



# CUSTODY AND RESOURCE COORDINATOR

Custody and Resource Coordinators (CRCs) work at the direction of Enforcement and Removal Operations (ERO) field offices to assist officers with non-law enforcement tasks such as noncitizen requests, needs, and complaints, and to provide Spanish language interpretation for detained noncitizens, as needed. CRCs also have access to the ERO language line to assist officers with interpretation for noncitizens who speak neither English nor Spanish.

**ERO's Custody Management division launched the CRC Program in 2016. CRCs are contracted social workers who support ERO field offices with the care and custody as well as release and removal of detained noncitizens. CRCs have a degree in social work or other related field, are fluent in Spanish, and are experienced in providing specialized services to detained populations.**

## ADDRESSES UNIQUE NEEDS

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

## SOCIAL WELFARE PROFESSIONALS

CRCs leverage a diverse skill set and flexible scope of work to assist ERO officers with non-law enforcement duties. 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. CRCs duties include:

- 1 Assist with release and removal of detained noncitizens with vulnerabilities. For example, identify mental health resources, housing/shelter and transportation as well as verify sponsor information and facilitate communication with family/sponsor.
- 2 Coordinate needs, requests, and complaints from detained noncitizens (except officer or immigration related case issues), including conducting welfare checks.
- 3 Support field offices with applicable agency compliance, policies, and detention standards. Areas of assistance include but are not limited to the following topics:
  - Completing requirements related to noncitizens covered by the Safe Release Directive;
  - Providing resources for noncitizens who are victims of human trafficking and sexual assault;
  - Providing resources for noncitizens in segregated housing or special management units.
- 4 Assist ERO field office staff by addressing noncitizen requests related to parent/child communication and/or child welfare involvement.

## VIRTUAL AND IN-PERSON SERVICES

In addition to the in-person services at the over 40 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>

