



ABOUT ICE

U.S. Immigration and Customs Enforcement (ICE) is the principal investigative arm of the U.S. Department of Homeland Security (DHS) and the second largest investigative agency in the federal government. ICE enforces more than 400 federal statutes to protect our borders, prevent terrorism, remove dangerous criminals and enhance national security.

ICE Mission

Promote homeland security and public safety through the criminal and civil enforcement of federal laws governing border control, customs, trade, and immigration.

Office of Partnership and Engagement

The Office of Partnership and Engagement (OPE) coordinates outreach efforts with the public, key stakeholders, and leadership from various ICE components to increase local and national awareness of ICE's mission. OPE has 25 Community Relations Officers (CROs) across the United States who are located in various ICE field offices.

Community Engagement Office

The Community Engagement Office, through its CROs, educates and increases local and national awareness to support ICE's mission, build relationships, and foster trust and collaboration among stakeholders.

CROs serve as liaisons to:

- Law enforcement
- State/local elected officials
- Community organizations
- Religious groups
- Academia
- Other stakeholders

Examples of outreach activities:

- Community meetings
- Speaker/presentation requests
- Student engagement
- Citizens Academies
- Panels with agency partners
- Recruiting and career fairs

Victims Of Immigration Crime Engagement (VOICE) Office

VOICE supports victims impacted by crimes committed by individuals with a nexus to immigration. Dedicated Victim Liaisons manage victim inquiries and provide callers with referrals to services in their local communities.

Objectives:

- Victim-centered approach
- Acknowledge and support immigration crime victims and their families
- Promote awareness of rights and services available to immigration crime victims
- Build collaborative partnerships with community stakeholders assisting immigration crime victims
- Provide quarterly reports highlighting victims served

Types of Support Available:

- Dedicated toll-free VOICE Hotline **1-855-48-VOICE**
- Assistance signing-up to receive automated custody status information about an alien to victims and their families - VINE
- Local contacts to help with unique victims' requests
- Access to skilled social science professionals to refer victims to appropriate services
- Provide privacy-cleared immigration history about alien