Introduction

The Community Policing Advisory Panel (the Panel or CPAP) was commissioned by Chicago Police Department (the Department or CPD) Superintendent Eddie T. Johnson in October 2016. The Panel's primary task was to develop recommendations “for the Department’s renewed community engagement and collaboration efforts, in order to enhance public safety and restore trust.” 1

In October 2017, the Panel published its proposed recommendations to improve the Department’s community engagement efforts. The recommendations were organized across seven pillars of community policing:

1. Sustainable relationships of trust between police and community.
2. A strong focus on engagement with the City’s youth.
3. Standards for community policing initiatives so that these initiatives have clearly-defined objectives and contribute to the overall community policing effort.
4. A structure that reinforces community policing in every aspect of policing.
5. Robust community-oriented training for all members of the Department.
6. Effective problem-solving exercised jointly with the community and other city agencies.
7. Regular evaluation of the quality of community policing throughout the Department.

The Superintendent accepted all of the Panel’s recommendations, and the implementation of all recommendations was incorporated into the consent decree negotiated between the State of Illinois and the City of Chicago. 2 The consent decree took effect March 1, 2019.

In its report, the Panel tasked the Office of Community Policing (OCP) with “[monitoring] progress toward implementation and issuing quarterly status reports” 3. This Quarterly Report for the Community Policing Advisory Panel is intended to provide Panel members with a snapshot of progress made on the implementation of its proposals. OCP intends to publish the Quarterly Report every quarter moving forward.

Overview of Quarterly Report Contents

This Quarterly Report contains the following sections:

- **Introduction** – background and context regarding the purpose and contents of the Quarterly Report
- **Message from the Commander** – highlights of new developments since the previous Quarterly Report
- **Summary Project Updates** – snapshot of CPAP recommendation projects and current status
- **How to Engage with CPD** – notable upcoming events and resources for how community members can get involved with the Department

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Dear Members of the Community Policing Advisory Panel,

The Office of Community Policing is excited to share with you its latest Quarterly Report, which covers our work in the third quarter of 2020. As with the previous report, I am once again impressed by the knowledge and passion our members bring to the mission of building trusting relationships between Chicago’s communities and its Police Department. It is the Panel’s vision that drives many of our reforms while the great members, civilian and sworn, within the Chicago Police Department and the Office of Community Policing work towards fulfilling CPAP’s recommendations. There is no shortage of work to be done but rest assured we are all working together to make these recommendations a reality.

Before outlining some of our key achievements in the prior quarter, I would like to also acknowledge the tremendous effort the Department, the City, and our community partners have put into responding to the COVID-19 crisis, peaceful protests and civil unrest that have defined 2020 thus far. This year has been beyond stressful for many in the City and without coordinated efforts across numerous stakeholders, successful remediation of these daily challenges would not be possible. It is precisely in unprecedented moments like these that trusting relationships between the Department and its stakeholders can drive positive outcomes for the community.

Despite challenges which caused some delays in Q2, OCP was able to make substantial progress in key areas in the third quarter. The Neighborhood Youth Corp summer program continued into its 10th year by bringing together 35 CHA youth in person with COVID-19 safeguards in place. The Youth District Advisory Councils met virtually, for the 2nd year in a row, to train the next group of district youth leaders. The Peer Jury project has made strides in reorganization, with the Bureau of Detectives stepping up to take ownership of the program and working in partnership with the Office of Community Policing Youth Liaison Officers to reinvigorate the program in each of the five Areas.

Where we truly see the greatest advances is in our coordination with the community and other city agencies towards collaborative problem solving. Operation CLEAN⁴ and the Rollin Rec⁵ have yielded great success.

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⁴ Operation Clean is a coordinated effort of many city departments to help mitigate conditions which can contribute to localized spikes in crimes. Operation Clean occurs weekly during the spring, summer, and fall.

⁵ Rollin Rec is a collaboration between Chicago Park District, Chicago Police Department, and other Human Service agencies to deliver recreational and partnership opportunities to neighborhood blocks. Rollin Rec occurs weekly during the spring, summer, and fall.
Twelve Operation CLEANs took place during Quarter 3, with an average of 10-35 residents collaborating with 50 -85 City Staff and Department Members per engagement. Twenty-one districts co-hosted Rollin Recs with the Chicago Parks District with an average engagement of 25-50 residents and 20 City Staff and Department Members. These collaborations serve neighborhoods directly during the engagement, while also serving as an opportunity to build relationships in the communities most in need of long-term, ongoing support from CPD and our sister city agencies. The list below is only a sample of the departments and agencies involved:

- Department of Streets and Sanitation
- Department of Transportation
- Department of Water Management
- Department of Buildings
- Department of Business Affairs and Consumer Protection
- Chicago Fire Department
- Chicago Park District
- Local Community Organizations
- Local Faith-based Organizations
- Aldermen
- State Representatives

Quarter 3 saw OCP recruit for vacant Beat Facilitators positions throughout the city. As of the drafting of this Quarterly Report, we have received applications from almost 50 applicants. The campaign timeline and training dates are as follows:

- 24 August: Beat Facilitator campaign launched
- 19 September: Deadline to submit applications to be a Beat Facilitator
- 26 September: virtual Informational Webinar for applicants
- October/November: District Commanders and Sergeants interview applicants
- December: Beat Facilitator onboarding and training

On 26 September 2020, the Beat Facilitator Subcommittee organized a virtual webinar for beat facilitator applicants to welcome new members of the Department. The webinar provided interested residents the foundation for understanding a Beat Facilitator’s role, as well as an explanation of the application process and next steps.

As discussed in the last Quarterly Report, the CPAP Projects Plans will be readjusted due to the unprecedented refocusing of the department’s and the Office of Community Policing’s resources. We will work to keep the Panel informed of the impact as the situation develops. As always, I’m excited to be a part of the CPAP and to work with each of you to drive continued progress on improving community trust in CPD. Thank you as always for your support and dedication to this effort.

Sincerely,
Commander Angel L. Novalez
Office of Community Policing
Office of the Superintendent
Summary Project Updates

Shortly after the consent decree took effect, the Department’s Office of Reform Management (ORM) distilled the Panel’s report into a set of 15 projects, each with specific milestones, which are to be executed by OCP.

OCP mapped those 15 projects to the seven pillars of community policing that the Panel identified. The table below shows the list of projects, how they map to each pillar, and the relevant paragraph numbers from the Panel’s original report (see Addendum for a version of the Panel’s original report that includes paragraph numbers).

OCP recognizes that many of the projects being tracked are fairly broad in scope; as such, the status updates presented below have been determined based on the overall trajectory of the subcomponents within each project.

Pillar 1: Sustainable relationships of trust between police and community.

Project 1: Community Partnerships

CPAP Report Paragraph Numbers: 24, 31, 52, 62, 63, 78

Project Status—On Track

Prior Quarter Progress

- Recruitment has generated almost 50 Beat Facilitator Applicants.
  - 24 August Beat Facilitator campaign launched
  - 19 September Deadline to submit applications to be a Beat Facilitator
  - 26 September virtual Informational Webinar for applicants

Notable Upcoming Milestone(s)

- In Q4, District Commanders and Sergeants will interview Beat Facilitator applicants
- Training plan in the process of being developed and finalized
- In Q4, the newly appointed Beat Facilitators will be onboarded and trained
- In Q4, the possibility of Citizen’s Academy based on a virtual/hybrid model will be assessed

Other Goals and Potential Challenges

- The application period was extended initially which allowed for a greater response.
• Applicants will go through a background check and vetting process which verifies residency and criminal record. The final number of applicants that will be eligible for appointment is still unknown.

• Citizen’s Academy may be postponed until such a time as in-person meetings are sustainable again

**Project 2: Restorative Justice**

*CPAP Report Paragraph Numbers: 39*

**Project Status**—On Track

**Prior Quarter Progress**

- In Q3, the Bureau of Detectives in collaboration with OCP, has stepped up to lead the restructuring of the Peer Jury Program.
  - A focus group was convened to help draft new policy
  - The Bureau of Detectives studied the possibility of a model that would allow youth to be deflected from arrest. Specifically, youth arrested in CPS for minor crimes would be sent directly to the peer jury and not into the juvenile justice system.

**Notable Upcoming Milestone(s)**

- In Q4, the Peer Jury focus group will continue to meet and examine how CPD can collaborate with CPS on the deflection of student arrests. The Bureau of Detectives will begin to develop a memorandum of understanding with CPS.

- The focus group will look to recruit jurors city-wide and begin the process of creating a standardized training for new jurors

**Other Goals and Potential Challenges**

- In the future, the possibility of creating a two-tier jury process will be evaluated. Lower offenses going to peer jury at the district level and higher level offenses being brought in front of peers in a juvenile court room

- A CPD General Order would need to be created to outline the roles and responsibilities of CPD members involved in this new process.

**Pillar 2: A strong focus on engagement with the City’s youth.**

**Project 3: Youth Outreach**

*CPAP Report Paragraph Numbers: 27, 28, 29*

**Project Status**—On Track

**Prior Quarter Progress**

- The Neighborhood Youth Corp (NYC) summer program continued into its 10th year by bringing together 35 CHA youth, in person, with COVID-19 safeguards in place. This year’s curriculum focused on college preparedness, fields of study and future careers. Participants received training on:
• effective interviewing
• successful work ethic
• college readiness
• resume writing
• financial responsibility

• In Q3, Summer Leadership Academy for the YDAC hosted 36 youth from 21 districts over 6 weeks. 11 participants were emerging adults and included a Junior Liaison Officer (JLO)

Notable Upcoming Milestone(s)
• 2021 Youth Goals will be defined in Q4
• In Q4, YDAC Leaders will be expected to collaborate with district DACs and take an active role in Youth Subcommittees
• In Q4, OCP will continue to foster relationships with our YDAC, JLO and NYC members and are looking to partner with After School Matters to create an ongoing connection through an after school version of both programs
• OCP will provide a critical 2-day training for YLO’s and CPD officers that directly work with our community of youth and emerging adults, tentatively scheduled for the end of Q4. This training will familiarize YLO’s with engagement strategies that account for the unique cognitive and psychosocial development of youth
• In Q4 OCP will be creating a comprehensive CPD Explorers annual curriculum

Other Goals and Potential Challenges
• OCP will need to provide support and training to Districts on efforts to recruit youth participation in CPD programming
• A reevaluation of Youth Engagement will be necessary to incorporate all the programing envisioned in 2021.
• Resources, including manpower and funding, may be the largest challenge into 2021
• Activating the Police Athletic/Art League (PAAL) in 2021 is dependent on resources and manpower
• Tentatively, a 4-day ‘Train the Trainer’ training is scheduled to begin in 2021 for Youth Liaison Officers, allowing for a better bandwidth of Youth-trained Officers and additional CPD Members.

Pillar 3: Standards for community policing initiatives so that these initiatives have clearly-defined objectives and contribute to the overall community policing effort.

Project 4: Department-Wide Community Policing Strategies

CPAP Report Paragraph Numbers: 26, 44, 45, 47, 69, 83

Project Status—On Track
Prior Quarter Progress
- In Q3, a total of 14 General and Special Orders were reviewed and revised. These included the creation of 1 new order

Notable Upcoming Milestone(s)
- In Q4, OCP will continue to draft Standard Operating Procedures
- As SOPs are completed, OCP will share with other relevant CPD stakeholders, including Research & Development for policy revisions where appropriate

Other Goals and Potential Challenges
- Capacity to draft Standard Operating Procedures at this time is limited. OCP is targeting the completion of 5 SOPs per month.

Project 5: Annual Strategy Review and Feedback

Project Status—Delayed

Prior Quarter Progress
- In Q3, OCP revised the District Strategic Plan form for 2021, adding significant levels of detail and resulting in the form expanding from six to nineteen pages.
- In Q3, OCP met with CPAP to review updates made for the 2021 Strategic Plan Process
- OCP converted the Strategic Plan Community Conversations to a completely virtual format.

Notable Upcoming Milestone(s)
- In Q4, OCP will review and provide feedback on each District and Bureau’s quarterly report for Q2 and Q3 2020 delayed in Q2
- Districts will be required to read out contents of the District Strategic Plan Quarterly Reports during upcoming Beat Meetings

Other Goals and Potential Challenges
- Managing OCP staff bandwidth will be a challenge, given the volume of work involved in supporting District and Bureau plan development, including training for District and Bureau personnel, preparation of guidance documents, and review cycles across CPD
- Improving consistency of execution across Districts and Bureaus in terms of plan development, outreach for community input, and facilitation of community input meetings is an ongoing priority
Pillar 4: A structure that reinforces community policing in every aspect of policing.

Project 6: Create CPAP Project Plans

Project Status—Completed

Prior Quarter Progress

- In Q3, ORM and OCP worked to continue to update CPAP project plans for progress made and implemented adjustments to timelines and deliverables as needed

Notable Upcoming Milestone(s)

- In Q4, OCP will continue to monitor progress against established timelines and modify as needed

Other Goals and Potential Challenges

- Building project management skills in OCP to ensure rigorous project plan tracking is an ongoing priority
- Creation of a visual project timeline is a short-term goal

Project 7: Quarterly Report to the CPAP

Project Status—On Track

Prior Quarter Progress

- Published Q2 2020 quarterly report to the CPAP and posted on the CPD website

Notable Upcoming Milestone(s)

- In Q4 2020, OCP will draft an SOP document that outlines the process for collecting project updates and publishing quarterly reports

Other Goals and Potential Challenges

- Ensuring appropriate mechanisms are in place in OCP to track project progress on a regular basis; this will enable a smoother reporting process every quarter moving forward

Project 8: Community Policing Staffing Assessment

Project Status—At Risk

Prior Quarter Progress

- Delay in developing job descriptions for various roles in the District Community Policing offices
Notable Upcoming Milestone(s)
- In Q4, OCP will reevaluate the timeline on creating descriptions for each District Community Policing Officer, including Youth Liaison Officers, Domestic Violence Liaison Officers, Business Liaison Officers, and other such positions to inform staffing recommendations

Other Goals and Potential Challenges
- Due to bandwidth stemming from the turnover in exempt staff, this project has been delayed. Until the supervisor staffing is stabilized this project is at risk of being delayed into 2021
- Ensuring that job descriptions, selection criteria, and recruitment processes are applicable to each District's regular community policing duties, given potential variation across the City

Project 9: Expand CPAP

Project Status–On Track

Prior Quarter Progress
- In Q3, the CPAP Governance Subcommittee Group (GSG) reconvened in order to meet on drafting Bylaws and defining Roles and Responsibilities.

Notable Upcoming Milestone(s)
- In Q4, GSG will submit a draft of proposed Bylaws/ Roles and Responsibilities to the greater CPAP for review and comment.
- The CPAP intends to finalize and ratify the Bylaws by the end of Q4.
- OCP will continue to support the CPAP governance sub-committee as it works to formalize structure of the CPAP

Other Goals and Potential Challenges
- CPAP members’ bandwidth for establishing sub-committees, governance structures, and selection criteria for future expansion of the CPAP

Pillar 5: Robust community-oriented training for all members of the Department.

Project 10: Department-Wide Community Policing Training

Project Status–On Track

Prior Quarter Progress
- In Q3, approximately 50 District Coordination Officers were trained over 3 weeks to expand the NPI program into 3 new districts
OCP developed and submitted a 1 day (8) 8-hour problem-solving curriculum for PPOs. Instructional design and Quality Control (IDQC), in the Education and Training Division, reviewed the curriculum and it is currently under review by the Office of Legal Affairs (OLA).

In Q3, focus groups reiterated the need to build cultural competencies in new Recruits. The PPO Immersion pilot program policy was again revisited.

OCP has worked with the Academy to develop a 1-day (8 hours) Community Policing In-service training. Officers will begin enrolling in and completing this training in 2021. This training will deliver the basic tenants of community policing principles to all officers and equip them with strategies for improved community engagement.

**Notable Upcoming Milestone(s)**
- In Q4, an additional cohort of DCOs will begin training as the NPI program continues its expansion, with likely rollout to Districts 004 and 005 in Jan, 2021.
- The 1-day (8 hour) PPO course will come online by the end of 2020
- In Q4, further work on the policy for the two-week Probationary Police Officer Community Immersion-Pilot Program (PPOCI) will continue

**Other Goals and Potential Challenges**
- A potential risk associated with the implementation of the 1-day Community Policing In-service training is the recruitment of members of the community. The delivery of this curriculum is dependent upon recruiting members of the community to co-teach the curriculum

**Project 11: Selection and Training for Community Policing Officers**

*CPAP Report Paragraph Numbers: 49, 71*

**Project Status** – At Risk

**Prior Quarter Progress**
- In Q3, Domestic Violence Liaison Officer (DVLO) training on Officer Sexual Assault was held virtually with over 50 members in attendance
- Progress was not made on selection criteria for Community Policing Officers in Q3 2020 due to competing priorities in OCP

**Notable Upcoming Milestone(s)**
- In Q4, OCP will be scheduling training for the Youth Liaison Officers
- OCP will look to create a comprehensive calendar of required and available training for 2021
- In Q4, OCP will need to reevaluate the timeline on selection for Community Policing Officers

**Other Goals and Potential Challenges**
- Preceding projects like job descriptions for District Community Policing roles must be completed before this project can commence
- Ensuring appropriate prioritization of training material development within OCP and the Academy is an ongoing priority
Pillar 6: Effective problem-solving exercised jointly with the community and other city agencies.

Project 12: City Departments Coordination

CPAP Report Paragraph Numbers: 74, 75, 77

Project Status—On Track

Prior Quarter Progress
- In Q3, Operation Clean and Rollin Rec fostered connections with Districts, in collaboration with city agencies and local organizations
- OCP provided Mayor’s Safety Cabinet with information regarding the ELUCD survey data set that it has been using to understand community members’ safety concerns

Notable Upcoming Milestone(s)
- In Q4, OCP will continue working on developing a Standard Operating Procedure for Business Liaison Officers
- In Q4, Rollin Rec will be expanded as part of the city week of Halloween engagements

Other Goals and Potential Challenges
- Continuing and strengthening collaboration across City Agencies

Project 13: Victim Resources

CPAP Report Paragraph Numbers: 40

Project Status—On Track

Prior Quarter Progress
- In Q3, DVLOs received training on Officer Sexual Assault. The training was held virtually with over 50 members in attendance.
- Meeting of the Chicago Crime Victims Coordinating Council continued

Notable Upcoming Milestone(s)
- In October 2020 (beginning of Q4), OCP welcomed three new Victim Services Advocates.
- In Q4 2020, OCP will explore the use of volunteers to staff a new victim resources hotline

Other Goals and Potential Challenges
- Developing consistency of structure and execution across subcommittees and the overall CCVSC
- Building capacity in CPD’s Domestic Violence and Victim Services programs
Pillar 7: Regular evaluation of the quality of community policing throughout the Department.

Project 14: Community Policing Initiative Evaluation

CPAP Report Paragraph Numbers: 34, 50, 55, 85, 96, 97

Project Status—On Track

Prior Quarter Progress
- In Q3, monthly data analysis meetings with OCP senior leadership and District Commanders and Community Policing personnel continued
- OCP analyzed trends associated with community sentiment, District community policing activities, and survey data from the Q3 community conversations on CPD Policies

Notable Upcoming Milestone(s)
- In Q4, OCP will continue to include District leadership in monthly data analysis meetings to ensure insights are as actionable as possible

Other Goals and Potential Challenges
- Validating the integrity of data sets that OCP chooses to add to its Tableau dashboard
- Building the skillsets and capabilities of OCP staff in data analysis and visualization methodologies

Project 15: Interactive Community Policing Database

CPAP Report Paragraph Numbers: 84

Project Status—On Track

Prior Quarter Progress
- Continued roll-out and city-wide use of the Community Engagement Management System (CEMS)
- In Q3, added a messaging feature that allows CEMS users to seamlessly send email and text messages to community members who have registered with the system; has enabled pre-engagement as well as follow-up communication with users

Notable Upcoming Milestone(s)
- In Q4, OCP and the Public Safety Administration will continue to add additional features and functionality as needed to further improve the system
- In Q4, CEMS will be used to reach out to our stakeholders in order to maintain buy-in on District Strategic Plans and Focus Groups

Other Goals and Potential Challenges
- Ensuring District personnel are properly equipped with hardware (i.e., tablets) to most effectively use CEMS in the field
- Engaging with developers to prioritize most impactful new features to include in CEMS
- In 2021, once the system reaches a “steady state,” OCP will develop a Standard Operating Procedure document to outline major features of the CEMS system
How to Engage with CPD

Community Events Calendar

Below is a list of notable Q4 community engagements; due to the COVID-19 crisis, the Department may adjust engagement schedules at any time. We invite the Panel to share these events with their networks. Please follow CPD and District social media accounts for the latest event information.

October 2020

Rescheduled CPAP Meeting:
- Monday, October 19 at 6:30 pm

Rollin Rec Halloween Week Engagements 26 Oct – 30 Oct
- Various Districts
- Various Times

Operation Clean
- Various Districts
- Various Times

District Strategic Plans Community Conversations #1

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November 2020

Rescheduled DAC Quarterly Meeting:
- Monday, November 16 at 6:30 pm

Rollin Rec
- Various Districts
- Various Times

Operation Clean
- Various Districts
- Various Times

District Strategic Plans Community Conversations #2

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December 2020

CPAP Status Meeting:
- Thursday, December 03 at 6:30 pm

Rollin Rec
- Various Districts
- Various Times

Operation Clean
- Various Districts
- Various Times

Additional Resources for Community Members

Below is a list of resources that community members can reference to engage with the Department. We invite the Panel to share these resources with their networks.

Attend a Beat Meeting

Beat meetings are held by the Department on a regular basis, often once a month, in each of the city’s 281 beats. At the meeting, residents and beat officers discuss priority crime and disorder issues, as well as develop strategies to address those issues. Attending beat meetings gives community members the opportunity to get to know the officers that work on their beat, provide information about concerns to police, meet other residents in their beat who may be working on similar issues, and bring back the latest information from police to their neighbors. And by using the five-step problem solving model, each beat meeting should be the beginning of developing successful law enforcement, City service and community-based strategies to address problems in neighborhoods.

Links:
- Find My District:
  https://operations.chicagopolice.org/FindMyDistrict
- Full Community Events Calendar (including Beat Meetings):
Get Involved with a District Advisory Committee

Each District Commander has a District Advisory Committee (DAC) whose function is to provide advice and organize community-based strategies to address the underlying conditions in the District that contribute to crime and disorder. Each District Advisory Committee should represent the broad spectrum of stakeholders in the community: residents; businesses; churches and other faith-based institutions; libraries; parks; schools; and community-based organizations. Participating in a District Advisory Committee allows community members the opportunity/ability to help shape policies in their community that can have a long lasting impact on crime. To learn more about how to get involved with DACs attend a beat meeting and/or ask your District community policing officer for more information.

Links:
- Find My District:
  https://operations.chicagopolice.org/FindMyDistrict
- Community Events Calendar:

Submit a Non-Emergency Community Concern

A community concern can be defined as a concern or issue brought to the attention of the Chicago Police Department by residents of the community. It should relate to criminal, quality of life, or neighborhood disorder issues, should impact more than one person, and should be addressed by the police, city services and the community.

By working together, the police and the community can address concerns and prioritize crime and disorder by sharing the responsibility for the development and implementation of proactive problem solving strategies to identify chronic issues.

Links:
- Report a Community Concern:
  https://home.chicagopolice.org/online-services/community-concerns/

Participate in CPD’s Annual Strategic Planning Process

In 2019, the Office of Community Policing launched a brand new strategic planning process in which each District takes input from the community to develop a list of its top chronic, long-term problems. These problems will be addressed through dedicated missions and problem-solving efforts throughout the year. Each District will report on its performance against these problem-solving priorities once per quarter at beat meetings. Interested members of the community can get involved in this process for the 2020 planning cycle by participating in a series of community input meetings this fall. See the Community Events Calendar section of this report for specific dates and times for the upcoming 2020 meetings.

Links:
- 2019 District Strategic Plans:
  https://home.chicagopolice.org/community/district-strategic-plans/

Join or Form a Block Club

Traditional block clubs are groups of people who have homes and families on any given block in the city and have organized to improve the quality of life in their neighborhoods. People who form block clubs are concerned and care about their communities and share information, identify concerns, and act collectively to address those
concerns. Read more about block clubs and learn about forming and registering your block club at the link below.

**Links:**
- About Block Clubs: https://home.chicagopolice.org/online-services/block-clubs/

**Compliment a Police Officer**

The Chicago Police Department’s mission is to provide excellent police service and build community partnerships. Often while striving to accomplish this mission, police officers provide service “above and beyond” the norm. The Civilian Office of Police Accountability (COPA) appreciates community members taking time to let COPA and the Chicago Police Department know when police officers do a good job.

**Links:**
- Compliment an Officer: https://home.chicagopolice.org/online-services/compliment-an-officer/

**Submit a Complaint**

Community members who have not been treated appropriately by a member of the Chicago Police Department should contact the Civilian Office of Police Accountability. COPA investigates all allegations of excessive force, domestic violence, verbal abuse including bias, and coercion involving violence, involving members of the Chicago Police Department. COPA documents complaints of other forms of misconduct and refers them to the Chicago Police Department’s Bureau of Internal Affairs. COPA is committed to conducting investigations that are thorough and fair. Cooperation and commitment are invaluable to COPA’s work. COPA’s online complaint system is one of several ways that citizens may register their complaints with COPA. They can also call 312-743-COPA, write to 1615 W. Chicago Avenue, 4th Floor, Chicago, IL, 60622, or go in-person to the COPA office Monday-Friday between the hours of 9:00 a.m. and 7:00 p.m.

**Links:**
- COPA Online Complaint System: https://home.chicagopolice.org/online-services/file-a-complaint/
Contact the Office of Community Policing or Your District Community Policing Officer

For comments or questions, please contact us below at the Office of Community Policing:

Commander Angel L. Novalez ..........312-745-5900
Director Glen Brooks, Jr. ..............312-745-5900
Deputy Director Michael Milstein ....312-745-5900

For community policing resources in your district, please refer to the following list:

<table>
<thead>
<tr>
<th>District</th>
<th>Community Policing Sergeant</th>
<th>Phone Number</th>
</tr>
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<tbody>
<tr>
<td>001</td>
<td>Sgt. Anthony Dombrowski</td>
<td>312-745-4381</td>
</tr>
<tr>
<td>002</td>
<td>Sgt. Yolanda Walton</td>
<td>312-747-7004</td>
</tr>
<tr>
<td>003</td>
<td>Sgt. Janice Wilson</td>
<td>312-747-1708</td>
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<td>004</td>
<td>Sgt. Steven Halte</td>
<td>312-747-3100</td>
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<td>005</td>
<td>Sgt. Bridget Robinson</td>
<td>312-747-3641</td>
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<td>006</td>
<td>Sgt. Jeffery West</td>
<td>312-747-7004</td>
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<td>007</td>
<td>Sgt. Enrico Dixon</td>
<td>312-747-6722</td>
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<td>008</td>
<td>Sgt. Matthew Malloy</td>
<td>312-747-7190</td>
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<td>009</td>
<td>Sgt. John Verta</td>
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<td>010</td>
<td>Sgt. Ildefonso Lara</td>
<td>312-746-9841</td>
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<td>011</td>
<td>Sgt. Daniel Allen</td>
<td>312-746-8396</td>
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<td>012</td>
<td>Sgt. Mark Czapla</td>
<td>312-744-1261</td>
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<td>013</td>
<td>Sgt. Assata Olugbala</td>
<td>312-743-1495</td>
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<td>014</td>
<td>Sgt. Jeffery Aaron</td>
<td>312-742-4521</td>
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<td>015</td>
<td>Sgt. Adam Henkels</td>
<td>312-744-0064</td>
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<td>016</td>
<td>Sgt. Debbie Iza</td>
<td>312-742-5778</td>
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<td>017</td>
<td>Sgt. Chris Schenk</td>
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<td>018</td>
<td>Sgt. Tracey Edwards</td>
<td>312-742-8770</td>
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<td>019</td>
<td>Sgt. Peter Pol</td>
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<td>020</td>
<td>Sgt. Mike Egan</td>
<td>312-744-6321</td>
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<tr>
<td>021</td>
<td>Sgt. Luis Gonzalez</td>
<td>312-746-5090</td>
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