



**Homeland  
Security**

January 30, 2020

MEMORANDUM FOR: Mark A. Morgan  
Acting Commissioner  
U.S. Customs and Border Protection

Scott K. Falk  
Chief Counsel  
U.S. Customs and Border Protection  
(b)(6)

FROM: Cameron P. Quinn  
Officer for Civil Ri  
(b)(6)

Counsel Division  
Office of General Counsel

SUBJECT: Yuma Onsite Investigation  
CRCL Complaint Nos. 19-04-CBP-0137, 19-06-CBP-0757,  
19-06-CBP-0758, 19-06-CBP-0759, 19-07-CBP-0760,  
19-07-CBP-0761, 19-08-CBP-0762, 19-08-CBP-0764,  
19-08-CBP-0766, 19-08-CBP-0472, 19-09-CBP-0475,  
19-09-CBP-0767, 19-09-CBP-0421, 19-09-CBP-0398,  
19-09-CBP-0516, 19-09-CBP-0768, 19-09-CBP-0483,  
19-09-CBP-0481, 19-09-CBP-0474, 19-09-CBP-0769,  
19-10-CBP-0770, 19-10-CBP-0773, 19-10-CBP-0771,  
19-09-CBP-0774, 19-12-CBP-0776, and 20-02-CBP-0135

The Office for Civil Rights and Civil Liberties (CRCL) has opened complaints alleging that U.S. Customs and Border Protection (CBP) has violated the civil rights and civil liberties of detainees at the Yuma Border Patrol Station, to include temporary soft-sided facilities that were constructed in June 2019 to address the influx, and the San Luis Port of Entry (POE) in Yuma, Arizona. The purpose of this memorandum is to notify you of the complaints and describe the allegations, inform you that, consistent with its authority described in the CRCL and Scope of Review sections below, CRCL will retain the complaints for investigation and conduct an onsite investigation from February 11-14, 2020, and to explain how CRCL will work with CBP during our investigation.

Between October 1, 2018 and October 1, 2019, CRCL received 433 matters involving U.S. Border Patrol (USBP) in the Yuma Sector and CBP's San Luis Office of Field Operations (OFO) alleging civil rights and liberties or CBP policy violations. Of those, 43 involve allegations pertaining to family separation, while the remaining allegations pertain to adults and

unaccompanied alien children (UAC). For purposes of CRCL's onsite investigation, we have chosen 26 matters, which we have determined to be representative of the group of 432. The allegations include: inferior hold room conditions, such as inadequate food, drink, temperature control and bedding; lack of personal hygiene items; insufficient health screening and medical care; inappropriate family separation; inadequate record-keeping; inadequate telephone access; verbal and physical abuse; excessive time in custody; failure to return personal property upon departure from the CBP facility; and failure to provide reasonable accommodations to disabled persons at the POE.

## ALLEGATIONS

### *Complaint No. 19-04-CBP-0137<sup>1</sup>*

On January 2, 2019, CRCL received an email referral from the U.S. Department of Health and Human Services (HHS), Office of Refugee Resettlement (ORR) on behalf of 17-year-old UAC (b)(6) and her five-month-old infant daughter (b)(6), who were in USBP custody at the Yuma station for nine days. The UAC alleged that, during eight of their nine days in custody, neither she nor her infant child were provided with a shower, even though she requested it several times. According to the UAC, the infant developed a diaper rash due to the excessive length of time that she remained in damp and dirty clothing. The UAC further alleged that she and her child slept on the hold room's cold cement floor during the entire time in USBP custody.

### *Complaint No. 19-06-CBP-0757*

On March 5, 2019, CRCL received email correspondence from the Florence Immigrant & Refugee Rights Project (FIRRP), on behalf of UAC (b)(6), age 17. According to FIRRP, the UAC alleged that he was not provided sufficient water and remained in a very cold hold room while in USBP custody. According to EARM USBP apprehended the UAC on October 9, 2018. EARM lists the UAC's name as (b)(6) (b)(6)

### *Complaint No. 19-06-CBP-0758*

On March 10, 2019, CRCL received an email referral from ORR regarding 17-year-old UAC (b)(6), who alleged mistreatment by USBP during the time he was detained at the Yuma Station. Reportedly, when someone would ask for toilet paper or water, the agents would respond that none was available. The UAC also alleged that agents moved the minors in his holding cell to a much smaller holding cell as punishment when they became loud or banged on the wall. According to EARM, USBP apprehended the UAC near the San Luis POE on March 2, 2019.

### *Complaint No. 19-06-CBP-0759*

On March 19, 2019, CRCL received an email referral from ORR regarding 16-year-old UAC (b)(6), who alleged neglect over the five days she was in USBP custody at the Yuma station. The UAC alleged that she was not fed consistently or

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<sup>1</sup> This CRCL complaint is also the subject of a separate CRCL investigation conducted for other purposes.

appropriately and that, for two of the days in custody, she was only provided one piece of bread and a small juice box. According to EARM, USBP apprehended the UAC March 8, 2019, and transferred her to ORR custody on March 12, 2019.

*Complaint No. 19-07-CBP-0760*

On April 11, 2019, CRCL received email correspondence from legal staff at the Young Center for Immigrant Children's Rights (Young Center) at the University of Chicago Law School, who was representing nine-year-old UAC (b)(6). According to the Young Center representative, Yuma agents wrongfully separated the UAC from his father, (b)(6) because the child's birth certificate did not contain the father's name, even though the UAC, as well as his mother and grandparents, verified that Walter Alberto was the biological father. The Young Center then demanded that "ICE and ORR" conduct a DNA test.

*Complaint No. 19-07-CBP-0761*

On April 16, 2019, CRCL received correspondence from The Florence Immigrant and Refugee Rights Project (FIRRP) on behalf of 17-year-old UAC (b)(6) (b)(6), who alleged severe overcrowding at the Yuma station which forced him to sleep while sitting, and sometimes forced him to stand for long durations of time when there was no room to sit. He also alleged that facility officials were very aggressive, describing a specific incident when a tall USBP agent wearing gloves kicked minors on the floor of the hold room in order to walk through. He stated that the same agent slapped some of the children in the chest to wake them up. The UAC alleged overall, that Yuma station agents often treated the children like animals, calling them names, shouting, and kicking the "fences." According to EARM, USBP apprehended the UAC on March 25, 2019, and transferred him to ORR custody on March 27, 2019.

*Complaint No. 19-08-CBP-0762*

On May 3, 2019, CRCL received an email referral from ORR regarding 15-year-old UAC (b)(6) (b)(6), who was in USBP custody for 15 days at the Yuma station. During that time, the UAC reported he was verbally abused by USBP agents. According to EARM, USBP apprehended the UAC on April 19, 2019, and transferred him to ORR custody on May 2, 2019.

*Complaint No. 19-08-CBP-0764*<sup>2</sup>

On May 23, 2019, CRCL received an email referral from ORR regarding 10-year-old UAC (b)(6) (b)(6), who alleged that while he was in USBP custody at the Yuma station, he observed an "officer" touch his private area and, while the officer was doing so, he told the minor to look at him. The minor stated that a few other "officers" who were present also witnessed the incident and laughed. According to EARM, USBP apprehended the minor on May 4, 2019, and transferred him to ORR custody on May 9, 2019.

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<sup>2</sup> CRCL originally forwarded this matter to CBP for handling. CBP SSA (b)(6), (b) (7)(C) responded that it was classified as a PREA incident with a JIC case number of (b) (7)(E)

*Complaint No. 19-08-CBP-0766*

On May 24, 2019, CRCL received an email referral from ORR regarding 17-year-old (b)(6) (b)(6), who reported to ORR that he was separated from his family members on April 30, 2019. ORR notes that an interpreter was utilized to communicate with the UAC while he was in ORR custody because, “his primary language is Quiche.” According to EARM, USBP apprehended the minor on April 30, 2019, and transferred him to ORR custody on May 19, 2019.

*Complaint No. 19-08-CBP-0472<sup>3</sup>*

On May 30, 2019, CRCL received an email referral from ORR regarding 16-year-old UAC (b)(6), who was in USBP custody at the Yuma station for 14 days. The UAC alleged that, during her 14 days in custody, she was not allowed to shower or make a phone call. ORR notes that the minor was placed on the same date that USBP submitted a request for her placement, which was May 29, 2019. According to EARM, she was apprehended on May 15, 2019.

*Complaint No. 19-09-CBP-0475<sup>4</sup>*

On June 3, 2019, CRCL received an email referral from ORR regarding 15-year-old UAC (b)(6), who was in USBP custody at the Yuma station for 10 days. The UAC alleged that, during his 10 days in custody, he was not allowed to shower because there were no showers available. The UAC reported that he was allowed a single two-minute phone call but calls to his family in Guatemala were not allowed. According to EARM, USBP apprehended the UAC on May 21, 2019, and transferred him to ORR custody on May 31, 2019.

*Complaint No. 19-09-CBP-0767*

On June 3, 2019, CRCL received an email referral from ORR regarding 16-year-old UAC (b)(6), who was in USBP custody at the Yuma station for eight days. The UAC alleged that he was in a hold room with approximately 60 other detainees and had to sleep on the hold room floor without a mattress or blanket. He also alleged that he was only allowed a single, timed, five-minute shower during the time he was in USBP custody. According to EARM, USBP apprehended the UAC on May 27, 2019, and transferred him to ORR custody on June 3, 2019.

*Complaint No. 19-09-CBP-0421*

On June 3, 2019, CRCL received an email referral from ORR regarding 17-year-old UAC (b)(6), who was in USBP custody at the Yuma station for seven days. While there, the UAC became ill and was taken to the hospital where he received surgery to remove kidney stones. According to the I-213 information in EARM, USBP apprehended the UAC on May 27, 2019, and transferred him to ORR custody on June 2, 2019, which was the

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<sup>3</sup> *Id.* at 1.

<sup>4</sup> *Id.*

same day that he was released from the hospital. The UAC's medical records do not contain a medical provider's 'clearance for travel' to the ORR facility located in Tucson, Arizona.

*Complaint No. 19-09-CBP-0398*

On June 3, 2019, CRCL received an email referral from ORR regarding 16-year-old UAC (b)(6), who was in custody at the Yuma station for five days. (b)(6) claimed fear of being returned to India because of persecution and torture. The UAC also stated that his primary language is Punjabi and he speaks little English, but he alleged that USBP conducted his interview in English. According to EARM, USBP apprehended the UAC on May 27, 2019, and transferred him to ORR custody on June 2, 2019.

*Complaint No. 19-09-CBP-0516<sup>5</sup>*

On June 5, 2019, CRCL received an email referral from ORR regarding 16-year-old (b)(6) (b)(6), who alleged she was inappropriately touched during a search at the Yuma station. Specifically, the minor alleged that a male "DHS officer" asked her to lift her shirt up to her bra line and then put his hands inside her bra and touched her breast. The minor also stated that the officer pulled down her pants, touched her waist, and pulled her underwear. The minor stated that she was uncomfortable and felt that the officer groped her body, including her breast and private parts, during the pat down. She further alleged that the officer was laughing and talking in English with other officers during the process. According to EARM, USBP apprehended the UAC on April 8, 2019, and transferred her to ORR custody on April 10, 2019.

*Complaint No. 19-09-CBP-0768*

On June 10, 2019, CRCL received an email referral from ORR regarding 10-year-old UAC (b)(6) who was in USBP custody at the Yuma station for seven days. The UAC alleged that he was in a hold room with older minors who would often yell at him and tell him to "shut up." The UAC also reported that agents made him give up his sleeping mattress to pregnant females, thereby forcing him to sleep on the cement floor. According to EARM, USBP apprehended the UAC on May 31, 2019, and transferred him to ORR custody on June 8, 2019.

*Complaint No. 19-09-CBP-0483<sup>6</sup>*

On June 11, 2019, CRCL received an email referral from ORR regarding 15-year-old UAC (b)(6), who was in USBP custody at the Yuma station for nine days. The UAC alleged that she witnessed mistreatment of individuals in custody, including a two-year-old child who was "pushed aggressively" by an agent. She also alleged that agents constantly threatened the detainees. She further alleged that she was placed in "el congelador" (the freezer) on two occasions as punishment for misbehavior. According to EARM, USBP apprehended the UAC on June 1, 2019, and transferred her to ORR custody on June 10, 2019.

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<sup>5</sup> This matter has also been retained for investigation by the DHS Office of Inspector General.

<sup>6</sup> *Id.* at 1.

*Complaint No. 19-09-CBP-0481*<sup>7</sup>

On June 11, 2019, CRCL received an email referral from ORR regarding 16-year-old UAC (b)(6), who was in USBP custody at the Yuma station for nine days. The UAC alleged that USBP Agent (b)(6) would tell the detainees their cases would take longer to process if they did not clean the hold room's restroom area. According to EARM, USBP apprehended the UAC on June 1, 2019, and transferred her to ORR custody on June 10, 2019.

*Complaint No. 19-09-CBP-0474*<sup>8</sup>

On June 12, 2019, CRCL received an email referral from ORR regarding 16-year-old UAC (b)(6), who was in USBP custody at the Yuma station for 18 days. The UAC alleged that USBP agents would give her an extra juice drink if she assisted with cleaning duties in the Yuma station, such as sweeping the floors. According to EARM, USBP apprehended the UAC on May 25, 2019, and transferred her to ORR custody on June 11, 2019.

*Complaint No. 19-09-CBP-0769*

On June 18, 2019, CRCL received an email referral from ORR regarding 15-year-old UAC (b)(6), who was in USBP custody at the Yuma station for nine days. The UAC alleged that agents threatened him with going to jail with adults if he failed to be truthful about the birth certificate he presented, which agents claimed was fraudulent. According to the UAC, a female agent kept repeating that he would be going to jail where he would "have to suck other men's penises," to which another male agent agreed. The UAC also alleged that the same female agent later took the chair he was sitting on and then kicked him on the back of his legs to knock him to the floor. Allegedly, the UAC was then placed in a hold room alone and remained there for several hours. When he later told another agent that he had traveled with his aunt posing as his mother, the agent allegedly insulted him, threatened him with prosecution for lying, and hit him several times on his left shoulder. The UAC told ORR staff that he was crying and very scared, and that he felt embarrassed to talk about what happened to him at the Yuma station. According to EARM, USBP apprehended the UAC on June 3, 2019, and transferred him to ORR custody on June 12, 2019.

*Complaint No. 19-10-CBP-0770*

On July 2, 2019, CRCL received correspondence from FIRRP regarding 12-year-old UAC (b)(6), who alleged that a female agent slapped his face with an open hand while he was waiting in line to use the bathroom at the Yuma station. The UAC reported that another minor said, "oye, no le pegues al chiquitin" ("Don't hit the child"), to which the female agent responded "yo le puedo pegar si yo quiero, tu no mandas aqui" ("I can hit him if I want. You don't rule here.") According to EARM, USBP apprehended the UAC on June 18, 2019, and transferred him to ORR custody on June 23, 2019.

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<sup>7</sup> *Id.* at 1.

<sup>8</sup> *Id.*

*Complaint No. 19-10-CBP-0773*

On July 10, 2019, CRCL received an email notification from the Arizona Division of Children's Services, reporting a July 9, 2019, telephone call to the Child Abuse Hotline, during which an unidentified 16-year-old UAC reported neglect, deprivation of basic needs, sexual assault, and unsafe and unsanitary conditions at the "Yuma Border Patrol Detention Center." On the same date, CRCL received a NBC News article describing similar allegations. The article reports that NBC News obtained "dozens of accounts by children held in Arizona collected by government case managers" that describe abuses such as retaliation by USBP agents against children for complaining about the taste of the water and food by removing their sleeping mats and forcing them to sleep on the hold rooms' concrete floors; the inappropriate pat-down search of a 15-year-old Honduran girl that was described as "groping"; agents' use of offensive Spanish terms to scold a 17-year-old Honduran boy for getting too close to a hold room window; poor hold room conditions; overcrowding; denial of phone calls; lack of showers; being forced to sleep outside; lack of clean dry clothing for children who arrived after crossing the river; food that was not thoroughly cooked and meal schedules that were insufficient to address children's hunger. The article states that NBC News recorded "nearly 30 accounts obtained from significant incident reports prepared by case managers for the Department of Health and Human Services between April 10 and June 12."

*Complaint No. 19-10-CBP-0771*

On July 24, 2019, CRCL received an email referral from ORR regarding 16-year-old UAC (b)(6), who alleged that he reported his age to Yuma agents who did not believe him, insisted the birth certificate he presented was fraudulent, and then treated him as an adult for several days while continuously questioning his identity. The UAC further alleged that agents threatened him, saying that he would be incarcerated for 15 years unless he admitted to being older. According to ENFORCE, USBP apprehended the UAC on July 22, 2019, and transferred him to ORR custody on July 23, 2019.

*Complaint No. 19-09-CBP-0774*

On June 24, 2019, CRCL received an email referral from ORR regarding 12-year-old UAC (b)(6) who alleged he was physically abused while in USBP custody at the Yuma station. The UAC reported that a female USBP Agent struck him on the forehead with her open hand, in front of approximately 30 other detainees, after he playfully stuck out his tongue at another UAC, who was his friend. According to the UAC, another detainee yelled that the agent should not hit the UAC because he was too little, and the agent responded that she could hit him if she wanted to because the detainees were not in charge. The UAC reported that he felt pain after the incident and felt embarrassed and ashamed because he was hit in front of other people. The UAC described the female agent as under 30 years-old with black hair and braces. According to EARM, USBP apprehended the UAC on June 18, 2019. ORR notes placement was approved on June 19, which was the same day that USBP submitted the placement request. However, the minor did not arrive at the ORR facility until June 23, 2019.

*Complaint No. 19-12-CBP-0776*

On September 11, 2019, CRCL received correspondence from the South Texas Pro Bono

Asylum Representation Project (ProBAR), as well as a referral from the Office of Inspector General (OIG) regarding 17-year-old UAC (b)(6) who alleged that her requests for medical care were ignored at the Yuma station. The UAC allegedly requested to see a medical provider for rashes and was told that she would see medical personnel when they arrived. However, the UAC alleged that she was not seen when the medical provider(s) arrived at the station. The UAC further stated that she did not ask for medical care again because agents were verbally abusive to the detainees and ignored their needs and requests. ProBAR also sent the complaint letter to the OIG on August 28, 2019, with copies to The American Bar Association, the CBP INFO Center, Yuma Station leadership, and DHS Headquarters. According to EARM, USBP apprehended the UAC on April 12, 2019 and transferred her to ORR custody on April 17, 2019.

*Complaint No. 20-02-CBP-0135<sup>9</sup>*

On November 14 and December 17, 2019, CRCL received allegations from Ms. (b)(6) (b)(6) who walks with a cane due to back injuries. On both dates, when Ms. (b)(6) approached the San Luis POE from Mexico and saw long waiting lines to enter the U.S., she asked CBP Officers if there was a separate line for people with disabilities, noting that she was unable to stand for long durations of time, especially in the sun, due to her disability and her medications. On both occasions, Ms. (b)(6) was reportedly told by CBP Officers (Officer (b) was named in the November incident, and Officer (b)(6), (b)(7) was named in the December incident) that the POE did not provide special accommodations to the elderly or disabled, that there was a single wait line, and that she was expected to wait in that line with everyone else. (b)(7)(C)

ADDITIONAL AREAS TO BE REVIEWED

Due to the large number of allegations involving CBP and Yuma, and because the onsite will be the first time that CRCL conducts an onsite in Yuma, CRCL will look broadly at CBP's operations at the USBP facilities and the San Luis POE to determine if the individual allegations or findings are indicative of systemic civil rights and civil liberties concerns.

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<sup>9</sup> On October 10, 2018, CRCL opened Short Form Complaint No. 19-01-CBP-0081 involving the same complainant and similar allegations regarding the San Luis POE. CRCL considered the complaint resolved after the CBP Disability Access Coordinator spoke with the Assistant Port Director on March 6, 2019. According to the meeting summary, the Assistant Port Director explained that the port process allows individuals to request priority processing and access to the front of the line. The Assistant Port Director also confirmed that travelers can request accommodations from any CBP employee on duty, and that a muster was given at the POE in December 2018, which included job aids that provide guidance on how to accommodate individuals with obvious and non-obvious disabilities.

## CRCL

*CRCL mission.* CRCL supports the Department’s mission to secure the Nation while preserving individual liberty, fairness, and equality under the law. CRCL integrates civil rights and civil liberties into all the Department’s activities:

- Promoting respect for civil rights and civil liberties in policy creation and implementation by advising Department leadership and personnel, and state and local partners;
- Communicating with individuals and communities whose civil rights and civil liberties may be affected by Department activities, informing them about policies and avenues of redress, and promoting appropriate attention within the Department to their experiences and concerns;
- Investigating and resolving civil rights and civil liberties complaints filed by the public regarding Department policies or activities, or actions taken by Department personnel;
- Leading the Department’s equal employment opportunity programs and promoting workforce diversity and merit system principles.

*CRCL authorities.* Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL is charged with investigating and assessing complaints against DHS employees and officials of abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion. In investigating complaints, if CRCL believes that the complaints raise similar issues, CRCL may look into whether there are systemic problems that justify a broader investigation. Pursuant to its authority under 6 U.S.C. § 345(a)(3), CRCL shall assist components to “periodically review Department policies and procedures to ensure that the protection of civil rights and civil liberties is appropriately incorporated into Department programs and activities.”<sup>10</sup> Additionally, pursuant to DHS Delegation Number 19003, issued October 26, 2012, the Secretary has delegated to the Officer of CRCL the authority to “assess new and existing policies throughout the Department for the policies’ impact on civil rights and civil liberties” and “review . . . programs within any Component to ensure compliance with standards established by the Officer for CRCL to protect civil rights and civil liberties.” The procedures for CRCL investigations and the recommendations they may generate are outlined in DHS Management Directive 3500, DHS Instruction 046-01-001, and DHS Instruction 046-01-002.

*Access to information.* 42 U.S.C. § 2000ee-1(d) grants CRCL access to the “information, material, and resources necessary to fulfill the functions” of the office, including the complaint investigation function. Management Directive 3500 further authorizes CRCL to:

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<sup>10</sup> In addition, pursuant to 42 U.S.C. § 2000ee-1(a)(2), CRCL has the authority to “periodically investigate and review department, agency, or element actions, *policies, procedures, guidelines*, and related laws and their implementation to ensure that such department, agency, or element is adequately considering privacy and civil liberties in its actions” (emphasis added).

- “Notify[] the relevant DHS component(s) involved of the matter and its acceptance by CRCL, and whether the matter will be handled by CRCL or by the component organization”;
- “Interview[] persons and obtain[] other information deemed by CRCL to be relevant and require[e] cooperation by all agency employees”; and
- “Access[] documents and files that may have information deemed by CRCL to be relevant.”

Additionally, DHS Instruction 046-01-002 (V)(B)(2) provides component heads are to ensure that CRCL is given access to information, material, and personnel determined by CRCL to be necessary to carry out or review investigations. This memorandum serves as a request for information or assistance pursuant to § 5.1(e) of the "Memorandum of Agreement between [CRCL] and [CBP] Regarding the Coordination of CRCL Complaint Investigations" dated February 28, 2017.<sup>11</sup>

*Reprisals forbidden.* In addition, 42 U.S.C. § 2000ee-1(e) forbids any Federal employee to subject a complainant or witness to any “action constituting a reprisal, or threat of reprisal, for making a complaint or for disclosing information to” CRCL in the course of this investigation. This memorandum and any requests for documents and information are issued pursuant to these authorities.

*Privilege and required transparency.* Our communications with CBP personnel and documents generated during this review, particularly the final report, will be protected to the maximum extent possible by attorney-client and deliberative process privileges. Under 6 U.S.C. § 345(b), however, we submit an annual report to Congress—also posted on CRCL’s website—that is required to detail “any allegations of [civil rights/civil liberties] abuses . . . and any actions taken by the Department in response to such allegations.”

We look forward to working with your staff on this matter and will report back to you on our findings and any recommendations.

## SCOPE OF REVIEW

The purpose of our review is to: determine if the allegations in the complaints can be verified or disproven; determine whether the facts we find suggest that the Constitution, a federal statute, or a Departmental policy has been violated; and to determine what steps, if any, should be taken by CBP to address the complaints, both individually (if the problem is ongoing) and as a matter of policy. This review will also examine the additional areas specified above for similar concerns related to protection of civil rights and civil liberties. It is our goal to produce a report that will assist you in making CBP the best agency possible.

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<sup>11</sup> § 5.1(e) of the Memorandum of Agreement provides, in relevant part, that CRCL will issue information requests clearly identifying the documents, information, video and personnel CRCL is requesting from CBP and that CBP will provide the same within 60 days unless an extension is approved by CRCL.

QUESTION(S) PRESENTED

(b)(5)

INITIATING THE INVESTIGATION

CRCL will be in contact with CBP staff about this complaint and CRCL's plans for reviewing the matter, which is assigned to Senior Policy Advisor (b)(6). We look forward to working together to determine all the facts surrounding this matter and, if appropriate, the best way forward. If you have any questions, please do not hesitate to contact Ms. (b)(6) by phone at (b)(6) or by email at (b)(6).

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