



FACT SHEET

Stakeholder Referrals to the ICE/ERO Family Case Management Program

Overview

U.S. Immigration and Customs Enforcement (ICE) Office of Enforcement and Removal Operations (ERO) will commence the Family Case Management Program (FCMP) on January, 21, 2016. The FCMP is a new alternative to detention (ATD) initiative that uses qualified case managers to promote participant compliance with their immigration obligations.

While ICE/ERO will identify and enroll FCMP participants through existing mechanisms, stakeholders may also identify and refer potential enrollees. Stakeholders may include U.S. Citizenship and Immigration Services (USCIS) officers, Intensive Supervision Appearance Program (ISAP III) personnel, Family Residential Center staff, and non-governmental organizations (NGOs) assisting families in immigration proceedings.

FCMP enrollment is intended to provide services both at the beginning (pre order/pre adjudication) and end (post order or order of voluntary departure) of the immigration life-cycle. Specifically, the FCMP program is meant to provide appropriate services to situate participating non-dangerous, low-flight-risk families.

FCMP services will include:

- Orientation and education for participants about their legal rights and responsibilities;
- Individualized family service plans;
- Assistance with transportation logistics;
- Tracking and monitoring of immigration obligations (to include ICE check-ins and attendance at immigration court hearings); and
- Safe repatriation and reintegration planning for participants who are returning to their home countries.

Locations

FCMP will only enroll Family Units (via the [HoH]) residing or intending to reside in the following metropolitan areas:

- **Baltimore/Washington, DC**- the center city and contiguous suburban cities and counties surrounding the cities of Washington DC and Baltimore
- **Los Angeles**- the center city and the contiguous suburban cities and counties surrounding the city of Los Angeles;
- **New York City/Newark**- the center cities and the contiguous suburban cities and counties surrounding the city of New York and Newark and including Nassau and Counties in NY;
- **Miami**- the center city and the contiguous suburban cities and counties surrounding the city of Miami and including Palm Beach County;

- **Chicago-** the center city and contiguous suburban cities and counties surrounding the city of Chicago

Enrollment Criteria

Below are the factors used to determine eligibility for the FCMP. **Screening and enrollment will be conducted by FCMP Compliance Officers in each region.**

Prioritized Populations

FCMP will prioritize assisting families with certain vulnerabilities, including pregnant or nursing family member; those with very young children; family members with medical/mental health concerns; families who speak only indigenous languages; and other special needs.

Location of Family

1. Current residence in one of the FCMP areas (see above).
2. Residence at a Family Residential Center (FRC) or Border Patrol central processing center, approved for release, and intending to reside in one of the FCMP areas (see above) - This transition will take place with the concurrence of both ICE field office personnel and FCMP Compliance Officers.

Referral Process

USCIS officers, ISAP III personnel, and NGOs assisting families in immigration proceedings may refer families who meet the above enrollment criteria to the appropriate FCMP Compliance Officer. Email referrals should be sent to the FCMP officer in the current location of the HoH.

Enrollment will be decided by FCMP Compliance Officers in each region.

The following information should be sent to the appropriate FCMP Compliance Officer:

- Full name/DOB/A# /Citizenship of HoH *and* children
- Primary language(s) of the HoH and any identified special needs
- Relationships of HoH and dependents
- Information, if available, about how family meets the *Priority Population* enrollment criteria above
- Verifiable address in FCMP program area
- Current location, if in Family Residential Center or different from above verifiable address

FCMP Compliance Officer Contact List

AOR	FCMP Compliance Officer	Phone	EMAIL
Los Angeles	Joanna Sifuentes	213-830-7916	Joanna.Sifuentes@dhs.gov
Miami/S. Florida	Keesha Palmer	305-796-9658	Keesha.M.Palmer@ice.dhs.gov
Chicago	Oscar Linares	312-296-9971	Oscar.Linares@ice.dhs.gov
New York City/Newark	Diane McConnell Louie Lee	917-659-7637 646-721-2530	Diane.McConnell@ice.dhs.gov Louie.H.Lee@ice.dhs.gov
Family Residential Centers	Conrado Villanueva	202-607-1386	Conrado.Villanueva@ice.dhs.gov
Washington, DC/Baltimore	Erveno Myles	661-816-9794	Erveno.J.Myles@ice.dhs.gov

For questions, please contact FCMP program lead Andrew Lorenzen-Strait, Deputy Assistant Director, ERO Custody Management at Andrew.R.Lorenzen.Strait@ice.dhs.gov, or (202) 732-4262.