

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

**IHSC TASK MANAGEMENT**

**IHSC Directive: 01-51  
ERO Directive Number: 11800.9  
Federal Enterprise Architecture Number: 306-112-002b  
Effective Date: July 19, 2021**

---

**By Order of the Assistant Director  
Stewart D. Smith, DHSc, FACHE**

**STEWART D SMITH** Digitally signed by STEWART D SMITH  
Date: 2021.07.19 08:57:39 -0400'

---

1. **PURPOSE:** The purpose of this directive is to set forth policies and procedures to guide IHSC responses to official requests for information (tasks).
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, civil service employees, and contract personnel. It is applicable to IHSC personnel supporting health care operations in ICE-owned and contracted detention facilities (CDFs) and to IHSC Headquarters (HQ) staff. This directive applies to contract personnel when supporting IHSC in detention facilities and at HQ. Federal contractors are responsible for the management and discipline of their employees supporting IHSC.
3. **AUTHORITIES AND REFERENCES:**
  - 3-1. Freedom of Information Act (FOIA), 5 U.S.C. § 552 (as amended).
  - 3-2. ICE Directive 6-1.0, Functions of the Office of Professional Responsibility.
  - 3-3. ICE Office of the Executive Secretariat guidance and templates.
  - 3-4. ERO Executive Information Unit guidance and templates.
  - 3-5. Privacy Act, 5 U.S.C. § 552a (as amended).
4. **POLICY:** IHSC centrally receives, processes, and responds to all external and internal senior leadership requests for information (tasks or taskings) about the organization and the ICE health care delivery system. The Taskings and Program Support Unit (TPSU) Taskings Program tracks, coordinates, manages, facilitates clearance, submits, and documents official responses to all external requests for IHSC information.

- 4-1.** IHSC tasks originate from a multitude of external stakeholders, such as Enforcement and Removal Operations (ERO) within ICE, other U.S. government agencies, non-governmental organizations, legal representatives, the media, and the public. IHSC senior leadership may also initiate tasks facilitated by the Taskings Program. The Taskings Program does not facilitate requests for information between IHSC units.
- 4-2.** Tasks facilitated by the Taskings Program include, but are not limited to:
- 4-2.1 Congressional inquiries.
  - 4-2.2 Freedom of Information Act (FOIA) requests.
  - 4-2.3 DHS Office of Inspector General (OIG) audits.
  - 4-2.4 ICE Detention Reporting and Information Line (DRIL) inquiries and reports.
  - 4-2.5 ICE Office of Office of Professional Responsibility (OPR) requests, audits, inspections, and investigations. The OPR Inspections and Detention Oversight Division conducts internal inspections, audits and reviews of ICE components. The Office of Detention Oversight (ODO) inspects ICE detention facilities for compliance with detention standards. The External Reviews and Analysis Unit conducts detainee death reviews and oversees DHS Prison Rape Elimination Act (PREA) audits.
  - 4-2.6 ICE Office of the Principal Legal Advisor (OPLA) requests for information regarding individual cases, policies, and/or guidance documents.
  - 4-2.7 U.S. Customs and Border Protection (CBP) requests for medical care expenditures.
  - 4-2.8 U.S. Government Accountability Office (GAO) inquiries, audits, and investigations.
  - 4-2.9 IHSC senior leadership requests.
  - 4-2.10 Media inquiries.
  - 4-2.11 Medical complaints and medical records.
  - 4-2.12 Routine and ad-hoc reports to ERO, ICE, and DHS.
  - 4-2.13 Subject matter expert statements.
  - 4-2.14 Other questions for the record (QFR) and requests for information.
- 4-3.** The Taskings Program is IHSC's conduit through which it submits official information and statements to the task originator (requestor) and organizations external to IHSC. The Taskings Program ensures responses are complete, consistent, correct, professionally packaged, and cleared prior to sharing with external stakeholders and the public.

- 4-4. IHSC uses the IHSC Task Management System (ITMS) to centrally manage and track all tasks. ITMS dually serves as a repository for official IHSC responses and supporting documents related to tasks. The Taskings Program administers ITMS.
- 4-5. All IHSC personnel who receive a task must respond to it; staff should communicate negative responses (no information to share) as well. IHSC personnel should respond to the task in the manner received, whether via ITMS or email. Refer to 01-51 G-01, *IHSC Task Management System Guide*.
- 4-6. IHSC action officers track and coordinate tasks for their respective unit or program area using ITMS, in collaboration with the Taskings Program. See Appendix A for a comprehensive list of task types, action officers, and IHSC clearing officials.
  - 4-6.1 IHSC division leads (chief of staff [CoS] or deputy assistant directors [DADs]), unit chiefs, discipline chiefs, and program leads designate action officers.
  - 4-6.2 TPSU trains action officers annually.
- 4-7. The IHSC assistant director (AD) or delegate must review and clear all replies prior to release, as the response to the task is an official statement from IHSC. The AD may delegate this clearance authority to senior leadership (e.g., COS or DADs) for tasks that do not require SES clearance.
- 5. **RESPONSIBILITIES:** See Appendix A for a comprehensive list of task types, originating agencies, action officers, and IHSC clearing officials. All IHSC personnel who receive a task must respond to it, regardless of whether there is information to share. IHSC personnel should respond to the task in the manner received, whether via ITMS or email. Refer to 01-51 G-01, *IHSC Task Management System Guide*.
  - 5-1. **IHSC Senior Leadership** (i.e., IHSC assistant director, chief of staff, deputy assistant director):
    - 5-1.1 Receives and further assigns tasks to unit chiefs, discipline chiefs, program leads, and subject matter experts, as appropriate.
    - 5-1.2 Ensures the response is complete and fully addresses the specific request for information.
    - 5-1.3 Reviews and clears official responses for IHSC in accordance with Appendix A.
    - 5-1.4 May delegate clearance authority as appropriate.

**5-2. Taskings Program:** Governs all aspects of the IHSC taskings function, processes, communication, and training.

**5-2.1 TPSU Chief**

5-2.1.a Oversees the Taskings Program and task managers to ensure IHSC tracks and responds to all tasks completely and within requested time frames, to the extent practicable.

5-2.1.b Directly monitors and maintains situational awareness on all external tasks received by IHSC through the Taskings Program and other sources. See section 4-2.

5-2.1.c Provides routine reports to the IHSC CoS and senior leadership.

5-2.1.d Consults and advises with ICE, ERO, and IHSC components and staff regarding IHSC taskings and processes.

**5-2.2 Task Managers**

5-2.2.a Coordinate with IHSC action officers; subject matter experts; unit chiefs, discipline chiefs, and program leads; regional health services administrators (HSAs) and HSAs; regional field medical coordinators (RFMCs) and FMCs; and senior leadership to complete IHSC tasks.

5-2.2.b Direct queries to appropriate IHSC unit, office, program, or facility. For example, send tasks related to detainees housed in IHSC-staffed facilities to the respective regional HSA (RHSA) and Health Operations Unit (HOU) chief; assign tasks related to detainees housed in contract facilities to respective RFMC and Medical Case Management Unit (MCMU) chief.

5-2.2.c Coordinate with multiple action officers and facilitate a unified IHSC response when a task requires input from multiple divisions.

5-2.2.d Use ITMS to assign, track tasks, and record official IHSC responses.

5-2.2.e Transmit official IHSC responses to the requestor.

5-2.2.f Provide training for IHSC action officers annually.

**5-3. Unit Chiefs, Discipline Chiefs, and Program Leads**

5-3.1 Appoint an action officer for their respective area of responsibility.

The chief or program lead can serve in the action officer role directly or choose to delegate the role to another staff member.

- 5-3.2 Communicate deferrals to the TPSU task manager, who reassigns to task to the appropriate unit or facility action officer, as applicable.
- 5-3.3 Receive tasks and further delegate the task, if applicable.
- 5-3.4 Coordinate multiple responses within their organizational component into one cohesive response if needed.
- 5-3.5 Participate in the clearance process in accordance with Appendix A. Their role (e.g., action officer, clearing official) may differ based on the type of task.
  - 5-3.5.a Review and consolidate responses prior to division-level clearance, and send response to division lead for final clearance, as appropriate.
  - 5-3.5.b Ensure the response provided completely and coherently addresses the request for information, prior to clearance.
  - 5-3.5.c Directly clear tasks on behalf of their organizational component, as delegated by the DAD.

**5-4. Action Officers.** A staff member who:

- 5-4.1 Liaises with the Taskings Program and task managers.
- 5-4.2 Responds to tasks in the manner received and is proficient in the use of ITMS.
- 5-4.3 Coordinates responses within their organizational component if applicable.
- 5-4.4 Clears responses through their respective division lead prior to submission to the Taskings Program, and uploads responses in ITMS final review and approval by the clearance authority. The division lead may also be the designated clearance authority for some tasks that do not involve responses from multiple divisions.
- 5-4.5 Annotates comments in ITMS to document responses, actions, and decisions to complete the task.

**5-5. IHSC subject matter experts and general staff**

- 5-5.1 Direct all official requests for information about IHSC to the IHSC Taskings Program (b)(7)(E) @ice.dhs.gov.
- 5-5.2 Receive tasks from their division, unit, or facility action officer, and as a designee, assist in responding to the request for information.
- 5-5.3 Coordinate with the designated action officer for their organizational component.

- 5-5.4 Ensure the response is complete and fully addresses the specific request for information.
- 5-5.5 Respond to all tasks as assigned within specified time frames, to the extent practicable.

**6. PROCEDURES:** Refer to IHSC 01-51 G-01, *Task Management System Guide*, which is available in the [IHSC Policy Library](#) and provides detailed procedures.

**6-1.** IHSC receives a request for information.

6-1.1 Once received by the Taskings Program, a task manager logs the request into ITMS and processes the request in accordance with IHSC 01-51 G-01, *Task Management System Guide*. Task managers prioritize and process requests based on the requested due date, urgency of the request, and senior leadership guidance.

6-1.2 IHSC personnel who directly receive requests for information should forward the request to the Taskings Program, **(b)(7)(E)** [@ice.dhs.gov](mailto:ice.dhs.gov), for entry into ITMS and processing.

6-1.3 The task manager may coordinate tasks via email if received with a response deadline less than 24 hours of receipt. Once completed, the task manager will log the request and response into ITMS within two business days of task completion.

**6-2.** Task managers assign tasks to action officers, according to Appendix A.

**6-3.** Action officers coordinate and complete responses on behalf of their respective organizational component. Action officers:

6-3.1 Carefully review the specific request for information, collect input and data, consolidate the information, and draft the response.

6-3.2 Consult with their respective subject matter experts as needed.

6-3.3 Ensure the response provided addresses the specific request for information.

6-3.4 Must clear their responses through the appropriate IHSC clearing official prior to submitting the response to the task manager via ITMS or email.

6-3.5 Must submit the response to the Taskings Program in the same manner they received the task, whether ITMS or email.

**6-4.** Task managers format the response, if needed, and respond to the requestor in the manner received.

**6-5.** Task managers complete and document tasks for the historical record in

ITMS and the IHSC Taskings Mailbox. ITMS is IHSC's official records management system for taskings. IHSC retains these records in accordance with approved records retention schedules. See Section 10, Recordkeeping.

7. **HISTORICAL NOTES:** None.
8. **DEFINITIONS:** The following definitions apply for the purpose of this directive only:
  - 8-1. **Task or Tasking:** A request for information from a variety of external stakeholders, such as ERO, other U.S. government agencies, non-governmental organizations, legal representatives, the media, and the public.
  - 8-2. **Task Originator:** Original requestor
  - 8-3. **Action Officer:** A staff member who liaises with the Taskings Program; appropriately assigns and tracks tasks; appropriately uses ITMS; coordinates written responses on behalf of their respective organization component; and clears recommended responses through their senior leaders. To successfully execute this function, action officers must be proficient writers capable of authoring official IHSC statements with the potential for broad dissemination and significant impact.
  - 8-4. **Organizational component:** An IHSC division, unit, office, discipline, program, or facility.
9. **APPLICABLE STANDARDS:** None.
10. **RECORDKEEPING:** IHSC creates, receives, stores, retrieves, accesses, retains, and disposes of these records in accordance with ICE Records and National Archives and Records Administration approved records retention schedules. Contact the IHSC Records Liaison for further information or guidance.
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, Taskings and Program Support Unit.

**Appendix A: List of tasking types, originating agencies, and IHSC clearing officials.**

\* In the absence of specific guidance by ERO, IHSC uses the following rubric to coordinate and approve (clear) responses by task type.

<b>Task Type</b>	<b>Task Authority</b>	<b>Requestor</b>	<b>Action Officer</b>	<b>IHSC Clearing Official*</b>
Congressional inquires	ICE Office of Congressional Relations (OCR)	ICE OCR	HQ: Unit Chief Field: Varies	DAD and COS
Declarations	ICE OPLA	ICE OPLA	HQ: Unit Chief Field: Regional HSA	ICE: DAD-CS Non-IHSC facilities : FOD/AFOD
FOIA requests (Medical Records)	ICE FOIA	ERO FOIA	HQ: Unit Chief Field: HSA Records and Information Management (RIM) Office for awareness	HQ: Unit Chief Field: HSA
FOIA requests (Data Request)	ICE FOIA	ERO FOIA	HQ: Unit Chief Field: Varies RIM Office for awareness	RIM
FOIA requests (Complex/Other)	ICE FOIA	ERO FOIA	HQ: DADs and Unit Chiefs Field: Varies RIM Office for awareness	RIM
ICE ODO audits (with Medical Findings)	ICE ODO	ICE Office of Professional Responsibility (OPR)	HQ: Unit Chief Field: Regional HSA or Regional FMC	DAD
ICE ODO audits (without Medical Findings)	ICE ODO	ICE OPR	HQ: Unit Chief Field: Regional HSA or Regional FMC	Informational – clearance not needed.



<b>Task Type</b>	<b>Task Authority</b>	<b>Requestor</b>	<b>Action Officer</b>	<b>IHSC Clearing Official*</b>
ICE OIG audits	ICE Information Disclosure Unit (IDU)	ICE OIG	HQ: Unit Chief Field: Varies	DAD-CS, CoS, AD
GAO inquires, audits, and investigations	ICE IDU	ICE OPR, ICE Administrative Inquiry Unit	HQ: Unit Chief Field: Varies	DAD-CS, CoS, AD
Senior leadership request for information	Varies	External: DHS, ICE, or ERO Internal: IHSC AD, CoS, or DAD	HQ external: DADs HQ internal: Unit Chief Field: Varies	External to IHSC: AD, CoS, or DAD Internal to IHSC: DAD or Unit Chief
Media inquires	Varies	ICE Office of Public Affairs; ICE ERO; Field Office and staff	DCOS, ICU Chief or designee	IHSC CoS or DCoS
Medical care expenditures (Quarterly Budget Formulation/Performance Measures)	ICE OCR	ICE OCR	Resource Management Unit (RMU) Chief, Health Information Technology Unit (HITU) Chief, Health Plan Management Unit (HPMU) or designee(s)	IHSC DAD
Medical complaints	Varies	Civil Rights and Civil Liberties (CRCL); Joint Intake Center (JIC); OCR; DRIL	HQ: MCMU and HOU Field: Regional HSA or Regional FMC	Health Care Compliance Consultant
Medical Payment Authorization Request (MedPAR) information	Varies	Varies	HPMU MCMU, HOU Field: Regional HSA or Regional FMC	TBD
Root cause analysis	Varies	ICE OPLA	MQMU	DAD-HCC

<b>Task Type</b>	<b>Task Authority</b>	<b>Requestor</b>	<b>Action Officer</b>	<b>IHSC Clearing Official*</b>
Routine and ad-hoc reports	Varies	DHS JIOC, ICE Exec Sec, ERO Executive Information Unit	HQ: Unit Chief Field: Varies	DAD, CoS, or AD
Subject matter expert statements	Varies	Varies	HQ: Unit Chief Field: Varies	DAD, CoS, or AD
Questions for the record (QFR)	Varies	Varies	HQ: Unit Chief Field: Varies	DAD, CoS, or AD
Other requests for information	Varies	Varies	HQ: Unit Chief Field: Varies	DAD, CoS, or AD