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# Office of the Citizenship and Immigration Services Ombudsman

October 14, 2021



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**The CIS Ombudsman's Listening Session:  
Get to Know DHS's New  
Office of the  
Immigration Detention Ombudsman**

# Disclaimer

This webinar material is intended solely as informational. It is not intended to, does not, and may not be relied upon to create or confer any right(s) or benefits(s), substantive or procedural, enforceable at law by any individual or other party in benefit applications before DHS, in removal proceedings, in litigation with the United States, or in any other form or manner. This webinar material does not have the force of law, or of a DHS directive.



# Questions

- Submit written questions to us through the “Q&A box” that appears to the right of the slide deck on your screen.
- We will review every question submitted and determine if we can address concerns arising from the stakeholder community.
- Due to time constraints, we may not be able to answer every question.
- If you are a member of the media, please reach out to DHS Public Affairs with any inquiries.

# What is OIDO?

- An independent, neutral oversight office within the Department of Homeland Security (DHS).
- Established by Congress in 2019.
- To investigate, resolve, and provide redress for problems related to the conditions of detention or misconduct by DHS personnel.

# OIDO's Core Values and Goals

- Understanding the operational environment of detention and the immigration process;
- Ensuring humane conditions exist for those in detention;
- Recommending reasonable and realistic solutions; and
- Helping DHS create a culture that treats all individuals with respect and dignity.



# OIDO's Four Areas of Focus

- Case Management
- Detention Oversight
- Policy and Standards
- External Relations



# OIDO's Case Management

- Will independently and impartially review complaints submitted by, or on behalf of, individuals who are or were in immigration detention.
- Will try to resolve issues at the lowest level possible.
- Will review allegations that DHS staff or contractors:
  - Committed misconduct,
  - Used excessive force, or
  - Otherwise violated the law, the detainee's rights, or standards of professional conduct.



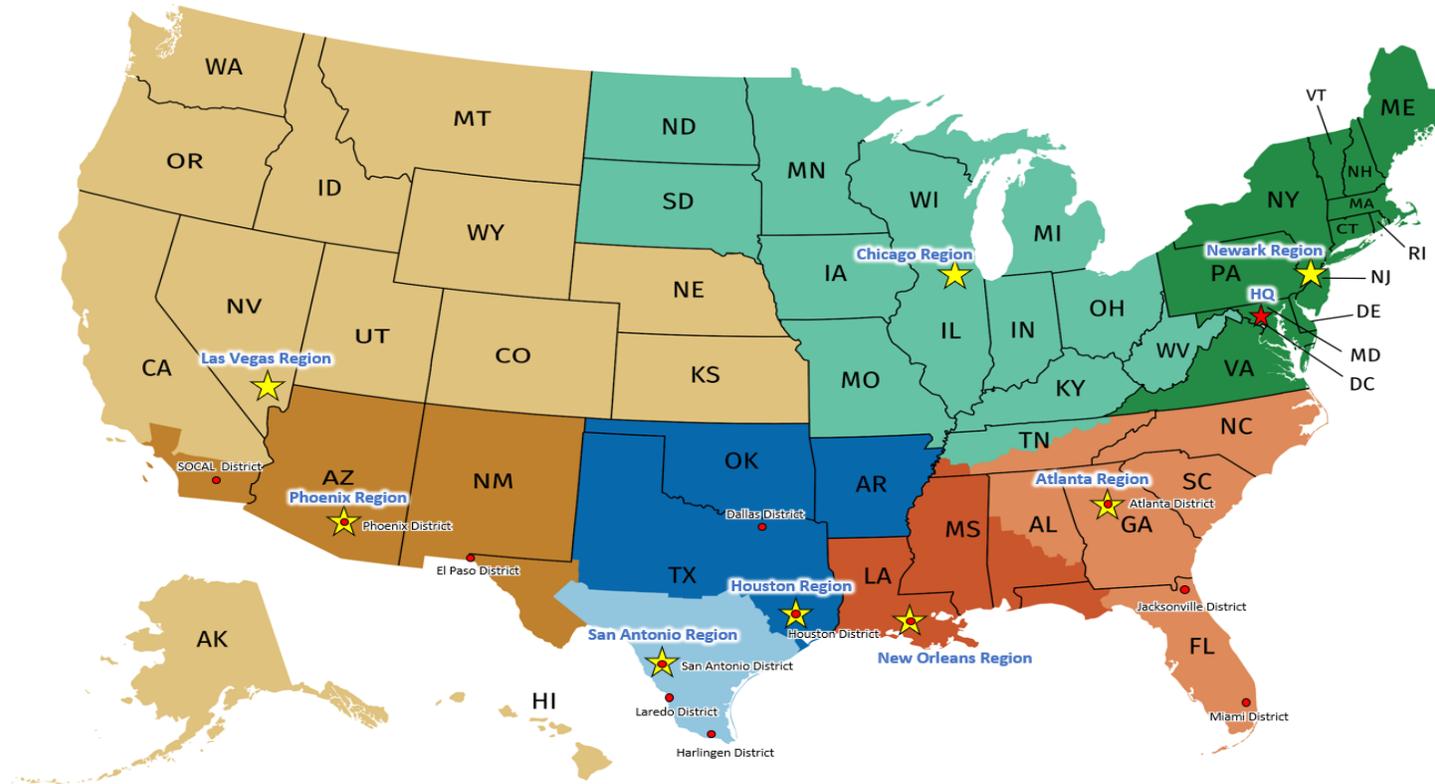
# OIDO's Case Management Structure

- Will begin intake slowly, via pilot programs.
- Starting in the Southeast, staff will regularly visit detention facilities, engage with detainees and staff, and work with ICE to address complaints.
- Eventually will have staff in 8 regions throughout the U.S.
- An intake form will be free and available online and in facilities.

# OIDO's Eight Case Management Regions



Office of the Immigration Detention Ombudsman  
Case Management Division Headquarters Operations



10/12/2021

★ OIDO Regional Locations    ● OIDO Case Headquarters Management Locations



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# OIDO's Examples of Anticipated Complaint Types

- Abuse and assault
- Facility environment
- Legal access
- Medical/mental health care
- Personal property



# OIDO's Detention Oversight

- Announced and unannounced investigations of DHS-owned and operated facilities.
- Documenting agency compliance with laws, detention and professional conduct standards, contract terms, and policies.
- Recommendations for improvement to address concerns.



# OIDO's Policy and Standards

- Develops policy recommendations, training, and technical assistance solutions in response to OIDO's findings, where appropriate.
- Involves stakeholders in the development of policy and training to achieve holistic options, buy in, and cooperation.
- Conducts surveys among facilities to assess barriers to high levels of performance, accountability, and integrity.



# OIDO's External Relations

- Engagement with stakeholders within and outside of government, at the local, state, and national levels.
- To gain an understanding of stakeholders' concerns about conditions of detention.
- To hear the kind of assistance needed from OIDO – what has been missing that will help them help detained immigrants.



# OIDO's Jurisdiction

The Immigration Detention Ombudsman cannot review or adjudicate:

- requests to reconsider a detention determination,
- the reasons for detention,
- the denial of a request for release or parole, or
- the standards for considering requests for release.

Contact the local field office for a review, and if you still need assistance, email: [ICEcasereview@ice.dhs.gov](mailto:ICEcasereview@ice.dhs.gov).





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# Listening Session



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