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October 12, 2021

Department of Homeland Security
301 7th Street SW
Washington, DC 20528

To Whom It May Concern:

On September 24, 2021, Human Rights Watch received a Freedom of Information Act production from the US Citizenship and Immigration Services (USCIS) component of the Department of Homeland Services (DHS). The records were produced in response to a FOIA request Human Rights Watch originally filed in 2015 and were received after litigation secured a new search for records at USCIS on March 18, 2021.

Our request sought complaints filed by USCIS personnel of abuse, violations or misconduct committed by Customs and Border Protection officers.¹

On September 28, we wrote to you to determine what, if any, internal or external investigations, disciplinary actions and / or referral for criminal prosecution occurred as a result of the allegations of CBP misconduct made by USCIS personnel relative to a selection of 11 of these complaints. We have not received a response.

We are writing now to ask what action DHS took in response to reports from USCIS that CBP officers and Border Patrol agents had engaged in discriminatory and dehumanizing treatment and denied due process to asylum seekers.

Several of the FOIA records allege discriminatory and intimidating language and treatment of asylum applicants by US border and immigration officials. In one record, a female asylum applicant from El Salvador “testified to having some pretty rough verbal abuse once she arrived in the US.” She said:

[W]hen I got to the cooler [or “hielera,” a slang phrase for CBP holding cells], they called me a whore and said I came to take what was theirs. Yes,

¹ In particular, Human Rights Watch sought 1) the Border Patrol station or CBP port of entry in which the alleged violation or other misconduct took place; 2) Border Patrol sector in which the alleged violation or other misconduct took place; 3) Nationality of the person who the record alleges suffered as a result of the alleged violation or other misconduct; 4) Immigration status of the person who the record alleges suffered as a result of the alleged violation or other misconduct; 5) Age or date of birth of the person who the record alleges suffered as a result of the alleged violation or other misconduct; 6) Gender of the person who the record alleges suffered as a result of the alleged violation or other misconduct; 7) The nature of the alleged due process violation or other misconduct, including a full description of the allegation; 8) All communications between asylum officers and the Asylum Division headquarters regarding the alleged violation or other misconduct committed by CBP from January 17, 2016 to present.



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there were always people traveling from other countries to E[] S[alvador] and they'd always say we are dumb people. When I came here and crossed the border, they said damn Salvadorans, damn you people.²

Several complaints contained in the FOIA records suggest the shared use of dehumanizing language among both applicants and DHS staff like the “dog house,” “dog pound,” or “kennel” to describe CBP holding cells.³ They also contain evidence of verbal abuse, comparing migrants themselves to animals. An asylum applicant from Honduras described such dehumanizing verbal abuse at a detention facility in Chula Facility: “[T]hey called us sons of bitches, dogs, parasites, trash. Things like that.”⁴ Another asylum applicant told an asylum officer of the dehumanizing language agents used against her:

Just in the dog pound, they treat you like you are worthless, like you are not a human.... If we laid down and didn't get up quickly they would kick us with their feet, and they told us that we gave birth to rats, and when we were eating if crumbs would fall they would say we look like rats.⁵

In our previous letter, we inquired about several reports of specific intimidation tactics used by Border Patrol and CBP officers against asylum seekers, often in an apparent effort to pressure asylum seekers to abandon their claims. The FOIA production additionally includes an excel sheet entitled “Possible CBP and ICE Due Process Violations” that appears to be an internal to USCIS tally of 27 cases from 2017 to 2018. In a column entitled “Problem/issue raised by the applicant” USCIS staff recorded a series of accounts of asylum seekers who said CBP interfered with their right to seek asylum. These records refer to persistent inaccuracies and inconsistencies in the paperwork CBP completes for migrants in expedited removal, particularly form I-867B. Form I-867B requires that the immigration officer ask and record the answer to the question, “Do you have any fear or concern about being returned to your home country or being removed from the United States?”⁶ These accounts include the following “Possible CBP and ICE Due Process Violations” (corrected for minor spelling errors):

- Applicant claimed CBP never interviewed her and never asked her if she has suffered harm, fears she would be harmed, or if she is afraid to return to Guatemala. Applicant claims she did not sign anything at the time. The paperwork shows that CBP entered that the applicant responded “no” to questions about if she fears to return to her country.⁷
- Applicant stated that she was told to sign papers in English without an explanation of what she was signing. Applicant claimed she was not asked if she fears to return to Honduras.⁸

² 2021 FOIA Records 144_155, on file with Human Rights Watch.

³ 2021 FOIA Records 11_155, 56_155, 69_155, 96_155, 133_155, 135_155, 4_69, 20_69, 47_69, 48_69, 49_69, on file with Human Rights Watch.

⁴ 2021 FOIA Records 69_155, on file with Human Rights Watch.

⁵ 2021 FOIA Records 48_69, on file with Human Rights Watch

⁶ Form I-867B requires that immigration officers ask four questions: why did you leave your home country or country of last residence? Do you have any fear or concern about being returns to your home country or being removed from the United States? Would you be harmed if you are returned to your home country or country of last residence? Do you have any questions or is there anything else you would like to add? The form is available in Appendix A of Charles Kuck, “Legal Assistance for Asylum Seekers in Expedited Removal: A Survey of Alternative Practices” Expert Report in US Commission on International Religious Freedom, “Report on Asylum Seekers in Expedited Removal,” February 8, 2005, http://www.uscirf.gov/sites/default/files/resources/stories/pdf/asylum_seekers/legalAssist.pdf (accessed October 8, 2021).

⁷ 2021 FOIA Records “Possible CBP and ICE Due Process Violations” Spreadsheet, on file with Human Rights Watch.

⁸ Ibid.

- Applicant claimed that CBP refused to let her speak. She told them she was afraid to return to her country and tried to tell them. I-867B lists the response as no to all four questions. Applicant claims CBP made her sign without explaining what she was signing.⁹
- CBP wrote down that applicant was not afraid even though she stated the following: "Yes I did tell them that I was afraid and that I was also looking for a better future for my daughter They asked if I was afraid of being tortured, extorted or afraid of the gangs, and my answer was no. That was all that they asked me." Based on the applicant's testimony, CBP asked different questions than the four on the I-867B and marked no under each question anyway.¹⁰
- Applicant testified that she told CBP that she was afraid to return to her country and would be harmed if she returned. The I-867B reflects that she said no. The applicant claims that CBP "just said sign here and her[e] and here, and don't worry because it has nothing to do with deportation" rather than explaining what she was signing.¹¹
- Applicant testified that she told the immigration officers that she was afraid to return. They wrote down that she said she was not. The applicant stated that the immigration officers did not tell her what she was signing when they typed in her signature for the I-867B questions.¹²

The spreadsheet also notes eight cases in which asylum screening documents filled out by CBP indicate that the Border Patrol agent communicated with applicants in Spanish though USCIS records showed that the applicants were Indigenous language speakers and did not speak Spanish fluently.¹³

Additionally, Human Rights Watch spoke with several former asylum officer who said DHS appeared uninterested in receiving or investigating reports from USCIS about CBP and Border Patrol.

What efforts has DHS undertaken to respond to these reports and to address more generally the issues of dehumanizing treatment and verbal abuse, and due process violations of asylum seekers?

We would appreciate your response to this inquiry on or before October 18, 2021, 5 business days from October 12, 2021.

Sincerely yours,



Clara Long
she, her, hers

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⁹ Ibid.

¹⁰ Ibid.

¹¹ Ibid.

¹² Ibid.

¹³ Ibid; also see Tom Jawetz and Scott Shuchart, "Language Access Has Life-or-Death Consequences for Migrants," Center for American Progress, <https://www.americanprogress.org/issues/immigration/reports/2019/02/20/466144/language-access-life-death-consequences-migrants/> (access October 8, 2021).

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Enc. Relevant verbatim records from FOIA

POSSIBLE CBP AND ICE DUE PROCESS VIOLATIONS

Detention Center	Asylum Office	A Number(s)	COB	COC	Native Language	Interview Type	Outcome of AP/PO Interview	DOE	Problem/Issue raised by applicant	Problem/Issue in paperwork	
	ZNK	(b)(6)	Mexico	Mexico	Spanish	Rf	(b)(6)	Apr-10	Applicant claimed CBP or ICE (unclear from testimony) said he would be signing his deportation when orienting him, so applicant refused to sign M-444		
	ZNK	(b)(6)	Honduras	Honduras	Spanish	CF	(b)(6)	12/8/2017	Applicant stated that Essex County Correctional Facility keeps the speakers on all the time even at night, which prevented him from being able to sleep.		
	ZNK	(b)(6)	Guatemala	Guatemala	Acheco	CF	(b)(6)	1/12/2018		I-867A and I-867B indicate that the CBP officer communicated with the applicants in Spanish. Our records show that the applicants only speak Achecho fluently.	
	ZNK	(b)(6)	Guatemala	Guatemala	Ixil	CF	(b)(6)	2/19/2018		I-213, I-867A, and I-867B indicate that the CBP Officer interviewed the applicants in Spanish. Our records show that the applicant only speaks Ixil fluently.	
	ZNK	(b)(6)	Guatemala	Guatemala	Quechi	CF	(b)(6)	2/14/2018	Applicant stated that the CBP officer interviewed him and asked him the I-867B questions soon after he had suffered a seizure. The applicant stated he was not feeling well and that he just gave an answers because of this so that he could be done talking.	I-867A and I-867B indicate that the CBP officer interviewed the applicants in Spanish. The M-444 indicates that ICE oriented the applicants in Spanish. Our records show that the applicants only speak Ixil fluently.	
	ZNK	(b)(6)	Honduras	Honduras	Spanish	CF	(b)(6)	2/14/2018	Applicant stated that the CBP officer interviewed him and asked him the I-867B questions soon after he had suffered a seizure. The applicant stated he was not feeling well and that he just gave an answers because of this so that he could be done talking.	I-867A and I-867B indicate that the CBP officer interviewed the applicants in Spanish. The M-444 indicates that ICE oriented the applicants in Spanish. Our records show that the applicants only speak Ixil fluently.	
	ZNK	(b)(6)	Guatemala	Guatemala	Quechi	CF	(b)(6)	2/14/2018	Applicant stated that the CBP officer interviewed him and asked him the I-867B questions soon after he had suffered a seizure. The applicant stated he was not feeling well and that he just gave an answers because of this so that he could be done talking.	I-867A and I-867B indicate that the CBP officer interviewed the applicants in Spanish. Our records show that the applicants only speak Quechi fluently.	
	ZNK	(b)(6)	Guatemala	Guatemala	Quiche	Rf/CF	(b)(6)	2/13/2018	Applicants stated that the CBP officer interviewed them in Spanish. Applicants are only fluent in Quiche.	I-867A and I-867B indicate that the applicants were interviewed in Spanish. Our records show that the applicants are only fluent in Quiche.	
	ZNK	(b)(6)	Guatemala	Guatemala	Kekchi	CF/CF	(b)(6)	3/26/2018	Applicant requested an interpreter for the orientation but there was no Kekchi interpreter.	Applicants interviewed and oriented in Spanish, not Kekchi, per the I-867A, I-867B, and M-444. Rachel Meyer (RO) re-oriented applicants in Kekchi.	
	ZNK	(b)(6)	Guatemala	Guatemala	K'ACH'IKEL	CF/CF	(b)(6)	3/20/2018		I-867A and I-867B indicate that the applicants were interviewed in Spanish. Our records show that the applicants are only fluent in Quiche.	
	ZNK	(b)(6)	Guatemala	Guatemala	Quiche	CF/CF	(b)(6)	3/14/2018	Applicant claimed CBP never interviewed her and never asked her if she has suffered harm, fears she would be harmed, or if she is afraid to return to Guatemala. Applicant claims she did not sign anything at the time. The paperwork shows that CBP entered that the applicant responded "no" to questions about if she fears to return to her country	I-867A and I-867B indicate that the applicants were interviewed in Spanish. Our records show that the applicants are only fluent in Quiche.	
	DILEY	ZNI	(b)(6)	Guatemala	Guatemala	Spanish	CF/CF	(b)(6)	4/6/2018	Applicant claimed CBP never interviewed her and never asked her if she has suffered harm, fears she would be harmed, or if she is afraid to return to Guatemala. Applicant claims she did not sign anything at the time. The paperwork shows that CBP entered that the applicant responded "no" to questions about if she fears to return to her country	
	DILEY	ZNI	(b)(6)	Honduras	Honduras	Spanish	CF/CF	(b)(6)	4/20/2018	Applicant stated that she was told to sign papers in English without an explanation of what she was signing. Applicant claimed she was not asked if she fears to return to Honduras.	
	DILEY	ZNI	(b)(6)	Honduras	Honduras	Spanish	CF/CF	(b)(6)	4/21/2018	Applicant claimed that CBP refused to let her speak. She told them she was afraid to return to her country and tried to tell them. I-867B lists the response as no to all four questions. Applicant claims CBP made her sign without explaining what she was signing.	
	DILEY	ZNI	(b)(6)	Mexico	Mexico	Spanish	CF/CF	(b)(6)	4/20/2018	Applicant stated the following during the interview about her initial interaction with CBP and apprehension: "We crossed the river then walked and walked for like an hour and a half. That is when we saw the immigration car. I said to then you know I can't go on. My feet would and keep going. My children would say mom lets stop. I would say let's keep going. That is when I man came out of the bush from nowhere, and the car took off. So then the immigration took off on the street. That is when the young man jumped out of the bush. He scared us. He started barking like a dog. Because some of us were stopped. We couldn't go on anymore. That's when he asked where are you going. We said to the US. He said this is not the US you're in Mexico. And that was the Mexican immigration. And we said that can't be. That's when I didn't say anything anymore. Then he told us come with me. Let's go back to Mexico. That's when we looked at one another and I told my children I don't want to go back to Honduras."	No date on original M444 and no signature. Bottom of I-860 signed despite applicant expressing fear in I-213, I-867A, and I-867B

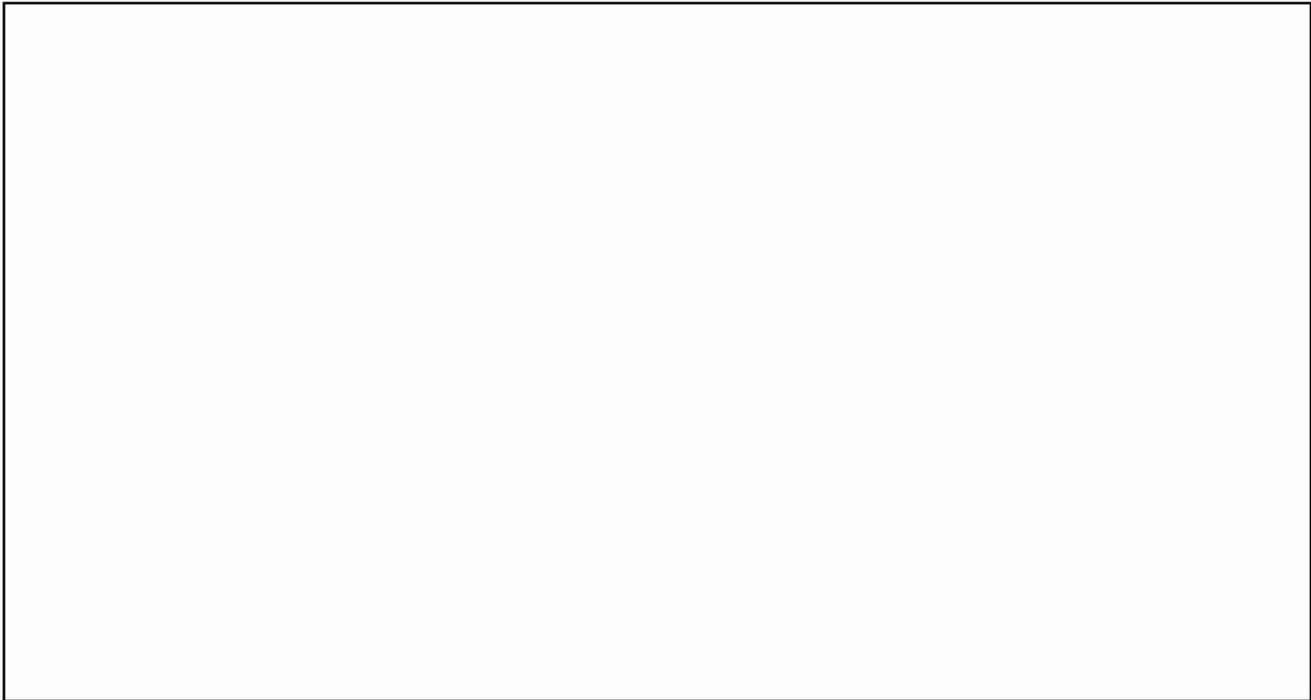
POSSIBLE CBP AND ICE DUE PROCESS VIOLATIONS

DILEY	ZNN	(b)(6)	Honduras	Honduras	Spanish	CF/CF	(b)(6)	4/23/2018	Poor treatment by medical staff at Diley, refused adequate treatment for daughter who has not eaten in 9 days and has 105 degree fever	
DILEY	ZNN	(b)(6)	Guatemala	Guatemala	Spanish	CF/CF	(b)(6)	4/23/2018	CBP wrote down that applicant was not afraid even though she stated the following: "Yes I did tell them that I was afraid and that I was also looking for a better future for my daughter. They asked if I was afraid of being tortured, extorted or afraid of the gangs, and my answer was no. That was all that they asked me." Based on the applicant's testimony, CBP asked different questions than the four on the I-987B and marked no under each question anyway.	
DILEY	ZNN	(b)(6)	Guatemala	Guatemala	Spanish	CF/CF	(b)(6)	4/23/2018	Applicant testified that she was treated ver badly after she was detained while in what they call the "perera" before being transferred to Diley. She stated: "They would get us up all the time if someone was asleep they would go and kick you to get up"	
DILEY	ZNN	(b)(6)	Honduras	Honduras	Spanish	CF/CF	(b)(6)	4/23/2018	Applicant testified the following: Officer interviewee Do you remember speaking with Immigration Officers when you were initially detained on your most recent entry? Ah...with the officers practically in the doghouse they didn't get much information because mainly they did not take my case Did you tell them you were going to Washington? Yes Did you tell them you were looking for work? Yes I said I was coming to get my children forward and to work Did they ask you if you were afraid to return to your country? Yes they asked How did you respond? I told them I had fear but they asked me if it was for delinquency and they said that all the countries were like that. And they didn't pay attention to me. Is there any reason why they put down that you said were not afraid to return to your country? No there is no reason because really they did not request much information Did they ask you if you would be harmed if you returned to your country? No they didn't ask either because they didn't take the case Did they make you sign anything without explaining what you were signing No I didn't want to sign anything. They just told me I was going to be deported but they didn't let me sign anything.	
DILEY	ZNN	(b)(6)	Honduras	Honduras	Spanish	CF/CF	(b)(6)	4/24/2018	Applicant testified that she told CBP that she was afraid to return to her country and would be harmed if she returned. The I-987B reflects that she said no. The applicant claims that CBP "just said sign here and here and here, and don't worry because it has nothing to do with deportation," rather than explaining what she was signing.	
DILEY	ZNN	(b)(6)	Guatemala	Guatemala	Spanish	CF/CF	(b)(6)	5/2/2018	Applicant testified that she told the immigration officers that she was afraid to return. They wrote down that she said she was not. The applicant stated that the immigration officers did not tell her what she was signing when they typed in her signature for the I-987B questions.	
DILEY	ZNN	(b)(6)	Honduras	Honduras	Spanish	CF/CF	(b)(6)	5/6/2018	The applicant testified that before entering EWI she appeared at a POE and told CBP she was afraid to return but they told her to go back to Mexico. The applicant testified in the interview to the following: Officer: If you were awaiting a relative petition, why didn't you show up at a port of entry? Applicant: I showed up at the bridge but I was not allowed to enter. I stated that in my statement. I presented myself there on May 4, I waited until Saturday May 5. Officer: When you presented yourself at the port of entry did they ask you if you were afraid to return? Applicant: Of course! I told them I came here to seek help and they told me go back to Mexico. I said I couldn't.	

POSSIBLE CBP AND ICE DUE PROCESS VIOLATIONS

DILEY	ZNN	(b)(6)	Honduras	Honduras	Spanish	CF/CF	(b)(6)	5/7/2018	Applicant claimed she told CBP she was afraid to return to her country and that she would be harmed if she returned. The I-867B says she answered that she was not afraid. The applicant claims she was never shown this document. The document is stamped "refused to sign."	
DILEY	ZNN	(b)(6)	Honduras	Honduras	Spanish	CF/CF	(b)(6)	5/6/2018	Applicant claimed she told CBP she was afraid to return to her country and that she would be harmed if she returned. The I-867B says she answered that she was not afraid. The applicant claims she was never shown this document. She was not asked the I-867B questions but CBP told her she had to sign after putting that she said she was not afraid to return and would not be harmed.	
DILEY	ZNN	(b)(6)	Honduras	Honduras	Spanish	CF/CF	(b)(6)	5/6/2018	Applicant claimed she told CBP she was afraid to return to her country and that she would be harmed if she returned. The I-867B says she answered that she was not afraid. The applicant claims she was never shown this document. She was not asked the I-867B questions. The applicant further claimed that she was mistreated in the Ice box and that the officers threatened to take her daughter from her and prosecute her for entering illegally.	

(b)(6)



Dear Sir/Madam,

(b)(7)(c)

I am a Supervisory Asylum Pre-Screening Officer currently on detail to the Houston Asylum Office at the South Texas Family Residential Center in Dilley, TX. On May 2, 2016, we received a report of mistreatment by Border Patrol officers from a female applicant traveling with her young son, age 7. The I-213 records indicate that this individual was apprehended at or near Roma, TX on April 20, 2016 and subsequently processed at the McAllen Border Patrol Station in McAllen, TX on April 22, 2016 at 0200 by Officer [REDACTED]. According to EARM records, she was subsequently booked in to the STFRC on April 23, 2016. The Form I-867 indicates that the applicant denied a fear of persecution or torture at the time she was detained, although her testimony below seems to imply that these questions were not asked, at least not initially.

The relevant portion of the applicant' testimony is included below:

Have you ever experienced severe pain or suffering?	When I entered here.
What do you mean?	When I entered here or in my country?
Anytime in your life?	Yes, I've experienced it.
Besides what we've already spoken about, have you experienced severe pain or suffering other times in life?	When I entered the freezer and they treated us bad.
What happened?	They took my son away for three days, put me in a cold room and only a sandwich for lunch and one for dinner.
Who did this?	Immigration when they detained us for crossing here.
I want you to feel comfortable telling me any problems you had with immigration. I don't tell them these things and it won't affect your case?	They took my son almost 3 days, while I was in that room. He slept on the floor without a sweater. I was there in that freezing room. I

(b)(6)

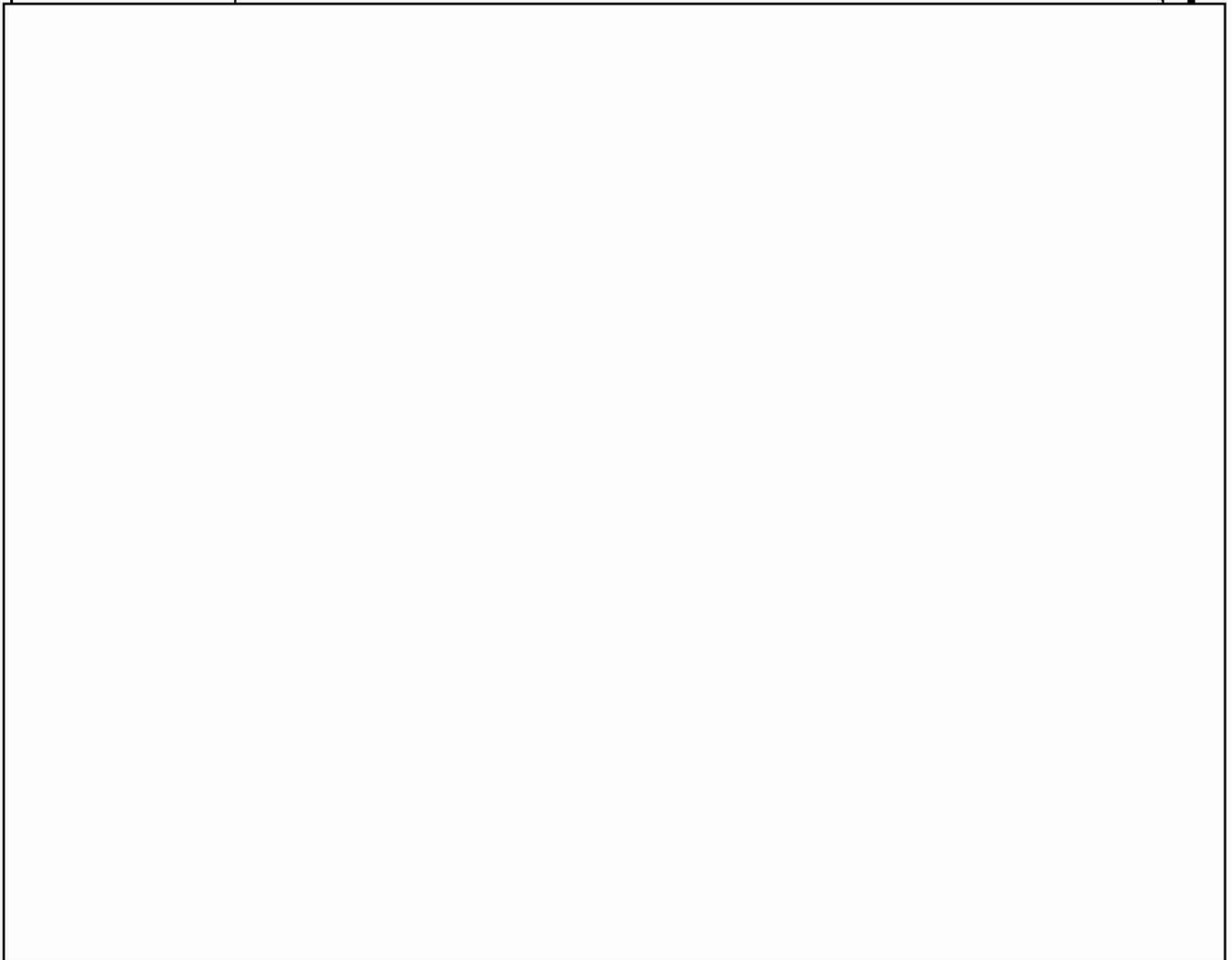


WHERE?

Incident Location(s):
(Limit to 500 characters)

After apprehension at the border, the applicant testified that she was taken to the ice box then the "dog kennel." The incident occurred at the dog kennel.

(b)(6)



(b)(6)

Did you apply for asylum in Mexico?

I was getting my documents together but after this happened I decided it was better to apply here. I jumped the wall out of fear because the police said that if I said this and to not report this to any human rights organization. I don't know if I should say this but I wanted to say but when I was detained in San Diego the officer [redacted]

(b)(6)

[redacted] they slapped me strongly with an open hand and they punched me and kicked me on my body.

Why did they do that what happened?

When I was detained they were interrogating me and I responded the questions but there was other people that were detained that were sick and I always carry my medical equipment with me and I asked if I could have it so that I could attend to them and they said no that we don't have rights here and that it is better to let them die and they kicked me on my knees until I fell and then they slapped me.

Did you say anything else to them?

No only what I just told you now

Did they say anything else to you?

No only exactly what I expressed as well.

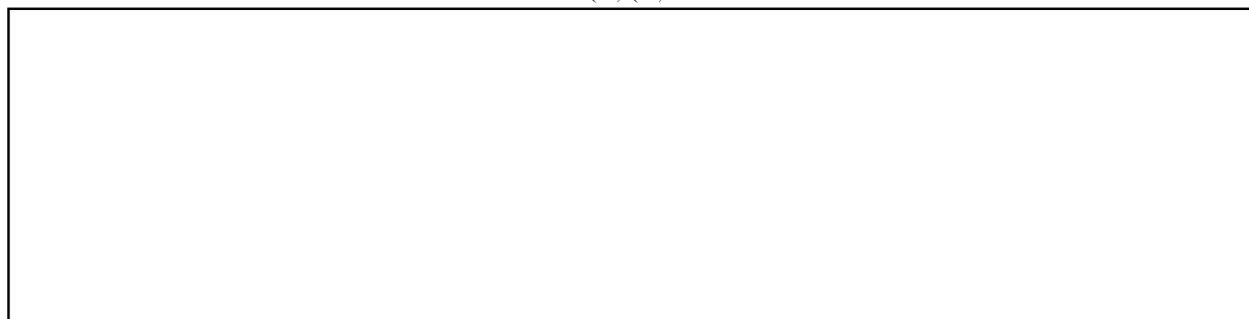
Did anything else like that happen to you here in the US?

No only verbal aggression which appears to be normal with the officers but this happened in Chula Vista.

What kind of verbal aggressions?

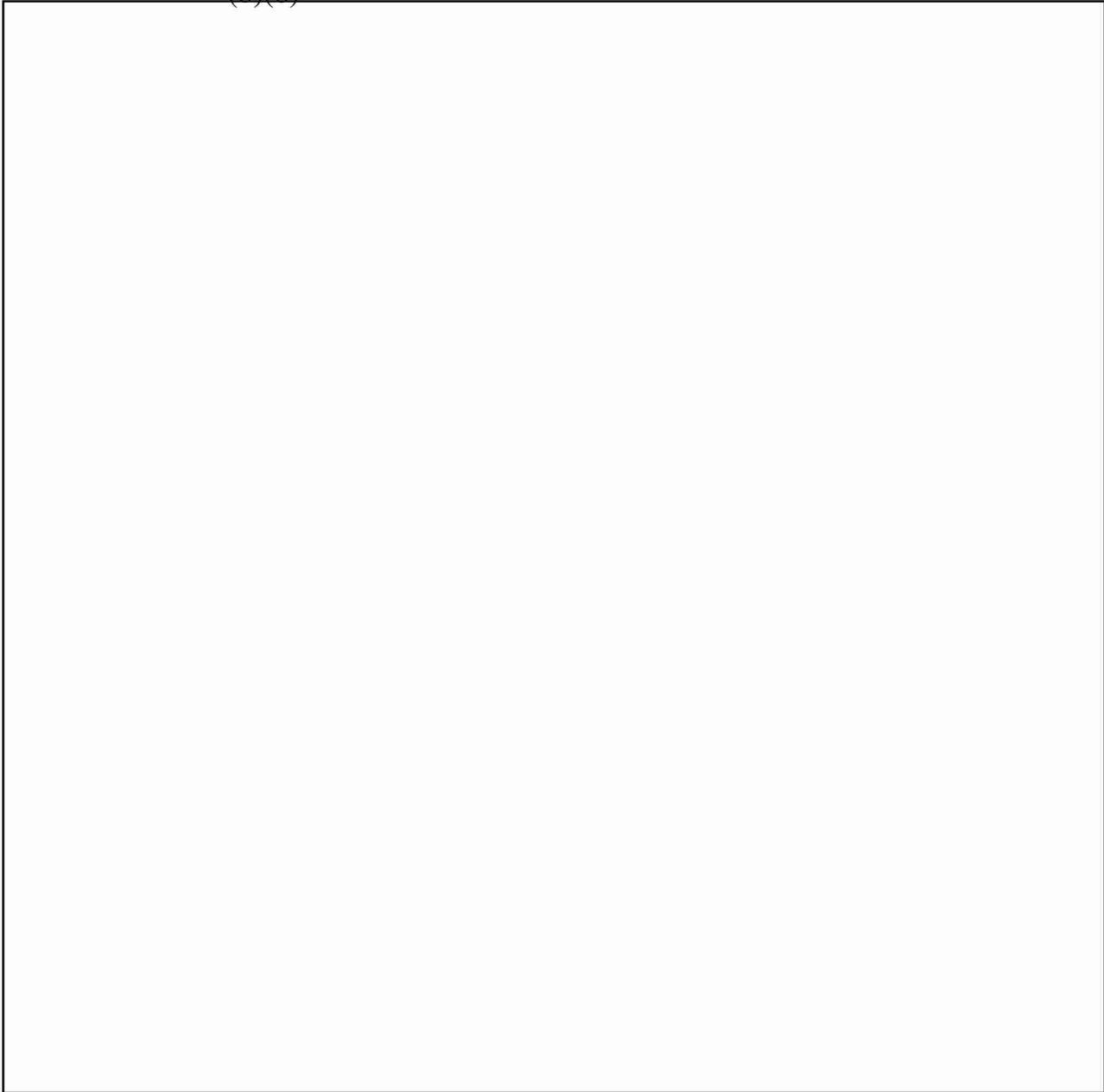
For example they called us sons of bitches, dogs, parasites, trash. Things like that.

(b)(6)



How are you being treated at the detention facility?	Well, during the time that we have been here like in the dog kennels, we were mistreated. They treated us really bad
Who did?	I don't know. The ones that wear green.
Are they American?	Yes. From immigration. The ones that grabbed us.
Do you know any of their names?	No
The person that interviewed you when you came in, did he mistreat you?	Yes, he told me to sign my deportation but I didn't agree with that.
Why didn't you agree?	Because I didn't want to return to Guatemala.
Did you tell him you were afraid to return?	Yes
What did you tell him exactly?	I said that I was afraid to return to Guatemala and that's why I wouldn't sign my deportation. I told him I wanted asylum.
Did you tell him that before or after he asked you to sign the papers?	It was after, when he asked me to sign the papers that is how I answered.
Before he asked you to sign the papers, did he ask you if you were afraid to return?	Yes.
What did you say?	That I didn't want to return to Guatemala because I was afraid to return with my daughter.
How did they mistreat you?	(applicant shaking) he said you have to sign your deportation because you don't have anything to do here.
Did they physically touch you?	They kicked us
Where?	In order to wake us up, I we were sleeping and they wanted us to wake up, if we didn't wake up they would just kick us and that was how they were waking everyone up.
Did they hurt you?	No. but I just felt bad.
Did they threaten you?	No
Did they hurt you in any other way?	No. just when they would wake us up like that. Or when we asked for water they wouldn't give it to us.
Did they do anything else?	No
How long did they not give you water for?	2 days
They didn't give you water for two days?	Yes, I asked and they didn't give it to us.
Were you in the custody of the people in green clothing and they didn't give you	Yes.

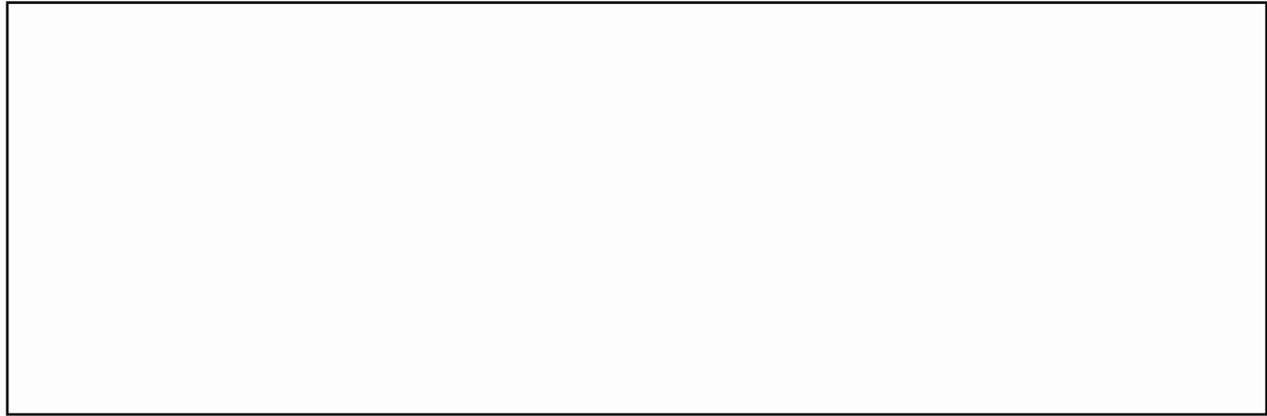
(b)(6)



(b)(6) On Friday April 13, 2018 I interviewed resident [redacted] The applicant has a seven year old daughter [redacted] and a nine year old son [redacted] The applicant stated that she was not able to secure medical treatment for her children prior to their arrival at the South Texas Family Residential Center and also disclosed allegations of abuse following her detention but prior to her arrival at the FRC.

(b)(6) The applicant and her children were held in custody at a prior location. The applicant testified that she and her children were held for 7 days in a place called the "Dog Pound." She stated that both her children [redacted] were visibly sick with hives. Although the applicant asked for medical treatment for her children for three days, they were not provided any medical treatment while at the "Dog Pound."

(b)(6)



(b)(6)

This morning Office [redacted] interviewed resident [redacted]. The applicant has a three year old son, [redacted]. The applicant stated she has not been able to secure medical treatment for her son here at the South Texas Family Residential Center and also disclosed allegations of abuse following her detention but prior to her arrival at the FRC.

(b)(6)

(b)(6)

(b)(6)

The applicant stated her son [redacted] is sick with a cold and has asthma. The applicant stated she brought him to the medical center for a consultation. She stated she was told that her son would be observed and receive medication, but he has not received any treatment. The applicant stated she has been giving him a spray she brought with her from El Salvador. The applicant stated she would like for her son to receive additional medical treatment for his asthma.

In addition, the applicant made allegations of mistreatment by U.S. Officials while in custody at a prior location. The applicant testified she and her son were held for 4 ½ days in a place called the “Kennel” or “Dog house.” She stated she was kicked in the back and ribs by two female officers wearing grey uniforms. The applicant testified the Officers called people from El Salvador “pupuserias” or people who make or sell pupusas. The applicant stated the Officers said they were insignificant for being immigrants. The applicant testified that at the time her son was sick with a high fever but when she asked for assistance from the Officers, they refused to provide him with medical treatment. The applicant testified the Officers told the applicant this was what they had to bear in this country. The applicant described the women as follows:

1. white female, black hair, short, not too fat, grey uniform, wearing sunglasses on her head, English speaker
and
2. white female, hair dyed between brown and red, with yellowish eyes, chubby and taller, grey uniform, English speaker.

(b)(6)



(b)(6)

My first applicant [redacted] testified to having some pretty rough verbal abuse once she arrived in the US. I know they were collecting this info in the recent past, and wanted to flag this case as she testified really clearly how she was harassed by our colleagues at the border. Please see notes excerpts below.

[redacted]

(b)(6)

Since you've been in US, has anyone harmed or threatened you?	No, only when I got to the cooler, they called me a whore and said I came to take what was theirs.
Who said that to you?	One of the women who was there.
What is the cooler?	When you cross the border and get to immigration, they put you in a cold room with no blanket, sleeping on the floor.
Is this in the US?	Yes. Crossing the river in US.

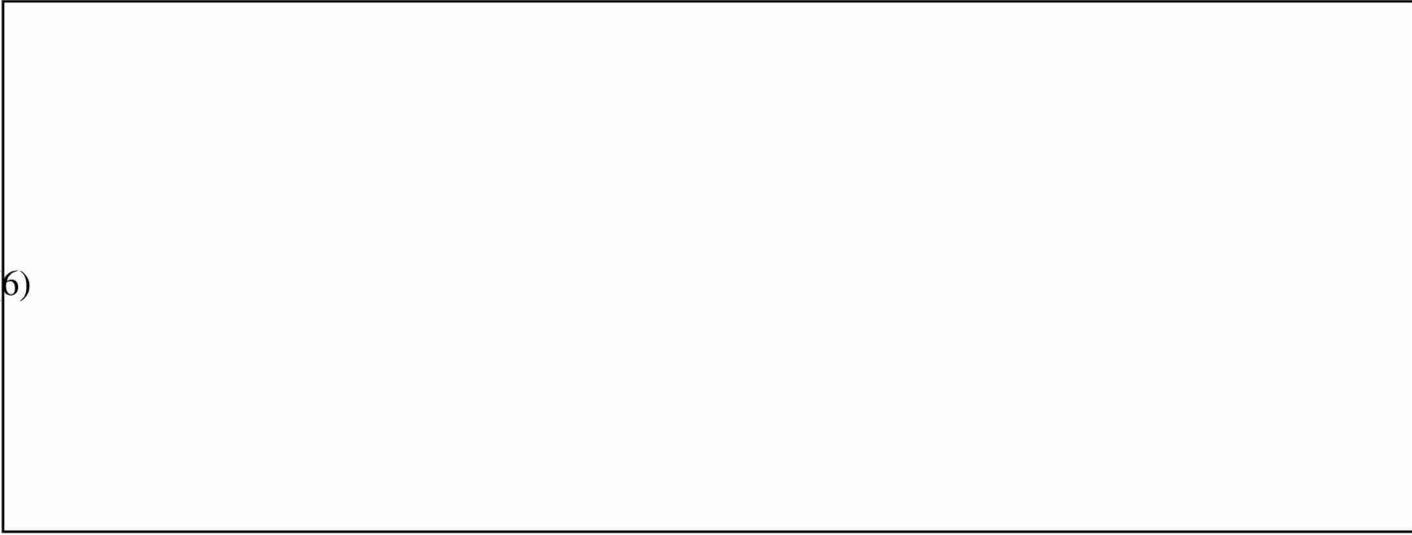
Have you ever been threatened and/or harmed or do you fear harm/threats on account of your nationality, in your country?	Yes, there were always people traveling from other countries to ES and they'd always say we are dumb people. When I came here and crossed the border, they said damn Salvadorans, damn you people.
Who said that to you?	In that same place, crossing that border, in that cooler, they expressed like that there. They always said damn immigrants.
Do you know if these were border officials?	Yes, they are the ones there, who process the paperwork when you cross the river, they process you and then take you to the cooler. (hielera)

(b)(6)

Alien Number: [redacted]
Name: [redacted]
Country: Honduras
Asylum Office: Houston (ZHN)

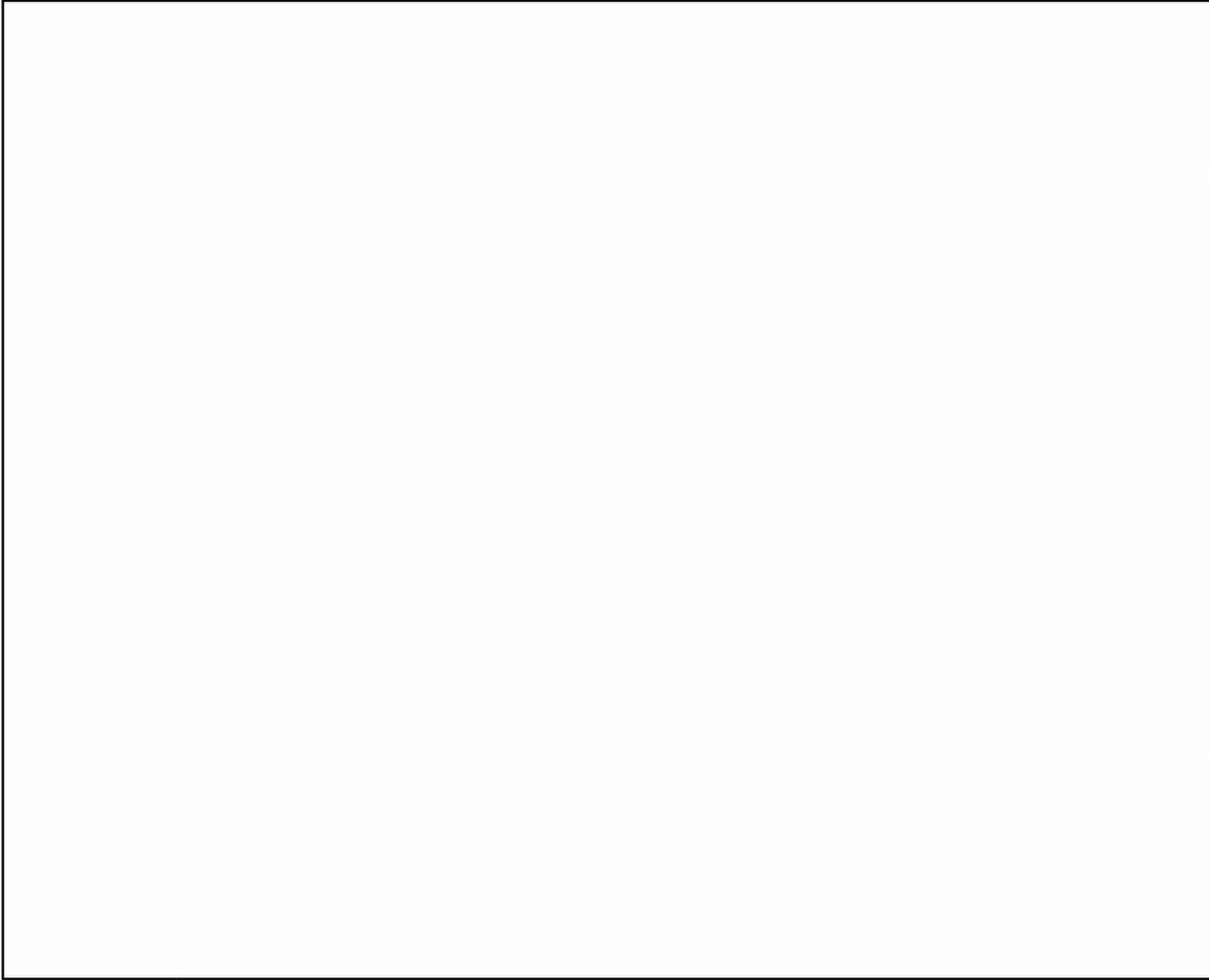
Date: September 17, 2019
Asylum Officer: [redacted]
Language Line: [redacted]
Start: 9:00 AM Stop: 10:40 AM

(b)(6)



Officer	Applicant
Is there anything else that is important to your claim that we have not yet discussed?	No. Idk if I can talk about the detention. Only that I received an insult and they kicked me once.
Do you know who did this to you?	No. He was on a horse.
Was this in a facility or when you were first apprehended?	At the moment that I turned myself in.
Can you explain to me what happened – what were the insults?	Exactly as he said it?
Yes please.	He was on horse, he got off and he said what do you want what are you doing in my country. I said nothing I'm just trying to work and trying to survive. The truth is I asked for something and maybe it was my mistake for not saying please and I asked for water and he said you are a fucking moron. You are not in your country you cannot come her and give me orders. He told me I enjoy when I capture people like you. You are not gonna stay here, you're gonna go back I'm gonna send you back and be glad I don't have the dogs with me.
I'm very sorry this happened to you. Did he say or do anything else to you?	No he just took my information and threw my phone, he didn't throw it at me, he told me to give him my stuff.
You mentioned that someone kicked you?	Yes that same officer. He kicked me when I turned myself in and he got down from the horse he said what do you want and then (makes sound) he kicked me close to my back. Would I be in trouble if I tell you what happened in my time in the icebox?
No you will not be in trouble. Please feel to tell me what happened to you.	I was 9 days in McAllen in the icebox and then they transferred me in Kingsville. I was there for 38 days.
Were you mistreated or insulted in either of those facilities?	In Kingsville the cell where we were in they told us it was a cell for 40 people. I was there for 10 days sitting, I couldn't move because it was 67 of us in that cell. We said we needed toilet paper and water and told us to drink water from the sink and we reported the animals, the scorpions in there. When we reported it they would tell us you would be better off at home in your country you

(b)(6)



Today I interviewed an asylum (credible fear) applicant at the Dilley South Texas Family Residential Center, who told me that she was sent to the “dog kennel” when she arrived to the US on 8/9/18 and before she arrived to Dilley on 8/10/18. Records indicate this was at the Rio Grande Valley Sector Centralized Processing Center. The applicant reported to me that officers said, “welcome to the dog kennel”, that officers told them they did not care if the applicants were afraid of returning to their countries because there is crime and rape in all countries. The applicant reported an officer grabbed her three year old daughter’s bottle of milk and threw it in the garbage, stating that if someone has teeth they are able to eat. The applicant states they were given sour milk, frozen ham, and bread to eat/drink. She reported that officers would make them get up by kicking them. She reported that there was an applicant who just arrived, whose birthday it was, the officer’s said “welcome to your birthday party, your party is about to start”, and then the officers laughed.

(b)(6)



(b)(6)

[REDACTED]

How are you being treated here at this Detention Center?

Here where I am well.

Were you mistreated at a center before coming here?

I was in that freezer and I was also in that dog kennel. In the icebox my daughter was vomiting a lot and trembling a lot it was as if she was having seizures.

Did she receive medical attention?

Yes.

Were you or your daughter mistreated there by any government officer?

There was a moment when I was at the freezer and when my daughter was sick I asked an officer if I could go to my daughter and he said to me, if you speak English yes, if you speak Spanish, no.

Did he refuse you to see your daughter?

Yes, he flatly said no, you can't go see your daughter and he put me back in that icebox and closed the door.

Did you see the name the name of that officer?

No, not at all, I only saw him that time, and there were many of them there, I didn't see him again.

How is your daughter doing now?

Yes, she is doing better, they are treating here and she is doing much better.

Do you feel well enough to continue with the interview today?

Yes, I'm fine.

[REDACTED]

(b)(6)

How are you being treated here at this Detention Center?

Well, thankfully. There in that dog cage, there was an official who spoke to me very rudely. When I went to have the interview, he told me that I had to sign the deportation order and I said I wouldn't because my aunt told me not to. He told me that if I didn't sign it didn't matter because I would see a judge and he would deport me. He said that if I was seeking asylum, they were not giving it here and I should have gone to a place like Nicaragua because here they didn't want any more immigrants here.

I'm sorry he spoke to you like that, the U.S. is still accepting asylum seekers, and you are currently in part of that process.

Do you know the name of that officer?

No.

Was he the same officer who gave you a small interview about your fears of returning to Honduras?

No, it was on the phone, a lady – he was the one who brought me the paper and wanted me to sign it.

Do you feel well enough to continue with the interview today?
Yes.

[REDACTED]

How are you being treated here at this Detention Center?
Very well thank God.

Were you and your daughter ever at a US government center where you were treated badly?
I was in that dog kennel, we were there for about 5 days. They treated us badly we would be woken up by force and they would be made if we didn't get up, they would take the sheets away if we didn't wake up. They were always in a bad mood and if we did something wrong they would yell at us, they would make fun of us in English.

In addition to that did anyone hurt you or your daughter?
No, just that bad treatment.

[REDACTED]

(b)(6)

Were you or your child at any government facility where you experienced any abuse or mistreatment?

No. At the dog kennel, they mistreat you there.

How you were mistreated there?
Verbal.

What kinds of things were said to you?
They called us pigs, they would call us "migras" and command us to do thing.

Did anyone ask you or your child do something you did not want to do or that you felt comfortable doing?

No.

Do you feel well enough to continue with the interview today?
Yes.

[REDACTED]

(b)(6)

How are you being treated here at this Detention Center?
Very well.

Have you been mistreated by any government officers here in the United States?
Just in the dog pound, they treat you like you are worthless, like you are not a human.

Did you have a personal experience with that?

If we laid down and didn't get up quickly they would kick us with their feet, and they told us that we gave birth to rats, and when we were eating if crumbs would fall they would say we look like rats. And at meal time if we made a line, they said it looks like we were starving.

Do you feel well enough to continue with the interview today?

Yes

(b)(6)

