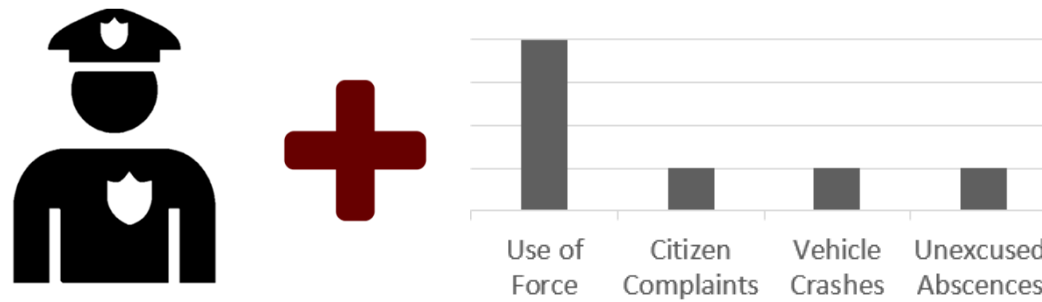


# **The Officer Support System:**

An early intervention system for the  
Chicago Police Department

# What is the Officer Support System?



The OSS is a supervisory tool that uses data to monitor officer activity, enabling supervisors to intervene before a problem occurs, and get an officer the support he/she needs.

## Two Goals for the Project



**Strengthen  
supports,  
services, and  
training.**

**Proactively  
identify  
officers who  
will benefit  
most.**

## Project Organizational Structure

- **Executive Steering Committee (ESC)** – composed of internal CPD leadership, headed by Chief Barbara West.
- **National Advisory Committee** – composed of experts from around the country, headed by Maggie Goodrich.
- **Working Group** – composed of officers, supervisors, civilian staff, and union representation from CPD.
- **Focus Groups** – composed of front line officers and supervisors in groups separated by rank, co-facilitated by the Crime Lab and CPD's Office of Community Affairs.

# CPD's Officer Support System

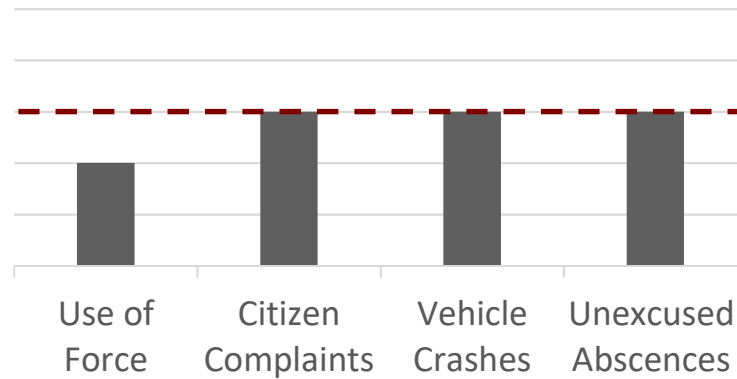
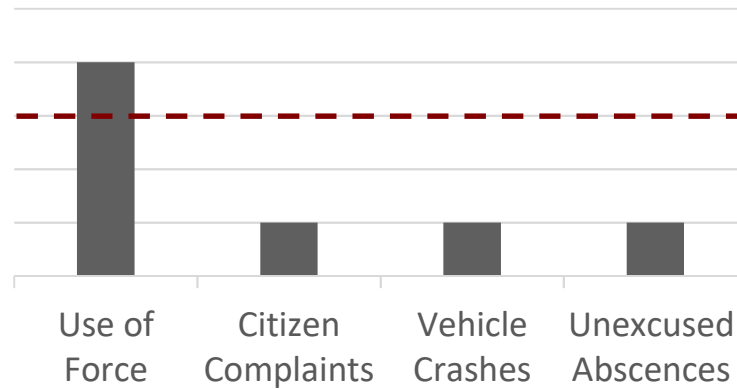
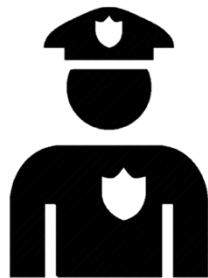
## Improved Support and Wellness

- Understand which supports are most helpful
- Develop better supports and training based on CPD feedback and national best practices
- Monitor implementation and adjust services to maximize impact

## Determine who will benefit the most

- Construct a data-driven decision aid
- Sees a “whole officer”
- Provides support based on that holistic picture

# Traditional EIS Snapshot





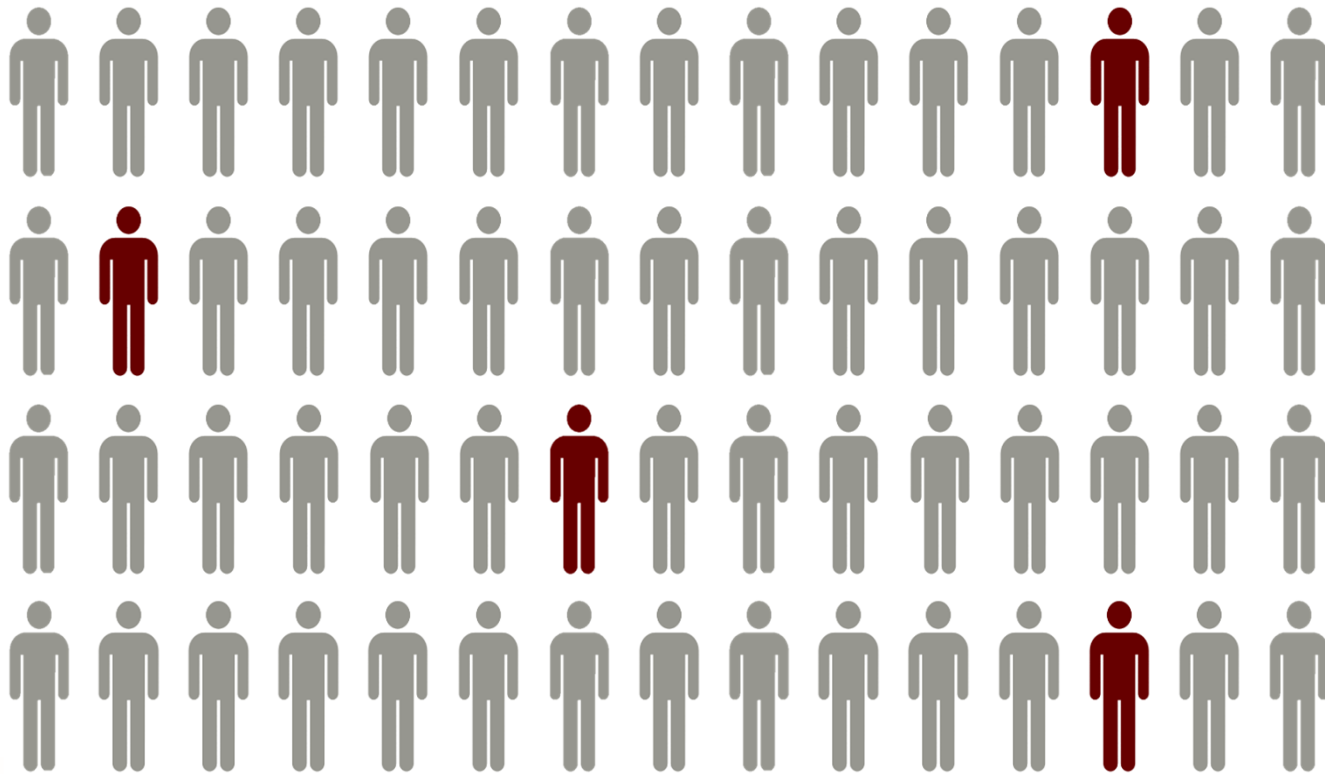
## Private Sector Uses

amazon.com

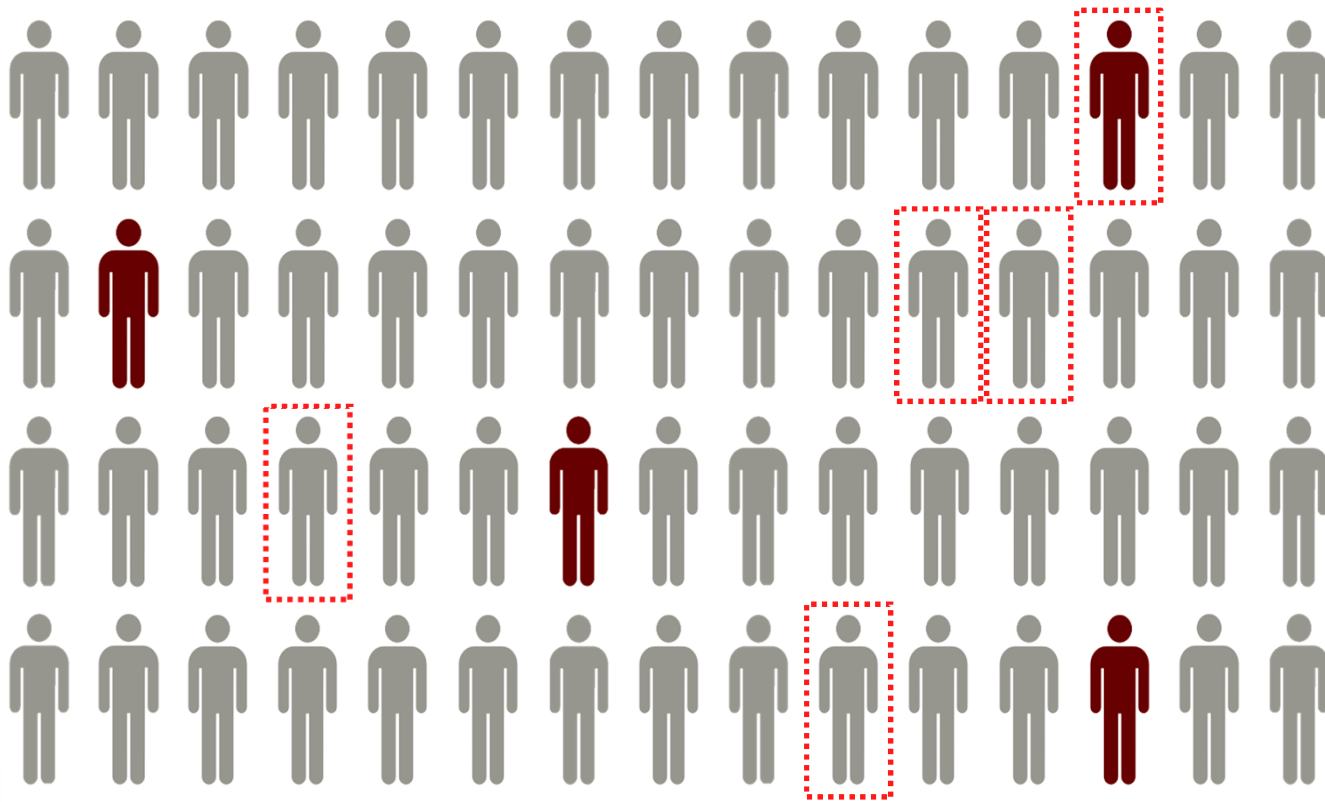
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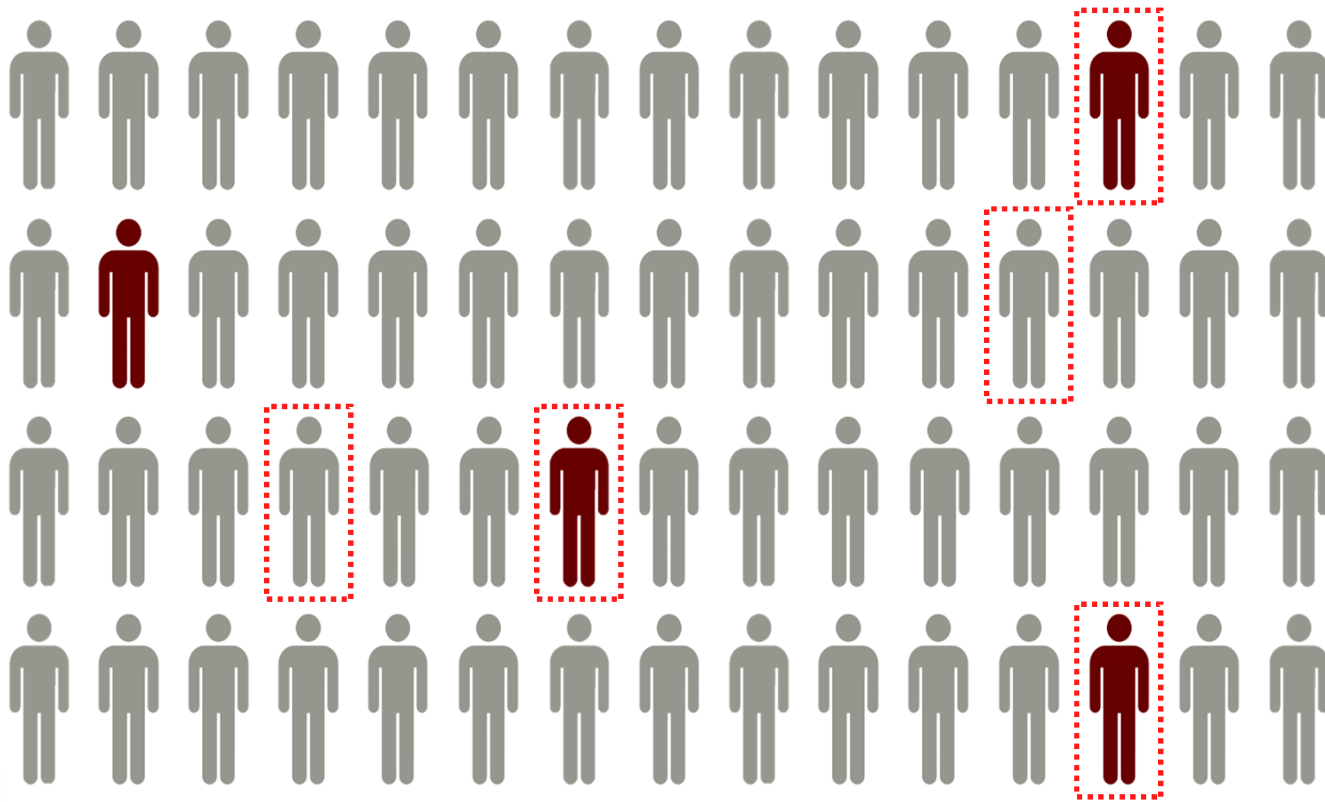
## Example: preventing suspensions



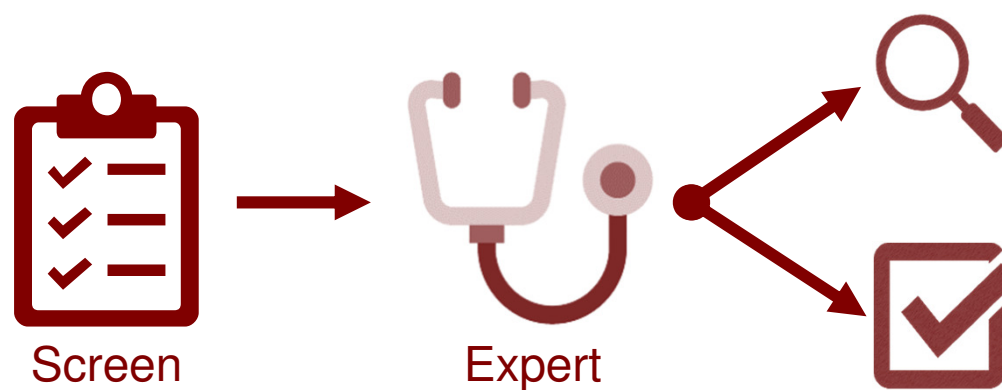
## Example: Using a traditional EIS



## Example: Using smart data approach



# Using Decision Aids to Prioritize Resources



# Suggested Outcomes

Citizen Complaints	Officer Involved Shootings	Lawsuits
Arrest of an Officer	Suspensions/Terminations	Internal Complaints
Injury to officer	Substance Abuse	Domestic Incident/Violence
PTSD	Exposure to Trauma	Mental Health Crisis

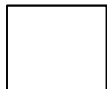
 Complete data

 Some data


 No data

# Suggested Indicators

Prior complaints	Drop in productivity	Attendance irregularities
Riding solo / Can't keep partner	Change in appearance	
Exposure to Trauma	Increased recklessness	Exhaustion / Fatigue
Change in language	Financial Problems	Family Problems

 Complete data

 Some data

 No data