



The Nakamoto Group, Inc.

March 17, 2022

TO: [Redacted]
Acting Assistant Director Custody Management

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

SUBJECT: **Annual Detention Inspection of the Florence Service Processing Center**

The Nakamoto Group, Inc. performed an annual hybrid inspection for compliance with the ICE Performance Based National Detention Standards (PBNDS 2011) of the Florence Service Processing Center in Florence, Arizona, during the period of March 15-17, 2022. This is an SPC.

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

Subject Matter Field	Team Member
Detainee Rights	[Redacted]
Security	[Redacted]
Medical Care	[Redacted]
Safety	[Redacted]
Medical Care	[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 April 2021 inspection.

Inspection Summary

The Florence Service Processing Center is currently accredited by:

- The American Correctional Association (ACA) - Yes
- The National Commission on Correctional Health Care (NCCCHC) - 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 2021 and 2022 annual inspections:



2021 Annual Inspection	
Meets Standards	41
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	2

2022 Annual Inspection	
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:

- Special Management Units – 1
- Staff-Detainee Communication – 2
- Use of Force and Restraints – 1
- Correspondence and Other Mail – 1

Facility Snapshot/Description

The Florence Service Processing Center (SPC) is a [REDACTED]-bed facility owned and operated by Immigration and Customs Enforcement. The facility is located 61 miles southeast of Phoenix in Pinal County, Arizona. Due to COVID-19 protocols, the SPC is required to maintain a capacity of [REDACTED] detainees. The facility houses male ICE detainees with low and medium-low classification designations. [REDACTED]

General population housing consists of eight single-story dormitories. Detainees are housed in either [REDACTED] person direct supervision living units or [REDACTED]-person indirect supervision living units. Each unit is staffed by contract security officers to include, at a minimum, one control officer and one housing unit officer. The special management unit contains [REDACTED] [REDACTED] cells. A large recreation yard offers covered and uncovered areas of approximately [REDACTED] square feet. A basketball court, sand volleyball area, running/walking track, and an open area with artificial grass used for soccer matches is available. Each housing unit dayroom area is equipped with tables, chairs, televisions, board games, microwave ovens and vending machines. Telephones are located in the housing units and outdoor recreation areas. Detainee wristbands and uniforms are color-coded according to classification. The facility maintains three courtrooms for the Executive Office of Immigration Review (EOIR). Electronic tablets are available for communicating with staff. Tablets may be used for video visitation (for a fee), movies, games, reading materials and limited LexisNexis access.

Four dormitories were on cohort status on day one of the inspection. On day three of the inspection, five housing units were on cohort status. The facility has initiated an aggressive sanitation program. Sanitation throughout the facility was observed to be excellent. Detainees were observed to be relaxed and readily spoke to the inspectors informally during tours of the facility. No less than 28 detainees were interviewed informally. Ten formal interviews were completed. One detainee was interviewed formally in the special management unit. Five of the formal interviews were conducted using the Language Line. Detainees, without exception, stated they felt safe and were being treated well. Detainees were satisfied with medical services (with one exception highlighted in the next paragraph), food services, telephone services, recreation and availability of ICE personnel.

One detainee complained that he had an ingrown toe nail and needed a tooth pulled. The Medical SME reviewed the detainee medical record. The detainee is already scheduled to see an oral surgeon for tooth removal as he was informed previously. He is being treated for a toenail issue, but is "notoriously non-

