



# THE PUBLIC ADVOCATE VOICE

A QUARTERLY COMMUNITY UPDATE



## MEET THE PUBLIC ADVOCATE

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Since February 2012, Andrew Lorenzen-Strait has served as the first Public Advocate for Enforcement and Removal Operations (ERO), U.S. Immigration and Customs Enforcement (ICE), U.S. Department of Homeland Security (DHS), Washington, D.C.

Prior to this position, he served as the senior advisor for ERO's Detention Management Division, where he advised on policy and oversight for the administrative custody of an average of 400,000 detainees each

the current immigration civil detention system. Mr. Lorenzen-Strait, who began his career with ICE in 2008, has an extensive background in federal law enforcement and immigration policy. He previously served as the agency's chief public engagement officer in ICE's Office of State, Local and Tribal Coordination and as the special assistant for policy and outreach in ICE Office of Policy.

Mr. Lorenzen-Strait has worked in a variety of federal law enforcement agencies, including service as a senior analyst for the U.S. Secret Service and as a presidential management fellow.

He holds a B.A. in political science from the University of California at Irvine, a *juris doctorate* with an emphasis in child advocacy from Whittier Law School, and a certificate in national security leadership and decision-making from the U.S. National Defense University. In 2007, he was named the Maryland Attorney of the Year for providing pro bono services to Community Legal Services of Prince George's County. Mr. Lorenzen-Strait is a member of the Maryland and U.S. Supreme Court bars.

ICE ERO Executive Associate Director Gary Mead believes strongly in the position and has given his full backing. *"The Office of the Public Advocate will improve credibility and greater understanding of the ERO mission and work. The more transparent and responsive the agency can be, the greater the public will trust our decisions and actions."*

## WHAT WE DO:

- ASSIST INDIVIDUALS AND COMMUNITY STAKEHOLDERS IN ADDRESSING COMPLAINTS AND CONCERNS IN ACCORDANCE WITH AGENCY POLICIES AND OPERATIONS, PARTICULARLY CONCERNS RELATED TO ICE ENFORCEMENT ACTIONS THAT AFFECT U.S. CITIZENS
- INFORM STAKEHOLDERS ON IMMIGRATION ENFORCEMENT POLICIES, PROGRAMS AND INITIATIVES, TO ENHANCE UNDERSTANDING OF ERO'S MISSION AND CORE VALUES
- ENGAGE STAKEHOLDERS AND BUILD PARTNERSHIPS TO FACILITATE COMMUNICATION, FOSTER COLLABORATION AND SOLICIT INPUT ON IMMIGRATION ENFORCEMENT INITIATIVES AND OPERATIONS
- ADVISE ICE LEADERSHIP ON STAKEHOLDER FINDINGS, CONCERNS, RECOMMENDATIONS AND PRIORITIES AS THEY RELATE TO IMPROVING ENFORCEMENT EFFORTS AND ACTIVITIES.



## DETENTION IMPROVEMENTS

*Over the last few months ICE has worked hard to develop and coordinate cost-effective means to improve the care and legal access for detainees in the agency's care and custody.*

### KNOW YOUR RIGHTS

#### VIDEO

The American Bar Association recently launched an updated version of its popular video *Know Your Rights* which provides useful information to detained non-citizens in removal proceedings. The video was approved by ICE and translated in English, Spanish, and French. The Public Advocate worked with ERO's Custody Management Division (CMD) to distribute the DVD in record time during the month of June to all ICE facilities holding detainees over 72 hours.

### EXECUTIVE OFFICE FOR

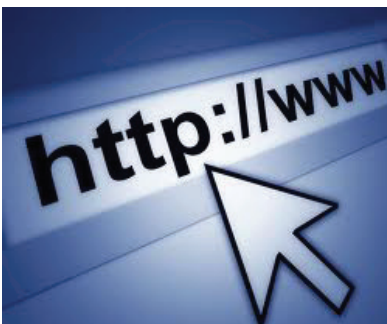
#### IMMIGRATION REVIEW (EOIR) LEGAL SELF-HELP MATERIALS

ICE worked with EOIR to receive a set of easy to understand Legal Self-Help Materials developed by the EOIR's Office of Legal Access Program. The Office of the Principal Legal Advisor (OPLA), Office of Detention Policy and Planning (ODPP), and ERO leadership reviewed and approved the materials for distribution to detention facilities. The materials will be used in all facilities that hold detainees over 72 hours.

### NGO LGBT TRAINING MATERIALS

Through the ICE ERO NGO Lesbian, Gay, Bisexual, and Transgender (LGBT) working group, the PAO completed and piloted an hour-long training module aimed to socialize facility staff on safety and issues of concern for LGBT detainees. The multi-dimensional training includes video, PowerPoint, and interactive games to educate participants on appropriate terminology and provides a background of the LGBT community.

The training program is slated for national deployment in select appropriate facilities throughout the remainder of 2012 and in 2013.





## THE PUBLIC ADVOCATE ON THE ROAD

At the request of Director John Morton, the Public Advocate convened a stakeholder roundtable in Houston, Texas on June 21, 2012. There were seventeen participants in attendance representing faith-based, resettlement, civic, and advocacy groups, as well as, law firms and congressional offices. Among the participants was Congresswoman Sheila Jackson Lee (D-Texas), who offered formal remarks at the beginning and end of the event.

Director Morton, ERO Executive Associate Director Gary Mead, and Public Advocate Lorenzen-Strait spoke about Secretary Napolitano's June 15 memo on deferred action for certain eligible youth who came to the U.S. as children ("deferred action"), prosecutorial discretion as applied more broadly, enforcement priorities, and detention reform. Houston Field Office Director, David Jennings, Chief Counsel, Sabrina Gray, and many ICE senior staff, also participated in the roundtable.

Director Morton and his staff addressed numerous questions about deferred action at this event at a very critical time, less than one week after the release of the memo.

Two of the Public Advocate's principal responsibilities include alerting agency leadership to community stakeholder concerns about current or proposed agency policies or operations, and maintaining a collaborative and transparent dialogue with community stakeholders on the agency's mission and core values. The Public Advocate will continue to meet these responsibilities through events such as this one.



*Left to Right: A roundtable exchange between Houston Field Office Director David Jennings, ICE Director John Morton , ICE Public Advocate Andrew Lorenzen-Strait, ERO Executive Associate Director Gary Mead, and Congresswoman Sheila Jackson Lee (D-Texas).*







## SPOTLIGHT ON PHILADELPHIA COMMUNITY OUTREACH

Each of the 24 ERO Field Offices have an Assistant Field Office Director (AFOD) who also serves as a Field Public Advocate and is responsible for addressing inquiries from stakeholders and the public in their area of the country. “The staff at the Philadelphia Field Office fosters the important mission of the Public Advocate Office while providing a great resource for the community,” according to Public Advocate Andrew Lorenzen-Strait. Until recently AFOD Mike Ramella served as the Field Public Advocate. Troy Hall now serves in that capacity.



During his tenure, AFOD Ramella was very responsive and followed-up on any inquiries or requests. He believed strongly in handling inquiries with tact, timeliness and professionalism. Ramella assisted the PAO in organizing a community engagement roundtable on April 13, 2012 attended by a comprehensive and diverse group of Philadelphia NGOs. He also joined PAO staff at the White House Hispanic Action Summit in Philadelphia on June 2, 2012. “He routinely picked up the phone to speak to individuals to address any issues and concerns raised and to ensure they had a complete understanding of the situation,” said Lorenzen-Strait. “While Ramella is serving the Philadelphia office in a different capacity, we are confident that Hall will be as effective in his new position and look forward to working with him.” **Stakeholders and the public can email inquiries to Philadelphia Field Public Advocate Hall at [Philadelphia.Outreach@ice.dhs.gov](mailto:Philadelphia.Outreach@ice.dhs.gov).**

## ENGAGEMENT WITH THE LATINO COMMUNITY

EAD Gary Mead, Public Advocate Lorenzen-Strait, and other ERO representatives engaged with participants at the annual conferences of three Latino organizations: National Association of Latino Elected and Appointed Officials (NALEO), League of United Latin American Citizens (LULAC), and National Council of La Raza (NCLR).

This is the second year ICE has attended these events and this year the agency expanded its footprint at these conferences by attending numerous meetings with leadership, members, and affiliates of the three organizations.

At each conference, ICE representatives were also able to take part in one-on-one conversations to answer specific questions from conference participants and provide local points of contact to follow-up on inquiries.



# ICE

*ERO EAD Gary Mead takes a group photo with ERO conference participants.*



## DEFERRED ACTION FOR CERTAIN ELIGIBLE YOUTH

On June 15, 2012, Department of Homeland Security (DHS) Secretary Janet Napolitano announced via memorandum that DHS will exercise prosecutorial discretion for certain removable individuals who entered the United States as a child, also known as deferred action (DA). To this end, the ICE Office of the Public Advocate established a hotline on June 16 to assist individuals who have questions regarding DA.

During peak days, the average daily calls are approximately **200 per day**.

As of July 31, the Public Advocate hotline has **answered 3,259 calls**.



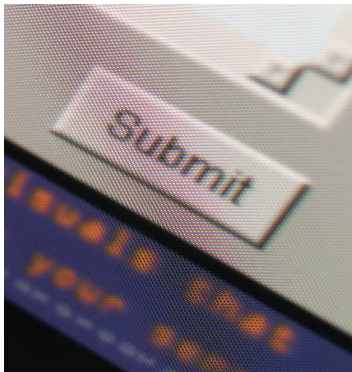
The Office of the Public Advocate has also responded to numerous voicemail messages and e-mails sent to the group mailbox. The Public Advocate, in coordination with Field staff and Headquarters have conducted outreach at national conferences including the American Immigration Lawyer's Association (AILA), the World Conference of Churches and to the Latino community (see pg. 4) as well as to NGOs and advocacy groups nation-wide and at community roundtable events.

## COMING SOON

### Public Advocate Electronic Case Intake Form

Currently, stakeholders can email one of the 24 Field Public Advocates or the Headquarters Office of the Public Advocate to gain assistance with questions, concerns or requests. In early 2013, The Public Advocate website will host an electronic Case Intake Form. ICE ERO is committed to a transparent process and to resolving the concerns at the earliest opportunity available. The electronic Web Form will enhance stakeholder engagement with ICE ERO in the following ways.

#### The electronic Case Intake Form will :



- ⇒ **INFORM** customers on the process, including privacy considerations
- ⇒ **FLAG** emergent cases
- ⇒ **GATHER** information in a user-friendly, uniform manner
- ⇒ **STREAMLINE** submission time by gathering agency essential case information
- ⇒ **CONFIRM** submission

Any stakeholder, including, but not limited to, individuals, attorneys, advocates in nongovernmental organizations or faith-based organizations may submit these requests to ICE ERO or the Public Advocate without a fee.



### THE OFFICE OF THE PUBLIC ADVOCATE

**1-888-351-4024**

**EROPublicAdvocate@ice.dhs.gov**

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