



U.S. Immigration  
and Customs  
Enforcement

# Announcement

September 27, 2012

Contact: Nathan Berkeley

Office of the Public Advocate

(202) 732-4066

## ICE Introduces Community Hotline

**WASHINGTON** – U.S. Immigration and Customs Enforcement (ICE) is pleased to announce the launch of its new Community Hotline.

Individuals can call the new 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](mailto:EROPublicAdvocate@ice.dhs.gov) but will now have a complementary option in this Hotline.

This unprecedented effort, led by the ICE Public Advocate, will transition the existing Deferred Action for Certain Childhood Arrivals (DACA) Hotline into a toll-free hotline for members of the public and ICE stakeholders. This expansion will allow ICE to address, in a timely manner, a number of inquiries from the public including:

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

In the coming months ICE will expand the Hotline to all immigration detention facilities in a multi-phase approach with full implementation expected by early 2013. During the current phase, detainees will still be able to contact the Hotline with questions about DACA.

The introduction of this Hotline will enhance public engagement, enabling ICE Headquarters and Field Offices to better address the needs of the public and detainees. Building constructive relationships with our stakeholders fosters community awareness and support for the agency's mission and enhances our understanding of stakeholder issues related to ICE enforcement operations. The Community Hotline is another important tool toward this end and reflects ICE's continued belief that sustained public engagement is indispensable to the success of our agency.

For more information about the Office of the Public Advocate please visit <http://www.ice.gov/about/offices/enforcement-removal-operations/publicadvocate/>.

ICE looks forward to working with its stakeholders to raise awareness about this new community resource.

#ICE#

*U.S. Immigration and Customs Enforcement (ICE) is the largest investigative arm of the Department of Homeland Security. ICE is a 21<sup>st</sup> century law enforcement agency with broad responsibilities for a number of key homeland security priorities. For more information, visit: [www.ICE.gov](http://www.ICE.gov). To report suspicious activity, call 1-866-347-2423.*