

ICE ENTERPRISE-WIDE SAFETY MANAGEMENT CASE STUDY

Department of Homeland Security, Occupational Safety and Health Unit

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The DHS's U.S. Immigration and Customs Enforcement (ICE) Occupational Safety and Health (OSH) unit is responsible for managing and fostering workplace safety across ICE. However, disconnected reporting methods became an obstacle for these processes. The lack of a unified solution resulted in inconsistent reporting timelines, delayed investigations, and difficulty ensuring OSHA compliance. Without a streamlined approach, ICE struggled to identify trends, assign corrective actions, and mitigate risks effectively.

ICE's OSH unit needed a centralized system for tracking and managing workplace incidents and safety hazards while promoting safety program management across the agency.

The Department of Homeland Security (DHS) was established in 2002, combining 22 different federal departments and agencies into a unified, integrated Cabinet agency. DHS's mission is to secure the nation from the many threats it faces. This requires the hard work of more than 260,000 employees in jobs that range from aviation and border security to emergency response, from cybersecurity analysts to chemical facility inspectors.

THE ALL-IN-ONE ENTERPRISE-WIDE SOLUTION

To enhance safety management, streamline incident reporting, and automate compliance tracking, ICE's OSH unit selected BroadPoint's safety management solution built on top of Tyler's web-based Application Platform. BroadPoint worked closely with ICE's Safety and Occupational Health Division (SOHD) to configure, develop, and launch the Safety Management Information System (SMIS) and trained employees across the United States on the centralized case management application.

Designed specifically for government agencies responsible for occupational health and safety, SMIS on the Application Platform is scalable to support workforces of any size — including the 20,000 employees of ICE. SMIS enables OSH personnel to oversee the entire safety management lifecycle in one place, including the ability to track and manage safety incidents, safety inspections, health hazards, workplace mishaps, accidents, and medical surveillance.

Through this solution, personnel can also assign corrective action, track abatement measures, prepare Annual Bureau of Labor Statistics case and summary reports, and generate timely OSHA 300A/301 reports. By centralizing these safety management activities, ICE is better equipped to reduce unnecessary safety risks and ensure OSHA compliance.




BENEFITS REALIZED

Key benefits realized within SMIS include:

- **Automated data integration:** Importing historical data from the Department of Labor's ECOMP system for real-time access to safety trends
- **Digital incident reporting:** Replacing paper-based tracking with an online OSHA 301 form for faster, more accurate data capture
- **Instant OSHA and BLS reporting:** Enabling automated generation of OSHA 300, OSHA 300A, and BLS reports, reducing reporting time from months to minutes
- **Analytics:** Creating graphical reports that can be interactively sliced and diced across various dimensions for deeper trend analysis
- **Enterprise-wide compliance tracking:** Providing centralized tools to track incidents, assign corrective actions, and ensure timely abatements
- **Automated alerts and notifications:** Implementing real-time notifications for critical safety incidents and hazard abatements

Unifying all safety management data and processes in one place has not only enabled ICE to streamline its reporting of workplace safety incidents – it has also strengthened the agency's ability to take a more proactive approach to safety management overall.

To learn more about Tyler's Application Platform solution, contact us at:

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BroadPoint Federal empowers federal agencies to modernize and streamline their case management and workflow processes. As a small business partner of Tyler Technologies, BroadPoint specializes in implementing case management solutions based on Tyler's industry-leading Application Platform. Since 2001, BroadPoint has successfully deployed solutions across multiple federal civilian agencies, bringing the right mix of expertise, technology, and innovation to every project.