



## **PUBLIC ADVOCATE'S CORNER:**



### **Happy Anniversary!**

On February 7, 2013, the Office of the Public Advocate celebrated our one year anniversary. Considering all we have done, it is difficult to grasp that is has a little more than 365 days since this office was established. This is a celebration that we share with you all. Without your input and partnership, we would not have been able to accomplish this feat.

Looking forward into year two, we have many exciting things planned. First and foremost, we anticipate hosting the first annual ICE ERO Field Public Advocate Liaison Leadership Seminar and ICE National Immigration Enforcement and Detention Conference in the fall. This will be an opportunity for all of our partners and stakeholders to come together to discuss issues affecting them and to find ways to overcome shared challenges. As of this printing, no date has been set. However, keep an eye out for the save-the-date!

We also plan to develop and distribute our Building Community Partnership report to

detail all that we have accomplished in our first year. This should be available in early summer.

The Community and Detainee Helpline will also be a key area of focus this year. I am happy to announce that we recently resolved our 7,000<sup>th</sup> case assistance inquiry since going live in September. This is less than 2 weeks after we took our 5,000<sup>th</sup> inquiry. This shows you how quickly our call volume is increasing and where we see it going in the future.

To help manage this increasing volume, we are working towards developing a comprehensive outreach and case management system. This will allow us to log and resolve calls more efficiently, as well as provide greater security and data integrity. The system will also give us greater analytical abilities to identify trends and emerging issues from call data. We see it as a significant investment for the long term operations of the Helpline.

This issue will highlight some exciting projects, such as our recent community roundtables in the Carolinas and New England, the recent detainee sexual assault hotline posters, and ICE's fiscal year 2012 removal numbers. I hope you find this edition informative!

**Happy 1st Anniversary to the  
Office of the Public Advocate!  
And congratulations on resolving  
more than 7,000 inquiries  
since Sept . 2012.**





## SPOTLIGHT ON NGO VISITATION PROGRAMS

*This article was submitted by Christina Fialho, co-founder of Community Initiatives for Visiting Immigrants in Confinement (CIVIC).*

Community visitation programs are important and beneficial to men and women in immigration detention, facility staff, and ICE as a whole. Visitation programs have been successfully running in some ICE facilities, such as at the Elizabeth Detention Facility in New Jersey, for more than 10 years.

CIVIC is a national network of immigration detention visitation programs. Originally founded in November 2009 by a small group of four visitation programs and immigrant advocates, CIVIC has become an alliance of visitation programs and nonprofit organizations across the country that work with communities, ICE, and local detention facilities to expand visitation programming. Currently, community visitation programs associated with CIVIC are operating at more than 20 ICE detention facilities. CIVIC's visitation programs are run primarily by volunteers and many are associated with interfaith groups, such as the Interfaith Committee for Detained Immigrants in Illinois, or with college campuses, such as Detention Dialogues of Santa Clara University. Visitors do not offer legal or religious services, but instead, provide persons in immigration detention with a connection to the outside world.

In particular, visitation programs help maintain family and community ties and facilitate entry or re-entry post release. Some visitation programs, such as Friends of Orange County Detainees operating at the James Musick Facility in California, visit people in immigration detention during regular visiting hours. Facility staff post sign-up sheets in the ICE pods and people in detention sign-up for visits from volunteers. Other visitation programs such as Conversations with Friends operating at the Ramsey County Jail in Minnesota visit in person during non-visiting hours.

Community volunteers such as those with CIVIC are often the only consistent community connection for men and women in ICE custody because many people in immigration detention do not have family members nearby. As one of the only consistent links to the outside world, visitation programs can lessen the emotional toll of confinement by providing sustained community support. Visitation

programs also build community "safety nets" capable of ensuring that individuals are deported or released safely and supported in such periods of transition.

ICE is committed to working with community visitation programs affiliated with CIVIC at all ICE detention facilities, as they programs continue to promote public trust and transparency by working with community visitation groups and ensuring that ICE detainees are aware of their services. ICE's Performance-Based National Detention Standards (PBNDS) already encourage community visitation.

Standard 5.7 of the 2011 PBNDS, Standard 32 of the 2008 PBNDS, and the Standard on Visitation of the 2000 PBNDS all ensure that persons in detention will be able to maintain morale and ties through visitation with their families, the community, legal representatives, and consular officials, within the constraints of safety, security, and good order.

Visitation programs also provide the government with a cost-effective solution to expanding services to persons held in immigration detention. As community volunteers run visitation programs, ICE has relatively no overhead cost for providing such an important and beneficial service to persons in immigration detention.

For more information about CIVIC, visit [www.endisolation.org](http://www.endisolation.org). To contact CIVIC, email Christina Fialho at [CFialho@endisolation.org](mailto:CFialho@endisolation.org) or call 385-21-CIVIC (385-212-4842).

**For more information on the Procedures for Visiting/ Touring a detention facility**

Please visit the ICE ERO Public Advocate webpage at <http://www.ice.gov/about/offices/enforcement-removal-operations/publicadvocate/>

## SOLACE in San Diego

On September 29, 2012, ERO San Diego in conjunction with Corrections Corporation of America launched an Immigration Detainee Visitation program with the First Unitarian Universalist Church of San Diego. Operating under the name SOLACE (Souls Offering Loving and Compassionate Ears), the program offers community based visitation to immigration detainees in custody at the San Diego Contract Detention Facility.

The SOLACE Project is one of the many visitation programs associated with CIVIC and provides visitors to immigration detainees with a focus on those with few or no visits by family or friends. SOLACE was developed by Dr. Angela García-Sims of the First Unitarian Universalist Church of San Diego and then proposed to the San Diego ERO Field Office. Prior to program implementation, ICE ERO San Diego's Public Advocate Field Liaison, Assistant Field Office Director Kenneth C. Smith and the Facility Officer in Charge, Assistant Field Officer Director Paul E. Gross worked with Dr. García-Sims and her key volunteers to develop the program.

SOLACE provides volunteers who visit as friends, not as lawyers, social workers, or missionaries, but as friendly visitors to relieve isolation and provide contact with a volunteer from the community. Visitations take place at the facility during regularly scheduled weekend visitation. Working with SOLACE, ICE ERO San Diego assists each week by confirming whether the immigrants who are slated for a visit are still held in the detention center.

Since the program's inception, SOLACE visitors met with approximately 44 immigration detainees from: Mexico, India, El Salvador, Honduras, Guatemala, Ghana, Somalia, Syria, Philippines. Through SOLACE, those in custody have a friendly ear to give them an outlet to the outside world. Both the immigration detainee and the SOLACE visitor benefit from this program as the experience allows both parties to meet and speak with other people they would have otherwise never met. These visits are positive contributing factor to immigration detainee's overall disposition while in custody. This successful program is a strong example of ICE's commitment to maintaining a collaborative and transparent dialogue with community stakeholders.



## UPDATES ON REFORM - ICE DETAINER POLICY

In December 2012, ICE announced a new policy for issuing detainers. "Civil Immigration Enforcement: Guidance on the Use of Detainers in the Federal, State, Local, and Tribal Criminal Justice Systems," (<http://www.ice.gov/doclib/detention-reform/pdf/detainer-policy.pdf>) limits the use of detainers to those individuals who meet the Department's enforcement priorities and restricts the use of detainers against individuals arrested for minor misdemeanor offenses. It was implemented to help ensure that available resources are focused on apprehending those that have broken criminal laws, threats to national security, recent border crossers and repeat violators of immigration law.

This change represents a focused approach to immigration enforcement by allowing ICE

officers to evaluate the public benefit of placing a detainer on a given individual based on established priorities. This also ensures public safety by pursuing removal actions against those who pose a threat to public safety while helping to guarantee that civil rights and civil liberties are taken into consideration. This new policy builds on a previous memorandum, *Civil Immigration Enforcement: Priorities for the Apprehension, Detention, and Removal of Aliens*, from 2012 that established a clear and defined apprehension priority.

The policy underscores the fact that ICE is a public safety agency at its core and recently released removal numbers to reflect this. From October 2011 to September 2012, ICE removed a total of 409,849 individuals. Ap-

proximately 55 percent, or 225,390, of these were convicted of felonies or misdemeanors. This is almost twice the removal of criminals in fiscal year 2008. This includes 1,215 aliens convicted of homicide; 5,557 aliens convicted of sexual offenses; 40,448 aliens convicted for crimes involving drugs; and 36,166 aliens convicted for driving under the influence. Another 41 percent of those removed fell into one of ICE's other priority categories.

By changing the existing detainer policy and directly seeing the result on criminal removal numbers, ICE is showing its commitment to public safety.

### Did you know?

In its first year, the ICE Office of the Public Advocate:

- Fully operationalized the nationwide toll-free Community and Detainee Helpline
- Set up email accounts and a web/complaint/inquiry form for requests from stakeholders
- Built (and continually updates) the public advocate website on ICE.gov
- Created a bi-monthly newsletter

## PUBLIC ADVOCATE FIELD LIAISON— HUGH SPAFFORD

As part of ERO's commitment to a transparent process, each field office established a Public Advocate Field Liaison, who works as a field point of contact for the ERO Office of the Public Advocate as well as for public and NGO concerns and questions. The Public Advocate Field Liaison for the Baltimore Field Office is Assistant Field Office Director (AFOD) Hugh J. Spafford.

AFOD Spafford has been employed by ICE/INS since 1982. Since starting as a file clerk, he has held the position of Detention Enforcement Officer, Border Patrol Agent, Immigration Inspector, Senior Immigration Inspector, Supervisory Immigration Inspector, Deputy Assistant District Director for Inspections, Supervisory Detention & Deportation Officer, and Deputy Field Office Director.

"The Public Advocate Field Liaison is an important position as it gives the public an avenue to contact the agency regarding their questions and concerns. As we all know from personal experience, it can be very frustrating trying to reach a "live" person in any company or organization who can assist us with our issues," states Spafford. "As the Public Advocate Field Liaison, my job is to make the agency more accessible and make easier for the public to get assistance to their inquiries."

AFOD Spafford continues, "By assisting the public in their inquiries, I am also educating the public on ERO policies, programs and initiatives while enhancing the understanding of ERO's mission and core values. The increased communication between the public and the agency goes a long way in increasing the agency and Field Office's public image and helps in correcting some of the misinformation that the public has received by various entities. Serving as the Public Advocate Field Liaison for the Baltimore Field Office has been a rewarding experience that has been beneficial to the agency and public alike."

Prior to working in the Baltimore Field Office, AFOD Spafford worked in the Miami Field Office, the Washington Field Office, and ICE ERO Headquarters.

*"As the Public Advocate Liaison, my job is to make the agency more accessible and make it easier for the public to get assistance to their inquiries" —Baltimore Public Advocate Field Liaison, Hugh J Spafford*





## ERO LEADERSHIP COMMUNITY INVOLVEMENT

Simona L. Flores has only been the ERO Dallas Field Office Director since August 2012, but she hit the ground running and is already building new bridges within her community. As the Dallas FOD, she directs and oversees immigration enforcement operations in 128 counties in north Texas and the entire state of Oklahoma. This puts her in contact with a wide range of stakeholders.

Shortly after arriving in Dallas, Flores began reaching out to local and state law enforcement agencies within her area of responsibility to introduce herself to her new peers and to emphasize the mission and priorities of ICE. It was during one of those meetings that Dallas County Sheriff Lupe Valdez recommended she also reach out and introduce herself to local chapter of League of United Latin American Citizens (LULAC).

LULAC was founded in 1929 after the United States annexed a large portion of Mexico following the Mexican War. It is the largest Latino civil rights and advocacy group in the United States.

Flores reached out to LULAC and was invited to be one of three guest speakers at a "Chorizo and Menudo Breakfast" meeting. The other two speakers were a local newscaster and the new Special Agent in Charge for the Dallas FBI field office. The focus of the meeting was for each speaker to provide information on where they worked and what they did.

The audience included congressional staffers, local politicians, educators, other community leaders, and local media. Flores not only gave a great presentation relaying ICE's mission and priorities, but she also engaged the audience and received valuable feedback and suggestions on establishing a more collaborative relationship with

both the community and local law enforcement. The local LULAC members were so impressed with Flores that they notified their national office of the meeting and have invited her to a regional meeting attended by even more of their members.

Flores states that she understands that immigration is an ever changing and complicated issue that strikes most people close to the heart regardless of what side of the debate they are on and is using her 24 years of experience in both the benefits and enforcement side of immigration to help her make decisions that follow ICE's mission and priorities. She also attributes her understanding of the importance of community outreach to New Orleans FOD Phil Miller. While working as the 287g program coordinator in New Orleans under FOD Miller, she had the opportunity to attend outreach events with him and saw firsthand how his efforts created better understanding and positive relationships in the community.



Ms. Flores began her career in immigration as a Deportation Docket Clerk in August 1988. Since then, she has held positions as Immigration Inspector, District Adjudications Officer, Application Support Center Manager, Supervisory Adjudications Officer, Deportation Officer, Supervisory Detention and Deportation Officer, Assistant Field Office Director, Deputy Field Office Director, 287g Program Coordinator and now Field Office Director.

## ICE RELEASES UPDATED SEXUAL ASSAULT AWARENESS POSTERS

On January 9, 2013, ICE released two revised versions of the Sexual Assault Awareness Posters to all ICE field offices for dissemination and placement in facilities in areas that are readily accessible to ICE staff as well as detainees. The posters, published in English and Spanish, promote ICE's zero tolerance policy for all forms of sexual abuse or assault of individuals in ICE custody.

The development and placement of these revised posters is essential to ensuring compliance and awareness of the issues related to sexual assault. They remind everyone that there is a zero tolerance policy on sexual assault and provide free phone numbers to call to report sexual assault allegations. One of these numbers is the Community and Detainee Helpline. More specific information regarding reporting sexual assault is also provided in the detainee handbook which is provided to each ICE detainee.

This requirement was implemented pursuant

to the October 26, 2006 ICE memorandum titled "Sexual Assault Awareness Information," issued by Acting Director John P. Torres. The memorandum requires all ICE field offices to ensure that each facility housing ICE detainees have posted and prominently displayed in housing and common areas the ICE Sexual Assault Awareness Information pamphlets and posters for access by all detainees to further elevate awareness of this important issue.

The posters also reinforce ICE's May 11, 2012 Directive 11062.1: "Sexual Abuse and Assault Prevention and Intervention", which establishes policy and procedures for the prevention of sexual abuse or assault of individuals in ICE custody, and provides agency-wide policy and procedures for timely notification of sexual abuse and assault allegations, prompt and coordinated response and intervention, and effective monitoring of sexual abuse and assault incidents. This Directive complements the requirements of the

2011 Performance-Based National Detention Standard on "Sexual Abuse and Assault Prevention and Intervention" (PBND 2011 Standard 2.11), as well as the requirements of PBND 2008 standards.

To access copies of the new revised English and Spanish Sexual Assault Awareness Posters, please access the attached link at:

<http://www.ice.gov/about/offices/enforcement-removal-operations/publicadvocate/> under the Public Advocate Publications tab.

**Keep Detention Safe**  
ICE Has Zero Tolerance  
for Sexual Abuse & Assault

Break the Silence  
Report Confidentially  
Be Safe and Get Help

Report an incident involving a detainee or a staff person by:  
Marking a staff person or Reporting an ICE official  
Calling a toll free number  
1-888-351-4024 or #9116  
ICE Community and Detainee Helpline

Report Sexual Assault Now  
بلغ عن الاعتداء الجنسي الآن  
即刻舉報性侵犯事件  
Reportez les agressions sexuelles  
Reportar las agresiones sexuales  
Denuncie las agresiones sexuales  
بلغ عن الاعتداء الجنسي الآن  
1-877-246-8253 or #5663  
ICE Community and Detainee Helpline

For more information, contact:  
ICE



## U.S. CUSTOMS AND BORDER PROTECTION NGO LIAISON—ANNA HINKEN

The U.S Customs and Border Protection (CBP) counterpart to ICE ERO Public Advocate is the Non-Governmental Office (NGO) Liaison. The NGO Liaison is the agency's principal liaison to non-governmental organizations, and responsibilities of the liaison include facilitating dialogue on behalf of CBP to the NGO community in close collaboration with other DHS components and federal agencies.

Anna Hinken became the first NGO Liaison at CBP in December 2011. Throughout her 21-year career in the federal government, Ms. Hinken has held a variety of positions, including Community Relations Officer with the former Immigration and Naturalization Service and Chief of the Program Analysis Staff at the Executive Office for Immigration Review for the Department of Justice.

In the coming months, Ms. Hinken's goal is to expand the current level of engagement with the NGO community. Ms. Hinken believes that "I have started to build a foundation with the NGO community that will ensure that CBP has the benefit of a wide range of insights related to our practices, policies and procedures. If NGOs have concerns or questions regarding CBP practices, policies and/or programs, or if they have a request to visit a CBP facility, they should contact me at [NGOLiaison@cbp.dhs.gov](mailto:NGOLiaison@cbp.dhs.gov) or [Anna.Hinken1@dhs.gov](mailto:Anna.Hinken1@dhs.gov)."

## PUBLIC ADVOCATE COMMUNITY OUTREACH

The Public Advocate Team has traveled to three states and four cities over the past two months to meet with ICE's community stakeholders and will continue its robust outreach efforts in February with destinations in four western states.

In December 2012, the Public Advocate Team held community roundtables in Durham and Charlotte, North Carolina. We are grateful to El Centro Hispano in Durham and International House in Charlotte for allowing us to hold these events at their facilities. ERO field office leadership were present at both meetings to ensure stakeholders were able to connect with them directly and to respond to questions pertinent to the field. ICE Homeland Security Investigations (HSI) also sent representatives to the meetings. Participants at both meetings indicated that they were pleased with the content and format of the events. While in the region, the PA Team also toured the York County Detention Center in South Carolina to talk to detainees and assess the overall conditions of the facility.

In January 2013, the Public Advocate Team held community roundtables in Boston, Massachusetts and Hartford, Connecticut. ERO field office leadership provided tremendous support for these events. HSI also sent representatives to both meetings to respond to inquiries related to its work. Our event in Boston was one of our most well attended roundtables since the inception of the Office of the Public Advocate, with more than 50 people in attendance. We express our gratitude to the Massachusetts Immigrant and Refugee Advocacy Coalition (MIRA) for arranging a wonderful location for the meeting in a space overlooking the Boston Harbor.

The Hartford community roundtable was a very engaging meeting that introduced stakeholders in the Hartford area to the Boston Field Office Director and Public Advocate Field Liaison. A special thanks to

the International Institute of Connecticut for hosting the event at their building. While in the region, we also visited Suffolk County Jail in downtown Boston and Franklin County Jail in Greenfield, Massachusetts. As is our practice while touring detention facilities, we spoke with detainees and observed the intake, medical clinic, recreation, housing, law library, and kitchen areas, among others.

Looking ahead to February 2013, members of the Public Advocate Team will travel to Arizona, California, Oregon, and Washington. We will hold community roundtables in Phoenix, Orange County, and Portland and will meet one-on-one with several immigrant advocacy organizations in Seattle.

We also intend to tour multiple detention facilities throughout the trip, including the Florence Service Processing Center and Pinal County Jail in Arizona, Adelanto County Jail and Santa Ana City Jail in California, and the Northwest Detention Center in Washington State.

We will continue this important work of building constructive relationships with the agency's community stakeholders as a vital means to identify and address problems and concerns and support ICE's commitment to intelligent, effective, and humane enforcement of the nation's immigration laws.

*These trips afford me and my staff the opportunity to clarify to our stakeholders what ICE is doing and why, to hear the concerns of our stakeholders directly, and to help build bridges between local advocates and field office leadership.*

**Public Advocate  
Andrew Lorenzen-Strait**



### THE OFFICE OF THE PUBLIC ADVOCATE

**Community Helpline: 1-888-351-4024**

**[EROPublicAdvocate@ice.dhs.gov](mailto:EROPublicAdvocate@ice.dhs.gov)**

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