

U.S. Department of Homeland Security
500 12th Street,
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Announcement



**U.S. Immigration
and Customs
Enforcement**

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ICE Expands Community and Detainee Helpline

WASHINGTON – U.S. Immigration and Customs Enforcement (ICE) is pleased to announce the extension of operating hours of the ICE Community and Detainee Helpline to accommodate a larger array of stakeholders. Callers to **1-888-351-4024** can now speak to an operator from 8:00 am to 8:00 pm (Eastern Time).

The CDH is toll-free service that provides a direct channel for ICE detainees, their lawyers and advocates, non-governmental organizations, and the general public to directly engage the ICE Office of the Public Advocate to answer questions and resolve concerns.

Individuals in ICE detention can speak to an operator to:

- Obtain basic immigration case information,
- Report an incident of sexual or physical assault or abuse,
- Report serious or unresolved problems,
- Report if they are a victim of human trafficking, or
- To let ICE know that immigration detention led to a separation with minor child or other dependent.

Community members can call with:

- Outreach inquiries and requests,
- Prosecutorial discretion requests,
- Detention concerns,
- Information about enforcement activities, and
- Other concerns.

Since it launched in September 2012, the CDH has resolved more than 8,000 case assistance calls. For more information about the Office of the Public Advocate please visit <http://www.ice.gov/about/offices/enforcement-removal-operations/publicadvocate/>.

#ICE#

U.S. Immigration and Customs Enforcement (ICE) is the largest investigative arm of the Department of Homeland Security. ICE is a 21st century law enforcement agency with broad responsibilities for a number of key homeland security priorities. For more information, visit: www.ICE.gov. To report suspicious activity, call 1-866-347-2423.