



U.S. Immigration
and Customs
Enforcement

WHY WAS THE VOICE OFFICE ESTABLISHED?

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 who have been impacted by crimes committed by removable criminal aliens.

WHY DOES THIS MATTER?

Until now, victims of immigration-related crimes have not had a government resource that could provide timely information on their cases. State and local officials within the criminal justice system may be unable to assist victims with detailed immigration-related questions. The VOICE Office will work to ensure victims and their families have access to information and will offer assistance explaining the immigration removal process.

WHO CAN VOICE HELP?

- Victims of crimes
- Witnesses of crimes
- Individuals with a legal responsibility to act on behalf of a victim or witness (e.g., attorneys, parents, legal guardians)
- Individuals acting at the request of a victim or witness.

HOW CAN I GET HELP?

ICE has established a toll-free hotline staffed with operators who will triage calls to ensure victims receive the support they need. The number is **1-855-48-VOICE** or 1-855-488-6423. (Hours: Mon.-Fri. 8am-8pm Eastern)

WHAT KIND OF HELP CAN I EXPECT TO RECEIVE?

- Assistance signing-up to receive automated custody status information about an alien in custody (DHS-VINE).
- Additional criminal or immigration history may be available about an alien to victims or their families.
- Local contacts to help with unique victims' requests.
- Access to social service professionals available to refer victims to local service providers.

“ We hear you,
we see you,
and you will
never, ever be
ignored again.

- President Donald J. Trump
January 25, 2017

IMPORTANT LINKS:

ICE VOICE Office website:
www.ice.gov/voice

DHS-VINE:
<https://vinelink.dhs.gov/>

Department of Justice
Office for Victims of Crime:
www.ovc.gov

Other toll-free hotlines
(domestic violence, sexual
assault, suicide prevention):
www.ovc.gov/help/tollfree.html

Toll Free Hotline 1-855-48-VOICE

**ICE may not be able to provide information regarding certain offenders to victims of a crime with a nexus to immigration due to the information being protected by policy or law.



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U.S. DEPARTMENT OF HOMELAND SECURITY VICTIM INFORMATION NOTIFICATION EXCHANGE (DHS-VINE)

The U.S. Department of Homeland Security (DHS) prioritizes the safety of victims who have been affected by crimes with an immigration nexus. To ensure that victims remain informed about the custody status of their alien offenders, DHS has created the Victim Information Notification Exchange (DHS-VINE).

DHS-VINE is a web-based system that sends notifications to registrants who have been affected by crimes committed by a removable alien in U.S. Immigration and Customs Enforcement (ICE) custody.




WHAT ARE THE BENEFITS OF REGISTERING?

DHS-VINE offers:

- Free registration
- Timely and automated notifications when an offender is:
 - Taken into ICE custody
 - Released from ICE custody
 - Removed from the U.S.

HOW WILL I RECEIVE NOTIFICATIONS?

Eligible registrants can choose from the following notification options:

-  Phone Call
-  Text Message
-  Email

AM I ELIGIBLE TO REGISTER?

Individuals eligible to receive custody status notifications include:

- Victims of crimes
- Witnesses of crimes
- Individuals with a legal responsibility to act on behalf of a victim or witness (e.g., attorneys, parents, legal guardians)
- Individuals acting at the request of a victim or witness

WHAT DO I NEED TO REGISTER?

Eligible registrants must have either:

- The offender's full name AND their country of birth
- The offender's A-Number AND their country of birth

Register for DHS-VINE at <https://vinelink.dhs.gov/>

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