FYSA

Barbara Gonzalez
Assistant Director (A)
Victims of Immigration Crime Engagement (VOICE) Office
U.S. Immigration and Customs Enforcement (ICE)
202.73__ office | 202.570____ cell

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This was used with BuzzFeed and versions of it were used to pitch FOX News (who was writing) and Daily Caller (who had already written).

Thanks,

Jennifer D. Elzea
Press Secretary (Acting)
Office of Public Affairs
U.S. Immigration and Customs Enforcement
Sorry, I got this one conflated with the other "minor" issue last night and thought we were done.

But I like it! Please let us know if it was used or good to go.

Sent with BlackBerry Work (www.blackberry.com)

Jennifer D. Elzea
Press Secretary (Acting)
Office of Public Affairs
U.S. Immigration and Customs Enforcement
Mobile: 202-595-
Desk: 202-732-

PS- she is writing for tonight. Needs something by 11 p.m. ET.

Jennifer D. Elzea
Press Secretary (Acting)
Office of Public Affairs
U.S. Immigration and Customs Enforcement
Mobile: 202-595-
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FYI- I’m planning to go back to her with this on background used something along these lines earlier with LA Times who also asked about it. Thoughts?

I hope you won’t dignify this group with the attention they are seeking by writing anything about this effort. But if you choose to do so...as an ICE official on background:

This stunt is disrespectful to victims of crime and a waste of government resources. Secretary Kelly made clear in his announcement today that this phone line is to be dedicated for victims seeking information and resources. There are certainly more constructive ways to make one’s opinions heard than to prevent legitimate victims of crime from receiving the information and resources they seek because the lines are tied up by hoax callers.
U.S. Immigration and Customs Enforcement (ICE) established the Victims of Immigration Crime Engagement (VOICE) office to acknowledge and serve the needs of crime victims and their families, harmed by criminal activity perpetrated by immigration violators, regardless of the victims’ status in the U.S.

Establishing the VOICE office was explicitly called for in the president’s Executive Order titled “Enhancing Public Safety in the Interior of the United States,” dated January 25, 2017.

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Jennifer D. Elzea
Press Secretary (Acting)
Office of Public Affairs
U.S. Immigration and Customs Enforcement
Mobile: 202-595-
Desk: 202-711-(b)(6),(b)(7)(C)

From (b)(6),(b)(7)(C)
Sent: Wednesday, April 26, 2017 8:34 - RM
To: ICEMedia
Subject: Statement on calls to VOICE

Hello my name is (b)(6),(b)(7)(C) and I am a reporter with BuzzFeed News. I have seen reports that people called the new VOICE office to jokingly make reports about their encounters with space aliens.

Could you please confirm if VOICE did receive any such calls like this? Or just prank calls?

Thanks,

BuzzFeed News Reporter
Los Angeles, CA 90038
From: Elzea, Jennifer
Date: Wednesday, Apr 26 2017 8:05 PM
To: Gonzalez, Barbara
Subject: FW: Statement on calls to VOICE

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Jennifer D. Elzea
Press Secretary (Acting)
Office of Public Affairs
U.S. Immigration and Customs Enforcement
Mobile: 202-59(b)(6),(b)(7)(C)
Desk: 202-73(b)(6),(b)(7)(C)

From: (b)(6),(b)(7)(C)
Sent: Wednesday, April 26, 2017 8:34 PM
To: ICEMedia
Subject: Statement on calls to VOICE

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Could you please confirm if VOICE did receive any such calls like this? Or just prank calls?

Thanks,
(b)(6),(b)(7)(C)
Enforcement and Removal Operations

ERO – Boston: Pending departure of Guatemalan final order, *CT Post, Hartford Courant, NH Register*
Reporter requested agency comment regarding a letter sent today by CT congress member to field leadership requesting relief for a Guatemalan final order. PAO issued cleared statement highlighting the man’s immigration history, and the use of agency discretion in allowing him to remain free from custody pending his timely departure. PAO further indicated field leadership would respond directly to the congress member.

ERO – Detroit: Recent removal of Mexican final order, *Independent UK*
Reporter requested agency comment regarding the recent removal of a Mexican final order. PAO issued cleared statement highlighting the man’s immigration history.

ERO – Newark: Municipality ignores detainer, *press release*
PAO issued a press release announcing Somerset County NJ ignoring an ICE detainer request for a man who was convicted of aggravated assault with a knife. Press release included a quote from ERO Newark FOD John Tsoukaris.

ERO – Newark: What happens after DACA expires, *NJTV News*
Producer wants to know general information regarding the DACA process and what happens if a person’s DACA status expires. PAO referred the producer to the ICE.gov website for more information about DACA and is coordinating a response with ERO Newark.

Reporter requested agency comment regarding Philadelphia City Council’s recent passage of a
resolution allowing all immigrants (including illegals) to work. PAO provided previously cleared response on worksite enforcement and directed reporter to ICE.gov.

**ERO – Philadelphia: Enforcement action query, Telemundo affiliate WWSI-TV**
Reporter requested agency comment regarding alleged enforcement action in Kenneth Square, Pennsylvania. PAO confirmed enforcement action in nearby Avondale, Pennsylvania.

**ERO – Philadelphia: 287 (g) query, WFMZ-TV**
Reporter requested agency comment regarding if Pennsylvania ever participated in 287(g) programs. PAO confirmed Pennsylvania never had any approved 287(g) programs.

**ERO—New York, 2 sex offenders arrested, news release**
PAO issued news release related to the ERO arrests of two sexual offenders this week during normal targeted enforcement. Release contains quote from **ERO NY FOD Thomas R. Decker**.

**ERO – Miami: Russian national that was in ICE custody, ABC affiliate (San Francisco)**
PAO received an additional query regarding a Russian national that was arrested by CBP as he returned from vacation in the US Virgin Islands. PAO confirmed that he was released from ICE custody and referred the reporter to CBP for any questions regarding the arrest.

**ERO – Orlando: Questions about operation, sheriff’s office support, individuals, Orlando Sentinel**
A reporter has asked for additional details on last week’s criminal alien operation, in addition he wants immigration status on two individuals and is asking about our relationship with five local county sheriff offices. PAO provided information on the Online Detainee Locator System and let reporter know we aren’t able to address the additional questions at this time.

**ERO – Rio Grande Valley: UPDATE – OIG report regarding to ICE deportation process, Local ABC**
Local ABC in the Rio Grande Valley is requesting information on ICE’s position regarding OIG’s findings on ICE handling of alien deportations. PAO provided approved HQ OPA statement.

**ERO – Laredo: UPDATE – Can ICE confirm that ICE Air has been removing Cubans back from Laredo Texas, TV Marti**
Local TV Marti from Nuevo Laredo is asking if ICE can confirm that two ICE Air flights were destined to Cuba. TV Marti is under the Office of Cuba Broadcasting of the US government. PAO provided general statement on background addressing that ICE conducts routine daily enforcement actions nationwide that includes deportation of individuals.

**ERO – El Paso: Capacity of detention facilities in AOR, ProPublica**
Reporter is looking for verification of the capacity of El Paso AOR detention facilities, including those in New Mexico. PAO responded with approved response/numbers.
ERO – El Paso: Request to tour Cibola (NM) detention facility, ABC (Albuquerque affiliate)
Reporter requested to tour the Cibola County Detention Center in Grants, New Mexico. PAO declined the request, but told reporter PAO would place her name on a list for future consideration.

ERO – El Paso: Pregnant detainee seeking asylum, Univision (affiliate)
Reporter is inquiring about a pregnant detainee of El Salvador, who reporter says was the subject of a news conference this morning. Reporter is requesting case status of the detainee who was arrested by ICE on March 3, 2017. She is asking and alleges she is not receiving adequate medical care. PAO researching; will coordinate response with OPA.

ERO – El Paso: Mexican journalist/asylum seeker in detention, El Paso Times
Reporter is requesting update on the case of a Mexican journalist who is seeking asylum. He remains detained pending review of second parole request. PAO researching; will coordinate response with OPA.

ERO – Chicago: U visas, enforcement actions and arrests, Chicago Sun-Times
Reporter requested number of U visas issued and applications declined over the past five years by region/office (or state or other geography). He also requested pending applications, broken down by geographic area, and the number of ICE “raids” and arrests in the Chicago region over the past five years, broken down by month or year and broken down by state or city. PAO referred reporter to USCIS for visa information, provided removal statistics for FY 2016 and provided FOIA link.

ERO – Chicago: Case status of Honduran, Univision (affiliate)
Reporter requesting case update on a who submitted a stay of removal April 6, 2016. PAO researching.

ERO – California: Purported use of hospital records for immigration enforcement, American Progress
Writer sought ICE comment regarding claims the agency’s officers in California are obtaining information from hospitals to help identify and locate possible administrative enforcement targets. The reporter also sought to confirm the agency is conducting arrests at medical facilities. PAO provided a cleared statement asserting hospitals are considered sensitive locations and the agency does not use medical records as an administrative enforcement tool. PAO did advise ICE may reach out to private sector healthcare providers to seek medical information when individuals with pre-existing conditions come into the agency’s custody in order to ensure their continuity of care.

ERO – San Francisco: Honduran linked to past motorcycle fatality, LA Daily News
Reporter sought further immigration history information related to Honduran national who was convicted of driving without a license and causing a traffic accident in 2010 that killed a Bay Area motorcyclist. PAO provided the reporter with the statement ICE previously released on the case in 2014, noting that was removed to Honduras in April 2013.

ERO – National: Detention center population, ProPublica
Reporter asked about ICE’s detention capacity at the Nevada Southern Detention Center, but refused to provide information explaining the story he was working on. PAO provided reporter with an average daily population snapshot, as recently provided to other media outlets.

ERO – Portland, Ore.: Criminal alien history, local CBS affiliate
Reporter sought criminal and immigration histories of a Portland man wanted for suspected burglary and sexual assault of a 9-year-old girl. PAO provided privacy-cleared statement.

ERO – Tacoma, Wash.: Northwest Detention Center tour and interview request, local ABC affiliate
Reporter requested a same-day tour of the Northwest Detention Center to confirm firsthand whether the NWDC Resistance Group’s claim of a third hunger strike launched in three weeks is legitimate. Reporter also asked to interview detainees onsite. PAO informed reporter that tour requests require more lead time to coordinate with facility staff, arrange HQs approval and obtain consent from specific detainees who will be interviewed.

ERO – Seattle: Ban on student travel out of the country, local ABC affiliate
Reporter sought ICE comment on a Washington school district’s vote to ban student travel out of the country for fear undocumented students won’t be allowed back in to the U.S. PAO referred to Seattle CBP PAO.

Homeland Security Investigations

HSI – Norfolk, Virginia: Search warrants executed, The Virginian-Pilot, ABC, CBS and NBC affiliates
PAO fielded calls from several media outlets about HSI presence at a local company that manufactures equipment for various government agencies.

HSI – National: MS-13, Wall Street Journal

HSI/ERO—New York, MS-13 admin arrest, news release
PAO submitted news release related to the admin arrest of a known MS-13 gang member with a felony drug conviction. This was joint investigation and arrest between HSI and ERO. Release contains quotes from ERO NY FOD Thomas R. Decker and HSI NY SAC Angel M. Melendez.

HSI—New York, SAC keynote at IPR summit, inSight
PAO issued an inSight article related to a keynote address given by SAC at the 2017 NYC MarkMonitor IPR Summit. Pictures also submitted. Submission contains a quote from HSI NY SAC Angel M. Melendez.

HSI—New York, Visit from grandma, Holocaust survivor, inSight
PAO submitted inSight article related to a presentation by a Holocaust survivor is also the grandmother to an HSI NY DSAC. Pictures also submitted.

HSI – El Paso: Results of multi-agency law enforcement operation, news conference, news release

ASAC of HSI Las Cruces, New Mexico, plans to represent HSI at a USAO news conference where the results of a DEA-led multi-agency law enforcement operation. ASAC [b6,b7][b7][c] who will be joined by the leadership of other participating agencies, will not have a speaking role. PAO submitted quote from SAC Waldemar Rodriguez to be included in USAO news release.

General

ICE – National: VOICE Office follow-up interest, AP, Huffington Post, CNN Digital, Washington Post, NPR's Latino USA, LA Times, several others

Provided background and extensive pushback on queries related to a campaign to place hoax calls on the VOICE hotline in which callers claim to have had encounters with space aliens; also provided background and specific info to other follow-up queries looking for specifics about how the VOICE office, DHS-VINE and VOICE hotline operate.

ICE – Newark: Information regarding VOICE, Bergen Record

Reporter for the Bergen Record is requesting additional information regarding ICE’s VOICE program. PAO reached out to the reporter and left a voice mail message. PAO will provide the reporter with an OPA HQ approved fact sheet.

Strategic Communications

ICE.gov:
DHS announces launch of new office for victims of illegal immigrant crime Full Story

inSight:
New! "Take Our Daughters and Sons to Work" day a big success at ICE headquarters Full Story
New! ICE ERO Criminal History Information Sharing initiative improves international public safety Full Story
New! [b6,b7][b7][c] recognized twice as San Diego PAO Full Story
New! ICE receives Summit Award for 2016 CFC Full Story

Social Media:
New! ICE Re-Tweets Heritage at State: New guide helps ID import restricted Italian CulturalProperty @CustomsBorder @ICEgov
New! Today on Twitter: Superheroes don't always wear capes. Happy #NationalSuperHeroDay to the men & women of ICE who protect & serve our nation everyday
New! On Twitter: ICE arrests Mexican national released from local custody after detainer request ignored
New! On Twitter and Facebook: The VOICE office was not created to separate crime committed by aliens, but to serve and support the victims……

New! More VOICE on Twitter: Here, here, and here

New! On Twitter: Are you interested in working for ICE? Visit @USAJOBS to see the current job announcements

New! Today on Facebook: A Salvadoran and member of MS-13 gang, William Magana-Contreras, 36, wanted for aggravated homicide, was arrested by officers with ICE Enforcement and Removal Operations (ERO) in Houston

Operations Anticipated/Scheduled Interviews and Events

Week of May 1 – PAO is coordinating an interview with HSI Washington, D.C. SAC PJ Lechleitner and WJLA to discuss transnational gang activity in the DC area. The story will be geared to parents and what they can do to prevent their children from getting involved with transnational gangs.

Monday, May 1 – Washington Post Reporter will interview detainee an Afghanistan national who served as an interpreter for the U.S. Army during the war in Afghanistan. The Department of State pulled his visa, he is currently in removal proceedings. The one-hour interview will take place at the Elizabeth Detention Center in Elizabeth, New Jersey.

Monday, May 1 – HSI Assistant Director of Domestic Operations and Dallas SAC Katrina Berger will host a news conference in Tulsa, Oklahoma, to present a check for $690,000 to the Tulsa County sheriff. The check is for asset sharing from OCDETF Operation.

Monday, May 1 – A planned protest is scheduled for Monday in Austin. The protest is being hosted by ICE Fuera from Austin/ICE Out of Austin. PAO will monitor event and work with ICE Rusnok in case media calls to request ICE reaction. No exact location has yet been posted on social media.

Monday, May 1 – Seattle Met associate editor will conduct in-person interviews with two detainees at the Northwest Detention Center. PAO will staff, as appropriate.

Tuesday, May 2 – Miami SAC Mark Selby will be interviewed by two reporters — one with ESPN 60 (the documentary program), and the other from ESPN the Magazine. Reporters are working on a story regarding the smuggling of Cuban baseball players out of the island nation through Mexico and Haiti. PAO will staff the interview.

Tuesday, May 2 – Newsweek reporter will be interviewing HSI SAC Antonio Shane Folden, ASAC (Laredo) regarding HSI’s role in border security. SAC will be the POC on record while ASAC will provide background information. SNA PAO will be staffing this
Wednesday, May 3 – Reporter (b)(6),(b)(7)(C) from Portland CBS affiliate, will interview ASAC (b)(6),(b)(7)(C) and a representative from the Recording Industry Association of America (RIAA) on a counterfeit CDs case that resulted in a 24-month sentence for the defendant on a charge of international money laundering. PAO will staff both interviews at the HSI Portland building located at 4310 SW Macadam Ave, Portland, OR 97239.

Tuesday, May 9 – Reuter’s National Correspondent (b)(6),(b)(7)(C) is traveling to the southern border to profile a story related to border security. SNA ERO is providing Reuters a media tour inside the Port Isabel Detention Center located at 27991 Buena Vista Blvd, Los Fresnos, Texas, 78566. The tour will begin at 10:30a.m. and will followed by a question and answer session. This is a “pen and pad” media tour. SNA ERO FOD Daniel Bible will be the “on the record” POC. SNA PAO will staff event and interview.

Thursday, May 11 (tentative) – PAO is finalizing arrangements with ERO Los Angeles to conduct a Fugitive Operations ride-along in Orange County for crews from CBS News, KCBS TV (the Los Angeles CBS affiliate), and Reuters. PAO will forward a media plan to HQ as soon as ERO has a final list of arrest targets, likely early next week. Los Angeles FOD David Marin will provide any on the record interviews. PAO will ensure all media reps agree in advance not to provide any live coverage during the actual operation.

Friday, May 12 – Tampa SAC, Jacksonville ASAC SA (b)(6),(b)(7)(C) and San Diego SAC SA (b)(6),(b)(7)(C) will be interviewed by a documentary team with Good Night Smoke Productions about an old cocaine smuggling case that involves campfires, boats, buried cocaine and a treasure map. PAO Spicer will staff this multimedia-approved project. (T. Spicer)

Date to be determined – PAO will coordinate with U.S. Attorney’s Office in announcing the sentencing or four defendants in a case regarding ammunition and weapons seized by HSI Tucson that were headed to Hong Kong. Special Agent in Charge, Phoenix Scott Brown will be quoted in the release.

#ICE#

James Schwab
Public Affairs Officer/Spokesman - San Francisco
U.S. Immigration and Customs Enforcement
Office: 415-844
Cell: 415-305
Withheld pursuant to exemption
Duplicate
of the Freedom of Information and Privacy Act
Thanks. Any organization that considers F-bombs appropriate in its copy forfeits any right to be taken seriously in my opinion. The louder they squeal just means we got under their skin as they realize we aren't going to take their attacks quietly anymore.

Bryan D. Cox
Southern Region Communications Director (Spokesman)
U.S. Immigration and Customs Enforcement
(404) 346-4580 Office
(504) 329-3047 Mobile

You've likely already seen this drivel, but if not:

ICE really hates all your 'criminal space alien' prank calls. Good.
From: Gonzalez, Barbara M  
Sent: 27 Apr 2017 17:41:16 +0000  
To: Elzea, Jennifer  
Cc:  
Subject: RE: Reaching out re: the ICE VOICE office

Yes, give me a few minutes

Barbara Gonzalez  
Assistant Director (A)  
Victims of Immigration Crime Engagement (VOICE) Office  
U.S. Immigration and Customs Enforcement (ICE)  
202-732-4414  

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From: Elzea, Jennifer  
Date: Thursday, Apr 27, 2017, 1:29 PM  
To: Gonzalez, Barbara M  
Cc:  
Subject: FW: Reaching out re: the ICE VOICE office

Barb,

Do you have contact info for a victim family who could speak to FOX news about their disappointment that people would mount this hoax scheme to call the VOICE hotline about space aliens? FOX is writing a piece to help balance the conversation about that issue and would love to hear from a victim about their thoughts.

Thanks!

Jenn

Jennifer D. Elzea  
Press Secretary (Acting)  
Office of Public Affairs  
U.S. Immigration and Customs Enforcement
Jenn,

We’ll be covering this. Call me when you get a chance. 203-394-
Or 212-301-

From: Elzea, Jennifer

Sent: Thursday, April 27, 2017 10:32 AM
To: Elzea, Jennifer
Subject: Reaching out re: the ICE VOICE office

Hello, I saw your piece on the VOICE office yesterday, which looked great. I wanted to make sure you’re tracking a new angle that we’re seeing here, which is very concerning to ICE because it is impeding the access of the victims for whom this office was stood up from getting the information and resources they need.

Here are two pieces on the new development that might be of interest to you— a campaign to have hoax callers dial the VOICE hotline and report their “encounters” with space aliens:


And on background from an ICE official, I can give you:

A campaign to generate hoax calls is disrespectful to victims of crime and their families, and a waste of government resources. Secretary Kelly made clear in his announcement Wednesday that this phone line is to be dedicated for the use of victims seeking information and resources. There are certainly more constructive ways to make one’s opinions heard than to prevent legitimate victims of crime from receiving the information and resources they seek because the lines are tied up by hoax callers.

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It should also be noted that ICE will adjust resources, if necessary, to ensure that the victims for whom this office and hotline is intended get the info and resources they need.

--

Let me know if you plan to write on this and if you have any questions. Happy to chat by phone.

Jenn

Jennifer D. Elzea  
Press Secretary (Acting)  
Office of Public Affairs  
U.S. Immigration and Customs Enforcement  
Office: 202-732-    
Mobile: 202-50-

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From: Gonzalez, Barbara M
Sent: 27 Apr 2017 21:39:05 +0000
To: Elzea, Jennifer; Gonzalez, Barbara M
Subject: RE: Statement on calls to VOICE

Thanks again, Jenni.

Barbara Gonzalez
Assistant Director (A)
Victims of Immigration Crime Engagement (VOICE) Office
U.S. Immigration and Customs Enforcement (ICE)

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From: Elzea, Jennifer
Date: Thursday, Apr 27, 2017, 5:28 PM
To: Gonzalez, Barbara M
Subject: RE: Statement on calls to VOICE

This was used with BuzzFeed and versions of it were used to pitch FOX News (who is writing) and Daily Caller (who had already written).

Thanks, Richard!

Jennifer D. Elzea
Press Secretary (Acting)
Office of Public Affairs
U.S. Immigration and Customs Enforcement
Office: 202-732- 202-572- cell

From:
Sent: Thursday, April 27, 2017 11:42 AM
To: Elzea, Jennifer; Gonzalez, Barbara M
Cc: Elzea, Jennifer
Subject: RE: Statement on calls to VOICE

Sorry, I got this one conflated with the other "minor" issue last night and thought we were done.

But I like it! Please let us know if it was used or good to go.

Sent with BlackBerry Work (www.blackberry.com)

From: Elzea, Jennifer
Date: Wednesday, Apr 26, 2017, 8:14 PM
To: Gonzalez, Barbara
Cc: Elzea, Jennifer
Subject: RE: Statement on calls to VOICE

PS- she is writing for tonight. Needs something by 11 p.m. ET.

Jennifer D. Elzea
Press Secretary (Acting)
Office of Public Affairs
U.S. Immigration and Customs Enforcement
Mobile: 202-598-7320
Desk: 202-736-2425

From: Elzea, Jennifer
Sent: Wednesday, April 26, 2017 9:06 PM
To: Gonzalez, Barbara

FYI- I’m planning to go back to her with this on background, used something along these lines earlier with LA Times who also asked about it. Thoughts?

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Could you please confirm if VOICE did receive any such calls like this? Or just prank calls?

Thanks,
Guys-

I went to bed early last night and I am seeing all the traffic.

Please feel free to call me in the future when you see I don't respond to email.

Thanks for all your work on this.

Barbara Gonzalez
Assistant Director (A)
Victims of Immigration Crime Engagement (VOICE) Office
U.S. Immigration and Customs Enforcement (ICE)

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Office of Public Affairs
U.S. Immigration and Customs Enforcement
Mobile: 202-59f
Desk: 202-732

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Subject: Statement on calls to VOICE

Hello my name is and I am a reporter with BuzzFeed News. I have seen reports that people called the new VOICE office to jokingly make reports about their encounters with space aliens.

Could you please confirm if VOICE did receive any such calls like this? Or just prank calls?

Thanks,
This was used with BuzzFeed and versions of it were used to pitch FOX News (is writing) and Daily Caller (who had already written).

Thanks

Jennifer D. Elzea
Press Secretary (Acting)
Office of Public Affairs
U.S. Immigration and Customs Enforcement
Office: 202-732
Mobile: 202-59

Sorry, I got this one conflated with the other "minor" issue last night and thought we were done.

But I like it! Please Let us know if it was used or good to go.

Sent with BlackBerry Work (www.blackberry.com)

PS- she is writing for tonight. Needs something by 11 p.m. ET.
To: Gonzalez, Barbara
Subject: FW: Statement on calls to VOICE

FYI- I’m planning to go back to her with this on background used something along these lines earlier with LA Times who also asked about it. Thoughts?

I hope you won’t dignify this group with the attention they are seeking by writing anything about this effort. But if you choose to do so...as an ICE official on background:

This stunt is disrespectful to victims of crime and a waste of government resources. Secretary Kelly made clear in his announcement today that this phone line is to be dedicated for victims seeking information and resources. There are certainly more constructive ways to make one’s opinions heard than to prevent legitimate victims of crime from receiving the information and resources they seek because the lines are tied up by hoax callers.

U.S. Immigration and Customs Enforcement (ICE) established the Victims of Immigration Crime Engagement (VOICE) office to acknowledge and serve the needs of crime victims and their families, harmed by criminal activity perpetrated by immigration violators, regardless of the victims’ status in the U.S.

Establishing the VOICE office was explicitly called for in the president’s Executive Order titled “Enhancing Public Safety in the Interior of the United States,” dated January 25, 2017.

The men and women comprising the VOICE office are guided by a singular, straightforward mission – to support victims of crime committed by immigration violators through access to information and other resources, as needed. The VOICE office uses a victim-centered approach to acknowledge and support immigration crime victims and their families.

Jennifer D. Elzea
Press Secretary (Acting)
Office of Public Affairs
U.S. Immigration and Customs Enforcement
Mobile: 202-595-
Desk: 202-734-

From
Sent: Wednesday, April 26, 2017 8:34 PM
To: ICEMedia
Subject: Statement on calls to VOICE

Hello my name is and I am a reporter with BuzzFeed News. I have seen reports that people called the new VOICE office to jokingly make reports about their encounters with space aliens.
Could you please confirm if VOICE did receive any such calls like this? Or just prank calls?

Thanks,

BuzzFeed News Report
Los Angeles, CA 90038
Thank you. The pranking issue has garnered some media attention, and the thought early on was not to give it any public pushback so as to avoid growing the issue even further.

Sent with Good (www.good.com)
or otherwise use this information. Please inform the sender that you received this message in error and delete the message from your system.
All – see below and attached. As you can see we had over 16,000 calls into the VOICE line. Most received a buzz signal, but 2,219 were able to get in queue. Of those 2% were answered, or 260. We did surge additional operators. Should we assume a constant flow into the VOICE line of 16,000 daily (which is extremely doubtful), we would need approximately 400 additional operators to handle all traffic.

Special Factors for Thursday, 4/27/2017:

- There were **16,477 incoming** (inbound) calls for the VOICE call center.
- Of these, 2,129 calls were placed in queues. Only **260 were ultimately answered** and logged into the data tracking system, representing a call capture rate of approximately **2%**.
- The phone service provider analytical features are now operational. The average wait time for calls placed in the queue was just **over 34 minutes**. The maximum wait time for an operator to take a call placed in the queue was just over 79 minutes.
- Of the 168 calls categorized under VOICE general information on 4/27, **a large number were in fact bogus in nature and unrelated to VOICE**. The ERO Contact Center of Operations (ECCO) will be adding a new call topic to better categorize prank calls going forward.
- All calls were properly vetted and assigned to a CRO when necessary.
### ERO Contact Center of Operations (ECCO)

#### VOICE Call Tracker

**April 27, 2017**

<table>
<thead>
<tr>
<th>Call Topics</th>
<th>Daily Count (4/27)</th>
<th>% of Daily Count</th>
<th>FY17 YTD</th>
<th>% of FY17 YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>VOICE: General Questions on VOICE Office</td>
<td>168</td>
<td>77%</td>
<td>205</td>
<td>94%</td>
</tr>
<tr>
<td>VOICE: Reporting Alien Crime on a Victim</td>
<td>47</td>
<td>21%</td>
<td>59</td>
<td>27%</td>
</tr>
<tr>
<td>VOICE: Requesting Victim Information Notification Exchange (VINE) Assistance</td>
<td>1</td>
<td>0%</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>VOICE: Requesting Victims Services</td>
<td>1</td>
<td>0%</td>
<td>6</td>
<td>3%</td>
</tr>
<tr>
<td>VOICE: Victim Requesting Allow Case Status Updates</td>
<td>0</td>
<td>0%</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Non-VOICE Call Topics</td>
<td>2</td>
<td>1%</td>
<td>7</td>
<td>3%</td>
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<tr>
<td><strong>Total Call Topics Covered</strong></td>
<td><strong>219</strong></td>
<td><strong>100%</strong></td>
<td><strong>280</strong></td>
<td><strong>128%</strong></td>
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</tbody>
</table>

**Key Daily Figures**

- **Capture Rate**: 2%
- **Calls Logged**: 260
- **Calls Referred to CROs**: 14
- **Awaiting Referral to CRO**: 0
- **Calls Not Referred to CROs**: 205
- **Calls Dropped**: 41

**Key Time Figures**

- **Average Talk Time**: 0:05:37
- **Average Wait Time**: 0:34:33
- **Average Abandon Time**: 0:06:05

#### FY17 Daily Call Topic Breakdown

- General Questions on VOICE Office: 21.7%
- Reporting Alien Crime on a Victim: 3.6%
- Non-VOICE Call Topics: 21.6%
- Requesting VINE Assistance: 0.6%
- Requesting Victims Services: 0.1%

**Status of Calls Referred to Community Relations Officers (CROs) by AOR - Prior 60 Day Period**

<table>
<thead>
<tr>
<th>AOR</th>
<th>Total</th>
<th>1- Assigned</th>
<th>2- Active</th>
<th>3- Pending</th>
<th>4- CWC</th>
<th>5- CWOC</th>
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<tbody>
<tr>
<td>ATL (Atlanta)</td>
<td>1</td>
<td>0</td>
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<td>BOS (Boston)</td>
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<td>DET (Detroit)</td>
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<td>HOU (Houston)</td>
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<td>1</td>
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<td>0</td>
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<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>33</strong></td>
<td><strong>16</strong></td>
<td><strong>6</strong></td>
<td><strong>5</strong></td>
<td><strong>2</strong></td>
<td><strong>4</strong></td>
</tr>
</tbody>
</table>

**Past Due Calls**

<table>
<thead>
<tr>
<th>Past Due (&gt; 48 hours)</th>
<th>Percentage of Calls Past Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Status of Calls Descriptions**

1. Assigned (to CRO); No Action Taken
2. Active (CRO Made Contact with Victim)
3. Pending (CRO Attempting to Contact Victim)
4. CW (Closed With Contact Made by CRO)
5. CWOC (Closed Without Contact Made by CRO)

1. The number of incoming calls to the VOICE call center as reported by the Avaya software.
2. The average duration of a call into the VOICE call center.
3. The average time before a call is answered by a call center operator.
4. The average time before a caller into VOICE abandons their call.
5. The number of calls referred to a CRO for follow-up.
6. The number of calls not yet referred to a CRO for follow-up. Geographic information is typically lacking.
7. Incoming calls not requiring follow up by a CRO. Typically general information or VINE related.
8. Incoming calls where the caller hangs up before the operator can engage or the call is disconnected sometime thereafter.
All – below and attached is the Daily VOICE Report for last Friday, April 28, 2017. Highlights are bulleted.

Special Factors for Friday, 4/28/2017:

- There were 9,436 incoming (inbound) calls for the VOICE call center. This represents a drop of 43% from the prior day.
- Of these, 1,635 calls were placed in queues. Only 314 were ultimately answered and logged into the data tracking system, representing a call capture rate of approximately 3%.
- The average wait time for calls placed in the queue was just over 25 minutes. The maximum wait time for an operator to take a call placed in the queue was just over 55 minutes. Both of these figures are down from the prior day.
- The ERO Contact Center of Operations (ECCO) created a new call topic, VOICE: Other (Commentary or Unrelated) to better categorize prank calls going forward. Of the 314 calls answered and logged, 174 (or 55%) were placed into this category.
- All calls were properly vetted and assigned to a CRO when necessary.
## ERO Contact Center of Operations (ECCO)

### VOICE Call Tracker

**April 28, 2017**

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incoming Calls</td>
<td>9,436</td>
</tr>
<tr>
<td>Calls Placed in Queue</td>
<td>1,665</td>
</tr>
<tr>
<td>Calls Abandoned</td>
<td>1,117</td>
</tr>
</tbody>
</table>

### Key Daily Figures

<table>
<thead>
<tr>
<th>Key Daily Figure</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capture Rate*</td>
<td>3%</td>
</tr>
<tr>
<td>Calls Logged</td>
<td>1,114</td>
</tr>
<tr>
<td>Calls Referred to CROs</td>
<td>15</td>
</tr>
<tr>
<td>Calls Not Referred to CROs</td>
<td>236</td>
</tr>
<tr>
<td>Calls Dropped</td>
<td>67</td>
</tr>
</tbody>
</table>

* Capture Rate = Calls Logged / Calls Placed in Queue

### Key Time Figures

- Average Talk Time: 02:39
- Average Wait Time: 25:25
- Average Abandon Time: 05:49

### FY17 Daily Call Topic Breakdown

- **VOICE**:
  - General Questions on Voice Office: 211
  - Other (Commentary or Unrelated): 1,74
  - Reporting Alien Crime on a Victim: 21
  - Requesting Victim Information: 1
  - Assistance: 3
  - General Questions on VOICE Office: 21
  - Other (Commentary or Unrelated): 1,74
  - Reporting Alien Crime on a Victim: 21
  - Requesting Victim Information: 1
  - Assistance: 3

### Status of Calls Referred to Community Relations Officers (CROs) by AOR - Prior 60 Day Period

<table>
<thead>
<tr>
<th>AOR</th>
<th>Total</th>
<th>1: Assigned</th>
<th>2: Active</th>
<th>3: Pending</th>
<th>4: CWC</th>
<th>5: CWOC</th>
<th>Past Due (&gt;48 hours)</th>
<th>Percentage of Calls Past Due</th>
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</thead>
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<tr>
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<tr>
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<td><strong>2</strong></td>
<td><strong>6</strong></td>
<td><strong>5</strong></td>
<td><strong>30%</strong></td>
</tr>
</tbody>
</table>

### Status of Calls Descriptions

1. Assigned (to CRO; No Action Taken)
2. Active (CRO Made Contact with Victim)
3. Pending (CRO Attempting to Contact Victim)
4. CWC (Closed with Contact Made by CRO)
5. CWOC (Closed without Contact Made by CRO)

**Notes:**
- 1: The number of incoming calls to the VOICE call center as reported by the Avaya software.
- 2: The average duration of a call into the VOICE call center.
- 3: The average time before a call is answered by a call center operator.
- 4: The average time before a caller into VOICE abandon their call.
- 5: The number of calls referred to a CRO for follow-up.
- 6: The number of calls past due if not referred to a CRO for follow-up. Geographic information is typically lacking.
- 7: Incoming calls not requiring follow-up by a CRO. Typically general information or VINE related.
- 8: Incoming calls where the caller hangs up before the operator can engage or the call is disconnected sometime thereafter.
<table>
<thead>
<tr>
<th>Date</th>
<th>Count</th>
<th>Key Daily Figures</th>
<th>Total Call Topics Covered</th>
<th>Status of Calls Referred to Community Relations Officers (CROs) by AOR - Prior 60 Day Period</th>
<th>Past Due Calls</th>
<th>Percentage of Calls Past Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 28, 2017</td>
<td>9,436</td>
<td>Calls Not Referred to CROs 232</td>
<td>314</td>
<td>FY17 Daily Call Topic Breakdown</td>
<td>Past Due</td>
<td>Percentage of Calls Past Due</td>
</tr>
<tr>
<td>Incoming Calls</td>
<td>9,436</td>
<td>Calls Placed in Queue 1,635</td>
<td>Calls Abandoned 1,317</td>
<td>Calls Referred to CROs 15</td>
<td>1-Assigned</td>
<td>0%</td>
</tr>
<tr>
<td>VOICE Call Tracker</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status of Calls Descriptions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-Assigned (to CRO; No Action Taken)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-Active (CRO Made Contact with Victim)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3-Pending (CRO Attempting to Contact Victim)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4-CWC (Closed With Contact Made by CRO)</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>5-CWOC (Closed Without Contact Made by CRO)</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

1. The number of incoming calls to the VOICE call center as reported by the Avaya software.
2. The average duration of a call into the VOICE call center.
3. The average time before a call is answered by a call center operator.
4. The average time before a caller into VOICE abandons their call.
5. The number of calls referred to a CRO for follow-up.
6. The number of calls not yet referred to a CRO for follow-up. Geographic information is typically lacking.
7. The number of calls referred to a CRO for follow-up, typically general information or VINE related.
8. Incoming calls where the caller hangs up before the operator can engage or the call is disconnected sometime thereafter.

- Data pulled from CAMS on 5/1/2017 for prior day activity.
Good morning –

called asking if we had any stats to describe the phone lines yesterday – either number of prank calls or a percentage.

Are we capturing that?

Sarah

Sarah Rodriguez
Deputy Press Secretary (A)
U.S. Immigration and Customs Enforcement

o: 202.73
m: 202.48
See below. Want you to be aware of the narrative without any response.

Sarah Rodriguez

Ok. But there are groups claiming they shut you down with prank calls. The total number of calls shouldn’t be a state secret in light of these claims and your denials. So, I’ll be a jerk and ask again.

Thanks.

Cheers

Sarah Rodriguez
Deputy Press Secretary (A)
U.S. Immigration and Customs Enforcement
FYSA...

Sent with BlackBerry Work (www.blackberry.com)

FYI- I’m planning to go back to her with this on background, used something along these lines earlier with LA Times who also asked about it. Thoughts?

I hope you won’t dignify this group with the attention they are seeking by writing anything about this effort. But if you choose to do so...as an ICE official on background:

This stunt is disrespectful to victims of crime and a waste of government resources. Secretary Kelly made clear in his announcement today that this phone line is to be dedicated for victims seeking information and resources. There are certainly more constructive ways to make one’s opinions heard than to prevent legitimate victims of crime from receiving the information and resources they seek because the lines are tied up by hoax callers.

U.S. Immigration and Customs Enforcement (ICE) established the Victims of Immigration Crime Engagement (VOICE) office to acknowledge and serve the needs of crime victims and their families, harmed by criminal activity perpetrated by immigration violators, regardless of the victims’ status in the U.S.

Establishing the VOICE office was explicitly called for in the president’s Executive Order titled “Enhancing Public Safety in the Interior of the United States,” dated January 25, 2017.

The men and women comprising the VOICE office are guided by a singular, straightforward mission – to support victims of crime committed by immigration violators through access to information and other resources, as needed. The VOICE office uses a victim-centered approach to acknowledge and support immigration crime victims and their families.

--
Hello my name is [redacted] and I am a reporter with BuzzFeed News. I have seen reports that people called the new VOICE office to jokingly make reports about their encounters with space aliens.

Could you please confirm if VOICE did receive any such calls like this? Or just prank calls?

Thanks,

[redacted]