

El Paso Field Office

Otero County Processing Center

Enforcement and Removal Operations Leadership

Field Office Director: Adrian P. Macias

Assistant Field Office Director (Detention): Jesus J. Placencia

Assistant Field Office Director (Detained Case Management): Jesus J. Placencia

Field Office Main Telephone Line: (915) 834-5218

Facility Main Telephone Line: (575) 824-0440

Facility Location

Street Address:

26 McGregor Range Road
Chaparral, NM 88081

Parking: The facility provides parking on premises.

Accessibility for Individuals with Special Needs: The facility is in compliance with the Americans with Disabilities Act (ADA).

Hours of Visitation

Friends and Family Visits

Mondays through Fridays: 5:30 p.m. – 8 p.m.

Saturdays and Sundays: 12 p.m. – 3 p.m.

To ensure adequate time to process visitors through security, all visitors must arrive 45 minutes prior to the scheduled visit time.

Visitors must present a valid verifiable government-issued identification card to enter the facility.

Visits shall not exceed 30 minutes.

Minors who are visiting the facility must be accompanied by an adult guardian (18 years or older). Minors must not be left unaccompanied in the waiting room, visiting room or any other area.

Attorney Visits

Legal representatives of detainees are authorized to visit their clients during the following hours:

7 days a week, 24 hours a day.

A list of pro bono (free) legal organizations will be posted in all detainee housing units and other appropriate areas. This list shall be updated quarterly. If a detainee wishes to see a representative or paralegal from that organization, it is the detainee's responsibility to contact them for an appointment.

Consular Visits

Consular officials may meet with their detained nationals at any time. It is requested that prior arrangements be made with the ICE Supervisory Deportation Officer to the extent possible, and that consular officials bring appropriate credentials when they come to the facility. The ICE Supervisory Deportation Officer in charge of the facility can be reached at (915) 834-4804.

Clergy Visits

Clergy may visit detainees at any time, but must make prior arrangements with the Chaplain's Office at (575) 824-0440.

Visiting Restrictions

1. All family or other social visits are non-contact.
2. No firearms or weapons of any kind are permitted in the facility.
3. If visitors are or appear to be intoxicated, visitation will not be allowed.
4. All visitors are subject to search while in the facility.
5. Visitors are not allowed to pass or attempt to pass any items to detainees.
6. Visitors are not allowed to carry any items into the visitation area.

Search Procedures (prior to or during all visitations)

All individuals requesting admittance to the facility or the visitation area are subject to a pat-down search of their person, an inspection of their belongings, and a metal scan search. Individuals refusing to cooperate with a reasonable search will not be admitted. No firearms or weapons of any kind are permitted. No electronic devices (cell phones, pagers, radios, etc.) are permitted in the secure areas of this facility.

Contacting Us

If you need information about a detainee that is housed at this facility, you may call (575) 824-0440 between the hours of 8 a.m. and 5 p.m. When you call, please have the individual's biographical information ready, including first, last and hyphenated names, any aliases he or she may use, date of birth and country of birth.

If you need to get in touch with a detainee you must call (575) 824-0440 and leave the detainee's full name, alien registration number and a telephone number where you can be reached. He or she will be given your message.

Freedom of Information Act (FOIA)

All FOIA and Privacy Act requests must be submitted on form G-639 (Freedom of Information / Privacy Act Request) or in letter format. All requests must contain the original, notarized signature of the subject in question. Please complete the form G-639 thoroughly and if writing a letter, be sure to include the full name, any other names used, date of birth, place of birth, A-number of the alien you are seeking information about, as well as your full name, address, and telephone number, so that we may contact you if we have any questions.

Mail your FOIA or Privacy Act request to:

U.S. Immigration and Customs Enforcement
Freedom of Information Act Office
800 North Capitol Street, NW, Room 585
Washington, D.C. 20536

Phone – 1-866-633-1182

E-mail – ICE-FOIA@dhs.gov

Finding the status of a case

Immigration Court

For information about a matter before the immigration court, you may call 1-800-898-7180 to speak with them directly. Applications for relief from removal, and other applications requested by the immigration judge must be filed directly with the immigration court.

Board of Immigration Appeals (BIA)

For information about a matter before the Board of Immigration Appeals (BIA), you may call (703) 605-1007 where you can obtain automated information or speak with a live representative during office hours.

Legal Help

Click the link for a list of pro bono representatives nationwide who might be able to assist you.

Press/Media

The Facility has a responsibility to protect the privacy and other rights of detainees and members of the staff. Therefore, interviews will be regulated to ensure the orderly and safe operation of the Facility. Ordinarily, live television or radio interviews will not be permitted in the facility. Press should contact Leticia Zamarripa at (915) 231-3489 for further information.

Personal Interviews

A news media representative who desires to conduct an interview with a detainee must apply in writing to the El Paso Field Office, Office of Enforcement and Removal Operations, indicating familiarity with and agreement to comply with the rules and regulations of the facility as provided to that person by staff.

Detainee Consent

A detainee has the right not to be interviewed, photographed, or recorded by the media. Before interviewing, photographing, or recording the voice of a detainee, a visiting representative of the media must obtain written permission from that individual.

Feedback/ Complaints

We strive to provide quality service to people in our custody, their family, friends, and to their official representatives. If you believe that we have not lived up to this commitment, we would like to know. If we have met or exceeded your expectations, please let us know that as well. To comment on the services provided at this office, please write to:

Field Office Director, Enforcement and Removal Operations
U.S. Immigration and Customs Enforcement
1545 Hawkins Blvd
El Paso, TX 79925

If you feel that an ICE employee or contract services employee mistreated you and wish to make a complaint of misconduct, you may:

Contact the Field Office Director at:
Field Office Director, Enforcement and Removal Operations
U.S. Immigration and Customs Enforcement
1545 Hawkins Blvd
El Paso, TX 79925
(915) 225-0885

Write the Office of Professional Responsibility:

Director, Office of Professional Responsibility
U.S. Immigration and Customs Enforcement
P.O. Box 14475
Pennsylvania Ave, NW
Washington, D.C. 20044

Contact the Joint Intake Center:

Phone Number: 1-877-2INTAKE
Email: Joint.Intake@dhs.gov

You may also contact the Department of Homeland Security, Office of Inspector General:

245 Murray Drive, Building 410 Stop: 2600
Washington, D.C. 20528

Phone Number: 1-800-323-8603
Fax: 202-254-4292

Email: DHSOIGHOTLINE@DHS.GOV

Local Procedures

To post a Departure or Delivery Bond

These bonds are posted when a person has been placed into removal proceedings while in the United States. The person supplying the bond money must show proof of identity and lawful immigration status. This person (the obligor) is responsible for ensuring that the alien presents himself before an officer or agent of this agency whenever a request is made. For bond information, please call (915) 834-4807 and ask to speak to the Deportation Officer handling the case. You must have the last name of the detainee and alien registration number before calling.

To post an immigration bond for an alien being detained by ICE, you must post the bond at 26 McGregor Range Road, Chaparral, NM 88081, Mondays through Fridays (except public holidays) between the hours of 9 a.m. and 3 p.m. Acceptable bond forms of payment are Cashier's Check from a bank or Postal Money Order. These must be made payable to the "U.S. Department of Homeland Security".

For further questions about bonds, please contact the Debt Management Center:

Debt Management Center
Attention: Bond Unit
P.O. Box 5000
Williston, VT 05495-5000
Telephone: (802) 288-7600
Fax: (802) 288-1226

Sending Mail

Letters sent to detainees must include the detainee's A-number (File Number), plus the sender's name and address. To enhance the safety of the facility, all incoming mail is subject to screening for contraband. The mail is not read upon opening, only inspected by the delivering officer. Detainees may send mail from the facility. Detainees may seal their outgoing letters and place them in the provided receptacle. All incoming mail will be delivered to the detainee, and outgoing mail will be routed to the proper postal office within 24 hours of receipt by facility staff. A mail pick-up and delivery schedule is posted in all housing units.

Detainees are allowed to purchase stamps for use. Generally, there is no limit to the amount of correspondence detainees may send at their own expense. Indigent detainees (those who have no means of financial support and no funds in their facility account) will be provided postage allowance at government expense.

When detainees depart the facility or are transferred to another facility, only their legal mail will be forwarded to them. General correspondence will be endorsed "Return to Sender" and returned to the post office.

Sending Money

If detainees receive funds in the mail, they will be taken to the processing area for the money to be placed into their account. The processing officer will provide a receipt for all funds received. Detainees are cautioned not to have cash sent to them in the mail.

Sending Packages

A detainee may receive items that are determined to be of necessity for the sole purpose of travel or release from agency custody with approval of the ICE Deportation Officer. Before sending packages to detainees, contact the Warden Ray Terry at the facility at:

(575) 824-0404

26 McGregor Range Road
Chaparral, NM 88081

Note that detainees being removed from the United States are allowed one small piece of luggage. If a detainee does not have such baggage, such luggage can be sent/delivered after receiving approval from Supervisory Deportation Officer. Please be advised that for security reasons, no electronic devices (cell phones, electric razors, laptop computers, radios, etc.) will be accepted.

Calling a Detainee

Detainees cannot receive incoming calls. If you need to get in touch with a detainee to leave an urgent message, you must call (575) 824-0440 and leave the detainee's full name, alien registration number and your name and telephone number where you can be reached. The detainee will be given your message.