



COMMUNITY POLICING MISSION AND VISION



ISSUE DATE:	01 December 2020	EFFECTIVE DATE:	01 December 2020
RESCINDS:	18 April 2016 Version		
INDEX CATEGORY:	Human Rights and Community Partnerships		

I. PURPOSE

This directive sets forth the Department’s community policing mission and vision.

II. GENERAL INFORMATION

- A. The Department acknowledges that community policing is not a program, but a philosophy that encompasses and embraces comprehensive strategies to build safe communities.
- B. The Department recognizes that strong partnerships between the community enable the department to build and strengthen trust, identify community needs, and produce positive policing outcomes.
- C. The Department will encourage and create opportunities for Department members to participate in community engagements and have positive interactions with the community, including those that extend beyond the context of law enforcement duties.

III. GOALS

- A. The goals of the community policing mission and vision are:
 - 1. promote safe communities by reducing violent crimes;
 - 2. build and foster a true collaborative partnership through engagements that result in greater public trust between the department and the community; and
 - 3. engage in comprehensive problem solving with the community to reduce crime, particularly violence.
- B. To achieve the goals of this mission and vision, the department will ensure that every police officer is a community policing officer by:
 - 1. Engaging the community in a three level process:
 - a. **Informational:** ensure that information regarding but not limited to department policy, current crime trends, and crime prevention is shared with the community through various formats and strategies;
 - b. **Discussion:** ensure engagement of the community by forming links of communication that create lasting partnerships. The Department will then participate in on-going discussions with the community to form a dialogue with the Department to create positive forms of interactions.
 - c. **Participation:** ensure the Department provides the platform to participate and to foster partnership between the Department and community members through community building and problem solving to create trusting relationships.

IV. PRINCIPLES OF THE COMMUNITY POLICING MISSION AND VISION

- A. The foundation of the mission and vision will be the Seven Pillars of Community Policing. These pillars are:
1. Sustainable relationships of trust between the police and the community.
 - a. One of the key benefits of community policing is the contribution to the development of trusting relationships with unique and diverse communities.
 - b. The Department will actively engage in a positive and productive manner with the community so that joint solutions and trust can be developed. As the community comes to trust police, they will be more willing to share the responsibilities for effectiveness of strategies and tactics used to produce solutions.
 2. Strong focus on engagement with the city's youth.
 - a. The Department will actively engage with the city's youth to increase trust through strategies that positively engage and invest in youth development through a mentoring model of youth-police engagement.
 - b. The Department will actively engage in networks and youth engagement mechanisms to leverage work being done with youth and families, particularly through schools.
 3. Standards for community policing so that initiatives have clearly defined objectives and contribute to the overall philosophy of the Department.
 - a. Any community policing strategy shall facilitate positive engagement of Department members in the community. The strategy increases the engagement of Department members in the community in a manner that is viewed by the neighborhood as constructive and beneficial to residents.
 - b. The Department strategies will mitigate problems that impact a community's sense of security and quality of life. The strategy contributes to solving problems that impact health and well-being in the community or addresses safety issues of concern to the neighborhood.
 4. Structures that re-enforce community policing in every aspect of policing.
 - a. The Department will implement a true community policing model and train Department members in cultural diversity and competency, active listening, and effective community engagement, and develop a real system of accountability for implementing community policing across all levels of the Department.
 - b. Community policing will be seen as a core function of the Department by all its members and be reflected in all operational needs.
 5. Robust community-oriented training for all members of the Department.
 - a. Effective community policing requires that members have a through understanding of key concepts inherent in the philosophy of community policing. Department members should have community engagement and problem solving skills that are demonstrated in their daily work. These skills can best be developed through effective training and practice.
 - b. The Department will provide training that will be immersive and involve sustained participation in actual problem solving with community representatives.
 6. Effective problem solving exercised jointly with the community and other agencies.
 - a. Department members will engage with both governmental agencies and the community to address issues of importance to the community.
 - b. Problem solving is the core to community policing. The department will utilize the SARA (Scanning, Analysis, Response, and Assessment) method to provide mutual

problem-solving accessibility between the Department, other sister agencies, and the community.

7. Regular evaluation of the quality of community policing throughout the Department.

- a. The Department will ensure that the philosophy of community policing is being effectively practiced throughout the department's operations and accountability.
- b. The Department will monitor policies and practices that impact the community collaboration and evaluate the effectiveness of the department's effort and celebrating its successes in achieving core goals and objectives.

B. **Procedural Justice and Legitimacy**

1. The Department will continue the practice of employing the concepts of Procedural Justice and Legitimacy with a focus on:
 - a. Giving others a voice (listening);
 - b. Neutrality in decision making;
 - c. Respectful treatment; and
 - d. Trustworthiness.
2. When police officers give community members a voice (listen) and are objective and respectful, police officers gain the trust of the community.
3. All interactions with members of the public will be conducted with the upmost respect and courtesy and be based on the concepts of Procedural Justice and Legitimacy. During each interaction, Department members will strive to attain the highest degree of ethical behavior and professional conduct at all times.

C. **Community Engagement and Partnerships**

1. It is the responsibility of all Department members, regardless of rank, position, or unit of assignment, to positively engage members of the community with the goal of fostering productive relationships and a collaborative effort to promote safe communities.
2. The Department continues its open dialogue with the community as an opportunity to share experiences and embracing differing view points. These dialogues will be productive, based in facts, and continuous; not occurring just in times of crisis. The Department will work with the community to identify their concerns, develop effective crime prevention activities, and coordinate the collaborative response.
3. Strong police-community relationships will promote effective crime reduction and safe community environments.
4. The Department has established a variety of community partnerships and engagement strategies which are designed to encourage positive community interactions and relationships. These strategies include, but are not limited to:

a. **Enhanced Communications**

- (1) Post-Event Communication

Communication will be established in which key community leaders and stakeholders are briefed through various methods including, but not limited to, Phone-Trees, E-mail, and Social Media for any news worthy incident that may require immediate community notification.. It is important to build these relationships prior to the occurrence of the incident.

- (2) Robust Media Communication

The Department will use traditional media (print and broadcast), social media, and the Department's official community Webportal, located at

www.chicagopolice.org, to continually communicate with the public. This communication must strike a delicate balance between protecting the investigation and keeping the public well-informed. The dissemination of criminal investigation information, including police-involved shootings, will be accurate and timely.

(3) **Social Media Outlets**

The Department participates in various neighborhood base social media outlets that have a community outreach aspect to aid in the building of stronger and safer communities using various social media platforms. If a unit commanding officer wishes to participate in a social media network that the Department does not currently use, a request will be made to the Office of Community Policing. The Department also uses Twitter that allows identified volunteer members in participating districts to maintain and update a district-specific authorized Twitter accounts. The program is outlined in the Department directive entitled "[Social Media Outlet: Twitter Program.](#)"

b. **Youth District Advisory Councils**

Youth District Advisory Councils will be established to expand the opportunities for positive interactions between Department members and young people within the community and will specifically address youth-based problems, solutions, and activities. Participants in these councils will include young people, district supervisory personnel, beat officers, prominent members of the community, within the community seeking a positive change in their environment and to contribute to safe and prosperous communities.

c. **Enhanced Procedural Communication**

The Department is committed to communications between investigators and victims of crime. This communication will be strictly monitored and enforced by supervisory personnel, with the understanding that information sharing may be diminished due to the pressing needs of the criminal investigation.

d. **Beat Community Meetings and District Advisory Committee (DAC)**

Two key mechanisms for building partnerships with the community on the district level are Beat Community Meetings and the District Advisory Committee (DAC). Department members will refer to the Department directives entitled "[Beat Community Meetings](#)" and "[District Advisory Committee.](#)"

e. **District Strategic Plans**

District-level engagement and community interactions provide for a localized and specific approach to problem solving and crime reduction. Department members will refer to the Department directive entitled "[District Strategic Plans.](#)"

f. **Ride-Along Program**

The Ride-Along Program affords individuals the opportunity to personally observe patrol operations. This program is outlined in the Department directive entitled "[Ride Along Program.](#)"

g. **Peer Jury Program**

The Peer Jury Program is a juvenile intervention and prevention program designed as a collaborative, community-based partnership among neighborhood youth and their parents, the Department, the Juvenile Justice Division of Cook County, adult and teenage volunteers, local area businesses, and community leaders.

h. **Drug Abuse Resistance Education (D.A.R.E.) Program and Gang Resistance Education and Training (G.R.E.A.T.) Program**

- (1) The D.A.R.E. program is taught by Department members with the objective of helping fifth and sixth grade students recognize and resist the many direct and subtle pressures that may influence these young people to experiment with alcohol, tobacco, marijuana, inhalants, or other drugs or engage in acts of violence outlined in the directive entitled "[Drug Abuse Resistance Education \(D.A.R.E.\) Program](#)".
- (2) The G.R.E.A.T. program is taught by sworn Department members with the objective of helping young people become responsible members of their communities by teaching and reinforcing how to set realistic goals, resist pressures, positively resolve conflicts, and truly understand how gangs impact the quality of life in any community, regardless of the economic level. Department members will refer to the Department directive entitled "[Gang Resistance Education and Training \(G.R.E.A.T.\) Program](#)".

i. **Gun Turn-In Program**

The Gun Turn-In Program offers an opportunity for participants to turn-in firearms, B-B guns, and replica weapons to Department personnel. This program is outlined in the Department directive entitled "[Gun Turn-In Program](#)".

j. **Troubled Buildings Program**

The Municipal Code establishes an administrative system to address property owners and managers who encourage or permit unlawful drug and gang activities and related offenses to occur on their property. This program is outlined in the Department directive entitled "[Municipal Drug and Gang Enforcement Program](#)".

k. **Trespass Affidavit Program**

The Trespass Affidavit Program is a tool to prevent, detect, and take necessary enforcement action regarding narcotics, prostitution, and other illegal activity occurring in lobbies, stairwells, basements, and other common areas of privately owned buildings. This program is outlined in the Department directive entitled "[Trespass Affidavit Program](#)".

l. **Victim Assistance Programs**

- (1) Domestic violence assistance programs seek to reduce the incidents and severity of domestic violence in our communities through a coordinated partnership in law enforcement, domestic violence service providers, prosecutors, and the community. The Department recognizes The Illinois Domestic Violence Act (IDVA) which seeks to protect victims of domestic violence and also recognizes the Violence Against Women Act that has been created for vulnerable victims to allow them to seek protection from domestic violence while minimizing the risk of deportation through the U-visa program.
- (2) Older adults assistance programs seek to partner with the City of Chicago's Department of Family and Support Services and other community- and faith-based organizations in identifying and assisting those older adults that may be at risk. The department will provide direct and indirect services to older adults to ensure that they obtain and maintain dignity, respect, independence, and personal safety.
- (3) The Crisis Response and Recovery Program is a collaboration of the department, the Chicago Department of Public Health, and Chicago Survivors. This program provides advocacy services to murder-victim family members as outlined in the department directive "[Crisis Response and Recovery Program](#)".

- (4) The Crime Victim Assistance Program was designed to reduce the financial burden imposed on the victims of crimes of violence and their relatives and dependants by providing direct financial assistance to victims of violent crime who meet certain eligibility requirements. This program is outlined in the department directive "Crime Victim Assistance."

m. **Bridging the Divide**

Bridging the Divide is a program that was created by the YMCA Youth Safety and Violence Prevention Team and the Chicago Police Department that is designed to build relationships and increase understanding between youth, law enforcement officials, and other community members by offering opportunities for dialogue through the use of various community-building activities outlined in the Department directive entitled, "Bridging the Divide."

D. **Problem-Solving Policing**

1. The Department is committed to reducing crime, particularly violence, and quality of life issues in all communities by utilizing a problem-solving approach to policing. Using this approach, community issues and crime incidents are examined in order to identify their roots, develop new preventative methods for addressing the issues, and encourage a proactive and comprehensive approach to problem-solving policing and community engagement.
2. Problem-solving policing requires that members of the community and the police officers work cooperatively in the following manner to:
 - a. identify problems which cause concern for the community and the police.
 - b. determine the causes and develop possible solutions to these problems.
 - c. implement the best course of action.
 - d. regularly evaluate and assess effectiveness.

V. **RESPONSIBILITIES**

A. Department-wide Responsibilities

1. All Department personnel will positively engage members of the community throughout their tour of duty to reduce violent and overall crime.
2. All command personnel including all personnel above the rank of captain, will ensure the overall management, monitoring, auditing, and support of the implementation of the Department's community policing mission and vision for the bureaus/units under their command. This support will include, but is not limited to:
 - a. coordinating and responding to Intra-Departmental Support Service Requests (IDSSR) and responding to requests for resources and additional support.
 - b. ensuring that all information is entered into CEMS (Community Engagement Management System) including all recorded engagement with the community, maintaining contact information for members of the community, and any follow-up to community issues.
 - c. designating unit members to attend meetings or other community events.
 - d. ensuring that members under their command proactively engage the community and conduct non-enforcement encounters.
 - e. consulting with the Deputy Chief and the Director, Office of Community Policing, to recommend modifications in the implementation of the Department's community policing mission and vision.
 - f. coordinating with the Deputy Chief and the Director of the Office of Community Policing to ensure members' engagement activities align with the Department's mission and vision for community policing.

3. Unit commanding officers, Department-wide, will review the current district-level strategies of each district for which they have geographical responsibilities, for the purpose of:
 - a. recommending unit-specific strategies, use of unit resources, or additional district strategies to supplement the effectiveness of the strategies, and
 - b. providing the necessary unit resources and support for the successful implementation of the strategies.

B. Office of Community Policing

1. While the district strategic plans and community engagement goals of each district and area will be unique to the communities it serves, the Deputy Chief, Office of Community Policing, has the authority and responsibility to establish additional guidelines and protocols in an effort to promote a consistent and efficient implementation of the Department's community policing mission and vision. The Office of Community Policing Intranet website acts as a supplement to the guidelines and policies set forth in this directive and is comprised of:
 - a. additional procedural guidelines Department members will adhere to in the implementation of the Department's community policing mission and vision.
 - b. resource documents designed to assist Department members to better fulfill their assigned duties in relation to the Department's community policing mission and vision.
2. The Deputy Chief, Office of Community Policing, will ensure:
 - a. the overall management, monitoring, and auditing of the implementation of the Department's community policing mission and vision.
 - b. community engagements are developed, scheduled, and conducted consistent with the Department's community policing mission and vision.
 - c. administrative support and training are provided for the successful implementation of the Department's community policing mission and vision.
 - d. that community policing mission and vision materials and promotional items are made available, as funding permits.
 - e. there is a presence of community organizers engaged with the Department in the community in which they serve to be involved with community problem solving efforts, as funding permits.
 - f. each district commander is notified, in writing, if DAC or other funding is available to be used and managed as outlined in existing policy.
 - g. a quarterly report is prepared, and submitted through the chain of command to the Superintendent of Police, that includes, at minimum, the following elements:
 - (1) a description of current concerns voiced by the community;
 - (2) a description of potential problems that have a bearing on law enforcement activities within the community;
 - (3) a statement of recommended actions that address previously identified concerns and problems;
 - (4) a statement of progress made toward addressing previously identified concerns and problems; and
 - (5) a statistical summary from the Department's Community Concern Database and the 311/CSR System.
 - (6) a evaluation of district strategic plans and any recommended modifications.
 - h. an analysis is conducted on implemented strategies by crime type, geographic area, and the community perceptions, or misperceptions, of crime. The analysis will

document the evaluation of crime prevention programs and strategies and will be conducted on the basis of crime data.

3. The Director, Office of Community Policing, will:

- a. supervise and support the Office of Community Policing's Communication and Field Operation teams,
- b. oversee hiring efforts for the Communications and Field Operations teams,
- c. provide strategic direction and guides for the Communication and Field Operations teams towards strategic goals,
- d. lead stakeholder meeting efforts, including incorporating community outreach into strategies,
- e. represent the Department at community events and media appearances, and work closely with News Affairs to guide strategy for highlighting positive community policing stories,
- f. lead the community policing group responses to community crises (eg. officer involved shootings),
- g. manage special community policing projects at the direction of the Superintendent,
- h. oversee and consult on all training that is provided for the successful implementation of the Department's community policing mission and vision,
- i. oversee all budgets related to the office of community policing, and
- j. act as a representative to all community policing strategies, sister agencies, and other government entities.

C. Office of Operations

1. Area Deputy Chiefs will:

- a. provide for the overall management, monitoring, and auditing of the area implementation of the Department's community policing mission and vision
- b. coordinate with the district commanders and provide support for the implementation of the community policing mission and vision at the district level.
- c. provide assistance in obtaining responses to:
 - (1) identify district crossover or area-wide patterns and develop a comprehensive response to the identified pattern.
 - (2) submitted Intra-Departmental Support Service Requests.
- d. coordinate with the Deployment Operations Section (DOC) and the Bureau of Detectives to ensure identified area-wide community-related concerns, problems, and patterns are addressed.

2. District Commanders will:

- a. provide for the overall management, monitoring, and auditing of their district's implementation of the Department's community policing mission and vision.
- b. ensure district community activities and events are developed, scheduled, and conducted consistent with the Department's community policing mission and vision.
- c. ensure the district law enforcement efforts are supported by actively organizing community members to become involved in the problem-solving process.
- d. participate in Beat Community and DAC Committee Meetings as outlined in the Department directives entitled "Beat Community Meetings" and "District Advisory Committee (DAC)."

- e. ensure that communities which have taken back their neighborhoods are given the necessary support to sustain safe communities.
- f. ensure community organizers participate in Beat Community and DAC and Subcommittee Meetings.
- g. designate Department members to serve as the community policing sergeant and community policing officers.
- h. develop, monitor, and provide for the overall management of the district-level strategies with input from the community and the appropriate district personnel as outlined in Department directive entitled "District Strategic Plans."
- i. ensure the Master District Resource and the Business Organization Location Record Files are continually managed, updated, and maintained, as appropriate. Each of these files will be audited semiannually to ensure the consistency and accuracy of the information contained within.
- j. be accountable for their command's crime prevention efforts and quality of life concerns. A review of community policing endeavors through the CompStat process will provide a forum for analyzing the effectiveness of the implemented strategies and the Department's support of field operations. Additionally, this review will provide the Department's executive management members a level of oversight to:
 - (1) monitor the districts' response to the public's concerns as it relates to that district's chronic crime conditions.
 - (2) coordinate with the mobilization efforts of the Office of Community Policing and other governmental and non-governmental agencies.
 - (3) sustain participation in the Department's community programs and attendance at community events (e.g., Beat Community Meetings).
 - (4) identify the Department community policing's role in complaints against Department members made by members of community.

NOTE: The Inspections Division may also be utilized to review the community policing aspects of the Department's operations.

3. District executive officers will:

- a. monitor, assign, and ensure the closure of automated Community Concerns assigned to their district.
- b. ensure City service requests are initiated and followed-up upon with the appropriate agency/unit.
- c. coordinate with the community policing sergeant and community policing officers and provide support for the implementation of the community policing mission and vision at the district level.
- d. audit the district's use of the PCAD event for Community Interaction (COMINT) for the purpose of identifying strategies to increase officer initiated non-enforcement related interactions with community members and organizations.

NOTE: The PCAD event for Community Interaction (COMINT) is a Priority 4 on-view event intended to record officer-initiated non-enforcement related interactions with community members, organizations, and businesses. COMINT may also be used for officer-initiated visits to parks, churches, schools, or on blocks, where the purpose of the visit is to engage in positive non-enforcement communication/ interaction with community members.

- e. on a daily basis, be accountable for the proper implementation of this directive.
4. Watch operations lieutenants will:
- a. manage watch operations, including personnel and material resources, to provide support for the implementation of the community policing mission and vision at the watch level.
 - b. monitor the Police Computer Aided Dispatch (PCAD) and dispatched radio assignments to identify calls for service that may require a problem-solving-oriented response.
 - c. monitor their watch's officer initiated non-enforcement related interactions with community members and organizations, including the use of the PCAD event for Community Interaction (COMINT).
 - d. prepare the period work sheets for their assigned watch with an emphasis on maintaining beat assignment integrity.
5. District station supervisors will:
- a. ensure on-duty field officers assigned to a primary beat attend the appropriate Beat Community Meetings and community events.
 - b. ensure the implementation of the identified district-level community policing mission and vision.
6. Community policing sergeants will:
- a. provide for the overall management of the district's Beat Community Meetings and the District Advisory Committee as outlined in Department directives entitled "Beat Community Meetings" and "District Advisory Committee (DAC)."
 - b. provide for the overall management of the Community Policing Office activities and personnel, and:
 - (1) monitor and manage Community Concerns and 311/City Service Requests.
- NOTE:** Community concerns received from Beat Community Meetings will be reviewed and entered into the CLEAR Automated Community Concerns Application and other appropriate community policing reports.
- (2) coordinate Extreme Weather Operation Plan responses.
 - (3) respond to issues and requests by:
 - (a) City officials
 - (b) Community Members, businesses, and community organizations.
 - (c) Educational facilities.
 - (d) complete the required management reports, making the appropriate notifications, and maintaining the district's community relations reports and associated data, as identified by the district commander or the Deputy Chief, Office of Community Policing.
 - c. serve as the district-level community policing training coordinator and reinforce previous training topics such as proven problem-solving methods.
7. Field supervisors and officers will:
- a. attend and actively participate in Beat Community Meetings and community events, when notified.

- b. coordinate with the community policing sergeant to discuss problems raised at the Beat Community Meetings or identified through other means (e.g., community member identified, personal observations).
- c. participate in community activities and positively engage members of the community throughout their tour of duty.

NOTE: A PCAD event for Community Interaction (COMINT) will be used to record officer-initiated non-enforcement related interactions with community members, organizations, and businesses.

D. The Chief, Bureau of Detectives, will ensure:

1. Community Alerts and Area Crime Patterns are developed, processed, and disseminated using established procedures.
2. each area commander designates a liaison for each district community policing office to serve as a resource to address community issues including:
 - a. domestic violence.
 - b. older adults.
 - c. juveniles.
 - d. community alerts and crime patterns.
3. bureau members are designated to attend meetings or other community events, when requested.
4. members under their command participate in community activities and positively engage members of the community throughout their tour of duty.

E. The Chief, Bureau of Counterterrorism, will ensure:

1. a liaison is designated for each district community policing office to serve as a resource to address community issues including:
 - a. narcotics, gang, and prostitution activity.
 - b. enforcement of liquor and other license violations.
2. bureau members are designated to attend meetings or other community events, when requested.
3. members under their command participate in community activities and positively engage members of the community throughout their tour of duty.
4. the Commander, Deployment Operations Section, assigns a DOC analyst as a liaison for each area to serve as a resource for the districts when developing, monitoring, and evaluating district strategic plans.

F. Bureau of Internal Affairs

1. The Chief, Bureau of Internal Affairs, in consultation with the Chief Administrator, Civilian Office of Police Accountability (COPA), will ensure a review is conducted to evaluate the effectiveness of the Department's community relations strategy and its relationship to the number of community member's complaints against Department members and the reported allegations. This review will also include recommended strategies to positively impact complaints made against Department members by members of the community.
2. This evaluation will be submitted to the CompStat Group and the Office of Community Policing and will be included in the review of the implementation of the Department's community policing mission and vision through the CompStat process.

(Items identified by *italics/double underline* have been added or revised)

Authenticated by: KC

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