



Brandon Johnson
Mayor

Department of Police • City of Chicago
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Larry Snelling
Superintendent of Police

June 30, 2026

VIA ELECTRONIC MAIL

Angelys Torres McBride (A.TorresMcBride@ilag.gov)
Assistant Attorney General
Civil Rights Bureau
Office of the Attorney General
115 South LaSalle Street, 35th Floor
Chicago, Illinois 60603

RE: Findings in the VOICES Act Investigation of the Chicago Police Department

Dear Assistant Attorney General Torres McBride:

The Chicago Police Department appreciates the Office of the Attorney General's review of the Chicago Police Department's efforts to comply with the VOICES Act. The constructive discussions, feedback on policies and procedures, and training opportunities for CPD members who work on U- and T-Visa certifications has been helpful to CPD's overall effort to accurately and expeditiously handle the thousands of U- and T-Visa certification requests that CPD receives each year. As requested, this letter addresses the specific recommendations in the OAG's findings.

- 1. Ensure that CPD responds to U-visa certification requests within the mandated deadlines:**
 - a. Train staff to promptly process certification requests**
 - b. Review system for tracking deadlines and hold officials accountable for missing deadlines**

In collaboration with internal stakeholders, the community, and subject matter experts, including the OAG, CPD has adopted Special Order S02-06 (T-Visa and U-Visa Nonimmigrant Status Certification), which implements the requirements of the VOICES Act into CPD policy. CPD has also trained members responsible for handling U- and T-Visa certifications on this order. CPD has also set up a case management system through GovQA that tracks intake, processing deadlines, and status for each certification request. In the event that a CPD member is unable to comply with the timelines in this order, CPD will take steps to remedy the deficiency, including, as appropriate, additional training, providing a member with additional resources, and, as appropriate, implementing internal disciplinary processes.

- 2. Make information regarding CPD's procedures for U- and T-visa certification requests publicly available for victims of qualifying criminal activity and their representatives.**

As the OAG notes, CPD's order implementing the VOICES Act is publicly available at <https://directives.chicagopolice.org>. In addition, a person or their representative seeking to submit a U- or T-Visa certification request may do so electronically through CPD's website, <https://chicagopolice.org>. The portal for submitting a U- or T-Visa certification request can be accessed by clicking the "Get Service" tab at the top of the page, and clicking on "Services" in the drop down menu, and then scrolling down to U/T Visa Request. CPD will continue to review any feedback it receives on how to best make information concerning the U- and T-Visa certification process available to the public.

3. **Provide an opportunity for anyone who believes that CPD improperly denied their U-visa certification request between January 1, 2022 and February 10, 2026 to resubmit their request for redetermination.**

As CPD and OAG discussed, CPD does not limit the number of times that a person can submit a request for a U- or T-Visa certification. If anyone believes that CPD denied a certification request in error, that person may also submit an appeal of that decision. CPD also recognizes that an applicant may identify new information concerning a crime or subsequently work with an advocate who can assist with addressing deficiencies in a certification request, and resubmission with such additional information may result in a previously-denied certification request being granted. Finally, as discussed during the OAG's investigation, Chicago's Mayor's Office reached out to advocacy organizations and individuals to identify persons who may have had certification requests improperly denied. CPD subsequently undertook a review of the certification requests identified by the Mayor's Office to ensure that these requests received an appropriate re-evaluation under the VOICES Act.

4. **Improve required training through partnerships with community-based organizations and additional written training materials.**

CPD continues to improve the training resources available to members who work on U- and T-Visa certification applications. Members have received in-person training from the National Immigrant Justice Center, which, in addition to addressing technical aspects of the VOICES Act, provided a community-based perspective on the U- and T-Visa application process. CPD members also attend webinar training that the OAG provides. The OAG training affords a statewide perspective on U- and T-Visa application procedures and trends. Finally, CPD's Training and Support Group is developing CPD-specific training. CPD appreciates the OAG sharing its training materials for use in development of this internal training.

CPD appreciates the OAG's collaborative approach to assessing and helping improve how CPD processes U- and T-Visa certification applications. CPD agrees that providing these services efficiently and accurately helps build trust between the community and CPD. CPD looks forward to continuing this work with the community, the OAG, and internal stakeholders.

Best regards,



Scott Spears
General Counsel

CC: Alexandra Reed, Office of the Attorney General, Assistant Attorney General II
Laurie Elkin, Office of the Attorney General, Bureau Chief