

ILLINOIS STATE POLICE DIRECTIVE

SRV-017, RESILIENCY SUPPORT SYSTEM

RESCINDS: SRV-017, 2022-203, revised 12-12-2022	REVISED: 02-26-2026 2026-015
RELATED DOCUMENTS: ADM-137, EQP-015, PER-001, PER-059, SRV-016	RELATED CALEA STANDARDS (6th Edition): 35.1.9

I. POLICY

The Illinois State Police (ISP) will:

- I.A. Maintain a Resiliency Support System (RSS) to assist supervisors in identifying department employees who exhibit signs of performance, personal, or stress-related problems in the workplace and, where appropriate, may require intervention efforts.
 - I.A.1. It is not the intention of the RSS to replace the efforts of an involved, conscientious supervisor, nor is it designed as a tool for discipline.
 - I.A.2. Employees, however, may have disciplinary issues that require an independent review by their command.
- I.B. Conduct a yearly RSS program evaluation.

II. DEFINITIONS

- II.A. Officer Wellness Section (OWS) – serves as a unit within the Division of the Academy and Training (DAT) responsible for coordinating and supporting all wellness-related programs for both code and sworn employees.
- II.B. OWS Administrative Coordinator – a code or sworn ISP employee who assists the OWS Supervisor with the daily administrative operations of the OWS.
- II.C. OWS Regional Coordinator – a code or sworn ISP employee who assists the OWS Supervisor in coordinating and monitoring the OWS in their respective Region.
- II.D. OWS Supervisor – a code or sworn ISP employee in the DAT OWS assigned to supervise all OWSs throughout the State.
- II.E. Resiliency Support System (RSS) – a management tool designed to provide a systematic review of specific, significant events involving department personnel. This system is necessary for the Department to exercise its responsibility to evaluate, identify, and assist personnel who exhibit signs of performance, personal, or stress-related problems in the workplace.
- II.F. RSS action plan – an official plan developed by the supervisor with assistance from the OWS Administrative Coordinator in response to the activation of the RSS.
- II.G. RSS criteria – a set of indicators utilized in identifying employees for the RSS. The employee's supervisor should carefully evaluate each incident before submission.

III. RESPONSIBILITIES

- III.A. The DAT/OWS is responsible for:
 - III.A.1. Administering the RSS;
 - III.A.2. Maintaining documentation and records regarding the RSS; and
 - III.A.3. Coordinating communication between employees and supervisors regarding the RSS and other officer wellness services programs available.

- III.B. The Division of Internal Investigation (DII) may report internal investigations to the DAT/OWS as appropriate.
- III.C. Supervisory personnel throughout the ISP are responsible for:
 - III.C.1. Documenting the incidents that meet the requirements of the RSS
 - III.C.2. Contacting the OWS for early guidance, support, and possible activation of the RSS
 - III.C.3. Working with the DAT/OWS to determine what, if any, assistance or action is needed
 - III.C.4. Implementing an RSS action plan where one has been recommended
 - III.C.5. Initiating an RSS action plan in the event an employee has three incidents meeting RSS criteria in section IV.A. below within a 12-month period
- III.D. The work unit Commander or Division head is responsible for the final approval of an RSS action plan before it is implemented.

IV. PROCEDURES

- IV.A. Whenever a supervisor believes an incident warrants activation of the RSS, the supervisor shall document the RSS criteria that support their belief and discuss the incident with the employee. RSS criteria includes, but shall not be limited to:
 - IV.A.1. Sustained complaints of use of excessive force incident(s)
 - IV.A.2. Vehicle pursuits initiated by the employee that are in violation of policy
 - IV.A.3. Preventable traffic crashes in state vehicles where unusual/questionable circumstances were present
 - IV.A.4. Performance evaluations with overall ratings of “below expectations” or “unsatisfactory”
 - IV.A.5. Unusual patterns in the use of sick time or excessive use of sick time in conjunction with days off, or excessive tardiness where a pattern of abuse has been identified
 - IV.A.6. Any serious incidents documented by the supervisor that may be indicative of a problem
 - IV.A.7. Citizen complaints and employee investigations by the DII
 - IV.A.8. Behaviors associated with possible drug and/or alcohol abuse
 - IV.A.9. Repeated incidents in which law enforcement mobile recording equipment was not used as outlined in ISP Directive EQP-015, “Law Enforcement Mobile Recording Equipment (LEMRE)”
 - IV.A.10. Sustained complaints of biased treatment or enforcement actions taken by the officer
- IV.B. Upon a determination by the chain-of-command that an employee incident meets the above criteria, the supervisor shall contact the DAT/OWS. In the event no action is needed, the supervisor will closely monitor the incident(s) in question and report any occurrences that could be related.
- IV.C. Upon activation, and when appropriate, the OWS Supervisor will assist supervisory personnel in developing an RSS action plan, with employee input recommended. The action plan may include, but is not limited to:
 - IV.C.1. Recommending the employee receive additional training
 - IV.C.2. Recommending the employee volunteer for the Mentoring Program

- IV.C.3. Referring the employee to services provided through the Department, including:
 - IV.C.3.a. The Employee Assistance Program (refer to ISP Directive SRV-016, "Human Services")
 - IV.C.3.b. The Chaplain Program (refer to ISP Directive PER-059, "Chaplain Program")
 - IV.C.3.c. The Peer Support Program (refer to ISP Directive PER-001, "Peer Support Program")
 - IV.C.3.d. A vetted clinician or outside resource including, but not limited to, the 100 Club of Illinois. (For more information on the 100 Club of Illinois, go to <https://www.100clubil.org>.)
- IV.D. An RSS action plan:
 - IV.D.1. May be implemented for any incident;
 - IV.D.2. Will contain a list of criteria an employee must meet within a stated period of time; and
 - IV.D.3. May include assigning sworn officers to administrative support duties or assigning a supervisor to accompany the officer in the course of their duties to provide appropriate supervision and ensure compliance with the plan.
 - IV.D.4. Shall be initiated in the event the DAT/OWS is aware an employee has three incidents meeting RSS criteria ,outlined in section IV.A. above, within a 12-month period.
- IV.E. When the employee has successfully completed an RSS action plan, the supervisor will submit a memorandum to the OWS Supervisor indicating the employee has completed their goals.
- IV.F. To ensure compliance with the RSS action plan, the employee should be monitored closely. A recurrence of behaviors that meet RSS criteria will be reported to the OWS for documentation and/or follow an action plan as necessary.
- IV.G. Failure of an employee to follow the recommendations of the RSS action plan, accompanied with additional performance problems, may be the basis for extending the RSS action plan and/or discipline or requiring a fitness for duty evaluation (refer to ISP Directive SRV-016, "Human Services").
- IV.H. All written documentation, discussion, and meetings related to the RSS are to be kept in a secure location.
- IV.I. All information relating to an RSS incident is private and must be kept in strictest confidence.
- IV.J. The OWS Administrative Coordinator will:
 - IV.J.1. Maintain a confidential database to track all RSS incidents. Records in the database will be destroyed after an employee is incident free for one year; and
 - IV.J.2. Provide an annual RSS program evaluation report by April 1 of each year to the Chief of Staff, Office of the Director (OOD). This report will contain the number of RSS contacts, the number of RSS action plans successfully completed, and the number of incomplete RSS action plans. The OWS will also provide a comparison from year to year on activated cases. The program evaluation will review the key attributes and benchmarks for RSS activation, the value of available resources and impact of usage, and overall effectiveness of the system in advancing its key objectives.

| Indicates new or revised items.

-End of Directive-