



The Nakamoto Group, Inc.

April 8, 2021

TO: [REDACTED]
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 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 April 6-8, 2021. This is a 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 November 2020 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 (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 annual inspections:



<i>2020 Annual Inspection</i>		<i>2021 Annual Inspection</i>	
Meets Standards	41	Meets Standards	41
Does Not Meet Standards	0	Does Not Meet Standards	0
Repeat Finding	0	Repeat Finding	0
Not Applicable	2	Not Applicable	2

The inspection team identified seven (7) deficient components in the following five (5) standards:

- Admission and Release – 1
- Correspondence and Other Mail – 1
- Telephone Access – 1
- Visitation – 3, two of which are Priority components
- Detainee Handbook – 1, which is a Priority component

Facility Snapshot/Description

The Florence Service Processing Center (SPC) is a [REDACTED] facility owned and operated by Immigration and Customs Enforcement. The facility is located in Florence, Arizona and houses only 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 64-person direct supervision living units or 24-person indirect supervision living units. Each unit is staffed by contract security to include a control officer and a housing officer. There is a special management unit with thirteen single cells. The facility has a large recreation yard offering covered and uncovered areas of approximately 32,000 square feet for all general population detainees. There is a basketball court, a sand volleyball area, a running/walking track, and an open area with artificial grass used for soccer matches. Intramural competitions are available. Each housing unit has a dayroom area equipped with tables, chairs, televisions, board games, and microwave ovens. Vending machines are available for detainees. Telephones are available at optimal levels and 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).

Since April 2020, 107 detainees have tested positive for COVID-19. The facility has instituted an aggressive sanitation program and sanitation throughout the facility was observed to be excellent. Detainees were observed to be relaxed and did not voice any concerns when interviewed by inspectors. A total of 28 detainees were interviewed including ten LEP detainees who were interviewed by a bilingual inspector. All stated they felt safe, were being treated well, and had no issues. Detention officers were observed to be professional in appearance and demeanor and their interactions with the detainees were cordial and appropriate.

Under normal conditions the facility offers contact visitation; however, due to COVID-19 all general visitation has been suspended. Detainees are provided with 130 minutes of free telephone service to maintain contact with family and friends. All detainees are provided free postage.



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The facility does not charge co-pays for medical, mental health, or dental services. Health services are provided by IHSC. Akima Global Services, LLC (AGS) provides security, food services, and transportation services. Religious programs are contracted through Jesuit Refugee Services (JRS-USA).

Areas of Concern/Significant Observations

The inspection was conducted as a hybrid. Four inspectors conducted the inspection on-site. The other inspector was unable to personally observe practices and procedures within the facility but was able to interview staff and review files.

Three priority components were rated Does Not Meet Standards.

Standard 5.7 Visitation

Component # 5 PRIORITY: General visitation is permitted during set hours on Saturdays, Sundays, and holidays, and, to the extent practicable, the facility also establishes visiting hours on weekdays and during evening hours. The facility accommodates the scheduling needs of visitors for whom scheduled visiting hours pose a hardship. The number of visitors a detainee receives and the length of visits are limited only by reasonable constraints of space, scheduling, staff availability, safety, security, and good order.

Finding: General visitation was suspended by ICE officials on March 13, 2020 due to COVID-19 restrictions.

Recommendation: The facility should permit some means of general visitation.

Component # 9 - PRIORITY: The facility's written rules shall specify time limits for visits. Visits should be for the maximum period practicable but not less than one hour with special consideration given to family circumstances and individuals who have traveled long distances.

Finding: General visitation was suspended by ICE officials on March 13, 2020 due to COVID-19 concerns.

Recommendation: The facility should permit some means of general visitation.

Standard 6.1 Detainee Handbook

Component # 1- PRIORITY: Upon admission to a facility, as part of the orientation program, each detainee shall be provided a copy of the ICE National Detainee Handbook and that facility's local supplement to the handbook.

Finding: The facility is providing each detainee a copy of the ICE National Detainee Handbook; however, each detainee is not provided a copy of the facility's local supplement to the handbook. Copies of the local supplement to the handbook are accessible by detainees in each housing unit control room and in the law library.

Recommendation: The facility should provide each detainee with a copy of the facility's local supplement to the handbook.



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Recommended Rating and Justification

The Lead Compliance Inspector recommends that the facility receive a rating of Meets Standards. The facility complies with the ICE Performance-Based National Detention Standards (PBNDS) 2011. No (0) standards were found Does Not Meet Standards 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 noncompliance 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 and in addition to the entire Nakamoto Group, Inc. Inspection Team, the following participated:

- **ICE Officials** – [REDACTED]
- **IHSC Staff** – [REDACTED]
- **Contract Staff** – [REDACTED]

[REDACTED]

[REDACTED], Lead Compliance Inspector

April 8, 2021

Printed Name of LCI

Date

[REDACTED]