

CARE for Victims

2025

McLean County, Illinois Justice System Assessment Findings and Recommendations

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care4victims.org

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Introduction

This report details the findings and recommendations of a high-level, informal assessment conducted pro bono in response to concerns regarding the treatment of victims within the McLean County, Illinois justice system. Prompted by victim accounts of difficulty accessing support and experiencing further harm within the legal system, this assessment sought to identify systemic issues and propose solutions. The objective is to understand the current landscape for victims, pinpoint areas where information, resources, processes, and accountability fall short, and suggest actionable steps to strengthen victim treatment and rights enforcement. For purposes of this report, victims include all victims of all crimes. This report is not meant to be exhaustive but a starting point.

The subsequent findings and recommendations sections outline the specific findings and recommendations aimed at fostering a more transparent, accountable, and supportive justice system for victims in McLean County. Through research, analysis, audits, interviews, and focus groups, a list of cursory changes were compiled. When implemented, these changes will ensure McLean County is taking proactive steps to mitigate unethical treatment of community members as well as improve transparency and accountability at all levels of the justice system, government and supporting agencies and help strengthen public safety for all in McLean County.

Assessment Objectives

1. Improve access to victims' rights and community resources
2. Improve implementation and enforcement of victims' rights
3. Improve justice system and government transparency and accountability

Assessment Approach


1. Identified and defined assessment scope areas
2. Gathered data and assessed scope areas including research, studies, documents, training materials, processes, policies, statutes, FOIA requests, website and social media content, news articles, meetings, interviews, focus group feedback
3. Curated media stories illustrating abuses of power, negligence and corruption by those in positions of power and authority in McLean County
4. Curated victim stories to illustrate experiences interacting with the justice system, rights violations, problems with the system and feedback for improvements
5. Documented findings and recommendations from assessment to create draft report
6. Scheduled meetings with local leaders to share findings and recommendations, partner on implementation of solutions and finalize report

Assessment Scope

1. Victim Advocacy Agencies
2. Legal Services
3. City of Bloomington Police and Staff
4. Bloomington City Council
5. Public Safety Community Relations Board (PSCRB)
6. Town of Normal Police and Staff
7. Normal Town Council
8. Sheriff and Staff
9. Sheriff Review Board
10. Jail Review Committee
11. States Attorney Office and Staff
12. Court House - Law Library, Clerks Office, Forms, eFile System
13. Judges
14. Mclean County Board
15. Political Systems

2025 Assessment Timeline (Original)

Jan - April	May - June	July - August	September - October
Document research, analysis, and community input.	Introductions. Share draft information. Collaborate. Meet as needed. Answer questions.	Obtain recommendation status updates. Agencies begin to implement changes.	Obtain final status updates. Follow up on any outstanding questions. Complete assessment.



Findings and Recommendations Overview

The findings and recommendations presented in this report stem from an assessment of a subset of relevant justice system agencies within McLean County, Illinois. While McLean County spans several cities, towns and villages, the primary focus was on Bloomington and Normal law enforcement agencies, city and town councils and McLean County justice system agencies in Bloomington, IL. In evaluating these organizations and formulating recommendations, a multi-faceted approach was employed, drawing upon various methodologies and frameworks, including user experience principles, digital strategy considerations, change management, and the People|Process|Technology (PPT) Framework.

The PPT Framework highlights the essential interconnectedness and mutual support among an organization's people, processes, and technology. This framework serves as a valuable lens for understanding operational challenges and designing effective solutions, regardless of the specific organizational context. Successful organizations must strategically consider all three components when making decisions or implementing change. The synergy of skilled personnel, well-defined, consistently applied processes, and appropriate technology is crucial for achieving efficiency, consistency, and adaptability. A key principle of the PPT framework is the understanding that organizational change is rarely isolated; any significant shift in one area will inevitably impact others.

Failure points frequently emerge when these components are misaligned. Examples include human errors resulting from inadequate training, incompatible behavioral competencies, stalled progress due to outdated or undocumented processes, and operational inefficiencies caused by insufficient or poorly implemented technology. Addressing these vulnerabilities requires a deliberate focus on cultivating a culture of continuous improvement, fostering open communication, and making strategic investments to enhance organizational performance and resilience. Organizations' challenges often lie in areas where they have the most direct control: people and processes.

McLean County justice system agencies will benefit and see realized improvements if they can ensure the right behavioral competencies are in the right roles with appropriate skills and training, establish clear and consistently applied processes with strong governance, and cultivate a culture that values open communication, community engagement and feedback, continuous improvement, innovation, and a service-oriented approach focused on meeting the needs and expectations of its community members with improved and enforced transparency and accountability.

“Integrity, transparency and the fight against corruption have to be part of the culture. They have to be taught as fundamental values.”

— Angel Gurría, OECD Secretary General

Summary of Key Insights

Assessed **15** Agencies **254** Total Findings **187** Total Recommendations



Lack of Community Engagement Processes Despite Strategic Priorities

Although Bloomington and Normal list community engagement as a strategic priority, neither has clear processes or criteria for implementation. Efforts to follow their guidance by meeting with city leaders were mostly dismissed, resulting in little to no collaboration. Progress was only made after making public comments to their councils and media involvement raised awareness. FOIA responses confirmed a lack of engagement, collaboration, and support from municipal leadership on these issues. Outreach was made to the county administrator and all county board members but went unanswered.



Lack of Focus on Victims Despite Public Safety Strategic Priorities

Although public safety is a strategic priority for Bloomington, Normal and McLean County, there is little focus on victims or victims' rights, with limited resources publicly available including little to no information on law enforcement or county websites. Bloomington/Normal police have since added Victim Information and Resources sections to their websites based on recommendations. McLean County does not. Evidence suggests ongoing victims' rights violations have been occurring. Leadership and council members refused formal presentations at council meetings or public support of this work failing to recognize link between victim treatment and overall public safety and crime rates.



Lack of Accountability and Barriers to Justice in Local Government and Justice System

There is a widespread lack of accountability within the justice system and local government, with few formal complaint or appeal processes. Elected officials mainly rely on next election cycles for accountability, despite potential for more oversight as home rule municipalities. Additionally, immunity doctrines create barriers to justice, impede legal representation, and facilitate systemic rights violations by government and justice system members. Addressing these issues requires increased awareness, systemic changes, and active constituent involvement.



Lack of Transparency and OMA, FOIA, Bylaw Violations

- **PSCRB** Identified several potential violations and lack of transparency for the PSCRB in 2025 including refusing police to attend a meeting, not providing detailed agenda items of what will be discussed including the police department's five-year plan, failure to consistently post meeting minutes appropriately and violation of bylaw requirements for board membership. Officer not presenting all complaints to PSCRB members for 2024 and 2025.
- **Town of Normal** Refused member of the public to speak during public comments. Failed to comply with initial FOIAs resulting in multiple requests seeking full CALEA report details and to verify full compliance with Rights of Crime Victims Act. Misrepresented providing a project plan for the Underpass Project when a project plan does not exist. Normal Fire Department union conducted several town hall meetings in order to obtain data from town.
- **City of Bloomington/Police** Failed to provide communications and documents requested resulting in multiple requests related to officer retirement.
- **McLean County** Failed to provide communications requested related to victims' rights violations.



State Law Violations

- **Rights of Crime Victims and Witnesses Act** Law enforcement may be in violation of Rights of Crime Victims and Witnesses Act (725 ILCS 120/)— not providing victims of violent crime with copies of their victims' rights within 48 hours of reporting violent crimes.
- **Illinois Crime Victims' Rights** Law enforcement, States Attorney Office, judges may be in violation of ongoing victims' rights violations based on stories shared and information gathered.

“The most dangerous phrase in the language is we’ve always done it this way”
— Rear Admiral Grace Hopper, U.S. Navy (Ret.)

Detailed Findings and Recommendations (Per Agency)

Note: The original intention was to collaborate with impacted agencies to finalize findings and recommendations. Since that was not possible, the following are provided as a draft for overall awareness. No further work will be undertaken to finalize this particular assessment. Any new or unlisted findings and recommendations will be reported on separately.

Status fields:

- **Not Shared** = Meetings have not yet been scheduled or not feasible to share recommendations with impacted groups.
- **In Progress** = Met with impacted group. They provided update they are working to implement recommendation.
- **Completed** = Met with impacted group. They provided update they completed recommendation and it was verified.
- **Closed (Verified/Unverified/Not Pursuing/Noncompliant)** = Met with impacted group. They provided update they were working on it prior to recommendation, and it was verified, unable to verify, decided not to pursue or noncompliant regarding a legal requirement.
- **No Response** = Met with impacted group. They did not provide a response.
- **Refused Response** = Met with impacted group. They refused further updates.
- **Refused to Meet** = Attempted to meet with impacted group. They refused to meet.

Victim Advocacy Agencies

Findings	Recommendations	Status
<p>Key Finding 1: Need for access to victims' rights and how to enforce rights.</p> <ul style="list-style-type: none"> • Advocates do not appear to include routine information about victims' rights unless asked. • Advocates do not appear to provide services around victims' rights violations or how to enforce rights. • Currently little to no options for reporting victims' rights abuses at the local level of government and justice system. 	<ol style="list-style-type: none"> 1. Ensure police are adhering to the Crime Victims' Rights Act and providing victims a copy of their rights within 48 hours of reporting a violent crime. 2. Share victims' rights information with victims. Host annual trainings and online education around victims' rights and options to enforce rights. Expand to all audiences as well as at risk. 3. Create network with legal professionals who will take on or consult on victims' rights violation cases. 4. Work with local/state government to create complaint procedures and escalation for rights violations. (i.e. city council, county board, attorney general office, etc.). 5. Assist victims with reporting rights violations. 	Not Shared
<p>Key Finding 2: Lack of accessibility to victim resources and services for all populations due to income and asset restrictions.</p> <ul style="list-style-type: none"> • Some agencies only provide services to lower income households or require little to no assets in order to provide assistance. • Assumption is only low-income people need help with advocacy and legal services when victims from all socio-economic backgrounds need help. This isolates and hinders those who could pay, leaving them without any assistance. • Grants to nonprofits may require services only be available to low income, marginalized groups, also restricting access. 	<ol style="list-style-type: none"> 1. Remove income and asset criteria from providing services where possible. 2. Provide paying or sliding scale payment options for those who can pay for legal or other services rather than no assistance. 3. Implement public awareness campaigns to educate all socioeconomic groups and challenge misconception assistance is only needed for low-income, marginalized individuals. 	Not Shared
<p>Key Finding 3: Lack of knowledge about community resources and where to go for help.</p> <ul style="list-style-type: none"> • Information and resources are not consistently available, updated or accurate at points where victims are seeking help (ex: police, hospitals, first responders). • Need for increased outreach to inform community members and victims about available agencies, resources and services. • Training needed on different abuse topics ex: how to know if you're a victim of abuse, wheel of abuse, how to identify abusive behaviors, red flags, what is a narcissist. • Partnership between Bloomington/Normal and agencies around homelessness exists with creation of BNthesolution.com/resources. McLean County Health Department, All Our Kids Network and Autism McLean have put together extensive lists of resources. • There are partnerships among similar groups for the McLean County Reentry Directory. Illustrates these partnerships and resources directories are possible. • Appears no similar directories exist for victims of crime. 	<ol style="list-style-type: none"> 1. Victim advocacy agencies partner with city/town/county first responder agencies, hospitals, police, sheriff, states attorney, with regular updates to ensure information provided to victims is consistent, accurate and up to date in formats easily accessible (QR codes, mobile friendly, large format print outs, multiple languages, accessible websites for those with impairments). 2. Create and publish local victim resources directory on applicable website(s) and cross promote with similar agencies with posters in offices/lobbies. 3. Increase outreach/education/training on community agencies, resources, services, victims' rights and ways to enforce rights. 4. Work with area businesses/corporations and ask them to include domestic violence and victims' rights training in their HR training and promote local resources. 	Not Shared
<p>Key Finding 4: Insufficient guidance on legal processes and assistance with orders of protection (OPs).</p> <ul style="list-style-type: none"> • There is a need for clearer information regarding the process of filing police reports and navigating the justice system. • Better information on different types of OPs and what protections they provide, when they are needed and how to enforce if violated. 	<ol style="list-style-type: none"> 1. Create a victims' roadmap that is easy to understand and lists steps a person should take, resources to go to and what to expect when navigating the justice system. Make information available on website(s), handout, etc. 2. Include link to victims' rights information as part of this information. 	Not Shared

<ul style="list-style-type: none"> • Risks when filing OPs can escalate violence against victims. • Information is needed to better understand what is needed to serve OPs either in person or electronically (motion/affidavit/judge approval) and how to obtain a process server to meet statute requirements. • Some agencies will assist with filing initial OPs but not assist if OP needs to be served electronically. 	<ol style="list-style-type: none"> 3. Include information about OPs, different types and which apply to particular situations and resources of where to go or how to file for an OP pro se including motion and affidavits needed to serve electronically. 4. Provide information about process servers when serving OPs in person or electronically and statute requirements needed for compliance. 5. Assist with serving OPs electronically and not just those served in person. 	
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Attorney Legal Services

Findings	Recommendations	Status
<p>Key Finding 1: Lack of attorney legal services available to victims of crime.</p> <ul style="list-style-type: none"> • Lack of representation available to victims due to qualified, prosecutorial and judicial immunity doctrines. Some attorneys won't help enforce victims' rights. • Lack of information on victims' rights and how to enforce. • Lack of information on legal services and where, how to find an attorney specializing in victims' rights and crimes. • No searchable fields and drop downs on websites to search specifically for victims' rights attorneys. • Most attorneys will not take cases on a contingency fee basis and refuse to represent victims, even if victims are willing to pay, if defendants do not meet certain economic or financial criteria. 	<ol style="list-style-type: none"> 1. Add searchable "victims' rights" field and dropdown option on all legal websites including American Bar Association (ABA), Illinois State Bar Association (ISBA), Illinois Legal Aid Online (ILAO), Lawfinder, LegalAid, etc. 2. Work with ABA organizations and law schools to promote need for victims' rights attorneys. 3. Provide specific training on free legal services like ILAO, Illinois JusticeCorps and Law Library staff to help victims file pro se for victims' rights violations. 	Not Shared

City of Bloomington Police and Staff

Detailed Findings	Recommendations	Status
<p>Key Finding 1: Lack of victims' rights and community resources information provided to victims.</p> <p>F1.1 Victims' resource flyer available at front desk but is not provided consistently to all victims of crime. Flyer does not include victim's bill of rights information on it. Flyer information is outdated, has inaccuracies and includes past attorney general Lisa Maddigan's office information, who served from 2003-2019.</p> <p>F1.2 Police are in potential violation of and not providing victims with a copy of their rights within 48 hours as required of Rights of Crime Victims and Witnesses Act (725 ILCS 120/4.5)</p> <p>F1.3 Some victim community resource flyers and handouts are available in the lobby mixed in with other unrelated handouts, but they are off to the side and not in line of sight when reporting crimes in the lobby. Victims are not told about or made aware of them by front desk unless they ask.</p> <p>F1.4 Police not consistently enforcing orders of protection.</p>	R1.1 Partner with victim advocacy agencies and hold regular meetings with first responder agencies, hospitals, police, sheriff, and state's attorney to ensure consistent, accurate, and accessible victim resource information (use QR codes, mobile-friendly formats, large print, posters, multiple languages, and accessible websites). (See McLean County Reentry Directory as collaborative example).	In Progress
	R1.2 Establish an internal process to regularly review and update information for accuracy and relevance with supporting groups. Display last updated dates on community resources, flyers, and public materials.	In Progress
	R1.3 Create scannable QR codes for incident reports, posters and other materials linking to victims' rights and community resources.	In Progress
	R1.4 Include easy-to-understand infographics with community resources and process flows to educate the public about the justice process.	In Progress
	R1.5 Provide victims with information about their rights as required by the Rights of Crime Victims and Witnesses Act.	Closed - Noncompliant
	R1.6 Place large posters of victims' rights and related information (such as the Illinois Domestic Violence Act) in public lobby areas.	In Progress

Detailed Findings	Recommendations	Status
<p>Key Finding 2: Lack of staff consistency and professionalism when reporting crimes discourages victims.</p> <p>F2.1 Can file incident report in the police lobby or call 24/7 line. No online option to file a police report. Lack of consistency on how to submit incident reports in person. Shift changes create bottle necks when reporting crimes.</p> <p>F2.2 When reporting crimes in the front lobby, victims are asked to hand write out information on a piece of paper the front desk will then interpret. They do not always review this information with victim to ensure accuracy. They have been observed entering wrong type of incident or told to write a less severe incident.</p> <p>F2.3 Front desk will provide victims with a non-official police report referred to as an incident report that includes date of incident, location, victim's name, type of incident and some information on how to gain a copy of the official report. Front desk may gather some evidence at this time if it is available. Victims' rights information is not included on this document or provided to victim at this time.</p> <p>F2.4 Front desk enters information victim provides into a computer system to initiate an investigation with a patrol officer.</p> <p>F2.5 Some front desk staff and police officers treat victims with lack of respect when reporting crimes. They do not seem properly trained on how to assist with all types of crime reporting, evidence gathering or trauma.</p> <p>F2.6 Inconsistency in reporting crimes anonymously. Staff person answering phones unaware of this option. Bystander tried to report domestic violence video anonymously on the weekend but told to come to station to report. Officer had on body cam who said there was no way to report or submit their video evidence anonymously.</p> <p>F2.7 Lack of follow up from officers once incident reports have been filed. Victims want to hear back within one to two days of filing a police report but may not hear back for weeks or months after filing an incident report. If they call to find out the status they are treated as a problem. Sometimes this will initiate a call back from the investigating patrol officer but not always. Some victims reported never hearing back from anyone after reporting a crime.</p>	R2.1 Create an environment that encourages victims to come forward and report crimes, as this directly impacts community safety. Provide customer service training and trauma informed training to front lobby staff and officers.	Closed - Unverified
	R2.2 Have an option to file police reports online, on computer, mobile device or tablets to eliminate several touch points that create potential errors.	Closed - Not Pursuing
	R2.3 Verify information typed into the computer from the victim's incident report matches by having victims review the computer report and sign to show agreement.	Closed - Not Pursuing
	R2.4 Set expectations for service follow ups. Indicate an officer will contact victim within two business days of filing a police report to verify information is accurate and obtain any other details and evidence.	Closed - Not Pursuing
	R2.5 Include process flow that shows what to expect when filing a report and what information you need to provide for both identified and anonymous victims.	In Progress
	R2.6 Verify victim has access to area resources and knows where to go to next for help.	In Progress
	R2.7 Have one domestic advocate or specialty trained social worker available per shift.	In Progress
	R2.8 Provide incident report tracking. This will provide status updates to victims and eliminate calls to officers or lobby staff for updates.	Closed - Not Pursuing
	R2.9 Explore AI options to assist with writing reports. Explore voice to text/transcription options available to integrate with reporting platforms.	Closed - Unverified

Detailed Findings	Recommendations	Status
<p>Key Finding 3: Lack of female officers, specialty trained officers and sexual assault provider services such as rape kit testing, creates further trauma and impedes justice for victims.</p>	R3.1 Allow for flexibility in recruiting, training and officer roles based on needs of the unit.	No Response
	R3.2 Recruit more female officers to assist with domestic violence and sexual assault crimes.	Closed - Unverified

<p>F3.1 Sexual assaults are usually reported at a hospital assisted by SANE nurses who are trained to conduct collection for rape kits. From there, third party victim advocates may be notified to attend.</p> <p>F3.2 Referrals to advocates, medical advocacy services, or other rape crisis councils are done by hospital nurses and required to get written authorization from victim to share medical forensic information with law enforcement. Related law: Sexual Assault Survivors Emergency Treatment Act (410 ILCS 70/5)</p> <p>F3.3 Police officers called to report the crime could be someone with six months or 30 years of experience, but will most likely be a male, patrol officer who will respond and request the sexual assault/rape kits to submit for processing. They gather any additional evidence, clothing, information and verify both sides of the story.</p> <p>F3.4 There is not a set list of questions or intake for these procedures and evidence gathering.</p> <p>F3.5 Some female victims do not want men to assist on rape or sex crime related cases. Some male officers do not want to be called to assist on rape evidence collection cases.</p> <p>F3.6 There currently are no female officers that assist with sexual assaults in Bloomington. There is a shortage of women in Bloomington policing, but this may be based on how current entry to the police system is structured.</p> <p>F3.7 Backlog of rape kits being tested can run into multiple years. In Illinois, the Sexual Assault Evidence Submission Act, passed in 2010 (725 ILCS 202/10) stipulates a six month processing. National report on backlog reasonings include a SAK Testing white paper by the Justice Department's Office on Violence Against Women described some possible factors leading to sexual assault kit backlogs, include victim-blaming attitudes and actions, budget cuts and reduced crime lab staff, and bias against women and victims of sex crimes."</p> <p>F3.8 There is a need in Illinois to increase the number of qualified medical providers available to provide medical forensic services to pediatric sexual assault survivors. (Pediatric Sexual Assault Care 410 ILCS 70/5.3)</p>	<p>R3.3 Have victim trained and informed staff to assist women with reporting crimes.</p>	<p>Closed - Unverified</p>
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Detailed Findings	Recommendations	Status
<p>Key Finding 4: Perceived culture/biases within law enforcement may prevent justice.</p> <p>F4.1 Certain minority communities report not feeling comfortable communicating crimes to police such as home and business thefts (happening in other cities/towns as well).</p> <p>F4.2 Perceptions in gun violence involving Black victims is police appear to be less interested in finding perpetrators. Jelani Day's disappearance is an example of perception black victims are not being treated with appropriate resources and concern.</p> <p>F4.3 Perception police culture seems to be one of power and control driven by ego instead of one focused on serve and protect, compassion and helping. Abuse of power takes on many forms including retaliation, refusal to help. Police officers cover for other officers.</p> <p>F4.4 Previously used the "Ask, Tell, Make", (ATM) method when handling disputes which is opposite of trying to get into the mindset of the person who is experiencing distress or about to cause harm. Some changes are being made to improve this.</p> <p>F4.5 Lack of diversity in officers, especially female officers.</p> <p>F4.6 Recruiting and hiring practices are narrow and rigid. Current process is to recruit, train all candidates the same and all candidates must pass the same tests. Everyone has to serve as a patrol officer first for a certain amount of time before they can be considered for other roles.</p> <p>F4.7 Becoming a detective is seen as a promotion and something you may arise to not something you start out at, even if you have a specialized skill and background in IT and technology to work in digital forensics or other investigations.</p> <p>F4.8 There is a large interest among women to be civilian crime scene detectives, but don't want to necessarily be cops. The current system requires them to be patrol officers first.</p> <p>F4.9 Bloomington does have specialized crime scene detectives, but Town of Normal does not. Normal Police Department outsources to the Illinois State Police. Those studying crime scene forensics can work at labs, but not for police unless they go through standard officer training, including being a patrol officer first.</p>	<p>R4.1 Implement anonymous ways to report officers who violate ethical, moral and legal requirements.</p> <p>R4.2 Evolve recruiting and hiring criteria. Look at possible different roles and flexibility around hiring/training criteria including behavioral competencies, communication and empathy, skills. Increase hiring female officers.</p> <p>R4.3 Train and allow female staff to be able to assist female victims and take statements instead of male patrol officers. Explore options needed relevant to the diversity of those reporting crimes.</p> <p>R4.4 Work with community agencies to bring in others who may be a better fit to address certain crimes and gather information and evidence. Why does this have to be a "police officer"? Explore alternatives to these previous practices that meet the needs of those seeking help.</p>	<p>Closed - Unverified</p> <p>Closed - Unverified</p> <p>Closed - Not Pursuing</p> <p>Closed - Not Pursuing</p>

Detailed Findings	Recommendations	Status
<p>Key Finding 5: Officers may not be trained on victims' rights.</p> <p>F5.1 According to 2024 annual report, there is no training on victims' rights. Training only includes civil rights, human rights, sexual assault trauma response and cultural competency every three years.</p> <p>F5.2 Lack of accountability and governance to help ensure officers are following procedures and treating victims respectfully and carrying out all duties and responsibilities.</p> <p>F5.3 Appear to be violating Rights of Crime Victims and Witnesses Act (725 ILCS 120/4.5) and not providing victims with copy of their rights within 48 hours of reporting violent crime.</p> <p>F5.4 Officers are not recording all interactions with victims. Officers are not always including all information and potential evidence in police reports.</p> <p>F5.5 Officers do not currently receive performance reviews. Looking to implement as part of five-year plan.</p>	<p>R5.1 Implement prioritized annual training on victims' rights, sexual assault trauma and cultural competency and how best to interact and work with victims.</p> <p>R5.2 Enforce accountability of officers' actions once trainings have been completed regardless of online or in person. Officers are responsible for proper conduct and procedures.</p>	<p>Closed - Unverified</p> <p>Closed - Unverified</p>

Detailed Findings	Recommendations	Status
<p>Key Finding 6: City of Bloomington Police Website</p> <p>F6.1 Victim Information and Resources</p> <p>Filing a police report page</p> <p>F6.1.1 Does not provide any information on victims' rights (see example of Peoria County FAQ website page that includes this info).</p> <p>F6.1.2 Does not provide any links to victim resources available in the community or QR codes to access this information.</p> <p>F6.1.3 Does not provide an online option to file a police report. Does not provide additional information of what to expect once you file a police report. (See Peoria police website home page as example.)</p> <p>F6.1.4 Has a connect page but does not have a police officer directory of contacts, numbers and email, just the main lines. Has subpage for Address and Phone but those pages do not display anything when clicked.</p> <p>F6.1.5 No tracking of domestic abuse cases in annual police reports. Bloomington police follow FBI National Incident Based Reporting System (NIBRS) and provides data to this. Does not request DV as a separate item.</p>	R6.1.1 Work with Town of Normal Police to create best practices information around victim rights, resources, reporting crimes, filing complaints, evidence collection and sharing of information between departments.	Closed - Unverified
	R6.1.2 Provide instructions on the Bloomington and Normal Police and McLean County Sheriff websites clarifying when and how to approach different departments and what jurisdiction to report crimes.	Completed
	R6.1.3 Allow for crimes, tips and evidence to be reported online or anonymously with mobile friendly forms. (See Peoria police website home page as example.)	Completed
	R6.1.4 Include page of information about victims' rights and link to victims' bill of rights and also how to enforce rights and link to the Illinois State Attorney General website on victims' rights violations and complaint filing processes.	Completed
	R6.1.5 Update website information to include what to expect when filling out a police report and next steps.	In Progress
	R6.1.6 Work with community groups and the county to create shared resources to include online.	In Progress
	R6.1.7 Track domestic violence abuses in the annual report and also break out crimes against adults vs children where applicable.	Closed - Unverified
	R6.1.8 Create a more robust Connect/Directory page that includes more officer contact information (similar to Town of Normal Police Directory)	In Progress

Detailed Findings	Recommendations	Status
<p>Key Finding 6: City of Bloomington Police Website</p> <p>F6.2. Accountability/Complaint Procedures</p> <p>Citizen Complaints page</p> <p>F6.2.1 Content trails off and is not complete on this page right before expandable menu options.</p> <p>F6.2.2 Procedure for submitting complaint is confusing, cumbersome and needs more details about how investigations are conducted, what to expect and ease concerns over retaliation.</p> <p>F6.2.3 Indicates complaint should be notarized but does not include a section for the notarization on the form. ("If you prefer you may also file a notarized complaint form by mail. Send the notarized complaint form to the Office of Professional Standards, 305 S. East Street, Bloomington, IL. 61701.) However, when calling and speaking to someone in this office they say the form does not need to be notarized. This creates confusion in lack of consistent processes.</p> <p>F6.2.4 Website still indicates an affidavit is required for complaints against police to be fully investigated, this is contrary to the SAFE-T Act. "Allows complaint filings against police officers without sworn affidavits or other legal documentation"</p> <p>F6.2.5 Form immediately asks for all types of unnecessary personal information (DOB, home address, place of employment and address). This dissuades people from filing complaints.</p> <p>F6.2.6 Not enough information is provided about the investigation process, to give more awareness and assurances to those filing complaints.</p> <p>F6.2.7 Lack of analysis over # of complaints police are receiving and what is appealed to PSCRB. No further inquiry into what this number actually represents.</p> <p>F6.2.8 Had to submit FOIA to obtain complaints filed for past 10 years. Complaints filed or reviewed are not published online or made available through PSCRB meeting minutes.</p> <p>Connect page and Social media page</p> <p>F6.2.9 Offers opportunity for members to provide feedback and report concerns also in an attempt at holding officers accountable.</p>	R6.2.1 Create an online option to submit complaints against officers. People may be uncomfortable coming into the office to drop off a complaint or sending by mail if addresses are included and other personal information.	Closed - Not Pursuing
	R6.2.2 Make current form dynamic so it can be downloaded, type into the form and allow pages to be added. Allow for electronic signature and date stamp.	Closed - Not Pursuing
	R6.2.3 Ease concerns over retaliation. Remove asking for unnecessary information like place of employment, birthdate, home address. Ask for preferred method of contact (ie: email, phone, text, etc.) If mail, then include an address. Indicate how soon after filing a complaint a person will be contacted ex: 1-2 business days after receipt of the complaint and what that will involve.	Closed - Not Pursuing
	R6.2.4 Include complaint investigation details and what to expect. Explain how complaint will be kept confidential, who will have access, what information will be shared with investigators and those being investigated. Include investigation timelines. Link to any investigating SOPs and "Uniform Peace Officer's Disciplinary Act, 50 ILCS 725."	In Progress
	R6.2.5 Publish number of complaints online as part of ongoing statistics along with categorical information/metrics and tracking.	Closed - Not Pursuing
	R6.2.6 How to file a complaint section Remove the link to the PSCRB form. It is confusing and there is no context for what the PSCRB is or what it does and adds confusion to those who are trying to figure out where to submit a complaint. Create a separate section after complaint information to explain the complaint appeal process and this is where the PSCRB comes in.	Completed
	R6.2.7 Include another expandable section for "Appealing a Complaint Decision". Outline what a person can do to appeal this complaint. List information about the PSCRB, who they are, what they do, link to their website page and brochure. Explain there is a 30-day window to file an appeal.	Completed
	R6.2.8 Recommend extending the complaint appeal process to 60 days or more as 30 days is not enough time for people to potentially submit FOIAs and obtain additional information needed for an appeal.	Closed - Not Pursuing
	R6.2.9 Provide instructions and link to how to submit a FOIA to obtain the investigation information such as video, audio, documents.	Completed
	R6.2.10 Other Complaint Agencies: Include other complaint filing options such as the Illinois Attorney General website for Victim, Civil, Human rights violations complaints.	In Progress

Detailed Findings	Recommendations	Status
Key Finding 6: City of Bloomington Police Website F6.3: Transparency of Information/FOIA Transparency Page F6.3.1 Contains link to Standard Operating Procedures. F6.3.2 Does not provide information or link back to FOIA information on City of Bloomington website. F6.3.3 Officer Complaints Does not include information about filed complaints. Just links back to page where you can file a complaint. F6.3.4 Annual Reports Lists the prior three annual reports. F6.3.5 Police Reports Does not provide any reporting on police reports. Links back to a page to file a police report. Miscellaneous F6.3.6 Quick Look Located at the bottom of the home page contains some stats but does not include number of complaints filed each month or current crime rate statistics. F6.3.7 Best Practices Checklist City of Bloomington has a transparency portal and references the IPI 10pt Transparency checklist. F6.3.8 Domestic Violence Is currently not being tracked in criminal statistics. F6.3.9 Sexual Offender Registry Does not appear on the website.	R6.3.1. FOIA Include FOIA information and link to City of Bloomington FOIA information page.	Completed
	R6.3.2 Citizen/Officer Complaints Make data available on the website including at least past five years, #of complaints filed, category of complaints, how it was investigated, outcome and if appealed-outcome of appeal. Either add to the page or link out to where this is stored. Cross promote with PSCRB website information. See Chicago's Citizen Office of Accountability Office (COA) Case Portal example.	In Progress
	R6.3.3 Police Reports Make available # of crimes reported, categories of crimes, how many were resolved, how many were sent to State's Attorney office for charging, how many were charged and how many were never charged or had charges dropped. Either add to the page or link out to where this is stored.	Closed - Not Pursuing
	R6.3.4 Quick Look Include # of police reports filed, # of complaints submitted each month, crime statistics at bottom of the home page. Include links to each of these items that link back to the main page/section where all of this detailed info is located.	In Progress
	R6.3.5 Best Practices Checklist Link to any industry or state mandated best practices and checklists and rankings at meeting these criteria.	In Progress
	R6.3.6 Sexual Offender Registry Make this information readily available and link to from an existing or new page around victim or community resources.	In Progress
	R6.3.7 Domestic Violence Track domestic violence statistics and incorporate findings and relevant information on the website under victim resources, domestic violence information.	In Progress

Public Safety Community Relations Board (PSCRB - Bloomington)

Detailed Findings	Recommendations	Status
Key Finding 1: Lack of timely communication F1.1 Previous concerns about meeting cancellations with no notice. Recently cancelled March 2025 quarterly community meeting. Notice posted on website and meeting door. Confirm OMA compliance. F1.2 Agendas do not properly reflect topics being discussed ex: January 2025 COB Police Five-year plan was not on the agenda and not adequately promoted to the community. F1.3 Seem to have an email distribution list but not certain who is listed on it. Used at times to solicit agenda items for quarterly community meetings. F1.4 Unable to verify communication efforts to promote monthly and quarterly meetings. F1.5 Meeting minutes not being posted consistently.	R1.1 Use social media (City of Bloomington, city council sites) to post communications and promote upcoming meetings, special agenda topics, quarterly meetings or meeting cancellations.	Closed - Not Pursuing
	R1.2 Provide feedback option on website to proactively solicit feedback for ongoing improvements to PSCRB and best practices around police review boards.	Closed - Not Pursuing
Key Finding 2: Confusion on where to submit and lack of rigorous review of police complaints undermines transparency/ accountability. F2.1 Trusting officers are conducting proper investigations. Board members ask some cursory questions about some of the complaints reviewed but not all. There is an inherent trust investigating officers are conducting thorough unbiased investigations. F2.2 Third Party Agency Community would like to submit initial complaints against police to a neutral third party instead of to the police as most people don't want to file complaints with police for fear and mistrust. "Don't expect the police to police themselves." F2.3 Lack of appeals to the board This is not necessarily a good thing. Need to examine why people aren't appealing. Most likely relates to the outcomes. The board can only recommend training and not real tangible results complainants want like firing an unethical officer or fining them. Only allows for a 30-day window to appeal, which also may not be enough time to gather additional evidence, submit FOIAs (or learn about them) and build an appeal case.	F2.1 Add detailed complaint reviews as regular monthly agenda item after the 30-day appeal window expires instead of twice a year. Read each complaint out loud, quick summary of what the complaint involved for audience. Provide complaints to board members in advance of meeting in electronic form to allow more time to prepare and discuss.	Closed - Not Pursuing
	F2.2 Ask probing questions into how investigations are being handled and why certain decisions/outcomes were made. Explore having basic set of questions on every complaint. Don't accept at face value. Should be able to verify investigation process.	Closed - Not Pursuing
	F2.3 Categorize all complaints with more details, track data and add to the police website and PSCRB website to show ongoing complaints and year to date for each year for the past 10 years.	Closed - Not Pursuing
	F2.4 Extend window to file an appeal to at least 60 days or more. People may need more time to collect evidence to file an appeal.	Closed - Not Pursuing
	F2.5 Seek to include name of police officers involved in complaints for full transparency. (May be a FOIA issue but needed to track patterns of behavior).	Closed - Not Pursuing

<p>F2.4 Complaint reviews Currently only receive redacted copies of submitted complaints twice a year in detail to review. These are read in silence by board members, so audience often does not know what is being read. Offers limited info when discussed. Officer provides commissioners with hard copies of redacted complaints and then collects them again after the meeting. These documents are not included in meeting minutes.</p> <p>F2.5 Not tracking officers who complaints are being filed against.</p> <p>F2.6 Flyers/Brochure Information is unclear complaints need to go to the police first and aren't submitted to PSCRB.</p> <p>F2.7 Subpoenas Appears PSCRB can submit FOIAs but cannot submit subpoenas for additional information or as part of their reviews.</p>	<p>F2.6 Include all documents shared in PSCRB meetings including redacted complaint documents in meeting minutes packet. (Reference how it is done at county board meetings for committee reports, etc.).</p>	<p>Closed - Not Pursuing</p>
<p>Key Finding 3: PSCRB Website, PSCRB Lobby Poster Brochure</p> <p>3.1 Victim information and resources Victim Information and Resources Website and Brochure</p> <p>F3.1.1 No information is made available that specifically mentions victims of crimes or victims' rights on their website or brochure or links to any victim resources or state victims' rights complaints procedures.</p> <p>PSCRB Lobby Poster</p> <p>F3.1.2 Lobby poster does not have any heading/title and does not reference PSCRB until much further down on the page.</p> <p>F3.1.3 "We would be glad to hear from you" is underlined appearing as a hyperlink, but does not link anywhere.</p> <p>F3.1.4 The complaint form link on the lobby poster although hyperlinks goes to a broken Page Not Found message.</p> <p>F3.1.5 Unable to submit anonymous complaints or an appeal if they have to put their name and contact info on the form when they submit either to police or drop off to the PSCRB. If they drop off during a meeting, they may be seen dropping off the document and unclear where the "drop off" is without asking about it.</p> <p>Brochure Specific</p> <p>F3.1.6 It's unclear the "complaint review" is not an "appeal" of the complaint that should have already been reviewed by the Bloomington police.</p> <p>F3.1.7 The review process and findings section makes it sound like there is little if any action PSCRB can take so may not be worth wasting more time submitting an appeal if they won't investigate how the complaint was initially investigated and offer stronger remedies other than recommending training or process changes. People want accountability of officers, not more training.</p>	<p>Victim Information and Resources</p> <p>R3.1.1 Add information about victims', civil and human rights and link to appropriate City of Bloomington website or State of Illinois websites. Helps to understand your rights when filling out complaint forms or appealing a complaint.</p> <p>Lobby Poster/Brochure Specific:</p> <p>R3.1.2 Change PSCRB to Police Review Board.</p> <p>R3.1.3 Change name from "Review Process" to "Complaint Appeal Process". It confuses people thinking they can submit initial police complaints to the PSCRB.</p> <p>R3.1.4 Create an online option of the brochure that is easier to read and understand. The current brochure was intended to be printed and folded so the information online is confusing in current format.</p> <p>R3.1.5 Update link on the lobby poster so it links to the officer complaint form.</p> <p>R3.1.6 Make easier infographics to show the relationship and process of filing complaints starting with the police and then the appeal process with the PSCRB.</p>	<p>In Progress</p> <p>Closed - Not Pursuing</p> <p>Closed - Not Pursuing</p> <p>In Progress</p> <p>In Progress</p> <p>Closed - Not Pursuing</p>
<p>Key Finding 3: PSCRB Website, PSCRB Lobby Poster Brochure</p> <p>3.2 Accountability/Complaint Procedures</p> <p>F3.2.1 Stats showing PSCRB appeal requests https://public.powerdms.com/BloomingtonPD/tree/documents/2235751</p> <p>F3.2.2 Appears there is a lack of accountability or enforceability of any real impact since they only make training and policy recommendations, which may deter many people from filing an appeal if they feel it will do nothing.</p> <p>F3.2.3 The appeal process is not clear on what to do or how to do it.</p> <p>F3.2.4 PSCRB does not track monthly complaints closely or link to any of the supporting documents on the police website that would reflect ongoing data around police complaint reporting website and entrusts the police are following up with thorough investigations into the complaints.</p>	<p>R2.2.1 Work with city council or appropriate agencies to update bylaws and increase power and oversight of PSCRB duties to more than recommend policy and training improvements. Impose actions up to termination of officers if warranted.</p> <p>R2.2.2 Rename the "complaint review" to the "appeal process" on page 2 of the brochure. Explain the complaint and appeal process and where the PSCRB comes in as an "appeal agency".</p> <p>R2.2.3 Explain what happens after a person submits an appeal to any of the drop off locations including police, legal, PSCRB drop off box. Explain how info is redacted to keep anonymity. Explain expectations for how a person may be contacted to provide additional info or explain the situation and timeframe for how long the review may take.</p>	<p>Closed - Not Pursuing</p> <p>Closed - Not Pursuing</p> <p>In Progress</p>
<p>Key Finding 3: PSCRB Website, PSCRB Lobby Poster Brochure</p> <p>3.3 Transparency of information/FOIA</p> <p>F3.3.1 Name is confusing and most interviewed did not know what PSCRB stood for or what it was or had never heard of it. They do not know what it means or what it represents.</p> <p>F3.3.2 The description is very vague and does not specifically spell out what the PSCRB does or how it does it.</p> <p>F3.3.3 There is a heading called "History" and states the PSCRB was created in 2017 and then a link to a brochure.</p> <p>F3.3.4 PSCRB and police do not maintain copies of the redacted complaint copies once they have been reviewed with the PSCRB. A FOIA must be submitted in order to obtain them causing undue additional work.</p>	<p>R3.3.1 Link to the statute referenced under the Description on landing page for Chapter 35, Section 81 of the Bloomington City Code. Most people will not know where to go to find this.</p> <p>R3.3.2 Change heading instead of "History" to How to Submit an Appeal. Include link to brochure instructions. Create online option.</p> <p>R3.3.3 Explain who the appeal is being sent to, that it is going back to the police who will redact their original complaint and then forward to the PSCRB for review. Explain the appeal process and how a person's information will be kept confidential and what will and won't be shared, with whom and in what manner as this also deters people from filing appeals for fear of retaliation.</p>	<p>In Progress</p> <p>In Progress</p> <p>In Progress</p>

City of Bloomington / City Council

Detailed Findings	Recommendations	Status
<p>Key Finding 1: City manager, mayor, and council members provide oversight and accountability of local agencies.</p> <p>F1.1 Unable to locate an org chart that shows reporting structure and accountability chain but appears little to no accountability. Asst. City Manager oversees the police. Administrative team includes mayor, city management and oversees the PSCRB.</p> <p>F1.2 Created PSCRB to review police complaints that are appealed.</p> <p>F1.3 Municipal bylaws handed down determine powers of the PSCRB. Does not include term limits for board members.</p> <p>F1.4 Created Safe Communities to assist with gun violence issues.</p> <p>F1.5 Community Engagement is a strategic priority but currently lack any formal processes of engaging community groups with city council/leaders or promotion to community on how to do so.</p> <p>F1.6 Information does not exist on council website of how to present at council meetings other than as public comment. Lack of transparency and community engagement.</p>	<p>R1.1 Work to increase powers and enforceability of solutions of the PSCRB for police oversight.</p> <p>R1.2 Include term limits for board members.</p> <p>R1.3 Work with County Board and State of Illinois where needed to request or escalate formal investigations.</p> <p>R1.4 Update council website to include process and requirements of requesting to present to city council and added as an agenda item.</p>	<p>Refused to Meet</p> <p>Refused to Meet</p> <p>Refused to Meet</p> <p>Refused to Meet</p>
<p>Key Finding 2: City of Bloomington website</p> <p>F2.1 Victim information and resources</p> <p>F2.1.1 There is an Assistance page that includes a page for "Emergency Assistance" but no description on the page.</p> <p>F2.1.2 Does not appear to be any victim specific language or victims' rights information currently listed.</p> <p>F2.1.3 Does not link back to City of Bloomington Police website or provide any police specific information or contact information</p>	<p>R2.1.1 Describe on Assistance Page what this could encompass and clarify if you are a victim of a crime or domestic abuse there may be help and list out updated list of local area victim resources, and link to Victims' Bill of Rights information.</p> <p>R2.1.2 Work with Town of Normal and both police agencies to develop best practices and consistent reference to community resources and make available online and other applicable areas victims may need to access.</p> <p>R2.1.3 Provide police contact information.</p>	<p>No Response</p> <p>No Response</p> <p>No Response</p>
<p>Key Finding 2: City of Bloomington Website</p> <p>F2.2 Accountability/Complaint Procedures</p> <p>have a "Report a Concern" page.</p> <p>F.2.2.2 There are four ways for community members to report a concern to the City of Bloomington: (phone, economic and community development requests, call to report emergency traffic complaints/requests, submit concern online through the MyBloomington app)</p> <p>F.2.2.3 Report an issue and watch it get fixed lists several city/municipal categories such as garbage, sewers, streets, sidewalks, etc.</p> <p>F.2.2.4 Little to no local options to hold local government, justice system accountable.</p> <p>F.2.2. 5 Community Relations page exists and lists some of the commission boards that reinforce your rights but does not link back to their individual pages or provide any contact information.</p> <p>F2.2.6 City uses Zencity to send out community surveys online for random people to select and opt in to use.</p>	<p>R2.2.1 Include an option on Report a Concern page of where to report concerns about rights violations, corruption and illegal activities.</p> <p>R2.2.2 Cross promote reporting complaints about the police, and link back to the commission/boards page to submit complaints regarding other issues (HRC, PSCRB, etc.).</p> <p>R2.2.3 Cross promote and link out to Illinois Attorney General complaint website to file complaints at the state level if needed.</p> <p>R2.2.4 Send customer service type survey to those who file police reports, those who have used city services each month to gauge satisfaction of police service and city services and improve accountability with more targeted audience to provide viable feedback</p>	<p>No Response</p> <p>No Response</p> <p>No Response</p> <p>No Response</p>
<p>Key Finding 2: City of Bloomington Website</p> <p>F2.3 Transparency of information/FOIA</p> <p>F2.3.1 Does have a page dedicated to submitting FOIAs. However, indicates you can "Submit Requests Anonymously" but when clicking on the form first question asked is non required name field. When requests come back they often will have personal information included in them. This is done at county level also.</p> <p>F2.3.2 Transparency Portal Good to include models and standards they are referencing such as the content they included "IPI Ten-Point Transparency Checklist to help provide a "best practices" framework to improve government transparency across the State.</p> <p>F2.3.3 IP Ten-Point Checklist encourages specific information be provided on a public body's website including meeting agendas and minutes, budgets, financial audits, employee salaries and benefits and more. Some of this info, such as compensation, is required by law while some is not.</p> <p>F2.3.4 City staff recently modeled a Website Transparency Ordinance based off the IPI's Checklist, which was adopted by City Council at a meeting in August 2014. The Website Transparency Ordinance serves to affirm the City's ongoing commitment to clear communication with the public.</p> <p>F2.3.5 Does link to the State Transparency and Accountability portal. This is at the state level.</p>	<p>No recommendations at this time</p>	<p>N/A</p>



Town of Normal Police and staff

Detailed Findings	Recommendations	Status
<p>Key Finding 1: Lack of victims' rights or community resource information available or provided to victims.</p> <p>F1.1 Resource flyer available at front desk very similar to that provided by City of Bloomington police. Information is outdated, has inaccuracies and includes past attorney general Lisa Maddigan's office information on who served from 2003-2019.</p> <p>F1.2 Flyer is nearly illegible due to very tiny print and poor printer quality. Spanish version provided to English speakers.</p> <p>F1.3 Flyer does not include victim's bill of rights information on it.</p> <p>F1.4 Several news stories about police not enforcing orders of protection and not removing guns from defendants' homes.</p> <p>F1.5 Mission Statement "The mission of the Normal Police Department is to serve and protect all citizens who live, work and visit our community. Normal Police Officers and Staff adhere to the highest standards of Integrity and Professionalism. Officers and staff prioritize personal and community Wellness and are committed to ongoing Engagement with the people we serve." Slogan: Integrity, Wellness, Engagement, Professionalism.</p>	R1.1 Partner with victim advocacy agencies and hold regular meetings with first responder agencies, hospitals, police, sheriff, and state's attorney to ensure consistent, accurate, and accessible victim resource information (use QR codes, mobile-friendly formats, large print, posters, multiple languages, and accessible websites).	Refused Response
	R1.2 Establish an internal process to regularly review and update information for accuracy and relevance with supporting groups. Display last updated dates on community resources, flyers, and public materials.	Refused Response
	R1.3 Include easy-to-understand infographics with community resources and process flows to educate the public about the justice process.	Refused Response
	R1.4 Provide victims with information about their rights and how to exercise them with links to complaint processes by police and staff.	Refused Response
	R1.5 Place large posters of victims' rights and related information (such as the Illinois Domestic Violence Act) in public lobby areas.	Refused Response
	R1.6 Allow police reports to be entered on an ipad or electronic and mobile devices and eliminate several touch points that create potential errors.	Refused Response
	R1.7 Provide for incident report tracking to show status updates and eliminate calls to officers or lobby staff for updates.	Refused Response
	R1.8 Try to have one domestic advocate or specialty trained advocate available per shift.	Refused Response
	<p>Key Finding 2: Culture/biases may exist within policing and prevent justice.</p> <p>F2.1 Over policing of ISU students Former ISU students concerned about over-policing of students ex: "walking while drunk" and getting tickets for it.</p> <p>F2.2 Racial profiling traffic stops: ex: Driver went too far over the white line, failed to turn 20 feet from intersection, people who were formerly incarcerated and still being harassed by officers once they are out.</p> <p>F2.3 Victim blaming College students who are raped are not believed or blamed for going to parties or being intoxicated.</p> <p>F2.4 Diversity Female to male officer ratio is 11 to 70 and nonwhite officers to white is 13 to 68</p>	R2.1 Review applicable findings and recommendations for City of Bloomington police and adopt recommendations applicable to Town of Normal.
R2.2 Include annual training around discrimination, harassment and victim/trauma responses.		Refused Response
R2.3 Implement complaint procedures for ISU students to report to ISU police or Town of Normal police and promote where appropriate.		Refused Response
R2.4 Ensure recruiting is attracting a wider, diverse pool of candidates. Allow for flexibility in recruiting and hiring officer roles based on needs of the unit including women.		Refused Response
R2.5 Have victim trained and informed staff to assist women with reporting crimes.		Refused Response
<p>Key Finding 3: Town of Normal Police Website</p> <p>3.1 Victim information and resources</p> <p>F3.1.1 Victims' rights information not listed on website</p> <p>F3.1.2 Has a Domestic Violence page but it is very limited information.</p> <p>F3.1.3 Has a sexual assault page that provides information about reporting these types of crimes and evidence gathering.</p> <p>F3.1.4 Limited information about local community resources for victims of crime listed on the site.</p> <p>F3.1.5 They have a 2018 "Be the Change" campaign and Make your Move campaign still available online to help stop victim blaming for sexual assaults.</p> <p>F3.1.6 Allows for some online reporting of crimes that are non-emergency in nature and if you don't know the name of the suspect. Are there reasons why you can't report online if suspect is known?</p> <p>F3.1.7 Criminal investigations page seems limited in the types of crimes</p>	<p>(Reference Bloomington recommendations)</p> <p>R.3.1.1 Work with City of Bloomington Police to create best practices information around victim rights, community resources, reporting crimes, filing complaints, evidence collection and sharing of information between police offices.</p>	Refused Response
	R.3.1.2 Provide directions on the McLean County Sheriff website as well as Bloomington Police and Normal Police websites clarifying when and how to approach the different jurisdiction to report crimes.	Refused Response
	R.3.1.3 Include page of information about victims' rights and link to Illinois Victims' Bill of Rights and how to enforce. Link to the Illinois State Attorney General website on victims' rights violations and complaint filing processes.	In Progress
	R.3.1.4 Provide page of community related victim resources for people to access on website and social media sites. Work with community groups and the county to create information and post or share at city/county level and link to shared online resources.	Refused Response

<p>they list out (only four). F3.1.8 Has a sex offender registry linked to from their Residents page with state info as well. F3.1.9 Has an option to report anonymous tips online.</p>	R.3.1.5 Update website information to include what to expect when filling out a police report and next steps.	In Progress
<p>Key Finding 3: Town of Normal Police Website Key 3.2 Accountability/Complaint Procedures</p>	R.3.1.6 Update criminal investigations page with cyberstalking and online crimes information.	Refused Response
<p>F3.2.1 How Do I procedures includes a Citizen Complaint page. Procedures are brief and form requests nonessential info such as DOB, address and extremely limited space to include details about the nature of the complaint or any supporting evidence. Does indicate should first try to discuss with the duty shift commander or if prefer to file complaint with Assistant Chief. Includes "If you have questions about your complaint or the process you may contact the Assistant Chief of Police during regular business hours at (309) 454-9523."</p>	R.3.1.7 Update Domestic Violence page to include more robust information regarding general victims' information, resources and include link to or information about victims' bill of rights.	Refused Response
<p>F3.2.2 Form can be accessed online but can only download, print, write in information and mail it in currently or drop off at police office.</p>	R32.1 Create an online option to submit complaints against officers. People may be uncomfortable coming into the office to drop off a complaint or sending by mail if addresses are included and other personal information.	In Progress
<p>F3.2.3 Complaint form does not have to be notarized. English and Spanish options for complaint forms. Can not be completed online. Have to be printed out and handwritten on.</p>	R3.2.2 Make current form dynamic so it can be downloaded, type into the form and allow pages to be added. Allow for electronic signature and date stamp.	In Progress
<p>F3.2.4 Does not have a police review board, just town manager. It is unclear if there is an appeal process or if someone can file an appeal or who that would be to if disagree with police investigation of the complaint. City Manager confirmed she does not receive these and thought they went to the mayor but unable to confirm this.</p>	R3.2.3 Ease concerns over retaliation. Remove asking for unnecessary information like place of employment, birthdate, home address. Ask for preferred method of contact (ie: email, phone, text, etc.) If mail, then include an address. Indicate how soon after filing a complaint a person will be contacted ex: 1-2 business days after receipt of the complaint and what that will involve.	Refused Response
<p>F3.2.5 Complaint process is itemized out and has option to file complaint and concern as separate items.</p>	R3.2.4 Include complaint investigation details and what to expect. Explain how complaint will be kept confidential, who will have access, what information will be shared with investigators and those being investigated. Include investigation timelines. Link to any investigating SOPs and "Uniform Peace Officer's Disciplinary Act, 50 ILCS 725."	Refused Response
<p>F3.2.6 Includes separate quality check questionnaire.</p>	R3.2.5 Provide quality check questionnaire feedback in annual report or track somewhere on website.	Refused Response
<p>F3.2.7 Under Residents section, there is a three-year citizen complaint summary but no detailed procedures on how to submit a complaint and did not link to any other pages that offered this information. Does appear to be located in a separate section and just a reporting page/document.</p>	R3.2.6 Create and promote police officer complaint appeal form and process. Track and report on appeals and make available to the public.	Refused Response
<p>F3.2.8 Unsure how complaints are being tracked on the summary. The yearly totals do not seem to align to other metrics and criteria on the document and the document covers three years' worth of complaints on eight types of complaints.</p>	R3.3.1 Make police standard operating procedures available on the website.	Refused Response
<p>Key Finding 3: Town of Normal Police Website 3.3 Transparency of information/FOIA</p>	R3.3.2 Include 2024 annual report and implement using standard fonts for readability. Include complaint context and domestic violence, stalking statistics for greater transparency.	Refused Response
<p>F3.3.1 Does not have a "transparency portal" or FOIA page or any links to FOIA information.</p>	R3.3.3 Create FOIA page or link to FOIA information.	Refused Response
<p>F3.3.2 Police Standard Operating Procedures are not available on the website.</p>	R3.3.3 Create FOIA page or link to FOIA information.	Refused Response
<p>F3.3.3 2024 annual report is not published.</p>	R3.3.3 Create FOIA page or link to FOIA information.	Refused Response
<p>F3.3.4 2023 annual report – several sections in all caps, lack of context to complaints listed in report, lack of data on domestic violence.</p>	R3.3.3 Create FOIA page or link to FOIA information.	Refused Response
<p>F3.3.5 Has a Directory page to reach different police officers and staff by phone or email.</p>	R3.3.3 Create FOIA page or link to FOIA information.	Refused Response

Town of Normal / Town Council

Detailed Findings	Recommendations	Status
<p>Key Finding 1: Lack of oversight and accountability by mayor, council members and manager.</p>	R1.1 Determine if police review board is needed similar to Bloomington's PSCRB.	Refused to Meet
<p>F1.1 Town of Normal org chart shows reporting structure and accountability chain but little to no accountability. Town Manager oversees the police.</p>	R1.2 Make officer complaint process and findings more transparent (see F2.2 recommendations below)	Refused to Meet
<p>F1.2 Town manager listed on town website for police complaint appeals. Determined this does not actually happen, should go to the mayor. Unable to confirm these are sent and addressed by the mayor.</p>	R1.3 Create formal processes and procedures for police officer complaint appeals	Refused to Meet
<p>F1.2.3 Determined there are no formal processes and procedures for appealing police officer complaints.</p>	R1.4 Update council website to include process and requirements of requesting to present to city council and added as an agenda item.	Refused to Meet
<p>F1.3 Community Engagement is a strategic priority but currently lack any formal processes of engaging community groups with city council/leaders or promotion to community on how to do so.</p>	R2.1.1 Add victim of crime information or related services or community resources made available on the main website.	Refused Response
<p>F1.4 Information does not exist on council website of how to present at council meetings other than as public comment. Lack of transparency.</p>	R2.1.1 Add victim of crime information or related services or community resources made available on the main website.	Refused Response
<p>Key finding 2: Town of Normal Website</p>	R2.1.1 Add victim of crime information or related services or community resources made available on the main website.	Refused Response

<p>F2.1 Lack of Victim information and resources F2.1.1 Does not appear to be any victim of crime information or related services or community resources made available on the main website. F2.1.2 Peoria has two pages of good examples of how to include victims' services and FAQs.</p>	<p>R2.1.2 Work with City of Bloomington and both police agencies to develop best practices and consistent reference to community resources and make available online and other applicable areas victims may need to access.</p>	<p>Refused Response</p>
<p>Key finding 2: Town of Normal Website 2.2 Lack of Accountability/Complaint Procedures F2.2.1 Has a Normal Voices project to allow for resident feedback on various topics and areas of improvement for community concerns F2.2.2 I want to... report a problem but it is predefined form and does not allow for complaints to be filed against any local government officials, law enforcement, or justice system abuses F.2.2.3 Appears no local options to hold local government, justice system accountable. F2.2.4 According to police page, complaints can be filed with the town manager but this information does not appear on the town website.</p>	<p>R2.2.1 Create or link to information for complaint procedures and how to submit and provide information on what the process involves, how information will or won't be shared, etc.</p>	<p>Refused Response</p>
	<p>R2.2.2 Cross promote and link out to Illinois Attorney General complaint website to file complaints at the state level if needed.</p>	<p>Refused Response</p>
<p>Key finding 2: Town of Normal Website 2.3 Some Transparency of information/FOIA F2.3.1 There is an open data portal transparency page available on the website. F2.3.2 FOIA information is made available on this portal. F2.3.3 Meet the Council page for town council members includes details on Addressing the Council, Contacting the Council and Council Videos of prior meetings. F2.3.4 Has Notify Normal page for alerts and updates.</p>	<p>No recommendations at this time</p>	<p>N/A</p>

Sheriff Merit Commission

Findings	Recommendations	Status *
<p>Key Finding 1: Lack of accountability and transparency of sheriff and employees.</p> <p>F1.1 Unable to locate dedicated section on website for the Merit Commission. Commission agendas seem to only be available on the Agenda Center of the McLean County website.</p> <p>F1.2 Little information regarding bylaws for creation of the merit commission and responsibilities. Only includes Establishment and Membership. Sheriff appoints all five-member commission.</p> <p>F1.3 Agendas appear to be informal with no set specific agenda topics consistently discussed. Complaints are not included as a regular agenda topic or reported on.</p> <p>F1.4 Monthly statistical reports for jail population in McLean County Detention Facility (MCDF) report to the justice committee. No information on how complaints are being handled.</p> <p>F1.5 Non-lethal use of using Tasers Grant - Have to have a policy in place Nov. 4, 2024. Unable to verify this policy online.</p> <p>F1.6 Grant Establishing McLean County FTC Award number: (see page 6) Award Number: 15PJDP-24-GG-01678-COAP awarded on October 01, 2024. Stipulates cannot discriminate based on Civil Rights Act 1964 §749,954. *If they violate or discriminate will lose these funds.</p> <p>F1.7 There appears to be no complaints procedures or tracking of complaints to establish if discrimination is taking place. Grant provisions to determine if violations are occurring.</p>	R1.1 Start reporting on complaints received in total. Include information for how they are handled.	Refused to Meet
	R1.2 Track complaints monthly, and report on the McLean County website for transparency.	Refused to Meet
	R1.3 Include categories and data around the types of complaints being made.	Refused to Meet

Jail Review Committee (JRC)

Findings	Recommendations	Status
<p>Key Finding 1: JRC helps to provide some oversight of jail house and inmates civil rights but inconsistency due to changes in structure and ACLU steering committee.</p> <p>F1.1 Founded in 1980 as a citizen's group at the suggestion of then Sheriff Steve Brien.</p> <p>F1.2 ACLU steering committee also involved and created it as a free-standing volunteer body. Members appointed by the steering committee of the ACLU.</p> <p>F1.3 Taken some time off in recent years and just now formalizing again with a new chair and appointing members.</p> <p>F1.4 Part of its mission is educating the community about what's happening inside the jail.</p> <p>F1.5 2023 WGLT story: As McLean County jail faces staffing crunch, Jail Review Committee stands ready to help</p>	R1.1 Community members can submit complaints about jail house/inmate abuses directly to the ACLU at acluofcentralillinois@gmail.com and will forward to the JRC to review.	Completed

States Attorney Office and Staff

Findings	Recommendations	Status*
<p>States Attorney Website</p> <p>Key Finding 1: Lack of Victim information and related community resources available on website.</p> <p>F1.1 No victims' rights information is listed on State's Attorney or McLean County website and does not include links to State Victims' Bill of Rights.</p> <p>F1.2 Has robust list of community resources for McLean County Reentry Directory for formerly incarcerated but almost no resources listed for victims of crime.</p> <p>F1.3 Special Units is listed on the left side navigation. No victims' rights information is listed on any of the subpages in this section. Provides little to no information on local community resources other than those related to child crimes.</p> <p>F1.4 No links provided related to victims' rights or how to enforce rights or complaint filing procedures.</p> <p>F1.5 State's Attorney office does not represent victims of crime in criminal cases.</p>	R1.1 Create separate section for Victim Information and Resources. (*see recommendations for municipalities) Publish victims' rights information and area/community resources on website or link to this information from other websites. (See Peoria County FAQ for example of helpful information.)	Refused to Meet
	R1.2 Include information on where/how to report a crime for local police, hospital, depending on situation.	Refused to Meet
	R1.3 Provide detailed information about State's Attorney office role in criminal process and prosecution.	Refused to Meet
<p>States Attorney Website</p> <p>Key Finding 2: Lack of Accountability/Complaint Procedures.</p> <p>F2.1 No information is listed on the site on how to report a complaint against a state's attorney, an assistant state's attorney, internal court/victim advocate or other state's attorney staff.</p> <p>F2.2 Unable to confirm internal complaint processes and procedures exist.</p> <p>F2.3 County board can interview and hire an interim state's attorney but do not receive or process complaints against a state's attorney or members of their staff.</p> <p>F2.4 Justice Committee of the County Board has oversight of the state's attorney office but does not hear complaints against them.</p>	R2.1 Publish information on where to file complaints for victim, civil, human rights violations.	Refused to Meet
	R2.2 Allow for complaints to be filed with county board, neutral third party, intergovernmental agency handling other law enforcement complaints who will then work with Illinois Attorney General office as needed to investigate and resolve.	Refused to Meet
<p>States Attorney Website</p> <p>Key Finding 3: Lack of Transparency.</p> <p>F3.1 FOIA was submitted requesting onboarding and training for internal victim advocates and assistant states attorneys and received reply these documents do not exist.</p> <p>F3.2 It is unclear what training is being provided to assistant states attorneys, court/victim advocates or the state's attorney for initial onboarding and ongoing, refresher training.</p>	R3.1 County board work with Illinois Attorney General or intergovernmental agency to establish local/state complaint processes and procedures for the State's Attorney office and publish/make available complaints submitted and determinations, similar to law enforcement complaints.	Refused to Meet

	R3.2 County board require State's Attorney office to improve reporting and transparency of workload. Report on open and closed cases monthly and average time to process. Report on number of cases referred to office and how many cases are charged vs dismissed. Report on how many accept plea deals vs go to trial vs closed for "lack of evidence".	Refused to Meet
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Court House – Law Library, Clerks Office, Forms, eFile System

Findings	Recommendations	Status*
<p>Key Finding 1: Lack of access to public resources, inconveniences and inefficiencies due to ban on electronic devices.</p> <p>F1.1 Illinois Supreme Court has policy on cell phones/electronic devices. Several communities have now allowed them and lifted ban. Champaign County reversed its 10-year ban on portable electronic devices effective January 18, 2022 by issuing a new Administrative Order. Per judge, "People need to look at their calendars, witnesses have to check their availability, pro se litigants may have evidence such as texts and photos on their phones.</p> <p>F1.2 Community members are prevented in McLean County from using cell phones and electronic devices in the courthouse. This creates unnecessary inconvenience and may cause members to be late for court appearances when dealing with storing electronic devices. Can store in lockers near sheriff office or other arrangements such as run back out to car, etc.</p> <p>F1.3 Prevents community from properly using taxpayer funded public building and resources such as the law library, clerk's office, etc.</p> <p>F1.4 Creates inefficiency and ineffectiveness for pro se litigant cases when unable to use courthouse resources or properly prepare for their cases and present evidence and information.</p> <p>F1.5 Electronic filing is needed for civil cases. Most people don't have an eFile/Odyssey account but clerk's office requires this. May be unable to set it up at the law library if you don't have your phone with you and necessary information.</p> <p>F1.6 People often show up to the law library and no one is there to help, inconsistent hours or staff have stepped away. Law library staff may be further impacted by recent budget cuts to the agency that provides volunteers and staffing. Unable to fully access all materials or efficiently take notes when not allowed to bring electronic devices.</p>	<p>R1.1 Issue an Administrative Order similar to what was done in Champaign County to allow electronic devices. Allow people to bring their phones and laptops into courthouse and use in the law library. Implement rules of conduct and appropriate phone usage when in the courthouse. Can email: AccessToJustice@illinoiscourts.gov for assistance.</p> <p>R1.2 Improve communication in the law library to let people know when someone is available, regular staffed hours or when someone will return after stepping away.</p> <p>R1.3 Provide information on how to enforce victims' rights and associated court forms and documents and legal resources with associated statute information.</p> <p>R1.4 Train law library staff on victims' rights information and how to assist patrons with related questions or provide them with applicable resources to find assistance. Also training volunteers on how to help file complaints.</p>	<p>Refused to Meet</p> <p>Refused to Meet</p> <p>Refused to Meet</p> <p>Refused to Meet</p>
<p>Key Finding 2: Current laws around serving orders of protection (OPs) are preventing justice and dragging out unnecessary court dates and hearings</p> <p>F2.1 There are different statutes for different types of OPs lending confusion to what option is needed. For example, dating relationship and living together vs no contact/no stalking and the relationship between the parties.</p> <p>F2.2 OPs must first be served in person by a process server and certain constraints around who can do this. Problematic when respondent is located outside McLean County or the state. Most victim advocacy agencies will assist with in person OPs but will not/are not able to assist with serving OPs electronically. Victim must then try to do so pro se or find an attorney to help and incur additional, unnecessary attorney fees to serve OP electronically.</p> <p>F2.3 In order to serve an OP electronically, an in-person attempt must first be made and verified it was unsuccessful. A motion and affidavit must then be submitted to the court. A hearing with a judge will be scheduled to review the motion and affidavit and then grant the motion to pursue filing electronically. This includes sending via email, text, social media. There are very rigid procedural statutes around this including specific wording for the subject and body of the communication. The plaintiff cannot submit this. They must find someone who will do it and most process servers and private investigators will only serve in person. It is an ordeal just to find a process server who will do this electronically.</p>	<p>R2.1 Allow OPs to be served electronically removing need for extra court dates, motion and affidavit and remove initial process service requirement to be done in person.</p> <p>R2.2 Illinois Supreme court request they issue an order allowing email/text/social media as first option in serving OPs. (Note: May be able to help change this process rather than making it a legislative change.)</p> <p>R2.3 Consolidate the OP definitions to eliminate confusion and possible lack of protections.</p> <p>R2.4 Better educate and promote OP distinctions on websites and cross reference with victim advocacy agencies and law enforcement.</p>	<p>Refused to Meet</p> <p>Refused to Meet</p> <p>Refused to Meet</p> <p>Refused to Meet</p>
<p>Key Finding 3:1 County website audit - Lack of Victim information and resources</p> <p>F3.1.1 No victim information or applicable victim related community resources were found on the following pages:</p> <ul style="list-style-type: none"> • Circuit Clerk Pages • Circuit Court Pages • Court Help (links to external legal website) • Court Services (does not list victim advocacy as an option) • Court Records Search • 14 Day Dockets (civil and criminal/traffic) • FAQs • Divisions • Criminal Division and subpages (no information about victims' rights or services) • Forms and Resources (has some OP forms listed) • Representing Yourself In Court • Public Defender (represents defendants – no one represents the victim) 	<p>R3.1.1 Publish Victim information and Resources section on website. Work with city/town councils, police, victim advocacy agencies to determine best practices around updating this information and ensure its accuracy.</p> <p>R3.1.2 Have I been abused page is a good start but update to include additional forms of abuse and image of the wheel of abuse. This page should be cross promoted with municipal/city sites and police sites.</p> <p>R3.1.3 Include information on where/how to report a crime for local police, hospital, etc. depending on situation. Link to the police, sheriff pages or create content and link specifically to where to file police/sheriff report/report a crime.</p>	<p>Refused to Meet</p> <p>Refused to Meet</p> <p>Refused to Meet</p>

<p>F3.1.2 Has a Domestic Violence Unit page listed and indicates the McLean County Coordinated Community Response Team (CCRT) was founded in 2016. CCRT is a multidisciplinary coalition of community partners who meet regularly to work towards the shared goals of system-wide offender accountability and increased safety for victims of domestic violence.</p> <p>F3.1.3 Under this page there is an Information page that has several topics broken out such as OPs, Power and Control, Have I been abused, Equality Wheel, etc.</p> <p>F3.1.4 Domestic Violence Legal Advocacy Unit page - The Domestic Violence Unit is an outreach service of Mid-Central Community Action / Countering Domestic Violence / Neville House. The Domestic Violence Unit assists victims of domestic violence with pursuing Orders of Protection and legal advocacy.</p> <p>F3.1.5 Domestic violence MultiDisciplinary Team page – is confusing - how does this differ from CCRT? Contact for this team is the State's Attorney's Office at (309) 888-5400.</p> <p>F3.1.6 Child Advocacy Center page</p> <p>F1.1.9 CASA page</p>		
<p>Key Finding 3.2 County website audit - Complaint Procedures</p> <p>F3.2.1 Report a Concern/Ask a Question - Feedback page - Does not list any complaint filing processes, how forms will be processed or handled or by whom or any timeframe expectations on what to expect will happen.</p> <p>F3.2.2 Unable to confirm any county level complaint processes or procedures.</p>	<p>R3.2.1 Create accountability agency/processes for county level employees and elected officials.</p> <p>R3.2.2 Create complaint filing procedures and forms and make available on county website and applicable pages.</p>	<p>Refused to Meet</p> <p>Refused to Meet</p>
<p>Key Finding 3.3 County website audit - Transparency of information/FOIA</p> <p>F3.3.1 Transparency/FOIA pages exist</p>	<p>No recommendations at this time</p>	<p>N/A</p>

Judges

Findings	Recommendations	Status*
<p>Key Finding 1: Lack of victims' rights and judicial office information.</p> <p>F1.1 No information is listed about judges on the McLean County website.</p> <p>F1.2 No information is listed or made available about victims' rights as it pertains to the court room and judges (such as victims' impact statements, right to be present, right to notification of court hearings, etc.).</p>	<p>R1.1 Add information to McLean County website with a section on judges.</p> <p>R1.2 Include information related to applicable victims' rights as it pertains to the court room, working with judges, etc.</p>	<p>Refused to Meet</p> <p>Refused to Meet</p>
<p>Key Finding 2: Lack of accountability and transparency for judicial roles.</p> <p>F2.1 Can file a complaint against a judge through the judicial inquiry board but there is little to no transparency into this process, complaints filed and outcomes.</p> <p>F2.2 Judges are shielded by immunity laws.</p> <p>F2.3 Holding judges accountable through the election process is ineffective and inefficient. Most voters unfamiliar with candidates during election cycles.</p> <p>F2.4 Litigants can request judges to record civil cases and obtain transcript of the court hearings but most people are not aware of this option.</p>	<p>R2.1 Create a new Judge section on county website. Include links on complaint filing procedures regarding the judicial inquiry board and where/how to report complaints against judges.</p> <p>R2.2 Add information on how to request recording civil cases and requesting transcripts of court proceedings.</p>	<p>Refused to Meet</p> <p>Refused to Meet</p>

McLean County Board

Findings	Recommendations	Status*
<p>McLean County Board Website</p> <p>Key Finding 1: Accountability/Complaint Procedures</p> <p>F1.1 Report a Concern/Ask a Question - Feedback page - Does not list any complaint filing processes, how forms will be processed or handled or by whom or any timeframe expectations on what to expect will happen.</p> <p>F1.2 No accountability or complaint procedures listed for elected or appointed offices.</p> <p>F1.2.3 McLean County Government Organizational Structure page provides illustration showing hierarchy of departments and who has oversight of certain functions. Made up of elected officials and appointed leadership. Information about judges is not provided.</p> <p>F1.2.4 The Treasurer, Auditor, County Clerk, State's Attorney, Sheriff, Circuit Clerk, judges of the Circuit Court, Coroner, and the 20 County Board members are elected officials. The remaining officials are appointed.</p> <p>F1.2.5 Lack of accountability over States Attorney office, Sheriff and elected offices.</p> <p>F2.6 County Board can currently interview, appoint, hire in a SA but can't hear complaints or take disciplinary action against them or their employees.</p>	<p>R1.2.1 Work with Attorney General office and related agencies of Illinois to hold State's attorney, Sheriff, elected and appointed officials accountable. Explore intergovernmental agency with municipalities for law enforcement as well.</p> <p>R1.2.2 Work with judicial review board for complaints filed against judges, track and report on.</p> <p>R1.2.3 Obtain information on McLean County judge, state's attorney office complaints and publish on website on relevant, applicable new complaint page and procedures.</p> <p>R1.2.4 Report on filed complaints against these entities or link to where they are reported on at these agency sites.</p>	<p>Refused to Meet</p> <p>Refused to Meet</p> <p>Refused to Meet</p> <p>Refused to Meet</p>
<p>McLean County Board Website</p> <p>Key Finding 2: Some transparency of information/FOIA</p> <p>F2.1 Has Transparency and FOIA portal to submit county related FOIA requests.</p> <p>F2.2 Has links promoting other FOIA options at sheriff, county, city levels for:</p> <ul style="list-style-type: none"> ○ Police Records ○ Court Records ○ Property Records ○ Financial Reports ○ Vital Records 	<p>No recommendations at this time</p>	<p>N/A</p>

Political Party Systems

Findings	Recommendations	Status
<p>Key Finding 1: Lack of accountability with justice system elected officials (Mayor, Council Members, Sheriff, State’s Attorney, Judges).</p> <ul style="list-style-type: none"> • Relying on elections of 2-4 years of elected officials is ineffective in addressing unethical or corrupt behavior and lacks accountability for those who run unopposed. • Need options to hold elected officials accountable at time unethical behavior is committed, not 2-4 years later that may not yield appropriate results. • Lack of information provided to constituents about how to use political system to hold certain positions accountable such as judges, sheriff and other lesser-known municipal roles. • Elected officials may refuse to take up certain issues for fear of losing votes with constituents or lack of experience may not know where to go for solutions. • Lack of accountability with oversight and governance roles within elected organizations such as city council and county board due to bylaws and state statutes limiting power. • The Illinois Constitution does not provide for recall of local officials; the availability of recall at the local level is determined by individual jurisdictions. Recall vote options can be cumbersome and do not apply to all counties. • Current legislation being proposed in Illinois to address recall votes of county officials HB5924 Local Government Recall Election. • League of Women voters has list of all candidates for each ballot on their 411 guide. Constituents can submit and access their ballot candidates to learn more about them. League sends out a questionnaire to all candidates to populate their site. Judges do not seem to be included on this. • Need more information about holding judges accountable within the election cycles and provide voters with information to know what to do to hold them accountable. Ex: what does voting or not voting for them mean and what is the result? 	<ol style="list-style-type: none"> 1. Update League of Women voters site for ballot candidates to include information about judges, state’s attorney, sheriff, council, mayor for those elections. 2. Include what it means to vote or not vote to retain a judge and how to hold them accountable. 3. Better cross promote LOWV 411 Guide as a basic resource for constituents to know they can go to for candidate information. 4. Political parties can create common core issues and stances on these for candidates to review and one-page informational flyer with all party candidates at all levels with photos and similar info to educate constituents. 	<p>Not Shared</p>



McLean County Victim Stories (not in the media)

The following are a subset of stories provided to members of CARE for Victims to share their experiences when reporting crimes and seeking justice for their particular situation.

***Warning:** Some of this information deals with traumatic situations and may be triggering.



1

Child was victim of a crime and justice system failed them repeatedly.
“Victims’ Bill of Rights and the support provided is a joke.”

2

Lack of advocacy for victim. Victim advocate left a meeting instead of supporting and advocating for victim when state’s attorney asked them to leave. Victim specifically requested advocate to attend the meeting based on complaints filed against members of the state’s attorney office and for victim’s rights violations.

3

Lack of privacy for victim reporting crime. Victim knew front lobby staff member had been working there for years yet seemed overwhelmed and unsure how to take a police report. Front desk was messy, lots of papers laying around and seemed like evidence could be lost or not properly tagged and submitted. Was sex related crime, and victim was made to provide all of the details and evidence in the front lobby through front glass window with no concern for their privacy.

4

Rape victim received little help from law enforcement and made to wait over a year and a half for rape kit results.

Victim reported rape at a hospital and spoke with a male police officer. “I felt I was treated as a joke and nothing was going to happen. I was told it was a ‘he said, she said’ situation. They didn’t believe me – officer was dismissive, irritated and impatient. He seemed like he didn’t want to be there to begin with. When I asked what was going to happen, he stated nothing would probably happen unless I had security cameras. Within two hours (of the incident) I was at the hospital getting the rape kit. I never heard back from the police and was not able to get any information on my case for over a year. I was never provided anything from the police. I kept the rape kit number and case number, but those numbers were not correct when I spoke to the state’s attorney.” Victim was never contacted by law enforcement since reporting the incident. Was told charges have not been filed yet because rape kit has not finished processing and waiting for the results to come back. However, when they followed up two weeks later, the receptionist could not find anything on the case aside from an order of protection.

Victim provided following suggestions for improvements:

- Treat every victim fairly. These crimes should be taken seriously. Felt there was a race component that hindered case from the beginning.
- Educate police department on how to handle these situations. Include culturally competent education and training. Don’t have the wrong type of police officer go to those cases.
- Get officers that initially take the report to make sure they have the right contact information, as this also caused a delay.
- When working with the State’s Attorney office, time period needs to be dramatically shortened.

5

Victim of domestic abuse upset by treatment they received, lack of caring and information when attempting to get help from law enforcement.

Victim has no idea what the Victim Bill of Rights are and was never told about them. Said court escorts should be offered to victims consistently. Domestic abuse included physical abuse, stalking, camera surveillance throughout the home, and damaging home property in anger. Police were called to help victim get away from the abuser. Victim was told to drive to the police department. Victim ran into the station scared and told them she needed help. Instead of helping the victim, front desk said, “You need to go park your car. It can’t stay there.” Victim was terrified but obliged. They put victim in a room but left the door open. Every male officer who walked by the room glanced in at her, but no one spoke to her or offered her any support. Victim was finally met by a young, new male officer. They never sent in a female officer or domestic violence support. Eventually, victim went to Neville house and received support there.

6

Victim disappointed with treatment received by support personnel, lack of communication and information on where to go for help and ongoing court status hearings.

“As someone going through it the first time, it’s hard to understand what all is going on and then you’re thrown this packet of information, and the attitude is like “Take this, please don’t ask us any questions”. The packet doesn’t have much in it and no one sits down to explain any of it to you or how long it could take. So, you just wait... and not knowing is the hardest part.” Victim was separating from spouse with substance abuse problem and physically harmed their child, warranting DCFS involvement. Victim had difficulties finding an attorney to help but eventually did who obtained an order of no contact. Since spouse attended rehab, the DCFS part of the case was dropped. Victim was not told about this and had to call the office to find out. Victim wanted to know if the DCFS portion of the case was being dropped, does this mean the order of no contact is also being dropped. Coordinator stated the DCFS portion has nothing to do with the case, the no contact order stays throughout. Victim replied, “Ok I wasn’t sure. Any idea of how long the court case will last? It’s been status hearing after status hearing and no end in sight”. Coordinator replied, “No this could take quite a while”. They never shared any other agencies or other resources with her.

- Victim received a mailing from the McLean County State’s Attorney office but wasn’t sure who the prosecutor was on the case. There wasn’t a lot of information provided. Victim only received one letter about the first court appearance, which stated victim doesn’t have to be present at any of the status hearings, even though victim wanted to be.

- Victim joined a video portion of the court case and judge said he doesn't usually allow video. Victim login wouldn't work. Judge wouldn't address victim as the other party and just set ongoing court dates and dragging out status hearings.

7

Victim denied help by law enforcement during no contact order violation causing emotional distress and delayed justice.

Victim previously settled out of court to drop an OP against respondent in exchange for a permanent "No Contact Order" that covered victim and victim's two minor children. However, respondent showed up at daughter's place of work causing daughter to leave in a panic attack. Victim went to police station to file a report. Desk staff told victim to fill out a report as it was shift change and would take over 30 minutes to get an officer to arrive. Victim began writing down the incident, when front desk called them back up to say they couldn't fill out a report and needed to wait for an officer. Quite some time later, officer and a trainee officer came out. Officer said, "I can't help you. The OP is expired. This is a civil matter." Victim tried to explain the OP he was referencing was old information and tried to show him the new No Contact Order on their phone, which he refused to look at. He kept repeating dismissively, "It's expired." Victim was so frustrated they began crying and asked him what else they could do and he rudely said, "Nothing. It's expired." Victim got on their phone with their lawyer, sobbing, and lawyer said to come immediately to their office as officer was not going to be any help. Victim went to court that afternoon for a new OP instead.

8

Legal system challenging for postpartum mother of child abused by father.

The infant was a victim of shaken baby syndrome and nearly died, while mother was treated as a suspect prior to father's admission of the crime. She was still postpartum, trying to heal and cope, and found the legal system difficult to navigate. Although the state prosecuted the father, she was minimally involved and not properly informed; she wasn't given a chance to provide a victim impact statement or included in sentencing and later discovered he might have parental rights without any guidance on supervised visits. Child support of \$100 was established, but the monthly meetings to deal with child support issues was hardly worth the effort vs losing her job from having to take time off to deal with it. She determined her best course was to keep her distance because the system was too complex and hard to deal with and her daughter now has brain damage from his abuse, with no financial or medical support from him. The father served only seven years of a 15-year sentence. She was unfamiliar with local victim resources. Prior to his sentencing he had maxed out her credit cards and bought a car in her name. As a result, she was unable to handle everything and had to file for bankruptcy, losing her house and almost everything.

9

Bike accident victim faces limited assistance and resistance from front lobby when reporting incident.

A bike rider was hit by a vehicle that illegally made a right turn at a crosswalk on a red light, totaling the bike. They went to the ER immediately for neck pain and other injuries. Several hours later, they tried to file a police report with police, providing details of the accident and the license plate number. The front desk staff were irritated because they didn't call 911 at the scene. They identified the driver by the license plate and called the driver's home and were told the driver already had a lawyer. The front desk staff made them feel like police couldn't help and they had handled the situation incorrectly. Although they filed the accident report, no police officer ever contacted them or offered assistance. Instead, they contacted their insurance company, which helped process the damages, paid by the driver's insurance who was at fault. They are unsure if the driver ever received a ticket.

10

Property owner denied justice after providing evidence to law enforcement.

A property owner's rental was broken into multiple times during renovations. Police said known teenagers in the area were likely responsible but did not take action or offer advice. The owner installed cameras and captured clear footage identifying neighbors and friends as suspects. They filed a police report and submitted evidence but were never contacted by police. To their knowledge, no arrests were made regarding the break-ins and damages.

11

Outdated domestic violence resources hard to read.

Victim of domestic violence received a very rough photocopy of an outdated flyer for resources. She had a hard time reading it. It was missing information on the national DV hotline (800-799-7233 and 88788). Suggestions for improvement include: Hotline was the most helpful to her. A QR code would be great with larger font and a clearer print copy to read. More transportation and more safe houses in smaller communities. Tips to know like keeping your phone in your pocket while home for safety so you can call for help quickly if needed.

12

Victim of domestic violence not told about victims' rights.

Victim reported a crime and explained no one could give them legal advice. Was never told about their victims' rights and when asked stated "No I don't know what they are". They stated the following, "I wasn't given any reasons why he wasn't arrested or charged. They dropped my case." When asked what questions do you still have that are left unanswered, they stated, "Why everything happened the way it did. Legal advice would help next time."

13

Victim of assault and battery not told about victims' rights. Victim reported crime to police and stated, "The police officer really didn't do anything about it. I did have text messages and messages from witnesses that saw him do it." When asked if they had heard of victims' rights answered, "No I haven't." They stated the following, "The police officer never done a follow up with me. There was no work with the state attorney office." When asked what questions do you still have that are left unanswered, they answered, "Why was there no justice and no arrest made?"

14

A victim of domestic violence not provided victims' rights and told the state's attorney office doesn't represent her.

During a domestic incident, the victim called 911 and law enforcement arrived, arresting her husband. After his arrest, she was left alone in the home unsure of what to do. She took pictures of her injuries since law enforcement hadn't. She began processing the events, feeling remorse and realizing her marriage was over, she may not want to press charges but didn't have a choice since he admitted to it. She felt overwhelmed and lacked support or clear information on what would happen next. She wanted more compassion and information. She didn't hear back from anyone and had no idea when he got out of jail or when his court dates were. She later received a blue folder with different pamphlets of community groups. The amount of paper involved was overwhelming. No court advocates were assigned. She sent photos in of her injuries as additional evidence and later wanted to testify but was told there wasn't enough evidence. When she finally spoke with someone in the State's Attorney office, was told it was too late for her to press charges because she had not chosen to initially.

She was never told about or provided a copy of her victims' rights. She didn't seek an attorney because she thought that's what the State's Attorney was for but they told her they don't represent her and were offering him a plea deal instead. After he accepted the plea deal she received a letter saying she had seven days to move out of the house she lived in during their marriage. It was his premarital home. She was not sure what her options were. She stated her mental state was worse working with the legal system because of the lack of information, not communicating to her and unsure what resources were available to her situation. There was no justice. It has been a nightmare. No one gave a care about her. She felt let down, no one was on her side.

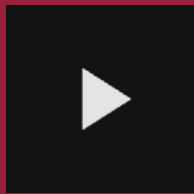
When asked, what questions do you still have you wish had been answered stated:

- What exactly do they think they are helping people with when they aren't helping?
- Why did everything happen so fast when other cases take so long? He got out of jail and a month later had a plea deal with a slap on the wrist.
- Why did they say they didn't have enough evidence when they were at the house, his own admission of guilt, photos of the injuries, witnesses and testimony?

Additional feedback for improvements includes:

- Need social worker to discuss with victim what happens and not be so condescending and frustrated with victims who need things reexplained as you forget due to trauma.
- The system needs recovery time for victims to process and fully understand everything.
- When finalizing a case, allow victims to be present and account for victim's response.
- Was not asked or allowed to provide a victim impact statement.

If you are the victim of crime,
can you name even one of your
Victim Rights?



source: video

“A democracy cannot thrive where power remains unchecked and justice is reserved for a select few. Ignoring these cries and failing to respond to this movement is simply not an option — for peace cannot exist where justice is not served.”
— U.S. Congressman John Lewis, Civil Rights Leader



McLean County Media Stories

We all want safe communities and a justice system that functions for everyone. However, we must recognize the challenges and abuses that can occur within these systems. To show these issues are not abstract, we have curated a collection of media stories published about incidents in McLean County. While not exhaustive, these serve as a stark reminder concerns about victim treatment and systemic failures are happening here and reflected in publicly reported media.

Law Enforcement/Justice System Stories of Abuse

- 1 [17-year veteran sergeant](#) with Bloomington police stalked and raped women in the community. Pelo was convicted of assaulting women between 2002 and 2005 and stalking a woman in 2006. Pelo was handed 18 terms ranging from three to 35 years totaling 440 years to be served consecutively.
- 2 [Bloomington police officer](#) fired for how he handled a seven-year-old special needs child in December 2010. Police Chief determined officer violated three department rules: covering attention to duties, conduct unbecoming to an officer and response to aggression.
- 3 [Bloomington police officers](#) accused of using excessive force, charged 17-year-old victim with assault and resisting an officer in June 2013. Officer grabbed victim by the neck, slammed her to the ground, damaged some of her teeth. Victim received a \$120,000 settlement from the City of Bloomington, which admitted no wrongdoing.
- 4 [McLean County judges](#) cited in misconduct case. Judges engaged in an extramarital affair while one judge presided over several cases involving the other judge's attorney husband. The Illinois Judicial Inquiry Board in 2014 filed a complaint accusing conduct prejudicial to the administration of justice and brought judicial office into disrepute.
- 5 [18-year veteran](#) Town of Normal police officer stole \$12,000 from victim of 911 call and charged with felony theft and official misconduct in 2019. Officer admitted to official misconduct in plea deal, disqualifies him from working again as a police officer. Theft charges dismissed and must serve 30 months' probation.
- 6 [McLean County prosecutor](#) led the sexual assault task force. In 2019 was accused of sexually harassing employee she supervised. Judge said claims cannot be asserted against named entities "As a state agency, the McLean County State's Attorney's Office is not a suable entity."
- 7 [Bloomington police officer](#) resigned after having access removed in 2019 - raised questions and concerns.
- 8 [Bloomington Officer](#) involved in a racially charged dispute with member of the PSCRB.
- 9 [How Alleged Police Misconduct is handled in Bloomington-Normal](#) WGLT Story June 17, 2020 – Provides several examples of police misconduct and lawsuits brought against law enforcement.
- 10 [Town of Normal police officer](#) arrested for DUI in 2021 by McLean County Sheriff's Department.
- 11 [Town of Normal police lieutenant](#) fired for falsifying time reports in 2021.
- 12 [21 year sergeant veteran](#) of Bloomington Police Department fired for release of police reports, thwarting an investigation and shared confidential information with two suspects.
- 13 [Bloomington police officer and wife](#) were under investigation by the State Police because officer looked up cases for his wife. Officer was demoted from detective to patrol officer. Wife previously worked in the State's Attorney office, resigned as city manager of LeRoy.

- 14 [Town of Normal and two Police officers](#) sued in federal court. “The allegation is a report with false information was submitted to the Illinois State Police which resulted in his FOID card and concealed carry permit being revoked as a ‘clear and present danger’.”
- 15 [McLean County corrections officer](#) terminated for relationship with inmate receives 2 ½ year’s probation. Officer pleaded guilty to a felony charge of official misconduct. Prosecutors dismissed a felony charge of custodial sexual misconduct in the plea agreement.
- 16 [Lawsuit against Bloomington](#) “A Bloomington couple acquitted of felony theft is suing the city, alleging a Bloomington Police officer abused his position to pursue criminal charges against them on false pretenses.”

Victims’ Stories of Abuse

- 1 [Bloomington woman](#) in 2014 found dead in her Bloomington office where she worked as a certified public accountant and financial planner.
- 2 [Bloomington woman](#) in 2018 was stabbed to death by her husband while planning to leave an abusive relationship. Husband [also faces aggravated battery charges](#). Prosecutors said he abused wife’s eight-year-old son in two separate incidents in 2017.
- 3 [Woman](#) in 2021, was killed by a man who also injured another woman and later fled after being released on cash bail by cutting off his ankle monitoring device.
- 4 [ISU student](#) in 2021 found deceased. His mother said the Task Force charged with investigating his death failed her. She said they lacked urgency and treated her rudely. “[They] did not take the proper steps or procedures on the first initial day and dismissed information for months that could have assisted in the case.”
- 5 [Woman](#) in 2024, was murdered by her former fiancé who she filed OPs against. She accused him of domestic violence a month before he was charged with her murder. He was released on cash bail.
- 6 [Elementary school teacher](#) in 2024 was killed by her husband after she had filed several OPs against him and he had violated them.
- 7 **News Story:** [Orders of protection are plentiful in McLean County — compliance less so](#)
WGLT | Published June 4, 2024
- 8 **News Story:** [Protective Orders Face a High Bar for Consequences in McLean County](#)
WGLT | Published December 17, 2024. McLean County issues [hundreds](#) of orders of protection each year --- and some abusers who violate them do so brazenly.
- 9 **News Story:** [Probation and treatment put a ‘lightbulb’ moment within reach for domestic abusers – if they want it](#)
WGLT | Published December 18, 2024. According to [national data](#), more than 90% of women killed had contact with police an average of six times in the three years prior to their death. In Bloomington and Normal, most calls patrol officers respond to are domestic disputes. From 1,900 domestic calls in 2023, Bloomington Police made 331 arrests.
- 10 **News Story:** [Domestic abuse ‘share how they advocate for themselves in an imperfect system](#)
WGLT | Published December 19, 2024. Feeling lost and then finding ways to advocate for herself is one potential path, and it includes stops at many resources and organizations in place to help victims in McLean County. Other victims interviewed found the circuitous process to be confusing or overwhelming.
- 11 [Bloomington man](#) in 2025 died of a self-inflicted gunshot wound after he shot and killed his girlfriend, her biological son and a friend. His Illinois FOID card was revoked, barring him from legally buying or possessing firearms. McLean County court records show he pleaded guilty to a charge of unlawful use of a firearm in 2022.
- 12 [Normal Police Complaint](#) Normal man in 2025 spoke during public comment about encounter where officers confronted him aggressively in response to an anonymous report. “I was not a danger to myself or others. I was not in crisis. I was not under arrest, but I was treated as if I had no rights. If this is standard procedure, then something is deeply wrong.”
- 13 [Bloomington police officer](#) (see comments) in 2025 detains [wrong person](#) (video) regarding active warrant.

Crime Survivors National Statistics

The following information is based on a 2024 national survey by Alliance for Safety and Justice | Crime Survivors Speak of crime survivors and their experiences with the justice system. Statistical information is included for additional awareness of issues.



*Source: [National Survey of Victims Views on Safety and Justice](#)

WHAT IS THE IMPACT OF CRIME ON VICTIMS?

ONLY
3 IN 10
VICTIMS OF CRIME
**REPORT FEELING
VERY SAFE**
IN THEIR COMMUNITY.

VICTIMS OF VIOLENT CRIMES



7 in 10 experience stress or anxiety



1 in 3 experience difficulty with work or school



4 in 10 experienced injury or other health issues

IS THE CRIMINAL JUSTICE SYSTEM MEETING VICTIMS' NEEDS?

3 IN 4 victims did not always report crimes to law enforcement

HOW MANY OF YOUR EXPERIENCES WITH CRIME WERE REPORTED TO LAW ENFORCEMENT?

ALL VICTIMS



VICTIMS OF VIOLENT CRIME



*Source: [National Survey of Victims Views on Safety and Justice](#)

There are many reasons victims do not report crime, including fear that doing so will make them less safe.

FOR WHAT REASONS DID YOU DECIDE NOT TO REPORT A CRIME TO LAW ENFORCEMENT?



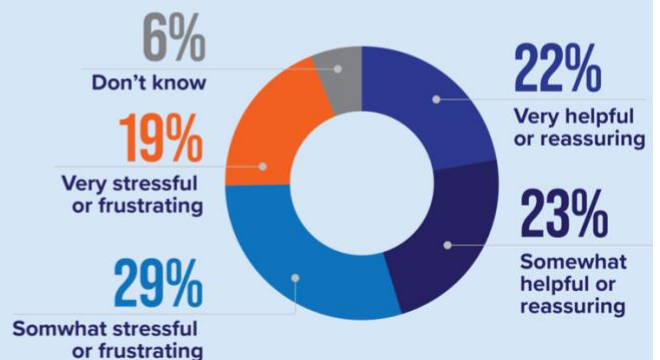
FOR MORE THAN
4 IN 5
victims who reported crime, the crime was not solved

NEARLY
1 IN 2
victims did not feel their interactions with law enforcement were helpful or reassuring

WHICH BEST DESCRIBES WHAT HAPPENED WITH YOUR CASE?



WHICH BEST DESCRIBES YOUR INTERACTIONS WITH LAW ENFORCEMENT DURING THE INVESTIGATION OF YOUR CASE?



*Source: [National Survey of Victims Views on Safety and Justice](#)

"If one really wishes to know how justice is administered in a country, one does not question the policemen, the lawyers, the judges, or the protected members of the middle class. One goes to the unprotected — those, precisely, who need the law's protection most— and listens to their testimony."
— James Baldwin, Civil Rights Activist

FOR EVERY
VICTIM WHO GOT HELP
 UNDERSTANDING AND
 NAVIGATING THE CRIMINAL
 JUSTICE SYSTEM

4X AS MANY
**WANTED HELP
 BUT DID NOT GET IT**

LESS THAN **1 IN 10** victims say the criminal justice system was very helpful

HOW HELPFUL WAS THE CRIMINAL JUSTICE SYSTEM IN PROVIDING INFORMATION ABOUT RECOVERING FROM CRIME OR REFERRALS FOR SUPPORT SERVICES?



For **every victim** of violent crime who received compensation...

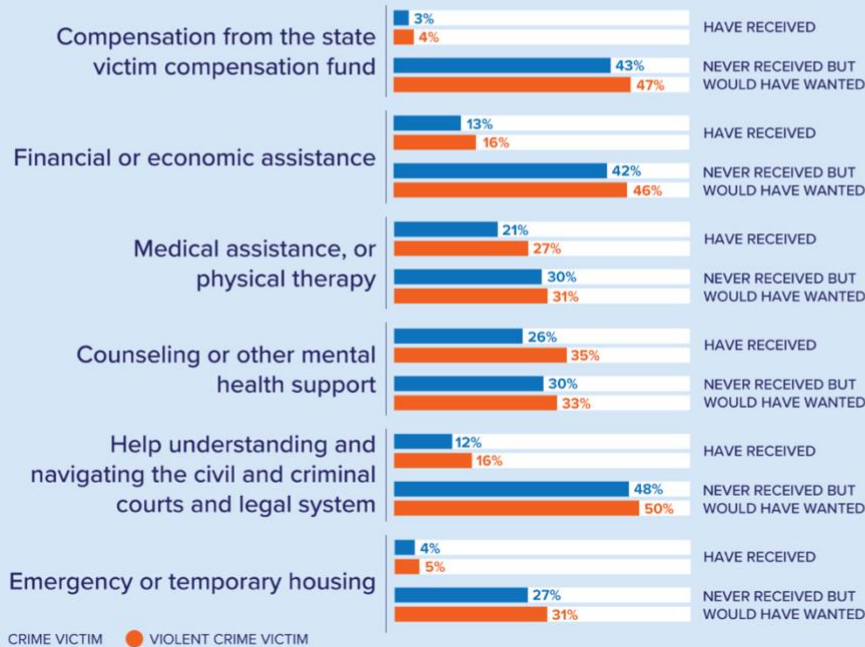


...there were **11 more** who would have wanted compensation but did not receive it

96%
 of victims of violent crime did not receive victim compensation to help recover



SERVICES AVAILABLE TO VICTIMS OF CRIME



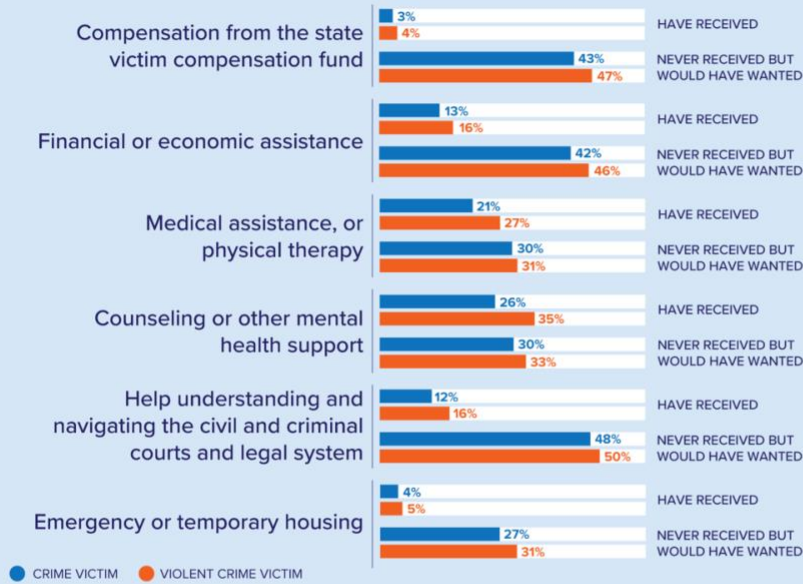
87%
 did not receive financial or economic assistance to help recover

74%
 did not receive counseling or other mental health support to help recover

47%
 of those who wanted but did not receive support said they did not know where to find it

*Source: [National Survey of Victims Views on Safety and Justice](#)

SERVICES AVAILABLE TO VICTIMS OF CRIME



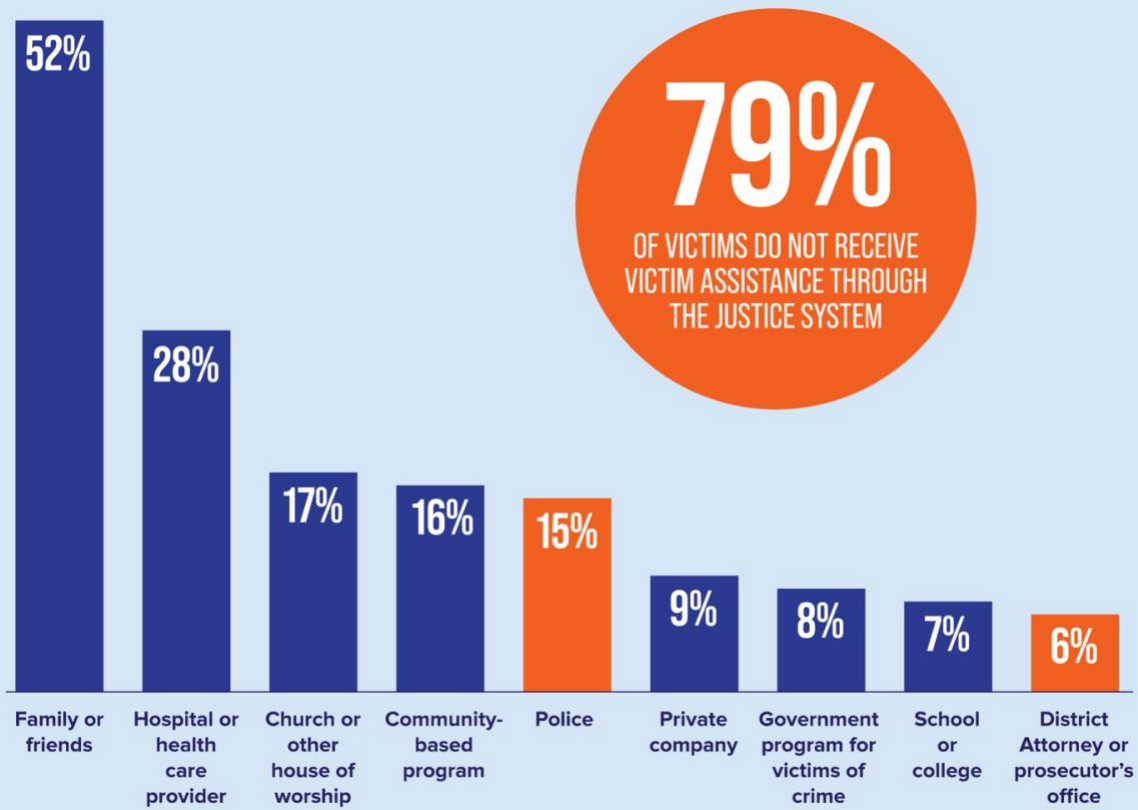
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TOP SOURCES OF VICTIMS' SUPPORT

FROM WHICH OF THE FOLLOWING DID YOU RECEIVE THE HELP OR SUPPORT YOU DID RECEIVE?



*Source: [National Survey of Victims Views on Safety and Justice](#)

