



VOICE

VICTIMS OF IMMIGRATION
CRIME ENGAGEMENT



Quarterly Report

Q1 FY 2019

October 1, 2018 – December 31, 2018



U.S. Immigration
and Customs
Enforcement

OVERVIEW

U.S. Immigration and Customs Enforcement (ICE) protects America from cross-border crime and illegal immigration that threaten national security and public safety. To carry out this mission, ICE focuses on smart immigration enforcement, preventing terrorism, and combating transnational criminal threats. ICE has an annual budget of approximately \$7 billion, primarily devoted to three operational directorates—Enforcement and Removal Operations (ERO), Homeland Security Investigations (HSI), and the Office of the Principal Legal Advisor (OPLA). A fourth directorate—Management and Administration (M&A)—supports the three operational branches to advance the ICE mission.

- ICE ERO upholds U.S. immigration law at, within, and beyond our borders. ICE ERO's work is critical to the enforcement of immigration law against those who present a danger to our national security, are a threat to public safety, or who otherwise undermine the integrity of our immigration system.
- ICE HSI is the principal investigative component within the Department of Homeland Security (DHS), which conducts transnational criminal investigations that protect the United States against threats to national security and brings to justice those seeking to exploit U.S. customs and immigration laws worldwide.
- ICE OPLA is the largest legal program in DHS and serves as the exclusive representative of DHS in immigration removal proceedings before the Department of Justice Executive Office for Immigration Review, litigating all removal cases including those against criminal aliens, terrorists, and human rights abusers.

Why was the VOICE Office established?

Executive Order (EO) 13768, *Enhancing Public Safety in the Interior of the United States*, directed ICE to establish the Victims Of Immigration Crime Engagement (VOICE) Office to acknowledge and serve the needs of crime victims and their families who have been impacted by crimes committed by removable criminal aliens. With the creation of the office, victims of crimes committed by individuals with a nexus to immigration now have a government resource that can provide timely information on their cases. The VOICE Office works to ensure victims and their families have access to immigration-related information regarding their offender as releasable by law and policy. The VOICE Office may be reached via a toll-free hotline (1-855-48-VOICE or 1-855-488-6423), which is staffed with operators who triage calls to ensure victims receive the support they need.

VINE: A Custody Status Resource

The Victim Information and Notification Everyday (VINE) is a state-level system that automatically notifies registrants about custodial changes in a criminal inmate's case. VINE has been providing victims and concerned citizens with the power of information for decades, allowing these individuals to have a sense of security.

The DHS Victim Information and Notification Exchange (DHS-VINE) system allows registrants to receive immigration-related custodial status notifications. It transfers eligible registrant data from state VINE databases to ensure those individuals who registered with state VINE continue to receive custody status updates once a criminal alien is transferred from state custody to ICE

custody. While the state-level system's name is slightly different than DHS's, it works to serve a similar purpose. To that end, individuals eligible to receive custody status notifications are victims and witnesses associated with criminal aliens charged or convicted of a crime, victim advocates, individuals with a legal responsibility to act on behalf of a victim or witness (e.g., attorneys, parents, legal guardians), and individuals acting at the request of a victim or witness.

Establishment of Quarterly Reports

EO 13768 directed the VOICE Office to create quarterly reports studying the effects of the victimization by criminal aliens present in the United States. The quarterly report for Quarter 1 Fiscal Year (FY) 2019, October 1, 2018 – December 31, 2018, provides information on the VOICE Office's key objectives, victim assistance offered, metrics used to study the impact the VOICE Office is having on victims' needs, and anonymized case studies to depict the types of victims assisted by the VOICE Office.

Key Objectives

- Use of a victim-centered approach to acknowledge and support victims and their families;
- Promote awareness of available services to crime victims; and
- Build collaborative partnerships with community stakeholders assisting victims.

Types of Assistance Offered

- Establish local contacts to help with unique victim requests;
- Link victims with ICE representatives to help victims understand the immigration enforcement and removal process;
- Provide access to social service professionals who are able to refer victims to local resources and direct service providers;
- Assist individuals in signing up to receive automated custody status information through federal and local VINE services; and
- To the extent permitted by law or policy, provide information about the offender, including the offender's immigration status and custody status, and answer questions and concerns regarding immigration enforcement.

FINDINGS

The VOICE Office's hotline received 718 calls from October 1, 2018 to December 31, 2018. Of all fielded calls, 256 calls pertained to services offered by the VOICE Office and 238 of the callers were subsequently referred to a Victim Liaison or Community Relations Officers (CROs) in ICE's Areas of Responsibility (AORs) across the United States to engage with victims and provide access to information and resources. This report provides information on the 256 callers who have been assisted as a direct result of contacting the VOICE Office.

Figure 1 represents the types of requests fielded by the VOICE Office operators. Several callers requested more than one service, which resulted in the 287 VOICE Office-related service requests displayed in Figure 1. Table 1 provides a description of the categories.

Figure 1: Number of VOICE Office-related Service Requests from October 1, 2018 to December 31, 2018

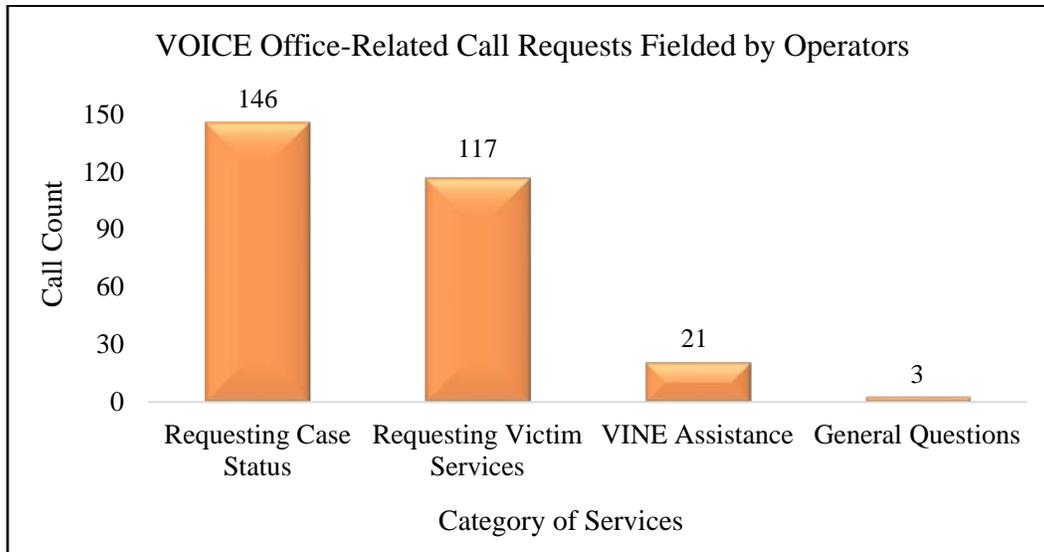
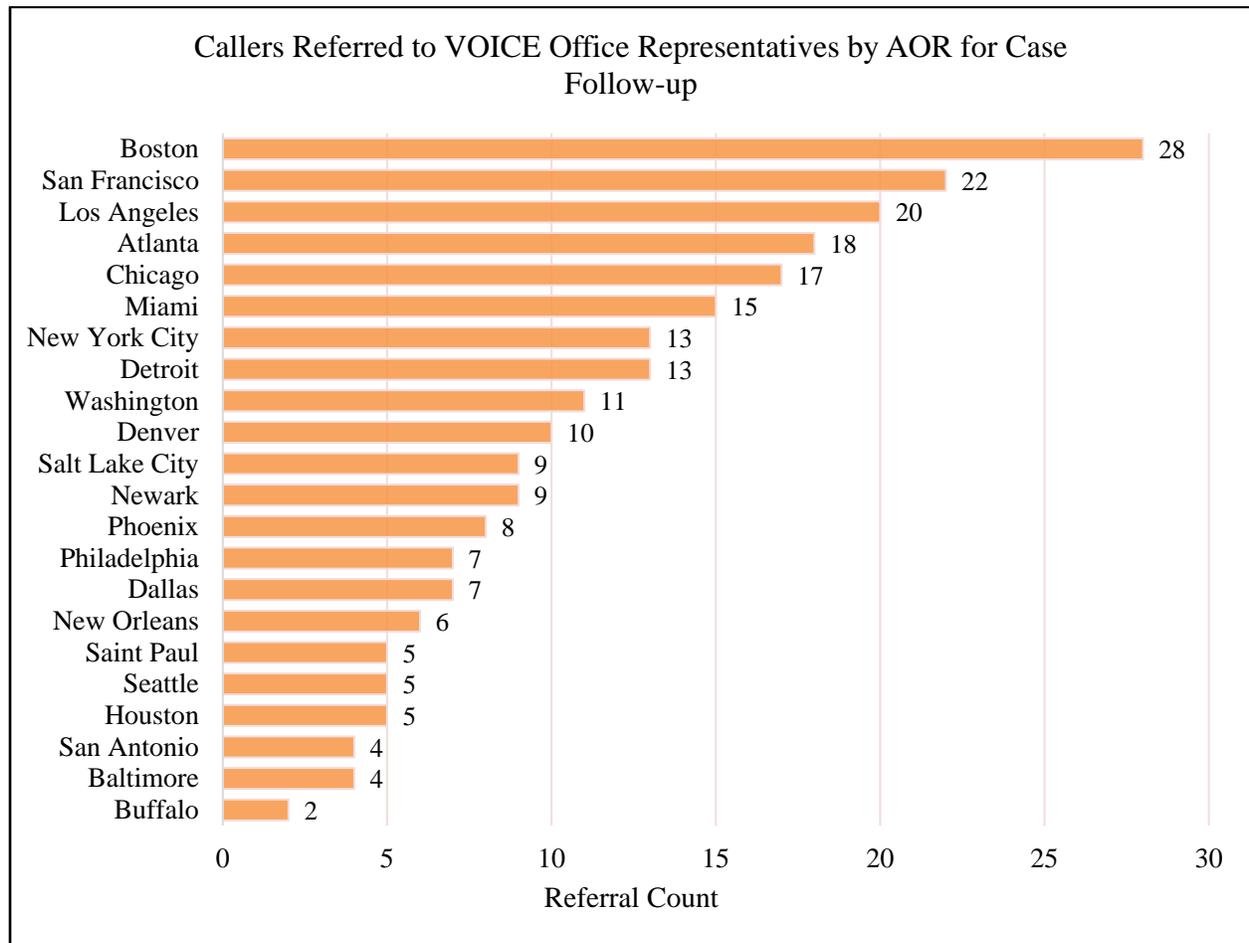


Table 1. Categories of Services Offered by the VOICE Office

Service	Definition
VINE Assistance	Callers requested assistance or information on how to sign up to receive VINE’s automated immigration custodial information.
General Questions	Callers requested general information on the VOICE Office.
Requesting Victim Services	Self-identified victims who request access to social service professionals are referred to ICE HSI Victim Assistance Specialists (ICE HSI VASs). ICE HSI VASs work with individuals to determine the type(s) of social services being requested and make referrals to local service providers, as appropriate.
Requesting Case Status	Callers requested information surrounding their case and were referred to a Victim Liaison or CRO to engage with victims and ensure they had access to information and resources.

Figure 2 reflects the AOR location of the 238 callers who requested services from the VOICE Office. The horizontal bar chart highlights the volume of calls per AOR.

Figure 2: Calls Referred to Victim Liaisons by AOR from October 1, 2018 to December 31, 2018



Caller data reflects that requests for services from the VOICE Office originated from AORs across the United States. The highest volume of service requests came from ICE’s Boston, San Francisco, Los Angeles, and Atlanta AORs.

Figure 3 provides insight into the categories of service requests received by the highest volume AORs in the United States. Boston had the greatest number of case status and victim service requests; Atlanta had the least number of case status requests, and San Francisco had the least number of victim services requests.

Figure 3: Categories of Service Requests in High-Volume AORs from October 1, 2018 to December 31, 2018

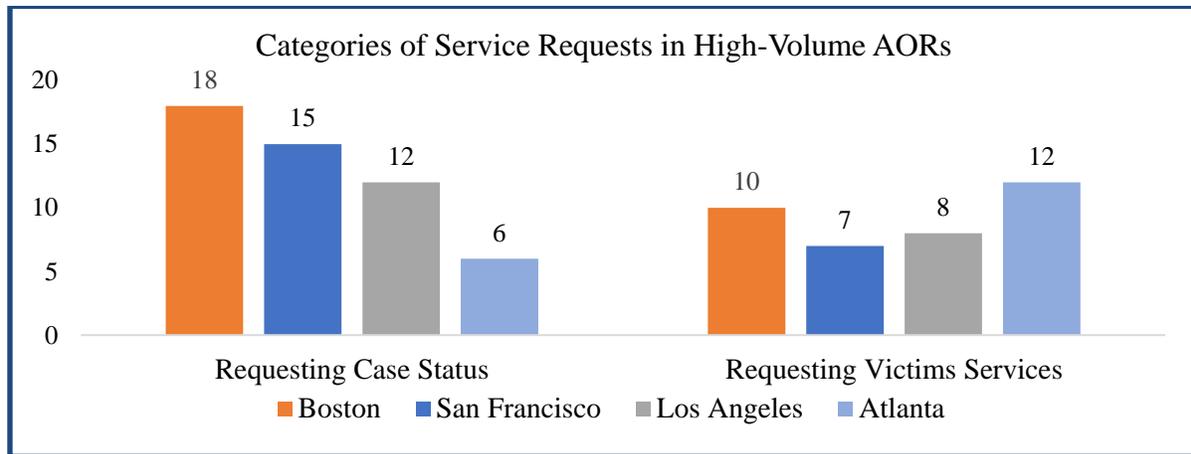


Table 2: DHS-VINE Metrics from October 1, 2018 to December 31, 2018

The table highlights, per month, the number of DHS-VINE website visits, victims who registered for DHS-VINE, and notifications received by registrants via their preferred notification method. The color intensity, light to dark, represents the least to greatest count, respectively, of DHS-VINE events.

DHS-VINE Events for October 1, 2018 to December 31, 2018				
Event	October	November	December	Q4 Totals
DHS-VINE Searches	55,968	53,953	53,377	163,298
New Registrants	407	397	388	1,192
Notification Method				
Email	132	116	114	362
Phone	90	93	94	277
SMS	75	96	70	241
Total	297	305	278	880

Note: “DHS-VINE Searches” is the number of website visits. “New Registrants” refers to the number of persons who registered for DHS-VINE. “Notification Method” is how a registrant elected and received their alert from DHS-VINE. “SMS” (short message service) is a standard text message.

October had the greatest number of new registrants while December had the least. DHS-VINE sent a total of 880 notifications, with the most notifications sent in November (305), followed by October (297), and the least in December (278).

CASE EXAMPLES

The case examples below illustrate the VOICE Office's impact on providing proactive, timely, and professional services to victims and their families of crimes committed by individuals with a nexus to immigration. In certain cases, some details were purposely left out to ensure the privacy of the victim(s).

Overall results of victim engagement included:

1. VOICE Office informed a homicide victim's family member that an alien was in ICE custody awaiting removal proceedings;
2. A domestic violence victim was referred for victim assistance services;
3. VOICE Office referred domestic violence victims for victim assistance services and facilitated a victim impact statement;
4. VOICE Office referred an arson victim for victim assistance services;
5. VOICE Office assisted the parent of a minor who was sexually assaulted by an alien by confirming the alien was transferred into ICE custody.
6. A manslaughter victim's family was informed of an alien's removal from the United States;
7. A domestic violence victim received a custody status update and was helped with their DHS-VINE registration;
8. An assault victim learned of an alien's transfer into ICE custody;
9. VOICE Office informed a victim of stalking and intimidation of an alien's removal from the United States;
10. The parent of a murder victim was informed of an alien's removal from the United States;
11. A rape victim was informed of an alien's removal from the United States;
12. VOICE Office informed a victim of assault and battery that an alien was in removal proceedings; and
13. A homicide victim's parent received immigration removal proceedings information.

Case Study #1

VOICE Office informed a homicide victim's family member that an alien was in ICE custody awaiting removal proceedings.

The family member of a victim killed by an alien that was convicted of possession of a firearm and negligent manslaughter with a weapon requested case information. The VOICE Office informed the family member that the alien was in ICE custody awaiting removal proceedings and provided information to clarify the immigration court and removal process. The alien was later ordered removed by an immigration judge and deported from the United States.

Case Study #2

A domestic violence victim was referred for victim assistance services.

A victim of domestic violence by an alien requested victim assistance services. As a direct result of the assault, the victim suffered permanent hearing loss, was displaced from their home, and granted a protection order against the alien who was convicted of harassing communication. The VOICE Office referred the victim for victim assistance services and informed them an ICE detainer had been placed on the alien. The alien was eventually removed from the United States.

Case Study #3

VOICE Office referred domestic violence victims for victim assistance services and facilitated a victim impact statement.

A parent and their minor child, victims of domestic violence by an alien, requested case information and wanted to provide a victim impact statement. The parent feared for their family's lives because the alien continued to evade a no-contact order while in state custody awaiting criminal proceedings. The VOICE Office referred the victims for victim assistance services and facilitated their request to provide a victim impact statement. The VOICE Office informed the victim the alien was ordered removed by an immigration judge and subsequently deported from the United States.

Case Study #4

VOICE Office referred a victim of arson for victim assistance services.

A victim of residential arson by an alien requested custodial updates after receiving a state VINE notification of the alien's transfer from state custody into ICE custody. The alien was serving a 20-year criminal sentence for convictions of burglary of habitation and arson. The VOICE Office confirmed that the alien was in ICE custody and referred the victim for victim assistance services. The alien was ordered removed by an immigration judge and subsequently deported from the United States.

Case Study #5

VOICE Office assisted the parent of a minor who was sexually assaulted by an alien by confirming the alien was transferred into ICE custody.

The parent of a minor, who was sexually assaulted by an alien, requested a custody status update after receiving a state corrections department's notice of the alien's transfer from state custody into ICE custody. The alien had been serving a criminal sentence for a conviction of lewd acts with a minor. The VOICE Office confirmed the alien's transfer into ICE custody and provided an explanation of immigration removal proceedings. The alien was eventually ordered removed and deported from the United States.

Case Study #6

A manslaughter victim's family was informed of an alien's removal from the United States.

The family member of a victim killed by an alien requested a custody status update after receiving a state corrections department's notice of the alien's release from custody. The alien had been serving a criminal sentence for a manslaughter conviction. The VOICE Office confirmed that the alien had been removed from the United States.

Case Study #7

A domestic violence victim received a custody status update and was helped with DHS-VINE registration.

A victim of domestic violence by an alien requested case information. The VOICE Office informed the victim that the alien was in ICE custody and helped the victim register for DHS-VINE. The alien was eventually ordered removed by an immigration judge and deported from the United States. However, following the alien's removal, the alien attempted to re-enter the United States, but was convicted of illegal re-entry and once again deported from the United States.

Case Study #8

An assault victim learned of an alien's transfer into ICE custody.

A first responder, who was a victim of assault by an alien, requested case information after receiving a state program notice of the alien's release from state custody, where they were serving time for an assault conviction. The victim feared for their safety because the alien had made several death threats to them. The VOICE Office confirmed that an ICE detainer was placed on the alien that resulted in their transfer into ICE custody. The alien was removed from the United States.

Case Study #9

VOICE Office informed a victim of stalking and intimidation of an alien's removal from the United States.

The friend of a victim of stalking and intimidation by an alien requested case status information on behalf of the victim. The VOICE Office informed them that the alien, who was convicted of a weapon offense and intimidation, was ordered removed by an immigration judge and subsequently deported from the United States. However, since the alien's removal, the alien attempted to illegally re-enter the United States and is now in federal custody serving a criminal sentence for illegal re-entry.

Case Study #10

The parent of a murder victim was informed of an alien's removal from the United States.

The parent of a victim murdered by an alien, who was convicted of homicide, requested case status information. The VOICE Office explained the immigration proceedings process and later

informed the victim that the alien was ordered removed by an immigration judge and subsequently deported from the United States.

Case Study #11

A rape victim was informed of an alien's removal from the United States.

A rape victim requested to verify a state corrections department's notice of an alien's transfer from state custody into ICE custody. The VOICE Office helped the victim register for DHS-VINE, which confirmed the alien's transfer into ICE custody and subsequently notified them of the alien's removal from the United States.

Case Study #12

VOICE Office informed a victim of assault and battery that an alien was in removal proceedings.

A victim of multiple assaults and battery by an alien requested case information because the alien was approaching the completion of a criminal sentence. The VOICE Office informed the victim that the alien was in ICE custody awaiting removal proceedings. The alien was eventually ordered removed by an immigration judge and subsequently deported from the United States.

Case Study #13

A homicide victim's parent received immigration removal proceedings information.

The parent of a victim of homicide by an alien, who was convicted of negligent manslaughter with a vehicle, requested case status information. The parent wanted to know what would happen after an ICE detainer was lodged against the alien. The VOICE Office explained ICE detainers and immigration removal proceedings. The alien was ordered removed and subsequently deported from the United States.