



Office for Civil Rights and Civil Liberties

Summary of CRCL's Recommendations and ICE's Response *Pine Prairie ICE Processing Center*

On October 12, 2022, U.S. Immigration and Customs Enforcement (ICE) responded to an *Expert Recommendation Memorandum* issued in June 2022 by the Office for Civil Rights and Civil Liberties (CRCL) that followed a targeted onsite investigation at Pine Prairie ICE Processing Center (Pine Prairie). ICE partially concurred with two recommendations and non-concurred with two.

Background

Between March 2020 and July 2021, CRCL opened several complaints involving noncitizens in ICE custody at Pine Prairie. Several of the allegations raised concerns related to discrimination based on country of origin. As a result of these complaints, CRCL conducted a targeted virtual onsite investigation at Pine Prairie in September 2021.

Findings and Recommendations

On June 2, 2022, CRCL issued ICE an *Expert Recommendation Memorandum* based on its targeted investigation conducted with the assistance of a contract subject matter expert. The memo included four recommendations related to language access for noncitizens who are from countries of origin where English or Spanish is not widely spoken. The following highlights two language access findings and the actions that ICE agreed to take as a result of CRCL's recommendations.

Language Access

CRCL determined that Pine Prairie did not provide written responses to grievances in the preferred language of Limited English Proficient noncitizens. CRCL also found that the facility's law library did not provide a mechanism to translate documents for noncitizens. ICE agreed to respond to grievances in preferred languages and document the use of interpreter services on the grievance forms. Further, Pine Prairie updated the local handbook to make it clear that noncitizens may request that materials be translated for noncitizens, and this revised information was posted in the law library in English and Spanish

CRCL provides the public with documents related to complaint investigations. After it is prepared and reviewed, CRCL will post a redacted version of this Expert Recommendation Memorandum on our [website](#) that will contain additional information about the complaint investigation and CRCL's findings and recommendations.

March 4, 2024