application regarding all members newly assigned or detailed to their command. Within fourteen days of the members assignment/detail, the appropriate commander will:

   a. *check the OSS application to view the concerned member's Work Item history (if any).*

   b. *assess the status of any active or pending OSS Work Items or Action Plans.*

   c. *contact the relevant OSS area representative, as necessary, for reassignment of any active or pending OSS Work Items or Action Plans to the appropriate supervisors in the new unit.*

VII. CONFIDENTIALITY, AUDIT AND POLICY REVIEW AND SYSTEM SECURITY

A. Officer Support System (OSS) Computer Application data will remain confidential.

B. Information from the OSS Computer Application and the data displayed on the interactive dashboard will not be disseminated outside the Department unless given specific authorization by the Superintendent, an appointed designee, or by court order.

C. Access to the OSS Computer Application will be subject to any privileges and limitations as delineated in the Department directive titled, "Access to Computerized Data, Dissemination and Retention of Computer Data."

D. *The Office of Constitutional Policing and Reform, Audit Division, will be responsible for conducting relevant and thorough annual audits of the Officer Support System, which will:*

1. *assess the overall effectiveness of the automated electronic system and the support and interventions prompted by the system;*

2. *assess whether and to what extent supervisors are completing monthly reviews of the automated electronic system information regarding officers under their direct command;*

3. *assess whether and to what extent CPD is providing interventions and support in a timely manner;*

4. *assess whether the support and interventions provided are appropriate and effective; and*

5. *identify any recommended changes to improve the effectiveness of the automated electronic system.*

E. *The Department will review this directive periodically, at minimum every two years, to evaluate whether it provides effective guidance and direction to Department members and is consistent with the current law and the Department's vision, mission, objectives, and practices. When reviewing and revising this policy, the Department will seek input from Department members and collective bargaining units, members of the community and community-based organizations with relevant knowledge and experience through community engagement efforts.*

VIII. BUREAU OF PATROL, DISTRICT EVALUATION COMMITTEE

A. *The OSS application will be evaluated by the Bureau of Patrol, District Evaluation Committee.*

    1. *The Bureau of Patrol, District Evaluation Committee will consist of the following members:*

        a. *Chief, Bureau of Patrol, or exempt member designee;*

        b. *Assistant Director, Audit Section, or supervisory designee;*

        c. *General Counsel, Legal Affairs DIvision, or supervisory designee;*

        d. *Commander, Labor Relations Division, or supervisory designee;*

        e. *Director, Professional Standards and Compliance Division, or supervisory designee;*

        f. *Representative, from the Fraternal Order of Police (FOP) Chicago Lodge No. 7;*

        g. *Representative, from The Policemen's Benevolent & Protective Association (PBPA) Of Illinois, Unit156- Sergeants;*

        h. *Sworn supervisory representative(s), from each of the Unity of Command and Span of Control, Officer Support System and Performance Evaluation System pilot districts; and*

            NOTE: *One of the sworn supervisory representative(s) will be the district's community policing sergeant.*

        i. *Designated police officer, Bureau of Patrol Administration.*

    2. *The Chief, Bureau of Patrol, or exempt member designee, will serve as chairperson of the committee.*

    3. *The Assistant Director, Audit Section, or supervisory designee, will serve as the vice chairperson of the committee.*

    4. *The chairperson will designate a police officer from Bureau of Patrol Administration to serve on the committee to act solely in the capacity of recording secretary.*

    5. *At a minimum, committee meetings will convene quarterly and upon notification from the chairperson.*

    6. *A minimum of seven committee members are required for a meeting to commence.*

B. *Responsibilities of the OSS application evaluation by the Bureau of Patrol, District Evaluation Committee includes:*

    1. *ensuring of the pertinent command staff's regular review of the OSS computer application to effectively manage and guide Department members;*

    2. *gauging the overall effectiveness of the OSS application and the timeliness of the support and interventions prompted by the system;*

    3. *assessing whether the provided support and interventions are appropriate and deemed effective;*

    4. *assessing the OSS application and determine if it should be modified in any of its operations; and*

5.   *advising the Superintendent on potential recommendations determined by the committee.*

GLOSSARY TERMS:

ACTION PLAN

When a supervisor becomes aware of a member who may need support from their OSS area representative in the form of a Work Item, the supervisor and the member meet to discuss the potential need for supports, services, or training. They then collaborate to develop a plan to assist the member. The supervisor connects the member with the individualized available supports, services, or trainings that best fit the needs of the member and monitors and documents the member's progress.

ASSIGNED SUPERVISOR

An assigned supervisor, upon being assigned a Work Item, will review, assess, and respond to each OSS Work Item. Additionally, the assigned supervisor will contact the Officer Support Unit (OSU) for guidance; schedule and engage in a confidential meaningful conversation with the affected member; develop and generate an Action Plan in the OSS application; ensure continued monitoring, mentoring, and support for the affected member; and ensure that case forwarding and note writing steps are documented electronically through the OSS application. The assigned supervisor will be of a higher rank than the affected member.

OFFICER SUPPORT SYSTEM (OSS) AREA REPRESENTITIVE

The Officer Support System (OSS) area representative is responsible for reviewing every Work Item assigned to them and facilitating the completion of each Action Plan. OSS area representatives provide guidance to supervisors regarding the use of the OSS application, help to identify interventions available to the affected members, and discuss strategies with supervisors for engaging in meaningful conversations with their subordinates. In addition, they review Action Plans created by supervisors, help the assigned supervisor to connect the affected member to identified supports, verify and document the completion of recommended supports, and ensure proper documentation of these processes via the OSS application.

OFFICER SUPPORT SYSTEM (OSS) COORDINATOR

The Officer Support System (OSS) Coordinator is a designated supervisor who will work at the district or unit level as the primary liaison between the Officer Support Unit and the district or unit. The OSS coordinator will be tasked with keeping track of all Work Item statuses and reminding supervisors to promptly review Work Items and develop Action Plans.

WORK ITEM

The Officer Support System generates Work Items in order to notify supervisors that a member within their command is at a statistically increased risk of experiencing an adverse event and, as such, may be in need of additional support(s). Once a Work Item is generated by the OSS system, Officer Support Unit staff, front line supervisors and commanding officers work collaboratively to address the Work Item and provide support to the identified member. Work Items will infrequently be determined "invalid." The invalidating of a Work Item is a rare occurrence. A work item will only be deemed to be invalid in instances where the member's underlying profile data remains unchanged between two successive Work Items. In such case, the second Work Item would be administratively closed as duplicative by OSU staff.

Authenticated by KC

David O. Brown
Superintendent of Police

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