



AMERICAN CORRECTIONAL ASSOCIATION

206 NORTH WASHINGTON STREET, SUITE 200 • ALEXANDRIA, VIRGINIA 22314
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WWW.ACA.ORG

September 4, 2007

Deputy Field Office Director [REDACTED] b7
Florence Service Processing Center
3250 N. Pinal Parkway
Florence, Arizona 85232

Dear [REDACTED] b7

Your request for a 180 day extension for your accreditation audit for the Florence Service Processing Center has been received. In light of your need to complete structural construction for your food service area, your request is approved.

On behalf of the Commission on Accreditation for Corrections, I would like to express our appreciation for your support and commitment to the accreditation process.

If there is anything at all that we can do for you in the meantime please don't hesitate to contact us at your earliest convenience. We look forward to supporting you, your staff, and your facility throughout the entire accreditation process.

Sincerely,

[REDACTED] b6

Director
Standards and Accreditation

cc: [REDACTED] b7 Detention and Deportation Officer, Office of Detention and Removal
Agency File

COMMISSION ON ACCREDITATION FOR CORRECTIONS

TECHNICAL ASSISTANCE VISIT

Department of Homeland Security
Florence Service Processing Center
Florence, Arizona

July 16-18, 2007

VISITING COMMITTEE MEMBERS

b6

, Chairperson
onsultant

31 Breanna Drive
Paris, Illinois 61944
(217) b6

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Montgomery County Department of Correction
12500 C Ardennes Avenue
Rockville, Maryland 20852
(240) b6

b6

Faiver, Campau & Associates
P. O. Box 80406
Lansing, Michigan 48908-0406
(517)- b6 Ext. b6

A. Introduction

The audit of the Florence Service Processing Center was [redacted] 8, 2007, by the following team: Chairperson, [redacted] b6 [redacted] b6, Member, and [redacted] b6 Memb

B. Facility Demographics

Rated Capacity: 322
Actual Population: 278
Average Daily Population for the last 12 months: 301
Average Length of Stay: 4 days for Mexicans and 21 days for other than Mexican
Security/Custody Level: Minimum security facility, classified into two levels
Age Range of Offenders: 18 to 60
Gender: Male
Full-Time Staff: 413
32 Administrative/Support, 2 Program, 92 (ICE), 277 (AKAL) Security, 10 Other

C. Facility Description

The Detention Center is located in the town of Florence, Arizona, in rural Pinal County, approximately 60 miles southeast of Phoenix, Arizona. The facility is a short term detention center for adult aliens being detained for violations of immigration status and laws, or pending release under other circumstances. The main purpose of the facility is to provide a secure environment for those aliens who may abscond pending their deportation hearings.

The detention facility operates under the Immigration and Customs Enforcement through the Department of Homeland Security. Statutory authority permits detention of aliens in removal proceedings for such a time necessary to complete their sentence. The mission of the facility is “to promote public safety and national security by ensuring the departure from the United States of all removable aliens through the fair and effective enforcement of the nation’s immigration laws.”

D. Pre-Audit Meeting

The team met on July 16, 2007, in Chandler, to discuss the information provided by the Association staff and the officials from Florence Detention Center, and the Department of Homeland Security.

The chairperson divided standards into the following groups:

Standards #4-ALDF-5A-01 to 4-ALDF-7F-07 [redacted] b6, Chairperson
Standards #4-ALDF-1A-01 to 4-ALDF-3A-02 [redacted] b6 Member
Standards #4-ALDF-4A-01 to 4-ALDF-4D-28 [redacted] b6 Member

E. The Audit Process

1. Transportation

The team was escorted to the facility by [REDACTED] Immigration Enforcement Agent (Accreditation Manager).

2. Entrance Interview

The audit team proceeded to the conference room for a formal meeting with [REDACTED] Officer-in-Charge (OIC) and several staff members from the facility. The team expressed the appreciation of the Association for the opportunity to be involved with the Florence Detention Center on a Technical Assistance visit.

[REDACTED] expressed how important it is for the facility to be working towards a reaccreditation. We were made aware that the ACA standards files had been created, but not all of the documentation for the standards had not been gathered for the team's review. The team would also assist the facility on suggested ways for the set up of ACA files and proper documentation that should be contained in each file.

Each team member gave a brief description of their professional background and experience in the correctional field and what standards they would review through the process. The Chair indicated that a thorough tour of the facility would be conducted and review of the accreditation documentation to make this visit as much like a regular audit as possible.

It was also established that the visiting team would meet at the end of the day with facility representatives to report on the progress of the audit. The following persons were in attendance:

[REDACTED] Officer-in-Charge
[REDACTED] Supervisory Detention and Deportation Officer
[REDACTED] Supervisory Detention and Deportation Officer
[REDACTED] Immigration Enforcement Agent
[REDACTED] Immigration Enforcement Agent
[REDACTED], Contract Security Officer
[REDACTED] Detention and Deportation Officer
[REDACTED] Immigration Enforcement Officer
[REDACTED] Immigration Enforcement Agent

It was explained that the goal of the visiting team was to be as helpful and non-intrusive as possible during the technical assistance visit. The chairperson emphasized the goals of accreditation toward the efficiency and effectiveness of correctional systems throughout the United States. The audit schedule was also

discussed at this time.

3. Facility Tour

The team toured the entire facility from 9:30 a.m. to 12:30 p.m. on the first day and from 5:45 a.m. 8:00 a.m. the second day. The following persons accompanied the team on the tour and responded to the team's questions concerning facility operations:

b6,b7c Supervisory Detention and Deportation Officer
b6,b7c Immigration Enforcement Agent
b6,b7c Detention and Deportation Officer
b6,b7c Immigration Enforcement Officer
b6,b7c Immigration Enforcement Agent
b6,b7c Immigration Enforcement Agent

b6,b7c and b6,b7c from the El Centro Processing Center, El Centro, CA accompanied the tour group as ACA/NDS Committee Member observers.

It is noted that the team also toured the Staging Area (which includes intake processing and health screenings). A waiver (ruling) was granted by ACA that the Staging Area is not part of the facility audit.

4. Conditions of Confinement/Quality of Life

During the tour, the team evaluated the conditions of confinement at the facility. The team pointed out to the facility staff what to expect from the auditors as they toured the facility. We emphasized the typical problem areas and emphasized the need for detailed documentation. The following narrative description of the relevant programmatic services and functional areas summarizes the findings regarding the quality of life.

Security

The facility is surrounded by a double chain-link fence with razor ribbon at the top. b2High, (b)(7)e

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The perimeter is well lighted at night and monitored by surveillance cameras from a security surveillance control center. The security surveillance also observes the housing

(b)(2)High, (b)(7)e

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The detention center employs AKAL, a private security contractor to provide the overall correctional management and supervision of the detainees. Correctional officers provide direct supervision of detainees in housing units, during movements, work assignments, and court hearings.

Environmental Conditions

The facility has adequate lighting, climate, and air quality control systems. The noise level throughout the facility was minimal, especially in the special housing unit. The furnishings in the housing units were simple, sturdy, and secure. There are safety and emergency communication systems to increase the safety of staff, visitors and detainees.

Sanitation

The exterior of the facility is well maintained and no debris or weeds were between the perimeter fences. The housing units, segregation unit, common areas, offices and corridors were free of clutter and debris. However, closer attention needs to be paid to some of the mop and storage closets that were cluttered and some cleaning supplies in the housing units were not properly marked. Several mops were not properly hung up to dry in several of the mop closets.

Problems were noted in at least two of the housing unit lavatories, where some toilets and urinals were stopped up, emitting a foul odor. Housing staff indicated that this condition had lasted over a week.

The team felt the overall appearance and sanitation of the facility was good.

Fire Safety

Fire detection panels are located and monitored 24 hours, seven days a week from the security surveillance control center. All staff are trained on emergency procedures and the local fire department can respond within in five minutes. It

was suggested that the fire department routinely visit the facility for familiarization exercises.

Fire extinguishers, exit signs, emergency lighting and evacuation signs were observed throughout the detention center. Required weekly, monthly and annual inspections were being conducted by qualified and staff.

Caustics and flammables were inspected in there locations and were appropriately inventoried, controlled and strictly accounted for their use. Areas that use chemicals were equipped with operable eye wash stations.

Food Service

General population detainees eat their meals in a centrally located dining hall. Detainees are escorted to and from the housing units and given approximately 25 minutes to eat. All meals are reviewed by a certified dietitian to ensure nutrition levels are adequate. A lunch meal during the visit was consumed by a team member. The meal was nutritious and good, with adequate portions. There was an adequate number of staff available during the meals to provide security and monitoring of the detainees.

The interview of food service staff indicates there is not a sense of urgency due to a new food service contract going into place to provide meals. A contract was signed on July 13, 2007 and has 60 days to be implemented with the new contractor from that date. Staff were concerned about their current positions with the agency. Even though this may have something to do with the cleanliness of the kitchen area, it has led to potential health and safety problems by not maintaining acceptable levels of sanitation.

The tour of the kitchen prep and dish washing areas were not clean. The floors needed scrubbing and repaired. There was a large surface hole in the floor near the end of the floor drain that is a safety and health hazard. It had standing water which appeared to be old, needed draining and floor repaired. Ovens and back plates had not been cleaned, and there was evidence of built-up grease and grime. Inside one oven had leftover food in it, which appeared not to have been clean for several days. Grill surfaces needed cleaning. Under the cooking kettles, grills, ovens and storage racks had not been swept under or cleaned. The garbage disposal had garbage that had not been run since the morning meal in it. It is suggested that it be cleaned after every meal. Ceiling panels were old and needed replaced. The sprinkler system had evidence of sprinkler heads being painted over which was a fire safety concern for operating properly. Mousetraps were located throughout the kitchen area. There were mouse feces on top of the dishwashing machine. It is evident that there is a rodent problem in the kitchen area. It was suggested that a professional, licensed exterminator be contracted for services.

Another area of concern is the detainee work detail. Due to the short stay of the detainees in the facility, it is hard to have a labor force provide the work necessary to keep the kitchen at acceptable sanitation levels. Most of the workers, after they have been screened by health services are only working a couple of weeks before they are deported or released. The kitchen needs a lot of work in sanitation to meet acceptable standards for their reaccreditation.

Medical Care

Public Health Services (PHS) provides medical 24 hours, seven days a week, and dental and mental health care to the detainees. The overall impression of health services was that they maintain a well-lighted, very clean department and a very adequate health service program. This department cares for all detainees housed at this facility and the daily admissions of incoming detainees. Sick call, health care assessment, triage and continuity of health care are provided for the detainees. No fees or co-payments are charged to detainees for health services.

Health care records were randomly selected and reviewed in depth based upon categories of: emergency care, new arrival, regular sick call, and chronic illness. All records were reviewed were in accordance with ACA Standards and health care practices. Each Health Standard was reviewed with the Health Services Administrator. While some of them had documentation, only a few were arranged in a standard ACA file. Guidance was provided as to the layout of each file and with proper documentation needed for compliance.

The team found that health services were in compliance as to the control and inventory of medication and medical tools.

Recreation

Outdoor recreation is provided for the general population and segregation housing detainees. Each recreation area exceeds the amount of space required. The outdoor recreation yard for general population detainees is covered, and water stations are provided for the extreme heat. The general population detainees are allowed a minimum of one hour a day for recreation. Special housing detainees are allowed one hour a day of outside recreation, at a minimum of five days per week.

Religious Programming

A chaplain supervises and directs all religious programming and volunteers at the facility. The chaplain is from the Jesuit Refugee Service through an Immigration and Customs Enforcement national contract. Religious services are held in the dining hall. The chaplain provides pastoral care and counseling to detainees who request it through group programs and individual services. Special services are requested through religious volunteers approved by management.

Offender Work Programs

Detainees are paid a stipend of \$1.00 per day to work. All work assignments performed by detainees are on a volunteer basis. At the time of this audit, there were 100 detainees assigned to food service, laundry, facility maintenance, vehicles, recreation and general housekeeping.

Academic and Vocational Education

There are no academic or vocational educational programs.

Social Services

There are currently no social services within the facility at this time.

Visitation

The facility permits contact visiting between the detainees and visitors on Saturdays, Sundays and all federal holidays. Detainee visits are scheduled for one hour depending on available space. Attorney visits are permitted seven days a week. Special arrangements are made for detainee family's who travel a greater distance upon the approval of management.

Library Services

During normal recreation periods, books are available for check out by the detainees. A mobile cart is used to provide books to the special housing unit twice a week.

The law library is available from 9:00 a.m. to 3:00 p.m. and 5:00 p.m. to 7:00 p.m. five days a week. Special housing detainees are afforded the same access unless there are security and health concerns.

Laundry

The laundry facility has an adequate number of washers and dryers to maintain detainee laundry and linen needs. Uniforms are exchanged twice a week and socks, underwear and towels are exchanged daily. Detainees are supervised by a correctional officer and given instruction on safety of chemicals and equipment.

F. Examination of Records

Following the facility tour, the team proceeded to the conference room to review the accreditation files and evaluate compliance levels of the policies and procedures. The facility has no notices of non-compliance with local, state, or federal laws or regulations.

1. Litigation

Since the last accreditation, the facility had no consent decrees, class action lawsuits or adverse judgments.

2. Significant Incidents/Outcome Measures

From June 2006 through June 2007, there have been no major hunger strikes, work stoppages, hostage situations or fires. There was one escape in April 2007 and a disturbance in July 2006.

The escape that was reported was an administrative escape. Two escorting officers failed to fill out a Deportation Warrant to validate a Mexican subject being deported to Mexico through Nogales, Arizona Port of Entry.

The disturbance was due to a verbal altercation between an El Salvadorian and a correctional officer in a housing unit. An ICE supervisor had the detainee placed in segregation for investigation. There were between 50 and 60 detainees in the housing unit trying to break windows out around the control center pod and pry open the doors. They succeeded in pushing the beds up against the windows to block the view of staff. The detainees were given several direct orders to cease and desist. The SRT and DCT teams were mobilized and entered the housing unit using concussion and stingball grenades. The teams subdued the detainees without the use of chemical agents and placed them on buses to be transferred to a nearby ICE detention facility in Eloy, Arizona.

During the same period:

Assault – detainee on detainee, without weapon: 17

Assault – detainee on staff, without weapon: 11

Number of forced cell moves: 2

Number of disturbances: 1

Number of times SRT was used: 1

Number of medical referrals as a result of injuries sustained: 30

Deaths – none

There were no major injuries as a result of assaults: detainee on detainee, detainee on staff.

3. Departmental Visits

Team members revisited the following departments to review conditions relating to departmental policy and operations:

Department Visited

**Person(s) Contacted

Medical	LTCMDR	b6	HSA
Maintenance	b6,b7c		Supervisor
Food Service	b6	od	Service Supervisor
Security	b6,b7c		Contract Security Officer

4. Shifts

a. Day Shift

The team was present at the facility during the day shift from 8:00 a.m. to 4:30 p.m. and was able to observe the operations within the facility in addition to conducting interviews with line staff and administrators.

b. Evening Shift

The team was present at the facility during the evening shift from 2:00 p.m. to 4:30 p.m. and continued to interview line staff and supervisors.

c. Night Shift

The team was present at the facility during the night shift from 5:30 a.m. to 7:00 a.m. The team continued to interview staff within the housing units

G. Interviews

During the course of the audit, team members met with both staff and offenders to verify observations and/or to clarify questions concerning facility operations.

Offender Interviews

The audit team spoke to the detainees during the visit. There were no unusual complaints or consistent complaints. The comments were generally favorable toward their treatment received from staff.

Staff Interviews

The staff interviewed was found to be knowledgeable and very professional in their duties. The staff stated that they felt safe within the facility and presented a positive attitude. There were no issues or complaints from the staff that were interviewed.

H. Exit Discussion

The exit interview was held at 9:30 a.m. in the conference room with the Supervisory Detention and Deportation Officer and 14 staff in attendance.

The following persons were also in attendance:

[REDACTED], Supervisory Detention and Deportation Officer
[REDACTED] Supervisory Detention and Deportation Officer
[REDACTED], Supervisory Detention and Deportation Officer
[REDACTED] upervisory Detention and Deportation Officer
[REDACTED] Detention Operations Supervisor
[REDACTED] Detention Operations Supervisor
[REDACTED] Immigration Enforcement Agent
[REDACTED] mmigration Enforcement Agent
[REDACTED] Contract Security Officer
[REDACTED] Maintenance Supervisor
[REDACTED] Contract Security Program Director
[REDACTED], Director Public Health Services (HSA)
[REDACTED] Food Service Supervisor
[REDACTED] Detention and Deportation Officer (Guest)
[REDACTED] Immigration Enforcement Officer (Guest)
[REDACTED] Immigration Enforcement Agent (Guest)

The chairperson explained the procedures that would follow the audit. The team discussed the observations and reviewed the comments made during the technical assistance visit. Each auditor discussed compliance levels of the mandatory and non-mandatory standards and reviewed their individual findings with the group. A copy of the compliance checklist was also given to the facility with our comments on each standard to bring them in compliance.

[REDACTED]

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The team expressed their concerns regarding food service and its overall appearance and sanitation. Everything that was detailed in the food service description was discussed in detail during this close out. They assured the visiting team that they understood the problems and would work diligently to correct the problems before the reaccreditation took place.

The chairperson expressed appreciation for the cooperation of everyone concerned and congratulated the facility team for the progress made and encouraged them to continue to strive toward even further professionalism within the correctional field.

Significant Incident Summary

This summary is required to be provided to the chair of your audit team upon their arrival. The information contained on this form will also be summarized in the narrative portion of the visiting committee report and will be incorporated into the final report. It should contain data for the last 12 months; indicate those months in the boxes provided. Please type the data. If you have questions on how to complete the form, please contact your regional manager.

Facility **Florence Service Processing Center**

Year **July 06 –June 07**

		Months											
Incidents		7/06	8/06	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07
Assault: Offenders/ Offenders*	Indicate types (sexual**, physical, etc.)	P	P	P	P	P	P	P	P	P	P	P	P
	# With Weapon	0	0	0	0	0	0	0	0	0	0	0	0
	# Without Weapon	3	1	0	2	1	3	3	3	0	1	0	0
Assault: Offender/ Staff	Indicate types (sexual**, physical, etc.)	P	P	P	P	P	P	P	P	P	0	0	0
	# With Weapon	0	0	0	0	0	0	0	0	0	0	0	0
	# Without Weapon	1	1	1	1	1	2	2	1	1	0	0	0
Number of Forced Moves Used***	(Cell extraction or other forced relocation of offenders)	1	0	0	0	0	0	0	0	0	1	0	0
Disturbances* ***		1	0	0	0	0	0	0	0	0	0	0	0

Number of Times Chemical Agents Used		0	0	0	0	0	0	0	0	0	0	0	0
Number of Times Special Reaction Team Used		1	0	0	0	0	0	0	0	0	0	0	0
Four/Five Point Restraints	Number	0	0	0	0	0	0	0	0	0	0	0	0
	Indicate type (chair, bed, board, etc.)												
Offender Medical Referrals as a Result of Injuries Sustained	#'s should reflect incidents on this form, not rec or other source	4	2	2	3	2	5	5	4	1	2	0	0
Escapes	# Attempted	0	0	0	0	0	0	0	0	0	0	0	0
	# Actual	0	0	0	0	0	0	0	0	0	1	0	0
Substantiated Grievances (resolved in favor of offender)	Reason (medical, food, religious, etc.)	0	0	0	0	0	0	0	0	0	0	0	0
	Number	0	0	0	0	0	0	0	0	0	0	0	0
Deaths	Reason	0	0	0	0	0	0	0	0	0	0	0	0
	Number	0	0	0	0	0	0	0	0	0	0	0	0



- *Any physical contact that involves two or more offenders
- **Oral, anal or vaginal copulation involving at least two parties
- ***Routine transportation of offenders is not considered "forced"

****Any incident that involves four or more offenders. Includes gang fights, organized multiple hunger strikes, work stoppages, hostage situations, major fires, or other large scale incidents



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206 NORTH WASHINGTON STREET, SUITE 200 • ALEXANDRIA, VIRGINIA 22314

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December 6, 2007

[REDACTED] Detention and Deportation Officer
Office of Detention and Removal
U.S. Department of Homeland Security
801 I Street, NW
Washington, D.C. 20536

Dear **[REDACTED]**

In response to your recent request, and after careful review of specific Adult Local Detention Facility Standards, the following determinations have been made regarding the applicability of the following standards:

4-ALDF-5A-04	Not Applicable	4-ALDF-5B-18	Not Applicable
4-ALDF-5A-05	Not Applicable	4-ALDF-5C-06	Not Applicable
4-ALDF-5A-06	Not Applicable	4-ALDF-5C-07	Not Applicable
4-ALDF-5A-07	Not Applicable	4-ALDF-5C-08	Not Applicable
4-ALDF-5A-08	Not Applicable	4-ALDF-5C-09	Not Applicable
4-ALDF-5A-09	Not Applicable	4-ALDF-5C-10	Not Applicable
4-ALDF-5A-10	Not Applicable	4-ALDF-5C-12	Not Applicable
4-ALDF-5B-13	Not Applicable	4-ALDF-5C-13	Not Applicable
4-ALDF-5B-14	Not Applicable	4-ALDF-5C-14	Not Applicable
4-ALDF-5B-15	Not Applicable	4-ALDF-5C-15	Not Applicable
4-ALDF-5B-16	Not Applicable	4-ALDF-5C-16	Not Applicable
4-ALDF-5B-17	Not Applicable	4-ALDF-7D-12	Not Applicable

Taking into consideration the unique mission of U.S. Immigration and Customs Enforcement (ICE) it has been determined that the above standards will be deemed not applicable as they relate to accreditation by the American Correctional Association. The requirements of the above standards cannot be realistically applied to the detainees held in ICE facilities due to the detainees' relative short time in detention and subsequent deportation from the United States. This determination applies to all Service Processing Centers and all Contract Detention Facilities owned and/or operated by ICE nationwide and will remain in effect until further notice. If I can be of any further assistance with this matter or any other, please do not hesitate to contact me at your earliest possible convenience.

Sincerely,

[REDACTED]
b6

Director
Standards and Accreditation

cc: **[REDACTED]** Standards and Accreditation Specialist
Agency File