

## **Immigration and Customs Enforcement**

### **Enforcement and Removal Operations Field Office (ERO)**

#### **Chicago Field Office**

101 West Congress Parkway 4th Floor

Chicago, IL, 60605

Phone: (312) 347-2400

**Area of Responsibility:** Illinois, Indiana, Wisconsin, Missouri, Kentucky, Kansas

**Email:** [Chicago.Outreach@ice.dhs.gov](mailto:Chicago.Outreach@ice.dhs.gov)

The **ICE ERO Detention Reporting and Information Line** is a toll-free service that provides a direct channel for agency stakeholders to communicate directly with ERO to answer questions and resolve concerns. Stakeholders may reach the ICE ERO Detention Reporting and Information Line by dialing **1-888-351-4024**. Live trained operators are available Monday through Friday (excluding holidays) from 8:00 a.m. to 8:00 p.m. (Eastern Time) to respond to inquiries from those in ICE detention and from community members. Language assistance, including Spanish operators, is also available.

Call center representative will answer calls and assist with resolution on subjects such as:

- Incidents of sexual or physical assault or abuse,
- Serious or unresolved problems in detention,
- Reports of victims of human trafficking and other crimes,
- Reports on individuals with serious mental disorders or conditions,
- Separation of minor child or other dependent and other parental related issues,
- Inquiries from the general public, law enforcement officials and others
- Requests for basic case information.
- Reports that someone in detention has a serious mental disorder or condition.

