



Office for Civil Rights and Civil Liberties

Summary of CRCL's Recommendations and ICE's Response Oversight and Management of the New Orleans Field Office

On February 2, 2024, U.S. Immigration and Customs Enforcement (ICE) responded to a *Recommendation Memorandum* issued in September 2023 by the Office for Civil Rights and Civil Liberties (CRCL) about enhancing ICE's oversight of the New Orleans Field Office. ICE concurred with one of CRCL's recommendations, partially concurred with two, and non-concurred with six.

Background

Between October 2017 and December 2022, CRCL received over 200 allegations regarding the care and treatment of noncitizens in and the conditions of ICE detention facilities within the New Orleans Area of Responsibility (NOL AOR). During that time, CRCL completed nine onsite investigations at NOL AOR facilities, six visits in July 2021 to review conditions at facilities, four virtual onsite investigations throughout fiscal year 2022, and two investigations in December 2022 to assess ICE's implementation of previously issued recommendations. This prior work involved allegations related to use of force, inadequate medical care, threats of exposure to COVID-19, noncompliance with ICE's Pandemic Response Requirements, excessive bond amounts, unsanitary conditions and poor working conditions, abusive treatment of hunger strikers, improper use of segregation, fabrication of documents, sexual abuse, unsafe release practices, spoiled or expired food, restrictions on legal access, and racial discrimination. Based upon these investigations focused on individual facilities, CRCL initiated a broad investigation to determine whether the allegations indicated a systemic oversight issue within the NOL AOR.

Investigation

In addition to reviewing CRCL's prior investigatory work in the NOL AOR, CRCL conducted interviews of staff at ICE Headquarters and NOL AOR and spoke with stakeholders in Louisiana. CRCL found systemic concerns across four facilities: Jackson Parish Correctional Center, Allen Parish Public Safety Complex, South Louisiana ICE Processing Center, and Adams County Detention Center potentially indicating the need for intervention at the ICE AOR level. These systemic concerns included the provision of critical services to noncitizens while in medical isolation and quarantine, language access, mental health documentation, suicide prevention and intervention training, and chemical control training.

Recommendations

On September 26, 2023, CRCL sent ICE a *Recommendation Memorandum* with nine recommendations regarding enhancing ICE's oversight of the New Orleans Field Office in relation to the findings. On February 2, 2024, ICE concurred with one recommendation, partially concurred with two, and non-concurred with six.

ICE agreed to work with the New Orleans Field Office to assess the staffing needs at each of the detention facilities within the AOR, including assigning permanent staff at the detention facilities to provide more consistency in monitoring compliance with detention standards. Additionally, ICE agreed to integrate several data systems into a unified platform to enable ICE to better promote overall oversight of its facilities.

CRCL provides the public with documents related to complaint investigations. After it has been prepared and reviewed, CRCL will post a redacted version of this Recommendation Memorandum on our [website](#) that will contain additional information about the complaint investigation and CRCL's findings and recommendations.