



State of Illinois  
Illinois State Police

# Illinois State Police **STRATEGIC PLAN**

## FY2020 - FY2022



Illinois State Police

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**ILLINOIS STATE POLICE COMMAND**



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**ILLINOIS STATE POLICE**  
*Office of the Director*

JB Pritzker  
*Governor*

Brendan F. Kelly  
*Director*

To All Employees of the Illinois State Police:

I am excited and honored to present the Illinois State Police Strategic Plan for FY2020-FY2022. This plan is a Division-based, performance-measured plan and a culmination of strategic plans compiled by each Division within this Department of state government. Every work unit has contributed to this strategic plan for the future of the Illinois State Police. This will guide our broader, strategic direction as we complete our first century of service to the citizens of Illinois and prepares us for the second century of fighting for public safety and justice with Integrity, Service and Pride.

Each of the Colonels, the First Deputy Director, and I would like to thank you for your part in developing this strategic plan and for your collective commitment to implementing the Department's strategic goals. The Illinois State Police has evolved into an agency that plans and operates strategically. After a difficult period, it's important that we seek to thrive, not just survive. This is essential because the future is certain to provide us with additional challenges we must rise to meet. As we move forward, we each must hold ourselves accountable for achieving our goals and work together to ensure even greater success for the Illinois State Police. The public we serve is counting on it.

Respectfully,

Brendan F. Kelly  
Director

## **INTRODUCTION**

The Illinois State Police (ISP) has a long tradition of providing professional law enforcement, safety, and justice services to the people of Illinois with a unique reputation for integrity. On June 24, 1921, the 52<sup>nd</sup> General Assembly of the State of Illinois authorized the Department of Public Works and Buildings to hire a "sufficient number of State Highway Patrol Officers to enforce the provisions of the Motor Vehicle Laws." The Illinois State Police was officially formed in 1922 consisting of eight officers patrolling on surplus World War I Harley-Davidson motorcycles. The Department has since grown and evolved into what it is today – a nationally recognized, premier law enforcement, public safety, and criminal justice agency. Beginning in 1922, each era has built upon the efforts and accomplishments of the previous era, embarking upon a journey of continuous improvement and excellence.

Over the years, the ISP has continually changed in size and organizational structure to provide an increased number of services in the most efficient manner to the people of Illinois. On June 29, 1923, the 53<sup>rd</sup> General Assembly authorized the creation of the Illinois Highway Maintenance Police with 100 officers, and the number of officers was increased to 300 in 1929. In 1931, the Illinois General Assembly authorized the Bureau of Criminal Identification and Investigation, which would ultimately become the Illinois State Police forensic lab system and the Bureau of Identification.

On July 1, 1941, the Illinois Highway Maintenance Police force began operating under the newly formed Department of Public Safety. On July 17, 1941, the first state police cadet class began their three-week training program at the Illinois State Fairgrounds. In an effort to remove political affiliation from the State Police hiring and promotional process, the State Police Merit Board was formed on July 1, 1949. On January 1, 1951, the Illinois Highway Maintenance Police was renamed Illinois State Highway Patrol, still within the Department of Public Safety. In 1957, the Illinois General Assembly increased the authorized headcount of the state police to 1,100 and authorized hiring 100 additional officers under contract to the Illinois Toll Highway Authority. The Division of Narcotic Control was created within the Department of Public Safety in 1958 to confront the rising tide of controlled substance abuse and crime. In 1959, the Bureau of Special Investigations was established to fight organized crime and public corruption and renamed the Detective Section in 1961. In 1968, training moved from the fairgrounds to the official State Police Academy.

On January 1, 1970, the Illinois State Highway Patrol began operating under the newly created Department of Law Enforcement. The Illinois Bureau of Investigation was also created within this Department. On July 1, 1977, the Department of Law Enforcement underwent major reorganization. The Criminal Investigations Bureau merged with the Illinois Bureau of Investigation to form the Division of Criminal Investigation. Other divisions within the Department included: Illinois State Police, Support Services, Internal Investigation, and the Division of Administration. There were 1,750 uniformed officers employed within the Division

of Illinois State Police and an additional 300 special agents employed within the Divisions of Investigation and Internal Investigation.

On July 1, 1985, the name of the Department of Law Enforcement was changed to the Department of State Police, and the Division of Illinois State Police was changed to the Division of State Troopers. The Director of the Department of Law Enforcement was renamed the Director of the new Illinois State Police. During this period, the Illinois State Police also began administration of the state's Metro Enforcement Groups. There was also a consolidation of rank structures and titles for officers in the Divisions of State Troopers and Criminal Investigation. Support Services was renamed the Division of Forensic Services and Identification. The Human Services Section was created in 1989 to offer support to employees. In 1992, the Illinois State Police was cut from six divisions to four.

In 2003, after 9/11, the Illinois State Police received authority and funding to create the Statewide Terrorism and Intelligence Center providing criminal intelligence to local, state, and federal law enforcement and homeland security agencies. In 2016, the General Assembly tasked the Illinois State Police with overseeing Statewide 9-1-1 consolidation and the implementation of Next Generation 9-1-1 throughout the state.

Illinois law and executive order had established the Divisions of Operations, Internal Investigations, Forensic Services, and Administration. Illinois law also lays out the Illinois State Police Academy and the Office of the Statewide 9-1-1 Administrator separate from the four other Divisions. Therefore, the Department was reorganized in March 2019 to follow the framework established in statute. In May 2019, legislation was passed to rename the Division of Administration to the Division of Justice Services, effective January 1, 2020, to better reflect the technological services role the Division provides not just to the Illinois State Police, but to federal, state, and local law enforcement; prosecutors; and other criminal justice components.

In August 2019, Executive Order 2019-12 was issued to build upon the legislative restructuring of the ISP, allowing the organization's leadership to streamline and better focus their roles in the justice system over the next century. The order establishes and reestablishes distinctive divisions within ISP and delineates their powers, duties, rights and responsibilities so the ISP can better serve the people of Illinois. This reorganizational order was signed at the request of the ISP to ensure that the practical administration of the Department is clarified and improved and to ensure the best traditions of the ISP are revived and strengthened. This order officially renames the Department of State Police as the Illinois State Police. The Illinois State Police Academy was also renamed as the Division of the Academy and Training. Most significantly, this executive order also evolved the Division of Operations into the Division of Patrol and the Division of Criminal Investigation.

The mission of the ISP is to promote public safety and justice and the right of every Illinois citizen to life, liberty and the pursuit of happiness. This multi-year strategic plan is designed to serve as

a tool for the Department to manage resources and set goals and objectives in support of this mission in every corner of this state, from the Wisconsin border and the shores of Lake Michigan to the Kentucky border where the Ohio meets the Mississippi. As the ISP closes our first 100 years of service, the people of Illinois must be confident that the ISP will be prepared for the next 100 years of promoting public safety with Integrity, Service, and Pride.

## **SECTION 1 – STRATEGIC PLANNING**

The Illinois State Police (ISP) has historically maintained a multi-year strategic plan. However, this report has been formatted differently by different administrations throughout the years. The Commission on Accreditation for Law Enforcement Agencies (CALEA) Standard 15.1.3 requires accredited agencies have a multi-year strategic plan. The ISP was the first state police agency to achieve CALEA accreditation in June 1986. Agencies accredited by CALEA must meet a set of professional standards established by the Commission and must undergo a re-accreditation process at the end of each CALEA cycle in order to maintain accreditation. Since the initial accreditation in 1986, the ISP has maintained continuous accreditation status for over 30 years, having been awarded re-accreditation in 1991, 1996, 2001, 2004, 2007, 2013, and 2016. The ISP is currently preparing for the next accreditation review in 2020.

The ISP has embraced the concept of continuous improvement. The pathway to continuous improvement involves several steps. First, the Agency must determine its current state, or current performance level, and then decide what the desired state should be. The next step involves an analysis of the causes that have contributed to the current state, and the development of plans to address these causes. This leads to the development of measurable and realistic goals to improve performance outcomes. However, improvement does not stop once goals are met. Instead, the cycle continues. The outcomes are evaluated, and new goals are set. These principles will be applied to the ISP Strategic Plan.

Each division has developed goals and objectives that support the Department's mission and goals. The Divisions have also determined what measurable outcomes will be used to measure progress made toward each of the goals that have been set. These Division goals and measurable outcomes should be shared with personnel so that everybody is aware of the areas of focus and priority for the Division. This information is necessary when setting individual performance goals. Part I Performance Evaluation instruments for sworn officers require the goals set for individual officers to correlate with a Department goal. Annual performance evaluations for code personnel also require individual goals to be set by the employee and their supervisor for the upcoming year. Progress made towards an individual's goals will then support the established Department mission and division goals and can also be used to justify performance evaluations. Personal goals must be set within the framework of the employee's division goals.

Additionally, the fiscal burdens of the state of Illinois have led to more accountability of state agency expenditures. This, in turn, resulted in the creation of the Budgeting For Results (BFR) Commission, which reports to the Office of the Governor. The Office of the Comptroller also produces an annual Public Accountability Report (PAR). The ISP reports the Department's mission and goals to both of these entities. ISP also reports progress made to achieving the established goals through statistical metrics. ISP submits the previous year's PAR data and updates PAR goals annually. The ISP also reports statistical data and progress to the BFR Commission on a quarterly basis through the Illinois Performance Reporting System (IPRS). The goals established

and reported to each of these entities mirror the strategic goals of the ISP. However, the CALEA Standard does require the ISP to have a stand-alone strategic plan, and thus further justifies the ISP strategic plan.

The Chief Results Officer for the ISP serves within the Office of Research and Development and is responsible for coordinating with the ISP Office of Finance and Budget and with each ISP Division to collect accurate data for submission to the BFR Commission and the PAR. The ISP Accreditation Manager also serves within the Office of Research and Development.

The ISP Strategic Plan will be reviewed by the Director's Office, each ISP Colonel, and the Office of Research and Development on an annual basis. Additionally, each division will report progress on a quarterly basis. Addendums to this plan will be added for quarterly-reporting. In addition to the quarterly-reporting, the Divisions will also submit a report to the Director's Office at the end of each Fiscal Year. The reports will document the progress made to each of the strategic goals identified by each Division. Each division strategic goal will be reported individually and will identify progress made, challenges faced, and plans to meet the goal. The annual Division progress reports will also be included as addendums to the ISP Strategic Plan. Future revisions to the ISP Strategic Plan will be made upon approval of the Director's Office.

## **SECTION 2 – STRATEGIC DIRECTION**

### **VISION, MISSION, VALUES, AND GOALS**

#### **Vision**

*The Illinois State Police will strive for excellence in all we do - seeking to be one of the premier policing agencies in the country.*

#### **Mission**

*The Illinois State Police will promote public safety to improve the quality of life in Illinois.*

#### **Values**

##### ***Integrity - Trust and Dependability to Act Responsibly***

*The Illinois State Police standard - respect, fairness, honesty, and ethical conduct - is exceedingly high. We are accountable for always having the courage to do what is right, even when no one is observing or evaluating.*

##### ***Service - Contribute to the Welfare of Others***

*The Illinois State Police is committed to performing duties to meet the needs of others and promoting proactive partnerships to identify problems and develop solutions to improve public safety and strengthen relationships with citizens and the criminal justice community.*

##### ***Pride - Respect for Self, Others, and the Organization***

*Believing in the integrity of our actions, the Illinois State Police takes pride in the results we achieve as individuals and as an organization.*

#### **Goals**

***Improve the quality of life*** for our citizens through unimpeachable integrity, public service, training, and education.

***Safeguard the public*** by assisting law enforcement, decreasing traffic fatalities and injuries, and reducing crime and the fear of crime.

***Provide leadership*** through innovation as a dynamic, diverse, learning organization which promotes personal and professional growth.

**SECTION 3 – STRATEGIC ACTIONS**

**Division of Justice Services**

**Division of Forensic Services**

**Division of Internal Investigation**

**Division of Patrol**

**Division of Criminal Investigation**

**Division of the Academy and Training**

**Office of the Statewide 9-1-1 Administrator**



## DIVISION OF JUSTICE SERVICES

The Division of Justice Services (DJS) is responsible for providing administrative and technical services and support to the Illinois State Police, criminal justice agencies, and the community. The Division centralizes various functions in support of the Department and criminal justice authorities throughout the state.

The Division provides innovative development of new software technologies to replace aging legacy systems; supports criminal justice authorities through the Law Enforcement Agencies Data System (LEADS), Criminal History Record Information (CHRI), and Automated Biometric Identification System (ABIS); enhances public safety through Sex Offender Registration, Firearms Owners Identification (FOID), and Concealed Carry initiatives; and attains required equipment and communications services for safe and effective law enforcement on a statewide basis.

Effective January 1, 2020, the Division of Administration became known as the Division of Justice Services as a result of the passing of Senate Bill 1915. The Division's command structure consists of a Colonel, a Lieutenant Colonel, two Majors, a Chief of Staff and an Administrative Assistant II. The Division is comprised of the following commands and bureaus:

- **Administrative Support Command**
  - Logistics Bureau
  - Department of Innovation and Technology
- **Criminal Justice Services Command**
  - Bureau of Identification
  - Program Administration Bureau
- **Public Safety Services Command**
  - Firearms Services Bureau
  - Sex Offender Registration Unit

A Colonel is appointed to oversee and guide the direction of the Division. The Lieutenant Colonel, Chief of Staff and Administrative Assistant II report directly to the Colonel.

A Lieutenant Colonel is appointed to oversee the Administrative Support Command, Criminal Justice Services Command, and Public Safety Services Command. The Administrative Support Command reports directly to the Lieutenant Colonel. Within the Criminal Justice Services Command, a Major is appointed to report directly to the Lieutenant Colonel and supervises the Bureau of Identification and the Program Administration Bureau. Within the Public Safety Services Command, a Major is appointed to report directly to the Lieutenant Colonel and supervises the Firearms Services Bureau and the Sex Offender Registration Unit

### **Administrative Support Command**

The **Department of Innovation and Technology** provides the Department with information technology expertise regarding infrastructure and programming utilized by the ISP and other criminal and non-criminal justice entities. The Bureau also develops and maintains computer applications used throughout the criminal justice system. Many of these applications share data with a variety of national services to provide the most current and complete criminal justice information available.

The **Logistics Bureau** administers facility management functions including the coordination of new construction projects and oversight of facility repair and maintenance projects. The Bureau also handles the administration of telecommunication devices, printing and mailroom operations, supplying printed materials, and centralized mail processing services.

### **Criminal Justice Services Command**

The **Bureau of Identification** promotes public safety by collecting, maintaining, and disseminating accurate, timely, and complete criminal history information. Records relating to more than five million fingerprint files help ensure the identification of individuals and potential suspects through the use of the advanced ABIS.

The **Program Administration Bureau** provides administrative and operational support for statewide criminal justice programs as well as departmental records. The Bureau is responsible for ensuring users are aware of policy, training, compliance, and certification requirements for access to and use of criminal justice information systems, including the LEADS, Illinois Integrated Justice Information System (IJIS), Illinois Citizen Law Enforcement Analysis Reporting System (ICLEAR), and National Incident Based Reporting System/Uniform Crime Reporting (NIBRS/UCR).

### **Public Safety Services Command**

The **Firearms Services Bureau**, through its FOID Program, determines the eligibility of applicants who wish to acquire, possess, or transfer firearms. The Bureau also administers the state's Concealed Carry Licensing program. Through the Firearms Transfer Inquiry Program, federally licensed gun dealers are able to perform checks on potential buyers at the point of purchase. The Bureau also monitors and ensures those with a Federal Firearms License adhere to the Gun Dealer Licensing Act.

The **Sex Offender Registration Unit** administers the mandates of the Illinois Sex Offender Registration Act, Illinois Sex Offender Community Notification Act, and Illinois Murderer and Violent Offender Against Youth Registration Act. The Unit provides assistance to criminal justice

entities and maintains public websites for the Illinois Sex Offender Registry and Illinois Murderer and Violent Offender Against Youth Registry.

### **Mission Statement**

The mission of the Division of Justice Services is to ensure effective and efficient public safety operations by delivering comprehensive administrative and technical services and support, as well as innovative solutions, to the Illinois State Police and statewide law enforcement to enhance and facilitate effective public safety decisions.

### **Strategic Goals/Objectives**

1. Continuously improve and provide career development opportunities for division personnel at every level through collaborative efforts.
  - a. Maintain standardized hiring and training processes to fill critical vacancies and provide employee development opportunities.
  - b. Establish leadership and managerial training programs to develop future leaders and improve succession planning and job transition.
2. Provide high quality administrative and operational customer service and support.
  - a. Provide for the collection, maintenance and dissemination of criminal history record information to facilitate decisions by criminal and non-criminal justice entities.
  - b. Provide flexible training, certification and audit methods to satisfy state and federal mandates while recognizing differences in user needs and leveraging modern technology.
  - c. Provide high-quality administrative and operational support to improve, maintain, and support information technology infrastructure in support of enforcement and administrative law enforcement functions.
  - d. Provide support and guidance for the purchase, maintenance, repair, and replacement of facilities and equipment to ensure operability and reliability.
3. Solve complex challenges in the Department through innovative solutions and problem solving while maintaining the integrity and security of the systems and the stored data.
  - a. Establish a collaborative approach to problem recognition and resolution capitalizing on shared responsibilities and resources.
  - b. Identify and cultivate strategic and operational partnerships with public and private sector entities to improve processes and identify efficiencies.
4. Leverage technology and resources to refine and improve everyday workflow and processes.

- a. Implement biometric technologies to enhance crime solving and rapid identification services.
  - b. Research and identify viable alternatives to maximize departmental resources while improving the efficiency of administrative and operational functions.
  - c. Establish an enterprise approach to technological development and solutions through collaboration and communication to share responsibilities and resources.
5. Continuously improve communication within the Division as well as with local law enforcement agencies and States Attorneys.
- a. Conduct quarterly agenda driven meetings with the Bureau Chiefs.
  - b. Conduct monthly agenda driven meetings with the Command staff.
  - c. Provide monthly project updates to impacted divisions within the ISP.
  - d. Identify and cultivate strategic partnerships with local law enforcement and public safety partners to improve communication and responsiveness.

### **Output Indicators**

1. Percentage of Automated Biometric Identification System (ABIS) live scan submissions migrated to the new ABIS landing server.
2. Implementation of an Illinois Rap Back subscription and validation process.
3. Number of LEADS inquiry transactions.
4. Number of Firearms Owners Identification (FOID) applications received.
5. Number of FOID cards revoked.
6. Number of Concealed Carry License applications received.
7. Number of identification inquiries (name-and fingerprint-based) conducted.
8. Number of court orders to expunge or seal records processed.
9. Progress toward completion of Capital Development Board projects.
10. Implementation of the Law Enforcement Agencies Data System (LEADS) 3.0.
11. Transitioning user agencies from Illinois Uniform Crime Reporting (I-UCR) to the National Incident-Based Reporting System (NIBRS).
12. Implementation of a Voice over Internet Protocol (VoIP) call center phone system for the Firearms Services Bureau.

13. Progress toward commodity-based services migrated to enterprise support personnel.
14. Implementation of the Traffic and Criminal Software (TraCS) solution, business intelligence portal and Mobile Architecture for Communications Handling (MACH) for patrol and investigations.
15. Implementation of TraCS patrol solutions for external law enforcement agencies.
16. Progress toward the development and implementation of a mobile latent print identification system.
17. Progress toward the development and implementation of a new mobile identification system.
18. Progress of SOR meeting the Federal requirements outlined in the Sex Offender Registration and Notification Act (SORNA).



## DIVISION OF FORENSIC SERVICES

The Division of Forensic Services (DFS) strives to improve the effectiveness of the criminal justice community and enhance public safety by delivering accurate, complete, and timely crime scene evidence collection and forensic laboratory analysis. These services are provided at no cost to state, county, and municipal law enforcement agencies throughout Illinois.

The DFS is comprised of two separate commands, the Forensic Sciences Command (FSC) and Crime Scene Services Command (CSSC). The DFS enforces strict quality assurance measures across both commands to ensure accurate forensic services are delivered. The FSC laboratories have been accredited to conduct forensic testing by adhering to the ISO/IEC 17025 general requirements for competence of testing laboratories (including additional forensic requirements) and the Federal Bureau of Investigation (FBI) Quality Assurance Standards (for both deoxyribonucleic acid (DNA) Testing and Databasing Laboratories). To maintain accreditation, the forensic science laboratories must adhere to stringent standards of quality and sound scientific practice.

The FSC administers six operational laboratories across the state providing evidence testing in the areas of biology (forensic biology screening and DNA analysis), firearms/toolmarks, latent fingerprints, drug chemistry, trace chemistry (which includes microscopy), and toxicology. In addition, a DNA Indexing laboratory processes DNA profiles mandated by law to be entered into the DNA database for searching at the state and national levels. The FSC also operates a Training and Applications laboratory, comprised of the Statewide Training Program, which delivers initial training to new forensic scientist trainees and in-service training to experienced scientists, and the Research and Development Laboratory, where new technologies are evaluated and validated before being implemented in the laboratories and used on actual forensic cases.

Forensic Scientists working within the FSC regularly employ forensic databases to help solve crimes. The Combined DNA Index System (CODIS) permits unknown DNA profiles recovered at crime scenes to be searched against DNA profiles from known individuals or from other unsolved cases to identify potential suspects. Similarly, unknown fingerprints are entered into the Automated Biometric Identification System (ABIS) and searched against millions of known fingerprints to identify potential perpetrators. Firearms evidence may be entered into the National Integrated Ballistic Information Network (NIBIN) in an attempt to link firearms used in various violent crimes.

The CSSC is broken down into five geographic regions which cover the entire state of Illinois. Approximately 40 Crime Scene Investigators (CSIs) are assigned to these regions with the goal of responding to violent crime anywhere in the state within one hour. CSIs are trained in photography, crime scene mapping, evidence processing, and evidence handling and packaging. On-site

polygraph services are also provided by civilian examiners working throughout Illinois. Several CSIs receive additional training in forensic art, blood-stain pattern analysis, and bullet trajectory analysis. These disciplines help identify suspects based on witness descriptions, and reconstruct events at crime scenes where bloodshed occurred or firearms were used. The CSSC also utilizes the Unmanned Aircraft System (UAS) Program. The UAS can be used during incidents involving missing persons, significant risk of terrorism, natural disasters, and to document traffic crashes and crime scenes.

## **Mission Statement**

The Division of Forensic Services' mission is to deliver accurate and timely forensic services in the collection and analysis of physical evidence from crimes and assist with the identification and prosecution of offenders and exoneration of the innocent.

## **Strategic Goals/Objectives**

1. Increase capacity to complete case assignments in all sections, in all laboratories.
  - a. Increase forensic scientist staffing to 320 (minimum) statewide.
  - b. Fill support staff vacancies to maximize the efficacy of forensic scientist staff.
  - c. Implement high-throughput robotics to maximize the automation of portions of the analytical process where possible, with a primary focus on biology casework.
  - d. Ensure adequate CSI staffing to meet requests for scene processing.
2. Decrease turn-around-time (TAT) in all sections to quickly provide results of forensic analysis in support of the criminal justice process.
  - a. Achieve an average TAT of 60 days in the biology section, and 30 days in all other sections.
  - b. Ensure all user agencies are aware of rush analysis request protocol, and that it is used effectively to meet time-sensitive investigative/identification needs and court deadlines.
  - c. Develop strategies for select case assignment types to address specific needs within the criminal justice community (e.g., 48-hour NIBIN entry, expedited entry of DNA profiles into the Combined DNA Index System (CODIS), etc.).
  - d. Implement Rapid DNA technology. This includes developing workflow and procedures within the laboratory system and supporting statewide preparedness to adopt FBI standards and procedures as applicable.
  - e. Respond to requests to process crime scenes involving crimes against persons within one hour.
3. Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.

- a. Reduce the average age of unworked case assignments by targeting the oldest assignments.
- b. Ensure scientists and CSIs are aware when their work produces tangible results in the criminal justice system (convictions, exonerations, major case outcomes, etc.). Improve morale and esprit de corps by reinforcing the connection to public safety and recognizing the contributions of all employees.
- c. Establish consistent mechanisms for communication with law enforcement agencies, prosecutors, and other stakeholders within each laboratory's service area.
- d. Enhance the sharing of data throughout the criminal justice community by linking forensic case results to other criminal history databases.
- e. Publicize achievements by contributing articles to forensic journals relating to efficiencies and best practices implemented within the ISP laboratory system.

### **Output Indicators**

1. Number of Biology assignments completed.
2. Number of assignments completed in all other sections.
3. Number of unworked Biology assignments (backlog).
4. Number of unworked assignments in all other sections.
5. Number of crime scenes processed – Total
6. Number of crime scenes processed – Crimes Against Persons
7. Number of crime scenes processed – Property Crime.
8. Number of improvement projects implemented.
9. Number of internal and external training/information sessions conducted.

### **Efficiency/Cost-Effectiveness**

1. Number of fully trained forensic scientists.
2. Percent of Biology assignments worked within 60 days.
3. Percent of assignments worked within 30 days (all other sections).

4. Average age of unworked Biology assignments.
5. Average age of unworked assignments in all other sections.
6. Percent of crimes against persons Crime Scene Services responded to in one hour.



## DIVISION OF INTERNAL INVESTIGATION

The Division of Internal Investigation (DII) conducts investigations regarding allegations of misconduct by State Police employees (civilian and sworn), as well as all employees considered a member of the executive branch of state government. Among its diverse responsibilities, the DII investigates use of deadly force incidents by ISP Employees, financial crimes, theft of state property, and charges of abuse or neglect of inmates incarcerated at state correctional institutions and residents of mental health facilities, as well as other criminal allegations. The Division is also responsible for performing employee background investigations, as well as managing the statewide Identified Offender Program.

### Mission

The mission of the Division of Internal Investigation is to uphold the best interest and confidence of the public, state employees, and all agencies under the Executive Branch of State Government; to promote accountability through fair, impartial, timely, and thorough investigations, while maintaining the highest degree of integrity, professionalism, and excellence during the administrative, background, or criminal process.

### Strategic Goals/Objectives

1. Promote accountability and communication through educational workshops for the leadership of the Illinois State Police (ISP) and executive leadership of other state agencies to explain DII's role and the investigative process.
  - a. Develop and implement a curriculum and program designed to assist agency leaders and managers to better understand the investigative processes, timelines, expectations and potential outcomes.
2. Promote the transparency of investigative outcomes.
  - a. Provide a DII dashboard to share real-time information with ISP Leadership.
  - b. Compile and post statistical data regarding sustained administrative findings on the ISP public website.
  - c. Compile and post statistical data regarding sustained criminal findings on the ISP public website.
3. Increase investigative capacity, efficiency, and expertise.
  - a. Enhance the Background Investigations Unit (BIU).
  - b. Decrease case timelines resulting in quicker resolution.

- c. Identify appropriate staffing level to ensure proper service levels.
4. Provide leadership and investigative training to enhance the DII staff capability and performance.
  - a. Identify leadership and investigative classes and training for assigned personnel.
  - b. Seek out best practices to improve administrative and investigative strategies.
5. Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.
  - a. Implement a technological software program or tool to improve the outcome of the interview and interrogation process.
  - b. Improve digital evidence storage and maintenance capability.
  - c. Procure equipment to outfit DII interview rooms in each of the offices (Springfield, Matteson, DesPlaines, Collinsville, DuQuoin).
  - d. Provide a user-friendly avenue for citizens to report criminal allegations to DII.
6. Improve accountability by monitoring the performance of Agents assigned to the DII to increase the number of cases assigned and decrease timelines.
  - a. Supervisors will review monthly activity reports and performance metrics to ensure all personnel are meeting or exceeding the expectations of the DII.
  - b. Senior command will review investigative activity on a bi-annual basis to ensure performance metrics are being met or exceeded.
7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.
  - a. Conduct an analysis to identify the top ten violations of all personnel.
  - b. Address allegations of abuse, excessive use of force, fraud, theft, or other misconduct by state employees.
  - c. Develop and implement a curriculum/presentation designed to assist all agency personnel to understand the top policy violations, investigative processes, and rules of conduct as well as provide agency expectations.

### **Output Indicators**

1. Status of the development of programs for ISP and executive level leadership of state agencies.
2. Status of creating a DII Dashboard which is readily available for ISP leadership.
3. Number of BIU internal cases opened.
4. Average time to complete BIU cases.

5. Number of internal DII cases opened.
6. Average time to complete an internal DII case.
7. Number of external DII cases opened.
8. Average time to complete an external DII case.
9. Number of Identified Offender Program threat assessments handled.
10. Average time to complete an Identified Offender Program threat assessment.
11. Number of Office of Executive Inspector General referrals of criminal allegations to the DII.
12. Status of the development of a portal for citizens to report criminal allegations of state employees, anonymously or otherwise.
13. Number of certifications received by DII personnel.
14. The number of presentations provided to all agency personnel.



## DIVISION OF PATROL

The Illinois State Police Division of Patrol (DOP) provides uniformed patrol of Illinois roadways. Officers proactively enforce criminal and traffic laws.

Uniformed officers, assigned to 21 strategically situated Districts statewide, work to provide comprehensive law enforcement services to the public as well as to fellow county, municipal and federal law enforcement agencies. Troopers bear the primary mission to patrol Illinois roadways with the intent to interdict crime and ensure traffic safety.

The DOP is comprised of a variety of positions with various focuses including:

- Patrol Trooper: the backbone of the ISP responsible for general patrol functions including enforcement of laws, responding to calls for service, and providing safety-related education.
- Canine Officer: responsible for a wide range of duties including criminal apprehension, narcotic enforcement, criminal enforcement, general patrol, crowd control, and safety education.
- Criminal Patrol Officer: responsible for the interception of crime from Illinois roadways as well as the training and mentoring of other Illinois State Troopers in the area of professional criminal enforcement.
- Commercial Motor Vehicle Officer: responsible for the enforcement of commercial motor vehicle laws and hazardous materials compliance.
- Motorcycle Enforcement Officer: responsible for proactive traffic safety enforcement as well as providing escort-related services for high profile events.
- Safety Education Officer: responsible for providing safety-education services and media-related efforts.
- Vehicle Identification Officer: responsible for vehicle identification and ownership-related investigations pertaining to motor vehicles.
- Evidence Officer: responsible for maintaining evidentiary processes and coordinating with applicable court systems for prosecution.
- Court Officer: responsible for coordinating prosecution-related efforts between districts and applicable court systems.
- Investigative Trooper: responsible for investigating crime and bridging communications between the DOP and the Division of Criminal Investigations.

## Mission

The mission of the Division of Patrol is to support the Illinois State Police traditions of Integrity, Service, and Pride by pursuing endeavors to collaborate with community and safety partners while providing professional law enforcement services focused on the interdiction of crime and traffic safety.

## Strategic Goals/Objectives

1. Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.
  - a. Modernize evidence collection, documentation, and sharing of high-volume digital evidence.
  - b. Maximize mobile platform capabilities to enhance investigative leads management, mapping, and access to LEADS.
  - c. Continue to develop a single report writing platform to simplify user interface, data collection, and information sharing.
  - d. Automate routine business functions.
  - e. Research and develop impact analysis for automated vehicles to ISP mission.
  - f. Utilize Internet communication technologies, traditional media outlets, and Community Policing methods to arm the public with crime and threat information specific to their geographical area.
2. Enhance training and welfare of personnel.
  - a. Re-invigorate in-service training by adopting best practices from other agencies and federal partners.
  - b. Identifying training gaps through performance and hands-on training evaluations. Improved in-service training management system.
  - c. Mental clarity through professional development- Rotational time away from identified “high-stress” assignments to other units to learn, contribute, and share experiences.
  - d. Recurring basic training in-service retreat. At identified intervals (3-5 years), cadet classes are reconvened, disconnected from daily assignments, and provided updated in-service training, mental and physical health screenings, and updates on officer safety, trends in law enforcement, personnel management, leadership, and retirement training at a secluded venue.
  - e. Identify retiree death liaison and formalize retiree death notification protocol and practices.
  - f. Personal and professional cyber-security training for Sworn and Code personnel.
  - g. Emotional health and family counseling resources.

- h. New Code employee immersion and orientation to provide agency legacy and cultural informational training to new Code staff upon arrival to the ISP, co-taught by Sworn and Code staff.
3. Reduce the occurrence of violent crimes through proactive enforcement initiatives.
  - a. Enforce laws related to the criminal possession and use of firearms and reduce the access to firearms by prohibited individuals.
  - b. Utilize data driven information to become more efficient in reducing violent crime.
  - c. Utilize lethality assessment protocol (LAP) when responding to domestic violent incidents.
  - d. Impact inter- and intra-state shipments of illegal drugs/guns/proceeds and the identification of potential terrorism indicators by enhancing the capabilities of officers to “look beyond the traffic stop.”
  - e. Strengthen relationships with federal partners through collaboration and joint exercises.
4. Reduce drug trafficking, including the proliferation of opiates into Illinois communities.
  - a. Proactively target manufacturers and traffickers of illicit substances.
  - b. Work closely with local governance boards to continue to improve narcotics-related enforcement.
  - c. Continue to prioritize criminal patrol and establishment of Special Enforcement Teams (SET) and Gun Violence Task Force (GVTF) officers dedicated to reducing illicit gun and drug trafficking on the interstate highways.
5. Empower Illinois citizens by providing timely criminal justice information and increase electronic access.
  - a. Use Internet communication technologies, traditional media outlets, and Community Policing methods to arm the public with crime and threat information specific to their geographical area.
6. Decrease teenage-driver-related fatal and personal injury crashes.
  - a. Enforce Illinois' zero tolerance statute to reduce under-age, alcohol-related crashes.
  - b. Increase enforcement on routes to and from schools, focusing on contributory factors such as speeding, seat belt usage, improper lane usage, and distracted driving.
  - c. Increase enforcement efforts to reduce the sale of alcohol to minors and illegal consumption and possession of alcohol by minors.
  - d. Provide assistance to local partners with saturation patrols during teen-focused events.
7. Decrease fatal and personal injury crashes that involve an at-fault commercial vehicle.
  - a. Target enforcement on commercial motor vehicle crash reduction, focusing on contributory cause factors such as speeding, improper lane usage, and distracted driving.

- b. Conduct motor carrier safety inspections and support other motor carrier safety activities.
  - c. Conduct enforcement details specific to commercial vehicle overweight violations.
8. Decrease drug and alcohol-related fatal crashes and personal injury crashes.
- a. Develop strategies to increase public awareness of the DUI problem with campaigns such as the IDOT "You Drink and Drive, You Lose" mobilization initiative.
  - b. Employ emphasis patrols, enforcement zones, and roadside safety checks that focus on alcohol-related violations.
  - c. Utilizing "intelligence led policing" practices, the Division will develop enforcement strategies to identify locations with high crash rates where impaired driving is an identified factor.
  - d. Increase specialized training to better identify drug impaired drivers.
9. Promote seatbelt and child safety seat compliance.
- a. Aggressively enforce seatbelt and child safety seat violations in support of primary seatbelt laws.
  - b. Employ emphasis patrols and enforcement zones that focus on the "Fatal Four" in conjunction with campaigns such as the Illinois Department of Transportation (IDOT) "Click It or Ticket" mobilization initiative.
  - c. Partner with non-profit organizations for child safety seat distribution and education.
10. Decrease Interstate fatalities.
- a. Aggressively enforce the "Fatal Four" while patrolling the interstate highways.
  - b. Maximize the use of speed enforcement details to reduce the overall speed of vehicles to levels closer to the posted limit.
  - c. Utilize partnerships with mapping software providers to identify zones of excessive speed rates to better utilize enforcement resources.
  - d. Identify the high crash areas and target enforcement efforts in that vicinity.
  - e. Utilize motorcycle patrols on the interstate with a focus on speed enforcement.
  - f. Aggressively enforce distracted driving laws.
11. Increase comprehensive preparedness to guide the Department in the event of a major threat or incident.
- a. Maintain and implement, as needed, a comprehensive ISP deployment plan to guide the rapid, regulated movement of officers in the event of a major threat or incident.
  - b. Conduct tabletop exercises with national partners to include ILEAS, IEMA, federal agencies, and United States Military branches.
  - c. Maintain crowd containment teams throughout the state.
  - d. Ensure each ISP operational entity adapts appropriate protective measures that correspond with the Homeland Security Threat Advisory System (HSTAS).

**Output Indicators**

1. Number of arrests for Unlawful Use of a Weapon (U UW).
2. Number of firearm seizures.
3. Amount of illegal cash seizures.
4. Number of arrests for trafficking of narcotics.
5. Number of motor carrier safety inspections conducted.
6. Number of enforcement details conducted specific to commercial vehicle overweight violations.
7. Number of DRE evaluations conducted.
8. Number of “fatal four” citations (DUI, Speed, Seatbelt, Distracted Driving).
9. Number of “Scott’s Law” citations.
10. Number of Zero Tolerance citations.



## DIVISION OF CRIMINAL INVESTIGATION

The Division of Criminal Investigation (DCI) incorporates the functions of criminal investigation and special operations.

Plainclothes officers in 8 investigative zones work to provide comprehensive law enforcement services to the public and many county, municipal and federal law enforcement agencies. Detectives, known as "Special Agents," use state-of-the-art equipment and technology to investigate such crimes as homicide, sexual assault, vehicle theft, fraud, and forgery. ISP Agents, cooperating with federal and local police agencies, have helped crack international narcotics rings, solve mass murders, and apprehend international terrorists.

Across the state, officers also perform specialty functions. Specially trained canine (K-9) units and Special Weapons & Tactics teams may be called to aid in a wide range of emergencies or investigations, such as narcotics trafficking, searches for missing persons, and hostage situations. ISP also provides air operations support to search for missing persons, recover fugitives, and spot illicitly grown marijuana.

### Mission Statement

The mission of the Division of Criminal Investigation is to provide the highest degree of criminal investigative services to the residents and visitors of Illinois by focusing on drug enforcement, violent crime reduction, impartial public integrity investigations, and digital crime forensic analysis service while maintaining the Illinois State Police (ISP) traditions of Integrity, Service, and Pride.

### Strategic Goals/Objectives

1. Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.
  - a. Modernize evidence collection, documentation, and sharing of high-volume digital evidence.
  - b. Maximize mobile platform capabilities to enhance investigative leads management, mapping, and access to LEADS.

- c. Continue to develop a single report writing platform to simplify user interface, data collection, and information sharing.
  - d. Expand digital-crime investigative skills across the enterprise, with subject matter experts assigned to each investigative zone to extract and analyze evidence from vehicles, cellular devices, computers and virtual assistants.
  - e. Modernize voice stress analytical skills in each investigative zone.
  - f. Automate routine business functions.
  - g. Research and develop impact analysis for automated vehicles to ISP mission.
  - h. Establish School Violence Tip-line.
2. Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.
    - a. Invest in personnel to establish expertise in violent crime and public integrity investigations.
    - b. Develop partnerships with the Illinois Attorney General to identify and apprehend child predators through greater participation in Internet Crimes Against Children (ICAC) task forces.
    - c. Create a state-wide cold case unit comprised of highly skilled retired personnel to adopt and continue investigative efforts and case review of unsolved violent crimes.
    - d. Replicate the Child Death Investigation Task Force to all zones.
    - e. Increase Air Operations staffing and aerial platforms through creative leasing and purchasing agreements to ensure current technology and build Intelligence, Surveillance, and Reconnaissance (ISR) capabilities.
    - f. Reorient SOCOM's mission and structure to more fully realize counterterrorism skills and training; identify adjunct tactical operations personnel to serve as force multipliers at large events; and increase SOCOM participation in complex investigations such as missing persons and difficult surveillance areas.
3. Enhance training and welfare of personnel.
    - a. Re-invigorate in-service training by adopting best practices from other agencies and federal partners.
    - b. Identifying training gaps through performance and hands-on training evaluations.
    - c. Improved in-service training management system.
    - d. Mental clarity through professional development - Rotational time away from identified "high-stress" assignments to other units to learn, contribute, and share experiences.
    - e. Recurring basic training in-service retreat. At identified intervals (3-5 years), cadet classes are reconvened, disconnected from daily assignments, and provided updated in-service training, mental and physical health screenings, and updates on officer safety, trends in law enforcement, personnel management, leadership, and retirement training at a secluded venue.
    - f. Identify retiree death liaison and formalize retiree death notification protocol and practices.
    - g. Personal and professional cyber-security training for Sworn and Code personnel.
    - h. Emotional health and family counseling resources.

- i. New Code employee immersion and orientation to provide agency legacy and cultural informational training to new code staff upon arrival to the ISP, co-taught by Sworn and Code staff.
4. Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.
  - a. Enforce laws related to the criminal possession and use of firearms and reduce the access to firearms by prohibited individuals.
  - b. Identify and apprehend prohibited possessors of firearms through intra- and interagency partnerships.
  - c. Increase the clearance rate of homicides investigated by the Illinois State Police by providing investigative personnel with advanced training in the area of homicide investigations.
  - d. Utilize data driven information to become more efficient in reducing violent crime.
  - e. Increase ISP's capacity to focus on the gap between tactical and decision-making intelligence by expanding the Statewide Terrorism and Intelligence Center beyond homeland security to include local Intelligence Liaison Officers.
  - f. Through training and aggressive Medicaid fraud investigations, identify offenders, reduce the occurrence of fraud, and assist in the recovery of funds.
  - g. Strengthen relationships with federal partners through collaboration and joint exercises.
5. Reduce drug trafficking, including the proliferation of opiates into Illinois communities.
  - a. Proactively target manufacturers and traffickers of illicit substances.
  - b. Develop a narcotics strategy to address all geographical areas of the state.
  - c. Devote resources where appropriate and available to develop narcotics squads focusing on dismantling narcotics distribution organizations.
  - d. Work closely with local governance boards to continue to improve narcotics-related enforcement.
6. Reduce Illinois' vulnerability to terrorism.
  - a. Through the Statewide Terrorism and Intelligence Center, provide a full range of intelligence resources to support Illinois' counter-terrorism efforts.
  - b. Collaborate with the FBI Joint Terrorism Task Forces (JTTF) and state and local partners to have a comprehensive preparation, detection, and response strategy for homeland security.
  - c. Provide subject matter expertise and education to high-profile events to deter, detect, and defend public gatherings from violent acts.
7. Increase comprehensive preparedness to guide the Department in the event of a major threat or incident.
  - a. Maintain and implement, as needed, a comprehensive ISP deployment plan to guide the rapid, regulated movement of officers in the event of a major threat or incident.
  - b. Conduct tabletop exercises with national partners to include ILEAS, IEMA, federal agencies, and United States Military branches.

- c. Increase the State Weapons of Mass Destruction Team's counter-terrorism capabilities by ensuring they are adequately staffed, equipped, and trained.
- d. Ensure each ISP operational entity adapts appropriate protective measures that correspond with the Homeland Security Threat Advisory System (HSTAS).

### **Output Indicators**

1. Number of actionable School Violence Tip-line calls received
2. Number of violent crime and public integrity cases opened or adopted.
3. Number of violent crime and public integrity cases closed.
4. Number of Special Agents who successfully complete advanced homicide investigation training.
5. Number of Computer Evidence Recovery Specialists within the Division.
6. Number of ICAC cases opened.
7. Number of ICAC cases closed.
8. Number of firearm seizures.
9. Amount of illegal cash seizures.
10. Number of arrests for trafficking of narcotics.
11. Number of JTTF cases opened.
12. Number of JTTF cases closed.
13. Number of MFCB cases opened
14. Number of MFCB cases closed.
15. Number of Air Operations missions flown.
16. Percent change of SOCOM missions identified as counterterror, homeland security, or investigative assists.
17. Time required to process a cellphone for forensic analysis.

18. Time required to process a computer for forensic analysis.
19. Clearance rate for homicide investigations utilizing the FBI's definition for clearance.
20. FOID details completed.
21. Number of people placed into FOID compliance.



## DIVISION OF THE ACADEMY AND TRAINING

The primary purpose of the Division of the Academy and Training (DAT) is to prepare new officers for a career in law enforcement. In keeping with the Illinois State Police (ISP) tradition of excellence, this goal is accomplished through innovative, quality training and educational practices. The DAT also offers a multitude of

continuing training and educational programs for ISP employees. The Academy provides training to Cadets, In-service education to Troopers, and a basic 560-hour curriculum to county and municipal law enforcement agencies.

The ISP Recruitment Unit is under the purview of the DAT. The Unit is committed to excellence and dedicated to creating viable ways of achieving a diverse department that adequately mirrors the population it serves. The Recruitment Unit abides by employment practices that ensure diversity in recruitment and hiring. The Recruitment Unit strives to support the ISP's goal of providing the highest level of law enforcement through a well-trained, diverse workforce capable of promoting public safety and improving the quality of life in the state of Illinois.

The DAT also maintains the Quartermaster Section. The Section is responsible for the purchase, distribution, storage, and issuance of uniforms, equipment, and supplies of the Illinois State Police.

The DAT is proud of the national reputation it has earned and is looking forward to carrying this tradition into the 100<sup>th</sup> anniversary of our premier agency's existence.

### **Mission Statement**

The mission of the Division of the Academy and Training is to improve the quality of life for our citizens through unimpeachable integrity, public service, training, and education; provide education to Sworn employees, Cadets, and Recruits to develop the knowledge, skills, and experience to perform their law enforcement duties through excellence in teaching, fostering integrated critical thinking and the ability to transfer a breadth of knowledge from the classroom to everyday interaction with the citizens of Illinois; and provide leadership through innovation as a dynamic, diverse, learning organization promoting personal and professional growth.

## Strategic Goals/Objectives

1. Implement drastically revised knowledge and skills-based Recruit and Cadet curricula delivery programs coupled with increased training in Human Trafficking, and Sexual Assault Awareness.
2. Reduce the number of Probationary Troopers being extended on the FTO Program by establishing a ride along program while Cadets are in the Academy to assist with issues in geography, radio communication, and other performance matters.
3. Ensure Cadets are retained by incorporating programs of retesting in academic and physical skills and initiating a Police Family Orientation Program for each Cadet Class.
4. Provide career development opportunities for department personnel at every level through In-service training, Promotional School, leadership training seminars, and bi-annual symposiums.
5. Provide Sworn and Code personnel with instructor-led in-service training, and publish monthly training bulletins pertinent to issues facing law enforcement.
6. Promote strategic, innovative recruitment techniques on a monthly basis to develop a broad and diverse candidate pool of 1,000 applicants for the position of ISP Trooper and 500 applicants for code positions yearly.
7. Utilize various social media outlets to attract and maintain over 10,000 followers.
8. Ensure Fast Track curricula is current and maintained up-to-date.
9. Ensure a comprehensive annual review by the Curriculum Review Committee of all curriculum taught at the ISPA.
10. Provide training opportunities to Troopers in the area of drug recognition by providing Advanced Roadside Impaired Driving Enforcement (ARIDE) certification and Drug Recognition Expert (DRE) training.
11. Enhance and develop new partnerships with community and civic organizations in order to continue providing opportunities for youth to participate in police community relations events.
12. Ensure Sworn and Code employees assist Public Information Officers (PIOs) and Safety Education Officers (SEOs) statewide with community outreach events designed to build police community relations.

13. Create a plan to anticipate what resources will be necessary to sustain efforts of supplies and materials at the Quartermaster by ensuring surplus of required equipment and supplies are maintained to meet operational needs within established rules.
14. Ensure 100 percent accountability of all Quartermaster supplies and equipment.
15. Increase the number of active Honor Guard Unit members through yearly recruitment initiatives.

### **Output Indicators**

1. Number of Curricula revised.
2. Number of Human Trafficking courses conducted.
3. Number of Sexual Assault Awareness courses conducted.
4. Number of ride-alongs attended by Cadets.
5. Percentage of Cadets retained.
6. Number of Family Orientation Programs held.
7. Number of In-service training courses conducted.
8. Number of Promotional Schools conducted.
9. Number of leadership training seminars conducted.
10. Number of instructor led In-service training courses conducted.
11. Number of training bulletins published.
12. Number of recruitment events conducted or attended.
13. Number of applicants in Cadet employment pool.
14. Percentage of curricula reviewed and updated as needed.
15. Percentage of curricula reviewed by the Curriculum Review Committee.
16. Number of ARIDE training courses conducted.

17. Number of officers attaining ARIDE certification.
18. Number of DRE courses conducted.
19. Number of officers attaining DRE certification.
20. Number of community outreach events in which ISPA personnel assisted.
21. Number of Honor Guard Unit members recruited.



## OFFICE OF THE STATEWIDE 9-1-1 ADMINISTRATOR

On January 1, 2016, the Office of the Statewide 9-1-1 Administrator was created within the Department of State Police. The Division encompasses the Office of the Statewide 9-1-1 Administrator, the 9-1-1 Bureau as well as the Telecommunications Services Bureau, the Radio Network Services Bureau, and the Fleet Management Bureau. The Office of the Statewide 9-1-1 Administrator is responsible for developing, implementing, and overseeing a uniform statewide 9-1-1 system for all areas of the State outside of municipalities having a population over 500,000. Further, the Administrator is responsible for developing a plan to ensure 9-1-1 systems are consolidated and a Statewide Next Generation 9-1-1 Network is implemented.

The Statewide 9-1-1 Bureau is responsible for the technical review of consolidation, modification, and waiver applications and disbursement of surcharge to Local 9-1-1 Systems and 9-1-1 system providers. The ISP has oversight authority of 9-1-1 systems and provides administrative support to the Statewide 9-1-1 Advisory Board. The Telecommunications Services Bureau and Radio Network Services Bureau are responsible for providing reliable routine and emergency communication capabilities for state law enforcement agencies, and to federal, county, and municipal agency partners through the use of shared resources and interoperability protocols. Finally, the Radio Network Services Bureau and Fleet Services Bureau are responsible for providing, maintaining, and supporting the Department's fleet to ensure officers are equipped with appropriate vehicles as well as emergency communications and warning equipment.

### Mission Statement

The Office of the Statewide 9-1-1 Administrator will enhance public safety operations within Illinois by leveraging innovative technology to provide efficient Next Generation 9-1-1 solutions, wide-ranging communication capabilities, and comprehensive fleet services.

### Strategic Goals/Objectives

1. Expand strategic and operational partnerships through innovative solutions and problem solving.
  - a. Evaluate legislative and regulatory solutions and mandates to effectively and efficiently utilize Departmental resources.

- b. Evaluate and research vehicle installation methods and alternatives internally and externally to improve efficiency and timeliness while maximizing the use of existing resources.
    - c. Evaluate and research the impact of MACH as it relates to further consolidation of communications responsibilities.
  2. Leverage technology and resources to refine and improve everyday workflow and processes.
    - a. Research and identify viable alternatives to maximize departmental resources while improving the efficiency of administrative and operational functions.
    - b. Administer the development, implementation, and operation of a statewide NG911 system and provide administrative and operational guidance to meet related legislative needs.
    - c. Increase interoperability between ISP communications, the statewide NG911 system, and other public safety jurisdictions within and outside of Illinois.
    - d. Provide BIA/Lean Six training to Managers/Staff to review critical processes and implement optimization where possible.
  3. Provide exemplary customer service and support.
    - a. Provide technical support for installation, maintenance, and replacement of radio and related equipment in vehicles and facilities to ensure optimal operability and reliability.
    - b. Provide support and guidance for the purchase, maintenance, repair, and replacement of equipment to ensure optimal operability and reliability.
    - c. Provide guidance and administrative support to public safety answering points and 9-1-1 systems to assist with meeting legislative mandates and enhancing statewide 9-1-1 services.
  4. Cultivate personnel resources through succession planning and career development opportunities.
    - a. Extract and document historical knowledge and expertise from departing personnel.
    - b. Maintain standardized hiring processes and improve training processes to expedite transition when filling vacancies.
    - c. Establish a continuing job-based education program for all personnel with an emphasis on public safety outcomes.
    - d. Identify relevant advanced training needs and opportunities for career development and advancement.

## Output Indicators

1. Implementation of an innovative new computer system that replaces the Wireless Emergency Telephone System Act (WETSA) and simplifies 911 information collection and surcharge distribution.

2. Number of new vehicle installations completed.
3. Number of rifle/shotgun in-car mount installations complete.
4. Number of push bumper installations completed.
5. Number of new in-car video installations completed.
6. Duration of time for vehicles to be deployed to a district upon receipt from the vendor.
7. Number of mobile and portable radios replaced.
8. Number of critical radio tower sites where preventative tower maintenance was performed.
9. Number of critical radio tower sites where preventative site maintenance was performed.
10. Number of intergovernmental agreements reached with other public safety jurisdictions to allow for cross-channel communication.
11. Implementation of new computer fleet management system.
12. Number of public safety answering points deploying text to 9-1-1 services.
13. Number of trained and certified Local Data Stewards and Data Maintainers.
14. Number of public safety answering points transitioned to geospatial routing.
15. Number of public safety answering points transitioned to statewide ESInet.
16. Number of ISP Communication Centers established as Secondary Answering Points within the statewide NG911 system.
17. Number of Telecommunicators receiving critical incident response and support services training.
18. Number of in-service continuing job-based training programs and manuals created.
19. Number of personnel receiving in-service continuing job-based education training.
20. Number of personnel participating in career advancement training opportunities.

## **SECTION 4 – TARGET PERSONNEL LEVELS, WORKLOAD, AND POPULATION TRENDS**

### ISP Staffing and Calls for Service

- ISP calls for service are expected to continue to rise approximately three percent each year from the current level of 500,443 calls.
- Current Sworn Staffing: 1,784
- Current Code Staffing 907
- Target Sworn Staffing Levels:
  - January 1, 2020 – 1,794
  - January 1, 2021 – 1,874
  - January 1, 2022 – 2,200
- Anticipated Code Staffing Levels:
  - January 1, 2020 – 927
  - January 1, 2021 – 927
  - January 1, 2022 – 1,080

### Illinois Population and Vehicle Miles Traveled

- Illinois' population is currently 12.7M and predicted to continue to decrease by 0.26% based on growth models. (source World Population Review, 2019).
- Vehicle miles traveled continues to increase steadily (108.16 Million, 2017)
- Fatality rates have begun to trend upwards since 2009 (0.086). 2017 fatality rate is 1.01.

**SECTION 5 – ANTICIPATED CAPITAL IMPROVEMENTS AND EQUIPMENT NEEDS**

**FY21 ILLINOIS STATE POLICE  
OVERVIEW OF CDB REQUESTS**

**FUNDED PROJECTS**

**1. DOO Plan New Combined Joliet Facility and Site Acquisition \$65,500,000**

Planning and construction of a new facility to include the following ISP work units: Joliet Laboratory, District 5, Zone 3, Bureau of Identification, Crime Scene Services Command, and Program Administration Bureau. This new facility should also include a new firing range for sworn personnel. Extensive upgrades are required at many of these current state-owned locations, including electrical, plumbing, and mechanical systems. Statute requirements and population increases have plagued these locations with insufficient operational platforms. A combined facility will enhance operational efficiencies for these work units. Additionally, construction of a new facility will allow the ISP to combine several work locations reducing yearly repair and maintenance costs.

**UPDATE:**

*Based on a consensus from affected Division representatives, the site plan was selected, and this was reported to CDB/RADA. FFE Procurement has been made clear that the ISP is requesting a “turn key” facility with FFE being procured under the CDB bid package. RADA submitted the Design Development. All involved ISP departments are scheduled to receive the documents for review.*

**2. DJS New Combined Metro-East Facility \$55,000,000  
(Requires CDB survey and estimates)**

Planning, site acquisition, and construction of a new facility to accommodate in excess of 180 ISP personnel and include the following ISP work units: District 11 Patrol Headquarters, Communications Service Bureau, Zone 6 Investigations, Division of Internal Investigations, Illinois Gaming Board, Medicaid Fraud Control Bureau, and South SWAT. All of these work units currently are located in the Regional State building in Collinsville (shared with IDOT), with the exception of South SWAT. The Regional State building work units occupy approximately 50,000 square feet of space. In addition to this space, South SWAT would require approximately 2,500 square feet of office space and 12,500 square feet of storage space. Relocating South SWAT to the Metro-East area in a new facility would provide adequate storage for specialty equipment and would provide for better response times in an area of the state with a

growing significance for SWAT services. Relocating investigations and patrol will also have force-multiplying effects in reducing violent crime and improving traffic safety enforcement in high-crime, low-resource areas that are increasingly reliant upon the ISP for public safety services. This new facility should include a new firing range and training room which is critical to maintaining standards and improving safety outcomes in high risk situations. A combined facility would also enhance operational efficiencies for these work units. Finally, construction of a new facility will allow the ISP to combine several work locations reducing yearly repair and maintenance costs and eliminate the need to lease specialty space for SWAT.

**UPDATE:**

*On June 16, 2022, the AG Office approved the land acquisition for the project. The check was delivered to Illinois Title and Escrow LLC in Swansea, Illinois on July 22, 2022. CMS Legal provided ISP Legal Counsel with the closing document. The Metro East land acquisition has been completed. GOMB will have to release a portion of the funds so CDB can publish the project.*

**3. DFS Renovate Joliet Crime Laboratory \$6,936,300**  
 (CDB survey conducted: 11/20/2017/CDB Project #291-101-R05)

The Joliet Forensic Science Laboratory services over 200 law enforcement agencies. The building was originally constructed in 1964 and significantly remodeled in 1990. A majority of the flooring within the facility has exceeded its useful life cycle and is in need of replacement. The main hallways were carpeted in 2003 as a stop-gap measure in that the vinyl tile present were fracturing or disintegrating. Due to the asbestos tile under the existing tile, this flooring cannot easily be replaced. Currently the facility relies a great deal on duct tape to prevent further deterioration of this tile. In 2006, the DNA laboratory was remodeled using a solid surface linoleum like flooring material combined with a leveling/sealant to encapsulate the existing asbestos sub-floor, but this is also experiencing deterioration.

The laboratory’s HVAC systems were determined to be “inadequate for lab functions.” New forensic technologies have required more exhaust fans to be added to the building creating a severe negative pressure problem. This negative pressure problem coupled with the aging duct system have led to humidity issues. The Air Handling Unit’s electronic control module was last replaced in 2009. In 2016, an HVAC vendor determined the module was not functioning properly, but a replacement unit was unable to be located. In 2005, the CDB recommended the existing HVAC system be “removed in its entirety and replaced with a system that will be able to make up the large quantities of exhaust air. The existing air-cooled chiller and boilers will probably need replaced with larger capacity units. Provide new ductwork, AHU, exhaust fans, chilled water piping, heating water piping, pumps, reheat coils, etc. Provide new exhaust hoods. Provide computer room style supplemental cooling units where required.

Provide a new, non-proprietary, DDC temperature control system.” The condition of the system has not improved in the 13 years since the 2005 CDB recommendation.

The Joliet Laboratory is located within a high-crime area. The facility contains over 1,600 items of equipment, which includes sensitive scientific analytical instruments. In addition to the equipment, the laboratory also has multiple evidence vaults that contain large amounts of cannabis, dangerous drugs, firearms, explosives, and other items submitted to the lab for examination. The current security system is over 20 years old and is starting to show signs of obsolescence. There are increased safety challenges for the laboratory and safeguarding both the laboratory personnel and the facility is necessary.

**UPDATE:**

*CDB Procurement Office and CPO initially rejected Argo Construction’s low bid on the Joliet Renovation Project. As a result of the low bid being rejected by CDB Procurement, the bidder submitted a protest to the rejection. Upon further review, CDB went back to the low bidder and the protest by the bidder was rescinded. CDB advised the contractor received the Notice of Award on May 23, 2022. The Authorization to Proceed is expected to be sent to the vendor within the next 1-2 months. There will be no work scheduled to begin until August 15, 2022.*

**4. DJS Upgrade HVAC, ISP Academy, Springfield \$9,471,100**  
(CDB survey conducted: 09/18/2014/CDB Project #291-221-R08)

The upgrade of the HVAC system for the 85,312 square foot ISP training facility, which is over 40 years old, is requested to prevent ongoing mold-related concerns. The HVAC system and control systems in their entirety have exceeded their service lives and require frequent repairs.

**UPDATE:**

*During the demo Phase 1 portion of the project, mold was discovered by Farmer Environmental. The mold discovered by the contractor and any additional mold discovered as the project moves forward must be addressed before proceeding/completing. The areas identified are currently under containment as a part of the Phase 1 asbestos abatement. Additional paperwork and material cost will be provided by general contractor and were added to a Proceed Order. Additional funding was approved to address the mold issues and replacement of 50 windows, not to exceed \$100,000. The 3<sup>rd</sup> floor abatement continues. The new generator pad, new windows, and the 2<sup>nd</sup> floor drywall is expected to begin. Most recently, the contractor completed a walk thru with ISP to identify additional windows and shut off valves that may need replaced per each phase of project.*

**5. DJS Install New Tower and Communications Equipment, Fairfield \$537,200**  
 (CDB survey conducted: 08/11/2015/CDB Project #291-085-001)

Demolish existing 240-foot tall radio tower and replace with steel tower on site. Procure and install new communications equipment. The HVAC system in the communications support building needs replaced. The existing tower is structurally compromised as professionally-conducted ultrasound testing indicates. According to the recent CDB survey conducted in August 2015, if the existing tower is left unattended, the tower is certain to fail within the next few years.

**UPDATE:**

*This project was completed and closed out.*

**6. DOP Roof Replacement District 1, Sterling \$420,600**  
 (Pending CDB survey/CDB Project # 291-240-R291-240-R)

Building is over 15 years old and the roof is showing signs of age. The facility has experienced several leaks within the last couple of years.

**UPDATE:**

*The roof replacement was completed, the Contractor's Performance evaluation was completed and sent to CDB and the final closeout paperwork is pending.*

**7. DJS ISP Academy Parking Lot and Running Track \$817,900**  
 (CDB survey conducted: 08/20/2015/CDB Project #291-221-R10)

Repairs are needed to the Academy parking lot which had an overlay in 1992. This parking lot is utilized by staff along with cadets and recruits on a daily basis. This area is also used for instructional and practical exercises as well as an area for drill instruction for the cadets and recruits. The running track installed in 1993 is utilized by staff along with cadets and recruits for physical skills exercises. Both the parking lot and track have deteriorated to the point where numerous cracks have spread across the pavement which could lead to unsafe training conditions.

**UPDATE:**

*All work was completed and CDB conducted a final close out meeting October 20, 2021. Final closeout was signed on October 28, 2021 and the project is complete.*

**8. DJS Central Headquarters Parking Lot Lighting Upgrade** **\$958,100**  
 (CDB survey conducted: 10/21/2013/CDB Project #291-275-R04)

The lighting system for the Illinois State Police (ISP) Central Headquarters main parking lot is substandard. Numerous lights are not working at 100 percent due to age, rust, etc. These conditions present a safety concern for all ISP employees – especially telecommunicators who come and go at all hours of the night. The ISP has experienced several problems in and around the main lot – including building intrusion, employee harassment, and vandalism to squad cars. Exterior security cameras monitoring the parking lot have been significantly upgraded; however, due to the poor lighting, it is difficult to capture quality video footage at night. The Capital Development Board provided a recent lighting analysis and – on a scale of 1 to 10 with 1 being at the high end – gave the current lighting system a level of 7 or 8; by comparison, the grade of Walmart is rated at level 2 or 3. Additional high resolution cameras will be added, and new cameras will replace older style cameras which are not able to adequately monitor the parking lot.

**UPDATE:**

*A meeting was held with Butler Funeral Home Director and it was decided the two light poles will stay in their current location. CDB PM will submit a Change Order to place two new poles on the north side of the parking lot near the side walk and grass area. Replacement poles have been erected in the Main Lot. Furthermore, the project is 60% complete and scheduled to be completed August 2022. Lastly, perimeter work around building has started and light bases/poles installation will begin mid-July.*



**UPDATE:**

*The Academy submitted their list of equipment needed for the project. The list includes movable equipment (beds, desks, etc.) and electronics (white boards, smart boards, AV equipment). This list has been sent to CDB and the A/E for estimated costs and FF&E funding consideration. These funds will be removed from the project once a known cost is determined AE WSP Galvin Ninette has attempted several times to contact CDB contracts. When CDB provides Professional Service Agreement (PSA) all parties can begin Design phase.*

**3. CSB Roof Replacement and Repair Radio Lab, Springfield**

The Illinois State Police Radio Lab was originally constructed in the 1930's and has been expanded over the years to address the needs of the Department. Over the past 8 to 10 years, the roof, particularly in the original portion of the building has deteriorated and allowing water to enter the building. The roof has received minor repairs over the years, however, remains in need of replacement.

**UPDATE:**

*Due to continued deteriorating conditions, with the approval of CMS, the ISP pursued the replacement of the roof independent of CDB and CMS. The project was initiated in June 2019 and completed in September 2019.*

**4. DFS Roof Replacement and Upgrades to Chicago Laboratory \$4,800,100**

Constructed in 1996, the 86,636 square foot laboratory is in need of significant maintenance, repair, and upgrades to the facility to provide the necessary laboratory environment to reduce errors, contamination, and a decrease in overall service. The current roof is in need of replacement, numerous plumbing and electrical repairs are required throughout the facility, repair to the ventilation system to eliminate vibration noises, and an upgraded IBEX Building Automation System is needed. Additionally, an upgraded telephone system and audio visual system upgrade in the auditorium are necessary. Finally, collapsed storm sewer lines in the east parking lot need repaired and dead trees removed from the property. (\$498,000 user estimate)

**UPDATE:**

*Epstein and Sons received a partial contract for P/A Design. A meeting was held on May 24, 2022 to discuss the scope of work. Next design submittal will include Schematic Design. AE will need to present three options from which ISP will choose. At least two options will need to be within budget. CDB advised it is likely that not all of ISP expectations will be met to budget cost. Submittal will show the current condition of the facility showing all items that need to be replaced along with recommendations. The PA report was recently distributed digitally to all parties for review and prints*

*were sent to CDB professional services. A WebEx meeting is scheduled for August 18, 2022. PA review comments will be reviewed and discussed by all parties.*

**5. DOP AC/HVAC Replacement Districts 1, 6, & 16** **\$1,373,900**  
(CDB survey conducted: 12/24/2019/CDB Project #291-00R14-R)

District 1 requires two heating and cooling roof top units replaced out of ten as they were placed in operation in 1996 and have outlived their operational life. District 6 has 10 heating and cooling roof top units to replace out of 13. District 16 air handling and condensing units are over 20 years old and need replaced. New ceiling tile and LED lighting will need to be installed at District 16.

**UPDATE:**

*The PA-SD submittal / review meeting took place April 11, 2022. Building HVAC concepts were reviewed during the meeting. Once the concepts have been approved, Delta Engineering will be approved to begin Design & Development (DD). CDB PM will inform ISP with a direction on the roof remodel/replacement. CDB anticipated new roof replacement not to exceed \$125,000. CDB Professional service will seek additional funds from GOMB to incorporate the roof into project. The DD will show HVAC units place on rooftop. CDB PM will begin completing the A/E Modification to include the new roof as a part of the project. In May, CDB received the DD documents for review. District 16 HQ roof will be included in 50 % submittal. The submittal is due Mid- August 2022.*

**EQUIPMENT NEEDS**

**Division of Justice Services**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Herman Miller Versus Chair (SOR)	\$520	5	\$2,600
Standing Electric Desks (SOR)	\$1,000	5	\$5,000
Datacard FOID/CCL Card Printer (FSB)	\$650,000	1	\$650,000
HP Laser Jet Printer with Extra Envelope Tray (FSB)	\$2,399	3	\$7,197
Xerox Color Printer W7830 (FSB)	\$14,748	1	\$14,748
Computers/ Laptops (Colonel Office)	\$800	5	\$4,000
Snow Plow Blade for F450 (LOG)	\$7,500	1	\$7,500
Walker Mower- Replace Current (LOG)	\$20,000	1	\$20,000
Color Laser Printer Office Model – Print Shop (LOG)	\$1,000	1	\$1,000
Gator Style Utility Vehicle for CHQ Maintenance Staff (LOG)	\$20,000	1	\$20,000

**Division of Forensic Services**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Scanning Electron Microscope (SEM) / Energy-Dispersive X-ray (EDX)	\$275,000	3	\$825,000
Liquid Chromatograph – Tandem Mass Spectrometer (LCMSMS)	\$200,000	2	\$400,000
Gas Chromatograph – Mass Spectrometer (GC/MS)	\$147,000	4	\$588,000
Maxwell Robots	\$33,310	5	\$166,550
V-Twin System	\$49,500	2	\$99,000

**Division of Internal Investigation**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Computer Voice Stress Analyzer	\$9,995	3	\$29,985
Interview Room Camera Equipment	\$2,500	2	\$5,000
DII Cloud-based Server Subscription	\$50,000	1	\$50,000
Portable Cellbrite	\$10,000	4	\$40,000
Portable Video Cameras and Memory Cards	\$300 / \$30	9 / 18	\$3,240
Color Printers	\$1,500	2	\$3,000

**Division of Patrol**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Squad car cameras and servers	Camera \$5,752 Server \$47,000	558 9	\$3,632,616
Stop Sticks	\$454	250	\$113,615
Mobile Command Vehicle	\$700,000	1	\$700,000

**Division of Criminal Investigation**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Air Frame Platform (LE Equipped)	\$2,000,000	2	\$4,000,000
Cellebrite Investigative/Intel package including multi-user kiosks, 4PC, Analytics, and one year of maintenance and support.	\$487,400	1	\$487,400
Interview Room video recording system	\$5,000	5	\$25,000
Software and equipment for digital extractions	\$17,340	2	\$34,680

**ISP STRATEGIC PLAN FY2020 - FY2022**

Uniforms for Investigations including BDU's, Polo's, L/S Polo's, and Embroidery	\$166	270	\$44,933
SWAT Delivery Vehicle	\$250,000	2	\$500,00

**Division of the Academy and Training**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Firearms Simulator	\$250,000	3	\$750,000
Turning Target System - Pawnee Range	\$430,000	1	\$430,000
Wrestling Mat	\$30,000	1	\$30,000

**Office of the Statewide 9-1-1 Administrator**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
NG9-1-1 Call Handling Equipment for ISP Consolidation Communication Centers	\$250,000	6	\$1.5 million
ISP CCC Mapping Upgrades	\$75,000	6	\$450,000
ISP CCC Furnishings	\$150,000	6	\$900,000
Tower Maintenance	\$5,240	42	\$220,000
Tower Site Maintenance (Generators, etc).	4,750	42	\$199,500

**SECTION 6 – QUARTERLY OUTPUT MEASURES**

<b>DIVISION OF JUSTICE SERVICES</b>				
<b>1. Percentage of Automated Biometric Identification System (ABIS) live scan submissions migrated to the new ABIS landing server.</b>				
Q1: 71.29%	Q2: 76.01%	Q3: 78.08%	Q4: 81.70%	FY20: 81.70%
Q1: 84.29%	Q2: 84.58%	Q3: 86.02%	Q4: 88.00%	FY21: 88.00%
Q1: 88.78	Q2: 89.26	Q3: 89.84%	Q4: 90.27%	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>2. Implementation of an Illinois Rap Back subscription and validation process.</b>				
<p><b>Status Update (FY20 Q1):</b> The first phase of this project is to enhance CHIRP to be able to deliver revised responses (Rap Back) to our stakeholders. In April the BOI tested the latest CHIRP program and provided DoIT with feedback on outstanding issues remaining. BOI continues to have concerns that CHIRP will not be able to adequately handle the expected volume of revised responses in the future. DoIT is looking into a possible solution. CHRI staff is also performing work on CHIRP in order to be able to use an updated version of Java.</p> <p><b>Status Update (FY20 Q2):</b> Progress on this project was impacted by the need to devote IT resources to work on the new ODA server, ERP project launch, and annual auto juvenile expungement mandate. Despite these challenges there was some progress made. The first phase of this project is to enhance CHIRP to be able to deliver revised responses (Rap Back) to our stakeholders. The conversion of Java 6 to Java 8 has a direct effect on implementation of rap back in CHIRP. The Java 8 application conversation has been fully implemented. In addition, the query function concerning revised responses on CHIRP has been completed. Customers will now be able to query by name or date range. CHRI staff are working to move the programming into a version compatible with Java 8. DoIT is working on a project to put a new ODA server option in place. This will require all CHRI and Rap Sheet applications to be converted as compatible with Java 8. This work will have an effect on the applications and programming needed to implement and sustain FBI Rap Back responses. The significance of the effect is unknown at this time. BOI continues to have concerns CHIRP will not be able to adequately handle the expected volume of revised responses in the future. DoIT continues to work on a possible solution.</p> <p><b>Status Update (FY20 Q3):</b> FBI rap back project is reliant upon the ability to validate customer interest and post Criminal Activity Applicant (CAAPP) responses on CHIRP. The progress of programming to post CAAPP responses on CHIRP is dependent upon the completion of updating the project code to be compliant with Java 8 application. DoIT resources have been prioritized to address the work on the new ODA server and rap sheet program compatibility with the new server environment. The Appendix 2 documentation required by the FBI should be updated following the implementation of CAAPPs posted on CHIRP and submitted for vetting.</p> <p><b>Status Update (FY20 Q4):</b> The Oracle Database Appliance (ODA) project continues to be a priority. The .pdf response issue was corrected which allowed testing to progress. BOI staff, including supervisors of each unit, are testing the Oracle 12c related changes to Criminal History Record Information (CHRI), Circuit Clerk Web Interface (CCWI), Criminal History Record</p>				

Information Process (CHIRP) and .pdf responses. DoIT's work in supporting the ODA new database environment is in the testing phase. This work must be completed prior to further programming of Criminal Activity Applicant (CAAPP) responses on CHIRP. Following the CAAPP responses on CHIRP implementation, the user validation programming will begin. All FBI required paperwork will need updated to reflect policy and programming implementation.

**Status Update (FY21 Q1):** The ODA transition occurred the week of August 10<sup>th</sup>. A list of processes negatively impacted by the transition were identified as needing corrective action. CHIRP, Jet Pay and Expungement processes were among the processes/applications negatively affected following the transition. CHRI personnel worked and resolved the issues identified. DoIT and BOI are working to establish a new process for ICJIA to receive new statistical information for their research.

**Status Update (FY21 Q2):** The ODA transition occurred the week of August 10<sup>th</sup>. A list of processes negatively impacted by the transition were identified as needing corrective action. CHIRP, Jet Pay and Expungement processes were among the processes/applications negatively affected following the transition. CHRI personnel worked and resolved the issues identified. DoIT and BOI are working to establish a new process for ICJIA to receive new statistical information for their research. A possible resolution that is being explored is allowing ICJIA the use of "view only" rather than maintaining an ad hoc database. This is being vetted to meet CJIS Security Policy mandates. There was an concern that the impact on the production database of the large research queries will be problematic. Using views from a DR or existing database copy of CHRI is being explored. This issue has been resolved by allowing the ICJIA to access data views on the CHRI production server for research purposes. The access will be monitored for impact on the CHRI production processes.

**Status Update (FY21 Q3):** The steps and cost to implement Rap Back were provided and it was determined the Illinois Rap Back will not require any cost. DII currently receives Rap Back responses on applicant fingerprints for ISP employees. These responses are being delivered electronically to DII via email, effective January 26, 2021. Prior to that they were delivered via USPS. The primary ORI used for ISP employment will now be submitted via email. There is a need to investigate other ISP ORI's that are used to submit applicant fingerprint and response delivery mechanisms. Regarding the FBI Rap Back, the submitter must have statutory authority to submit fingerprints to the NGI system that indicates the applicant's fingerprints will be retained within the NGI system and allows the applicant's fingerprints to be searched by future submissions to the NGI system. There is no cost for this portion since it has already been completed. An Illinois/NGI Rap Back Program (web portal) would allow an authorized entity access to Illinois and FBI criminal history results, including an electronic subscription and notification service for new arrest activity on subscribed persons. Technology would be developed to handle all authorized user functionality including validating and managing subscription and notification services. The cost for this is unknown, however the Bureau of Identification is contacting Texas DPS for an approximate cost, since they fully implemented the FBI Rap Back via web portal.

**Status Update (FY21 Q4):** The steps and cost to implement Rap Back were provided and it was determined the Illinois Rap Back will not require any cost. DII currently receives Rap Back

responses on applicant fingerprints for ISP employees. These responses are being delivered electronically to DII via email, effective January 26, 2021. Prior to that they were delivered via USPS. The primary ORI used for ISP employment will now be submitted via email. There is a need to investigate other ISP ORI's that are used to submit applicant fingerprint and response delivery mechanisms. Regarding the FBI Rap Back, the submitter must have statutory authority to submit fingerprints to the Next Generation Identification (NGI) system that indicates the applicant's fingerprints will be retained within the NGI system and allows the applicant's fingerprints to be searched by future submissions to the NGI system. There is no cost for this portion since it has already been completed. An Illinois/NGI Rap Back Program (web portal) would allow an authorized entity access to Illinois and FBI criminal history results, including an electronic subscription and notification service for new arrest activity on subscribed persons. Technology would be developed to handle all authorized user functionality including validating and managing subscription and notification services. The cost for this is unknown, however the Bureau of Identification (BOI) is contacting Texas DPS for an approximate cost, since they fully implemented the FBI Rap Back via web portal. To date, efforts to obtain information concerning FBI Rap Back implementation from the Texas DPS have been unsuccessful due, in part, to changes in leadership at the Texas DPS over the past year. The BOI will continue to research the approximate cost associated with FBI Rap Back implementation by attempting to obtain the information from other states that have implemented FBI Rap Back.

**Status Update (FY22 Q1):** The Illinois State Police (ISP) has engaged MTG Management Consultants, LLC, now part of Mission Critical Partners (MCP), to assist with the assessment, planning, procurement, and implementation effort to replace the state's Computerized Criminal History (CCH) system. The ISP BOI and MCP are currently in the process of constructing the Request for Proposal (RFP) which will require the future CCH system to provide the technological functionality for the eventual participation in the FBI Rap Back program. However, the BOI will conduct research not related to cost to determine if the incremental implementation of FBI Rap Back is feasible prior to acquiring a new CCH system.

**Status Update (FY22 Q2):** The Illinois State Police (ISP) has engaged MTG Management Consultants, LLC, now part of Mission Critical Partners (MCP), to assist with the assessment, planning, procurement, and implementation effort to replace the state's Computerized Criminal History (CCH) system. The ISP BOI and MCP are currently in the process of constructing the Request for Proposal (RFP) which will require the future CCH system to provide the technological functionality for the eventual participation in the FBI Rap Back program. However, the BOI will conduct research not related to cost to determine if the incremental implementation of FBI Rap Back is feasible prior to acquiring a new CCH system. The RFP is expected to be completed and released within the first quarter of 2022.

**Status Update (FY22 Q3):** The Illinois State Police (ISP) has engaged MTG Management Consultants, LLC, now part of Mission Critical Partners (MCP), to assist with the assessment, planning, procurement, and implementation effort to replace the state's Computerized Criminal History (CCH) system. The ISP BOI and MCP have been diligently working towards constructing the Request for Proposal (RFP) which will require the future CCH system to provide the technological functionality for the eventual participation in the FBI Rap Back program. The pursuit of the incremental implementation of FBI Rap Back prior to acquiring a new CCH system would

not be prudent given the deficiencies of the legacy CHRI system. The documents comprising the RFP were forwarded to the Agency Procurement Office (APO) for review and entry into the BidBuy system on April 8, 2022. BOI personnel will work with the APO if any additional information is required.

**Status Update (FY22 Q4):** At the conclusion of Quarter 3, the documents comprising the RFP were forwarded to the Agency Procurement Office (APO) for review and eventual entry into the BidBuy system. BOI personnel continue to work with the APO as additional information is requested.

**3. Number of LEADS inquiry transactions.**

Q1: 25,207,595	Q2: 25,692,398	Q3: 23,305,804	Q4: 16,229,243	FY20: 90,435,040
Q1: 19,136,844	Q2: 18,655,325	Q3: 18,444,438	Q4: 23,161,454	FY21: 79,398,061
Q1: 53,047,345	Q2: 60,090,551	Q3: 59,745,783	Q4: 57,667,388	FY22: 230,551,067

**4. Number of Firearms Owners Identification (FOID) applications processed.**

Q1: 96,620	Q2: 79,825	Q3: 58,598	Q4: 44,835	FY20: 279,878
Q1: 58,779	Q2: 79,555	Q3: 148,693	Q4: 110,480	FY21: 397,507
Q1: 176,612	Q2: 99,470	Q3: 109,144	Q4: 80,908	FY22: 466,134

**5. Number of FOID cards revoked.**

Q1: 2,919	Q2: 2,466	Q3: 2,424	Q4: 2,469	FY20: 10,278
Q1: 2,932	Q2: 3,917	Q3: 4,440	Q4: 4,736	FY21: 16,025
Q1: 4,657	Q2: 3,624	Q3: 3,363	Q4: 2,889	FY22: 14,533

**6. Number of Concealed Carry License applications processed.**

Q1: 29,125	Q2: 17,542	Q3: 15,795	Q4: 14,055	FY20: 76,517
Q1: 11,448	Q2: 16,928	Q3: 26,873	Q4: 26,345	FY21: 81,594
Q1: 28,597	Q2: 19,907	Q3: 14,228	Q4: 17,956	FY22: 77,064

**7. Number of identification inquiries (name- and fingerprint-based) conducted.**

Q1: 313,506	Q2: 259,588	Q3: 248,675	Q4: 162,906	FY20: 984,675
Q1: 242,581	Q2: 197,070	Q3: 216,064	Q4: 290,301	FY21: 946,016
Q1: 319,609	Q2: 259,908	Q3: 271,050	Q4: 307,462	FY22: 1,158,029

**8. Number of court orders to expunge or seal records processed.**

Q1: 8,130	Q2: 6,341	Q3: 3,173	Q4: 2,122	FY20: 19,766
Q1: 2,143	Q2: 5,920	Q3: 9,918	Q4: 6,131	FY21: 24,112
Q1: 5,829	Q2: 4,136	Q3: 4,264	Q4: 8,282	FY22: 22,511

**9. Progress toward the completion of Capital Development Board projects completed.**

**Status Update (FY20 Q1):**  
New Combined Joliet Facility and Site Acquisition  
New Combined Metro-East Facility  
Joliet Forensic Laboratory Renovation - Orientation was held on May 22, 2019.  
Upgrade HVAC for ISP Academy - Orientation held May 16, 2019.  
Install New Tower and Communications Equipment in Fairfield - No responses to second bid.  
Roof Replacement District 1 Sterling  
ISP Academy Parking Lot and Running Track  
CHQ Parking Lot Lighting Upgrade

New ISP Training Academy Facility

New Training Facility and Kennel Pawnee

Roof Replacement and Repair Radio Lab Springfield

Roof Replacement and Upgrades to Chicago Laboratory

HVAC Replacements Districts 1, 6, and 16

**Status Update (FY20 Q2):**

Joliet Forensic Laboratory Renovation – Architect/Engineer (A/E) presented ISP with time allotment, schedule, and cost. Preliminary projections indicate project is \$1.8 million over budget. Potential cuts are being discussed.

Upgrade HVAC for ISP Academy – A/E is still in the design phase and is expected to continue through May 2020.

Install New Tower and Communications Equipment in Fairfield – A/E is still in the design phase and is expected to continue through May 2020.

District 1 Roof Replacement – Professional Services Agreement (PSA) has been signed and the design and development is due January 10, 2020.

Facility Building Renovation – On FY21 CDB List with a request for a survey to be completed to address Statewide Evidence Vault expansion only.

Metro-East Combined Facility – Logistics sent a draft RFI over to CMS for review. CMS Chief Operating Officer agreed that four acres should be sufficient, dependent on appropriate zoning. Logistics is working with the ISP’s Agency Procurement Officer to finalize the RFI.

Joliet Combined Facility – Based on the feasibility study, it was determined not to proceed with Lincoln Way North property. Currently Legal has drafted a letter the Logistics Bureau will send to the affected parties on the Prairie Bluff IGA, which will notify them of the Department’s intent to survey the land for future build.

CHQ Flag – Added to FY21 CDB List, upon architect approval. CDB will schedule a survey in the future to determine who will handle the project.

CHQ ISP Seal Project – Added to FY21 CDB List, upon architect approval. CDB will schedule a survey in the future to determine who will handle the project.

Academy Parking Lot and Running Track – A/E selected and contract executed. A/E is currently in design phase through March 2020.

CHQ Parking Lot Lighting Upgrade – Orientation meeting is scheduled for January 15, 2020.

**Status Update (FY20 Q3): COVID-19 Note:** In regards to the COVID-19 Pandemic CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – CDB has requested Farnsworth to provide estimates for furniture relocation, storage, fencing, security, and sprinkler/fire protection. An updated cost estimate was also requested so CDB programming could review and request additional funding.

Upgrade HVAC for ISP Academy – The complete design is due May 4, 2020, anticipated bid document release is July 2, 2020 and Prime Bid for August 3, 2020. Pre-construction meeting will be scheduled in September 2020.

Install New Tower and Communications Equipment in Fairfield – Approximately half of the design was approved at meeting held on January 15, 2020. Due to change in design the completed design is due in April.

District 1 Roof Replacement – A conference call was held on February 20, 2020. Program Analysis/ Design Development was approved, CDB will be moving forward with completing the design.

Facility Building Renovation – On FY21 CDB List with a request for a survey to be completed to address Statewide Evidence Vault expansion only.

Metro-East Combined Facility – The Agency Procurement Officer (APO) received 36 properties as a result of the “seeking information” document that was posted for potential property sites. These will now be reviewed by the APO.

Joliet Combined Facility – All required documents have been completed and submitted to the IDNR portal to initiate the EcoCAT survey and the Cultural and Historic Review of Property. These typically take 30 days once they begin. The current pandemic may delay the survey and review from beginning.

Academy Parking Lot and Running Track – Walk through with A/E was completed March 3, 2020, to review additional drainage for running track. The completed design is estimated to be ready early to mid April with Bid Document Release April 22, 2020 and Prime Bid May 21, 2020. A Pre-construction meeting will be scheduled in late July or early August 2020.

CHQ Parking Lot Lighting Upgrade – Orientation meeting held on January 15, 2020, with CMS, ISP and CDB. CDB is working on a Professional Service Agreement to send A/E for signature.

**Status Update (FY20 Q4): COVID-19 Note:** In regards to the COVID-19 Pandemic CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – A request was submitted to CDB programming on April 20, 2020, for additional funding to be added to the project. CDB programming approved additional funding to complete scope of work. These funds will not be added to project until bids have been received. The A/E will provide a new schedule once the A/E modification to contract has been completed.

Upgrade HVAC for ISP Academy – A design development meeting was scheduled for Mid-May, however, due to the discovery of asbestos material during a recent site visit by the A/E the meeting was postponed. CDB advised there will be a contract modification to address the asbestos work and other related changes. Once the Abatement project is designed, the HVAC project will move forward with the design process

Install New Tower and Communications Equipment in Fairfield –A Sole Source letter was approved; additional survey work is scheduled to be completed.

District 1 Roof Replacement – A design was submitted to and approved by CDB. A pre-bid walk through was conducted at the beginning of July and bids will open at the end of July.

Facility Building Renovation – On FY21 CDB List with a request for a survey to be completed to address Statewide Evidence Vault expansion only.

Metro-East Combined Facility – The list of properties was provided to the Director’s Office and Lansdowne Zone 1 property was selected. A meeting with CDB and CMS has been scheduled for July 30, 2020 to outline the process in moving forward to acquire the property.

Joliet Combined Facility – The EcoCAT results were reviewed by legal and discussed with CDB. CDB released \$6.5 million for the design. The Director’s Office advised the new Joliet Combined Facility should be utilized for a new Joliet Forensic Laboratory at approximately 65,000 square feet. Additionally, the facility should also be the primary home for the Illinois State Police District 5 Headquarters (approximately 40,000 Square feet). This plan will incorporate office space for the District, Zone 3 personnel and extra space for administrative personnel. The Director’s Office also selected, if CDB concurs, to proceed with the Design Build option. CDB advised the advertisement was published July 15, 2020 (PSB 268) bulletin. The selection will also go to the October 13, 2020 Board meeting.

Academy Parking Lot and Running Track – During the last week of June the bids were received, and the review process initiated. The review process is expected to take a minimum of 30 days to award the Notice of Intent (NOI). Once the NOI is awarded the A/E can schedule pre-construction meeting.

CHQ Parking Lot Lighting Upgrade – At the end of April, Martin Engineering received approval from the ISP to conduct a walkthrough of the CHQ parking lot to examine the lights and sidewalks. Design submittal is due August 14, 2020.

**Status Update (FY21 Q1):** In regards to the COVID-19 Pandemic, CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – Design Development has been completed. The 75% construction documents (CD) are due at the end of October.

Upgrade HVAC for ISP Academy – The A/E and CDB presented the phasing of the project to determine the ability of the Academy to accommodate Cadet training. Necessary phases are scheduled to be completed by the end of May 2021 pending any unforeseen conditions during construction. The start date for Cadet Class 133 was postponed until June 2021. Project Manager Jerry Norris clarified the project will not be completed in its entirety by May 31, 2021 – only the specific phases of interest to accommodate the Academy needs. Notice of Award is still pending CDB contract approval.

Install New Tower and Communications Equipment in Fairfield – A pre-bid meeting has been scheduled for November 9, 2020

District 1 Roof Replacement – The Recommendation to Award was signed September 28, 2020 and CDB will be scheduling a pre-construction meeting to begin the project. The CDB contracts and Notice of Intent to Award will be forth coming.

Metro-East Combined Facility – CMS advised Lansdowne must acquire all parcels within the Zone, complete demolition, obtain necessary zoning, and receive title commitment to be fully considered. GOMB (Haley Westfall) advised the project is still under review and consideration by the Governor’s Office. ISP Legal prepared and sent a letter to Lansdowne detailing the action items and established a status update in late December.

Joliet Combined Facility – A Webex A/E Selection Committee meeting was held on October 14, 2020 and reviewed potential A/E firms for the project. The proposed list was narrowed down to three firms. The final A/E interviews will be held on November 6, 2020 and the A/E selection will take place at the Board Meeting on November 17, 2020.

Academy Parking Lot and Running Track – On October 13, 2020 the CDB Project Manager, contacted Logistics and advised this project may be put on hold and re-bid to begin next Spring. A formal written email regarding this decision has been requested from CDB.

CHQ Parking Lot Lighting Upgrade – A Program Analysis (PA) Design was completed and reviewed by CMS Electrician. CMS advised they have received the 100% drawings for the project. On October 13, 2020 a PA Design WebEx meeting was completed. The Design and Development (DD) is scheduled for November 18, 2020.

CHQ Flags and Seal – On September 21, 2020, CDB Professional Services personnel were on site and conducted a walk through to initiate the survey. CDB Architect Greg Swanson advised the written budget survey may take a couple of months to complete. He further advised that as a FY22 project, funding for the project is two years away, plus design time, before construction could potentially begin.

Pawnee Rifle Range – On October 15, 2020, CDB conducted an A/E Orientation meeting with Bailey Edwards to discuss the scope of work for the project. Procedural matters and preliminary scope of work was discussed. An on-site visit with the A/E is scheduled for October 20, 2020.

**Status Update (FY21 Q2):** In regards to the COVID-19 Pandemic, CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – The 75% review documents have been received and the CDB Project Manager will schedule a review meeting in 4-6 weeks

Upgrade HVAC for ISP Academy – The Academy HVAC Project start date was delayed until May 1, 2021, or later. This is a result of concerns over the expense and logistics of housing the cadets off site at hotels while the work was being done, given the CDB could not give a definitive start date for the project.

Install New Tower and Communications Equipment in Fairfield – On January 5, 2021, the CDB Project Manager advised no authorization to complete the “Recommendation to Award” had been received but he should hear something in a couple weeks.

District 1 Roof Replacement – At the end of December CDB issued the Notice of Intent to Award to Sterling Commercial Roofing. Once the vendor provides CDB with Standard Documents for Construction a pre-construction meeting will be scheduled.

Metro-East Combined Facility – On January 8, 2021, a status meeting was conducted with Lansdowne. The Title Insurance for all parcels currently owned by the company within Zone 1 has been completed or all others are in process pending final acquisition. Lansdowne, LLC has obtained ownership of all properties containing structures and anticipates demolition to be completed by the end of February dependent on utilities being retired in a timely manner by the city. Lansdowne, LLC continues to negotiate with the two owners of the remaining three outstanding parcels of vacant land (all very small parcels). The Phase 1 Environmental Study

has been received while the Phase 2 study is in progress with the final report expected to be completed in February. Some environmental concerns have been identified regarding an old gas station within the zone. Lansdowne has indicated any needed remediation of the site is the responsibility of a previous property owner, GBL Properties. Lansdowne, LLC advised GBL Properties has been working with contractor, Perry Environmental, and the Illinois Environmental Protection Agency (IEPA) to address any needed remediation. Lansdowne, LLC advised a corrective action plan has been sitting at the IEPA for the last eight months without movement. Lansdowne will be following up on the status of the situation with IEPA. It was agreed that the remediation of any environmental concerns be resolved prior to any contract completion. The timeframe for this is unknown at this time. American Land Title Association Survey is in progress. The contracted company has completed the topographical portion and it is anticipated they will have the boundary lines completed in January. Zoning and property acquisition will be finalized with the city once all properties have been acquired. Lansdowne, LLC anticipates having their requested action items completed by mid-March 2021. James Lesniak will start draft work on a contract. The contract will take approximately one month to finalize once action items are completed and environmental concerns resolved. After the contract has been completed it has to go to the Attorney General's Office for review and approval. This step can take approximately three months once submitted. Lansdowne, LLC requested language be placed into the contract reverting the zone back to Lansdowne should the state of Illinois fail to build the facility within a certain time period. A five-year time frame was tentatively discussed. An overview of the Capital Development Board procurement, design, and building process was discussed to include time frames experienced in the past. A status meeting has been scheduled with Lansdowne, LLC, and ISP/CMS Legal for February 25, 2021, at 10:00 a.m.

Joliet Combined Facility – The results of the A/E selection interviews were presented to the Board on November 17, 2020 and approved. The A/E firm, RADA Architects, Ltd., were provided with a letter of intent to award and the centralized fee negotiation process will begin. CDB scheduled an orientation/fee negotiation meeting, via WebEx, for January 19, 2021 at 10:30am.

Academy Parking Lot and Running Track – CDB Project Manager Crystal Kitchen advised she received the Notice of Intent to Award. A pre-construction meeting will be scheduled for mid-January and will take place at the Academy

CHQ Parking Lot Lighting Upgrade – The Illinois Historic Preservation Agency (IHPA) rejected the use of new proposed light poles. The design was already completed and returned to the A/E. CDB is currently awaiting IHPA direction. Additionally, CMS is discussing the 7th street lighting under the utility agreement with CWLP.

CHQ Flags and Seal – On December 14, 2020, Swanson advised the electrical write-up is expected to be completed this week. Once complete, it will be provided to the cost estimators who currently have the architectural and structural write-ups. He further advised that although CDB has been directed to focus on prior surveys, the cost estimators typically address the surveys as they are submitted. Due to the pending electrical write-up and the holidays, he would

estimate completion within the next month. As of January 14<sup>th</sup>, CDB advised they have not received any information on the survey. Obtaining this information has been made a priority.

Pawnee Rifle Range – CDB advised the soil testing was completed. Additionally, CDB stated the A/E is working on the report recommendations along with a topography of the area.

**Status Update (FY21 Q3):** In regard to the COVID-19 Pandemic, CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – The 75% review was completed and the 100% submittal is expected to be submitted in April.

Upgrade HVAC for ISP Academy – The Academy HVAC Project start date was delayed until May 1, 2021, or later. This is a result of concerns over the expense and logistics of housing the cadets off site at hotels while the work was being done, given the CDB could not give a definitive start date for the project.

Install New Tower and Communications Equipment in Fairfield – CDB PM M. Boudet is waiting on CDB contracts to approve the Recommend to Award

District 1 Roof Replacement – The new architect firm contract is pending CDB approval. Meanwhile Sterling Roofing has made minor repairs to the existing roof membrane to prevent further interior damage.

Metro-East Combined Facility – On March 25, ISP Logistics hosted a WebEx Status Update meeting on the Metro-East Combined Facility project. The Title Insurance for all properties within the parcels currently own by Lansdowne have been submitted and are pending completion. Lansdowne continues to negotiate with two owners representing three small parcels (total of approximately 10% or entire donation) within the zone have become silent and non-responsive on negotiations. Consequently, seeking ownership through eminent domain was discussed. It was agreed that Lansdowne would likely be more successful in furthering this process through the City of East St. Louis, than ISP driven. Lansdowne will initiate this process, however, it is unknown on how long this process could take, as it could result in litigation. Lansdowne anticipates the process to resolve relatively quickly due to their offers being significantly over market value. Lansdowne indicated they are working with the city of E. St. Louis to acquire the remaining parcels through “quick take” or imminent domain. Meanwhile, the leaking underground storage tank issue will be resolved through a ground water ordinance and will not require remediation. Lansdowne also indicated all demolition is complete and the Alta Survey remains in progress. Once finalized, Lansdowne will submit in its entirety. ISP and CMS Legal both advised there were no concerns with the Phase 2 study which was completed. CMS Legal advised they have not completed the contract; however, expected it to be completed soon. Once finalized it would be forward to the AG Office for review in order to save time.

Joliet Combined Facility – CDB Project Manager (PM) N. Scott provided a project schedule for Program Analysis/Schematic Design (PA/SD). The PA/SD submittal will take 15 weeks with the tentative submittal due date on July 5, 2021. The review meeting will be scheduled by the CDB PM on August 2, 2021. The Design Development (DD) phase is scheduled to take 12

weeks with the tentative due date of October 25, 2021 and a review meeting will be scheduled by CDB PM on November 22, 2021. This portion of the design is the “preliminary” design phase based on ISP input and needs, not a final design. Meanwhile, the PSB 274 Selection Committee was held and four engineering firms were accepted for interviews which were conducted March 23, 2021. The Selection Committee selected an Engineering firm for the Commissioning Agent. The A/E firm requires CDB Board approval, which is tentatively scheduled for April 2021. The Selection Committee will also complete a short list for Construction Manager in early April, however, the interviews have not been identified at this time. The CDB cannot complete the Project Schedule until the Commissioning Agent (CA) and Construction Manager (CM) been accepted by the Selection Committee Board. A full services A/E contract (a contract for all of Design and Construction) requires that the CM and CA contract be negotiated first. It will take additional time to onboard the CA and CM. Since the CA and CM have minimal duties in early design, in order to minimize further delay of starting design, CDB has entered into a partial agreement with the A/E through Design Development. After the CA and CM have been onboarded, CDB will negotiate an extension to the A/E contract to include 50%, 75%, 100% Design, and Construction. CDB PM N. Scott requested a list of ISP Division contacts in order to setup the project programming meetings. A spreadsheet with contact information was provided by Logistics and RADA Architects have begun scheduling Project Site visits to the new Crime lab location and conducting walk-throughs. Furthermore, the A/E has been asked to evaluate the potential or ability to include BOI in the project.

Academy Parking Lot and Running Track – The resurfacing / track asphalt project began at the end of March and is weather dependent with multiple phases. The running track and east drive areas will be done first. Asphalt work is scheduled for the first week of May. The project is tentatively scheduled for completion first week of September 2021.

CHQ Parking Lot Lighting Upgrade – The Illinois Historic Preservation Agency (IHPA) advised that the light poles on 6th Street and Lawrence need to remain and the other five (5) poles can be taken down and replaced with a standard pole/light. Martin Engineering provided an updated proposed project cost budget. CDB PM C. Kitchen advised the formal Design & Development submittal will be submitted to CDB professional services by mid-April.

CHQ Flags and Seal – CDB provided the completed survey for ISP review on March 15, 2021. The estimated cost is \$660,400 and is currently being reviewed by the chain of command. More cost effective options will need to be discussed.

Pawnee Rifle Range – During a review meeting to discuss the final report there were additional questions brought to the A/E firm’s attention. The final report, with the addition of a baffle system to the pistol range, will be provided in April. The proposed cost for the project is currently estimated at \$1,987,518.75. However, the estimated cost will change due to the incorporation of the baffle system on the pistol range.

**Status Update (FY21 Q4):** In regard to the COVID-19 Pandemic, CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – Civil Review was rejected by CDB due to incompleteness. CDB has requested a Single Source letter split into 2 letters in regard to water service items and security system items. A review meeting will be required, however, has not been scheduled by CDB at this time.

Upgrade HVAC for ISP Academy – The contractor for the Academy HVAC Project turned down the project due to the lengthy CDB process. CDB will attempt to rebid the project in August 2021.

Install New Tower and Communications Equipment in Fairfield – A fully signed Recommendation to Award (RTA) was ready for processing June 30, 2021. The RTA for this project does not require board approval, however, the RTA will go as an informational item to the board mid-July. The RTA form was updated to reflect correct board parameters of exceeding 50% of the estimate or over \$500,000. CDB PM advised a construction timeframe will not be known until the Notice of Award and Authorization to Proceed have been awarded.

District 1 Roof Replacement – The contractor has advised the project should begin in August.

Metro-East Combined Facility – A status meeting was held with Lansdowne, CMS Legal, ISP Legal CMS and CDB. Lansdowne advised the city has been unsuccessful in communicating and negotiating with the remaining property owners (Kirkland and Moore). The Department will proceed with the project without obtaining the three parcels at this time. Next status meeting set for July 29, 2021.

Joliet Combined Facility – RADA provided a revised cost summary for the project, which moved it within budget and will now move to the Schematic Design stage. CDB PM N. Scott has scheduled a Schematic Design kick-off meeting for mid-July. The milestone schedule is as follows: Schematic Design is expected at the end of August; CDB Schematic Design Review is expected by the end of September 2021; Design Development is expected by mid-December; CDB Design Development Review is expected by mid-January.

Academy Parking Lot and Running Track – The asphalt patching work is scheduled to be completed by the end of July, while underground pipe work and milling/paving will begin mid-July 2021. The vendor has completed all concrete work except for the sidewalk near the proposed drainage work.

CHQ Parking Lot Lighting Upgrade – CDB has tentatively scheduled the 100 % review meeting for July 14, 2021. The project is scheduled for bid in August and pending CDB contracts should be awarded NOA in September or October.

CHQ Flags and Seal – On May 27, 2021, Amy Rubin advised she was notified by APO Logan and Tim Cray that the flag procurement will not be moving forward. The seal procurement moved forward, and the bid was published on May 26, 2021 and was extended to close on June 10, 2021. On June 10, 2021, Logistics was advised the lowest bidder for the seal project was Ace Sign Co. totaling \$4,359.39. A PO was sent to Ace Sign on June 22, 2021. Vendor proof was provided and approved. They estimate 4-week production and installation to be complete by mid-August.

Pawnee Rifle Range – The estimate for the repairs at the Pawnee Range is approximately \$3.3 million. CDB recognizes this as a health/life/safety issue but not serious enough to declare an emergency at this time and they currently do not have funding to address this. CDB recommends ISP add this to the FY23 request list as a high priority so it can be given consideration when they get their next round of funding.

**Status Update (FY22 Q1): COVID-19 Note:** In regard to the COVID-19 Pandemic, CDB has not stopped the Design Phase of any of the projects below, however, they have informed the

Architect/Engineer (A/E) firms that reviews will be delayed and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – CDB informed Logistics that Farnsworth is having performance issues that have been documented by CDB. CDB has not received their revised 100% submittal. CDB is encouraging Farnsworth to complete.

Upgrade HVAC for ISP Academy – Vendors submitted bids prior to September 1, 2021. The low bidder was Johnco for \$5,746,000. CDB will attempt to complete the Recommendation to Award (RTA) for signatures.

Install New Tower and Communications Equipment in Fairfield – The vendor, Kortenay Luitohan Construction (K&L Contractors), will provide a schedule and start date once the Roan Tower is delivered. All pay meetings will be held on-site. Logistics provided the vendor with background check forms and their return is pending.

District 1 Roof Replacement – Project is 90% completed. All insulation has been installed. Metal curb flashing is on order and has not yet been delivered. Additionally, the gas lines have not been hooked up to HVAC rooftop units and communication dish will need placed/realigned.

Metro-East Combined Facility – On October 7, 2021 Logistics spoke with GOMB to provide advance notice that a formal request for a release of funds will be made upon finalization of property usage (zoning, liens, etc.). GOMB advised they would provide the Governor’s Office with advance notice.

Joliet Combined Facility – Revised designed concepts are expected to be submitted prior to November. RADA is waiting on the geotechnical report, consultant’s information and cost estimating. Design Development is expected by mid-December; CDB Design Development Review is expected by mid-January.

Academy Parking Lot and Running Track – CDB is scheduling a final close out meeting for mid-October 2021.

CHQ Parking Lot Lighting Upgrade – On October 6, 2021, CDB sent the NOA to B&B Electric. CDB will schedule a pre-construction meeting once all parties agree on a date and time.

CHQ Seal – Project was completed in early August.

**Status Update (FY22 Q2): COVID-19 Note:** In regard to the COVID-19 Pandemic, CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed, and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – CDB Professional Services rejected the 100% electrical submittal and advised Farnsworth to revise the submittal and resubmit. The CDB Project Manager advised Farnsworth has only completed half of the 100% responses.

Upgrade HVAC for ISP Academy – A pre-construction meeting was conducted on November 15, 2021. The project is to begin Mid-March 2022. R.D. Lawrence provided a proposed construction schedule to Academy personnel.

Install New Tower and Communications Equipment in Fairfield – All background checks were received from the vendor and approved. The contractor mobilized and began work in mid-November. All concrete footings and anchors were completed and backfilled. The tower erection is scheduled to begin in early 2022.

District 1 Roof Replacement – All the flashing is complete as well as all the drains. The by-pass is completed and the final meeting for RR change orders will be scheduled. All cones and flags have

been removed from the roof. All that remains is completing one change order, a substantial walk-thru and final paperwork

Metro-East Combined Facility – All liens and zoning issues have been mitigated. The two remaining properties are nearing completion of settlement. Once finalized, the contract will be amended and submitted to the Attorney General. Meanwhile Logistics is waiting for GOMB to release funds.

Joliet Combined Facility – The revised designed concepts were received, and the Department selected a new two building design concept. Concerns over the cost of required lab equipment and inflation were identified and discussed. GOMB released funds to cover the concerns and continue towards the Design Development Phase.

Academy Parking Lot and Running Track – All work was completed and CDB conducted a final close out meeting October 20, 2021.

CHQ Parking Lot Lighting Upgrade – The contractor removed the historic pole lights and they were transported to St Louis for restoration. Furthermore, the limestone bases were also removed.

**Status Update (FY22 Q3): COVID-19 Note:** In regard to the COVID-19 Pandemic, CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed, and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – The low bid was \$6,895,000.00 and is within the budget, but with only a 4.6% contingency. Approval will be needed to award with a contingency of less than 10%. CDB Contracts Group and Procurement to review the bid. This review is expected to take 90-days. If approved, a Notice of Award (NOA) will be issued approximately mid to late June with construction starting in July/August 2022. If the bid is not accepted, the other bids received are over budget, and added funding or rebid would be required. Following the NOA, CDB will have a better timeline, and will coordinate access with ISP and the vendor.

Upgrade HVAC for ISP Academy – Furniture was moved from phase 1 to storage area. Ceilings are down for Phase 1, piping demo is underway, and all sinks disconnected. Abatement started on 1st floor on March 28, followed by levels 2 and 3. Abatement will take 2-3 weeks per floor. New construction will follow abatement on a per floor basis.

Install New Tower and Communications Equipment in Fairfield – The old tower has been removed, new Tower and microwaves have been installed. Punch list for Substantial was completed on March 9, 2022. CDB PM will schedule final close-out meeting by late April 2022.

District 1 Roof Replacement – Change order work for the drywall repair is still with CDB estimating, CDB PM is waiting on additional backup information from contractor on materials in order to process it. The Substantial paperwork was submitted March 18, 2022.

Metro-East Combined Facility – On March 9, 2022, the two remaining property acquisitions and consolidations were completed. On March 19, 2022, CMS Legal submitted the property acquisition packet to the AG Office for review.

Joliet Combined Facility – The Design Development Phase began on March 15, 2022 and is scheduled to be completed by July 4, 2022. CDB Professional Services can take up to a month to review and provide comments. ISP Divisions will review and provide comments to RADA architects, and CDB PM will schedule a review meeting for early August 2022.

CHQ Parking Lot Lighting Upgrade – The shipping date on the poles has changed from the end of March to April 15<sup>TH</sup>, contractor will not have them on-site until around April 22<sup>nd</sup>. Contractor is planning on starting around the building early April, weather permitting.

**Status Update (FY22 Q4):** In regard to the COVID-19 Pandemic, CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed, and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – CDB Procurement Office and CPO initially rejected Argo Construction’s low bid on the Joliet Renovation Project. As a result of the low bid being rejected by CDB Procurement, the bidder submitted a protest to the rejection. Upon further review, CDB went back to the low bidder and the protest by the bidder was rescinded. CDB advised the contractor received the Notice of Award on May 23, 2022. The Authorization to Proceed is expected to be sent to the vendor within the next 1-2 months. There will be no work scheduled to begin until August 15, 2022.

Upgrade HVAC for ISP Academy – During the demo Phase 1 portion of the project, mold was discovered by Farmer Environmental. The mold discovered by the contractor and any additional mold discovered as the project moves forward must be addressed before proceeding/completing. The areas identified are currently under containment as a part of the Phase 1 asbestos abatement. Additional paperwork and material cost will be provided by general contractor and were added to a Proceed Order. Additional funding was approved to address the mold issues and replacement of 50 windows, not to exceed \$100,000. The 3<sup>rd</sup> floor abatement continues. The new generator pad, new windows, and the 2<sup>nd</sup> floor drywall is expected to begin. Most recently, the contractor completed a walk thru with ISP to identify additional windows and shut off valves that may need replaced per each phase of project.

Install New Tower and Communications Equipment in Fairfield – This project was completed and closed out.

District 1 Roof Replacement – The roof replacement was completed, the Contractor’s Performance evaluation was completed and sent to CDB and the final closeout paperwork is pending.

Metro-East Combined Facility – The Attorney General’s Office approved the property acquisition contract and the closing date is set for July 22, 2022. The Logistics Bureau will work with CDB to have the project published once funding has been released by GOMB.

Joliet Combined Facility – Based on a consensus from affected Division representatives (Hooks, De Jesus & Wilk), the “Snake” site plan was selected, and this was reported to CDB/RADA. FFE Procurement has been made clear that the ISP is requesting a “turn key” facility with FFE being procured under the CDB bid package. RADA Architect requested an extension for the Design Development submittal. They will now submit on July 26, 2022.

CHQ Parking Lot Lighting Upgrade – A meeting was held with Butler Funeral Home Director and it was decided the two light poles will stay in their current location. CDB PM will submit a Change Order to place two new poles on the north side of the parking lot near the side walk and grass area. Replacement poles have been erected in the Main Lot. Furthermore, the project

is 60% complete and scheduled to be completed August 2022. Lastly, perimeter work around building has started and light bases/poles installation will begin mid-July 9.

**10. Implementation of the Law Enforcement Agencies Data System (LEADS) 3.0.**

**Status Update (FY20 Q1):** The Proposal for Network and Disaster Recovery (DR) was sent to CPI, which resulted in a follow up meeting with CPI. CPI has agreed to changes with the proposal and will submit comments by the end of the month. Meanwhile, NLETS advised there isn't a problem with installing a header for the router at CPI. ISP LEADS contractual workers are working on configuration of agencies, user and devices.

**Status Update (FY20 Q2):** This project continues on schedule for an October 2020 implementation. The ISP team continued to test the Missing and Wanted hot files and began Sprint 2 and 3 verification and testing. The ISP team reviewed and provided to CPI problems noted in the vehicle hit responses that are inconsistent with the current LEADS system. CPI is working to correct the issue. The team continues to work on multiple development and implementation/planning aspects of the project.

**Status Update (FY20 Q3):** Status Update: The project team is currently assessing the impact of the COVID 19 outbreak on the implementation timeline, including the original deployment date of October 28, 2020. The project team is testing Hot Files and Interfaces, ensuring functionality and data are correct, prior to the wider user acceptance testing and recently focused on FSB communication requirements for application processing. Illinois specific reference materials are being reviewed and adjusted accordingly. The contracted vendor (CPI) is continuing development efforts of message switch, Hot Files, and Interfaces (CHRI, SOS, NCIC, NLETS). CPI has also upgraded user facing products (Configurator 7.2.1 and Desktop 4.0); began implementation of replacement for CHRI monthly log (QCHL); processing rules for title hits (SOS); and image processing. The project team is also preparing organizational information, ensuring accessibility upon cutover.

**Status Update (FY20 Q4):** Routers, firewalls, and switches for CPI datacenter have been configured. Installation of ISP and ICN hardware at CPI has been completed. Network has been in touch with FBI/NCIC to work through the active/active connection. The Team has provided FBI all network information required to set up the primary circuit at CPI. Once CPI site is being used as primary NCIC connection, ISP/DoIT will work with NCIC to install new circuit and router for the active standby at CCF. The final configuration will see both NCIC connections (Primary at CPI/Secondary at CCF) set up with automatic failover, and this portion is currently on track. CPI has provided ISP with rack requirements for their Disaster Recovery equipment at CCF. No major buildout should be required, and progress is currently on track. CPI continues to work through connectivity issues with FSB. Regarding FBI unsolicited messages; coordination with FBI, DoIT, and CPI is underway in order to establish and verify message routing through networks to CPI. DoIT will conduct additional research in order to decide the best route. Regarding Legacy CHF extracts; a portion of Wanted records were incorrect and remain unresolved. Boat file discrepancies were resolved July 8, 2020, and a Caution file date discrepancy was resolved July 7, 2020. Protection Order remedies were missing, but were resolved on July 8, 2020. Gun, License, Missing and Vehicle files were sent to CPI July 6, 2020,

for testing. Offender Addresses are currently under review. Historical addresses still need to be generated in text file.

**Status Update (FY21 Q1):** Appriss made internal programming changes and additional testing in order to explore the possibility of moving the test connection from legacy LEADS to LEADS 3.0 on September 14, 2020. Additionally, new extracts were received in the first week of September but were in the incorrect format. These along with additional errors were identified, corrected and resubmitted to CPI. The team continues to pursue Open Query (OQ) server access with Cook County to conduct testing but does not have access as this time. Connections to CHRI webservices (QH,QR,QR1) have been established. The APPRISS team has development in process that requires their test system to remain in place until at least October 31, 2020. Working with the APPIRSS team to coordinate a redirect to test LEADS switch for initial testing, then return connection to legacy LEADS, prior to the end of October. New CHF data extracts were received on September 22, 2020. Initial checks were conducted and forwarded to CPI for verification of formats and expected ingestion on September 24, 2020. CPI, PAB and DoIT are working to finalize the connection of the DoIT firewall at the Maywood facility for OQ Testing. OQ Test instance for internal ISP testers is critical for interface testing before go-live.

**Status Update (FY21 Q2):** Contracted vendor (CPI) continues development efforts of message switch, Hot Files (including synch to NCIC), and Interfaces (CHRI, SOS, NCIC, NLETS). During testing, the interface between SOS and LEADS revealed programming not previously communicated to the project team. Concerted effort will ensue to research the issues and resolve them in the most accurate and timely manner possible. The PAB Contractual Project Team continues to test, prepare support documentation, and plan for training. The LEADS Administration Team has begun initial acceptance testing. CPI is working to verify the local interfaces. Open Query connectivity has been verified, and end-to-end message routing complete, however, persistent connection errors must be resolved. The Sex Offender hot file must be developed to handle functionality traditionally handled by a Sex Offender Registry. Development is scheduled to be completed mid-January 2021. DoIT, PAB, and CPI are working to determine a timeline to begin UAT testing followed by live production.

**Status Update (FY21 Q3):** Contracted vendor (CPI) continues development efforts of message switch, Hot Files (including synch to NCIC), and Interfaces (CHRI, SOS, NCIC, NLETS). SOS license type special programming continues and was nearly complete, SOS recently provided another list of types (apportioned plates); stations are being configured to fully test the title hit process. III messages to/from CHRI are being developed; Testing and partner development continues on local interfaces to LEADS - CPI is working to verify the local interfaces - Open Query, Sangamon County, Glenview PD, and PremierMDC; and continued testing on the FLARES interface. The Sex Offender hot file has been developed to handle functionality traditionally handled by a Sex Offender Registry. The LEADS Project Team is actively testing functionality and reporting issues to CPI. In mid-April the Project Team will provide the current status of the system to Command, outlining system readiness in terms of functionality and data ready for a production implementation. Twenty-one (21) local agencies (including CPD and Cook County) have been configured and are accessing as UAT agencies. The agency readiness is ongoing. Seven (7) LEADS Daily Bulletins have been published to inform local agencies to

make required network changes in order to access LEADS 3.0. The PAB Contractual Project Team continues to test, prepare support documentation, and plan for training.

**Status Update (FY21 Q4):** The code freeze occurred as planned while user readiness continued. The cut over day tasks were finalized for both the ISP and CPI. Meanwhile, all notifications were identified and were disseminated prior to July 11, 2021. The user training sessions were completed and recorded training from the live sessions were posted online. LEADS 3.0 went live as planned on July 11, 2021. LEADS 3.0 is being continuously monitored for stability. Support teams continue to work to ensure the needs of the statewide agencies are met.

**Status Update (FY22 Q1):** LEADS 3.0 was fully implemented on July 11, 2021. The Department continues to monitor and support users and agencies statewide during the stabilization period.

**Status Update (FY22 Q2):** LEADS 3.0 was fully implemented on July 11, 2021. The Department continues to monitor and support users and agencies statewide during the stabilization period.

**Status Update (FY22 Q3):** LEADS 3.0 was fully implemented on July 11, 2021. The Department continues to monitor and support users and agencies statewide during the stabilization period.

**Status Update (FY21 Q4):** LEADS 3.0 was fully implemented on July 11, 2021. The Department continues to monitor and support users and agencies statewide during the stabilization period.

**11. Transitioning user agencies from Illinois Uniform Crime Reporting (I-UCR) to the National Incident-Based Reporting System (NIBRS).**

**Status Update (FY20 Q1):** The NIBRS Repository Award was posted May 16, 2019. After contract is executed work will begin to install, configure, and customize the hosted repository for statewide NIBRS submissions.

**Status Update (FY20 Q2):** This project continues on schedule for a late 2020 repository implementation. The project team has made corrections/additions to the technical specifications for electronic submissions as well as provided input on Illinois specific requirements for the repository. Communication is sent weekly to the IACP to help educate their membership on the project.

**Status Update (FY20 Q3):** This project continues on schedule for a late 2020 repository implementation. Optimum continues to customize the repository, specifically, confirmation of Illinois specific data fields for direct entry and submissions. The Summary Reporting sunset recommendation and letter was approved by the Director's Office and disseminated to local agencies. Development of Arrest Related Death and Officer Non-Fatal Shooting forms continues. Also discussions of annual verification process are taking place during bi-weekly project meetings.

**Status Update (FY20 Q4):** Test accounts for I-UCR Team were provided. Meanwhile Optimum researched Illinois Sample NIBRS XML (ILCS to Arrest Segment) and have provided their findings to the NIBRS team for review, specifically, the impact of the move from previous schema to most current. The NIBRS team instructed Optimum to update current schema which resulted in a delay in the XML processes. Optimum has been advised of the requirement for migration of agency and all counties (multi-county agency). FBI contacted the Project Team for remote training. The Project Team communicated with FBI that initial/pilot class of 250 was too many. The parties agreed to a class of no more than 50 participants per session. The Project Team reached out and communicated requirements to agencies, which resulted in a positive

response. Those who will be the early adopters were provided the first opportunity to sign up for the classes. The pilot class proved to be successful, which resulted in four additional remote training sessions of 250 to be scheduled. The additional sessions are underway, and the schedule is as follows: 1) July 13 – 14; 2) July 16 – 17; 3) July 20 – 21, and; 4) one TBD for September. Webex will be the platform utilized for each training session.

**Status Update (FY21 Q1):** Seven agencies have made 73 entries within the Test site. A new timeline for repository was received which identified Repository Live Phase 1 – September 2020, Repository Live Phase 2 – November 2020, and FBI certified – December 2020. The Live Phase 1 has been completed. Meanwhile the final training session was conducted September 28-30, 2020 (included 10 from ISP). ISP DCI has committed to direct entry of calendar year 2020 incidents, and in preparation and will be trained by the NIBRS teams specific to the statewide repository in October. The training will include a general overview of the INR; the entry of a NIBRS qualified incident, and entries of Officer Non-Fatal Shooting (ONFS) and Arrest Related Deaths (ARD). The test repository will be ready for manual XML upload and Webservice in October. In preparation, the project team has requested and received XML submissions from agencies. These were forwarded on to Optimum for initial testing of data edits.

**Status Update (FY21 Q2):** The INR Certification began on December 4, 2020 – A prerequisite is for I-UCR Program to identify 20 agencies ready to begin certification, then a request is sent to the FBI to prepare for statewide certification. The I-UCR Program has been re-verifying with agencies to be sure they are confident in each of their respective commitments and timelines. \*The FBI requires 6 months of data with an acceptable error rate, responsiveness by the agencies to address errors, and agencies submitting via all three methods (direct entry, XML upload, and webservices) in order for the state repository to be certified. We anticipate the certification date will be backdated to January 1, 2021 sometime in mid-2021.

**Status Update (FY21 Q3):** The INR Certification began on December 4, 2020 – A prerequisite is for I-UCR Program to identify 20 agencies ready to begin certification, then a request is sent to the FBI to prepare for statewide certification. The I-UCR Program has been re-verifying with agencies to be sure they are confident in each of their respective commitments and timelines. \*The FBI requires 6 months of data with an acceptable error rate, responsiveness by the agencies to address errors, and agencies submitting via all three methods (direct entry, XML upload, and webservices) in order for the state repository to be certified. The Division anticipates the certification date will be backdated to January 1, 2021 sometime in mid-2021.

**Status Update (FY21 Q4):** The FBI required 6 months of data with an acceptable error rate, responsiveness by the agencies to address errors, and agencies submitting via all three methods (direct entry, XML upload, and webservices) in order for the state repository to be certified. The I-UCR Program officially requested the FBI ingest Illinois data on May 17, 2021. The FBI advised the data provided by the Illinois NIBRS Repository met the requirements, therefore is now certified by the FBI.

**Status Update (FY22 Q1):** On July 13, 2021, the ISP received notification from the FBI of successfully meeting the requirements for NIBRS certification. This certification means that Illinois is now the 45th state capable of submitting incident-based crime data to the FBI. Once the official

word has been received and announced by the Director, the I-UCR program will certify 200 agencies.

**Status Update (FY22 Q2):** On July 13, 2021, the ISP received notification from the FBI of successfully meeting the requirements for NIBRS certification. This certification means that Illinois is now the 45th state capable of submitting incident-based crime data to the FBI.

**Status Update (FY22 Q3):** On July 13, 2021, the ISP received notification from the FBI of successfully meeting the requirements for NIBRS certification. This certification means that Illinois is now the 45th state capable of submitting incident-based crime data to the FBI.

**Status Update (FY22 Q4):** On July 13, 2021, the ISP received notification from the FBI of successfully meeting the requirements for NIBRS certification. This certification means that Illinois is now the 45th state capable of submitting incident-based crime data to the FBI.

#### 12. Implementation of a Voice over internet Protocol (VoIP) call center phone system for Firearm Services Bureau.

**Status Update (FY20 Q1):** Statement of Work has been signed. Waiting on kick-off date from Presidio and Background check forms to be submitted. Projected expected to be six months from kick-off date. Will require coordination with Appriss and JetPay.

**Status Update (FY20 Q2):** On October 31, 2019, DOIT Project Manager Cher Clodfelter provided a copy of the signed SER with Presidio. User Acceptance Testing was originally scheduled to begin January 8, 2020 for a total of 10 business days. However, due to a delay in integration, user acceptance testing (UAT) was been moved from January 8 to January 13. Assuming there are no major problems identified in UAT, a go-live date has been tentatively targeted for February 4, 2020. Rewiring of the Call Center has been completed and furniture is scheduled to be delivered on January 20, 2020.

**Status Update (FY20 Q3):** Call Center User Acceptance Testing (UAT) began on February 27, 2020, with two hours of tester training for 10 FSB testers to review the testing process and learn how to properly document positive and negative aspects of the VoIP call center solution. A specific issue with payment options was identified and the development teams from both Appriss and Presidio worked together to find the solution. Development and UAT was stopped during the initial stages of COVID-19 in Illinois, which resulted in the postponing the production testing scheduled for March 17, 2020 and the go live date scheduled for March 18, 2020. On April 3, 2020 the Call Takers were issued repurposed IWIN computers and telephones to keep moving forward remotely with UAT. UAT is tentatively scheduled to be completed on April 9, 2020 with IVR to immediately follow. FSB is in the infancy stages of the “go-live” which started on April 13, 2020. Presidio is monitoring remotely.

**Status Update (FY20 Q4):** The introductory message for the call center was shortened and updated. The COVID19 message was moved to the “on-hold” queue; the message plays while callers are on hold. Minor verbiage updates were made to various prompts to provide clarity, this will be an ongoing process as issues arise. There are still dropped connections and slowdowns related to internet connectivity, which are handled case by case. There were a variety of issues that occurred with phone connections in the call center in mid-May that limited or prohibited call center activities. These issues were unrelated to the call center or call center/Appriss software, but were resolved. There were a variety of issues identified with the

eCheck payment section of the IVR such as checking account numbers smaller than 7 digits were not being accepted, however, this has now been fixed. The phones were down near the end of May as a result of AT&T not forwarding the number correctly. DoIT also identified issues with people calling in from Verizon cell phones and not being able to get through, but they have resolved those issues as well. There were discrepancies between the number of calls handled and the number of calls answered by agents in the CUIC reports. Presidio has now resolved this issue as of June 17, 2020. They claimed the timer was off so callers who may have been on hold for longer than a two hours were not showing up on the “handled” report. On June 18, 2020 there was an issue with Verizon call delivery from AT&T to Verizon. The delivery could not be completed for about 1 hour, which did not allow remote agents the ability to answer calls on their Verizon call center cell phones. Most recently, the IVR summary reports (Dashboard) were intermittently down during the week. Presidio believes there were compatibility issues with Firefox web browsers.

**Status Update (FY21 Q1):** The Call Center continues to work through issues with payments. Payments were not showing up in the system for 3-6 hours and there were also reports of applications staying in pending payment status and never changing to submitted after the payment was received. Appriss and Presidio have both been informed of the issue and are working to resolve the issue. Meanwhile, a simple change removing the option to speak to an agent about application status at key times throughout the call tree has reduced numbers of calls into the hold queues and the hold time has gone down dramatically. This has also led to an increase in the number of people who have been assisted with replacement applications, new applications, payment, and address changes. Furthermore, Call Center Agents are working through a backlog of paper applications received through the mail and received training regarding the Appeals process in order to better answer questions from the general public.

**Status Update (FY21 Q2):** Call Center (CC) operations continue to improve and become more efficient as users and agents become more familiar with the operation of the equipment and software. Statistical reporting continues to evolve and improve. FSB currently is working with DoIT on Phase II developments. Quality Management portion of the CC project continues to evolve as part of Phase II giving the supervisor more ability for work oversight. Quality Management of and audits of call center agents have begun. Remote desk operations in Joliet and Springfield began December 15, 2020 with the ability to assist with FOID related phone calls and walk in customers. Four new hire call center agents are scheduled to begin employment January 16, 2021.

**Status Update (FY21 Q3):** The customer service kiosks at District 5 and CHQ handled approximately 415 requests in February and approximately 630 in March. There is still a lot of confusion for applicants regarding user ID and password recovery when they do not have a validated email or phone number attached to their account. Applicants don’t understand what it means and there has been an increase in the number of contact emails because of it. FSB is working on updating the messaging to help clarify this for applicants. Meanwhile, FSB now has 11 call center agents (8 code and 3 contractual). Four of these agents are in the infant stages of their training. They have completed web user training and QC verification training, initiated training on working the ISP.AskFOIDandCCL@illinois.gov inbox and using their anonymous

email addresses to correspond with applicants. The new web user upgrade was released, however, none of the call center agents can use it because of permissions issues. Appriss is looking into the problem to provide a solution. The call center has also work to draft automatic email responses for email inquiries to the FSB. The automated response will provide general information as well as web links, so the customers are receiving an acknowledgment that the FSB has received their question.

**Status Update (FY21 Q4):** From April 1, 2021 to June 30, 2021 the customer service kiosks at District 5 and District 9 have handled 1,972 requests. Meanwhile DoIT and Presidio installed a new multi-line phone for the CHQ kiosk. The phone now has 5 lines and if the calls to it are not answered or busy the calls are transferred to the main call center phone line. The Call Center Phase II development contract is closing at the end of June and several initiatives needing development tied to the Call Center must be completed and in production by July 31. District 13 in DuQuoin does not have a compatible VoIP phone system that works with the Call Center phone system, so DoIT recently installed and is testing a Jabber soft phone for the Call Center to see if this is a workable solution.

**Status Update (FY22 Q1):** From July 1, 2021 to September 30, 2021 the customer service kiosks have handled 3,735 requests. Call Center Phase II UAT testing started on July 13, 2021 and was completed July 22, 2021. The new Call Center Phone System went Live on the evening of July 22, 2021. A VoIP connection was extended to the FSB Call Center area of D11 in Collinsville on October 5, 2021. The phone will now be able to be set up there once it is programmed.

**Status Update (FY22 Q2):** VoIP phone system connections have been established throughout the state resulting in Call Centers/ customer kiosks, being located in District 5, District 9, and District 11. In District 13 VoIP is not currently available but the agent uses a Jabber soft phone solution to work within the call center application. From October 1, 2021 to December 31, 2021 the customer service kiosks have handled 3,427 requests.

**Status Update (FY22 Q3):** VoIP phone system connections have been established throughout the state resulting in Call Centers/ customer kiosks, being located in District 5, District 9, and District 11. In District 13 VoIP is not currently available but the agent uses a Jabber soft phone solution to work within the call center application. From January 1, 2022 to March 31, 2022 the customer service kiosks have handled 11,979 requests.

**Status Update (FY22 Q4):** VoIP phone system connections have been established throughout the state resulting in Call Centers/ customer kiosks, being located in District 5, District 9, and District 11. In District 13 VoIP is not currently available but the agent uses a Jabber soft phone solution to work within the call center application. From April 1, 2022 to June 30, 2022 the customer service kiosks have handled 18,933 requests.

### 13. Progress toward commodity-based services migrated to enterprise support personnel.

**Status Update (FY20 Q1):** All active email users have been moved to Outlook. A tool for moving accounts has been installed and is being tested. Migrating archived accounts will be conducted in June. Reference Network Encryption Services, DoIT moved all ISP facilities to ICN Route based encryption known as GetVPN. This move had unintended consequences and was rolled back. Additional testing has been done to resolve issues, a new implementation date of June 30, 2019 has been proposed. Regarding Security Service, DoIT/ISP is working with DoIT Security to have enterprise services manage device security, mobile security and

monitoring network. Concerning ERP, information gathering and initial data transfers for testing have been conducted for the migrations of Fiscal, Accounts Receivable and Asset Management have been completed.

**Status Update (FY20 Q2):** All active email users have been moved to Outlook. A tool for moving retired or separated accounts has been installed and is being tested. Completion date for the remaining Lotus Notes archives is currently unknown as DoIT is working with ISP Legal office to define and approve a record retention schedule for ISP email accounts prior to Outlook migration. Reference Network Encryption Services, DoIT moved all ISP facilities to ICN router based encryption known as GetVPN in September 2019. Regarding Security Service, DoIT/ISP is working with DoIT Security to have enterprise services manage device security, mobile security and monitoring network. Enterprise Virus protection is installed on 90% of the ISP machines. Testing is beginning on Advanced Malware Protection (AMP) for Endpoints and has been installed on 90% of the ISP machines. The AMP will have the ability to scan files for malware and then contain and remove it once detected. The AMP will also be able to tell where the malware came from, where it has been, and what it has done. Concerning ERP, information gathering and initial data transfers for testing have been conducted for the migrations of Fiscal, Accounts Receivable and Asset Management have been completed.

**Status Update (FY20 Q3):** All active email users have been moved to Outlook. A tool for moving retired or separated accounts has been installed and is being tested. Completion date for the remaining Lotus Notes archives is currently unknown as DoIT is working with ISP Legal office to define and approve a record retention schedule for ISP email accounts prior to Outlook migration. Reference Network Encryption Services, DoIT moved all ISP facilities to ICN router based encryption known as GetVPN in September 2019. Regarding Security Service, DoIT/ISP is working with DoIT Security to have enterprise services manage device security, mobile security and monitoring network. Domain Controller and Netmotion logs are being sent to DoIT Enterprise security. Enterprise Virus protection is installed on 94% of the ISP machines. Advanced Malware Protection (AMP) for Endpoints and has been installed on 92% of the ISP machines. AMP will have the ability to scan files for malware and then contain and remove it once detected. AMP will also be able to tell where the malware came from, where it has been, and what it has done. ERP was implemented on Jan 1, 2020. Fiscal, Accounts Receivable and Asset Management have all been completed.

**Status Update (FY20 Q4):** All active email users have been moved to Outlook. Migration to Office 365 cloud services began in July 2020 and are expected to be completed by the end of August. This will complete the move to enterprise office services. Reference Network Encryption Services, DoIT moved all ISP facilities to ICN router-based encryption known as GetVPN in September 2019. DoIT/ISP is working with DoIT Security to have enterprise services manage device security, mobile security and monitoring network. Domain Controller and NetMotion logs are being sent to DoIT Enterprise security. Enterprise Virus protection is installed on 96% of the ISP machines. Advanced Malware Protection (AMP) for Endpoints and has been installed on 99% of the ISP machines. These percentages include machines that are no longer on the network but are counted in our inventory. AMP will have the ability to scan files for malware and then contain and remove it once detected. ERP was implemented on Jan

1, 2020. Fiscal, Accounts Receivable and Asset Management have all been completed. ISP is working with DoIT on the initial implementation of the Human Capital Management (HCM) in SAP. This will replace many of the HR systems including payroll and timekeeping. Initial implementation for HCM is Jan 2021.

**Status Update (FY21 Q1):** All active email users have been moved to Outlook and all accounts have been migrated to the O365 platform in Microsoft Azure Government Cloud. Network Encryption Services have been implemented across the State using ICN router-based encryption known as GetVPN. Mobile Device Management (MDM) and NetMotion environments that manage iPhones and Mobile Laptops are being migrated to the DoIT enterprise services. Functionality for ISP users will be the same as they are today. In the case of NetMotion migration, ISP will gain administrative tools that will assist IT staff in troubleshooting connections and gather metrics to aid in future mobile deployments. Domain Controller and NetMotion logs are being sent to DoIT Enterprise security. The Security Operation Center (SOC) provides reports back to the ISP/DoIT staff to determine risks and provide information to mitigate the risks. Enterprise Virus protection is installed on 96% of the ISP machines. Advanced Malware Protection (AMP) for Endpoints and has been installed on 99% of the ISP machines. These percentages include machines that are no longer on the network but are counted in our inventory. AMP will have the ability to scan files for malware and then contain and remove it once detected. ERP was implemented on January 1, 2020. Fiscal, Accounts Receivable and Asset Management have all been completed. ISP is working with DoIT on the initial implementation of the Human Capital Management (HCM) in SAP. This will replace many of the HR systems including payroll and timekeeping. Implementation for HCM is January 2022.

**Status Update (FY21 Q2):** All active email users have been moved to Outlook and all accounts have been migrated to the O365 platform in Microsoft Azure Government Cloud. Network Encryption Services have been implemented across the State using ICN router-based encryption known as GetVPN. Mobile Device Management (MDM) and NetMotion environments that manage iPhones and Mobile Laptops are being migrated to the DoIT enterprise services. Functionality for ISP users will be the same as they are today. In the case of NetMotion migration, ISP will gain administrative tools that will assist IT staff in troubleshooting connections and gather metrics to aid in future mobile deployments. Domain Controller and NetMotion logs are being sent to DoIT Enterprise security. The Security Operation Center (SOC) provides reports back to the ISP/DoIT staff to determine risks and provide information to mitigate the risks. Enterprise Virus protection is installed on 96% of the ISP machines. Advanced Malware Protection (AMP) for Endpoints and has been installed on 99% of the ISP machines. These percentages include machines that are no longer on the network but are counted in our inventory. AMP will have the ability to scan files for malware and then contain and remove it once detected. ERP was implemented on January 1, 2020. Fiscal, Accounts Receivable and Asset Management have all been completed. ISP is working with DoIT on the initial implementation of the Human Capital Management (HCM) in SAP. This will replace many of the HR systems including payroll and timekeeping. Implementation for HCM is

January 2022. Multi-Factor Authentication has been deployed to 630 email accounts out of 3205.

**Status Update (FY21 Q3):** All active email users have been moved to Outlook and all accounts have been migrated to the O365 platform in Microsoft Azure Government Cloud. Network Encryption Services have been implemented across the State using ICN router-based encryption known as GetVPN. Mobile Device Management (MDM) and NetMotion environments that manage iPhones and Mobile Laptops are being migrated to the DoIT enterprise services. Functionality for ISP users will be the same as they are today. In the case of NetMotion migration, ISP will gain administrative tools that will assist IT staff in troubleshooting connections and gather metrics to aid in future mobile deployments. Domain Controller and NetMotion logs are being sent to DoIT Enterprise security. The Security Operation Center (SOC) provides reports back to the ISP/DoIT staff to determine risks and provide information to mitigate the risks. Enterprise Virus has been removed from all machines. Advanced Malware Protection (AMP) for Endpoints and has been installed on 99% of the ISP machines. AMP will have the ability to scan files for malware and then contain and remove it once detected. ERP was implemented on January 1, 2020. Fiscal, Accounts Receivable and Asset Management have all been completed. ISP is working with DoIT on the initial implementation of the Human Capital Management (HCM) in SAP. This will replace many of the HR systems including payroll and timekeeping. Implementation for HCM is January 2022. Multi-Factor Authentication has been completed on all mobile devices and deployed to 630 email accounts out of 3205.

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**Status Update (FY22 Q1):** All active email users have been moved to Outlook and all accounts have been migrated to the O365 platform in Microsoft Azure Government Cloud. Network

Encryption Services have been implemented across the State using ICN router-based encryption known as GetVPN. Mobile Device Management (MDM) that manage iPhones are being migrated to the DoIT enterprise services. Functionality for ISP users will be the same as they are today. Domain Controller and NetMotion logs are being sent to DoIT Enterprise security, and the Security Operation Center (SOC) provides reports back to the ISP/DoIT staff to determine risks and provide information to mitigate the risks. AMP was replaced by CrowdStrike for endpoint antivirus protection and threat intelligence. ERP was implemented on January 1, 2020. Fiscal, Accounts Receivable and Asset Management have all been completed. ISP is working with DoIT on the initial implementation of the Human Capital Management (HCM) in SAP. This will replace many of the HR systems including payroll and timekeeping. Implementation for HCM was scheduled for January 2022, but a delay was announced on October 5, 2021. A new date for implementation has not been identified. Multi-Factor Authentication has been completed on all mobile devices and deployed to requested email accounts. DoIT Enterprise personnel now has access to all networking equipment. ISP is currently working with DoIT Enterprise teams to architect the migration to the Illinois.gov domain. The integration of the SCCM (Systems Center Configuration Manager) environment with DoIT Enterprise has paused due to CJII background compliance issues with DoIT Enterprise teams.

**Status Update (FY22 Q2):** All active email users have been moved to Outlook and all accounts have been migrated to the O365 platform in Microsoft Azure Government Cloud. Network Encryption Services have been implemented across the State using ICN router-based encryption known as GetVPN. Mobile Device Management (MDM) that manage iPhones are being migrated to the DoIT enterprise services. Functionality for ISP users will be the same as they are today. Domain Controller and NetMotion logs are being sent to DoIT Enterprise security, and the Security Operation Center (SOC) provides reports back to the ISP/DoIT staff to determine risks and provide information to mitigate the risks. AMP was replaced by CrowdStrike for endpoint antivirus protection and threat intelligence. ERP was implemented on January 1, 2020. Fiscal, Accounts Receivable and Asset Management have all been completed. ISP is working with DoIT on the initial implementation of the Human Capital Management (HCM) in SAP. This will replace many of the HR systems including payroll and timekeeping. Implementation for HCM was scheduled for January 2022, but a delay was announced on October 5, 2021. A new date for implementation has not been announced, but general discussions have centered around July 2022. Multi-Factor Authentication has been completed on all mobile devices and deployed to requested email accounts. DoIT Enterprise personnel now has access to all networking equipment. ISP is currently working with DoIT Enterprise teams to architect the migration to the Illinois.gov domain and migration work has begun. The integration of the SCCM (Systems Center Configuration Manager) environment with DoIT Enterprise has paused due to CJII background compliance issues with DoIT Enterprise teams, but teams are currently revisiting proposed architecture. Network teams, PAB, and CPI are scheduled to test failover to the LEADS 3.0 disaster recovery site at CHQ in late January 2022.

**Status Update (FY22 Q3):** All active email users have been moved to Outlook and all accounts have been migrated to the O365 platform in Microsoft Azure Government Cloud. Network Encryption Services have been implemented across the State using ICN router-based encryption known as GetVPN. Mobile Device Management (MDM) that manage iPhones are being migrated to the DoIT enterprise services. Functionality for ISP users will be the same as they are today. Domain Controller and NetMotion logs are being sent to DoIT Enterprise security, and the

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**Status Update (FY22 Q4):** The new implementation is January 2024. ISP is testing CMS Central payroll as an option to move both Code and Sworn payroll off the ISP Mainframe. Sworn Timekeeping and HR functions are also being rewritten to modern platforms. This is a temporary change to allow for the mainframe to be decommissioned sooner than waiting form HCM. Computers and users are scheduled to be moved to Illinois.gov starting at the end of July through Mid-September. Three (3) pilot projects consisting of 35 users and computers have been migrated as of July 15, 2022.

14. Implementation of Traffic and Criminal Software (TraCS) solution, business intelligence portal, and Mobile Architecture for Communications Handling (MACH) for patrol and investigations.

**Status Update (FY20 Q1):** VSIS improved the data exchange between FMCSA, IDOT and ISP to meet functional and technical requirements. Investigative reporting portal enhancements were completed to improve query capabilities and meet investigative reporting demands. The crash reporting updates, which are required to comply with MMUCC reporting guidelines, will be implemented June 1, 2019. Citation and overweight changes will comply with new requirements from the Article 5 committee and AOIC and will be implemented after the effective date of July 1, 2019. TraCS intelligence is ready and DoIT is working with STIC to prepare implementation.

**Status Update (FY20 Q2):** In October a new VSIS Vehicle Inspection form with the CVIEW interface was implemented, along with a data exchange of crash data with CARFAX. In November, a new baseline was installed for performance improvements along with the implementation of TLT, the new location tool replacing ILT. This new tool provides an easier end user experience as well as enhanced searching capabilities by address. MACH development and planning for implementation is underway. Once infrastructure tasks are completed, an implementation plan and date can be determined.

**Status Update (FY20 Q3):** In the first quarter of the year, a large effort was spent on validating the new VSIS Vehicle Inspection form and completing VSIS transmissions. Citation and overweight citation changes were put in place in response to the COVID-19 pandemic.

Development for NIBRS compliance is underway and testing of the new incident reporting and data transmission is planned to start in the second quarter. MACH development and planning for implementation is underway. Infrastructure has been designed and is currently being built to facilitate the system.

**Status Update (FY20 Q4):** VSIS Vehicle Inspection is completed. TraCS Reporting Database was implemented in June 2020. This allows for advanced queries in TraCS. In addition, another focus was spent on development for NIBRS. The data transmission development was started, and efforts are underway to finalize and test the changes needed to the incident or field report. MACH development is in process. Implementation date will be set for the third quarter. Business Intelligence tools have been implemented in Forensics. This includes Tableau and Power BI. Efforts to provide BI in TraCS is in development and will complement the advance reporting features of TraCS.

**Status Update (FY21 Q1):** NIBRS development is still underway and nearing completion to allow for automated reporting of all patrol field report incidents. MACH development has been delayed due to waiting for a new version of the software that contains the required security protocols. It will be delivered in November 2020 and implementation planning will be completed for the Automatic Vehicle Locator (AVL), Messaging and LEADS inquiries components of the system. Business intelligence reporting continues with implementation of the Fleet dashboard and development of an FSB dashboard for information sharing to the public.

**Status Update (FY21 Q1):** NIBRS development is still underway and nearing completion to allow for automated reporting of all patrol field report incidents. MACH development and implementation planning is now underway. We have received the new version of the software that contains the required security protocols. MACH BOTS for LEADS interfacing are in the final stages of testing. The first implementation will be for the Automatic Vehicle Locator (AVL), Messaging and LEADS inquiries components of the system.

**Status Update (FY21 Q3):** NIBRS development was completed and the new field report was implemented in January 2021. Work is still underway regarding the ability to automatically transmit reports to the NIBRS service. MACH will first be implemented in the Springfield Communication Center and the districts they serve, with subsequent roll outs to the remaining communications centers, districts, zones, and other operational areas. This initial rollout is for AVL (Auto vehicle locate), messaging and LEADS MACH BOT functionality. The development and testing of the MACH BOT for LEADS has been completed, however testing is underway to ensure that it will work with LEADS 3.0.

**Status Update (FY21 Q4):** MACH will first be implemented in the Springfield Communication Center and the districts they serve, with subsequent roll outs to the remaining communications centers, districts, zones, and other operational areas. This initial rollout is for AVL (Auto vehicle locate), messaging and LEADS MACH BOT functionality. Testing with LEADS 3.0 and the MACH BOT identified issues. The vendor is currently working through the issues and making the necessary updates to the MACH BOT.

**Status Update (FY22 Q1):** MACH will first be implemented in the Springfield Communication Center and the districts they serve, with subsequent roll outs to the remaining communications centers, districts, zones, and other operational areas. This initial rollout is for AVL (Auto vehicle

locate), messaging and LEADS MACH BOT functionality. Testing with LEADS 3.0 and the MACH BOT identified issues. The vendor is currently working through the issues and making the necessary updates to the MACH BOT.

**Status Update (FY22 Q2):** MACH was implemented in the Springfield, DuQuoin, Pontiac, and Collinsville Communication Centers and the districts they serve, with Sterling slated for Feb 1, 2022 and DesPlaines scheduled for March 1, 2022. This initial rollout is for AVL (Auto vehicle locate), messaging and LEADS MACH BOT functionality. Testing with LEADS 3.0 and the MACH BOT identified issues. The vendor is currently working through the issues and making the necessary updates to the MACH BOT.

**Status Update (FY22 Q3):** MACH has been implemented in all 22 districts and communication centers. Plans for rolling out to all other sworn officers in all divisions is currently underway. This initial rollout is for AVL (Auto vehicle locate), messaging and LEADS MACH BOT functionality. Configuration of the MACH CAD component is underway with statewide rollout planned for June 1<sup>st</sup>, 2022, pending no delays.

**Status Update (FY22 Q4):** MACH has been implemented in all 22 districts and communication centers. Plans for rolling out to all other sworn officers in all divisions is currently underway. This initial rollout is for AVL (Auto vehicle locate), messaging and LEADS MACH BOT functionality. Configuration of the MACH CAD component is scheduled to go live with District 14 and District 20 on July 18, 2022.

15. Implementation of TraCs solutions for external law enforcement agencies.

**Status Update (FY20 Q1):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. The Department is set to pilot MACH at the 2019 State Fair, rollout AVL, messaging and BOT in March 2020, and conduct CAD rollout June 2020. Once the Department is up and running the rollout for external agencies could proceed June/July 2020. Should TraCS for external agencies be required sooner, a project team consisting of nine personnel would be required.

**Status Update (FY20 Q2):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. Once these resources are in place, work can begin on the processes and procedures that will be needed to facilitate rollout to external law enforcement agencies, and a possible date to start rollouts can be determined. In addition, the purchase and implementation of the OKTA software for authentication and authorization must be in place before rollouts can begin. A proposal has been submitted to fiscal for review and approval.

**Status Update (FY20 Q3):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. Once these resources are in place, processes and procedures need to be established to facilitate the rollout of the system to external law enforcement agencies. DoIT is procuring and implementing an authentication solution called OKTA that will be used to

facilitate the authentication of external law enforcement personnel. This must be in place before rollouts can begin.

**Status Update (FY20 Q4):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. Once these resources are in place, processes and procedures need to be established to facilitate the rollout of the system to external law enforcement agencies. DoIT has procured and is implementing an authentication solution called OKTA that will be used to facilitate the authentication of external law enforcement personnel. This authentication method is currently being used for the COVID 19 Tracker.

**Status Update (FY21 Q1):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. We are starting the process to pursue obtaining external consultants to fill these roles so that we can start on the processes and procedures that need to be established to facilitate the rollout of the system to external law enforcement agencies. Okta has been implemented that will facilitate the authentication of external law enforcement personnel.

**Status Update (FY21 Q2):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. The process of pursuing external resources for this effort has been delayed and hopefully will be restarted in February 2021. These resources will be responsible for the processes and procedures that need to be established to facilitate the rollout of the system to external law enforcement agencies. Okta has been implemented in MACH and will be implemented in TRaCS to facilitate the authentication of external law enforcement personnel.

**Status Update (FY21 Q3):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. The process of pursuing external resources for this effort has still been delayed. These resources will be responsible for the processes and procedures that need to be established to facilitate the rollout of the system to external law enforcement agencies. Okta has been implemented in MACH and will be implemented in TRaCS to facilitate the authentication of external law enforcement personnel.

**Status Update (FY21 Q4):** The Director's Office has approved moving forward with providing TRaCS to the Illinois Commerce Commission (ICC). This will require three additional support staff for system configuration, rollout and support for externals. The process of pursuing external resources for this effort has still been delayed under the Resource RFP is awarded. These resources will be responsible for the processes and procedures that need to be established to facilitate the rollout of the system to external law enforcement agencies, starting with ICC.

**Status Update (FY22 Q1):** The Director's Office has approved moving forward with providing TRACS to the Illinois Commerce Commission (ICC). This will require three additional support staff for system configuration, rollout and support for externals. The process of pursuing external

resources for this effort has still been delayed under the Resource RFP is awarded. These resources will be responsible for the processes and procedures that need to be established to facilitate the rollout of the system to external law enforcement agencies, starting with ICC.

**Status Update (FY22 Q2):** The Director’s Office has approved moving forward with providing TRACS to the Illinois Commerce Commission (ICC). This initiative required three additional support staff for system configuration, rollout, and support for externals. Staff started mid-December. These resources will be responsible for the processes and procedures that need to be established to facilitate the rollout of the system to external law enforcement agencies, starting with ICC.

**Status Update (FY22 Q3):** The Director’s Office has approved moving forward with providing TRACS to the Illinois Commerce Commission (ICC) and Department of Natural Resources (DNR). This initiative required three additional support staff for system configuration, rollout, and support for externals. These resources will be responsible for the processes and procedures that need to be established to facilitate the rollout of the system to external law enforcement agencies, starting with ICC and DNR. Efforts are planned to begin in early summer, 2022.

**Status Update (FY22 Q4):** These efforts will be started after all ISP users and computers are migrated to Illinois.gov. This migration effort proves the connectivity for any other agency that is on the Statewide Domain.

16. Progress toward the development and implementation of a mobile latent print identification system.

**Status Update (FY20 Q1):** Efforts on this project have been delayed while work on the landing server transition and MID implementation are conducted.

**Status Update (FY20 Q2):** The BOI forwarded mobile latent technology information obtained at the August 2019 NEC conference in Scottsdale, Arizona to Captain Wilham on September 10, 2019. NEC is offering to send out a rep to demo their product. The BOI is attempting to facilitate a meeting between DFS and NEC and is awaiting potential meeting dates from Captain Wilham to offer to NEC for the meeting.

**Status Update (FY20 Q3):** The BOI forwarded mobile latent technology information obtained at the August 2019 NEC conference in Scottsdale, Arizona to Captain Wilham on September 10, 2019. NEC is offering to send out a rep to demo their product. The BOI is attempting to facilitate a meeting between DFS and NEC and is awaiting potential meeting dates from Captain Wilham to offer to NEC for the meeting.

**Status Update (FY20 Q4):** The BOI forwarded mobile latent technology information obtained at the August 2019 NEC conference in Scottsdale, Arizona to Captain Wilham on September 10, 2019. NEC is offering to send out a rep to demo their product. NEC and DFS command had a conference call in June to discuss the viability regarding ABIS integration and the Mobile Latent program NEC has to offer. Issues concerning how the solution would integrate in the LIMS system were raised resulting in the need for further discussions on the matter. DFS has concerns about implementing a new program that is outside of their Crime Pad crime scene program. DFS and NEC discussed DFS’ desire to have their submissions submitted via crime pad to LIMS and from there to ABIS. Porter Lee is in the process of building that compatibility. A time frame for completion is unknown at this time.

**Status Update (FY21 Q1):** Porter Lee advised that CSSC will have the ability to send submissions directly to ABIS from Crime Pad. The labs can also submit prints directly to ABIS and are not required to go to LIMS first. Porter Lee is working with NEC to trouble shoot the programs and a time frame for completion is currently unknown.

**Status Update (FY21 Q2):** Porter Lee advised that CSSC will have the ability to send submissions directly to ABIS from Crime Pad. The labs can also submit prints directly to ABIS and are not required to go to LIMS first. Porter Lee is working with NEC to trouble shoot the programs and a time frame for completion is currently unknown.

**Status Update (FY21 Q3):** NEC has indicated that Porter Lee is sending the correct file to LIMS. However, NEC is having trouble processing the file for an unknown reason. NEC is working internally to try to figure this issue out. After the issue is resolved and a response is able to be sent back to the LIMS system, the same testing/process will occur in CrimePad. Unfortunately, there is still no timeframe for completion.

**Status Update (FY21 Q4):** NEC has indicated that Porter Lee is sending the correct file to LIMS. However, NEC is having trouble processing the file for an unknown reason. NEC is working internally to try to figure this issue out. After the issue is resolved and a response is able to be sent back to the LIMS system, the same testing/process will occur in CrimePad. Unfortunately, there is still no timeframe for completion.

**Status Update (FY22 Q1):** Progress has been made. NEC has successfully been able to process files sent by Porter Lee. However, this process does not work consistently. Currently, Porter Lee is running some additional tests on the files. After the issue is resolved and a response is able to consistently be sent back to the LIMS system, the same testing/process will occur in CrimePad. Unfortunately, there is still no timeframe for completion.

**Status Update (FY22 Q2):** Progress has been made. NEC has successfully been able to process files sent by Porter Lee. However, this process does not work consistently. Currently, Porter Lee is running some additional tests on the files. After the issue is resolved and a response is able to consistently be sent back to the LIMS system, the same testing/process will occur in CrimePad. Unfortunately, there is still no timeframe for completion. The Division of Forensics will continue update on any progress made.

**Status Update (FY22 Q3):** NEC has successfully been able to process files sent by Porter Lee. Files are successfully sent from Porter Lee to NEC. However, files are failing when sent back from NEC to Porter Lee. NEC is currently working on a fix. After the issue is resolved and a response can consistently be sent back to the LIMS system, the same testing/process will occur in CrimePad. Unfortunately, there is still no timeframe for completion. The Division of Forensics will continue update on any progress made.

**Status Update (FY22 Q4):** At the conclusion of Quarter 3, files were failing when sent from the NEC terminal to Porter Lee. NEC completed updates and implemented a fix. However, NEC is now indicating they are not able to see the latent print searches sent from Porter Lee. Porter Lee is waiting on NEC to resolve search issue. There is still no timeframe for completion. The Division of Forensic Services will continue to update on any progress made.

#### 17. Progress toward the development and implementation of a new mobile identification system.

**Status Update (FY20 Q1):** Four devices are currently deployed to conduct system field testing (BOI, D-15, Crime Scene-2). DoIT assisted to identify and resolve a network issue which was

causing ongoing connection problems. NEC has developed a patch to address an issue identified with the two-factor authentication (officer's fingerprint) piece. This resolution will be implemented in the next system patch, which is not yet scheduled. System patches require at least a one-hour ABIS outage to implement and are scheduled to ensure numerous issues are resolved at once to minimize ABIS outages. An updated OPS-083, Mobile fingerprint Identification System, has been proposed with the updated ABIS language and is awaiting approval. If field testing continues to be positive, the MID should be ready to deploy on department Windows 10 based MDCs within one to two months.

18. Progress of SOR meeting the Federal requirements outlined in the Sex Offender Registration and Notification Act (SORNA).

**Status Update (FY20 Q1):** Illinois currently has a 2 tier system, which includes a 10 year registration and life-time registration. SORNA requires a three tier system, which includes a minimum 15 year registration, 25 year registration and life-time registration. Bills have been introduced to make the necessary changes, but have never made it out of committee. There is no legislation currently pending at this time. Currently SOR is progressing towards enhancing the Illinois State Police public website to include an electronic e-mail notification system, which is a guideline set forth by SORNA.

**Status Update (FY20 Q2):** Illinois currently has a 2 tier system, which includes a 10 year registration and life-time registration. SORNA requires a three tier system, which includes a minimum 15 year registration, 25 year registration and life-time registration. Bills have been introduced to make the necessary changes, but have never made it out of committee. There is no legislation currently pending at this time. Currently SOR is progressing towards enhancing the Illinois State Police public website to include an electronic e-mail notification system, which is a guideline set forth by SORNA.

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<b>DIVISION OF FORENSIC SERVICES</b>				
<b>19. Number of Biology assignments completed.</b>				
Q1: 4,315	Q2: 3,748	Q3: 3,840	Q4: 3,985	FY20: 15,888
Q1: 4,671	Q2: 4,645	Q3: 4,471	Q4: 4,259	FY21: 18,045
Q1: 3,813	Q2: 3,966	Q3: 3,512	Q4: 4,051	FY22: 15,345
<b>20. Number of assignments completed in all other sections.</b>				
Q1: 14,149	Q2: 12,963	Q3: 11,898	Q4: 9,645	FY20: 48,655
Q1: 11,912	Q2: 11,869	Q3: 14,115	Q4: 15,110	FY21: 53,011
Q1: 14,419	Q2: 11,445	Q3: 11,039	Q4: 12,312	FY22: 49,215
<b>21. Number of unworked Biology assignments (backlog).</b>				
Q1: 8,015	Q2: 7,711	Q3: 7,009	Q4: 6,093	FY20: 6,093
Q1: 5,363	Q2: 4,498	Q3: 4,003	Q4: 3,670	FY21: 3,670
Q1: 3,793	Q2: 3,751	Q3: 4,359	Q4: 4,536	FY22: 4,536
<b>22. Number of unworked assignments (backlog) all other sections.</b>				
Q1: 13,771	Q2: 12,835	Q3: 11,479	Q4: 8,578	FY20: 8,578
Q1: 9,272	Q2: 9,289	Q3: 7,851	Q4: 6,327	FY21: 6,327
Q1: 3,843	Q2: 3,013	Q3: 3,113	Q4: 3,351	FY22: 3,351
<b>23. Number of crime scenes processed. – Total</b>				
Q1: 987	Q2: 890	Q3: 804	Q4: 684	FY20: 3,365
Q1: 1,126	Q2: 899	Q3: 899	Q4: 1,165	FY21: 4,089
Q1: 1,247	Q2: 1,205	Q3: 967	Q4: 978	FY22: 4,397
<b>24. Number of crime scenes processed. – Crimes Against Persons</b>				
Q1: 659	Q2: 613	Q3: 588	Q4: 611	FY20: 2,471
Q1: 742	Q2: 651	Q3: 674	Q4: 879	FY21: 2,946
Q1: 954	Q2: 901	Q3: 734	Q4: 742	FY22: 2,731
<b>25. Number of crime scenes processed. – Property Crimes</b>				
Q1: 328	Q2: 277	Q3: 206	Q4: 73	FY20: 884
Q1: 384	Q2: 248	Q3: 225	Q4: 286	FY21: 1,143
Q1: 293	Q2: 304	Q3: 233	Q4: 236	FY22: 1,066
Q1:	Q2:	Q3:	Q4:	
<b>26. Number of fully trained forensic scientists.</b>				
Q1: 221	Q2: 219	Q3: 221	Q4: 214	FY20: 214
Q1: 218	Q2: 221	Q3: 225	Q4: 226	FY21: 226
Q1: 228	Q2: 226	Q3: 227	Q4: 224	FY22: 224
<b>27. Percent of Biology assignments worked within 60 days.</b>				
Q1: 26%	Q2: 36%	Q3: 33%	Q4: 30%	FY20: 29%
Q1: 34%	Q2: 33%	Q3: 39%	Q4: 46%	FY21: 38%
Q1: 42%	Q2: 37%	Q3: 42%	Q4: 39%	FY22: 39.5%

28. Percent of assignments worked within 30 days (all sections except FB/DNA).				
Q1: 33%	Q2: 39%	Q3: 22%	Q4: 21%	FY20: 32%
Q1: 30%	Q2: 34%	Q3: 35%	Q4: 47%	FY21: 37%
Q1: 54%	Q2: 74%	Q3: 81%	Q4: 81%	FY22: 72.5%
29. Average age of unworked assignments in Biology assignments.				
Q1: 219 days	Q2: 209 days	Q3: 206 days	Q4: 180 days	FY20: 180 days
Q1: 129 days	Q2: 103 days	Q3: 85 days	Q4: 79 days	FY21: 79 days
Q1: 68 days	Q2: 66 days	Q3: 68 days	Q4: 74 days	FY22: 74 days
30. Average age of unworked assignments in all other sections.				
Q1: 105 days	Q2: 109 days	Q3: 121 days	Q4: 116 days	FY20: 116 days
Q1: 94 days	Q2: 76 days	Q3: 59 days	Q4: 51 days	FY21: 51 days
Q1: 50 days	Q2: 58 days	Q3: 41 days	Q4: 28 days	FY22: 28 days
31. Percent of crimes against persons Crime Scene Services responded to in one hour.				
Q1: N/A	Q2: N/A	Q3: 83.67%	Q4: 80.33%	FY20: 82%
Q1: 84.5%	Q2: 85.1%	Q3: 87.6%	Q4: 83%	FY21: 85%
Q1: 84.8%	Q2: 81%	Q3: 84%	Q4: 79%	FY22: 82%
<b>DIVISION OF INTERNAL INVESTIGATION</b>				
32. Status of the development of programs for ISP and executive level leadership of state agencies.				
<p><b>Status Update (FY20 Q1):</b> Northern Command and Southern Command presented a DII Informative session on 7/25/19 at District Chicago and the ISP Academy. Another session will be presented by Northern Command on 10/25/19 at District Chicago and Southern Command will present one on 10/31/19 at the ISP Academy.</p> <p><b>Status Update (FY20 Q2):</b> Daniel from DoIT provided training to Amber, Kerrick, and Acacia. All 3 have the authority to add and update the training. Team put together to create the description for the website. Email sent to team to put together description, title, dates, and locations for upcoming external agency training for OneNet posting. Training description and upcoming dates posted to OneNet 12/23/19. Letters sent to external agencies for notification of upcoming classes 01/09/20. Reminders will be sent 3 weeks before the trainings. Southern Command is scheduled to present on 03/11/20 and 06/17/20 at the ISP Academy.</p> <p><b>Status Update (FY20 Q3):</b> Northern Command and Southern Command presented a DII Informative session on March 6, 2020 (NC-15 attendees) and March 11, 2020 (SC-7 attendees).</p> <p><b>Status Update (FY20 Q4):</b> Northern Command and Southern Command conducted 12 presentations to outside agencies and 7 presentations to ISP personnel in the 4<sup>th</sup> Quarter. The outside agency trainings covered the function, jurisdiction, and roles of DII in direct relation to state agencies in the executive branch of the Office of the Governor. The agencies were made aware of what types of complaints should be reported, what to expect when a complaint is reported, the steps taken during investigation, and possible outcomes. Prevention methods were also provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints. Lastly, agencies were also given contact information for reporting to DII in their respective locations. Both commands have future dates established in 2020 for WebEx training opportunities. DII is working to expand the training to the state</p>				

facility managers (mid-level and below) during the next fiscal year and determine strategies for the training to be incorporated into state agency orientation courses for new managers.

**Status Update (FY21 Q1):** Northern Command completed 2 External Agency Presentations (July 28 and August 12) for a total of 29 State Employees. Two additional trainings were canceled due to no or low enrollment. Southern Command completed 2 External Agency Presentations (July 29 and August 12), with an unknown total of attendees. The outside agency trainings covered the function, jurisdiction, and roles of DII in direct relation to state agencies in the executive branch of the Office of the Governor. The agencies were made aware of what types of complaints should be reported, what to expect when a complaint is reported, the steps taken during investigation, and possible outcomes. Prevention methods were also provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints. Lastly, agencies were also given contact information for reporting to DII in their respective locations. Both commands have future dates established in 2020 for OneNet training opportunities. However, slowed by the pandemic, DII is still working to expand the training to the state facility managers (mid-level and below management) during the next fiscal year and determine strategies for the training to be incorporated into state agency orientation courses for new managers.

**Status Update (FY21 Q2):** Southern Command completed 2 External Agency presentations (Oct. 29 and Dec. 9). Total attendees were 18. Due to COVID restrictions, the OIS training scenario with SWAT was postponed.

Although, slowed by the pandemic, DII is still working to expand the training to the state facility managers (mid-level and below management) during the next fiscal year and determine strategies for the training to be incorporated into state agency orientation courses for new managers. DII is also working with other Divisions to schedule internal investigations training with a focus on investigative procedures for administrative and internal matters, inclusive of Officer-Involved Shootings and Deaths.

**Status Update (FY21 Q3):** Northern Command completed one Internal Agency presentation (02/04/2021). Total attendees were 12.

On 01/12/21, DII conducted an internal OIS exercise that included the establishment of a command post, response times, and ER notifications with the Commanders and Investigative Commanders. Southern Command completed OIS training with District 8. Southern Command completed DII training with Illinois Youth Center-Pere Marquette. Southern Command A/M/Sgt completed a leadership course with Illinois Law Enforcement Training Standards Board Executive Institute (ILETSBEI).

DII is planning training with state facility managers (mid-level and below management) during the next fiscal year and is monitoring changes to policy and impact on incidents resulting in DII requests. DII is continuing work with other Divisions to provide updates on investigative procedures for administrative and internal matters, including of Officer-Involved Shootings and Death Investigations

**Status Update (FY21 Q4):** During QTR 4, DII-Southern Command provided training to the following: ISP Firearm Services Bureau Code Supervisors, IDOT Investigators, DHS, and DCFS Supervisors/Investigators.

DII is finalizing on-line training regarding “What to expect during a DII Investigation” for all State Employees. In addition, DII is working with the Division of Patrol to provide on-line training for all officers on Officer-Involved Shootings and Death Investigations.

**Status Update (FY22 Q1):** During QTR 1, DII-Northern Command met with IDHS management to discuss employee workplace violence reports, false resident complaints, and procedures for transferring statements for investigations. Northern Command met with FBI partners to discuss intelligence sharing with an emphasis on IDOC investigations. Internal and external agency training sessions are to be scheduled for January 2022.

During QTR 1, DII Commanders and an Investigative Commander presented DII training at the September promotional school to M/Sgt and above.

DII is finalizing on-line training regarding “What to expect during a DII Investigation” for all State Employees. In addition, DII is working with the Division of Patrol to provide on-line training for all officers on Officer-Involved Shootings and Death Investigations.

**Status Update (FY22 Q2):** Internal and external agency training sessions are to be scheduled for January 2022. DII will assist IDHS Mental Health Facilities in training initiatives for employees.

Northern Command met with FBI partners to discuss intelligence sharing with an emphasis on IDOC investigations. Internal and external agency training sessions are to be scheduled for January 2022.

DII-Northern Command agents met with the Zone 1 DCI Public Integrity Task Force (PITF) Unit in December and discussed DII agents assisting PITF in PITF callout. This initiative will begin in January 2022.

During QTR 2, DII completed a “What to expect during a DII Investigation” (For code employee supervisors) PowerPoint presentation. The completed presentation is currently at review with DII Senior Command prior to statewide implementation.

During QTR 2 (November and December), DII Springfield presented two “DII overview” presentations to various external state agencies (IDFPR, WIU, DoIT, ILNG), while DII Collinsville/DuQuoin presented one DII overview presentation to DHS (Murray Center) Topics included types of investigations handled by DII and contact info for the external agency supervisors to contact on potential complaints.

In addition, DII is working with the Division of Patrol to provide on-line training for all officers on Officer-Involved Shootings and Death Investigations.

**Status Update (FY22 Q3):** DII-Northern Command agents met with the Zone 1 DCI Public Integrity Task Force (PITF) Unit in December and discussed DII agents assisting PITF in PITF callouts. During the QTR 3, Northern Command responded to 2 call-outs and responded to Officer-Involved Shooting investigations to observe and assist with DCI Public Integrity Task Force investigations.

During QTR 3, Northern Command gave presentations to kick off each SAVE detail in Chicago. DII agents gave 10 presentations for the District Chicago Anti-Violence Details.

A meeting was held with IDHS and the Kankakee County State’s Attorney’s Office to discuss allegation notifications, witness cooperation and court procedures for IDHS investigations.

During QTR 3, DII Southern Command conducted in-person DII overview/educational workshops with IDOC facilities (Decatur Correctional Center, Taylorville Correctional Center, and Lincoln Correctional Center) with historically low frequency DII involvement. DII staff met with supervisory staff from each facility.

In addition, DII is working with the Division of Patrol to provide on-line training for all officers on Officer-Involved Shootings and Death Investigations.

**Status Update (FY22 Q4):** DII-Northern Command agents met with the Zone 1 DCI Public Integrity Task Force (PITF) Unit in December 2021 and discussed DII agents assisting PITF during PITF callouts. During QTR 4, Northern Command responded to three PITF call-outs involving one Officer Involved Shooting and two In-custody Deaths.

During QTR 4, Northern Command conducted nine presentations for the District Chicago Anti-Violence Details.

During QTR 4, Northern Command agents met with the Lake Co. States Attorney’s office and the Lake County Child Advocacy Center to develop a better relationship and discuss the use of forensic interviews for individuals with mental deficits.

During QTR 4, Northern Command conducted an OIS training exercise with SWAT and CSI. DII agents attended the SWAT briefing, responded and observed CSI process the scene, and conducted witness interviews of SWAT personnel.

During QTR 4, Northern Command conducted one training session with IDHS personnel to provide updates on DII investigative procedures and answer questions.

During QTR 4, Northern Command attended a meeting with the US Attorney’s Office for Northern Illinois to provide an overview of civil rights related cases and to discuss what cases they would consider accepting.

During QTR 4, DII Southern Command conducted 13 DII overview/educational workshops. The workshops consisted of an Officer Involved Shooting presentation to the Statewide ISP Task Force Officers, DII overview to multiple external agencies, and training (9 separate occasions) to three different ISP Cadet classes over the topics of ISP Rules of Conduct, Police Ethics, and Procedural Justice II.

During QTR 4, DII Senior Command held meetings with IDOC Internal Affairs Senior Command and met with staff from the United States Attorney’s Office (central and north) to further promote partnerships with external agencies.

During QTR 4, DII conducted in-person DII overview/educational workshops with Illinois Department of Aging and Office of the State Fire Marshal.

A meeting was held with IDOC senior leadership to discuss allegation notifications and witness cooperation for investigations.

DII met with the United State Attorney’s Office for the Northern District and Central District to discuss the types of cases subject to federal prosecution, notification process, and future training opportunities.

In addition, DII is working with the Office of Labor Relations and Special Projects to provide on-line training for all ISP Supervisors on how to handle Code Employee PCR cases.

**33. Status of creating a DII Dashboard which is readily available for ISP leadership.**

**Status Update (FY20 Q1):** Jack Matthews has the data and is working on creating the dashboard for us. It will be a culmination of data on cases for a five-year time span. A template should be available as soon as the end of October 2019 for review.

**Status Update (FY20 Q2):** Provided drafts of the dashboard with reviews required. Submitted to DII command for review. On November 18th met with Jack Matthews in DII Conference Room. Provided Jack with the external cases spreadsheet. Working on updating the internal cases spreadsheet to remove null values and report MASA and DRB info correctly. Updated

spreadsheet sent to Jack on 12/09/19 for updates. Working with the Academy to get class numbers and start dates to add to the dashboard.

**Status Update (FY20 Q3):** Dashboard spreadsheet submitted to Jack on January 23, 2020. Jack was out of the office and working on upon his return. Conference call with Jack on 1/27/2020 for updates. Working on adding the cadet class numbers and ages on the dashboard. Update for January should be complete by Friday January 31. Jack working on a shared drive for us to upload monthly updates for Jack to pull. Jack is working on updating the internal/external cases. Meeting scheduled for 2/11 to discuss IOP dashboard. Lt Carter and I met with Jack on 2/13 along with Benaye via call-in. We advised what the IOP dashboard should read and what the dates are. He is updating and should have complete by 2/21. After several delays, received an email from Jack advising he was having issues with his GIS. He had been postponed on working on the DII dashboard but will resume the week of 3/9. Jack was advised that we would be sending the February 2020 data as well. We received an update from Jack Matthews on 3/18. He has added the ages and year of service to the internal cases dashboard. He has also added the cadet class info but still needs to program functionality. The External cases dashboard is correct. The Backgrounds dashboard needs some title adjustment for proper viewing and race calculations. The IOP dashboard has not been worked on yet. Jack is waiting for a new link to the IOP data from Lt Carter. Lt. Carter was advised what was needed. On 3/23 Jack provided updates and minor changes to the internal cases and backgrounds dashboard. Meeting set with Jack Matthews to provide information regarding SQL issues and data for populating the dashboard.

**Status Update (FY20 Q4):** The DII Dashboard link has been shared with the Office of the Director's staff and all Division Colonels. The Dashboard accounts for the following activities from 2016-2020: internal and external cases, background investigations, and Identified Offender Program activities with the latter two also providing a mapping feature. Improvements will continue which will allow for a public-facing dashboard integration and more refined data and statistics in the near future.

**Status Update (FY21 Q1):** The DII Dashboard link is operational. Updates will continue which will allow for a public-facing dashboard integration and more refined data and statistics in the near future.

**Status Update (FY21 Q2):** As of December 28, 2020, the DII dashboard is running with no issues. A tab for Personnel Complaints and Personnel Complaint Referrals is being added.

**Status Update (FY21 Q3):** As of March 31, 2021, the DII dashboard is running with no issues. A tab for Personnel Complaints and Personnel Complaint Referrals is being added.

**Status Update (FY21 Q4):** As of June 30, 2021, the 2021 data has been added to the dashboard. The Racial Profiling data is being moved to the OIS Dashboard. DoIT separated the code and sworn top ten list and the website is up to date.

**Status Update (FY22 Q1):** The DII Dashboard has been created and is being maintained to ensure the data is up to date.

**Status Update (FY22 Q2):** The DII Dashboard has been created and is being maintained to ensure the data is up to date.

<b>Status Update (FY22 Q3):</b> The DII Dashboard has been created and is being maintained to ensure the data is up to date.				
<b>Status Update (FY22 Q4):</b> The DII Dashboard has been created and is being maintained to ensure the data is up to date.				
<b>34. Number of BIU internal cases opened.</b>				
Q1: 451	Q2: 266	Q3: 182	Q4: 383	FY20: 1,282
Q1: 392	Q2: 104	Q3: 164	Q4: 165	FY21: 825
Q1: 185	Q2: 242	Q3: 278	Q4: 294	FY22: 999
<b>35. Average time to complete BIU cases.</b>				
Q1: 30 days	Q2: 30 days	Q3: 35.3 days	Q4: 28.4 days	FY20: 30.9 days
Q1: 27 days	Q2: 30 days	Q3: 29.63 days	Q4: 26.25 days	FY21: 28.28 days
Q1: 32.20 days	Q2: 34 days	Q3: 48 days	Q4: 49 days	FY22: 40.8 days
<b>36. Number of internal DII cases opened.</b>				
Q1: PC/8, PCR/27	Q2: PC/11, PCR/24	Q3: PC/12, PCR/14	Q4: PC/12, PCR19	FY20: PC/43, PCR/84
Q1: PC/18, PCR/30	Q2: PC/14, PCR/21	Q3: PC/9, PCR/9	Q4: PC/20, SI/2, CR/23	FY21: PC63/PCR83
Q1: PC/18, PCR/34	Q2: PC/11, PCR/22	Q3: PC/7, PCR/24	Q4: PC/9, PCR/24	FY21: PC45/PCR104
<b>37. Average time to complete an internal DII case.</b>				
Q1: 105 days	Q2: 95 days	Q3: 42 days	Q4: 64 days	FY20: 77 days
Q1: 90 days	Q2: 107 days	Q3: 127 days	Q4: 123 days	FY21: 112 days
Q1: 100 days	Q2: 123 days	Q3: 185 days	Q4: 107 days	FY22: 129 days
<b>38. Number of external DII cases opened.</b>				
Q1: 16	Q2: 24	Q3: 12	Q4: 25	FY20: 77
Q1: 23	Q2: 17	Q3: 11	Q4: 23	FY21: 74
Q1: 17	Q2: 11	Q3: 27	Q4: 20	FY22: 75
<b>39. Average time to complete an external DII case.</b>				
Q1: 115 days	Q2: 122 days	Q3: N/A (No cases closed this Quarter)	Q4: 80 days	FY20: 106 days
Q1: 104 days	Q2: 176 days	Q3: 202 days	Q4: 199 days	FY21: 170 days
Q1: 144 days	Q2: 251 days	Q3: 273 days	Q4: 587 days	FY22: 313.75 days
<b>40. Number of Office of Identified Offender Program threat assessments handled.</b>				
Q1: 780	Q2: 739	Q3: 726	Q4: 417	FY20: 2,662
Q1: 530	Q2: 627	Q3: 679	Q4: 619	FY21: 2,455
Q1: 509	Q2: 450	Q3: 410	Q4: 480	FY22: 1,849
<b>41. Average time to complete an Identified Offender Program threat assessment.</b>				
Q1: 10 days	Q2: 10 days	Q3: 10 days	Q4: 10 days	FY20: 10 days
Q1: 10 days	Q2: 10 days	Q3: 10 days	Q4: 10 days	FY21: 10 days
Q1: 10 days	Q2: 10 days	Q3: 10 days	Q4: 10 days	FY22: 10 days
<b>42. Number of Office of Executive Inspector General referrals of criminal allegations to the DII.</b>				
Q1: 24	Q2: 15	Q3: 27	Q4: 11	FY20: 77
Q1: 15	Q2: 7	Q3: 10	Q4: 8	FY21: 40
Q1: 8	Q2: 7	Q3: 12	Q4: 3	FY22: 30

43. Status of the development of a portal for citizens to report criminal allegations of state employees, anonymously or otherwise.

**Status Update (FY20 Q1):** DII is actively participating in the new Internet Refresh Project. The project kickoff meeting was recently held on October 10<sup>th</sup>. At this meeting we discussed the goals and objectives of the project, as well as defined all stakeholders and project team members. As we move forward, members will meet a couple times a month in order to monitor the development of the project.

**Status Update (FY20 Q2):** Updating the DII pages, create online submission form, create email group for receiving online submissions. On November 7, COS Leatherwood and Sgt. Dunn created an online submission form and sent to Cheryl McKnelly for online creation. Emailed names for the email group for DIIComplaintReporting email group. Progress stalled due to lack of resources (human and Apriss).

**Status Update (FY 20 Q3):** The Department of Innovation and Technology is still progressing with this project. DII's requested changes have been submitted.

**Status Update (FY20 Q4):** DII is actively participating in the new Internet Refresh Project. The Department of Innovation and Technology is still progressing with this project. DII has submitted additional changes to include but not limited to the history of the DII, the Organizational Chart, the Division Seal and photographs. A reporting portal for the public is being added as well as a more descriptive and user-friendly page for citizens.

**Status Update (FY21 Q1):** The Citizen Complaint portal is up and running in line with the new Internet Refresh Project. We are working with DoIT to add additional items to the second and third phases, including a user-friendly complaint tab on the main ISP page. As of 9/11, phase 2 has not been implemented. On 9/25, no new updates; however, DII provided the updated DII map and images of our DII Visor Card to be displayed.

**Status Update (FY21 Q2):** Recently, we identified some citizen complaints were undeliverable. Test complaints were performed and technical issues were experienced. DoIT has identified the problems and a remedy has been implemented. Continuous updates and improvements are the norm for this project.

**Status Update (FY21 Q3):** We identified some citizen complaints as undelivered. Test complaints were performed and technical issues were identified. DoIT has remedied the problems and progress is being monitored. Continuous updates and improvements are ongoing for this project

**Status Update (FY21 Q4):** The portal for citizens complaint to report criminal allegations of state employees, anonymously or otherwise has been developed. The link to the portal from the DII webpage has been functioning for approximately two months resulting in 39 submissions and 7 internal cases on ISP sworn employees. DII is continuing to improve the site as the majority of the complaints are not applicable to DII. In addition, another link will provide accessibility to the portal from the use of force dashboard which will launch in the very near future.

**Status Update (FY22 Q1):** The portal for citizens complaint to report criminal allegations of state employees, anonymously or otherwise has been developed. A link to the portal is located

on both the DII webpage and on the Officer Involved Investigations Dashboard. DII monitors the site and responds to every submission.

**Status Update (FY22 Q2):** The portal for citizens complaint to report criminal allegations of state employees, anonymously or otherwise has been developed. A link to the portal is located on both the DII webpage and on the Officer Involved Investigations Dashboard. DII monitors the site and responds to every submission.

**Status Update (FY22 Q3):** The portal for citizens complaint to report criminal allegations of state employees, anonymously or otherwise has been developed. A link to the portal is located on both the DII webpage and on the Officer Involved Investigations Dashboard. DII monitors the site and responds to every submission.

**Status Update (FY22 Q4):** The portal for citizens' complaints to report criminal allegations of state employees, anonymously or otherwise has been developed. A link to the portal is located on both the DII webpage and on the Officer Involved Investigations Dashboard. DII monitors the site and responds to every submission.

44. Number of certifications received by DII personnel.				
Q1: 25	Q2: 16	Q3: 46	Q4: 188	FY20: 275
Q1: 33	Q2: 4	Q3: 1	Q4: 4	FY21: 42
Q1: 6	Q2: 1	Q3: 8	Q4: 7	FY22: 22

45. The number of presentations provided to all agency personnel.				
Q1: 4	Q2: 1	Q3: 13	Q4: 22	FY20: 40
Q1: 5	Q2: 19	Q3: 2	Q4: 6	FY21: 32
Q1: 5	Q2: 7	Q3: 13	Q4: 24	FY22: 49

**DIVISION OF PATROL**

46. Number of arrests for Unlawful Use of a Weapon (UW).				
Q1: 134	Q2: 129	Q3: 112	Q4: 116	FY20: 491
Q1: 318	Q2: 310	Q3: 290	Q4: 299	FY21: 1,217
Q1: 322	Q2: 141	Q3: 281	Q4: 311	FY22: 1,055

47. Number of firearm seizures.				
Q1: 443	Q2: 302	Q3: 303	Q4: 178	FY20: 1,226
Q1: 395	Q2: 533	Q3: 414	Q4: 476	FY21: 1,818
Q1: 432	Q2: 333	Q3: 376	Q4: 397	FY22: 1,529

48. Amount of illegal cash seizures.				
Q1: \$601,816.37	Q2: \$286,769.22	Q3: \$392,517.75	Q4: \$145,405.4	FY20: \$1,426,508.74
Q1: \$1,195,518.60	Q2: \$1,335,919.26	Q3: \$603,394	Q4: \$1,074,429	FY21: \$4,209,260.86
Q1: \$2,009,293.89	Q2: \$318,898.86	Q3: \$575,728	Q4: \$145,405.4	FY22: \$1,426,508.74

49. Number of arrests for trafficking of narcotics.				
Q1: 91	Q2: 107	Q3: 102	Q4: 50	FY20: 350
Q1: 140	Q2: 155	Q3: 233	Q4: 193	FY21: 721
Q1: 185	Q2: 103	Q3: 111	Q4: 209	FY22: 608

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<b>50. Number of motor carrier safety inspections conducted.</b>				
Q1: 22,337	Q2: 18,960	Q3: 14,226	Q4: 5,194	FY20: 60,717
Q1: 24,239	Q2: 14,168	Q3: 14,799	Q4: 19,457	FY21: 72,663
Q1: 21,088	Q2: 12,645	Q3: 12,372	Q4: 19,320	FY22: 65,425
<b>51. Number of enforcement details conducted specific to commercial motor vehicle overweight violations.</b>				
Q1: 466	Q2: 389	Q3: 299	Q4: 108	FY20: 1,262
Q1: 301	Q2: 410	Q3: 417	Q4: 408	FY21: 1,536
Q1: 427	Q2: 405	Q3: 420	Q4: 428	FY22: 1,680
<b>52. Number of DRE evaluations conducted.</b>				
Q1: 17	Q2: 6	Q3: 12	Q4: 9	FY20: 44
Q1: 8	Q2: 2	Q3: 12	Q4: 25	FY21: 50
Q1: 6	Q2: 9	Q3: 11	Q4: 23	FY22: 49
<b>53. Number of “Fatal Four” citations (DUI, Speed, Seatbelt, Distracted Driving).</b>				
Q1: 33,748	Q2: 34,478	Q3: 24,111	Q4: 13,569	FY20: 105,906
Q1: 15,527	Q2: 34,588	Q3: 22,038	Q4: 34,286	FY21: 125,639
Q1: 25,210	Q2: 25,159	Q3: 18,902	Q4: 27,474	FY22: 96,745
<b>54. Number of “Scott’s Law” citations.</b>				
Q1: 855	Q2: 760	Q3: 762	Q4: 226	FY20: 2,603
Q1: 585	Q2: 470	Q3: 1,558	Q4: 865	FY21: 3,478
Q1: 444	Q2: 386	Q3: 353	Q4: 381	FY22: 1,564
<b>55. Number of Zero Tolerance citations.</b>				
Q1: 11	Q2: 11	Q3: 6	Q4: 3	FY20: 31
Q1: 39	Q2: 13	Q3: 5	Q4: 8	FY21: 65
Q1: 27	Q2: 3	Q3: 14	Q4: 2	FY22: 46
<b>DIVISION OF CRIMINAL INVESTIGATION</b>				
<b>56. Number of actionable School Violence Tip-line calls received</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY21: 0
Q1: 0	Q2: 174	Q3: 171	Q4: 135	FY22: 480
<b>57. Number of violent crime and public integrity cases opened or adopted.</b>				
Q1: 130	Q2: 145	Q3: 203	Q4: 172	FY20: 650
Q1: 267	Q2: 308	Q3: 137	Q4: 235	FY21: 947
Q1: 276	Q2: 239	Q3: 231	Q4: 224	FY22: 970
<b>58. Number of violent crime and public integrity case arrests</b>				
Q1: 45	Q2: 44	Q3: 55	Q4: 57	FY20: 201
Q1: 78	Q2: 86	Q3: 37	Q4: 54	FY21: 255
Q1: 62	Q2: 54	Q3: 54	Q4: 73	FY22: 243

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<b>59. Number Special Agents who successfully complete advanced homicide investigation training.</b>				
Q1: 0	Q2: 110	Q3: 0	Q4: 0	FY20: 110
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY21: 0
Q1: 61	Q2: 140	Q3: 0	Q4: 0	FY22: 201
<b>60. Number of Computer Evidence Recovery Specialists within the Division.</b>				
Q1: 4	Q2: 4	Q3: 5	Q4: 5	FY20: 5
Q1: 5	Q2: 5	Q3: 5	Q4: 5	FY21: 5
Q1: 5	Q2: 4	Q3: 4	Q4: 4	FY22: 4
<b>61. Number of ICAC cases opened.</b>				
Q1: 13	Q2: 26	Q3: 29	Q4: 19	FY20: 87
Q1: 40	Q2: 37	Q3: 32	Q4: 48	FY21: 157
Q1: 60	Q2: 46	Q3: 49	Q4: 43	FY22: 198
<b>62. Number of ICAC cases closed.</b>				
Q1: 5	Q2: 3	Q3: 5	Q4: 2	FY20: 15
Q1: 5	Q2: 6	Q3: 14	Q4: 9	FY21: 34
Q1: 11	Q2: 12	Q3: 17	Q4: 26	FY22: 66
<b>63. Number of firearm seizures.</b>				
Q1: 265	Q2: 293	Q3: 301	Q4: 178	FY20: 1,037
Q1: 395	Q2: 533	Q3: 414	Q4: 476	FY21: 1,818
Q1: 432	Q2: 333	Q3: 367	Q4: 397	FY22: 1,529
<b>64. Amount of illegal cash seizures.</b>				
Q1: \$603,816	Q2: \$286,769	Q3: \$392,517	Q4: \$145,405	FY20: \$1,428,507
Q1: \$1,195,518	Q2: \$1,335,918	Q3: \$603,393	Q4: \$1,074,429	FY21: \$4,209,258
Q1: \$2,009,293	Q2: \$318,899	Q3: \$575,728.60	Q4: \$740,898	FY22: \$3,644,818
<b>65. Number of arrests for trafficking of narcotics.</b>				
Q1: 637	Q2: 582	Q3: 636	Q4: 255	FY20: 2,110
Q1: 541	Q2: 539	Q3: 505	Q4: 525	FY21: 2,110
Q1: 779	Q2: 641	Q3: 611	Q4: 441	FY22: 2,472
<b>66. Number of JTTF cases opened.</b>				
Q1: 9	Q2: 4	Q3: 9	Q4: 10	FY20: 32
Q1: 13	Q2: 15	Q3: 19	Q4: 19	FY21: 66
Q1: 11	Q2: 10	Q3: 11	Q4: 22	FY22: 54
<b>67. Number of JTTF cases closed.</b>				
Q1: 7	Q2: 6	Q3: 5	Q4: 6	FY20: 24
Q1: 7	Q2: 16	Q3: 11	Q4: 15	FY21: 49
Q1: 6	Q2: 8	Q3: 12	Q4: 10	FY22: 36
<b>68. Number of MFCB cases opened.</b>				
Q1: 57	Q2: 61	Q3: 38	Q4: 34	FY20: 190
Q1: 19	Q2: 26	Q3: 29	Q4: 32	FY21: 106
Q1: 31	Q2: 26	Q3: 34	Q4: 24	FY22: 115

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<b>69. Number of MFCB cases arrests.</b>				
Q1: 3	Q2: 2	Q3: 4	Q4: 0	FY20: 9
Q1: 2	Q2: 3	Q3: 0	Q4: 10	FY21: 15
Q1: 12	Q2: 52	Q3: 51	Q4: 8	FY22: 123
<b>70. Number of Air Operations missions flown.</b>				
Q1: 52	Q2: 41	Q3: 166	Q4: 585	FY20: 844
Q1: 59	Q2: 42	Q3: 220	Q4: 53	FY21: 374
Q1: 55	Q2: 26	Q3: 6	Q4: 84	FY22: 189
<b>71. Percent change of SOCOM missions identified as counterterror, homeland security, or investigative assists.</b>				
Q1: +16%	Q2: +21%	Q3: +38%	Q4: -22%	FY20: +16%
Q1: +48%	Q2: -39%	Q3: +33%	Q4: -31%	FY21: +11%
Q1: +40%	Q2: -36%	Q3: +40%	Q4: +26%	FY22: +35%
<b>72. Time required to process a cellphone for forensic analysis.</b>				
Q1: 54% <60 days	Q2: 53% <60 days	Q3: 61% <60 days	Q4: 67% <60 days	FY20: 59% <60 days
Q1: 56% <60 days	Q2: 50% <60 days	Q3: 48% <60 days	Q4: 41% <60 days	FY21: 49% <60 days
Q1: 42% <60 days	Q2: 39% <60 days	Q3: 42% <60 days	Q4: 52% <60 days	FY22: 44% <60 days
<b>73. Time required to process a computer for forensic analysis.</b>				
Q1: 19% <60 days	Q2: 17% <60 days	Q3: 13% <60 days	Q4: 23% <60 days	FY20: 18% <60 days
Q1: 23% <60 days	Q2: 24.5% <60 days	Q3: 28% <60 days	Q4: 24% <60 days	FY21: 44% <60 days
Q1: 33% <60 days	Q2: 33% <60 days	Q3: 26% <60 days	Q4: 46% <60 days	FY22: 30% <60 days
<b>74. Clearance rate for homicide investigations utilizing the FBI's definition for clearance.</b>				
Q1: 18.18%	Q2: 26.92%	Q3: 36.36%	Q4: 10.00%	FY20: 22.87%
Q1: 15.52%	Q2: 23.33%	Q3: 28.23%	Q4: 16.13%	FY21: 20.80%
Q1: 21.43%	Q2: 31.7%	Q3: N/A	Q4: N/A	FY22: N/A
<b>75. FOID details completed.</b>				
Q1: 98	Q2: 36	Q3: 77	Q4: 38	FY20: 249
Q1: 70	Q2: 65	Q3: 64	Q4: 73	FY21: 272
Q1: 95	Q2: 76	Q3: 57	Q4: 134	FY22: 362
<b>76. Number of people placed into FOID compliance.</b>				
Q1: 188	Q2: 114	Q3: 148	Q4: 112	FY20: 562
Q1: 212	Q2: 90	Q3: 50	Q4: 151	FY21: 503
Q1: 171	Q2: 153	Q3: 83	Q4: 720	FY22: 1,127
<b>DIVISION OF THE ACADEMY AND TRAINING</b>				
<b>77. Number of Curricula revised.</b>				
Q1: 21	Q2: 24	Q3: 31	Q4: 12	FY20: 88
Q1: 11	Q2: 9	Q3: 6	Q4: 12	FY21: 38
Q1: 165	Q2: 42	Q3: 3	Q4: 4	FY22: 214

<b>78. Number of Human Trafficking courses conducted.</b>				
Q1: 0	Q2: 0	Q3: 2	Q4: 2	FY20: 4
Q1: 0	Q2: 0	Q3: 4	Q4: 0	FY21: 4
Q1: 0	Q2: 1	Q3: 1	Q4: 0	FY22: 2
<b>79. Number of Sexual Assault Awareness courses conducted.</b>				
Q1: 1	Q2: 1	Q3: 1	Q4: 2	FY20: 5
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY21: 1
Q1: 0	Q2: 3	Q3: 2	Q4: 0	FY22: 4
<b>80. Number of ride-alongs attended by Cadets.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 138	FY20: 138
Q1: 0	Q2: 0	Q3: 40	Q4: 0	FY21: 40
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY22: 0
<b>81. Percentage of Cadets retained.</b>				
CC-129	81% (10/09/19)			
CC-130	87% (4/1/20)			
CC-131	92% (4/1/20)			
CC-132	77% (4/23/21)			
CC-133	83% (12/31/21)			
CC-134	93% (12/31/21)			
CC-135	92% (6/30/22)			
CC-136	94% (06/10/22)			
CC-137	100% (06/30/22)			
CC-138	87% (6/30/22)			
<b>82. Number of Family Orientation Programs held.</b>				
Q1: 0	Q2: 1	Q3: 1	Q4: 0	FY20: 2
Q1: 1	Q2: 0	Q3: 0	Q4: 0	FY21: 1
Q1: 1	Q2: 1	Q3: 1	Q4: 1	FY22: 4
<b>83. Number of in-service training courses conducted.</b>				
Q1: 32	Q2: 42	Q3: 5	Q4: 26	FY20: 105
Q1: 67	Q2: 82	Q3: 20	Q4: 18	FY21: 187
Q1: 28	Q2: 38	Q3: 17	Q4: 27	FY22: 110
<b>84. Number of Promotional Schools conducted.</b>				
Q1: 0	Q2: 1	Q3: 0	Q4: 1	FY20: 2
Q1: 0	Q2: 1	Q3: 0	Q4: 0	FY21: 1
Q1: 1	Q2: 0	Q3: 0	Q4: 0	FY22: 2
<b>85. Number of leadership training seminars conducted.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY21: 0
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY22: 0
<b>86. Number of instructor-led in-service training courses conducted.</b>				
Q1: 7	Q2: 55	Q3: 7	Q4: 25	FY20: 94
Q1: 19	Q2: 25	Q3: 40	Q4: 18	FY21: 102
Q1: 9	Q2: 25	Q3: 28	Q4: 26	FY22: 88

**ISP STRATEGIC PLAN FY2020 - FY2022**

<b>87. Number of training bulletins published.</b>				
Q1: 2	Q2: 6	Q3: 2	Q4: 6	FY20: 16
Q1: 3	Q2: 4	Q3: 9	Q4: 14	FY21: 30
Q1: 11	Q2: 17	Q3: 14	Q4: 12	FY22: 54
<b>88. Number of recruitment events conducted or attended.</b>				
Q1: 72	Q2: 67	Q3: 33	Q4: 12	FY20: 184
Q1: 19	Q2: 31	Q3: 40	Q4: 22	FY21: 112
Q1: 27	Q2: 70	Q3: 105	Q4: 92	FY22: 294
<b>89. Number of applicants in Cadet employment pool.</b>				
Q1: 107	Q2: 180	Q3: 196	Q4: 197	FY20: 484
Q1: 6	Q2: 7	Q3: 135	Q4: 72	FY21: 220
Q1: 286	Q2: 182	Q3: 162	Q4: 321	FY22: 1,017
<b>90. Percentage of curricula reviewed and updated as needed.</b>				
Q1: 20%	Q2: 20%	Q3: 80%	Q4: 25%	FY20: 36.25%
Q1: 15%	Q2: 100%	Q3: 100%	Q4: 25%	FY21: 60%
Q1: 97%	Q2: 25%	Q3: 15%	Q4: 10%	FY22: 90%
<b>91. Percentage of curricula reviewed by the Curriculum Review Committee.</b>				
Q1: 3%	Q2: 20%	Q3: 60%	Q4: 10%	FY20: 23.25%
Q1: 15%	Q2: 10%	Q3: 10%	Q4: 10%	FY21: 11.25%
Q1: 2%	Q2: 2%	Q3: 2%	Q4: 2%	FY22: 2%
<b>92. Number of ARIDE training courses conducted.</b>				
Q1: 0	Q2: 11	Q3: 0	Q4: 0	FY20: 11
Q1: 0	Q2: 0	Q3: 0	Q4: 1	FY21: 1
Q1: 0	Q2: 12	Q3: 1	Q4: 2	FY22: 15
<b>93. Number of officers attaining ARIDE certification.</b>				
Q1: 0	Q2: 165	Q3: 0	Q4: 0	FY20: 165
Q1: 0	Q2: 0	Q3: 0	Q4: 21	FY21: 21
Q1: 0	Q2: 105	Q3: 17	Q4: 31	FY22: 153
<b>94. Number of DRE courses conducted.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1: 0	Q2: 0	Q3: 1	Q4: 0	FY21: 1
Q1: 0	Q2: 0	Q3: 1	Q4: 0	FY22: 1
<b>95. Number of officers attaining DRE certification.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1: 0	Q2: 0	Q3: 13	Q4: 0	FY21: 13
Q1: 0	Q2: 0	Q3: 4	Q4: 0	FY22: 4
<b>96. Number of community outreach events in which ISPA personnel assisted.</b>				
Q1: 1	Q2: 0	Q3: 4	Q4: 0	FY20: 5
Q1: 4	Q2: 10	Q3: 12	Q4: 8	FY21: 34
Q1: 14	Q2: 16	Q3: 8	Q4: 87	FY22: 125
<b>97. Number of Honor Guard Unit members recruited.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1: 0	Q2: 0	Q3: 0	Q4: 10	FY21: 10
Q1: 0	Q2: 0	Q3: 0	Q4: 10	FY22: 10

**OFFICE OF THE STATEWIDE 9-1-1 ADMINISTRATOR**

98. Implementation of an innovative new computer system that replaces WETSA and simplifies 911 information collection and surcharge distribution.

**Status Update (FY20 Q1):** The Department continues to work with DoIT regarding the ERP process. The project lead for WETSA has met with DoIT several times regarding requirements.

**Status Update (FY20 Q2):** The Department recently transitioned to the new ERP system. Phase I of the WETSA project involved getting the ERP system to communicate with WETSA. If the interaction works without incident, the ISP has requested a February 2020 meeting date to begin Phase II. During this phase, ISP will work with DoIT to begin the replacement of WETSA.

**Status Update (FY20 Q3):** There continues to be issues with the population of WESTA information into the new ERP format. Once DoIT is able to address these issues and is clear from its COVID-19 related priorities, the rewrite of WETSA should be begin.

**Status Update (FY20 Q4):** Since the inception of the ERP system, the focus has been resolving interoperability issues which delay the monthly 9-1-1 Surcharge Distributions. These issues continued in May and June as the distribution was delayed approximately three weeks; however, technical and procedural inputs have been adjusted which allowed the most recent March Remit Main Distribution to move as expected. With the upcoming hire of the vacant Admin. Mgr. participating in the re-write, and with stable, timely surcharge distributions, we hope to move forward rapidly with the initial stages of the re-write by FY21Q2.

**Status Update (FY21 Q1):** On September 29, 2020, the Statewide 9-1-1 Bureau submitted a High-Level Business Requirements form through the Division's chain of command and the project was entered into the PPM portal for evaluation.

**Status Update (FY21 Q2):** On Thursday, December 10, 2020, the Division and the Statewide 9-1-1 Bureau collaborated with DoIT to complete required documentation for the project proposal. When approved by the CFO and FDD the proposal will move to the project phase.

**Status Update (FY21 Q3):** When approved by the CFO and FDD the proposal will move to the project phase.

**Status Update (FY21 Q4):** On July 8, 2021 the Division advised DoIT Asst. Chief Information Officer the funding for the program was approved. The project will go through the final approval process. In the interim, DoIT is procuring resources.

**Status Update (FY22 Q1):** On July 8, 2021 the Division advised DoIT Asst. Chief Information Officer, Cheryl McKnelly, the funding for the program was approved. The project will go through the final approval process. In the interim, Ms. McKnelly is procuring resources.

**Status Update (FY22 Q2):** The WETSA re-write project has started. The *Current State Analysis* and *Requirements* phases have been completed. The *Future State Design* phase is in-progress. The tentative completion time line has been set for December, 2022.

**Status Update (FY22 Q3):** The Future State Design phase has been completed and the project is now in Development phase. The Current Targeted Completion Date is now 12/15/2022.

**Status Update (FY22 Q4):** The system to replace WETSA is in the Development Phase. The project is on-track for a December 15, 2022 completion.

99. Number of new vehicle installations completed.				
Q1: 78	Q2: 77	Q3: 119	Q4: 98	FY20: 372
Q1: 62	Q2: 53	Q3: 35	Q4: 8	FY21: 158
Q1: 22	Q2: 43	Q3: 47	Q4: 54	FY22: 166
100. Number of rifle/shotgun in-car mount installations completed.				
Q1: 1	Q2: 0	Q3: 80	Q4: 0	FY20: 81
Q1: 46	Q2: 26	Q3: 40	Q4: 0	FY21: 112
Q1: 0	Q2: 25	Q3: 58	Q4: 54	FY22: 137
101. Number of push bumper installations completed.				
Q1: 1	Q2: 0	Q3: 80	Q4: 0	FY20: 81
Q1: 47	Q2: 26	Q3: 40	Q4: 0	FY21: 113
Q1: 0	Q2: 18	Q3: 58	Q4: 54	FY22: 130
102. Number of new in-car video installations completed.				
Q1: 42	Q2: 15	Q3: 24	Q4: 0	FY20: 81
Q1: 59	Q2: 13	Q3: 6	Q4: 25	FY21: 103
Q1: 0	Q2: 12	Q3: 55	Q4: 32	FY22: 99
103. Number of mobile and portable radios replaced.				
Q1: 134	Q2: 106	Q3: 75	Q4: 3	FY20: 318
Q1: 112	Q2: 236	Q3: 24	Q4: 0	FY21: 372
Q1: 0	Q2: 3	Q3: 47	Q4: 24	FY22: 74
104. Number of critical radio tower sites where preventative tower maintenance was performed.				
Q1: 2	Q2: 9	Q3: 0	Q4: 6	FY20: 17
Q1: 0	Q2: 0	Q3: 0	Q4: 4	FY21: 4
Q1: 4	Q2: 9	Q3: 0	Q4: 4	FY21: 4
105. Number of critical radio tower sites where preventative site maintenance was performed.				
Q1: 5	Q2: 1	Q3: 3	Q4: 7	FY20: 16
Q1: 0	Q2: 3	Q3: 0	Q4: 2	FY21: 5
Q1: 4	Q2: 9	Q3: 10	Q4: 6	FY22: 29
106. Number of intergovernmental agreements reached with other public safety jurisdictions to allow for cross-channel communication.				
Q1: 23	Q2: 4	Q3: 2	Q4: 13	FY20: 42
Q1: 8	Q2: 20	Q3: 10	Q4: 2	FY21: 40
Q1: 5	Q2: 2	Q3: 4	Q4: 3	FY22: 14
107. Implementation of new computer fleet management system.				
<p><b>Status Update (FY20 Q1):</b> The Department continues to work with CMS on this system.</p> <p><b>Status Update (FY20 Q2):</b> This project is on hold with CMS pending SAP ERP future expansion to a possible Fleet system.</p> <p><b>Status Update (FY20 Q3):</b> Due to the ongoing response to COVID19 there is no update to this output measure.</p> <p><b>Status Update (FY20 Q4):</b> This project is on hold with CMS pending SAP ERP future expansion to a possible Fleet system. Due to the ongoing response to COVID19 there is no update to this output measure.</p> <p><b>Status Update (FY21 Q1):</b> This project is on hold with CMS pending SAP ERP future expansion to a possible Fleet system. No changes during this reporting period.</p>				

**Status Update (FY21 Q2):** This project is on hold with CMS pending SAP ERP future expansion to a possible Fleet system. The project has been entered into the PPM portal and is in a hold status.

**Status Update (FY21 Q3):** This project is on hold with CMS pending SAP ERP future expansion to a possible Fleet system. The project has been entered into the PPM portal and is in a hold status.

**Status Update (FY21 Q4):** CMS has begun the process of updating their system which is required before ISP can begin implementation of a new fleet management system. CMS has reported that their system will be updated by late fall 2021. Once the CMS system is upgraded, the next step will be to integrate the ISP into the new system. The project has been entered into the PPM portal and is in a hold status.

**Status Update (FY22 Q1):** CMS has begun the process of updating their system which is required before ISP can begin implementation of a new fleet management system. CMS has reported that their system will be updated by late fall 2021. Once the CMS system is upgraded, the next step will be to integrate the ISP into the new system. The project has been entered into the PPM portal and is in a hold status.

**Status Update (FY22 Q2):** CMS is still working through the procurement of resources needed to do the upgrade to their system. CMS indicated they are hopeful the procurement will be completed very soon and work will begin at the beginning of the year.

**Status Update (FY22 Q3):** DoIT is in the process of kicking off the project. DoIT will be meeting with the project manager and will be receiving details of the next steps.

**Status Update (FY22 Q4):** Project is temporarily on hold awaiting further updates.

108. Number of public safety answering points deploying text to 9-1-1 services.

Q1: 30	Q2:	Q3:	Q4:	FY20: 36
Q1: 0	Q2: 1	Q3: 0	Q4: 0	FY21: 1
Q1: 1	Q2: 0	Q3: 0	Q4: 0	FY22: 1

109. Number of trained and certified Local Data Stewards and Data Maintainers.

Q1: 0	Q2: 0	Q3: 0	Q4: 15	FY20: 15
Q1: 165	Q2: 1	Q3: 30	Q4: 75	FY21: 271
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY22: 0

110. Number of public safety answering points transitioned to geospatial routing.

Q1: 0	Q2: 0	Q3: 0	Q4: 3	FY20: 3
Q1: 0	Q2: 0	Q3: 0	Q4: 11	FY21: 11
Q1: 0	Q2: 0	Q3: 0	Q4: 4	FY22: 4

111. Number of public safety answering points transitioned to statewide ESInet.

Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY21: 0
Q1: 0	Q2: 0	Q3: 0	Q4: 4	FY22: 4

112. Number of ISP Communication Centers established as Secondary Answering Points within the statewide NG911 system.

Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY21: 0
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY22: 0

<b>113. Number of Telecommunicators receiving critical incident response and support services training.</b>				
Q1: 3	Q2: 113	Q3: 15	Q4: 105	FY20: 236
Q1: 6	Q2: 118	Q3: 56	Q4: 110	FY21: 290
Q1: 9	Q2: 10	Q3: 81	Q4: 91	FY22: 191
<b>114. Number of in-service continuing job-based training programs and manuals created.</b>				
Q1: 1	Q2: 6	Q3: 6	Q4: 4	FY20: 17
Q1: 8	Q2: 4	Q3: 1	Q4: 5	FY21: 18
Q1: 2	Q2: 2	Q3: 1	Q4: 6	FY22: 11
<b>115. Number of personnel receiving in-service continuing job-based education training.</b>				
Q1: 136	Q2: 181	Q3: 125	Q4: 123	FY20: 565
Q1: 126	Q2: 125	Q3: 143	Q4: 142	FY21: 394
Q1: 131	Q2: 127	Q3: 120	Q4: 135	FY22: 494
<b>116. Number of personnel participating in career advancement training opportunities.</b>				
Q1: 4	Q2: 13	Q3: 7	Q4: 12	FY20: 36
Q1: 39	Q2: 12	Q3: 28	Q4: 5	FY21: 84
Q1: 4	Q2: 11	Q3: 6	Q4: 23	FY22: 42

**ADDENDUM 1 – ANNUAL DIVISION REPORTS**

**FY 2020**

The ISP Strategic Plan will be reviewed by the Director’s Office, each Deputy Director, and the Office of Research and Development on an annual basis. Additionally, each division will report progress on a quarterly basis. Addendums to this plan will be added for quarterly-reporting. In addition to the quarterly-reporting, the Divisions will also submit a report to the Director’s Office at the end of each Fiscal Year. The reports will document the progress made toward achieving each of the strategic goals identified by each division. Each division strategic goal will be reported individually and will identify progress made, challenges faced, and plans to meet the goal. The annual Division Progress Reports will also be included as addendums to the ISP Strategic Plan. Future revisions to the ISP Strategic Plan will be made upon approval of the Director’s Office.

**DIVISION OF JUSTICE SERVICES  
ANNUAL REPORT  
FY2020**

**Goal #1: Continuously improve and provide career development opportunities for Division personnel at every level through collaborative efforts.**

Progress

- The Division is working on ensuring training curriculum and mentoring opportunities exist and are utilized for supervisory and non-supervisory positions in order to facilitate job transition and development of personnel.
- The use of temporary assignments (TA) was established to ensure departing supervisors had the opportunity to adequately train new supervisors.
- In order to cultivate their supervisory abilities, qualified personnel were identified and encouraged to attend the Illinois Law Enforcement Training and Standards Board Executive Institute Training.
- Training on Microsoft Teams and Webex were provided by the Division for department personnel to further strengthen knowledge and skillsets within those platforms.

Challenges

- Insufficient personnel resources overall remain a challenge for the Division.
- The remote work environment precipitated by the COVID-19 pandemic has also undesirably impacted areas of the Division's efficiency.

Plans

- The Division is diligently working with the Office of Human Resources to post and fill vacancies
- The Division continues to pursue TAs for supervisory vacancies as well as contractual employees to fill the vacant positions to ensure current personnel are not overwhelmed.
- In addition to identifying training opportunities for DJS personnel, the bureaus coordinate internally and externally, to develop and implement training for all department personnel when new applications are rolled out to the field.
- Examples of this include modifications to
  - TraCS;
  - Timekeeping;
  - Office 365; and
  - FSB FOID Revocation portal.

**Goal #2: Provide high quality administrative and operational customer service and support.**

Progress

- The Division regularly evaluates the level of service and support it offers, which has resulted in the acquisition, or continued support, of applications, systems and procedures

to improve functionality across all areas - collection, maintenance, and dissemination. These include, but are not limited to:

- A new Computerized Criminal History application;
- Firearms Services Bureau Call Center;
- A modern Learning Management System; and
- continued support for LEADS, and TraCS.

### Challenges

- The remote work environment precipitated by the COVID-19 pandemic has undesirably impacted areas of the Division's efficiency leading to multiple backlogs in the Firearms Services Bureau and a decrease in productivity within the Bureau of Identification.

### Plans

- The implementation of the return to work plan should assist in progressing towards eliminating the backlogs obtained during the pandemic.
- Mach, the replacement for CAD, will provide the Department with additional functionality and integration with the Department's record management system, TraCS. These platforms utilize cloud-based technologies in order to appropriately scale to meet the needs of the Department.
- Authentication will be moving towards an enterprise solution that was procured by the DoIT security team, which will provide the Department the ability to offer services to local law enforcement and criminal justice agencies through a common authentication and authorization tool.
  - This allows local entities to provision their staff and facilitate the use of criminal justice resources.
  - The Division's mission of providing accurate, complete, and reliable/credible information in a timely manner continues to be greatly enhanced.

**Goal #3: Solve complex challenges in the Department through innovative solutions and problem solving while maintaining the integrity and security of the systems and the stored data.**

### Progress

- The Division seeks innovative solutions through data analysis, evaluation of other solutions in the Department/State, and participates in DoIT's governance process, which allows the Department to learn from, or take advantage of the experience of other agency's implementations.
- DoIT leadership meets every morning to collaborate on issues and allows for the exchange of ideas across the State.
- The Division has partnered with multiple entities to:
  - create and implement a Call Center in FSB;
  - ensure proper expungement of minor cannabis offenses;
  - construct and implement LEADS 3.0; and
  - transition to NIBRS.

- ISP DoIT integrates with the Security Operations Center and collaborates on security related issues to resolve immediate threats and provide solid industry standard solutions to meet the needs of the Department.
  - Implementation of the enterprise virus protection on devices
  - Installation of the Advanced Malware Protection product to report on potential threats within the ISP environment.

### Challenges

- LEADS 3.0 Dependencies prior to go-live
  - ODA – CCH (Computerized Criminal History) application moved to new hardware; LEADS 3.0 team must retest all CHRI queries.
  - Network Modernization Project.
  - Appriss connectivity to CPI (via new network configuration).
  - Department of Natural Resources data source connectivity for boat/snowmobile registration.
  - Sex Offender workflow modernization, administrative features for statewide SOR Program.
- Transition to NIBRS
  - Getting agencies to submit data via three protocol options.
  - Minor XML specification changes due to discovered error and omissions.
- Staffing shortages have impacted support/maintenance, new project development and project management.
- Funding for lifecycle of ISP PC replacements (FLIP) and additional infrastructure.
- Improvement of existing VoIP call center solution to increase functionality and improve responsiveness.
- Improvement to Firearm Transactions, Licenses and Regulation Enterprise Software (FLARES) to assist with application processing, customer service, and management.
- Enhance availability and accuracy of statistical information within the Firearms Services Bureau to facilitate resource management and project improvement.

### Plans

- ISP is scheduled to kick-off Criminal History System replacement on August 12, 2020, with contracted partner MTG, LLC.
- BOI and DoIT are collaborating on automating processes to comply with recent expungement law changes.
- DoIT and ISP will use the Project and Portfolio Management tool to manage Proposals and Projects. The implementation of an Agency Proposal Review Committee (APRC) with Director's Office, CFO, APO and CIO representation will ensure that proposals and projects are aligned with the Department's strategic goals. This will provide an executive view of all IT projects within ISP and will facilitate the effective use of resources across the Department and the State.
- ISP/DoIT continues to move items off the mainframe to eventually decommission the environment. LEADS 3.0 and the statewide Human Capital Management (HCM) implementation will be two critical projects to enable ISP to decommission the

mainframe. This decommission will allow IT to reinvest approximately 2 million dollars to keep the ISP IT infrastructure and services modernized.

- ISP/DoIT will continue to replace users computing devices (Desktops, laptops, IWIN, Phones) on an annual basis or as funds are made available to ensure that ISP staff have a computing platform that is capable of meeting today's security and processing requirements.
- Investment in cloud technologies will enable ISP to move more efficiently and standup infrastructure to support services required by the ISP.
- Execute Phase II of the VoIP call center solution to increase functionality and statistical reporting capabilities
- Engage Appriss in continuous improvement projects to expand FLARES functionality and address programming issues
- Assist Appriss with significant infrastructure upgrades by completing VMware migration
- Implement collaborative solutions developed through the Lean Six Sigma review of FOID processing

**Goal #4: Leverage technology and resources to refine and improve everyday workflow and processes.**

Progress

- The Division continuously integrates technologies to improve day-to-day operations within the Department while ensuring all critical systems are adequately protected and efficiently updated with all changes in law and technology.
- Technologies implemented during FY2020 include the following:
  - Sworn timekeeping system,
  - FSB Call Center,
  - Mach,
  - LEADS 3.0,
  - Office 365, and
  - Microsoft Teams

Challenges

- Aging devices and platforms
- Diverse technology platforms
- Insufficient personnel resources

Plans

- Implement a new Portfolio and Project Management tool/methodology for the State Agencies in early FY2021, which will allow personnel to propose projects, prioritize, staff and move proposals to a project status.
- Integrate several aspects of the Agency to have a complete picture of proposals and projects.

- Bring governance and subject matter experts to address the specific needs of a project, while standardizing efforts across the Department and the state.
- Continue to identify critical vacant positions and work with the office of Human Resources to post/fill positions with full-time personnel
- Utilize contractual personnel to assist in alleviating personnel resource issues.
- Identify aging equipment and secure sufficient funding to procure equipment to allow the Division to progress with improving technology for the Department.

**Goal #5: Continuously improve communication within the Division as well as with local law enforcement agencies and States Attorneys.**

Progress

- The Division instituted monthly Command meetings and weekly updates to improve communication within the Division.
- Microsoft Teams and Webex meetings were also utilized to rapidly disseminate and update critical documentation as needed.
- The Division also strengthened communication with outside law enforcement agencies through conducting NIBRS training, which involved question and answer sessions.
- The FSB command and the enforcement section have been working closely with the Public Information Office, Governmental Affairs, local law enforcement agencies, and States Attorneys to disseminate educational FSB information as well as identify and obtain revoked FOID cards.

Challenges

- Insufficient personnel resources

Plans

- Diligently work with the Office of Finance and Office of Human Resources to ensure personnel are in place to assist with achieving the Division's overall mission.
- Implementation of MACH, LEADS 3.0, Portfolio and Project Management tool, and NIBRS FY2021.

**DIVISION OF FORENSIC SERVICES  
ANNUAL REPORT  
FY2020**

**Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

**a. Increase forensic scientist staffing to 320 (minimum) statewide.**

Progress

- In December 2018, the Forensic Sciences Command (FSC) hired 24 Forensic Scientist Trainees (FSTs) in the disciplines of Biology, Toxicology, Firearms and Latent Prints. To date, five have been released from training (four in Toxicology and one in Firearms) and four have resigned or failed to progress successfully through the program. The remaining 15 FSTs are due to be released from training no later than December 2020.
- In October 2019, the FSC hired an experienced Forensic Scientist III in Latent Prints who is scheduled to be released to full independent casework in August 2020.
- In March 2020, an additional 24 FSTs were hired in the disciplines of Drug Chemistry (6), Biology (8), Latent Prints (6), and Toxicology (4). All 24 have been successful in their training programs to date.
- In June 2020, the FSC was granted a hiring freeze exemption to hire ten experienced Forensic Scientist III's in Drug Chemistry (FAST TRACK HIRING). The process is underway to post and advertise these vacancies to add additional staffing to the laboratory system.
- FSC has implemented "self-paced" training for Pattern Evidence Disciplines to allow for FSTs to work more efficiently and independently through comparison exercises. This has resulted in a reduction of training time for FSTs who are able to master the material at a faster pace.
- The FSC has updated an informational brochure entitled "Choose a Forensic Science Career" (ISP 6-675) to aid in recruiting efforts.
- FSC has coordinated with the Office of Human Resources and Central Management Services (CMS) to gain approval to expand the FST candidate pool from in-state only to hiring of out-of-state qualified candidates.

Challenges

- Due to extensive FST hiring initiatives during the last few years, FSC has seen a decrease in the in-state pool of qualified candidates. The ability to draw from a diverse pool of both in-state and out-of-state qualified candidates should enhance the ability of ISP to attract well-qualified applicants to fill FST positions and decrease the number of applicants who do not successfully complete the training program(s).

- Training for all those in a training program has slowed since March 2020 due to the COVID-19 pandemic and the space limitations created by social distancing requirements. Not all FSTs can report to the work site at the same time.
- The need to adapt to COVID-19 restrictions has caused FSC to convert, where feasible, to e-learning. Additionally, it has created a need to identify and adapt software programs to effectively accomplish training.
- The COVID-19 pandemic has limited the ability to conduct on-site recruitment at college and university job fairs, etc.

### Plans

- Continue to adapt the training programs to advance training in the current COVID-19 pandemic environment.
- Complete the hiring of ten experienced Forensic Scientists for Drug Chemistry (FAST TRACK HIRING).
- Continue to articulate measurable justifications for needed Forensic Scientist staffing to achieve full staffing levels in all disciplines (FS maximum staffing headcount of 320).
- Explore options with ISP Recruiting for better use of social media outlets in recruitment efforts.
- Participate in EXPLO Chicago (on-line program) as a recruitment/training project.
- Increase diversity in hiring by recruiting at colleges and universities with larger minority enrollment.

### **Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

#### **b. Fill support staff vacancies to maximize the efficacy of Forensic Scientist staff.**

### Progress

- DFS successfully participated in a new streamlined hiring pilot process for the filling of the Senior Public Service Administrator (Commander) vacancy.
- DFS hired a 25 support positions to include the following titles at various locations throughout the Division and Commands:
  - (1) Assistant Laboratory Director
  - (3) Training Coordinator
  - (2) Group Supervisor
  - (6) Evidence Technician
  - (1) Stationary Engineer
  - (3) Building and Grounds Laborer
  - (2) Executive II
  - (1) Administrative Assistant
  - (1) Office Specialist

- (3) Office Coordinator
- (1) Office Associate
- (1) Account Tech II

### Challenges

- Identifying qualified and interested candidates continues to be challenging in various locations throughout the state.
- Obtaining candidate names following the closing of a posted position can create delays in the hiring process, especially with the current COVID-19 pandemic.
- The length of time the background investigations take often delays hiring for several months beyond the delays in the initial hiring/interview process.

### Plans

- DFS is continuing to evaluate vacancies and position requirements/needs to ensure positions are filled using the appropriate title and level for the duties to be performed.
- Once the hiring freeze is lifted, FSC plans to continue hiring support staff for the labs.

### **Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

- c. Implement high-throughput robotics to maximize the automation of portions of the analytical process where possible, with a primary focus on biology casework.**

### Progress

- Three FSC laboratory sites, Springfield, Joliet, and Chicago have successfully implemented one or more high-throughput robotic instruments (Tecans). Springfield and Joliet Forensic sites have one and the Chicago site has three.
- In November 2019, the validation of the Tecan instrument was completed and approved by the DNA technical leaders for all three laboratory sites.
- The Validation Team ran the first case samples on the robotic system in late November of 2019 in order to begin the development of workflows and procedures for both non-semen and semen case types.
- In November and December of 2019, Forensic Scientists from each of the three laboratory sites were successfully trained on the use of the robotics system technology.
- The full implementation of the high-throughput robotic instruments (Tecans) for non-semen casework was implemented in February 2020.
- The full implementation of the high-throughput robotic instruments (Tecans) for semen casework was implemented in May 2020.
- In June 2020, Forensic Scientists at laboratory sites without Tecans received training to allow them to prep case samples for transfer to a laboratory site with a robotics system for analysis.

- The new LIMS system has now been utilized to successfully conduct analysis of robotics case data generated at an off-site laboratory to improve efficiency in overall DNA case analysis.

### Challenges

- As with any newly implemented instrumentation, Forensic Scientists needed time to familiarize themselves with the instrument and develop efficient workflow processes, which slowed the progress with the implementation of these robots.
- During the beginning phase of the implementation, instrument failures requiring external service repair calls impacted the robot in Joliet and all three robots in Chicago.
- Although the FSC and ISP fiscal staff worked diligently to procure a service and preventative maintenance agreement with a vendor, the selected vendor withdrew its services, and the contract was terminated resulting in the need to re-bid the contract. The process of rebidding in FY21 has been started.
- Instrument repairs and the lack of a service agreement continue to result in casework delays, particularly in Chicago and Joliet. FSC is working diligently to get these instruments repaired as needed while in the process of procuring a new preventative maintenance and service contract with a vendor that can fulfill the needs of the laboratory system.

### Plans

- Utilizing the Tecan Manager's Efficiency Group and the Tecan Users Group, the ISP will continue to explore ways to develop more efficient workflows using high throughput robotics technology to reduce the backlog in the Biology section.
- Additionally, now that the new LIMS system has been utilized to successfully conduct analysis of robotics case data generated at an off-site laboratory, FSC will continue to explore additional opportunities to improve these types of efficiencies in overall DNA case analysis.

### **Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

#### **d. Ensure adequate CSI staffing to meet requests for scene processing.**

### Progress

- The CSSC posted and filled seven CSI positions in 2019.

### Challenges

- During Calendar- Years 2013 through 2015, the number of fully trained CSIs in the CSSC averaged 36. Between calendar years 2016 and 2018, the average number of fully trained CSIs decreased to 30.

- During this same period, the CSSC saw an increase in crimes against persons cases, average number of cases per CSI and the occurrence of CSIs working 16 or more hours within a 24-hour period. During 2018 and into early 2019, CSSC saw a significant increase of outbound voluntary transfer requests and an associated increase in the number of CSIs in the Field Training program.
- The demands placed on officers within this command are high; however, the personal rewards and contributions to criminal investigations are great. CSSC has a significant amount of unscheduled overtime and an extensive field training program. In addition, inadequate staffing has led to increased overtime related to travel time to a scene, agency disregards due to this extended response time, and the CSIs often working an increased number of hours beyond their regular shift.

### Plans

- There is a fine balance between working efficiently and quality of life for the officers. CSSC will make a concerted effort to increase case numbers in order to allow each region to support eight CSIs, thus, decreasing response times and overtime associated with travel. Eight CSIs per region will also decrease the number of days a CSI has to be available and/or on call.

### **Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- a. Achieve an average TAT of 60 days in the Biology section, and 30 days in all other sections.**

### Progress

- As of the June 30, 2020, 33 percent of the cases in the Biology section are being completed in 60 days or less, and there has been a 31 percent overall decrease in the Biology backlog during FY2020.
- Overall, for all other sections combined, on average, 28 percent of all cases are completed in 30 days or less. As of June 30, 2020, comparing the TAT for June 2019 to TAT for June 30, 2020, Firearms, Latent Prints, Footwear/Tiretrack, and Toxicology have all shown a decrease in TAT. Only Drug chemistry and Trace Chemistry have increased by 31 percent and 55 percent, respectively.

### Challenges

- All sections will continue to be impacted by the COVID-19 pandemic throughout the coming months and potentially year(s).
- In the Biology Section, due to the large number of cases on the backlog, the ability to achieve a 60-day TAT is a work in progress as the FSC continues to prioritize and balance

cases based on their age, the type of offense (CSA, Homicide, etc.), staffing levels, automation, and outsourcing initiatives. Progress has been made in this area and will continue to be a high priority during FY2021.

- In Drug Chemistry, staffing levels have been declining and emerging drugs of abuse have resulted in an increase in the backlog and TAT; however, the recent hiring of six trainees and the anticipated hiring of ten FAST TRACK Drug Chemists should help address the challenge.
- In Trace Chemistry, the lack of instrumentation to work gunshot residue cases in a timely fashion is the primary cause of the increase in backlog and TAT; however, a recent purchase of four (4) new SEMS is anticipated to significantly reduce the backlog in the first half of FY2021.

### Plans

- In the Biology section, we will continue to identify improved work flows and efficiencies to maximize the use of robotics in the analysis of Biology cases utilizing the newly created Tecan Management Efficiency Group as well as the Tecan User Group. These two groups will independently meet a minimum of once a month to facilitate opportunities for discussion on improved practices and work flows for the analysis and management of Biology casework.
- In the Drug Chemistry section, we will ensure the completion of training of the newly hired FSTs in Drug Chemistry and proceed with the hiring of ten FAST TRACK Drug Chemists.
- In the Trace Chemistry section, complete the installation and validation of the four (4) newly purchased SEMs, targeting at least two of them to be used to analyze the oldest GSR cases.
- For Drug Chemistry, Trace Chemistry, and the Toxicology sections, continue with the purchase, installation and validation of new equipment being purchased off the UPP Contract to increase the overall efficiency of casework at all laboratories.
- For Firearms, Latent Prints, and Footwear/Tiretrack, continue with current work flows that have been clearly successful in reducing the overall backlogs in these sections.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- b. Ensure all user agencies are aware of rush analysis request protocol, and that it is used effectively to meet time-sensitive investigative/identification needs and court deadlines.**

### Progress

- The Forensic Science Center at Chicago and the Joliet Forensic Science Laboratory continue to utilize a rush case protocol for handling law enforcement agency requests for

expedited rush analysis of evidence when a suspect is being held in-custody (usually 48 hours) pending criminal charges by the State's Attorney's Office (Cook County).

### Challenges

- A statewide rush-case-protocol for in-custody holds has yet to be fully implemented and will require the education and cooperation from LEAs and SAOs statewide.

### Plans

- A plan to roll-out a statewide rush-case-protocol will be developed during FY2021.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- c. Develop strategies for select case assignment types to address specific needs within the criminal justice community (e.g., 48-hour NIBIN entry, expedited entry of DNA profiles into the Combined DNA Index System (CODIS), etc.).**

### Progress

- In early 2020, both the Forensic Science Center at Chicago and the Joliet Forensic Science Laboratory were entering firearms submitted solely for IBIS and Cartridge Case only cases within two business days. The Metro-East Laboratory was able to enter firearms submitted solely for IBIS within two business days and is making significant progress towards having all Cartridge Case only cases entered within two business days.
- In late 2019 the FSC implemented Rapid DNA analysis for the processing of known standards (submitted in compliance of 55 ILCS 5/3-3013 and 20 ILCS 2630/9.5 which requires that a coroner or medical examiner to collect DNA from deceased victims under specific circumstances) for direct entry from the Rapid DNA instrument to CODIS.

### Challenges

- The pandemic resulted in a setback in the ability of the laboratories to complete NIBIN entries within two business days; however, it is anticipated the Chicago and Joliet sites will be back to meeting the goal before the end of the calendar-year.
- The COVID-19 pandemic initially stopped sample submissions due to a limited case acceptance policy at the laboratory.

### Plans

- The ability of the Metro-East Laboratory to achieve a two-business-day TAT will be monitored for continued progress in achieving the goal. If necessary, additional strategies will be developed to meet the goal.

- The Biology section at the Chicago Laboratory will continue to work standards using the Rapid Instrument and entering them into CODIS. Should the use of the technology expand to other sample types and become more cost effective, the instrument will be evaluated for implementation at additional laboratories in the state.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- d. Implement Rapid DNA technology. This includes developing workflow and procedures within the laboratory system and supporting statewide preparedness to adopt FBI standards and procedures as applicable.**

Progress

- The Forensic Sciences Command successfully procured and validated a Rapid DNA Instrument in late 2019.
- Training of DNA staff was completed in early 2020.
- A pilot project to utilize the instrument to analyze DNA swabs from known persons (standards) was initiated in February 2020.
- As of June 30, 2020, the Forensic Science Center at Chicago had successfully utilized the Rapid DNA Instrument to develop DNA profiles on 153 samples.

Challenges

- Instrument repairs in May delayed the use of the instrument for approximately three weeks.
- The overall first-time success rate for samples on the current instrument is only 65.5 percent.
- The ability of the laboratory system to expand the use of Rapid DNA Technology is dependent on the FBI adopting standards allowing for the expanded use of the technology.

Plans

- Should the FBI expand the approval for the use of the Rapid DNA Instrument to analyze forensic DNA evidence, the FSC will evaluate the updated technology and procedures for implementation within the laboratory system.
- In addition, as noted in the article: “Rapid DNA for crime scene use: Enhancements and data needed to consider use on forensic evidence for State and National DNA Databasing- An agreed position statement by ENFSI, SWGDAM and the Rapid DNA Crime Scene Technology Task Group” (Forensic Science International: Genetics, Vol. 48, September 2020), there are 5 major areas that must be addressed before the Rapid DNA instruments can even be tested or considered for forensic evidence samples. Therefore, the ISP will continue to monitor the progress of Rapid DNA for use on forensic evidence samples.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- e. **Respond to requests to process crime scenes involving crimes against persons (CAP) within an hour.**

#### Progress

- Crimes against persons (CAP) greatly impact the communities we serve. A timely response is needed to reduce the potential for evidence loss and provide timely evidence collection to law enforcement agencies. While the percentage of CAP responses dropped by 9 percent from 2018 to June 30, 2020, we have seen a recent increase in percentages following the release of our newest CSIs from field training.

#### Challenges

- CSSC has been gathering statistical data on CAP responses in under an hour for several years. We strive to establish work locations throughout Illinois to allow for a timely response. Meeting this goal is very dependent on the number of officers who apply for an opening in the Command. Unfortunately, it is also difficult to have CSIs equally distributed throughout the Regions.

#### Plans

- In addition to tracking response times to locations, CSSC also tracks the location where those calls originate. This allows CSSC to determine the most suitable geographical location for future CSI offices.
- There are plans to add an office to the Decatur area in 2021.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- a. **Reduce the average age of unworked case assignments by targeting the oldest assignments.**

#### Progress

- The FSC has made significant progress in reducing the average age of unworked assignments in Biology from 245 days in June 2019 down to 180 days in June 2020.
- In the first 6 months of 2020, the Biology section successfully targeted and reduced the number of case assignments greater than one year old by 66 percent.
- The average age of unworked assignments in FA/TM, FW/TT, Latent Prints, and Toxicology all declined between June 2019 and June 2020.
- Drug Chemistry and Trace Chemistry both saw an increase in the average age of unworked assignments; however, it is anticipated the average age in both sections will readily decline

in FY2021 with the implementation of new equipment in both sections and the addition of six new FSTs in Drug Chemistry and the hiring of ten FAST TRACK Drug Chemists.

### Challenges

- The Biology section will need to continue to balance requests for rush cases, court dates, legislative mandates and the need for additional personnel in a COVID-19 environment.
- All sections will continue to develop contingencies for addressing court requests and agency needs in a COVID-19 pandemic environment.

### Plans

- All sections will utilize the LIMS system to prioritize case assignments based on the age of the case, legislative mandates, LEA rush requests and other targets identified by the section to aid in backlog reduction initiatives.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- b. Ensure scientists and CSIs are aware when their work produces tangible results in the criminal justice system. Improve morale and Esprit de corps by reinforcing the connection to public safety and recognizing the contributions of all employees.**

### Progress

- In December 2018, CSSC implemented new field documentation and case reporting systems; CrimePad and the Laboratory Information Management System (LIMS). This allowed CSSC to document crime scenes in real time and in digital form, thus, eliminating the need for paper documentation. CrimePad and LIMS continue to evolve to meet the operational and administrative needs of CSSC.
- Additionally, laboratory site visits from division staff in FY2019 and early FY2020 improved overall communications with laboratory staff.

### Challenges

- These reporting systems required CSSC to establish new statistical reports. The new systems gather statistical data in a manner that is different than the previous system. Since the data is not counted in the same manner, it can be difficult to compare some current statistics with previous ones.
- The COVID-19 pandemic has temporarily suspended laboratory site visits.

### Plans

- To ensure all case documentation is completed in a timely manner, reports are tracked from the day a case is generated in CrimePad to the day it is approved in LIMS. In

addition, a report is currently being developed that will ensure tangible results are monitored and reported directly to the CSI and Field Supervisor. Thus, allowing CSSC personnel to better understand the impact they are making in the communities they serve.

- Laboratory site visits by division staff will resume as circumstances permit.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- c. Establish consistent mechanisms for communication with law enforcement agencies, prosecutors, and other stakeholders within each laboratory's service area.**

#### Progress

- DFS implemented a new Laboratory Information System (LIMS) in December of 2018 which included a Prelog component allowing user agencies to enter or "log" their evidence descriptions prior to submission to a laboratory.
- Throughout the rest of FY2019 and FY2020, FSC continued to develop and expand the capabilities of the system to ensure consistent services and polices statewide.
- To assist the law enforcement agencies and prosecutors, separate written User Guides are available on Prelog. In addition to the written instructions, a training video is also available.
- Automated e-mails are used to notify stakeholders when reports are released, when statutorily required "Consistent Profile" reports are issued, and when Permission to Consume is required for DNA. Prelog also tracks who accessed the reports.
- Since the system has e-mail addresses for the Agency Executive and Prelog Administrators, a crystal report is now available allowing each Laboratory Director to filter the list by agency or county to create a mailing list as needed.
- The paperless system has increased the ability of stakeholders to access case records and has created a mechanism for automated communications between the laboratory system and its user agencies.

#### Challenges

- Not all SAOs have registered for Prelog.
- Prelog currently allows import from Porter Lee's Evidence Management System, ISP EVM, and Chicago Police Department's eTrack. Prelog does not allow imports from other systems.

#### Plans

- Work directly with the SAOs that have not registered for Prelog and assist them through their challenges.

- Work to ensure Porter Lee provides a NIEM compliant interface that can be used by any agency with any software.
- Host two levels of a User Agency Symposium targeting the Senior Executives for the first symposium series and Active Users of laboratory services for the second symposium series. The two levels would be designed to enhance LEA understanding of laboratory resources, limitations, and requirements for evidence submission while improving communications between the Forensic Sciences Command laboratory staff and the agencies they serve.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- d. Enhance the sharing of data throughout the criminal justice community by linking forensic case results to other criminal history databases.**

#### Progress

- At this time, no initiatives have been started to address this objective.

#### Challenges

- Need to identify opportunities for sharing/linking of information.

#### Plans

- In FY2021, form a committee to discuss potential data sharing opportunities.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- e. Publicize achievements by contributing articles to forensic journals relating to efficiencies and best practices implemented within the ISP laboratory system.**

#### Progress

- The Biology section successfully implemented a Direct-to-DNA procedure which was highlighted in a presentation by Springfield Forensic Laboratory staff at the Promega Technology Tour Seminar Series in October 2019.
- The FSC has successfully implemented a number of new initiatives in the last few years to include, a new LIMS system, Rapid DNA Technology, and a Tecan based robotics system for DNA analysis which will be evaluated for potential publication and or presentations.
- Additionally, numerous projects are underway to include expansion of SEM equipment in Trace Chemistry for the analysis of Gun Shot Residue cases and the purchase of new equipment for Drug Chemistry and Toxicology. These initiatives along with others will be reviewed in the coming fiscal year, and opportunities for publications will be considered and encouraged.

Challenges

- A limited R&D staff makes it necessary to utilize case working scientific staff to prepare materials for submission to forensic journals.

Plans

- As time allows, the Training and Applications Laboratory Director will seek to identify successful projects worthy of publication and mentor staff in the preparation of materials for publications in FY2021.

**DIVISION OF INTERNAL INVESTIGATION  
ANNUAL REPORT  
FY2020**

**Goal #1: Promote accountability and communication through educational workshops for the leadership of the Illinois State Police (ISP) and executive leadership of other state agencies to explain DII's role and the investigative process.**

- a. Develop and implement a curriculum and program designed to assist agency leaders and managers to better understand the investigative processes, timelines, expectations and potential outcomes.**

Progress

- The DII has completed multiple training sessions this past year in an effort to assist with education and information sharing with several state of Illinois agencies on the role of the Division.
  - To increase compliance in reporting and reduce resistance during alleged criminal allegations, DII leadership provided agencies with an overview of the division and its statutory obligations, as well as pertinent policies and procedures.
  - The training covered the function, jurisdiction, and roles of DII in direct relation to state agencies in the executive branch of the Office of the Governor.
  - The agencies were made aware of what types of complaints should be reported and timeliness concerns, what to expect when a complaint is reported, the steps taken during investigation, and possible outcomes.
  - Prevention and proactive methods were also provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints.
- Agencies were provided with contact information for reporting to DII in their respective locations.
- This same concept has been applied to internal training at a variety of ISP work units, specifically in the Division of Patrol and Division of Criminal Investigations.
- The Department of Innovation and Technology (DoIt) has been instrumental in providing DII with access to OneNet, which has enabled DII with the ability to communicate and share upcoming training to all state agencies.

Challenges

- The COVID-19 pandemic has made in-person training with external agencies difficult.
- Though DII would prefer to conduct training at each facility, WebEx has been the tool for continuing this training.

Plans

- DII will continue conducting these trainings on a regular basis via WebEx until the COVID-19 pandemic has subsided.
- DII will continue to educate state agencies and ISP work units of the DII processes.

- Leverage DII Dashboard data to enhance statistical data sharing with state of Illinois stakeholders to identify criminal incident trends and significantly reduce occurrences of misconduct.

**Goal #2: Promote the transparency of investigative outcomes.**

**a. Provide a DII dashboard to share real-time information with ISP Leadership.**

Progress

- An information packed Dashboard has been shared and is available for ISP Leadership.

Challenges

- The main challenge throughout the reporting period has been for the project to remain a priority for DoIT as they have the responsibility to create and maintain the dashboards.
  - As we work through concerns and creating the dashboard, other Department initiatives have taken priority which has caused many delays in fully executing this initiative.
  - DII's current data management system is outdated and no longer supported.
    - It is difficult to port the data over and requires cumbersome, time consuming, manual spreadsheets being built until DII is able to secure a Records Management System (RMS) that will allow for portability and query access.

Plans

- Continue working with DoIT to pull data from the Internal Dashboard and obtain a new RMS with a robust query and reporting module with advanced and reliable technology.

**Goal #2: Promote the transparency of investigative outcomes.**

**b. Compile and post statistical data regarding sustained administrative findings on the ISP public website.**

Progress

- DII management is working with DoIT to create a public facing dashboard. The sharable data sets have been identified. The data will be ported over from the current internal dashboard. The data for the public-facing website has been provided to DoIT for the ISP internet refresh project. This data will be posted on the new ISP website once the website is published.

Challenges

- DII will continue to push the data to DoIT manually for monthly updates. This effort is time consuming, but vital for transparency.

Plans

- DII is pursuing a new RMS which will enable the Division to automate and make the statistical data live. This will increase efficiencies and allow for an expansion of shared data.

**Goal #2: Promote the transparency of investigative outcomes.**

- c. Compile and post statistical data regarding sustained criminal findings on the ISP public website.**

Progress

- DII management is working with DoIT to create a public facing dashboard. The sharable data sets have been identified. The data will be ported over from the current internal dashboard. The data for the public-facing website has been provided to DoIT for the ISP internet refresh project. This data will be posted on the new ISP website once the website is published. The data will also be shared with Illinois agencies in the Governor's Executive Branch.

Challenges

- DII will continue to push the data to DoIT manually for monthly updates. This effort is time consuming, but vital for transparency.

Plans

- DII is pursuing a new RMS which will enable the division to automate and make the statistical data live and more robust. This will increase efficiencies and allow for an expansion of shared data.
- Utilize data to identify or mitigate criminal cases and related trends occurring in State of Illinois facilities.

**Goal #3: Increase investigative capacity, efficiency, and expertise.**

- a. Enhance the Background Investigations Unit (BIU).**

Progress

- The BIU Team participated in a state of Illinois Rapid Results study to identify "wastes."
  - The BIU was able to identify areas of improvement in order to conduct a thorough investigation and return the findings of the investigation to the requesting work unit in an efficient and timely fashion.
  - Reducing the wait time to receive the completed report will allow for an expeditious hiring decision on the applicant and reduce the potential of the applicant accepting a position with another agency.
  - The project identified areas to reduce wait and lead times for the approval process and maximize the utilization of existing staff.
- Four personnel were added to the BIU Team in Fiscal Year 2020, which greatly enhanced capacity and efficiency. Background investigation timelines were reduced by five percent.

The greatest impact was on external and internal investigations which yielded a reduction of timelines at 30 and 39 percent, respectively.

### Challenges

- Through an analysis of productivity DII has determined an additional two personnel would be an appropriate staffing level that would significantly impact our internal and external investigations, reducing timelines by an additional 10-15 percent.
- COVID-19 has negatively impacted the ISP budget which directly affected actioning the addition of two personnel this fiscal year.

### Plans

- New workflows and related guidance will be implemented in the first quarter of FY2021 to enhance efficiencies and reduce wastes.
- Pursue adding two additional personnel to the BIU team when appropriate funding is identified by the Fiscal Office.

### **Goal #3: Increase investigative capacity, efficiency, and expertise.**

#### **b. Decrease case timelines resulting in quicker resolution.**

### Progress

- The DII has reduced timelines in external criminal investigations by 30 percent in FY2020.
- The DII has reduced timelines in internal (administrative and criminal) investigations by 39 percent in FY2020.
- The DII has reduced timelines in background investigations by 5 percent in FY2020.

### Challenges

- Maintaining sufficient staffing levels, especially with experienced staff.
- Training of new, unseasoned agents which have been onboarded the previous three quarters.
- Increases in investigative cases and demands of the DII.
- Delayed reviews of criminal cases by prosecutors which directly impacts the DII's ability to progress administrative investigations.

### Plans

- Continuous assessment of staffing levels and creating a results-driven effort to attract and retain DII personnel.
- Fill code positions the DII has headcount for once the hiring freeze is lifted.
- Fast track training for certain investigations.
- Share deterrence methods with ISP command and external partners to drive complaints downward.
- Enhance communications with prosecutors to share how prosecutorial delays impact the State of Illinois and its employees.

**Goal #3: Increase investigative capacity, efficiency, and expertise.****c. Identify appropriate staffing level to ensure proper service levels.**Progress

- Through an analysis of productivity DII has determined an additional two investigative personnel would be an appropriate staffing level for the BIU that would significantly impact our internal and external investigations.
- In Fiscal Year 2020, the DII has on boarded approximately 10 Special Agent Candidates (SAC), filled an Office Coordinator position in Des Plaines and posted an Office Coordinator position in the Collinsville Office and Administrative Assistant I and Criminal Intelligence Analysis (CIA) positions in Springfield.

Challenges

- Achieving a sufficient staffing level to increase investigative capacity, efficiency, and expertise remains a challenge.
- Sworn personnel will continue being tasked with carrying out the administrative functions for the three vacant code positions which places continuous burdens on sworn staff.
- A recent Special Agent job posting of eight positions only yielded six highly recommended candidates, a 75 percent success rate.
- Attracting and recruiting staff to serve as Special Agent Candidates.

Plans

- Work with the Office of the Director and the Office of Human Resources to fill the Office Coordinator, Administrative Assistant I, and CIA vacancies.

**Goal #4: Provide leadership and investigative training to enhance the DII staff capability and performance.****a. Identify leadership and investigative classes and training for assigned personnel.**Progress

- Several SACs attended New Agents School (NAS) and obtained Special Agent status.
- Numerous agents attended the Illinois Homicide Investigators Association (ILHIA) Conference in Chicago in October 2019.
  - This conference contained many seminars on investigative techniques, interview and interrogation, homicide investigation, DNA/laboratory testing and case studies.
  - Through attending this training, agents were able to learn from some of the best instructors in the nation while simultaneously receiving continuing education credit toward maintaining their Lead Homicide Investigator (LHI) certification.
- The first DII Symposium was conducted in December 2019. This event provided a vast amount of training and comradery for sworn DII personnel and is projected to be an annual event.

- A command officer in the Collinsville Office graduated from the Police Executive Leadership Academy (PELA) in Indiana. Through various class topics, PELA assisted this officer in preparing for senior leadership positions within the Agency.
- Various future training courses have been pushed out to the agents with dates to be determined.

### Challenges

- At times, with heavy caseloads, numerous background investigations, and mandated training, being able to balance recommended online training is laborious for agents to work into their schedules without causing undo interruptions to case work.
- Funding for training remains tight, and creative ways to overcome this hurdle will continue to be sought, such as, partnering with external revenue sources to sponsor officers by covering the training costs (States Attorney's Offices (SAOs), United States Attorney's Offices USAOs, etc.).

### Plans

- DII will continue to seek out relevant training and engage stakeholders who could support this endeavor.
- Conduct a second annual DII Symposium, which will be held virtually and has been scheduled for October 27-28, 2020. Scheduled topics range from federal civil rights and public corruption investigations, crime scene and forensics updates, leadership, internal processes, legal, and EEO matters.
- To utilize remote training opportunities unique to internal affairs and investigative matters.

### **Goal #4: Provide leadership and investigative training to enhance the DII staff capability and performance.**

- b. Seek out best practices to improve administrative and investigative strategies.**

### Progress

- The Division filled an Administrative Assistant position in Springfield, an Office Coordinator position in Des Plaines, and posted an Administrative Assistant position in the Collinsville office.
- Several SACs attended New Agents School (NAS) and obtained Special Agent status.
- Numerous agents attended the Illinois Homicide Investigators Association (ILHIA) Conference in Chicago in October 2019.
  - This conference contained many seminars on investigative techniques, interview and interrogation, homicide investigation, DNA/laboratory testing and case studies.
  - Through attending this training, agents were able to learn from some of the best instructors in the nation while simultaneously receiving continuing education credit toward maintaining their Lead Homicide Investigator (LHI) certification.
- The first DII Symposium was conducted in December 2019. This event provided a vast amount of training and comradery for sworn DII personnel and is projected to be an annual event.

- A command officer in the Collinsville Office graduated from the Police Executive Leadership Academy (PELA) in Indiana, assisting the officer in preparing for senior leadership positions within the Agency.
- The DII developed streamlined administrative processes, strategies, and workflow systems.
- A new Division Procedures Manual (DPM) was created to reflect the new processes, strategies, and workflow systems.
- Southern Command has implemented monthly policy reviews along with tabletop exercises.
- Various future training courses have been pushed out to the agents with dates to be determined.

#### Challenges

- At times, with heavy caseloads, numerous background investigations, and mandated training, being able to balance recommended online training is laborious for agents to work into their schedules without causing undo interruptions to case work.
- Funding for training remains tight.

#### Plans

- DII will continue to seek out relevant training with minimal budget impact.
- Creative ways to overcome issues with funding for training will continue to be sought, such as, partnering with external revenue sources to sponsor officers by covering the training costs (States Attorney's Offices (SAOs), United States Attorney's Offices USAOs, etc.).
- Identify progressive training related to death investigations, sexual assault crimes, financial crimes, and internal affairs matters.

#### **Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

- a. Implement a technological software program or tool to improve the outcome of the interview and interrogation process.**

#### Progress

- The DII management team has determined the need for a dependable and contemporary interview room recording system in four office locations.
- Cost estimates for new technology for investigative interviews are being worked-up for a purchase proposal to the Office of the Director and Office of Finance.
- Two additional Computer Voice Stress Analysis (CVSA) instruments were purchased, allowing for the expansion of certified DII CVSA examiners.

#### Challenges

- The dependability of the portable devices currently in use is not adequate for the vast number of interviews DII Special Agents handle.
- Securing funding to procure new technology for investigative interviews in four offices.
- The actioning of initiating the new citizen report of state of Illinois employee criminal misconduct platform.

Plans

- DII will continue working in conjunction with DoIT to identify a CJIS compliant cloud-based storage system for interviews and interrogations, as well as other digital investigative evidence DII agents collect during investigations.
- Provide a purchase proposal for new technology for investigative interviews to the Office of the Director and the Office of Finance with a goal to accomplish procurement, installation, and implementation prior to the end of the second quarter of FY21.
- A robust plan and collaboration with DCI are necessary to fully advance modernization efforts concerning new age investigative tools for leads management, interview statement analysis, voice stress analysis, and interview and interrogation. On-going cross communication will occur, and cost sharing will be considered.
- The DII has engaged with DoIT to publish an enhanced reporting feature for the public and state employees to report criminal misconduct of state employees. This will roll out with the current DoIT internet refresh project the first quarter of FY21. The tool will provide real-time reporting of misconduct to DII and allow for anonymous complaints via the internet and on mobile devices.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.****b. Improve digital evidence storage and maintenance capability.**Progress

- DoIT has initiated freeing up storage space on legacy DII servers for digital storage.
- DoIT has identified new server space for DII digital evidence and migration is being planned.
- Continual discussions are being held with DoIT concerning DII needs.

Challenges

- Legacy system uploads are very slow and inefficient.
- Identifying funding/resourcing for a cloud-based, Criminal Justice Information Services (CJIS) approved storage system.
- The costly and frequent use of DVDs for sharing videos with stakeholders (ISP Legal, state and federal prosecutors, other executive agencies).

Plans

- To work with the Office of the Director, Office of Finance, as well as DoIT to identify a platform for a cloud-based storage system.
- Provide a system which will allow instant sharing of digital evidence with stakeholders in a secure manner.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

- c. Procure equipment to outfit DII interview rooms in each of the offices (Springfield, Matteson, DesPlaines, Collinsville, DuQuoin).**

#### Progress

- The DII management team has determined the need for a dependable and contemporary interview room recording system in four office locations.
- Cost estimates for new technology for investigative interviews are being worked-up for a purchase proposal to the Office of the Director and Office of Finance.
- Prioritized the work locations based on need (Springfield, Matteson, DesPlaines, and Collinsville, respectively). The DuQuoin location is low priority.

#### Challenges

- Securing funding to procure new technology for investigative interviews in four offices.
- Working through the procurement process to procure the equipment in a timely fashion.

#### Plans

- DII will continue working in conjunction with the Office of Finance to identify funding for this project.
- DII will continue working with DoIT to identify specifications and system-access to the network and future a cloud-based storage platform.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

- d. Provide a user-friendly avenue for citizens to report criminal allegations to DII.**

#### Progress

- DII personnel developed the user-friendly, fillable electronic reporting form.
- The DII is engaged with DoIT to add a user-friendly reporting platform on the ISP website. The Internet Refresh project has captured this effort.

#### Challenges

- Inability to estimate how the reporting tool will impact investigative demands on DII personnel.

#### Plans

- DII, in collaboration with DoIT's Internet Refresh effort, will upgrade the ISP internet page to explicitly provide a user-friendly method for citizens to report criminal allegations of employees of ISP and other state of Illinois agencies.
- The platform will be available in the first quarter of FY21.

**Goal #6. Improve accountability by monitoring the performance of Agents assigned to the DII to increase the number of cases assigned and decrease timelines.**

- a. Supervisors will review monthly activity reports and performance metrics to ensure all personnel are meeting or exceeding the expectations of the DII.**

#### Progress

- Each Command has improved their timelines for case completion by implementing a group effort to complete cases.
  - Agents typically will handle a case from beginning to end with the assistance of other agents only in interviews.
  - Group participation in a case, having the case agent assign tasks with the appropriate report to be written in the early stages of the case, has seen cases come to a conclusion in a shorter time frame.
  - This has been highly encouraged and implemented on some cases.

#### Challenges

- Managing demands for investigative services at peak times.
- Once the case and background load picked up, it was more difficult to arrange for efficient group effort, as all agents have numerous challenging and competing investigative and training demands.

#### Plans

- Supervisors will continue to assist and encourage the planning of group participation on cases to continue to drive down the completion time.
- Upon completion of certain incidents, a debrief will take place to discuss areas of improvement while highlighting successes.
- Senior Command will review activity on a bi-annual basis.
- Identify cases which could be worked quicker for faster disposition.

**Goal #6. Improve accountability by monitoring the performance of Agents assigned to the DII to increase the number of cases assigned and decrease timelines.**

- b. Senior command will review investigative activity on a bi-annual basis to ensure performance metrics are being met or exceeded.**

#### Progress

- Continuous and proactive supervisory engagement with Special Agents.
- Mid-year performance statistics are analyzed by senior management and shared with work unit Commanders for communicating to subordinates.
- Proper utilization of goals and performance output by employing proper employee evaluations.

#### Challenges

- Maintaining proper caseloads amongst agents and a proper staffing level.

Plans

- Senior Command will review activity on a bi-annual basis.
- Senior command will analyze staffing levels to assess potential needs.

**Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

- a. Conduct an analysis to identify the top ten violations of all personnel.**

Progress

- DII provides top ten violations to ISP's senior command staff as requested and also to newly promoted sworn personnel.
- Misconduct complaints have decreased approximately 20 percent during the past 18 months.

Challenges

- Absolute prevention of misconduct, zero complaints against ISP personnel through engaged and proactive management.
- Proper risk management which results in zero findings of sustained misconduct.

Plans

- Report real-time Top 10 misconduct violations on the ISP DII Dashboard and through training programs.
- DII has made many accomplishments this past year. Our willingness to serve with the highest degree of integrity, professionalism, and excellence is a testament to the personnel brought on-board by the ISP. The Division will continue down the path of accomplishing much more and continue striving to move from "Good to Great!"
- Continue to initiate Temporary Duty Assignments (TDA's) and fellowships to sworn personnel to assist us in our division recruiting efforts.

**Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

- b. Address allegations of abuse, excessive use of force, fraud, theft, or other misconduct by state employees.**

Progress

- The DII conducted a total of 40 internal and external training presentations in FY20.
- The outside agency training covered the function, jurisdiction, and roles of DII in direct relation to state agencies in the Executive Branch of the Office of the Governor.
  - The agencies were made aware of what types of complaints should be reported,
    - what to expect when a complaint is reported,
    - the steps taken during investigation, and
    - possible outcomes.

- Prevention methods were also provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints.
- Agencies were also given contact information for reporting to DII in their respective locations.

### Challenges

- The DII often experiences delays in reporting of misconduct from external agencies for a myriad of reasons (victim cooperation or cognitive ability to report, internal evaluation of misconduct by the home agency, administrative, etc.). Timeliness of responses to criminal misconduct is crucial for proper investigation and successful prosecution. The DII is aiming to meet this challenge by increasing training opportunities for DII's stakeholders.

### Plans

- DII is working to expand the training to the state facility managers (mid-level and below) during the next fiscal year and determine strategies for the training to be incorporated into state agency orientation courses for new managers.

### **Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

- c. Develop and implement a curriculum/presentation designed to assist all agency personnel to understand the top policy violations, investigative processes, and rules of conduct as well as provide agency expectations.**

### Progress

- The curriculum was developed for internal and external agency training. To date the training has been well-received and has been successful.
- Training offerings are continuously provided to ISP work units to address, respond, and/or deter allegations.
  - DII personnel conducted 40 presentations to ISP personnel.
  - DII provides courses for ISP Cadets and recent promotees at the Illinois State Police Academy in addition to training over 20 ISP work units as requested.
- Preventive strategies and the importance of robust leadership are discussed in an effort to drive down misconduct allegations. This includes safety improvement assessments.

### Challenges

- Reaching all the facility level managers at each of the state of Illinois institutions within the Executive Branch.
- Lack of advancement of safety surveillance equipment procurement at Illinois Department of Human Service facilities which experience high levels of misconduct allegations.

Plans

- DII is working to expand training to state facility managers (mid-level and below) during the next fiscal year and determine strategies for the training to be incorporated into state agency orientation courses for new managers.
- DII will continue to provide and enhance training and certifications relevant to internal investigations.
- Continue to offer professional development training for stakeholders through offering safety assessment assistance for their agencies and facilities.

**DIVISION OF PATROL  
ANNUAL REPORT  
FY2020**

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

Progress

- The DOP has worked closely with DoIT to ensure regularly tracked and requested statistical data is able to be accessed from TraCS in an efficient manner.
  - One example of an edit made to the TraCS reporting system is the addition of ‘Cannabis Violations’ to the drop-down section under ‘Citation Violations.’ This is a statistic, that due to recent legislation, was/is often requested by law enforcement partners, and members of the media.
  - This addition has allowed members of the Department to be productive in other areas that need attention, versus having to spend countless hours searching through citations and field reports from Troopers across to the state to provide requested statistics.
- The DOP has implemented the use of Microsoft TEAMS to increase administrative efficiency. The utilization of this program has assisted with information gathering and sharing with DOP officers across the state from one central location point. Information has also been provided to the Districts regarding a creation of District teams so they too can utilize TEAMS to more efficiently communicate and share information.
- The DOP tested the calling feature in TEAMS and WebEx. The DOP found WebEx performs better than the calling feature in TEAMS. Because of this, the DOP is routinely utilizing WebEx as an efficient means of communication. The WebEx application system has been a very useful tool not only during the COVID-19 pandemic, but overall. The system has allowed for large group trainings to continue in a virtual manner as the pandemic continues, and it has also allowed for meetings amongst ISP personnel to take place without having people drive for extended hours from one part of the state to another for a meeting that could last a fraction of the drive time.
- The DOP obtained the Law Enforcement Field Training Applications (LEFTA) software to utilize for ISP Field Training Officer Program (FTO). The Statewide FTO Coordinator recorded an instructional video for the new software, which was posted on SharePoint and viewed by FTOs, FTO Supervisors and Command across the state.

Challenges

- The changes that the DOP has requested from DoIT are slow to be completed. It is

understood they are short staffed and are receiving numerous requests from all divisions.

## **Strategic Goal #2: Enhance training and welfare of personnel.**

### Progress

- The DOP has established the “Lifecycle of the 360 Degree State Trooper” program. This program is designed to systematically train and develop new Troopers as they are hired to ensure all officers are trained at the same level from hire to their five-year mark (at minimum). Investing into new officers will help ensure more confident and proficient officers are patrolling our roadways by teaching them to identify crime, which in turn increases their officer safety skills. From March through June of 2020, approximately 350 Troopers have been trained and mentored.
- The DOP is working with the Division of the Academy and Training to create a “Leaders” curriculum which will be aligned with ISP’s Vision of ‘striving for excellence in all that we do’ as well as ISP’s Goal of ‘providing leadership through innovation as a dynamic, diverse, learning organization which promotes personal and professional growth.’ This curriculum will be specifically tailored to making leaders at all levels, not only better law enforcement officers and executives, but also better community leaders, spouses, parents, and co-workers.
- DOP personnel assisted with the training of CC 129, 130 and 131 personnel.
- District 9 held a wellness training for personnel within their district. The training consisted of taking a group of District 9 Troopers and having them participate in the week-long training where they completed required annual training, moral/social building events, and had the Illinois National Guard put them through team building exercises. Over a period of time, the entire district completed this wellness training. Command personnel from all other districts have been encouraged to hold training and wellness programs which meet their specific district needs.

### Challenges

- Fiscal Impact.
- A Leadership Course was tentatively planned for the Spring of 2020; however, the scheduling of this course was affected by the COVID-19 pandemic.

### Plans

- The DOP will continue to work with the Division of the Academy and Training on the aforementioned “Leaders” curriculum which will be aligned with ISP’s Vision of ‘striving for excellence in all that we do’ as well as ISP’s Goal of ‘providing leadership through innovation as a dynamic, diverse, learning organization which promotes personal and professional growth.’ Notifications of committee member selections are currently in progress.

**Strategic Goal #3: Reduce the occurrence of violent crimes through proactive enforcement initiatives.**Progress

- The DOP has established a Community Patrol Team (COMPAT) which serves to support the ISP's traditions of Integrity, Service, and Pride, by pursuing endeavors to collaborate with community and law enforcement partners while providing law enforcement services focused on violent crime in the Metro-East communities of East St. Louis and Washington Park. The COMPAT is comprised of specialty trained officers assigned to conduct overt and covert criminal enforcement operations in high crime areas. Despite the challenges faced by COVID-19, COMPAT continues to be the proactive and has a visible presence in the Metro-East with focus not only on enforcement but assisting other agencies and engaging with the community. Ideally, as staffing increases and the ability to staff COMPAT in the Metro-East footprint on closer to a 24/7 basis, the community will become familiar with the professional ISP officers and increased community trust will occur.
- COMPAT has made a total of 72 criminal arrests, seized 9 firearms, made 13 illegal drug seizures, and conducted over 60 enforcement details.
- The DOP has established the "Lifecycle of the 360 Degree State Trooper" program. This program is designed to systematically train and develop new Troopers as they are hired to ensure all officers are trained at the same level from hire to their five-year mark (at minimum). Investing into new officers will help ensure more confident and proficient officers are patrolling our roadways by teaching them to identify crime which in turn increases their officer safety skills. From March June of 2020, approximately 350 Troopers have been trained and mentored.
- The DOP has assigned representatives to the Central Illinois Human Trafficking Task Force to increase awareness and effectiveness.
- DOP priorities have been aligned with the Strategic Plan to include both criminal enforcement and networking to encourage joint crime enforcement missions with local, state, and federal law enforcement partners.

Challenges

- Due to the COVID-19 pandemic, the ISP was in a "Community Caretaker" role for most of the third quarter of FY20.

Plans

- Despite the challenges faced by the COVID-19 pandemic, COMPAT will continue to be proactive and have a visible presence in the Metro-East with a focus not only on enforcement, but on assisting other agencies and engaging with the community.

- DOP will continue to train and mentor officers using DOP's established "Lifecycle of the 360 Degree State Trooper" program.

**Strategic Goal #4: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

Progress

- Criminal Patrol (CRIMPAT) added two additional officers to the unit in FY20.
- CRIMPAT enforcement details continued to take place throughout FY20.
- Before the COVID-19 pandemic, CRIMPAT officers also provided mentoring through ride-along and classroom instruction to other ISP and outside agency officers.
- The DOP has also established the "Lifecycle of the 360 Degree State Trooper." This training concept, along with strategically situated enforcement operations will increase bulk contraband seizures of drugs, illegal proceeds, and weapons.

Challenges

- DOP was scheduled to send officers to the National Criminal Interdiction Conference in Maryland but was forced to cease travel plans due to the COVID-19 pandemic.

Plans

- DOP will seek funding opportunities for training in FY21.
- DOP will continue to attempt to increase the K-9 footprint within the Division and is attempting to create specialty teams designed to utilize criminal enforcement strategies which will address both crime and traffic safety simultaneously.

**Strategic Goal #5: Empower Illinois citizens by providing timely criminal justice information and increase electronic access**

Progress

- DOP personnel work in conjunction with the Public Information Office to relay information to the public regarding arrests (crime in their area), safety messages, and other significant information.
- Due to the PIO expansion more individual District social media platforms (e.g. District Twitter accounts) have been activated which have helped with communicating important messages to the public including information regarding civil unrest, COVID-19 safety information and Executive Order clarifications, as well as traffic safety messaging.
- Since PIO's expansion, District social media platforms and ISP social media platforms which weren't regularly updated have significantly increased their following, which in turn means more members of the public are receiving information being disseminated by the Department.

### Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.

### Plans

- The DOP will continue to work closely with the PIO for information dissemination.
  - Work units continue to forward the PIO information regarding significant arrests, incidents, investigations, etc. in order for the information to be relayed not only to various media outlets, but directly to the public via the Department’s various social media platforms.
  - The DOP will continue to work with the PIO to help highlight DOP safety initiatives such as Scott’s Law awareness and education, and the importance of obeying the “Fatal Four” laws (Speed, DUI, Distracted Driving, and Seat Belt Usage).

### **Strategic Goal #6: Decrease teenage driver-related fatal and personal injury crashes.**

### Progress

- As of June 30, 2020, there have been a total of 30 less fatal traffic crashes in 2020, when compared to this time last year. Although, the ISP was in a “Community Caretaker” role for the majority of the fourth quarter of FY20, ISP officers statewide were able to continue enforcing the Fatal Four violations and wrote 105,906 total citations for these offenses (Fatal Four) as well as 2,603 Scott’s Law citations in FY20.
- Before the COVID-19 pandemic, DOP Safety Education Officers provided traffic safety presentations at schools around the state to help educate teenagers on the dangers of the Fatal Four violations while encouraging them to obey all traffic laws for their safety and the safety of others on the roads.
- DOP works with the PIO to push out safety messaging regarding all traffic laws, with an emphasis on the Fatal-Four violations and Scott’s Law.

### Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.
- Some in person school presentations on the topic of safe driving, typically conducted by Safety Education Officers, had to be cancelled due to COVID-19.

**Strategic Goal #7: Decrease fatal and personal injury crashes that involve an at-fault commercial vehicle.**Progress

- Fatal crashes involving a commercial motor vehicle have decreased by 13 percent (year to date) when compared to this same time last year.
- Although the COVID-19 pandemic did pose challenges, in FY20 DOP was able to conduct a total of 1,262 law enforcement details specifically focusing on overweight violations as well as 60,717 motor carrier safety inspections.

Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.

Plans

- Now that the DOP is no longer in the “Community Caretaker” role, officers have begun and will continue to actively conduct motor carrier safety inspections and enforcement details focusing on commercial motor vehicle overweight violations.

**Strategic Goal #8: Decrease drug and alcohol-related fatal crashes and personal injury crashes.**Progress

- In FY20, DOP issued a total of 541 DUI-Drug citations, 3,689 citations for DUI-Alcohol, and conducted a total of 227,123 traffic stops. In FY19 DOP issued a total of 488 DUI-Drug citations, 4,542 citations for DUI-Alcohol, and conducted a total of 307,580 traffic stops. In FY20 there was a 10 percent increase in the number of DUI-Drug citations issued.
- ISP DRE Officers were able to conduct a total of 44 DRE evaluations in FY20.
- As of June 30, 2020, there have been a total of 30 less fatal traffic crashes in 2020, when compared to this time last year.
- Although, the ISP was in a “Community Caretaker” role for the majority of the fourth quarter of FY20, ISP officers statewide were able to continue enforcing the Fatal Four violations and wrote 105,906 total citations for these offenses as well as 2,603 Scott’s Law citations (FY20).
- From calendar year 2017 through 2019 there has been a 19 percent decrease in the amount of alcohol-related crashes and a 20 percent decrease in the amount of alcohol-related fatalities.
  - Additionally, in calendar year 2017 there were 301 alcohol-related crashes and 339

- alcohol-related fatalities;
- in calendar year 2018 there were 262 alcohol-related crashes and 293 fatalities;
- with a continued decline in 2019 where there were 243 and 268 respectively.

### Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.

### Plans

- The DOP plans to continue to actively enforce the “Fatal Four” laws (Speed, DUI, Distracted Driving, and Seat Belt Usage) in order to prevent personal injury and fatal crashes from occurring. The DOP will also continue to work with the PIO in order to ensure we continue education the public on the importance of these laws through Public Service Announcements (PSA), and social media messaging.

## **Strategic Goal #9: Promote seatbelt and child safety seat compliance.**

### Progress

- Although, the ISP was in a “Community Caretaker” role for the majority of the fourth quarter of FY20, ISP officers statewide were able to continue actively enforcing the Fatal Four violations throughout the rest of the fiscal year, including seat belt usage. In FY20 Officers wrote a total of 15,262 seatbelt and child restraint citations.

### Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.

### Plans

- DOP is scheduled to receive \$1,039,100.00 in hire-back funding to address occupant restraint in FY21.

## **Strategic Goal #10: Decrease Interstate fatalities.**

### Progress

- As of June 30, 2020, there have been a total of 30 less fatal traffic crashes in calendar year 2020, when compared to this time last year.
  - In calendar year 2017 there were 1,090 fatalities;
  - 1,035 in calendar year 2018; and
  - 1,009 in calendar year 2019.
  - We are anticipating calendar 2020 will continue this trend of lower fatalities.

- Although, the ISP was in a “Community Caretaker” role for the majority of the third quarter of FY20, ISP officers statewide were able to continue enforcing the Fatal Four violations and wrote 105,906 total citations for these offenses as well as 2,603 Scott’s Law citations in FY20.

### Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.

### Plans

- The DOP plans to continue to actively enforce the “Fatal Four” laws (Speed, DUI, Distracted Driving, and Seat Belt Usage) in order to prevent personal injury and fatal crashes from occurring. The DOP will also continue to work with the PIO in order to ensure we continue education the public on the importance of these laws through Public Service Announcements (PSA), and social media messaging.

### **Strategic Goal #11: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

### Progress

- The DOP completed mock activations of the Critical Incident Mobilization Plans (CIMP) in January and March of 2020 as the COVID-19 pandemic began to rise. The exercises were critical for DOP’s preparedness. The expectation was that after resources were activated, DOP would be able to look at overall staffing availabilities in each district to determine where there might be shortfalls.
  - DOP was able to successfully complete these exercises and determine what could be improved during an activation period.
  - Overall, the exercises demonstrated DOP is more than capable of handling critical incidents while being in sync with other ISP Divisions.
- The mock activations of the Critical Incident Mobilization Plans (CIMP) and the civil unrest details which DOP officers have responded to have provided an opportunity for the DOP to implement the use of critical tools such as the Homeland Security Information Network (HSIN) Connect Site and tools within Office 365 during major incidents.
  - This implementation has allowed the DOP to learn the use of these tools is beneficial to the Division.
  - The Division has now implemented the use of interactive mobilization spreadsheets during civil unrest events which allow DOP command to see the in-time effects potential activations can cause of district and non-DOP staffing levels.
- During the fourth quarter of FY20, DOP was at the forefront of statewide civil unrest due

to the death of George Floyd in Minneapolis, Minnesota.

- DOP generated a general activation plan that explained the deployment of over 400 non-DOP personnel throughout the state for the incident.
- The Joint Operations Command was utilized to activate the Statewide Law Enforcement Support Centers under Operations to coordinate the deployment of over 900 Illinois National Guard (ILNG) statewide.
- A workbook was developed for both of these major critical incidents that outlined staffing levels, non-DOP personnel needed, missions, Crowd Control Team, and ILNG deployments. The success of this document created a template that can be utilized during any major critical incident and allows the department to have a data driven snapshot of resources being utilized at any given time during the incident.

### Challenges

- Manpower shortages. Activating a large group of personnel can be time consuming. DOP is constantly evaluating the CIMP process and how to make it more efficient.

### Plans

- The DOP will utilize the Homeland Security Information Network (HSIN) Connect Site and tools within Office 365 for any future major incidents.
- CIMP mock activations will continue to take place.

**DIVISION OF CRIMINAL INVESTIGATION  
ANNUAL REPORT  
FY2020**

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

**a. Modernize evidence collection, documentation and sharing of high-volume digital evidence.**

Progress

- The Illinois State Police currently uses four different report writing systems and an antiquated evidence management system to document criminal investigations and/or crime scenes.

Challenges

- The procurement environment has presented challenges in purchasing a new investigative report writing platform to replace the four currently in use.

Plans

- The Division of Criminal Investigation intends to procure and simultaneously implement CrimePad and BEAST for division-wide use. CrimePad and BEAST are sole-source products provided by the vendor, Porter Lee LLC.
  - CrimePad will be used as the report writing platform.
  - BEAST will replace our current evidence management system.
- The use of CrimePad in conjunction with BEAST will allow for real time documentation of evidence as it is collected and seamless investigative effort when transferring evidence to vaults or to Division of Forensic Services personnel, whether it be crime scene personnel or laboratory personnel.
- The DCI CrimePad workgroup is currently drafting a Statement of Work (SOW) that will identify every nuance of the agreement between the Illinois State Police and Porter Lee.
  - At a minimum, the SOW will identify the project objectives, goals, purpose, scope, location, operations, standards, guidelines, monitoring, acceptance criteria, security considerations, hardware and software restrictions, data conversion requirements, post-project support, penalties for late or poor-quality deliveries, and clauses to terminate the contract early should the need arise.
- Significantly improve evidence collection, documentation, and handling within the Division of Criminal Investigation by adopting CrimePad and BEAST.
  - It will also allow the sharing and storage of high-volume digital evidence and information.
  - This would be accomplished by enabling both systems to communicate through the Visionations Platform.

- All evidence collected in the field will be entered into CrimePad by agents in the field and managed by Evidence Custodians using BEAST.
- Streamline the way DCI documents criminal investigations, manage leads, and simplify the way evidence is tracked and managed by transitioning to this new software.
  - With the new system, evidence items will be marked and tracked with barcode labels, the barcodes can be scanned as the evidence item is transferred through the chain-of-custody from the field agent to the forensic scientist to the evidence vault.
  - Unlike previous platforms, CrimePad and BEAST offer many search capabilities to locate case files and evidence items at a given moment. In summary, CrimePad and BEAST will provide DCI with the tools, resources, and flexibility needed to document comprehensive criminal investigations.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

- b. Maximize mobile platform capabilities to enhance investigative leads management, mapping and access to LEADS.**

#### Progress

- The Division recently purchased Cellebrite devices and analytical capabilities for use in examining phones and other devices during investigations. Some of the purchased technology will allow DCI Agents to share data throughout the state and identify relationships and commonality between offenders and investigations.
- The Division continues to work toward the procurement of CrimePad. CrimePad will provide a more efficient lead control platform with the ability to assign and track investigative leads remotely.

#### Challenges

- The procurement environment has presented challenges in purchasing CrimePad for expanded use in DCI. CrimePad is currently in use in the Crime Scene Services Command.

#### Plans

- The Division's transition to CrimePad will provide a lead management feature with the tools and resources to manage, assign, and create new investigative leads in real-time.
- With the mobile flexibility of CrimePad, Supervisors will have the ability to manage investigative leads from their department-issued cellular telephones, tablets, or portable computers.
- Users will also have the ability to collaborate with the rest of the investigative team while actively working on the investigation.
- The platform will give agents the ability to share data, chat and/or hold video conferences with anyone in the field real-time.

- CrimePad will interface with the Law Enforcement Agencies Data System (LEADS), allowing agents to query the system from within the CrimePad application.
- These tools and resources will improve the overall efficiency across the board and also enhance the investigative experience.
- The Mobile Architecture for Communications Handling (MACH) platform will provide a mobile interface for agents to inquiry law enforcement databases, share information, and utilize mapping applications from the field.
- MACH will be the gateway to the Law Enforcement Agencies Data System (LEADS) which gives personnel access to criminal justice information such as Secretary of State data, Criminal History Records Information, and Hot Files.
  - The messaging capabilities currently provided through Premier MDC will be replaced and enhanced through the MACH platform.
  - This project is currently being managed by the Department of Innovation and Technology (DoIT). The project was started in March of 2019, and DCI personnel continue to attend regular meetings with the planning committee to voice the mobile communication needs of the Division.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

- c. **Continue to develop a single report writing platform to simplify user interface, data collection and information sharing.**

#### Progress

- The Division established a multi-disciplinary workgroup to evaluate CrimePad.
  - A decision was made to procure CrimePad for use.
  - A statement of work and design documents have been prepared in the event the Division is able to procure CrimePad for use in DCI.

#### Challenges

- The procurement environment has presented challenges in purchasing CrimePad for expanded use in DCI. CrimePad is currently in use in the Crime Scene Services Command.

#### Plans

- Unlike other report writing platforms, CrimePad's basic, yet inviting, user interface caters to the most novice user enhancing the trainability factor. Agents will have the ability to record, manage, report, and collaborate on all aspects of an investigation.
- CrimePad will provide DCI with a one-stop-shop for documenting and storing criminal investigation reports, photos, and other digital evidence. DCI is ready to take full advantage of CrimePad's mobile platform and the Visionations Cloud storage.
- Enabling DCI to use advanced mobile and cloud technology will allow DCI agents to spend more time working on investigations and enhance the quality and accuracy of information.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

- d. Expand digital-crime investigative skills across the enterprise, with subject matter experts assigned to each investigative zone to extract evidence and analyze evidence from vehicles, cellular devices, computers and virtual assistants.**

#### Progress

- To keep pace with the ever-changing landscape of technology in Fiscal Year 2020, DCI undertook an ambitious and forward-thinking plan to increase its mobile digital forensics capability.
  - This leap in capabilities would be accomplished by purchasing advanced hardware and software from Cellebrite Systems, a worldwide leader in the production and development of mobile digital forensic platforms.
  - All of this was done to place valuable, and easy to use tools in the hands of DCI's end users, its 250 plus Special Agents, and Special Agent Candidates working in the eight investigative zones throughout the state.
- After DCI's initial procurement efforts in late 2019, it was decided there needed to be a core internal working group to help push this initiative forward.
- In early 2020 the Cellebrite Working Group (CWG) was established to guide the purchase of this new technology through a multiphase implementation process including the completion of procurements, distribution and installation of equipment, training for end users, the establishment of best practices, and consideration of program sustainment.
- The Division successfully procured and distributed 10 Cellebrite UFED 4PC Ultimate devices, 8 Cellebrite Kiosks, and also purchased Cellebrite analytics software in the spring of 2020.
- Since receipt of the purchased technology, the CWG distributed all equipment and has begun the process of training field personnel on these platforms through Cellebrite proprietary education programs.
- The first of these trainings took place at the beginning of July 2020 with eleven (11) DCI field personnel taking a week-long certification course in the use of the UFED 4PC platform.

#### Challenges

- The biggest challenges with the Cellebrite initiative have been the management of the multiple procurements for equipment, software, and training and the establishment of best practices involving usage.

#### Plans

- Thirty-six additional field personnel will soon be trained in the use of the Cellebrite Kiosk, a semi-mobile forensic platform.
- Lastly, DCI's CWG is working with DoIT to install two purchased servers, which allow for the total integration of Cellebrite's analytical software with UFED 4PC and Kiosk hardware. This is anticipated to be completed by the end of August 2020.

- The CWG plans to finish the training and implementation of all purchased Cellebrite platforms by mid-September 2020.
- Upon completion of the initial training and implementation phase, the CWG will assign subject matter experts, who use the technology daily, to develop DCI's internal training program and protocols related to Cellebrite data extractions and how to best utilize collected data to investigate crime.
- DCI hopes to expand the Digital Crimes Unit to allow digital forensic examiners to be assigned to specific investigative zones to assist with the extraction and analysis of data obtained from vehicles, cellular devices, computers or other digital media.
- The Traffic Crash Reconstruction Unit (TCRU) also has a role in digital evidence collection, for they have capabilities to acquire data from Event Data Recorders within passenger cars and commercial motor vehicles for crash investigations. TCRU members have unique skills to access modules within vehicles and successfully obtain data from vehicle infotainment centers. The data captured by the infotainment center often provides additional data such as vehicle speed, vehicle component use, distractions, and occupant cellphone usage which can be pertinent to crash investigations. Traffic Crash Reconstruction Officers can be a resource to Zone agents for obtaining infotainment data using the Berla iVe software.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

- e. **Modernize voice stress analytical skills in each investigative zone.**

#### Progress

- As of February 2020, The Division of Internal Investigation had purchased CVSA software and trained six investigators in its use in an investigative setting.

#### Challenges

- The DII CVSA program is currently in its infancy. DII provided contact information to the DCI field in February 2020 in order to request a trained DII CVSA agent. More repetitions are needed in order to evaluate the program and its success with criminal investigations.
- Due to budget constraints, cost of additional training and purchasing of CVSA equipment may not be the best use of DCI funds. Careful evaluation of the program is needed before moving forward with purchasing additional equipment/training.

#### Plans

- DII anticipates training eight additional personnel in FY21.
- DCI & DII will continue to work together on promoting the use within DCI, which will provide field training for DII and allow DCI to evaluate the effectiveness of the program.
- DII is creating a memorandum indicating all CVSA services available to DCI. Evaluation of the program is ongoing.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

**f. Automate routine business functions. OAR, VTR Process, Discipline.**

Progress

- Work unit commanders report statistics to the Deputy Director's Office on a monthly basis.
- Personnel within the Deputy Director's Office compile the data for monthly, quarterly, and annual reports requested by the Director's Office. The Division seeks to have statistical data available "real time", as operations are completed in the field, or as evidence exhibits are being entered into the report writing or evidence management system. Having a report writing platform, such as CrimePad, will allow division personnel easily query the system for statistical data.
- Other administrative processes with the division are undergoing process mapping to improve workflow and efficiency.
- Microsoft TEAMS was introduced in early 2020 to personnel in DCI. This platform has greatly increased our Strategic Communication, sharing of files, and collecting information in one single platform.

Challenges

- Critical evaluation of routine business functions needs collective collaboration as a division and with help from IT personnel to produce such programs.
- Already stretched DoIT personnel being tasked with reconciling and integrating new technologies from antiquated systems.

Plans

- DCI will continue to provide support and offer training sessions on TEAMS being offered by Microsoft/DoIT.
- As more adapt to using TEAMS, DCI will continue to leverage its capabilities.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

**g. Research and develop impact analysis for automated vehicles to ISP mission.**

Progress

- The Traffic Crash Reconstruction Unit (TCRU) is monitoring training programs regarding automated vehicles. Current reputable training sources have yet to produce such a curriculum.
- The TCRU continually reviews publications from various sources to include NHTSA and monitor legislation proposals in order to prepare for advancement of this technology and how to train and equip TCRU officers.

### Challenges

- Autonomous technology is becoming more advanced, but the field of traffic crash reconstruction is not fully prepared to deal with the implications of the technology.
- Reputable sources of crash reconstruction training have not yet produced curriculum to address crashes involving autonomous vehicles.
- The National Highway Traffic Safety Administration (NHTSA) identifies five levels of automation within the definition of an autonomous vehicle.
  - These levels delineate accountability between the driver and system manufacturer.
  - This determination of accountability is the primary concern for traffic crash reconstruction officers.
  - Assigning fault to a driver will be difficult without being able to determine if the crash was caused by the vehicle's computer or by the lack of driver input.
- Other implications for law enforcement include "hacking" of autonomous vehicles, stopping autonomous vehicles, and the use of autonomous vehicle for drug, gun, and human trafficking.

### Plans

- The TCRU continues to review publications, monitor legislation, and seek training specific to the investigation of autonomous vehicle crashes.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

**h. Establish School Violence Tip-line.**

### Plans

- Development of the Safe2Help Illinois school safety tip-line began in FY20 and continues toward full implementation in FY21. Safe2Help Illinois will offer students a safe, confidential avenue in which to share information. This initiative seeks to prevent suicides, bullying, school violence, or other threats to school safety.
- The STIC has hired 5 Intelligence Analysts, obtained specialized texting and project management software, established SOPs and directives, and acquired training for analysts.

### Challenges

- Acquiring sufficient staffing levels for full 24/7 implementation of the program.
- The COVID-19 pandemic has slowed the hiring and training process.

### Plans

- Hiring additional analysts to fully staff the initiative, as well as provide continuing training for analysts.
- Safe2Help Illinois will achieve operational status prior to FY22 and ongoing marketing efforts will be conducted to promote the program.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

**a. Invest in personnel to establish expertise in violent crime and public integrity investigations.**

#### Progress

- DCI training efforts are focused on preparing Special Agents to respond to and investigate violent crime, focusing on homicides, weapons offenses, crimes against children, sexual assaults, and aggravated batteries.
- DCI ensures only those who are experienced and proficient in the area of violent crime investigation are selected for these assignments.
- DCI personnel in the southern part of Illinois participate in a specialized investigative unit called the Child Death Investigation Task Force, which focuses on suspicious or unexplained death of infants and young children.
- In March of 2020, the statewide Special Investigations Unit (SIU) was created within DCI and tasked with conducting investigations into criminal wrongdoing by elected officials and government appointees at the state and local level.
  - Approximately 65 percent of the positions allotted on the table of organization for the unit were filled, and the unit began accepting cases for investigation.
  - Currently, investigations are being conducted by both the north and south squads. One investigation in particular, has elements involving both squads.

#### Challenges

- Continuing to adequately staff DCI with experienced officers may become a challenge in the years to come because the applicant pool of Illinois State Police officers to select from for DCI assignments is becoming younger as more seasoned officers retire.
  - It takes three years for agents to obtain a level of expertise sufficient to investigate major violent crimes.
  - To meet these challenges, DCI has actively sought candidates who have an investigative background, primarily from previous employment, outside of the ISP.
- The biggest challenge overall was creating the SIU in the midst of the COVID-19 pandemic and quarantine.
  - In addition, recruiting new members for the unit was particularly challenging as some candidates were reluctant to leave their comfort zones and take on an assignment of uncertainty.

#### Plans

- Continuing to market the mission of SIU to the investigative zones, local agencies, and prosecutors will establish the credibility of the unit.
- Establish work unit credibility in the SIU through a history of successful investigations to influence the recruitment effort and generate more interest and build a larger candidate pool. This will also foster more referrals and information sharing to the unit for future investigations.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- c. Develop partnerships with the Illinois Attorney General to identify and apprehend child predators through greater participation in Internet Crimes Against Children (ICAC) task forces.**

#### Progress

- Increasing DCI participation in the Office of the Illinois Attorney General's Internet Crimes Against Children Task Force (ICAC) has made significant progress in apprehending child predators.
- There are 47 ISP Officers certified to investigate ICAC cases.

#### Challenges

- The sheer volume of these crimes is a challenge in and of itself.
- DCI agents are only scratching the surface.
- Resource shortages including personnel, training, and equipment.
- With an increase in ICAC caseload, offices could become spread too thin without additional investigators assigned.
- Although the number of ICAC certified Agents has increased over the past two years, DCI Agents are only scratching the surface of ICAC investigations by currently only focusing on CyberTip investigations obtained through the National Center for Missing and Exploited Children (NCMEC). These investigations focus on images being uploaded primarily through social media applications such as Facebook, Snapchat, or Discord.
- Most ICAC certified Agents have not been involved in Undercover Chat or Peer-to-Peer investigations which could yield more large-scale offenders who share pornographic images via the Dark Web and other internet-based applications.
- ICAC cases may get pushed onto the "back burner" when a serious threat or death investigation is assigned to a Zone office. When possible, offices should be separated into two units so ICAC investigators can become more dedicated to working undercover and Peer-to-Peer cases, in addition to the CyberTip investigations, and other Special Investigations. This would allow Violent Crime Investigators to remain focused on Death Investigations and other serious felonies.
- Sending DCI personnel to necessary training.
  - Several of these training courses are available online, while numerous others are hosted at various sites across the state and country.
  - To properly investigate ICAC cases, officers need to be trained and proficient in as many of these topics as possible.
  - Funding will be needed for investigators to travel to courses that are not available online.
- The Department of Innovation and Technology (DoIT) has not made access to a Virtual Private Network (VPN) available for agents to utilize the state of Illinois Century Network.
- VPN access is needed in order for investigators to become involved in Peer-to-Peer and undercover ICAC investigations in addition to CyberTip cases.

Plans

- DCI will continue to recruit candidates who have a desire to work ICAC and other specialized investigations.
- DCI will remain focused on identifying and apprehending child offenders through greater participation with ICAC Task Forces.
- DCI will continue to work with the ICAC Task Force Commander to ensure DCI agents are receiving the best equipment and training available.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- c. Create a state-wide cold case unit comprised of highly skilled retired personnel to adopt and continue investigative efforts and case review of unsolved violent crimes.**

Progress

- DCI Zones currently evaluate cold cases for solvability and work them when they have personnel resources available.
- DCI has submitted several cases for a familial DNA pilot program being conducted by the Division of Forensic Services (DFS).

Challenges

- Upon initial review by DFS, all cases submitted appear to meet acceptance criteria; however, familial DNA searches are on hold with no projected date to resume testing.

Plans

- The development of a cold-case unit remains a priority for the Division.
- DCI is always evaluating and analyzing the best use of its resources and how to provide attention to cold cases, while also working new cases as they come in.
  - An independent cold case unit is currently not considered the best use of investigative personnel.
- DCI will continue to seek training from DFS, increased communications regarding familial DNA searching protocols, and funding for use of external familial DNA resources if ISP resources will not be available in the near future.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- d. Replicate the Child Death Investigation Task Force to all zones.**

Progress

- The Child Death Investigation Task Force (CDITF) was created by state-supported legislation and is currently funded through the Department of Children and Family Services.
- The CDITF is a multi-disciplinary investigative entity that focuses on investigating child deaths and serious life-threatening injuries to children under the age of 18 that occur in the 34 southernmost counties of the state.

- During FY20, Zone 8 personnel have been actively involved in discussions with the program coordinator for the Southern Illinois Child Death Investigative Task Force, which encompasses 34 counties.
- Collaboration with Project CHILD, a three-year federal grant, is underway.
  - Project CHILD is currently gathering data in an effort to reduce child maltreatment, deaths, and near fatalities in it's first year.
  - Zone 8 has been invited to be stakeholder in the process as they continue to develop and implement a data driven strategic plan to other areas of the State.

### Challenges

- Funding is a major challenge the Division faces in replicating CDITF throughout the state.
  - CDITF currently has a budget of \$112,00 which primarily covers training and all expenses related to child death autopsies.
  - CDITF often hosts world-renowned speakers that have a price range from no charge to several thousands of dollars.
- Getting local law enforcement to join.
  - The free training and having the autopsy paid for are attractive perks to Southern Illinois entities who cannot afford those expenses, but this funding is not currently available in other parts of the state.
  - Without the funding, there is little incentive for agencies to re-create a task force.
  - Local law enforcement agencies are hesitant to join CDITF because they do not have the manpower to allocate detectives to lengthy, multijurisdictional death investigations. Several Chiefs and Sheriffs know that they can rely on ISP to investigate child deaths regardless if they are members or not.

### Plans

- ISP will continue to build relationships between LEOs, DCFS, CACs, SAs, etc. for the multi-disciplinary team approach. ISP will continue to partner with Hoyleton Ministries and assist in replicating the CDITF in Central Illinois through "Project CHILD," an OVC initiative to reduce child maltreatment in Illinois.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- e. Increase Air Operations staffing and aerial platforms through creative leasing and purchasing agreements to ensure current technology and build Intelligence, Surveillance and Reconnaissance (ISR) capabilities.**

### Progress

- In FY20, The Air Operations Bureau (AOB) added one pilot at the Springfield base, which allowed the Bureau to meet its goal of increased staffing.
- The AOB has entered a trial period where the Sterling pilot will drive to DuPage each day and respond for missions with the DuPage pilot.
  - The outcome of the trial period will determine whether we need to close the Sterling base or request more staffing.

- Currently, AOB has four aircraft which are approximately 20 years old. We have six dedicated pilots and two pilots in training.

### Challenges

- The inability to identify funding to replace aircraft and camera/FLIR,
- The length of time it takes to train pilots (up to three years), and the recruitment and retention of qualified candidates.
- Six of the last 12 AOB employees submitted voluntary transfer requests to leave the unit, none of which were to positions which offered more pay or a promotion.

### Plans

- Within the next two years, seek funding for the purchase of new aircraft with camera/video downlink and synthetic view mapping software.
- Funding has been requested in the AOB FY21 budget to replace the 20-year-old Night Vision Goggles.
- Identifying new sources of funding
- Incentivize the position to recruit and retain more qualified candidates

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- f. Reorient SOCOM's mission and structure to more fully realize counterterrorism skills and training, identify adjunct tactical operations personnel to serve as force multipliers at large events; and increase SOCOM participation in complex investigations such as missing persons and difficult surveillance areas.**

### Progress

- The State Weapons of Mass Destruction Team (SWMDT) maintains an extremist/terrorist interdiction team which specializes in handling active shooters and events in Chemical, Biological, Radiological, Nuclear, or Explosive (CBRNE) environments. Vapor Wake canines continued to be utilized in operational security details.
- Twenty-five new ISP SWMDT Science Element members attended Hazardous Materials Operations class in Springfield. This training is the initial phase of federally required training for participation in a Haz-mat/CBRNE response team.
- SOCOM continues to establish joint tactical operations with other groups to include the Secretary of State Hazardous Unit and Illinois National Guard Civil Support Team during the COVID-19 pandemic and civil unrest. Successful operations include securing the Bank of Springfield Center for convening the State Legislators to pass critical COVID-19 response legislation.
- SWAT has utilized night vision capabilities to detect infra-red signatures produced by surveillance cameras, Ring door devices, etc., during complex criminal investigations.
- SOCOM is available to assist with deployment of handheld Forward Looking InfraRed (FLIR) to assist in ground use, when foliage may be too thick for Air OPS FLIR systems. The use of this technology is available upon request.

### Challenges

- The current pandemic has led to the cancellation of training classes.
  - SWMDT members need to attend regular training to maintain and become more efficient with these skills as the program grows.
- Current FLIR systems are becoming outdated and there is a need to issue additional devices to more operators. These expensive items need to be budgeted for and replaced every five to six years in order to keep pace with progressive technology.

### Plans

- SOCOM will partner with and utilize the resources of federal agencies and ISP STIC to hone the counterterrorism skills needed to detect, prevent, and respond to a terrorist threat in Illinois.
- Strengthen skills through training courses geared towards effective counterterrorism measures.
- Enhance the usability of SOCOM personnel and SOCOM resources in complex investigation by identifying adjunct tactical operations personnel who are working outside of SOCOM who can effectively be trained in these counterterrorism skills, helping to multiply the available resources as we prepare for the multi-agency mutual aid event to occur.
- Over the next two years, the unit hopes to become more diverse through the addition of minority personnel, and the expansion of the current footprint as our relationships with ILEAS, Chicago Police Department and Cook County Sheriff's Police, and our rural county partners is solidified. Growing these relationships will assist us in achieving DCI's goals, participating in more complex investigations, and creating more well-rounded troopers.

### **Goal #3: Enhance training and welfare of personnel.**

- a. Contract with a psychological care group to provide statewide mental health care to both sworn and code staff with emphasis on critical incident mental health management and recovery including officer involved use of force incidents and line-of-duty deaths.**

### Progress

- The Division of Criminal Investigations has ongoing communication with ISP Peer Support personnel about the current assistance programs available to sworn and code employees.
- Peer Support was invited to the DCI Command Meeting in October 2019 which resulted in requests for peer support site visits by multiple DCI work units.
- DCI personnel were also encouraged to attend Officer Wellness and Resiliency Training by Mr. Silouan Green.

### Challenges

- Seeking and accepting the guidance of medical professionals can be challenging for individuals.

- Law Enforcement personnel often struggle to manage the challenges associated with competing demands.
- Very intense and difficult circumstances must be addressed while simultaneously mitigating the impact of those demands on personal health and well-being.

#### Plans

- Officer wellness will remain a top priority for the Division, as it will for law enforcement agencies around the globe.
- DCI leadership will continue to gather information and suggestions from the field and explore new suggestions and ideas regarding the mental health of officers and support staff.

### **3. Enhance training and welfare of personnel.**

- b. Re-invigorate In-service training by adopting best practices from other agencies and federal partners.**

#### Progress

- The Division of Criminal Investigations was reinstated in August of 2019.
- Since that time, the Division established a training committee to identify current and future training needs.
- The committee reinvigorated the former Basic Investigators Course (BIC), now renamed as New Agent School (NAS), and plans to hold a course in the fall of 2020 for approximately 40 students.

#### Challenges

- NAS was scheduled for FY20 but had to be pushed back due to COVID-19 and contract renewal with CTK. It is anticipated that this training will be conducted at two locations in the 4<sup>th</sup> Quarter of FY21.

#### Plans

- The Division is working to have all new personnel trained on interviews/interrogations by the CTK Group during NAS.
- DCI will hold two separate training sessions conducted by CTK during FY21, tentatively scheduled for April & May 2021. This will ensure all additional personnel receive the training.
- The training committee also determined a three-year annual training plan (following CTK) which will be highlighted by a three- to four-day In-service training event each year at strategic locations throughout the state to reduce travel/per diem costs.
  - The first year of the training will focus on Death Investigations; Major Case Protocol; and Child Abductions/Human Trafficking.
  - The second year will focus on Victimology/Behavioral Science and Contextual Bias Training.
  - The third year will focus on Forensic Experimental Trauma Interviews (FETI) and Internet Crimes against Children.

- DCI will also include Mental Health/Officer Wellness components to these training events.
- The majority of the training sessions will be integrated training and led by DCI personnel. The classes will focus on lessons learned from past cases DCI has handled. Additionally, DCI has contacted the FBI Office in Springfield to present an eight-hour block of instruction on Child Abduction in early FY22.
- DCI is in the process of offering quarterly training bulletins via the Illinois OneNet Training platform.
- In order to provide predictability in the planning cycle, Investigative Support Command is working to issue the DCI Quarterly Training Bulletins in the 2<sup>nd</sup> month of each quarter specifically on OneNet.
- In an effort to correct a previously identified gap in training for DCI, each Training Bulletin will include a Mental Health/Officer Wellness component.
- DCI conducted the following training courses during FY20:
  - New Agent School, 42 Special Agents trained
  - CC-130 (WebEx Training)
    - Traffic Crash Reconstruction
    - Preliminary Investigations
    - E-Lineup
    - Public Integrity Investigations
    - DII/BIU Introduction
    - Court Orders, Search Warrants
    - Officer-Involved Death Investigation
    - Mental Illness and Non-normative Behavior
    - Dealing with People with Disabilities
    - Death Investigations
    - Introduction to Narcotics
    - Child Death Investigation
    - Crime Scene Services Command
    - Health and Wellness
    - The Impact of Social Media in Missing Children Cases (Webinar)
    - The Dangers of Fentanyl: More Deadly than Heroin (Webinar)
    - Methamphetamine Update (Webinar)
  - CBD and the Illinois State Police
  - Recreational Cannabis Scenarios
  - Recreational Cannabis Law Enforcement Considerations
  - Recreational Cannabis Modules 1, 2, and 3
  - Sexual Assault Incident Procedure Act (SAIPA) Training

**Goal #3: Enhance training and welfare of personnel.****c. Identifying training gaps through performance and hands-on training evaluations.  
Improved In-service training management system.**Progress

- DCI is in the process of revamping the Field Training Agent (FTA) Program, including the FTA Manual and related field training forms.
  - Each and every agent must have a basic skillset by the time they complete the field training program that will allow them to be effective criminal investigators in any zone within the state.
  - The Field Training Checklist remains an integral part of the FTA Program and has been revised to more accurately reflect Special Agent responsibilities to ensure each Special Agent candidate acquires this basic skillset.
- The FTA Manual was created and approved by the committee and is currently in the process of being reviewed by the chain-of-command.
  - A Power Point was created to train Field Training Agents on the new program.
  - This training will be mandatory to ensure that all FTAs understand the process as well as what behaviors constitute unacceptable, acceptable, and superior performance during the training program.
  - The FTA Manual and associated FTA training power point will be reviewed every two years.
- With the reorganization of DOO in FY20, Investigative Support Command (ISC) began to refocus its efforts on updating the FTA manual, which was previously updated in 2005.
  - Several meetings took place between ISC and the Statewide FTO/FTA coordinator in adapting the FTA program to the current FTO scoring program.
  - DOP is currently field testing the Law Enforcement Field Training Application (LEFTA) system, which began in late May of 2020. Fine tuning of the FTO document forms and DOP reviews are currently being evaluated by the Statewide FTO/FTA coordinator.

Challenges

- DCI does not have access to LEFTA as this would be an additional cost.
- This challenge will require additional support from Office of Finance and the Director's Office.

Plans

- DII is currently proposing to procure a LEFTA suite package, which would allow access to all of ISP to use for it's field training programs.
- DCI would also like to transition to the paperless field training documentation system offered by the Law Enforcement Field Training Application (LEFTA) program.

**Goal #3: Enhance training and welfare of personnel.**

- d. Mental clarity through professional development – Rotational away from identified “high-stress” assignments to other units to learn, contribute, and share experiences.**

Progress

- DCI seeks to support officer wellness and employees who are experiencing personal or professional issues.
- DCI is currently in the process of evaluating PER-066, “Sworn Rotation,” and submitted a request for the policy to be reviewed for potential policy staffing, which would allow for additional reviews and recommendations from all ISP divisions.
- DCI is considering each officer undergo a review once each year during the Integrated Strategic Performance Review Part II Job Performance Evaluation and determine whether or not it’s in the best interest of the individual and the ISP to continue in their current assignment.
- In an effort to produce an environment for innovation and creativity to be expressed while supporting officer wellness and professional growth, DCI is in the process of forming a committee to discuss varied exposures to administrative and operational assignments throughout the Division.

**Goal #3: Enhance training and welfare of personnel.**

- e. Recurring basic training In-service retreat. At identified intervals (3-5 years), Cadet Classes are reconvened, disconnected from daily assignments, and provided updated In-service training, mental and physical health screenings, and officer safety, trends in law enforcement, personnel management, leadership and retirement training at a secluded venue.**

Progress

- The Division is taking a serious look at what can be done to promote officer wellness and resilience.
  - There is discussion of granting sworn personnel a six-month Temporary Duty Assignment, as a break from permanent assignments, every few years.
  - PER-066, “Sworn Rotation,” submitted a request for the policy to be staffed.
  - In-service training is being planned by the DCI Training Committee that will include topics such as officer wellness and safety, personnel management and leadership, and current issues in law enforcement.

**Goal #3: Enhance training and welfare of personnel.**

- f. Identify retiree death liaison and formalize retiree death notification protocol and practices.**

Progress

- DCI recently initiated this discussion with the Employee Support Services Section in the Office of Equal Employment Opportunity (EEO).
- EEO is currently working on creating a protocol.

### Challenges

- Familiarizing officers with protocols and practices.
- Selection of a retiree death liaison coordinator.

### Plans

- The Division will be working with Employee Support Services personnel to establish a retiree death liaison and formalize the retiree death notification protocol.
- Discussions will resume in FY21

### **Goal #3: Enhance training and welfare of personnel.**

#### **g. Personal and professional cyber-security training for sworn and code.**

### Progress

- The Statewide Terrorism & Intelligence Center (STIC) produced a booklet for law enforcement on privacy strategies.
  - This document provides a list of suggestions to help public safety personnel reduce the vulnerabilities related to a cyber-attack or identity theft.
  - This document will continue to be promoted by STIC as a best practice for cyber security protection.
- STIC created a Cyber Security Information Sharing (CSIS) Program to form trusted partnerships among all information sharing communities (law enforcement, private sector, and public safety) to share technical material that may impact the security of information technology (IT) at their agencies/companies.
  - Intelligence notes and information related to cyber security are shared with these partners.
  - State, local and federal partners provide information for the creation of these notes, which often contain details about incidents, and provides information on resources and how to protect cyber systems.
  - STIC supports this process by producing and disseminating these intelligence notes. STIC also disseminates notes developed by partner agencies for sharing.
  - The goal of this program in the future is to increase the size of the audience receiving this information.

### **Goal #3: Enhance training and welfare of personnel.**

#### **h. Emotional health and family counseling resources.**

### Progress

- EEO continues to introduce more services to our DCI personnel.
- Now more than ever, family support is a necessity to those serving in law enforcement.
- While navigating through a global health pandemic and civil unrest, it has become even more evident that the daily physical, mental, and emotional demands for employees continue to increase.
  - This increase can greatly impact family members even though it is not always recognized or evident.

- Understanding the need for holistic care, the Illinois State Police aims to reinforce an inclusive approach for supporting our employees by also supporting their family.
- This initiative has given way to the introduction of a Family Support Group where we hope to extend support services to the family members of ISP's employees.

**Goal #3: Enhance training and welfare of personnel.**

- i. New Code employee immersion and orientation to provide agency legacy and cultural informational training to new code staff upon arrival to the ISP. Co-taught by Sworn and Code.**

Progress

- In FY20, the Department provided the ISP Code Employee Handbook, providing a background of the Agency and guidance to many procedural questions Code Employees may have.

Challenges

- Reinvigorating ISP Academy curricula and tailoring it to DCI will take dedication and time for a well-structured program.
- Identifying those who have time to develop and instruct due to current staffing levels.

Plans

- The Division of Criminal Investigations understands the importance of teaching the ISP legacy and instilling the ISP culture of integrity, service, and pride within all new code employees. In FY21, The Division of Criminal Investigation will develop an administrative checklist, Division orientation checklist, curriculum, and a power point presentation for new DCI code employees.
  - The administrative checklist will ensure tasks are completed such as permitting access to necessary facilities and files as well as computer programs and user groups within Outlook and Microsoft Teams.
  - The orientation checklist will ensure an introduction to the employee's supervisors and coworkers as well as an explanation of the schedule and how to complete basic tasks such as time off requests and timesheets.
  - The curriculum and power point presentation will outline the history of the Agency, the roles and responsibilities of sworn and code employees, an introduction of current ISP leadership, and current ISP initiatives.
  - The training can be conducted by both code and sworn personnel.

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- a. Enforce laws related to the criminal possession and use of firearms and reduce the access to firearms by prohibited individuals.**

#### Progress

- DCI has been working with Firearms Services Bureau, local police departments, Sheriff's Departments and County Courts throughout the year to increase the level of compliance among revoked FOID card holders.
- DCI has worked to be a leader in this effort ensuring local and county law enforcement have the necessary understanding to support the legislative requirement for revoked FOID compliance.
- DCI has conducted presentations, trainings and revoked FOID card enforcement details as a training mechanism assisting local and county law enforcement to increase compliance of revoked FOID card holders.
- The details have resulted in increased compliance, weapons and FOID card recoveries, and criminal arrests related to FOID enforcement.
- On a monthly basis, DCI also conducts FOID card enforcement details without local or county assistance for communities that lack resources to conduct FOID investigations.
- DCI is also focused on the investigating denied FOID card applications and attempted firearm purchases of firearms from Federal Firearm Licensees by those with revoked FOID cards (Attempted, Lying and Buying).
- DCI Northern Command is working with Cook, DuPage, Kane, McHenry and Dekalb Counties, establishing a best practice model of investigation to share statewide for Attempted, Lying, and Buying cases.
- DCI Northern Command is also working with ISP Legal to establish a best practice in charging lying on a FOID card application to ultimately share statewide.
- DCI is working to assist in increasing the revoked FOID card compliance Statewide as well as having best practices established for investigations into denied FOID card applications and Attempted, Lying, and Buying cases.

#### Challenges

- Currently FSB does not maintain records of IP addresses of those who electronically complete a FOID application containing fraudulent information. The tracing of IP addresses back to the device used would further enhance the probability of successful prosecution of these cases.
- Differing opinions with State's Attorney's Offices agreeing on establishing a venue to prosecute a fraudulent FOID application, i.e. Cook County of Sangamon County.
- Timeliness notification from FSB on Firearm Transfer Inquiries (FTIP). FTIP denials are delayed to a degree that a Firearms Dealer may have a video surveillance system, but the potential evidence of the person attempting to buy the firearm has been overwritten because the FTIP information to the Zone was delayed.

### Plans

- Investigative Zones will continue to conduct FOID revocation details.
- Investigative Zone will continue to collaborate with local law enforcement and ask them to participate in order to gain an understanding of how to enforce FOID revocation, allowing them to conduct their own FOID enforcement activities.

#### **4. Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- b. Identify and apprehend prohibited possessors of firearms through intra and inter-agency partnerships.**

### Progress

- DCI has Intra-agency partnerships with Firearm Services Bureau (FSB) and the Statewide Terrorism Intelligence Center (STIC).
  - FSB and STIC are instrumental in DCI's efforts in conducting FOID related investigations.
  - Statewide, DCI has relationships with State and Federal Prosecutors and regularly communicate how to best prosecute prohibited persons caught in possession of firearms.
- DCI Northern Command is working with the Cook County State's Attorney's Office and the United States Attorney's Office of Northern Illinois when investigating occurrences of lying on a Federal Form 4473, Firearm Transaction Record.
  - Charging decisions are made as a group depending on the circumstances of each individual investigation.
  - DCI also has Special Agents assigned to Federal Task Forces (ATF, FBI).
  - The TF Agents review weapon related arrests made by DOP and facilitate Federal Prosecution for offenders who criminal histories expose themselves to longer prison sentences.

### Challenges

- Prosecutors are reluctant to charge some cases without video evidence of the attempted firearm purchases.
  - Currently, all gun dealers do not have adequate surveillance systems installed on premises.

### Plans

- In the next two years, as gun dealers update security and video systems in accordance with the Illinois Firearm Dealer License Certification Act, digital evidence will become more readily available.
- The increased availability of digital evidence will have a positive effect on the number of arrests and successful prosecutions.

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- c. Increase the clearance rate of homicides investigated by the Illinois State Police by providing investigative personnel with advanced training in the area of homicide investigations.**

#### Progress

- DCI created a training committee in FY20.
- In FY20, Special Agents and Special Agent Candidates attended a variety of training courses to increase their effectiveness when responding to violent crimes.
- While most training is provided internally, many agents also availed themselves of the myriad of courses offered through the Illinois Law Enforcement Training and Standards Board (ILETSB) Mobile Training Units (MTUs).
- During FY20, DCI personnel also attended the Illinois Homicide Investigators Association annual conference held in October 2019.
- DCI is currently developing an enhanced internal In-service training curriculum that will build on what agents previously learned during New Agents School (NAS), with a focus on new emerging investigative methods and technology.

#### Challenges

- For DCI to continue on this visionary and aggressive training path, we must continue to seek funding of investigative training initiatives.
- DCI must maintain its recruitment efforts to attract a qualified diverse workforce for the future.
- Due to the COVID-19 pandemic, The Illinois Homicide Investigators Association (ILHIA) cancelled its October 2020 conference. DCI previously sent approximately 110 ISP investigators to this training in 2019.

#### Plans

- DCI will continually support advanced training for homicide investigations.
- DCI will continue to monitor training offerings and encourage officers to attend training.
- DCI training committee has established a three- to five-year training matrix. Subject matter experts were identified, and course curricula is currently being updated and created.
- Creation of the 360 Degree Trooper initiative is currently underway by the DCI Training Committee.
- The DCI training Committee will continue to meet once a month for group discussion on the various above topics.

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

**d. Utilize data driven information to become more efficient in reducing violent crime.**

#### Plans

- During FY20, a Zone 6 Dashboard was created to view violent crime data related to the Metro-East.
  - The dashboard allows for near-real time data visualization of violent crime such as homicides and shootings.
  - In the dashboard, this data can be overlaid on top of datasets such as gang boundaries, parolee information, and sex offenders.
  - The map contained in the dashboard can be viewed on mobile devices using the location of the device to show the violent crime in the area of the responding officer. A
  - mobile-friendly application was developed to allow data input in the field with the ability to attach photos and any necessary information about the crime.
- Also, the COVID-19 Statewide Emergency Environment was developed to assist law enforcement and other public safety partners prepare for and respond to the COVID-19 pandemic.
  - Data on cases, deaths, hospital status, PPE availability, and testing sites was all available in one place to help law enforcement make informed decisions.
  - In addition, an application allowed for the reporting of COVID-19 cases within police and fire departments allowing better situational awareness for any staffing shortages or other issues arising.

#### Challenges

- The need to backfill various positions vacated by personnel leaving to join proactive initiatives such as Public Safety Enforcement Group (PSEG).
- Supplying these specialty units within DCI with the appropriate equipment such as a covert squad car equipped with emergency lighting and video recording systems.
- Establishing trust and confidence in law enforcement throughout communities remains challenging with today's stressed police and community relations.

#### Plans

- The magnitude of criminal violence in Zone 6, specifically in the Metro-East communities has led to an increase in operational needs.
  - With the realignment of the DCI Southern region, the goal was to lessen the burden on Zone 6 while increasing their operational relevance in the Metro-East area.
  - The mission for the proposed PSEG will be to mitigate the inordinate violence in the Metro-East, with primary enforcement efforts in the city of East St. Louis.
    - The goal of PSEG will be to conduct both covert and overt investigations with an emphasis on unlawful use/possession of firearms and violent crimes.
- Emphasis will need to be placed on building trust and confidence in law enforcement throughout the community.

- Work along side the communities in which officers serve to garner support of their initiatives to reduce violent crime and apprehend offenders.
- Establish partnerships with local and federal law enforcement officers and prosecutors in order to significantly reduce the criminal threat

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- e. Increase ISP's capacity to focus on the gap between tactical and decision-making intelligence by expanding the Statewide Terrorism and Intelligence Center beyond homeland security to include local Intelligence Liaison Officers.**
- The Statewide Terrorism & Intelligence Center (STIC) will continue to sustain a liaison program between the Illinois State Police, STIC, and state/local law enforcement agencies, which allows an officer, investigator, or analyst to come to the STIC for a one-week period.
    - The program allows law enforcement agencies to learn some of the capabilities, processes, products, and programs, which are available to them from STIC and help their officers and agencies build their counterterrorism and analytical capability.
    - Participants also get signed up for a Homeland Security Information Network (HSIN) account and meet with the Public Safety Program Managers (Private Sector, Fire Service, Emergency Management, School Safety, Public Health, Election Cyber Security, Jail Intelligence, Cyber Security, Disaster Intelligence, Traffic) in order to become advocates in their local community for STIC's information sharing programs.
    - STIC benefits by learning more about the information needs of state/local law enforcement agencies as well as enhancing working relationships with local partners to promote thorough investigation and reporting of potential terrorist or suspicious activity.
    - Since the program's inception, there have been 66 fellows participate in the liaison program.
    - STIC has seen increases in requests for information and participation in monthly intelligence webinars from these participants.
    - The fellows have also become trusted partners and valuable resources for STIC when information is needed from their jurisdiction.

Challenges

- The fellowship program has been placed on hold since March due to COVID but will resume once restrictions are lifted.

Plans

- DCI will continue to send personnel to the STIC Fellowship Program once its reinstated. Support will be needed from fiscal for lodging and per diem expenses.

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- f. Through training and aggressive Medicaid fraud investigations, identify offenders, reduce the occurrence of fraud, and assist in the recovery of funds.**

#### Progress

- The Medicaid Fraud Control Bureau (MFCB) successfully obtained \$13 million in restitution ordered through criminal dispositions and civil settlements for fiscal year 2020.
- The MFCB opened 220 criminal cases alleging fraud, abuse and neglect.
- As a result of the COVID-19 pandemic limiting training opportunities, MFCB implemented and completed a 16 Hour, in-house, web-based training for all MFCB personnel and a two-day Collaborative Cross Training with Healthcare and Family Services and the Office of Inspector General.
  - As members of the National Association of Medicaid Fraud Control Units, our investigators, attorneys and analysts attend mandatory classes throughout the country to increase proficiency in their respective fields.
  - Members also maintain Certified Fraud Examiner certification in law, nursing, and fraud examination.
  - The MFCB personnel have also been encouraged to complete external web-based training/certifications.
- The MFCB has remained active combating Medicaid and Health Care Fraud by partnering with other entities using task forces.
- The MFCB personnel have assisted on the US Department Justice COVID Fraud Task Force, Opioid Task Force, the Elder Abuse Task Force, the North, Central, and Southern Healthcare Fraud Task Forces, monthly meetings with the State's Medicaid Single State Agency, and attending the Narrative Review Committee to discuss new referrals.
- The MFCB also meets with the Department of Human Services and Illinois Department of Public Health to address the Abuse and Neglect of Medicaid recipients as well as fraud in home health settings.
- MFCB continues to liaison with long term care facilities regarding awareness of reporting abuse, neglect, and fraud. Challenges
- The COVID-19 pandemic has greatly limited training opportunities for the MFCB.
- The COVID-19 Pandemic has complicated investigative efforts, especially since long term care facilities are some of the highest COVID-19 risk environment.

#### Plans

- Once long-term care facilities open, MFCB is preparing for an influx of Medicaid cases involving abuse and neglect.
- The MFCB will continue its goal in working towards the mission of aggressively investigating and deterring cases of fraud, abuse, and neglect in order to safeguard the Medicaid system from unscrupulous providers along with promoting proper medical care and a safe environment for all long-term care residents in Illinois.

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

**g. Strengthen relationships with federal partners through collaboration and joint exercises.**

Progress

- The Statewide Terrorism and Intelligence Center (STIC) maintains a continued working relationship with Federal partners on various levels.
- The Department of Homeland Security (DHS) has a full-time Intelligence Officer assigned to STIC to facilitate information collection and sharing among agencies.
- The Federal Bureau of Investigations (FBI), Springfield Division, has an Intelligence Analyst assigned to STIC on a part time basis between the ISP and FBI.
- The ISP Intelligence Command maintains working relationships all federal investigative agencies and Chicago Police Department (CPD) in the Chicagoland area.
- In January 2020, the STIC participated in the Hunter-Seeker exercise. The event was an intelligence sharing exercise among the ISP STIC, FBI, DHS, and Fusion Centers at CPD, St. Louis County Missouri, Kansas City, Boston, and Missouri State Fusion Center.

Challenges

- The COVID-19 crisis situation has decreased the ability to hold in-person intelligence-sharing meetings.
- Meetings are currently being held virtually to overcome these challenges.

Plans

- Attaining this goal in FY22 will be achieved by continuing the ongoing working relationships currently in place.
- Once public health officials determine it is safe to do so, resuming in-person meetings for collaboration will be a priority.
- Participation in future intelligence analysis and sharing exercises available to the STIC will resume if available.

**Goal #5: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

**a. Proactively target manufacturers and traffickers of illicit substances.**

Progress

- Twenty-two Metropolitan Enforcement Groups (MEGs) and Task Forces continue to operate throughout the state.
- Approximately 150 DCI Special Agents/Supervisors and Local Officer/Inspectors comprise this effort.
- Counterdrug Intelligence Analysts from the Illinois National Guard augment the effort by providing intelligence which is key to identifying and investigating traffickers.
- The units conduct covert and overt operations including the use of confidential sources and undercover agents to conduct controlled purchases of illegal drugs and firearms.

- The effort is aimed at the identification, investigation, and successful prosecution of high-level drug traffickers.
- Quarterly meetings are held among the MEGs and Task Forces to ensure information sharing.

### Challenges

- Proper funding is a concern in maintaining and continuing the evolution of the program.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.

### Plans

- DCI will continue to post agent vacancies.
  - With additional personnel, Investigative Zones can continue to transition personnel into narcotics roles.
- DCI will continue to establish & re-establish relationships with our local law enforcement partners.
  - Development of PSEG is currently underway.
- DCI community outreach was discussed during our July 16, 2020, leadership meeting with Commanders.
  - Task Forces and MEGs are considering the inclusion of mental health professionals in their response to drug trafficking cases/incidents in order to not only enforce the laws, but also encourage rehabilitation and treatment.

### **Goal #5: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

#### **b. Develop a narcotics strategy to address all geographical areas of the state.**

The MEGs and Task Forces are situated throughout the state. All but 26 Illinois counties are represented as part of a unit with outreach and recruitment continuing throughout the year. The narcotics strategy continues to evolve and also includes partnerships for drug treatment referrals and educational presentations. As an example, the Southern Illinois Drug Task Force (SIDTF) continues to work with the Gateway Foundation and Centerstone in Southern Illinois to encourage treatment as an option to those struggling with addiction following an arrest. SIDTF provides informative and appropriate presentations to diverse audiences including educators, students, and healthcare providers among others in an effort to bring awareness and potentially deter illegal activity. Many other MEGs and Task Forces participate in similar efforts.

### **Goal #5: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

#### **c. Devote resources where appropriate and available to develop narcotics squads focusing on dismantling narcotics distribution organizations**

### Progress

- DCI continuously assesses the equipment and training needs of the drug enforcement units.

- DCI recently purchased five TruNarc Drug Analyzer devices to enhance the effort and promote a safe process in examining unknown suspected illegal drugs.

#### Challenges

- Proper funding is a concern in maintaining and continuing the evolution of narcotics programs.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.

#### Plans

- The Division plans to purchase Mass Spectrometers to further improve the effort.

#### **Goal #5: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

##### **d. Work closely with local governance boards to continue to improve narcotics-related enforcement.**

- MEGs and Task Forces are comprised of officers from DCI and other state and local agencies.
- The units are governed by policy boards comprised of the leadership of the same.
- Representatives from the units often attend meetings of local boards of governance to assess the effectiveness of the drug enforcement effort, receiving critical feedback.

#### Challenges

- Proper funding is a concern in maintaining and continuing the evolution of narcotics programs.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.

#### Plans

- While enforcement is the primary mission of the MEGs and Task Forces, there is a recognition among the units that enforcement is only part of our way forward.
- Education, preventative efforts, and treatment/rehabilitative efforts are equally important.
- As previously stated, many ISP MEGs and Task Forces work in concert with the other disciplines as a way of working toward the most ideal response to illegal drug abuse and trafficking.

**Goal #6: Reduce Illinois' vulnerability to terrorism.**

- a. Through the Statewide Terrorism and Intelligence Center, provide a full range of intelligence resources to support Illinois' counter-terrorism efforts.**

Progress

- The Statewide Terrorism & Intelligence Center (STIC) is a 24/7/365 all-crimes and all-hazards fusion center that provides services to state, local, federal law enforcement, and public safety partners.
  - The law enforcement component of STIC is staffed by sworn and civilian personnel from the Illinois State Police, Illinois National Guard, Federal Bureau of Investigation, and Department of Homeland Security.
  - Analysts perform a thorough search of all available databases and resources and have a network of contacts that reduces the need for requestors to make multiple requests.
- In calendar year 2019, STIC handled more than 17,000 requests for information.
- These requests for information include information sharing with state, local, and federal partners that has been acquired through STIC analysts' thorough database checks.
- STIC has public safety personnel assigned to manage the public safety outreach programs.
  - These public safety programs partner with the private sector, emergency managers, school resource officers and administrators, election officials, traffic, jails, public health, and the fire service.
  - These approximately 2,500 partners can work with the program managers and request and provide information as it relates to suspicious activity and threats.
  - The program managers share threat-related information to these partners as it relates to physical and cyber critical infrastructure and provides information and resources on how to prevent, detect, deter, mitigate, and respond to these threats.
    - This is especially important in Illinois; the state ranks fourth in terms of relative risk when compared to other states and territories.
    - The Chicago urban area ranks third when compared to other urban areas throughout the country.

Challenges

- The biggest challenge is the hiring of additional qualified personnel to fill Terrorism Research Specialist and Criminal Intelligence Analyst positions.
- STIC is also challenged ensuring they are up-to-date with new software.
  - Currently the FBI provides Accurant Software, a research tool available to the ISP.
  - The FBI will no longer be providing ISP access to Accurant, and STIC will need to select a vendor to provide a research database, which is utilized among many platforms within the ISP for criminal intelligence information.
    - In May 2020, a proposal for securing new software to replace Accurant was presented to the Intelligence Command Chief along with a cost estimate.

Plans

- STIC will continue to process requests for information for all law enforcement officers in Illinois' counter-terrorism efforts.
- The public safety program managers will continue to partner with its public safety partners and share information with them to protect their assets.
- DCI will work with the Office of Finance to identify a funding source for the software needed to replace ISP access to Accurant.

**Goal #6: Reduce Illinois' vulnerability to terrorism.**

- b. Collaborate with the FBI Joint Terrorism Task Forces (JTTF), and state and local partners to have a comprehensive preparation, detection, and response strategy for homeland security.**

Progress

- During FY20, the collaboration between the JTTF and state and local partners continued to be successful.
- In addition, the coordination between STIC and the state and local partners continued to function well.
- There were numerous accounts of suspected terrorism-related incidents, threats of mass shooting, and other suspicious information forwarded to the JTTF by these partners.
- JTTF personnel met with representatives from the law enforcement, private sector, and educational entities to participate in tabletop exercises; share awareness of respective resources, skill sets, and expertise; and establish professional relationships where there previously were none.

Challenges

- Not all of the law enforcement, public safety, emergency personnel, and other government agencies were aware of and/or familiar with the resources, capabilities, and functions of the JTTF.

Plans

- The JTTF will continue efforts to establish, maintain, and enhance relationships and information sharing between the JTTF and state and local partners.
- We plan to attend local and regional law enforcement-related meetings.
- We will continue to better communication with other ISP units who also work these events and establish new relationships where there were previously none.

**Goal #6: Reduce Illinois' vulnerability to terrorism.**

- c. Provide subject matter expertise and education to high-profile events to deter, detect, and defend public gatherings from violent acts.**

Progress

- Members of the JTTF participated in tabletop exercises with law enforcement and private sector personnel to share information and investigative responsibilities regarding potential scenarios and incidents, which could occur at high-profile events.
- JTTF members provided presentations on terrorism-related topics and JTTF awareness to personnel from law enforcements, state's attorney's offices, US. Attorney's Offices, and the private sector.
- The JTTF continued to participate in investigative and intelligence functions during high-profile professional and special events.

Challenges

- Not having enough personnel to attend every high-profile event
- At times, communication between the different groups while working at some high-profile events.

Plans

- The JTTF will continue efforts to meet with and provide JTTF awareness and terrorism-related information to law enforcement, emergency personnel, private sector, educational entities, and others.
- We will continue to attend high-profile events and work together with the other law enforcement agencies and emergency personnel.
- We will strive to communicate better internally with other ISP units who also work these high-profile events.

**Goal #7: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

- a. Maintain and implement, as needed, a comprehensive ISP deployment plan to guide the rapid, regulated movement of officers in the event of a major threat or incident.**

Progress

- The Illinois State Police utilizes the Critical Incident Mobilization Plan (CIMP) to facilitate the rapid deployment of officers throughout the state for major threats or incidents.
  - Currently, the CIMP incorporates both Division of Patrol and Division of Criminal Investigation personnel.
  - The CIMP divides the state by regions with designated command staff in place for each region.
  - During an activation, the designated command staff will populate the various platoons with available personnel for deployment.
- The Division of Criminal Investigation utilizes the Major Case/Mass Casualty Protocol to deploy investigators to major crimes throughout the state that require more resources than are available in the effected Zone.

- The DCI Major in the effected region has the authority to activate the protocol with the appropriate Zone Commander assuming the role of Officer in Charge (OIC).
- The Major Case/Mass Casualty Protocol is divided into eight sections; Operations, Lead Management, Intelligence, Agency Liaison, Crime Scene Services, Logistics, Media, and Family/Victim Liaison.
- The Major Case/Mass Casualty Protocol has defined job functions for each section and a table of organization that can be expanded or contracted depending upon the needs as a case develops.

#### Challenges

- DCI personnel were scheduled to attend the St. Louis Complex Coordinated Terrorist Attack Program (CCTA) in March 2020. Portions of this event were cancelled due to the COVID-19 pandemic.
- Scheduling the maximum DCI personnel to participate in a large-scale Mass Casualty Exercise while not depleting our work unit resources in order to respond to a call out.

#### Plans

- SOCOM will continue to offer for OIC training for Lieutenants and Captains.
  - This program consists of a WebEx class and onsite field instruction from SWAT.

#### **Goal #7: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

- b. Conduct tabletop exercises with national partners to include ILEAS, IEMA, federal agencies and United States Military branches.**

#### Progress

- The Illinois State Police participated in four tabletop exercises during FY20 focusing on active shooter threats, Improvised Explosive Devices (IEDs), Weapons of Mass Destruction (WMD), and intra-agency operations.
  - The table top exercises were conducted at Scott Air Force Base, the Edward Jones Dome St. Louis, Fairview Heights Police Department, and the St. Charles, Missouri, Emergency Operations Center (EOC).
  - The exercises required the integration of different agencies from Illinois and Missouri to include SWAT Teams, Hazardous Device Units, Patrol Units, ILEAS, MABAS, Fire Departments, Emergency Medical Services, Communications, and Military Partners.
- SOCOM Command staff also worked with the Chicago Police Department to help them develop a Counterterrorism and WMD program.
- The civil unrest experienced throughout the country this spring resulted in unprecedented interagency cooperation and operations statewide.

#### Challenges

- Dedicating time for training while not depleting DCI personnel in the event they need to respond to an event.

- Costs of lodging/per diem for a large-scale event.
- Identifying hotels who will direct bill the State of Illinois.
- COVID-19 current restrictions won't allow a large scale, multi-agency event to take place.
- Scheduling of these events to ensure maximum personnel within the ISP and other involved agencies is logistically complex.

#### Plans

- Annual WMD exercises with IEMA, National Guard, and ILEAS. Training was scheduled for Fall 2020, but this has been rescheduled for Spring of 2021 due to COVID-19 restrictions.

#### **Goal #7: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

- c. Increase the State Weapons of Mass Destruction Team's counter-terrorism capabilities by ensuring they are adequately staffed, equipped, and trained.**

#### Progress

- The SWMDT is in the process of adding new personnel to the Science Team which directly works with the team operators.
- These new members are beginning the initial training

#### Challenges

- Federal Grant Funds have continually been decreased throughout the years.
- While SOCOM is able to purchase equipment, an increase in grant funding would allow additional equipment to be placed strategically throughout Illinois, allowing SWMDT personnel to handle any situation that arises in a timely manner.

#### Plans

- The new members will continue to have training in the future to allow each member to finely tune their skillset when it comes to the different jobs of the Team.

#### **Goal # 7: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

- d. Ensure SOCOM adapts appropriate protective measures that correspond to the Homeland Security Threat Advisory System (HSTAS).**

#### Progress

- The State Weapons of Mass Destruction Team is in the process of adding new personnel to the Science Team which directly works with the SWMDT Operators.
- These new members are beginning the initial training

Challenges

- The ability to get the most cutting-edge equipment and training allows SWMDT personnel to handle any situation that arises in Illinois.

Plans

- SOCOM personnel will work hand in hand with our federal partners to ensure that ISP SOCOM is utilizing the same information when it comes to determining threat levels as it pertains to the Homeland Security Threat Advisory System.

**DIVISION OF THE ACADEMY AND TRAINING  
ANNUAL REPORT  
FY2020**

**Goal #1: Implement drastically revised knowledge and skills-based Recruit and Cadet Curricula delivery programs coupled with increased training in Human Trafficking, and Sexual Assault Awareness.**

Progress

- 88 curricula were reviewed
- 4 Human Trafficking trainings conducted;
- 5 Sexual Assault Awareness training courses were conducted.
- The Administrative Bureau also developed and disseminated administratively mandated curricula requiring Curriculum Review Committee review and approval, i.e.,
  - Cadet Fast Track,
  - Adult Use Cannabis,
  - Advanced Roadside Impaired Driving Enforcement,
  - various On-demand Shift Briefings/Law Updates, to include the implementation of the Statewide Drug Recognition Expert Program.
- The Cadet/Recruit curriculum was presented utilizing distance learning and technology to continue training during the Department's response to COVID-19 and social distancing guidelines.

Challenges

- The DAT Code and Sworn staffing levels are low.
  - Many of these vacant positions are housed within the Curriculum Section, Breath and Substance Testing Section, and the Training Bureau.
  - Many of these vacant positions are administrative in nature and support the various statewide programs housed at the ISPA.
  - The time spent on administrative duties by program coordinators and specialists negatively impacts the amount of research, review, and evaluation of program methodology conducted by DAT Subject Matter Experts.
- The operational tempo during the FY20 Strategic Goal Performance Period was a significant challenge for the DAT and specifically the ISPA.
  - The ISPA experienced a high employee turnover rate due to the rigorous training schedule and employee burnout.
  - The high ISPA employee turnover rate affects the internal continuity of operations.

Plans

- Continue to identify necessary/required revisions to knowledge- and skill-based Cadet Curricula.

- Continue to develop and disseminate mandated/required legislated and administrative curricula to the field.
- Continue to address the immediate training needs for ISP Cadets and Recruits through curriculum development, utilizing up-to-date research techniques and law enforcement related best practices/incident debriefs as they relate to skills-based training.
- Continue to utilize the Teaching, Assessing, and Correcting (TAC) Program to address law enforcement's culture and professionalism at the trainee level through the curriculum.
  - The DAT is currently in the planning phase for the development of an updated TAC Program.

**Goal #2: Reduce the number of Probationary Troopers being extended on the FTO Program by establishing a ride-along program while Cadets are in the Academy to assist with issues in geography, radio communication, and other performance matters.**

#### Progress

- Cadet Class 130 participated in the inaugural Cadet Ride-Along Program. This program allowed Cadets to participate in a real-time, patrol-oriented learning environment outside of the Academy structure.
  - The creation and implementation of this interactive training module was a product of cooperative effort between the Office of the Director (OOD), Division of Patrol (DOP), and the Division of the Academy and training (DAT).
  - 92 Cadets participated in the Cadet Ride-Along Program.

#### Challenges

- Due to the DOP enforcement posture during COVID-19, the DAT could not accurately track and monitor the overall FTO Program extension rate directly attributed to the Cadet Ride-Along Program.
- Due to the FY20 DOP enforcement posture during COVID-19, the DAT did not have the opportunity and ability to survey participants (Cadets and Troopers) regarding experiences and value of the Ride-Along Program in a "normal" proactive patrol environment.
- Unknown factors contribute to Cadet and Probationary Trooper dissolution from ISP employment or FTO program extensions, including the human factors and negligent career choices.

#### Plans

- Continue research and evaluation of law enforcement related training methodology/progaming to address the needs of the adult learner.
- Continue the Ride-Along Program.

**Goal #3: Ensure Cadets are retained by incorporating programs of retesting in academic and physical skills and initiating a Police Family Orientation Program for each Cadet Class.**

#### Progress

- The DAT graduated three Cadet Classes (CC129, CC130, and CC131) during the FY20 Strategic Plan Year, with only CC130 and CC131 starting and finishing within FY20. The

combined retention rate for the three classes was 86.6 percent, which is above the established goal of 80 percent.

- Cadet Class 129 – 81 percent
- Cadet Class 130 – 87 percent
- Cadet Class 131 – 92 percent
- Two Cadet Family Orientation Programs were conducted.

### Challenges

- The generational expectations of current ISP applicants and ISP Cadets impact the historical/traditional ISPA training model. The DAT faces challenges in adapting to this generational change of Cadet Applicants/Cadets and maintaining the paramilitary training and residential structure of the ISPA.
- The Department does not have internal control of the certified and eligible applicant pool.
  - The ISP Merit Board controls the hiring process until the submission of the certified applicant list to the Department.
  - The ISP Merit Board works independently of the Department during the hiring process.
  - There are Cadet and/or Applicant personal conflicts/issues affecting their performance and commitment to the ISP after a conditional offer of employment.

### Plans

- Continue communications within the agency to establish mechanisms to increase the level of commitment to the ISP from the application process through graduation;
- Refine and expand the included content of the Cadet Family Program.
- Continue to employ proactive strategies (early warning system, individual tutoring, etc.) to address Cadet academic and physical skills performance deficiencies to maintain Cadet retention rates at or above and 80 percent.
- Encourage Staff/Instructor development regarding coaching and mentoring subordinates. The DAT will provide staff with the necessary direction to promote a positive and productive adult learning environment.

**Goal #4: Provide career development opportunities for department personnel at every level through In-service training, Promotional School, leadership training seminars, and bi-annual symposiums.**

### Progress

- Illinois State Police Academy personnel conducted and coordinated various instructor led In-service training sessions for sworn officers assigned and/or around the central region of the state.
- In addition, Academy personnel serving as subject matter experts and program coordinators, conducted statewide instructor update and recertification training sessions for their respective disciplines and areas of accountability.
- The Academy conducted 105 In-service training courses.
- The Academy conducted two Promotional Schools.

- The DAT utilized technology and distancing learning to facilitate in-service, and portions of the Summer 2020 Promotional School.

### Challenges

- Promotions, attrition, and instructor turnover at both the statewide program level and regional level have a direct effect on the number of available and certified instructors for program delivery.
- Lower statewide staffing levels prevent many work units from assigning personnel to instruct at the Academy. A discipline-specific statewide instructor force-back list has been established to ensure instructor assignments.
- Police reform at the State and Federal level may influence the curriculum and training programs the DAT is able or mandated to provide in the immediate and long-term future.

### Plans

- The Leadership training and Bi-annual Symposium(s) and their Output Indicators have been combined as a single output indicator in order to be fiduciarly responsible for achievement.
- Identify and attend specialized law enforcement training for all disciplines.
- Prepare and present up-to-date annual instructor refresher training classes.
- Maintain and/or exceed professional law enforcement In-service training standards.
- Create and implement a statewide leadership development platform.

## **Goal # 5: Provide Sworn and Code personnel with instructor-led in-service training and publish monthly training bulletins pertinent to issues facing law enforcement.**

### Progress

- Academy staff developed and disseminated monthly and quarterly Training Bulletins and/or Shift Briefings covering various law enforcement and administrative topics, utilizing both the Learning Management System (LMS) and the statewide OneNet online training portal.
- A variety of instructor-led courses were offered throughout FY20, including:
  - Procedural Justice II
  - Employee Response to Violence for Code employees – 1 class
  - Instructor led In-service Training – 94 sessions
  - Training Bulletins published – 16
  - In addition, on an informal basis, law enforcement-related professional/media articles were shared for informational and awareness level for the various training disciplines.

### Challenges

- LMS is an antiquated record retention system and does not meet the current needs of the DAT. Currently, there is no continuity in the manner training records maintained statewide.

### Plans

- Transition the responsibility for the dissemination of monthly Law Bulletins to the ISP Legal Office.
- Continue coordination of monthly Shift Briefing content with other department divisions as needed.
- Support the on-demand training needs of the Department utilizing Shift Briefings through technology.
- Continue the procurement of an updated training record retention database that includes the consolidation of statewide training records and files.
  - The Department is currently involved in the procurement process of a record retention system.
  - The identified system will have the ability to migrate data to applications utilized by other divisions.

**Goal #6: Promote strategic, innovative recruitment techniques on a monthly basis to develop a broad and diverse candidate pool of 1,000 applicants for the position of ISP Trooper and 500 applicants for code positions yearly.**

### Progress

- Throughout FY20, the Recruitment Section promoted both Sworn and Code employment positions as a viable employment option to a national audience.
- The Recruitment Section expanded their digital footprint utilizing a variety of social media sites and other digital media platforms, to include Instagram, Facebook, Twitter and other employment specific media platforms.
- The recruitment Section instituted a department supported recruitment pilot program increasing the number of dedicated fulltime recruitment specialists for two Cadet Classes and achieved successful results.
- The DAT was proactive in utilizing existing department resources to increase productivity and reach a wider audience.
  - Staff conducted or attended 184 recruitment events
  - There are 484 applicants in the Cadet Employment pool.
- The DAT has increased the number of dedicated personnel assigned to the Recruitment Section;
- The Recruitment Section has implemented the use of technology and expanded its digital footprint utilizing social media to achieve approximately 50,000 plus followers.

### Challenges

- Negative public perception of the legitimacy of the profession of law enforcement has a direct impact on recruitment efforts involving minority and underrepresented groups of color.
- The manner in which District assignments are distributed to Cadets has historically negatively impacted the applicant rate. Currently, District assignments are disclosed to Cadets sometime after the half-way point of their Academy training.

- The delay in confirming establishing Cadet Class start dates lengthens the time potential candidates have to wait for employment.
  - Potential applicants lose interest because the hire date cannot be confirmed.
  - Potential applicants seek employment with agencies or companies that have the ability to offer them firm hire dates.
- The current tiered retirement structure negatively impacts the interest of in-state applicants for the Fast Track program.
- There is a history of underrepresentation of minorities throughout the application and selection process. The process directly affects the diversity of Cadet Classes and the potential pool of applicants.

#### Plans

- Further a formalized recruitment approach utilizing the Public Information Office and District Safety Education Officer's.
- Establish relationships within communities and groups underrepresented in the law enforcement profession.
- Promote the Fast Track Cadet program to both in-state and out-of-state certified police officers.
- Identify and address the needs of diversity of the Department through recruitment.
- Expand Digital Footprint with technology.
- Structure recruitment efforts with targeted recruitment goals to obtain a workforce representative of the demographics within the population served.
- Expand on those existing/available community partnerships to promote the various ISP employment opportunities.

#### **Goal #7: Utilize various social media outlets to attract and maintain over 10,000 followers.**

#### Progress

- In order to increase their number of “followers” within the social media network, the Recruitment Section combined and linked their social media networking efforts with existing department social networks previously established by the Public Information Office and Safety Education Officers.
  - Department Social Media Followers – Over 15,000

#### Challenges

- The initial establishment of 10,000 individual followers specific to #ISPRECRUITMENT.

#### Plans

- Continue to research and evaluate the use of paid employment websites and internet-based job posting websites such as Monster.Com, Job Board, etc.
- Continue Social Media postings and conversations targeting interest in ISP as a viable career choice for followers.

**Goal #8: Ensure Fast Track curricula is current and maintained up-to-date.**

Progress

- The Curriculum Review Committee (CRC) approved the Fast Track Cadet training curricula for Cadet Clas131.
- The Academy presented certain blocks of instruction to Cadets utilizing distance learning and technology, due to the Departments response to COVID-19.

Challenges

- The Fast Track Curriculum is up to date, with no foreseen issues affecting its presentation to the next scheduled Fast Track Cadet Class.

Plans

- Continue to maintain and update the Fast Track curriculum as required.

**Goal #9: Ensure a comprehensive annual review by the Curriculum Review Committee (CRC) of all curricula taught at the ISPA.**

Progress

- The CRC reviewed and approved all newly developed curriculum and revised in excess of ten percent taught at the Academy or in the field.
- The Curriculum Section continually reviews a percentage of curricula as standard operating procedure.
- The Curriculum Section revised and/or updated the Cadet Curriculum to address all changes in statutory law, administrative rule, and practical application.
  - There were instances where revised or updated Cadet Curricula required CRC review or approval.
  - The CRC has reviewed and updated 36.25 percent of the curricula as needed.
  - The CRC has reviewed 23.25 percent of the curricula.

Challenges

- Current Departmental Policy does not require a comprehensive annual review of the Academy curriculum by the CRC. The policy does require a CRC review in the event there is a 10 percent change in the curriculum content.

Plans

- Increase Staffing for both Code and Sworn curriculum positions.
- Plan, prepare and implement a schedule for review of 25 percent of curricula on a quarterly basis.

**Goal #10: Provide training opportunities to Troopers in the area of drug recognition by providing Advanced Roadside Impaired Driving Enforcement (ARIDE) certification and Drug Recognition Expert (DRE) training.**

Progress

- The DAT incorporated an Impaired Driving Section within the Academy’s Administrative Bureau to address the needs of the Department related to the enforcement of operating motor vehicles under the influence of drugs and other unknown substances.
- During FY20, the Impaired Driving Section completed training on a statewide basis for officer certification in Advanced Roadside Impaired Driving Enforcement (ARIDE) for ISP Patrol Personnel.
  - The impaired Driving Section is also responsible for the development of the Department Drug Recognition Expert (DRE) certification program.
    - ARIDE training courses conducted -11
    - Officers attaining ARIDE certification - 165
    - DRE courses conducted - 0
    - Officers attaining DRE certification – 0

Challenges

- DAT had previously scheduled an FY20 DRE training that was canceled due to state of Illinois travel restrictions during the COVID-19 pandemic.
- COVID-19 restrictions are negatively impacting the ability of the DAT to conduct this specific training.
- Limited interest from patrol personnel to become DRE certified.
  - There were approximately nine DOP officers who volunteered for the scheduled FY20 DRE certification training.

Plans

- Develop an Oral Fluid Testing program.
- Coordinate, schedule, and conduct one DRE certification training.

**Goal #11: Enhance and develop new partnerships with community and civic organizations in order to continue providing opportunities for youth to participate in police community relations events.**

Progress

- The Recruitment Section was scheduled for participation in four youth and law enforcement community events/camps. These activities were canceled because of the Department's response to COVID-19 and prohibitions on the social gathering.
- ISPA personnel assisted in four community outreach events before the Department's response to COVID-19.

Challenges

- Based on the Division's operational tempo, which was absent from the extensive community and youth outreach efforts demonstrated by the Recruitment Section, the Academy and other work units were presented with limited opportunities for the cultivation of new community partnerships and community involvement.
- The state of Illinois COVID-19 restrictions on public gatherings will prohibit the Recruitment Section and ISPA participation in any in-person police-community relations events for the immediate future.

#### Plans

- Implement strategies to expand on current community partnerships.
- Support the Recruitment Sections community relations efforts and their involvement in youth-oriented programs.
- Expand the network of community-based programs involving youth, including Boys Scouts of America, Faith-based organizations, Greek Fraternal Organizations, and American Legion Police Cadet programs.

**Goal #12: Ensure Sworn and Code employees assist Public Information Officers (PIOs) and Safety Education Officers (SEOs) statewide with community outreach events designed to build police community relations.**

#### Progress

- During the FY20 Strategic Plan performance period, the DAT worked in partnership with the Public Information Office (PIO) and Safety Education Officers (SEOs) by attending various scheduled community events.
- The Recruitment Section and the PIO scheduled communications (email and telephone) between department representatives and potential applicants to maintain the applicant's commitment to the selection process through acceptance to a Cadet Class.

#### Challenges

- State of Illinois imposed restrictions and mitigation efforts in response to the COVID-19 had a direct impact on the ability of the DAT and varying work units to schedule and attend in-person community outreach events.

#### Plans

- Formalize the expectations for the Cadet Applicant communication initiative.
- Continue and develop new interagency partnerships in support of the overall mission of the Department.

**Goal #13: Create a plan to anticipate what resources will be necessary to sustain efforts of supplies and materials at the Quartermaster by ensuring surplus of required equipment and supplies are maintained to meet operational needs within established rules.**

Progress

- During FY20, the Quartermaster conducted monthly 10 percent inventory reconciliation reporting to ensure adequate supplies and materials are on-hand or identified for procurement.

Challenges

- The length of the procurement process and the time required to execute the state of Illinois Procurement Master Contracts affects the ability of the Quartermaster to obtain supplies promptly.
- The annual overall Budget Allocation is obligated for Quartermaster operations.
  - In FY20, the operating budget for the Quartermaster was \$200,000.
  - The overall allocation for FY21 was decreased by 20 percent for statewide equipment and commodity procurement and distribution;
- The antiquated inventory control database (Uniform Inventory System) utilized by the Quartermaster does not meet the work unit's current needs.

Plans

- Continue current operating procedures and Division level reporting.

**Goal #14: Ensure 100 percent accountability of all Quartermaster supplies and equipment.**

Progress

- During FY20, the Quartermaster conducted monthly 10 percent inventory reconciliation reporting.
  - Monthly division level reporting assists the Quartermaster in maintaining 100 percent accountability for inventoried items for their Location Code.
  - There were zero discrepancies for the 2019 Quartermaster Annual Inventory.

Challenges

- The use of the current antiquated inventory control system, coupled with human error and inadvertent inaccurate record-keeping, will be an obstacle in maintaining 100 percent accountability for inventoried items.

Plans

- Continue current operating procedures and division level reporting.
- Research and evaluate updated technology for inventory control and accountability.

**Goal #15: Increase the number of active Honor Guard Unit members through yearly recruitment initiatives.**

Progress

- During FY20, the ISP Honor Guard (ISPHG) participated in numerous calls for service to include four ISP line-of-duty deaths.

Challenges

- The ISPHG Detail Leader was assigned to an out-of-state Command Training for the majority of the FY20 reporting period, and in his absence, there were no formal recruitment efforts.

Plans

- Increase ISPHG volunteer membership through the posting of a vacancy announcement and conducting an interview and selection process.

**OFFICE OF THE STATEWIDE 9-1-1 ADMINISTRATOR  
ANNUAL REPORT  
FY2020**

**Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- a. Evaluate legislative and regulatory solutions and mandates to effectively and efficiently utilize Departmental resources.**

Progress

- Additional changes are needed to the Emergency Telephone System Act, as well as the rules supporting this Act to allow for greater consistency as the Division transitions to a statewide NG9-1-1 system. Meetings have been held with the Statewide 9-1-1 Advisory Board to identify areas for improvement and to draft language agreeable to all parties.

Challenges

- HB5157, which includes all currently agreed upon language, was introduced but stalled due to the State's response to COVID19.

Plans

- The Division will work with the Office of Legislative Affairs to support HB5157 or similar legislation when the legislature resumes work in committee.
- Additional meetings will be held with the Statewide 9-1-1 Advisory Board to work on those areas where agreed upon language could not be reached – for example, addressing decommissioned Public Safety Answering Points (PSAPs), distribution of surcharge, and audits.

**Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- b. Evaluate and research vehicle installation methods and alternatives internally and externally to improve efficiency and timeliness while maximizing the use of existing resources.**

Progress

- FSB staff has received and processed approximately 323 new vehicles in the last year and deployed 81 new vehicles with gun racks and push bumpers from FY19. For FY20, 137 new vehicles have been ordered with gun racks and push bumpers installed by the vendor before delivery.
- RNSB technical staff has completed equipment installations in 372 vehicles this year and replaced 69 new video cameras and 1211 mobile and portable radios in spite of significantly reduced staffing levels.
- RNSB staff and DoIT are exploring a cloud storage environment to reduce the need for on-premises video storage at ISP Districts. Part of this initiative includes piloting switches

in 18 vehicles statewide to test cellular to cloud uploads for video storage. Additional discussions are being had with DFS to determine if the LIMS infrastructure can be used to allow State's Attorneys to access the WatchGuard landing server for video review and download.

### Challenges

- Procuring equipment and organizing installation of a large amount of equipment can be subject to delays and scheduling issues with the vendors.
- Contract maintenance by CMS and/or DoIT continues to be a challenge.
- Insufficient staffing levels continue to be one of RNSB's biggest issues as all technicians cover multiple districts requiring significant driving time for technicians.

### Plans

- Fleet Services Bureau will continue to standardize vehicle purchases and increase equipment installed by the vendor prior to delivery to increase efficiency.
- RNSB will continue to pursue hiring Field Technicians to fill critical vacancies so that additional districts can be staffed statewide once the hiring freeze is lifted.
- Discussions with WatchGuard, Porter Lee and DoIT on a proposed scope of work to build an authentication bridge will continue.

### **Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- c. Evaluate and research the impact of MACH as it relates to further consolidation of communications responsibilities.**

### Progress

- Frontline and supervisory communications staff continue to work with the DoIT MACH development team to assess critical features of MACH with respect to mapping, CAD replacement and functionality. A review of incident and status codes was completed for inclusion in the MACH infrastructure.

### Challenges

- Training will need to be developed regarding the new CAD component of MACH and rolled out to all Telecommunicators, which will require time and resources.

### Plans

- TSB staff will continue to work on the development committee and are prepared to test various components of MACH as needed.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- a. Research and identify viable alternatives to maximize departmental resources while improving the efficiency of administrative and operational functions.**

Progress

- The new statewide ERP system was implemented within the Department in January 2020 and is anticipated to assist the Division in improving processes related to surcharge receipt and distribution as well as fleet management. Phase I of the WETSA project involved getting the ERP system to communicate with WETSA.
- The Department's implementation of a new computer fleet management system is tied to a future expansion of SAP ERP. The Fleet Services Bureau continues to monitor progress and provide input as necessary.

Challenges

- For several months, there were issues with the population of WETSA information into the new ERP format which caused delays in completing disbursements to 9-1-1 authorities in a timely manner. Resolution to these technical issues required coordination with the Office of Finance and three different groups within DoIT: WETSA, ERP, and Payables. The issues appear to be resolved as of late July.
- The implementation of the new computer fleet management system is controlled by CMS and has been postponed at CMS due to the ongoing response to COVID-19.

Plans

- Now that the communication issues between WETSA and ERP have been addressed, meetings are planned to begin in August with DoIT staff to begin the rewrite process to fully implement new functionality within ERP for 9-1-1 receipts and disbursements.
- The FSB will work with CMS regarding the new computer fleet management system once CMS re-initiates this project.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- b. Administer the development, implementation, and operation of a statewide NG911 system and provide administrative and operational guidance to meet related legislative needs.**

Progress

- While work on the RFP to award a statewide Next Generation 9-1-1 contract continues, the Division continues to work with its partners statewide to move towards Next Generation 9-1-1 implementation ensuring that appropriate radio communications are available during crisis incidents. The 9-1-1 Administrator will continue to leverage partnerships with Esri and the GIS Committee to implement innovative solutions such as the GIS Hub which will include a workflow to support the submittal of NG9-1-1 required GIS data. There are currently 36 PSAPs deploying text to 9-1-1 services, 15 Local Data

Stewards and Data Maintainers that have completed training for certification, and 3 PSAPs transitioned to geospatial routing. While no ISP Communications Centers have been established as secondary answering points, work towards this goal continues so that when the statewide NG9-1-1 system is available, we are prepared to make the transition.

### Challenges

- Until the vendor for the Statewide NG9-1-1 System is selected, procurement rules restrict the ability to further partner to develop innovative solutions or to solve problems.
- In addition, a secondary IFB for call handling equipment is still being drafted with DoIT which is required to be completed for ISP and local agencies to be able to procure i3 capable NG9-1-1 call handling equipment.

### Plans

- Partnering arrangements will be pursued once a contract is awarded for the statewide NG9-1-1 network.
- The Administrator and Division Office is scheduled to meet with DoIT on August 7, 2020, to discuss parameters for issuance of the IFB for call-handling equipment.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- c. Increase interoperability between ISP communications, the statewide NG911 system, and other public safety jurisdictions within and outside of Illinois.**

### Progress

- Communication on a statewide level continues to evolve at a rapid pace as newer, more efficient technology components are developed and implemented. The need for a coordinated communication response to rapidly evolving situations requires that local, state, and federal public safety partners work collaboratively to ensure seamless interoperability that embraces these new efficiencies. The Radio Network Services Bureau (RNSB) has executed 42 interoperable communication agreements (MOUs) between ISP and other agencies in FY20. Of particular importance was resolution of an interoperable agreement which allowed for sharing of channels between the ISP, local agencies, and the Illinois National Guard during the civil unrest in late spring 2020.

### Challenges

- As local municipalities pursue encrypted communications, RNSB is developing a procedure for handling encryption keys which will facilitate additional MOUs. Limited staffing levels hamper the RNSB's ability to perform timely code-plug modifications on the radios statewide.

### Plans

- RNSB will continue pursuing MOUs with other agencies. Once a procedure is developed for handling the encryption keys, RNSB will begin entering into MOUs with agencies

using encrypted channels. Furthermore, RNSB will work to fill vacancies once the hiring freeze is lifted.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- d. Provide BIA/Lean Six training to Managers/Staff to review critical processes and implement optimization where possible.**

Progress

- Colonel Walter, Lieutenant Colonel Campbell, Captain Tufenkjian, and Acting Bureau Chief Jianu attended the Rapid Results Leadership training briefing. Additionally, Pontiac Communications Center Supervisor Shonda Windish completed the three-day training and presented a project, which has been helpful with implementing changes to the process of scheduling training in a shift environment.

Challenges

- As a result of the state's response to COVID-19, CMS has not been offering additional Rapid Results training opportunities, which has impacted our ability to send additional personnel for training.

Plans

- When staffing levels will allow, additional personnel from the 9-1-1 Bureau, RNSB, and FSB will enroll in training classes as they become available.

**Goal #3: Provide exemplary customer service and support.**

- a. Provide technical support for installation, maintenance, and replacement of radio and related equipment in vehicles and facilities to ensure optimal operability and reliability.**

Progress

- RNSB technical staff has replaced 81 new video cameras and 318 mobile and portable radios.
- In spite of staffing levels, tower maintenance was performed at 17 towers and 16 sites statewide.

Challenges

- Staffing remains the biggest issue for RNSB, as all technicians cover two or more districts requiring significant driving time for technicians. Lack of technicians in districts causes delays in servicing vehicle equipment repairs for the Division of Patrol.
- Preventative maintenance is being performed contractually which increases expense and limits the amount that can be done annually.

Plans

- RNSB will continue to pursue hiring field technicians to fill critical vacancies so that additional districts can be staffed statewide once the hiring freeze is lifted.
- Outsourcing will continue to be utilized to ensure progress towards this goal.

**Goal #3: Provide exemplary customer service and support.**

- b. Provide support and guidance for the purchase, maintenance, repair, and replacement of equipment to ensure optimal operability and reliability.**

Progress

- The Division provides support services to the other divisions in the Department and continues to work on improving customer service and support. The Division collaborates with other state agencies to ensure appropriate contracts are in place to allow the Division to meet the needs of the Department in the most cost effective and efficient manner possible.
- The RNSB and DoIT are in the process of finalizing the fleet dashboard portal for senior command to monitor the progress of new vehicle installations.

Challenges

- Requests for specialized installation of equipment in fleet vehicles continues to occur, reducing the standardization of the fleet, and increasing the time needed for installing equipment in vehicles.
- Budgetary issues will likely be a challenge this year as more equipment purchases are moved to the Fleet Fund or remain unfunded at this time.

Plans

- Enhanced communication with the other Divisions will ensure greater customer service can be provided; the Division has attempted to improve communication by presenting information and responding to questions at DOP command meetings as well as directly providing information to the Deputy Director's offices.
- The Division will work closely with DoIT to finalize the fleet dashboard portal that will provide district command a real-time view of the current vehicle installation progress.
- Budget issues will continue to be managed with the Office of Finance and Director's Office.

**Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- a. Extract and document historical knowledge and expertise from departing personnel.**

Progress

- Procedural manuals are being generated in every bureau to ensure that new employees have adequate resources to rely on, training curriculum are being refreshed to capture the essential functions of a telecommunicator, and supervisors are being encouraged to facilitate opportunities for personnel to cross-train when the opportunity is available.

- Training manuals were completed for every Code position in the 9-1-1 Bureau, allowing the Bureau continuation of workflow even when incumbent employees are unable to complete the task.
- Fleet staff have reviewed and updated fleet manuals and processing instructions, including the Individually Assigned Vehicle Manual, IBID Instructions, Fleet Processing and Check-in instructions.
- Finally, during the COVID-19 pandemic, RNSB technicians were instrumental in creating job manuals as well as equipment installation and troubleshooting procedure manuals.
- The COVID-19 pandemic has also increased the usage of WebEx and other media platforms for training and recording purposes which has enhanced the information available after the departure of key staff.

### Challenges

- Even though the manuals are a step-by-step tool to perform the duties of a position, some learners require different methods of instruction not afforded by a manual. Due to the COVID-19 pandemic, in-person classes have been difficult to attend, and the CCS and Telecommunicator In-services are tentative at this time due to social distancing rules. However, planning for both In-services is currently in progress. The Training Curriculum Committee is unable to meet in-person; however, they are able to meet via WebEx to discuss any necessary changes for the training manual.

### Plans

- In addition to the newly developed job manuals, each 9-1-1 Bureau code employee will have built into their job evaluation goals and objectives to create a WebEx based tutorial to go hand-in-hand with the manual, which will simultaneously shorten the learning curve while providing backup instruction to the employee.
- Fleet staff will update and complete manual and training instructions internally and for fleet personnel statewide.

### **Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- b. Maintain standardized hiring processes and improve training processes to expedite transition when filling vacancies.**

### Progress

- The most important resource in any Division is its personnel. The Division will continue its efforts to ensure personnel are allowed opportunities to attend training that helps them to do their current job more effectively.
  - The 9-1-1 Bureau took advantage of many training opportunities, including Rutan Interview Completion and WebEx trainings. These trainings allowed personnel in the 9-1-1 Bureau to use these resources to fill a recently vacated senior position within the 9-1-1 Bureau.

- BidBuy and SAP training have been attended by all Fleet staff, and CMS Fleet Coordinator meeting and training was attended by two staff members.

### Challenges

- The amount and types of training available for employees is limited. Significant revisions were made to the procurement systems, including BidBuy and SAP, which have required reworking internal procedures and instructions for Fleet personnel statewide.
- Learning the new inventory system has provided a challenge, and transferring radio equipment has been complicated by the additional steps created by the new software. Furthermore, the RNSB is unable to create a succession plan due to the limited pool of staff from which they can draw resources.

### Plans

- Online training as well as any available WebEx training that will be pertinent to career development or job enhancement will continue to be scheduled for employees, so they are given every opportunity for personal and professional growth.
- The agenda for the October CCS In-service and November Telecommunicator In-service continues to be developed, and the Training Curriculum Committee will continue to meet via WebEx with the deadline for a completed training manual set for December 31, 2020.

### **Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- c. Establish a continuing job-based education program for all personnel with an emphasis on public safety outcomes.**

### Progress

- The TSB implemented CCS In-service as well as Telecommunicator In-service in 2019. This was the second year the CCS In-service had been held. As a part of these efforts, all telecommunicators received Critical Incident Response and Support Services Training. In addition, the TSB has developed a Training Curriculum Committee. This is a committee made up of five veteran telecommunications staff from throughout the state who update the Telecommunicator Trainee modules with an end goal of having the training manual completed by December 31, 2020.

### Challenges

- Telecommunicator In-service had not been offered in more than seven years. Furthermore, no training programs regarding critical incident response or support services were included in previous In-service training. Accordingly, the TSB had to identify subject matter experts within the Department to create appropriate training.

### Plans

- The Training Curriculum Committee will be responsible for ensuring new employee and In-service training continue to build upon the training already completed the past two years.

**Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- d. Identify relevant advanced training needs and opportunities for career development and advancement.**

Progress

- A renewed focus has been placed on ensuring personnel are allowed opportunities to attend training that will assist them in securing future job advancements. TSB employees also attended more continuous education training as well as career development training during the reporting period. All division personnel have attended all mandatory online training and have been made aware of career opportunities during their annual reviews.

Challenges

- The amount and types of career advancement training available for employees is limited and is hampered by the COVID-19 restrictions.

Plans

- Online training, as well as any available WebEx training that will be pertinent to career development or job enhancement, will continue to be scheduled for employees, so they are given every opportunity for personal and professional growth. RNSB has set a goal of providing every lower level EEIR or technician the opportunity to shadow higher-level staff in order to understand the responsibilities and duties of the higher position. The Division will continue to identify and provide career development opportunities where possible.

**ADDENDUM 2 – ANNUAL DIVISION REPORTS**

**FY 2021**

The ISP Strategic Plan will be reviewed by the Director’s Office, each Deputy Director, and the Office of Research and Development on an annual basis. Additionally, each division will report progress on a quarterly basis. Addendums to this plan will be added for quarterly-reporting. In addition to the quarterly-reporting, the Divisions will also submit a report to the Director’s Office at the end of each Fiscal Year. The reports will document the progress made toward achieving each of the strategic goals identified by each division. Each division strategic goal will be reported individually and will identify progress made, challenges faced, and plans to meet the goal. The annual Division Progress Reports will also be included as addendums to the ISP Strategic Plan. Future revisions to the ISP Strategic Plan will be made upon approval of the Director’s Office.

**DIVISION OF JUSTICE SERVICES  
ANNUAL REPORT  
FY2021**

**Goal #1: Continuously improve and provide career development opportunities for Division personnel at every level through collaborative efforts.**

Progress

- The Division is working on ensuring training curriculum and mentoring opportunities exist and are utilized for supervisory and non-supervisory positions in order to facilitate job transition and development of personnel.
- The use of temporary assignments (TA) was established to ensure departing supervisors had the opportunity to adequately train new supervisors.
- Training on Microsoft Teams and Webex were provided by the Division for department personnel to further strengthen knowledge and skillsets within those platforms.
- FSB has established a series of training courses for code supervisory staff including timekeeping, discipline, performance improvement planning, annual evaluation review, and leadership.
- One sworn personnel successfully completed Physical Security training at the Federal Law Enforcement Training Center

Challenges

- Insufficient personnel resources overall remain a challenge for the Division.
- The remote work environment precipitated by the COVID-19 pandemic has also undesirably impacted areas of the Division's efficiency.
- The Division has been restricted from traveling for training opportunities as a result of the COVID-19 pandemic.

Plans

- The Division is diligently working with the Office of Human Resources to post and fill vacancies
- The Division continues to pursue TAs for supervisory vacancies as well as contractual employees to fill the vacant positions to ensure current personnel are not overwhelmed.
- In addition to identifying training opportunities for DJS personnel, the bureaus coordinate internally and externally, to develop and implement training for all department personnel when new applications are rolled out to the field.
- Examples of this include modifications to
  - TraCS;
  - Timekeeping;
  - Office 365;
  - FSB FOID Revocation portal; and
  - FOID Revocation document completion and clear and present danger training.

**Goal #2: Provide high quality administrative and operational customer service and support.**Progress

- The Division regularly evaluates the level of service and support it offers, which has resulted in the acquisition, or continued support, of applications, systems and procedures to improve functionality across all areas - collection, maintenance, and dissemination. These include, but are not limited to:
  - A new Computerized Criminal History application;
  - Firearms Services Bureau Call Center with completion of phase II implementation;
  - A modern Learning Management System;
  - Continued support for LEADS, and TraCS;
  - Completed over 133 undercover sales details at statewide cannabis facilities; and
  - Completed 1897 inspections related to statewide cannabis facilities.

Challenges

- The remote work environment precipitated by the COVID-19 pandemic has undesirably impacted areas of the Division's efficiency leading to multiple backlogs in the Firearms Services Bureau and a decrease in productivity within the Bureau of Identification.

Plans

- The implementation of the return to work plan should assist in progressing towards eliminating the backlogs obtained during the pandemic.
- MACH, the replacement for CAD, will provide the Department with additional functionality and integration with the Department's record management system, TraCS. These platforms utilize cloud-based technologies in order to appropriately scale to meet the needs of the Department.
- Authentication will be moving towards an enterprise solution that was procured by the DoIT security team, which will provide the Department the ability to offer services to local law enforcement and criminal justice agencies through a common authentication and authorization tool.
  - This allows local entities to provision their staff and facilitate the use of criminal justice resources.
  - The Division's mission of providing accurate, complete, and reliable/credible information in a timely manner continues to be greatly enhanced.
- The implementation of multiple streamlined initiatives in conjunction with integration of Lean 6 Opportunities to Improve will continue to help drive down application backlogs in the Firearms Services Bureau.

**Goal #3: Solve complex challenges in the Department through innovative solutions and problem solving while maintaining the integrity and security of the systems and the stored data.**

#### Progress

- The Division seeks innovative solutions through data analysis, evaluation of other solutions in the Department/State, and participates in DoIT's governance process, which allows the Department to learn from, or take advantage of the experience of other agency's implementations.
- DoIT leadership meets every morning to collaborate on issues and allows for the exchange of ideas across the State.
- The Division has implemented LEADS 3.0 (July 11, 2021):
  - LEADS 3.0 is built on proven technology and security, and provides advanced administrative functionality.
- The Division has partnered with multiple entities to:
  - create and implement a new Call Center functionality in FSB;
  - ensure proper expungement of minor cannabis offenses;
  - construct and implement LEADS 3.0; and
  - transition to NIBRS.
- ISP DoIT integrates with the Security Operations Center and collaborates on security related issues to resolve immediate threats and provide solid industry standard solutions to meet the needs of the Department.
  - Implementation of the enterprise virus protection on devices
  - Installation of the Advanced Malware Protection product to report on potential threats within the ISP environment.
- Cannabis Control Office personnel meet on a weekly basis with partner regulatory agencies pertaining to inspection and control efforts. This allows for a more uniform and fair approach in our efforts to address security issues.

#### Challenges

- LEADS 3.0 cutover occurred on July 11, 2021. Issues below were addressed prior, however, continue in anticipated and unanticipated ways.
  - Department of Natural Resources (DNR) data source connectivity for boat/snowmobile registration. DNR is developing a new application, One Outdoor. Development of the interface between the LEADS message switch and One Outdoor has not started yet.
  - Sex Offender registry functionality within the LEADS hot files - issues may arise until the ISP procures and implements an Offender Management application.
- The State of Illinois NIBRS Repository was certified by the FBI on July 13, 2021.
  - Efforts will continue to migrate all Illinois law enforcement agencies to NIBRS reporting, prior to the published sunset of Summary Reporting of December 31, 2022.

- Staffing shortages have impacted support/maintenance, new project development and project management.
- Funding for lifecycle of ISP PC replacements (FLIP) and additional infrastructure.
- Improvement of existing VoIP call center solution to increase functionality and improve responsiveness.
- Improvement to Firearm Transactions, Licenses and Regulation Enterprise Software (FLARES) to assist with application processing, customer service, and management.
- Enhance availability and accuracy of statistical information within the Firearms Services Bureau to facilitate resource management and project improvement.
- FLARES software developments and enhancements to meet statutory updates and deadlines.

### Plans

- ISP is currently engaged in the Criminal History System replacement which began on August 12, 2020, with contracted partner MTG, LLC. The Peer Best Practice and Solutions Assessment, Alternatives Analysis, CHRI Requirements, and Statements of Work are being reviewed by project team members. Feedback will be incorporated into the various documents and final versions of the documents are expected in the near future.
- BOI and DoIT are collaborating on automating processes to comply with recent expungement law changes. This included providing eligibility flags for offenses and required an examination of the elements of each offense to determine if the offense constitutes a “crime of violence” as defined in the Rights of Crime Victims and Witnesses Act. As a result, minor cannabis non-conviction records associated with 501,733 separate arrest events were programmatically expunged from the criminal history transcripts of 320,399 individuals. Post production quality assurance (QA) review is in progress. Final totals will be available after the QA review.
- DoIT and ISP continue to use the Project and Portfolio Management tool to manage Proposals and Projects. The implementation of an Agency Proposal Review Committee (APRC) with Director’s Office, CFO, APO and CIO representation will ensure that proposals and projects are aligned with the Department’s strategic goals. This will provide an executive view of all IT projects within ISP and will facilitate the effective use of resources across the Department and the State.
- ISP/DoIT continues to move items off the mainframe to eventually decommission the environment. LEADS 3.0 was implemented in July 2021, and the statewide Human Capital Management (HCM) is the other critical project that will enable ISP to decommission the mainframe in the first quarter of 2022. This decommission will allow IT to reinvest approximately 2 million dollars to keep the ISP IT infrastructure and services modernized.
- ISP/DoIT will continue to replace users computing devices (Desktops, laptops, IWIN, Phones) on an annual basis or as funds are made available to ensure that ISP staff have a computing platform that is capable of meeting today’s security and processing requirements.
- Investment in cloud technologies will enable ISP to move more efficiently and standup infrastructure to support services required by the ISP.

- Implementation of the executed Phase II of the VoIP call center solution to increase functionality and statistical reporting capabilities
- Multiple significant software initiatives ongoing with Appriss in continuous improvement projects to expand FLARES functionality and address programming issues
- Ongoing process to implement and review collaborative solutions developed through the Lean Six Sigma review of FOID processing.
- Cannabis Control Office is working with DoIT to create an automated inspection report process to assist in capturing data in a more efficient manner.
- ISP DoIT, in conjunction with DoIT Enterprise, utilizes an Agency Scorecard to assess the current security posture and ensure forward motion is consistently being made to increase that posture. The Agency Scorecard utilizes a variety of metrics, including assessment of server infrastructure to include patching and vulnerability detections, as well as business continuity plans.
- A Business Impact Analysis (BIA) is being performed for each business unit within the ISP to determine critical business functions, hours of operations, budget factors and impact to the community. The analysis will then be used to create a Business Continuity Plan in the event of a disaster or serious impact to production.

**Goal #4: Leverage technology and resources to refine and improve everyday workflow and processes.**

Progress

- The Division continuously integrates technologies to improve day-to-day operations within the Department while ensuring all critical systems are adequately protected and efficiently updated with all changes in law and technology.
- Technologies implemented during FY2021 include the following:
  - Sworn timekeeping system,
  - LEADS 3.0

Challenges

- Aging devices and platforms
- Diverse technology platforms
- Insufficient personnel resources

Plans

- Implement MACH
- Integrate several aspects of the Agency to have a complete picture of proposals and projects.
- Bring governance and subject matter experts to address the specific needs of a project, while standardizing efforts across the Department and the state.
- Continue to identify critical vacant positions and work with the office of Human Resources to post/fill positions with full-time personnel
- Utilize contractual personnel to assist in alleviating personnel resource issues.

- Identify aging equipment and secure sufficient funding to procure equipment to allow the Division to progress with improving technology for the Department.
- Cannabis Control Office is working with DoIT to create an automated inspection report process to assist in capturing data in a more efficient manner.

**Goal #5: Continuously improve communication within the Division as well as with local law enforcement agencies and States Attorneys.**

Progress

- The Division instituted monthly Command meetings and weekly updates to improve communication within the Division.
- Microsoft Teams and Webex meetings were also utilized to rapidly disseminate and update critical documentation as needed.
- The Division also strengthened communication with outside law enforcement agencies through conducting NIBRS training, which involved question and answer sessions.
- The FSB command and the enforcement section have been working closely with the Public Information Office, Governmental Affairs, local law enforcement agencies, and States Attorneys to disseminate educational FSB information as well as identify and obtain revoked FOID cards.
- The Division published 20 LEADS Daily Briefings informing all agencies of the LEADS 3.0 cutover. LEADS 3.0 information was also disseminated via the Illinois Sheriff's Association and Illinois Association of Chiefs of Police. In addition, emails were sent to all agencies with LEADS 3.0 user IDs, product keys, and other pertinent information.
- Cannabis Control Office personnel meet on a weekly basis with partner regulatory agencies pertaining to inspection and control efforts. This allows for a more uniform and fair approach in our efforts to address security issues.

Challenges

- Insufficient personnel resources

Plans

- Diligently work with the Office of Finance and Office of Human Resources to ensure personnel are in place to assist with achieving the Division's overall mission.
- Implementation of MACH
- Continued utilization of the Portfolio and Project Management tool
- Efforts will continue to migrate all Illinois law enforcement agencies to NIBRS

**DIVISION OF FORENSIC SERVICES  
ANNUAL REPORT  
FY2021**

**Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

**a. Increase forensic scientist staffing to 320 (minimum) statewide.**

Progress

- In December 2018, the Forensic Sciences Command (FSC) hired 24 Forensic Scientist Trainees (FSTs) in the disciplines of Biology, Toxicology, Firearms and Latent Prints. As of June 30, 2021, 18 have been released from training (3 in Biology, 4 in Toxicology, 3 in Firearms, and 8 in Latent Prints) and 6 have resigned or failed to progress successfully through the program.
- In October 2019, the FSC hired an experienced Forensic Scientist III in Latent Prints who was released to full independent casework in December 2020.
- In March 2020, an additional 24 FSTs were hired in the disciplines of Drug Chemistry (6), Biology (8), Latent Prints (6), and Toxicology (4). As of June 30, 2021, 10 have been released from training (6 in Drug Chemistry and 4 in Toxicology) and 1(DNA) has been removed from the training program. The remainder have been successful in their training programs to date.
- In June 2020, the FSC was granted a hiring freeze exemption to hire experienced Forensic Scientist III's in Drug Chemistry (FAST TRACK HIRING). Three have been hired and placed in their permanent laboratories (Rockford, Metro-East, and Morton). The Rockford analyst completed training in February 2021. The Metro-East analyst was hired in May 2021 and is on pace to complete training in September 2021. The Morton analyst was hired in July 2021 and is anticipated to complete training in November 2021.
- FSC has implemented "self-paced" training for Pattern Evidence Disciplines to allow for FSTs to work more efficiently and independently through comparison exercises. This allowed one Firearms trainee from the 2018 group to complete training and report to his permanent lab two months earlier than his cohort. For the group of Latent Print hires from 2020, half will progress from mock casework to supervised casework a month earlier than the others.
- As of July 1, 2021, FSC is in the process of hiring 18 FSTs (16 in Drug Chemistry and 2 in Toxicology).
- FSC has coordinated with the Office of Human Resources and Central Management Services (CMS) to gain approval to hire 6 FSTs in Firearms using CMS's Reformed Hiring Process. The intent is to further expand the candidate pool outside the state of Illinois and to streamline the hiring process.

- During FY21, FSC increased its social media presence utilizing posts designed to draw attention to opportunities within the Command. This has included the use of social media to advertise both Laboratory Director and FST vacancies. By including the Director of Training's e-mail address in the posts, this has provided another avenue for potential applicants to seek out information and guidance.
- FSC continues to be active in the DFS Diversity Inclusion Recruitment Taskforce. This taskforce has taken the lead on outreach to traditionally under-represented groups in university science programs to not only expand the FST candidate pool, but also increase the diversity within that pool.
- In June 2021, FSC hired a new Training Coordinator (TC) for Toxicology. Having the TC in place prior to onboarding new FSTs will be essential in ensuring the continuity of the training program.

### Challenges

- Training for all those in a training program has slowed since March 2020 due to the COVID-19 pandemic and the space limitations created by social distancing requirements. While all FSTs still in training from the 2020 hiring are now in the laboratory full-time, it continues to be a struggle catching up from the slowdown caused by previous staffing restrictions.
- The COVID-19 pandemic continues to limit the ability to conduct on-site recruitment at college and university job fairs, etc.
- The upcoming temporary closure of the Joliet Forensic Science Laboratory will create additional training space issues at FSC-C that will need to be addressed, considering the number of FSTs in the hiring process that will be trained in Chicago.

### Plans

- Continue to adapt the training programs to advance training in the ongoing COVID-19 pandemic environment. Apply lessons learned during the pandemic to streamline future iterations of the programs.
- Continue to articulate measurable justifications for needed Forensic Scientist staffing to achieve full staffing levels in all disciplines (FS minimum staffing headcount of 320).
- Continue efforts with ISP Recruitment for better use of social media outlets in recruiting efforts.
- Increase diversity in hiring by continuing to recruit at colleges and universities with larger minority enrollment.
- Continue to participate in virtual career fairs while in-person opportunities are limited.
- As FSC pulls out of the pandemic restrictions, the "iterative training" model concept will be revisited. Backfilling vacancies in the new Decatur laboratory with a number FST hires may provide an opportunity to test this model.

**Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.****b. Fill support staff vacancies to maximize the efficacy of Forensic Scientist staff.**Progress

- Despite a hiring freeze during the COVID 19 pandemic, DFS was able to successfully fill some essential support staff positions. The hiring freeze was lifted on June 28, 2021.
- DFS hired seven support positions to include the following titles at various locations throughout the Division and Commands:
  - (1) Building and Grounds Laborer
  - (1) Training Coordinator
  - (1) Group Supervisor
  - (1) Laboratory Director
  - (3) Evidence Technicians
- DFS is working with a consultant to enable the reassignment of tasks from forensic scientists to evidence technicians. This will increase the capacity of the forensic scientists in the Biology section to process cases in a more efficient fashion. Training modules for both clean techniques and the inventorying of sexual assault kits were developed and successfully deployed as a pilot project in December 2020 for State Police Evidence Technicians II. Three additional training modules – dry down, swabbing samples, and cutting samples – are currently being developed.

Challenges

- With the current COVID-19 pandemic, delays have been experienced with establishing new positions and clarifying the job descriptions (CMS 104) of support staff positions that are vacant.
- DFS is has begun converting to the new, hybrid hiring process implemented by CMS.
- Obtaining candidate names following the closing of a posted position can create delays in the hiring process, especially with the current COVID-19 pandemic.
- Identifying qualified and interested candidates continues to be challenging in various locations throughout the state.
- The length of time the background investigations take often delays hiring for several months beyond the delays in the initial hiring/interview process.

Plans

- DFS is continuing to evaluate vacancies and position requirements/needs to ensure positions are filled using the appropriate title and level for the duties to be performed.
- With the lifting of the hiring freeze on June 28, 2021, FSC initiated the process for hiring several additional support staff for the laboratories. These positions are in the initial steps of progressing through the hiring process.

- The additional training modules developed for the State Police Evidence Technicians II will be deployed once completed. The laboratories will then begin transitioning targeted tasks to the evidence technicians who successfully complete the training.

**Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

- c. Implement high-throughput robotics to maximize the automation of portions of the analytical process where possible, with a primary focus on biology casework.**

Progress

- Three FSC laboratory sites, Springfield, Joliet, and Chicago continue to utilize high-throughput robotic instruments (Tecans). Springfield and Joliet Forensic sites have one and the Chicago site has three.
- During FY21, there were over 5,900 Biology reports issued in which the Tecan was used to conduct analysis.
- In June 2020, Forensic Scientists at laboratory sites without Tecans received training to allow them to prep case samples for transfer to a laboratory site with a robotic system for analysis.
- Following the training, in August 2020, the laboratories successfully implemented a process to transfer samples prepared for analysis on the Tecan from the Metro-East to the Springfield laboratory. Once the analysis was completed the data is sent back to the Metro-East laboratory for interpretation and reporting. This allowed time to work through any hurdles of this process before implementing at other laboratories.
- In FY21 approximately, 440 cases from the Metro-East laboratory were analyzed on the Springfield Tecan and reported by the Metro-East laboratory.
- In May 2021, the Rockford laboratory successfully implemented the same process with the Joliet laboratory.
- In FY21 approximately 155 cases from the Rockford laboratory were analyzed on the Joliet Tecan and reported by the Rockford laboratory.
- The new LIMS system continues to be utilized to successfully conduct analysis of robotics case data generated at an off-site laboratory to improve efficiency in overall DNA case analysis.
- During FY20, although the FSC and ISP fiscal staff worked diligently to procure a service and preventative maintenance agreement, for the Tecans. The selected vendor withdrew its services, and the contract was terminated resulting in the need to re-bid the contract in FY21. A service agreement was executed on October 20, 2020 which allows the laboratories to have annual maintenance and repairs conducted in a timely manner.

### Challenges

- Recruiting, hiring and training of staff at the Decatur Forensic Science Laboratory may present challenges if the construction of the new facility is delayed and does not open as currently scheduled in March of 2022.
- The procurement and implementation of high through-put robotics at the Decatur Forensic Science Laboratory may be delayed if the facility does not open as scheduled in March 2022.
- The relocation of instrumentation and staff from the Joliet laboratory to the Forensic Science Center at Chicago may impact casework objectives while the Joliet laboratory undergoes a yearlong infrastructure renovation beginning in November 2021.

### Plans

- Utilizing the Tecan Manager's Efficiency Group and the Tecan Users Group, the ISP will continue to explore ways to develop more efficient workflows using high throughput robotics technology to reduce the backlog in the Biology section.
- Additionally, now that the new LIMS system has been successfully utilized to remotely evaluate case data generated by the Tecan robot, FSC will continue to explore additional opportunities to improve these types of efficiencies in overall DNA case analysis.
- Procurement of high through-put robotics and other necessary equipment is underway for the Decatur Forensic Science Laboratory, scheduled to open in March 2022.
- The Biology section will be implementing an optimized pre-processing step for the extraction of differentials on both the Maxwells and Tecans which will make this step more efficient. Training is in the process of developing a training plan, once complete all documents will be forwarded to Statewide Training for approval.
- Additionally, Training is in the process of developing a training program to train additional Tecan operators as needed at the Springfield, Joliet and Chicago laboratories.

### **Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

#### **d. Ensure adequate CSI staffing to meet requests for scene processing.**

### Progress

- The Crime Scene Services Command (CSSC) posted and filled one (1) Captain position, one (1) Lieutenant position, one (1) Region Field Supervisor position and six (6) CSI positions in FY 2021.

### Challenges

- For several years, all CSSC Regions have experienced a decline in property crimes calls for service. In addition, some CSSC Regions have also experienced a slight decrease in Crimes Against Persons calls for service. Conversely, other Regions have seen an

exponential increase in Crimes Against Persons calls for service. The goal of the CSSC command is to ensure each Region has the adequate number of CSIs in relation to call volume. Expectations for non-Sergeant CSIs are 120 scene responses each year. CSI Sergeant expectations are 100 scene responses each year. This can be a difficult balance to maintain and CSIs are often overwhelmed with call volume prior to a new CSI being approved and fully trained. Appropriate staffing in relation to call volume decreases response time and overtime associated with travel, balances the number of days a CSI must be available and/or on call and decreases the volume of quality issues observed.

- CSSC has been attempting to establish the support personnel positions of a Training Coordinator and an Administrative Assistant I. Although these positions are not field working CSIs, they play an important role in the day to day functions of the CSI. The ability of the CSSC to properly train and ensure proficiency is directly dependent upon a Training Coordinator. In addition, administrative support personnel guarantee that field working CSIs have the equipment and supplies needed for scene processing.
- The demands placed on officers within this command are high; however, the personal rewards and contributions to criminal investigations are great. CSSC has a significant amount of unscheduled overtime and an extensive field training program.

#### Plans

- In FY 2021, CSSC began a call volume initiative which focused on increasing call volume and user agency communication. Command met with each Field Supervisor to examine individual call volume, overall Regional call volume, calls for service locations, office locations and agency contacts. Each of these metrics are monitored and the Field Supervisors are held accountable for ensuring CSIs are meeting expectations.
- CSSC will continue to push for and monitor the status of the establishment and posting of the desired administrative support personnel.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- a. Achieve an average TAT of 60 days in the Biology section, and 30 days in all other sections.**

#### Progress

- As of the June 30, 2021, 45 percent of the cases in the Biology section are being completed in 60 days or less, and there has been a 40 percent overall decrease in the Biology backlog during FY2021.
- Overall, for all other sections combined, on average, 43 percent of all cases are completed in 30 days or less, including 69% and 68% in the Latent Print and Firearms sections respectively. As of June 30, 2021, comparing the TAT for June 2020 to TAT for June 30, 2021, Drug Chemistry has decreased 58%, Latent Prints has decreased 20%, Trace

Chemistry has decreased 56%, and Footwear/Tiretrack has decreased 10%. Firearms experienced a 4% increase from 26 days to 27 days which is still the lowest TAT of any section. Toxicology experienced a 54% increase in TAT, however this was a direct result of the issuance of over 1000 amended reports related to the analysis of THC in blood and the TAT should quickly decrease again in FY22.

- The Training Laboratory successfully released 6 Forensic Scientist Trainees to the Drug Chemistry section on February 26, 2021 contributing to the reduction in the case backlog.
- Three FAST TRACK (experienced) Chemists were hired in the third quarter of FY21 who will contribute to the reduction of the Drug Chemistry case backlog in FY22.
- In the Trace Chemistry section, the installation and validation of the four (4) newly purchased SEMs was completed in FY21 and the instruments were used to target the analysis of the oldest GSR cases resulting in a 56% reduction in the case backlog.
- For Drug Chemistry, Trace Chemistry, and Toxicology sections, the purchase, installation and validation of new equipment purchased off the UPP Contract has increased the overall efficiency of casework at all laboratories, resulting in an overall 58% reduction in the backlog across the three sections in FY21.

### Challenges

- All sections will continue to be impacted by the COVID-19 pandemic throughout the coming months and potentially year(s).
- In the Biology Section, due to the large number of cases on the backlog, the ability to achieve a 60-day TAT is a work in progress as the FSC continues to prioritize and balance cases based on their age, the type of offense (CSA, Homicide, etc.), staffing levels, automation, and outsourcing initiatives. Progress has been made in this area and will continue to be a high priority during FY2022.
- The Firearms Section experienced a 48% increase in submissions in FY21 as compared to FY20 going from 5,906 submissions in FY20 to 8,761 in FY21. This also represents a 26% increase from the previous high in submissions for the FA section. The large increase in submissions has made it difficult to achieve the goal of a 2-business day TAT on NIBIN cases.
- In Trace Chemistry, the anticipated retirement of staff members will require a review of services and new hiring initiatives.

### Plans

- In the Biology section, the Tecan Managers Efficiency Group will continue to meet monthly to discuss workflows and issues that impact the Tecan laboratories. While the Tecan User Group will meet as needed to discuss Tecan issues and improvements.
- Following the opening of the new Decatur Laboratory in March 2022, property crime cases will be routed to the new Decatur Forensic Science Laboratory for DNA analysis which

will allow the remaining ISP forensic laboratories to focus on other offense types for DNA analysis such as sexual assaults and homicides.

- In the Firearms section, policy changes are coming in early FY22 that will enhance the ability of the section to meet the stated goal of a 2-business day TAT on all NIBIN cases. The NIBIN Evaluation approach will be applied to all eligible cases allowing for a more streamlined workflow and faster TAT.
- FSC plans to pursue hiring experienced FA analysts who will be able to quickly aid the section.
- For Latent Prints, and Footwear/Tiretrack, continue with current work flows that have been clearly successful in reducing the overall backlogs in these sections.
- For the Drug Chemistry, Trace Chemistry and Toxicology sections, plans are underway to establish service contracts for equipment purchased off the UPP contract and the recently acquired SEMs to improve efficiencies by reducing analytical down time due to maintenance/repair issues.
- For the Drug Chemistry, Trace Chemistry and Toxicology sections, plans are underway to obtain a new UPP Contract to allow for the efficient replacement of outdated equipment and the purchase of new technology.
- Drug Chemistry will complete the validation of the new GCIR technology for casework.
- Drug Chemistry will complete and implement a semi-quant method for determining the level of THC in targeted compounds.
- Drug Chemistry will continue pursuing the validation of the LCMSMS for quantitation of THC levels in food and infused products.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- b. Ensure all user agencies are aware of rush analysis request protocol, and that it is used effectively to meet time-sensitive investigative/identification needs and court deadlines.**

#### Progress

- The Forensic Science Center at Chicago and the Joliet Forensic Science Laboratory continue to utilize a rush case protocol for handling law enforcement agency requests for expedited rush analysis of evidence when a suspect is being held in-custody (usually 48 hours) pending criminal charges by the State's Attorney's Office (Cook County).

#### Challenges

- A statewide rush-case-protocol for in-custody holds has yet to be fully implemented and will require the education and cooperation from LEAs and SAOs statewide.

Plans

- A plan to roll-out a statewide rush-case-protocol was delayed due to the pandemic and will be developed during FY2022.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- c. Develop strategies for select case assignment types to address specific needs within the criminal justice community (e.g., 48-hour NIBIN entry, expedited entry of DNA profiles into the Combined DNA Index System (CODIS), etc.).**

Progress

- Record high submissions in the FA section continue to impact the ability of the section to meet the 2-business day TAT on all NIBIN cases. Comparing the TAT for the NIBIN equipped laboratories; Chicago, Joliet, and Metro, from June 2021 to TAT for June 2020, progress was made as 48% of all FA cases were worked within 7 calendar days in June 2021 as compared to 36% in June 2020.
- In FY21, the FSC continued to utilize Rapid DNA analysis for the processing of known standards (submitted in compliance of 55 ILCS 5/3-3013 and 20 ILCS 2630/9.5 which requires that a coroner or medical examiner to collect DNA from deceased victims under specific circumstances) for direct entry from the Rapid DNA instrument to CODIS.

Challenges

- Record high submissions in the FA section continue to impact the ability of the section to meet the 2-business day TAT on all NIBIN cases. In addition to the record high submissions, the pandemic continued to impact the FA section in FY21 as the ability to work overtime was somewhat limited by social distancing measures in place.

Plans

- The Metro-East Laboratory began aggressively recruiting agencies to enlist in the NIBIN Evaluation casework approach which provides a streamlined, efficient analysis of evidence for NIBIN entry. Statewide, policy changes are coming in early FY22 that will enhance the ability of the section to meet the stated goal of a 2-business day TAT on all NIBIN cases as the NIBIN Evaluation approach will be applied to all eligible cases.
- The Biology section at the Chicago Laboratory continues to work standards using the Rapid Instrument and entering them into CODIS. The Forensic Sciences Command will continue to monitor the status of Rapid DNA technology and should the use of the technology expand to other sample types and become more cost effective, the instrument will be evaluated for implementation at additional laboratories in the state.

- The ATF has developed a successful method for conducting DNA analysis on discharged cartridge casings collected from crime scenes. The Biology section will be working to obtain the necessary commodities and validate procedures to implement this new method within the ISP laboratory system. This is a priority project for FY22 to assist with the Department's efforts to combat the significant spike in expressway shootings in the Chicago area.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- d. Implement Rapid DNA technology. This includes developing workflow and procedures within the laboratory system and supporting statewide preparedness to adopt FBI standards and procedures as applicable.**

#### Progress

- The Forensic Sciences Command continued to use the Rapid DNA instrument at the Forensic Science Center at Chicago during FY21 for the analysis of known persons (standards).
- The Rapid DNA pilot project was started in February 2020 and concluded in February 2021. A total of 458 samples were analyzed during the pilot and a Rapid report was issued on 299 samples. Any sample that failed on the Rapid DNA instrument had to be processed through conventional DNA analysis and a report issued.
- The overall success rate of the Rapid instrument was 65%.

#### Challenges

- The overall first-time success rate for samples on the Rapid instrument continued to be an issue with only a 65% success rate, leading to 35% of the samples requiring additional analysis.
- The ability of the laboratory system to expand the use of Rapid DNA Technology is dependent on the FBI adopting standards allowing for the expanded use of the technology.

#### Plans

- Should the FBI expand the approval for the use of the Rapid DNA Instrument to analyze forensic DNA evidence, the FSC will evaluate the updated technology and procedures for implementation within the laboratory system.
- A new contract was awarded for a Rapid DNA Instrument was awarded on March 15, 2021, however, due to a protest on the awarding of the contract, it appears the contract will need to be re-bid. Once a new contract is executed, the Forensic Science Center at Chicago will resume utilizing Rapid DNA on known standards.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- e. Respond to requests to process crime scenes involving crimes against persons (CAP) within an hour.**

Progress

- Crimes against persons (CAP) greatly impact the communities we serve. A timely response is needed to reduce the potential for evidence loss and provide timely evidence collection to law enforcement agencies. In FY 2020, the percentage of CAP responses under an hour was 81%. In FY 2021, this percentage increased by 7% for a total of 88% CAP responses under an hour.

Challenges

- CSSC has been gathering statistical data on CAP responses under an hour for several years. We strive to establish work locations throughout Illinois to allow for a timely response. Meeting this goal is dependent on the number of officers who apply for an opening in the Command. It is a challenge to equally distributed CSIs throughout the Regions.

Plans

- CSSC tracks response times and scene locations in order to monitor areas with high call volume. These statistics are utilized to strategically place CSI offices throughout the state.
- With the construction of the new Decatur Forensic Science laboratory, a new CSI office and facilities will be housed in the lab.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- a. Reduce the average age of unworked case assignments by targeting the oldest assignments.**

Progress

- The FSC has made significant progress in reducing the average age of unworked assignments in Biology from 180 days in June 2020 down to 79 days in June 2021.
- At the end of FY21, the Biology section has successfully reduced the number of case assignment greater than one year old by 96% from the end of FY20.
- The FA section eliminated the use of a physical unsolved case file in the Rockford, Morton, and Springfield laboratories. A process was developed whereby all NIBIN suitable evidence is forwarded to an ISP laboratory with NIBIN; Chicago, Joliet, or Metro, for entry. This step provides consistent service to all user agencies and allows for further efficiencies such as the future implementation of the NIBIN Evaluation casework approach to all eligible submitted FA cases in all laboratories.

- The average age of unworked assignments in Drug Chemistry, Biology, Latent Prints, Toxicology, Trace, and FW/TT all declined between June 2020 and June 2021.
- Firearms saw an increase in the average age of unworked assignments; however, it is anticipated the average age will decline in FY2022 with the implementation of the NIBIN Evaluation casework approach and the hiring of six FAST TRACK Firearms Examiners.

#### Challenges

- All sections will need to continue to balance requests for rush cases, court dates, legislative mandates and the need for additional personnel.

#### Plans

- All sections will utilize the LIMS system to prioritize case assignments based on the age of the case, legislative mandates, LEA rush requests and other targets identified by the section to aid in backlog reduction initiatives.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- b. Ensure scientists and CSIs are aware when their work produces tangible results in the criminal justice system. Improve morale and Esprit de corps by reinforcing the connection to public safety and recognizing the contributions of all employees.**

#### Progress

- In December 2018, CSSC implemented new field documentation and case reporting systems; CrimePad and the Laboratory Information Management System (LIMS). This allowed CSSC to document crime scenes in real time and in digital form, thus, eliminating the need for paper documentation. CrimePad and LIMS continue to evolve to meet the operational and administrative needs of CSSC. During FY2021, CrimePad software was updated to include additional improvements.
- In FY 2021, a report was developed that ensures tangible results are monitored and reported directly to the CSI and Field Supervisor. The report tracks CSI generated HITs and automatically generated laboratory HITs. This report will allow CSSC personnel to better understand the impact they are making in the communities they serve.
- Additionally, virtual laboratory site visits from division/command staff were completed in the third and fourth quarter of FY21 to improve overall communications with laboratory staff.

#### Challenges

- The new reporting systems required CSSC to establish new statistical reports. The new systems gather statistical data in a manner that is different than the previous system. Since

the data is not counted in the same manner, it can be difficult to compare some current statistics with previous ones.

- Ensuring the CSIs are aware of how their work product affects the criminal justice system to include the user agencies is a difficult metric to measure. To gain a better understanding, direct feedback from the user agencies is needed.

#### Plans

- The CSSC Command is currently gathering several months of data from the newly created HIT report in order to determine exactly what the statistics mean and to ensure they have a meaningful impact. The gathered data will be evaluated and continually monitored. CSIs will be made aware of the expectations and have a tangible way to see how their work product affects the user agencies and the community.
- A CSSC User Agency Survey has been created and will be distributed to the user agencies in order to elicit direct feedback on the impact of the CSIs. The survey will be distributed through the LIMS, directly to user agencies by CSIs and Field Supervisors and by utilization of other law enforcement related groups.
- CSSC has high expectations and demands considerable accountability of its personnel. Often, CSIs only receive Command feedback for negative issues or concerns. The CSSC Command will focus on equally providing positive feedback verbally and in writing to the CSIs in order to recognize their vast contributions.
- Laboratory site visits by division/command staff will continue either in-person or virtually as circumstances permit.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- c. Establish consistent mechanisms for communication with law enforcement agencies, prosecutors, and other stakeholders within each laboratory's service area.**

#### Progress

- DFS implemented a new Laboratory Information System (LIMS) in December of 2018 which included a Prelog component allowing user agencies to enter or "log" their evidence descriptions prior to submission to a laboratory.
- Throughout the rest of FY2019, FY2020 and FY2021, FSC continued to develop and expand the capabilities of the system to ensure consistent services and polices statewide.
- To assist the law enforcement agencies and prosecutors, separate written User Guides are available on Prelog. In addition to the written instructions, a training video is also available.

- Automated e-mails are used to notify stakeholders when reports are released, when statutorily required “Consistent Profile” reports are issued, when Permission to Consume is required for DNA, and CheckPoint notifications to follow-up on timeframes provided in statute. Prelog also tracks who accessed the reports.
- Since the system has e-mail addresses for the Agency Executive and Prelog Administrators, a crystal report is now available allowing each Laboratory Director to filter the list by agency or county to create a mailing list as needed.
- The paperless system has increased the ability of stakeholders to access case records and has created a mechanism for automated communications between the laboratory system and its user agencies.
- During FY2021, FSC implemented the CheckPoint system to enable the tracking of Sexual Assault evidence from the Hospital, to the Law Enforcement Agency, to the Lab and to the State’s Attorney. The Survivor is provided credentials at the time of evidence collection that enables them to track the status of the evidence and obtain contact info for the Investigating Agency.

### Challenges

- Not all SAOs have registered for Prelog. Registration for Prelog is a prerequisite for CheckPoint which SAOs are required by law to use.
- Prelog currently allows import from Porter Lee’s Evidence Management System, ISP EVM, and Chicago Police Department’s eTrack. Prelog does not allow imports from other systems.

### Plans

- Work directly with the SAOs that have not registered for Prelog and assist them through their challenges.
- Work to ensure Porter Lee provides a NIEM compliant interface that can be used by any agency with any software.
- While delayed due to the COVID-19 pandemic, the DFS still plans on hosting two levels of a User Agency Symposium targeting the Senior Executives for the first symposium series and Active Users of laboratory services for the second symposium series. The two levels would be designed to enhance LEA understanding of laboratory resources, limitations, and requirements for evidence submission while improving communications between the Forensic Sciences Command laboratory staff and the agencies they serve.
- Revise automated CheckPoint notifications in order to provide more useful information to the appropriate recipient in a timely manner.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- d. Enhance the sharing of data throughout the criminal justice community by linking forensic case results to other criminal history databases.**

Progress

- At this time, no initiatives have been started to address this objective.

Challenges

- Need to identify opportunities for sharing/linking of information.

Plans

- In FY2022, form a committee to discuss potential data sharing opportunities.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- e. Publicize achievements by contributing articles to forensic journals relating to efficiencies and best practices implemented within the ISP laboratory system.**

Progress

- The FSC has successfully implemented several new initiatives in the last few years to include, a new LIMS system, Rapid DNA Technology, and a Tecan based robotics system for DNA analysis which will be evaluated for potential publication and or presentations.
- Additionally, numerous projects to include expansion of SEM equipment in Trace Chemistry for the analysis of Gun Shot Residue cases and the purchase of new equipment for Drug Chemistry and Toxicology have been undertaken. These initiatives along with others will be reviewed in the coming fiscal year, and opportunities for publications will be considered and encouraged.

Challenges

- A limited R&D staff makes it necessary to utilize case working scientific staff to prepare materials for submission to forensic journals.

Plans

- As time allows, the Training and Applications Laboratory Director will seek to identify successful projects worthy of publication and mentor staff in the preparation of materials for publications in FY2022.

**DIVISION OF INTERNAL INVESTIGATION  
ANNUAL REPORT  
FY2021**

**Goal #1: Promote accountability and communication through educational workshops for the leadership of the Illinois State Police (ISP) and executive leadership of other state agencies to explain DII's role and the investigative process.**

- a. Develop and implement a curriculum and program designed to assist agency leaders and managers to better understand the investigative processes, timelines, expectations and potential outcomes.**

Progress

- The DII has leveraged its Dashboard data to enhance statistical data sharing with state of Illinois stakeholders to identify criminal incident trends and significantly reduce occurrences of misconduct.
- The DII has completed multiple training sessions this past fiscal year in an effort to assist with education and information sharing with several state of Illinois agencies on the role of the Division.
  - To increase compliance in reporting and reduce resistance during alleged criminal allegations, DII leadership provided agencies with an overview of the Division and its statutory obligations, as well as pertinent policies and procedures.
  - The training covered the function, jurisdiction, and roles of DII in direct relation to state agencies in the executive branch of the Office of the Governor.
  - The agencies were made aware of what types of complaints should be reported and timeliness concerns, what to expect when a complaint is reported, the steps taken during investigation, and possible outcomes.
  - Prevention and proactive methods were also provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints.
- Agencies were provided with contact information for reporting to DII in their respective locations.
- This same concept has been applied to internal training at a variety of ISP work units, specifically in the Division of Patrol and Division of Criminal Investigations.
- The Department of Innovation and Technology (DoIt) has been instrumental in providing DII with access to OneNet, which has enabled DII with the ability to communicate and share upcoming training to all state agencies.

Challenges

- The COVID-19 pandemic has made in-person training with external agencies difficult.
- Though DII would prefer to conduct training at each facility, WebEx has been the tool for continuing this training.

Plans

- DII will continue conducting these trainings on a regular basis via WebEx until the COVID-19 pandemic has subsided or when it becomes practical to offer in-person training.
- DII will continue to educate state agencies and ISP work units of the DII processes.

**Goal #2: Promote the transparency of investigative outcomes.**

- a. Provide a DII dashboard to share real-time information with ISP Leadership.**

Progress

- An information packed Dashboard has been shared and is available for ISP Leadership.

Challenges

- The main challenge throughout the reporting period has been for the project to remain a priority for DoIT as they have the responsibility to create and maintain the dashboards.
  - As we work through concerns and updating the dashboard, other competing Departmental initiatives may take priority which causes delays in ensuring the dashboard is consistently working correctly with little or no downtime.
  - DII's current data management system is outdated and no longer supported.
    - It is difficult to port the data over and requires cumbersome, time consuming, manual spreadsheets being built and maintained until DII is able to secure a Records Management System (RMS) that will allow for portability and query access.

Plans

- Continue working with DoIT to pull data from the Internal Dashboard and obtain a new RMS with a robust query and reporting module with advanced and reliable technology.

**Goal #2: Promote the transparency of investigative outcomes.**

- b. Compile and post statistical data regarding sustained administrative findings on the ISP public website.**

Progress

- DII management has worked with DoIT to create a public facing dashboard. The sharable data sets have been identified. The data is ported over from the current internal dashboard. The data for the public-facing website was provided to DoIT during the ISP internet refresh project. This data is posted on the new ISP website.

Challenges

- DII will continue to push the data to DoIT manually for monthly updates. This effort is time consuming, but vital for transparency.

Plans

- DII is pursuing a new RMS which will enable the Division to automate and make the statistical data live. This will increase efficiencies and allow for an expansion of shared data.

**Goal #2: Promote the transparency of investigative outcomes.**

- c. Compile and post statistical data regarding sustained criminal findings on the ISP public website.**

Progress

- DII management has worked with DoIT to create a public facing dashboard. The sharable data sets were identified. The data is ported over from the current internal dashboard. The data for the public-facing website was provided to DoIT during the ISP internet refresh project. This data is posted on the new ISP website. The data will also be shared with Illinois agencies.

Challenges

- Ensuring the link to the portal from the DII webpage functions seamlessly and continuously under the maintenance of DoIT.
- DII is currently pushing the data to DoIT manually for monthly updates. This effort is time consuming, but vital for transparency.

Plans

- DII is pursuing a new RMS which will enable the division to automate and make the statistical data live and more robust. This will increase efficiencies and allow for an expansion of shared data.
- Utilize data to identify or mitigate criminal cases and related trends occurring in State of Illinois facilities.

**Goal #3: Increase investigative capacity, efficiency, and expertise.**

- a. Enhance the Background Investigations Unit (BIU).**

Progress

- The Background Investigation Unit is currently staffed by three full time code employees, seven contractual employees and one sworn employee (Sgt. Vanausdoll is on a temporary assignment to Southern Command).
- The BIU has effectively managed its case load during the reporting period. The BIU reported no cases which were completed outside of the thirty-day time limit.
- The BIU reported an average of 26.25 days per case in the 4<sup>th</sup> quarter of FY2021.
- The BIU can enhance its effectiveness and shorten the case management timeline with the addition of Administrative Services Command personnel.

### Challenges

- Through an analysis of productivity DII has determined an additional two personnel would be an appropriate staffing level that would significantly impact our internal and external investigations, reducing timelines by an additional 10-15 percent.
- COVID-19 has negatively impacted the ISP budget which directly affected actioning the addition of two personnel this fiscal year.

### Plans

- New workflows and related guidance will be implemented in the first quarter of FY2021 to enhance efficiencies and reduce wastes.
- Pursue adding two additional personnel to the BIU team when appropriate funding is identified by the Fiscal Office.

### **Goal #3: Increase investigative capacity, efficiency, and expertise.**

#### **b. Decrease case timelines resulting in quicker resolution.**

### Progress

- Due to the COVID-19 Pandemic, court closures, delays, etc., the DII completion time has increased for external criminal investigations by 62 percent in FY2021.
- The DII completion time has increased for internal (administrative and criminal) investigations by 35 percent in FY2021 due to an increase in PC internal cases opened and the COVID-19 Pandemic.
- The Division filled an Office Specialist, and Administrative Assistant position in Springfield, and a Criminal Intel Analyst 1 position.
- Ten SACs attended New Agents School (NAS) and several obtained Special Agent statuses.
- The DII has reduced timelines in background investigations in FY2021.

### Challenges

- Delays and shut downs during the COVID-19 Pandemic, directly impacts the ability to increase the efficiency of interviews.
- Maintaining sufficient staffing levels, especially with experienced staff.
- Training of new, unseasoned agents which continue to be onboarded in recent quarters.
- Increases in investigative cases and demands of the DII.
- Delayed reviews of criminal cases by prosecutors which directly impacts the DII's ability to progress administrative investigations.

### Plans

- Continuous assessment of staffing levels and creating a results-driven effort to attract and retain DII personnel.
- Fill code positions according to DII's allotted headcount.
- Fast track training for certain investigations.

- Share deterrence methods with ISP command and external partners to drive complaints downward.
- Enhance communications with prosecutors to share how prosecutorial delays impact the State of Illinois and its employees.

**Goal #3: Increase investigative capacity, efficiency, and expertise.**

**c. Identify appropriate staffing level to ensure proper service levels.**

Progress

- Through an analysis of productivity DII has determined an additional two investigative personnel would be an appropriate staffing level for the BIU that would significantly impact our internal and external investigations.
- In Fiscal Year 2021, the DII has on boarded approximately 11 Special Agent Candidates (SAC) and filled an Office Specialist, Administrative Assistant, and a Criminal Intel Analyst 1 position in Springfield.
- Ten SACs attended New Agents School (NAS) and several obtained Special Agent status.

Challenges

- Achieving a sufficient staffing level to increase investigative capacity, efficiency, and expertise remains a challenge. Several agents are on Temporary Duty Assignments (TDA's) to other divisions.
- Sworn personnel will continue being tasked with carrying out the administrative functions for the vacant code positions which places continuous burdens on sworn staff.
- Attracting and recruiting staff to serve as Special Agent Candidates.

Plans

- Work with the Office of the Director and the Office of Human Resources to fill the two Office Coordinator, and ISI I vacancies.

**Goal #4: Provide leadership and investigative training to enhance the DII staff capability and performance.**

**a. Identify leadership and investigative classes and training for assigned personnel.**

Progress

- Ten SACs attended New Agents School (NAS) and several obtained Special Agent statuses.
- The Illinois Homicide Investigators Association (ILHIA) Conference was cancelled during 2020 due to the COVID-19 pandemic.
- The second annual DII Symposium was conducted on October 27-28, 2020 and was held virtually due to the COVID-19 pandemic. Topics ranged from federal civil rights and public corruption investigations, crime scene and forensics updates, leadership, internal processes, legal, and EEO matters.
- Various future training courses have been pushed out to the agents.

### Challenges

- At times, with heavy caseloads, numerous background investigations, and mandated training, being able to balance recommended online training is laborious for agents to work into their schedules without causing undo interruptions to case work.
- Funding for training remains limited due to budget constraints, and creative ways to overcome this hurdle will continue to be sought, such as, partnering with external revenue sources to sponsor officers by covering the training costs (States Attorney's Offices (SAOs), United States Attorney's Offices USAOs, etc.).

### Plans

- DII will continue to seek out relevant training and engage stakeholders who could support this endeavor.
- Conduct a third annual DII Symposium, which will be held in person at a central location. The Symposium has been scheduled for either October 27<sup>th</sup> or the 28<sup>th</sup>, 2021. Tentatively scheduled topics range from case studies, officer wellness, internal processes, legal, and EEO matters.
- Send agents to the Illinois Homicide Investigators Association (ILHIA) Conference 2021 during FY22. Through attending this training, agents will be able to learn from some of the best instructors in the nation while simultaneously receiving continuing education credit toward maintaining their Lead Homicide Investigator (LHI) certification.
- To utilize remote training opportunities unique to internal affairs and investigative matters.

### **Goal #4: Provide leadership and investigative training to enhance the DII staff capability and performance.**

- b. Seek out best practices to improve administrative and investigative strategies.**

### Progress

- The Division filled an Office Specialist, and Administrative Assistant position in Springfield, and a Criminal Intel Analyst 1 position.
- Ten SACs attended New Agents School (NAS) and several obtained Special Agent status.
- The Illinois Homicide Investigators Association (ILHIA) Conference was cancelled during 2020 due to the COVID-19 pandemic.
- The second annual DII Symposium was conducted on October 27-28, 2020 and was held virtually due to the COVID-19 pandemic. Topics ranged from federal civil rights and public corruption investigations, crime scene and forensics updates, leadership, internal processes, legal, and EEO matters.
- The DII developed streamlined administrative processes, strategies, and workflow systems.
- Southern Command has implemented monthly policy reviews along with quarterly tabletop exercises.
- Various future training courses have been pushed out to the agents.

### Challenges

- At times, with heavy caseloads, numerous background investigations, and mandated training, being able to balance recommended online training is laborious for agents to work into their schedules without causing undo interruptions to case work.
- Funding for training remains limited due to budget constraints.

### Plans

- DII will continue to seek out relevant training with minimal budget impact.
- Creative ways to overcome issues with funding for training will continue to be sought, such as, partnering with external revenue sources to sponsor officers by covering the training costs (States Attorney's Offices (SAOs), United States Attorney's Offices USAOs, etc.).
- Identify progressive training related to death investigations, sexual assault crimes, financial crimes, and internal affairs matters.

### **Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

- a. Implement a technological software program or tool to improve the outcome of the interview and interrogation process.**

### Progress

- The DII management team determined the need to implement a dependable and contemporary interview room recording system in four office locations. Departmental approval and the procurement process have been completed. The logistics for installation of the equipment in the four DII offices is in progress.
- The DII along with DoIT have published and enhanced the reporting feature for the public and state employees to report criminal misconduct of state employees. The tool has provided real-time reporting of misconduct to DII and allows for anonymous complaints via the internet and on mobile devices.

### Challenges

- The filtering through legitimate complaints that are relevant to DII initiated via the new citizen report of state of Illinois employee criminal misconduct platform.

### Plans

- Complete the installation of the equipment in the four DII offices and assess its functionality.
- DII will continue working in conjunction with DoIT to identify a CJIS compliant cloud-based storage system for interviews and interrogations, as well as other digital investigative evidence DII agents collect during investigations.
- A robust plan and collaboration with DCI are necessary to fully advance modernization efforts concerning new age investigative tools for leads management, interview statement analysis, voice stress analysis, and interview and interrogation. On-going cross communication will occur, and cost sharing will be considered.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

**b. Improve digital evidence storage and maintenance capability.**

Progress

- DoIT has freed up storage space on legacy DII servers for digital storage.
- DoIT identified new server space for DII digital evidence and the migration was completed.
- Continual discussions are being held with DoIT concerning DII needs.

Challenges

- As a result of new legislation, (50 ILCS 205/25 new) Sec. 25. Police misconduct records. All public records and nonpublic records related to complaints, investigations, and adjudications of police misconduct shall be permanently retained and may not be destroyed increasing DII's need for a permanent solution to additional storage for data.
- Legacy system uploads are very slow and inefficient.
- Identifying funding/resourcing for a cloud-based, Criminal Justice Information Services (CJIS) approved storage system.
- The costly and frequent use of DVDs for sharing videos with stakeholders (ISP Legal, state and federal prosecutors, other executive agencies).

Plans

- As DII transitions from I-CASE to TRACS further assessment of the capacity needed for data storage will be determined.
- To work with the Office of the Director, Office of Finance, as well as DoIT to identify a platform for a cloud-based storage system.
- Provide a system which will allow instant sharing of digital evidence with stakeholders in a secure manner.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

**c. Procure equipment to outfit DII interview rooms in each of the offices (Springfield, Matteson, DesPlaines, Collinsville, DuQuoin).**

Progress

- The DII management team determined the need to implement a dependable and contemporary interview room recording system in four office locations. Departmental approval and the procurement process have been completed. The logistics for installation of the equipment in the four DII offices is advancing.

Challenges

- Despite data storage being available via the vendor for interviews and interrogations conducted at the four equipped office locations, the issue of a lack of storage for interviews conducted elsewhere remain an issue.

Plans

- Complete the installation of the equipment in the four DII offices and assess its functionality.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

- d. Provide a user-friendly avenue for citizens to report criminal allegations to DII.**

Progress

- The portal for citizens complaint to report criminal allegations of state employees, anonymously or otherwise has been developed. The link to the portal from the DII webpage has been functioning for approximately two months resulting in 39 submissions and 7 internal cases on ISP sworn employees.
- The DII along with DoIT added a user-friendly reporting platform on the ISP website.

Challenges

- Filtering through complaints that are not applicable to the DII.

Plans

- DII will continue to monitor, assess and address the concerns of citizen complaints as they relate to DII.

**Goal #6. Improve accountability by monitoring the performance of Agents assigned to the DII to increase the number of cases assigned and decrease timelines.**

- a. Supervisors will review monthly activity reports and performance metrics to ensure all personnel are meeting or exceeding the expectations of the DII.**

Progress

- Quarterly Updates have implemented to audit and review the timeliness and thoroughness of investigations.
- Each Command has improved their timelines for case completion by implementing a group effort to complete cases.
  - Agents typically will handle a case from beginning to end with the assistance of other agents only in interviews.
  - Group participation in a case, having the case agent assign tasks with the appropriate report to be written in the early stages of the case, has seen cases come to a conclusion in a shorter time frame.
  - This has been highly encouraged and implemented on some cases.

Challenges

- Managing demands for investigative services at peak times.
- Once the case and background load picked up, it was more difficult to arrange for efficient group effort, as all agents have numerous challenging and competing investigative and training demands.

Plans

- Supervisors will continue to assist and encourage the planning of group participation on cases to continue to drive down the completion time.
- Upon completion of certain incidents, a debrief will take place to discuss areas of improvement while highlighting successes.
- Senior Command will review activity on a bi-annual basis.
- Identify cases which could be worked quicker for faster disposition.

**Goal #6. Improve accountability by monitoring the performance of Agents assigned to the DII to increase the number of cases assigned and decrease timelines.**

- b. Senior command will review investigative activity on a bi-annual basis to ensure performance metrics are being met or exceeded.**

Progress

- Continuous and proactive supervisory engagement with Special Agents.
- Mid-year performance statistics are analyzed by senior management and shared with work unit Commanders for communicating to subordinates.
- Proper utilization of goals and performance output by employing proper employee evaluations.

Challenges

- Maintaining proper caseloads amongst agents and a proper staffing level.

Plans

- Senior Command will review activity on a bi-annual basis.
- Senior command will analyze staffing levels to assess potential needs.

**Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

- a. Conduct an analysis to identify the top ten violations of all personnel.**

Progress

- In working to achieve DII's goals to promote the transparency of the outcomes of investigations regarding allegations of misconduct by State Police employees both civilian and sworn, DII created the 2020 Discipline Report. The report summarizes all of the Illinois State Police internal investigative cases and attempts to reduce the number of internal employee misconduct through education and training.
- DII provides top ten violations to ISP's senior command staff as requested and also to newly promoted sworn personnel.
- DII is reporting real-time Top 10 misconduct violations on the ISP DII Dashboard.

Challenges

- Absolute prevention of misconduct, zero complaints against ISP personnel through engaged and proactive management.

- Proper risk management which results in zero findings of sustained misconduct.

### Plans

- In order to attempt to reduce the number of reoffending employees, the Division of Internal Investigation will work with the Division of Patrol, the Office of the Director and the Equal Employment Office through the Personnel Early Warning System to identify the at-risk employee so the work units can take the appropriate steps to intervene.
- In addition to reporting real-time Top 10 misconduct violations on the ISP DII Dashboard, the DII will also address the top to violations through training programs.
- DII's willingness to serve with the highest degree of integrity, professionalism, and excellence is a testament to the personnel brought on-board by the ISP. The Division will continue to conduct thorough background investigations during the employment process and beyond to ensure accountability of those involved in misconduct.
- Continue to initiate TDA's to sworn personnel to assist us in our division recruiting efforts.

### **Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

- b. Address allegations of abuse, excessive use of force, fraud, theft, or other misconduct by state employees.**

### Progress

- The DII conducted a total of 32 internal and external training presentations in FY21.
- DII has worked to expand external training to state facility managers (mid-level and below) during this fiscal year in response to many Agency Heads already having received the training.
- The outside agency training covered the function, jurisdiction, and roles of DII in direct relation to state agencies in the Executive Branch of the Office of the Governor.
  - The agencies were made aware of what types of complaints should be reported,
    - what to expect when a complaint is reported,
    - the steps taken during investigation, and
    - possible outcomes.
  - Prevention methods continue to be provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints.
  - Agencies were also given contact information for reporting to DII in their respective locations.

### Challenges

- Several presentations were canceled due to no enrollment. With the progression of time, more and more agencies have employees that have been trained.
- The DII often experiences delays in reporting of misconduct from external agencies for a myriad of reasons (victim cooperation or cognitive ability to report, internal evaluation of

misconduct by the home agency, administrative, etc.). Timeliness of responses to criminal misconduct is crucial for proper investigation and successful prosecution. The DII is aiming to meet this challenge by increasing training opportunities for DII's stakeholders.

### Plans

- As a result of new legislation, (20 ILCS 2610/11.6 new) Sec. 11.6. Illinois State Police annual disciplinary data report, the DII will begin implementing measures to report:
  - (1) the number of complaints received in the preceding calendar year against an Illinois State Police officer, including but not limited to the race, gender, and type of complaints received;
  - (2) the number of internal investigations initiated in the preceding calendar year since the date of the last report;
  - (3) the number of internal investigations concluded in the preceding calendar year;
  - (4) the number of investigations pending as of the reporting date;
  - (5) the number of Merit Board referrals;
  - (6) the number of officers decertified in the preceding calendar year; and
  - (7) the number of investigations that led to a determination of: administratively closed, exonerated, not sustained, sustained, and unfounded when filing its annual report for 2023.
- DII will work to continue to expand the training to state facilities and train new employees as they on-board and those employees requiring annual training.

### **Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

- c. Develop and implement a curriculum/presentation designed to assist all agency personnel to understand the top policy violations, investigative processes, and rules of conduct as well as provide agency expectations.**

### Progress

- The curriculum was developed for internal and external agency training. To date the training has been well-received and has been successful.
- Training offerings are continuously provided to ISP work units to address, respond, and/or deter allegations.
  - DII personnel conducted 6 presentations to ISP personnel.
  - DII provides courses for ISP Cadets and recent promotees at the Illinois State Police Academy and via WebEx in addition to training over 20 ISP work units as requested.
- Preventive strategies and the importance of robust leadership are discussed in an effort to drive down misconduct allegations. This includes safety improvement assessments.
- DII has worked to expand external training to state facility managers (mid-level and below) during this fiscal year in response to many Agency Heads already having received the training.

Challenges

- With the push to mid-level management and below, the external agency presentation enrollment remained low to non-existent, possibly due to training already have been received or familiarity with ISP DII procedures and response.
- Lack of advancement of safety surveillance equipment procurement at Illinois Department of Human Service facilities which experience high levels of misconduct allegations.

Plans

- DII will continue to provide and enhance training and certifications relevant to internal investigations.
- Continue to offer professional development training for stakeholders through offering safety assessment assistance for their agencies and facilities.

**DIVISION OF PATROL  
ANNUAL REPORT  
FY2021**

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

Progress

- The DOP has worked closely with DoIT to ensure regularly tracked and requested statistical data is able to be accessed from TraCS in an efficient manner.
  - DOP worked closely with DoIT to ensure all DOP officers had the most up to date TraCS software downloaded. This was necessary in order to ensure the correct/needed NIBRS field report version was being utilized by officers, so the required information was being transmitted to NIBRS (once DoIT was ready to transmit), and to avoid future manual reporting.
  - DOP worked with DAT and DoIT to add “DRE Evaluation” as a Report Type on TraCS in order to make it easier to gather DRE statistical data.
- DOP spent a significant amount of time assisting DoIT with questions/issues/concerns reference the roll-out of the new wage/timekeeping system and its capabilities which has led to improvements to the platform (i.e. OT tracking and viewing of subordinates benefit time).
  - DOP’s DDO created a live document and placed it on TEAMS. The link to this document was pushed out to the field as a platform where the field could ask any questions and advise of any issues they had in regard to the new timekeeping system. DOP worked with DoIT to help provide the field with answers and resolutions.
- The DOP implemented the use of Microsoft TEAMS to increase administrative efficiency. The utilization of this program has assisted with information gathering and sharing with DOP officers across the state from one central location point. Information has also been provided to the Districts regarding a creation of District teams so they too can utilize TEAMS to more efficiently communicate and share information.
  - DOP created a Statewide Major Incident TEAM to be utilized during significant incidents which require (or have the potential to require) statewide resources. This allows all command to go to one spot to get the most up to date information.
- DOP utilized the new SPEAR application to conduct promotional interviews. Division command embraced the new program, participated in SPEAR training sessions, and used it successfully during live interviews with minimal issues.

- DOP submitted a proposal for a Civilian Crash Application project. The proposal is for the creation of a web-based application where the public would be able to report simple property damage crashes and crashes involving animals (e.g. car versus deer).
- DOP has been working with RSB to update patrol radio code plugs. Updates include signing new Memorandums of Understanding (MOUs) with local police and sheriff's departments. Patrol radios will soon have access to local agency dispatch talkgroups and additional interoperability talk groups. This will allow Troopers to speak directly with and coordinate with local agencies during a critical incident. The talk groups can also be monitored by Troopers during normal patrols to enhance situational awareness by being aware of local law enforcement activity in/near their patrol zones.
- DOP has been working closely with 9-1-1 and RSB to develop a body worn camera pilot and department directive. DOP has provided significant feedback about the cameras and is developing a training curriculum for the Academy.

### Challenges

- The NIBRS integration was on a short timeframe and which required short turnaround times.
- There were lots of issues/concerns/limitations with the new timekeeping system. Finding solutions-fixes and gathering answers post roll- out was very time consuming.
- The SPEAR rollout required a lot of information be disseminated to the field, which in turn resulted in many questions from the field which took a significant amount of time to get answered.
- Due to a shortage of DoIT personnel, DoIT was not able to assign the Civilian Crash Application project to anyone in FY21.

### Plans

- DOP will continue to utilize Microsoft TEAMS as a statewide platform to manage largescale incidents.
- DOP continues to work with DoIT to ensure the TraCS program continues to evolve with reporting requirements and the statistical needs of the department.
- In August 2021, DoIT advised they were able to begin working on the Civilian Crash Application Project.
- DOP has requested various officers be "testers" for the NEW Workforce timekeeping system which is set to tentatively roll out statewide in December of 2021.

## **Strategic Goal #2: Enhance training and welfare of personnel.**

### Progress

- The DOP has established the "Lifecycle of the 360 Degree State Trooper" project. This program is designed to systematically train and develop new Troopers as they are hired to ensure all officers are trained at the same level from hire to their five-year mark (at minimum). Investing into new officers will help ensure more confident and proficient

officers are patrolling our roadways by teaching them skills to communicate with the public effectively and increase opportunity to identify crime, which in turn increases their officer safety and decision-making skills. The Division is working with DAT to enhance the project by identifying key training achievements and diverse work experience which could be utilized to build and select better, more well-rounded, supervisors. During FY21, approximately 1,022 ISP Troopers were trained and mentored.

- The DOP is continuing to work with the Division of the Academy and Training to create a “Leaders” curriculum which will be aligned with ISP’s Vision of ‘striving for excellence in all that we do’ as well as ISP’s Goal of ‘providing leadership through innovation as a dynamic, diverse, learning organization which promotes personal and professional growth.’ This curriculum will be specifically tailored to making leaders at all levels, not only better law enforcement officers and executives, but also better community leaders, spouses, parents, and co-workers.
- DOP personnel assisted with the training of CC 132 and 133 personnel.
- Command personnel from all districts have been encouraged to hold training and wellness programs which meet their specific district needs.
- DOP and DAT have been working together with the rollout of statewide PIT and Rolling Roadblock training in accordance with the new pursuit policy. DOP has supplied a majority of the EVOC instructors.
- DOP worked with DAT to host a multi-site virtual DHS Use of Force Planning Conference which took place in Dec. 2020; approximately 30 DOP officers participated in the conference.
- DOP reached across to our DNR partners to begin getting officers trained in additional DUI training. The Seated Battery of SFST’s is an additional roadside investigative tool being rolled out to the field by patrol region in FY22. DOP was able to get 8 ISP officers certified to instruct the material.
- DOP worked with DAT on the rollout of MILO training. All DOP personnel identified to be part of the pilot project met all required deadlines. MILO is in full rollout and all DOP personnel are required to complete the training on an annual basis.

### Challenges

- COVID-19 travel and class size (group gathering) restrictions prevented officers from participating in trainings they could have otherwise received.

### Plans

- The DOP will continue to work with the Division of the Academy and Training on the aforementioned “Leaders” curriculum which will be aligned with ISP’s Vision of ‘striving for excellence in all that we do’ as well as ISP’s Goal of ‘providing leadership through

innovation as a dynamic, diverse, learning organization which promotes personal and professional growth.’

- The DOP will finalize recommendations for the “Lifecycle of the 360 Degree State Trooper” project and coordinate with the DAT to move the initiative forward.
- PIT and Rolling Roadblock training will continue until all DOP officers are trained.
- DOP will continue to find creative ways to train officers through the 360 Degree Trooper model.
- DOP Officers will all receive the new MILO training.
- DOP officers took part in a Desert Snow Criminal Interdiction training in July 2021.
- The ISP has been selected as the host agency for the National Interdiction Conference in 2022.

### **Strategic Goal #3: Reduce the occurrence of violent crimes through proactive enforcement initiatives.**

#### Progress

- The DOP has established a Community Patrol Team (COMPAT) which serves to support the ISP’s traditions of Integrity, Service, and Pride, by pursuing endeavors to collaborate with community and law enforcement partners while providing law enforcement services focused on violent crime in the Metro-East communities of East St. Louis and Washington Park. The COMPAT is comprised of specialty trained officers assigned to conduct overt and covert criminal enforcement operations in high crime areas. Despite the challenges faced by COVID-19, COMPAT continues to be the proactive and has a visible presence in the Metro-East with focus not only on enforcement but assisting other agencies and engaging with the community. Ideally, as staffing increases and the ability to staff COMPAT in the Metro-East footprint on closer to a 24/7 basis, the community will become familiar with the professional ISP officers and increased community trust will occur.
  - COMPAT has made a total of 480 criminal arrests, seized 50 firearms, made 74 illegal drug seizures, and conducted over 105 enforcement details in FY21. This is despite spending over 50% of their time supporting District patrol operations due to staffing in District 11.
- The DOP has established the “Lifecycle of the 360 Degree State Trooper” project. This program is designed to systematically train and develop new Troopers as they are hired to ensure all officers are trained at the same level from hire to their five-year mark (at minimum). Investing into new officers will help ensure more confident and proficient officers are patrolling our roadways by teaching them to communicate with the public effectively and increase opportunity to identify crime which in turn increases their officer safety skills.
  - During FY21, approximately 1,022 ISP Troopers have been trained and mentored.

- The DOP has assigned representatives to the Central Illinois Human Trafficking Task Force to increase awareness and effectiveness.
- District Chicago continues to address reoccurring expressway shootings by increasing visibility at key times and communicating with DCI to enhance capabilities and deconfliction efforts.
  - District Chicago has partnered with the Cook County Sheriffs Police and the Chicago Police Department to work joint criminal details to focus on the South Sector Expressway system focusing on violent crimes, car jackings, criminal arrests in attempts to reduce expressway shootings. In FY21 these efforts led to the seizure of over 20 stolen vehicles along with 3 firearms. Details are scheduled to continue through FY22.
  - “Operation Bullseye” was conducted in early 2021; this detail brought in Troopers from all over the state to saturate the interstates on the south and west sides of Chicago.
- DOP priorities have been aligned with the Strategic Plan to include both criminal enforcement and networking to encourage joint crime enforcement missions with local, state, and federal law enforcement partners.
- In FY21, 1,818 illegal firearms were seized.

### Challenges

- DOP staffing levels have significantly hindered the ability of the Division to conduct proactive enforcement details due to the need to staff districts at their minimal levels to cover calls for service. On many shifts, patrol Troopers are forced to a reactive status due to staffing minimums. Therefore, the opportunity for productive crime enforcement is greatly diminished.

### Plans

- COMPAT will continue to be proactive and have a visible presence in the Metro-East with a focus not only on enforcement, but on assisting other agencies and engaging with the community. COMPAT will continue to adjust to support District 11 patrol.
- DOP will continue to train and mentor officers using DOP’s established “Lifecycle of the 360 Degree State Trooper” program. The training of these Troopers instills a mindset to seek out crime while simultaneously providing them with tools to be successful.
- District Chicago plans to continue large scale saturation details on the interstates inundated by shootings. “Operation Safe D.R.I.V.E.” details will continue throughout FY22, and a 30-day TDA to District Chicago initiative is currently in the final planning stages.

**Strategic Goal #4: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**Progress

- DOP was able to acquire **6** donated Canines in FY21 from Task Forces and States Attorney's Offices. The Division did not receive adequate K9 budgetary support and therefore was forced to seek K9 donations.
- CRIMPAT conducted a total of **14** regional enforcement details throughout FY21.
- The DOP has continued to build the "Lifecycle of the 360 Degree State Trooper." This training concept, along with strategically situated enforcement operations will increase bulk contraband seizures of drugs, illegal proceeds, and weapons
  - During FY21, approximately 1,022 ISP Troopers have been trained by CRIMPAT officers who also provided mentoring through ride-along and classroom instruction to other ISP and outside agency officers.
- Division Command continue to make efforts to develop specialized "crime oriented" teams within the Districts for proactive enforcement.
- In FY21, DOP seized over \$4 million dollars in illegal U.S. currency through proactive efforts.

Challenges

- DOP was scheduled to send a group of officers to the National Criminal Interdiction Conference in Maryland. Unfortunately, due to travel restrictions (COVID), group size had to be reduced.
- There is a direct correlation between success in apprehending crime, seizing contraband, and illegal assets and the availability of a canine. With the direction of the Division, the K9 is the most valuable tool at the fingertips of the officers. Due to budgetary restrictions, only 5 canines were assigned to DOP for both FY21 and FY22. The K9 is a resource heavily relied upon to interdict crime and enable successful prosecution. The K9 budgetary allocations are not sufficient for the Division to achieve its goals to increase the K9 program. The K9s are responsible for the annual seizures of millions of dollars in USC.
- The Division has found that the creation of teams of officers with sole responsibility for proactive enforcement (crime, DUI, traffic etc.) is necessary to advance missions effectively and make positive impacts. With staffing declines in DOP, the creation and maintenance of these proactive teams are a challenge. Many are tasked with shift coverage or eventually dissolved due to staffing within the individual District.

Plans

- DOP will seek funding opportunities for training in FY22 (i.e. Desert Snow training)
- DOP will continue to attempt to increase the canine footprint within the Division and is attempting to create specialty teams designed to utilize criminal enforcement strategies

which will address both crime and traffic safety simultaneously. The Division is evaluating the necessary staffing levels of districts in an effort to determine if staffing allocations can be shifted to create more proactive teams of officers to focus in areas of high crash, high crime, and high population.

**Strategic Goal #5: Empower Illinois citizens by providing timely criminal justice information and increase electronic access**

Progress

- DOP personnel work in conjunction with the Public Information Office to relay information to the public regarding arrests (crime in their area), safety messages, and other significant information.
- Due to the PIO expansion more individual District social media platforms (e.g. District Twitter accounts) have been activated which have helped with communicating important messages to the public including information regarding civil unrest, COVID-19 safety information and Executive Order clarifications, as well as traffic safety messaging.
- Since PIO's expansion, District social media platforms and ISP social media platforms which weren't regularly updated have significantly increased their following, which in turn means more members of the public are receiving information being disseminated by the Department.

Challenges

- N/A

Plans

- The DOP will continue to work closely with the PIO for information dissemination.
  - Work units continue to forward the PIO information regarding significant arrests, incidents, investigations, etc. in order for the information to be relayed not only to various media outlets, but directly to the public via the Department's various social media platforms.
  - The DOP will continue to work with the PIO to help highlight DOP safety initiatives such as Scott's Law awareness and education, and the importance of obeying the "Fatal Four" laws (Speed, DUI, Distracted Driving, and Seat Belt Usage).

**Strategic Goal #6: Decrease teenage driver-related fatal and personal injury crashes.**

Progress

- DOP works with the PIO to push out safety messaging regarding all traffic laws, with an emphasis on the Fatal-Four violations and Scott's Law.

- As of June 30, 2021, DOP has issued over 8,242 Distracted Driving Citations and over 10,000 Written Warnings. Distracted Driving citations increased by over 16% from the previous fiscal year. Scott's Law Citations also increased by over 33%.
- Operation "Blitz" details were conducted in March and May of 2021 to focus on Scott's Law and Distracted Driving violations.

#### Challenges

- Typically, Department Safety Education Officer would work with organizations and schools in their respective areas to provide safety messages but due to COVID restrictions, these in person events have not been taking place as often as in previous years.
- DOP staffing levels have significantly hindered the ability of the Division to conduct proactive enforcement details due to the need to staff districts at their minimal levels to cover calls for service.

#### Plans

- The DOP plans to continue to actively enforce the "Fatal Four" laws (Speed, DUI, Distracted Driving, and Seat Belt Usage) in order to prevent personal injury and fatal crashes from occurring.

### **Strategic Goal #7: Decrease fatal and personal injury crashes that involve an at-fault commercial vehicle.**

#### Progress

- In FY21 DOP was able to conduct a total of 1,536 law enforcement details specifically focusing on overweight violations as well as 72,663 motor carrier safety inspections. This is nearly a 20% increase in MCS inspection when compared to the previous fiscal year.
- Fatal crashes involving a commercial motor vehicle have decreased by 15 percent in FY21 when compared to FY20.

#### Challenges

- N/A

#### Plans

- Officers will continue to actively conduct motor carrier safety inspections and enforcement details focusing on commercial motor vehicle overweight violations.

**Strategic Goal #8: Decrease drug and alcohol-related fatal crashes and personal injury crashes.**Progress

- In FY21, DOP issued a total of 541 DUI-Drug citations, 3,689 citations for DUI-Alcohol, and conducted a total of 299,338 traffic stops.
- ISP DRE Officers were able to conduct a total of 50 DRE evaluations in FY21. This was an increase from the previous year.
- ISP officers statewide continued to enforce the Fatal Four violations and wrote 125,639 total citations for these offenses as well as 3,478 Scott's Law citations (FY21).

Challenges

- . DOP staffing levels have significantly hindered the ability of the Division to conduct proactive enforcement details due to the need to staff districts at their minimal levels to cover calls for service.

Plans

- The DOP plans to continue to actively enforce the "Fatal Four" laws (Speed, DUI, Distracted Driving, and Seat Belt Usage) in order to prevent personal injury and fatal crashes from occurring. The DOP will also continue to work with the PIO in order to ensure we continue educating the public on the importance of these laws through Public Service Announcements (PSA), and social media messaging.

**Strategic Goal #9: Promote seatbelt and child safety seat compliance.**Progress

- ISP officers statewide actively enforce the Fatal Four violations, including seat belt usage. In FY21 Officers wrote a total of 16,372 seatbelt and child restraint citations. This was a 7% increase from the previous fiscal year.

Challenges

- DOP staffing levels have significantly hindered the ability of the Division to conduct proactive enforcement details due to the need to staff districts at their minimal levels to cover calls for service.

Plans

- DOP is scheduled to receive \$1,085,756.00 in hire-back funding to address occupant restraint in FY21.

**Strategic Goal #10: Decrease Interstate fatalities.**Progress

- In FY21 DOP issued over 8,242 Distracted Driving Citations and over 10,000 Written Warnings. Distracted Driving Citations increased by over 16% from the previous fiscal year. Scott's Law Citations also increased by over 33% from the previous fiscal year.
- In FY21, officers issued 125,639 citations related to the "Fatal 4" and conducted a total of 299,338 traffic stops. Officer visibility has a direct impact on driver behavior.
- Operation "Blitz" details were conducted in the months of March and May of 2021 focusing on Scott's Law and Distracted Driving violations.
  - Approximately 2,000 details were conducted statewide in these two months.
- DOP Officers continue to aggressively enforce DUI violations. In FY21, DOP made 541 arrests for DUI Drugs and 3,689 arrest for alcohol related DUIs.

Challenges

- DOP staffing levels have significantly hindered the ability of the Division to conduct proactive enforcement details due to the need to staff districts at their minimal levels to cover calls for service.

Plans

- The DOP plans to continue to actively enforce the "Fatal Four" laws (Speed, DUI, Distracted Driving, and Seat Belt Usage) in order to prevent personal injury and fatal crashes from occurring. The DOP will also continue to work with the PIO in order to ensure we continue educating the public on the importance of these laws through Public Service Announcements (PSA), and social media messaging.

**Strategic Goal #11: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**Progress

- The mock activations of the Critical Incident Mobilization Plans (CIMP) and the civil unrest details which DOP officers responded to in FY20 provided an opportunity for the DOP to implement the use of critical tools such as the Homeland Security Information Network (HSIN) Connect Site and tools within Office 365 during major incidents.
  - This implementation has allowed the DOP to learn the use of these tools is beneficial to the Division.
  - The Division has now implemented the use of interactive mobilization spreadsheets during civil unrest events which allow DOP command to see the in-time effects potential activations can cause of district and non-DOP staffing levels.

- In preparation for any future incidents of civil unrest, an ISP.ALL.STATEWIDE.MAJOR.INCIDENTS Teams Channel was created in FY21 by DOP for use by the entire ISP. The team contains various channels that Command Personnel statewide can utilize should they have to create an OPS Plan, activate an LESC (track calls), view CCT activations, and view NON-DOP personnel who would be available for activation for assistance in needed areas. The team also contains various spreadsheets in one central location, including the Non-DOP Personnel Tracker, and the Civil Unrest Tracker. The Civil Unrest Tracker contains information on the following: DOP Work Unit Staffing Levels, DOP Missions, CCT Status-Movements, ILNG Missions, DOP Work Unit Needs, Injury and Fatality Information, and lastly any necessary cost tracking.
- DOP now oversees the Statewide Crowd Control Team with the establishment of a new position, Statewide Crowd Control Team Coordinator, created due to large volume of civil unrest activations in FY20.
- The DOP took the lead in coordinating multiple LESC's and the LEJOC while coordinating with IEMA, ILEAS, and ILNG in the updating of Annex 16 of the Illinois Emergency Operations Plan and the creation of the Widespread Criminal Activity Playbook. These efforts propelled ISP, and the State of Illinois, to success in preparing for an managing major critical incidents ranging from pandemic response to civil unrest threats and widespread criminal activity.

#### Challenges

- Manpower shortages. Activating a large group of personnel can be time consuming. DOP is constantly evaluating internal processes in order to be as efficient as possible.
- Refining lessons learned from previous activations of the LEJOC and LESC's along with other Illinois public safety partners to ensure maximum efficiency.

#### Plans

- The ISP.ALL.STATEWIDE.MAJOR.INCIDENT Teams Channel will continue to be used and DOP will also continue to utilize the Homeland Security Information Network (HSIN) Connect Site and tools within Office 365 for any future major incidents.
- The Division has submitted proposals to the OOD for consideration pertaining to the internal ISP coordination of the LEJOC and LESC's to better enable communication and efficiency during large incidents.

**DIVISION OF CRIMINAL INVESTIGATION  
ANNUAL REPORT  
FY21**

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

- a. Modernize evidence collection, documentation and sharing of high-volume digital evidence.**

Progress

- The Illinois State Police currently uses four different report writing systems to document investigative activity. The Division of Criminal Investigation (DCI) has submitted a request for an exemption from the procurement code to expand the use of CrimePad (cloud based) from the Crime Scene Services Command to DCI. This request is currently being evaluated by the State Procurement Officer (SPO). The Statewide Evidence Vault recently began implementation/expansion of BEAST/LIMS for use in all ISP Evidence Vaults in managing evidence.

Challenges

- The procurement environment has presented challenges in purchasing a new investigative report writing platform to replace the four currently in use.

Plans

- The Division of Criminal Investigation intends to procure/expand the use of CrimePad to replace legacy report writing systems currently in use. CrimePad and BEAST are sole-source products provided by the vendor, Porter Lee LLC.
- The use of CrimePad in conjunction with BEAST will allow for real time documentation of evidence as it is collected and seamless investigative effort when transferring evidence to vaults or to Division of Forensic Services personnel, whether it be crime scene personnel or laboratory personnel.
- The DCI CrimePad Workgroup has drafted a Statement of Work (SOW) that identifies every nuance of the agreement between the Illinois State Police and Porter Lee should the expansion be authorized.
- Implementation will significantly improve evidence collection, documentation, and handling within the Division of Criminal Investigation by procuring and expanding the use of CrimePad and BEAST. This would allow for the more efficient sharing of high-volume digital evidence and information.
- All evidence collected in the field will be entered into CrimePad by agents in the field and managed by Evidence Custodians using BEAST.

- DCI would experience greater efficiency in documenting investigative activity, the management of investigative leads, and evidence management by transitioning to this new software.
- b. Maximize mobile platform capabilities to enhance investigative leads management, mapping and access to LEADS.**

#### Progress

- The Division has procured and implemented the use of Cellebrite devices and analytical capabilities for use in examining phones and other devices during investigations. The technology has allowed DCI Agents to share data throughout the state and identify relationships and commonality between offenders and investigations.
- The Division continues to work toward the procurement of CrimePad. CrimePad will provide a more efficient investigative leads control and lead management platform with the ability to assign and track investigative leads remotely.

#### Challenges

- The procurement environment has presented challenges in purchasing CrimePad for expanded use in DCI. CrimePad is currently in use in the Crime Scene Services Command.

#### Plans

- The Division's transition to CrimePad will provide a lead management feature with the tools and resources to manage, assign, and create new investigative leads in real-time.
- With the mobile flexibility of CrimePad, Supervisors will have the ability to manage investigative leads from their department-issued cellular telephones, tablets, or portable computers.
- Users will have the ability to collaborate with the rest of the investigative team while actively working on the investigation. The platform will give Agents the ability to share data, chat and/or hold video conferences with anyone in the field real-time.
- CrimePad will interface with the Law Enforcement Agencies Data System (LEADS), allowing agents to query the system from within the CrimePad application.
- The Mobile Architecture for Communications Handling (MACH) will provide an additional gateway to the Law Enforcement Agencies Data System (LEADS) and provide Agents with access to criminal justice information such as Secretary of State data, Criminal History Records Information, and Hot Files from their issued cellular phones. The Department of Innovation and Technology (DoIT) has indicated this functionality will be live by December 31, 2021.

- c. **Continue to develop a single report writing platform to simplify user interface, data collection and information sharing.**

#### Progress

- The Division established a multi-disciplinary workgroup to evaluate CrimePad.
  - A decision was made to procure an expansion of CrimePad for use in DCI.
  - A statement of work and design documents have been prepared in the event the Division is able to procure CrimePad for use in DCI.
  - The Division has submitted a request for a sole-source exemption from the procurement code for the expansion of CrimePad for use in DCI. The request is pending with the SPO.

#### Challenges

- The procurement environment has presented challenges in purchasing CrimePad for expanded use in DCI. CrimePad is currently in use in the Crime Scene Services Command.

#### Plans

- Unlike other report writing platforms, CrimePad's basic, yet inviting, user interface caters to the most novice user enhancing the trainability factor. Agents will have the ability to record, manage, report, and collaborate on all aspects of an investigation. CrimePad will provide DCI with a one-stop-shop for documenting and storing investigative reports, photos, and other digital evidence.
  - Enabling DCI to use advanced mobile and cloud technology will allow DCI agents to spend more time working on investigations and enhance the quality and accuracy of information.
- d. **Expand digital-crime investigative skills across the enterprise, with subject matter experts assigned to each investigative zone to extract evidence and analyze evidence from vehicles, cellular devices, computers and virtual assistants.**

#### Progress

- To keep pace with the ever-changing landscape of technology in Fiscal Year 2020, DCI undertook an ambitious and forward-thinking plan to increase its mobile digital forensics capability.
  - This leap in capabilities would be accomplished by purchasing advanced hardware and software from Cellebrite Systems, a worldwide leader in the production and development of mobile digital forensic platforms.
  - All of this was done to place valuable, and easy to use tools in the hands of DCI's end users, its 250 plus Special Agents, and Special Agent Candidates working in the eight investigative zones throughout the state.
- After DCI's initial procurement efforts in late 2019, it was decided there needed to be a core internal working group to help push this initiative forward.
- In early 2020 the Cellebrite Working Group (CWG) was established to guide the purchase of this new technology through a multiphase implementation process including the completion of procurements, distribution and installation of equipment, training for end users, the establishment of best practices, and consideration of program sustainment.

- The Division successfully procured and distributed 10 Cellebrite UFED 4PC Ultimate devices, 8 Cellebrite Kiosks, and also purchased Cellebrite analytics software in the spring of 2020.
- Since receipt of the purchased technology, the CWG distributed all equipment and has begun the process of training field personnel on these platforms through Cellebrite proprietary education programs.
- The first of these trainings took place at the beginning of July 2020 with eleven (11) DCI field personnel taking a week-long certification course in the use of the UFED 4PC platform.
- Standard Operating Procedures (SOP) have been written pertaining to the UFED 4PC, kiosk and analytics software.
- In the fourth quarter of 2020, Cellebrite completed on-site setup of the Commander server to manage the 8 Responder kiosks located in the zones. They also completed on-site setup of the analytics software server designed to operate the application and provide storage for uploaded data.
- Training for the kiosk and analytics software has been created and posted to OneNet. Approximately 510 Agents and personnel have attended or enrolled in this training.
- DCI and DII have both been given access and training on the kiosk and analytics software.
- Cellebrite has provided two on boarding sessions for the analytics software and over 100 Agents and personnel attended the training on-line.
- Digital Crimes Unit (DCU) has seen a significant increase in the number of vehicle infotainment unit extractions and requests.
- Intelligence Support Unit (ISU) has the task of maintaining its role as subject matter experts in cellular technology and certain aspects of digital technology. The ISU exists to support and strengthen the investigative capabilities of law enforcement by lending specialized technical, intelligence, and investigative expertise to law enforcement. The ISU will assist law enforcement with issues involving investigative technologies, cellular telephone geo-location, internet protocol (IP) tracking, covert global positioning system (GPS) tracking, covert video installation, electronic countermeasures, audio and video processing, as well as training to federal, state, and local law enforcement agencies regarding technical and intelligence based investigative matters. Additionally, the ISU will assist the Crisis Negotiations Team (CNT) and/or Special Weapons and Tactics (SWAT) with any technical needs as they are identified during critical incident missions.
- ISU obtained a program, which assists with mapping cellular records. ISU added onto an existing program, which has the ability to create a virtual pen register/trap and trace. Since that initial purchase, ISU has trained, and/or provided access to over the program 100 ISP and task force Agents and personnel.
- ISU obtained two programs to conduct video analysis. One program is used for forensic video processing/enhancements by ISU personnel, and the second program allows trained individuals to convert proprietary or unplayable videos to standard video formats. Since the obtainment of one of the programs, ISU has trained at least two agents per zone to utilize the software, for a total of 16 Agents in the field trained.

### Challenges

- The biggest challenges with the Cellebrite initiative have been the management of the multiple procurements for equipment, software, and training and the establishment of best practices involving usage.
- A challenge has been identified in how to keep the kiosk online and software updated without people having to physically be in front of the kiosk to address the issue.
- The biggest challenge with any technology is cost. This includes the cost to obtain the software or device, train personnel to use it, and maintain access and training for the software or device in the future.
- The management of the program has required two people to take on additional duties taking them away from their normal job duties. This has created slower response times to issues and normal job duties are taken longer to complete.
- Adding headcount and hiring the right people for such specialized training and work environment that DCU has.

### Plans

- Thirty-six additional field personnel will soon be trained in the use of the Cellebrite Kiosk, a semi-mobile forensic platform.
- Lastly, DCI's CWG is working with DoIT to install two purchased servers, which allow for the total integration of Cellebrite's analytical software with UFED 4PC and Kiosk hardware. This is anticipated to be completed by the end of August 2020.
- The CWG plans to finish the training and implementation of all purchased Cellebrite platforms by mid-September 2020.
- Upon completion of the initial training and implementation phase, the CWG will assign subject matter experts, who use the technology daily, to develop DCI's internal training program and protocols related to Cellebrite data extractions and how to best utilize collected data to investigate crime.
- DCI hopes to expand the Digital Crimes Unit to allow digital forensic examiners to be assigned to specific investigative zones to assist with the extraction and analysis of data obtained from vehicles, cellular devices, computers or other digital media.
- The Traffic Crash Reconstruction Unit (TCRU) also has a role in digital evidence collection, for they have capabilities to acquire data from Event Data Recorders within passenger cars and commercial motor vehicles for crash investigations. TCRU members have unique skills to access modules within vehicles and successfully obtain data from vehicle infotainment centers. The data captured by the infotainment center often provides additional data such as vehicle speed, vehicle component use, distractions, and occupant cellphone usage which can be pertinent to crash investigations. Traffic Crash Reconstruction Officers can be a resource to Zone agents for obtaining infotainment data using the Berla iVe software.
- The analytical software will receive a large upgrade that will involve Cellebrite, DoIt and ISP to work collectively on the upgrade.
- Once the analytical software has been upgraded, Cellebrite will be conducting another on boarding session for DCI and DII.
- The Cellebrite license will be renewed.
- ISU would like to expand its footprint by adding more personnel allowing them to expand their capabilities.

- ISU will continue to research and seek access to technology relevant to the department's needs.
- ISU continues to stress the need for funding needed to obtain and remain proficient in regard to technology.
- DCU would like to replace an aging server and acquire new forensics tools to expand the units and departments capabilities.
- Post and hire additional personnel for DCU.

**e. Modernize voice stress analytical skills in each investigative zone.**

Progress

- The Division of Internal Investigation has fully implemented the use of Computer Voice Stress Analyzer (CVSA) software for continued use in an investigative setting.
- DII has 15 certified examiners and will continue to work with DCI on promoting the use of CVSA in the field.
- DII has developed an internal CVSA use protocol.

Challenges

- Due to COVID-19 and budget constraints, moving forward with purchasing additional equipment/training has stunted the programs growth.

Plans

- DII anticipates training two additional personnel in FY22 Q2.
- DCI & DII will continue to work together on promoting the use within DCI, which will provide field training for DII and allow DCI to evaluate the effectiveness of the program.

**f. Automate routine business functions. OAR, VTR Process, Discipline.**

Progress

- Work unit commanders continue to report statistics to the Deputy Director's Office on a monthly basis. DCI uses this information in providing monthly, quarterly, and annual reports.
- The Division continues to work with the Office of Finance in addressing the challenges associated in procuring an expansion of CrimePad for use in DCI. The use of CrimePad would provide a much more efficient means of data collection, thus improving this business function of the Division.
- Administrative processes within the Division have been evaluated and automated when possible. DCI continues to leverage available technology and software, including Microsoft TEAMS and Adobe Pro, in achieving this improved process.

Challenges

- Current report writing platforms in use by DCI are unable to provide an efficient means of statistical reporting. DCI continues to manually collect and compile metrics on a monthly basis.

- The procurement environment beyond the Agency continues to provide challenges in DCI procuring an expansion of CrimePad beyond the current use in the Crime Scene Services Command.
- Labor concerns in the establishment of a Public Service Administrator to serve long term as the Chief of Staff in DCI.
- The environment presented by the current process with Central Management Services in code hiring has contributed to a seemingly inefficient and slow effort. DCI currently shares a human resources position with the Division of Patrol.

#### Plans

- DCI will continue to leverage available technology and software, including Microsoft TEAMS and Adobe Pro, in an effort aimed at improving the efficiency of the business functions of the Division.
- DCI has initiated the process for the establishment of code positions within the Deputy Director's Office to improve long term stability and promote efficiency in process within the Division.

#### **g. Research and develop impact analysis for automated vehicles to ISP mission.**

#### Progress

- The Traffic Crash Reconstruction Unit (TCRU) is monitoring training programs regarding automated vehicles. Current reputable training sources have yet to produce such a curriculum.
- The TCRU continually reviews publications from various sources to include NHTSA and monitor legislation proposals in order to prepare for advancement of this technology and how to train and equip TCRU officers.

#### Challenges

- Autonomous technology is becoming more advanced, but the field of traffic crash reconstruction is not fully prepared to deal with the implications of the technology.
- Reputable sources of crash reconstruction training have not yet produced curriculum to address crashes involving autonomous vehicles.
- The National Highway Traffic Safety Administration (NHTSA) identifies five levels of automation within the definition of an autonomous vehicle.
  - These levels delineate accountability between the driver and system manufacturer.
  - This determination of accountability is the primary concern for traffic crash reconstruction officers.
  - Assigning fault to a driver will be difficult without being able to determine if the crash was caused by the vehicle's computer or by the lack of driver input.
- Other implications for law enforcement include "hacking" of autonomous vehicles, stopping autonomous vehicles, and the use of autonomous vehicle for drug, gun, and human trafficking.

#### Plans

- The TCRU continues to review publications, monitor legislation, and seek training specific to the investigation of autonomous vehicle crashes.

- TCRU will continually seek opportunities to download, examine and image EDR data from autonomous vehicles to analyze and learn more about the data captured by these types of vehicles. The initial goal is to see what type of data is captured and determine if TCRU can isolate driver interaction versus autonomous decisions in an autonomous vehicle crash.
- In furtherance of Traffic Incident Management objectives, the TCRU researched and procured advanced UAS platforms to help expedite the clearance of traffic crash road closures during inclement weather and in low-light conditions. The UAS systems have proven highly effective at reducing road closure durations which are shown to reduce the potential for high-speed secondary crashes from occurring.
- The TCRU acquired Airdata software to expedite the automatic uploading of UAS mission data to a centralized command dashboard capable of cross sharing information, live video streaming with end to end encryption on US-based servers.
- In 2021, the TCRU received Advanced Heavy Vehicle EDR training and Advanced CDR Analyst training to enable officers to collect time-sensitive vehicle data needed to determine pre-crash driver behaviors. These learned techniques were immediately put to use in several cases resulting in criminal charges against at-fault drivers.
- The culmination of advanced equipment, software and learned investigative techniques contributed the TCRU reduced the case report backlog during 2020-2021. The TCRU average case duration dropped during this period from 240 days to an average of 67 days.

#### **h. Establish School Violence Tip-line.**

##### Progress

- Development of the Safe2Help Illinois school safety tip-line began in FY20 and continues toward full implementation in FY21. Safe2Help Illinois will offer students a safe, confidential avenue in which to share information. This initiative seeks to prevent suicides, bullying, school violence, or other threats to school safety.
- The STIC has hired 5 Intelligence Analysts, obtained specialized texting and project management software, established SOPs and directives, and acquired training for analysts.

##### Challenges

- Acquiring sufficient staffing levels for full 24/7 implementation of the program.
- The COVID-19 pandemic has slowed the hiring and training process.

##### Plans

- Hiring additional analysts to fully staff the initiative, as well as provide continuing training for analysts.
- Safe2Help Illinois will achieve operational status prior to FY22 and ongoing marketing efforts will be conducted to promote the program.
  - Development of the Safe2Help Illinois school safety tip-line was completed. A pilot project was initiated with a small group of schools and successfully followed-up with an expanded group of school districts. Due to turnover in the Safe2Help staffing, the STIC currently has 3 Intelligence Analysts processing tips from the enrolled schools. Additional interviews are scheduled to backfill current vacancies. Marketing Safe2Help statewide and onboarding new school districts will be a

challenge moving forward. The statewide kickoff is currently scheduled for September. The STIC will continue to enhance the operational status of Safe2Help Illinois across the state enrolling new school districts in the program.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- a. Invest in personnel to establish expertise in violent crime and public integrity investigations.**

Progress

- DCI continues to evaluate and improve training efforts related to violent crime, weapons offenses, and crimes against children offered during the New Agents School as well as in-service training opportunities. Significant personnel and fiscal resources are continuously aimed at these efforts.
- DCI personnel in the southern part of Illinois participate in a specialized investigative unit called the Child Death Investigation Task Force (CDITF). The CDITF focuses on suspicious or unexplained death of infants and young children.
- The Special Investigations Unit (SIU) was created within DCI and tasked with conducting investigations into criminal wrongdoing by elected officials and government appointees at the state and local level. The unit is currently staffed by a Lieutenant, a Master Sergeant, two Sergeants, and five Special Agents.

Challenges

- Continuing to adequately staff DCI with experienced officers may become a challenge in the years to come because the applicant pool of Illinois State Police officers to select from for DCI assignments is becoming younger as more seasoned officers retire.
- Fiscal considerations in maintaining and continuing to develop training opportunities.

Plans

- DCI will continue to evaluate New Agent Training and potential in-service training opportunities.
- DCI will continue to work the Division of Patrol in seeking out Troopers interested in learning more about the mission of DCI. DCI will continue to offer opportunities for Troopers to serve temporarily within DCI for the purposes of cross-training.
- DCI will continue to market the mission of SIU to the investigative zones, local agencies, and prosecutors will establish the credibility of the unit.
- DCI will continue to seek funding for enhanced training for DCI personnel.

- b. Develop partnerships with the Illinois Attorney General to identify and apprehend child predators through greater participation in Internet Crimes Against Children (ICAC) task forces.**

#### Progress

- Increasing DCI participation in the Office of the Illinois Attorney General's Internet Crimes Against Children Task Force (ICAC) has made significant progress in apprehending child predators.
- There are 50 active ISP Officers certified to investigate ICAC cases.

#### Challenges

- The sheer volume of these crimes is a challenge in and of itself.
- DCI agents are only scratching the surface.
- Resource shortages including personnel, training, and equipment.
- With an increase in ICAC caseload, offices could become spread too thin without additional investigators assigned.
- Although the number of ICAC certified Agents has increased over the past two years, DCI Agents are only scratching the surface of ICAC investigations by currently only focusing on CyberTip investigations obtained through the National Center for Missing and Exploited Children (NCMEC). These investigations focus on images being uploaded primarily through social media applications such as Facebook, Snapchat, or Discord.
- Most ICAC certified Agents have not been involved in Undercover Chat or Peer-to-Peer investigations which could yield more large-scale offenders who share pornographic images via the Dark Web and other internet-based applications.
- ICAC cases may get pushed onto the "back burner" when a serious threat or death investigation is assigned to a Zone office. When possible, offices should be separated into two units so ICAC investigators can become more dedicated to working undercover and Peer-to-Peer cases, in addition to the CyberTip investigations, and other Special Investigations. This would allow Violent Crime Investigators to remain focused on Death Investigations and other serious felonies.
- Sending DCI personnel to necessary training.
  - Several of these training courses are available online, while numerous others are hosted at various sites across the state and country.
  - To properly investigate ICAC cases, officers need to be trained and proficient in as many of these topics as possible.
  - Funding will be needed for investigators to travel to courses that are not available online.
- The Department of Innovation and Technology (DoIT) has not made access to a Virtual Private Network (VPN) available for agents to utilize the state of Illinois Century Network.
- VPN access is needed in order for investigators to become involved in Peer-to-Peer and undercover ICAC investigations in addition to CyberTip cases.

#### Plans

- DCI will continue to recruit candidates who have a desire to work ICAC and other specialized investigations.

- DCI will remain focused on identifying and apprehending child offenders through greater participation with ICAC Task Forces.
  - DCI will continue to work with the ICAC Task Force Commander to ensure DCI agents are receiving the best equipment and training available.
- c. Create a state-wide cold case unit comprised of highly skilled retired personnel to adopt and continue investigative efforts and case review of unsolved violent crimes.**

#### Progress

- DCI Zones currently evaluate cold cases for solvability and work them when they have personnel resources available.
- DCI has submitted several cases for a familial DNA pilot program being conducted by the Division of Forensic Services (DFS).

#### Challenges

- Upon initial review by DFS, all cases submitted appear to meet acceptance criteria; however, familial DNA searches are on hold with no projected date to resume testing.
- Funding for external familial DNA and other resources should ISP resources not be available.
- Effectively prioritizing cases to determine the most efficient use of ISP resources to further unsolved crimes.

#### Plans

- The implementation of a cold-case unit remains a priority for the Division.
- The development of standard operating procedures is ongoing and will provide structure and guidance for the investigative efforts of unsolved crimes.
- DCI is always evaluating and analyzing the best use of its resources and how to provide attention to cold cases, while also working new cases as they come in.
  - An independent cold case unit is currently not considered the best use of investigative personnel.
- DCI will continue to seek training from DFS, increased communications regarding familial DNA searching protocols, and funding for use of external familial DNA resources if ISP resources will not be available in the near future.

**d. Replicate the Child Death Investigation Task Force to all zones.**

#### Progress

- The Child Death Investigation Task Force (CDITF) was created by state-supported legislation and is currently funded through the Department of Children and Family Services.
- The CDITF is a multi-disciplinary investigative entity that focuses on investigating child deaths and serious life-threatening injuries to children under the age of 18 that occur in the 34 southernmost counties of the state.

- During FY21, Zone 8 personnel continue their involvement in discussions with the program coordinator for the Southern Illinois Child Death Investigative Task Force, which encompasses 34 counties and Project CHILD.

### Challenges

- Funding is a major challenge the Division faces in replicating CDITF throughout the state. A viable funding source has yet to be identified.
- CDITF currently has a budget of \$112,000 which primarily covers training and all expenses related to child death autopsies.
- CDITF often hosts world-renowned speakers that have a price range from no charge to several thousands of dollars.
- Local law enforcement reluctance to join an effort similar to CDITF without a corresponding funding source.
- Local law enforcement agencies are hesitant to join CDITF because they do not have the manpower to allocate detectives to lengthy, multijurisdictional death investigations. Several Chiefs and Sheriffs know that they can rely on ISP to investigate child deaths regardless if they are members or not.

### Plans

- ISP will continue to build relationships between LEOs, DCFS, CACs, SAs, etc. for the multi-disciplinary team approach. ISP will continue to partner with Hoyleton Ministries and assist in efforts aimed at replicating the CDITF in Central Illinois through “Project CHILD,” an OVC initiative to reduce child maltreatment in Illinois.
- e. Increase Air Operations staffing and aerial platforms through creative leasing and purchasing agreements to ensure current technology and build Intelligence, Surveillance and Reconnaissance (ISR) capabilities.**

### Progress

- In FY21, The Air Operations Bureau (AOB) added one pilot at the DuPage base, which allowed the Bureau to meet its goal of increased staffing. However briefly, as this was offset by the retirement of the Bureau Chief, July 31, 2021.
- The AOB has closed the Sterling office, and that west-based pilot travels to DuPage each day and responds for missions with the DuPage pilot.
- Currently, AOB has four aircraft which are over 20 years old.
- AOB currently has six dedicated pilots and two pilots in training.
- The AOB may entertain a TDA Bureau Chief. If this becomes reality, we will not need promotions at this time. If we remain internal, we will ask to post the Bureau Chief position, and then the Chief Pilot position as a result.

### Challenges

- Due to fiscal constraints, finding the successful strategy to identifying funding to replace aircraft and camera/FLIR
- The opportunity to post pilot positions. We currently have two vacancies in Springfield because of relocating the Sterling airplane to the Springfield office.

- Due to operational tempo and the lack of manpower, it takes a substantial amount of time to train pilots (up to three years depending on prior qualifications and rate of the pilots progress), and the recruitment and retention of qualified candidates.
- Six of the last 12 AOB employees submitted voluntary transfer requests to leave the unit, none of which were to positions which offered more pay or a promotion.

### Plans

- Currently, seek funding for the *lease* of new aircraft with camera/video downlink and synthetic view mapping software. Scheduled preventative maintenance embedded in the cost of the lease. A business plan will be forthcoming to support the request.
  - Move forward with the plan to replace the 20-year-old Night Vision Goggles.
  - Identifying new sources of funding including grants and the Illinois license plate fee eligibility opportunity.
  - Incentivize the position to recruit and retain more qualified candidates by offering the pilots level 4 pay contingent upon completion of 3 years of service in the unit, *or* upon the earning of his or her Commercial Pilots certification, whichever takes longer. This will motivate trained and qualified pilots to remain in the program rather than chase career opportunities elsewhere.
- f. Reorient SOCOM's mission and structure to more fully realize counterterrorism skills and training, identify adjunct tactical operations personnel to serve as force multipliers at large events; and increase SOCOM participation in complex investigations such as missing persons and difficult surveillance areas.**

### Progress

- The State Weapons of Mass Destruction Team (SWMDT) maintains an extremist/terrorist interdiction team which specializes in handling active shooters and events in Chemical, Biological, Radiological, Nuclear, or Explosive (CBRNE) environments. Vapor Wake canines continued to be utilized in operational security details.
- Vapor Wake canines continued to be utilized in operational security details.
- Twenty-five new ISP SWMDT Science Element members attended Hazardous Materials Operations class in Springfield. This training is the initial phase of federally required training for participation in a Haz-mat/CBRNE response team.
- SOCOM continues to establish joint tactical operations with other groups to include the Secretary of State Hazardous Unit and Illinois National Guard Civil Support Team during the COVID-19 pandemic and civil unrest. Successful operations include securing the Bank of Springfield Center for convening the State Legislators to pass critical COVID-19 response legislation, the many civil unrest details in Chicago, and the protests in Carbondale.
- SWAT has utilized night vision capabilities to detect infra-red signatures produced by surveillance cameras, Ring door devices, etc., during complex criminal investigations.
- SOCOM is available to assist with deployment of handheld Forward Looking InfraRed (FLIR) to assist in ground use, when foliage may be too thick for Air OPS FLIR systems. The use of this technology is available upon request.

- SWMDT has begun conducting surveillance and personal behavioral and deception courses to identify possible threats during large or mass gatherings
- SWMDT attended and presented at a two-day joint hazard interdiction training held in Chicago with FBI, Chicago PD & Fire, IEMA and the Illinois National Guard. This training continues to build our relationship with large stakeholders within the state of Illinois.
- SWMDT has assisted the EPA and ILNG in the air monitoring and sampling at two separate large commercial structure fires, displacing thousands from their residences.
- SWMDT continues to work closely with ISP EPU to enhance the protection of the Governor, staff, and legislators at meetings, addresses and gatherings of high interest political profile.
- Collection and delivery of Covid-19 tests from regional locations to IDPH laboratories.
- QRF and security details to Strategic National Stockpile reception locations.
- SOCOM / SWMDT coordinated a multi-agency response plan to ensure rapid response of state resources to Illinois polling places for the 2020 presidential election.
- SOCOM has received approval and grant funds to purchase a SWAT canine to operate in support of a tier 1 full-time team. This pilot program will be evaluated with the anticipation of expanding the program in the future should it prove beneficial. The canine has countless applications SOCOM has counted on patrol canines for years. The patrol canines are not as qualified as the trained SWAT canine, and we anticipate evidence of this theory as the program progresses.

### Challenges

- The new science members have had limited hands in training due to their appointment at the tail end of the pandemic.
  - SWMDT members need to attend regular training to maintain and become more efficient with these skills as the program grows.
- Minimum or short staffing within members of SWMDT units won't allow for members of the team to either attend training or operations on a regular basis. SWMDT attempts to hold training every 45 days and several members are either unavailable or unable to attend due to prior commitments within their division.
- Evolving SOCOMs mission posture against traditional SWAT mission requests while embracing an evolutionary shift in the public's expectation of SWAT's role in law enforcement. We are flexible and adapting to the climate as appropriate.
- Maintaining high-mission readiness while managing reductions in available funding.

### Plans

- SOCOM will partner with and utilize the resources of federal agencies and ISP STIC to hone the counterterrorism skills needed to detect, prevent, and respond to a terrorist threat in Illinois.
- Strengthen skills through training courses geared towards effective counterterrorism measures.
- Enhance the usability of SOCOM personnel and SOCOM resources in complex investigation by identifying adjunct tactical operations personnel who are working outside of SOCOM who can effectively be trained in these counterterrorism skills, helping to

multiply the available resources as we prepare for the multi-agency mutual aid event to occur.

- SOCOM will participate in the Will County and Prairie Assurance full scale exercises in Fall 2021 & Spring 2022
- 2022 SWMDT will attempt to send many of its members to New Mexico Tech for courses that will prepare its members for “Prevention and Response to Suicide Bombing Incidents” and “Incident Response to Terrorist Bombings.” This training will come at no cost to the state and all expenses, to include travel and lodging are free.
- SWMDT could benefit the department by utilizing a platform to enhance the department’s knowledge of our existence and capabilities.
- SOCOM will continue to lead DCI by example with recruitment and opportunities for all agency personnel.
- SOCOM will continue to manage SWAT deployments and educate ISP personnel on appropriate planning and execution of critical and high-risk operations.
- Over the next two years, the unit hopes to continue agency-wide recruiting efforts to increase interest and participation in SOCOM these efforts will enhance operational capability through diversity and inclusion. SOCOM wishes to continue the expansion of the current footprint as our relationships with ILEAS, Chicago Police Department and Cook County Sheriff’s Police, and our rural county partners is solidified. Growing these relationships will assist us in achieving DCI’s goals, participating in more complex investigations, and creating more well-rounded troopers.

### **Goal #3: Enhance training and welfare of personnel.**

- a. **Contract with a psychological care group to provide statewide mental health care to both sworn and code staff with emphasis on critical incident mental health management and recovery including officer involved use of force incidents and line-of-duty deaths.**

#### Progress

- The Division of Criminal Investigations has ongoing communication with ISP Peer Support personnel about the current assistance programs available to sworn and code employees.
- Peer Support was invited to the DCI Command Meeting in October 2019 which resulted in requests for peer support site visits by multiple DCI work units.
- DCI personnel were also encouraged to attend Officer Wellness and Resiliency Training by Mr. Silouan Green.
- Employee Support Services continues to connect with work units to better understand the current needs of Department members.
  - Met with Zone 6 to receive some direct feedback.
  - Continues to follow up with those injury while working.
  - Continues to partner with supervisors to assist ensure understand of resources available.
- Employee Support Services team is coordinating train the trainer resiliency/wellness training for fall of 2021.

- Employee Support Services continues to coordinate debriefs with critical incidents –for example LODD municipal officer in Metro-East.
- Employee Support Services continues to identify resources for employees. (See LDALL from 7/9/21).
- DCI Personnel supported, donated, and participated in the Illinois COPS ride across Illinois in Spring 21. This organization consistently helps Illinois law enforcement agencies deal with trauma/PTSD. They provide a free 21-hour class yearly concerning the “Traumas of Law Enforcement.” DCI Personnel have been encouraged to attend this training.
- DCI is researching the possibility of getting “The Traumas of Law Enforcement” training LHC.

### Challenges

- Seeking and accepting the guidance of medical professionals can be challenging for individuals.
  - Law Enforcement personnel often struggle to manage the challenges associated with competing demands.
  - Very intense and difficult circumstances must be addressed while simultaneously mitigating the impact of those demands on personal health and well-being.

### Plans

- Officer wellness will remain a top priority for the Division, as it will for law enforcement agencies around the globe.
  - DCI leadership will continue to gather information and suggestions from the field and explore new suggestions and ideas regarding the mental health of officers and support staff.
- b. Re-invigorate In-service training by adopting best practices from other agencies and federal partners.**

### Progress

- The Division of Criminal Investigations was reinstated in August of 2019.
- Since that time, the Division established a training committee to identify current and future training needs.
- The committee reinvigorated the former Basic Investigators Course (BIC), now renamed as New Agent School (NAS), and plans to hold a course in the fall of 2020 for approximately 40 students.
- New Agent School will be conducted in Fall 2021 for 60 students. The course consistently evolves to incorporate best Investigative Practices. DCI has reached out to different ISP Divisions to assist in teaching the New Agents (ex. CSSC, DCU, Intel, Legal, Dr. Petrak, Director Kelly, Deputy Director Davis, etc.)
- Skaggs Murder Book – Zone 6. John Skaggs taught approximately 50 ISP personnel best homicide practices. He then shadowed Zone 6 Investigative personnel for 4 days and provided a written report of his findings.
- Annual Homicide Conference – 139 attending in FY22

### Challenges

- NAS was scheduled for FY20 but had to be pushed back due to COVID-19 and contract renewal with CTK. It is anticipated that this training will be conducted at two locations in the 4<sup>th</sup> Quarter of FY21.
- Scheduling and putting on training is challenging during the Covid-19 pandemic and consistent changes to restrictions.

### Plans

- The Division is working to have all new personnel trained on interviews/interrogations by the CTK Group during NAS.
- DCI will hold two separate training sessions conducted by CTK during FY21, tentatively scheduled for April & May 2021. This will ensure all additional personnel receive the training.
- DCI held two separate training sessions conducted by CTK during FY21. One was held in Tinley Park, IL (43 investigators trained) and one was held in Springfield, IL (56 investigators trained).
- The training committee also determined a three-year annual training plan (following CTK) which will be highlighted by a three- to four-day In-service training event each year at strategic locations throughout the state to reduce travel/per diem costs.
  - The first year of the training will focus on Death Investigations; Major Case Protocol; and Child Abductions/Human Trafficking.
  - The second year will focus on Victimology/Behavioral Science and Contextual Bias Training.
  - The third year will focus on Forensic Experimental Trauma Interviews (FETI) and Internet Crimes against Children.
  - DCI will also include Mental Health/Officer Wellness components to these training events.
  - The majority of the training sessions will be integrated training and led by DCI personnel. The classes will focus on lessons learned from past cases DCI has handled. Additionally, DCI has contacted the FBI Office in Springfield to present an eight-hour block of instruction on Child Abduction in early FY22.
- DCI is in the process of offering quarterly training bulletins via the Illinois OneNet Training platform.
- In order to provide predictability in the planning cycle, Investigative Support Command is working to issue the DCI Quarterly Training Bulletins in the 2<sup>nd</sup> month of each quarter specifically on OneNet.
- In an effort to correct a previously identified gap in training for DCI, each Training Bulletin will include a Mental Health/Officer Wellness component.
- DCI conducted the following training courses during FY20:
  - New Agent School, 42 Special Agents trained
  - CC-130 (WebEx Training)
    - Traffic Crash Reconstruction
    - Preliminary Investigations
    - E-Lineup
    - Public Integrity Investigations

- DII/BIU Introduction
- Court Orders, Search Warrants
- Officer-Involved Death Investigation
- Mental Illness and Non-normative Behavior
- Dealing with People with Disabilities
- Death Investigations
- Introduction to Narcotics
- Child Death Investigation
- Crime Scene Services Command
- Health and Wellness
- The Impact of Social Media in Missing Children Cases (Webinar)
- The Dangers of Fentanyl: More Deadly than Heroin (Webinar)
- Methamphetamine Update (Webinar)
- CBD and the Illinois State Police
- Recreational Cannabis Scenarios
- Recreational Cannabis Law Enforcement Considerations
- Recreational Cannabis Modules 1, 2, and 3
- Sexual Assault Incident Procedure Act (SAIPA) Training

**c. Identifying training gaps through performance and hands-on training evaluations. Improved In-service training management system.**

Progress

- DCI requested and received funding for 7 TruNarcs and 8 MX 908s. DCI coordinated the transfer of the equipment to the field, as well as, the training events for the use of the machines.
- DCI is working with the Division of the Academy, Legal, and ILETSB representatives in order to get John Skaggs training Lead Homicide Certified in order to count for needed continuing education hours. Anticipated approval mid-September 2021.
- The CTK Group was certified LHC, and as such approximately 100 investigative personnel received the requisite annual training.
- 60 additional investigative personnel will receive CTK in NAS in Fall 2021.
- DCI assisted in coordinating training for 16 investigative personnel to attend training at their nearby MTUs.
- DCI received funding to send 139 investigative personnel to the Illinois Homicide Conference in Itasca, IL for a 3-day training event in October 2021. This event will also count as the requisite yearly LHC hours.
- DCI has revamped the Field Training Agent (FTA) Program, including the FTA Manual and related field training forms.
- DCI is in the process of revamping the Field Training Agent (FTA) Program, including the FTA Manual and related field training forms.
  - Each and every agent must have a basic skillset by the time they complete the field training program that will allow them to be effective criminal investigators in any zone within the state.

- The Field Training Checklist remains an integral part of the FTA Program and has been revised to more accurately reflect Special Agent responsibilities to ensure each Special Agent candidate acquires this basic skillset.
- The FTA Manual was approved by the Department.
- The FTA Manual was created and approved by the committee and is currently in the process of being reviewed by the chain-of-command.
  - A Power Point was created to train Field Training Agents on the new program.
  - This training was provided via webex through four different training sessions. Those in attendance received certificates for their personnel files.
  - This training will be mandatory to ensure that all FTAs understand the process as well as what behaviors constitute unacceptable, acceptable, and superior performance during the training program.
  - The Statewide FTA Coordinator is responsible for holding a quarterly meeting (webex) with all DCI/Zone Coordinators to ensure program continuity across the state.
  - The FTA Manual and associated FTA training power point will be reviewed every two years.
- With the reorganization of DOO in FY20, Investigative Support Command (ISC) began to refocus its efforts on updating the FTA manual, which was previously updated in 2005.
  - Several meetings took place between ISC and the Statewide FTO/FTA coordinator in adapting the FTA program to the current FTO scoring program.
  - DOP is currently field testing the Law Enforcement Field Training Application (LEFTA) system, which began in late May of 2020. Fine tuning of the FTO document forms and DOP reviews are currently being evaluated by the Statewide FTO/FTA coordinator.

#### Challenges

- DCI does not have access to LEFTA as this would be an additional cost.
- This challenge will require additional support from Office of Finance and the Director's Office.

#### Plans

- DII is currently proposing to procure a LEFTA suite package, which would allow access to all of ISP to use for it's field training programs.

DCI would also like to transition to the paperless field training documentation system offered by the Law Enforcement Field Training Application (LEFTA) program.

- d. Mental clarity through professional development – Rotational away from identified “high-stress” assignments to other units to learn, contribute, and share experiences.**

#### Progress

- DCI seeks to support officer wellness and employees who are experiencing personal or professional issues.

- DCI has, through the Sworn Rotation Committee, developed and approved an SOP consistent with PER-019 and PER-066 related to Division process in addressing sworn rotation for this purpose. The SOP has been posted to the DCI Portal.
  - DCI Commanders are encouraged to consistently monitor performance and behavior of the Special Agent assigned under their command. Commanders are encouraged to assess if an agents' assignment is consistent with the best interests of the Division and the individual Special Agent.
- e. Recurring basic training In-service retreat. At identified intervals (3-5 years), Cadet Classes are reconvened, disconnected from daily assignments, and provided updated In-service training, mental and physical health screenings, and officer safety, trends in law enforcement, personnel management, leadership and retirement training at a secluded venue.**

#### Progress

- The Division continues to evaluate additional steps in promoting officer wellness and resilience.
  - DCI continues to evaluate resources in an effort to identify funding for this.
- f. Identify retiree death liaison and formalize retiree death notification protocol and practices.**

#### Progress

- DCI is in collaboration with the working with Employee Support Services Section in the Office of Equal Employment Opportunity (EEO) to provide assistance on creating a retiree death notification protocol.

#### Challenges

- Familiarizing officers with protocols and practices.
- Selection of a retiree death liaison coordinator.

#### Plans

- The Division will continue to work with Employee Support Services personnel to establish a retiree death liaison and formalize the retiree death notification protocol.
  - Discussions will resume in FY22
- g. Personal and professional cyber-security training for sworn and code.**

#### Progress

- The Statewide Terrorism & Intelligence Center (STIC) produced a booklet for law enforcement on privacy strategies.
  - This document provides a list of suggestions to help public safety personnel reduce the vulnerabilities related to a cyber-attack or identity theft. The 2021 version of this booklet was finalized with updated information in June 2021. The initial order

was for 5,000 booklets. Within 72 hours, there was a request for 6,000 additional copies from law enforcement partners.

- This document will continue to be promoted by STIC as a best practice for cyber security protection.
- STIC created a Cyber Security Information Sharing (CSIS) Program to form trusted partnerships among all information sharing communities (law enforcement, private sector, and public safety) to share technical material that may impact the security of information technology (IT) at their agencies/companies.
  - Intelligence notes and information related to cyber security are shared with these partners.
  - State, local and federal partners provide information for the creation of these notes, which often contain details about incidents, and provides information on resources and how to protect cyber systems.
  - STIC supports this process by producing and disseminating these intelligence notes. STIC also disseminates notes developed by partner agencies for sharing.
  - The goal of this program in the future is to increase the size of the audience receiving this information. In 2021, the program membership has increased by 3%.

#### **h. Emotional health and family counseling resources.**

##### Progress

- EEO continues to introduce more services to our DCI personnel.
- Now more than ever, family support is a necessity to those serving in law enforcement.
- While navigating through a global health pandemic and civil unrest, it has become even more evident that the daily physical, mental, and emotional demands for employees continue to increase.
  - This increase can greatly impact family members even though it is not always recognized or evident.
  - Understanding the need for holistic care, the Illinois State Police aims to reinforce an inclusive approach for supporting our employees by also supporting their family.
  - This initiative has given way to the introduction of a Family Support Group where we hope to extend support services to the family members of ISP's employees.

##### Plans

- EEO will continue to provide assistance to employees and their family members in connecting them to resources based on their needs.
- EEO will continue to ensure benefits are maximized and remove barriers to increase utility.

- i. **New Code employee immersion and orientation to provide agency legacy and cultural informational training to new code staff upon arrival to the ISP. Co-taught by Sworn and Code.**

#### Progress

- In FY20, the Department provided the ISP Code Employee Handbook, providing a background of the Agency and guidance to many procedural questions Code Employees may have.

#### Challenges

- Reinvigorating ISP Academy curricula and tailoring it to DCI will take dedication and time for a well-structured program.
- Identifying those who have time to develop and instruct due to current staffing levels.

#### Plans

- The Division of Criminal Investigations understands the importance of teaching the ISP legacy and instilling the ISP culture of integrity, service, and pride within all new code employees. In FY22, The Division of Criminal Investigation will develop an administrative checklist, Division orientation checklist, curriculum, and a power point presentation for new DCI code employees.
  - The administrative checklist will ensure tasks are completed such as permitting access to necessary facilities and files as well as computer programs and user groups within Outlook and Microsoft Teams.
  - The orientation checklist will ensure an introduction to the employee's supervisors and coworkers as well as an explanation of the schedule and how to complete basic tasks such as time off requests and timesheets.
  - The curriculum and power point presentation will outline the history of the Agency, the roles and responsibilities of sworn and code employees, an introduction of current ISP leadership, and current ISP initiatives.
  - The training can be conducted by both code and sworn personnel.

#### **Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- a. **Enforce laws related to the criminal possession and use of firearms and reduce the access to firearms by prohibited individuals.**

#### Progress

- DCI continues to work with the Firearms Services Bureau, local police departments, Sheriff's Departments, and County Courts to increase the level of compliance among revoked FOID card holders.
- DCI has worked with the Firearms Services Bureau is providing designated DCI Special Agents with access to the law enforcement portal to improve efficiency.

- DCI has worked to be a leader in this effort ensuring local and county law enforcement have the necessary understanding to support the legislative requirement for revoked FOID compliance.
- DCI has conducted presentations, trainings and revoked FOID card enforcement details as a training mechanism assisting local and county law enforcement to increase compliance of revoked FOID card holders. The details have resulted in increased compliance, weapons and FOID card recoveries, and criminal arrests related to FOID enforcement.
- On a monthly basis, DCI also conducts FOID card enforcement details without local or county assistance for communities that lack resources to conduct FOID investigations.
- DCI is also focused on the investigating denied FOID card applications and attempted firearm purchases of firearms from Federal Firearm Licensees by those with revoked FOID cards (Attempted, Lying and Buying).
- The Zone 1 Firearms Investigation Unit (FIU) has adopted an approach in identifying and targeting “bad actors” in determining how to best to impact the persistent issues in the Zone 1 area of responsibility with limited personnel resources.

### Challenges

- Personnel resources are a significant concern in continuing to address these issues. As an example, the Zone 1 personnel assigned to the FIU are often called upon, by necessity, to augment the violent crime investigative effort in Zone 1.

### Plans

- Investigative Zones will continue to conduct FOID revocation details.
  - Investigative Zone will continue to collaborate with local law enforcement and ask them to participate in order to gain an understanding of how to enforce FOID revocation, allowing them to conduct their own FOID enforcement activities.
  - Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.
  - DCI Northern Command is developing a plan for Zone 3 personnel to respond to assist with Zone 1 violent crime investigations to ease the burden on FIU and other Zone 1 personnel.
- b. Identify and apprehend prohibited possessors of firearms through intra and inter-agency partnerships.**

### Progress

- DCI has Intra-agency partnerships with Firearm Services Bureau (FSB) and the Statewide Terrorism Intelligence Center (STIC).
- FSB and STIC are instrumental in DCI’s efforts in conducting FOID related investigations.
- Statewide, DCI has relationships with State and Federal Prosecutors and regularly communicate how to best prosecute prohibited persons caught in possession of firearms.
- DCI Northern Command is working with the Cook County State’s Attorney’s Office and the United States Attorney’s Office of Northern Illinois when investigating occurrences of lying on a Federal Form 4473, Firearm Transaction Record.

- Charging decisions are made as a group depending on the circumstances of each individual investigation.
- DCI also has Special Agents assigned to Federal Task Forces (ATF, FBI).
- The TF Agents review weapon related arrests made by DOP and facilitate Federal Prosecution for offenders who criminal histories expose themselves to longer prison sentences.
- Challenges
- Prosecutors are reluctant to charge some cases without video evidence of the attempted firearm purchases.
- Currently, all gun dealers do not have adequate surveillance systems installed on premises.
- The DCI is requesting assistance from the University of Chicago with conducting pattern analyses from data received by the ISP and Chicago Police Department (CPD) regarding interstate shootings, as well as those shootings near the interstate(s), but within the city.
  - The analysis of this data could be used to drive staffing and personnel allocation plans for the Zone, but would be most valuable to those in patrol functions (CPD, Cook County, ISP). DCI envisions sharing this live information (ESRI platform, for example) to all involved in an effort to get a better understanding of the root problem.
- The DCI is also requesting assistance with conducting pattern analyses regarding interstate and nearby roadway shootings within the East St. Louis area. The DCI anticipates the mapping of shots fired calls; shootings; murders, and other ancillary violent crime for the purpose of pattern analyses.
  - The analyses for the East St. Louis footprint involve interaction and partnership with multiple points of contact in order to provide a comprehensive approach to identifying gun violence patterns within the area. The information derived from the analyses would be shared with our local partners in both the East St. Louis and St. Louis, Missouri, area, as well as with District 11, to help them drive staffing and personnel allocation plans.

### Plans

- In the next two years, as gun dealers update security and video systems in accordance with the Illinois Firearm Dealer License Certification Act, digital evidence will become more readily available.
- The increased availability of digital evidence will have a positive effect on the number of arrests and successful prosecutions.
- The DCI plans to increase eTrace Sharing and Outreach to Illinois Law Enforcement to Increase eTrace Use.
- DCI intends to hire contractors to server as firearm analyst.
  - Personal Service Contractors (PSCs) assigned to FIU could alleviate the background checks and 4473 retrieval process.
  - Once trained, PCSs can be used in a coordinated enforcement effort with DCI local and federal law enforcement partners. A mainlined process will result in more revoked FOID compliance and more accurately reported information. The PCSs

can also submit eTraces to the ATF on behalf of agencies currently not in compliance with the tracing requirements.

- Build Out of ISP Firearms Fusion Center and Information Sharing to Federal and Local Partners.
    - In a partnership with the ATF Chicago Crime Gun Intelligence Center, the ISP Statewide Terrorism and Intelligence Center (STIC) plans to manage the collection, connection, and dissemination of crime gun intelligence in Illinois.
  - Implement a fellowship with Interstate Gun Units.
  - Increase the number of DCI FOID Enforcement/Revocation Details
- c. Increase the clearance rate of homicides investigated by the Illinois State Police by providing investigative personnel with advanced training in the area of homicide investigations.**

#### Progress

- DCI created a training committee in FY20.
- DCI had John Skaggs train approximately 60 of our investigative personnel in the Best Practices of Homicides. He taught an 8-hour block of instruction and then imbedded himself with Zone 6 while they worked major crimes. He completed and submitted an analysis of his observations.
- The CTK Group taught a class up North and Down South. Approximately 100 investigative personnel were trained.
- 60 additional investigative personnel will receive CTK in NAS in Fall 2021.
- DCI assisted in coordinating training for 16 investigative personnel to attend training at their nearby MTUs.
- DCI received funding to send 139 investigative personnel to the Illinois Homicide Conference in Itasca, IL for a 3-day training event in October 2021.
- 
- In FY20, Special Agents and Special Agent Candidates attended a variety of training courses to increase their effectiveness when responding to violent crimes.
- While most training is provided internally, many agents also availed themselves of the myriad of courses offered through the Illinois Law Enforcement Training and Standards Board (ILETSB) Mobile Training Units (MTUs).
- During FY20, DCI personnel also attended the Illinois Homicide Investigators Association annual conference held in October 2019.
- DCI is currently developing an enhanced internal In-service training curriculum that will build on what agents previously learned during New Agents School (NAS), with a focus on new emerging investigative methods and technology.

#### Challenges

- Due to the COVID-19 pandemic, as well as, personnel retiring and/or transferring to other Divisions, the training committee has not been able to maintain its initial momentum.
- For DCI to continue on this visionary and aggressive training path, we must continue to seek funding of investigative training initiatives.

- DCI must maintain its recruitment efforts to attract a qualified diverse workforce for the future.
- Due to the COVID-19 pandemic, The Illinois Homicide Investigators Association (ILHIA) cancelled its October 2020 conference. DCI previously sent approximately 110 ISP investigators to this training in 2019.

### Plans

- DCI will continually support advanced training for homicide investigations.
  - DCI will continue to monitor training offerings and encourage officers to attend training.
  - DCI training committee has established a three- to five-year training matrix. Subject matter experts were identified, and course curricula is currently being updated and created.
  - Creation of the 360 Degree Trooper initiative is currently underway by the DCI Training Committee.
  - The DCI training Committee will continue to meet once a month for group discussion on the various above topics.
  - The DCI Training Committee will request Senior Command review who is serving on the committee, add additional members and find a replacement for Major Troy Phillips. Major Phillips was heading the committee, but he has since retired.
- d. Utilize data driven information to become more efficient in reducing violent crime.**

### Progress

- DCI has begun utilizing LPRs throughout the state. LPR systems take photos of vehicles, capturing license plate data as well as date, time and GPS coordinates. Detections can trigger a real-time alert to improve situational awareness, be searched and analyzed for investigative insight and leveraged to automate processes such as traffic enforcement or access control.
- Zone 6 continues to use their internal dashboard to record violent crime data related to the Metro-East.
  - The dashboard allows for near-real time data visualization of violent crime such as homicides and shootings.
  - In the dashboard, this data can be overlaid on top of datasets such as gang boundaries, parolee information, and sex offenders.
  - The map contained in the dashboard can be viewed on mobile devices using the location of the device to show the violent crime in the area of the responding officer. A
  - mobile-friendly application was developed to allow data input in the field with the ability to attach photos and any necessary information about the crime.
- DCI continues to use the Kokomo 24/7 COVID-19 Daily Self Reporting application and dashboard.
  - Data on cases, deaths, hospital status, PPE availability, and testing sites was all available in one place to help law enforcement make informed decisions.
  - In addition, an application allowed for the reporting of COVID-19 cases within police and fire departments allowing better situational awareness for any staffing shortages or other issues arising.

- DCI is working with STIC on the development of a Statewide DCI dashboard that will incorporate many of the ideas and lessons learned from the Z6 build. At this time, this new dashboard hopes to be a one-stop shop for DCI Field personnel for useful information and resources. In addition, it intends for this dashboard to be filled with commonly use ESRI tools like Survey 123, data presented in a geospatial view, and Major Incident dashboards.
- Additionally, the DCI Dashboard will offer links to commonly used tools such as:
  - Zetx
  - Cellebrite Links
  - ISP Policing Accountability Dashboard (ISP PAD)
  - Homeland Security Information Network (HSIN) Connect Rooms
  - E-Trace Firearms Recovery Link
  - FOID Links
  - LID Situational Awareness Tool
  - COPS Data

### Challenges

- Supplying these specialty units within DCI with the appropriate equipment such as a covert squad car equipped with emergency lighting and video recording systems.
- Establishing trust and confidence in law enforcement throughout communities remains challenging with today's stressed police and community relations.
- Funding needs to be allocated to not only keep our current capabilities but to "expand" access ESRI licensed tools.
- The department needs to continue to invest in the digital infrastructure (mobile phones, tablets, laptops, physical and secure cloud storage, connectivity) to ensure these vital tools can be utilized to their fullest capacity and as envisioned by DCI.
- At the moment, there are only two persons within the department to deploy and service these tools. Ideally, to fully utilize these tools and adequately train personnel, DCI would need a Geospatial Specialist capable of meeting the needs of a fully developed program.
- While the deployment of ESRI tools requires minimal DoIT involvement, their expertise still needs to be integrated to make a geospatial program successful. DoIT would need to be nimble and open-minded to integrating third-party tools into the department's traditional digital infrastructure. A symbiotic relation between DoIT and DCI program management must be built for this type of widespread deployment.

### Plans

- The magnitude of criminal violence in Zone 6, specifically in the Metro-East communities has led to an increase in operational needs.
  - With the realignment of the DCI Southern region, the goal was to lessen the burden on Zone 6 while increasing their operational relevance in the Metro-East area.
  - The mission for the proposed PSEG will be to mitigate the inordinate violence in the Metro-East, with primary enforcement efforts in the city of East St. Louis.
    - The goal of PSEG will be to conduct both covert and overt investigations with an emphasis on unlawful use/possession of firearms and violent crimes.
- Emphasis will need to be placed on building trust and confidence in law enforcement throughout the community.

- Work alongside the communities in which officers serve to garner support of their initiatives to reduce violent crime and apprehend offenders.
  - Establish partnerships with local and federal law enforcement officers and prosecutors in order to significantly reduce the criminal threat.
  - Restoring faith/public trust in Law Enforcement, by reaching out to the community and connecting with victims and families of victims through transparent, thorough, and complete investigations.
  - DCI Dashboard will go live in FY22-Q4.
- e. **Increase ISP's capacity to focus on the gap between tactical and decision-making intelligence by expanding the Statewide Terrorism and Intelligence Center beyond homeland security to include local Intelligence Liaison Officers.**

### Progress

- The Statewide Terrorism & Intelligence Center (STIC) will continue to sustain a liaison program between the Illinois State Police, STIC, and state/local law enforcement agencies, which allows an officer, investigator, or analyst to come to the STIC for a one-week period.
  - The program allows law enforcement agencies to learn some of the capabilities, processes, products, and programs, which are available to them from STIC and help their officers and agencies build their counterterrorism and analytical capability.
  - Participants also get signed up for a Homeland Security Information Network (HSIN) account and meet with the Public Safety Program Managers (Private Sector, Fire Service, Emergency Management, School Safety, Public Health, Election Cyber Security, Jail Intelligence, Cyber Security, Disaster Intelligence, Human Trafficking) in order to become advocates in their local community for STIC's information sharing programs.
  - STIC benefits by learning more about the information needs of state/local law enforcement agencies as well as enhancing working relationships with local partners to promote thorough investigation and reporting of potential terrorist or suspicious activity.
  - Since the program's inception, there have been 66 fellows participate in the liaison program.
  - STIC has seen increases in requests for information and participation in monthly intelligence webinars from these participants.
  - The fellows have also become trusted partners and valuable resources for STIC when information is needed from their jurisdiction.

### Challenges

- The fellowship program has been placed on hold since March 2020 due to COVID but will resume once restrictions are lifted.
- The funding for the fellowship program in FY22 was eliminated. Some partners have expressed an interest in participating in the fellowship program at their own cost.

### Plans

- DCI will continue to send personnel to the STIC Fellowship Program once its reinstated. Support will be needed from fiscal for lodging and per diem expenses.

- Depending upon travel ability due to COVID, fellowship funds are still available from previous fiscal years. If funds are still available, they will be used for fellowships.
- f. Through training and aggressive Medicaid fraud investigations, identify offenders, reduce the occurrence of fraud, and assist in the recovery of funds.**

#### Progress

- The Medicaid Fraud Control Bureau (MFCB) successfully obtained \$26.5 million in restitution ordered through criminal dispositions and civil settlements for fiscal year 2021.
- The MFCB opened 155 criminal cases alleging fraud, abuse and neglect (102 fraud, 53 abuse/neglect).
- As a result of the COVID-19 pandemic limiting in-person training, the MFCB has proactively completed numerous web-based trainings relating to Medicaid fraud, drug diversion, interview and interrogation, investigations, abuse and neglect, false billing, current fraud schemes and trends, and various other topics.
  - As a member of the National Association of Medicaid Fraud Control Units (NAMFCU), all personnel attended Medicaid Fraud specific training to increase proficiency in this specialized area of law enforcement.
  - MFCB personnel also maintain job specific training and certification in the areas of law, nursing, and certified fraud examination.
  - The MFCB personnel have also sought external web-based training/certifications.
- The MFCB has remained active combating Medicaid and Health Care Fraud by partnering with other entities using task forces such as the recently joined Healthcare Fraud Prevention Partnership.
- MFCB personnel participated on the US Department Justice COVID Fraud Task Force, Opioid Task Force, the Elder Abuse Task Force, the North, Central, and Southern Healthcare Fraud Task Forces and the Illinois Attorney General's Opioid Task Force. The MFCB meets monthly with the Illinois Department of Healthcare and Family Services, and the Medicaid Managed Care Organizations to discuss cases, referrals, trends and law changes.
- The MFCB engages in regular discussions with the Department of Human Services and Illinois Department of Public Health to address the Abuse and Neglect of Medicaid recipients as well as fraud in home health settings.
- MFCB continues to liaison with long-term care facilities regarding awareness of reporting abuse, neglect, and fraud and drug diversion.

#### Challenges

- The COVID-19 pandemic has greatly limited key training opportunities for the MFCB.
- The COVID-19 Pandemic has complicated investigative efforts. Interviews of witnesses and suspects are more difficult to schedule and arrange for all cases. Abuse and neglect cases have been delayed since the Illinois Department of Public Health and the general public have limited ability to check on loved ones at the nursing facilities. This is especially concerning since long-term care facilities are some of the highest COVID-19 risk environments.
- Federally required Medicaid fraud specific training is mandatory for all MFCB staff. It is particularly extensive for new personnel and must be completed timely.

- Internal Security Investigators, typically, do not have the skill set coming into the MFCB to conduct criminal investigations and require more training on basic investigations.

#### Plans

- The MFCB will continue its goal in working towards the mission of aggressively investigating and deterring cases of fraud, abuse, and neglect in order to safeguard the Medicaid system from unscrupulous providers along with promoting proper medical care and a safe environment for all long-term care residents in Illinois.
  - The MFCB and the Illinois Department of Public Health are reviewing the referral protocol and drafting an Intergovernmental Agreement so that referrals are more detailed with relevant facts and the case information from IDPH is more complete with supplemental documents. This will result in the MFCB having all the available information to evaluate and investigate allegations of abuse and neglect. The current referrals have been stripped of the information required to determine if a crime occurred since most information is redacted.
  - The MFCB will enhance the relationship and communication with the new Inspector General of the Illinois Department of Healthcare and Family Services, while developing a more robust system for complaint referrals.
- g. Strengthen relationships with federal partners through collaboration and joint exercises.**

#### Progress

- The Statewide Terrorism and Intelligence Center (STIC) maintains a continued working relationship with Federal partners on various levels.
- The Department of Homeland Security (DHS) has a full-time Intelligence Officer assigned to STIC to facilitate information collection and sharing among agencies.
- The Federal Bureau of Investigations (FBI), Springfield Division, has an Intelligence Analyst assigned to STIC on a part time basis between the ISP and FBI.
- The ISP Intelligence Command maintains working relationships all federal investigative agencies and Chicago Police Department (CPD) in the Chicagoland area.
- In January 2020, the STIC participated in the Hunter-Seeker exercise. The event was an intelligence sharing exercise among the ISP STIC, FBI, DHS, and Fusion Centers at CPD, St. Louis County Missouri, Kansas City, Boston, and Missouri State Fusion Center.

#### Challenges

- The COVID-19 crisis situation has decreased the ability to hold in-person intelligence-sharing meetings.
- Meetings are currently being held virtually to overcome these challenges.

#### Plans

- Attaining this goal in FY22 will be achieved by continuing the ongoing working relationships currently in place. STIC continues with ongoing working relationships with Federal partners including DHS and FBI personnel assigned to STIC. STIC personnel are actively involved in drafting a Regional Information and Coordination Plan. This plan will provide a guide for information and intelligence sharing among National Fusion Center

Association (NFCA) Central Region Fusion Centers, HIDTA regions from the Midwest, RISS networks, and Federal Partners.

- Once public health officials determine it is safe to do so, resuming in-person meetings for collaboration will be a priority. In-person meetings began to resume, however due to recent increase in COVID cases, in-person are once again being limited.
- Participation in future intelligence analysis and sharing exercises available to the STIC will resume if available. Although limited, intelligence analysis and sharing exercises continue in a virtual environment. STIC Center Chief participated in a 5 day educational symposium sponsored by the NFCA and the Naval Post Graduate School Center for Homeland Defense and Security consisting of numerous intelligence and analysis exercises throughout the duration of the symposium.

**Goal #5: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

**a. Proactively target manufacturers and traffickers of illicit substances.**

Progress

- Twenty-two Metropolitan Enforcement Groups (MEGs) and Task Forces continue to operate throughout the state.
- Approximately 150 DCI Special Agents/Supervisors and Local Officer/Inspectors comprise this effort.
- Counterdrug Intelligence Analysts from the Illinois National Guard augment the effort by providing intelligence which is key to identifying and investigating traffickers.
- The units conduct covert and overt operations including the use of confidential sources and undercover agents to conduct controlled purchases of illegal drugs and firearms.
- The effort is aimed at the identification, investigation, and successful prosecution of high-level drug traffickers.
- Quarterly meetings are held among the MEGs and Task Forces to ensure information sharing.

Challenges

- Proper funding is a concern in maintaining and continuing the evolution of the program.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.

Plans

- DCI will continue to post agent vacancies.
  - With additional personnel, Investigative Zones can continue to transition personnel into narcotics roles.
- DCI will continue to establish & re-establish relationships with our local law enforcement partners.
  - PSEG is currently underway.
  - Several units have made new agreements with local departments to become part of the Task Force or MEG by assigning a local officer to the unit and becoming part of the governing policy board.

- DCI community outreach was discussed during our July 16, 2020, leadership meeting with Commanders.
  - Task Forces and MEGs are considering the inclusion of mental health professionals in their response to drug trafficking cases/incidents in order to not only enforce the laws, but also encourage rehabilitation and treatment.

**b. Develop a narcotics strategy to address all geographical areas of the state.**

Progress

- A MEG/TF Strategic Plan is in the process of being created and approved to guide each unit with goals to include drug enforcement, firearms investigations, community outreach, officer wellness, and human trafficking.
- On the 22 MEGs and Task Forces situated throughout the state, 76 counties in Illinois are part of a unit with outreach and recruitment continuing throughout the year.

Challenges

- Twenty-six counties in Illinois are not represented by an ISP MEG or Task Force.

Plans

- Most MEGs and Task Forces continue to participate in educating their communities by giving presentations to diverse audiences including educators, students, healthcare providers, and community members in an effort to bring awareness and potentially deter illegal activity.
- MEGs and Task Forces continue to work with local drug rehabilitation centers to refer drug users.
- MEGs and Task Force Commanders continue to try to recruit the 26 counties not involved in a MEG or Task Force by educating them on the resources that are available and the advantages of being part of a drug unit.
- Finalize the MEG/TF Strategic Plan and begin implementing the plan in all 22 units.

**c. Devote resources where appropriate and available to develop narcotics squads focusing on dismantling narcotics distribution organizations.**

Progress

- DCI continuously assesses the equipment and training needs of the drug enforcement units.
- DCI recently purchased five TruNarc Drug Analyzer devices to enhance the effort and promote a safe process in examining unknown suspected illegal drugs.
- DCI recently purchased seven MX908 Handheld Chem Detectors to promote a safe process in examining unknown suspected illegal drugs.

Challenges

- Proper funding is a concern in maintaining and continuing the evolution of narcotics programs.

- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.

#### Plans

- DCI will continue to research grant funding opportunities to obtain further resources for the drug units.
- d. Work closely with local governance boards to continue to improve narcotics-related enforcement.**

#### Progress

- MEGs and Task Forces are comprised of officers from DCI and other state and local agencies.
- The units are governed by policy boards comprised of the leadership of the same.
- Representatives from the units often attend meetings of local boards of governance to assess the effectiveness of the drug enforcement effort, receiving critical feedback.

#### Challenges

- Proper funding is a concern in maintaining and continuing the evolution of narcotics programs.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.
- Because of budgeting issues in local agencies, some departments have pulled or are considering pulling their officer from the MEG or Task Force.

#### Plans

- While enforcement is the primary mission of the MEGs and Task Forces, there is a recognition among the units that enforcement is only part of our way forward.
- Education, preventative efforts, and treatment/rehabilitative efforts are equally important.
- As previously stated, many ISP MEGs and Task Forces work in concert with the other disciplines as a way of working toward the most ideal response to illegal drug abuse and trafficking.
- With the new MEG/TF Strategic Plan, units will begin placing focus on certain crimes outside of drug enforcement.
- Units will continue to communicate with local agencies and open spots on the MEG or Task Force when possible.

#### **Goal #6: Reduce Illinois' vulnerability to terrorism.**

- a. Through the Statewide Terrorism and Intelligence Center, provide a full range of intelligence resources to support Illinois' counter-terrorism efforts.**

#### Progress

- The Statewide Terrorism & Intelligence Center (STIC) is a 24/7/365 all-crimes and all-hazards fusion center that provides services to state, local, federal law enforcement, and public safety partners.

- The law enforcement component of STIC is staffed by sworn and civilian personnel from the Illinois State Police, Illinois National Guard, Federal Bureau of Investigation, and Department of Homeland Security.
- Analysts perform a thorough search of all available databases and resources and have a network of contacts that reduces the need for requestors to make multiple requests.
- In calendar year 2020, STIC handled more than 16,500 requests for information.
- These requests for information include information sharing with state, local, and federal partners that has been acquired through STIC analysts' thorough database checks.
- STIC has public safety personnel assigned to manage the public safety outreach programs.
- These public safety programs partner with the private sector, emergency managers, school resource officers and administrators, election officials, jails, public health, and the fire service.
- These approximately 2,500 partners can work with the program managers and request and provide information as it relates to suspicious activity and threats.
- The program managers share threat-related information to these partners as it relates to physical and cyber critical infrastructure and provides information and resources on how to prevent, detect, deter, mitigate, and respond to these threats.
- This is especially important in Illinois; the state ranks fourth in terms of relative risk when compared to other states and territories.
- The Chicago urban area ranks third when compared to other urban areas throughout the country.

#### Challenges

- The biggest challenge is the hiring of additional qualified personnel to fill Terrorism Research Specialist and Criminal Intelligence Analyst positions.
- STIC continues to be challenged by cuts in State Homeland Security Grant Program funding each year. This grant is the primary source of funding utilized for the operations of the STIC. This includes staff salaries, software, equipment, training, telecommunications, and administrative costs.
- In May 2020, a proposal for securing new software to replace Accurint was presented to the Intelligence Command Chief along with a cost estimate. In April 2021, ISP Intelligence Command completed the procurement of new Accurint software for use by the STIC.

#### Plans

- STIC will continue to process requests for information for all law enforcement officers in Illinois' counter-terrorism efforts.
- The public safety program managers will continue to partner with its public safety partners and share information with them to protect their assets.
- STIC will participate in the establishment of a coordination plan with other Central United States Fusion Centers, RISS Centers, HIDTA regions, and federal partners. The purpose of the plan is to outline steady and crisis state operational integration.

- b. Collaborate with the FBI Joint Terrorism Task Forces (JTTF), and state and local partners to have a comprehensive preparation, detection, and response strategy for homeland security.**

#### Progress

- During FY20, the collaboration between the JTTF and state and local partners continued to be successful. Even with certain COVID -19 restrictions in place, JTTF personnel continued to investigate terrorism-related and threat to life incidents while working and collaborating their investigations with officers from other local, state, and federal agencies.
- In addition, the coordination between STIC and the state and local partners continued to function well. Numerous Requests for Information were called into STIC by JTTF personnel relating to their over 60 cases opened.
- There were numerous accounts of suspected terrorism-related incidents, threats of mass shooting, and other suspicious information forwarded to the JTTF by these partners.
- JTTF personnel met with representatives from the law enforcement, private sector, and educational entities to participate in tabletop exercises; share awareness of respective resources, skill sets, and expertise; and establish professional relationships where there previously were none.
- JTTF personnel participated in FBI working groups, to include law enforcement, private sector, and U.S. and State's Attorney representatives, relating to crisis intervention / investigations into mental illness incidents.
- JTTF personnel continued their involvement with the FBI Threat Review and Prioritization process which identifies the most serious threats to the FBI Field Office, which can take into account state and local law enforcement agencies incidents.
- JTTF personnel communicated with ISP District and Zone personnel during the numerous civil disobedience incidents which occurred during the Summer of 2020, the 2020 Election, and the 2021 Presidential Inauguration.

#### Challenges

- Not all of the law enforcement, public safety, emergency personnel, and other government agencies were aware of and/or familiar with the resources, capabilities, and functions of the JTTF.

#### Plans

- The JTTF will continue efforts to establish, maintain, and enhance relationships and information sharing between the JTTF and state and local partners.
- We plan to attend local and regional law enforcement-related meetings as they begin to meet in-person again due to COVID restrictions being lifted.
- We will continue to better communication with other ISP units, such as the ISP SWMD teams, who also work these events and establish new relationships where there were previously none.

- c. Provide subject matter expertise and education to high-profile events to deter, detect, and defend public gatherings from violent acts.**

#### Progress

- Members of the JTTF participated in tabletop exercises with law enforcement and private sector personnel to share information and investigative responsibilities regarding potential scenarios and incidents, which could occur at high-profile events.
- JTTF members provided presentations on terrorism-related topics and JTTF awareness to personnel from law enforcements, ~~state's attorney's offices, US. Attorney's Offices,~~ university personnel, and the private sector.
- The JTTF continued to participate in investigative and intelligence functions during high-profile professional and special events.
- JTTF personnel presented WMD-related and firearm-related suspicious incident information to local businesses as a part of FBI Tripwire Initiatives.

#### Challenges

- Not having enough personnel to attend every high-profile event
- At times, communication between the different groups while working at some high-profile events.

#### Plans

- The JTTF will continue efforts to meet with and provide JTTF awareness and terrorism-related information to law enforcement, emergency personnel, private sector, educational entities, and others.
- We will continue to attend high-profile events and work together with the other law enforcement agencies and emergency personnel.
- We will strive to communicate better internally with other ISP units who also work these high-profile events.

#### **Goal #7: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

- a. Maintain and implement, as needed, a comprehensive ISP deployment plan to guide the rapid, regulated movement of officers in the event of a major threat or incident.**

#### Progress

- The Illinois State Police utilizes the Critical incident Mobilization Plan (CIMP) to facilitate the rapid deployment of officers throughout the state for major threats or incidents.
- Currently, the CIMP incorporates both Division of Patrol and Division of Criminal Investigation personnel.
- The CIMP divides the state by regions with designated command staff in place for each region.

- During an activation, the designated command staff will populate the various platoons with available personnel for deployment.
- The Division of Criminal Investigation utilizes the Major Case/Mass Casualty Protocol to deploy investigators to major crimes throughout the state that require more resources than are available in the effected Zone.
- The DCI Major in the effected region has the authority to activate the protocol with the appropriate Zone Commander assuming the role of Officer in Charge (OIC).
- The Major Case/Mass Casualty Protocol is divided into eight sections; Operations, Lead Management, Intelligence, Agency Liaison, Crime Scene Services, Logistics, Media, and Family/Victim Liaison.
- The Major Case/Mass Casualty Protocol has defined job functions for each section and a table of organization that can be expanded or contracted depending upon the needs as a case develops.

### Challenges

- DCI personnel were scheduled to attend the St. Louis Complex Coordinated Terrorist Attack Program (CCTA) in March 2020. Portions of this event were cancelled due to the COVID-19 pandemic.
- Scheduling the maximum DCI personnel to participate in a large-scale Mass Casualty Exercise while not depleting our work unit resources in order to respond to a call out.

### Plans

- SOCOM will continue to offer for OIC training for Lieutenants and Captains.
    - This program consists of a WebEx class and onsite field instruction from SWAT.
  - SOCOM has begun inviting less experienced supervisors to operations to observe the entire operational planning and execution process. SOCOM will continue to expose regional supervisors to real world incidents to broaden their scope of operational knowledge.
- b. Conduct tabletop exercises with national partners to include ILEAS, IEMA, federal agencies and United States Military branches.**

### Progress

- The Illinois State Police has participated in two waterborne exercises thus far in FY21 focusing on active shooter threats, Improvised Explosive Devices (IEDs), Weapons of Mass Destruction (WMD), and intra-agency operations.
  - The exercises were conducted on the Illinois and Mississippi Rivers and dealt with The US Coast guard, ILEAS, Peoria County SWAT, Peoria City PD, St Louis City PD.
  - The exercises required the integration of different agencies from local county and state to include SWAT Teams, Hazardous Device Units, Patrol Units, ILEAS, MABAS, IEMA, local Fire Departments, Emergency Medical Services, Communications, and Military Partners (IL National Guard Civil Support Team).
- SOCOM Command staff also worked with the Chicago Police Department to help them develop a Counterterrorism and WMD program and put the plans into place at the Lollapalooza and July 4<sup>th</sup> celebrations.

- The civil unrest experienced throughout the country in 2020 resulted in unprecedented interagency cooperation and operations statewide.
- From a technological perspective, SOCOM has implemented Drakontas Dragonforce software to track team members, utilize tactical whiteboarding, and communicate through secure messaging. Both AOB and SWAT can see each other's whereabouts and communicate through this platform.
- SOCOM has begun utilizing a smaller UAS platform for indoor missions where cameras or other means of detection would be more advantageous than a human search option.

#### Challenges

- Dedicating time for training while not depleting DCI / SOCOM personnel in the event they need to respond to an event.
- Costs of lodging/per diem for a large-scale event.
- Identifying hotels who will direct bill the State of Illinois.
- COVID-19 restrictions are relaxing, and are allowing a large scale, multi-agency event to take place. Getting all stakeholders back online as soon as possible will be top of mind.
- Scheduling of these events to ensure maximum personnel within the ISP and other involved agencies is logistically complex.

#### Plans

- Annual WMD exercises with IEMA, National Guard, and ILEAS. Training was scheduled for Fall 2020, but this has been rescheduled for Fall of 2021 and Spring 2022 due to COVID-19 restrictions.
- c. Increase the State Weapons of Mass Destruction Team's counter-terrorism capabilities by ensuring they are adequately staffed, equipped, and trained.**

#### Progress

- The SWMDT has added new personnel to the Science Team which directly works with the team operators.
- These new members are beginning the initial training and need to get up to speed as soon as practical.

#### Challenges

- Federal Grant Funds have continually been decreased throughout the years.
- While SOCOM can purchase equipment, an increase in grant funding would allow additional equipment to be placed strategically throughout Illinois, allowing SWMDT personnel to handle any situation that arises in a timely manner.
- The lack of facilities in which to store the equipment in a controlled storage facility for 2 of the 4 teams.

#### Plans

- The new members will continue to have training in the future to allow each member to finely tune their skillset when it comes to the different jobs of the Team.

- SOCOM Command will continue to try every angle at securing leases, building a structure on State Property, or sharing occupied space to ensure the equipment worth hundreds of thousands of dollars can be maintained responsibly throughout their useful life.
- d. Ensure SOCOM adapts appropriate protective measures that correspond to the Homeland Security Threat Advisory System (HSTAS).**

#### Progress

- The SWMDT has added new personnel to the Science Team which directly works with the team operators.
- These new members are beginning the initial training and need to get up to speed as soon as practical.
- SWAT members are honing their skills with bi-annual evaluations where they test every piece of equipment and operate in a CBRNE compromised environment. It is in these settings SWAT searches for a human threat while working from the guidance of the science members of the SWMDT support team.

#### Challenges

- The ability to get the most cutting-edge equipment and training allows SWMDT personnel to handle any situation that arises in Illinois.

#### Plans

- SOCOM personnel will work hand in hand with our federal partners to ensure that ISP SOCOM is utilizing the same information when it comes to determining threat levels as it pertains to the Homeland Security Threat Advisory System.

**DIVISION OF THE ACADEMY AND TRAINING  
ANNUAL REPORT  
FY2021**

**Goal #1: Implement drastically revised knowledge and skills-based Recruit and Cadet Curricula delivery programs coupled with increased training in Human Trafficking, and Sexual Assault Awareness.**

Progress

- 35 curricula were reviewed
- 4 Human Trafficking trainings conducted
- 1 Sexual Assault Awareness training course was conducted
- The Administrative Bureau also developed and disseminated administratively mandated curricula requiring Curriculum Review Committee review and approval, i.e.
  - 15 On-demand Shift Briefings and 2 Law Updates
- As part of a hybrid schedule, portions of the Cadet curriculum were presented utilizing distance learning and technology to continue training during the Department's response to COVID-19 and social distancing guidelines.
- The Curriculum Section developed a process through which non-ISP trainings were identified and disseminated throughout the agency.

Challenges

- The DAT Code and Sworn staffing levels are low.
  - Many of these vacant positions are housed within the Curriculum Section, Breath and Substance Testing Section, and Facilities Support Section
  - Many of these vacant positions are administrative in nature and support the various statewide programs housed at the ISPA
  - The time spent on administrative duties by program coordinators and specialists negatively impacts the amount of research, review, and evaluation of program methodology conducted by DAT Subject Matter Experts
- The operational tempo during the FY21 Strategic Goal Performance Period was a significant challenge for the DAT and specifically the ISPA.
  - The ISPA experienced a high employee turnover rate due to the rigorous training schedule and employee burnout.
- The high ISPA employee turnover rate affects the internal continuity of operations. The recent changes brought on by the SAFE-T Act have and will continue to create an increased workload due to the volume of curriculum that will be impacted, the amount of training that needs to be provided to the field, and the various dates of implementation.
- The increased training requirements and the number of training courses will continue to challenge our staffing levels.

Plans

- Continue to identify necessary/required revisions to knowledge and skill-based Cadet Curricula.

- Continue to develop and disseminate mandated/required legislated and administrative curricula to the field.
- Continue to address the immediate training needs for ISP Cadets and Recruits through curriculum development, utilizing up-to-date research techniques and law enforcement related best practices/incident debriefs as they relate to skills-based training.
- Continue to utilize the Teaching, Assessing, and Correcting (TAC) Program to address law enforcement's culture and professionalism at the trainee level through the curriculum.
  - The DAT held two TAC Schools.

**Goal #2: Reduce the number of Probationary Troopers being extended on the FTO Program by establishing a ride-along program while Cadets are in the Academy to assist with issues in geography, radio communication, and other performance matters.**

#### Progress

- Cadet Class 132 participated in the Cadet Ride-Along Program. This program allowed Cadets to participate in a real-time, patrol-oriented learning environment outside of the Academy structure.
  - The creation and implementation of this interactive training module was a product of cooperative effort between the Office of the Director (OOD), Division of Patrol (DOP), and the Division of the Academy and Training (DAT).
  - 40 Cadets participated in the Cadet Ride-Along Program.

#### Challenges

- The DAT surveyed the participants (Cadets and Troopers) regarding experiences and value of the Ride Along Program. The vast majority of feedback was positive.
- Unknown factors contribute to Cadet and Probationary Trooper dissolution from ISP employment or FTO program extensions, including the human factors and negligent career choices.

#### Plans

- Continue research and evaluation of law enforcement related training methodology/programing to address the needs of the adult learner.
- Continue the Ride-Along Program.

**Goal #3: Ensure Cadets are retained by incorporating programs of retesting in academic and physical skills and initiating a Police Family Orientation Program for each Cadet Class.**

#### Progress

- The DAT graduated one Cadet Class, CC132, during the FY21 Strategic Plan Year. The retention rate for the class was 77 percent, which is below the established goal of 80 percent.
- One Cadet Family Orientation Program was conducted.

#### Challenges

- The generational expectations of current ISP applicants and ISP Cadets impact the historical/traditional ISPA training model. The DAT faces challenges in adapting to this

generational change of Cadet Applicants/Cadets and maintaining the paramilitary training and residential structure of the ISPA.

- The Cadet Class schedule was a hybrid training plan which included remote training, both in house and out of house. Due to the social distancing requirements, Cadets were separated into multiple classrooms. This restricted the instructor's ability to interact with both classrooms of students. Those training remotely had a difficult time engaging with the instructors.
- During Cadet Class 132, various technical issues occurred due to inconsistent internet connectivity. The Academy was not equipped to run a full-scale remote training program. This was due to inexperience, building constraints, internet inconsistencies, and compromised student/instructor interactions.

### Plans

- Continue communications within the agency to establish mechanisms to increase the level of commitment to the ISP from the application process through graduation.
- Refine and expand the included content of the Cadet Family Program, pursuant to attendees survey results.
- Continue to employ proactive strategies (early warning system, individual tutoring, mentoring, etc.) to address Cadet academic and physical skills performance deficiencies to achieve Cadet retention rates at or above 80 percent.
- Encourage Staff/Instructor development regarding coaching and mentoring subordinates. The DAT will provide staff with the necessary direction to promote a positive and productive adult learning environment.
- Develop an applicant-to-cadet-to-trooper mentoring program.

**Goal #4: Provide career development opportunities for department personnel at every level through In-service training, Promotional School, leadership training seminars, and bi-annual symposiums.**

### Progress

- Illinois State Police Academy personnel conducted and coordinated various instructor led In-service training sessions for sworn officers assigned and/or around the central region of the state.
- In addition, Academy personnel serving as subject matter experts and program coordinators, conducted statewide instructor update and recertification training sessions for their respective disciplines and areas of accountability.
- The Academy conducted 102 In-service training courses.
- The Academy conducted one Promotional School.
- The DAT utilized technology and distance learning to facilitate in-service training, Cadet Training, and a Promotional School.
- The Academy developed and implemented the Career Development Program, for both Code and Sworn Employees, which replaced the prior Mentorship Program. There were 37 personnel were in attendance.
- Drastically increase in-service training offerings

Challenges

- Promotions, attrition, and instructor turnover at both the statewide program level and regional level have a direct effect on the number of available and certified instructors for program delivery.
- Lower statewide staffing levels prevent many work units from assigning personnel to instruct at the Academy. A discipline-specific statewide instructor force-back list has been established to ensure instructor assignments.
- Police reform at the State and Federal level will influence the curriculum and training programs the DAT is able or mandated to provide in the immediate and long-term future.

Plans

- Vastly improve promotional School
- The Leadership training and Bi-annual Symposium(s) and their Output Indicators have been combined as a single output indicator in order to be fiducially responsible for achievement.
- Identify, create, and assist with the creation of specialized law enforcement training for all disciplines.
- Prepare and present up-to-date annual instructor refresher training classes.
- Maintain and/or exceed professional law enforcement In-service training standards.
- Create and implement a statewide leadership development platform.
- Partner with Holocaust Museum for Brill Law Enforcement Action in Democracy training

**Goal # 5: Provide Sworn and Code personnel with instructor-led in-service training and publish monthly training bulletins pertinent to issues facing law enforcement.**

Progress

- Academy staff developed and disseminated monthly and quarterly Training Bulletins and/or Shift Briefings covering various law enforcement and administrative topics, utilizing both the Learning Management System (LMS) and the statewide OneNet online training portal.
- Academy staff worked with Com Microfilm to convert hardcopy training records and medical records into a digital searchable format.
- A variety of instructor-led courses were offered throughout FY21, including:
  - Instructor led In-service Training – 102 sessions
  - Training Bulletins published – 31
  - In addition, on an informal basis, law enforcement-related professional/media articles were shared for informational and awareness level for the various training disciplines. The Curriculum Section also began sending the Chiefs of Staff bi-weekly summaries of outside training opportunities.

Challenges

- LMS is an antiquated record retention system and does not meet the current needs of the DAT. Currently, there is no continuity in the manner training records are maintained statewide.

- We are not equipped to track and report the additional annual and In-Service SAFE-T Act requirements.
- DAT currently has 3 personnel who can develop and monitor training via OneNet; only one of these personnel is assigned to the Curriculum Section which is responsible for the release of training.
- The Curriculum Section could benefit from a dedicated Staff member for legal reviews and assistance.

### Plans

- Continue to coordinate monthly Shift Briefing content with other department divisions as needed.
- Support the on-demand training needs of the Department utilizing Shift Briefings through technology.
- Continue the procurement of an updated training record retention database that includes the consolidation of statewide training records and files.
  - The Department is currently involved in the procurement process of a record retention system (Human Capital Management).
  - The identified system will have the ability to migrate data to applications utilized by other divisions.
- Partner with DoIT to include the Division of Academy and Training into the Human Capital Management (HCM) planning process.

**Goal #6: Promote strategic, innovative recruitment techniques on a monthly basis to develop a broad and diverse candidate pool of 1,000 applicants for the position of ISP Trooper and 500 applicants for code positions yearly.**

### Progress

- Throughout FY21, the Recruitment Section promoted both Sworn and Code employment positions as a viable employment option to a national audience.
- The Recruitment Section expanded their digital footprint utilizing a variety of social media sites and other digital media platforms, to include Instagram, Facebook, Twitter, LinkedIn, Handshake, College Central and other employment specific media platforms.
- The Recruitment Section utilized email communication to disseminate 139 job postings for code positions to Recruitment Diversity Groups and Community Outreach Groups.
- The DAT was proactive in utilizing existing department resources to increase productivity and reach a wider audience.
  - Staff conducted or attended 112 recruitment events
  - There are 220 applicants in the Cadet Employment pool.
- The DAT has increased the number of dedicated personnel assigned to the Recruitment Section; Adding a full-time Central Recruitment & Internship Coordinator.
- The Recruitment Section has implemented the use of technology and expanded its digital footprint utilizing social media to achieve approximately 14,000 plus followers on the Recruitment Section's 4 social media platforms and 263,000 plus followers on ISP's main Facebook page, which shares many of our postings.

### Challenges

- Negative media coverage and public perception of the legitimacy of the profession of law enforcement has a direct impact on recruitment efforts involving minority and underrepresented groups of color.
- The manner in which District assignments are distributed to Cadets has historically negatively impacted the applicant rate. Currently, District assignments are disclosed to Cadets sometime after the half-way point of their Academy training.
- The delay in confirming/establishing Cadet Class start dates lengthens the time potential candidates have to wait for employment.
  - Potential applicants lose interest because the hire date cannot be confirmed.
  - Potential applicants seek employment with agencies or companies that have the ability to offer them firm hire dates.
  - Potential applicants lose interest prior to applying due to the risk of not going to their home district upon graduation.
- The current tiered retirement structure (Tier II) negatively impacts the interest of in-state applicants for both the Fast Track program and the regular Cadet class
- There is a history of underrepresentation of minorities throughout the application and selection process. The process directly affects the diversity of Cadet Classes and the potential pool of applicants.
- The SAFE-T Act signed on February 22, 2021 has deterred applicants seeking a career with ISP/law enforcement. In addition, the possibility of losing qualified immunity has also had a negative impact.

### Plans

- Further a formalized recruitment approach utilizing the Public Information Office, ISP Human Resource Office and Safety Education Officers.
- Establish relationships within communities and groups underrepresented in the law enforcement profession.
- Promote the Fast Track Cadet program to both in-state and out-of-state certified police officers.
- Identify and address the needs of diversity of the Department through continued field recruiter training, which will include the importance of our DAC/DEI Plan, internships, ride along program and the 30x30 Pledge.
- Expand digital footprint with technology by continuing to use the Handshake platform to attend virtual recruitment events and using LinkedIn as another social media platform.
- Expand digital footprint with the use of Quick Response codes or QR Codes for both Sworn and Code positions. The QR Codes business cards have been created and distributed to the field. QR codes have been attached to a variety of Illinois State Police print material used at Field Recruitment Events.
- Structure recruitment efforts with targeted recruitment goals to obtain a workforce representative of the demographics within the population served. Handshake/Zoom/WebEx will continue to allow us to participate in virtual events in different communities in state and out of state.
- Expand on those existing/available community partnerships to promote the various ISP employment opportunities.
- Increase internship offerings

**Goal #7: Utilize various social media outlets to attract and maintain over 10,000 followers.**

Progress

- In order to increase their number of “followers” within the social media network, the Recruitment Section combined and linked their social media networking efforts with the Public Information Office and Safety Education Officers.
  - Department Social Media Followers – Over 277,000

Challenges

- Increasing the number of followers on social media platforms not as popular as Facebook (i.e. Twitter)

Plans

- Continue to research and evaluate the use of paid employment websites and internet-based job posting websites such as College Network (Community College/2-Year College platform), ZipRecruiter etc.
- Continue Social Media postings and conversations targeting interest in ISP as a viable career choice for followers.
- Seek media outlet support to brand and message the Illinois State Police.

**Goal #8: Ensure Fast Track curricula is current and maintained up-to-date.**

Progress

- The Academy presented certain blocks of instruction to Cadets utilizing distance learning and technology, due to the Departments response to COVID-19 and the CC132 Hybrid Training Plan.
- The DAT began a thorough review of all curriculum in preparation for the upcoming Cadet, Recruit, and Fast Track Classes.

Challenges

- Ensuring all changes pertaining to the SAFE-T Act are implemented to all curriculum.
- DAT staffing levels are not currently adequate due to the increased demand.

Plans

- Continue to maintain and update the Fast Track curriculum as required.
- Create and implement a Fast Track DCI Program.

**Goal #9: Ensure a comprehensive annual review by the Curriculum Review Committee (CRC) of all curricula taught at the ISPA.**

Progress

- The CRC reviewed and approved all newly developed curriculum and courses revised in excess of ten percent taught at the Academy or in the field.
- The Curriculum Section continually reviews a percentage of curricula as standard operating procedure.

- The Curriculum Section revised and/or updated the Cadet Curriculum to address all changes in statutory law, administrative rule, and practical application.
  - There were instances where revised or updated Cadet Curricula required CRC review or approval.
  - The CRC reviewed 9 curricula.

#### Challenges

- Current Departmental Policy does not require a comprehensive annual review of the Academy curriculum by the CRC. The policy does require a CRC review in the event there is a 10 percent change in the curriculum content.
- Availability of CRC members to review and approve new curricula mandated by the SAFE-T Act.

#### Plans

- Increase Staffing for both Code and Sworn curriculum positions.
- Ensure new and revised curricula are reviewed and approved by CRC as necessary.

#### **Goal #10: Provide training opportunities to Troopers in the area of drug recognition by providing Advanced Roadside Impaired Driving Enforcement (ARIDE) certification and Drug Recognition Expert (DRE) training.**

#### Progress

- During FY21, the Impaired Driving Section completed training on a statewide basis for officers in Advanced Roadside Impaired Driving Enforcement (ARIDE) for DNR Conservation Officers.
  - A total of one ARIDE class was conducted.
  - A total of 21 IDNR Officers Attended ARIDE
- During FY21, the Impaired Driving Section completed training on a statewide basis for officers in Drug Recognition Expert (DRE) certification.
  - One DRE Certification course was conducted.
  - A total of 15 officers completed the DRE curriculum and became certified DRE on March 30, 2021. 13 of these officers were Troopers from various districts throughout the state (Districts 9, 11, 12, 13, 15, 16, 18 (2), 21 (3) and District Chicago (2)).
- The Oral Fluid Testing Pilot Program began on September 30, 2020. The program was introduced with two methods to test oral fluids, the Drager and the Sotoxa. On December 14, 2020, the ASTS was granted an extension to the program in order to increase the size of sample data. At this time, approval to purchase and evaluate a third testing method, the VistaFlow Oral VFO-15CJ Swab was also granted. The ASTS continues to monitor the data received from the field in order to make an informed decision on the future of the program.

#### Challenges

- ASTS continues to receive limited interest from patrol personnel to become DRE certified.
  - The section plans to provide and fund continuing education opportunities for patrol personnel to maintain their DRE certification to alleviate the burden from officers.

- A request was submitted to fill the ASTS Northern Impaired Driving Specialist Position. This request was approved and posted. Interviews will be held in August 2021. By filling this position, ASTS will have a northern resource to recruit interest in the DRE program and someone for current DRE to reach out to for assistance.

### Plans

- The Oral Fluid Testing Pilot Program will continue in order to gather additional data. In addition to the Drager and the Sotoxa instruments, a third method of detection has been added to the program, the VistaFlow Oral VFO-15CJ Swab. Distribution and training were completed July 14, 2021. The data from the program will be reviewed monthly to ensure that tests are being consistently completed and data is recorded to ensure the success of the study.
- Throughout the remaining 5 months of 2021, ASTS has 166 Troopers scheduled to attend ARIDE class at 4 different locations throughout the state.
- The section will coordinate, schedule and conduct one DRE certification training, spring 2022. The FY22 budget includes 20 students.

**Goal #11: Enhance and develop new partnerships with community and civic organizations in order to continue providing opportunities for youth to participate in police community relations events.**

### Progress

- The Recruitment Section was scheduled for participation in 4 youth and law enforcement community events/camps. These activities were canceled because of the Department's response to COVID-19 and prohibitions on the social gathering. The Recruitment Section was able to participate in one youth camp (Camp Lincoln, Springfield), which successfully graduated 16 cadets.
- ISPA personnel assisted in 28 in person/6 virtual community outreach events.

### Challenges

- Based on the Division's operational tempo, the Academy and other work units were presented with limited opportunities for the cultivation of new community partnerships and community involvement.
- The state of Illinois COVID-19 restrictions on public gatherings limited the Recruitment Section and ISPA participation in some in-person police-community relations events (i.e. Shop with a Cop, Special Olympics, Cop on Top, Tip a Cop etc.).

### Plans

- Implement strategies to expand on current community partnerships.
- Support the Recruitment Section's community relations efforts and their involvement in youth-oriented programs.
- Expand the network of community-based programs involving youth, including Boy Scouts of America, Girl Scouts, Faith-based organizations, Greek Fraternal Organizations, and American Legion Police Cadet programs.

**Goal #12: Ensure Sworn and Code employees assist Public Information Officers (PIOs) and Safety Education Officers (SEOs) statewide with community outreach events designed to build police community relations.**

#### Progress

- During the FY21 Strategic Plan performance period, the DAT worked in partnership with the Public Information Office (PIO), Safety Education Officers (SEOs) and field recruiters by attending various scheduled community events.
- The Recruitment Section and the PIO scheduled communications (email, telephone, text and virtual) between department representatives and potential applicants to maintain the applicant's commitment to the selection process through acceptance to a Cadet Class.

#### Challenges

- State of Illinois imposed some restrictions and mitigation efforts in response to the ongoing COVID19 pandemic which had an impact on the ability of DAT and other work units to schedule and attend other in-person community outreach events.

#### Plans

- Formalize the expectations for the Cadet Applicant communication initiative. Due to the application process being closed, the Recruitment Section continued to answer questions and inquiries via email/text/phone about when the Illinois State Police Merit Board (ISPMB) was expected to open the application process and continued to encourage potential applicants to complete the “Application Notification Form” on the ISPMB website. Moving forward, the Recruitment Section will maintain the same communication with all applicants in the recruitment or selection process.
- Continue and develop new interagency partnerships in support of the overall mission of the Department. The Recruitment Section, ISP Human Resources, PIO, SEO and FSC Diversity Task Force will continue to work together to promote sworn and code vacancies on social media and via email to recruitment diversity groups (five) and community outreach groups (two). In-person and WebEx meetings will continue in order to discuss ideas on how to reach a larger audience and update sworn and code recruitment brochures.

**Goal #13: Create a plan to anticipate what resources will be necessary to sustain efforts of supplies and materials at the Quartermaster by ensuring surplus of required equipment and supplies are maintained to meet operational needs within established rules.**

#### Progress

- During FY21, the Quartermaster continued monthly 10 percent inventory reconciliation reporting to ensure adequate supplies and materials are on-hand or identified for procurement.
- Quartermaster was able to receive a donation of over 4,000 doses of Nasal Narcan from Human Service Center in Peoria during FY21.
- The Illinois State Police was able to receive an agency-specific contract for winter and summer hats in January 2021.
- The Department executed a new 4 year, 9 million-dollar, uniform contract in December 2020. The contract has multiple renewal options.

### Challenges

- Lack of CMS and/or Illinois State Police Master Contracts significantly increases the procurement planning time, work and man-hours to place required commodities out to bid. Also, the cost forecast varies significantly from order to order without a master contract in place for regularly purchased or consumable commodities. Currently commodities without a master contract needing to be bid out include:
  - Body armor procurement and disposition/recycle (Expired)
  - Shoe procurement (Expires September 2021)
  - Boot procurement (Expires September 2021)
  - Thermal paper procurement (Expired)
  - Gas Mask (No contract)
- The annual overall Budget Allocation obligated for Quartermaster operations.
  - The overall operating budget in FY22 is \$200,000.00 for Quartermaster statewide equipment and commodity procurement and distribution. The responsibility of the Quartermaster continues to grow, but the cost allocation remains the same from FY21.
  - 10 percent Quartermaster backstock of all issued items is our goal. Our current budget allows us to maintain only an average of 5 percent backstock of uniforms, shirts, boots, hats, etc.
- The current inventory control database Uniform Inventory System (UIS) utilized by the Quartermaster terminates at the end of 2021. A new Window's-based UIS system has been in development for several months through the Department of Innovation and Technology. The new UIS system is scheduled to be completed and online in September 2021.
- Our current major allotment of Nasal Narcan expires in August 2022. In Q2 FY22 the Quartermaster will begin the planning process with the Human Service Center in Peoria to procure replacement Narcan for the field.

### Plans

- In lieu of a master contract the Quartermaster is actively pursuing a regular body armor recycle program.
- The Quartermaster continues to fit sworn personnel and procure body armor off of the General Services Administration (GSA) Disaster Purchasing Program FY21 contract. In January 2022 the Quartermaster will need to be able to forecast not only expiring body armor for the field, but also the number of Cadets the Agency plans to hire in FY23. This forecast is critical in negotiating the FY23 GSA Disaster Purchasing Program contract if a master contract is still not in place.
- Continue to deplete current uniform backstock and begin integrating the new style of Class A shirts and pants to the field.
- Forecast and plan for CC134 and CC135 during FY22.
- Propose Quartermaster Table of Organization modifications to ensure adequate job progression for code personnel and planning for future retirements to include supervision and training for new code personnel.
- Pursue equipment trades to replace obsolete FM-12 gas masks with new C-50 gas masks. The Quartermaster also has an excessive amount of serviceable (not expired) body armor that could be traded to a vendor for other needed items.

**Goal #14: Ensure 100 percent accountability of all Quartermaster supplies and equipment.**

Progress

- The Quartermaster conducted monthly 10 percent inventory reconciliation reporting in FY21.
  - There were -\$1,998.05 (negative value) in discrepancies for the FY21 Quartermaster Annual Inventory with a backstock of over \$2.2 million of inventory. FY20 Quartermaster Annual Inventory had \$634.35 in discrepancies with a backstock of over \$1.7 million of inventory.

Challenges

- The transition between the older dot matrix-based UIS system and the new Windows-based UIS system will be challenging for the Quartermaster staff.

Plan

- Continue current operating procedures and division level reporting.
- We have begun digitizing Quartermaster hard copy files.
- Research and evaluate updated technology for inventory control and accountability.
  - Blockchain technology
  - Barcode scanning system

**Goal #15: Increase the number of active Honor Guard Unit members through yearly recruitment initiatives.**

Progress

- During FY21, the ISP Honor Guard (ISPHG) participated in one ISP line-of-duty death, one ISP active sworn death (non-line-of-duty death) and participated in two outside agency Memorial Services.
- The ISPHG participated nine other events in FY21.

Challenges

- COVID was a factor for recruitment efforts and all ISPHG detail activations were stopped.
- Lack of participation in details and practices by members of the ISPHG.
- In FY21 the ISPHG recruited six new members totaling 52 HG members and 5 musicians (trumpet players).

Plans

- In FY21 the ISPHG will continue to recruit new members to ensure future staffing.
- An HG budget was established, and equipment needs were addressed.

**DIVISION OF STATEWIDE 9-1-1  
ANNUAL REPORT  
FY2021**

**Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- a. Evaluate legislative and regulatory solutions and mandates to effectively and efficiently utilize Departmental resources.**

Progress

- Several changes were made to the Emergency Telephone Systems Act (ETSA) during the most recent legislative session. The most impactful changes were the additions of aggregator and originating service provider language, and the extension of the timeframe to complete implementation and deployment of the Statewide Next Generation 9-1-1 network.

Challenges

- Additional legislative revisions to ETSA incorporating the way multi-line technologies are utilized and assessed surcharge did not get completed during the most recent legislative session. Changes at the federal level are also currently ongoing which will require revisions in the next legislative session.

Plans

- The Division will work with the Illinois Broadband and Telecommunications Association and the Illinois Broadband and Cable Association to address multi-line technologies.
- Additional meetings will be held with the Statewide 9-1-1 Advisory Board to work on multi-line language and the federal changes regarding allowable surcharge expenditures and diversion of funds.

**Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- b. Evaluate and research vehicle installation methods and alternatives internally and externally to improve efficiency and timeliness while maximizing the use of existing resources.**

Progress

- FSB staff has received and processed approximately 158 new vehicles in the last year and deployed 113 new vehicles with gun racks and push bumpers from FY20. For FY21, 141 new vehicles have been ordered with gun racks and push bumpers installed by the vendor before delivery.
- RNSB technical staff has completed equipment installations in 113 vehicles in the last year and replaced 103 new video cameras and 372 mobile and portable radios in spite of significantly reduced staffing levels and remote work shutdowns due to COVID.

- RNSB staff and DoIT piloted cellular to cloud uploads for video storage at 19 locations statewide. Multiple districts were able to upload in-car video to the WatchGuard landing server which allows State's Attorneys to access the WatchGuard landing server for video review and download.

### Challenges

- Procuring equipment and organizing installation of a large amount of equipment can be subject to delays and scheduling issues with the vendors.
- A semiconductor chip shortage has severely impacted the car industry as well as numerous other technology sectors creating delays in receiving equipment and vehicles ordered in FY21.
- Contract maintenance on critical equipment and maintenance vendors by CMS and/or DoIT continues to be a challenge, with several contracts expiring prior to renewal or expiring with no replacement contract in place, affecting the ability to order equipment or procure services needed.
- Insufficient staffing levels continue to be one of RNSB's biggest issues as all technicians cover multiple districts requiring significant driving time for technicians and sworn officers.

### Plans

- Fleet Services Bureau will continue to standardize vehicle purchases and increase equipment installed by the vendor prior to delivery to increase efficiency.
- RNSB completed a restructure and will continue to pursue hiring Field Technicians to fill critical vacancies so that additional districts can be staffed statewide. The Director's Office provided three additional head count to bolster operations statewide.
- Additional work is being conducted on cloud storage options with WatchGuard to assist in implementing a pilot program for body-worn cameras legislatively mandated as part of the overarching police reforms.

### **Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- c. Evaluate and research the impact of MACH as it relates to further consolidation of communications responsibilities.**

### Progress

- Frontline and supervisory communications staff continue to work with the DoIT MACH development team to assess critical features of MACH with respect to mapping, CAD replacement and functionality.
- A review of incident and status codes was completed for inclusion in the MACH infrastructure.

### Challenges

- DoIT is waiting on a statement of work to get approved, which will allow the MACH BOT to work with LEADS 3.0.

- Training will need to be developed regarding the new CAD component of MACH and rolled out to all Telecommunicators, which will require time and resources.

#### Plans

- TSB staff will continue to work on the development committee and are prepared to test various components of MACH as needed.
- Phase 1 of MACH, which includes Auto Vehicle Locate (AVL), Messaging and LEADS access will be piloted in the Springfield Communications Center, with the longer-term goal of having it rolled out statewide by December 31, 2021.
- DoIT is planning to start the requirements gathering for the MACH phase in September 2021, which will replace Computer Aided Dispatch (CAD).

#### **Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- a. Research and identify viable alternatives to maximize departmental resources while improving the efficiency of administrative and operational functions.**

#### Progress

- In FY21, the old WETSA system was able to integrate with the ERP system to accept and disburse statewide 9-1-1 surcharge. The Statewide 9-1-1 Bureau met with DoIT to provide requirements for the new WETSA system.
- The Department's implementation of a new computer fleet management system is tied to CMS' upgrades to their system. CMS is currently in the process of upgrading their fleet system.

#### Challenges

- Funding for the new WETSA system project has been identified. Once final approval is received through the project portal, DoIT will need to procure the technical resources to begin the project.
- The implementation of the new computer fleet management system is controlled by CMS and was delayed at CMS due to the ongoing response to COVID-19.

#### Plans

- Final requirements will need to be reviewed once technical resources are identified and technical staff from the Statewide 9-1-1 Bureau will work with DoIT staff to develop the blueprint for the new WETSA system.
- CMS expects to finalize their upgrade by late fall 2021. CMS, ISP and DoIT have had initial meetings to discuss ISP needs. Once the CMS upgrade is complete, ISP and DoIT will begin the process of converting the ISP system to allow for seamless integration with the new CMS fleet management system.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- b. Administer the development, implementation, and operation of a statewide NG9-1-1 system and provide administrative and operational guidance to meet related legislative needs.**

Progress

- A competitive RFP process resulted in a state award to AT&T for the development, implementation and maintenance of the statewide Next Generation 9-1-1 (NG9-1-1) network. The project is a 10-year project and builds off the progress made over the past year in the state with respect to GIS data conversion and local public safety answering point (PSAP) upgrades of call handling equipment to support NG9-1-1.
- In FY21, 271 Local Data Stewards and Data Maintainers were trained and certified on GIS data collection, conversion and maintenance and 11 PSAPs fully transitioned to geospatial routing.

Challenges

- Connection of legacy PSAP networks to the new NG9-1-1 network will require identifying and working closely with local aggregators and OSPs to ensure the full circuitry of the legacy network is identified and addressed prior connecting each PSAP to the new NG9-1-1 network.
- Several key decision points regarding GIS data authority, the order and phases of integration of the NG9-1-1 network, and ESRI landing server access and security will need to be addressed early in the development stages to ensure success of the overall project.

Plans

- Recent legislative languages for the first time require aggregators to identify all OSPs operating on their network which should increase the ability of the vendor to accurately identify the full circuitry of legacy networks.
- A kick off meeting was held with ISP, AT&T, Intrado, DoIT, and Mission Critical Partners to clearly identify responsibilities and team members. Follow up meetings to discuss various aspects of the project are being scheduled.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- c. Increase interoperability between ISP communications, the statewide NG9-1-1 system, and other public safety jurisdictions within and outside of Illinois.**

Progress

- Communication on a statewide level continues to evolve as the need for a coordinated communication response to rapidly evolving situations requires that local, state, and federal public safety partners work collaboratively to ensure seamless interoperability that embraces the new technology efficiencies. The Radio Network Services Bureau (RNSB) has executed 40 interoperable communication agreements (MOUs) between ISP and other agencies in FY21, including an interoperable agreement which allowed for sharing of

encrypted interoperability channels between the ISP, local agencies, and the Illinois National Guard during the civil and political unrest throughout 2020 and into early 2021. These new interoperability channels allowed for seamless communication during numerous small, and large-scale events.

### Challenges

- As local municipalities pursue encrypted communications, RNSB was required to develop new language and procedures for handling encryption keys which facilitated the need for additional MOUs. The nature and scope of several of the large-scale events created logistical issues for the limited staffing within RNSB who were required to perform critical code-plugin modifications on the radios statewide under extremely short timelines.

### Plans

- RNSB created new interoperability template language which has been incorporated into the MOUs allowing for sharing of encrypted channels during large-scale significant events across state and local agencies. Further enhancements are being reviewed to ensure seamless interoperability is available for all types of scenarios and events.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- d. Provide BIA/Lean Six training to Managers/Staff to review critical processes and implement optimization where possible.**

### Progress

- Due to the COVID pandemic, staff were not able to attend BIA/Lean Six training during this annual reporting period.
- Remote work opportunities within the Division allowed each Bureau to review how administrative paperwork and meetings were being conducted and for efficiencies to be assessed. WebEx meetings and on-line training replaced many in-person functions reducing the need for travel time and lodging while simultaneously allowing for work of the Division to continue to be accomplished.
- During this annual reporting period, numerous Statewide 9-1-1 Advisory Board meetings were conducted, training was provided to Telecommunication Specialist Trainees, both the Telecommunication Specialist and Telecommunications Supervisor training classes were completed on-line, and the Traffic Crash Review Board was able to review files and meet remotely.

### Challenges

- Unfamiliarity with certain software and programs created challenges for some personnel as they were required to move to a mostly on-line forum for meetings and completing administrative transactions; new licenses were required for some software needs to allow our personnel to function most appropriately.

Plans

- When staffing levels will allow, additional personnel from the 9-1-1 Bureau, RNSB, and FSB will enroll in training classes as they become available.
- Many of the valuable insights learned regarding use of new technologies for conducting meetings, sharing documents and completing administrative functions will be incorporated into the long-term operations of the Division.

**Goal #3: Provide exemplary customer service and support.**

- a. Provide technical support for installation, maintenance, and replacement of radio and related equipment in vehicles and facilities to ensure optimal operability and reliability.**

Progress

- RNSB technical staff have replaced 103 new video cameras and 372 mobile and portable radios.
- Funding for tower and site maintenance was significantly reduced for FY21. Tower maintenance was performed at 4 towers and 5 sites statewide.

Challenges

- Staffing remains the biggest issue for RNSB, as all technicians cover two or more districts requiring significant driving time for technicians. Lack of technicians in districts causes delays in servicing vehicle equipment repairs for the Division of Patrol.
- Funding reductions have limited the number of towers and tower sites that can be serviced on an annual basis. Lack of statewide contracts drives the cost of maintenance up when the service needs to be performed by a vendor and cannot be completed by a RNSB technician.

Plans

- RNSB will continue to pursue hiring field technicians to fill critical vacancies so that additional districts can be staffed statewide.
- RNSB will explore procuring regional contracts for services to attempt to lower the cost of tower and site maintenance; an assessment of the sites will be completed to ensure the most critical needs are being addressed with the limited funding available.

**Goal #3: Provide exemplary customer service and support.**

- b. Provide support and guidance for the purchase, maintenance, repair, and replacement of equipment to ensure optimal operability and reliability.**

Progress

- The Division provides support services to the other divisions in the Department and continues to work on improving customer service and support. The Division collaborates with other state agencies to ensure appropriate contracts are in place to allow the Division to meet the needs of the Department in the most cost effective and efficient manner possible.

- The Division monitors changes in legislative requirements to review new requirements or equipment mandates and ensure procurement options are discussed with the Director's Office and Office of Finance.

### Challenges

- Loss of statewide master contracts currently held by DoIT and CMS continue to occur resulting in delays in procuring needed equipment and services.
- Legislative mandates to implement body-worn cameras for the Department need to be funded for other state funds within the Department; funding in the Fleet Fund is insufficient to order an appropriate number of vehicles and equipment to reduce the overall mileage of the Department's statewide fleet.

### Plans

- Enhanced communication with the other Divisions will ensure greater customer service can be provided; the Division has attempted to improve communication by presenting information and responding to questions at DOP command meetings as well as directly providing information to the Deputy Directors' offices.
- The Division has initiated monthly meetings with DoIT to work through procurement hurdles and provide support for statewide master contracts affecting the Department's ability to order equipment.
- A multi-year plan for the remaining in-car video camera District upgrades, body-worn camera implementation, radio replacement and FY22 Fleet Plan are in the process of being completed and will be reviewed and managed with the Office of Finance and Director's Office.

### **Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- a. Extract and document historical knowledge and expertise from departing personnel.**

### Progress

- Procedural and training manuals have been generated for every bureau to ensure that new employees have adequate resources to rely on, training curricula are being refreshed to capture the essential functions of a telecommunicator and to provide instruction to new TCS supervisors, and supervisors are being encouraged to facilitate opportunities for personnel to cross-train when the opportunity is available and to include cross-training and leadership training in individual evaluations.
  - Training manuals in the Statewide 9-1-1 Bureau have been instrumental in ensuring a smooth transition to the new Finance PSA disbursing surcharge to PSAPs statewide.
  - Fleet staff continue to make revisions to Fleet processes and manuals which are shared with Fleet Officers statewide as well as new staff; additional training on the CMS insurance system has been provided to Division level administrative staff to ensure there are multiple people who can ensure the 7-day requirement is met.

- RNSB technicians created job manuals as well as equipment installation and troubleshooting procedure manuals for new technicians and videos for review by ISP personnel on radio requirements and programming.
- The usage of WebEx and other media platforms for training and recording purposes has enhanced the information available after the departure of key staff.

### Challenges

- Although WebEx has been utilized to perform many types of meeting and training scenarios, not all training can be accomplished through a technology platform. Console training for Telecommunication Specialist Trainees requires in-person training on the radio console in order for trainees to progress to the level of working alone.

### Plans

- Supervisors will continue to encourage personnel to document training information through a combination of technology platforms for future use and to refresh current employees as needed.
- Further revisions to the Fleet Manual and procedures will be updated and disseminated internally as well as for fleet personnel statewide as needed.

### **Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- b. Maintain standardized hiring processes and improve training processes to expedite transition when filling vacancies.**

### Progress

- The most important resource in any Division is its personnel. The Division will continue its efforts to ensure personnel are allowed opportunities to attend training that helps them to do their current job more effectively.
- Division staff are currently part of the hiring training process and are working directly with the HR Bureau Chief to learn new formats and pilot revised changes to the CMS 104, job postings and interview process. Information learned is reviewed and feedback provided to CMS to assist in streamlining the hiring process. Training is provided to all new supervisors utilizing the hiring process.

### Challenges

- The amount and types of training available for employees has been somewhat limited due to the COVID pandemic, however many types of trainings are now being offered online or through WebEx.
- Significant revisions were made to the procurement systems, including inventory, payroll and timekeeping, which requires significant amounts of time for Division personnel to learn and provide feedback on.
- CMS hiring continues to be the biggest challenge for the Division with respect to onboarding employees. Getting responses to clarifications of the CMS 104, requesting lists for interviews once a job has been posted, and finalizing information in order to make an

offer to an individual continue to move slowly and require frequent intervention by the Department's HR Bureau with CMS.

#### Plans

- Online training as well as any available WebEx training that will be pertinent to career development or job enhancement will continue to be scheduled for employees, so they are given every opportunity for personal and professional growth.
- Division administrative staff continue to test new processes for timekeeping and for hiring to assist in working through issues with the new CMS systems; Division administrative staff continue to provide feedback to the HR Bureau, and to request assistance from the HR Bureau as needed to move position forward to posting and eventual selection of candidates. Division administrative staff participate in weekly WebEx meetings with CMS and state agency HR staff to ensure latest direction is implemented and ambiguities are addressed and resolved.

#### **Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- c. **Establish a continuing job-based education program for all personnel with an emphasis on public safety outcomes.**

#### Progress

- The TSB has developed a Training Curriculum Committee which initiated a complete overhaul of the Telecommunication Specialist training curriculum. This is a committee made up of five veteran telecommunications staff from throughout the state who updated the Telecommunicator Specialist Trainee modules to ensure the training is completed in the most efficient manner while ensuring trainees understand officer safety.
- The TSB has also offered TCS in-service for veteran TCs which includes critical incident response and support services after a critical incident.
- A Communication Center Supervisor training is also being offered this year for all supervisors within the 6 consolidated communication centers to ensure consistent application of the AFSCME contract, an understanding of statewide issues, the new timekeeping applications and other supervisory requirements.

#### Challenges

- Scheduling time for the TCS training was done at each center over multiple days to ensure all personnel could attend in person while maintaining COVID protocols.
- The CCS training was held via WebEx due to a lack of housing at the ISP Academy.

#### Plans

- The Training Curriculum Committee will continue to update modules of the training as needed to stay current with legislative mandates and Department initiatives.
- A WebEx component of the various training components will be made to ensure that personnel can have a refresher as needed for different aspects of training.

**Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- d. Identify relevant advanced training needs and opportunities for career development and advancement.**

Progress

- All Division personnel have attended all mandatory online training; discussions regarding other career development and advancement options are discussed during annual reviews.

Challenges

- The amount and types of career advancement training available for employees is limited and remains hampered by the COVID-19 restrictions.
- Funding for travel to training continues to be restricted.

Plans

- Online training, as well as any available WebEx training that will be pertinent to career development or job enhancement, will continue to be scheduled for employees so they are given every opportunity for personal and professional growth. The Division will continue to identify and provide career development opportunities where possible.

**ADDENDUM 3 – ANNUAL DIVISION REPORTS**

**FY 2022**

The ISP Strategic Plan will be reviewed by the Director’s Office, each Deputy Director, and the Office of Research and Development on an annual basis. Additionally, each division will report progress on a quarterly basis. Addendums to this plan will be added for quarterly-reporting. In addition to the quarterly-reporting, the Divisions will also submit a report to the Director’s Office at the end of each Fiscal Year. The reports will document the progress made toward achieving each of the strategic goals identified by each division. Each division strategic goal will be reported individually and will identify progress made, challenges faced, and plans to meet the goal. The annual Division Progress Reports will also be included as addendums to the ISP Strategic Plan. Future revisions to the ISP Strategic Plan will be made upon approval of the Director’s Office.

**DIVISION OF JUSTICE SERVICES  
ANNUAL REPORT  
FY2022**

**Goal #1: Continuously improve and provide career development opportunities for Division personnel at every level through collaborative efforts.**

Progress

- The Division is working on ensuring training curriculum and mentoring opportunities exist and are utilized for supervisory and non-supervisory positions in order to facilitate job transition and development of personnel.
- The use of temporary assignments (TA) was established to ensure departing supervisors had the opportunity to adequately train new supervisors.
- Training on Microsoft Teams and Webex were provided by the Division for department personnel to further strengthen knowledge and skillsets within those platforms.

Challenges

- Insufficient personnel resources overall remain a challenge for the Division.
- Pending retirements (code and sworn) in conjunction with offboarding highly contributing contractual employees (i.e. BOI and FSB).
- Requiring more headcount than allocated

Plans

- The Division is diligently working with the Office of Human Resources to post and fill vacancies
- The Division will work with the Director's Office to identify additional headcount as allocated headcount is reached.
- The Division continues to pursue TAs for supervisory vacancies as well as contractual employees to fill the vacant positions to ensure current personnel are not overwhelmed.
- In addition to identifying training opportunities for DJS personnel, the bureaus coordinate internally and externally, to develop and implement training for all department personnel when new applications are rolled out to the field.
- Examples of this include modifications to
  - TraCS;
  - Timekeeping;
  - Office 365;
  - MACH (Mobile Architecture for Communications Handling)
  - Stolen Firearms Database Portal
  - FSB FOID Revocation portal; and
  - FOID Revocation document completion and clear and present danger training.

**Goal #2: Provide high quality administrative and operational customer service and support.**Progress

- The Division regularly evaluates the level of service and support it offers, which has resulted in the acquisition, or continued support, of applications, systems and procedures to improve functionality across all areas - collection, maintenance, and dissemination. These include, but are not limited to:
  - A new Computerized Criminal History application;
  - Stolen Firearms Database Portal
  - A modern Learning Management System;
  - Continued support for LEADS, and TraCS;
  - Rollout of MACH (Mobile Architecture for Communications Handling);
  - Completed 2,777 inspections related to statewide cannabis facilities; and
  - Cannabis Control Office developed security plan checklists and posted on ISP website for review by new prospective industry entities.
  - FSB now has two customer service kiosks in District 9, one in District 11, District 13, and District 5
  - FSB initiated site visits and site inspections to assist FDLC to understand laws and gain compliance.

Challenges

- Insufficient personnel resources overall remain a challenge for the Division.
- Vacancy in a senior level command position for the Public Safety Services Command (Major/Commander).
- Pending retirements (code and sworn) in conjunction with offboarding highly contributing contractual employees (i.e. BOI and FSB).

Plans

- MACH, the replacement for CAD, will provide the Department with additional functionality and integration with the Department's record management system, TraCS. These platforms utilize cloud-based technologies in order to appropriately scale to meet the needs of the Department.
- Authentication will be moving towards an enterprise solution that was procured by the DoIT security team, which will provide the Department the ability to offer services to local law enforcement and criminal justice agencies through a common authentication and authorization tool.
  - This allows local entities to provision their staff and facilitate the use of criminal justice resources.
  - The Division's mission of providing accurate, complete, and reliable/credible information in a timely manner continues to be greatly enhanced.
- The implementation of multiple streamlined initiatives in conjunction with integration of Lean 6 Opportunities to Improve will continue to help drive down application backlogs in the Firearms Services Bureau.
- FSB will look to establish additional kiosks statewide as additional headcount is provided.

**Goal #3: Solve complex challenges in the Department through innovative solutions and problem solving while maintaining the integrity and security of the systems and the stored data.**

#### Progress

- The Division seeks innovative solutions through data analysis, evaluation of other solutions in the Department/State, and participates in DoIT's governance process, which allows the Department to learn from, or take advantage of the experience of other agency's implementations.
- DoIT leadership meets every morning to collaborate on issues and allows for the exchange of ideas across the State.
- The Division maintains the recently implemented LEADS 3.0 (July 11, 2021):
  - LEADS 3.0 is built on proven technology and security, and provides advanced administrative functionality.
- The Division has partnered with multiple entities to:
  - Ensure proper expungement of minor cannabis offenses;
  - Though in post-production maintenance status, LEADS 3.0 improvements are ongoing as circumstances dictate. The Illinois NIBRS Repository (INR) is deployed and certified. Development of additional law enforcement reporting, hosted on the INR platform, continues in partnership with ISP's IT partner.
- ISP DoIT integrates with the Security Operations Center and collaborates on security related issues to resolve immediate threats and provide solid industry standard solutions to meet the needs of the Department.
  - Implementation of the enterprise virus protection on devices
  - Installation of the Advanced Malware Protection product to report on potential threats within the ISP environment.
- Cannabis Control Office personnel meet on a weekly basis with partner regulatory agencies pertaining to inspection and control efforts. This allows for a more uniform and fair approach in our efforts to address security issues.

#### Challenges

- LEADS 3.0 cutover occurred on July 11, 2021. Issues below were addressed prior, however, continue in anticipated and unanticipated ways.
  - Sex Offender registry functionality within the LEADS hot files - issues may arise until the ISP procures and implements an Offender Management application.
- The State of Illinois NIBRS Repository was certified by the FBI on July 13, 2021.
  - Efforts will continue to migrate all Illinois law enforcement agencies to NIBRS reporting, prior to the published sunset of Summary Reporting of December 31, 2022.
- Staffing shortages have impacted support/maintenance, new project development and project management.
- Funding for lifecycle of ISP PC replacements (FLIP) and additional infrastructure.
- Improvement of existing VoIP call center solution to increase functionality and improve responsiveness.

- Vacancy in a senior level command position for the Public Safety Services Command (Major/Commander).
- Improvement to Firearm Transactions, Licenses and Regulation Enterprise Software (FLARES) to assist with application processing, customer service, and management.
- Enhance availability and accuracy of statistical information within the Firearms Services Bureau to facilitate resource management and project improvement.
- FLARES software developments and enhancements to meet statutory updates and deadlines.

### Plans

- ISP is currently engaged in the Criminal History System replacement which began on August 12, 2020. The Illinois State Police (ISP) engaged MTG Management Consultants, LLC, now part of Mission Critical Partners (MCP), to assist with the assessment, planning, procurement, and implementation effort to replace the state's Computerized Criminal History (CCH) system. The ISP BOI and MCP have been diligently working towards constructing the Request for Proposal (RFP) which will require the future CCH system to provide the technological functionality for the eventual participation in the FBI Rap Back program. The documents comprising the RFP were forwarded to the Agency Procurement Office (APO) for review and entry into the BidBuy system on April 8, 2022. BOI personnel continue to work with the APO to finalize the RFP for eventual entry into the BidBuy system.
- BOI and DoIT collaborated on automating processes to comply with recent expungement law changes. This included providing eligibility flags for offenses and required an examination of the elements of each offense to determine if the offense constitutes a "crime of violence" as defined in the Rights of Crime Victims and Witnesses Act. Manual deletion efforts by BOI personnel were also required due to poor data quality that created a subset of CHRI data not conducive to programmatic expungement. As a result of these endeavors, minor cannabis non-conviction records associated with 767,645 separate arrest events were programmatically expunged from the criminal history transcripts of 484,101 individuals. Post production quality assurance (QA) review is in progress. Final totals will be available after the QA review.
- DoIT and ISP continue to use the Project and Portfolio Management tool to manage Proposals and Projects. The implementation of an Agency Proposal Review Committee (APRC) with Director's Office, CFO, APO and CIO representation will ensure that proposals and projects are aligned with the Department's strategic goals. This will provide an executive view of all IT projects within ISP and will facilitate the effective use of resources across the Department and the State.
- ISP/DoIT will continue to replace users computing devices (Desktops, laptops, IWIN, Phones) on an annual basis or as funds are made available to ensure that ISP staff have a computing platform that is capable of meeting today's security and processing requirements.
- Investment in cloud technologies will enable ISP to move more efficiently and standup infrastructure to support services required by the ISP.
- Implementation of the executed Phase II of the VoIP call center solution to increase functionality and statistical reporting capabilities

- Multiple significant software initiatives ongoing with Appriss in continuous improvement projects to expand FLARES functionality and address programming issues
- Ongoing process to implement and review collaborative solutions developed through the Lean Six Sigma review of FOID processing.
- Cannabis Control Office is working with DoIT to create an automated inspection report process to assist in capturing data in a more efficient manner.
- ISP DoIT, in conjunction with DoIT Enterprise, utilizes an Agency Scorecard to assess the current security posture and ensure forward motion is consistently being made to increase that posture. The Agency Scorecard utilizes a variety of metrics, including assessment of server infrastructure to include patching and vulnerability detections, as well as business continuity plans.
- A Business Impact Analysis (BIA) is being performed for each business unit within the ISP to determine critical business functions, hours of operations, budget factors and impact to the community. The analysis will then be used to create a Business Continuity Plan in the event of a disaster or serious impact to production.

**Goal #4: Leverage technology and resources to refine and improve everyday workflow and processes.**

Progress

- The Division continuously integrates technologies to improve day-to-day operations within the Department while ensuring all critical systems are adequately protected and efficiently updated with all changes in law and technology.
- Technologies implemented during FY2022 include the following:
  - Sworn timekeeping system,
  - LEADS 3.0
  - MACH (Mobile Architecture for Communications Handling)

Challenges

- Aging devices and platforms
- Diverse technology platforms
- Insufficient personnel resources
- Appriss contract will expire in the coming year

Plans

- Integrate several aspects of the Agency to have a complete picture of proposals and projects.
- Bring governance and subject matter experts to address the specific needs of a project, while standardizing efforts across the Department and the state.
- Continue to identify critical vacant positions and work with the office of Human Resources to post/fill positions with full-time personnel
- Utilize contractual personnel to assist in alleviating personnel resource issues.
- Identify aging equipment and secure sufficient funding to procure equipment to allow the Division to progress with improving technology for the Department.

- Cannabis Control Office is working with DoIT to create an automated inspection report process to assist in capturing data in a more efficient manner.
- Offender Registration Unit working towards obtaining new records management system through procurement process.
- Complete Sole Source Justification to renew Appriss contract.

**Goal #5: Continuously improve communication within the Division as well as with local law enforcement agencies and States Attorneys.**

Progress

- The Division instituted monthly Command meetings and weekly updates to improve communication within the Division.
- Microsoft Teams and Webex meetings were also utilized to rapidly disseminate and update critical documentation as needed.
- The FSB command and the enforcement section have been working closely with the Public Information Office, Governmental Affairs, local law enforcement agencies, and States Attorneys to disseminate educational FSB information as well as identify and obtain revoked FOID cards.
- The Division disseminated LEADS 3.0 information via the Illinois Sheriff's Association and Illinois Association of Chiefs of Police. In addition, emails were sent to all agencies with LEADS 3.0 user IDs, product keys, and other pertinent information.
- Cannabis Control Office personnel meet on a weekly basis with partner regulatory agencies pertaining to inspection and control efforts. This allows for a more uniform and fair approach in our efforts to address security issues.

Challenges

- Insufficient personnel resources
- Vacancy in a senior level command position for the Public Safety Services Command (Major/Commander).

Plans

- Diligently work with the Office of Finance and Office of Human Resources to ensure personnel are in place to assist with achieving the Division's overall mission.
- Continued utilization of the Portfolio and Project Management tool
- Efforts will continue to migrate all Illinois law enforcement agencies to NIBRS

**DIVISION OF FORENSIC SERVICES  
ANNUAL REPORT  
FY2022**

**Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

**e. Increase forensic scientist staffing to 320 (minimum) statewide.**

Progress

- During FY22, FSC increased its social media presence utilizing posts designed to draw attention to opportunities within the Command. This has included the use of social media to advertise both Laboratory Director and FST vacancies. By including the Director of Training's e-mail address in the posts, this has provided another avenue for potential applicants to seek out information and guidance.
- During FY22, FSC continued to be active in the DFS Diversity Inclusion Recruitment Taskforce. This taskforce has taken the lead on outreach to traditionally under-represented groups in university science programs to not only expand the FST candidate pool, but also increase the diversity within that pool.
- At the end of FY21, FSC hired a new Training Coordinator (TC) for Toxicology. Having the TC in place prior to onboarding new FSTs, in FY23, will be essential in ensuring the continuity of the training program.
- In June 2020, the FSC was granted a hiring freeze exemption to hire experienced Forensic Scientist III's in Drug Chemistry (FAST TRACK HIRING). The Metro-East analyst was hired in May 2021 and completed training in August 2021. The Morton analyst was hired in July 2021 and completed training in October 2021.
- In February 2022, (7) DNA FSTs were released from training.
- In April 2022, FSC interviewed applicants for the hiring (18) FSTs, (16) in Drug Chemistry and (2) in Toxicology.
- In April 2022, FSC interviewed the applicants for hiring (6) FSTs in Firearms using the new CMS Reformed Hiring Process.
- In May and June 2022, (3) Latent Prints FSTs were released from training.

Challenges

- Obtaining candidate names following the closing of a posted position has created significant delays in the hiring process.
- Identifying qualified and interested candidates continues to be challenging in various locations throughout the state. Additionally, the inability to hire out-of-state candidates for Forensic Scientist Trainees positions decreases the pool of qualified candidates.
- The length of time the background investigations take often delays hiring for several months beyond the delays in the initial hiring/interview process.

- Delays in posting positions for hiring are anticipated as CMS deploys the Reformed Hiring Process for all positions in FY23.
- The upcoming temporary closure of the Joliet Forensic Science Laboratory in August of 2022 will require the relocation of Joliet Staff to the Chicago Laboratory. This relocation coupled with the hiring of 22 FSTs to the same laboratory will create training space issues that will need to be addressed and creatively managed.

### Plans

- Continue to adapt the training programs to advance training initiatives while applying lessons learned during the pandemic to streamline future iterations of the programs.
- Continue to articulate measurable justifications for the hiring of Forensic Scientist staff to achieve full staffing levels in all disciplines.
- Continue efforts to work with ISP Recruitment for improved use of social media outlets in recruiting efforts.
- Increase diversity in hiring by continuing to recruit at colleges and universities with larger minority enrollment.
- Continue to participate in virtual career fairs especially while in-person recruiting opportunities are limited.
- Fill multiple vacancies in Biology at both the new Decatur Forensic Science Laboratory and other ISP laboratories throughout the state with a combination of (16) FST hires and the Fast Track hiring of (12) trained Forensic Scientists.
- Fill an additional (6) FST vacancies in Firearms and conduct training at the new Belleville Training site.

### **Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

#### **f. Fill support staff vacancies to maximize the efficacy of Forensic Scientist staff.**

### Progress

- DFS hired 15 support positions to include the following titles at various locations throughout the Division and Commands:
  - (1) Building and Grounds Worker
  - (2) Administrative Assistant 1
  - (1) Office Specialist
  - (1) Office Coordinator
  - (1) Executive 2
  - (2) Assistant Laboratory Directors
  - (1) Deputy Laboratory Director
  - (1) Laboratory Director
  - (5) Evidence Technicians

- In order to reassign tasks from forensic scientists to evidence technicians, DFS and a consultant finished the development of two training modules - cutting samples and swabbing items submitted for DNA analysis – in December 2021. By May 2022, all the Biology State Police Evidence Technicians II and some select scientists in other sections completed the training modules. New workflows were utilized, and the evidence technicians were assigned targeted tasks. The number of cases awaiting potential DNA to be collected decreased significantly as the trained staff performed the swabbing. It is expected this will result in faster turn-around-times for the Biology, Latent Prints, and Firearms sections.

### Challenges

- Significant delays have been experienced with establishing new positions and clarifying the Job Descriptions (CMS 104) of support staff positions that are vacant.
- DFS has begun converting to the new, hybrid hiring process implemented by CMS.
- Obtaining candidate names following the closing of a posted position has created delays in the hiring process.
- Identifying qualified and interested candidates continues to be challenging in various locations throughout the state.
- The length of time the background investigations take often delays hiring for several months beyond the delays in the initial hiring/interview process.
- Delays in posting positions for hiring are anticipated as CMS deploys the Reformed Hiring Process for all positions in FY23.
- The constant loss of support staff to other state agencies or within the department.

### Plans

- DFS is continuing to evaluate vacancies and position requirements/needs to ensure positions are filled using the appropriate title and level for the duties to be performed.
- The dry down training module for the State Police Evidence Technicians II will be deployed once completed. The laboratories will then begin transitioning targeted tasks to the evidence technicians who successfully complete the training.
- Since tasks have been reassigned from forensic scientists to evidence technicians, FSC plans to hire several additional evidence technicians. State Police Evidence Technicians I and State Police Evidence Technicians II positions are progressing through the hiring process at several laboratories.

**Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

- g. Implement high-throughput robotics to maximize the automation of portions of the analytical process where possible, with a primary focus on biology casework.**

#### Progress

- Three FSC laboratory sites, Springfield, Joliet, and Chicago continue to utilize high-throughput robotic instruments (Tecan). Springfield and Joliet Forensic sites have one and the Chicago site has three.
- During FY22, Forensic Scientists at laboratories without Tecan robotic instruments (Metro-East and Rockford) continued to prep case samples for transfer to a laboratory site (Springfield and Rockford) with a Tecan system for analysis. Once the analysis is completed the data is sent back to the Metro-East or Rockford laboratory for interpretation and reporting
- During FY22, there were over 6,200 Biology reports issued in which the Tecan was used to conduct analysis.
- In FY22 approximately, 559 cases from the Metro-East laboratory were analyzed on the Springfield Tecan and reported by the Metro-East laboratory.
- In FY22 approximately 535 cases from the Rockford laboratory were analyzed on the Joliet Tecan and reported by the Rockford laboratory.
- The new LIMS system continues to be utilized to successfully conduct analysis of robotics case data generated at an off-site laboratory to improve efficiency in overall DNA case analysis.
- During FY22, the ISP continued to utilize the service agreement for the Tecan instruments that was executed in FY21, which allows the laboratories to have annual maintenance and repairs conducted in a timely manner.
- During FY22, the ISP was able to procure a new robotic system for implementation at the Decatur laboratory. The new system will be validated for casework in early FY23 undergo and evaluation for the possible implementation at other laboratories during FY23.
- In the fall of FY22, the Biology section implemented an optimized pre-processing step for the extraction of differentials on both the Maxwell instruments and Tecan Robotic System which made this step in the process more efficient.

#### Challenges

- Due to construction delays, supply chain issues and a failed water pipe resulting in water damage to at the new facility in April 2022, the opening of the Decatur Forensic Science Laboratory has been delayed until early fall of 2022.
- Recruiting, hiring, and training of staff at the Decatur Forensic Science Laboratory continues to present challenges given the delays in the completion of the new facility.
- The procurement and implementation of high through-put robotics at the Decatur Forensic Science Laboratory is in progress; however, due to delays in repairs from the unexpected

water damage in April of 2022, the new equipment cannot be installed until all repairs are completed in early FY23.

- The relocation of instrumentation and staff from the Joliet Forensic Science Laboratory to the Forensic Science Center at Chicago was delayed until August 2022. This disruption to normal workflow may impact casework objectives while the Joliet laboratory is closed as the facility undergoes a year-long infrastructure renovation.

### Plans

- Utilizing the Tecan Manager's Efficiency Group and the Tecan Users Group, the ISP will continue to explore ways to develop more efficient workflows using high throughput robotics technology to reduce the backlog in the Biology section.
- Additionally, now that the new LIMS system has been successfully utilized to remotely evaluate case data generated by the Tecan robot, FSC will continue to explore additional opportunities to improve these types of efficiencies in overall DNA case analysis.
- Procurement of some of the high through-put robotics and other necessary equipment has been completed for the Decatur Forensic Science Laboratory, scheduled to open in early FY23
- During the renovation of the Joliet laboratory, the combined staff of the Joliet laboratory and the Forensic Science Center at Chicago will evaluate workflows to identify new efficiencies in the analysis of Biology cases to aid in the further reduction of the backlog.

### **Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

#### **h. Ensure adequate CSI staffing to meet requests for scene processing.**

### Progress

- The Scene & Evidence Service Command (SESC) - Crime Scene Services (CSS) posted and filled one (1) Captain position, one (1) Lieutenant position, two (2) Region Field Supervisor positions, three (3) Sergeant positions, and seven (7) CSI positions in FY 2022. SESC – Traffic Crash Reconstruction Unit (TCRU) posted and filled four (4) Crash Reconstruction Officer positions in FY22.

### Challenges

- For several years, all CSS Regions have experienced a decline in property crimes calls for service. In addition, some CSS Regions have also experienced a slight decrease in Crimes Against Persons (CAP) calls for service. Conversely, other Regions have seen an exponential increase in Crimes Against Persons calls for service. The goal of SESC is to ensure each Region has the adequate number of CSIs/CROs in relation to call volume. Expectations for non-Sergeant CSIs are 120 scene responses each year. CSI Sergeant expectations are 100 scene responses each year. This can be a difficult balance to maintain and CSIs are often overwhelmed with call volume prior to a new CSI being approved and

fully trained. Appropriate staffing in relation to call volume decreases response time and overtime associated with travel, balances the number of days a CSI must be available and/or on call and decreases the volume of quality issues observed.

- Due to a legislative change (Illinois Public Act 102-0538), organizational reporting structure change is necessary. Effective September 16, 2021, TCRU moved from the Division of Criminal Investigation to the Division of Forensic Services. Call volume expectations were evaluated and established for TCRU. Expectations for non-Sergeant CROs are 30 total scene responses each year and completing 20 full reconstruction and response reports. CRO Sergeant expectations are 20 total scene responses and completing 10 full reconstruction and response reports.
- CSS has been attempting to establish the support personnel positions of a Training Coordinator and an Administrative Assistant I. Although these positions are not field working CSIs, they play an important role in the day to day functions of the CSI. The ability of the CSS to properly train and ensure proficiency is directly dependent upon a Training Coordinator. In addition, administrative support personnel guarantee that field working CSIs have the equipment and supplies needed for scene processing.
- The demands placed on officers within this command are high; however, the personal rewards and contributions to criminal investigations are great. SESC has a significant amount of unscheduled overtime and an extensive field training program.

#### Plans

- In FY 2021, CSS began a call volume initiative which focused on increasing call volume and user agency communication. Command met with each Field Supervisor to examine individual call volume, overall Regional call volume, calls for service locations, office locations and agency contacts. Each of these metrics are monitored and the Field Supervisors are held accountable for ensuring CSIs are meeting expectations.
- In FY 2022, CSS continued the call volume initiative focusing on increasing call volume and user agency communication. Call volume increased by 7% in FY22 and will continue to monitor metrics.
- SESC will continue to push for and monitor the status of the establishment and posting of the desired administrative support personnel.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- f. Achieve an average TAT of 60 days in the Biology section, and 30 days in all other sections.**

#### Progress

- As of June 30, 2022, 40 percent of the cases in the Biology section are being completed in 60 days or less, despite a 24 percent overall increase in the Biology backlog during FY22.

- As of May 2022, the ISP announced that the Biology section met the legislative requirement of processing sexual assault evidence within 180 days or less.
- Overall, for all other sections combined, on average, 43 percent of all cases are completed in 30 days or less, including 69% and 68% in the Latent Print and Firearms sections respectively. As of June 30, 2022, comparing the TAT for June 2021 to TAT for June 30, 2022, Drug Chemistry has decreased 62%, Latent Prints has decreased 14%, Trace Chemistry has decreased 31%, Firearms has decreased 14% and Toxicology has decreased 39%. Footwear/Tiretrack experienced a 20% increase from 98 to 118 days; however, adjustments to how these cases are assigned has been implemented which will decrease this TAT in FY23.
- Two FAST TRACK (experienced) Chemists were released from training in FY22 contributing to the reduction of the Drug Chemistry case backlog.
- The Training Laboratory successfully released (7) Forensic Scientist Trainees to the Forensic Biology section on February 25, 2022, contributing to the reduction in the case backlog.
- The Training Laboratory successfully released (3) Forensic Scientist Trainees to the Latent Prints section on May 1 and June 1, 2022, contributing to the reduction in the case backlog.
- In the Trace Chemistry section, the installation and validation of one (1) newly purchased SEM was completed in June 2022 and the instrument will be used to target the analysis of the oldest GSR cases in FY23.
- For Drug Chemistry and Toxicology sections, the purchase, installation and validation of new equipment purchased off the UPP Contract has increased the overall efficiency of casework at all laboratories, resulting in an overall 60% reduction in the backlog across the two sections in FY22.
- Drug Chemistry completed the validation of the new GCIR technology for casework in September 2021. Training was completed by October 2021, and the technique was implemented in casework. The technique is employed for completing certain difficult analyses more efficiently.
- Service contracts for LCQQQ equipment purchased off the UPP contract, service contracts for the GCIRs, and service contracts for the recently acquired SEMs were established in the Drug Chemistry, Trace Chemistry and Toxicology sections. These service contracts improved efficiencies by reducing analytical down time due to maintenance/repair issues.
- As of June 30, 2022, the average age of the backlog in Biology, Drug Chemistry, Firearms, Footwear/Tiretrack, Latent Prints, and Toxicology are all less than 60 days.

### Challenges

- In the Biology Section, due to the large number of cases on the backlog, the ability to achieve a 60-day TAT is a work in progress as the FSC continues to prioritize and balance cases based on their age, the type of offense (CSA, Homicide, etc.), staffing levels,

automation, and outsourcing initiatives. Progress has been made in this area and will continue to be a high priority during FY23.

- The Firearms Section experienced a 28% increase in submissions in FY22 as compared to FY21 going from 8,761 submissions in FY21 to 11,288 in FY22. This also represents a 28% increase from the previous high in submissions for the FA section set in FY21. The large increase in submissions has made it difficult to achieve the goal of a 2-business day TAT on NIBIN cases.
- In Trace Chemistry, the anticipated retirement of staff members will require a review of services and new hiring initiatives.

### Plans

- In the Biology section, the Tecan Managers Efficiency Group will continue to meet monthly to discuss workflows and issues that impact the Tecan laboratories. While the Tecan User Group will meet as needed to discuss Tecan issues and improvements.
- Although the opening of the new Decatur Lab has been delayed from FY22 to FY23, upon its opening in early FY23, property crime cases will be routed to the Decatur Forensic Science Laboratory for DNA analysis which will allow the remaining ISP forensic laboratories to focus on other offense types for DNA analyses such as sexual assaults and homicides.
- In the Firearms section, policy changes are coming in early FY22, that will enhance the ability of the section to meet the stated goal of a 2-business day TAT on all NIBIN cases. The NIBIN Evaluation approach will be applied to all eligible cases allowing for a more streamlined workflow and faster TAT.
- FSC plans to pursue hiring experienced FA analysts who will be able to quickly aid the section.
- For Latent Prints, and Footwear/Tiretrack, The FSC will continue with current work flows that have been clearly successful in reducing the overall backlogs in these sections.
- For the Drug Chemistry, Trace Chemistry, and Toxicology sections, plans are underway to pursue an additional new UPP Contract to allow for the efficient replacement of outdated equipment and the purchase of new technology.
- Drug Chemistry will complete and implement a Decision Point Analysis (semi-quant) method for determining the level of THC in targeted compounds.
- Drug Chemistry will continue pursuing the validation of the LCMSMS for quantitation of THC levels in food and infused products.
- Biology will complete the validation of the new Maxwell 48 and MaxPrep instruments which will be implemented at the new Decatur Forensic Science Laboratory for DNA analysis.
- The procurement of a NIBIN acquisition workstation for Springfield Laboratory is progressing. FSC is also purchasing additional Matchpoint software for the efficient analysis of potential cartridge case correlations.

- FSC plans to pursue hiring experienced DNA analysts who will be quickly integrated into the laboratory to aid the section. In addition, the process for hiring a group of (16) DNA Forensic Scientist Trainees is progressing.
- FSC has planned for the hiring of Forensic Scientist Trainees in Firearms who will begin training in Fall 2022. Upon being trained and tested for competency, the Firearms Forensic Scientist Trainees will immediately assist with all NIBIN case entries. Additionally, FSC is planning on hiring a second group of Firearms Trainees who will begin training in the Spring of FY23.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- g. Ensure all user agencies are aware of rush analysis request protocol, and that it is used effectively to meet time-sensitive investigative/identification needs and court deadlines.**

#### Progress

- The statewide rush case-protocol for in-custody holds was implemented for ISP analysis requests in March 2022.

#### Challenges

- Full compliance with the use of the statewide rush-case-protocol for in-custody holds will require the education of LEAs and SAOs statewide.

#### Plans

- Separate selections in the LIMS for “Rush” (normal high urgency analyses) and “In-custody Rush” cases will be developed to ensure that there is no confusion about how the cases are being prioritized.
- The documentation of the requests for in-custody rush analyses will be integrated into LIMS.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- h. Develop strategies for select case assignment types to address specific needs within the criminal justice community (e.g., 48-hour NIBIN entry, expedited entry of DNA profiles into the Combined DNA Index System (CODIS), etc.).**

#### Progress

- Record high submissions in the FA section continue to impact the ability of the section to meet the 2-business day TAT on all NIBIN cases. Comparing the TAT for the NIBIN equipped laboratories; Chicago, Joliet, and Metro, from June 2022 to TAT for June 2021,

progress was made as 59% of all FA cases were worked within 7 calendar days in June 2022, as compared to 48% in June 2021.

- In FY22, the FSC went out for bid to obtain another Rapid DNA instrument as the current contract with ANDE™ had expired. That procurement was completed in spring of 2022 for the RapidHIT™. The instrument was delivered, set up by the vendor, and validation and training started in late FY22. It is expected to be implemented in August 2022. It will continue to be used for the processing of known standards (submitted in compliance of 55 ILCS 5/3-3013 and 20 ILCS 2630/9.5, which requires that a coroner or medical examiner to collect DNA from deceased victims under specific circumstances) for direct entry from the Rapid DNA instrument to CODIS.
- Beginning in August 2021, all evidence submitted to the Firearms Section for analysis, including the ones still unworked, were analyzed according to the NIBIN Evaluation procedure. The NIBIN Evaluation casework approach provides a streamlined, efficient analysis of evidence for NIBIN entry.
- In February 2022, the Direct Gun Submission initiative was implemented in response to increased violent crimes on the Chicago-land expressways. A protocol was developed and deployed that allowed ISP District Chicago personnel to submit firearms evidence after normal laboratory hours so NIBIN evaluation could be performed within days after the incident.
- Validation of the procedures used to collect DNA from fired cartridge cases was completed in May 2022. A pilot project immediately began at the Springfield and Chicago laboratories, and ISP CSIs were approved to submit fired cartridge cases meeting the procedure's criteria and case acceptance policy.

### Challenges

- Record high submissions in the FA section continue to impact the ability of the section to meet the 2-business day TAT on all NIBIN cases.

### Plans

- The Biology section at the Chicago Laboratory continues to work standards using the Rapid Instrument and entering them into CODIS. The Forensic Sciences Command will continue to monitor the status of Rapid DNA technology and should the use of the technology expand to other sample types and become more cost effective, the instrument will be evaluated for implementation at additional laboratories in the state.
- The procurement of a full NIBIN system for the Springfield Laboratory is progressing. FSC is also purchasing an additional Matchpoint for the Metro-East Laboratory which will aid in the efficient analysis of potential cartridge case correlations.
- The Training Laboratory is preparing a training module for the expansion of the new initiative to collect DNA from fired cartridge cases.

- The FSC plans for the Firearms Forensic Scientist Trainees to begin training in Fall 2022. Upon being trained and tested for competency, the Firearms Forensic Scientist Trainees will immediately assist with all NIBIN case entries.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- i. Implement Rapid DNA technology. This includes developing workflow and procedures within the laboratory system and supporting statewide preparedness to adopt FBI standards and procedures as applicable.**

#### Progress

- The Forensic Sciences Command procured a new the Rapid DNA instrument at the Forensic Science Center at Chicago during FY22, for the analysis of known persons (standards). The new contract was executed in March 2022, for the RapidHIT™ instrument.
- The initial validation of the new instrument, as required by the FBI Quality Assurance Standards for DNA Analysis, was completed in June of 2022, with completion of training of staff scheduled for July of 2022.
- Processing of known standards (submitted in compliance of 55 ILCS 5/3-3013 and 20 ILCS 2630/9.5, which requires that a coroner or medical examiner to collect DNA from deceased victims under specific circumstances) for direct entry from the Rapid DNA instrument to CODIS is scheduled to commence in August of 2022.
- The overall success rate of the new Rapid instrument will be evaluated during FY23.

#### Challenges

- The lengthy procurement process including significant delays in the awarding of the new contract resulted in the Rapid DNA technology being off-line for several months.
- The overall first-time success rate for samples on the new Rapid instrument is unknown and will be evaluated during FY23. The previous instrument had only a 65% success rate, leading to 35% of the samples requiring additional analysis.
- The ability of the laboratory system to expand the use of Rapid DNA Technology is dependent on the FBI adopting standards allowing for the expanded use of the technology.

#### Plans

- Should the FBI expand the approval for the use of the Rapid DNA Instrument to analyze forensic DNA evidence, the FSC will evaluate the updated technology and procedures for implementation within the laboratory system.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- j. **Respond to requests to process crime scenes involving crimes against persons (CAP) within an hour.**

Progress

- Crimes against persons (CAP) greatly impact the communities we serve. A timely response is needed to reduce the potential for evidence loss and provide timely evidence collection to law enforcement agencies. In FY 2020, the percentage of CAP responses under an hour was 81%. In FY 2021, this percentage increased by 7% for a total of 88% CAP responses under an hour. In FY 2022, the percentage decreased by 5% for a total of 83% CAP responses under an hour.

Challenges

- CSS has been gathering statistical data on CAP responses under an hour for several years. We strive to establish work locations throughout Illinois to allow for a timely response. Meeting this goal is dependent on the number of officers who apply for an opening in the Command. It is a challenge to equally distribute CSIs throughout the Regions.

Plans

- CSS tracks response times and scene locations in order to monitor areas with high call volume. These statistics are utilized to strategically place CSI offices throughout the state.
- With the construction of the new Decatur Forensic Science laboratory, a new CSI office and facilities will be housed in the lab.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- e. **Reduce the average age of unworked case assignments by targeting the oldest assignments.**

Progress

- At the end of FY22, there were no unworked case assignments in greater than 10 months old. FSC successfully reduced all unworked assignments to 10 months or less in June 2022.
- In FY22, the Biology section successfully eliminated the number of criminal sexual assault assignments greater than 180 days old. This marked the first time since the Illinois Sexual Assault Evidence Submission Act went into effect on September 1, 2010, that FSC was able to completely comply with this statute.
- At the end of FY22, the Biology section successfully reduced the number criminal sexual assault assignments greater than 150 days old to zero.

- The average age of unworked assignments in Drug Chemistry, Biology, Firearms, Latent Prints, Toxicology, Trace, and FW/TT all declined between June 2021 and June 2022.
- After implementing the project to reassign tasks from forensic scientists to the evidence technicians, the number of cases “on hold” and awaiting DNA tasks to be completed significantly reduced from June 2021 to June 2022.

#### Challenges

- All sections will need to continue to balance requests for rush cases, court dates, legislative mandates, and the need for additional personnel.

#### Plans

- FSC will continue to systematically reduce the age of cases on the backlog by active monitoring of all cases at the Command level and direct communication with individual forensic scientists on aging unworked assignments.
- All sections will utilize the LIMS system to prioritize case assignments based on the age of the case, legislative mandates, LEA rush requests, and other targets identified by the section to aid in backlog reduction initiatives.
- Following the opening of the new Decatur Laboratory in Fall 2022, property crime cases will be routed to the new Decatur Forensic Science Laboratory for DNA analysis which will allow the remaining ISP forensic laboratories to focus on other offense types for DNA analysis such as sexual assaults and homicides.

#### **Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- f. Ensure scientists and CSIs are aware when their work produces tangible results in the criminal justice system. Improve morale and Esprit de corps by reinforcing the connection to public safety and recognizing the contributions of all employees.**

#### Progress

- In December 2018, CSSC implemented new field documentation and case reporting systems; CrimePad and the Laboratory Information Management System (LIMS). This allowed CSSC to document crime scenes in real time and in digital form, thus, eliminating the need for paper documentation. CrimePad and LIMS continue to evolve to meet the operational and administrative needs of CSSC. During FY2021, CrimePad software was updated to include additional improvements.
- In FY 2021, a report was developed that ensures tangible results are monitored and reported directly to the CSI and Field Supervisor. The report tracks CSI generated HITs and automatically generated laboratory HITs. This report will allow CSSC personnel to better understand the impact they are making in the communities they serve.

- A TCRU User Agency Survey was created and distributed to user agencies and State's Attorneys in order to elicit direct feedback on the impact of the CROs. The survey was distributed through LIMS, directly to user agencies/State's Attorneys by CROs and Field Supervisors, and by utilization of other law enforcement related groups.
- A CSS User Agency Survey was created and distributed to user agencies in order to elicit direct feedback on the impact of the CSIs. The survey was distributed through LIMS, directly to user agencies by CSIs and Field Supervisors, and by utilization of other law enforcement related groups.
- Virtual site visits from division/command staff were completed in the first and second quarter of FY22 to improve overall communications with DFS personnel.
- On June 3, 2022, the work of FSC staff were commended by Governor JB Pritzker and Director Brendan Kelly for reducing the number of pending criminal sexual assault case assignments older than 180 days to zero. This marked the first time FSC was able to meet the Illinois Sexual Assault Evidence Submission Act requirement for completing forensic analysis of sexual assault evidence within 180 if ISP has "sufficient resources."
- In FY22, Governor Pritzker appointed three FSC laboratory managers to the Illinois Forensic Science Commission. The Commission was created to provide guidance to ensure the efficient delivery of forensic services and sound forensic science practice throughout the State of Illinois.
- Additionally, on-site laboratory visits from division/command staff resumed in FY22 to improve overall communications with laboratory staff.

### Challenges

- The new reporting systems required CSS to establish new statistical reports. The new systems gather statistical data in a manner that is different than the previous system. Since the data is not counted in the same manner, it can be difficult to compare some current statistics with previous ones.
- Ensuring the CSIs are aware of how their work product affects the criminal justice system to include the user agencies is a difficult metric to measure. To gain a better understanding, direct feedback from the user agencies is needed.

### Plans

- The SESC Command continues to gather data from the HIT report in order to determine exactly what the statistics mean and to ensure they have a meaningful impact. The gathered data will be evaluated and continually monitored. CSIs will be made aware of the expectations and have a tangible way to see how their work product affects the user agencies and the community.
- SESC has high expectations and demands considerable accountability of its personnel. Often, CSIs/CROs only receive Command feedback for negative issues or concerns. The

SESC Command will focus on equally providing positive feedback verbally and in writing to the CSIs/CROs in order to recognize their vast contributions.

- Laboratory site visits by division/command staff will continue in-person throughout the year.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- g. Establish consistent mechanisms for communication with law enforcement agencies, prosecutors, and other stakeholders within each laboratory's service area.**

#### Progress

- DFS implemented a new Laboratory Information System (LIMS) in December of 2018, which included a Prelog component allowing user agencies to enter or "log" their evidence descriptions prior to submission to a laboratory.
- Throughout the rest of FY19, FY20, FY21, and FY22, FSC continued to develop and expand the capabilities of the system to ensure consistent services and polices statewide.
- To assist the law enforcement agencies and prosecutors, separate written User Guides are available on Prelog. In addition to the written instructions, a training video is also available.
- Automated e-mails are used to notify stakeholders when reports are released, when statutorily required "Consistent Profile" reports are issued, when Permission to Consume is required for DNA, and CheckPoint notifications to follow-up on timeframes provided in statute. Prelog also tracks who accessed the reports.
- Since the system has e-mail addresses for the Agency Executive and Prelog Administrators, a crystal report is now available allowing each Laboratory Director to filter the list by agency or county to create a mailing list as needed.
- The paperless system has increased the ability of stakeholders to access case records and has created a mechanism for automated communications between the laboratory system and its user agencies.
- During FY21, FSC implemented the CheckPoint system to enable the tracking of Sexual Assault evidence from the Hospital, to the Law Enforcement Agency, to the Lab and to the State's Attorney. The Survivor is provided credentials at the time of evidence collection that enables them to track the status of the evidence and obtain contact info for the Investigating Agency. During FY22, the FSC identified enhancements to the system to improve performance that will be implemented in early FY23.
- During FY22, laboratories used web conferencing platforms for providing training and informational presentations to law enforcement stakeholders.
- On Monday, December 6, 2021, the Illinois State Police (ISP) transitioned from EVM to BEAST as an Evidence Management System. The transition allows District Vault

Custodians to submit evidence straight to laboratories without additional data entry or communication by Vault Custodians.

### Challenges

- Not all SAOs have registered for Prelog. Registration for Prelog is a prerequisite for CheckPoint which SAOs are required by law to use.
- Prelog currently allows import from Porter Lee's Evidence Management System, and Chicago Police Department's eTrack. Prelog does not allow imports from other systems.

### Plans

- Work directly with the SAOs that have not registered for Prelog and assist them through their challenges.
- Work to ensure Porter Lee provides a NIEM compliant interface that can be used by any agency with any software.
- In FY23, hire Management System Specialists to assist with improving the management of and continued expansion of the LIMS system.
- Continue to revise automated CheckPoint notifications in order to provide more useful information to the appropriate recipient in a timely manner.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- h. Enhance the sharing of data throughout the criminal justice community by linking forensic case results to other criminal history databases.**

### Progress

- At this time, no initiatives have been started to address this objective.

### Challenges

- Need to identify opportunities for sharing/linking of information.

### Plans

- In FY23, form a committee to discuss potential data sharing opportunities.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- e. Publicize achievements by contributing articles to forensic journals relating to efficiencies and best practices implemented within the ISP laboratory system.**

#### Progress

- The FSC has successfully implemented several new initiatives in the last few years to include, a new LIMS system, Rapid DNA Technology, and a Tecan based robotics system for DNA analysis, which will be evaluated for potential publication and or presentations.
- Additionally, numerous projects to include expansion of SEM equipment in Trace Chemistry for the analysis of Gun Shot Residue cases and the purchase of new equipment for Drug Chemistry and Toxicology have been undertaken. These initiatives along with others will be reviewed in the coming fiscal year, and opportunities for publications will be considered and encouraged.
- In November 2021, a Forensic Scientist from the Drug Chemistry section presented a lecture at the Midwestern Association of Forensic Scientists (MAFS) 2021 Annual Meeting. The presentation was entitled: “Organization and Maintenance of Drug Standards” and was part of the MAFS Reference Materials Workshop.
- On June 6, 2022, the Forensic Magazine® publication featured the work of FSC in reducing the number of pending criminal sexual assault case assignments older than 180 days to zero.

#### Challenges

- A limited R&D staff makes it necessary to utilize case working scientific staff to prepare materials for submission to forensic journals.

#### Plans

- As time allows, the Training and Applications Laboratory Director will seek to identify successful projects worthy of publication and mentor staff in the preparation of materials for publications in FY23.

**DIVISION OF INTERNAL INVESTIGATION  
ANNUAL REPORT  
FY2022**

**Goal #1: Promote accountability and communication through educational workshops for the leadership of the Illinois State Police (ISP) and executive leadership of other state agencies to explain DII's role and the investigative process.**

- a. Develop and implement a curriculum and program designed to assist agency leaders and managers to better understand the investigative processes, timelines, expectations and potential outcomes.**

Progress

- The DII completed a detailed discipline report on all internal misconduct for the year and presented the results to the other Divisions.
- The DII has leveraged its Dashboard data to enhance statistical data sharing with state of Illinois stakeholders to identify criminal incident trends and significantly reduce occurrences of misconduct.
- The DII has completed multiple training sessions this past fiscal year in an effort to assist with education and information sharing with several state of Illinois agencies on the role of the Division.
  - To increase compliance in reporting and reduce resistance during alleged criminal allegations, DII leadership provided agencies with an overview of the Division and its statutory obligations, as well as pertinent policies and procedures.
  - The training covered the function, jurisdiction, and roles of DII in direct relation to state agencies in the executive branch of the Office of the Governor.
  - The agencies were made aware of what types of complaints should be reported and timeliness concerns, what to expect when a complaint is reported, the steps taken during investigation, and possible outcomes.
  - Prevention and proactive methods were also provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints.
- Agencies were provided with contact information for reporting to DII in their respective locations.
- This same concept has been applied to internal training at a variety of ISP work units, specifically in the Division of Patrol and Division of Criminal Investigation.
- The Department of Innovation and Technology (DoIT) has been instrumental in providing DII with access to OneNet, which has enabled DII with the ability to communicate and share upcoming training to all state agencies. In addition, the DII provided an overview of the Division of Internal Investigation training to all external agencies on OneNet.

Challenges

- The COVID-19 pandemic has made in-person training with external agencies difficult but as restrictions were lifted, the DII conducted more in-person training.
- When necessary DII still utilizes WebEx in order to continue to provide this training.

Plans

- DII will continue to educate state agencies and ISP work units of the DII processes.

**Goal #2: Promote the transparency of investigative outcomes.**

- a. Provide a DII dashboard to share real-time information with ISP Leadership.**

Progress

- An information packed Dashboard has been shared and is available for ISP Leadership.

Challenges

- DII's current data management system is outdated and no longer supported.
  - It is difficult to port the data over and requires cumbersome, time consuming, manual spreadsheets being built and maintained until DII is able to secure a Records Management System (RMS) that will allow for portability and query access.

Plans

- DII is pursuing a new RMS with a robust query and reporting module with advanced and reliable technology.

**Goal #2: Promote the transparency of investigative outcomes.**

- b. Compile and post statistical data regarding sustained administrative findings on the ISP public website.**

Progress

- DII management has worked with DoIT to create a public facing dashboard. The sharable data sets have been identified. The data is ported over from the current internal dashboard. The data for the public-facing website was provided to DoIT during the ISP internet refresh project. This data is posted on the new ISP website.

Challenges

- DII will continue to push the data to DoIT manually for monthly updates. This effort is time consuming, but vital for transparency.

Plans

- DII is pursuing a new RMS which will enable the Division to automate and make the statistical data live. This will increase efficiencies and allow for an expansion of shared data.

**Goal #2: Promote the transparency of investigative outcomes.**

- c. Compile and post statistical data regarding sustained criminal findings on the ISP public website.**

Progress

- DII management has worked with DoIT to create a public facing dashboard. The sharable data sets were identified. The data is ported over from the current internal dashboard. The data for the public-facing website was provided to DoIT during the ISP internet refresh project. This data is posted on the new ISP website. The data will also be shared with Illinois agencies.

Challenges

- DII is currently pushing the data to DoIT manually for monthly updates. This effort is time consuming, but vital for transparency.

Plans

- DII is pursuing a new RMS which will enable the division to automate and make the statistical data live and more robust. This will increase efficiencies and allow for an expansion of shared data.
- Utilize data to identify or mitigate criminal cases and related trends occurring in State of Illinois facilities.

**Goal #3: Increase investigative capacity, efficiency, and expertise.**

- a. Enhance the Background Investigations Unit (BIU).**

Progress

- The Background Investigation Unit is currently staffed by three full time code employees, nine contractual employees and two sworn employees.
- The BIU has created a new workflow for both code and sworn which should enhance efficiencies. The new work flow for sworn has allowed DII to handle more of the background investigations than in any of the previous years.
- The BIU has updated the BIU Manual to increase investigative expertise.
- The BIU can enhance its effectiveness and shorten the case management timeline with the addition of Administrative Services Command personnel.

Challenges

- Turnover in BIU personnel has slowed efficiency and made it difficult to maintain expertise.
- Significant increase in the number of background requests has increased completion timelines.

Plans

- Pursue adding additional personnel to the BIU team when appropriate funding is identified by the Fiscal Office.

**Goal #3: Increase investigative capacity, efficiency, and expertise.****b. Decrease case timelines resulting in quicker resolution.**Progress

- The COVID-19 Pandemic delayed court cases and Merit Board cases as a result when they were ultimately closed the timeline was significantly longer than normal. In addition, DII was able to close a federal case that had been pending for several years. The DII completion time has increased for external criminal investigations by 84 percent in FY2022.
- The DII completion time has increased for internal (administrative and criminal) investigations by 15 percent in FY2022 due to an increase in PC internal cases opened and the COVID-19 Pandemic.
- Seven officers attended New Agents School (NAS) and several obtained Special Agent statuses.

Challenges

- Delays and shutdowns during the COVID-19 Pandemic, directly impacts the ability to increase the efficiency of interviews.
- Maintaining sufficient staffing levels, especially with experienced staff.
- Training of new, unseasoned agents which continue to be onboarded in recent quarters.
- Increases in investigative and background cases.
- Delayed reviews of criminal cases by prosecutors which directly impacts the DII's ability to progress administrative investigations.

Plans

- Continuous assessment of staffing levels and creating a results-driven effort to attract and retain DII personnel.
- Fast track training for certain investigations.
- Share deterrence methods with ISP command and external partners to drive complaints downward.
- Enhance communications with prosecutors through the Major Case Counsel to share how prosecutorial delays impact the State of Illinois and its employees.

**Goal #3: Increase investigative capacity, efficiency, and expertise.****c. Identify appropriate staffing level to ensure proper service levels.**Progress

- DII has added two contractual investigators which assisted in reducing background timelines.
- Seven officers attended New Agents School (NAS) and several obtained Special Agent status.

### Challenges

- Achieving a sufficient staffing level to increase investigative capacity, efficiency, and expertise remains a challenge. Several agents are on Temporary Duty Assignments (TDA's) to other divisions.
- Sworn personnel will continue being tasked with carrying out the administrative functions for the vacant code positions which places continuous burdens on sworn staff.
- Attracting and recruiting staff to serve as Special Agent Candidates.

### Plans

- Work with the Office of the Director and the Office of Human Resources to identify funding and headcount for additional positions.

### **Goal #4: Provide leadership and investigative training to enhance the DII staff capability and performance.**

#### **a. Identify leadership and investigative classes and training for assigned personnel.**

### Progress

- Seven officers attended New Agents School (NAS) and several obtained Special Agent statuses.
- DII sent 11 officers to the 2021 Illinois Homicide Investigators Association (ILHIA) Conference in Itasca.
- The third annual DII Symposium was conducted on November 10, 2021 at the Illinois State Police Academy. Topics included COPA Investigations, OID/OIS Investigation, Case Studies, legal, and labor updates.
- Various future training courses have been pushed out to the agents.

### Challenges

- At times, with heavy caseloads, numerous background investigations, and mandated training, being able to balance recommended online training is laborious for agents to work into their schedules without causing undo interruptions to case work.
- Funding for training remains limited due to budget constraints, and creative ways to overcome this hurdle will continue to be sought, such as, partnering with external revenue sources to sponsor officers by covering the training costs (States Attorney's Offices (SAOs), United States Attorney's Offices USAOs, etc.).

### Plans

- DII will continue to seek out relevant training and engage stakeholders who could support this endeavor.
- Conduct a fourth annual DII Symposium, which will be held in person at a central location.
- Send agents to the Illinois Homicide Investigators Association (ILHIA) Conference 2022 during FY23. Through attending this training, agents will be able to learn from some of the best instructors in the nation while simultaneously receiving continuing education credit toward maintaining their Lead Homicide Investigator (LHI) certification.
- To utilize remote training opportunities unique to internal affairs and investigative matters.

**Goal #4: Provide leadership and investigative training to enhance the DII staff capability and performance.****b. Seek out best practices to improve administrative and investigative strategies.**Progress

- Seven officers attended New Agents School (NAS) and several obtained Special Agent statuses.
- DII sent 11 officers to the 2021 Illinois Homicide Investigators Association (ILHIA) Conference in Itasca.
- The third annual DII Symposium was conducted on November 10, 2021 at the Illinois State Police Academy. Topics included COPA Investigations, OID/OIS Investigation, Case Studies, legal, and labor updates.
- Various future training courses have been pushed out to the agents.
- The DII developed streamlined administrative processes, strategies, and workflow systems.
- DII participated in two mock OIS trainings with SWAT and CSSC.
- DII conducted biannual audits of case files.
- Various future training courses have been pushed out to the agents.

Challenges

- At times, with heavy caseloads, numerous background investigations, and mandated training, being able to balance recommended online training is laborious for agents to work into their schedules without causing undo interruptions to case work.
- Funding for training remains limited due to budget constraints.

Plans

- DII will continue to seek out relevant training with minimal budget impact.
- Creative ways to overcome issues with funding for training will continue to be sought, such as, partnering with external revenue sources to sponsor officers by covering the training costs (States Attorney's Offices (SAOs), United States Attorney's Offices USAOs, etc.).
- Identify progressive training related to death investigations, sexual assault crimes, financial crimes, and internal affairs matters.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.****a. Implement a technological software program or tool to improve the outcome of the interview and interrogation process.**Progress

- The DII installed a dependable and contemporary interview room recording system in four office locations.
- The DII along with DoIT have published and enhanced the reporting feature for the public and state employees to report criminal misconduct of state employees. The tool has provided real-time reporting of misconduct to DII and allows for anonymous complaints via the internet and on mobile devices.

### Challenges

- The filtering through legitimate complaints that are relevant to DII initiated via the new citizen report of state of Illinois employee criminal misconduct platform.

### Plans

- DII will continue working in conjunction with DoIT to identify a CJIS compliant cloud-based storage system for interviews and interrogations, as well as other digital investigative evidence DII agents collect during investigations.
- A robust plan and collaboration with DCI are necessary to fully advance modernization efforts concerning new age investigative tools for leads management, interview statement analysis, voice stress analysis, and interview and interrogation. On-going cross communication will occur, and cost sharing will be considered.

### **Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

#### **b. Improve digital evidence storage and maintenance capability.**

### Progress

- DoIT has freed up storage space on legacy DII servers for digital storage to include enough space to maintain all DII records permanently.
- DoIT identified new server space for DII digital evidence and the migration was completed.
- DII is working with DoIT to transition away from I-CASE to TraCS.

### Challenges

- Legacy system uploads are very slow and inefficient.
- Identifying funding/resourcing for a cloud-based, Criminal Justice Information Services (CJIS) approved storage system.
- The costly and frequent use of DVDs for sharing videos with stakeholders (ISP Legal, state and federal prosecutors, other executive agencies).

### Plans

- DII working to select a vendor to create a new case management system with the appropriate data storage capacity.
- To work with the Office of the Director, Office of Finance, as well as DoIT to identify a platform for a cloud-based storage system.
- Provide a system which will allow instant sharing of digital evidence with stakeholders in a secure manner.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

- c. Procure equipment to outfit DII interview rooms in each of the offices (Springfield, Matteson, DesPlaines, Collinsville, DuQuoin).**

Progress

- The DII installed a dependable and contemporary interview room recording system in four office locations.

Challenges

- Despite data storage being available via the vendor for interviews and interrogations conducted at the four equipped office locations, the issue of a lack of storage for interviews conducted elsewhere remain an issue.

Plans

- Identify alternative storage for interviews conducted outside the four DII offices.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

- d. Provide a user-friendly avenue for citizens to report criminal allegations to DII.**

Progress

- The portal for citizens complaint to report criminal allegations of state employees, anonymously or otherwise has been developed.
- The DII along with DoIT added a user-friendly reporting platform on the ISP website.

Challenges

- Filtering through complaints that are not applicable to the DII and making notification to the complaints.

Plans

- DII will continue to monitor, assess and address the concerns of citizen complaints as they relate to DII.

**Goal #6. Improve accountability by monitoring the performance of Agents assigned to the DII to increase the number of cases assigned and decrease timelines.**

- a. Supervisors will review monthly activity reports and performance metrics to ensure all personnel are meeting or exceeding the expectations of the DII.**

Progress

- DII conduct biannual case audits to review the timeliness and thoroughness of investigations.
- Each Command has improved their timelines for case completion by implementing a group effort to complete cases.
  - Agents typically will handle a case from beginning to end with the assistance of other agents only in interviews.

- Group participation in a case, having the case agent assign tasks with the appropriate report to be written in the early stages of the case, has seen cases come to a conclusion in a shorter time frame.
- This has been highly encouraged and implemented on some cases.

#### Challenges

- Managing demands for investigative services at peak times.
- Once the case and background load picked up, it was more difficult to arrange for efficient group effort, as all agents have numerous challenging and competing investigative and training demands.

#### Plans

- Supervisors will continue to assist and encourage the planning of group participation on cases to continue to drive down the completion time.
- Upon completion of certain incidents, a debrief will take place to discuss areas of improvement while highlighting successes.
- Senior Command will review activity on a bi-annual basis.
- Identify cases which could be worked quicker for faster disposition.
- DII will track the timelines for each case in the monthly case review.

#### **Goal #6. Improve accountability by monitoring the performance of Agents assigned to the DII to increase the number of cases assigned and decrease timelines.**

- b. Senior command will review investigative activity on a bi-annual basis to ensure performance metrics are being met or exceeded.**

#### Progress

- Continuous and proactive supervisory engagement with Special Agents.
- Mid-year performance statistics are analyzed by senior management and shared with work unit Commanders for communicating to subordinates.
- Proper utilization of goals and performance output by employing proper employee evaluations.

#### Challenges

- Maintaining proper caseloads amongst agents and a proper staffing level.

#### Plans

- Senior Command will review activity on a bi-annual basis.
- Senior command will analyze staffing levels to assess potential needs.

**Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

**a. Conduct an analysis to identify the top ten violations of all personnel.**

Progress

- In working to achieve DII's goals to promote the transparency of the outcomes of investigations regarding allegations of misconduct by State Police employees both civilian and sworn, DII and created the 2021 Discipline Report. The report summarizes all of the Illinois State Police internal investigative cases and attempts to reduce the number of internal employee misconduct through education and training.
- DII provides top ten violations to ISP's senior command staff as requested and to newly promoted sworn personnel.
- DII is reporting real-time Top 10 misconduct violations on the ISP DII Dashboard.
- DII is conducting research on misconduct recidivism and will create a report with the results.

Challenges

- Absolute prevention of misconduct, zero complaints against ISP personnel through engaged and proactive management.
- Proper risk management which results in zero findings of sustained misconduct.

Plans

- In order to attempt to reduce the number of reoffending employees, the Division of Internal Investigation will work with the Division of Patrol, the Office of the Director and the Equal Employment Office through the Personnel Early Warning System to identify the at-risk employee so the work units can take the appropriate steps to intervene.
- In addition to reporting real-time Top 10 misconduct violations on the ISP DII Dashboard, the DII will also address the top to violations through training programs.
- DII's willingness to serve with the highest degree of integrity, professionalism, and excellence is a testament to the personnel brought on-board by the ISP. The Division will continue to conduct thorough background investigations during the employment process and beyond to ensure accountability of those involved in misconduct.
- Continue to initiate TDA's to sworn personnel to assist us in our division recruiting efforts.

**Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

**b. Address allegations of abuse, excessive use of force, fraud, theft, or other misconduct by state employees.**

Progress

- The DII conducted a total of 49 internal and external training presentations in FY22.
- DII has worked to expand external training to state facility managers (mid-level and below) during this fiscal year in response to many Agency Heads already having received the training.

- DII met with the northern and central districts of U.S Attorney's Office to discuss the types of external cases DII handles
- The outside agency training covered the function, jurisdiction, and roles of DII in direct relation to state agencies in the Executive Branch of the Office of the Governor.
  - The agencies were made aware of what types of complaints should be reported,
    - what to expect when a complaint is reported,
    - the steps taken during investigation, and
    - possible outcomes.
  - Prevention methods continue to be provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints.
  - Agencies were also given contact information for reporting to DII in their respective locations.

### Challenges

- Several presentations were canceled due to no enrollment. With the progression of time, more and more agencies have employees that have been trained.
- The DII often experiences delays in reporting of misconduct from external agencies for a myriad of reasons (victim cooperation or cognitive ability to report, internal evaluation of misconduct by the home agency, administrative, etc.). Timeliness of responses to criminal misconduct is crucial for proper investigation and successful prosecution. The DII is aiming to meet this challenge by increasing training opportunities for DII's stakeholders.

### Plans

- As a result of new legislation, (20 ILCS 2610/11.6 new) Sec. 11.6. Illinois State Police annual disciplinary data report, the DII will begin implementing measures to report:
  - (1) the number of complaints received in the preceding calendar year against an Illinois State Police officer, including but not limited to the race, gender, and type of complaints received;
  - (2) the number of internal investigations initiated in the preceding calendar year since the date of the last report;
  - (3) the number of internal investigations concluded in the preceding calendar year;
  - (4) the number of investigations pending as of the reporting date;
  - (5) the number of Merit Board referrals;
  - (6) the number of officers decertified in the preceding calendar year; and
  - (7) the number of investigations that led to a determination of: administratively closed, exonerated, not sustained, sustained, and unfounded when filing its annual report for 2023.
- DII will work to continue to expand the training to state facilities and train new employees as they on-board and those employees requiring annual training.

**Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

- c. Develop and implement a curriculum/presentation designed to assist all agency personnel to understand the top policy violations, investigative processes, and rules of conduct as well as provide agency expectations.**

#### Progress

- The curriculum was developed for internal and external agency training. To date the training has been well-received and has been successful.
- Training offerings are continuously provided to ISP work units to address, respond, and/or deter allegations.
  - DII personnel provided OIS/OID Investigation training to all ISP sworn personnel.
  - DII provides courses for ISP Cadets and recent promotees at the Illinois State Police Academy.
- Preventive strategies and the importance of robust leadership are discussed in an effort to drive down misconduct allegations. This includes safety improvement assessments.
- DII has worked to expand external training to state facility managers (mid-level and below) during this fiscal year in response to many Agency Heads already having received the training.

#### Challenges

- With the push to mid-level management and below, the external agency presentation enrollment remained low to non-existent, possibly due to training already have been received or familiarity with ISP DII procedures and response.
- Lack of advancement of safety surveillance equipment procurement at Illinois Department of Human Service facilities which experience high levels of misconduct allegations.

#### Plans

- DII will continue to provide and enhance training and certifications relevant to internal investigations.
- Continue to offer professional development training for stakeholders through offering safety assessment assistance for their agencies and facilities.

**DIVISION OF PATROL  
ANNUAL REPORT  
FY2022**

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

Progress

- In FY21, DOP submitted a proposal for a Civilian Crash Application project. The proposal is for the creation of a web-based application where the public would be able to report simple property damage crashes and crashes involving animals (e.g. car versus deer). Throughout FY22 DOP continued to work with DoIT on the development of this application and has made progress (presentations from other states, plan for piloting, etc.)
- DOP COS met with the OOD to review OOD's tickler system. COS has worked with DoIT and they have created a mock environment for DOP DDO to utilize to determine what the needs of DOP are, and how the tickler can help.
- DOP is engaged with R&D, Office of Statewide 911, DCI, and DoIT to discuss and come up with MACH programming solution that pose concerns for DOP. DOP will rely heavily on DoIT to assist in exploring possible programming changes and preparing a list of functions within the program. Understanding the capabilities of MACH will greatly help how to develop the policies to guide its use. DOP has begun train the trainer MACH instruction statewide.
- DOP DCOS worked with the Office of Finance to complete a Request for Information document for available "Move Over Technology" as recommended in the Move Over Task Force Report.
- The Department received the results of the staffing study from Illuminative Strategies (IS). DOP is currently reviewing the results of the study, in conjunction with the OOD, and learning to better understand how the system attains its values, and to better understand the output and allow for use for future ISP.
- DOP worked with DoIT to ensure the field was properly trained on the new changes to TraCS forms in order to ensure they were NIBRS compliant.

Challenges

- Due to a shortage of DoIT personnel, DoIT is still not able to assign the Civilian Crash Application project to anyone in FY22. DoIT still does not have a person assigned to interface the application with TraCS. One of the other identified issues is limiting crashes reported via the application to ISP designated crashes. Currently there is a disclaimer asking if the crash occurred on an interstate or state route, but there isn't a way to restrict a crash if it occurred within city limits or on a County Road. Possible solutions are being discussed.

- DoIT reviewed the IS Staffing model and determined it is flawed. They have placed this project in their queue to develop an accurate staffing tool, and they've estimated that they will begin working on the new model in the fall.

### Plans

- DOP will continue to utilize Microsoft TEAMS as a statewide platform to manage largescale incidents.
- DOP will continue to work with DoIT on the development of the Civilian Crash Application
- DOP will continue to provide “Train the Trainer” sessions for districts statewide. DOP will continue drafting/reviewing policy changes caused by the implementation of MACH.

### **Goal #2: Enhance training and welfare of personnel.**

### Progress

- The DOP continues with the “Lifecycle of the 360 Degree State Trooper” initiative. This program is designed to systematically train and develop new Troopers as they are hired to ensure all officers are trained at the same level from hire to their five-year mark (at minimum). Investing into new officers will help ensure more confident and proficient officers are patrolling our roadways by teaching them skills to communicate with the public effectively and increase opportunity to identify crime, which in turn increases their officer safety and decision-making skills. During FY22, approximately 950 ISP Troopers were trained and mentored.
- DOP personnel continue to assist with the training of Cadets (at regional locations at times).
- Command personnel from all districts have been encouraged to hold training and wellness programs which meet their specific district needs. Command are also encouraged to hold wellness calls after critical incidents.
- DOP hosted the 2022 National Interdiction conference and were able to register 100 officers to attend the valuable training.
- DOP officers participated in Desert Snow Criminal Interdiction Training, and plan to do so in FY23 as well.
- DOP had 20 officers Warrior’s Rest Peer Support Project-Training.
- DOP had nearly 100 officers sign up for ARIDE training.
- DOP submitted names of DOP personnel who were interested in becoming ICS instructors.
- DOP DDO pushes out monthly reminders encouraging Command to reach out to officers who are on extended medical leave after being injured on duty.

### Challenges

- N/A

### Plans

- DOP will continue ongoing efforts to provide support to officers in need. DOP will continue encouraging officers to enroll and partake in training focused on mental wellness. DOP continuous to encourage interested officers to be part of the Department's Peer Support Program and has had conversations with the OHR on ways DOP can assist with the program.

### **Goal #3: Reduce the occurrence of violent crimes through proactive enforcement initiatives.**

### Progress

- The DOP has established a Community Patrol Team (COMPAT) which serves to support the ISP's traditions of Integrity, Service, and Pride, by pursuing endeavors to collaborate with community and law enforcement partners while providing law enforcement services focused on violent crime in the Metro-East communities of East St. Louis and Washington Park. The COMPAT is comprised of specialty trained officers assigned to conduct overt and covert criminal enforcement operations in high crime areas. COMPAT continued to be proactive and has a visible presence in the Metro-East with focus not only on enforcement but assisting other agencies and engaging with the community. Ideally, as staffing increases and the ability to staff COMPAT in the Metro-East footprint on closer to a 24/7 basis, the community will become familiar with the professional ISP officers and increased community trust will occur.
  - COMPAT made a total of 610 criminal arrests, seized 69 firearms, made 142 illegal drug seizures, and conducted over 110 enforcement details in FY22.
- The DOP continues with the "Lifecycle of the 360 Degree State Trooper" initiative. This program is designed to systematically train and develop new Troopers as they are hired to ensure all officers are trained at the same level from hire to their five-year mark (at minimum). Investing into new officers will help ensure more confident and proficient officers are patrolling our roadways by teaching them skills to communicate with the public effectively and increase opportunity to identify crime, which in turn increases their officer safety and decision-making skills. During FY22, approximately 950 ISP Troopers were trained and mentored.
- District Chicago continues to address reoccurring expressway shootings by increasing visibility at key times and communicating with DCI to enhance capabilities and deconfliction efforts.
  - District Chicago continued to partner with the Cook County Sheriffs Police and the Chicago Police Department to work joint criminal details to focus on the South Sector Expressway system focusing on violent crimes, car jackings, criminal arrests in attempts to reduce expressway shootings.
- DOP priorities have been aligned with the Strategic Plan to include both criminal enforcement and networking to encourage joint crime enforcement missions with local,

state, and federal law enforcement partners.

- In FY22, specifically in October 2021 DOP began the Chicago Anti-Violence detail which entailed bringing in 100 officers (monthly) from outside work units across the state and assigning them to District Chicago in order for them to help combat the violence on the expressways. Currently, 90 officers are being assigned on a monthly basis.
- In FY22, specifically in February of 2022, DOP became part of (and is leading) Expressway Safety Enforcement Group (ESEG) efforts, in conjunction with DCI and DFS to help reduce violence on Illinois Expressways, specifically in District Chicago (during FY22) . DOP's Statewide Anti-Violence Enforcement (SAVE) unit consisted of approximately 25 officers. Since its inception SAVE officers have completed over 2,600 traffic stops resulting in the seizure of 56 firearms, and over 190 criminal charges against offenders.
- On March 1, 2022 DOP began the Statewide Violent Crime Suppression Initiative organizing criminal enforcement details between districts and other law enforcement partners. To date over 417 firearms have been seized by DOP since March 1, 2022 averaging to a firearm being seized in the state every 6.7 hours.

### Challenges

- DOP staffing levels have significantly hindered the ability of the Division to conduct proactive enforcement details due to the need to staff districts at their minimal levels to cover calls for service. On many shifts, patrol Troopers are forced to a reactive status due to staffing minimums. Therefore, the opportunity for productive crime enforcement is greatly diminished.
- Division Priorities center around crime reduction and officer development. The Division is in need of support from OOD and ISP Fiscal to increase the K9 footprint in order to assist Troopers with addressing crime. There is a direct correlation between success in apprehending crime, seizing contraband, and illegal assets and the availability of a K9. With the Direction of the Division, the K9 is the most valuable tool at the fingertips of the officers. With the increase in K9s comes increases in success and the Division will be better able to achieve the goals and objectives of the Department. The DOP has been utilizing the canine as a critical tool to reduce drug trafficking.

### Plans

- COMPAT will continue to be proactive and have a visible presence in the Metro-East with a focus not only on enforcement, but on assisting other agencies and engaging with the community. COMPAT will continue to adjust to support District 11 patrol.
- DOP will continue to train and mentor officers using DOP's established "Lifecycle of the 360 Degree State Trooper" program. The training of these Troopers instills a mindset to seek out crime while simultaneously providing them with tools to be successful.
- District Chicago plans to continue large scale saturation details on the interstates

inundated by shootings.

- The Chicago Anti-Violence Detail, ESEG-SAVE, and Statewide Violent Crime Suppression Initiative will continue with efforts focused on reducing violent crime on Chicago area expressways.

**Goal #4: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

Progress

- CRIMPAT conducted a total of **23** regional enforcement details throughout FY22.
- The DOP has continued to build the “Lifecycle of the 360 Degree State Trooper.” This training concept, along with strategically situated enforcement operations will increase bulk contraband seizures of drugs, illegal proceeds, and weapons
  - During FY22, approximately 950 ISP Troopers have been trained by CRIMPAT officers who also provided mentoring through ride-along and classroom instruction to other ISP and outside agency officers.
- Division Command continue to make efforts to develop specialized "crime oriented" teams within the Districts for proactive enforcement.

Challenges

- DOP was able to acquire **6** donated Canines in FY21 from Task Forces and States Attorney’s Offices. The Division did not receive adequate K9 budgetary support and therefore was forced to seek K9 donations. DOP was unable to enroll donated K9’s in K9 school due to budgetary constraints as it related to maintenance.
- There is a direct correlation between success in apprehending crime, seizing contraband, and illegal assets and the availability of a canine. With the direction of the Division, the K9 is the most valuable tool at the fingertips of the officers. Due to budgetary restrictions, only 5 canines were assigned to DOP for both FY21 and FY22. The K9 is a resource heavily relied upon to interdict crime and enable successful prosecution. The K9 budgetary allocations are not sufficient for the Division to achieve its goals to increase the K9 program. The K9s are responsible for the annual seizures of millions of dollars in USC.
- The Division has found that the creation of teams of officers with sole responsibility for proactive enforcement (crime, DUI, traffic etc.) is necessary to advance missions effectively and make positive impacts. With staffing declines in DOP, the creation and maintenance of these proactive teams are a challenge. Many are tasked with shift coverage or eventually dissolved due to staffing within the individual District.

Plans

- DOP has sought and been approved for funding in FY23 for officers to attend the Desert Snow-Criminal Interdiction training.

- DOP will continue to attempt to increase the canine footprint within the Division and is attempting to create specialty teams designed to utilize criminal enforcement strategies which will address both crime and traffic safety simultaneously. The Division is evaluating the necessary staffing levels of districts while reviewing the IS staffing allocation study, in an effort to determine if staffing allocations can be shifted to create more proactive teams of officers to focus in areas of high crash, high crime, and high population.

**Goal #5: Empower Illinois citizens by providing timely criminal justice information and increase electronic access**

Progress

- DOP personnel work in conjunction with the Public Information Office to relay information to the public regarding arrests (crime in their area), safety messages, and other significant information.
- Due to the PIO expansion more individual District social media platforms (e.g. District Twitter accounts) have been activated which have helped with communicating important messages to the public.
- Since PIO's expansion, District social media platforms and ISP social media platforms which weren't regularly updated have significantly increased their following, which in turn means more members of the public are receiving information being disseminated by the Department.

Challenges

- N/A

Plans

- The DOP will continue to work closely with the PIO for information dissemination.
  - Work units continue to forward the PIO information regarding significant arrests, incidents, investigations, etc. in order for the information to be relayed not only to various media outlets, but directly to the public via the Department's various social media platforms.
  - The DOP will continue to work with the PIO to help highlight DOP safety initiatives such as Scott's Law awareness and education, and the importance of obeying the "Fatal Four" laws (Speed, DUI, Distracted Driving, and Seat Belt Usage).

**Goal #6: Decrease teenage driver-related fatal and personal injury crashes.**

Progress

- DOP works with the PIO to push out safety messaging regarding all traffic laws, with an emphasis on the Fatal-Four violations and Scott's Law. In FY22, DOP 96,745 citations for

DUI, Speeding, Seatbelt violations, and Distracted Driving. DOP also issued over 1,500 citations for Scott's Law Violations.

- As of June 30, 2022, DOP has issued approximately 7,300 Distracted Driving Citations and over 10,680 Written Warnings. Distracted Driving warnings issued increased by 6% from the previous fiscal year.

#### Challenges

- DOP staffing levels have significantly hindered the ability of the Division to conduct proactive enforcement details due to the need to staff districts at their minimal levels to cover calls for service.

#### Plans

- The DOP plans to continue to actively enforce the "Fatal Four" laws (Speed, DUI, Distracted Driving, and Seat Belt Usage) in order to prevent personal injury and fatal crashes from occurring.

### **Goal #7: Decrease fatal and personal injury crashes that involve an at-fault commercial vehicle.**

#### Progress

- In FY22 DOP was able to conduct a total of 1,680 law enforcement details specifically focusing on overweight violations, a 9% increase from the previous year, as well as conduct 65,425 motor carrier safety inspections.
- Fatal crashes involving a commercial motor vehicle have decreased by 26 percent in FY22 when compared to FY21.

#### Challenges

- N/A

#### Plans

- Officers will continue to actively conduct motor carrier safety inspections and enforcement details focusing on commercial motor vehicle overweight violations.

### **Strategic Goal #8: Decrease drug and alcohol-related fatal crashes and personal injury crashes.**

#### Progress

- In FY22, DOP issued a total of 599 DUI-Drug citations, 6,124 citations for DUI-Alcohol, and conducted a total of 278,582 traffic stops.
- ISP DRE Officers were able to conduct a total of 36 DRE evaluations in FY22.

- ISP officers statewide continued to enforce the Fatal Four violations and wrote 96,745 total citations for these offenses as well as 1,564 Scott's Law citations (FY22).

#### Challenges

- DOP staffing levels have significantly hindered the ability of the Division to conduct proactive enforcement details due to the need to staff districts at their minimal levels to cover calls for service.

#### Plans

- The DOP plans to continue to actively enforce the "Fatal Four" laws (Speed, DUI, Distracted Driving, and Seat Belt Usage) in order to prevent personal injury and fatal crashes from occurring. The DOP will also continue to work with the PIO in order to ensure we continue educating the public on the importance of these laws through Public Service Announcements (PSA), and social media messaging.

### **Goal #9: Promote seatbelt and child safety seat compliance.**

#### Progress

- ISP officers statewide actively enforce the Fatal Four violations, including seat belt usage. In FY22 Officers wrote a total of 15,405 seatbelt and child restraint citations.

#### Challenges

- DOP staffing levels have significantly hindered the ability of the Division to conduct proactive enforcement details due to the need to staff districts at their minimal levels to cover calls for service.

#### Plans

- DOP will continue to enforce fatal four violations.

### **Goal #10: Decrease Interstate fatalities.**

#### Progress

- ISP officers statewide continued to enforce the Fatal Four violations and wrote 96,745 total citations for these offenses as well as 1,564 Scott's Law citations (FY22). Officer visibility has a direct impact on driver behavior.
- DOP Officers continue to aggressively enforce DUI violations. In FY22, DOP issued a total of 599 DUI-Drug citations, 6,124 citations for DUI-Alcohol, and conducted a total of 278,582 traffic stops.

### Challenges

- DOP staffing levels have significantly hindered the ability of the Division to conduct proactive enforcement details due to the need to staff districts at their minimal levels to cover calls for service.

### Plans

- The DOP plans to continue to actively enforce the “Fatal Four” laws (Speed, DUI, Distracted Driving, and Seat Belt Usage) in order to prevent personal injury and fatal crashes from occurring. The DOP will also continue to work with the PIO in order to ensure we continue educating the public on the importance of these laws through Public Service Announcements (PSA), and social media messaging.

### **Goal #11: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

### Progress

- DOP completed the Department’s required COOP (Continuity of Operations Plan) in FY22.
- The ISP.ALL.STATEWIDE.MAJOR.INCIDENTS Teams Channel was created in FY21 by DOP for use by the entire ISP. The team contains various channels that Command Personnel statewide can utilize should they have to create an OPS Plan, activate an LESC (track calls), view CCT activations, and view NON-DOP personnel who would be available for activation for assistance in needed areas. The team also contains various spreadsheets in one central location, including the Non-DOP Personnel Tracker, and the Civil Unrest Tracker. The Civil Unrest Tracker contains information on the following: DOP Work Unit Staffing Levels, DOP Missions, CCT Status-Movements, ILNG Missions, DOP Work Unit Needs, Injury and Fatality Information, and lastly any necessary cost tracking. The channel continued to be used in FY22 for activations/potential activations and Department wide monitoring of resources.
- DOP continues to oversee the Statewide Crowd Control Team and DOP managed all activations in FY22.

### Challenges

- Manpower shortages. Activating a large group of personnel can be time consuming. DOP is constantly evaluating internal processes in order to be as efficient as possible.
- Refining lessons learned from previous activations of the LEJOC and LESCs along with other Illinois public safety partners to ensure maximum efficiency.

Plans

- The ISP.ALL.STATEWIDE.MAJOR.INCIDENT Teams Channel will continue to be used and DOP will also continue to utilize the Homeland Security Information Network (HSIN) Connect Site and tools within Office 365 for any future major incidents.
- DOP's COOP plan will be utilized as it has been approved by OOD.

**DIVISION OF CRIMINAL INVESTIGATION  
ANNUAL REPORT  
FY22**

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

- a. Modernize evidence collection, documentation and sharing of high-volume digital evidence.**

Progress

- DCI Zone 4 recently completed a test of high-volume digital evidence storage within the BEAST environment.
- The Illinois State Police currently uses four different report writing systems to document investigative activity. The Division of Criminal Investigation (DCI) has unsuccessfully attempted to procure a viable alternative to date. Requests utilizing various provisions of the procurement code have all been denied at some level. DCI continues to work with the Office of Finance in determining the best course of action going forward in procuring a system capable of appropriate investigative lead management, mapping, and interfacing for access to LEADS.

Challenges

- Continued development of BEAST for use consistent with the vision of the ISP.
- The procurement environment has presented challenges in purchasing a new investigative report writing platform to replace the four currently in use. The Division of Criminal Investigation (DCI) has unsuccessfully attempted to procure a viable alternative to date. Requests utilizing various provisions of the procurement code have all been denied at some level.

Plans

- The use of BEAST will allow for the storage of high-volume digital evidence.
  - The Division of Criminal Investigation intends to continue efforts to procure a viable report writing system in accordance with guidance from the Office of Finance and the Office of the Director.
- b. Maximize mobile platform capabilities to enhance investigative leads management, mapping and access to LEADS.**

Progress

- The Division has procured and implemented the use of Cellebrite devices and analytical capabilities for use in examining phones and other devices during investigations. The technology has allowed DCI Agents to share data throughout the state and identify relationships and commonality between offenders and investigations.
- The Illinois State Police currently uses four different report writing systems to document investigative activity. The Division of Criminal Investigation (DCI) has unsuccessfully

attempted to procure a viable alternative to date. Requests utilizing various provisions of the procurement code have all been denied at some level. DCI continues to work with the Office of Finance in determining the best course of action going forward in procuring a system capable of appropriate investigative lead management, mapping, and interfacing for access to LEADS.

### Challenges

- The procurement environment has presented challenges in purchasing a new investigative report writing platform to replace the four currently in use. The Division of Criminal Investigation (DCI) has unsuccessfully attempted to procure a viable alternative to date. Requests utilizing various provisions of the procurement code have all been denied at some level.
- Investigative TraCS does not provide a viable option for effective investigative lead management/control. TraCS, as a form builder, is not configurable to meet this end in real-time tracking and assignment of investigative leads.

### Plans

- The Division of Criminal Investigation intends to continue efforts to procure a viable report writing system in accordance with guidance from the Office of Finance and the Office of the Director.
  - The Department of Innovation and Technology (DoIT) has indicated Mobile Architecture for Communications Handling (MACH) will provide an additional gateway to the Law Enforcement Agencies Data System (LEADS) and provide Agents with access to criminal justice information such as Secretary of State data, Criminal History Records Information, and Hot Files from their issued cellular phones.
- c. Continue to develop a single report writing platform to simplify user interface, data collection and information sharing.**

### Progress

- The Division of Criminal Investigation (DCI) has unsuccessfully attempted to procure a viable alternative to date. Requests utilizing various provisions of the procurement code have all been denied at some level. DCI continues to work with the Office of Finance in determining the best course of action going forward in procuring a “modifiable off the shelf” system capable of appropriate interfacing, metrics collection, and information/intelligence sharing.

### Challenges

- The procurement environment has presented challenges in purchasing a new investigative report writing platform to replace the four currently in use. The Division of Criminal Investigation (DCI) has unsuccessfully attempted to procure a viable alternative to date. Requests utilizing various provisions of the procurement code have all been denied at some level.

- The current version of Investigative TraCS does not provide a viable option for data/metrics collection and information/intelligence sharing. TraCS, as a form builder, is not configurable to meet this end.

#### Plans

- The Division of Criminal Investigation intends to continue efforts to procure a viable report writing system in accordance with guidance from the Office of Finance and the Office of the Director. The procurement of a viable solution would allow DCI Special Agents and Supervisors to spend less time documenting their activity and more time focusing on investigative strategy and current investigations, increasing accountability to the people of Illinois and efficiency in the process.
- d. Expand digital-crime investigative skills across the enterprise, with subject matter experts assigned to each investigative zone to extract evidence and analyze evidence from vehicles, cellular devices, computers and virtual assistants.**

#### Progress

- To keep pace with the ever-changing landscape of technology in Fiscal Year 2022, DCI continued an ambitious and forward-thinking plan to increase its mobile digital forensics capability.
  - The Division obtained their advanced hardware and software from Cellebrite Systems, a worldwide leader in the productions and development of mobile digital forensic platforms.
  - All of this was done to place valuable, and easy to use tools in the hands of DCI's end users, its 250 plus Special Agents, and Special Agent Candidates working in the eight investigative zones throughout the state.
- The Division successfully procured and distributed 8 laptops to replace the kiosks. The laptops provided the field Agents with a portable option to take to command post or the scene of crimes.
- The Division procured Cellebrite training for an additional 35 Agents on the Cellebrite Responder software. This brings the total number of Agents trained on the Cellebrite Responder software to 70. Additionally, DCI procured additional advanced training for Cellebrite Physical Analyzer for 7 Agents and recertified 6 additional personnel.
- In early 2022, DCI started the process of procuring Cellebrite Premium for the Zones. This will allow the Agents with the Cellebrite 4PC's to unlock digital devices.
- The Pathfinder software received a major upgrade, and two sessions of training were provided to field Agents.
- The Digital Crimes Unit (DCU) has seen a significant increase in the number of vehicle infotainment unit extractions and requests.
- On December 16, 2021, the DCU hosted a statewide webinar with a focus on educating Special Agents on the forensic extraction from vehicle infotainment systems. DCU members explained how the software, named Berla iVE, functions and how to utilize in a criminal investigation. Also shared was the use of a mobile application providing Special Agents with a tool to determine whether a vehicle is supported. This application also enables DCU forensic examiners to immediately share evidence with the requestor via the

app from our Springfield laboratory. The requestor is able to immediately review what evidence was gathered and potentially begin to develop new leads for their investigation.

- A major project completed by the DCU during FY2022 was the purchase and installation of a new Forensic Recovery of Evidence Data Center (FREDC). Existing equipment was purchased in 2015 and had been experiencing equipment failures and was outdated. Due to the types of examinations conducted by the DCU, the FREDC is a necessity for the performance of the DFE's daily job duties. This server is subject to heavy workloads and is regularly taxed far beyond the normal wear and tear of a typical desktop computer. From 2018 to 2020, the average size of a hard drive increased by 136%. The new FREDC will produce faster transfer speeds and ensure the DCU is preserving evidence in forensically sound manner. With a modernized approach for data storage solutions being implemented, maxing and improving efficiency in the workflow process will continue to allow examiners to process large amounts of data in an efficient manner.
- The DCU currently utilizes Cellebrite & GrayKey products for extraction and analysis of mobile phones. With an increase in the Special Agents having technology to perform digital extractions in the field, the ability to use software to unlock encrypted iOS & Android devices has never been greater for the DCU. As smartphones continue to have more protective features, including implementation of complex locks and built-in encryption mechanisms, unlocking and extracting data from iOS and Android devices has become a constant challenge for law enforcement. As devices were being submitted for analysis it was apparent the DCU needed greater forensic capabilities for android encryption software. In order to offer the best digital forensic solutions currently available, the DCU requested and purchased Cellebrite Premium for Android devices. With the purchase of Cellebrite Premium in January 2022, the DCU has gained access to approximately 47 Android devices which we previously would not have been able to extract. The combination of utilizing GrayKey and Cellebrite Premium has allowed the DCU to become a dominant force when attempting to access encrypted devices.
- The Intelligence Support Unit (ISU) has the task of maintaining its role as subject matter experts in cellular technology and certain aspects of digital technology. The ISU exists to support and strengthen the investigative capabilities of law enforcement by lending specialized technical, intelligence, and investigative expertise to law enforcement, including support to STIC during major events. The ISU will assist law enforcement with issues involving investigative technologies, cellular telephone geo-location, internet protocol (IP) tracking, covert global positioning system (GPS) tracking, package alarms, audio overhears, covert video installation, Technical Surveillance Countermeasures (TSCM), audio and video processing, as well as training to federal, state, and local law enforcement agencies regarding technical and intelligence based investigative matters. Additionally, the ISU maintains an Electronic Criminal Surveillance Officer (ECSO) Coordinator to deliver ECSO training statewide and complete the Annual Eavesdropping Report for the Governor. ISU also assists the Crisis Negotiations Team (CNT) and/or Special Weapons and Tactics (SWAT) with any technical needs as they are identified during critical incident missions, and responds to major events to provide detection and identification of Unmanned Aircraft Systems (UAS).

- The ISU obtained a program, which assists with mapping cellular records. ISU added onto an existing program, which has the ability to create a virtual pen register/trap and trace. Since that initial purchase, ISU has trained, and/or provided access to over the program 140 ISP and task force Agents and personnel.
- The ISU obtained two programs to conduct video analysis. One program is used for forensic video processing/enhancements by ISU personnel, and the second program allows trained individuals to convert proprietary or unplayable videos to standard video formats. Since the obtainment of one of the programs, ISU has trained at least two agents per zone to utilize the software, for a total of 16 Agents in the field trained.
- The ISU provides Officer Cyber Survival training to cadets at the ISPA, and teaches ISU capabilities to Special Agent Candidates during New Agent School.

### Challenges

- The biggest challenge with the Cellebrite initiative has been, how to best allow the field Agents the time to utilize the Cellebrite products.
- The biggest challenge with any technology is cost. This includes the cost to obtain the software or device, train personnel to use it, and maintain access and training for the software or device in the future.
- The DCU is currently using forensic machines purchased in 2019. These machines will need to be upgraded soon due to life expectancy being 3-5 years. Costs have risen significantly due to supply chain shortages. The estimated cost for a forensic machine will be \$10,000 to \$15,000 dollars.
- The management of the program has required two people to take on additional duties taking them away from their normal job duties. This has created slower response times to issues and normal job duties are taken longer to complete.
- Currently the ISP has 4 digital forensic examiners, all located in a centralized location at ISP Springfield Central Headquarters. The current backlog for processing a computer is 8+ months. Additional personnel are needed to better serve our agency and law enforcement customers. Several challenges will arise from this aspect alone such as salary costs, training & equipment cost. Other challenges will be establishing a work environment for the examiners and providing supervision for new employees. Training a forensic examiner can be intensive and basic training can take at a minimum of 18 to 24 months to complete.
- Adding headcount and hiring the right people for such specialized training and work environment.
- Training DCU personnel on the use of new and emerging technology is a continual challenge. The digital forensic field has expanded dramatically within the last 10 years to include complex encryption found on most, if not all, cellular phones, and the introduction of software-based vehicle infotainment systems. Examiners are expected to have a broad base of knowledge and expertise in many fields. Training classes are becoming more expensive due to the specialized skill sets needed to operate software/hardware and will require a greater investment.

### Plans

- DCI is working on procuring on site digital storage for Agents to store their digital extractions and cabinets that can keep power to digital devices while information is being extracted from the devices.

- DCI is working with DoIT to obtain and install new equipment that will allow Special Agents in the field to transfer large files to the Pathfinder server over the internet.
  - The DCU needs departmental support to expand the Digital Crimes Unit, allowing digital forensic examiners to be assigned to specific investigative zones to assist with the extraction and analysis of data obtained from vehicles, video recording systems, mobile devices, computers, and other digital media.
  - The Traffic Crash Reconstruction Unit (TCRU) also has a role in digital evidence collection, for they have capabilities to acquire data from Event Data Recorders within passenger cars and commercial motor vehicles for crash investigations. TCRU members have unique skills to access modules within vehicles and successfully obtain data from vehicle infotainment centers. The data captured by the infotainment center often provides additional data such as vehicle speed, vehicle component use, distractions, and occupant cellphone usage which can be pertinent to crash investigations. Traffic Crash Reconstruction Officers can be a resource to DCI's Zone agents for obtaining infotainment data using the Berla iVe software.
  - The Cellebrite license will be renewed.
  - With the everchanging advancements in technology, ISU would like to expand its ability to provide the most current and advanced assistance by obtaining the newest equipment to replace and supplement its outdated equipment. This would include purchasing new UAS detection and TSCM equipment.
  - The ISU would like to expand its footprint by adding more personnel allowing them to expand their capabilities.
  - ISU will continue to research and seek access to technology relevant to the department's needs.
  - ISU continues to stress the need for funding needed to obtain and remain proficient in regard to technology.
  - DCU would like to replace aging forensic machines and acquire new forensics tools to expand the units and departments capabilities.
  - Post and hire additional personnel for DCU.
  - Enrolling current DCU employees in advance training classes to collectively enhance our skill set as a unit and also prepare to instruct/train new employees who are hired.
  - Identifying additional office space at CHQ, which could house current and new hires of the DCU.
  - Purchasing new forensic equipment with the anticipation of hiring additional DCU personnel. Used equipment could be assigned to new hires and used throughout the state.
- e. Modernize voice stress analytical skills in each investigative zone.**

#### Progress

- The Division of Internal Investigation (DII) has fully implemented the use of Computer Voice Stress Analyzer (CVSA) software for continued use in an investigative setting.
- DII has 15 certified examiners and will continue to work with DCI on promoting the use of CVSA in the field.
- DII has developed an internal CVSA use protocol.

- The Division of Criminal Investigation (DCI) facilitated the training of 12 sworn statewide DCI personnel, who were successfully certified by NITV Federal Services, LLC, the manufacturer of the patented Computer Voice Stress Analyzer (CVSA) truth verification system.
- In conjunction with the certification of 12 statewide DCI CVSA examiners, the Division procured six (6) total CVSA systems, two (2) systems for utilization in the DCI northern region; two (2) in the central region; and two (2) in the southern region.

### Challenges

- The Illinois procurement process and environment, as well as budgetary constraints, limit the purchase of CVSA systems and training/certification of personnel. System costs total approximately \$59,970.00 for six (6) units, which includes training and certification for 12 examiners. Recertification costs total approximately \$1,500.00 per examiner, every four (4) years.
- Personnel availability continues to be a challenge when recruiting personnel for specialized positions. The challenges of personnel availability includes remote work process and low staffing levels of all DCI work units.
- Due to COVID-19 and budget constraints, moving forward with purchasing additional equipment/training has stunted the programs growth.

### Plans

- DCI would like to certify an additional 12 examiners and procure an additional six (6) CVSA systems for use across the state.
- DCI & DII will continue to work together on promoting the use within DCI, which will provide field training for DII and allow DCI to evaluate the effectiveness of the program.

### **f. Automate routine business functions. OAR, VTR Process, Discipline.**

### Progress

- Work unit commanders continue to report statistics to the Deputy Director's Office on a monthly basis. DCI uses this information in providing monthly, quarterly, and annual reports.
- Administrative processes within the Division have been evaluated and automated when possible. DCI continues to leverage available technology and software, including Microsoft TEAMS; the DCI internal portal; and Adobe Pro, in achieving this improved process.
- Through the use of DCI-specific dashboards upon the DCI internal portal, as well as DCI channels on the Microsoft TEAMS platform, monthly, quarterly, and annual reporting metrics are easily entered in a centralized location, which allows for a more efficient reporting process. The dashboards allow for the instant dissemination of information to all DCI command staff.
- The Microsoft TEAMS platform allows for the efficient timely dissemination of information to DCI; including training, FOIA, CALEA, metrics, personnel, equipment, and administrative process information. The ease of use of the platform allows for constant

collaboration by multiple members of the DCI Deputy Director's Office and command and field personnel in all DCI work units.

- The DCI Deputy Director's Office worked in collaboration with DoIT and TraCS staff in the creation and implementation of the Firearms Offense Information Form within TraCS. The form allows for the entry of information involving all firearms-related criminal offenses investigated by all ISP sworn personnel. The form allows for the efficient and streamlined collection of information mandated by the Illinois Gun Trafficking Information Act (5 ILCS 830/1 et seq.). Rather than requiring the collection of information via external collection tools, the TraCS form allows for collection of data through the report writing system, increasing data reliability.
- The attempted procurement of CrimePad for DCI use was unsuccessful and the Division is currently seeking to procure an alternate reporting writing system for all DCI work units. A research and development team has been established by DCI Investigative Support Command to evaluate and seek out alternate report management and report writing systems, for use by all DCI work units.
- DCI onboarded five (5) additional staff members, include three (3) code and two (2) sworn personnel, to assist in the efficient and timely execution of Division process and functions. Those positions include an Administrative Assistant, Option II; Office Coordinator; Accountant; Statewide Training and Special Projects Coordinator; and a Staff Office (temporary duty assignment).

### Challenges

- Current report writing platforms in use by DCI are unable to provide an efficient means of statistical reporting. DCI continues to manually collect and compile metrics on a monthly basis.
- The current procurement, budget, and approval process constraints within the state and the Department continue to provide challenges in the procurement of a centralized records management and report writing system for all DCI work units.
- Labor concerns, as well as the lengthy hiring process and reorganization of personnel hinder the timely establishment and hiring of a Public Service Administrator (PSA I) to serve long term as the Chief of Staff in DCI.
- The environment presented by the current process with Central Management Services in code hiring has contributed to a seemingly inefficient and slow effort. DCI currently shares a human resources position with the Division of Patrol.

### Plans

- DCI will continue to leverage available technology and software, including Microsoft TEAMS, the DCI internal portal, and Adobe Pro, in an effort aimed at improving the efficiency of the business functions of the Division.
- DCI has initiated the process for the establishment of code positions within the Deputy Director's Office to improve long term stability and promote efficiency in process within the Division, including moving forward with the hiring of a PSA I as the Division Chief of Staff.
- DCI will continue to streamline administrative process, including delineated work flow and standardized process for all work units, to ensure efficiency; effectiveness; and timeliness of Division product.

- DCI continues to work with DoIT and TraCS personnel in the reporting of firearms-related offense information from TraCS to a public-facing dashboard through the ISP website. The dashboard will provide offense information as mandated by the Illinois Gun Trafficking Information Act.

**g. Establish School Violence Tip-line.**

Progress

- Development of the Safe2Help Illinois school safety tip-line began in FY21 and was fully implemented in FY22. Since January 2021, 681 tips have been submitted to Safe2Help Illinois. Safe2Help Illinois offers students a safe, confidential avenue in which to share information. This initiative seeks to prevent suicides, bullying, school violence, or other threats to school safety.
- Safe2Help Illinois is fully functional for the FY22-23 academic year for all schools throughout the state, even if a district is not enrolled in the program.
- STIC maintains specialized texting and project management.
- When a critical tip is reported through the Safe2Help software, the call center is promptly notifying the appropriate PSAPs for immediate handling.

Challenges

- Acquiring and maintaining sufficient staffing levels. There are currently two analyst vacancies. If there is a significant increase in the number of tips when school begins, this could pose an issue with the on-call rotation for analysts addressing critical tips after business hours.
- Getting students, parents, and others to feel comfortable to report tips. Students still have a concern about remaining anonymous.
- Try to get buy in from schools to sign up. Classroom instruction, posters, media advertising.

Plans

- Hiring additional analysts to fully staff the initiative, as well as provide continuing training for analysts.
- Marketing efforts will continue to promote the confidentiality of reporting tips. Marketing efforts will also highlight the number of avenue to report tips.
- The STIC will continue to enhance the operational status of Safe2Help Illinois across the state enrolling new school districts in the program.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- a. Invest in personnel to establish expertise in violent crime and public integrity investigations.**

#### Progress

- DCI continues to evaluate and improve training efforts related to violent crime, weapons offenses, and crimes against children offered during the New Agents School as well as in-service training opportunities. Significant personnel and fiscal resources are continuously aimed at these efforts.
- DCI personnel in the southern part of Illinois participate in a specialized investigative unit called the Child Death Investigation Task Force (CDITF). The CDITF focuses on suspicious or unexplained death of infants and young children.
- The Special Investigations Unit (SIU) was created within DCI and tasked with conducting investigations into criminal wrongdoing by elected officials and government appointees at the state and local level. The unit is currently staffed by a Lieutenant, two (2) Master Sergeants, one (1) Sergeant (one (1) vacancy), and six (6) Special Agents (two (2) temporarily assigned).
- DCI has established a Statewide Gun/Special Projects Coordinator, as well as a Gun Liaison Officer Coordinator in the Investigative Support Command. These positions were established to provide clear guidance and support to DCI agents and all DCI work units in an effort to impact firearms-related violent crime throughout Illinois.

#### Challenges

- Continuing to adequately staff DCI with experienced officers may become a challenge in the years to come due to a diminishing applicant pool within the Department as a whole. As DCI loses experienced agents and command officers to retirement, the Division has seen a trend of a younger, more inexperienced pool of prospective DCI special agents.
- Budgeting and procurement constraints, as well as fiscal considerations, continue to challenge DCI when developing internal and taking advantage of external training opportunities.
- Lower staffing levels throughout all ISP divisions continues to be a challenge in recruiting qualified and experienced DCI special agent candidates.

#### Plans

- DCI will continue to evaluate New Agent Training and potential in-service training opportunities.
- DCI will continue to collaborate with the Division of Patrol in seeking out Troopers interested in learning more about the mission of DCI. DCI will continue to utilize the Trooper 360 program and offer opportunities for Troopers to serve temporarily within DCI for the purposes of cross-training.
- DCI will continue to market the mission of the SIU to the investigative zones, local agencies, and prosecutors to establish the credibility of the Unit.
- DCI will continue to seek funding for enhanced training for DCI personnel.

- b. Develop partnerships with the Illinois Attorney General to identify and apprehend child predators through greater participation in Internet Crimes Against Children (ICAC) task forces.**

#### Progress

- Increasing DCI participation in the Office of the Illinois Attorney General's Internet Crimes Against Children Task Force (ICAC) has made significant progress in apprehending child predators.
- There are 50 active ISP Officers certified to investigate ICAC cases.
- DCI Zones have paired with local law enforcement to better train and equip area detectives with the skills needed to combat online crimes. DCI is establishing localized task forces in order to further boost the personnel working CyberTip investigations across the state.
- The Illinois Attorney General's Office is dedicating CyberTip analysts to each ISP investigative zone in an effort to increase efficiency disseminating CyberTips, as well as build relationships between ISP, local agencies, and the Attorney General's Office.
- On June 28, 2022, DCI Zone 2 Investigations hosted ICAC training for 20 officers from ISP, municipalities, and county agencies. This training included updated ICAC information as well as new basic ICAC training for officers new to the ICAC Zone 2 Task Force.

#### Challenges

- The volume of cases continue to increase.
- Resource shortages, to include: personnel, training, and equipment.
- With increases in ICAC caseload, offices have had to seek additional outside investigative support to adequately address the increase in ICAC referrals.
- Although the number of ICAC certified agents has increased over the past two years, DCI Agents are only scratching the surface of ICAC investigations by currently only focusing on CyberTip investigations obtained through the National Center for Missing and Exploited Children (NCMEC). These investigations focus on images being uploaded primarily through social media applications such as Facebook, Snapchat, or Discord.
- Most ICAC certified agents have not been involved in Undercover Chat or Peer-to-Peer investigations which could yield more large-scale offenders who share pornographic images via the Dark Web and other internet-based applications.
- ICAC cases may get pushed onto the "back burner" when a serious threat or death investigation is assigned to a Zone office. When possible, offices should be separated into two units so ICAC investigators can become more dedicated to working undercover and Peer-to-Peer cases, in addition to the CyberTip investigations, and other Special Investigations. This would allow Violent Crime Investigators to remain focused on Death Investigations and other serious felonies.
- Sending DCI personnel to necessary training.
  - Several of these training courses are available online, while numerous others are hosted at various sites across the state and country.
  - To properly investigate ICAC cases, officers need to be trained and proficient in as many of these topics as possible.

- Funding will be needed for investigators to travel to courses that are not available online.
- Residential/Commercial VPN access (not associated with ISP) is critical for investigators to become involved in Peer-to-Peer and undercover ICAC investigations in addition to CyberTip cases.
- The need for on-scene forensics continues to persist. Dedicated code personnel and/or additional forensic software/hardware are needed to triage digital evidence identified on scene.

#### Plans

- DCI will continue to recruit candidates who have a desire to work ICAC and other specialized investigations. In the last year, DCI Zone 2 Investigations, South, has added the following agencies: Colona Police Department; Geneseo Police Department; Kewanee Police Department; Galesburg Police Department; Mercer County Sheriff's Department; Knox County Sheriff's Department; and the Henry County Sheriff's Department.
  - DCI will remain focused on identifying and apprehending child offenders through greater participation with ICAC Task Forces.
  - DCI will continue to work with the ICAC Task Force Commander to ensure DCI agents are receiving the best equipment and training available. DCI Zone 2 Investigations will contact its federal partners to assist with additional training, equipment, or alternative funding sources to help alleviate the costs for forensic related software and training.
- c. Create a statewide cold case unit comprised of highly skilled retired personnel to adopt and continue investigative efforts and case review of unsolved violent crimes.**

#### Progress

- DCI Zones currently evaluate cold cases for solvability and work them as time and resources permit.
- The DCI Cold Case Coordinator formed a committee to bring a variety of experience and expertise to the project.
- Standard Operating Procedures and Case Evaluation tools are being developed and reviewed.

#### Challenges

- Consolidating cases files from multiple reports writing systems to one location for easier access to the cases that need investigative attention.
- Effectively prioritizing cases to determine the most efficient use of ISP resources to further unsolved crimes. This could be addressed by evaluating cases against a solvability matrix.
- Funding for external familial DNA or other testing should ISP resources not be available.

#### Plans

- DCI will submit a business plan including courses of action with corresponding resource needs for consideration.
- The development of standard operating procedures is ongoing and will provide structure and guidance for the investigative efforts of unsolved crimes.

DCI will continue to research developments in technologies that can be used to identify suspects, develop leads and potentially solve cases.

**d. Replicate the Child Death Investigation Task Force to all zones.**

Progress

- The Child Death Investigation Task Force (CDITF) was created by state-supported legislation and is currently funded through the Illinois Department of Children and Family Services (DCFS).
- The CDITF is a multi-disciplinary investigative entity that focuses on investigating child deaths and serious life-threatening injuries to children under the age of 18 that occur in the 34 southernmost counties of the state.
- During FY22, Southern Region DCI personnel continued their involvement in discussions with the program coordinator for the Southern Illinois Child Death Investigative Task Force, which encompasses 34 counties and Project CHILD.

Challenges

- Funding is a major challenge the Division faces in replicating CDITF throughout the state. A viable funding source has yet to be identified by DCI.
- CDITF currently has a budget of \$118,000, which primarily covers training and all expenses related to child death autopsies.
- CDITF often hosts world-renowned speakers that have a price range from no charge to several thousands of dollars.
- Local law enforcement reluctance to join an effort similar to CDITF without a corresponding funding source.
- Local law enforcement agencies are hesitant to join CDITF, because they do not have the manpower to allocate detectives to lengthy, multi-jurisdictional death investigations. Several Chiefs and Sheriffs know they may rely upon the ISP DCI to investigate child deaths, regardless of their agency membership in the CDITF.
- Project CHILD, an OVC initiative, encompasses Cook, Peoria, and Vermillion Counties. Project CHILD does not appear to be a viable funding source for expanding CDITF.

Plans

- ISP will continue to build relationships among Illinois law enforcement agencies, DCFS, Illinois Child Advocacy Centers, Illinois State's Attorneys, etc., to ensure a multi-disciplinary team approach. ISP will continue to partner with Hoyleton Ministries and assist in efforts aimed at replicating the CDITF in Central Illinois.

- e. **Increase Air Operations staffing and aerial platforms through creative leasing and purchasing agreements to ensure current technology and build Intelligence, Surveillance and Reconnaissance (ISR) capabilities.**

#### Progress

- In FY22, the Air Operations Bureau (AOB) added one (1) pilot at the Springfield base, for a total of two (2) additional pilots in the last two (2) years. A new Bureau Chief was also added to the Unit bringing the total permanent personnel to nine (9).
- The AOB has been supporting the SAVE unit in Chicago with night patrols over the Chicago expressways. Air Ops coverage increased from 1-2 nights per week to 3-4 nights per week during the Fiscal Year.
- Currently, the AOB has four (4) aircraft, which are over 20 years old. Bids have been put out for new aircraft with a current due date of August 25, 2022.
- AOB currently has six (6) fully trained pilots and two (2) pilots in training.

#### Challenges

- Following the new aircraft bid process, identifying funding to purchase and replace the aging aircraft and equipment.
- The opportunity to post pilot positions. With the high demand for support to the SAVE unit in Chicago and future anticipated requests for similar flights in District 11 and other areas, the Unit will require second shifts to satisfy the demand.
- Due to operational tempo and the lack of manpower, it takes a substantial amount of time to train pilots (up to three (3) years, depending on prior qualifications and rate of progress), and the recruitment and retention of qualified candidates must be a priority.

#### Plans

- The AOB will move forward with the plan to replace the 20-plus year-old fleet of Cessna aircraft as soon as possible.
- The AOB plans to seek funding for the lease of new larger high-performance aircraft with camera/video equipment to serve a dual role as a surveillance aircraft capable of assisting the SAVE and other units, which also include the capacity for high speed transportation of personnel and equipment.
- Identifying new funding sources including grants or the Illinois license plate fee to assist with funding new aircraft.
- Incentivize the position to recruit and retain more qualified candidates by offering pilots Level 4 pay upon earning Commercial Pilot certification, this will motivate and encourage trained and qualified pilots to remain in the program.

- f. Reorient SOCOM's mission and structure to more fully realize counterterrorism skills and training, identify adjunct tactical operations personnel to serve as force multipliers at large events; and increase SOCOM participation in complex investigations such as missing persons and difficult surveillance areas.**

#### Progress

- The State Weapons of Mass Destruction Team (SWMDT) maintains an extremist/terrorist interdiction team which specializes in handling active shooters and events in Chemical, Biological, Radiological, Nuclear, or Explosive (CBRNE) environments.
- Vapor Wake canines continued to be utilized in operational security details.
- SOCOM has increased relevance and participation in department wide activities and preparations.
- SOCOM personnel are the primary instructors for ISPA Critical Incident Response (formerly BOMAC) curriculum.
- SOCOM/SWMDT has provided multiple Vapor Wake K9 details to high profile events, such as the 2021 & 2022 Lollapalooza festivals; the Chicago Marathon; and Blue Line funerals. The specialized Vapor Wake asset is unique to SOCOM and is a highly regarded capability.
- SOCOM/SWMDT has provided chemical and substance analysis on several occasions to assist Division of Patrol District and DCI investigative personnel with unknown substance identification, appropriate personal protective (PPE), and decontamination procedures.
- SOCOM completed a multi-phase communications upgrade in coordination with the Division of Statewide 9-1-1. SOCOM can now create portable StarCom21 network connected/non-network repeated network to provide communication in areas without Starcom21 coverage.
- SOCOM completed the acquisition of a ballistic tracked vehicle. This vehicle, the ROOK, provides multi-terrain access and ballistic protection to officers in areas where larger armored trucks would not have access. This ISP vehicle is the only ROOK in the mid-west.
- Twenty-five new ISP SWMDT Science Element members are operational and training monthly as part of the SWMDT Haz-mat/CBRNE response team.
- SWAT has utilized night vision capabilities to detect infra-red signatures produced by surveillance cameras, Ring door devices, etc., during complex criminal investigations.
- SOCOM is available to assist with deployment of handheld Forward Looking InfraRed (FLIR) to assist in ground use, when foliage may be too thick for Air OPS FLIR systems. The use of this technology is available upon request.
- SWMDT has begun conducting surveillance and personal behavioral and deception courses to identify possible threats during large or mass gatherings. SWMDT provided security and preparedness at two (2) Judges' Conferences: 450 Illinois State Judicial Officials in attendance), and one (1) National Judges Conference of State Supreme Court Justices.
- SWMDT continues to work closely with ISP Executive Protection Unit (EPU) to enhance the protection of the Governor, staff, and legislators at meetings; addresses; gatherings of high interest political profile; appearances during several parades; and appearances in

Chicago. The Team is currently working on WAVE and covert communications with EPU agents for events, as requests for service continue to increase.

- SOCOM and SWMDT conducted a full-scale exercise in April 2022 with ISP, SOS, ILNG, IMERT, SEOC, and Local SWAT. All SWAT members participated in the exercise and were challenged and evaluated.
- SOCOM has received and implemented a SWAT canine to operate in support of a Tier 1 full-time team. This pilot program is being evaluated with the anticipation of expanding the program in the future, should it prove beneficial. So far the results are extraordinary, seeing the capabilities of this resource and tool for the teams safety and success. The canine has countless applications, which greatly benefits SOCOM. In the past, SOCOM was dependent upon Division of Patrol (DOP) canines. The DOP canines are not as qualified as the trained SWAT canine, and we are already seeing evidence of this theory as the program progresses.

### Challenges

- The new science members have had limited hands in training due to their appointment at the tail end of the pandemic, and are now working with their command to carve out training time. Districts and units are short on manpower and lending part time team members to the SWMDT team is sometimes challenging.
  - SWMDT members need to attend regular training to maintain and become more efficient with these skills as the program grows.
- Minimum or short staffing within members of SWMDT units will not allow for members of the team to either attend training or operations on a regular basis. SWMDT attempts to hold training every 45 days and several members are either unavailable or unable to attend due to prior commitments within their division.
- Evolving SOCOM mission posture against traditional SWAT mission requests, while embracing an evolutionary shift in the public's expectation of SWAT's role in law enforcement. We are flexible and adapting to the climate, as appropriate.
- Maintaining high-mission readiness while managing reductions in available funding. Federal grant funds were drastically cut for SFY23 and FFY22 and SOCOM took the brunt of the cuts, which SOCOM needs in order to thrive and continue to grow.

### Plans

- SOCOM will partner with and utilize the resources of federal agencies and ISP STIC to hone the counterterrorism skills needed to detect, prevent, and respond to a terrorist threat in Illinois.
- Strengthen skills through training courses geared towards effective counterterrorism measures.
- Enhance the usability of SOCOM personnel and SOCOM resources in complex investigation by identifying adjunct tactical operations personnel who are working outside of SOCOM who can effectively be trained in these counterterrorism skills, helping to multiply the available resources as we prepare for the multi-agency mutual aid event to occur.
- SOCOM will participate in the LaSalle County full-scale exercises in Fall 2022.
- SWMDT will attempt to send many of its members to New Mexico for courses that will prepare its members for "Prevention and Response to Suicide Bombing Incidents" and

“Incident Response to Terrorist Bombings.” This training will come at no cost to the state and all expenses, to include travel and lodging are free, out-of-state travel approval continues to be a challenge.

- SOCOM will attempt to send operators to the National Tactical Officer’s Association (NTOA) conference in Milwaukee, Wisconsin. The NTOA sets nationwide SWAT standards to which we adhere and take guidance from. Networking with counterparts on Nationwide trends and mitigation strategies in the changing climate are extremely valuable and can save lives down the road.
- SWMDT could benefit the Department by utilizing a platform to enhance the Department’s knowledge of our existence and capabilities.
- SOCOM will continue to lead DCI by example, with recruitment and opportunities for all agency personnel. Plans are set for NOS 2023, with in person recruitment sessions to begin Winter 2022.
- SOCOM will continue to manage SWAT deployments and educate ISP personnel on appropriate planning and execution of critical and high-risk operations. Officer-In-Charge training was successful in three regions in 2022. A hybrid portion of the class will be added to promotional school as well as New Agent School moving forward.
- Over the next two (2) years, the Unit hopes to continue agency-wide recruiting efforts to increase interest and participation in SOCOM. These efforts will enhance operational capability through diversity and inclusion. SOCOM wishes to continue the expansion of the current footprint as our relationships with ILEAS, the Chicago Police Department, the Cook County Sheriff’s Police, and our rural county partners are solidified. Growing these relationships will assist us in achieving DCI’s goals through participation in more complex investigations and the creation of more well-rounded sworn personnel.

### **Goal #3: Enhance training and welfare of personnel.**

- a. **Contract with a psychological care group to provide statewide mental health care to both sworn and code staff with emphasis on critical incident mental health management and recovery including officer involved use of force incidents and line-of-duty deaths.**

#### Progress

- The Division of Criminal Investigation has ongoing communication with ISP Peer Support personnel about the current assistance programs available to sworn and code employees.
- DCI personnel were also encouraged to attend Officer Wellness and Resiliency Training by Mr. Silouan Green.
- Employee Support Services continues to connect with work units to better understand the current needs of Department members.
  - Continues to follow up with those injury while working.
  - Continues to partner with supervisors to assist ensure understand of resources available.
- Employee Support Services continues to coordinate debriefs with critical incidents.
- Employee Support Services continues to identify resources for employees and disseminates those resources routinely.

- DCI Personnel supported, donated, and participated in the Illinois COPS ride across Illinois (Alton to Chicago) in July 2022. This organization consistently helps Illinois law enforcement agencies deal with trauma/PTSD and provides an annual free 21-hour class concerning the “Traumas of Law Enforcement.” DCI personnel have been encouraged to attend this training.
- DCI is researching the possibility of getting “The Traumas of Law Enforcement” training LHC.
- DCI sworn personnel participated in the Warrior’s Rest Peer Support training programs in March and April 2022.

### Challenges

- Seeking and accepting the guidance of medical professionals can be challenging for individuals.
  - Law Enforcement personnel often struggle to manage the challenges associated with competing demands.
  - Very intense and difficult circumstances must be addressed while simultaneously mitigating the impact of those demands on personal health and well-being.

### Plans

- Officer wellness will remain a top priority for the Division, as it will for law enforcement agencies around the globe.
  - DCI leadership will continue to gather information and suggestions from the field and explore new suggestions and ideas regarding the mental health of officers and support staff.
  - The DCI Deputy Director’s Office encourages and makes peer support training program opportunities available to DCI personnel. Future training is scheduled for various dates in September, October, and December 2022, statewide.
  - The DCI plans to request approval for the funding and facilitation of a wellness training for DCI personnel. The Division will seek to fund and host a training featuring Dr. Mitch Javidi, who works with U.S. Armed Forces Special Forces and law enforcement personnel with respect to post traumatic stress and officer wellness.
- b. Re-invigorate In-service training by adopting best practices from other agencies and federal partners.**

### Progress

- Since the reinstatement of the DCI in August of 2019, the Division has established a training committee to identify current and future training needs of its personnel and has collaborated with the Division of the Academy (DAT) to ensure proper approval(s), procurement, funding and reporting of training of DCI personnel.
- The committee reinvigorated the former Basic Investigators Course (BIC), now renamed New Agent School (NAS). The New Agent School has routinely been provided to DCI Special Agent Candidates, DII Special Agent Candidates, and other personnel holding command positions within DCI since 2019.
- The New Agent School format consistently evolves to incorporate best investigative practices. DCI works in collaboration with its own personnel and other subject matter experts, including within other ISP Divisions and external partners, to provide instruction

to new agents, including the Division of Forensic Services Crime Scene Services Command; the Digital Crimes Unit; Intelligence Command; the ISP Legal Office, practicing physician(s); and the ISP Office of the Director.

- DCI has begun the process of offering training bulletins via the Illinois OneNet Training platform. A recent training reference DCI Metropolitan Enforcement Groups (MEGs and Multi-Jurisdiction Drug Task Forces) was made available to DCI personnel, which provided overviews of MEG and Task Force jurisdiction and capabilities.
- During FY22, DCI personnel attended the Illinois Homicide Investigators Association annual conference held in October 2021.
- During the course of FY22, DCI also provided and/or hosted the following training opportunities:
  - New Agent School
  - TruNarc Training
  - MX 908 Training
  - CVSA Training
  - ACE Input training
  - Hostage Negotiation Training
  - Crisis Intervention Training

### Challenges

- Scheduling and personnel availability continue to be challenges in not only internal and external training initiatives, but especially during New Agent School, which includes four (4) total weeks of instruction.
- Funding approval continues to be a challenge with respect to any external training opportunities for DCI personnel.
- Ensuring completion of mandated training, especially as it relates to mandated Lead Homicide Certification education, is a challenge currently faced by all DCI personnel. Opportunities for mandated training are not always constant for DCI personnel, due to funding, schedules, and personnel availability. When training opportunities present themselves, personnel are often hindered as a result of the Department approval or funding process.

### Plans

- The Division is working to have new personnel trained in conducting interviews and interrogations by The CTK Group during NAS 2022.
- The three-year annual training plan (following CTK), continues to be a priority with DCI and in the planning stages. This plan focuses on a three-to-four-day in-service training event each year at strategic locations, to include the following:
  - The first year of the training will focus on Death Investigations; Major Case Protocol; and Child Abductions/Human Trafficking.
  - The second year will focus on Victimology/Behavioral Science and Contextual Bias Training.
  - The third year will focus on Forensic Experimental Trauma Interviews (FETI) and Internet Crimes against Children.
  - DCI will also include Mental Health/Officer Wellness components to these training events.

- The majority of the training sessions will be integrated training and led by DCI personnel. The classes will focus on lessons learned from past cases DCI has handled. Additionally, DCI has contacted the FBI Office in Springfield to present an eight-hour block of instruction on Child Abduction.
- DCI is in the process of continuing to offer training bulletins via the Illinois OneNet Training platform.
- In order to provide predictability in the planning cycle, Investigative Support Command is working to issue the DCI Quarterly Training Bulletins in the 2<sup>nd</sup> month of each quarter specifically on OneNet.
- In an effort to correct a previously identified gap in training for DCI, each Training Bulletin will include a Mental Health/Officer Wellness component.
- DCI has obtained funding for and will host a Fall 2022 New Agent School for approximately 50 students, to include instruction in the following courses/topics:
  - Confidential Sources
  - Operational Planning and Risk Management
  - Undercover Operations
  - Surveillance Techniques
  - Agent Rescue
  - Mobile Surveillance
  - Building Entries and Room Clearing
  - Vehicle Assaults
  - Digital Crimes Unit
  - Intelligence Support
  - STIC Utilization
  - Crime Scene Investigations
  - Sexual Assault Investigations (SAIPA)
  - Human Trafficking
  - Public Integrity Investigations
  - Background Investigations
  - Officer Involved Death Investigations
  - Court Orders
  - Search Warrants
  - Digital and Social Media Sources
  - Interview and Interrogation Techniques
  - Courtroom Testimony and Case Preparation
  - Aggravated DUI, Reckless Homicide, and Traffic Crash Investigations
  - Death Investigations
  - Child Death Investigations
  - Child Abduction
  - Criminal Prosecution Considerations

**c. Identifying training gaps through performance and hands-on training evaluations. Improved In-service training management system.**

Progress

- DCI requested and received funding for 7 TruNarcs and 8 MX 908s. DCI coordinated the transfer of the equipment to the field, as well as, the training events for the use of the machines.
- DCI worked with the Division of the Academy and Training, the ISP Legal Office, and ILETSB representatives, to obtain approval for Mr. John Skaggs' homicide training to be considered for Lead Homicide Certification. This approval allows for the training to be counted towards mandated continuing education hours.
- DCI received funding to send several investigative personnel to the Illinois Homicide Conference in Itasca, Illinois, for a 3-day training event in October 2021. This event provides the requisite yearly Lead Homicide Certification continuing education hours.
- Fifty additional investigative personnel will receive CTK interview and interrogation training during NAS in the Fall of 2022.
- DCI successfully revamped the Field Training Agent (FTA) Program, including the FTA Manual and related field training forms, which was approved by the Department.
  - Each and every agent must have a basic skillset by the time they complete the field training program that will allow them to be effective criminal investigators in any zone within the state.
  - The Field Training Checklist remains an integral part of the FTA Program and has been revised to more accurately reflect Special Agent responsibilities to ensure each Special Agent Candidate acquires this basic skillset.
- The FTA Manual was created and approved by the training committee and approved by the Department.
  - A PowerPoint presentation was created for Field Training Agent education regarding the new program.
  - This training was provided via WebEx through four (4) different training sessions. Those in attendance received certificates for their personnel files.
  - The revamped training will be mandatory for all field training agents, to ensure all FTAs understand the process, as well as what behaviors constitute unacceptable; acceptable; and superior performance during the training program.
  - The Statewide FTA Coordinator has held quarterly meetings (via WebEx) with all DCI/Zone Coordinators to ensure program continuity across the state.
  - The FTA Manual and associated FTA training power point will be reviewed every two years.
- With the reorganization of the Division in FY20, the DCI Investigative Support Command (ISC) began to refocus its efforts on updating the FTA manual, which was previously updated in 2005.
  - Several meetings took place between ISC and the Statewide FTO/FTA coordinator in adapting the FTA program to the current FTO scoring program.
  - DOP is currently field testing the Law Enforcement Field Training Application (LEFTA) system, which began in late May of 2020. Fine tuning of the FTO document forms and DOP reviews are currently being evaluated by the Statewide FTO/FTA coordinator.

- DCI has continued to work towards a transition to the paperless field training documentation system offered by the LEFTA program.
  - The specifications for a paperless FTA program were bid out, with two (2) vendor replies.
  - Procurement is currently in the process of pricing each program.
- DCI has continued to work on a proposal to procure a LEFTA suite package, which would allow access to all of ISP to use for its field training programs.
  - The procurement process for a LEFTA suite package continues to move forward. Two (2) separate vendors replied during the process; including Visionations and LEFTA.
    - Each vendor provided their respective business proposals, which were subsequently scored by a committee of three (3) personnel members.
    - Each vendor also provided a live three (3) hour simulation via the WebEx platform, which was also scored.

#### Challenges

- DCI continues to work on the procurement process for a LEFTA suite package.
- This challenge continues to require additional support from Office of Finance and the Director's Office.

#### Plans

- DCI will continue to work towards the procurement of a LEFTA suite package, which would allow access to all of ISP to use for its field training programs.
- DCI will continue to work towards a transition to the paperless field training documentation system offered by the Law Enforcement Field Training Application (LEFTA) program.
- DCI hopes to choose a LEFTA program and begin the creation of a committee to work with the vendor to craft the program to ISP specifications.

- d. Mental clarity through professional development – Rotational away from identified “high-stress” assignments to other units to learn, contribute, and share experiences.**

#### Progress

- DCI seeks to support officer wellness and employees who are experiencing personal or professional issues.
- DCI has, through the Sworn Rotation Committee, developed and approved an SOP consistent with PER-019 and PER-066 related to Division process in addressing sworn rotation for this purpose. The SOP has been posted to the DCI Portal.
- DCI Commanders consistently monitor performance and behavior of the Special Agents assigned under their command. Commanders also continue to assess if agent assignments are consistent with the best interests of the Division and the individual Special Agent.

- e. **Recurring basic training In-service retreat. At identified intervals (3-5 years), Cadet Classes are reconvened, disconnected from daily assignments, and provided updated In-service training, mental and physical health screenings, and officer safety, trends in law enforcement, personnel management, leadership and retirement training at a secluded venue.**

#### Progress

- The Division continues to evaluate additional steps in promoting officer wellness and resilience through additional training and field opportunities.
  - DCI continues to evaluate the retreat, in order to identify funding, personnel, and other resources for the initiative.
- f. **Identify retiree death liaison and formalize retiree death notification protocol and practices.**

#### Progress

- DCI has established a liaison to collaborate and work with the Employee Support Services Section in the Office of Equal Employment Opportunity (EEO) in finalizing a retiree death notification protocol.

#### Challenges

- Familiarizing officers with protocols and practices.
- Selection of a retiree death liaison coordinator.

#### Plans

- The Division will continue to work with Employee Support Services personnel to establish and finalize retiree death liaison and formalize the retiree death notification protocol.
  - Discussions will continue into FY23.
- g. **Personal and professional cyber-security training for sworn and code.**

#### Progress

- The Statewide Terrorism and Intelligence Center (STIC) produced a booklet for law enforcement on privacy strategies.
  - This document provides a list of suggestions to help public safety personnel reduce the vulnerabilities related to a cyber-attack or identity theft. The 2021 version of this booklet was finalized with updated information in June 2021.
  - STIC continues to receive requests from law enforcement agencies for copies of this document. It will continue to be promoted by STIC as a best practice for cyber security protection.
- STIC created a Cyber Security Information Sharing (CSIS) Program to form trusted partnerships among all information sharing communities (law enforcement, private sector, and public safety) to share technical material that may impact the security of information technology (IT) at their agencies/companies.

- Intelligence notes and information related to cyber security are shared with these partners.
- State, local and federal partners provide information for the creation of these notes, which often contain details about incidents, and provides information on resources and how to protect cyber systems.
- STIC supports this process by producing and disseminating these intelligence notes. STIC also disseminates notes developed by partner agencies for sharing.
- The goal of this program is to increase the size of the audience receiving this information. In 2021, the program membership increased by 3 percent. To date, program membership has grown by 4.8 percent in 2022.
- In June 2022, a Cybersecurity Intelligence Officer was hired to manage the CSIS Program. The Cybersecurity Intelligence Officer serves as a subject matter expert and point of contact for cyber related issues. The Cybersecurity Intelligence Officer works with other cyber professionals to detect and analyze malware samples from other state, local, and federal government agencies, as well as private sector partners. The Cybersecurity Intelligence Officer also prepares and disseminates cyber related intelligence reports at all classification levels and designations.

#### **h. Emotional health and family counseling resources.**

##### Progress

- The ISP EEO continues to introduce and provide more services to DCI personnel.
- Now more than ever, family support is a necessity to those serving in law enforcement.
- While navigating through a global health pandemic and civil unrest, it has become even more evident that the daily physical, mental, and emotional demands for employees continue to increase.
  - This increase can greatly impact family members even though it is not always recognized or evident.
  - Understanding the need for holistic care, the Illinois State Police aims to reinforce an inclusive approach for supporting our employees by also supporting their family.
  - This initiative has given way to the introduction of a Family Support Group where we hope to extend support services to the family members of ISP's employees.
- DCI sworn personnel participated in the Warrior's Rest Peer Support training programs in March and April 2022, in order to assist other DCI personnel with emotional health and family counseling resources.

##### Plan

- EEO will continue to provide assistance to employees and their family members in connecting them to resources based on their needs.
- EEO will continue to ensure benefits are maximized and remove barriers to increase utility.

- i. **New Code employee immersion and orientation to provide agency legacy and cultural informational training to new code staff upon arrival to the ISP. Co-taught by Sworn and Code.**

#### Progress

- The Department continues to provide the ISP Code Employee Handbook to all Code employees, providing a background of the Agency and guidance to many procedural questions Code employees may have.
- The DCI is in the process of collaborating with all work units in order to provide clear and concise guidance to Code employees regarding Division process, protocols, and procedures.
- The DCI continues to work to provide Code employees with guidance to procedural questions in an efficient manner, including through streamlined electronic means.

#### Challenges

- Reinvigorating ISP Academy curricula and tailoring it to DCI will take dedication and time for a well-structured program.
- Identifying those who have time to develop and instruct due to current staffing levels.

#### Plans

- The Division of Criminal Investigation understands the importance of teaching the ISP legacy and instilling the ISP culture of integrity, service, and pride within all new code employees. DCI continues to work on the development of an administrative checklist; Division orientation checklist; curriculum; and PowerPoint presentation for new DCI code employees.
  - The administrative checklist will ensure Division tasks and functions are completed by granting access to necessary facilities; files; computer programs; and user groups within Outlook and Microsoft Teams.
  - The orientation checklist will ensure an introduction to the employee's supervisors and coworkers, as well as an explanation of the employee's schedule(s), and specific guidance regarding the completion of basic tasks (*i.e.*, time off requests and timesheets)
  - The curriculum and PowerPoint presentation will outline the history of the Department; the roles and responsibilities of sworn and code employees; an introduction of current ISP leadership; and the identification and explanation of current ISP initiatives.
  - The training may be conducted by both Code and sworn personnel.

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- a. Enforce laws related to the criminal possession and use of firearms and reduce the access to firearms by prohibited individuals.**

Progress

- DCI continues to work with the Firearms Services Bureau, local police departments, Sheriff's Departments, and County Courts to increase the level of compliance among revoked FOID card holders.
- DCI conducted a Firearm Safety Enforcement Blitz during a two-month period placing over 1,000 revoked FOID card holders into compliance with the FOID Act.
- DCI has worked with the Office of Firearms Safety to assign over 400 Clear and Present Danger revocation compliance checks to Zone Gun Liaison Officers (GLO).
- DCI has worked with the Firearms Services Bureau and provided designated DCI Special Agents with access to the law enforcement portal and FLARES.
- DCI has spearheaded efforts to train and inform local and county law enforcement with the understanding and intelligence tools necessary to support the legislative requirement for revoked FOID compliance.
- DCI has conducted presentations, trainings and revoked FOID card enforcement details as a training mechanism assisting local and county law enforcement to increase compliance of revoked FOID card holders. The details have resulted in increased compliance, weapons and FOID card recoveries, and criminal arrests related to FOID enforcement.
- DCI has implemented a protocol to conduct stolen firearm investigations related to the stolen firearm database.
- DCI is focused on the investigating denied FOID card applications and attempted firearm purchases of firearms from Federal Firearm Licensees by those with revoked FOID cards.
- The Zone 1 Firearms Investigation Unit (FIU) continues to use intelligence platforms to conduct large scale proactive firearm enforcement investigations.

Challenges

- Personnel resources are a significant concern in continuing to address these issues. Over the past year, numerous new firearm related initiatives and enforcement efforts have become a priority.

Plans

- Investigative Zones will continue to conduct Firearm Safety Enforcement Details.
- The FOID Enforcement Grant will begin to be distributed with the Zone GLO taking the lead on ensuring grantees are in compliance with ISP established grant protocols.
- Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.
- The FIU will continue to proactively investigate firearm related offenses using intelligence platforms and forward-thinking investigative techniques.

**b. Identify and apprehend prohibited possessors of firearms through intra and inter-agency partnerships.**

Progress

- DCI maintains partnerships with the Firearm Services Bureau (FSB) and the Statewide Terrorism Intelligence Center (STIC).
- FSB and STIC are instrumental in DCI's efforts in conducting FOID Act related investigations.
- DCI partnered with FSB and three outside entities to assist in focusing enforcement efforts related to the Firearm Dealer Licensing Act.
- DCI coordinated a project between FSB and three outside entities to build a data warehouse, free of charge to ISP, to store Federal Firearm Licensee inspection and enforcement data.
- DCI has signed an MOU allowing access to the Bureau of Alcohol, Tobacco, Firearms, and Explosive NIBIN Enforcement Support System (NESS).
- DCI has significantly updated the Law Enforcement Portal as a "one stop shop" for local agencies by integrating numerous agency firearm intelligence platforms.
- DCI partnered with the Illinois Attorney General's Office to refine and promote the Crime Gun Connect portal which consolidates numerous Illinois law enforcement agencies eTrace data into a searchable platform.
- DCI conducted two on site visits with the New Jersey State Police real time crime centers.
- DCI and DOP partnered with the University of Chicago to perform statistical studies to assist in patterning crime locations in the Chicagoland and Metro-East.
- DCI facilitated a FOID grant for local agencies to conduct FOID Act related enforcement.
- DCI has Special Agents assigned to Federal Task Forces (ATF, FBI, USMS, DEA).

Challenges

- Personnel to staff project management.
- The inability to fulfill requests for additional Federal Task Force officers due to staffing.
- Various Report Management Systems (RMS) across the numerous agencies does not allow for computerized statistical gathering.
- Law enforcement sensitive data was unable to be shared with the non-law enforcement entities due to CJIS requirements.

Plans

- In the coming year, use the geographical mapping data from the University of Chicago study to assist in firearm enforcement in high crime areas.
- Continue to promote and update the law enforcement portal as enforcement efforts continue to evolve.
- DCI plans to continue eTrace sharing and outreach to Illinois law enforcement to opt in to collective data sharing.
- DCI intends to post vacant positions to maintain a full time Gun Liaison Officer (GLO) in each Zone.
- Conduct quarterly Zone Firearm Safety Enforcement Details.
- Streamline the work flow of the Zone GLOs.

- c. Increase the clearance rate of homicides investigated by the Illinois State Police by providing investigative personnel with advanced training in the area of homicide investigations.**

#### Progress

- DCI has made interview and interrogation training available to DCI personnel through The CTK Group during the last three (3) New Agent School (NAS) programs. Approximately 50 NAS students will receive this specialized training in the Fall of 2022.
- DCI received funding to send several investigative personnel to the Illinois Homicide Conference in Itasca, Illinois, for a 3-day training event in October 2021. This event provides the requisite yearly Lead Homicide Certification continuing education hours.
- Throughout FY22, DCI continued to assist DCI personnel in the facilitation of both internal and external training, through the approval and procurement process.
- DCI continues to collaborate and partner with the Division of the Academy and Training to facilitate the approval and procurement of a vast array of training opportunities, in order to increase effectiveness when responding to violent crimes.
- While most training is provided internally, many agents also availed themselves of the myriad of courses offered through the Illinois Law Enforcement Training and Standards Board (ILETSB) Mobile Training Units (MTUs).
- DCI is currently developing an enhanced in-service training curriculum that will build on what agents previously learned during New Agents School (NAS), with a focus on new emerging investigative methods and technology.
- During the course of FY22, DCI also provided and/or hosted the following training opportunities, in order to not only assist with the investigation of violent crimes, but to assist with providing resources in the investigation of homicides:
  - New Agent School
  - TruNarc Training
  - MX 908 Training
  - CVSA Training
  - ACE Input training
  - Hostage Negotiation Training, and
  - Crisis Intervention Training.

#### Challenges

- For DCI to continue on this visionary and aggressive training path, we must continue to seek funding of investigative training initiatives.
- Approvals and funding for external training opportunities are challenges to providing specialized training geared towards homicide investigation.
- DCI must maintain its recruitment efforts to attract a qualified diverse workforce for the future. Lower staffing levels hinder DCI work unit effectiveness in the field.

#### Plans

- DCI will continue to support advanced training for homicide investigations.

- DCI will continue to monitor training offerings; encourage officers to attend training; and work in collaboration with the Division of the Academy and Training to provide additional training to DCI personnel.
  - The DCI training committee will continue to work to put forth a three-to-five-year training matrix. Subject matter training experts have been identified by the committee and command staff and course curricula is currently being updated and created.
  - DCI will continue to take advantage of the 360 Degree Trooper initiative and provide investigative opportunities for those outside of DCI, in an effort to recruit diverse personnel.
  - The DCI Training Committee will continue to meet for group discussion on the various training topics and opportunities.
  - The DCI Training Committee will constantly review the makeup of its membership and evaluate the need for additional members, in order to provide a diverse committee.
- d. Utilize data driven information to become more efficient in reducing violent crime.**

#### Progress

- DCI personnel continue to utilize license plate readers (LPRs) and captured information throughout the state in violent crime investigations. LPR systems take photographs of vehicles, capturing license plate data as well as date; time; and GPS coordinates. Detections have the ability to trigger real-time alerts, to improve situational awareness; may be searched and analyzed for investigative insight; and may be leveraged to automate processes such as traffic enforcement or access control.
- Since the LPR initiative was instituted, a total of 188 LPR cameras have been installed as a result of firearms-related violent crime initiatives, providing for a total of 970,199 LPR system hits. These hits have provided DCI investigative work units with effective and efficient tools in the investigative of violent offenses.
- DCI has worked with DoIT personnel to establish an internal DCI Gun Trafficking Information dashboard to track and map firearms-related offense information to assist investigative personnel in the investigation of firearm-related violent crime.
- Zone 6 continues to utilize its internal dashboard to record violent crime data related to the Metro-East footprint.
  - The dashboard allows for near-real time data visualization of violent crime such as homicides and shootings.
  - In the dashboard, this data can be overlaid on top of datasets such as gang boundaries, parolee information, and sex offenders.
  - The map contained in the dashboard can be viewed on mobile devices using the location of the device to show the violent crime in the area of the responding officer.
  - A mobile-friendly application was developed to allow data input in the field with the ability to attach photos and any necessary information about the crime.
- DCI worked with STIC on the development and implementation of a Statewide DCI dashboard that incorporates many of the ideas and lessons learned from the Z6 build.
  - The DCI dashboard has proven to be an efficient all-in-one resource for DCI Field personnel. Those resources included upon the dashboard include, but are not limited to:

- Officer Involved Shooting / Officer Involved Death Entry
- COPS Entry Survey
- COPS Dashboard
- Gun Trafficking Information Entry (since disabled due to TraCS incorporation)
- Gun Trafficking Dashboard
- Live Homeland Security Information Network Room
- Expressway Shootings Dashboard
- DCI Daily Accountability Survey
- DCI Daily Accountability Dashboard
- Cannabis Control Office Link
- DCI SharePoint Site (which includes procedures, strategic plan, directives, FTA Manual and resources, etc.)
- State of Illinois Links
- Federal Law Enforcement Platforms
- Private Sector Database Links
- Social Media and Popular Application(s) Law Enforcement Guides and Portal
- Statewide CAD Links

### Challenges

- Supplying these specialty units within DCI with appropriate and needed equipment (*i.e.*, a covert squad car equipped with emergency lighting and video recording systems).
- Establishing trust and confidence in law enforcement throughout communities remains challenging with today's stressed police and community relations.
- Funding needs to be allocated to not only keep our current capabilities but to "expand" access to ESRI-licensed tools.
- The Department needs to continue to invest in the digital infrastructure (mobile phones, tablets, laptops, physical and secure cloud storage, connectivity) to ensure the utilization of these vital tools at their fullest capacity and as envisioned by DCI.
- Diminished staffing remains a challenge, especially concerning the deployment and servicing of these specialized tools. Ideally, to fully utilize these tools and adequately train personnel, DCI would need a Geospatial Specialist capable of meeting the needs of a fully developed program.
- While the deployment of ESRI tools requires minimal DoIT involvement, the expertise of its personnel still needs to be integrated to make a geospatial program successful. DoIT would need to be nimble and open-minded to integrating third-party tools into the Department's traditional digital infrastructure. A symbiotic relation between DoIT and DCI program management must be built for this type of widespread deployment.

### Plans

- The magnitude of criminal violence in Zone 6, specifically in the Metro-East communities has led to an increase in operational needs.
  - With the realignment of the DCI Southern region, the goal was to lessen the burden on Zone 6 while increasing their operational relevance in the Metro-East area.

- The mission for the proposed PSEG will be to continue to mitigate the inordinate violence in the Metro-East, with primary enforcement efforts in the city of East St. Louis.
    - The goal of PSEG will continue to include conducting both covert and overt investigations with an emphasis on unlawful use/possession of firearms and violent crimes.
  - The DCI and Department as a whole will continue to build trust and confidence in all law enforcement throughout Illinois communities.
  - DCI will work alongside Illinois communities, in which officers serve to garner support of their initiatives, to reduce violent crime and apprehend offenders.
  - Establish partnerships with local and federal law enforcement officers and prosecutors in order to significantly reduce the criminal threat.
  - Restore faith and public trust in law enforcement, by reaching out to Illinois communities and connecting with victims and families of victims through transparent, thorough, and complete investigations.
  - DCI will work to expand its internal dashboard, to build out individual work unit resources, including Statewide Firearms Enforcement resources, as well as Statewide Narcotics and Human Trafficking Enforcement resources and information.
- e. Increase ISP's capacity to focus on the gap between tactical and decision-making intelligence by expanding the Statewide Terrorism and Intelligence Center beyond Homeland Security, to include local Intelligence Liaison Officers.**

#### Progress

- The Statewide Terrorism and Intelligence Center (STIC) will continue to sustain a liaison program between the Illinois State Police, STIC, and State/local law enforcement agencies, which allows an officer, investigator, or analyst to come to the STIC for a three (3) day period.
  - The program allows law enforcement agencies to learn of some of the capabilities, processes, products, and programs available to them from STIC. The program also assists those agencies in building their respective counterterrorism and analytical capabilities.
  - Participants are also enrolled in and receive a Homeland Security Information Network (HSIN) account. Those participants also meet with the Public Safety Program Managers (Private Sector, Fire Service, Emergency Management, School Safety, Public Health, Election Cyber Security, Jail Intelligence, Cyber Security, Disaster Intelligence, and Human Trafficking), in order to become advocates in their local communities for STIC's information sharing programs.
  - STIC benefits by learning more about the information needs of state/local law enforcement agencies, as well as enhancing working relationships with local partners to promote thorough investigation and reporting of potential terrorist or suspicious activity.
  - Since the program's inception, there have been 71 fellows participate in the liaison program.
  - STIC has seen increases in requests for information and participation in monthly intelligence webinars from these participants.

- The participating fellows have become trusted partners and valuable resources for STIC, especially when information is needed from their respective jurisdictions.
- Fellowships resumed in May 2022, following a postponement from COVID.

### Challenges

- The number of fellows participating in the program could be limited due to lack of personnel and resources within their agencies, thus making travel and time away from job duties more difficult.
- Ensuring continued funding for the fellowship program each year.

### Plans

- STIC will continue to host one DCI officer, one DII officer, and an officer from a local law enforcement agency once a month for a three (3) day period.
- f. Through training and aggressive Medicaid fraud investigations, identify offenders, reduce the occurrence of fraud, and assist in the recovery of funds.**

### Progress

- The Medicaid Fraud Control Bureau (MFCB) civil Medicaid settlement recoveries for FY22 exceeded \$4.29 million. The criminal restitution and fines awarded exceeded \$1.95 million.
- The MFCB opened 161 criminal and civil cases alleging fraud, abuse, and neglect.
  - Criminal – 105
    - Fraud - 55
    - Abuse/Neglect – 50
  - Civil – 56
- The MFCB has proactively completed numerous web-based and in-person trainings relating to Medicaid fraud, drug diversion, interview and interrogation, investigations, abuse and neglect, false billing, current fraud schemes and trends, and various other topics.
  - As a member of the National Association of Medicaid Fraud Control Units (NAMFCU), all personnel attended Medicaid Fraud specific training to increase proficiency in this specialized area of law enforcement.
  - MFCB personnel also maintain job specific training and certification in the areas of law, nursing, and certified fraud examination.
  - The MFCB personnel have also sought external web-based/in-person training/certifications.
  - New members of the MFCB attended the ISP New Agent School in the Fall of 2021.
- The MFCB has remained active combating Medicaid and Health Care Fraud by partnering with other entities, using task forces such as the recently joined Healthcare Fraud Prevention Partnership.
- MFCB personnel participated in the U.S. Department Justice Opioid Task Force; the Elder Abuse Task Force; the North, Central, and Southern Healthcare Fraud Task Forces; and the Illinois Attorney General's Opioid Task Force. The MFCB meets monthly with the Illinois Department of Healthcare and Family Services (HFS) and the Medicaid Managed Care Organizations to discuss cases, referrals, trends, and law changes.

- The MFCB engages in regular discussions with the Department of Human Services and Illinois Department of Public Health to address the Abuse and Neglect of Medicaid recipients as well as fraud in home health settings.
- MFCB continues to liaison with long-term care facilities regarding awareness of reporting abuse, neglect, and fraud and drug diversion.
- With the appointment of the new Inspector General for HFS, the MFCB revised the Inter-Governmental Agreement and enhanced the system by which referrals are generated and investigated.
- The MFCB met with both North and South U.S. Health and Human Services – Office of Inspector General, to build on the working relationship and create a system for sharing information on a regular basis.

### Challenges

- Federally required Medicaid fraud-specific training is mandatory for all MFCB staff. It is particularly extensive for new personnel and must be completed in a timely manner.
- When coming into the MFCB, Internal Security Investigators typically do not have the skill set to conduct criminal investigations; they often require more training regarding basic investigation skills and processes.
- As a result of legislation enacted to transfer investigative responsibilities from the Illinois State Police to the Illinois Attorney General's Office, a large quantity of personnel has been permanently lost due to retirement and/or transfer.
- The HFS has lost key experienced investigators and staff, which has caused a decrease in the amount referrals to the MFCB.
- The HFS has additionally changed procedures regarding the process by which complaints of fraud are internally reviewed, which has caused a decrease in the speed at which referrals are made to the MFCB.

### Plans

- The MFCB will continue its goal in working towards the mission of aggressively investigating and deterring cases of fraud, abuse, and neglect, in order to safeguard the Medicaid system from unscrupulous providers and promote proper medical care and a safe environment for all long-term care residents in Illinois.
  - The MFCB will work with the Illinois Attorney General's Office to transfer cases, inventory, files, etc., as the MFCB's federal grant ends September 30, 2022.
  - The MFCB will work with ISP to transfer all personnel to other units within the ISP..
- g. Strengthen relationships with federal partners through collaboration and joint exercises.**

### Progress

- The Statewide Terrorism and Intelligence Center (STIC) maintains a continued working relationship with federal partners on various levels.
- The Department of Homeland Security (DHS) has a full-time Intelligence Officer assigned to STIC to facilitate information collection and sharing among agencies.

- The Federal Bureau of Investigations (FBI), Springfield Division, maintains an Intelligence Analyst, assigned to STIC on a part time basis between the ISP and FBI.
- The ISP Intelligence Command maintains working relationships with all federal investigative agencies and the Chicago Police Department (CPD) in the Chicagoland area.
- In April 2022, STIC participated in Operation Festival Fury – the Complex Coordinated Terrorist Attack (CCTA) Full-Scale Exercise, hosted by the Illinois Emergency Management Agency (IEMA). Federal, state, and local partners participated in the exercise.
- In April 2022, STIC participated in a multi-disciplinary Statewide Weapons of Mass Destruction (SWMD) exercise.
- In June 2022, STIC worked with federal partners in preparation of the inaugural NASCAR event at the Worldwide Technology Raceway in Madison, Illinois. The STIC and the FBI Springfield office prepared a joint Special Event Threat Assessment for the event.

### Challenges

- Post-COVID, exercises are still not as readily available as before the pandemic, but the number of opportunities are increasing.

### Plans

- Attaining this goal in FY22 will be achieved by continuing the ongoing working relationships currently in place. STIC continues to maintain ongoing working relationships with federal partners, including DHS and FBI personnel assigned to STIC.
- Participation in future intelligence analysis and sharing exercises available to the STIC will resume, if available. Although limited, intelligence analysis and sharing exercises continue in a virtual environment.

### **Goal #5: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

#### **a. Proactively target manufacturers and traffickers of illicit substances.**

### Progress

- Twenty-two Metropolitan Enforcement Groups (MEGs) and Task Forces continue to operate throughout Illinois.
- Approximately 150 DCI Special Agents/Supervisors and Local Officer/Inspectors comprise this effort.
- Counterdrug Intelligence Analysts from the Illinois National Guard augment the effort by providing intelligence, which is key to identifying and investigating traffickers.
- The units conduct covert and overt operations, including the use of confidential sources and undercover agents to conduct controlled purchases of illegal drugs and firearms.
- The effort is aimed at the identification, investigation, and successful prosecution of high-level drug traffickers.
- Quarterly meetings are held among the MEGs and Task Forces to ensure information sharing.

### Challenges

- Proper funding is a concern in maintaining and continuing the evolution of the program.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.
- Pretrial release under 725 ILCS 5/110-6.1, effective January 1, 2023, will significantly affect development of confidential sources.

### Plans

- DCI will continue to post agent vacancies.
  - With additional personnel, DCI Investigative Zones can continue to transition personnel into narcotics roles.
- DCI will continue to establish and re-establish relationships with ISP DCI local law enforcement partners.
  - Several units have made new agreements with local departments, to become part of a Task Force or MEG by, assigning a local officer to the unit and becoming part of the governing policy board.

#### **b. Develop a narcotics strategy to address all geographical areas of the state.**

### Progress

- A MEG and Task Force Strategic Plan is in the process of creation and approval, to guide each unit with goals, which include drug enforcement; firearms investigations; community outreach; officer wellness; and human trafficking.
- Of the 22 MEGs and Task Forces situated throughout the state, 76 counties in Illinois are part of a unit with outreach and recruitment continuing throughout the year.
- A deflection partnership with Treatment Alternatives for Safe Communities (TASC, Inc.) is underway in Zone 7 and Zone 6, which offers services to individuals with substance use disorders, collateral victims of violent crime, and victims of human trafficking, in the form of community engagement specialists. The specialists offer the pathway to needed treatment, housing, education, and relocation.
- DCI collaborated with the ISP PIO section and the DEA “One Pill Can Kill” social media campaign to bring awareness to counterfeit pills and fentanyl-related overdoses.

### Challenges

- Twenty-six counties in Illinois are currently not represented by an ISP MEG or Task Force.
- Pretrial release under 725 ILCS 5/110-6.1, effective January 1, 2023, will significantly affect development of confidential sources.
- The TASC Deflection Program is funded through ICJIA and funding is finite; a statewide rollout to all MEGs and Task Forces will take longer to accomplish.

### Plans

- Most MEGs and Task Forces continue to participate in educating their respective communities by providing presentations to diverse audiences, including educators; students; healthcare providers; and community members, in an effort to bring awareness of and potentially deter, illegal activity.

- MEGs and Task Forces continue to work with local drug rehabilitation centers to refer drug users for treatment.
  - MEG and Task Force Commanders continue to work to recruit those 26 counties not involved in a MEG or Task Force, through education regarding the resources that are available and the advantages of being part of a drug unit.
  - Rollout of the Deflection Programs through TASC will continue, in concert with the 22 MEGs and Task Forces. DCI will assist those MEGs and Task Forces that do not have access to the program and will place them in contact with existing resources available through the program.
- c. Devote resources where appropriate and available to develop narcotics squads focusing on dismantling narcotics distribution organizations.**

#### Progress

- DCI continuously assesses the equipment and training needs of the drug enforcement units.
- DCI has ensured TruNarc Drug Analyzer devices to enhance the effort and promote a safe process in examining unknown suspected illegal drugs, which are available to all Zones in the state.
- DCI has ensured MX908 Handheld Chem Detectors that promote a safe process in examining unknown suspected illegal drugs, are available to all Zones in the state.
- DCI and the Central Illinois Human Trafficking Task Force partnered to bring awareness level training to all the MEGs and Task Forces.

#### Challenges

- Proper funding is a concern in maintaining and continuing the evolution of narcotics programs.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern, with the loss of \$400,000 in available funding since 2016.
- Lack of ISP and local membership manpower continue as a concern for MEGs and Task Forces staffing.

#### Plans

- DCI will continue to research grant funding opportunities to obtain further resources for the drug units.
- DCI, NNOAC, IDEOA and the MEGTF Association have collaborated to bring a 4-day Drug Commanders class for all new and upcoming supervisors assigned to DCI narcotics units.
- Codify the Task Force Officer (TFO) pilot between DCI and Homeland Security Investigations, as it relates to Human Trafficking investigations in the Central Region. DCI could potentially expand to more TFOs, if the need is shown.

- d. **Work closely with local governance boards to continue to improve narcotics-related enforcement.**

#### Progress

- MEGs and Task Forces are comprised of officers from DCI, as well as other state and local agencies.
- The units are governed by policy boards comprised of the leadership of the same.
- Representatives from the units often attend meetings of local boards of governance to assess the effectiveness of the drug enforcement effort, receiving critical feedback.

#### Challenges

- Proper funding is a concern in maintaining and continuing the evolution of narcotics programs.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.
- Because of budgeting issues in local agencies, some departments have pulled or are considering pulling their officer from the MEG or Task Force.
- To address new pretrial release protocol effective January 1, 2023, the ISP MEGs and Task Forces will need to meet with prosecutors and establish other practices as it relates to confidential source cultivation, since most narcotics related arrests will not be detained.

#### Plans

- While enforcement is the primary mission of the MEGs and Task Forces, there is a recognition among the units that enforcement is only part of DCI's way forward.
- Education, preventative efforts, and treatment/rehabilitative efforts are equally important.
- As previously stated, many ISP MEGs and Task Forces work in concert with the other disciplines as a way of working toward the most ideal response to illegal drug abuse and trafficking.
- With the new MEG/TF Strategic Plan, units will begin placing focus on certain crimes outside of drug enforcement.
- Units will continue to communicate with local agencies and open spots on the MEG or Task Force when possible.
- Establish a concerted effort and an SOP to work with ISP, MEGs, Task Forces and local agencies to take advantage of the Deflection programs available to assist with substance use disorders and victims of human trafficking contacted during narcotics enforcement.

#### **Goal #6: Reduce Illinois' vulnerability to terrorism.**

- a. **Through the Statewide Terrorism and Intelligence Center, provide a full range of intelligence resources to support Illinois' counter-terrorism efforts.**

#### Progress

- The STIC is a 24/7 and 365 days per year all-crimes and all-hazards fusion center that provides services to state, local, and federal law enforcement agencies, as well as public safety partners.

- The law enforcement component of STIC is staffed by sworn and civilian personnel from the Illinois State Police, Illinois National Guard, Federal Bureau of Investigation, and Department of Homeland Security.
- Analysts perform a thorough search of all available databases and resources and have a network of contacts that reduces the need for multiple requests.
- In calendar year 2021, STIC handled 15,281 requests for information.
- Requests for information included information sharing with state, local, and federal partners that was acquired through STIC analysts' thorough database checks.
- STIC has public safety personnel assigned to manage the public safety outreach programs.
- These public safety programs partner with law enforcement, private sector, emergency managers, school resource officers and administrators, election officials, cyber, jails, public health, and the fire service.
- These 5,435 partners can work with the program managers and request and provide information as it relates to suspicious activity and threats.
- The program managers share threat-related information to these partners as it relates to physical and cyber critical infrastructure and provides information and resources on how to prevent, detect, deter, mitigate, and respond to these threats.
- This is especially important in Illinois; the state ranks fifth in terms of relative risk, when compared to other states and territories.
- The Chicago urban area ranks third when compared to other urban areas throughout the United States.

#### Challenges

- The biggest challenge is the hiring of additional qualified personnel to fill Terrorism Research Specialist and Criminal Intelligence Analyst positions.
- STIC continues to be challenged by cuts in State Homeland Security Grant Program funding each year. This grant is the primary source of funding utilized for the operations of the STIC. This includes staff salaries, software, equipment, training, telecommunications, and administrative costs.

#### Plans

- STIC will continue to process requests for information for all law enforcement officers in Illinois' counter-terrorism efforts.
  - The public safety program managers will continue to partner with its public safety partners and share information with them to protect their respective assets.
- b. Collaborate with the FBI Joint Terrorism Task Forces (JTTF), and state and local partners to have a comprehensive preparation, detection, and response strategy for homeland security.**

#### Progress

- During FY22, the collaboration between the JTTF and state and local partners continued to be successful. JTTF personnel continued to investigate terrorism-related and threat to life incidents while working and collaborating their investigations with officers from other local, state, and federal agencies.

- In addition, the coordination between STIC and the state and local partners continued to function well. Numerous Requests for Information were called into STIC by JTTF personnel relating to their over 55 cases opened.
- There were numerous accounts of suspected terrorism-related incidents, threats of mass shooting, and other suspicious information forwarded to the JTTF by these partners.
- JTTF personnel met with representatives from the law enforcement, private sector, and educational entities to participate in tabletop exercises; share awareness of respective resources, skill sets, and expertise; and establish professional relationships where there previously were none.
- JTTF personnel participated in FBI working groups, to include law enforcement, private sector, and U.S. and State's Attorney representatives, relating to crisis intervention / investigations into mental illness incidents.
- JTTF personnel continued their involvement with the FBI Threat Review and Prioritization process which identifies the most serious threats to the FBI Field Office, which can consider state and local law enforcement agencies incidents.
- JTTF personnel communicated with ISP District and Zone personnel relating to incidents forwarded to the JTTF for awareness or investigative assistance.
- JTTF personnel worked with ISP SWMD personnel to ensure ongoing communication and collaboration during special events.
- A JTTF officer was temporarily assigned to the FBI Domestic Terrorism Operations Section which allowed him to work with FBI and other JTTF task force officers from around the country to share and identify any threatening information which had a potential nexus to Illinois.

#### Challenges

- Not all of the law enforcement, public safety, emergency personnel, and other government agencies were aware of and/or familiar with the resources, capabilities, and functions of the JTTF.

#### Plans

- The JTTF will continue efforts to establish, maintain, and enhance relationships and information sharing between the JTTF and state and local partners.
- We plan to attend local and regional law enforcement-related meetings as they begin to meet in-person again due to COVID restrictions being lifted.
- We will continue to communicate with other ISP units, such as the ISP SWMD teams, who also work these events and establish new relationships where there were previously none.
- We will continue to work with STIC regarding information exchange of suspicious or threatening information, and requests for information.

- c. **Provide subject matter expertise and education to high-profile events to deter, detect, and defend public gatherings from violent acts.**

#### Progress

- Members of the JTTF participated in tabletop exercises with law enforcement and private sector personnel to share information and investigative responsibilities regarding potential scenarios and incidents, which could occur at high-profile events.
- JTTF members provided presentations on terrorism-related topics and JTTF awareness to personnel from the ISP, other law enforcements agencies, and the private sector.
- The JTTF continued to participate in investigative and intelligence functions during high-profile professional and special events.
- JTTF personnel presented weapons of mass destruction and firearm-related suspicious incident information to local businesses as a part of FBI Tripwire Initiatives.
- JTTF personnel completed numerous terrorism-relating training classes which enabled them to share this subject matter information with other ISP officers.

#### Challenges

- Lack of personnel attending every high-profile event.
- At times, communication between the different groups while working at some high-profile events.

#### Plans

- The JTTF will continue efforts to meet with and provide JTTF awareness and terrorism-related information to law enforcement, emergency personnel, private sector, educational entities, and others.
- The JTTF will continue to attend high-profile events and work together with the other law enforcement agencies and emergency personnel.
- The JTTF will continue to communicate better internally with other ISP units who also work these high-profile events.
- The JTTF will continue to participate in FBI Tripwire Initiatives to increase awareness to the private sector of suspicious incidents and purchases of possible pre-cursor items..

#### **Goal #7: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

- a. **Maintain and implement, as needed, a comprehensive ISP deployment plan to guide the rapid, regulated movement of officers in the event of a major threat or incident.**

#### Progress

- The Illinois State Police utilizes the Critical incident Mobilization Plan (CIMP) to facilitate the rapid deployment of officers throughout the state for major threats or incidents.
- Currently, the CIMP incorporates both Division of Patrol and Division of Criminal Investigation personnel.
- The CIMP divides the state by regions with designated command staff in place for each region.

- During an activation, the designated command staff will populate the various platoons with available personnel for deployment.
- SOCOM personnel, including SWMDT, SWAT, and Air Operations will be on the front lines in the event of a threat or major critical incident.
- SOCOM has continued to receive equipment and training over the past years to better set up the unit and its members for success. Four (4) statewide SWAT teams share equipment and training standards to better prepare themselves for the worst-case scenario.
  - Wayne County, Illinois, December 29, 2021: SWAT-Blue successfully resolved a hostage barricade in Carlyle, taking the suspect into custody.
- SOCOM held its first ever hostage resource school for new operators as part of their probationary period. The 40-hour course took place in Springfield in July 2022.

### Challenges

- Facilities and funding are two (2) huge challenges for the unit. Of the four (4) SWAT teams, only one (1) is on track to have a functional and secure building to house equipment and office space for years to come. The challenge continues as SOCOM hopes to secure leases or new construction on buildings for three (3) of the four (4) teams.
- Funding was decreased to a critical level in SFY23 (PAR was reduced to \$150,000 for both the SWMDT and SOS), and FFY22 HSGP was slashed by over \$1M. These losses will show up in the years to come, as equipment wears; technology changes; ballistics expire; and vehicles and trailers age beyond their anticipated ages.
- SOCOM vehicles are aging quickly. SOCOM operators reside all over the state and respond to calls for service in all eight (8) investigative zones. Larger vehicles continue to be unavailable for purchase and are slowly, but consistently counteracting SOCOM's plans of replacing its fleet. The fallout means rather than needing 8-10 vehicles per year, SOCOM will ultimately need 30 or more vehicles in the next two (2) to three (3) years. Several suggestions have been made, to include the purchase of available large cars off the lot and/or working with a rental company to lease vehicles, all with no progress being made.

### Plans

- In FY22, SOCOM personnel provided Officer-In-Charge (OIC) instruction to ISP Master Sergeants, Lieutenants and Captains. This skill development instruction provides Command Officers with a wide range of shared experiences, to better prepare for critical incidents and optimize command post and operational effectiveness.
- SOCOM has begun inviting less-experienced supervisors to operations to observe the entire operational planning and execution process. SOCOM will continue to expose regional supervisors to real world incidents to broaden their scopes of operational knowledge.
- SOCOM continues to evaluate and test its teams with bi-annual statewide scenario and preparedness training. Teams are evaluated on their progress in both routine high-volume tasks, as well as a few selected disciplines rarely used, but will need someday in a critical incident.

**b. Conduct tabletop exercises with national partners to include ILEAS, IEMA, federal agencies and United States Military branches.**

Progress

- SOCOM Command staff worked with the Chicago Police Department to help develop a Counterterrorism and WMD program and put those program plans into place at the Lollapalooza and July 4 celebrations.
- From a technological perspective, SOCOM has implemented Drakontas Dragonforce software to track team members, utilize tactical whiteboarding, and communicate through secure messaging. Both AOB and SWAT can see each other's whereabouts and communicate through this platform.
- SOCOM has begun utilizing a smaller UAS platform for indoor missions, where cameras or other means of detection would be more advantageous than a human search option.
- SOCOM personnel have significantly increased participation in and instruction of ISP Rapid Deployment. SOCOM's well-honed tactical knowledge provides a unique insight to the curriculum delivery.
- SOCOM/SWMDT participated with Illinois National Guard (ILNG) 5<sup>th</sup> Civil support Team (CST) and the Federal Bureau of Investigation (FBI) in Operation Night Hammer. This exercise tested the deployment, transportation, and planning of a multi-agency maritime CBRNE response.
- SOCOM/SWMDT achieved a major milestone of interagency cooperation with Chicago Fire and FBI. SWMDT is now integrated with these agencies during large scale events to provide comprehensive Joint Hazard Assessment Teams (JHAT) for large events in Chicago.
- SOCOM facilitated an Inter-Governmental Agreement (IGA) with the Chicago Police Department and the Chicago Office of Emergency Management and Communications (OEMC) to provide tactical interagency radio communications.
- SOCOM SWAT personnel conducted joint training with ILNG Counter Drug aviation units to increase operational capability and develop non-traditional insertion and extraction procedures.
- SOCOM completed two (2) SWAT validation exercises this period. These 16-hour exercises test each teams capabilities across a wide range of tactical competencies, including CBRNE; mission planning; shooting; elevated access techniques; and woodland operations.
- SOCOM participated in two (2) maritime exercises this period. These exercises (in Peoria, Illinois, and St. Louis, Missouri) were coordinated by the U.S. Coast Guard and the regional Area Maritime Security Committees. This evolution of exercises focused on a complex coordinated terrorist event aboard a commercial vessel. ISP SWAT was tasked with locating, observing, and securing the vessel; securing hostile actors; rendering initial aid to injured persons; and coordinating safe securement of any hazardous cargo.

Challenges

- Dedicating time for training while not depleting DCI SOCOM personnel, in the event they need to respond to an event.
- Costs of lodging and per diem for a large-scale event.

- Identifying hotels that will direct-bill the state of Illinois.
- Scheduling of these events to ensure maximum personnel within the ISP and other involved agencies is logistically complex.

#### Plans

- SOCOM will plan on attending annual WMD exercises with IEMA, the Illinois National Guard, and ILEAS. Continued evaluations where statewide assets are used and tested continue to drive progress.
  - SOCOM continues to push for out-of-state travel and training approval with our Civil Support Team and other state, local, and federal partners.
- c. Increase the State Weapons of Mass Destruction Team's counter-terrorism capabilities by ensuring they are adequately staffed, equipped, and trained.**

#### Progress

- The SWMDT has added new personnel to the Science Team, which works directly with the team operators.
- These new members are training and need to continue to grow and learn as critical incidents and threats continue to materialize.

#### Challenges

- Federal grant funds have continually been decreased throughout the years, with this year being critically low.
- While SOCOM can purchase equipment, an increase in grant funding would allow additional equipment to be placed strategically throughout Illinois, allowing SWMDT personnel to handle any situation that arises in a timely manner.
- The lack of facilities in which to store the equipment in a controlled storage facility for currently two (2) of the four (4) teams, and three (3) of the four (4) teams in the next 12 months, continues to be a challenge to SOCOM.

#### Plans

- New SOCOM members will continue to have future training to allow each member to finely tune their skillsets as they apply to the different jobs and aspects of the team.
  - SOCOM Command will continue to try every angle at securing leases, building a structure on state Property, or sharing occupied space to ensure the equipment worth hundreds of thousands of dollars can be maintained responsibly throughout their useful life.
- d. Ensure SOCOM adapts appropriate protective measures that correspond to the Homeland Security Threat Advisory System (HSTAS).**

#### Progress

- SWAT members are honing their skills with bi-annual evaluations, where they test every piece of equipment and operate in a CBRNE-compromised environment. It is in these settings SWAT searches for a human threat while working from the guidance of the science members of the SWMDT support team.

- The SWMDT has added new personnel to the Science Team, which works directly with the team operators.
- These new members train and need to continue to grow and learn as critical incidents and threats continue to materialize.

#### Challenges

- The ability to acquire the most cutting-edge equipment and training allows SWMDT personnel to handle any situation that arises in Illinois.
- Funding opportunities continue to decrease over time.

#### Plans

- SOCOM personnel will work hand-in-hand with federal partners to ensure that ISP SOCOM is utilizing the same information as the partners when it comes to determining threat levels, as they pertain to the Homeland Security Threat Advisory System.
- SWMDT will continue to be active in LEMAC and on the ITTF with two (2) current representatives on the Council of Chairs.

**DIVISION OF THE ACADEMY AND  
TRAINING ANNUAL REPORT  
FY20  
22**

**Goal #1: Implement drastically revised knowledge and skills-based Recruit and Cadet Curricula delivery programs coupled with increased training in Human Trafficking, and Sexual Assault Awareness.**

Progress

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- FY22, 214 curricula were reviewed and edited for content and accuracy.
- FY22, 2 Human Trafficking trainings were conducted.
- FY22, 4 Sexual Assault Awareness training courses were conducted.
- The Training Development Bureau also developed and disseminated administratively mandated curricula requiring Curriculum Review Committee review and approval, i.e.
  - FY22, 54 training bulletins were published
- As part of a hybrid schedule, portions of the Cadet curriculum were presented utilizing distance learning and technology to continue training during the Department's response to COVID-19 and social distancing guidelines.
- The Curriculum Section developed a process through which non-ISP trainings were identified and disseminated throughout the agency.

Challenges

es

- The DAT Code and Sworn staffing levels are low when compared to the work load.
  - FY22, DAT was able to add three additional full time sworn staff and two additional full-time code staff to help meet the growing demands of the division.
  - DAT has 29 vacant sworn and code positions.
  - The time spent on administrative duties by program coordinators and specialists negatively impacts the amount of research, review, and evaluation of program methodology conducted by DAT Subject Matter Experts.
- The operational tempo during the FY22 Strategic Goal Performance Period was a significant challenge for the DAT and specifically the ISPA.
  - The ISPA experienced a high employee turnover rate due to the rigorous training schedule.
- The high ISPA employee turnover rate affects the internal continuity of operations. The recent changes brought on by the SAFE-T Act have and will continue to create an increased workload due to the volume of curriculum that will be impacted, the amount of training that needs to be provided to the field, and the various dates of implementation.
- The increased training requirements and the number of training courses will continue to challenge our staffing levels.

Plans

- Continue to identify necessary/required revisions to knowledge and skill-based Cadet Curricula.

- Continue to develop and disseminate mandated/required legislated and administrative curricula to the field.
- Continue to address the immediate training needs for ISP Cadets and Recruits through curriculum development, utilizing up-to-date research techniques and law enforcement related best practices/incident debriefs as they relate to skills-based training.
- Continue to utilize the Teaching, Assessing, and Correcting (TAC) Program to address law enforcement's culture and professionalism at the trainee level through the curriculum.
  - FY22 DAT held two TAC Schools.

**Goal #2: Reduce the number of Probationary Troopers being extended on the FTO Program by establishing a ride-along program while Cadets are in the Academy to assist with issues in geography, radio communication, and other performance matters.**

#### Progress

- The Academy was prohibited from completing any Ride-Alongs with the Cadet Classes during FY22 due to massive COVID Outbreaks. At the recommendation of the Office of the Director - Medical Bureau, Cadets were sent home to train and the Ride-Alongs would reconvene once the outbreak subsides.
- The creation and implementation of this interactive training module was a product of cooperative effort between the Office of the Director (OOD), Division of Patrol (DOP), and the Division of the Academy and Training (DAT)

#### Challenges

- Unknown factors contribute to Cadet and Probationary Trooper dissolution from ISP employment or FTO program extensions, including the human factors and negligent career choices.

#### Plans

- Continue research and evaluation of law enforcement related training methodology/programming to address the needs of the adult learner.
- Continue the Ride-Along Program.
- The Academy has their CC 135 Ride-Along scheduled for July 2022, which is the first Quarter of FY23.

**Goal #3: Ensure Cadets are retained by incorporating programs of retesting in academic and physical skills and initiating a Police Family Orientation Program for each Cadet Class.**

#### Progress

- The DAT graduated three Cadet Classes, CC133, CC134, and CC136 during the FY22 Strategic Plan Year. The retention rate for these classes were 83 percent for CC133, 93 percent for CC134, and 94 percent for CC136, which are above the established goal of 80 percent.
- During FY22, four Cadet Family Orientation Programs were conducted.
- During FY22, 11 cadets were remediated, and one cadet was terminated after failing remediation.

### Challenges

- The generational expectations of current ISP applicants and ISP Cadets impact the historical/traditional ISPA training model. The DAT faces challenges in adapting to this generational change of Cadet Applicants/Cadets and maintaining the paramilitary training and residential structure of the ISPA.
- During both CC133, CC134 and CC136, COVID outbreaks and COVID restrictions remained large challenges for the Academy. The Academy was again forced to send Cadets home to train remotely. Cadets were also prohibited from participating in some training at 100 percent capacity due to COVID restrictions, which is a major concern from a training standpoint.
- Instructors have been restricted from assisting due to low staffing levels in the field

### Plans

- Continue communications within the agency to establish mechanisms to increase the level of commitment to the ISP from the application process through graduation.
- Refine and expand the included content of the Cadet Family Program, pursuant to attendees' survey results.
- Continue to employ proactive strategies (early warning system, individual tutoring, mentoring, etc.) to address Cadet academic and physical skills performance deficiencies to achieve Cadet retention rates at or above 80 percent.
- Encourage Staff/Instructor development regarding coaching and mentoring subordinates. The DAT will provide staff with the necessary direction to promote a positive and productive adult learning environment.
- Develop an applicant-to-cadet-to-trooper mentoring program.

**Goal #4: Provide career development opportunities for department personnel at every level through In-service training, Promotional School, leadership training seminars, and bi-annual symposiums.**

### Progress

- Illinois State Police Academy personnel conducted and coordinated various instructor led in-service training sessions for sworn officers assigned and/or around the central region of the state.
- In addition, Academy personnel serving as subject matter experts and program coordinators, conducted statewide instructor update and recertification training sessions for their respective disciplines and areas of accountability.
- The Academy conducted 110 In-service training courses.
- FY22, two Promotional School were held.
- The DAT utilized technology and distance learning to facilitate in-service training and Cadet Training.
- The Academy developed and implemented the Career Development Program, for both Code and Sworn Employees, which replaced the prior Mentorship Program. There were 37 personnel in attendance.
- Dramatically increased in-service training offerings.

### Challenges

- Promotions, attrition, and instructor turnover at both the statewide program level and regional level have a direct effect on the number of available and certified instructors for program delivery.
- Lower statewide staffing levels and additional responsibilities (Chicago detail, State Fairs) prevent many work units from assigning and allowing personnel to instruct at the Academy. A discipline-specific statewide instructor force-back list has been established to ensure instructor assignments.
- Police reform at the State and Federal level will influence the curriculum and training programs the DAT is able or mandated to provide in the immediate and long-term future.

### Plans

- Continue to improve the Promotional School course offerings to ensure statutory changes and societal trends are addressed.
- The Leadership training and Bi-annual Symposium(s) and their Output Indicators have been combined as a single output indicator in order to be fiducially responsible for achievement.
- Identify, create, and assist with the creation of specialized law enforcement training for all disciplines.
- Prepare and present up-to-date annual instructor refresher training classes.
- Maintain and/or exceed professional law enforcement In-service training standards.
- Create and implement a statewide leadership development platform.
- Partner with Holocaust Museum for Brill Law Enforcement Action in Democracy training (partnership utilized to train CC135, 136, 137, 138 in FY22).

### **Goal # 5: Provide Sworn and Code personnel with instructor-led in-service training and publish monthly training bulletins pertinent to issues facing law enforcement.**

### Progress

- Academy staff developed and disseminated monthly and quarterly Training Bulletins and/or Shift Briefings covering various law enforcement and administrative topics, utilizing the statewide OneNet online training portal.
- Academy staff worked with Com Microfilm to convert hardcopy training records and medical records into a digital searchable format.
- A variety of instructor-led courses were offered throughout FY22, including:
  - Instructor led In-service Training – 88 sessions
  - FY22, 5 Training Bulletins published (Shift Briefings, Trainings, Law Bulletins, etc.)
  - In addition, on an informal basis, law enforcement-related professional/media articles were shared for informational and awareness level for the various training disciplines. The Curriculum Section also began sending the Chiefs of Staff bi-weekly summaries of outside training opportunities.

### Challenges

- LMS is an antiquated record retention system and does not meet the current needs of the DAT. Currently, there is no continuity in the manner training records are maintained statewide.
- Not equipped to track and report the additional annual and In-Service SAFE-T Act requirements.
- DAT currently has 3 personnel who can develop and monitor training via OneNet; only one of these personnel is assigned to the Curriculum Section which is responsible for the release of training.
- The Curriculum Section could benefit from a dedicated Staff member for legal reviews and assistance.

### Plans

- Continue to coordinate monthly Shift Briefing content with other department divisions as needed.
- Support the on-demand training needs of the Department utilizing Shift Briefings through technology.
- Continue the procurement of an updated training record retention database that includes the consolidation of statewide training records and files.
  - The Department is currently involved in the procurement process of a record retention system (Human Capital Management).
  - The identified system will have the ability to migrate data to applications utilized by other divisions.
- Partner with DoIT to include the Division of Academy and Training into the Human Capital Management (HCM) planning process. In FY22, the HCM group established April of 2023 as the target date for the implementation of the Learning Management portion of the system.
- FY22, Saba LMS was decommissioned. ISP DoIT created a temporary tracking/historical database to function until such time that the statewide HCM is in place.

**Goal #6: Promote strategic, innovative recruitment techniques on a monthly basis to develop a broad and diverse candidate pool of 1,000 applicants for the position of ISP Trooper and 500 applicants for code positions yearly.**

### Progress

- Throughout FY22, the Recruitment Section promoted both Sworn and Code employment positions as a viable employment option to a national audience.
- The Recruitment Section expanded their digital footprint utilizing a variety of social media sites and other digital media platforms, to include Instagram, Facebook, Twitter, LinkedIn, TikTok, YouTube, Handshake, College Central and other employment specific media platforms.
- The Recruitment Section utilized email communication to disseminate numerous job postings for code positions to Recruitment Diversity Groups and Community Outreach Groups.
- The DAT was proactive in utilizing existing department resources to increase productivity and reach a wider audience.

- Staff conducted or attended 294 recruitment events
- There are 1,017 applicants in the Cadet Employment pool.
- The DAT has increased the number of dedicated personnel assigned to the Recruitment Section, adding a full-time Social Media Liaison and Northern Recruitment Specialist.
- The DAT introduced the reimaged Lateral Entry Training Program. Applicants must still meet the requirements for pre-employment as well as the lateral program. Cadets do not have to relocate upon graduation from the Academy and District assignments. Cadets report to the Illinois State Police Academy for the first three weeks, receiving an introduction into ISP Cadet life. Cadets return home, where they report to a regional location daily for continued instruction, returning to their residence at the end of the day. Cadets return to the Academy during specific phases of their training but are not required to attend the Academy for more than three weeks in a row and no more than 5- weeks total throughout the entirety of the Cadet Class.
- The Recruitment Section has implemented the use of technology and expanded its digital footprint utilizing social media to achieve approximately 28,000 plus followers on the Recruitment Section's 5 social media platforms and 285,000 plus followers on ISP's main Facebook page, which shares many of our postings.
- The Recruitment Section began the 30x30 initiative to increase the female application pool, which will be utilized until the 30% female goal is reached.

### Challenges

- Negative media coverage and public perception of the legitimacy of the profession of law enforcement has a direct impact on recruitment efforts involving minority and underrepresented groups. Although we do not have raw data, Police Associations do have statistics on how our communities see police officers that confirm the public's perception.
- Historically, the delay in obligating district assignments for cadets negatively impacts the applicant rate. The feedback from potential applicants consistently clarifies their concern of not returning to or close to their home district. Which in turn results in a reduced applicant pool.
- The delay in confirming/establishing Cadet Class start dates lengthens the time potential candidates must wait for employment. In January 2022 the Recruitment Team conducted follow up communication with applicants who had not RSVP'd to the January PFIT dates. Out of the 436 applicants that had not RSVP'd for the January PFIT testing date, approximately 98 reported they accepted another job due to no contact from the ISP Merit Board, due to the length of the application process, or loss of interest. This resulted in over a 22% applicant loss rate.

### Plans

- Further a formalized recruitment approach utilizing the Public Information Office, ISP Human Resource Office and Safety Education Officers.
- Establish relationships within communities and groups underrepresented in the law enforcement profession by attending community related events and reaching out to HBCUs, HLCUs and HWCUs.
- Promote the Lateral Entry Training Program to both in-state and out-of-state certified police officers.

- Identify and address the needs of diversity of the Department through continued field recruiter training, which will include the importance of our DAC/DEI Plan, internships, ride along program and the 30x30 Pledge.
- Expand digital footprint with technology by continuing to use the Handshake platform to attend virtual recruitment events and using LinkedIn as another social media platform.
- Expand digital footprint with the use of Quick Response codes or QR Codes for both Sworn and Code positions. The QR Codes business cards have been created and distributed to the field. QR codes have been attached to a variety of Illinois State Police print material used at Field Recruitment Events.
- Structure recruitment efforts with targeted recruitment goals to obtain a workforce representative of the demographics within the population served. Handshake/Zoom/WebEx will continue to allow us to participate in virtual events in different communities in state and out of state.
- Expand on those existing/available community partnerships to promote the various ISP employment opportunities.
- Increase internship offerings

**Goal #7: Utilize various social media outlets to attract and maintain over 10,000 followers.**

Progress

- In order to increase their number of “followers” within the social media network, the Recruitment Section combined and linked their social media networking efforts with the Public Information Office and Safety Education Officers.
- Department Social Media Followers – Over 285,000
- The Recruitment Section has entered into an agreement with Southern Illinois University School of Journalism to streamline our social media efforts and understand algorithms and analytics to gain more followers and post on platforms at optimal times of day.
- DAT has recently created a TikTok social media account to expand our social media footprint.

Challenges

- Increasing the number of followers on social media platforms not as popular as Facebook (i.e. Twitter).
- Increase followers on newly created TikTok account and YouTube.
- Obtaining sufficient content to provide SIU so they can create diverse posts/videos as they are posting daily on all social media platforms.

Plans

- Continue to research and evaluate the use of paid employment websites and internet-based job posting websites such as College Network (Community College/2-Year College platform), ZipRecruiter etc.
- Continue Social Media postings and conversations targeting interest in ISP as a viable career choice for followers.
- Seek media outlet support to brand and message the Illinois State Police.
- Sharing TikTok videos to all social media outlets to gain followers on the TikTok account.

- Review potential dashcam videos that we can extract clips from as a way to increase our content for social media.

**Goal #8: Ensure Fast Track curricula is current and maintained up-to-date.**

Progress

- The Academy presented certain blocks of instruction to Cadets utilizing distance learning and technology, due to the Departments response to COVID-19.
- The DAT began a thorough review of all curricula in preparation for the upcoming Cadet, Recruit, and Fast Track Classes.
- FY22, curricula were reviewed prior to CC134, 136, and 137 start date.

Challenges

- Ensuring all changes pertaining to the SAFE-T Act are implemented to all curricula.
- DAT staffing levels are not currently adequate due to the increased demand.

Plans

- Continue to maintain and update the Fast Track/Lateral Entry curricula as required.
- Create and implement a Fast Track DCI Program.

**Goal #9: Ensure a comprehensive annual review by the Curriculum Review Committee (CRC) of all curricula taught at the ISPA.**

Progress

- The CRC reviewed and approved all newly developed curriculum and courses revised in excess of ten percent taught at the Academy or in the field.
- The Curriculum Section continually reviews a percentage of curricula as standard operating procedure.
- The Curriculum Section revised and/or updated the Cadet Curriculum to address all changes in statutory law, administrative rule, and practical application.
  - There were instances where revised or updated Cadet Curricula required CRC review or approval.
  - In FY22, 214 curricula were reviewed.

Challenges

- Current Departmental Policy does not require a comprehensive annual review of the Academy curriculum by the CRC. The policy does require a CRC review in the event there is a 10 percent change in the curriculum content.
- Availability of CRC members to review and approve new curricula mandated by the SAFE-T Act.

Plans

- Increase staffing for both Code and Sworn curriculum positions.
- Ensure new and revised curricula are reviewed and approved by CRC as necessary.
- Further emphasize the requirements of Academy Directives 13 & 47 to ensure Department compliance

**Goal #10: Provide training opportunities to Troopers in the area of drug recognition by providing Advanced Roadside Impaired Driving Enforcement (ARIDE) certification and Drug Recognition Expert (DRE) training.**

#### Progress

- During FY22, the Impaired Driving Section completed training on a statewide basis for officers in Advanced Roadside Impaired Driving Enforcement (ARIDE). The section trained 153 officers during annual ARIDE training sessions and continues to instruct classes at the ISP Academy and the local MTU as requested.
- During FY22, the Impaired Driving Section completed training on a statewide basis for officers in Drug Recognition Expert (DRE) certification.
- One DRE Certification School was conducted.
- A total of four officers completed the DRE curriculum and became certified DRE.
- The Oral Fluid Testing Pilot Program began on September 30, 2020. On December 31, 2022, the ASTS finalized the Oral Fluid Feasibility Study. Due to the low percentage of accuracy on tests with Sotoxa and the Drager, these instruments will be discontinued at the end of December 2022 when the current supplies expire.
- The Department will continue to perform VistaFlow tests until the current supply of tests are depleted or expire, on March 23, 2023. The ASTS will then re-examine the accuracy of those test results when compared to the toxicology results.

#### Challenges

- ASTS continues to receive limited interest from patrol personnel to become DRE certified.
- The section has secured funding in the FY23 IDOT budget to offer continuing education opportunities for patrol personnel to maintain their DRE certification to alleviate the burden from officers.
- The ASTS Northern Impaired Driving Specialist Position was filled on November 1, 2021. This position is providing a northern point of contact for officers and has been a tremendous asset instructing classes. The ASTS continues to work diligently to recruit interest in the DRE program.

#### Plans

- In the months of September and October of 2022, the ASTS has approximately 100 Troopers, Sergeants and Master Sergeants scheduled to attend ARIDE class at five different locations throughout the state.
- The section will coordinate, schedule and conduct one DRE certification training, in the spring of 2023. The FY23 budget includes 20 students.

**Goal #11: Enhance and develop new partnerships with community and civic organizations in order to continue providing opportunities for youth to participate in police community relations events.**

#### Progress

- The Recruitment Section was scheduled for participation in four youth and law enforcement community events/camps. These activities were canceled for various reasons including the Department's response to COVID-19, newly adopted insurance guidelines for Team Illinois Youth Police Camp – Bourbonnais, and double booking of National

Guard venue and low cadet enrollment for the American Legion Youth Police Camp - Springfield. The Recruitment Section was able to participate in one youth camp (Team Illinois Youth Police Camp - Principia), which successfully graduated 26 cadets.

- ISPA personnel assisted in 125 community outreach events.

#### Challenges

- Based on the Division's operational tempo, the Academy and other work units were presented with limited opportunities for the cultivation of new community partnerships and community involvement.
- The state of Illinois COVID19 restrictions on public gatherings limited the Recruitment Section and ISPA participation in some in-person police-community relations events in the early months of the fiscal year (i.e. Shop with a Cop, Special Olympics, Cop on Top, Tip a Cop etc.).

#### Plans

- Implement strategies to expand on current community partnerships.
- Support the Recruitment Section's community relations efforts and their involvement in youth-oriented programs.
- Expand the network of community-based programs involving youth, including Boy Scouts of America, Girl Scouts, Faith-based organizations, Greek Fraternal Organizations, and American Legion Police Cadet programs.

**Goal #12: Ensure Sworn and Code employees assist Public Information Officers (PIOs) and Safety Education Officers (SEOs) statewide with community outreach events designed to build police community relations.**

#### Progress

- The DAT worked in partnership with the Public Information Office (PIO), Safety Education Officers (SEOs) and field recruiters by attending various scheduled community events.
- The Recruitment Section and the PIO scheduled communications (email, telephone, text and virtual) between department representatives and potential applicants to maintain the applicant's commitment to the selection process through acceptance to a Cadet Class.

#### Challenges

- State of Illinois imposed some restrictions and mitigation efforts in response to the ongoing COVID19 pandemic which had an impact on the ability of DAT and other work units to schedule and attend other in-person community outreach events.

#### Plans

- Formalize the expectations for the Cadet Applicant communication initiative. The Recruitment Section will continue to answer numerous calls, texts and email inquiries for potential applicants. Additionally, the Recruitment Section will follow up on social media platforms to inquiries and applicable questions on posts. The Recruitment Section has seen a positive response from applicants who are informed of upcoming PFIT testing dates and

future cadet classes. Recruitment Section will maintain the same communication with all applicants in the recruitment or selection process.

- Continue and develop new interagency partnerships in support of the overall mission of the Department. The Recruitment Section, ISP Human Resources, PIO, SEO and FSC Diversity Task Force will continue to work together to promote sworn and code vacancies on social media and via email to recruitment diversity groups (five) and community outreach groups (two). In-person and WebEx meetings will continue in order to discuss ideas on how to reach a larger audience and update sworn and code recruitment brochures.

**Goal #13: Create a plan to anticipate what resources will be necessary to sustain efforts of supplies and materials at the Quartermaster by ensuring surplus of required equipment and supplies are maintained to meet operational needs within established rules.**

#### Progress

- During FY22, the Quartermaster continued monthly 10 percent inventory reconciliation reporting to ensure adequate supplies and materials are on-hand or identified for procurement.
- Quartermaster was able to receive a donation of more than 2,000 doses of Nasal Narcan from Human Service Center in Peoria during FY22 in order to begin replacing expired Narcan in the field.
- The Illinois State Police was able to receive an agency-specific contract for gas masks, filters and accessories in May 2022.
- CMS contracts were awarded for the following items in FY22: AED's and accessories, body armor, shoes, boots and miscellaneous police supplies.
- The Quartermaster implemented a new windows-style Uniform Inventory System (UIS) in FY22. Although this new program is far easier to use and more efficient than the previous UIS system, it is still old inventory technology. The Quartermaster will continue to strive for greater efficiency and will seek more modern methods of digital inventory management.
- A new cost center was created in FY22 for Retiree Star Buy Back money. This cost center allows the Quartermaster to use star buy back funds to purchase promotional and Retiree stars for the Agency. Previously this money was added to the general revenue fund.

#### Challenges

- The annual overall Budget Allocation obligated for Quartermaster operations.
  - The overall operating budget in FY22 is \$200,000.00 for Quartermaster statewide equipment and commodity procurement and distribution. The responsibility of the Quartermaster continues to grow, but the cost allocation has not been more than \$200,000.00 the past three years.
  - 10 percent Quartermaster backstock of all issued items is the goal. The current budget allows the Quartermaster to maintain only an average of 5 percent backstock of uniforms, shirts, boots, hats, etc.
- Many issued items are obsolete due to technological advances and changes to how officers work in the field. Policy changes to ADM-006 have been submitted in an effort to remove items not utilized and save the Agency nearly \$150.00 per Cadet on issued items.

- The Quartermaster Administrative Assistant I position will be vacant as of August 2022. This position is critical within the Quartermaster to ensure seamless procurement processes. The Storekeeper I position will be vacant in October 2022. A contract employee to help fill the gap until this position can be posted and filled is a priority for the Quartermaster Section.
- There is a need for additional storage capability at the Quartermaster. A special funding request was placed to purchase external storage containers in order to alleviate some space constraints within the warehouse. This request is pending approval from the Budget Office.
- A special funding request was placed to replace the outdated fork truck located in the Quartermaster warehouse. This request is pending approval from the Budget Office.

#### Plans

- Continue to deplete current uniform backstock and integrate the new-style of Class A and B uniforms to Cadets as well as the field.
- Forecast and plan for lateral and full Cadet classes beginning in October 2022.
- Work with star and uniform vendors to decrease production and delivery lead times.

#### **Goal #14: Ensure 100 percent accountability of all Quartermaster supplies and equipment.**

#### Progress

- The Quartermaster conducted monthly 10 percent inventory reconciliation reporting in FY22.
  - There was a positive net total in discrepancies of \$4,163.81 for the FY22 Quartermaster Annual Inventory with a backstock of \$2,348,092.50 of inventory.
  - The Quartermaster Section conducted a 100 percent SAP inventory in FY22 resulting in zero discrepancies.

#### Challenges

- The Quartermaster staff continues to work out glitches in the new UIS system with DoIT in order to make this system more efficient.

#### Plans

- Continue current operating procedures and division-level reporting.
- Continue digitizing Quartermaster hard copy files.
- Research and evaluate updated technology for inventory control and accountability.
  - Blockchain technology
  - Barcode scanning system

#### **Goal #15: Increase the number of active Honor Guard Unit members through yearly recruitment initiatives.**

#### Progress

- FY22, 10 new members were added to the Honor Guard Unit (HGU) after successfully completing the selection process and certification training.

- FY22, The current total Honor Guard Unit members are 58 Honor Guard, 5 Trumpeters, and 1 Pipes and Drums.

#### Challenges

- Ability to staff Honor Guard details as a result of staffing levels in the districts and zones being low.
- Age and years of service of current HGU members impacting availability to participate in details due to other obligations outside of the HGU.
- Ability to staff request for Pipes and Drums due to lack personnel currently on the unit.
- Lack of a dedicated HGU budget can impact the ability to hold annual training, attend National Police Memorial Week in Washington D.C., outside State agency LODD funeral services, and equipment needs.

#### Plans

- Make the New Member Selection Process to the HGU an annual event in order to give those interested in joining the unit the opportunity.
- Remind the districts and zones the importance of the HGU and the role they play in the overall success of the unit by continuing to allow the members under their command to participate in monthly training, annual in-service training, and details.
- Continue to perform HGU presentations to Cadets while at the Academy in order to expose them to what the HGU can do and what the unit represents in an attempt to encourage them to join.
- Create a survey that will be sent to current HGU members to gage the perceived challenges faced by them reference to availability to participate in monthly training, details, and the current direction of the HGU.
- Create a recruitment video which shows the HGU participating in details and have the highest ranking ISP Command Officers participate as well in order to show the level of commitment the department has in ensuring the continued success of the unit.
- Obtain an independent HGU budget to address the financial needs of the unit (Training, Out of State Travel, Equipment and National Police Week Washington D.C.)

**DIVISION OF STATEWIDE 9-1-1  
ANNUAL REPORT  
FY2022**

**Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- a. Evaluate legislative and regulatory solutions and mandates to effectively and efficiently utilize Departmental resources.**

Progress

- Several changes were made to the Emergency Telephone Systems Act (ETSA) during the most recent legislative session. The most impactful changes were the additions of aggregator and originating service provider language, and the extension of the timeframe to complete implementation and deployment of the Statewide Next Generation 9-1-1 network.

Challenges

- Additional legislative revisions to ETSA incorporating the way multi-line technologies are utilized and assessed surcharge did not get completed during the most recent legislative session. Changes at the federal level are also currently ongoing which will require revisions in the next legislative session.

Plans

- The Division will work with the Illinois Broadband and Telecommunications Association and the Illinois Broadband and Cable Association to address multi-line technologies.
- Additional meetings will be held with the Statewide 9-1-1 Advisory Board to work on multi-line language and the federal changes regarding allowable surcharge expenditures and diversion of funds.

**Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- b. Evaluate and research vehicle installation methods and alternatives internally and externally to improve efficiency and timeliness while maximizing the use of existing resources.**

Progress

- FSB staff has received and processed approximately 185 new vehicles in the last year and deployed 137 new vehicles with gun racks and push bumpers from FY21 and FY22. For FY22, 177 new vehicles have been ordered with gun racks and push bumpers installed by the vendor before delivery.
- RNSB technical staff has completed equipment installations in 166 vehicles in the last year, installed or replaced 191 in-car video cameras, and issued 74 mobile and portable radios in spite of significantly reduced staffing levels.
- RNSB staff moved to cellular to cloud uploads for video storage at locations statewide. All districts were able to upload in-car video to the WatchGuard landing server which allows

State's Attorneys to access the WatchGuard landing server for video review and download. RNSB has 680 active devices currently uploading to the Watchguard cloud.

### Challenges

- Procuring equipment and organizing installation of a large amount of equipment can be subject to delays and scheduling issues with the vendors.
- A semiconductor chip shortage has severely impacted the car industry as well as numerous other technology sectors creating delays in receiving equipment and vehicles ordered in FY22.
- Contract maintenance on critical equipment and maintenance vendors by CMS and/or DoIT continues to be a challenge, with several contracts expiring prior to renewal or expiring with no replacement contract in place, affecting the ability to order equipment or procure services needed.
- Insufficient staffing levels continue to be one of RNSB's issues as all technicians cover multiple districts requiring significant driving time for technicians and sworn officers.

### Plans

- Fleet Services Bureau will continue to standardize vehicle purchases and increase equipment installed by the vendor prior to delivery to increase efficiency.
- RNSB completed a restructure and will continue to pursue hiring Field Technicians to fill critical vacancies so that additional districts can be staffed statewide.
- Work is being conducted on cloud storage options with WatchGuard to assist in supporting the pilot program for body-worn cameras legislatively mandated as part of the overarching police reforms.

### **Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- c. Evaluate and research the impact of MACH as it relates to further consolidation of communications responsibilities.**

### Progress

- MACH software has been implemented throughout the agency, including the use of MACH Mapping within consolidated communication centers. MACH CAD testing and configuration has been completed and implementation is expected to start on July 18, 2022, at the Springfield Communication Center (Districts 14 and 20). The MACH CAD application will continue to be rolled out periodically to additional consolidated communication centers and a statewide implementation is expected to be finalized in mid-2022.

### Challenges

- DoIT is waiting on several enhancements to the MACH CAD system, including display of the Reminder Timer, audible alert for timers, and command prompt additions for vehicle registration checks

Plans

- Phase 1 of MACH, which includes Auto Vehicle Locate (AVL), Messaging and LEADS access has been completed.
- DoIT is continuing to work with TEG to ensure the planned enhancements are received and tested in a timely manner. Initial implementation of MACH CAD is planned to begin on July 18, 2022, at the Springfield Communication Center.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- a. Research and identify viable alternatives to maximize departmental resources while improving the efficiency of administrative and operational functions.**

Progress

- In FY21, the old WETSA system was able to integrate with the ERP system to accept and disburse statewide 9-1-1 surcharge. The Statewide 9-1-1 Bureau met with DoIT to provide requirements for a new system. Development has begun and test calculations are being run simultaneously with the old system to validate performance. Final completion anticipated on December 15, 2022.
- In FY22, the Statewide 9-1-1 Bureau met with DoIT to define the requirements for an improved reporting system for the 9-1-1 Authorities' Annual Financial Reports (AFRs). The target completion date for the new AFR system is November 11, 2022.
- The Department's implementation of a new computer fleet management system is tied to CMS' upgrades to their system. CMS is currently in the process of upgrading their fleet system.

Challenges

- Legacy WETSA issues are being tracked and regular meeting and work sessions are held to resolve. As of June 30, 2022, AIS decommission and WETSA dependency appeared to be successful. However, a final determination cannot be made until the first 9-1-1 surcharge distributions of FY23 are made successfully.
- The implementation of the new computer fleet management system is controlled by CMS and was delayed at CMS due to the ongoing response to COVID-19 and DoIT upgrades.

Plans

- Weekly meetings are held with the Statewide 9-1-1 Bureau business owners for both the replacement WETSA system and the AFR system. Demos of the new products are given every other week and data validation is ongoing. Development refinement continues using feedback from the Statewide 9-1-1 Bureau.
- CMS is still working to finalize their fleet upgrade. CMS, ISP and DoIT have had initial meetings to discuss ISP needs. Once the CMS upgrade is complete, ISP and DoIT will begin the process of converting the ISP system to allow for seamless integration with the new CMS fleet management system once everything has been worked out.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- b. Administer the development, implementation, and operation of a statewide NG9-1-1 system and provide administrative and operational guidance to meet related legislative needs.**

Progress

- A competitive RFP process resulted in a state award to AT&T for the development, implementation and maintenance of the statewide Next Generation 9-1-1 (NG9-1-1) network. The project is a 10-year project and builds off the progress made over the past year in the state with respect to GIS data conversion and local public safety answering point (PSAP) upgrades of call handling equipment to support NG9-1-1.
- In FY22, 4 PSAPs fully transitioned to the ESInet and geospatial routing.
- The ability for each PSAP to submit their NG911 GIS data to the ISP Workflow and to Intrado simultaneously has been tested and is operational.

Challenges

- Connection of legacy PSAP networks to the new NG9-1-1 network will require identifying and working closely with local aggregators and OSPs to ensure the full circuitry of the legacy network is identified and addressed prior to connecting each PSAP to the new NG9-1-1 network.
- Connection of legacy PSAPs to the ESInet will require 911 System Managers to plan and prepare for the transition to the ESInet by upgrading their Call Handling Equipment software to the latest acceptable i3 version and preparing their GIS data in advance of their scheduled Operational Readiness Testing.

Plans

- Continue to meet with AT&T, Intrado, DoIT, and Mission Critical Partners as needed to discuss various aspects of the project.
- Deploy a Text to 911 solution that will be available to all PSAPs.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- c. Increase interoperability between ISP communications, the statewide NG9-1-1 system, and other public safety jurisdictions within and outside of Illinois.**

Progress

- Communication on a statewide level continues to evolve as the need for a coordinated communication response to rapidly evolving situations requires that local, state, and federal public safety partners work collaboratively to ensure seamless interoperability that embraces the new technology efficiencies. The Radio Network Services Bureau (RNSB) has executed 14 interoperable communication agreements (MOUs) between ISP and other agencies in FY22, including an interoperable agreement which allowed for sharing of encrypted interoperability channels between the ISP, FBI, local agencies, and the Illinois

National Guard. These new interoperability channels allowed for seamless communication during numerous small, and large-scale events.

### Challenges

- As local municipalities pursue encrypted communications, RNSB was required to develop new language and procedures for handling encryption keys which facilitated the need for additional MOUs. The nature and scope of several of the large-scale events created logistical issues for the limited staffing within RNSB who were required to perform critical code-plugin modifications on the radios statewide under extremely short timelines.

### Plans

- RNSB created new interoperability template language which has been incorporated into the MOUs allowing for sharing of encrypted channels during large-scale significant events across state and local agencies. Further enhancements are being reviewed to ensure seamless interoperability is available for all types of scenarios and events.

### **Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- d. Provide BIA/Lean Six training to Managers/Staff to review critical processes and implement optimization where possible.**

### Progress

- Due to the COVID pandemic, staff were not able to attend BIA/Lean Six training during this annual reporting period.
- Remote work opportunities within the Division allowed each Bureau to review how administrative paperwork and meetings were being conducted and for efficiencies to be assessed. WebEx meetings and on-line training replaced many in-person functions reducing the need for travel time and lodging while simultaneously allowing for work of the Division to continue to be accomplished.
- During this annual reporting period, numerous Statewide 9-1-1 Advisory Board meetings were conducted, training was provided to Telecommunication Specialist Trainees, both the Telecommunication Specialist and Telecommunications Supervisor training classes were completed on-line, and the Traffic Crash Review Board was able to review files and meet remotely.

### Challenges

- Unfamiliarity with certain software and programs created challenges for some personnel as they were required to move to a mostly on-line forum for meetings and completing administrative transactions; new licenses were required for some software needs to allow our personnel to function most appropriately.

### Plans

- When staffing levels will allow, additional personnel from the 9-1-1 Bureau, RNSB, and FSB will enroll in training classes as they become available.

- Many of the valuable insights learned regarding use of new technologies for conducting meetings, sharing documents and completing administrative functions will be incorporated into the long-term operations of the Division.

**Goal #3: Provide exemplary customer service and support.**

- a. Provide technical support for installation, maintenance, and replacement of radio and related equipment in vehicles and facilities to ensure optimal operability and reliability.**

Progress

- RNSB technical staff have installed or replaced 191 in-car video cameras and installed 74 mobile and portable radios.
- Funding for tower and site maintenance was significantly reduced for FY22. Tower maintenance was performed at 13 towers and 29 sites statewide.

Challenges

- Staffing remains the issue for RNSB, as all technicians cover two or more districts requiring significant driving time for technicians. Lack of technicians in districts causes delays in servicing vehicle equipment repairs for the Division of Patrol.
- Funding reductions have limited the number of towers and tower sites that can be serviced on an annual basis.

Plans

- RNSB will continue to pursue hiring technicians to fill critical vacancies so that additional districts can be staffed statewide.
- RNSB will explore procuring regional contracts for services to attempt to lower the cost of tower and site maintenance; an assessment of the sites will be completed to ensure the most critical needs are being addressed with the limited funding available.

**Goal #3: Provide exemplary customer service and support.**

- b. Provide support and guidance for the purchase, maintenance, repair, and replacement of equipment to ensure optimal operability and reliability.**

Progress

- The Division provides support services to the other divisions in the Department and continues to work on improving customer service and support. The Division collaborates with other state agencies to ensure appropriate contracts are in place to allow the Division to meet the needs of the Department in the most cost effective and efficient manner possible.
- The Division monitors changes in legislative requirements to review new requirements or equipment mandates and ensure procurement options are discussed with the Director's Office and Office of Finance.
- The Division has pursued an in-car and body-worn camera contract to meet the Department's needs temporarily for those items, as well as supported DoIT in the request for emergency contracts for STARCOM equipment and maintenance services.

### Challenges

- Loss of statewide master contracts currently held by DoIT and CMS continue to occur resulting in delays in procuring needed equipment and services.
- Legislative mandates to implement body-worn cameras for the Department need to be funded from other state funds within the Department; funding in the Fleet Fund is insufficient to order an appropriate number of vehicles and equipment to reduce the overall mileage of the Department's statewide fleet.

### Plans

- Enhanced communication with the other Divisions will ensure greater customer service can be provided; the Division has attempted to improve communication by presenting information and responding to questions at DOP command meetings as well as directly providing information to the Deputy Directors' offices.
- The Division has initiated monthly meetings with DoIT to work through procurement hurdles and provide support for statewide master contracts affecting the Department's ability to order equipment. The Division stays in constant communication with DoIT to work through procurement hurdles and provide support for statewide master contracts affecting the Department's ability to order equipment.
- A multi-year plan for the remaining in-car video camera District upgrades, body-worn camera implementation, radio replacement and FY23 Fleet Plan are in the process of being completed and will be reviewed and managed with the Office of Finance and Director's Office.

### **Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- a. Extract and document historical knowledge and expertise from departing personnel.**

### Progress

- Procedural and training manuals have been generated for every bureau to ensure that new employees have adequate resources to rely on, training curricula are being refreshed to capture the essential functions of a telecommunicator and to provide instruction to new TCS supervisors, and supervisors are being encouraged to facilitate opportunities for personnel to cross-train when the opportunity is available and to include cross-training and leadership training in individual evaluations.
- Training manuals in the Statewide 9-1-1 Bureau have been instrumental in ensuring a smooth transition to the new Finance PSA disbursing surcharge to PSAPs statewide.  
Status:

- The Statewide 9-1-1 Bureau has completed hard-copy manuals and accompanying Webex recorded job specific training for every code position in the Bureau. Updating these materials are on-going.
- Fleet staff continue to make revisions to Fleet processes and manuals which are shared with Fleet Officers statewide as well as new staff; additional training on the CMS insurance system has been provided to Division level administrative staff to ensure there are multiple people who can ensure the 7-day requirement is met.
- RNSB technicians created job manuals as well as equipment installation and troubleshooting procedure manuals for new technicians and videos for review by ISP personnel on radio requirements and programming.
- The usage of WebEx and other media platforms for training and recording purposes has enhanced the information available after the departure of key staff.

#### Challenges

- Although WebEx has been utilized to perform many types of meeting and training scenarios, not all training can be accomplished through a technology platform. Console training for Telecommunication Specialist Trainees requires in-person training on the radio console in order for trainees to progress to the level of working alone.

#### Plans

- Supervisors will continue to encourage personnel to document training information through a combination of technology platforms for future use and to refresh current employees as needed.
- Further revisions to the Fleet Manual and procedures will be updated and disseminated internally as well as for fleet personnel statewide as needed.

#### **Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- b. Maintain standardized hiring processes and improve training processes to expedite transition when filling vacancies.**

#### Progress

- Statewide 9-1-1 Bureau's staff have continued to take advantage of training opportunities for career growth and current job enhancement. One of the most successful tools is the utilization of Webex videos. The Bureau also took advantage of Success Factors when hiring a vacant Accountant and Executive II position. Those who participated agreed the process is more streamlined and more user-friendly.
- The most important resource in any Division is its personnel. The Division will continue its efforts to ensure personnel are allowed opportunities to attend training that helps them to do their current job more effectively.
- Division staff are currently part of the hiring training process and are working directly with the HR Bureau Chief to learn new formats and pilot revised changes to the CMS 104, job postings and interview process. Information learned is reviewed and feedback provided to

CMS to assist in streamlining the hiring process. Training is provided to all new supervisors utilizing the hiring process.

### Challenges

- The amount and types of training available for employees has been somewhat limited due to the COVID pandemic, however many types of trainings are now being offered online or through WebEx.
- Significant revisions were made to the procurement systems, including inventory, payroll and timekeeping, which requires significant amounts of time for Division personnel to learn and provide feedback on.
- CMS hiring continues to be the biggest challenge for the Division with respect to onboarding employees. Getting responses to clarifications of the CMS 104, requesting lists for interviews once a job has been posted, and finalizing information in order to make an offer to an individual continue to move slowly and require frequent intervention by the Department's HR Bureau with CMS. In addition, decreased staffing levels in the TSB has occasionally impacted the timeline on permanently filling senior positions and the succession of supervisory personnel. Supervisors in the TSB are not a part of the schedule rotation for telecommunicator duties, and therefore advancement into the higher positions creates an immediate schedule reduction. In these cases, plans to fill Telecommunication Supervisor positions have had to be postponed until adequate staffing would support the decision.

### Plans

- Online training as well as any available WebEx training that will be pertinent to career development or job enhancement will continue to be scheduled for employees, so they are given every opportunity for personal and professional growth.
- Division administrative staff continue to test new processes for timekeeping and for hiring to assist in working through issues with the new CMS systems; Division administrative staff continue to provide feedback to the HR Bureau, and to request assistance from the HR Bureau as needed to move position forward to posting and eventual selection of candidates. Division administrative staff will transition all CMS 104 Job Descriptions to the new format and submit for approval to ensure there is no unnecessary delay in posting a position once a vacancy has been identified.
- The new SuccessFactors process for interviews has significantly reduced turnaround time to provide interview results to HR and CMS. In turn, conditional offers can be made in a timelier manner.

**Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- c. Establish a continuing job-based education program for all personnel with an emphasis on public safety outcomes.**

Progress

- The Statewide 9-1-1 Bureau has discovered the use of Webex videos not only trains individuals to complete their own job duties, but the managers can view them to better understand the unique nuances of those they supervise.
- The TSB's Training Curriculum Committee completed an overhaul of the Telecommunication Specialist training curriculum. New training curriculum is also being developed to cover MACH Mapping, MACH CAD and LEADS 3.0.
- The TSB has also offered TCS in-service for veteran TCs which includes critical incident response and support services after a critical incident.
- Communication Center Supervisor training is provided to all supervisors within the six consolidated communication centers to ensure consistent application of the AFSCME contract, an understanding of statewide issues, the new timekeeping applications and other supervisory requirements.

Challenges

- Scheduling time for the TCS training was done at each center over multiple days to ensure all personnel could attend in person while maintaining COVID protocols.
- The CCS in-person training will continue to be conducted in addition to but separate from the TCS training.

Plans

- The Training Curriculum Committee will continue to update modules of the training as needed to stay current with legislative mandates and Department initiatives.
- WebEx videos and associated PDF handouts have been created to supplement MACH CAD training. WebEx components of the various training components will continue to be made to ensure that personnel can have a refresher as needed for different aspects of training.

**Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- d. Identify relevant advanced training needs and opportunities for career development and advancement.**

Progress

- All Division personnel have attended all mandatory online training; discussions regarding other career development and advancement options are discussed during annual reviews.

Challenges

- Training opportunities developed through the ISP Academy and other sources continue to be disseminated on a regular basis to allow all employees opportunities to participate in career advancement training.
- Funds for travel to training continues to be restricted.

Plans

- Online training, as well as any available WebEx training that will be pertinent to career development or job enhancement, will continue to be scheduled for employees so they are given every opportunity for personal and professional growth. The Division will continue to identify and provide career development