



**Homeland
Security**

August 17, 2021

Via electronic mail

Jorge Loweree
Director of Policy
American Immigration Council
jloweree@immcouncil.org

Re: Complaint No. 19-12-CBP-0732

Dear Mr. Loweree:

On September 4, 6, and 9, 2019, the U.S. Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL) received information from you regarding the conditions of custody and the provision of medical care at U.S. Customs and Border Protection (CBP) facilities in the Rio Grande Valley, Texas. Pursuant to 6 U.S.C. § 345 and 42 U.S.C. §2000ee-1, CRCL investigated your complaint and has completed its review.

As part of our investigation, CRCL conducted a virtual onsite investigation in the U.S. Border Patrol's Rio Grande Valley Sector and reviewed records and information, as well as conducted interviews, regarding your allegations. CRCL also looked at other issues related to the sector's operations. We identified concerns related to conditions of detention and medical care and made numerous recommendations to CBP to address issues related to time in custody for unaccompanied minors, protections for vulnerable children, adherence to guidance for the management of COVID-19, medical screening of migrants, provision and monitoring of medical care to individuals in CBP custody, and assurance of privacy to those undergoing medical care. As part of its ongoing work CRCL will continue to work with CBP to address the issues you raised along with other concerns identified during the virtual onsite investigation. As a result, CRCL is closing this complaint.

We appreciate you bringing this matter to our attention; inquiries like yours help DHS meet its obligation to protect civil rights and civil liberties. If in the future you have concerns relating to civil rights and civil liberties violations by DHS, please contact CRCL by phone at 866-644-8360, 866-644-8361 (TTY), or by email at CRCLCompliance@hq.dhs.gov.

Sincerely,

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security