

CUSTODY AND REMOVAL COORDINATOR

Enforcement and Removal Operations (ERO) Custody and Removal Coordinators (CRCs) work at the direction of ERO field offices to assist officers with non-law enforcement tasks related to removal and release of detainees; staff-detainee communication; language interpretation; and case documentation.

CRCs are ERO contractors who are fluent in Spanish and are experienced in working with detained populations.

ERO ASSISTANCE

Stationed in more than 40 detention facilities around the nation, CRCs provide ERO critical mission support.

CRC DUTIES

ERO's Custody Management Division launched the CRC Program in 2016. The CRC contract is managed by ERO HQ, but duties and tasks are assigned to CRCs by the ERO field office based on local/facility needs. CRC duties include:

1. Assist ERO with removal and release of detainees. For example: identify mental health, housing/shelter and transportation resources, verify sponsor information, facilitate communication with family/sponsor and Consulate, and assist with logistics planning, including via use of specific ICE data systems.
2. Assist ERO with Staff-Detainee communication such as addressing detainee requests and complaints (except officer or immigration related case issues), including those related to parent/child communication and/or child welfare involvement, and conducting welfare checks.
3. Support ERO in complying with applicable agency policies and detention standards. Areas of assistance include:
    - Completing requirements related to detainees covered by the Safe Release Directive;
    - Providing resources for detainees who are victims of sexual assault;
    - Providing resources for detainees in segregated housing or special management units.
4. Assist ERO with case documentation, including gathering pertinent documents/information and entering comments into applicable ICE data systems.

VIRTUAL AND IN-PERSON SERVICES

In addition to the in-person services at designated ERO detention facilities across the country, a remote CRC is available to assist at ERO detention facilities that do not have an assigned CRC.

CONTACT US

For more information, use the QR code to the right or visit the web address https://www.ice.gov/detain/detention-management