



July 14, 2022

TO: [Redacted]
Acting Assistant Director Custody Management

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

SUBJECT: **Annual Inspection of the Torrance County Detention Facility**

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 Torrance County Detention Facility in Estancia, New Mexico during the period of July 12-14, 2022. This is an IGSA.

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]
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 March 2022 inspection.

Inspection Summary

The Torrance County Detention Facility 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 March 2022 180 day Follow-Up/Annual inspection and the July 2022 compliance annual inspection:



<i>180 day Follow-up/Annual Inspection</i>	
Meets Standards	40
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	3

<i>2022 Annual Inspection</i>	
Meets Standards	40
Does Not Meet Standards	0
Repeat Finding	0
Not Applicable	3

The inspection team identified two (2) deficient components in the following two standards:

Admission and Release – 1
Detention Files – 1, which is a repeat deficiency

Facility Snapshot/Description

The Torrance County Detention Center is a medium security, multi-jurisdictional facility, owned and operated by CoreCivic. The facility is located in Estancia, New Mexico approximately fifty miles southeast of Albuquerque, New Mexico. The facility, which was constructed in [REDACTED] has a rated capacity of [REDACTED] beds. The facility currently houses adult male detainees of all classification levels for ICE and the U.S. Marshals Service and male and female detainees for Torrance County. [REDACTED]

The facility encompasses a total of sixteen acres within the secure perimeter and an additional 624 acres surrounding the facility. There are two sixteen-foot high chain link fences, with two feet buried, that surround the perimeter, with an additional eight-foot high interior fence in the recreation areas, and an electric stun fence. There is a triple roll of razor wire at the top of the inner perimeter fence. Central Control maintains operational control over all exterior and interior security doors and gates. Camera monitors also provide secondary visual to all zones and points of egress which are monitored from Central Control. The entire facility is equipped with sprinkler systems with electronically controlled and monitored security and safety systems.

There are [REDACTED] housing units divided into sub-sections for a total of [REDACTED] separate living areas that are configured into cell and dormitory designs. [REDACTED] of the living areas are further divided into [REDACTED] sub-sections containing either [REDACTED] beds each. Two dormitory living areas contain [REDACTED] beds each. Each living area has a common dayroom which is equipped with fixed table/chair units for detainees to eat their meals, play games, and gather for conversation. Electronic tablets are available for all detainees to send and receive emails, make telephone calls, play games, read books, participate in video-visits, send requests directly to facility staff and ICE/ERO personnel, and to file grievances. Tablets include LexisNexis, the local handbook, and all posted announcements and bulletins.

Housing unit control centers provide supervision of unit living areas. Each cell also contains direct communication to the unit control center via intercoms. The facility has a special management/restrictive housing unit. There have been no ICE detainees housed in the unit during this inspection period.

The facility has a gymnasium and two outdoor yard areas. Outdoor recreational activities are available to include handball, basketball courts, and soccer. The gymnasium area has handball, basketball, universal weights, and volleyball. Housing units have board games, movies, and televisions.



During tours of the housing units and other areas of the facility, inspectors conducted informal interviews with no less than eighteen detainees. During these informal interviews detainees voiced no complaints. They stated that the food was good, they felt safe, and the officers treated them with respect.

Sixteen detainees were formally interviewed in a confidential manner in a private setting. Detainees who did not speak English were interviewed using a telephonic interpreter service. During these interviews most detainees stated that the food was good and the portions were large. Three detainees stated that the portions were small and that the food was not flavorful. The safety SME observed the meals during the inspection and found that the portions and the caloric content of the meals were within the requirements of the standards. One detainee stated that a female counselor did not announce herself when she entered the housing unit. This was brought to the attention of the facility administrator who stated that he would remind all staff to announce when a person of the opposite gender entered the housing units. Three detainees stated that they had submitted medical requests and had not received a response. The medical SME researched their requests and found that two of the detainees had been seen the same day that they submitted the request, and the third detainee is scheduled to see the doctor on 07/15/2022. All of the detainees stated that they had received a handbook during the intake process. One detainee stated that he did not understand the information in the handbook. The unit manager was advised, and he stated that he would have someone sit with the detainee and explain the content of the handbook to him. Several of the detainees stated that they had not seen the PREA video. This was brought to the attention of the unit manager who stated that he would ensure that the video was shown to all detainees in the housing units. The video is shown in the hold rooms during the intake process. One detainee told inspectors that a family member had died and that he was feeling sad. The unit manager was advised and the detainee was taken to medical to speak with a mental health provider. None of the detainees interviewed had filed a grievance nor had any contacted the OIG. The detainees were aware of the OIG and the contact information posted in the housing units. Only one detainee stated that he had not seen an ICE officer in the housing unit and that he had been unable to contact his ICE officer and had missed a court date. This information was provided to ICE staff for follow-up. During the confidential interviews all of the detainees stated that they felt safe in the facility and they were treated well by staff.

Detainee telephone services and tablets are provided by Talton Communications, Inc. Food service is provided by Trinity Services Group. All other services are provided by CoreCivic. Detainees are not charged co-pay fees for medical, dental, or mental health services. Sanitation throughout the facility was found to be average.

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.

Areas of Concern/Significant Observations

This inspection was conducted as a hybrid inspection wherein three inspectors were on-site and two inspectors worked remotely.

Optimal compliance levels were identified in Medical Care – the facility is accredited by ACA and NCCHC; Telephone Access – telephones are provided at a ratio of one phone for every ten detainees; Recreation – the special management unit (SMU) detainees in administrative segregation status are provided outdoor recreation daily for two hours, and detainees in disciplinary segregation status are provided outdoor recreation daily for one hour; Use of Force and Restraints – use of force audiovisual records are retained by the facility for at least one year after litigation or any investigation has concluded or been resolved; and Significant Self-Harm and Suicide Prevention and Intervention – prevention/treatment and therapeutic aftercare for suicidal detainees or detainees at risk for self-harm are within NCCHC standards.

