



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 over 400 federal statutes to protect our borders, prevent terrorism, remove dangerous criminals and enhance national security.

ICE Mission Statement

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



Andrew Robert Lorenzen-Strait
Public Advocate

ICE Public Advocate

The ICE Public Advocate was formally announced on February, 7 2012 by Director John Morton. The Public Advocate was established to build constructive relationships with the community and help resolve problems or concerns in a timely manner. The Public Advocate works directly for ERO Executive Assistant Director Gary Mead. The Public Advocate works with a broad range of individuals and stakeholders including members of the public, nongovernmental organizations, faith-based organizations, academic institutions, attorneys, and advocacy groups.

Enforcement and Removal Operations (ERO)

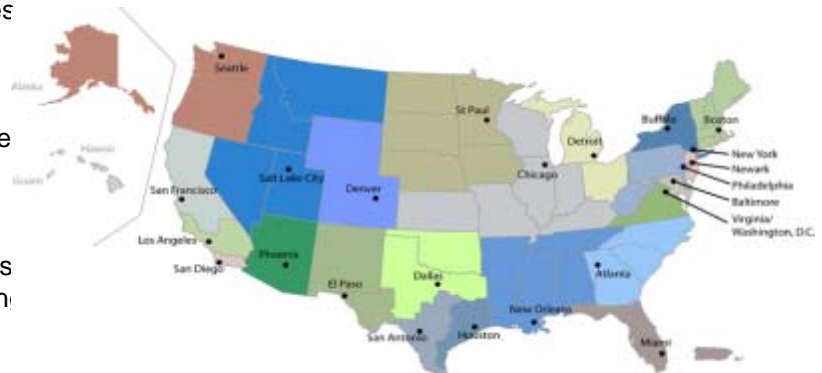
ERO is comprised of agents and officers who are sworn to enforce the nation's immigration laws in a fair and effective manner. ICE identifies and removes aliens who present a danger to national security, risk to public safety or defy the integrity of U.S. immigration laws and border control. ERO prioritizes the apprehension, arrest and removal of the most dangerous convicted criminals and works with those individuals seeking asylum in the U.S.

Role of the Public Advocate

- Assists individuals and community stakeholders in resolving complaints and concerns with agency policies and operations, particularly those related to the use of ICE enforcement involving U.S. citizens;
Informs stakeholders on immigration enforcement policies programs, and initiatives to ensure an accurate understanding of ICE's mission and core values;
Engages stakeholders and builds partnerships to facilitate communication, foster collaboration, and solicit input on immigration enforcement initiatives and operations; and
Advises ICE leadership on stakeholder findings, concerns recommendations, and priorities as they relate to improving immigration enforcement efforts and activities.

Field Engagement

In the field there are 24 Public Advocate field liaisons, which correspond to ICE ERO's 24 Field Offices that maintain full coverage of the nation. These dedicated liaisons are in the best position to directly resolve issues and concerns regarding ERO practices, policies, and procedures on a local level. The cooperation between the field and the Public Advocate is critical to effective outreach and problems management. The Public Advocate and all of the field liaisons are accessible to community stakeholders through the ICE.gov website: www.ice.gov/about/offices/enforcement-removal-operations/publicadvocate/



Public Advocate for Enforcement and Removal Operations

Community Hotline: 1-888-351-4024

E-mail: EROPublicAdvocate@ice.dhs.gov

Web site: www.ice.gov/about/offices/enforcement-removal-operations/publicadvocate/