

# LANGUAGE SERVICES



FY 2024  
(10/1/2023 - 9/30/2024)

## KEY FACTS

**\$4.5M**

spent on professional interpretation, translation, and transcription services

**40+**

ICE forms requiring a detained alien's signature have been translated into **8** languages

**135**

languages, including indigenous languages, are accessible to ERO personnel through language services contracts

ERO utilization of the professional language line **increased by 13%** since FY23, including a **57% increase** in written translation and audio transcription requests.

The U.S. Immigration and Customs Enforcement (ICE) mission is to promote homeland security and public safety through the criminal and civil enforcement of federal laws governing border control, customs, trade, and immigration.

ICE Enforcement and Removal Operations (ERO) plays a vital role in carrying out the ICE mission by overseeing programs and conducting operations to identify and apprehend removable aliens, detain aliens when necessary, and remove illegal aliens from the United States. In doing so, ERO also ensures detained and non-detained aliens are provided information in a language they understand.



ERO utilizes an ICE-wide **24/7 language services** contract for interpretation (oral), translation (written), and transcription (audio to text).



ERO's 24/7 **Online Detainee Locator System** is available in 10 different languages in addition to English.



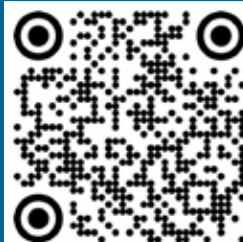
The **ICE National Detainee Handbook**, disseminated to every detained alien, is translated into 18 languages other than English, including 3 indigenous languages. The Handbook provides an overview of the general rules, regulations, policies, and procedures, as well as programs and services available in detention.



Detention facilities are required by ICE Detention Standards to use bilingual staff or professional language services, as needed, to communicate with detained aliens.



ERO regularly develops and disseminates aids and best practices materials to help personnel identify limited English proficient (LEP) individuals and their primary language, as well as secure necessary interpretation and translation services. ERO is also pursuing several initiatives to help improve communication with LEP individuals encountered in the course of ERO functions.



**For More Information**

