



THE PUBLIC ADVOCATE VOICE
A BIMONTHLY NEWSLETTER



PUBLIC ADVOCATE'S CORNER: COMMUNITY HOTLINE

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I am pleased to announce that on September 28, 2012, the Office of the Public Advocate (PA) transitioned the existing hotline for the Deferred Action for Certain Childhood Arrivals announcement into the ICE Enforcement and Removal Operations (ERO) Community Hotline (CH), a toll-free hotline for members of the public and ICE stakeholders. This expansion of the highly successful deferred action hotline is designed to better address the myriad of concerns from the public.

This unprecedented effort will have a multi-phase implementation. Phase 1 is focused on concerns from ICE stakeholders whereas later this year, during Phases 2 through 5, we will expand into a Community and Detainee Hotline (CDH) with full implementation by the second quarter of 2013. During Phase 1, detainees will still be able to contact the hotline with questions about Deferred Action for Childhood Arrivals. Individuals can call the new ICE Community Hotline at 1-888-351-4024 during regular business hours (8 AM to 5 PM EST). Members of the public can continue to contact ICE through the Public Advocate mailbox at EROPublicAdvocate@ice.dhs.gov.

New Community Hotline assists with :

- Community outreach inquiries and requests
Prosecutorial discretion requests
Detention concerns
Information about enforcement activities
Questions about immigration court cases
Other concerns regularly raised by the public



PUBLIC ADVOCATE LIAISON: NORMA LACY, ERO SAN ANTONIO

Deputy Chief of Staff Norma Estimbo Lacy has been a public servant for the past 30 years. She is assigned to the ERO San Antonio Field Office and has served as a Special Assistant to the Field Office Director in San Antonio since November 2005. Prior to transferring to San Antonio, Ms. Lacy served as the Community Relations Officer for the U.S. Citizenship and Immigration Service in Houston, Texas. She joined the Department of Justice, Immigration and Naturalization Service (INS) a year before the formation of DHS in 2002. Ms. Lacy has also served as Community Relations and Public Affairs Officer with the Department of Justice.



Ms. Lacy serves as the liaison for community based organizations, congressional offices, agency stakeholders, attorneys, key government officials, industry representatives and the general public. One of her most challenging and yet fulfilling undertaking occurred towards the beginning of her INS career with the establishment of a Pro-Bono Legal Rights Presentations for detainees within a detention facility in Houston. When Ms. Lacy first joined INS, she was approached by Catholic Charities Legal Immigration Network, the YMCA Immigration Services and the

University of Houston Immigration Clinic who had been trying to establish the program in the detention center in Houston. The problem was that immigration managers felt it was too burdensome to allow community organizations to come into the facility to provide these presentations. Ms. Lacy worked with both the managers and the community organizations and facilitated the necessary training and brought the program to fruition. The Rights presentation continues to be successful at the Houston detention facility.

Community outreach efforts are important to help identify key issues before they become problems. It is vital that community advocates have a contact within ICE-ERO to address these issues. The Public Advocate's efforts are already improving our organization's reputation and relationships with the community.

~ Deputy Chief of Staff Norma Estimbo Lacy

Ms. Lacy lives and works in San Antonio and is the recipient of numerous meritorious service and achievement awards from the Department of Justice and the Department of Homeland Security.





PUBLIC ADVOCATE COMMUNITY PARTNERS HONORED

On September 18, 2012, ERO Executive Associate Director recognized the Women's Refugee Commission (WRC) for their active participation in numerous ICE workgroups. The WRC advocates for laws, policies, and programs that improve the lives and protect the rights of refugees and internally displaced persons with a focus on children and women, including those seeking asylum in order to bring about lasting, measurable change. Through research and fact-finding field missions, identification of best practices, and development of innovative tools, WRC aims to improve the way humanitarian assistance is provided in refugee settings. WRC engages a vast array of institutions from federal agencies like U.S. Immigration and Customs Enforcement (ICE), to Congress, the United Nations, and other non-governmental organizations (NGO) to realize lasting changes on behalf of refugees and asylum seekers. WRC significantly contributes to the work of ERO as it strives to effectively and humanely enforce the nation's immigration laws.

For example, this organization has been a dedicated participant with the ICE NGO Working Group since 2005, providing its unique perspective to ERO representatives during the working group's monthly meetings. WRC has consistently made a similar contribution to the Director's Advisory Group on Detention and actively supported the goals of detention reform that were announced in 2009. Securing parental interests for ICE detainees has become a significant priority within ERO, and WRC has been instrumental in providing counsel on this issue. Serving as a reliable subject matter expert, WRC's detailed reports and field visits have given ERO tremendous insight into this issue. Their insight continues to assist ERO as it drafts a *Parental Interests* directive, which will guide ICE personnel in ensuring that the agency's immigration enforcement activities do not unnecessarily disrupt the parental interests of alien parents or legal guardians of minor children.



From left to right: ERO Executive Associate Director Gary Mead, WRC Director for Detention & Asylum Programs Michelle Brané, and ICE Director John Morton.

WRC is also nearing completion of its own resource aimed at assisting detainees in safeguarding their parental interests. Its toolkit, entitled "Guide for Detained and Deported Parents with Child Custody Concerns," will be reviewed by ERO and distributed in the law libraries of all of its over-72 hour detention facilities across the country. This resource will provide detained parents, in plain language and with translated forms, answers to common questions about parental interests, dependency proceedings, and their overlap with immigration enforcement and detention. WRC is also creating two other versions of this toolkit, one tailored for immigration attorneys and the other for family/dependency attorneys. WRC's work on parental interests demonstrates the kind of comprehensive engagement that makes this organization worthy of ERO's recognition and continued collaboration. If the past several years are any indication, WRC will remain an exemplary community partner with ERO for a long time to come.

For more information on the important work of our community partner, please visit:

www.womensrefugeecommission.org.



From left to right: PA Senior Community Relations Officer Nathan Berkeley, WRC intern, Public Advocate Andrew Lorenzen-Strait, WRC Director for Detention & Asylum Programs Michelle Brané, WRC Senior Program Officer for Detention & Asylum Programs Emily Butera, and Acting Deputy Public Advocate Carlos Munoz-Acevedo.





PUBLIC ADVOCATE ON THE ROAD: TEXAS COMMUNITY ENGAGEMENT

On September 11, 2012, the Public Advocate kicked off a series of several successful outreach events with ERO San Antonio. The events began with a visit to the T. Don Hutto Residential Center, in Taylor, Texas. The Hutto Facility holds women who are awaiting their asylum interviews or immigration hearings. Facility staff provided an overview of the facility to the visitors, highlight amenities such as a full library accessible to every resident; the ability for residents to communicate with family via e-mail and text messages; and a Weekly Resident Activity Schedule which includes English classes, crochet classes, life skills, craft and baking classes. Commander Lampasone a social worker with ICE Health Service Corps (IHSC) mental health was excellent in covering the services they offer the residents. IHSC works closely with residents by providing counseling and social services. Mental health experts assist residents with issues or concerns they may have while in detention and helps address problems both inside and outside the facility. Following the detention center visit, the Public Advocate in coordination with ERO San Antonio, hosted a stakeholder roundtable in Austin, Texas. Participants from faith-based, civic, and advocacy groups, as well as, AILA attorneys attended. Participants heard from Public Advocate Andrew Lorenzen-Strait, Assistant Director (AD), Office of Detention Policy and Planning Kevin Landy, USCIS Field Office Director Wiley Blakeway, and ERO San Antonio Field Office Director Enrique Lucero about the creation of the Public Advocate's Office, ICE/ERO mission, ICE immigration enforcement priorities, Deferred Action for Childhood Arrivals (DACA), prosecutorial discretion, and detention reform.

On September 12, 2012, Public Advocate Lorenzen-Strait and AD Landy participated in the Human's Rights First's Public Dialogues Series: "Dialogues on Detention" conference. This fruitful trip ended with the Public Advocate visiting Casa Marianella on September 13, 2012. Casa Marianella is an emergency shelter that provides housing and food for up to 35 immigrants, supplies clothing and household goods, offers English classes, assist residents with access to medical services, and provides legal services for immigration issues. Casa Marianella has been sponsoring asylum seekers who are released from the Hutto Residential Center for the past 5 years in partnership with ICE-ERO.



Public Advocate Andrew Lorenzen-Strait tours Casa Marianella in Austin with Director Jennifer Long and Sister Zeta Telkamp (white blouse) with La Posada Providencia in the Texas Rio Grande Valley.

ERO PARTICIPATES IN UNITED NATIONS ROUNDTABLE



September 24 - 26, 2012, ERO EAD Gary Mead, Public Advocate Lorenzen-Strait, Senior Community Relations Officer Nathan Berkeley, and ATD (A) Unit Chief Erik Carbonneau participated in the *United Nations High Commissioner for Refugees (UNHCR) Canada/U.S. Bi-National Roundtable on Alternatives to Detention*, an intensive three day conference involving governmental and non-governmental delegates from the U.S., Canada, Australia, and Sweden. EAD Mead joined the conference on September 25 and presented to the delegates an overview of ICE's enforcement priorities, ATD program, Risk Classification Assessment (RCA) System deployment, and the pending Community Sponsored Release Pilot Program. Delegates were particularly interested in the RCA and the potential impact such a system could have on asylum seekers as they are processed at intake by immigration authorities. Releasing persons under an ATD mechanism is not a new option in the U.S. or many other countries around the world. This conference was convened to take a fresh look, especially for asylum seekers and refugees, bearing in mind the necessary but challenging task of maintaining a proper balance between public safety, compliance, national security and respect for the liberty and dignity of individuals.

On September 26, 2012, the Public Advocate, along with Buffalo Field Office Director Michael Phillips hosted a Community Stakeholder Roundtable in Buffalo, New York. Representatives of faith-based, civic, and advocacy groups, as well as, law firms and congressional offices participated and heard about the creation of the Public Advocate's Office, the ERO mission, enforcement priorities, prosecutorial discretion, detention reform, and Risk Classification Assessment. The Public Advocate ended this successful trip by touring the ICE Buffalo Service Processing Center (SPC) and the Ontario County Jail.



COMMUNITY OUTREACH: VISITING A FACILITY

Community and stakeholder outreach is a valuable tool towards educating the public on ICE programs and policies. Examples of stakeholder outreach includes detention facility tours, visitations, or tour with visitations.

Stakeholders who wish to request a tour or visitation to a facility should provide a written request to the Enforcement and Removal Operations (ERO) Field Office Director (FOD) or his or her designee, or the their local ICE Public Advocate Liaison at least fourteen (14) days in advance of the requested tour/visit. The written request on your organization’s letterhead may be received and responded to by electronic mail or regular mail. When requesting visitation or a tour with visitation, stakeholders may pre-identify any detainee with whom they wish to speak by providing ICE with a list of specific detainees in advance. This pre-identification shall include: a) the detainee’s full name and b) the last three (3) digits of the A-number (when available). **Please note that it is not required to pre-identify a detainee(s) with whom you may wish to meet during your tour and/ or visit.** In addition, please also note visitors will need to comply with applicable ICE



Karnes County Civil Detention Center.

detention standards and local facility requirements. In order to meet with detainees who have not been pre-identified, you must provide a sign-up sheet to the field office, which will be posted alongside the Stakeholder Visitation Notification Flyer at least 48 hours in advance of the visit.



Residential facilities at Karnes County Civil Detention Center.



Basketball courts at Karnes County Civil Detention Center.

Visitation Request Should Include:

- 1) The type of request (i.e. Detention facility tour (tour); Stakeholder visitation with detainees; or Detention facility tour *and* visitation with detainees;
- 2) At least three (3) proposed dates and desired times for the tour/visit;
- 3) Background information required by the ICE detention standards governing the facility;
- 4) A completed ICE Stakeholder Tour/Visit Notification Flyer;
- 5) An ICE Sign Up Sheet;
- 6) A signed ICE Stakeholder Visitor Code of Conduct form for each stakeholder participant; and
- 7) A copy of the stakeholder consent form for review by the field office (Note: It is your responsibility, not the facility or field office, to provide consent forms to detainees to inform them about how you may use or share information he/she provides.)

For more information and to obtain the necessary forms, please contact your local Public Advocate by visiting our Web site.



THE OFFICE OF THE PUBLIC ADVOCATE

1-888-351-4024

EROPublicAdvocate@ice.dhs.gov

<https://www.ice.gov/about/offices/enforcement-removal-operations/publicadvocate/>