

# Congress of the United States

Washington, DC 20515

December 18, 2023

The Honorable Alejandro Mayorkas

Secretary

U.S. Department of Homeland Security

Washington, D.C. 20528

Dear Secretary Mayorkas:

Thank you for the Department's work to protect our Homeland. We write in reference to new reports and whistleblower concerns regarding Loyal Source Government Services ("Loyal Source"), a Florida based corporation which contracts with the Department of Homeland Security, to provide medical care to noncitizens at the southern U.S. border. Public reporting in *The Washington Post*<sup>1</sup> and whistleblower reports allege significant wrongdoing by Loyal Source in the fulfillment of past conflicts, "including chronic staff shortages, excessive travel expenses and error-plagued record-keeping."<sup>2</sup> Whistleblowers allege a failure by the Customs and Border Patrol (CBP) to hold Loyal Source accountable for these violations.<sup>3</sup>

Loyal Source's alleged pattern of inadequate staffing and negligent medical care appears to have contributed to the tragic death of Anadith Reyes Alvarez, an eight-year-old child who passed away on May 17, 2023, at a CBP detention facility in Harlingen, Texas. Reports indicate that Loyal Source medical staff failed to review her medical documentation - despite her reported history of sickle cell anemia and heart problems, - failed to provide access to a physician, refused both emergency medical transport and care, despite serious flu symptoms, and a fever of 104.9 degrees.

In light of these failings, we want to raise the recommendations made to your agency by the American Civil Liberties Union,<sup>4</sup> which has called on the agency to:

- (1) immediately terminate its blanket purchase agreement with Loyal Source Government Services ("Loyal Source"), and secure a new vendor under a contract that incorporates measurable, enforceable standards for the provision of medical care;
- (2) rapidly implement and enforce binding medical care standards and custody protocols to ensure the protection and rapid release of migrants encountered by or in CBP's custody;

---

1 Miroff, N. (n.d.). Medical provider vying for border contract faces scrutiny after girl's ... <https://www.washingtonpost.com/immigration/2023/11/19/border-loyal-source-medical-care-migrants/>

2 ACLU Letter to DHS on Medical Care in CBP Facilities. (2023, November 30). <https://www.aclu.org/documents/aclu-letter-to-dhs-medical-care-in-cbp-facilities>.

3 Miroff, N. (n.d.). Medical provider vying for border contract faces scrutiny after girl's ... <https://www.washingtonpost.com/immigration/2023/11/19/border-loyal-source-medical-care-migrants/>

4 ACLU Letter to DHS on Medical Care in CBP Facilities. (2023, November 30). <https://www.aclu.org/documents/aclu-letter-to-dhs-medical-care-in-cbp-facilities>.


(3) ensure that contract medical providers are subject to rigorous oversight and quality assurance enforcement mechanisms; and

(4) ensure that medical care in CBP custody promptly identifies medically vulnerable people, and ensure effective and efficient processing of CBP custody.


We recognize that CBP has faced longstanding challenges in the provision of medical care at the border, under difficult circumstances. However, as Members of Congress who care deeply for the well-being of migrants in custody, we have deep concerns, given its history, whether Loyal Source can continue to be trusted as a partner.


We thank you for your service to our country, and look forward to working with you to support the dignity and safety of all people.

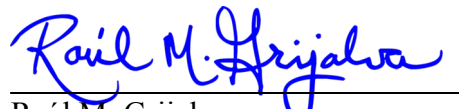
Sincerely,


  
Delia C. Ramirez  
Member of Congress

  
Robert Garcia  
Member of Congress

  
Danny K. Davis  
Member of Congress

  
Adriano Espaillat  
Member of Congress

  
Raúl M. Grijalva  
Member of Congress

  
Eleanor Holmes Norton  
Member of Congress