

**U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT
ENFORCEMENT AND REMOVAL OPERATIONS
ICE HEALTH SERVICE CORPS**

TDY ON-CALL SCHEDULE (ITOS) PROGRAM

**IHSC Directive:01-43
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By Order of the Assistant Director
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- 1. PURPOSE:** The purpose of this directive is to set forth policies and procedures for the implementation of the ICE Health Service Corps (IHSC) Temporary Duty (TDY) On-Call Schedule (ITOS) Program. The ITOS program provides a systematic approach for rapidly coordinating staffing support and deploying personnel for TDY at an IHSC facility other than their permanent duty station.

- 2. APPLICABILITY:** This directive applies to all U.S. Immigration and Customs Enforcement (ICE) Health Service Corps (IHSC) personnel, including but not limited to, U.S. Public Health Service (PHS) officers and civil service employees. It applies to IHSC personnel supporting health care operations in ICE-owned and contracted detention facilities (CDFs) and to IHSC Headquarters (HQ) staff.

- 3. AUTHORITIES AND REFERENCES:**
 - 3-1.** Hours of Work, 5 U.S.C. Chapter 61 (2017).
 - 3-2.** Basic 40-Hour Workweek; Work Schedules; Regulations, 5 U.S.C. § 6101 (2017).
 - 3-3.** Travel and Transportation Allowances, 37 U.S.C. Chapter 8 (2017).
 - 3-4.** Hours of Duty, 5 C.F.R. Part 610 (2017).
 - 3-5.** The Federal Travel Regulation (FTR) - General, 41 U.S.C. Chapter 300 (2018).
 - 3-6.** Temporary Duty Travel Allowances, 41 C.F.R. Chapter 301 (2018).
 - 3-7.** Commissioned Corps of the U.S. Public Health Service (USPHS). (2018). Condition of Service (CCD 111.03).

3-8. USPHS. (2021). Readiness and Duty Requirements (CCI 241.01).

3-9. IHSC Directive 01-55, Facility Operations.

4. **POLICY:** This directive ensures IHSC must continue to deliver health care to individuals in ICE custody during times of staffing shortages or operational need. The ITOS Program ensures medical personnel are available to augment and respond to requirements in IHSC-staffed facilities and special missions as needed. ITOS assignments are discipline-specific; IHSC rosters individuals based on the staff member's professional discipline and mission needs. Required IHSC PHS clinical disciplined staff, as well as civil service employees and non-clinically disciplined PHS staff who volunteer to participate in ITOS, must be available for an entire month, or two 16-day periods, each year to support the ITOS Program.

4-1. IHSC delivers direct patient care to individuals in ICE custody; the agency must ensure the care provided meets recognized national standards, even when staffing shortages occur.

4-2. The agency requires a pool of available medical staff to meet the staffing needs of IHSC facilities affected by staffing shortages or experiencing a change in operational requirement, or special missions.

4-3. The ITOS Program deploys its personnel based on the three-tiered system.

4-4. ITOS dates must not conflict with PHS roster assignment.

4-5. Non-clinical staff will be considered for assignment for special needs missions by HOU unit chief as necessary.

5. **RESPONSIBILITIES:**

5-1. **Deputy Assistant Directors (DADs) and Chief of Staff (CoS).** Grants exemptions from ITOS, which are reviewed annually as needed.

5-2. **Chief, Health Operations Unit (HOU)**

5-2.1 Reviews and approves the ITOS schedule annually.

5-2.2 Ensures maintenance of adequate staffing levels in IHSC staffed facilities to ensure ICE meets clinical service standards in collaboration with discipline chiefs, in accordance with IHSC Directive 01-55, Facility Operations.

5-2.3 Mobilizes IHSC staff in accordance with ITOS tiers.

5-2.4 Approves ITOS calendar assignments and re-assignments for HSAs/AHSAs, FHPMs and non-clinical staff.

5-2.5 Oversee annual revision and publication of the ITOS directive and guide.

5-3. Unit Chiefs.

- 5-3.1 Maintain awareness of ITOS calendar assignments and ensures staff coverage to maintain mission-critical functions within their units.
- 5-3.2 Concur with ITOS calendar preference request for their respective HQ staff and disciplines.
- 5-3.3 As an ITOS Tier 3 member, route their calendar assignment request through their respective discipline chief.
- 5-3.4 All unit chiefs must communicate their new staff availability to the respective discipline chief to ensure placement on ITOS.

5-4. Discipline Chiefs.

- 5-4.1 Coordinate staff assignments for fulfilling ITOS requests and travel dates from their disciplines to Health Operations Unit monthly.
- 5-4.2 Maintain awareness of ITOS calendar assignments and ensure staff coverage to maintain mission-critical functions within their units.
- 5-4.3 Approve ITOS calendar assignments and re-assignments for their respective HQ staff and disciplines and communicates assignments to HOU program analysts.

5-5. Regional Health Services Administrators (RHSA).

- 5-5.1 Reviews ITOS requests submitted within the TDY Staffing Request tool on SharePoint, in collaboration with the Regional Triad.
- 5-5.2 Approves or disapproves ITOS requests based on an assessed need, as well as current and projected staffing levels at the site.
- 5-5.3 Routes approved ITOS requests to HOU program analysts.

5-6. Health Services Administrators (HSA).

- 5-6.1 Designates appropriate staffing levels necessary to meet mission requirements in collaboration with clinical supervisors at the site.
- 5-6.2 Submits ITOS staffing requests through SharePoint to HOU. Assistant HSAs may submit these requests on the HSA's behalf.
- 5-6.3 Routes approved ITOS requests to HOU program analysts.
- 5-6.4 Approves clinic staffing plans in collaboration with clinical

supervisors, in accordance with IHSC Directive 01-55, Facility Operations.

5-7. HOU Program Analyst.

- 5-7.1 Coordinates and posts the ITOS schedule on the HOU SharePoint site annually.
- 5-7.2 Notifies and tracks selected staff for ITOS TDY.
- 5-7.3 Annually revise and publish the ITOS directive and guide on SharePoint, under direction of HOU Chief.

5-8. IHSC staff rostered in ITOS.

- 5-8.1 Maintains awareness of their assigned deployment roster dates with the PHS Readiness and Deployment Branch (RDB). ITOS calendar assignment takes precedence over PHS deployment.
- 5-8.2 Completes initial and annual travel card training, obtains, and maintains a government issued travel card, ensures sufficient credit on the travel card, and completes new IHSC field staff orientation to become familiar with Concur.
- 5-8.3 May switch assignment dates with another staff member, with approval of their supervisor and unit chief, and approval from the other staff member's supervisor and unit chief.
- 5-8.4 Seeks exemptions through their supervisors and chain of command.
- 5-8.5 The CoS or respective DAD must approve exemption requests.
- 5-8.6 Must notify the HOU program analyst when transferring to another assignment internal or external to IHSC.
- 5-8.7 Must adhere to ICE travel guidelines in the ICE Travel Handbook

6. PROCEDURES: Detailed procedures related to this directive are found in the 01-43 G-01 *ITOS Program Guide* located in the IHSC Policy Library.

6-1. ITOS TDY Staffing Requests.

- 6-1.1 HOU submits all ITOS TDY staffing requests through HOU's SharePoint-based TDY Staffing Request tool to ensure automatic and proper notification of supervisors and staff members. Additional information and directions related to the TDY Staffing Request is in IHSC 01-43 G-01, *ITOS Program Guide*.

- 6-1.1.a All ITOS TDY staffing requests submitted through SharePoint must originate from HOU.
- 6-1.1.b The IHSC administrator, either an HSA or Assistant HSA (AHSA), must originate requests using the SharePoint tool.
- 6-1.1.c Facility nurse managers and clinical directors must route recommendations through the HSA or AHSA. HSAs and AHSA's have administrative staffing oversight of IHSC facilities and need to maintain situational awareness.
- 6-1.1.d The RHSA or HOU program analyst may submit an ITOS TDY request on behalf of HSAs or AHSA's.
- 6-1.1.e Once the HSA or AHSA submits the ITOS request, the respective RHSA reviews it in collaboration with the Regional Triad and discipline chiefs, as appropriate.
- 6-1.1.f The respective RHSA approves or disapproves the request based on an assessment of need, as well as current and projected staffing levels at the site.
- 6-1.1.g Once approved, the HOU program analysts determine specific staff TDY dates based on the current ITOS assignments.
- 6-1.1.h HOU program analysts coordinate with ITOS staff, the receiving facility's HSA, and the lending facility's HSA or HQ supervisor to ensure fulfillment of the ITOS TDY request.
- 6-1.1.i On occasion, PHS officers and civil service employees are unavailable to fulfill the ITOS request.
 - The HOU program analysts work with the contracting officer representatives (CORs) to fulfill a TDY request with contract staff and ensure compliance with the vendor contract.
 - Contract vendor will utilize PRN contract staff to fulfill request FIRST, then TDY staff will be utilized if needed.

6-2. ITOS Tiers. The ITOS Program deploys staff according to a three-tiered system.

6-2.1 Tier 1: Medical Asset Support Team (MAST).

- 6-2.1.a MAST staff are the first to deploy in support of ITOS. The MAST includes the following disciplines: physicians, behavioral health providers, advanced practice providers, and registered nurses.
- 6-2.1.b MAST members are HQ assets with their primary mission to deploy in support of clinical staffing needs at IHSC detention facilities and ensure the necessary delivery of medical care services. MAST must be ready to deploy at least fifty percent of their duty time.
- 6-2.1.c When not on TDY, the MAST staff members supports their discipline chief and DAD of Clinical Services with special projects.

6-2.2 Tier 2: IHSC Field Staff.

- 6-2.2.a PHS officers and civil service employees assigned to an IHSC facility are second tier personnel who support ITOS.
- 6-2.2.b Discipline chiefs make assignments based on the preferences of the second-tier individual.
- 6-2.2.c Assignments are either an entire month or two sixteen-day periods. The second-tier individual must be available to provide coverage.
- 6-2.2.d Discipline chiefs communicate ITOS assignments to the HOU program analysts, who enters this information under the field tab of the ITOS calendar for tracking and accountability.

6-2.3 Tier 3: IHSC HQ Staff.

- 6-2.3.a PHS officers and civil service employees assigned to HQ positions, except MAST staff members, comprise third tier ITOS support. HQ staff include all positions assigned to IHSC HQ, regardless of location.
- 6-2.3.b Assignments are either an entire calendar month or two sixteen-day periods. The third-tier individual must be available to provide coverage.
- ITOS deployment dates are subject to change based on mission needs.

- 6-2.3.c IHSC rosters unit chiefs based on discipline, not position.
- 6-2.3.d Unit chiefs must route their ITOS assignment request through their respective discipline chief.
- 6-2.3.e Unit chiefs must ensure staffing coverage within their unit to maintain mission-critical functions while providing ITOS support to the agency.
- 6-2.3.f Discipline chiefs communicate ITOS assignments to the HOU program analysts, who enters this information under the HQ tab of the ITOS calendar for tracking and accountability.
- 6-2.3.g Discipline chiefs must seek additional volunteers for deployment once IHSC exhausts all three ITOS tiers.
 - Non-clinical staff route their volunteer dates to the HOU UC or designee for placement on the CY ITOS calendar.

6-3. Schedule Administration.

- 6-3.1 Discipline chiefs review the ITOS schedule annually and as needed throughout the year, to accommodate new and departing staff and communicate updates to HOU as changes happen.
 - 6-3.1.a The HOU program analyst posts the approved calendar year schedule on the IHSC SharePoint Home Page under IHSC Facilities, link titled ITOS Schedule and TDY Documents.
 - 6-3.1.b The ITOS Program currently schedules TDY assignments for PHS officers and volunteer civil service employees only; Section 6-1, ITOS TDY Staffing Requests, discusses deployment of contract staff.

6-4. New IHSC Staff.

- 6-4.1 All new IHSC staff members are eligible for ITOS travel after their first 120 days at IHSC.
 - 6-4.1.a IHSC new staff orientation trains new staff on ITOS requirements preparation.
 - 6-4.1.b All new IHSC staff must discuss and coordinate ITOS availability with their respective supervisor and unit

chief.

6-4.2 Exemptions from ITOS deployment.

6-4.2.a IHSC staff who seek an exemption must obtain written approval, with a start and end date, from the staff member's DAD or CoS. The respective DAD or CoS review and approve exemption requests, as needed.

6-4.2.b PHS staff members who request an exemption for medical reasons must have a waiver or pending waiver from the Medical Affairs Branch (MAB).

6-4.3 Coverage for ITOS Deployments.

6-4.3.a Rostered staff are responsible for finding a replacement if unable to deploy during their assigned month. Staff members may switch assignment dates with another staff member. The change in assignment is only applicable for the current calendar year.

6-4.3.b IHSC field staff may exchange assignments with each other with written approval of their respective HSA (in consultation with the first-line supervisor) and appropriate discipline chief.

6-4.3.c HQ staff may exchange assignments with the written approval of their respective HQ supervisor and appropriate discipline chief.

6-4.3.d Discipline chiefs communicate all approved assignment changes in writing to the HOU program analysts.

6-4.3.e HOU program analysts update the ITOS calendar under the appropriate tab for tracking and accountability.

6-4.3.f PHS deployment must not conflict with ITOS.

6-4.3.g It is the PHS Commissioned Corps officer's responsibility to know their assigned PHS deployment roster dates.

6-4.3.h This information is available prior to the calendar year; all officers have adequate time to exchange ITOS assignments with another staff member if needed.

6-4.3.i Officers should address any deployment scheduling conflicts with their peers of the same discipline as outlined in Sections 6-4.3. a-h

6-4.3.j IHSC senior leadership may grant exceptions as outlined in Section 6-4.2.

6-4.4 The staff member departing IHSC or transferring internally to a different IHSC unit or facility must notify the HOU program analysts of their changed status.

6-4.5 **Departure from IHSC.** When a staff member departs IHSC, the discipline chief must ensure sufficient coverage for the respective month or partial month the departing staff member was assigned.

6-4.6 **Internal transfer to a different IHSC unit or facility.** The staff member must notify the HOU program analysts of their changed status. HOU annotates their transfer; however, the staff member retains their originally assigned ITOS dates. Staff must alert the new supervisor of their assigned ITOS dates. Staff who transfer are not eligible for a grace period and retain their ITOS schedule.

6-4.7 **Transfer from HQ to an IHSC facility.** The staff member retains their original ITOS schedule. Senior leadership may grant exemptions and changes as outlined in 5-1 and 6-4.2, respectively. The officer's new supervisors must alert the HOU program analysts in writing. HOU program analysts update the ITOS calendar under the appropriate tab for staff tracking and accountability.

6-4.8 **Transfer from an IHSC facility to HQ.** The staff retains their original ITOS schedule. Senior leadership may grant exemptions and changes as outlined in 5-1 and 6-4.2, respectively. The officer's new supervisors must alert the HOU program analysts in writing. HOU program analysts will update the ITOS calendar under the appropriate tab for staff tracking and accountability.

6-5. TDY Tracking (Applies to HOU staff).

6-5.1 HOU staff must enter all HOU-related TDY travel to and from an IHSC facility into the SharePoint-based HOU TDY Tracking Tool.

6-5.2 Only HOU program analysts submit entries related to ITOS TDY

assignments. Travelers may be either PHS officers, civil service employees, or contract staff.

6-5.3 HSAs or AHSAs must enter all other HOU-related travel, including but not limited to PHS deployments, special operations medical missions, off-site training, and site visits, into the TDY tracking tool.

6-6. ITOS Preparation and Training. This section only applies to HQ staff; it does not apply to IHSC field staff, who receive the appropriate training as part of their normal facility operations.

6-6.1 HQ Staff.

6-6.1.a All HQ staff must complete discipline e-specific trainings and ITOS Core trainings on TRAIN, annually, to ensure they can perform an essential role in the care of detainees within the facility.

6-6.1.b All HQ staff must complete annually the ITOS TDY checklist located on the HOU SharePoint site/Public Documents.

6-6.1.c For additional information related to discipline-specific training and travel arrangements for ITOS, refer to IHSC 01-43 G-01, *ITOS Program Guide*.

6-7. Recognition for Deployment.

6-7.1 HOU submits award nominations for PHS officers who support the ITOS Program in accordance with PHS guidelines.

6-7.2 HOU submits awards for civil service staff in accordance with OPM guidelines, once included in the ITOS roster.

6-7.3 For contract staff, the vendor may issue acknowledgements in accordance with the vendor contract.

6-8. Rest after Travel.

6-8.1 Post-Deployment Respite Absence (PDRA) (**PHS officers only**). PDRA is authorized for a Corps officer who deploys for 14 or more consecutive days away from his/her Permanent Duty Station (PDS) and outside of his/her PDS catchment/normal commuting area. See USPHS. (2014) Leave of Absence, General ([CC361.01](#)).

6-8.2 Civil service employees required to travel on government business for more than 14 hours, crossing multiple times zones and using non-premium accommodations, you may be granted excused

absence the day following the travel. See federal employees: Special Leave Provisions **Rest After Travel**.

7. HISTORICAL NOTES: This directive replaces IHSC Directive 01-43, *IHSC TDY On-Call Schedule (ITOS) Program*, dated September 30, 2021.

7-1. Summary of Changes

- 7-1.1 Addition of non-clinical staff support for special missions.
- 7-1.2 Updated Responsibilities section 5 to address possible mission date changes.
- 7-1.3 Updated Procedures section ITOS TDY Staffing Request to address continuing resolution protocols for reimbursement for all staff on TDY, routing volunteer dates for non-clinical staff, the TDY tracking requirements and Rest after Travel for PHS officers and civilian employees.

8. DEFINITIONS: Definitions for this policy are listed in 11-00, *IHSC Glossary of Terms and Titles* located within the IHSC Policy Library.

9. APPLICABLE STANDARDS:

9-1. Performance Based National Detention Standards (PBNDS):

- 9-1.1 Part 4: Care; 4.3 Medical Care; Section B. Designation of Authority.

9-2. Family Residential Standards (FRS):

- 9-2.1 Part 4: Care; 4.3 Medical Care; V. Expected Practices; 1. General.

9-3. American Correctional Association (ACA):

- 9-3.1 4-ALDF-2A-14-15- Staffing.

9-4. National Commission on Correctional Health Care (NCCHC): Standards for Health Services in Jails (2018).

- 9-4.1 J-C-07- Staffing.

10. RECORDKEEPING: ICE uses detainee health records and information maintained in accordance with the DHS/ICE-013 Alien Health Records System of Records to provide for the care and safety of detainees. IHSC limits access to detainee health records and information to those individuals who need to know the information for the performance of their official duties, and who have appropriate clearances or permissions. IHSC secures paper records in a locked

cabinet or room when not under the direct control of an officer or employee with a need for the paper record to perform their duties.

- 10-1.** IHSC staff complete annual training on the protection of patient health information and Sensitive Personally identifiable information.
- 10-2.** IHSC staff reference the Department of Homeland Security Handbook for Safeguarding Sensitive PII (Handbook) at DHS Handbook for Safeguarding Sensitive PII for additional information concerning safeguarding sensitive PII.
- 10-3.** All relevant documents produced or provided in accordance with this Directive must be maintained in accordance with an applicable National Archives and Records Administration (NARA) General Records Schedule (GRS) or a NARA-approved agency-specific records control schedule. If the records are not subject to a records schedule, they must be maintained indefinitely by the agency. In the event the records are subject to a litigation hold, they may not be disposed of under a records schedule until further notification. Prior to the disposition of any records referenced in this directive, ICE Records Officer approval must be obtained.
- 10-4.** The ITOS Program retains prior calendar year schedules on the HOU SharePoint site. Refer to IHSC 01-43 G-01, ITOS Program Guide, for details on archiving version changes due to staffing changes and schedule exchanges.

11. NO PRIVATE RIGHT STATEMENT: This directive is an internal directive statement of IHSC. It is not intended to, and does not create any rights, privileges, or benefits, substantive or procedural, enforceable against the United States; its departments, agencies, or other entities; its officers or employees; or any other person.

12. POINT OF CONTACT: Chief, Health Operations Unit.