



VOICE

VICTIMS OF IMMIGRATION
CRIME ENGAGEMENT



Quarterly Report

Q3 FY 2018

April 1, 2018 – June 30, 2018



U.S. Immigration
and Customs
Enforcement

OVERVIEW

U.S. Immigration and Customs Enforcement (ICE) protects America from the cross-border crime and illegal immigration that threaten national security and public safety. To carry out that mission, ICE focuses on smart immigration enforcement, preventing terrorism, and combating transnational criminal threats. The agency has an annual budget of approximately \$6 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 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 13768 titled *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 VOICE 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) 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

The Executive Order entitled *Enhancing Public Safety in the Interior of the United States* directed ICE’s 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 3 Fiscal Year (FY) 2018: April 1, 2018 – June 30, 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.

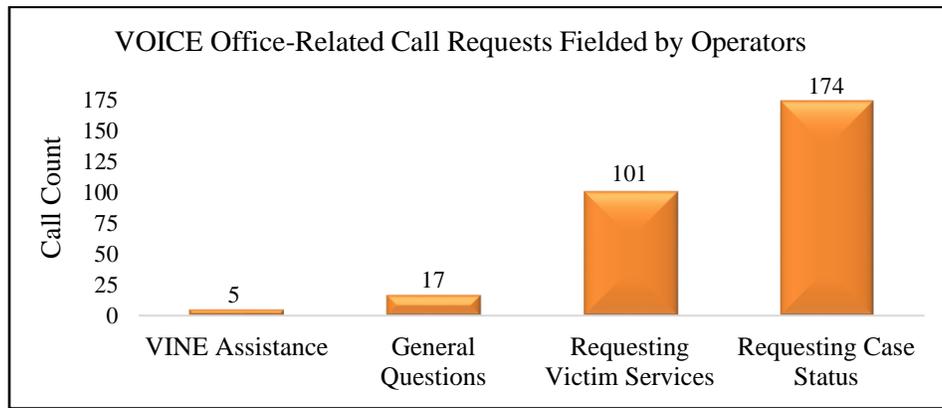
Types of Assistance Offered

- 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 980 calls from April 1, 2018, to June 30, 2018. Of all fielded calls, 297 calls pertained to services offered by the VOICE Office and 295 calls were subsequently referred to Community Relations Officers (CROs) in ICE’s Areas of Responsibility (AORs) across the United States to engage with victims and ensure they had access to information and resources. This report provides information on the 297 callers who have been assisted as a direct result of their call to the VOICE Office. Figure 1 displays, per category, the number of VOICE Office-related service requests fielded by VOICE Office operators. Table 1 provides a description of the categories.

Figure 1: Number of VOICE Office Hotline Calls per Category from April 1, 2018 - June 30, 2018



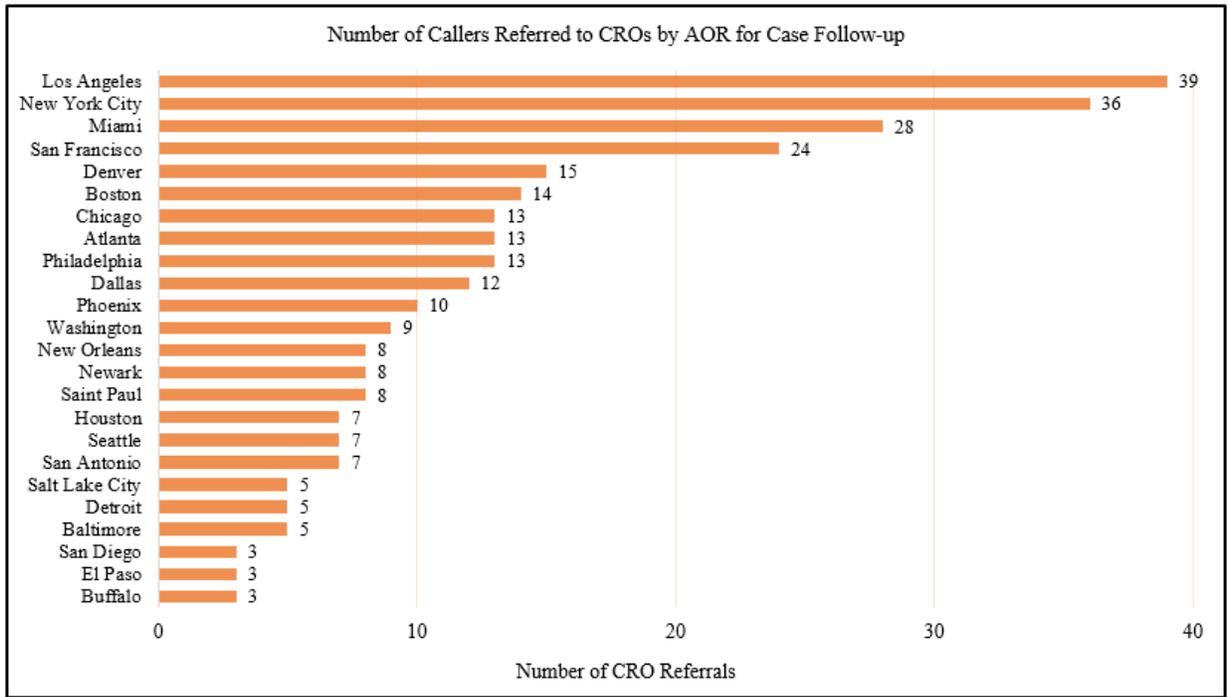
Although Figure 1 suggests 101 individuals requested victim services during the intake call, subsequent contact revealed that only 14 victims requested social services and were referred to Victim Assistance Specialists (VASs).

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 custody status 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 VASs. HSI VASs work with individuals to determine the type(s) of social services requested and make referrals to local service providers as appropriate.
Requesting Case Status	Callers requested information about their case and were referred to a CRO. The CROs were tasked to engage with victims and ensure they had access to information and resources.

Figure 2: Calls Referred to CROs by AOR from April 1, 2018 – June 30, 2018

The figure that follows reflects the 295 requests for services from the VOICE Office. The horizontal bar chart highlights the volume of calls per AOR.



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 Los Angeles, New York City, Miami, and San Francisco AORs.

Table 2: DHS-VINE Metrics from April 1, 2018 - June 30, 2018

The heatmap below 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 April 1, 2018 – June 30, 2018				
Event	April	May	June	Q3 Totals
DHS-VINE Searches	52,301	60,723	57,727	165,751
New Registrants	302	450	306	1,058
Notification Method				
Email	110	138	121	369
Phone	84	141	80	305
SMS	68	103	71	242
Total	262	382	272	916

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.

The greatest number of DHS-VINE website visits occurred in the month of May. May also had the greatest number of new registrants while April had the least. DHS-VINE sent a total of 916 notifications; the most notifications were sent in May (382), followed by June (272), and lastly, April (262). Email was the most popular notification method.

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:

- An assault victim received case information and learned of an alien's removal from the United States;
- VOICE Office helped the parent of a murder victim register for DHS-VINE;
- The spouse of a victim killed by an alien's negligence was referred for victim assistance services;
- VOICE Office facilitated a domestic violence victim's request for victim assistance services and helped them register for DHS-VINE;
- A domestic violence victim was provided an explanation of the immigration removal proceedings process;
- A family member and friend of victims killed by an alien's negligence received custody status updates and victim assistance services;
- VOICE Office helped the parent of a murder victim register for DHS-VINE;
- An assault and harassment victim submitted a victim impact statement with the VOICE Office's assistance;
- A domestic battery victim contacted the VOICE Office to request case information on an alien;
- A homicide victim's family received releasable case information; and
- VOICE Office confirmed an alien's removal to the parent of a murder victim.

Case Study #1

An assault victim received case information and learned of an alien's removal from the United States.

An assault victim contacted the VOICE Office for information on an alien's custody status. The victim expressed their fear of the alien due to intimidation and harassment the alien continued to inflict upon the victim. The VOICE Office helped the victim register for DHS-VINE and explained the immigration proceedings process. The victim was provided releasable case information regarding the alien's custody status and informed of the alien's subsequent removal from the United States.

Case Study #2

VOICE Office helped the parent of a murder victim register for DHS-VINE.

The parent of a victim killed by an alien's dangerous animal called the VOICE Office to inquire if an ICE detainer was placed on the alien and consequently, would be transferred into ICE custody. The VOICE Office provided the parent immigration-related information, informed them of the alien's active ICE detainer, and helped them register for DHS-VINE that later notified them of the alien's subsequent removal from the United States.

Case Study #3

The spouse of a victim killed by an alien's negligence was referred for victim assistance services.

The spouse of a first responder killed while on-duty in a DUI accident as a result of an alien's negligence contacted the VOICE Office for case information. The VOICE Office confirmed the alien had an active ICE detainer while in state custody awaiting criminal charges. The VOICE Office also referred the spouse for victim assistance services and coordinated a call with an ICE attorney to answer questions regarding immigration removal proceedings.

Case Study #4

VOICE Office facilitated a domestic violence victim's request for victim assistance services and helped them register for DHS-VINE.

A domestic violence victim requested victim assistance services and clarification of the impact an alien's immigration status may have on a criminal proceedings case. The VOICE Office provided the victim with immigration-related information and facilitated their request for victim assistance services with the county prosecutor's victim witness advocate. The VOICE Office also helped the victim register for DHS-VINE and was able to confirm the alien's subsequent removal from the United States.

Case Study #5

A domestic violence victim was provided an explanation of the immigration removal proceedings process.

A victim of domestic violence contacted the VOICE Office for information on an alien's custody status. The victim was fearful of the alien's release and feared for their safety. The VOICE Office explained the complexities of immigration removal proceedings and the differences between criminal custody and ICE administrative custody. The victim was later informed of the alien's removal from the United States.

Case Study #6

A family member and friend of victims killed by an alien's negligence received custody status updates and victim assistance services.

The family member of a victim contacted the VOICE Office for information on an alien who had been convicted of vehicular manslaughter after a DUI accident that killed their parent and parent's friends. The family member stated they received a notification of the alien's transfer

into ICE ERO custody after bonding out of state custody. The family member requested the alien's case status and custody information. The VOICE Office provided the family member DHS-VINE registrant information and a referral for victim assistance services. The victim was also informed of the ICE Online Detainee Locator System (ODLS). The alien was ordered removed by an immigration judge and subsequently removed from the United States.

Case Study #7

VOICE Office helped the parent of a murder victim register for DHS-VINE.

A victim's parent called the VOICE Office to share that the alien who murdered their adult child more than a decade ago was being released from prison. The parent learned that ICE had placed an ICE detainer on the alien and later, through the ICE ODLS, had found the alien's detention location. The parent requested additional case status information. The VOICE Office explained the immigration removal process and helped the parent register for DHS-VINE to receive further custody status notifications. The alien was subsequently ordered removed by an immigration judge and deported from the United States.

Case Study #8

An assault and harassment victim submitted a victim impact statement with the VOICE Office's assistance.

The victim of a knife attack and continual harassment by their ex-spouse requested assistance in providing a victim impact statement and receiving custody status updates. The victim had a protective order against the alien; however, the alien continued to harass the victim and the victim's new family. The victim learned that the alien was granted voluntary departure by an immigration judge but feared the alien would not leave the United States. The VOICE Office provided the victim DHS-VINE registrant information and facilitated the request to provide a victim impact statement. The alien voluntarily departed the United States, and the victim's impact statement remains on file if the alien attempts to apply for re-entry into the United States.

Case Study #9

A domestic battery victim contacted the VOICE Office to request case information on an alien.

A domestic battery victim contacted the VOICE Office to request case information on an alien who was convicted of domestic battery and being held in state custody. The victim requested to testify at the alien's immigration court hearing; however, the VOICE Office informed the victim that an immigration judge had already denied the alien bond. The VOICE Office subsequently confirmed that the alien was no longer in the United States.

Case Study #10

A homicide victim's family received releasable case information.

The family of a homicide victim requested case information regarding an alien convicted of negligent operation of a vehicle while driving with a suspended license. The family was aware the alien was serving a criminal sentence and wanted to know what would happen upon completion of the alien's sentence. The VOICE Office confirmed that an ICE detainer had been

placed on the alien and that upon criminal sentence completion would be transferred into ICE custody.

Case Study #11

VOICE Office confirmed an alien's removal to the parent of a murder victim.

The parent of a murder victim requested custody status information regarding an alien convicted of murdering their adult child. The VOICE Office confirmed that the alien had been transferred into ICE custody. The alien was subsequently ordered removed by an immigration judge and deported from the United States.