



The Nakamoto Group, Inc.

December 9, 2021

TO: [REDACTED]  
Acting Assistant Director Custody Management

FROM: [REDACTED]  
Lead Compliance Inspector  
The Nakamoto Group, Inc.

SUBJECT: **Annual Inspection of the El Paso Service Processing Center**

The Nakamoto Group, Inc. performed an annual inspection for compliance with the ICE Performance Based National Detention Standards (PBNDS 2011 with 2016 revisions) of the El Paso Service Processing Center in El Paso, Texas during the period of December 7-9, 2021. This is an SPC facility.

The inspection was performed under the guidance of [REDACTED] Lead Compliance Inspector. Team Members were:

<b>Subject Matter Field</b>	<b>Team Member</b>
Detainee Rights	[REDACTED]
Security	[REDACTED]
Medical Care	[REDACTED]
Medical Care	[REDACTED]
Safety	[REDACTED]

### **Type of Inspection**

This is a scheduled annual inspection which is performed to determine overall compliance with the ICE PBNDS 2011 for Over 72-hour facilities. The facility received a rating of Meets Standards during the December 2020 inspection.

### **Inspection Summary**

The El Paso Service Processing Center is currently accredited by:

- The American Correctional Association (ACA) – Yes
- The National Commission on Correctional Health Care (NCCHC) – Yes
- The Joint Commission (TJC) - No
- Prison Rape Elimination Act (PREA) - Yes

### **Standards Compliance**

The following information is a summary of the standards that were reviewed and overall compliance that was determined as a result of the 2020 and 2021 compliance annual inspections:



<i>2020 Annual Inspection</i>	
Meets Standards	41
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	2

<i>2021 Annual Inspection</i>	
Meets Standards	41
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	2

The inspection team identified five (5) deficient components in the following four (4) standards:

- Environmental Health and Safety – 2
- Custody Classification System – 1
- Hold Rooms in Detention Facilities – 1, which is a Priority component
- Personal Hygiene – 1

### Facility Snapshot/Description

The El Paso Service Processing Center is an immigration detention facility located in El Paso, Texas near the El Paso International Airport. It is owned and operated by U.S. Immigration and Customs Enforcement (ICE). The facility shares land with the U.S. Border Patrol Sector Headquarters and an El Paso Border Patrol Station. The [REDACTED]-bed facility houses male and female detainees of all classification levels who are either awaiting deportation or have pending cases before the El Paso Immigration Court. The total population count on the first day of the inspection was [REDACTED] of which [REDACTED] were female. [REDACTED]

Ten buildings at the complex contain beds for housing detainees. All general population housing is dormitory/open bay with capacities ranging from [REDACTED] beds to [REDACTED] beds. Two buildings house the special management units (SMU); there are seven double cells for administrative segregation housing in one of the buildings and six single cells in the building designated for disciplinary segregation. Male and female detainees may be housed in either of the SMU buildings. Six of the ten buildings are military barracks style design and two buildings are a more traditional institutional design with four housing pods surrounding a control center. Linear supervision is employed on the campus style layout with officers stationed outside the buildings in order to observe detainee movement throughout the compound. Direct supervision is provided for detainees by a custodial officer stationed inside each of the general population housing pods. Additionally, the facility issues electronic ankle bracelets to every detainee to monitor their location within the facility. Detainees are always required to wear the ankle bracelet. Pursuant to COVID-19 protocols ordered by ICE, all arriving detainees are placed in cohort status for fourteen days. Detainees are not classified until their fourteen-day quarantine has ended.

Outdoor recreation is available seven days per week, two hours per day, in several outdoor recreation yards. Additionally, the general population housing units provide adequate open space for detainees to socialize and move freely between their assigned bunks and the dayroom area. Each housing unit is equipped with tables and seats, televisions, telephones, vending machines, and board games. Use of board games is currently suspended due to social distancing requirements. Some of the housing units also have foosball and ping-pong tables. Detainees are permitted to keep up to \$100 cash on their person to use in the vending machines; the facility does not have a commissary. Detainees also have access to electronic tablets which allow detainees to communicate with facility and ICE staff, file a grievance, and access LexisNexis. For a fee, detainee can download music and videos, make telephone calls, and visit via video



with family and friends. Depending on custody level, detainees may participate in the voluntary work program. Most staff at the facility speak English and Spanish.

There were two detainees housed in the administrative segregation unit in protective custody status during the inspection. Both were interviewed and they stated that they felt safe and they had no concerns.

Thirteen detainees housed in general population were interviewed in a confidential setting. Detainees speaking Spanish were interviewed by a bilingual inspector and detainees speaking Turkish were interviewed using a telephonic translation service. All stated that they felt safe at the facility. None of the detainees voiced any substantive concerns. Three detainees complained that they were having difficulty receiving a diabetic diet. The medical SME and safety SME followed up on the complaints and found that all three were receiving the correct diet. Two detainees complained that they were not receiving clean towels in exchange when they turned in their towels to be laundered. Upon checking the inspectors found that the detainees were not submitting their towels for exchange as required; they were putting their towels in with their other laundry and thus were required to wait until the clean laundry was returned to receive their towels. There were two complaints regarding the buttons sticking on the telephones in one housing unit. Facility staff had already followed up on that complaint and found that it was due to the disinfectant being sprayed on the telephones. It was reported that the problem had been corrected. One detainee stated that he had filed a grievance but when questioned about the reason and if he had received a response he stated that he had not actually submitted the grievance. None of the detainees had contacted the OIG. One detainee stated that he did not know how to contact the OIG. The inspector provided the detainee with the information.

Detainee telephone services are provided via the ICE contract with Talton Communications. Security services, transportation services, food service operations, mail processing, recreation supervision, and the librarian are contracted with Global Precision Systems (GPS). IHSC has on-site oversight of medical services which are supplemented through a contract with STG International. Detainees are not charged copay fees for medical, dental, or mental health services. Sanitation throughout the facility was found to be acceptable.

During the inspection, optimal compliance was found while reviewing the following standards: Admission and Release, Special Management Unit, Use of Force, Medical Care, Medical Care–Women, Significant Self-Harm and Suicide Prevention, Terminal Illness, Advance Directives and Death, and Telephone Access.

Due to COVID-19 this was a hybrid inspection with one inspector working remotely. The facility provided the inspection team all requested documentation, photographs, and videos as evidence of practices and procedures within the facility. In addition to these materials, staff were interviewed by the inspection team. All staff interviewed were well versed in facility policy and the requirements of the standards and were responsive to all requests made by the inspection team.

The facility has developed an aggressive COVID-19 plan to limit exposures/infections. During the inspection there were six active COVID cases.

### **Areas of Concern/Significant Observations**

#### **Standard 2.6 Hold Rooms in Detention Facilities**

**Component #4 PRIORITY:** Detainees are not held in hold rooms for more than twelve hours.



**Finding:** A review of documentation confirmed that during this inspection period there were over 400 occurrences in which detainees were held in a hold room for more than twelve hours. Documentation confirmed that 279 of these occurrences were as a result of the medical department not being able to acquire the services of a translator, specifically for Turkish speaking detainees. In addition, due to the high numbers of detainees being processed by the intake department, there were 144 occurrences where detainees were held in a hold room for more than twelve hours due to the inventory of property and the dressing out of the detainee not being completed within the twelve-hour requirement.

**Recommendation:** Procedures should be developed that will ensure that translation services are available in a timely manner that will make it possible for the medical department to complete the medical assessment requirements within the twelve-hour time limit. In addition, operating procedures need to be implemented to ensure that the intake process, including inventorying of property and dressing out the detainee, can be completed within the required twelve-hour time limit.

### **Recommended Rating and Justification**

The Lead Compliance Inspector recommends that the facility receive a rating of Meets Standards. The facility complies with the ICE National Detention Standards (PBNDS 2011) unless unobserved practices and conditions are contrary to what was reported to the inspection team. No (0) standards were found Does Not Meet Standard and two (2) standards were Not Applicable (N/A). All remaining forty-one (41) standards were found to Meet Standards.

### **LCI Assurance Statement**

The findings of compliance and non-compliance are accurately and completely documented on the G-324 Inspection Form and are supported by documentation in the inspection file. An out brief was conducted with one inspector participating telephonically. In addition to the Nakamoto Group onsite inspectors, the following participated:

- ICE Officials [Redacted]
- Facility staff – [Redacted]

[Redacted] Lead Compliance Inspector                      December 9, 2021  
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Printed Name of LCI                                                      Date