The U.S. Immigration and Customs Enforcement (ICE) Language Access Plan (LAP), issued in 2015, requires **timely and effective communication for limited English proficient (LEP) persons**.

The ICE LAP identifies and translates vital documents into the most frequently encountered languages and provides interpretive services, where appropriate, including to external LEP stakeholders. The plan also educates personnel about language access responsibilities and how to use language access resources.

ICE Enforcement and Removal Operations (ERO) plays a vital role in carrying out the ICE LAP and providing language access services to detainees and external LEP stakeholders. ERO continually works to ensure LEP persons have access to information (written or oral) in a language they understand.

### Key Stats & Facts

**$1.3M**

spent in FY 2020 on professional interpretation and translation services.

**94%**

of all language services rendered in FY 2020 came from oral interpretation requests.

**200+**

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

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

ERO officers, managers, and supervisors are required to take **Language Access 101** training biennially to ensure awareness of responsibilities and best practices.

ERO’s 24/7 **Online Detainee Locator System** is available in 8 different languages in addition to English.

For More Information

[www.dhs.gov/language-access](http://www.dhs.gov/language-access)

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**Improving Language Access**

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