



LANGUAGE ACCESS

Pursuant to **Executive Order 13166**, *Improving Access to Services for Persons with Limited English Proficiency*, Aug. 2000), the U.S. Immigration and Customs Enforcement (ICE) Language Access Plan (LAP) requires timely and effective communication for limited English proficient (LEP) persons.

The ICE LAP calls for the identification and translation of vital documents into the most frequently encountered languages and provides interpretive services, where appropriate, including to external LEP stakeholders. The plan also educates personnel about language access responsibilities and how to use language access resources.

ICE Enforcement and Removal Operations (ERO) plays a vital role in carrying out the ICE LAP and providing language access services to detained noncitizens and external LEP stakeholders. ERO continually works to ensure LEP persons have access to information (written or oral) in a language they understand.

Key Stats & Facts

\$1.8M

spent in FY 2022 on professional interpretation and translation services.

99%

of all language services rendered in FY 2022 came from oral interpretation requests.

200+

languages, including indigenous languages, are accessible to ERO personnel through language services contracts.



ERO has access to an ICE-wide **24/7 language services** contract for interpretation (oral), translation (written), and transcription (audio to documentation).



ERO officers, managers, and supervisors are required to take **Language Access 101** training biennially to ensure awareness of responsibilities and best practices.



ERO's 24/7 **Online Detainee Locator System** is available in 9 different languages in addition to English.



The **ICE National Detainee Handbook**, disseminated to every detained noncitizen, is translated into 13 languages other than English. The Handbook provides an overview of the general rules, regulations, policies, and procedures, as well as programs and services available in detention.

Improving Language Access

ERO regularly develops and disseminates aic and best practices materials to help personnel identify LEP individuals and their primary language, as well as secure necessary interpretation and translation services. ERO is pursuing several initiatives to help improve communication with LEP individuals encountered in the course of ERO functions.



Detention facilities are required by ICE Standards to use bilingual staff or professional language services, as needed, to communicate with detained noncitizens.

For More Information
www.dhs.gov/language-access